

Sustainability Report 2020



**Committed
to the future**

Sustainability Report 2020



Ubesol

Contents

	Letter from the CEO	4
	2020: a year of new challenges	5
1	Who we are	6
1.1	UBESOL, a long history of quality and commitment	6
1.2	Factors and trends	8
1.3	Ubesol, a responsible business	9
	1.3.1 Our business model	9
	1.3.2 Pillars that guide our actions	10
	1.3.3 Our Strategic Plan	12
	1.3.4 A corporate culture focused on ethics, integrity and good corporate governance	14
1.4	Committed to the sector and the environment	18
	1.4.1 Partnerships for sustainable business and environmental development	18
2	Sustainability at the heart of our corporate culture	21
2.1	Committed to social welfare and the environment	22
	2.1.1 Sustainable Development Goals: a commitment for Ubesol	22
	2.1.2 Our involvement with the territory, an ongoing commitment	25
2.2	Our suppliers: a key element of our success	27
	2.2.1 Excellence, innovation and sustainability in our supply chain	28
3	Our people: the best talent	29
3.1	Committed to our people	29
3.2	Equal opportunities	35
3.3	A safe and healthy workplace	37
	3.3.1 Safety of employees and facilities	41
4	Improving the customer experience	42
4.1	Responsible innovation and maximum quality in the development of our products	42
4.2	Consolidated quality management	46
5	Committed to the environment	48
5.1	Environmental management	49
5.2	Energy efficiency	51
5.3	Control of resource consumption	52
	5.3.1 Water	52
	5.3.2 Good resource management	53
	5.3.3 Waste treatment	54
6	About the report	56
6.1	Relationship with stakeholders	56
6.2	Identification and analysis of material topics	58
6.3	Materiality matrix	60
7	Index of GRI content	61
7.1	General contents	61
7.2	Material topics	64
8	United Nations Global Compact table of contents	69

Letter from the CEO



"Our commitment to sustainability is not only based on producing the highest-quality natural products but also on establishing this vision at the heart of our corporate culture"

Jorge Úbeda
CEO Grupo Ubesol

For Ubesol, 2020 has been a year to **reset** with twelve months in which the COVID-19 pandemic has tested our ability to adapt. We can safely say that Ubesol has adapted to the new reality and reinforced its firm commitment to protecting the planet. For this reason, this year, we have once again renewed our support for the United Nations Global Compact and continue to promote specific initiatives to **contribute to 16 of the 17 Sustainable Development Goals (SDGs)**.

Our commitment to sustainability is not only based on producing natural products of the highest quality but also on establishing this vision at the heart of our corporate culture, encompassing increasingly broader areas such as social action. We strive to be a socially responsible company that contributes to balancing social welfare, environmental care and economic growth.

We have used the Global Reporting Initiative (GRI) methodology, which establishes the necessary standards to measure and disclose the economic, environmental and social performance of companies, to prepare this sustainability report, which details the projects and initiatives undertaken in 2020 to reduce the environmental impact of our business activity.

In 2020, we obtained the **FSC®** certification from the **Forest Stewardship Council®**, promoting responsible forest management worldwide, and **RSPO™ (the Roundtable on Sustainable Palm Oil)™**, related to the palm oil supply chain.

In addition, we have installed a water recovery plant that saves an average of 1,000 m³ of water every month.

Meanwhile, we have made significant progress in **eco-design**, reducing our plastic consumption by 100 tonnes over the last year while maintaining product functionality and maximum quality and without compromising on sustainability.

In line with our goal to promote circular economy initiatives, we have been working closely with our suppliers to reuse and recycle raw material packaging back into our supply chain.

This year, Ubesol has continued to make progress on the pillars of its **2020-2025 Strategic Plan**, which in addition to its natural transformation, includes attracting and retaining talent, internationalisation, and the digital transformation of the company.

Our people are our greatest asset. Therefore, we remain firmly committed to our goal to be "a good place to work" with the best people in every position. For this purpose, we promote stable and quality employment, foster ongoing training, and implement an Equality Plan with various programmes to facilitate a healthy work-life balance.

2020 has been especially difficult for all of us. Therefore, I would like to express my sincere gratitude to every single person at Ubesol for their incredible effort and commitment over a year that has changed our lives.

2020, a year to move forward



Our business

- More than 117 million, 3% less than in 2019
- Presence in Spain and the international market
- 100% national ownership and capital
- 2 production plants in Valencia



Our products

- More than 182 million units manufactured
- More than 60 products
- TWO COMPANY-OWNED PRODUCTIONS PLANTS WITH 100% NATIONAL PRODUCTION
- Presence on the shelves of the leading supermarket in Spain
- €1.8 million invested in R&D



Our team

- 448 people in our team
- 32% women and 68% men
- 72.1% with open-ended contracts
- 93.08% full-time employees
- 44 scientists specialised in R&D and Quality Assurance



Our suppliers

- 92 million in purchases
- More than 140 raw material suppliers
- 87% located in Spain
- 80% of the purchase volume is from Spanish suppliers
- 46% local purchases (Valencia) and 34% from the rest of Spain
- We apply sustainability criteria in supplier evaluations



Commitment to the environment

- 100% of the paper we use in our packaging comes from recycled paper
- 11.96% reduction in GHG emissions compared to 2019
- We use 100% renewable electricity
- 100 tonnes of plastic saved by optimising our product packaging and reducing end- customer waste



Our contribution to the SDGs

- We implement specific actions towards 16 of the 17 Sustainable Development Goals

1.1 UBESOL, A LONG HISTORY OF QUALITY AND COMMITMENT

We develop and manufacture innovative products of the highest quality.

(102-1, 102-4, 102-10)

We offer the highest quality cleaning products and materials for home care and personal hygiene at the best possible prices. We have over 40 years of experience in manufacturing, marketing and selling our products with sustainable quality.

(102-2, 102-6)

We strive for excellence in every one of our products. We work for distribution companies in the **consumer sector in Spain and Portugal.**

We manufacture products for several renowned brands, including Deliplus and Bosque Verde. Our products are divided into two categories:

Textile products for home care and cleaning

- Wipes, cloths and textile duster
- Mops and feather dusters
- Wet mops
- Cleaning wipes: glasses, furniture, multipurpose, bathrooms, kitchen, leather, glasses
- Anti-dye transfer stain wipes for clothes

Textiles for personal care and hygiene

- Wipes for babies and children
- Cosmetic and personal hygiene wipes
- Hydroalcoholic wipes
- Hair care accessories
- Face masks

We are committed to family well-being and offer high-quality, innovative solutions at the best prices while respecting the environment.

We have two production plants in Atzeneta d'Albaida (Valencia)



Ubesol



1



Textile Plant

Manufacture of textile products for home care and cleaning.

2



Hygiene Plant

Manufacture of wet wipes for household cleaning and personal hygiene and care.

1.2 FACTORS AND TRENDS

(102-14)

Current market trends are shaped by two fundamental transformations that have been the focus of our work at Grupo Ubesol for some time and where we have already made significant progress. Our commitment to becoming an increasingly sustainable company and determination to place innovation and technological development at the heart of our activity have driven us to implement the **"Natural Transformation" and "Digital Transformation" of all our processes.**



We are in the midst of a natural transformation as the group's business strategy **takes a broad approach to sustainability.** Therefore, our commitment to take care of the planet is not only based on producing natural products but also on designing corporate policies with an ever-increasing scope, such as social action. For this reason, sustainability is playing an increasingly important role in the business world and is a crucial element behind all decisions.

These new trends are related not only to a commitment to protecting the planet but also to improving process efficiency to minimise environmental impact. As a result, both transformations are closely linked.

In the **digital sphere, Industry 4.0** is taking centre stage. Companies like ours have already embarked on making production processes increasingly automated while consuming less energy and fewer resources. The challenge is to integrate new technologies in all areas of our business to anticipate and adapt to new ways of working, while also improving our competitiveness.

Another trend that 2020 has demonstrated is here to stay is the ability to adapt to change. In 2020, all companies saw their plans and forecasts disrupted, which tested their ability to reinvent themselves and look for alternative solutions quickly. At Grupo Ubesol, we have done this through innovation without losing sight of our commitment to being an increasingly digital and sustainable company.

This shift in business model is inspired by the words of Charles Darwin, who argued that it is not the strongest or most intelligent that survives but rather those that are best able to adapt to change. For this reason, for Grupo Ubesol, 2020 has been a year to **reset**, an opportunity to realign our capabilities with the new reality created by the pandemic and promote sustainability and digital transformation, two pillars of our 2020-2025 Strategic Plan.

Over the year, we have witnessed the closure of several companies that failed to adapt their business approach and find solutions to continue to operate. This makes our versatility more important than ever because we can adapt quickly to changes and develop innovative solutions that enable us to continue to provide a high-quality service based on a sustainable approach.

1.3 UBESOL, A RESPONSIBLE BUSINESS

1.3.1 OUR BUSINESS MODEL

OUR BUSINESS MODEL ENABLES US TO GENERATE INNOVATIVE, SUSTAINABLE AND SHARED GROWTH WITH SOCIETY

With a focus on the well-being of the end consumer, **we have developed a business management model that guarantees the satisfaction and fulfilment of the expectations of everyone involved in our value chain.** This approach helps us to build solid and stable relationships based on trust.

The five components of our business management model and paradigm are as follows:



Customers

We offer a range of quality, innovative and sustainable products that respond to their needs and preferences.



Employees

We strive to be a **great place to work**, inspiring people to give their best every day and fostering their **personal and professional development**. We want to ensure their well-being in a safe and healthy workplace.



Suppliers

We strive to develop **lasting relationships** with suppliers who **share our values**, promoting mutually beneficial outcomes.



Society

We want to be a company known for its quality, innovation and commitment to the sustainable development of people and the environment, adding value and making a difference by helping to build and support a sustainable planet and society.



Capital We aim to generate results that enable us to maintain the sustainability and growth of the company for the safety and benefit of our employees and customers.

1.3.2 PILLARS THAT GUIDE OUR ACTIONS

Our purpose, values and principles are at the heart of who we are

(102-16)

Mission

To be **specialists in developing and manufacturing innovative** and sustainable products that meet the needs of our customers **with the highest quality and best possible prices.**

Vision

To be a **leading, respected and admired company** where people want to work, **offering innovative and sustainable products of the highest quality** and achieving the highest levels of customer satisfaction.

Values

Our values are an essential part of our identity, reflecting our commitment to the pillars that form the basis of our corporate culture:



Efficiency and Innovation

Dedicated with a spirit of self-improvement to continuously improve and devise creative and challenging projects.



Leadership

We are humble, honest and committed leaders with a vocation for service.



Teampathy

(Teamwork + Empathy)

We foster teamwork based on trust and collaboration and maintaining a positive attitude

Values



Responsibility and Integrity

We are self-driven and work with passion while remaining honest in our words and actions.

Committed to creating value throughout our supply chain

Our business strategy encompasses all actors in our value chain. We strive for a chain made up of the best talent by fostering innovation, collaboration and value creation at all levels.



1.3.3 OUR STRATEGIC PLAN

(102-16)

In 2020, we launched our **2020-2025 Strategic Plan**, outlining our vision and the roadmap to achieve it. Our goal in 2025 is to be a leading company in the development and manufacture of top quality products that promote a sustainable, innovative and socially responsible business model.

Our strategic plan **is based on five pillars** that involve attracting and retaining talent, consolidating existing businesses, internationalisation, and continuing to move towards a more sustainable and digital business model.

Attracting and retaining talent

One of our goals is to attract and retain talent based on our belief that success requires having the best people in each job. Therefore, we strive to make all our workplaces "Good places to work".

The staff at Grupo Ubesol Laboratorios Maverick are our priority. Therefore, we conduct organisational health surveys to evaluate the degree of employee satisfaction in the workplace to identify areas for improvement and deal successfully with future challenges.

Improving Quality and Costs in current businesses

We implement a highly automated production system to maintain the trust of our existing customers. This system is constantly evolving by incorporating new methods, projects, indicators, and operational strategies. In addition, our team, formed by professionals with international experience, provides a service that prioritises product quality, guaranteed supply, and total transparency and communication throughout the entire process.

We offer a service that covers all stages of the development process, from the co-creation of formulations to product packaging, based on the needs of our customers. As a result, we can optimise costs and ensure the highest quality standards of every single product.

