

Sustainability Report

2024

Driving circularity

Committed to society



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Message from the CEO

‘A collective success story’. This was the title of our 2024 communications campaign, created to convey Tirme’s trajectory to the general public. Three decades of shared efforts, working with citizens, institutions, and partner companies and culminating in a sustainable, circular waste management model dedicated to the common good. Indeed, in this area, Mallorca is today firmly positioned as an international benchmark.

Our work to become **a more inclusive and social organisation** is ongoing. We strive to create a diverse and fair working environment through policies that promote gender equality, the inclusion of people with disabilities and the development of talent. Talent that has enabled us to evolve and transform, delivering robust and effective solutions to the new challenges that have emerged. To this end, we have drawn on innovation, technical advancements and digital transformation—tools that allow us to convert all waste into resources.

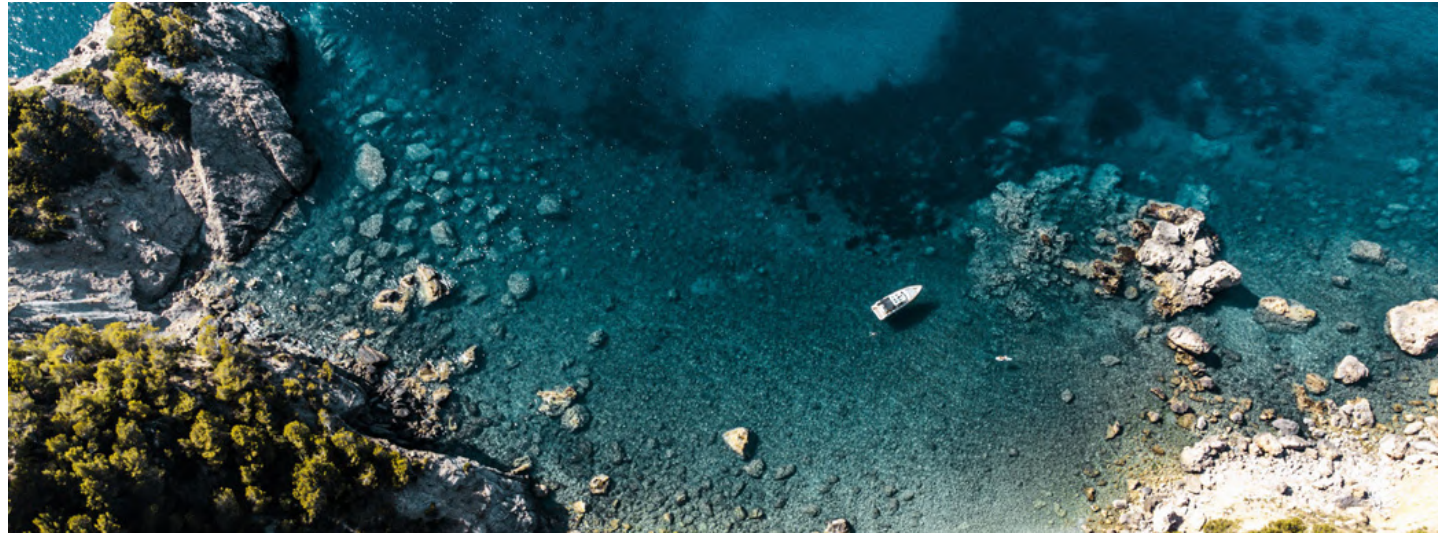
These new challenges have been far from insignificant, and this Sustainability Report includes details that attest to this. In 2024, Mallorca **recorded a historic milestone in selective waste collection: 175,283 tons**. This represents a sevenfold increase in the amount separated 25 years ago. Indeed, growth in recent years has been exponential. While in 1999, each resident on Mallorca annually separated 31 kilogrammes of waste at home per year, by 2024, this figure had risen to 145 kilograms. At Tirme, this is precisely what we mean when we refer to our ‘collective success’.

A commitment of more than three decades to our ‘zero waste to landfill’ model on Mallorca and the wellbeing of our community.

As a result, since 1999, the volume of municipal waste sent for **energy recovery** – in other words, the residual fraction – has fallen by 37,000 tonnes, nearly 10% of the total. These figures dispel the notion that energy recovery discourages selective collection and the reduction of the waste we generate. Indeed, the figures indicate precisely the opposite.

This strong citizen commitment drives us to make ongoing improvements. We have begun the construction of a **new compost plant in Lluçmajor**, with a capacity to process up to 21,000 tons of organic matter and which is set to become operational in the summer of 2026. We are also expanding the transfer station in Alcúdia in order to provide a faster, more efficient service to the surrounding municipalities.

Turning waste into resources is more than just a technical solution: it's closing the loop and reducing environmental impact.



However, our plans don't stop there. The **'zero waste to landfill' model** is already a reality in Mallorca, based on the closure of landfills (a process that was completed in 2010), the reuse of waste, high-quality recycling and composting. Now, for the first time ever, we are in a position to help this circular economy model advance at a regional level, in order to turn the Balearic Islands into the first Mediterranean region to achieve 'zero waste to landfill'. Such an achievement would undoubtedly write another chapter in this collective success story.

I would like to end by noting that this year we have once again renewed and reaffirmed our

commitment to the UN Global Compact, guaranteeing compliance with its Ten Principles. Furthermore, we are continuing to align our actions with the **United Nations' Sustainable Development Goals (SDGs)**. In doing so, and through our local perspective, we are helping to tackle the major challenges the world faces, working towards a fairer, more equitable society with a greater sense of environmental responsibility.

Antonio Pons
CEO, Tirme

2024 through the lens of sustainability

ACTIVITY



135.5 M€

turnover

(+11.7% vs. 2023)



53 municipalities

to whom we provide services

SOCIAL IMPACT



176,315 €

invested in social action

(+6.2% vs. 2023)



LOCAL SUPPLIERS:

78%

volume

57%

expenditure

(+3.4% vs. 2023)



13,725 followers

on our social media

(+15.0% vs. 2023)



VISITS:

38,388

to our website

(+24.8% vs. 2023)

7,631

to our facilities

(+8.3% vs. 2023)



77%

positive press reports

(-7% vs. 2023)


PEOPLE MANAGEMENT


286 professionals
in the team


715,077 €
invested in health and safety


0 accidents
at work with serious consequences


48 years
average age


18.3 years
average length of service


97.6%
employees with permanent contracts

 **HOURS OF TRAINING:**
8,013 hours in total **23** hours per person

ENVIRONMENTAL PERFORMANCE



3%

of total turnover
invested in R&D



100%

material or energy
waste recovery



10,323 t

of compost
produced
(-11.1% vs. 2023)



21,535 t

of paper and
cardboard recovered
(+6.2% vs. 2023)



18,902 t

of packaging selected for
final recycling
(+13.6% vs. 2023)



361,387 MWh

of electricity generated
at our plants
(+9.6% vs. 2023)



189,337 MWh

of renewable electricity
generated at our plants
(+10.5% vs. 2023)



137,966 t de CO₂

atmospheric emissions
prevented (+8.8% vs. 2023)



109,638 t

of eco-aggregates
produced (+8.1% vs. 2023)



107.8 t

of phosphorous, 404.6 t
of nitrogen and 188.6 t of
potassium recovered



676,514 t

of waste received
(+3.5% vs. 2023)



15,432 t

of glass recovered
(+0.7% vs. 2023)



14,636 t

of metal fraction recycled
(+53.3% vs. 2023)



504 inspections
of environment



12,929 parameters
analysed

Time, drivers of circularity

01

Working for a more sustainable world

30 years of history

In the 1990s, Mallorca was already one of the world's leading tourist destinations, welcoming millions of visitors each summer, eager to enjoy our beaches and some of the Mediterranean's most spectacular scenery.

Following the approval of the Balearic Islands' Solid Municipal Waste Management Plan in 1990, and the signing in 1992 of the concession contract with the Consell de Mallorca that granted Tirme the public service concession for waste treatment, in 1994, we began construction of **the island's first Energy Recovery Plant**. Previously, the municipalities of Mallorca had operated dozens of landfills—many of them uncontrolled—bringing with them significant environmental challenges for a territory as limited and vulnerable as ours.

Tirme was therefore founded as an **Environmental Technologies Park**, with a model tailored for the island of Mallorca based on high-quality recycling, where waste is transformed into new resources through the recovery of materials and energy at our material and energy recovery

plants, and thereby achieving our goal of 'zero waste to landfill'.

2024 marked thirty years since the start of our work to create a public waste treatment system that was decades ahead of the European directives for a circular economy currently in force. We laid the foundations for the **efficient model that we continue to uphold today, and which is consolidated as a national and international benchmark**. Our long-term vision and sustained efforts, together with the support of the Govern Balear (the Regional Government of the Balearic Islands) and the Consell de Mallorca (the Insular Government of Mallorca), enabled Mallorca to achieve its goal of 'zero waste to landfill' in 2010, making it one of the first territories in Europe to do so.

This ambitious goal required dedicated efforts and bold decision-making. It led to the development of a **robust system** capable of delivering consistent and ongoing solutions to Mallorca's needs, with the versatility necessary to address the island's seasonality and the resilience to withstand the

To mark Tirme's 30th anniversary, we are reaffirming our commitment to contributing to Mallorca's circular economy.

passage of time. A system that can adapt to changing circumstances while maintaining a high degree of reliability and meeting the strictest environmental and technological standards.

Today, waste generation remains one of the greatest challenges we face as a society, due in part to population growth and increased

We are committed to ongoing improvements as a means of consolidating our position at the forefront of the sector. We are proud of our achievements to date, the result of institutional consensus and citizens' commitment to creating a sustainable future for Mallorca.

consumption, which continue to increase the volume of waste produced. For this reason, the **circular economy** has emerged as the best alternative, offering a system designed to maximise the useful life of materials and transform waste into resources.

Consequently, our **'zero waste to landfill' working model** has enabled the transformation of all waste generated on Mallorca into resources, with active citizen participation playing a vital role. As a result, our recycling, reuse, and recovery rates are well above the Spanish average and are close to the levels of Europe's most environmentally advanced regions. Furthermore, thanks to the energy recovery of waste that cannot be recycled or recovered, we are the leading producer of renewable energy in the Balearic Islands.

In this sense, **we are continuing to work towards a circular Mallorca** through innovation and digital transformation, the use of the best available technologies, alliances with other economic and social actors, and public-private collaboration. In doing so, we are contributing to the transition towards a more efficient model, prioritising waste prevention and reuse, ensuring high-quality recycling, minimising the carbon footprint and becoming increasingly inclusive.



We are celebrating our 30th anniversary: 'A collective success story'

In November 2024, we had the pleasure of hosting an event to mark the 30th anniversary of the laying of the foundation stone of Mallorca's first incineration plant. During the celebrations, we shared the milestones from our history at an event attended by representatives from the Govern Balear and the Consell de Mallorca, as well as the majority of the mayors from the island's various municipalities.

This event was also an opportunity to highlight the dedication and commitment of all stakeholders, as well as Tirme, to addressing the question of waste management **from an approach that could already be considered circular**, after eliminating all landfills from our island. It also fuelled our determination – with support from public administrations – to continue working towards a more sustainable and cleaner island.



More than three decades at the forefront of circularity



1992

Signing of the concession agreement with the Consell de Mallorca



1994

Construction work starts on Mallorca's first Energy Recovery Plant



1997

Provisional commissioning of the Energy Recovery Plant



2000

Approval of the Sectoral Master Plan for the management of urban waste on Mallorca (PDSGRUM by its Spanish initials) through Decree 21/2000, and first Quality and Environmental Certification



2011

First company in the Balearic Islands to receive Social Responsibility certification



2010

Achievement of the 'zero waste to landfill' objective



2009

First certification in Occupational Health and Safety Management Systems



2008

First Family-Responsible Company certification



2003

Opening of the Environmental Technology Park



2001

Approval of the environmental measures and monitoring programme for waste management infrastructures



2012

First Energy Efficiency certification



2018

First company in the Balearic Islands to receive 'Good Governance' certification



2021

First waste management company in Spain to certify its Circular Economy Strategy



2022

We celebrate 30 years of driving the circular economy



2024

Work is completed on Phase III of the methanation plant at the Environmental Technology Park



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

To carry out our work effectively and meet the needs of the population across the island, we operate a range of facilities, strategically located throughout the territory. Our network of facilities comprises our offices, five transfer stations, material recovery plants, energy recovery facilities, waste disposal sites, and an Environmental Information and Education Centre.

Our facilities



Environment Information and Education Centre

Here we work to raise citizens' environmental awareness and drive the circular economy.



Cases de Can Canut Offices

Tirme's headquarters, where we coordinate all our activities and carry out the corresponding 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:** here we process organic waste to produce biogas from anaerobic

fermentation. This is then used to generate 100% renewable electricity.

- **Production Plant for Eco-aggregates:** this is where the bottom ash from the Energy Recovery Plant is processed, recovering metallic elements and the mineral fraction.
- **Packaging Sorting Plant:** here we sort lightweight packaging obtained from selective collection and send it to the final recycling facilities.

Zones of Mallorca		
Zones	Municipalities	Facilities located in each zone
Zone 1	Palma and Marratxí	Lightweight Packaging Sorting Plant
		Compost Plant
		Methanation Plant
		Energy recovery Plant
		Eco-aggregate Production Plant
		Secure Landfill
Zone 2	Calvià	Solar Drying Plant
Zone 3	Santa Margalida	Landfill for construction and demolition reject waste
Zone 4	Felanitx	Compost Plant
Nord	Alcúdia	Transfer Stations
Centre	Binissalem	
Llevant	Manacor	
Ponent	Calvià	
Sud	Campos	

- **Compost Plants:** this is 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.



Energy recovery facilities

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



Waste elimination facilities

- **Reject Landfill:** this facility is used for storing reject material from the construction and demolition waste processing that is not suitable for material or energy recovery.
- **Secure Landfill:** this is used for depositing fly ash produced during the incineration process, after it has been stabilised with cement.

Location of our facilities

SON REUS AREA

- Energy Recovery Plant.
- Secure Landfill.
- Eco-aggregate Production Plant.

CAN CANUT AREA

- Cases de Can Canut Offices.
- Environmental Information and Education Centre.
- Lightweight Packaging Sorting Plant.
- Methanation Plant.
- WWTP Sludge Solar Drying Plant.
- Compost Plant.

CALVIÀ AREA

- Ponent Transfer Station.
- Compost Plant.

CAMPOS

- Sud Transfer Station.

ALCÚDIA

- Nord Transfer Station.

SANTA MARGALIDA

- Landfill for construction and demolition reject waste.

BINISSALEM

- Centre Transfer Station.

MANACOR

- Llevant Transfer Station.

FELANITX

- Compost Plant.

Improvements carried out at our facilities over the course of 2024

Each year, we carry out a series of actions at our facilities aimed at optimising their performance and thereby achieve **greater operational efficiency**. Below are some of the key initiatives undertaken over the course of 2024:

- ✓ Construction of the **Can Canut recreational area** and signing of an agreement with Marratxí Town Council to transfer its management following completion.
- ✓ Upgrade of the **high added value metal recovery facility** at the Eco-aggregate Production Plant.
- ✓ Improvements in **reject management** at the Lightweight Packaging Sorting Plant.
- ✓ Completion and commissioning of **Phase III of the Methanation Plant** and improvements to the OFSMW preselection plant.
- ✓ Approval of the project for the construction of the **new Lluçmajor Compost Plant** to process biowaste.
- ✓ Start of work to **extend the Alcúdia Transfer Station**.
- ✓ Implementation of the Best Available Techniques (BATs) corresponding to the Waste **BREF (Best Reference Document)**.

Committed to sustainability












The 2022-2025 Strategic Plan addresses our commitment to the circular economy and sustainability, the pillars of our activity, and is structured around four strategic goals.

In turn, these goals 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.

While this Plan has a local focus, through its implementation **we also contribute to the achievement of the United Nations Sustainable Development Goals (SDGs)** set out in the 2030 Agenda, with which it is directly aligned.



Our 2022-2025 Strategic Plan

 Strategic goals	 Strategic lines	 Strategic objectives			
<div data-bbox="174 523 250 593">SG01</div> Optimise economic profitability	Digital transformation	 Economic-financial	 Stakeholders	 Internal processes	 People and systems
	Expansion and generation of circular value chains				
	Triple zero				
	Increase in EBITDA Personalized customer centricity				
<div data-bbox="174 1241 250 1311">SG04</div> Transform talent and knowledge	Intensification of the culture for adaptation and ongoing improvements				

Within the framework of our Strategic Plan, **we have specifically tailored five Action Plans** in order to reach the goals set. Each plan includes annual targets in order to guarantee steady progress and identify specific areas where improvement actions are required.

Progress in achieving the objectives included in our 2024 Action Plans

Strategic Projects Plan



OBJECTIVE

To develop strategic projects and finance other new ones, while guaranteeing service integrity and implementing Best Available Techniques (BATs).



RESULTS

We have executed 60% of the strategic projects drawn up, with 99% of the investment linked to activities aligned with the European Green Taxonomy. In addition, we exceeded the target of 80% cumulative investment in R&D&I, reaching 84.3%.

Customer Value Proposition Plan



OBJECTIVE

To open 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.



RESULTS

We developed various projects and actions with different stakeholders, identifying the impact each has on the general stakeholder SWOT matrix, based on the results of satisfaction surveys. We have also carried out a materiality analysis, which identified the following material issues as being highly relevant: regulatory compliance (corporate governance dimension); air quality, prevention of atmospheric pollution and protection of soil and groundwater, as well as responsible water management (environmental dimension).

Balearic Islands Circular Plan



OBJECTIVE

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.



RESULTS

We continued to implement measures aimed at reducing our carbon footprint, increasing the consumption of renewable energy and minimising water consumption. Notably, we made progress in the innovative calculation of the circularity index of our processes by using the CTI (Circular Transition Indicators) methodology of the WBCSD (World Business Council for Sustainable Development).

Impulsa Action Plan



OBJECTIVE

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.



