

2023 Non-financial Reporting Statement

In accordance with Act 11/2018 of 28 December, 2018, which amended the Spanish Code of Commerce, the consolidated text of the Spanish Companies Act approved by Royal Legislative Decree 1 of July 2, 2010, and Act 22 of July 20, 2015, on the Auditing of Accounts with regard to non-financial reporting and diversity, this non-financial reporting statement has been prepared for inclusion as an appendix to the Consolidated Management Report for Redexis Energía, S.A. and Subsidiaries for the financial year ended 31 December 2023.

The reference used by the Company for the disclosure of this information is the Global Reporting Initiative (GRI) framework for the preparation of sustainability reports, in its GRI Standards format.

In this document, Redexis reports on matters relating to its business model, risk management and commitment to the environment, as well as providing information on its efforts in the areas of social issues, employment, human rights, combating corruption, responsible taxation, sustainable development and relationships with users and customers, all of which constitute important issues for the Company.

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1 Our business model

Corporate environment, organisation and structure, and markets in which the Company operates.

GRI 2-1 and GRI 2-6.

Redexis Energía, S.A. (hereinafter **Redexis Energía**) is the parent company of the group since its establishment on December 20, 2023. It holds 100% of the shares of Redexis, S.A.U., which until the mentioned date operated as the holding company of the Redexis group (hereinafter referred to as Redexis or the Redexis Group) and which is a full service energy infrastructure Company devoted to the development and operation of natural gas transmission and distribution networks, to the distribution and sale of liquefied petroleum gas and to the promotion of renewable applications of green hydrogen and biomethane.

Its registered office is at Calle Mahonia 2, 28043 Madrid (Spain), and it has workplaces in [Alicante](#), [Almería](#), [Ávila](#), [El Puerto de Santa María](#), [Figueres](#), [Granada](#), [Huesca](#), [Ibiza](#), [Linares](#), [Madrid](#), [Mérida](#), [Murcia](#), [Palma de Mallorca](#), [Teruel](#), [Valladolid](#) and [Zaragoza](#).

Redexis develops and operates networks to carry the necessary energy to households, businesses and industry while ensuring maintenance of the highest safety and quality standards at all times. The Company has a robust expansion plan to continue offering energy solutions throughout Spain, and this has resulted in the investment of around Euros 1,600 million since 2010.

Redexis is currently the second largest natural gas transmission operator in Spain, the third largest distributor and the second in LPG, with a presence in 13 Autonomous Regions, 39 provinces and 929 municipalities. It has a total of 772,906 supply points throughout Spain. For the 2023 data, the reporting for municipalities and provinces includes only those where the LPG customers acquired in recent years have been integrated, whereas in previous years, figures corresponding to the acquisitions were provided.

Redexis's share capital is completely subscribed and paid up, prior to December 20, 2023, the capital belonged and was held by the following shareholders in the percentages shown below:

- **Chase Gas Investments Limited:** 33.33% (subsidiary of the USS pension fund)
- **Arbejdsmarkedets Tillaegspension:** 33.33% (ATP pension fund)
- **Guotong Romeo Holdings Limited:** 33.33% (Company owned by the Guoxin Guotong Fund LLT and CNIC Corporation Limited investment funds)

In order to give effect to the principle of separation of activities legally established for regulated activities and those dedicated to the production of gases, and in compliance with the provisions of article 63 of Hydrocarbon Law 34/1998, of 7 October, a **Corporate Reorganisation** process was carried out in 2023, which consisted of the incorporation of a newly created Company called **Redexis Energía, S.A., in order for the latter to act as the holding Company** of the business group. In addition, the shares of Redexis, S.A. were simultaneously allocated to the newly formed holding Company. Both operations were completed on 20 December 2023.

As a result of the Corporate Reorganisation, the shareholding of Redexis Energía S.A. now consists of the three partners described above in the same shareholding as they held in Redexis S.A.U., that is, each of them holding 33.34%, 33.33% and 33.33%, respectively, of the shares of the new Company, so that the shares of Redexis S.A.U. are now wholly owned by its parent

Company Redexis Energía S.A., which is therefore the sole shareholder of Redexis S.A.U., which has become a single-member Company.