Internationalisation

This year, we have successfully entered the international market, starting to work with a new portfolio of customers who have placed their trust in our products and services. The discovery of new business horizons is the result of intensive work undertaken throughout the year to gain the trust of new customers. Meanwhile, we have also developed four new brands (Derela, Nakare, Clinx, and Deluxe Sensation), which offer the highest quality standards and aim to boost the internationalisation of the group.

Natural transformation

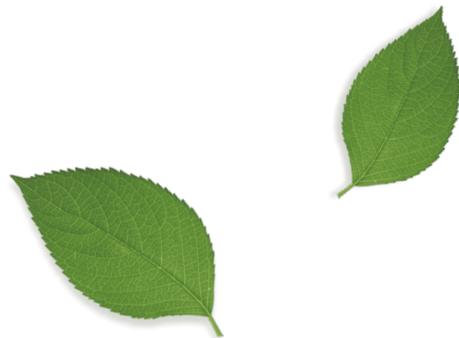
Sustainability is at the heart of our business. We aim to be a company that contributes to

sustainable development. Therefore, in 2020, in addition to promoting environmental initiatives, we continued to implement specific actions to contribute to the Sustainable Development Goals (SDGs) of the United Nations.

Our commitment to sustainability is not only based on producing natural products but also on establishing this vision at the heart of our corporate culture, encompassing increasingly broader areas such as social action. We strive to be a socially responsible company that contributes to balancing social welfare, environmental care and economic growth.

Digital transformation

With a view to moving towards Industry 4.0, we have increased our competitiveness by implementing the SAP management system and carrying out projects to digitalise investments and automate processes. We believe it is essential to invest in integrating new technologies in all areas of our business to anticipate and adapt to new ways of working, optimise processes, and improve our competitiveness and efficiency.



1.3.4 A CORPORATE CULTURE FOCUSED ON ETHICS, INTEGRITY AND GOOD CORPORATE GOVERNANCE

Transparent and responsible businesses with all our stakeholders

We have established clear and rigorous procedures, codes and policies that govern and regulate the behaviour of the people engaged in our day-to-day business operations to prevent corruption and misconduct and know how to respond to potential incidents.

The principle of transparency is one of Grupo Ubesol's objectives with society, employees and suppliers, **which is why we reject any form of corrupt practice.**

Our system aims to **implement an effective compliance culture that extends beyond regulatory compliance through an ethical framework.**

We want all our staff to act according to a code of conduct based on honesty and integrity.

Code of ethics Approved by the Governing Body in 2018, its primary purpose is to establish the values governing the conduct of Laboratorios Maverick SLU and Ubesol SL with third parties and reinforce business conduct guidelines that are accepted and respected by all employees, managers and directors of Grupo Ubesol.

Compliance area

In 2018, Grupo Ubesol decided to implement a compliance management system based on the international UNE-19601 Criminal Compliance Management Systems and UNE ISO 19600 Compliance Management Systems standards. The management team demonstrated its firm commitment to complying with these regulations by approving its Code of Ethics and also appointing a Chief Compliance Officer in accordance with Art. 31 bis, 2, 2nd of the Criminal Code.

Compliance Committee and Liaison Officers

The Chief Compliance Officer is supported by the Compliance Liaison Officers, who are responsible for the group's risk areas. Assistance is also provided by the Compliance Committee, composed of the managers of the principal risk areas.

Ethical channel

Since 2019, Grupo Ubesol has operated a channel managed by the Chief Compliance Officer. This Ethical Channel can be accessed by all employees, managers, members of the Board of Directors, temporary staff and interns to submit any queries or complaints they may have

to the email address provided. Therefore, they can comply with the obligation set out in the Code of Ethics to report any suspicions or detected breaches of legal or internal rules.

Harassment Protocol

Its primary purpose is to protect the health of employees by ensuring psychosocially healthy environments and providing support when required. Grupo Ubesol deems any moral, work-related, sexual, or gender-based harassment to be an attack on the dignity of its employees. Therefore, in 2018, the company updated its action protocol and created a channel for each of its companies to report incidents of this type.

Anti-corruption policy

This document establishes mechanisms to prevent corruption and comply with current legislation in all the sectors and countries in which it operates, in accordance with the company's values and mission to effectively manage any conflicts of interest that may arise in the performance of the activities carried out by Grupo Ubesol Laboratorios Maverick.

Conflict of interest policy

This document establishes mechanisms to identify and effectively manage conflicts of interest that may arise in the performance of the activities carried out by Ubesol.

Technology and social media usage policy

This document governs the appropriate use of IT equipment and systems by employees in the performance of their work.



In 2019, we finalised the implementation of the pillars of the compliance model, as required by art. 31 bis 5 of the Criminal Code. Furthermore, **Ubesol's regulatory and criminal risk assessment system** was updated by identifying and analysing the applicable legislation and the existing internal processes and controls.

In 2020, due to the exceptional circumstances caused by the COVID-19 pandemic, the compliance risks were updated by incorporating new controls in the areas of health and safety, data protection, human resources, and compliance. The aim is to ensure compliance with the applicable regulations at all times while maintaining the safety and quality of services.

In addition, we have continued to design, analyse and implement compliance policies and procedures and have approved updates to the **Ethical Channel Management Procedure and the Compliance Management System Manual**. In this regard, we are currently developing the following policies and procedures:

- **The Good Corporate Tax Practices Policy**, which ensures compliance with the applicable tax regulations.
- **The Compliance Policy**, which guarantees compliance with Spanish criminal law requirements regarding the need to adopt appropriate monitoring and control measures to prevent or reduce the commission of crimes.
- **The identification of business secrets and the design of the Business Secrets Policy**, which establishes mechanisms to protect any technical, scientific, industrial, or commercial information or knowledge. In short, it covers anything considered to be a trade secret.
- **The Expenses Policy**, which sets out the guidelines to be followed by all employees regarding all work-related expenses.
- **The Gift and Gratuity Policy**: this policy establishes the mechanisms for identifying and dealing with the potential offering and receiving of gifts and gratuities, in accordance with Grupo Ubesol Laboratorios Maverick's Code of Ethics.

We have also continued to promote a culture of compliance among all employees to ensure a zero-tolerance corporate environment regarding the commission of crimes within our company.

Governing bodies

(102-18)

Ubesol is managed by Sancana Gestión de Inversiones S.L. and Gestión de Inversiones, Jorisa S.L., which, as Joint Administrators, oversee the management, organisation and

representation of the company through the corresponding individuals appointed in each company. The governing and management bodies support and supervise the general guidelines, smooth operation of the organisation, and compliance with established policies and procedures established by the administrators. To this end, **we have a Management Committee led by an honorary president, a vice president and a CEO.**

Organisational chart GRUPO UBESOL/LABORATORIOS MAVERICK



José Luis Soler

Honorary President
GRUPO UBESOL



Jorge E. Úbeda

Vice President
GRUPO UBESOL



Jorge Úbeda

CEO
GRUPO UBESOL



Toni Guerola

Managing Director
UBESOL



Pedro Pérez

Managing Director
LABORATORIOS MAVERICK



María Luisa Soler

Managing Director
Administration, Finance
and Legal

1.4 COMMITTED TO THE SECTOR AND THE ENVIRONMENT

We strengthen ties to generate mutual benefit. We strive to promote the sustainable business and environmental development

(102-13)

1.4.1 PARTNERSHIPS FOR SUSTAINABLE BUSINESS AND ENVIRONMENTAL DEVELOPMENT

We promote different partnerships and **alliances to respond to the needs of stakeholders and society**, working hand in hand with organisations in the regions in which we operate.

Membership and collaboration with organisations

We are members of different institutions that play an essential role in the sectors in which we operate. Through these partnerships, we develop research projects, provide consultancy services, and conduct research trials on topics that keep us at the forefront of the industry.

Association	Sector/Speciality	Description
	Textiles	Generation of comparative studies of tests to have validated tests available at our facilities.
	Plastics	Collaboration in a European project for the development of sustainable packaging.
	Plastics and efficacy tests	
	Packaging	Testing, research and laboratory analysis for specific products and consultancy services.
	Textiles and efficacy tests	
	Textiles and efficacy tests	
	Cosmetics	Collaboration and adherence to the Good Practice Guide for disposable toilet products.
	Participation and creation of new standards	Participation since 2018. Collaboration and participating member in the creation of the new UNE 149002:2019 standard on disposable products via toilets.
	Creation of new patents, trademarks or utility models	

Sustainability partnerships

(102-13)

We subscribe to a number of **initiatives that reaffirm our commitment to sustainability.**

Principle, programme or initiative	Adoption date	Applicable countries and operations	Stakeholders involved	Type of initiative
United Nations Global Compact	June 2019	Spain	All	Voluntary
Participation in the technical committee of the UNE 149002:2019 standard: Acceptance criteria for disposable products via toilet	February 2019	Spain	All	Voluntary
Adherence to the Guide to Good Practice for Disposable Toilet Products (STANPA)	April 2019	Spain	All	Voluntary
Adherence to and participation in the European project Novel packaging films and textiles with tailored end of life and performance based on bio-based copolymers and coatings	August 2019	Spain	All	Voluntary
Corporate tax solidarity fee	Year 2018	Spain	Society	Voluntary

Association actions

Needless to say, 2020 has changed how we interact with each other. However, it has not altered our commitment to sharing our achievements with society, especially with the entities, associations and groups that serve our community.

As regards charitable work, this year, we continued to support the excellent work of non-profit organisations, such as Caritas and the La Nau non-food item bank, whose services are now more crucial than ever due to the social emergency created by the health crisis, through the donation of our products.

Regarding our commitment to **promoting talent**, we have continued to collaborate with the EDEM Business School to award scholarships for the 2019/2020 academic year, thereby providing access to education for all students with a desire to study regardless of their financial situation. Furthermore, we incorporated two students into our staff so that they could gain professional experience in our workplaces.

To further consolidate our culture of innovation and guarantee the best quality products, in 2020, we partnered and collaborated with the following organisations:

- **Acompartir** - Non-food item bank
- **University of Navarra**
- **EDEM** Business School
- **ADEIT** - University-Business Foundation of the University of Valencia
- **ISIPCA** - Fragrance and cosmetics school
- **AECOC** - Association of Manufacturers and Distributors
- **APD** - Association for Management Progress
- **AVE** - Valencian Business Association
- **Institut Cerdà**
- **SCS** - Society of Cosmetic Scientists
- **FiHgU - Research Foundation - University General Hospital of Valencia**
- **Health Research Institute Hospital La Fe AIMPLAS** - Technological Institute of Plastics
- **SEQC** - Spanish Society of Cosmetic Chemists
- **STANPA** - National Perfumery and Cosmetics Association
- **AITEX** - Textile Industry Research Association
- **University of Valencia**
- **ATEVAL** - Association of Textile Entrepreneurs of the Valencian Community
- **SOTHIS** - 360° digitalisation of companies with the collaboration of leading firms such as SAP, Microsoft, Siemens, HPe, and IBM.
- **UPVA** - Polytechnic University of Valencia. Campus d'Alcoi
- **UJI** - Jaume I University
- **El Club de Marketing del Mediterráneo (Mediterranean Marketing Club)** - as a member company, we keep in touch with professionals and companies in the marketing sector.
- **OCU** - Organisation of Consumers and Users, which ensures respect for consumer rights.

Sustainability at the heart of our corporate culture

WE AIM TO BALANCE SOCIAL WELFARE, ENVIRONMENTAL PROTECTION, AND ECONOMIC GROWTH

We strive to be a company that creates unique long-term value by manufacturing the highest quality products, addressing social needs, and maintaining environmental balance.

We are firmly committed and dedicated to establishing a roadmap to drive sustainability in all our products and activities throughout the value chain.

We have established objectives and actions under each of the pillars of sustainability: social, environmental and economic. We have acted on our commitment through the following initiatives that involve and affect our entire value chain:

We consider sustainability a central part of our strategy and recognise its importance in delivering top quality products and services.

We want to highlight our commitment and efforts in giving back to society a part of what it has given us.