RESULTS

We achieved our objective of reducing contractor accidents by 37.5% compared with 2022, a drop of 50%, although for our own staff we are still working to meet the objective set. We are also close to reaching the digital maturity target, and exceeded the targets for improvements implemented through Lean processes—94.8% compared with the 80% target—as well as for employee participation in improvement teams, which stood at 33%, well above the 2024 target of 20%.

+ EBIDTA Plan



OBJECTIVE

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



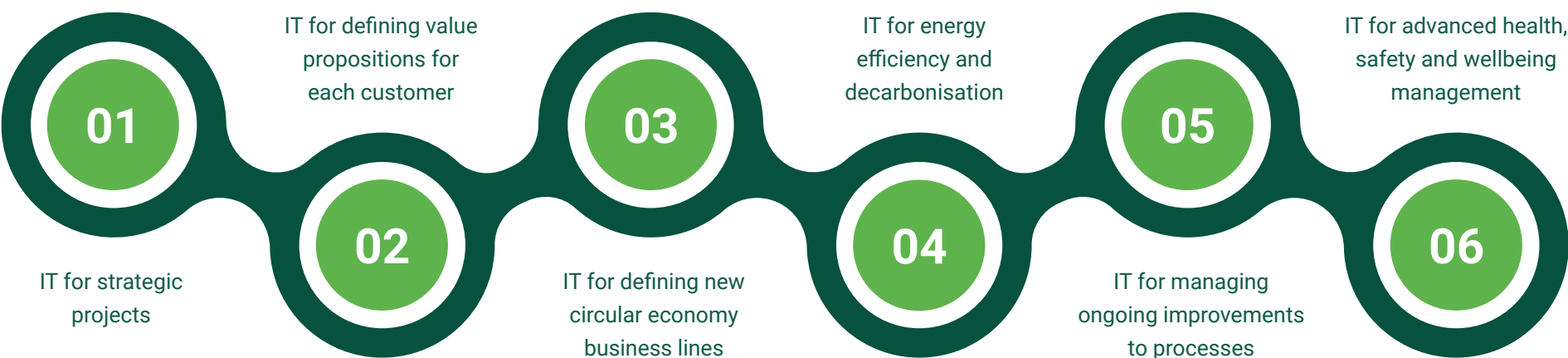
RESULTS

We exceeded the targets set for both the 2024 and cumulative EBITDA.

In order to monitor and supervise the implementation of these plans, we set up **improvement teams** formed by professionals from various areas, creating multidisciplinary, cross-functional groups across the organisation.



Our improvement teams



In 2024, our new CEO, Antonio Pons, ratified the Integrated Management System Policy.

Furthermore, our day-to-day activity is based on the standards of our **Integrated Management System**, endorsed by a number of nationally and internationally recognised certifications and which enable us to work on introducing ongoing improvements at all levels.



Working alongside our stakeholders

Delivering on our sustainability commitments requires the collaboration and participation of the company's stakeholders, as we are part of a social ecosystem that requires the contribution of all parties in order to advance towards the development of the island we all aspire to.

For this reason, we maintain an **ongoing dialogue** that enables us to identify shared interests, communicate our value proposition and gain a first-hand insight into our stakeholders' expectations and needs. By bringing together all perspectives, we can strengthen our Strategic Plan and define actions that address the needs of all parties while consistently seeking the wellbeing of our island's citizens and environment.

In order to encourage this dialogue, we use **a range of communication channels** tailored to the profiles of our various stakeholder groups. To this end, we have a stakeholder map that identifies those of greatest significance, whose opinions are taken into

account when periodically updating our materiality analysis, based on the results of the satisfaction surveys we conduct.

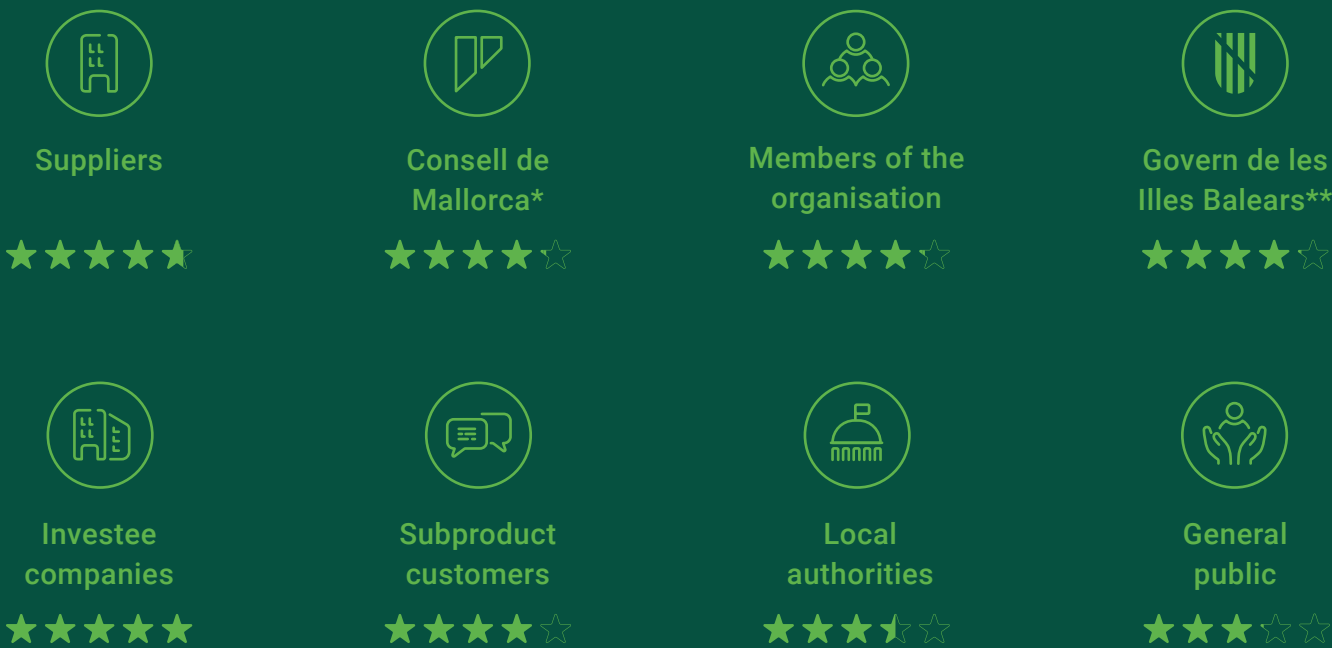
In addition, each year we draw up **Internal and External Communication Plans**, aligned with the needs identified for each group. In 2024, we successfully complied with 94% of the initiatives included in the External Communication Plan.

Likewise, through our Satisfaction Assessment Plan, we periodically conduct telephone interviews and questionnaires with different stakeholder groups to understand their needs and gauge their level of satisfaction with Tirme's performance in various areas.

The results currently remain consistent with the analysis carried out in 2022 in order to define our 2022–2025 Strategic Plan, with **an average score of 4.1 out of 5**, and new surveys are planned for 2025.



Our stakeholders’ degree of satisfaction with Tirme



The results of the opinion studies carried out with our stakeholders enable us to identify the company’s relevant material issues.

In 2024, our communication plans centred on improving key weaknesses detected in the 2023 SWOT analysis. These included the need to improve our outreach in general, as well as to

raising a broader awareness of our Code of Ethics. These actions are embedded in each of the **value propositions developed specifically for each stakeholder group**.

* Insular Government of Mallorca.
** Regional Government of the Balearic Islands.

How our stakeholders see us



Principal 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.



Opportunities detected

- ✓ Strong potential to drive the circular economy.
- ✓ Need to raise awareness of our activity and improve outreach.
- ✓ Need to build up relations with citizens and local authorities, as well as with metallic fraction customers.
- ✓ Need for greater transparency.
- ✓ Possibility for improvement in the production and management of subproducts.

We are also aware of the importance of showcasing our activities at Tirme first-hand and promoting this work as a means of **raising environmental awareness among citizens**.

Visits to **the Environmental Information and Education Centre** are one of our main initiatives in this regard. In 2024, we welcomed more visitors than the previous year: 7,631 compared with 7,044 in 2023, further proof of the steady upward trend of recent years.

In order to further increase visitor numbers, at the end of 2024 we carried out **a series of improvements to the centre, as well as the train**, with the intention of enhancing the visitor experience.

Improvements made to the Environmental Information and Education Centre in 2024

To improve the visitor experience, we introduced a number of new features at the Environmental Information and Education Centre:

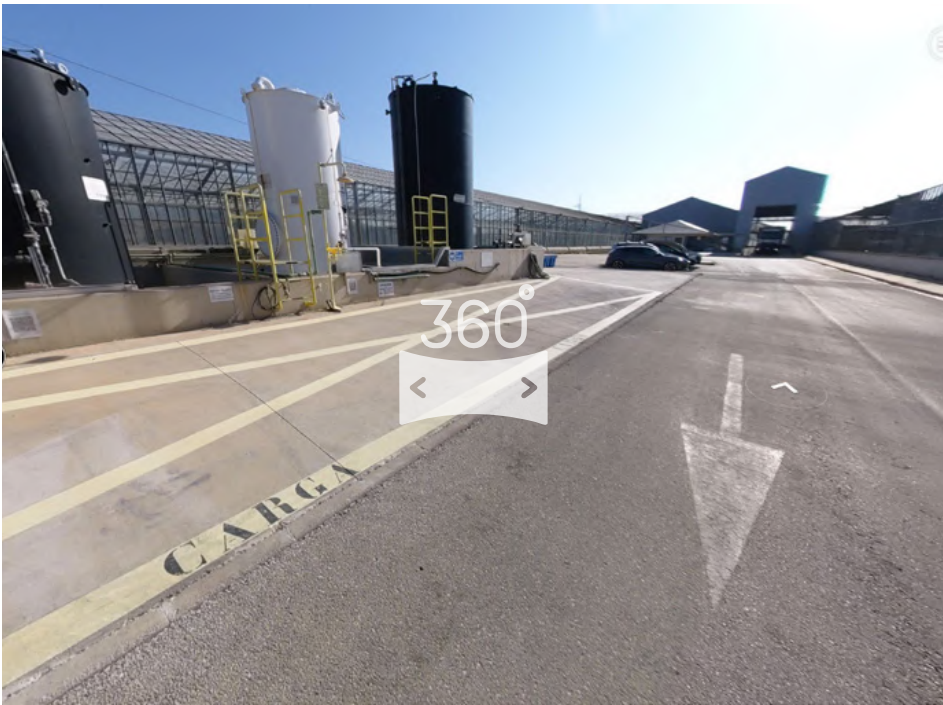
The Circular Economy Corner

Located in the entrance hall, this corner has five totems, one for each container/fraction of municipal waste: packaging, paper and cardboard, glass, organic matter and residual waste. Each totem provides a full explanation of each stage of the waste's journey; from the time it is placed in the container to its transformation into a recycled product and the material returns to the commercial circuit for a second round of consumption. We also developed a [web](#) application to explain the cycle for each of these fractions.



Kahoot

This is a quiz carried out at the end of the visit to test the knowledge acquired. For this purpose, we have installed a screen at the top of the Circular Economy Corner and provide visitors with tablets so that groups of around five people can participate.



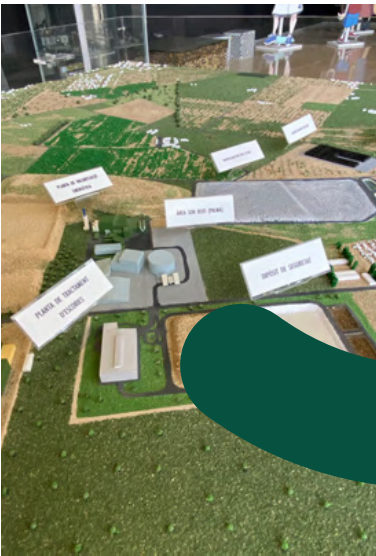
Virtual tours

This tool allows users to explore a location or space through interactive 360-degree images or videos. We offer tours of the following facilities, which can be accessed on this [page](#):

- Energy Recovery Plant.
- Packaging Sorting Plant.
- Solar Drying Plant.
- Environmental Information and Education Centre.
- Methanation Plant.
- Compost Plant.
- Eco-aggregate Production Plant.
- Transfer Station.

Augmented Reality in the Environmental Technology Model

Located in the entrance hall of the Environmental Information and Education Centre, this model features the location of the various facilities, and visitors can use the tablet provided to obtain specific information about them, including text, videos and photos.



We also harness **the potential of social media** in order to remain in touch with our stakeholders, particularly citizens. As a result, we work continuously to maintain a strong presence across the company's various profiles, offering engaging and relevant content.

As a result of these efforts, in 2024 our number of followers stood at **13,725**, a year-on-year increase of 15%, confirming the highly positive upward trend of recent years. Also worthy of note is the consolidation of our TikTok profile, which registered excellent engagement levels. Similar increases were obtained **on our website**, which received 38,388 visits in 2024, 24.8% more than the previous year.



Invested in digital transformation

Digital transformation is one of the key action lines in our 2022-2025 Strategic Plan, as we are fully aware of the essential role it plays **in improving and optimising our processes**. In this sense, we are working towards to key goals that will drive us towards a cultural change that will make us a more automated and dynamic company:

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

We are also committed to digitalising certain manual or analogue processes that will **boost our efficiency and improve our data management**, a key aspect for taking decisions based on the analysis of these data.

In 2024, we progressed with the three tactical objectives defined in our **2022-2025 Corporate Digitalisation Plan** in accordance with OKR methodology (Objectives and Key Results):

T01 – Digital toolkit: Centred on modernising and updating all our technologies in order to remove all technological barriers, while at the same time ensuring that all departments are aligned in terms of their data capacities and digital maturity.

T02 – Data-Driven: Focused on training everyone in 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 – Organisation and processes: Aimed at reviewing and optimising our processes through a LEAN and circular perspective, based on efficient data use.

OKRs for our Digitalisation Plan



OKR Digital toolkit

- 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

- AI 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

- Redefine **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.

2024 saw progress in a number of **digitalisation projects** across various areas of the organisation:



Human resources

- Replacement of the **payroll management tool** to SAP SuccessFactors.
- Improvement to the **internal work order management tool**.



Digital transformation

- **Changes to the service system model** through outsourcing.
- Introduction of the **24x7 service**.
- Completion of the implementation of the **Cybersecurity Operations Service (SOC** by its Spanish initials) with Intec, and the development of cybersecurity procedures.



Corporate

- Development of an **application for the integrated management of quality processes** (risks and opportunities, document management, incidents and non-conformities, audits, improvement actions, corporate planning, etc.).



Data

- Rollout of **mobile devices for new operational processes**, including of updated mobility applications. In 2024, we launched online and offline versions 2.0 of TPM, facilitating off-site work. In addition, we supplied all field and operations & maintenance staff with tablets.
- **Automation of the weighing scales** at the Transfer Stations and the Energy Recovery Plant. In 2024, we developed the VERT scale management tool for the automated control of pits and warehouses, eliminating the role of the weighbridge operator and reducing delivery note management processes by up to 90%.
- Launch of the **corporate DataWarehouse and DataLake**, integrating data from SAP, Operations and Maintenance, as well as other data sources into corporate KPIs. We also implemented corporate KPIs in management areas.
- Implementation of **MICA (the migration portal for Insular Government and local authority reports)** in 2024, enabling our clients to access billing and waste weight data by fraction, and developed a dashboard for the Insular Government and local authorities. Furthermore, we worked with Calvià and EMAYA on the launch of an API for direct data integration between their systems and ours, which is currently in testing.



75%

compliance with the objectives set out
in the 2024 Digitalisation Plan.

In addition, the **Improvement Team for “Managing Ongoing Improvements to Processes”** identified two critical processes and proposed two projects to address them:

- **Administrative synergies.** 2024 saw the launch of a project based on the analysis and improvement of the organisation’s administrative processes, aimed at redesigning and optimising workflows to provide greater management capacity, enhancing coordination, effectiveness, and the satisfaction of all stakeholders.
- **Improved circularity of internal processes.** A model was defined to measure the circularity of our processes that will enable us to calculate the circularity index for Tirme’s facilities and the principal support processes. Other measures included an action plan to boost the organisation’s circularity based on the results obtained.

Environmental sustainability

02

Designing a future for all

The work we carry out at Tirme is directly linked to the development of a **more sustainable economic model**, particularly in terms of the environmental dimension. For this reason, we seek to underpin our commitment to environmental sustainability by acting as drivers of environmentally sustainable initiatives, both internally and externally.

In this sense, we are continually involved in and developing new, innovative projects aimed at **promoting a culture of sustainability**. This is reflected in our 2022–2025 Strategic Plan, which includes the **Balearic Islands Circular Plan** and the **Impulsa Action Plan**, both with objectives aligned to this vision.

These plans are structured around four lines of action: **the circular economy, biodiversity protection, pollution prevention, and our approach to combatting climate change**. We work tirelessly to achieve the goals set in relation to these lines, with innovation playing a central, cross-cutting role as a lever for change towards sustainability.

AENORESTRATEGIA
100% CIRCULAR

Since 2021, we have held AENOR's 'Circular Economy Business Strategy' certification, which is renewed annually. This certification endorses a business management model based on continuous improvement through actions that contribute to the principles of the circular economy.

Centred on the circular economy

Right from the start, the circular economy has lain at the heart of Tirme. Our original business model was based on its principles, and over time, it has become even more relevant, driving us to move ahead in our quest to promote an increasingly circular society.

The company's day-to-day activity focuses on ensuring **the efficient management of Mallorca's waste**, transforming it into resources, in accordance with our vision of 'zero waste to landfill'. In order to achieve this, we combine the recovery and recycling

of materials with energy recovery, articulating this circular approach to waste management in line with our goal SG03 'Develop the circular economy and progress towards decarbonisation', included in our 2022–2025 Strategic Plan.

Furthermore, and from an economic-financial perspective, we are working on **opening up new business lines based on the circular economy**, in order to promote this model among the island's various economic sectors.

Actions to open up new circular business lines



Improvement Team for defining new circular economy business

Focused on identifying new circular economy-centric business opportunities and subproduct uses.

