



The TERSA Group, formed by SIRESA, SEMESA and TERSA, is a public company operating in the metropolitan area of Barcelona whose mission is to manage environmental services related to the circular economy, the recovery of municipal waste, the generation and marketing of renewable energies and the promotion of citizen commitment to sustainability.

Recognising our commitment to Corporate Social Responsibility and the Sustainable Development Goals of the 2030 Agenda, we will provide the necessary resources to achieve them. We will continuously seek new ways and strategies to improve the effects of our processes, continuously improving the effectiveness of the Integrated Management System, incorporating ethics and social and environmental responsibility in the day-to-day management, in an integrated manner and with the commitment of all professionals who are part of the organisation. Likewise, we will establish the necessary communication and information channels with the interested parties to determine their requirements and understand their needs, informing them at all times of the impacts of our activity and establishing the necessary measures to increase their satisfaction. This work will also allow us to respond to our commitment to respect for human rights and the fight against climate change.

Through the following actions, the organisation takes on a commitment to:

- **Shareholders and investees:**
 - Ensuring sustainable and efficient management to guarantee the maximum excellence of the services and activities of the TERSA Group, complying at all times with the legal requirements applicable to the organisation.
 - Maintaining a relationship of trust, transparency and proactive communication.
- **Professional team:**
 - Guaranteeing a safe and healthy working environment with the aim of preventing damage to health through the continuous improvement of equipment and processes, in addition to the necessary action plans.
 - Promoting the training, information and continuous participation of all workers, thus guaranteeing equal opportunities and professional progress.
 - Ensuring quality employment and a good working environment by promoting work-life balance.
- **Administrations, authorities and regulatory bodies:**
 - Establishing collaboration with the aim of coordinating the necessary actions to minimise the impact on the environment and people's health and safety, as well as improving the energy efficiency of the facilities and processes.
 - Complying with the established legal requirements.
- **Clients and users:**
 - Integrating the best practices in our management to offer a quality service based on efficiency, honesty and transparency towards the users.
 - Meeting the requirements of our customers and promoting the continuous improvement of our services to increase their satisfaction.
 - Ensuring the health and safety of the users of our facilities and services.



- **Citizens:**
 - Integrating the best practices in our management to achieve and ensure a high and effective protection of the environment, taking into account the type of our environmental aspects, in order to reduce the environmental impact of our activity and collaborate in sustainable development.
 - Collaborating on waste reduction plans, encouraging recycling and sustainable consumption practices, and supporting design activities that account for improving energy performance.
 - Having and establishing the necessary components to avoid accidents and incidents that could have a negative impact on the environment and on the health and safety of people.
 - Establishing channels of dialogue, proactive and transparent communication and cooperation with citizens to promote the sustainable development of the environment.

- **Supplier companies:**
 - Evaluating and selecting our supplier companies according to their capacity to supply products and services, applying at all times criteria for objectiveness, transparency, professionalism and equal opportunities in order to select them.
 - Applying corporate social responsibility criteria when selecting supplier companies and taking into account the environmental cost in the selection of supplies, applying at all times energy efficiency criteria for the supply of equipment, products and services that have an impact on energy performance.
 - Guaranteeing the health and safety of supplier companies working in our facilities.
 - Sharing knowledge with our contractors in order to preserve the environment and people's health, providing the same protections and obligations as we do for our employees.
 - Maintaining a relationship based on the principles of action contained in the Code of Conduct of the TERSA Group.

- **Business neighbours, industry, universities and scientific institutions, media:**
 - Sharing knowledge and experiences to work together in the sustainable development of our activity.
 - Establishing opportunities for collaboration and synergies to promote continuous improvement and innovation in our activity and in the sectors in which we operate.
 - Sharing information and news of the activity of the TERSA Group with the media.

This policy provides the framework for setting and reviewing the objectives of the strategic plan. It is periodically reviewed and communicated to all our stakeholders.

Sant Adrià de Besòs, 21 May 2021

Oriol Vall-Ilovera
Manager