- **We have transformed our corporate identity and image.** Our logo and brand reflect our commitment and **paradigm shift**.
- We engage in **partnerships** that reinforce our commitment to **sustainability**:
 - We have joined the **Spanish Network of United Nations Global Compact**
 - We have obtained the **RSPO™ 4-1057-18-000-00 (Roundtable on Sustainable Palm Oil™)** certificate, of which we are an ordinary member.
 - We have obtained the **FSC® C162999 (Forest Stewardship Council®)** certificate.
- We reaffirmed our ongoing commitment to developing natural and sustainable products.
- We are making progress in the **promotion of sustainable suppliers** with a view to increasing our consumption of raw materials and materials from renewable sources. We have a short-term plan to increase our consumption of RSPO™ materials and FSC® cardboard, among others.
- We **evaluate our suppliers from a sustainability perspective**. We are a member of EcoVadis for the assessment of our supply chain.
- We implement plans to **foster the well-being of our employees, promote gender equality, and guarantee support for at-risk groups**.

2.1 COMMITTED TO SOCIAL WELFARE AND THE ENVIRONMENT

We strive to be a company that stands out for its quality, innovation, and commitment to sustainable development.

2.1.1 SUSTAINABLE DEVELOPMENT GOALS: A COMMITMENT FOR UBESOL

The 2030 Agenda is a universal, inclusive and indivisible agenda that requires everyone to take action to end poverty, protect the planet, and guarantee peace and prosperity for people everywhere.

At Ubesol, we add value by helping to build a better society in which everyone benefits from sustainable development.

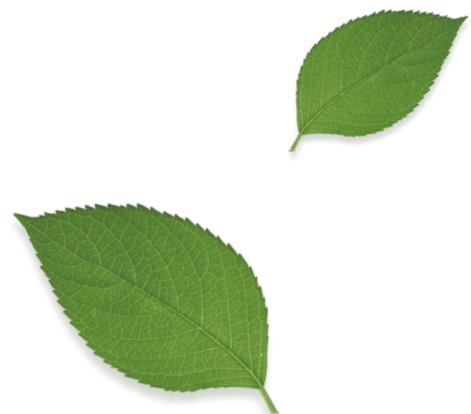
We want to make a difference. Therefore, **we take the Sustainable Development Goals (SDGs) into account in everything we do.** In recent years, we have implemented actions and defined policies and objectives that contribute directly to **achieving the SDGs.** Specifically, through our activities, **we contribute to 16 of the 17 SDGs.**

The following table summarises the main contributions and actions carried out under the 2030 Agenda.



Action	SDG
Creation of the COVID Management Committee and development and adaptation of action protocols and measures adopted during the pandemic	
Online English language training for our employees	
Donation of basic necessities to society	
Automation of packing processes	
Occupational health and safety training	
Production equipment stability project: new equipment model - new skills	
Collaboration with universities for students to carry out their final degree projects and internships	
Equality Plan	
Gender Equality Awareness Training	
Payment above the collective bargaining agreement	
Harassment protocol	
Participation in the Technical Committee of the UNE 149002:2019 standard to reduce the environmental impact of wipes	
Installation of a reverse osmosis water system	
Wastewater Treatment Plant Expansion Project	
ISO 14001 Environmental Management System	
Certification and registration of the organisation's carbon footprint, Scopes 1 and 2, ISO 14064-1	
Study for the installation of solar panels	
Occupational health and safety project (2018-2023)	
ISO 9001 Quality Management System	
ISO 22716 Good Manufacturing Practice System for Cosmetic Products	

Implementation of co-innovation in close cooperation with suppliers and customers	
Conflict of Interest Policy	
Compliance Area	
Anti-Corruption Policy	
FSC® (Forest Stewardship Council®) certified cardboard	 
RSPO™ (Roundtable on Sustainable Palm Oil™) certification	 
Elimination of plastic from our product packs	
All paper used in our offices and cardboard boxes is 100% recycled.	
Equality plan Harassment protocol	
Committed to protecting the environment: ISO 14001 environmental management system	
Close collaboration with our suppliers and waste managers to promote the circular economy, aiming for zero waste to landfill	
Collaboration with different associations to work towards the SDGs (partnerships with sectoral associations)	





2.1.2 OUR INVOLVEMENT WITH THE TERRITORY, AN ONGOING COMMITMENT

Over the past year, we have strengthened our social commitment by sharing our achievements with the community and giving back to society.

At a time of social emergency caused by the health crisis, we are using all the resources at our disposal to help improve the situation. For example, **we disseminated good practice guides for consumers through our external communication channels, such as websites and social media.** The aim was to provide consumers with useful tips on how to wash their hands, disinfect surfaces and clean their homes effectively to fight bacteria and prevent the spread of viruses. We published a guide with simple tips for making the home safe and cleaning kitchens, bathrooms, clothes and toys.

Although the COVID-19 pandemic has made it virtually impossible to carry out most of our activities with local associations, Grupo Ubesol has continued to contribute to the community. For this reason, we have reinforced our commitment to support local organisations through resources, products and services, so that together we can ensure that no one is left behind. At the start of the pandemic, we joined the #EstoNOtienequePARAR (#ThisMustNotStop) initiative to join forces with more than 5,000 companies to promote economic recovery and highlight the commitment of all our employees.

In 2020, Ubesol adapted its lines to **manufacture hydroalcoholic hand cleansing wipes** to help meet the high demand caused by the health crisis. We are currently licensed to manufacture antiseptics for healthy skin and disinfectants in clinical applications.

Furthermore, to respond to the shortage of these types of products during the peak of the health crisis, Grupo Ubesol collaborated with different charitable initiatives to support health organisations, including the field hospitals built at IFEMA in Madrid and La Fe in Valencia. **In 2020, we donated a total of 80,000 personal and household hygiene and care products** to NGOs, retirement homes, police and fire brigades, and public institutions in Valencia, Tarragona and Madrid, where our work centres are located.

Contributing to social welfare, quality, innovation, and improvement is in Grupo Ubesol's DNA

as a socially responsible company that puts a portion of its resources back into the local community.

Sustainable product kit

In 2019, we designed a **sustainable product kit to raise awareness of the importance of sustainability** and remind all our staff of the impact of their everyday actions. Likewise, in 2020, we continued to give this kit to all new employees, which includes a glass bottle to reduce the use of plastic bottles.



Box for social purposes

Ubesol offers people the option of ticking the solidarity box when filing their tax return to help the most disadvantaged in society.

This box is labelled "Activities of Social Interest". By ticking it, 0.7% of the total corporate tax liability is used to finance social projects.



**Empresa
Solidaria**



2.2 OUR SUPPLIERS: A KEY ELEMENT OF OUR SUCCESS

We collaborate and cooperate with our suppliers to maintain the creation of shared value.

(102-9)

We strive to develop lasting relationships with suppliers who share our values, promoting beneficial outcomes for everyone. Furthermore, we want to achieve maximum efficiency from the very start of the supply chain, guaranteeing the safety and quality of our products.

Commitment to local suppliers

We are aware of the impact of our business and responsibility to the territory in which we operate.

Our suppliers are crucial to the success of our business, and we know that Ubesol is important to them. Therefore, we continually strive to create value in our supplier relationships. Our commitment to the territory is demonstrated by the number of local suppliers that form part of our supply chain.

143 suppliers
of goods and raw materials

46%
local
purchases

87%
suppliers
from Spain

92 million
Purchase
volume

Volume of suppliers from non-EU countries

13% of the total value
of our purchases

2.2.1 Excellence, innovation and sustainability in our supply chain

Innovation, collaboration and specialisation are key to achieving excellence in our supply chain.

We are committed to quality and excellence at all levels, a standard that we require from our suppliers. By working with suppliers, we can guarantee the safety and quality of our products and services while offering our customers the lowest possible prices.

We seek to move forward with our suppliers by facilitating two-way and permanent communication channels.

As part of our commitment to quality, we monitor and evaluate the performance of our suppliers on an annual basis, where possible, based on their certifications, audit results, the number of non-conformities or incidents, compliance with delivery deadlines, and purchase volume.

We are committed to developing innovation projects together with our suppliers.

Sustainable supply chain

We are making progress in the promotion and consolidation of sustainable suppliers.

We want to ensure **an increase in the consumption of raw materials and materials from renewable sources:**

- We have obtained the RSPO™ (Roundtable on Sustainable Palm Oil™) certification and have designed a raw material implementation plan to meet this requirement.
- We have obtained the FSC® certificate and, when selecting raw materials, prioritise FSC® (Forest Stewardship Council®) certified cardboard.

We have incorporated self-assessment in our supplier evaluation process through the EcoVadis platform, which assesses sustainability performance in supply chains. This assessment covers aspects such as environmental criteria, sustainable practices, employment policies, and human rights. So far, ten of our main suppliers have undergone this assessment, and we plan to extend this process to all our suppliers in the coming years.

Meanwhile, we have been working for several years with our main raw material suppliers to recycle and return the packaging that we receive to ensure that these materials are put to good use and fed back into the supply chain. This process includes pallets, fabric spools, cardboard boxes, and packaging for formulation raw materials.

3 Our people: the best talent

3.1 COMMITTED TO OUR PEOPLE

We have an unwavering commitment to the people who make up our team.

(102-7, 102-8, 102-41)

Thanks to our employees, we can continue to grow and offer our customers **innovative and sustainable products**. At Ubesol, we firmly believe that we can only be the best with a team of committed, talented and dedicated people.

We view our people as one of our strategic pillars, and their well-being is one of our priorities.

One of our goals is to attract and retain talent based on our belief that success requires having the best people in each job position. Our people are involved in providing services and developing products of the highest quality through a sustainable approach.

We strive to **establish ourselves and be known as "A good place to work"**, where our people are happy in their work. **We prioritise the well-being of each of the 448 people** who make up our team.

This year, in response to the growth in new customers, **our workforce has increased by 26% compared to 2019**.

WORKFORCE		2019	2020
In-house staff		355	448
	Men	226	304
	%	64%	68%
	Women	129	144
	%	36%	32%

Well-being and benefits for everyone

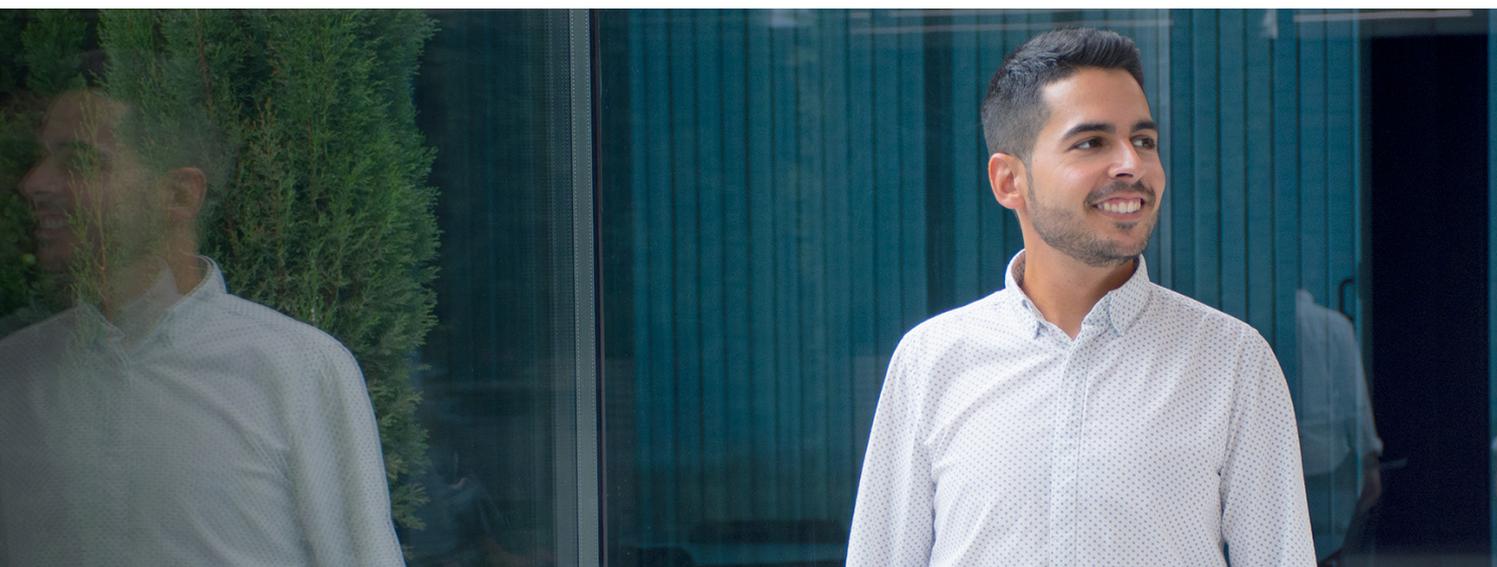
We guarantee excellent working environment conditions. We want every single employee to feel at home

We lead initiatives to ensure the well-being of our team and quality throughout our value chain. Our employees are not just another number in the workforce. They are all important to us.