In 2024, our facilities received 676,514 tons of waste.



CTIs indicators

We also collaborated with external entities to analyse Finhava’s circularity using **CTIs (Circular Transition Indicators)**, a framework developed by the World Business Council for Sustainable Development (WBCSD) to help companies measure and manage their transition towards a circular economy.



Loopo

In 2024, we took a further step with the start of the development of this technological tool, which consists of an audit and form management system capable of generating monitoring reports of the circularity plans of all organisations. This tool is financed by the Balearic Islands’ autonomous government with NextGenerationEU funds.



Finhava

A tool developed by Tirme and currently managed by Circulare. Based on data monitoring, it allows us to calculate the circularity index of material flows, such as the organic fraction. In 2024, we upgraded the platform to **Finhava 2.0**, adding new factors and calculation formulas to display additional monitoring indicators.





The figures that endorse the success of Finhava between 2021 and 2024

339,338.40 Kg CO₂e

prevented, equivalent to the absorption capacity of 899 trees.

921,150 Kg

of compost produced.

822,705 kWh

of green energy generated.

2,880,220 Kg

of organic waste recycled.

Cultivating a better world



Circulare

A sustainability and circular economy services company, specialising in process traceability and certification, created by Tirme and derived from results obtained through Finhava. In 2024, it gained significant momentum, achieving greater autonomy and developing various circularity-based projects:

- **Circular Hotels**, launched by Tirme in 2018, is an example of the effective, real, and measurable implementation of the circular economy through the consumption of vegetables in Mallorca hotels. In 2024, new hotels joined the project, bringing the total to 23.
- **Circular building materials**, consisting of looping back construction and demolition waste. The feasibility study was carried out jointly with MAC Insular and the flow was defined at Finhava.
- **Cercle, the Balearic Islands' first circular wine**, was developed as part of a joint venture between Arabella Hospitality, Macià Batle and Tirme. During the production process, organic waste generated in Arabella Hospitality hotels was treated and converted by Tirme into organic compost, which was then used to nourish the winery's vines, in order to produce the Cercle Blanc and Cercle Rosat wines.



Cercle received the Tourism Innovation Award at the 2024 Nit del Turisme de Balears as an innovative circular economy project.

Progress in mentored projects for the 2023-2024 period



Circular Islands Project

Progress was made in positioning the **Balearic Islands’ Circular Waste**

Model, presenting it to all the public administrations involved. Through this model, we aim to analyse the flows of materials, waste, water, energy, etc., in the Balearic Islands, in order to identify potential synergies between the various islands to maximise their use by applying circular economy principles.

The ultimate goal is to convert the Balearic Islands into a **sustainable and circular tourism destination with ‘zero waste to landfill’**, transforming waste into resources and reaching a greater degree of decarbonisation during the treatment process in the autonomous community, reducing CO₂ by an estimated 77,000 tons a year.



DeLORRYAN Project

Revolutionising waste transport with circular energy: We are working to create an ecosystem

for the servitisation of electric charging for heavy truck fleets for external stakeholders. The aim is to contribute to the decarbonisation of waste transport through fleet electrification and the use of energy generated from the waste itself. In 2024, we advanced this project with **a 100% electric heavy-duty truck**.

This is the first unit of its kind in Spain to enter service in the waste sector. The truck is **energetically self-sufficient**, using energy derived from the waste it carries, and can be charged at the charging point with electricity generated at our Energy Recovery Plant. By using renewable energy, it also contributes significantly to emission reduction.

DeLORRYAN Project figures

92,648 km
travelled without direct emissions.

92,018 kg de CO₂
prevented in the first year.

Winner of the award for the **Best Corporate Social Responsibility Initiative** at the 2nd edition of the Balearic Island Engineering Awards 2025, granted by the Balearic Islands’ Official College of Industrial Engineers (COEIB).





Local Authorities Sustainability Plan project

We are offering these entities an opportunity to design, implement and monitor a plan that integrates all three aspects of sustainability: environmental, social and economic, in accordance with circular economy principles. This proposition has been sent to a number of local authorities.



Project for the use of aggregates and recovery of high-value metals from the Eco-aggregates Production Plant

We are working to implement the recovery of materials obtained from the treatment of incineration slag, with the aim of improving their quality for commercialisation and increasing the recycling rate of the metallic and mineral fractions, thus avoiding landfill disposal. In doing so, we also improve profitability by recovering high-value metals.

We are currently working on the commercialisation of the new eco-aggregate fractions from the Eco-aggregate Production plant's concentrate line. The first phase of this process consisted of obtaining CE marking for several of these fractions.

Initiatives and alliances to drive the circular economy

As part of our commitment to fostering the circular economy in our society, we also have a broad network of partners who work with us on the coming up with new ways of achieving even more ambitious goals. Below are some of the **alliances we have forged as part of our drive towards circularity**:



1st Edition of the Circular Economy Competition for Schools, 'Transform your creativity in a circular world'

With the aim of promoting environmental education, focused on the circular economy, we sought to inspire pupils aged 8 and over to understand and develop creative solutions for environmental challenges. The participants were invited to create **functional toys and decorative objects made from waste materials**. All the entries are now on display in the Reused Toy Museum, which is included in the tours of the Environmental Information and Education Centre.



2nd Edition of the Circular Innovation Hackathon

We participated in the Impulsa Foundation's outreach campaign for the project and its results. This action consisted of a 24-hour innovation competition aimed at finding solutions to the real circularity challenges participating companies face. For this second edition, the challenge was to "optimise waste management processes through new technologies and artificial intelligence (AI)". The winning team was Diatomeas, with a project to produce bricks using treated sludge.



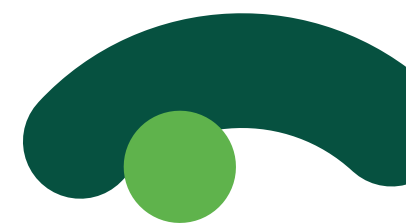
Mallorca Rural and the University of the Balearic Islands

In collaboration with these partners, we conducted a study into the **use of surplus Mallorcan wool in compost production**, concluding that it does not alter the quality of the final product.



Impulsa Foundation

We collaborated in drawing up a roadmap for the transition toward a **'Circular Tourism System' for the Balearic Islands**. The aim is to enable all the region's circular economy actors to move forward systematically, thereby forming a powerful instrument for change that will position the Balearic Islands as an international benchmark.



Turning waste into opportunities

At Tirme, we know just how important it is to **obtain the maximum value possible from waste**, applying the principles of the circular economy to everything we do, starting with our core activity, related to waste management.

This starts with our efforts to recover as much waste as possible for reintroduction into the industrial flow as secondary raw materials. For this reason, we recover a number of subproducts, which in 2024 totalled **190,464 tons**.



Subproducts obtained for material recovery (t)

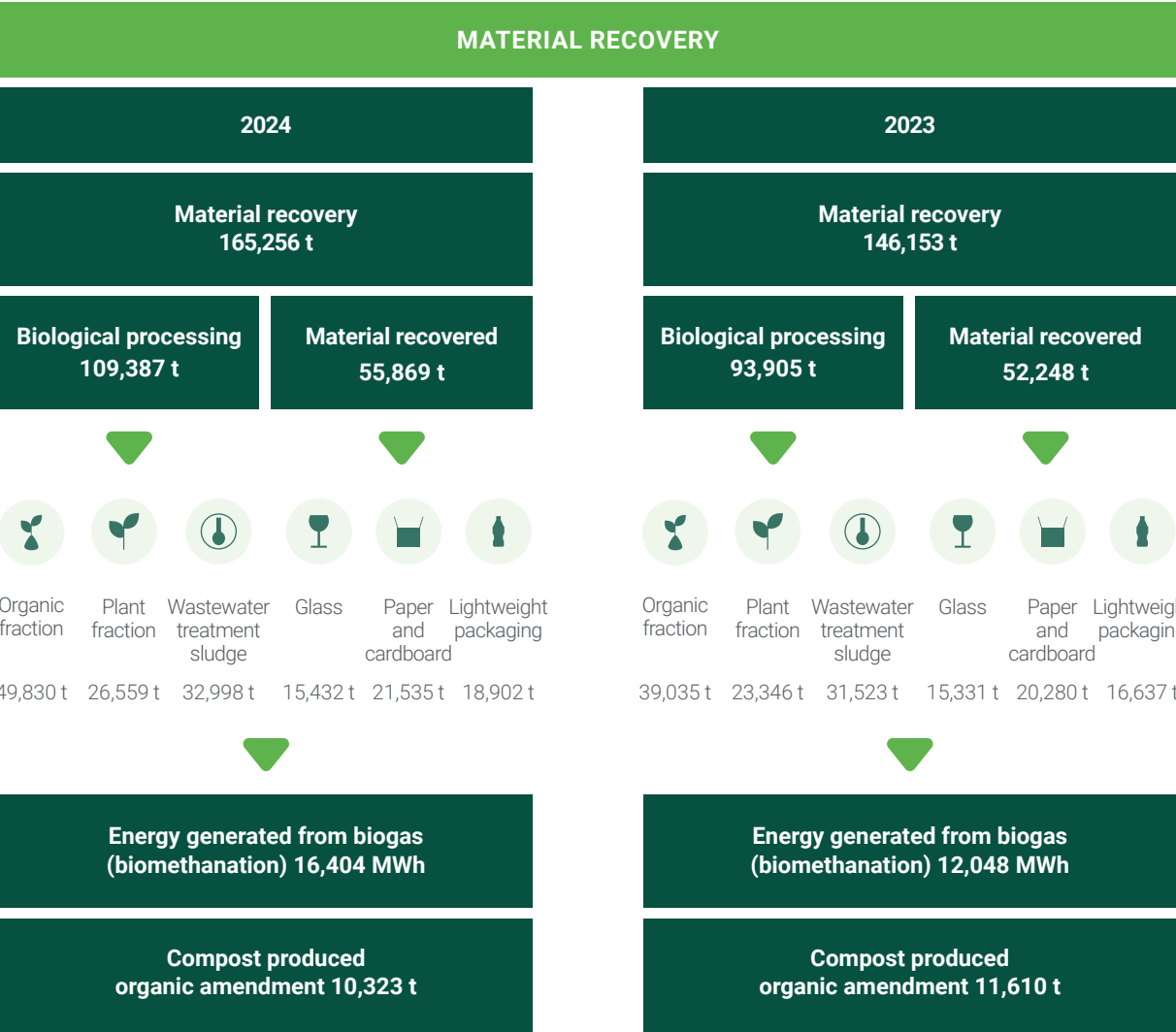


Waste recovery to achieve
'zero waste to landfill'

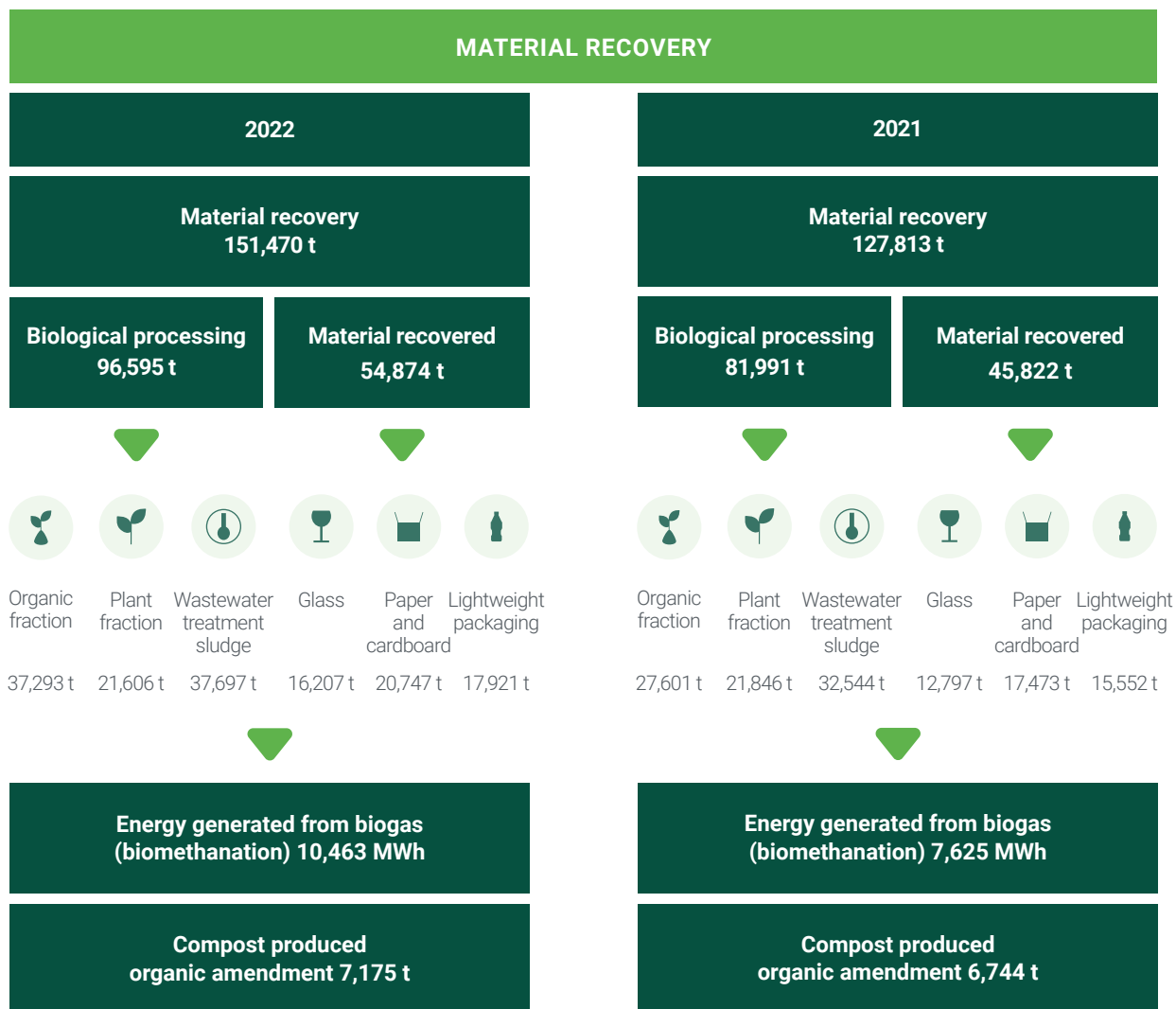
The waste treatment system we have implemented focuses on **recovering all the waste that enters the service**. The first phase consists of the material recovery of the waste, in order to obtain subproducts and other materials that can be reused in the biological or technical flows. Subsequently, any waste that cannot be recovered or recycled is sent to the energy recovery plant, where it is used as fuel to generate energy, thus preventing its disposal in landfills.

In 2024, we completed the material recovery of 165,256 tons of waste. We also recovered 55,869 tons of paper, glass and lightweight packaging.

Evolution of our material recovery data



Evolution of our material recovery data

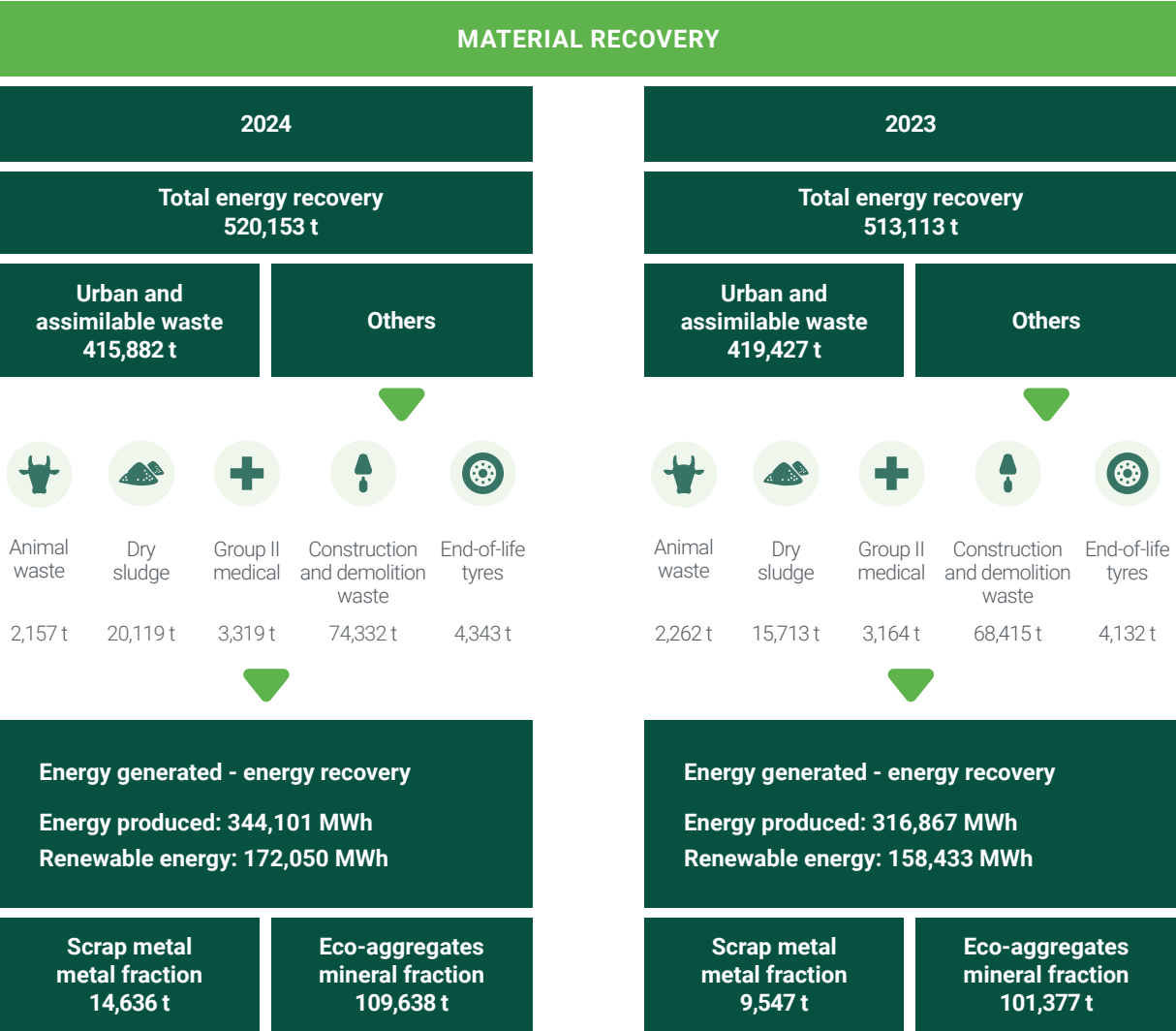


Although many types of waste can be recovered or recycled, not all can be processed in the same way. In these cases, we use the **energy recovery** process, transforming the waste into energy which is then exported to the electrical grid for consumption by the island’s population. This enables us to achieve our goal of ‘zero waste to landfill’.

