



The TERSA Group, consisting of SIRESA, SEMESA and TERSA, is a state-owned company that operates in the Barcelona metropolitan area. Our mission is to manage environmental services related to the circular economy, valorise municipal waste, generate and sell renewable energy, and foster a commitment to sustainability on the part of citizens.

We are equipped with the necessary resources to ensure that we fulfil our commitments with regard to corporate social responsibility and the Sustainable Development Goals of the 2030 Agenda. We continuously seek new approaches and strategies to reduce the impacts of our processes and increase the effectiveness of our Integrated Management System, by incorporating and integrating ethical, social and environment considerations into our day-to-day management activities with the commitment of all of our organisation's employees, in accordance with the principles of action set out in the TERSA Group's Code of Ethics and Compliance System policies.

We work hard to create the necessary communication and information channels with our stakeholders in order to determine their requirements, learn their needs, keep them informed at all times of the impacts of our activities and define the necessary measures to increase their levels of satisfaction, with the overall aim of maximising our positive impact. These efforts also enable us to put into practice our commitment with regard to human rights and tackling the climate emergency.

Our organisation has undertaken the following commitments:

- **To shareholders and investee companies:**
  - Ensure sustainable and efficient management in order to guarantee the highest levels of excellence for the TERSA Group's services and activities, while complying at all times with the legal requirements and other stipulations that the organisation has voluntarily agreed to be bound by.
  - Maintain a relationship of trust, transparency and proactive communication.
- **To our professional team:**
  - Guarantee a safe and healthy work environment, with the aim of eliminating hazards, reducing risks and providing safe and healthy working conditions in order to prevent work-related injuries and health impacts, through the continuous improvement of equipment and processes and development of the necessary action plans.
  - Promote the ongoing training, information, consultation and participation of all employees, thereby guaranteeing their rights of association and collective bargaining, equal opportunities, professional progression and responsible restructuring.
  - Ensure high-quality employment and a work environment that facilitates a healthy work-life balance.
- **To the regulatory authorities, administrations and bodies:**
  - Collaborate with the aim of coordinating the actions required to protect the environment (including pollution prevention), enhance employee health and safety, and improve the energy efficiency of our facilities and processes.
  - Comply with the legal requirements in force.
- **To customers and users:**
  - Integrate best practices into our management activities in order to provide a high-quality service based on efficiency, honesty and transparency towards users.
  - Meet our customers' requirements and promote the continuous improvement of our services in order to increase customer satisfaction.
  - Protect the health and safety of the users of our facilities and services.



- **To suppliers:**
  - Assess and select our suppliers on the basis of their ability to provide products and services, applying at all times the criteria of objectivity, transparency, professionalism and equality of opportunity during the selection process.
  - Apply corporate social responsibility criteria when selecting suppliers and take the environmental cost into account with regard to the products and services supplied; and apply at all times the criterion of energy-efficiency with regard to the supply of equipment, products and services that have an impact on energy performance.
  - Ensure the health and safety of the employees of the suppliers that work in our facilities.
  - Share knowledge with our contractors in order to protect the environment and human health, with the aim of ensuring that our contractors' employees are subject to the same protections and obligations as our own.
  
- **To neighbouring companies, industry peers, universities, scientific institutions and the media:**
  - Share knowledge and experiences in order to work together on the sustainable implementation of our activities.
  - Establish opportunities for collaboration and synergies to promote continuous improvement and innovation in our activities and in the industries in which we operate.
  - Share information and updates regarding the TERSA Group's activities with the media.

This policy provides a framework of reference for establishing and reviewing the aims of the Strategic Plan and ensuring the availability of the information and resources that are required for the organisation's sustainable development. It will be periodically reviewed and shared with all of our stakeholders.

Sant Adrià de Besòs, 27 February 27 2024

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