The **second edition of the organisational health survey** was completed in 2020, which once again revealed that our employees are satisfied with their work at Ubesol. More than 80% of our staff recommend our company as a place to work. Similar to last year, we are developing an improvement plan based on the results of this survey, which will be implemented over the next few years.

Meanwhile, we are also implementing the following measures to promote the well-being of our staff:

- We have approved an **Equality Plan**.
- We have a **Company Committee made up of male and female employees**, which meets every month with the People Department to discuss concerns, needs and recommendations.
- We always disclose new hires and departures, new policies and/or procedures, improvements and changes in social benefits, organisational changes, etc.
- We have an **internal promotion plan to fill vacancies**.
- We have launched the **Progresa Project** to help our employees develop their skills.
- We have a **new digital internal communication tool** for the entire company, which provides a space for our staff to interact and stay permanently informed.



Some of our benefits

We believe in the importance of having happy people working with us

One of our strategic objectives is to **attract and retain talent**. To achieve this goal, we have launched several initiatives and aim to promote benefits that extend beyond legal compliance. Accordingly, we provide our employees with a number of **additional social benefits**, including the following:



Spanish, Portuguese and English courses



Childcare voucher



Baby set



Vending service with one free meal a day



Target-based variable remuneration



Christmas hamper



Discounts in establishments



Recognition of Employee Excellence



Regular product delivery



COVID-19 effort bonus



Concilia Project (Balance Plan)

Stable and high-quality employment

We invest in job stability. We support open-ended contracts

We understand the peace of mind that comes with having a stable job. For this reason, **72.1% of our employees have open-ended contracts, and 93.08% are full-time staff.**

Furthermore, 120 of the 144 women who make up our workforce have open-ended contracts. **79% of our female employees have job stability.**

Professional growth and development

We value the growth and development of our people

We implement a professional career plan that identifies the potential and skills of our employees.

We conduct three competency assessment processes per year, two of which are top-down and one bottom-up (between employees and their managers or supervisors).

We invest in our employees to develop and improve their skills. We believe in **continuous learning** and the need to have a team with the best talent. Therefore, we want our employees to be leaders with the ability to progress in their careers. In 2020, despite the restrictions on face-to-face sessions due to the pandemic, **we invested €49,500 in training**, which was held primarily online.

We want **our staff to be inspired to do their best every day.**

We continually strive to provide a place that fosters personal and professional development.

Work-life balance

We have implemented several measures to facilitate a better work-life balance for all employees

Following continuous communication and feedback from everyone at Ubesol, we successfully implemented flexible working hours thanks to the commitment of the entire workforce to guarantee minimum services within our regular working hours.

With the current flexible working hour system, our employees can clock in and work at their own convenience. We have also introduced continuous working hours on Fridays and a reduction in working hours, which has been selected by 29 people.



Over 2020, we implemented a series of work-life balance measures, improving on the measures adopted in the previous year.

Within the framework of the Concilia Project (2016), applicable only to staff with a split working day, we offered increased flexibility in the start and end times of the working day by 1.5 hours per day (calculated in minutes, eliminating the 30-minute blocks). This enables employees to start work between 8 a.m. and 9.30 a.m. and finish from 4.30 p.m. onwards. In addition, meal times will become voluntary and, if used, will last a minimum of 30 minutes and a maximum of 90 minutes. This system will comply with the minimum work breaks required by law at all times.

Other measures implemented this year include:

- The option to take the three optional days off established in the collective bargaining agreement on either a daily or hourly basis. This measure applies to all staff.
- The accumulation of working hours (in 8-hour working days) for staff in the Production Department with reduced working hours for legal guardianship reasons.

Internal communication and engagement

Communication is a fundamental aspect of Grupo Ubesol's corporate culture

In 2020, we strengthened our internal communication and engagement channels to keep our employees constantly up to date, particularly at such difficult times due to the pandemic.

At Ubesol, staff can access our online platform called the Employee Portal to view their payslips, access the notice board, and manage their current training courses.

Similarly, Ubesol operates an internal social network called Yammer, which is designed as a virtual space for posting management messages and announcements about the company's day-to-day activities, and maintaining fluid communication between departments by facilitating the exchange of information and developments.

Over the last year, this application has proved to be an essential tool for providing all employees with updates on the anti-COVID-19 security measures adopted in the company and other pandemic-related information. Likewise, employees can use this platform to submit questions and suggestions to the rest of the company.

In addition, to ensure that messages reach our entire workforce, we have two physical staff meeting points and display screens and signage in all our plants, located at strategic points, such as the canteen, to disseminate relevant information.

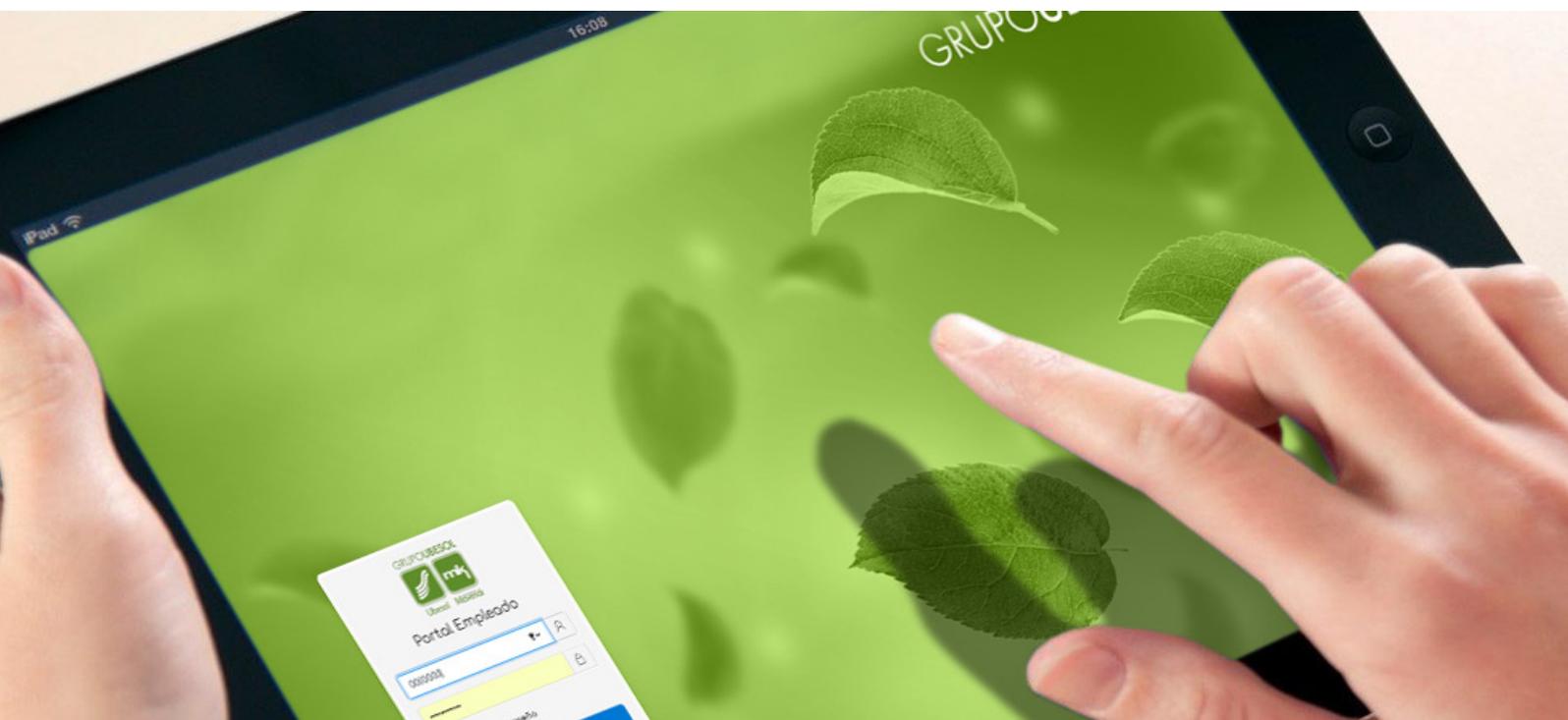
We aim to continue improving these tools to maintain permanently open communication channels between all Grupo Ubesol employees. With this goal in mind, we set to work to launch a new, more comprehensive and innovative internal application, which will be available at Ubesol in 2021.

Under the slogan "We are still together, we are connected", in December 2020, we held, for the second year in a row, the 2nd Annual Information Meeting. This event, attended virtually by over 900 employees of Grupo Ubesol, provided information on everything that had happened in 2020 and set out the roadmap for the following year.

To ensure that information reaches all our employees, the Management Committee organises regular meetings with the directors and coordinators of each department to convey the most relevant company information. As a result, staff managers always have the necessary information to keep their teams up to date.

Meanwhile, our Communication department runs the "Let's Talk" project, which fosters interdepartmental communication by exchanging information on current initiatives and other developments that each department would like to share with the rest of the company or externally through media campaigns.

We have an unwavering commitment to our people, and our mission is to make all our sites "A good place to work". Therefore, in 2020, we conducted an organisational health survey for the second year running to assess our employees' job satisfaction, which provided insight into their expectations and areas for improvement. We plan to repeat this survey over the next year to draw conclusions and assess measures for improvement.



3.2 EQUAL OPPORTUNITIES

We regard equal opportunities as a basic and strategic principle in the management of our organisation.

Non-discrimination and equal treatment

(103-1, 103-2, 406-1)

The existence and effective implementation of policies that prevent discrimination is a fundamental requirement for companies that are committed to their employees. For this reason, we are firmly committed to establishing and developing policies that incorporate equal treatment and opportunities for women and men and exclude any form of direct or indirect discrimination.

We adhere to the **principle of non-discrimination**, including gender-based and any other form of discrimination.

We are committed to promoting and fostering measures to achieve equality in our organisation.

Article 10 of the Grupo Ubesol Code of Ethics states the following:

- 1 Grupo Ubesol is committed to promoting equal opportunities and non-discrimination of employees on the grounds of race, nationality, social origin, age, sex, marital status, sexual orientation, ideology, religion, illness, or disability, as well as the use of any of the official languages of Spain.
- 2 Accordingly, Grupo Ubesol has implemented an Equality Plan since 2011 (revised in 2020), which aims to ensure compliance with the principle of equal treatment and opportunities for men and women by eliminating any form of workplace discrimination while also promoting gender equality.
- 3 The company values individuals who, by overcoming obstacles, contributing their knowledge and experience to the best of their ability, acting as leaders, and sharing their value with the rest of the team, deliver consistently in terms of their own performance and contribute to the achievement of our general objectives.

These policies aim to promote equality and are managed by the Equality Committee. Meanwhile, risks and impacts related to non-discrimination in the workplace are managed through the Ethical Channel.

Actions that promote equal opportunities

In general, we have different initiatives that promote equal opportunities in our company. A clear example of this is the percentage and number of women who hold scientific positions: **30 of the 44 people in scientific positions in the R&D&I and Quality departments are women.**

- **Remuneration Policy.** Remuneration is determined based on the position, autonomy, responsibility, training, experience, and degree of contribution to the established objectives of each employee (objectives + fulfilment of competencies acquired) regardless of gender.
- **Work-life balance measures.** These measures promote work-life balance for men and women, according to each employee's work schedule, i.e., continuous or split working day (irrespective of gender).
- **Recruitment and promotion processes.** Candidates are assessed based on their professional profile. Gender is not a discriminating factor.
- **Investment in training with equal rights.** Our staff participates in the training activities proposed by the company and its managers.
- **On the International Day of Persons with Disabilities,** Ubesol uses its internal communication channels and social media to raise awareness of the importance of promoting inclusion and equality to support the rights and well-being of people with disabilities in all areas of society.
- **Ubesol currently employs nine people with disabilities** and collaborates with a Valencian association that acts as an intermediary between society and people with disabilities, helping them benefit from the existing socialisation and integration processes, training and development. As a result, we promote the employment of the association's members, namely, people with functional diversity.