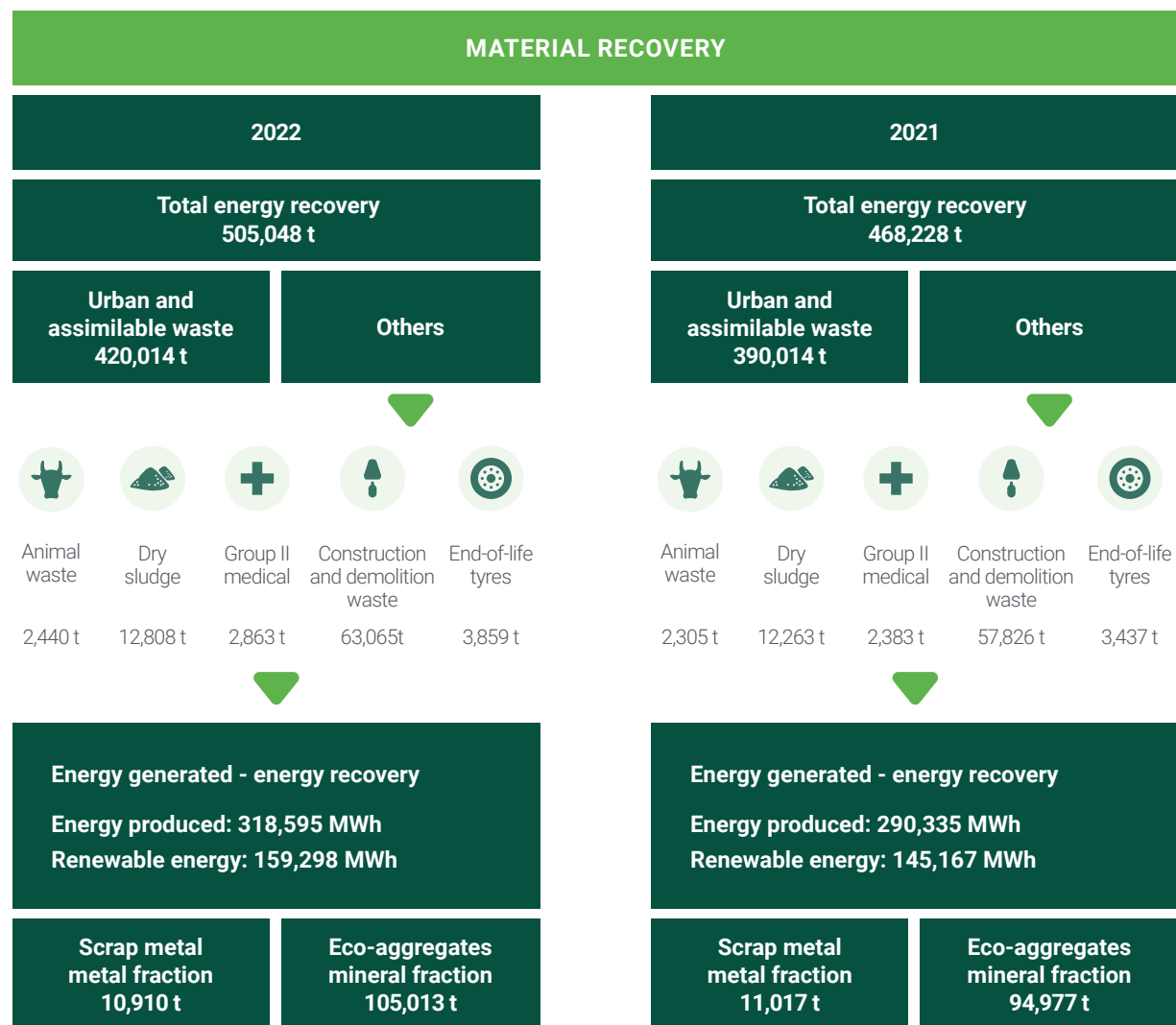
We also hold **Renewable Energy Guarantee of Origin** certification, granted by the National Commission for Markets and Competition (CNMC by its Spanish initials) for the renewable energy production of our plants.

In 2024, generation of renewable energy at our Energy Recovery and Methanation Plants totalled 189,337 MWh, accounting for 52% of the total energy generated.

Evolution of our energy recovery data



Evolution of our energy recovery data



Minimising waste in our day-to-day operations

In line with our vision of being a benchmark in sustainability, we also implement measures at our facilities to **prevent and minimise waste generation**.

Our attempts at minimisation are centred on two objectives: to **reduce the amount of hazardous and non-hazardous waste generated, and also to lower waste hazard levels**. We have therefore set up a multidisciplinary team to address a series of plans and action lines, and also assess the technical, economic and environmental impact of the various measures applied.

The new measures proposed, which build on those already in place, are grouped into the following projects:

- Company organisation.
- Improvements to internal inspections and supervision. Best operational practices.
- Technological changes.
- Changes to hazard levels.
- In-plant reducing, reusing, recycling and recovery.
- Outreach, participation and awareness.

Principal measures proposed to minimise waste



Implementation of an industrial symbiosis model between facilities, reusing ammonium sulphate from the Solar Drying and Metacompost Plants as a partial substitute for the ammonia

solution injected into the Energy Recovery Plant catalysts for gas purification.



Development of an industrial test at the Eco-aggregate Production Plant **to increase the eco-aggregate recovery with extracted metals and improve the final characteristics of this material**.



Replacement of motors and CRT screens with **less polluting and longer-lasting alternatives**.



Substitution of virgin materials with waste, examples include reusing oil wherever possible and using it as a lubricant for machinery.

In addition, we promote the reduction of single-use plastics among our team members, and we also collaborate with the Save the Med Foundation by supporting the **Baleares Sense Plàstic (Plastic-Free Balearic Islands) programme**. This initiative seeks to encourage other companies to also reduce their single-use plastics.

Protecting our environment

We are aware that very strict measures are required in waste management and treatment processes to prevent negative impacts on the environment. For this reason, we apply the principle of pollution prevention to all our actions, as well as regularly assessing our environmental performance in order to detect and implement possible improvements.

In order to prevent any kind of pollution in the vicinity of our facilities, we focus primarily on **minimizing noise and odours, atmospheric emissions, and discharges** to water, land and subsoil. We follow the guidelines set out in our Environmental Surveillance and Measures Programme for tracking and controlling the various indicators in accordance with the parameters to be measured in each case.

Minimising noise and odour disturbances



The processes we carry out at our facilities generate noise and odours, and we therefore work to **restrict and reduce them** as far as possible to prevent any inconvenience for members of the public, especially those living in the vicinity of our processing plants.

In the case of noise control, we carry out measurements **at 22 strategic points** around 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).

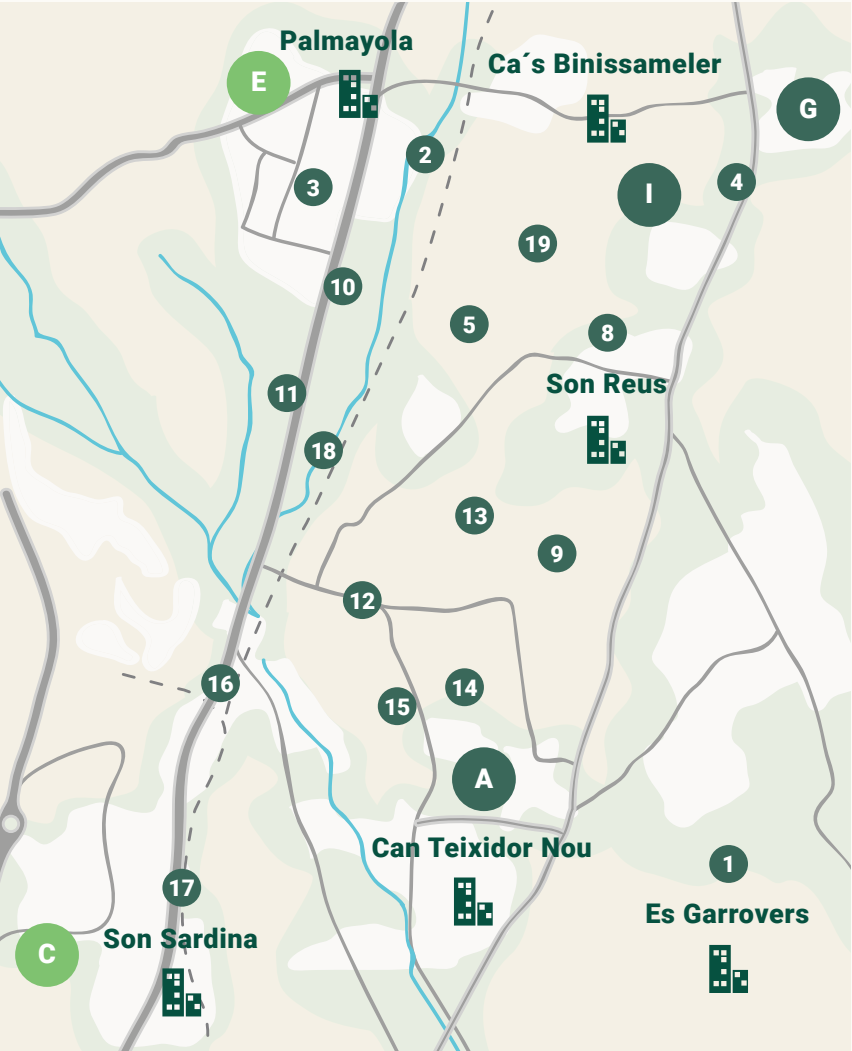
The noise map shows that, according to the measurements taken during 2024, **noise levels remain below the established limits** at all points. Only one point in the industrial area, during the non-working nighttime period, was classified as inconclusive; possibly due to measurement

interference from passing traffic, airplanes, or the influence of other facilities.

Additionally, in 2024 we carried out **noise measurements in the area around the site of the new Lluçmajor Compost Plant**, as part of the baseline environmental controls for the future facility.



2024 noise measurement map



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

In 2024, we continued to comply with the noise quality objectives stipulated in the applicable legislation.

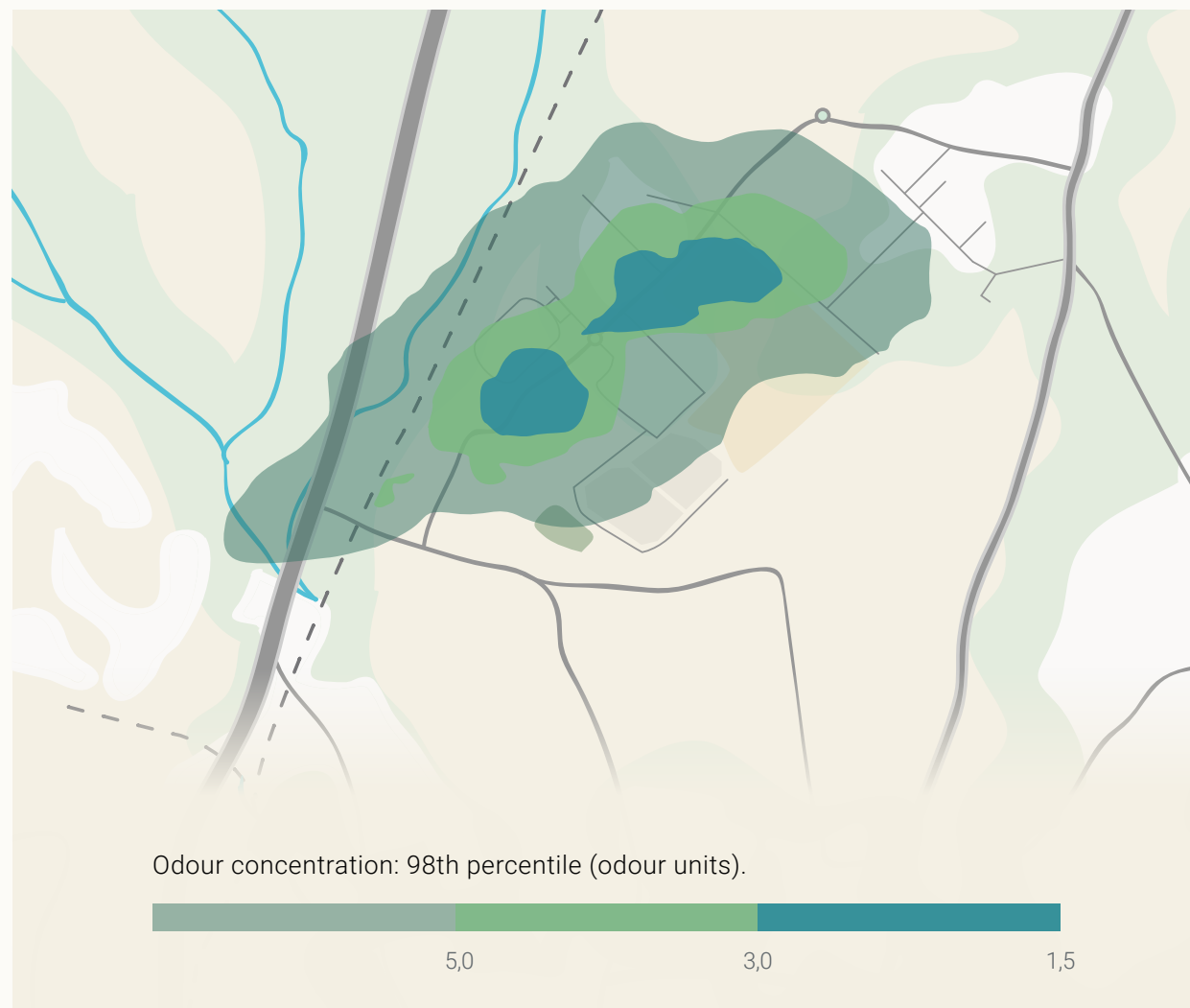
A similar approach was adopted in the case of **odour emissions**: we conducted regular inspections and monitored the facilities that generate the highest odour levels. In 2024, we carried out two emission and odour inspections at the Zone 1 Methanation and Compost Plant. One was the regulatory inspection carried out in summer, which was followed by a second inspection held in winter.

We also carried out the annual odour and **emission control campaign at the WWTP Sludge Solar Drying Plant** under worst-case conditions, which coincide with the summer season.

The summer **odour contour map**, which shows the results obtained from these measurements, indicates that the impact of odours emitted by these plants occurs in the immediate surroundings of the facilities and does not affect any urban centres. When defining this map, we also take into account meteorological and topographical data, in order to identify the actual areas where the likelihood of inconvenience is greater.

We use NasApp, an open-access application whereby anyone can quickly and easily report any odour-related incident.

2024 odour contour map



The positive results achieved motivate us **to continue striving to minimise any occasional inconvenience caused by odours or noise**. In this sense, we are working on the implementation of tailored projects and actions, such as BREF (Best Reference Documents) projects, engine soundproofing, improvements at the WWTP to reduce noise, changes in production organisation, and the installation of ammonia sensors, among others.

Furthermore, greater emphasis is now placed on environmental considerations for **new construction projects**, integrating the sector's Best Available Techniques (BAT) into the project design, the use of the most effective biofilter systems and soundproofing the noisiest equipment, among other actions.

We are also working to increase **proactivity and transparency with local residents** through meetings, data sharing, and the development of new ICT tools, in order to boost communication and address their concerns and needs.



Monitoring atmospheric emissions

The atmospheric emissions generated at our various facilities are another aspect of our activity that requires control in order to **maintain good air quality**, which is essential for people's health. In this sense, we deploy a series of measures designed to minimise these emissions.

Types of measures to minimise 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.

In 2024, we applied corrective measures to offset the NO_x emissions detected in one of the biogas engines.

Controlling emissions is not just an obligation; it is a way of caring for the people around us, and we make all possible efforts to minimise our impact on the atmosphere in order to guarantee good air quality.



Emission controls carried out in 2024



Compulsory inspections of emissions at the Energy Recovery Plant's four lines.



Quarterly controls of biogenic CO₂ at the Energy Recovery Plant's four lines.



Quarterly controls of biofilter emissions at the Zone 1 Methanation and Compost Plants.



Emission controls of the former 2 and 4 cells at the Zone 2 Reject Landfill.



Six-monthly emission controls of combustion engines 1 and 2 at the Methanation Plant and the commissioning of engine 3 at the same plant.



Monitoring of the continuous emissions data from the Energy Recovery Plant.



Emission controls during the start-up and shutdown of one of the Energy Recovery Plant's lines, in order to also carry out monitoring procedures under conditions other than normal operating conditions (CDCNF by its Spanish initials).



Verification of corrective measures for diffuse emissions from the Integrated Waste Treatment Complex (COTIR by its Spanish initials), as well as from the Calvià and Felanitx Compost Plants and from the Zone 2 Reject Landfill.