(406-1)

We have a complaints and suggestions channel, through which, as of the end of this year, we had received no complaints related to discrimination issues.

At Ubesol, we respect and support the rights of our employees by guaranteeing the full range of rights of association, affiliation and representation, as an indispensable part of the business organisation, without any reprisals arising from exercising these rights.

We advocate the eradication of all forms of forced and compulsory labour and strongly support the abolition of child labour.

3.3 A SAFE AND HEALTHY WORKPLACE

We strive to create a healthy working environment for our employees

(103-1, 103-2, 403-1, 403-2, 403-9)

We proactively implement health and safety initiatives. We do everything in our power to achieve this goal. We focus on prevention, training and health promotion, continuously improving and integrating our occupational risk prevention systems into the overall management of the company.

We are committed to providing a safe environment, taking into account physical and psychosocial occupational hazards.

We have a prevention policy based on the following principles:

- **Eliminating or reducing** occupational hazards.
- **Protecting the health and safety** of employees at all times.
- **Establishing the** necessary information, consultation and participation mechanisms to implement prevention measures.

Health and disease prevention

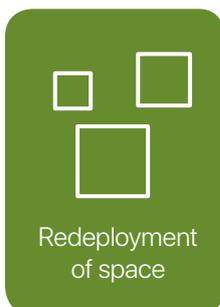
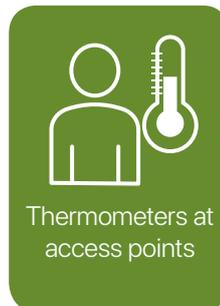
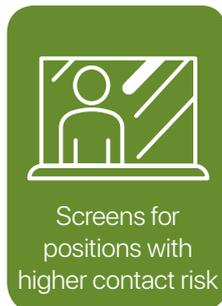
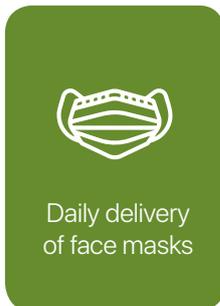
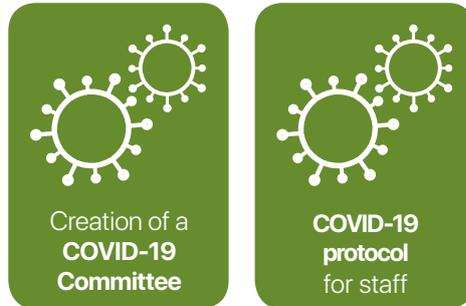
Prevention is integrated at all levels of the company. We strive to make the workplace a safe and healthy environment.

(403-4)

We promote the health and well-being of our employees by investing in programmes and activities within the company. Occupational health and safety is essential to our organisation. Therefore, occupational health and safety requirements must be observed by all employees.

Safety of our workers against the COVID-19

Over the past year, dominated by the pandemic, we provided safe working environments by implementing a series of measures to ensure that our employees could perform their work under the strictest safety standards:



(103-2, 103-3, 403)

To manage occupational health and safety issues, in compliance with Royal Decree 39/1997, we employ the preventive organisation method for contracting services with an External Prevention Service for the four specialities:

- Occupational safety
- Industrial hygiene
- Ergonomics and psycho-sociology
- Health surveillance

We also have a **Health and Safety Committee, formed by employee representatives (delegates) and company representatives**, that meets on a quarterly basis. We also provide open communication channels for all staff.

In 2020, we performed industrial hygiene assessments and measurements, in particular, of lighting, chemical agents and noise, as well as ergonomic studies and measurements of workstations.

Furthermore, we provide medical check-ups for our staff, new recruits, and existing employees returning after long periods of medical leave for adaptation to workstations.

Risks

Risk assessment is constantly reviewed and updated throughout the year. We conduct an annual risk assessment of all work positions, and, based on the results, we provide the corresponding personal protective equipment (PPE) to guarantee the safe performance of activities. This assessment considers the technical instructions issued by different departments, installations of new work equipment or technologies, modifications and adaptations of work stations, and changes in production processes to include or update, if necessary, the necessary information for the prevention of occupational hazards.

Occupational health and safety training

We undertake ongoing training processes that involve all positions, including management, to foster a culture of prevention in all work areas. We also provide orientation for new employees and prioritise the positions with the highest risk levels through support and training.

We invest in internal training programmes and activities to ensure that our employees know all the necessary techniques, processes and work procedures to **guarantee their health and safety and physical well-being in the workplace.**

Zero accidents and low absenteeism rate

Maintaining a low accident rate is one of our priority objectives

The absenteeism rate has decreased from 1.31% in 2019 to 0.93% in 2020, thereby meeting the target of below 1.5%.

(403-9)

WORK-RELATED INJURIES	2019	2020
Number of deaths due to a work-related accident	0	0
Number of injuries due to work-related accidents with serious consequences (not including deaths)	0	0
Number of injuries due to recordable work-related accidents**	5*	6*
Injury rate due to work-related accidents with serious consequences (not including	0	0
Number of injuries due to recordable work-related accidents***	7.70	7.60
Number of hours worked	649,379	788,862

*In 2019, 1 of the 5 occurred while commuting, and in 2020, 2 of the 6 occurred while commuting.

**The main types of injuries were musculoskeletal disorders.

***The injury rate includes minor accidents.

At Ubesol, we investigate all incidents in accordance with the established procedure and incorporate any actions derived from the investigation into our risk prevention planning. In addition, we conduct daily site visits and safety inspections to identify potential risks associated with workplaces and take prompt and appropriate action where necessary.

In 2020, we implemented the following measures to improve occupational health and safety:

- Preparation of annual occupational risk prevention programmes and annual reports.
- Generic training for new employees and specific training following job changes.
- Specific training for forklift truck operators.

- Health monitoring through medical examinations.
- Specific assessments of explosion risk areas. Explosion Protection Document (DPCE).
- Investment in new and safer equipment (roofed forklifts) and the automation of manual processes (unloading grippers, packing robots, etc.).

3.3.1 Safety of employees and facilities

We strive to ensure the physical safety of our facilities, staff and digital environment

Since 2018, we have employed a security coordinator to oversee the physical safety of our people and facilities. In 2019, we created our cybersecurity policy to ensure that we are fully equipped to deal with any digital threats and protect our employees, information and infrastructure. We also have an updated access control policy.

We care about the integrity of the people who work with us. Therefore, we follow protocols to ensure the safety of our employees from the time they leave their homes until they get back. For example, we provide information to help employees avoid adverse weather conditions that may affect their commute.

We implemented the following measures in 2020:

- CCP (Prosegur Control Centre): Remote surveillance and coordination of systems.
- Product Defense: System for monitoring production and loading processes. This system is used for troubleshooting (product quality).
- Cybersecurity:
 - Reputational risk - mentions of the brand, products, social media (forums, users, mentions, etc.) are monitored.
 - Facilities - the mobility of staff and visitors is monitored, and any actions or demonstrations that may affect access traffic are controlled.

4

Improving the customer experience

Our customers are at the heart of our actions and the focus of all our efforts.

(102-43)

We strive for excellence in all our products. Therefore, we manufacture quality products that enhance the consumer experience for our customers.

We aim to offer the best products at all times for total customer satisfaction.

We offer high-quality, innovative, and sustainable products that meet the needs and expectations of our customers.

4.1 RESPONSIBLE INNOVATION AND MAXIMUM QUALITY IN THE DEVELOPMENT OF OUR PRODUCTS

Innovation is at the heart of our business model

(103-1, 103-2, 103-3)

Our commitment to research and scientific knowledge and always offering the highest quality and sustainability make us stand out in the market. Scientific and technical innovation evolves in synergy with the automation of our processes and the continuous development of good manufacturing practices, ensuring that we always provide the highest safety and quality standards for our products.

We focus on developing increasingly sustainable products both in terms of formulations, substrates and packaging. Therefore, we adopt a specialised and disruptive approach to create new product concepts in line with current and future consumer trends and regulations, anticipating the needs of consumers.

With this objective in mind, we place innovation at the heart of our business model, enabling us to be more competitive by developing pioneering concepts in line with market preferences. By studying and analysing changing trends, we are able to anticipate new developments and changes in consumer habits.

We employ specialists from leading industries in the international sector and a large team of skilled experts for each product category. Furthermore, we have state-of-the-art facilities equipped with the latest technology to meet the highest quality standards and market requirements.

Being financially independent enables us to retain full control of our strategy and chart the company's long-term roadmap. In this way, we are able to provide exclusive support to our clients by designing projects that offer customised solutions and a comprehensive service from concept development to product delivery.

Over three generations, we have acquired unique expertise in the research, formulation and development of personal care and hygiene products, which has made us a leader in our sector.

WHY CHOOSE US AS A PARTNER?

WE ARE A TRUSTED PARTNER WHO CAN OFFER YOU A COMPREHENSIVE SERVICE SOLUTION SO YOU CAN FOCUS ON MARKETING AND SALES.

YOU WILL BENEFIT FROM OUR EXPERTISE THROUGH INNOVATIVE FORMULATIONS AND COMPREHENSIVE SOLUTIONS.

Our advantages

DAILY COMMITMENT

We have a team of qualified and dedicated experts with extensive experience in internationally renowned companies.

INNOVATION AND TECHNOLOGY

State-of-the-art facilities equipped with the latest technology to meet the highest quality standards and market requirements.

FINANCIAL INDEPENDENCE

Being financially independent enables us to retain full control of our strategy and focus on the long-term development of the company.

CUSTOMER FOCUS

Exclusive support for your brands, designed to meet your needs, offering customised solutions and a comprehensive service from concept development to delivery.

KNOWLEDGE AND EXPERIENCE

Over three generations, we have acquired unique expertise in the research, formulation and development of personal care and hygiene products.

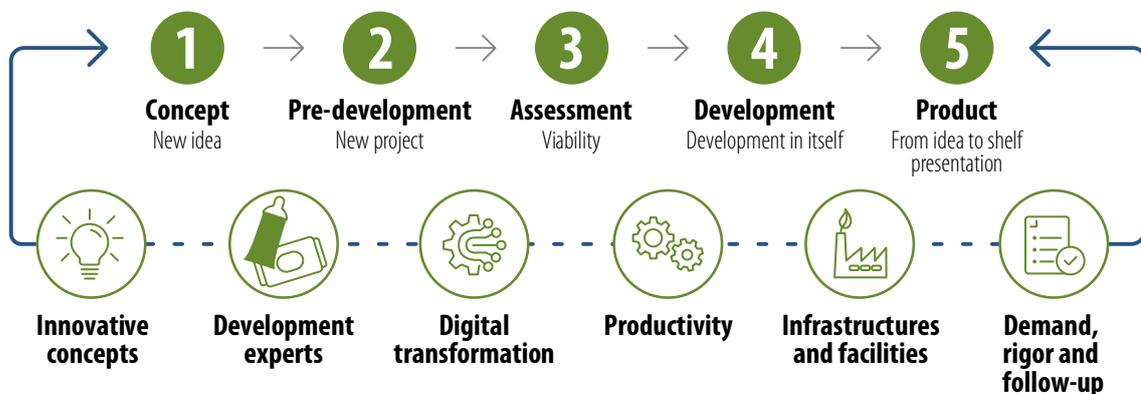
We have a team of 44 scientists, 10% of our staff, representing a 19% increase compared to 2019.

In the past year, we have invested more than €1.8 million in innovation and development, and we continue to make progress in the following areas:

- Development of a **line of products made from naturally sourced ingredients and more sustainable materials**.
- Improved **packaging development by designing our packaging that is more easily recyclable**, optimised by reducing plastic, and containing recycled material, thereby minimising the use of virgin materials.
- Development of projects to **incorporate recycled material in both products and packaging**.
- Participation in different **circular economy projects** aimed at feeding part of the waste we generate back into the production cycle and focusing on product eco-design.

We are committed to implementing the requirements proposed by the new legislation or requirements for single-use plastics and best practice guidelines on more sustainable packaging.

Grupo Ubesol Innovation Model





Collaboration for innovation

We understand the importance of joint work and collaborative projects.

We have launched initiatives that keep us at the forefront of the sector, and we use state-of-the-art technology in product development, engineering processes and manufacturing equipment. Some of the initiatives carried out in partnership with third parties are highlighted below:

- Project with a technological institute for the development of more sustainable packaging.
- Collaboration in the development of the new ISO 149002:2019 standard, which defines the criteria that must be met by flushable products.
- Eco-design performance presentation events.
- 3R compliance in current product packaging.
- Ongoing collaborations with our supply chain and suppliers to remain at the forefront in the use of materials.
- Collaboration with formulation experts to develop more sustainable products.

4.2 CONSOLIDATED QUALITY MANAGEMENT

We guarantee the total quality and safety of all our products.

Customer health and safety

(102-15, 103-2, 103-3, 416-1, 416-2)

We guarantee that all the products that we manufacture and market meet the standards and requirements set out in applicable local and international legislation.

We offer more **sustainable products with the highest quality and all the necessary safety guarantees.**

We develop and manufacture **products with high quality and safety standards throughout the production process and during use.**

One of our pillars is to ensure continuous improvement in all our processes.

We continue to improve our systems by incorporating new methods, projects, indicators, and operational strategies while prioritising the safety of our customers. The following factors enable us to guarantee the quality of our products:

- Advanced measuring equipment
- Standardised laboratory equipment
- A team of over 31 people, who guarantee the quality of our products
- A team of 27 R&D&I experts
- Access to innovative raw materials for new developments

Management system

We implement an integrated management system based on the requirements of the **ISO 9001, ISO 14001 and ISO 22716 standards on quality and good manufacturing practices.**



We ensure the quality and safety of our products

To ensure the safety and health of consumers, we have protocols in place to guarantee product quality and safety at all stages of the manufacturing process.

The Customer Service Department and the Medical Officer collect feedback from our consumers when a product safety input is received and are supported by the Regulatory & Safety department to carry out the cause assessment. Meanwhile, the Cosmetovigilance Team assesses whether product improvements are needed.

In 2020, there were no cases of non-compliance resulting in fines, penalties or warnings. Similarly, no cases of non-compliance with voluntary codes were reported, and there were no incidents of non-compliance concerning the health and safety impact of products and services. Furthermore, there were no significant incidents affecting the health and safety of product users.

Ubesol undergoes audits carried out by our main client and internationally recognised private standards certification bodies. Furthermore, we have established and validated an action protocol to manage potential product safety alerts, referred to as our Product Safety Incident Management Method.

We listen to our customers

At Ubesol, **we recognise the importance of listening to and communicating with our consumers.** Therefore, we have specific procedures for handling and managing complaints, suggestions, feedback, and compliments, which set out the methodology for processing complaints from clients or end consumers.

Similarly, we carry out market research and internal studies of our products compared to other similar products to stay in tune with customer expectations. Furthermore, we hold regular meetings with our buyers and attend trade fairs and conferences in the sector.

We have a communication channel operated through a free customer service line provided by our main client. This channel enables us to receive complaints, feedback, and questions about our products. In 2020, we received 161 requests for information, which were handled and answered promptly. We also responded promptly to 100% of the requests received over the year. At Ubesol, we listen to our consumers and follow up on each enquiry to identify the reason for the problem and provide a timely solution.

5

Committed to the environment

STRIVING TO MINIMISE OUR ENVIRONMENTAL IMPACT

Preserving natural resources, the environment and the health of local communities is one of our main action principles.

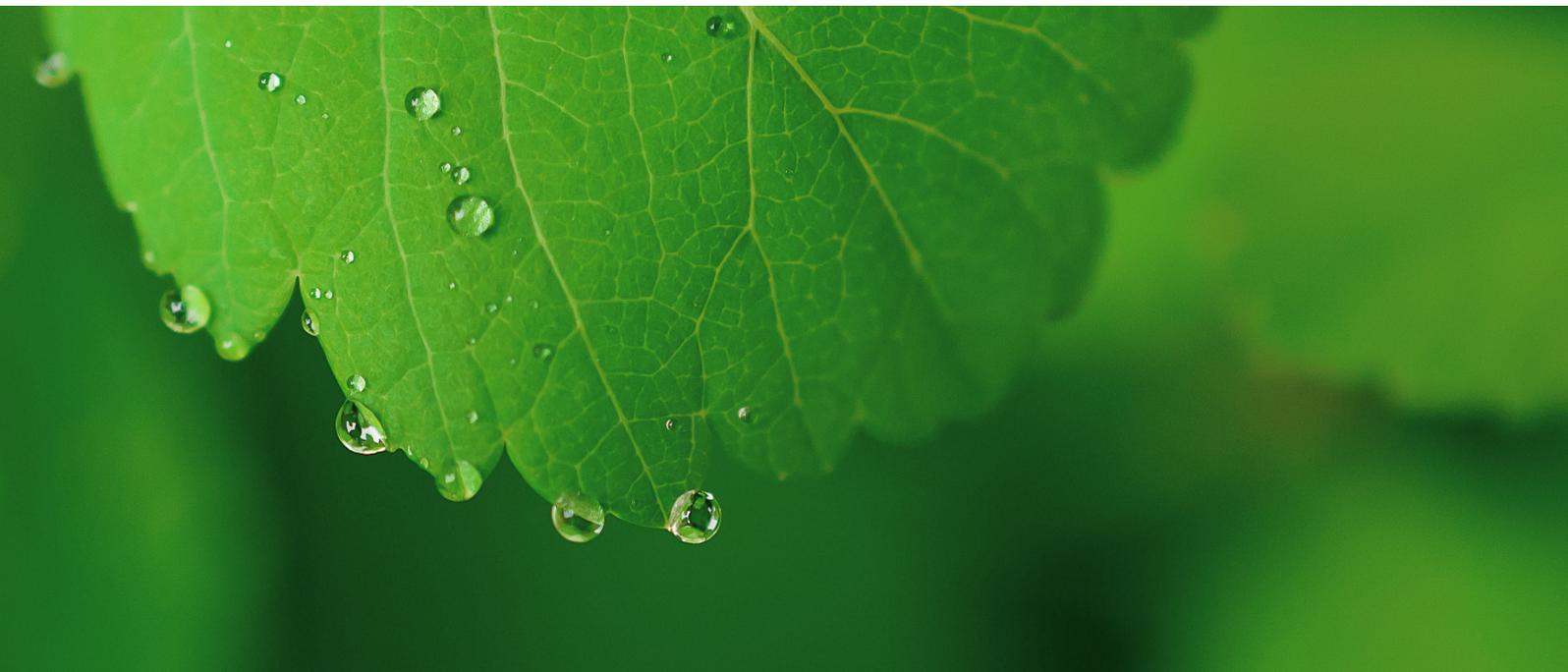
We implement an effective Environmental Policy, one of the objectives of which is **zero tolerance towards environmentally negligent behaviour**. In addition, our environmental management system reinforces compliance with practices and standards guided by principles of excellence. All company employees, according to their duties, must understand and accept this policy and act at all times in accordance with the principles of social and environmental respect to achieve economic growth that is compatible with the preservation of ecosystems.

As a socially responsible company, we are committed to finding a balance between social welfare, environmental care and economic growth.

(102-11,102-15)

As a company at the forefront of the textile cleaning and hygiene product industry, Ubesol's mission is to offer high-quality products **made from the best possible materials to ensure maximum product life while maintaining product quality and generating the least possible environmental impact**. To achieve this goal, we have the ISO 14001 environmental management system in place and implement circular economy initiatives.

Through our environmental commitment, which covers our entire value chain, we implement measures such as evaluating suppliers and products, establishing partnerships and policies for responsible sourcing and environmental awareness and education campaigns, and supporting consumers in the best end use of products.



5.1 ENVIRONMENTAL MANAGEMENT

Our system contains an integrated environmental policy that outlines our commitment to implement the necessary measures to protect the environment in our operations, including pollution prevention. This preserves natural resources and the health of the surrounding population. Therefore, we undertake to:

- **Guarantee compliance with current environmental legislation and regulations.**
- **Reduce environmental impacts such as emissions, discharges and waste.**
- **Optimise the use of natural and energy resources.**
- **Integrate environmental criteria** in the development of new projects.

(102-11)

One of our environmental objectives is to ensure **zero tolerance towards environmentally negligent behaviour**. By implementing the **ISO 14001:2015 Environmental Management System**, a key instrument of our environmental policy, we are able to anticipate future impacts through a set of procedures to detect and evaluate the most significant environmental aspects, enabling us to develop the necessary preventive and mitigating actions.



We aim to reduce the environmental impact of our products

Our commitment to preventing the future environmental impacts of our products is demonstrated by our collaboration with the Spanish National Association of Perfumery and Cosmetics (STANPA) and the Spanish Association for Standardisation and Certification (AENOR). We work closely with these bodies to define criteria for the degradability of wipes and ensure that only disposable wipes end up in the toilet.

We are also members of the Technical Committee of the new UNE 149002:2019 standard, where we were involved in designing the standard and adopted the established indications in advance.

In 2020, we obtained the following certifications:



The mark of responsible forestry

FSC® , Forest Stewardship Council®

This certification demonstrates that Ubesol operates in accordance with good sustainable management practices, promoting Responsible Forest Management.

In addition, we require our suppliers to use FSC® or PEFC-certified packaging.



4-1057-18-000-00

RSPO™ (Roundtable on Sustainable Palm Oil™)

This certification guarantees that our raw materials that contain palm oil are certified and, when developing new products, we prioritise certified raw materials.

We partner with Ecoembes to develop annual industry strategic plans to improve the recyclability of our products.



Compliance with current environmental regulations is a key pillar of our environmental policy

(307-1)

We have documented procedures to stay up-to-date with new regulations or changes in legislation and assess compliance regularly. This procedure enables us to anticipate and implement changes before they come into force.

Furthermore, we have an external management service for the identification of environmental requirements that facilitates decision-making to prevent incidents, thereby guaranteeing compliance with the official requirements applicable to the company.

Producing our own formulas has led to an increase in the generation of hazardous waste. Therefore, in 2020, we conducted a waste minimisation study with a view to reducing this impact.

5.2 ENERGY EFFICIENCY

We strive to reduce our carbon footprint

(302-1)

Optimising energy consumption is paramount. We are advancing in the automation of our energy consumption and developing an energy policy in anticipation of obtaining the **Energy Management System certification according to ISO 50001:2018 in 2021.**

100% of electricity comes from renewable energy sources.

our

We continue to work on 2018-2021 Climate Change Action Plan.

Over the past year, we adopted the following measures to reduce our energy consumption:

- We continue to **consume green energy in 100% of our facilities and have obtained the corresponding renewable energy guarantees of origin (GoO) certifications.**
- Fleet of 100% hybrid commercial vehicles.
- Project to replace oil-fired boilers with natural gas.

With the implementation of the Climate Change Action Plan, we aim to **achieve a carbon footprint of 100 tonnes of CO2 by 2021.**

Emissions

We have reduced our carbon footprint by 11.96% compared to 2019, resulting in CO2 eq emissions of 136 tonnes in 2020. Our carbon footprint calculation is verified externally every year and complies with the ISO 14064-1:2012 methodology requirements.



ENERGY CONSUMPTION within the organisation (kWh)	2019	2020
Electricity consumption	4,270,486	5,432,209

In 2020, our energy consumption rose by 20% due to it being the first year of operation of two new production lines, in addition to an increase in manufactured units and a higher production of lotion formulas. Accordingly, analysis of ratio per unit manufactured indicates a lower energy efficiency: the ratio of kWh per unit of product has increased to 0.031 kWh/u in 2020, compared to 0.025 kWh/u in 2019.

5.3 CONTROL OF RESOURCE CONSUMPTION

5.3.1 WATER

We invest in sustainable water management

(303-1)

Water is a fundamental resource for our activity since our products are manufactured with water-based formulations. **By adhering to strict water quality parameters**, higher consumption is required due to the need for reverse osmosis, a process that produces reject water.

Water consumption (m ³)	2019	2020
Total water consumption in all areas	73,534	81,704

The 11.11% increase in water consumption is due to the start-up of two new production lines and the increased production of lotion formulas.

In 2020, we installed a plant to recover the reject water from our reverse osmosis system, enabling us to reuse an average of 1,000 m³/month as process water.

(303-4)

At Ubesol, we have a process water treatment plant to treat industrial water before being discharged into the sewerage network.

The percentage of water discharged (i.e., the total water sent to the sewerage network) **has increased by 7% compared to 2019** due to increased production and lotion manufacturing.