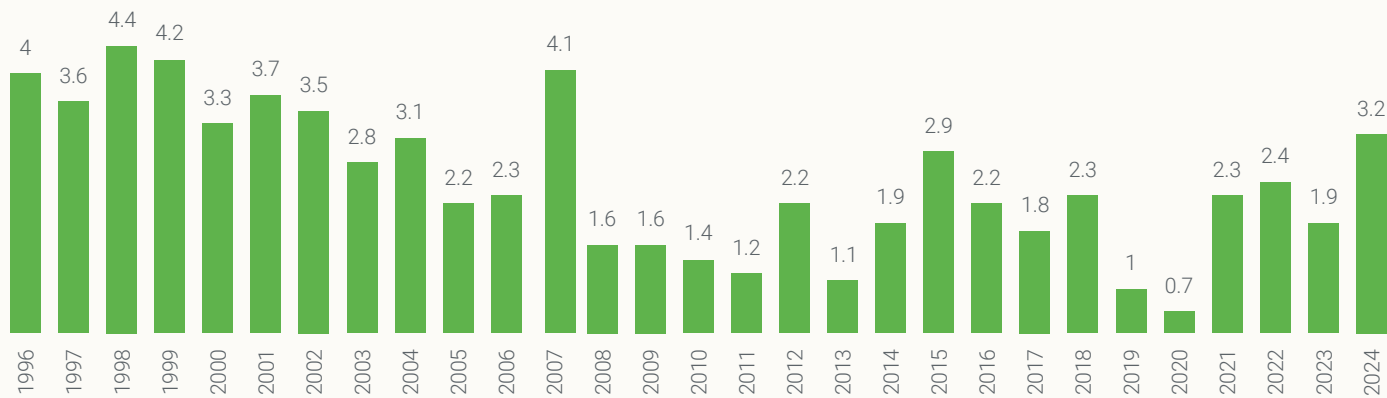
Baseline survey for the future Lluçmajor Compost Plant in 2024, we carried out an air quality campaign prior to the start of construction of the new facility. This control will be repeated when the plant is closer to commissioning.

We also carried out **immission controls** at the two air quality monitoring stations we operate. One of them, permanently located at the Joan March Hospital (HJM), provides real-time data, while the other is mobile and allows for periodic monitoring in nearby towns.

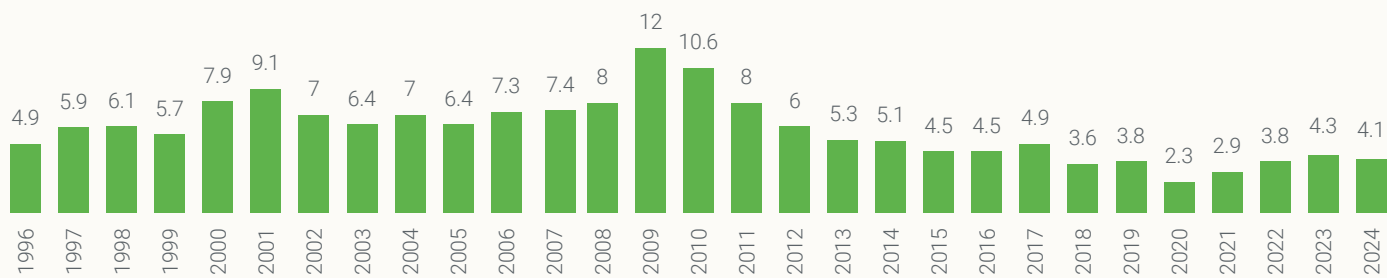
The values of the parameters we monitor for the evaluation of the surrounding air quality remain within the historical variability of the area, with no significant incidents observed.

Annual evolution of air quality

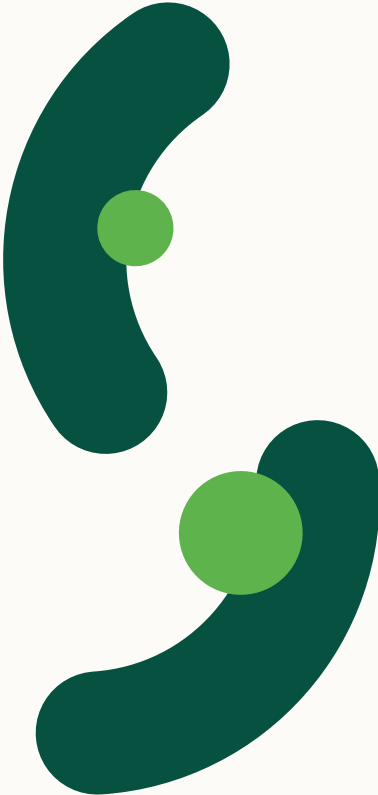
Evolution of the annual concentration of sulfur (SO₂) in HJM* (µg/m³) (1996-2024)



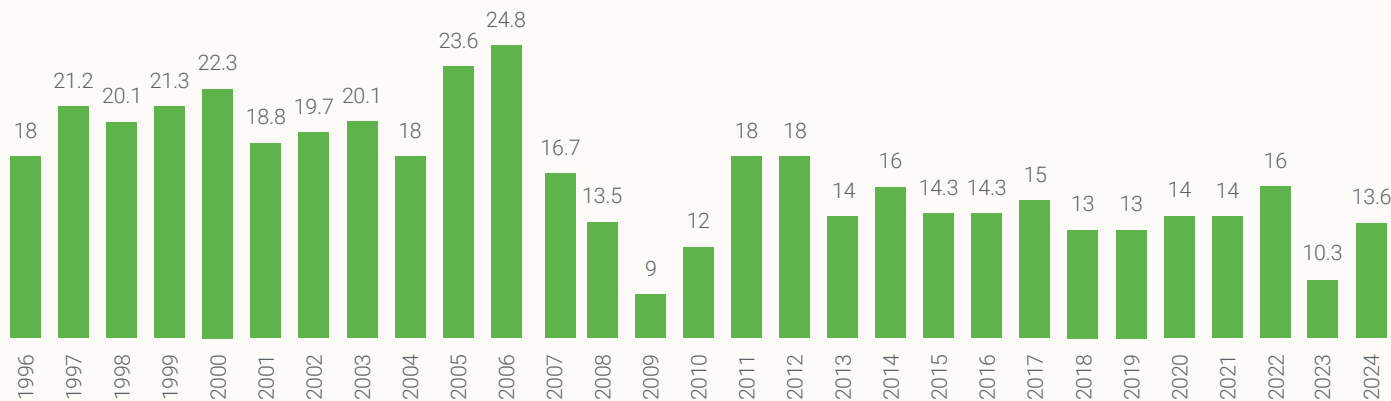
Evolution of the annual concentration of nitrogen (NO₂) in HJM* (µg/m³) (1996-2024)



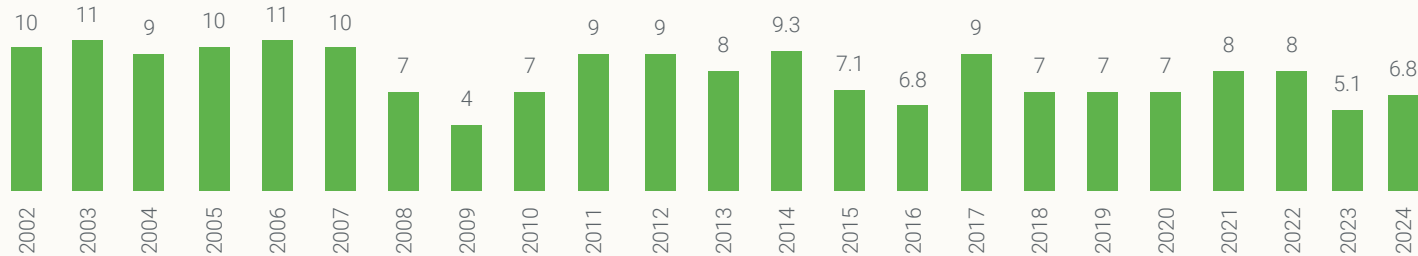
*HJM Hospital Joan March Cabin. Measuring station included in the Balearic Government's Air Quality Monitoring and Control Network.



Evolution of the annual concentration of suspended particles (PM₁₀) in HJM* (µg/m³) (1996-2024)



Evolution of the annual concentration of suspended particles (PM_{2.5}) in HJM* (µg/m³) (1996-2024)



As in previous years, the results obtained from measuring the atmospheric emissions are in line with historical data and no incidents were detected.

*HJM Hospital Joan March Cabin. Measuring station included in the Balearic Government's Air Quality Monitoring and Control Network.

Spill prevention to combat pollution

Waste treatment produces effluents, which must be carefully managed to prevent possible spills that could affect water, soil, or subsoil. To this end, our facilities are equipped with **waterproofed work areas, bunded areas and controlled draining in the waste landfills**.

In addition, all plants regulated by the Integrated Pollution Prevention and Control Law (IPPC by its Spanish initials) have a **Baseline Land Report**. These studies record the condition of the sites where the plants are located at the time of construction,

providing a benchmark to ensure that there are no future impacts on this land due to increased pollution.

We use two types of monitoring in order to control land quality: an **annual control of the surface soil** in and around Zone 1 (Palma and Marratxí) to ensure that emissions from the facilities have not caused any impact; and a **five-yearly control of the subsoil** in both Zone 1 (Palma and Marratxí) and Zone 2 (Santa Margalida), to monitor the unsaturated zone of the aquifers and verify that there is no impact from direct soil contamination.

In addition, we **check the quality of the groundwater**, by analysing samples taken from wells both upstream and downstream from our facilities and monitor consumption of these water sources in order to ensure their availability.

Regarding **the baseline study for the future Lluçmajor Compost Plant**, we also carried out checks on the groundwater at the established control points both upstream and downstream from this facility.



Implementing Best Available Techniques (BATs)

We live in a time of constant change, when technology and progress are advancing at immense speed, constantly bringing new developments in all fields. For this reason, at Tirme we remain alert to **Best Available Techniques (BATs)**, implementing them in our day-to-day operations to prevent and control environmental pollution.

This involves assessing the applicability of **BREF documents (Best Reference Document)** that compile the BATs, and developing projects with measures that can be introduced into all waste treatment facilities, in accordance with Directive 2010/75/EU.



Adaptation to the BREFs



Eco-aggregate Production Plant

Centred on introducing a suction system in this plant, in order to prevent and reduce diffuse emissions of particles into the atmosphere produced during slag processing.

Metacompost

This consists of introducing improvements to mitigate odours and optimise 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

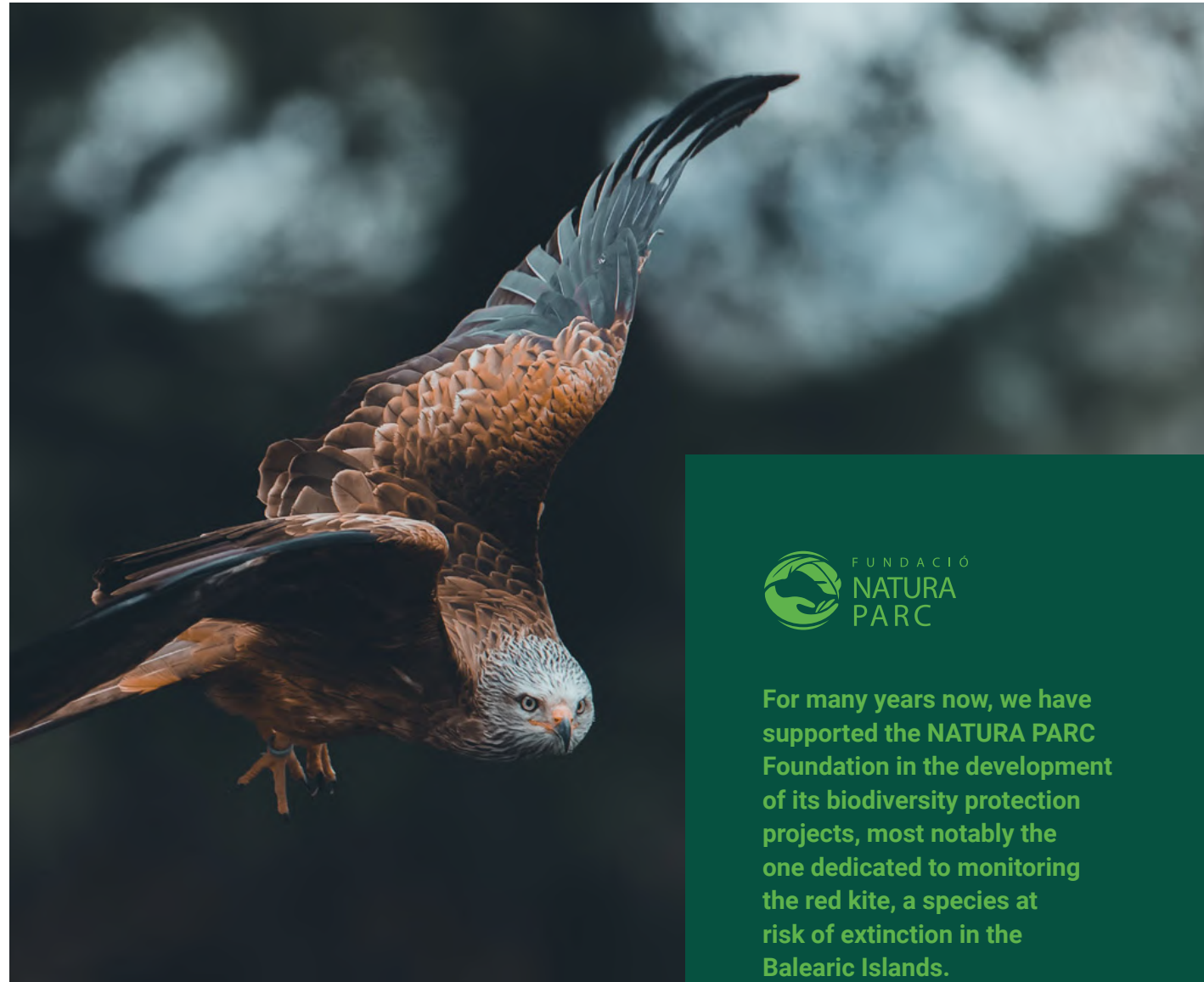
Based on installing instruments and improving the automation of control processes.

We also conducted the **Environmental Risks Analyses** (ERAs) of our facilities, stipulated within the scope of Spanish Law 26/2007 of 23rd October on Environmental Responsibility and its regulatory development. These analyses allow us to determine the likelihood of said risks occurring and their potential to cause damage.

Conserving our natural heritage

We are located in an environment of **great natural wealth**, home to unique ecosystems such as the Serra de Tramuntana mountain range, listed as a UNESCO World Heritage Site, and the S'Albufera Nature Park, one of the most significant wetlands in the Mediterranean. This makes their conservation all the more important.

In this sense, the controls and surveillance work we carry out contribute to these conservation efforts. We also help to **protect biodiversity** in our environment through collaboration actions with entities that work towards this goal.



For many years now, we have supported the NATURA PARC Foundation in the development of its biodiversity protection projects, most notably the one dedicated to monitoring the red kite, a species at risk of extinction in the Balearic Islands.

Advancing towards decarbonisation

Climate change and its impacts rank among the greatest global challenges facing humanity. As an island, these effects on our territory are even more significant, making us increasingly vulnerable to events such as meteorological and hydrological droughts, the risk of flooding, loss of crops, acceleration of desertification processes and the loss of coastal ecosystems, among others.

This situation compels us to step up our efforts to address these challenges through the **decarbonisation of our activity**, one of the goals included in the 2022–2025 Strategic Plan.

In line with this commitment, in 2024 we implemented a **Greenhouse Gas Emissions Monitoring Plan** within the framework of an emissions trading system, which has been externally verified by AENOR. In this plan, we set out how we monitor, report and verify greenhouse gas (GHG) emissions, specifically to comply with the requirements of an emissions trading system.

Analysing our GHG inventory

In addition, each year we **calculate our carbon footprint** using a tool developed in-house, based on the international ISO 14064-1:2019 and which therefore includes the three scopes or 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.

Additionally, to ensure the accuracy of the calculation and to comply with Decree 48/2021 of 13th December, regulating the Balearic Island Carbon Footprint Register, AENOR has **verified Tirme's carbon footprint**.



0026/2024

Evolution of emissions at Tirme*

	2017	2018	2019	2020	2021	2022	2023	2024
Scope 1 (tCO₂e)	5,900	7,067	7,276	4,648	4,806	4,4511	5,791	6,232
Scope 2 (tCO₂e)	976	788	258	0	24	0	0	0
Scope 3 (tCO₂e)	247,756	220,158	224,282	180,870	188,353	209,411	205,864	242,501
Total emissions (tCO₂e)	254,632	228,012	231,816	185,518	193,182	213,923	211,655	248,733
Relative emissions (tCO₂e per ton of waste)	0.362	0.318	0.318	0.318	0.312	0.318	0.311	0.335

*The data from previous years differ from those published earlier, as we have expanded the scope of the carbon footprint and therefore have had to recalculate all years in order to obtain comparable data.

Compared with 2017, our baseline year, although the volume of waste received increased by 5.8%, emissions fell by 2.3%, while in terms of intensity the reduction stands at 7.6%.

However, in 2024, there was an upward surge in our emissions both in absolute terms, 17.5% more than in 2023, and in relative terms, 7.7% higher than the previous year. This can be attributed to the greater volume of waste managed.

With the object of continuing to reduce our carbon footprint and distance the performance of our activity from the generation of GHGs, we are continuing to implement and improve our **2020–2025 Carbon Footprint Reduction Plan**, which incorporates 36 specific actions in this sense.

The **improvement team for “Energy Efficiency and Decarbonisation”** is responsible for coordinating and overseeing these actions, as well as developing

and handling the four programmes included in the Carbon Footprint Reduction Plan: Energy Efficiency; Renewable Energy and Biofuel Penetration; Waste Minimisation; and Water Circularity.

In 2024, we introduced a **series of measures aimed at reducing our carbon footprint**, aligned with the various categories:

CATEGORY 1. Direct GHG emissions and removals

- ✓ **Use of solar thermal energy for domestic hot water at the Treatment Plants:** we designed a plan to use solar energy for the production of domestic hot water.
- ✓ **Heat recovery in buildings to generate domestic hot water (DHW):** we are promoting the use of recovered heat to reduce fuel consumption in DHW boilers, both in the Can Canut Area and at the Energy Recovery Plant.
- ✓ **Use of an electric truck:** for waste transport at the Transfer Stations, powered by energy generated from the waste it carries.
- ✓ **Encouraging electrical-powered mobility among the members of our team:** we increased connections with public transport and opportunities for vehicle replacement.