Total water discharge (m ³)	2019	2020
Water discharged into public sewage network	9,528	10,213



The main parameter for controlling the quality of discharged water is the chemical oxygen demand (COD) (in our case, this value is regulated by the municipal ordinance of Atzeneta d'Albaida and must be <1000 mg/l). With the increased biological capacity of the treatment plant, we have improved this figure by 50% compared to 2019, with an average of 67 mg/l for the year. This means that we are 93% below the legal limit.

5.3.2 GOOD RESOURCE MANAGEMENT

We are working to reduce our waste and raw material consumption.

(301-1)

We aim to reduce our consumption of raw materials, leading to less waste generation. Accordingly, in 2020, we reduced our consumption of stretch film for finished product pallets by 26.5% by renewing our shrink-wrapping equipment.

MATERIALS FROM NON-RENEWABLE SOURCES (T)	2019	2020
Cardboard: box/boxes/cases	2,549.55	2,836.67
Crepe paper	112.03	67.43
Paper	3,439	3,889

MATERIALS FROM NON-RENEWABLE SOURCES	2019	2020
Flexible-complex laminated film	1,188.00	1,125.19
Threads	1,446.00	1,380.00
Fabrics	595.2	685.0
Packaging film	63.02	46.32

MIX: MATERIALS FROM NON-RENEWABLE AND RENEWABLE SOURCES	2019	2020
Fabrics	11,949.4	11,737.0
Threads	300.70	421.52

We have increased our consumption of recycled materials in recent years. For example, all the paper used for our cardboard boxes is 100% recycled.

We are committed to reducing our packaging material consumption

(303-1)

Our R&D department is continuously working on optimising the packaging of various products and incorporating eco-design criteria. As a result, we have successfully cut 100 tonnes of plastic by eliminating packaging in two of our main products without compromising on quality, thereby helping to reduce waste through consumer use.

5.3.3 WASTE TREATMENT

We strive to achieve zero waste to landfill

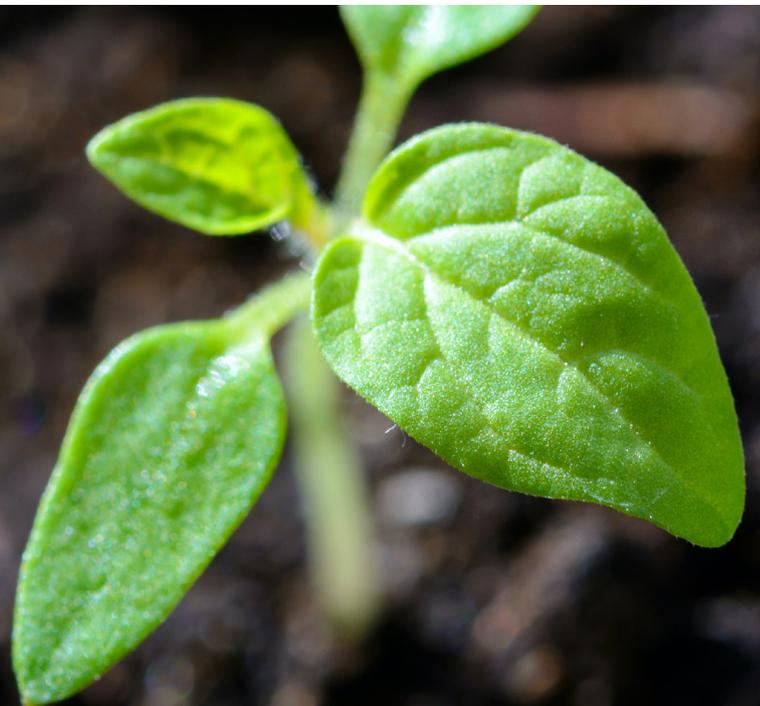
(306-2)

Most of the waste we generate at Ubesol is **non-hazardous (99.5%)**.

While **91% of the waste generated in our operation is recycled and composted, 9% is still sent to landfill.**

The proportion of waste that is not sent to landfill is treated as follows:

- **77.2% of materials are recycled for other uses**
- **20.9% is sent for biological treatment, i.e., generation of manure and compost**
- **1.9% becomes fuel for power generation**



Tonnes of main non-hazardous waste

WASTE FOR RECYCLING/COMPOST (T)	2019	2020
Wet fabrics	1251.50	3573.67
Paper and cardboard	335.98	375.76
Sewage sludge	335.2	1136.1
Textile	31.24	62.98

The amount of hazardous waste generated in 2020 went up by 98% as a result of an increase in packaging containing traces of hazardous substances or contaminants due to the higher production of lotion formulations. Overall, **hazardous waste accounts for 0.5% of the total waste generated.**

Meanwhile, a total of 8.2 tonnes of CO2 emissions are produced as a result of transporting our waste, amounting to 1.3 kg of CO2 for each tonne of waste.

In 2019, we conducted a multi-step process to identify relevant topics for Ubesol (internal) and its stakeholders (external) in accordance with the GRI Standards, which serves as the basis for this report.

The materiality analysis process was conducted both internally (with decision-makers within the company) and externally, taking into account the opinion of Ubesol's stakeholders.

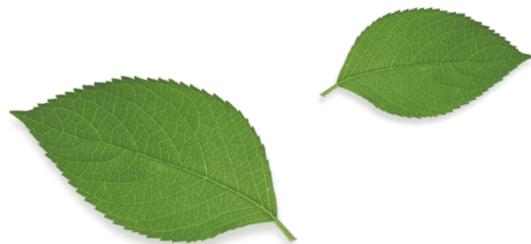
6.1 RELATIONSHIP WITH STAKEHOLDERS

(102-43)

For Ubesol, stakeholders include any group with which the company has a relationship and on which its business activities have an impact. The integration of stakeholders into our day-to-day business is a crucial element of socially responsible management. Therefore, Ubesol adopts all possible measures to build strong and trusting relationships with our stakeholders and create added value tailored to their needs and interests through fluid and interactive dialogue focused on value creation.

(102-40, 102-42)

The selection of stakeholders is based on a two-way interaction between stakeholders and the company with regard to economic, social and environmental aspects. This selection is determined by dependence on our main client, consumers, owners, responsibility towards employees, management, and society, and the influence of the scientific community, industry associations, and suppliers of raw materials, resources and services.



Ubesol uses various communication channels to maintain a constant dialogue with all the following groups:

Stakeholder	Communication and dialogue channels	Frequency
Main client	<ul style="list-style-type: none"> Email, telephone, meetings 	Periodic
End consumer	<ul style="list-style-type: none"> Social media (LinkedIn, Instagram, Facebook and Twitter) Customer service line provided by our main customer 	Periodic
Employees	<ul style="list-style-type: none"> Employee register Regular meetings (annual, monthly, etc.) Yammer (online platform) Employee portal Notice boards Displays Perspex notice boards 	Periodic (as required)
Owners	<ul style="list-style-type: none"> Email and telephone of assistant director 	Periodic
Material suppliers	<ul style="list-style-type: none"> Register of approved suppliers 	Periodic
Service providers	<ul style="list-style-type: none"> Contract register (CAE-CTAIMA platform) 	Periodic
Society	<ul style="list-style-type: none"> External relations with the media, institutions and associations Social media, email, customer feedback 	Periodic (as required)
Government/administration	<ul style="list-style-type: none"> Records and official communications from the City Council, Autonomous Community and/or Spanish State 	Periodic
Scientific community	<ul style="list-style-type: none"> Publications and statements 	Periodic
Industry associations	<ul style="list-style-type: none"> Email, meetings, statements 	Periodic

6.2 IDENTIFICATION AND ANALYSIS OF MATERIAL TOPICS

(102-43, 102-44, 102-46, 102-49)

We have taken the materiality analysis completed in 2019 as a basis for preparing our 2020 sustainability report. This process involved 3 phases:

Identification

The first step was to explore potentially relevant topics for the organisation and its stakeholders. These topics were compiled based on an internal analysis of the organisation and an external analysis according to a sector benchmarking study and the main sustainability reference standards. Subsequently, the list was validated by the heads of different departments.

Prioritisation

In order to prioritise the most relevant topics according to the degree of importance for the company and stakeholders, a participatory process was carried out focusing on the principle of materiality and stakeholder engagement. Internal prioritisation was carried out by means of a participatory session involving managers and technicians from different departments. Meanwhile, external prioritisation was conducted by directly consulting stakeholders through an online questionnaire. For the statistical analysis of the external environment, the responses were weighted according to the importance of each stakeholder for the company. This approach provided a more coherent overview in accordance with the reality of Ubesol.

Validation

Management review and validation ensure that the report comprehensively represents the organisation's sustainability, including both positive and negative impacts.

During the validation process, it was decided to incorporate the material topics "Energy", "Effluents and waste", and "Non-discrimination" due to their relevance for the organisation and its stakeholders. Therefore, the following material topics were identified from the materiality analysis:

(102-47)

Economy

18. Innovation and Technological Development

Environment	<ul style="list-style-type: none"> 3. Materials 4. Energy 5. Water 7. Effluents and waste 8 Environmental compliance
Social	<ul style="list-style-type: none"> 10. Occupational health and safety 13. Non-discrimination 16. Customer health and safety

Following the materiality analysis review, we obtained a materiality matrix that reflects the degree of importance of each aspect included in the study, based on the following elements:

- The importance of economic, social and environmental impacts on the organisation.
- The importance of stakeholder assessments and decisions.

(103-1)

In addition to the materiality analysis, we determined the coverage of each of the identified material topics, establishing the direct or indirect involvement of the organisation in these impacts. The results were discussed in the internal session with managers and technicians from different departments.

TOPIC	INVOLVEMENT
No GRI Innovation and Technological	Direct/indirect
GRI 301 Materials	Direct
GRI 302 Energy	Direct
GRI 303 Water	Direct
GRI 306 Effluents and waste	Direct
GRI 307 Environmental compliance	Direct
GRI 403 Occupational health and safety	Direct
GRI 406 Non-discrimination	Direct
GRI 416 Customer health and safety	Direct/indirect

6.3 MATERIALITY MATRIX

This process results in a matrix outlining the most significant social, environmental and economic issues for Ubesol and its stakeholders. These topics, which are the focus of the organisation's ongoing drive for improvement, will underpin the future sustainability strategy.

The following matrix indicates all the topics that were considered when conducting the materiality analysis, with the most relevant topics highlighted in bold:

		 Economy	 Environment	 Social
RELEVANCE FOR LABORATORIOS MAVERICK				
		Low (≤ 3.64)	Medium (3.65-4.09)	High (≥ 4.10)
RELEVANCE FOR STAKEHOLDERS	High (≥ 4.14)	4. Energy 13. Non-discrimination	10. Occupational health and safety 5. Water	16. Customer health and safety 18. Innovation and technological development*
	Medium (3.90-4.13)	7. Effluents and waste 6. Emissions	8. Environmental compliance 3. Materials	
	Low (≤ 3.89)	14. Local communities 17. Product Life Cycle Assessment (LCA) * 19. Packaging* 15. Supplier social assessment 9. Environmental assessment of suppliers 11. Training and education 12. Diversity and equal opportunities 2. Fight against corruption	1. Economic performance 20. Traceability of raw materials	

Material topics in bold.

*Topics not covered by GRI Standards.

7 Index of GRI content

(102-54,102-55)

This report has been prepared in accordance with the Global Reporting Initiative (GRI) standards, under the Core compliance option. The United Nations Sustainable Development Goals (SDGs) have also been considered.

The following table presents the index of general and specific basic contents of the Global Reporting Initiative (GRI) organisation according to GRI Standards for the option of Core compliance.