- ✓ **Renewal of our fleet of vehicles:** we have seven cars and eight vans that are 100% electric. We have also replaced all our diesel forklift trucks with electric equipment.

CATEGORY 2. Indirect GHG emissions from imported energy

- ✓ **Enhanced use of the heat from biogas engines:** we completed the hydraulic needle project, enabling us to make efficient use of the heat generated by the biogas engines in the Can Canut Area.
- ✓ **Phase III and new methanation engine:** we increase the Methanation Plant's capacity to produce 100% renewable energy.
- ✓ **Implementation of a new operating procedure by regulating the working flow rate of odour abatement systems in accordance with the conditions:** depending on the humidity levels, temperature and ammonia concentration at the Solar Drying Plant, the odour abatement systems are optimised in order to reduce impacts.





CATEGORY 3. Indirect GHG emissions from transport

- ✓ **Installation of charging points:** there are now 55 charging points for electric vehicles distributed across all our work centres.

CATEGORY 4. Indirect GHG emissions from products used by the organisation

- ✓ **Rainwater capture and reuse at the Campos Treatment Plant:** we designed rainwater harvesting systems for internal reuse, thereby reducing mains water consumption.
- ✓ **Zero Paper Plan, Digital Transformation:** We are introducing a document digitalisation system that will allow us to minimise paper consumption.
- ✓ **Partial substitution of ammonia with ammonium sulphate waste:** we installed a storage and injection system at the Energy Recovery Plant for the ammonium sulphate waste produced at the Zone 1 Compost Plant, in order to replace the ammonia used in NO_x abatement.

In 2024, Mallorca's Waste Management System enabled us to prevent the emission of 137,966 tons of CO₂ equivalent, a year-on-year increase of 8.8%.

Another measure in place since 2020 is the **use of 100% renewable electricity**, which has enabled us to reduce scope 2 emissions to zero. This is achieved either by self-consumption of our own renewable energy or self-redemption of the Guarantees of Origin for the energy we import from the grid.

Furthermore, a key aspect of our activity is that thanks to our waste recovery processes that form part of the island-wide public service, we are able to **prevent the generation of GHG emissions** that would normally be attributable to landfill waste disposal.

Managing our energy

The **use of energy obtained from renewable sources** is an essential part of our drive to decarbonise our activity. This is combined with measures aimed at improving our energy efficiency, included in our 2022-2025 Strategic Plan.

In order to achieve this, we apply the requirements stipulated in our **Energy Management System**, which is certified in accordance with the ISO 50001 standard, and that we use to control and monitor energy consumption at our facilities.



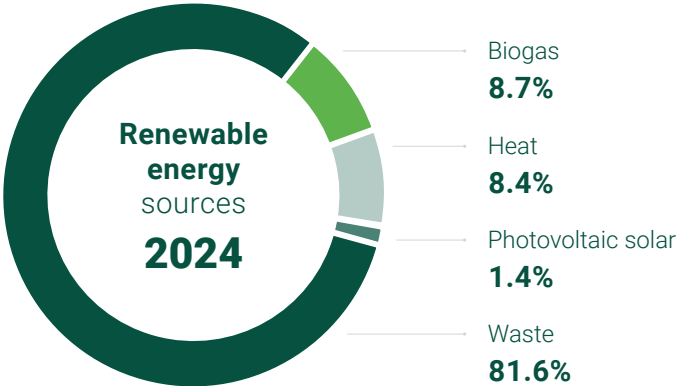
In 2024, we obtained energy efficiency certification for our office buildings.

Evolution of our energy consumption

	2017	2018	2019	2020	2021	2022	2023	2024
Energy consumed	77,687	87,668	91,782	69,909	69,067	69,878	78,923	87,961
Electricity (MWh)	57,670	61,399	65,045	55,575	57,222	64,157	65,459	71,030
Natural gas (MWh)	18,969	25,149	25,577	13,237	10,773	3,819	12,071	15,461
Diesel oil (MWh)	1,047	1,120	1,160	1,098	1,071	1,903	1,393	1,470
Energy intensity (MWh/t processed waste)	0.113	0.125	0.129	0.127	0.117	0.108	0.121	0.130

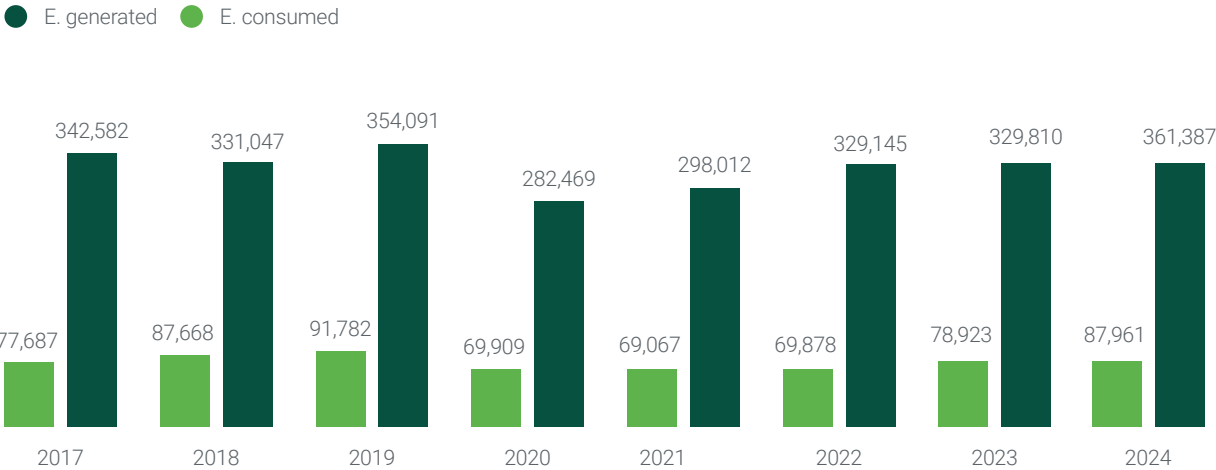
2024 saw an increase in energy consumption at our facilities, attributable to the higher volume of waste received, which also resulted in an increase in energy intensity. To continue improving our energy efficiency, we are working on a **LEAN project** and implementing measures aimed at reducing natural gas consumption, as well as the consumption of auxiliary fuel in production processes.

We are also promoting self-consumption from renewable sources: actions in this sense include the installation of photovoltaic solar energy modules at the Solar Drying Plant, in the car park at Cases de Can Canut, at the Environmental Information and Education Centre and at the Calvià Transfer Station. As a result, and together with the waste-to-energy recovery plants and the use of heat, **55% of our installed capacity currently comes from renewable energy sources.**



Energy recovery and the production of renewable biogas and photovoltaic solar energy enabled us to generated 361,387 MWh in 2024.

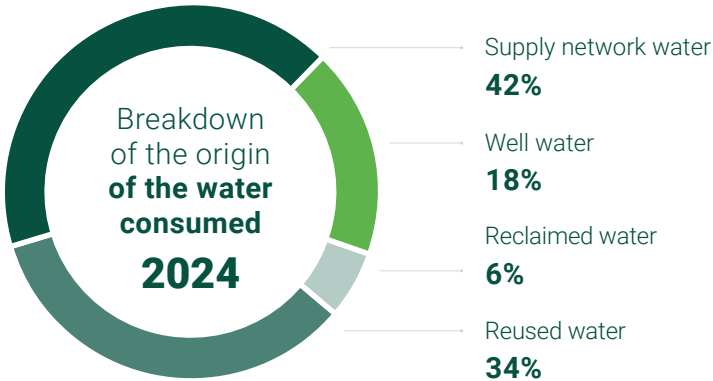
Energy consumed vs energy generated (MWh)



Protecting water sources

In addition to preserving water quality in our surroundings, given the limited water resources available – even more acute in our environment – we are working to **optimise consumption of the water** required for our activities.

To achieve this, the first step is to measure our consumption requirements in order to identify effective reduction measures in those areas with the greatest potential. This involves **calculating our water footprint**, determining our consumption of supply network water and well water, as well as reclaimed and reused water.



Forty percent of the water used at our facilities comes from reclaimed and reused rainwater and process water, thereby reducing water extraction from nature.

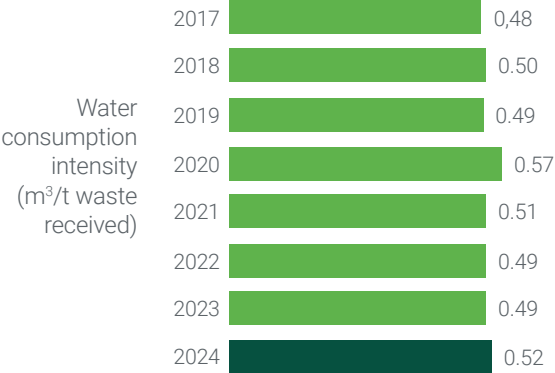
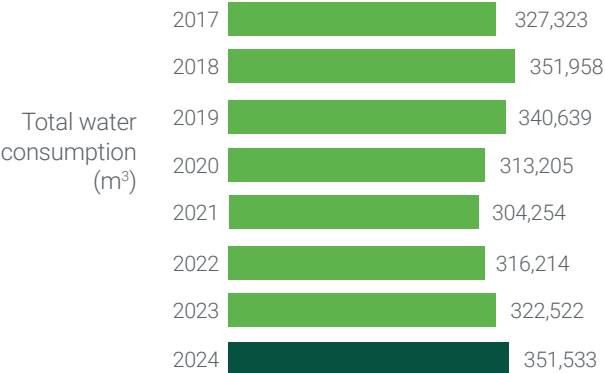
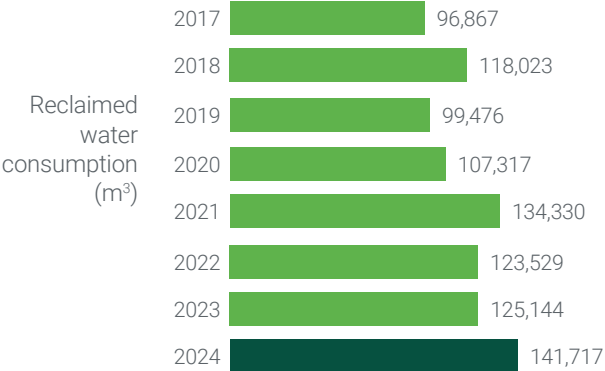
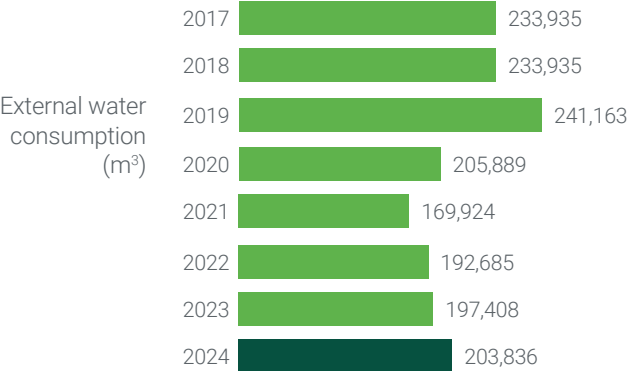
Among the water sources used, particularly worthy of note is the high volume of reclaimed and reused water consumed, thanks to the **application of circular economy principles to water resource management**. To this end, our facilities have been designed to optimise water use in each process, and are adapted to separately collect, store and reuse rainwater, as well as treated water or water from the

various waste treatment processes, thanks to our hydraulic systems which include separate networks.

Overall water consumption in 2024 stood at 351,553 m³, a year-on-year increase of 9%. This is mainly due to the higher volume of waste processed, although we also noted a slight rise in water consumption per ton of waste.

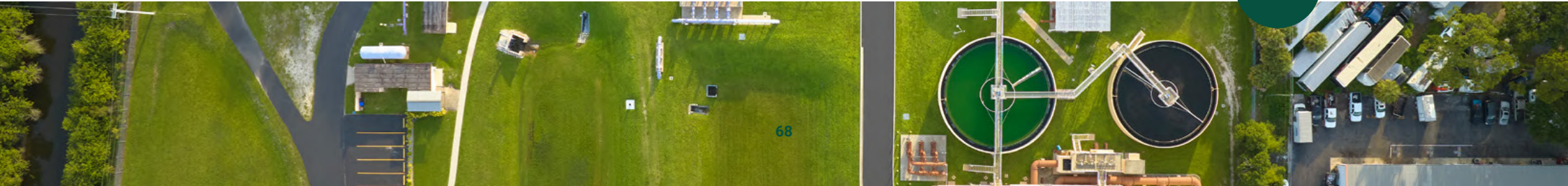


Evolution of our water footprint



We are therefore continuing to implement **measures aimed at reducing water consumption**. In 2024, we carried out the following actions:

- **Improvements in the use of centrifuge wash water** for the Hammermill equipment and centrifuges, preventing the need to send this water to the wastewater treatment plant and its subsequent discharge. This reduces consumption and eliminates the need for supply network water for these tasks.
- Installation of new heat supply pipes in the solar drying process **for leak prevention and earlier detection**.



Integrating sustainable innovation

Innovation is a key lever in advancing our sustainability goals. Historically, it has played a defining role at Tirne, and over the years has become increasingly important. In this sense, our commitment to research, development and innovation (R&D&I) has also proved essential.

Our R&D&I projects enable us to **develop new technologies and processes** that contribute

In 2024, our investment in R&D&I projects accounted for 3% of our turnover.

to minimising our impact on the environment, optimising our use of resources and boosting our energy efficiency levels. Innovation also allows us to adapt to changes in environmental legislation and meet the growing demands in matters of sustainability.

Another advantage of **introducing innovative solutions** is that it strengthens our position in the sector while creating new business opportunities. This contributes to our long-term growth while promoting the development of an increasingly sustainable ecosystem based on the circular economy.

For all these reasons, the importance of innovation in our organization is reflected in various goals included in the 2022-2025 Strategic Plan, which focus on **developing R&D&I projects**. In 2024, we invested a total of €2.6 million in the projects we participated in.



R&D&I projects we have been involved in during 2024



ATRIC 4.0: 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

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

Within the 'Large Companies Missions' call, in which we are participating as a member of a consortium with 7 other companies and several public research organizations, the project focuses on **seeking new solutions to ensure effective recycling and recovery systems for combustion waste** (eco-aggregate and ash). The aim is to achieve a higher rate of circularity for high-value secondary raw materials and to obtain construction materials with a lower carbon footprint.



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 that improve environmental aspects and society's perception of our management methods. In order to achieve this, we are working to develop new methodologies and apply innovative techniques that will reduce these pollutants and minimise any possible impacts on the environment.



Financiado por
la Unión Europea
NextGenerationEU



Plan de Recuperación,
Transformación
y Resiliencia





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

The purpose of this research project is to design and develop a means of obtaining better quality and cleaner recycled eco-aggregates that are free of impurities due to a considerable increase in the extraction of non-ferrous metals, and thereby also improving the recycling of these materials and achieving our goal of net zero waste.

In 2024, we obtained **CE Marking** for the new 0–4 mm and 12–40 mm fractions, thanks to the process improvements introduced at the Eco-Aggregate Production Plant. We also extended CE marking to other standards to enable new uses for our recycled aggregates, in addition to renewing our existing certifications.



Study and design for the digitalization of water monitoring and management (PWATER)

In a global context where water is becoming an increasingly scarce and valuable resource, Tirme has assumed the challenge of optimising water resource management through the application of innovative technological solutions. Given the strategic importance of digitalisation in water management, we are working on the design of a comprehensive **water digitalisation project at our waste treatment facilities**.

The main objective of this project is to implement advanced digital tools and systems that will allow us to **monitor, control, and optimise water use and management at our plants**. By digitalising our water management, we will not only improve operational efficiency and reduce resource consumption, but also ensure water quality, minimise environmental impacts and contribute to the sustainable development of our operations.

Growing with our people

03

Caring for what unites us

Tirme is staffed by a **committed, professional and united team** whose performance has proved vital for everything we have accomplished to date, and without whom it would be impossible to keep moving forward to make our ambitions a reality. We are also aware of the importance of ensuring that

the members of our organization are motivated, feel fulfilled and can continue growing with the company.

We therefore channel major efforts into caring for people in order to improve their everyday **wellbeing**, and in this sense, safety is one of our top priorities.

We also offer benefits, promote health and encourage career progress through upskilling.

Within the framework of our **2022–2025 Strategic Plan**, we work to make these commitments a reality through the initiatives set out in the **Impulsa Action Plan**.



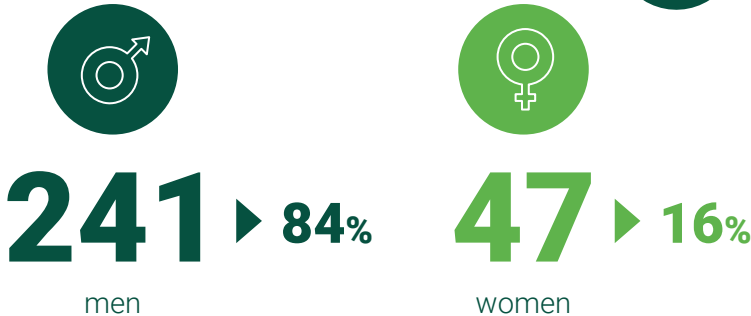
One strong team

Right from the start, we have successfully built up a stable team of dedicated professionals who embrace the company's values and contribute their best each day in order to achieve our sustainability goals.