7.1 GENERAL CONTENTS

GRI	Content	Section in the report/Direct response	Omissions
GRI 101 Foundation 2016			
GRI 102 General Disclosures 2016			
Organisational Profile			
102-1	Name of the Organisation	UBESOL, S.L.	
102-2	Activities, brands, products, and services	1.1 UBESOL, A HISTORY OF QUALITY AND COMMITMENT	
102-3	Location of headquarters	Grupo Ubesol Calle la Costera, 9 46869 Atzeneta d'Albaida Valencia, Spain	
102-4	Location of operations	Grupo Ubesol (parent company) Ubesol Plantas Textil e Higiene Calle la Costera, 9 46869 Atzeneta d'Albaida Valencia, Spain	
102-5	Ownership and legal form	UBESOL, S.L. is a family-owned, limited company	

102-6	Market served	1.1 UBESOL, S.L., a long history of quality and commitment	
102-7	Size of the organisation	2020: A YEAR OF NEW CHALLENGES	
102-8	Information on employees and other workers	3. OUR PEOPLE: THE BEST TALENT	
102-9	Supply chain	1.3.2 WE WORK EVERY DAY WITH A SPIRIT OF INNOVATION 2.2. OUR SUPPLIERS: A KEY ELEMENT OF OUR SUCCESS	
102-10	Significant changes to the organisation and its supply chain	There have been no significant developments.	
102-11	Precautionary principle or approach	Environmental aspects are identified and assessed within the framework of the environmental management system. This identification and assessment process aims to detect the main impacts and take measures to reduce their effects. These environmental aspects, including potential or emergency situations, are reviewed periodically. For example, the quality of the water discharged into the network is monitored on a daily basis.	
102-12	External initiatives	1.4 COMMITTED TO THE SECTOR AND THE ENVIRONMENT	
102-13	Membership of associations	1.4 COMMITTED TO THE SECTOR AND THE ENVIRONMENT	
Strategy			
102-14	Statement from senior executives responsible for decision-making	LETTER FROM THE CEO 1.3.3 STRATEGIC PLAN	
Ethics and integrity			
102-16	Values, principles, standards and norms of conduct	1.3 UBESOL, A RESPONSIBLE BUSINESS	
Governance			
102-18	Governance structure	1.3.4 A CORPORATE CULTURE FOCUSED ON ETHICS, INTEGRITY AND GOOD CORPORATE GOVERNANCE	

Stakeholder engagement

102-40	List of stakeholders	6.1 THE MATERIALITY PROCESS	
102-40	Collective bargaining agreements	100% of our workforce is covered by our collective bargaining agreement.	
102-42	Identification and selection of stakeholders	6.1 THE MATERIALITY PROCESS	
102-43	Approach to stakeholder engagement	6.1 THE MATERIALITY PROCESS	
102-44	Key issues and voiced concerns	6.1 THE MATERIALITY PROCESS	

Practices for creating reports

102-45	Entities included in the consolidated financial statements	Grupo Ubesol (including subsidiary company Laboratorios Maverick)	
102-46	Definition of the report contents and scope of the topic	The Report covers information relating to the economic, social and environmental areas of Ubesol and contains transparent, reliable and balanced information on the social, economic and environmental performance of the organisation, reflecting both positive and negative aspects so that stakeholders can obtain a reasonable assessment of the organisation's performance.	
102-47	List of material topics	6.1.2 IDENTIFICATION AND ANALYSIS OF MATERIAL TOPICS	
102-48	Restatement of information	There has been no restatement of information.	



GRI	Content	Section in the report/Direct response	Omissions
102-49	Changes in reporting	There were no changes in the preparation of the report (this is the first sustainability report).	
102-50	Reporting period	The Laboratorios Maverick 2020 Sustainability Report refers to the period from 1 January to 31 December 2020.	
102-51	Last report date	June 2019	
102-52	Reporting cycle	Annual	
102-53	Contact person for questions about the report	For any report-related questions, please contact: Juan Miguel Monllor, Environment and Sustainability Coordinator juanmiguelmonllor@ubeso.es.	
102-54	Declaration of preparation of the report in accordance with GRI standards	This report has been prepared in accordance with GRI Standards: Core option	
102-55	Index of GRI content	7. INDEX OF GRI CONTENT	

7.2 MATERIAL TOPICS

GRI 200 Economic topics

GRI	Content	Section in the report/Direct response	Omissions
No GRI Innovation and Technological Development			
103-1	Explanation the material topic and its scope	4.1 RESPONSIBLE INNOVATION AND MAXIMUM QUALITY	
103-2	Management approach and components	4.1 RESPONSIBLE INNOVATION AND MAXIMUM QUALITY	
103-3	Assessment of the management approach	4.1 RESPONSIBLE INNOVATION AND MAXIMUM QUALITY	

GRI 300 Environmental topics

GRI	Content	Section in the report/Direct response	Omissions
GRI 302: Energy 2016			
103-1	Explanation of the material topic and its scope	5.2 ENERGY EFFICIENCY	
103-2	Management approach and components	5.2 ENERGY EFFICIENCY	
103-3	Assessment of the management approach	5.2 ENERGY EFFICIENCY	
302-1	Energy consumption within the organisation	5.2 ENERGY EFFICIENCY	
302-4	Reduction of energy consumption	5.2 ENERGY EFFICIENCY	
GRI 301: Materials			
103-1	Explanation of the material topic and its scope	5.3.2 GOOD RESOURCE MANAGEMENT	
103-2	Management approach and components	5.3.2 GOOD RESOURCE MANAGEMENT	
103-3	Assessment of the management approach	5.3.2 GOOD RESOURCE MANAGEMENT	
301-1	Materials used by weight or volume	5.3.2 GOOD RESOURCE MANAGEMENT	
GRI 303: Water			
103-1	Explanation of the material topic and its scope	5.3.1 WATER	
103-2	Management approach and components	5.3.1 WATER	
103-3	Assessment of the management approach	5.3.1 WATER	
303-4	Water discharge	5.3.1 WATER	

303-5	Water consumption	5.3.1 WATER	
GRI 306: Effluents and waste			
103-1	Explanation of the material topic and its scope	5.3.3 WASTE TREATMENT	
103-2	Management approach and components	5.3.3 WASTE TREATMENT	
103-3	Assessment of the management approach	5.3.3 WASTE TREATMENT	
306-2	Waste by type and disposal method	5.3.3 WASTE TREATMENT	
GRI 307: Environmental compliance			
103-1	Explanation of the material topic and its scope	5.1 ENVIRONMENTAL MANAGEMENT	
103-2	Management approach and components	5.1 ENVIRONMENTAL MANAGEMENT	
103-3	Assessment of the management approach	5.1 ENVIRONMENTAL MANAGEMENT	
307-1	Non-compliance with environmental laws and regulations	5.1 ENVIRONMENTAL MANAGEMENT	

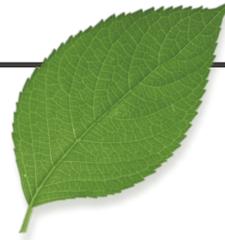
GRI 400 Social topics

GRI	Content	Section in the report/Direct response	Omissions
GRI 403: Occupational health and safety			
103-1	Explanation of the material topic and its scope	3.3 A SAFE AND HEALTHY WORKPLACE	
103-2	Management approach and components	3.3 A SAFE AND HEALTHY WORKPLACE	
103-3	Assessment of the management approach	3.3 A SAFE AND HEALTHY WORKPLACE	

403-1	Occupational health and safety management system	3.3 A SAFE AND HEALTHY WORKPLACE	
403-2	Hazard identification, risk assessment, and incident investigation	Ubesol complies with the obligation derived from Law 31/1995, of November 8, on the prevention of occupational hazards and Royal Decree 171/2004, of March 30, on the coordination of business activities through various actions, which, among others, include the timely delivery of information to external companies, the request for documentation without which access is denied, and the management of work permits for external companies.	
403-3	Occupational health services	3.3 A SAFE AND HEALTHY WORKPLACE	
403-4	Employee participation, consultation, and communication on occupational health and safety	3.3 A SAFE AND HEALTHY WORKPLACE	
403-5	Employee training on occupational health and safety	3.3 A SAFE AND HEALTHY WORKPLACE In addition to the measures taken by Ubesol, external companies are required to provide evidence of the necessary risk prevention training for their activities.	
403-6	Promotion of employee health	3.3 A safe and healthy workplace Ubesol has staff trained in first aid and emergencies ready to respond to internal and external incidents, regardless of the cause of the emergency. For example, we have defibrillator equipment and staff trained to use it. Anti-choking devices.	
403-8	Employees covered by an occupational health and safety management system	3.3 A SAFE AND HEALTHY WORKPLACE	
403-9	Work-related injuries	3.3 A SAFE AND HEALTHY WORKPLACE	
403-10	Occupational diseases and illnesses	3.3 A SAFE AND HEALTHY WORKPLACE	
GRI 406: Non-discrimination			
103-1	Explanation of the material topic and its	3.1 COMMITTED TO OUR PEOPLE	
103-2	Management approach and components	3.1 COMMITTED TO OUR PEOPLE	
103-3	Assessment of the management approach	3.1 COMMITTED TO OUR PEOPLE	
406-1	Incidents of discrimination and corrective actions taken	3.1 COMMITTED TO OUR PEOPLE	

GRI 416: Customer health and safety

103-1	Explanation of the material topic and its scope	4.2 CONSOLIDATED QUALITY MANAGEMENT	
103-2	Management approach and components	4.2 CONSOLIDATED QUALITY MANAGEMENT	
103-3	Assessment of the management approach	4.2 CONSOLIDATED QUALITY MANAGEMENT	
416-1	Assessment of the health and safety impacts of product and service categories	4.2 CONSOLIDATED QUALITY MANAGEMENT	
416-2	Incidents of non-compliance concerning the health and safety impact of products and services	4.2 CONSOLIDATED QUALITY MANAGEMENT	



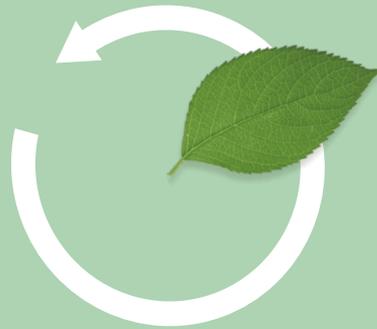
8

United Nations Global Compact table of contents

Category	Principles of the United Nations Global Compact	Page/direct response	Most relevant GRI standards
HUMAN RIGHTS	1. Businesses should support and respect the protection of internationally proclaimed human rights, within their scope of influence	3. OUR PEOPLE: THE BEST TALENT	406 Non-discrimination 407 Freedom of association and collective bargaining 408 Child labour 409 Forced or compulsory labour 410 Security practices 413 Local communities 414 Supplier social assessment 412-1 Human rights assessment
	2. Companies must make sure that they are not complicit in human right abuses	3. OUR PEOPLE: THE BEST TALENT	406 Non-discrimination 407 Freedom of association and collective bargaining 408 Child labour 409 Forced or compulsory labour 410 Security practices 412-3 Human rights assessment 414-1 Supplier social assessment
LABOUR STANDARDS	3. Companies must support the freedom of association and the effective recognition of the right to collective bargaining	3. OUR PEOPLE: THE BEST TALENT	402 Labour/Management Relations 407 Freedom of association and collective bargaining 102-41 Collective bargaining agreements
	4. Companies must support the elimination of all forms of forced or compulsory labour	3. OUR PEOPLE: THE BEST TALENT	409-1 Forced or compulsory labour

LABOUR STANDARDS	5. Companies must support the effective eradication of child labour	3. OUR PEOPLE: THE BEST TALENT	408-1 Child labour
	6. Companies must support the elimination of discrimination in employment and occupation	3.1 COMMITTED TO OUR PEOPLE 3.3 SAFE AND HEALTHY SPACES	402 Labour/Management Relations 403 Occupational health and safety 404 Training and education 405 Diversity and equal opportunities 414 Supplier social assessment 103 Management approach 406-1 Non-discrimination
ENVIRONMENT	7. Companies must maintain a precautionary approach that favours the environment	5. COMMITTED TO THE ENVIRONMENT	301 Materials 302 Energy 303 Water 305 Emissions 306 Effluents and waste 307 Environmental compliance 308 Supplier environmental assessment
	8. Companies must encourage initiatives promoting greater environmental responsibility	5. COMMITTED TO THE ENVIRONMENT	301 Materials 302 Energy 303 Water 305 Emissions 306 Effluents and waste 307 Environmental compliance 308 Supplier environmental assessment
	9. Companies must encourage the development and diffusion of environmentally friendly technologies	5. COMMITTED TO THE ENVIRONMENT	301 Materials 302 Energy 303 Water 305 Emissions 306 Effluents and waste 307 Environmental compliance 308 Supplier environmental assessment
ANTI-CORRUPTION	10. Companies must work against corruption in all its forms, including extortion and bribery	1.3.4 A CORPORATE CULTURE FOCUSED ON ETHICS, INTEGRITY AND GOOD CORPORATE GOVERNANCE	205 Anti-Corruption 415 Public policy 102-16 Values, principles, standards, and norms of behaviour

Sustainability Report 2020



**Committed
to the future**



Ubesol

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