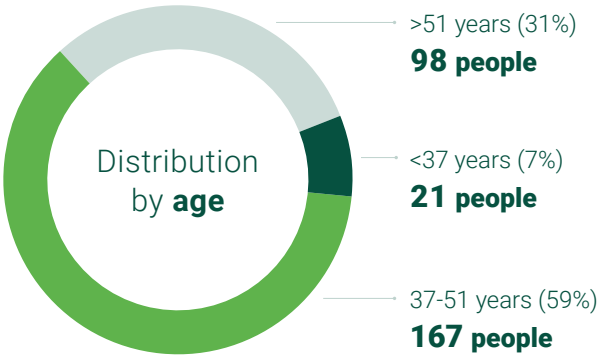
Indeed, the stability of our workforce is reflected in the **average length of service, which stands at 18.3 years**. It is also worthy of note that 98% of the staff have permanent, full-time contracts.

In order to tailor people management to its needs, Tirme has its own **Collective Bargaining Agreement**, which offers improvements to working conditions in comparison with the state sectorial agreement. In 2024, we continued negotiations for the new Collective Bargaining Agreement, which was signed in January 2025.

Staff breakdown



Breakdown by age



People are the drivers behind each of the company's achievements, contributing value, commitment and purpose to our day-to-day operations.

We participated in the UNE working group “CTN-314, Human Resources Processes” in the development of ISO DIS 30201: Human Resource Management Systems; ISO TC 260 N775: Payroll Global Standard; and 30422:2022: Learning and Development Standards.

Our people management priorities



Stable
employment



Fair
remuneration



Work-life
balance



Healthy workplace
model



Personal and
professional
development



Equal opportunities
for men and women



Elimination of
the wage gap



Training to
address the
digital transition

UNE

Promoting a culture of equality and balance

In a sector such as ours, which is traditionally characterised by a predominantly male workforce, fostering **equal opportunities** is essential. In this sense, we have worked actively for many years in order to ensure genuine equality for all.

We have updated our policies and documentation in line with the **new LGTBI legislation**, recognising the protection of this group, furthering reinforcing our already strong commitment to a safe, healthy, diverse, and inclusive workplace.

To this end, we have a **Work-Life Balance and Equality Plan**, which sets out the procedures for measuring and monitoring both the level of work-life balance and equal opportunities and treatment for our team members, as well as the actions required in order to improve these levels. The Mixed Work-Life Balance and Equality Commission is responsible for overseeing and implementing this plan, and in 2024 we successfully carried out measures related to all 38 objectives it contains.

Our drive for equality extends to all levels and to all people, and we work to promote the **workplace integration of all**. In this regard, our team includes five people with a certified disability rating of 33% or higher.

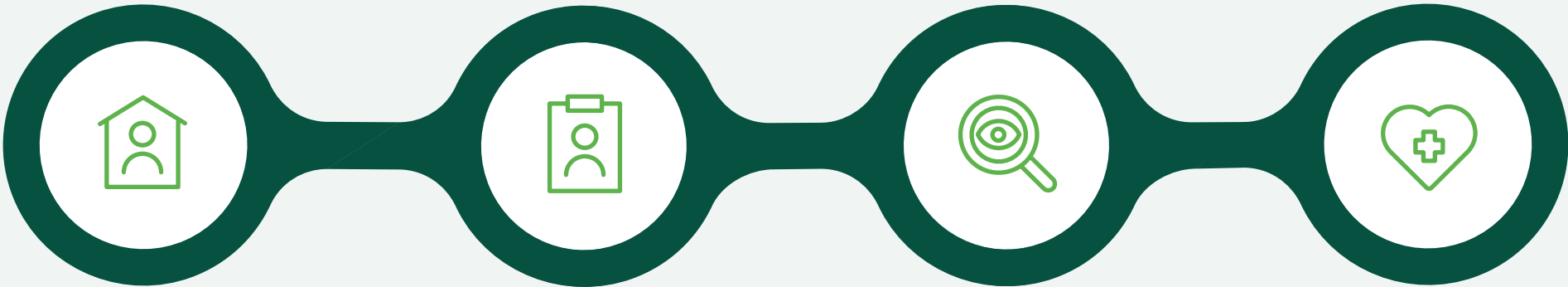
We also offer the possibility of raising any **equality-related issues** through the communication channel provided by the Másfamilia Foundation, the entity behind the creation of the FRC (Family-Responsible Company) certificate. Any such matters can be reported in the strictest confidence.

In addition, we have a **Protocol for the Prevention of and Action Against Interpersonal Conflicts and Workplace Violence**, which establishes a procedure for dealing with such situations and underpins Tirme's Management's commitment to protecting the dignity and freedom of individuals and, by extension, their physical and mental health. It also promotes a preventive culture against all forms of workplace violence within the organisation. This protocol is managed within the framework of Compliance, maintaining the required level of confidentiality.



We have been a Family-Responsible Company since 2008, and since 2020 have held a proactive B+ rating. This certification is recognised by the United Nations and by the Interreg Europe programme as a “Good Practice”, promoting corporate work-life balance management policies while taking into account employees’ needs.

Key work-life balance and equality measures



Remote working

This option favours a work-life balance tailored to individual needs. In 2024, we signed agreements of this type with five of our employees.

Early retirement and retirement

We facilitate early retirement and retirement processes, seeking optimum conditions and benefits for employees who choose to take early retirement. Nine members of staff took up this option in 2024.

Ongoing identification of work-life balance needs

We analyse staff members' situation in order to detect and proactively prevent possible risks that may impede a work-life balance.

Private health insurance

We have agreements with insurance companies designed to internally promote private health insurance, offering excellent conditions for policyholders.



Nurturing talent

Providing our team with opportunities for upskilling is essential in order to stay up-to-date with developments in all areas. It is also key to contributing to their professional and personal growth.

In 2024, we defined a new **Training Plan for the 2024–2026 period**, achieving 89% of the objectives set for 2024. It was conceived as a continuation of the previous plan, which covered the period between 2021 and 2023, with a focus on digitalisation to adapt to current technological demands and make the most of digital resources.

The training sessions held in 2024 achieved a participation rate of 99.65%.



Topics covered in the training delivered during the course of the year were related to occupational risk prevention, the circular economy, 'zero waste to landfill', life cycle analysis, carbon footprint, digitalisation, English language skills, environmental aspects, mobile machinery, stress, harassment, workplace violence conflicts and criminal compliance, among others.

Worthy of note is that in 2024, we achieved **100% effectiveness in the training actions delivered**.

Notably, there was a significant increase in effectiveness in the case of Compliance training, which has now been provided for the entire workforce. We made considerable efforts to ensure this training was completed as it is a

mandatory requirement. A further guarantee in this sense is that we make sure all new hires receive this training within their first few days at the company.

In 2024, we invested 110,879 euros in training, providing a total of **8,013 hours and an average of 28.02 hours of training per person**. The training actions were delivered in person, online and in hybrid formats.

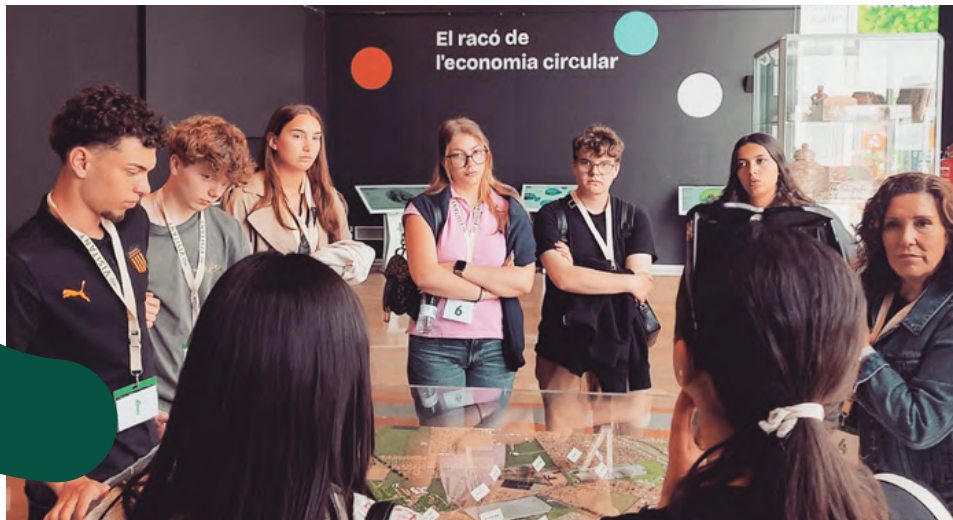
We also continued the **professional certification campaign**, launched in 2023 thanks to an

agreement with the Regional Ministry and which in 2024 received three applications. We also continued to provide financial aid for university degrees, vocational training qualifications and postgraduate studies.

Another way we contribute to our team's development is through our **ERASMUS DAY programme**, which enables exchanges between departments. In 2024, four people from the operations department exchanged roles with the maintenance area at the Energy Recovery Plant.

Additionally, through our **Internal Communication Plan** — defined each year in accordance with the needs detected — we drive actions to share information of interest with our team. This includes both company milestones and other relevant communications. In 2024, we completed 94% of this plan.

Finally, and in order to encourage talent, our work placement programme targets students at various universities. In 2024, **eight students** carried out internships in different departments across the company.



Prioritising health and safety

At Tirme, ensuring safe working environments for our team members has always been a top priority. We also promote measures designed to improve employee health, as this is essential for guaranteeing their wellbeing.



Health protection and occupational risk prevention are therefore key elements of our 2022–2025 Strategic Plan, materialised through our **Impulsa Action Plan**, creating comfortable workplaces that reduce the risk of accidents and illnesses.

Our **Health and Safety Committee** is responsible for monitoring the implementation of health and safety measures, as well as for assessing their efficiency and tracking the corresponding indicators. This committee meets quarterly and is the most senior decision-making body in these matters, maintaining constant contact with the Prevention Delegates to ensure proper coordination.

Our team's health and safety needs are managed by our **Own Prevention Service (SPP by its Spanish initials)**. The members of this service carry out planned actions in the various fields of preventive specialisations, including Workplace Safety, Industrial Hygiene, Ergonomics, and

Applied Psychosociology. In the case of Occupational Medicine (Health Surveillance), this function is outsourced to an external prevention service provider.



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

Our own prevention service (SPP) in figures

ACTIONS		2022	2023	2024
Training	ORP* actions included in the plan	17	19	20
	Budgeted ORP actions	5	1	0
	Total number of ORP training hours	3,999	3,396	3,154
Accident investigations	Incidents	47	39	34
	Minor accidents	8	13	12
	Serious accidents	0	0	0
Health surveillance	Medical check-ups	323	323	327

*Occupational Risk Prevention.

We completed 80% of our 2024 Occupational Risk Prevention Plan, carrying out 16 of a total of 20 actions.



Measures applied in 2024 to reduce accident rates

- ✓ **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.
- ✓ **Meetings after accidents with sick leave:** Whenever someone has an accident, they are called to a meeting with their manager or supervisor in order to analyse and study the causes to prevent reoccurrences.
- ✓ **Warning letters and sanctions:** In the event of failure to comply with preventive policies or accidents caused by carelessness or



2024 saw five consecutive months without an accident, and no serious accidents were registered throughout the year.

negligence, we send out a warning letter and impose up to five sanctions so that precautions can be taken to prevent future situations of this kind. In 2024, five people were sanctioned and one person received a warning letter.

- ✓ **Age management:** We promote healthy ageing, as well as specific treatments during medical check-ups or paid leave for persons aged over 55.



✓ **Safety month:** Each year, over a two-week period, we carry out training actions related to occupational health risks. In 2024, we delivered 1,031 hours of training during the course of these weeks.

✓ **Physiotherapist:** We offer weekly sessions at the Energy Recovery Plant and the Can Canut Area. In addition, in the event of an accident caused by overexertion, the affected person attends an appointment with the physiotherapist to receive recommendations and advice on specific prevention exercises.

✓ **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' at the Zone 1 Energy Recovery and Methanation Plants:** These are attended by middle managers from all areas and the Own Prevention Service to provide details of the work to be carried out the following day by internal and subcontracted staff, in order to detect any incompatibilities among the tasks or special needs in terms of coordination measures, etc.

✓ **Healthy Company measures:** We apply a series of measures, such as specialised assistance, coaching, the Bradford factor, remote working, health campaigns to combat obesity, healthy lifestyles, healthy breakfasts, health campaigns for medical tests and check-ups, etc.

✓ **Improvement team for advanced health, safety and wellbeing management:** Made up of 24 members, this team is divided into five work teams centred on the following areas:

TEAM I

- So 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.

In 2024, there were 12 occupational accidents involving our own staff, compared to 13 in 2023. None of the accidents were serious, and no cases of occupational disease were detected. While these figures are slightly better than last year's and remain below industry benchmarks, **we must continue working to minimise the number of accidents**, with the ambition of achieving zero accidents.

Each protocol, training action and measure introduced responds to our determined commitment to protecting the integrity of all members of our company. Caring for them is our way of caring for the future of the organisation.

Accident rates

	2017	2018	2019	2020	2021	2022	2023	2024
Duration rate	28.6	18.8	48.7	15.6	10.9	29.1	14.8	44.4
Seriousness rate	0.4	0.3	0.6	0.1	0.2	0.4	0.14	0.7
Frequency rate	30.9	26.9	11.2	11.1	23.2	23.6	25.3	25.6
Incident rate	54.8	47.8	19.2	19.8	41.4	41.2	44.7	45.3



Furthermore, we implemented a series of actions designed to **promote health and wellbeing**:

- ✓ **Healthy breakfasts** in vending machines.
- ✓ **Health promotion campaigns**, consisting of talks on nutrition, messages on the intranet blog *Caminando hacia la salud* ("Heading for health") and the specific intranet space *Empresa saludable* ("Healthy Company").
- ✓ **Collective medical insurance**.
- ✓ **Health surveillance campaigns**:
 - **Iron level** campaign, including the total iron indicator (iron–transferrin–ferritin) in the blood tests of all staff.
 - **Flu vaccination** campaign.
 - **LDL Cholesterol** level campaign for all staff.
 - **Colon cancer prevention** campaign.
 - **Glaucoma prevention** campaign.
 - **Prostate cancer prevention** campaign for male staff.

- Inclusion of the **uric acid indicator** in the blood tests of all staff.
- **Complementary test** campaign: abdominal ultrasound and ergometry (stress test).

Despite all these efforts, in 2024 we observed an increase in the absenteeism rate, mainly due to a higher number of common diseases or non-work-related accidents, as well as requests for both paid and unpaid leave.

In order to further boost our commitment in this area, our **improvement team for advanced health**,

safety and wellbeing management is working on various lines of action:

- ✓ **Boosting staff participation** in the occupational health and safety management system.
- ✓ **Communication and awareness-raising** actions.
- ✓ The analysis, benchmarking and implementation of **best practices**.
- ✓ Application of a systemic methodology to analyse **new trends in personal protective equipment**.





- ✓ **Age and wellbeing** management.
- ✓ Introduction of **recognition mechanisms for exemplary behaviour**.
- ✓ Encouraging **order and cleanliness**.
- ✓ **Eliminable risk** management.
- ✓ Improved **coordination of business activities**.
- ✓ Applying **ICT solutions to occupational risk prevention**.

Also worthy of mention is the fact that we provide personalised assistance, tailored to meet individual needs, through two services designed to help manage difficulties related to work organisation and/or personal issues: **the Employee Assistance Service and the Internal Coaching Service**.

Responsible governance

04

Transparency as our guide

A solid corporate structure

Tirme is currently incorporated as a public limited company. The company is managed and administrated by four governing bodies, each with different responsibilities.

Governing bodies of Tirme S.A.



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.



Steering Committee

This committee is responsible for determining policies, directives and strategic goals, as well as driving the organization's plans and objectives. Since 2023, it has been structured under the General Management area, which oversees four departments.

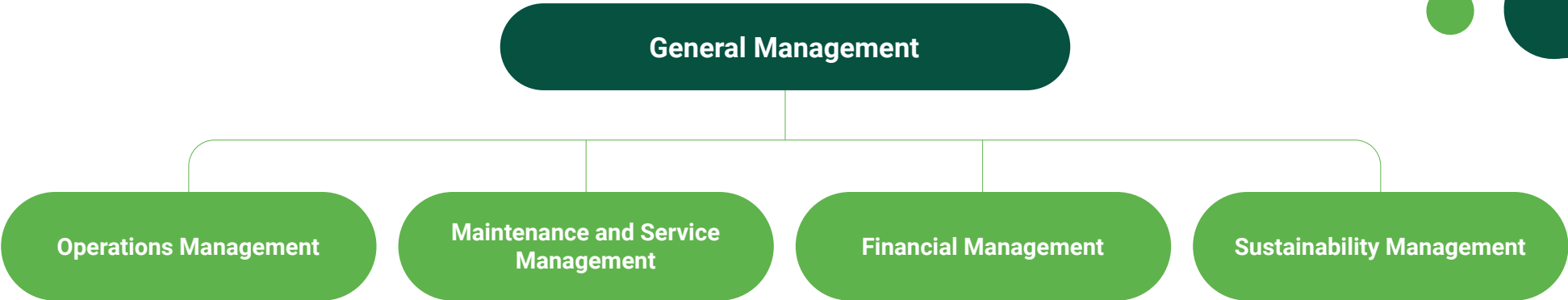


Management Committee

This committee is responsible for managing and overseeing everyday matters in the company, as well as adopting and executing decisions of an operational nature. Since 2023, this committee has been divided into two: Administrative and Technical: the Steering Committee and corresponding middle managers also sit on this committee.

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

Tirme's 2024 organisational chart



Ethics-based governance

Acting with integrity and honesty and upholding solid principles supported by exemplary conduct, are essential in ensuring that our company maintains the trust of our stakeholders and an excellent reputation. This is what we believe at Tirme, and we strive constantly to make it a reality, while also contributing to the company's efficient and effective performance in compliance with all applicable regulations.

Our **Code of Ethics** provides a guide that guarantees the exemplary behaviour we require in our organisation. This document sets out the principles and guidelines that must govern our actions, upholding the highest standards of ethical business conduct and acting with integrity under any circumstances.

At the end of 2024, we **adapted our Code of Ethics** to the new legislation to ensure equality and non-discrimination for LGTBI individuals in companies (Spanish Royal Decree RD 1026/2024). The code is also available on our

[corporate website](#), guaranteeing accessibility to anyone wishing to consult it and also promoting awareness.

Key aspects of our Code of Ethics

1 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.

2 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.

3 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.

4 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.

5 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.

6 Communication and Absences

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

7 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.

8 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.

9 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.

10 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.

11 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.

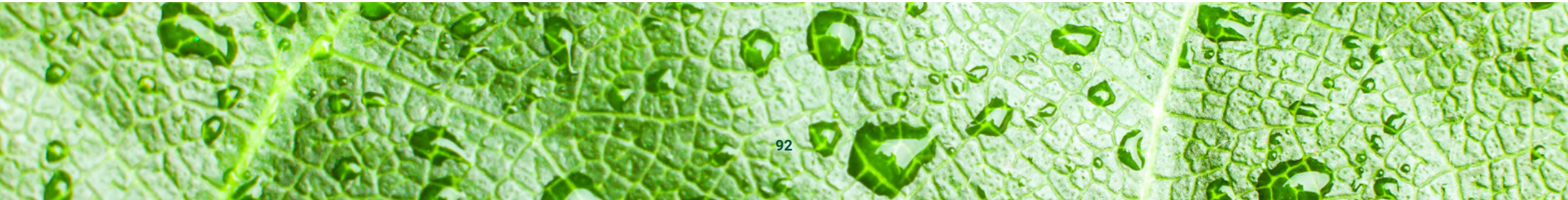
Additionally, our **ethics channel** can be used to report any breach of the Code of Ethics. This channel is adapted to Law 2/2023 regulating the protection of individuals who report legal violations and the fight against corruption, thereby guaranteeing confidentiality. In 2024, we received 10 reports via this channel.

We use various tools to raise awareness of our ethics channel. These include our Sustainability Report, Onboarding Manual, website, intranet, and the documents we provide for our suppliers.

The channel is open to anyone wishing to submit an anonymous and confidential report. We also have a **Compliance Officer**, who can be contacted anonymously and confidentially by anyone wishing to do so.

In addition, our **Criminal Compliance Management System** sets out the risks associated with any possible breaches of our Code of Ethics or legislation. These risks are assessed quantitatively and qualitatively each year by the Steering Committee.

Our Criminal Compliance Management System (good governance) was the first of its kind to be certified in accordance with UNE 19601 standards.



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. In 2024, we reviewed this Manual to include the prohibition of animal mistreatment and to update the risk assessment for the year.
- **Staff training and awareness raising actions**. We are working to improve the team's understanding of the company's Compliance model. In 2024, training was provided on 'Advances in the Compliance Model'. Furthermore, within their first few days of joining the company, new hires receive training in the "Implementation of the Compliance Management System at Tirme". The aim is to raise awareness among employees of Criminal Risks, promoting a culture of regulatory compliance within the company, explaining basic concepts, as well as identifying risks and understanding the prevention and control measures for

the purpose of criminal prevention. We also inform them about our Code of Ethics, ethics channel and company policy.

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



Support unit: Responsible for supervising and reviewing the system.



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



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.



Engaged with our community

05

Protecting those around us

Since our beginnings, we have maintained a close relationship with our community, forming part of it and integrating ourselves as an essential element that brings mutual benefits through our work. However, we also seek to offer support in a manner that will continue to drive progress for the community.

We strive to ensure that this progress occurs at all levels, promoting **a fairer, more equitable society that cares for the environment**. In this regard, we invest in the development of social and environmental initiatives, with transparency, local hiring, and education as key elements.

We are committed to local development, continually driving initiatives that create jobs, strengthen skills, and foster values in the communities where we operate.

Supporting local development

As part of our **value proposition for the community**, we have identified a range of social action initiatives in three fundamental areas: environmental awareness; the occupational

integration of young people and vulnerable groups; and collaboration with a range of organizations, guided by principles of equity and transparency.



Guided tours



Education

We are involved in creating training programmes that 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.



Promotion of visits to our Environmental Education and Information Centre

Our waste processing facilities also act as an essential tool for environmental education.



Collaboration with the UIB*

We sign internship agreements that in 2024 benefitted **6 student-interns** from the **Higher Polytechnic School (EPS by its Spanish initials)**, double the number from the previous year. We also collaborated specifically with the University's Higher Polytechnic School thanks to the collaboration agreement signed between TIRME S.A, the University of the Balearic Islands, the Higher Polytechnic School and the Balearic Islands' Business-University Foundation to promote studies at the School. We also continue to collaborate with the Chemistry Department, offering internships for undergraduates and master's students. Furthermore, in 2024, we signed

an agreement to sponsor the 10th Edition of the Social Communication of Science Congress, 2025.

As in previous years, we also took part in the University of the Balearic Islands' annual '**Job Day**', with the aim of attracting new talent and supporting integration into the labour market, as well as offering the university's students an insight into our activities. In addition, we sponsored the **Chemistry and Mini Chemistry Olympics**, specifically the Chemistry Projects Competition and the "My First Experiment" contest, designed to foster interest in science subjects among primary and secondary school students.



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.

*University of the Balearic Islands.



Social wellbeing

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



Sponsorship of sports teams

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.



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.



Financial aid for insertion in the Deixalles Foundation's Pre-employment Pathways Project

Over the course of a year, two people in a situation of vulnerability had the opportunity to receive financial aid and participate in the Pre-employment Pathways programme. Participants have the chance to improve their personal, transversal and labour skills, supported by a team of monitors and the expert social team, thereby boosting their possibilities of entering the labour market.



Humanitarian action

We carry out solidarity actions to protect the lives, health and wellbeing of vulnerable groups.



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

We continued with our agreement 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 which provides performances by clowns to bring joy to users of hospitals in the Balearic Islands.



Deixalles Foundation

For the third year running, we took part in the toy and clothing collection campaign organised by this entity.



The Spanish Association Against Cancer

We renewed our commitment to donating to the Summer Camps run by this association.



Teléfono de la Esperanza*

Collaboration with the social actions carried out by Teléfono de la Esperanza.



*A confidential emotional support helpline.



Environmental sponsorship

We have alliances with other entities to promote a low-carbon economy and protect the environment.



Natura Parc Foundation

Thanks to the agreement signed with this organization, we contribute to the continuity of the foundation's environmental department.



Collaboration with Cleanwave

With the aim of providing sustainable solutions for events in Mallorca's 53 municipalities, this initiative includes the distribution of reusable cups with guaranteed circularity, thus promoting the reduction of single-use plastic cup consumption. This joint effort seeks to maximise the socio-environmental impact on the island, in line with the social objectives of both organisations.



Professional organisations and associations in the Balearic Islands we belong to



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

Focused on promoting the transition towards a low-carbon economy in the islands, driving R&D&I, and fostering cross-sector collaboration.



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

We collaborate with the quest to find solutions to the problems caused by the “throwaway culture”, while also promoting the circular economy and reducing microplastics.



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

We are members of this entity that works to drive the Balearic Islands' economy, positioning it as benchmark for progress and economic, social and environmental wellbeing.



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

We subscribe to this entity's ambition 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.



Building a responsible supply chain

Advancing on the path towards sustainability requires working closely with the actors in our value chain, as we must all pull in the same direction. In the case of the supply chain, it is especially important to convey our commitment to sustainability, human rights, and the health and safety of the entire community, while also supporting our suppliers to continue improving in these areas.

For this reason, our suppliers must meet a series of requirements aimed at minimising environmental impact, promoting fair labour practices, and strengthening economic resilience. These requirements are set out in our **Responsible Procurement Guide**, which integrates the



company's Purchasing Policy as well as the criteria we apply when selecting supplier companies.

Likewise, our suppliers are key players in the deployment of the circular economy model, which is why we are working to extend circularity throughout our value chain. **To this end, we**

are continuing to update our Responsible Procurement Guide in accordance with circularity criteria.

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

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.

In addition, we conduct **annual assessments of our critical suppliers**, in order to confirm that our suppliers meet the strictest standards of responsibility and performance, in accordance with the results obtained. Furthermore, all new suppliers must meet a series of requirements prior to approval.

In order to contribute to the progress of the local economy and reduce the environmental impact of our value chain, we prioritise local suppliers for

our procurement and purchasing needs. 2024, saw a year-on-year increase in spending on **local suppliers** of 4%, which accounted for 57% of our total procurement expenditure.

We also maintain our commitment to collaborating with **social enterprises that support labour reinsertion**, in line with the company's policies on social action, entrepreneurship for the circular economy, and sustainable development. This includes the Deixalles Foundation, whose

staff work in the Packaging Sorting Plant, as well as Ilunion: Grupo Once, which is engaged in the operation of the Metacompost Plant, provides and launders Tirme staff uniforms, and carries out auxiliary tasks at the Eco-aggregate Pre-treatment Plant.

In 2024, 78% of all orders were placed with local suppliers.



Annexes

06

Tirme, advancing towards circularity

Annex I. About this Report

Tirme's annual Sustainability Report is drawn up in order to provide a comprehensive review of the organisation's progress over the past financial year. This represents an important exercise in transparency, sharing with our stakeholders not only how we are advancing towards the goals we have set, but also how we have addressed the challenges encountered along the way.



If you have any queries or enquiries, please contact:



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The report therefore details the sustainability goals set by Tirme, S.A., as well as the actions and achievements made during the 2024 financial year, which covers the period between 1st January and 31st December.

In preparing this document, we have followed the guidelines established in the **GRI standards** to ensure a report of the highest quality,

containing accurate and relevant information. The information presented is also aligned with the **Ten Principles of the UN Global Compact and the 2030 Agenda's Sustainable Development Goals**.

In this report, we have updated the carbon footprint data for all reported years, as we have expanded the scope considered in order to provide comparable data.

Annex II. GRI table

GRI 1 used		GRI 2021: Foundation 2021	
GRI Standard	Description	Location / Direct response	
GRI 2 GENERAL CONTENT (2021)			
1. The organisation and its reporting practices			
2-1	Organizational details	30 years of history A solid corporate structure	
2-2	Entities included in the organization's sustainability reporting	Annex I. About this Report	
2-3	Reporting period, frequency and contact point	Annex I. About this Report	
2-4	Restatements of information	Annex I. About this Report	
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	30 years of history	
2-7	Employees	One strong team	

GRI Standard	Description	Location / Direct response
2-8	Workers who are not employees	No numerical controls are carried out on workers who are not employees
3. Governance		
2-9	Governance structure and compositions	A solid corporate structure
2-10	Nomination and selection of the highest governance body	A solid 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	A solid corporate structure
2-13	Delegation of responsibility for managing impacts	A solid corporate structure
2-14	Role of the highest governance body in sustainability reporting	A solid corporate structure
2-15	Conflicts of interest	Ethics-based governance
2-16	Communication of critical concerns	Ethics-based governance
2-17	Collective knowledge of the highest governance body	A solid corporate structure
2-18	Evaluation of the performance of the highest governance body	A solid corporate structure
2-19	Remuneration policies	One strong team

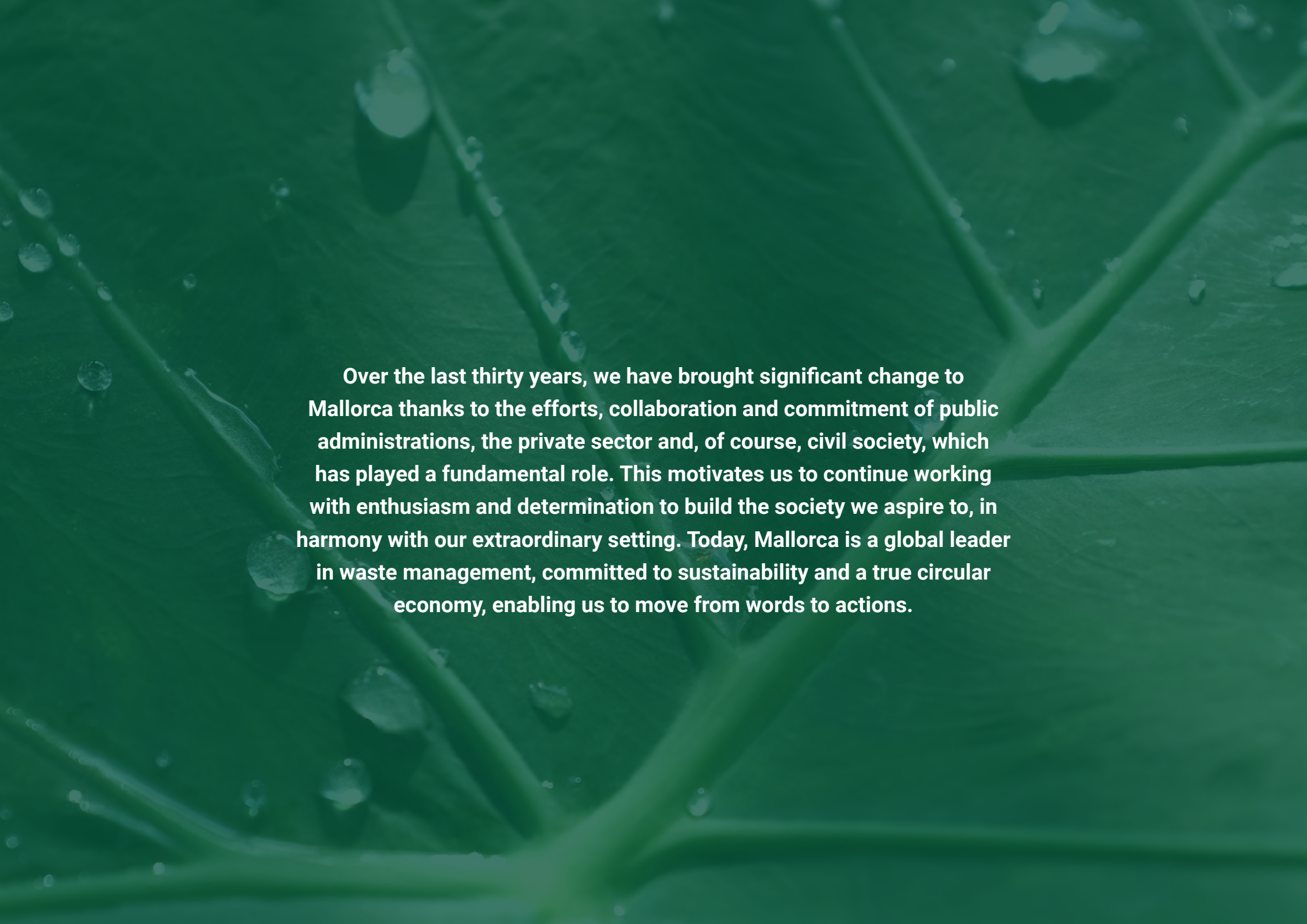
GRI Standard	Description	Location / Direct response
2-20	Process to determine remuneration	One strong team
2-21	Annual total compensation ratio	One strong team
4. Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Committed to sustainability
2-23	Policy commitments	Committed to sustainability
2-24	Embedding policy commitments	Committed to sustainability
2-25	Processes to remediate negative impacts	Committed to sustainability
2-26	Mechanisms for seeking advice and raising concerns	Ethics-based governance
2-27	Compliance with laws and regulations	Ethics-based governance
2-28	Membership associations	Supporting local development
5. Stakeholder engagement		
2-29	Approach to stakeholder engagement	Working alongside our stakeholders
2-30	Collective bargaining agreements	One strong team

GRI Standard	Description	Location / Direct response
GRI 3 MATERIAL TOPICS (2021)		
3-1	Process to determine material topics	Committed to sustainability
3-2	List of material topics	Committed to sustainability
3-3	Management of material topics	Committed to sustainability
201 ECONOMIC PERFORMANCE (2016)		
201-1	Direct economic value generated and distributed	2024 through the lens of sustainability
204 PROCUREMENT PRACTICES (2016)		
204-1	Proportion of spending on local suppliers	Building a responsible supply chain
302 ENERGY (2016)		
302-1	Energy consumption within the organisation	Advancing towards decarbonisation
302-3	Energy intensity	Advancing towards decarbonisation
302-4	Reduction of energy consumption	Advancing towards decarbonisation
302-5	Reduction in energy requirements of products and services	Advancing towards decarbonisation

GRI Standard	Description	Location / Direct response
303 WATER AND EFFLUENTS (2018)		
303-1	Interactions with water as a shared resource	Advancing towards decarbonisation
303-3	Water withdrawal	Advancing towards decarbonisation
303-5	Water consumption	Advancing towards decarbonisation
304 BIODIVERSITY (2016)		
304-3	Habitats protected or restores	Protecting our environment
305 EMISSIONS (2016)		
305-1	Direct (scope 1) GHG emissions	Advancing towards decarbonisation
305-2	Indirect (scope 2) GHG emissions	Advancing towards decarbonisation
305-3	Other indirect (scope 3) GHG emissions	Advancing towards decarbonisation
305-4	GHG emissions intensity	Advancing towards decarbonisation
305-5	Reduction of GHG emissions	Advancing towards decarbonisation
305-7	Nitrogen oxides (NO _x), sulphur oxides (SO _x) and other significant air emissions	Protecting our environment

GRI Standard	Description	Location / Direct response
306 WASTE (2020)		
306-2	Management of significant waste-related impacts	No spills occurred.
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	One strong team
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	Prioritising health and safety
404 TRAINING AND EDUCATION (2016)		
404-1	Average hours of training per year per employee	Nurturing talent
404-2	Programmes for upgrading employee skills and transition assistance programmes	Nurturing talent
405 DIVERSITY AND EQUAL OPPORTUNITIES (2016)		
405-1	Diversity of governance bodies and employees	One strong team

GRI Standard	Description	Location / Direct response
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	Supporting local development
413-2	Operations with significant actual and potential negative impacts on local communities	Protecting our environment
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	Working alongside 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



Over the last thirty years, we have brought significant change to Mallorca thanks to the efforts, collaboration and commitment of public administrations, the private sector and, of course, civil society, which has played a fundamental role. This motivates us to continue working with enthusiasm and determination to build the society we aspire to, in harmony with our extraordinary setting. Today, Mallorca is a global leader in waste management, committed to sustainability and a true circular economy, enabling us to move from words to actions.



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