Therefore, as at 31 December 2023, the Redexis Group is made up of 19 companies, as follows:

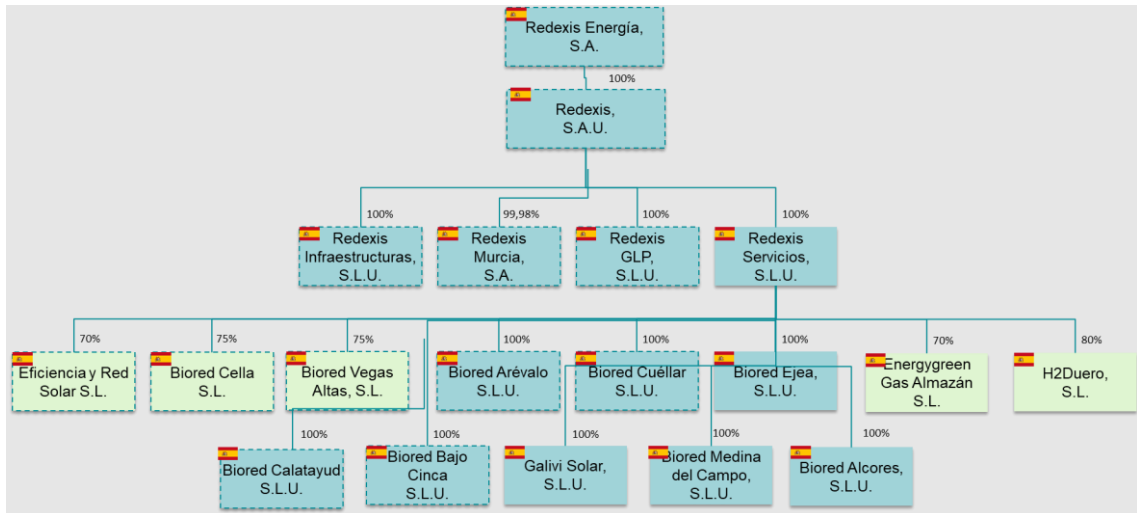
- **Redexis Energía, S.A.**, new parent Company of the Group with holding Company functions and sole shareholder of Redexis S.A.U.
- **Redexis, S.A.U.**, Head of the regulated business engaged in the distribution and transmission of all types of gas and oil-based products for domestic, commercial and industrial purposes, the use of any by-products, and activities related with the above. It is 100% owned by Redexis Energía, S.A.
- **Redexis Infraestructuras, S.L.U.** devoted to the regasification of liquefied natural gas, natural gas transmission and storage and related and ancillary activities. It is 100% owned by Redexis S.A.U.
- **Redexis GLP, S.L.U.** , devoted to the retail sale and supply of liquefied petroleum gas. It is 100% owned by Redexis S.A.U.
- **Redexis Gas Murcia, S.A.** , devoted to the distribution and secondary transmission of natural gas, and the distribution and sale of liquefied petroleum gas through pipelines. It is 99.98% owned by Redexis S.A.U.
- **Redexis Gas Servicios, S.L.U.** , devoted, among others, to the planning, analysis, project, execution, assembly and operation of infrastructures, in addition to the management, advisory, and corporate services linked to the energy sector. It is 100% owned by Redexis S.A.U.

Redexis Gas Servicios, S.L.U. holds 75% of the shares of Eficiencia y Red Solar, S.L., a Company engaged in the production, storage and commercialization of energy from renewable sources, such as photovoltaic facilities, by means of or through the corresponding installations, whether directly owned or owned by third parties.

In addition, Redexis Gas Servicios, S.L.U. holds stakes in different percentages in various companies focused on investment in assets related to renewable gases (biomethane or hydrogen). The investee companies and their corresponding percentages are as follows: (i) BIORED AREVALO, S.L.U. with 100%; (ii) BIORED BAJO CINCA, S.L.U. with 100%; (iii) BIORED EJEÁ, S.L.U. with 100%; (iv) BIORED CUELLAR, S.L.U. with 100%; (v) BIORED MEDINA DEL CAMPO, S.L.U. with 100%; (vi) BIORED CALATAYUD, S.L.U. with 100%; (vii) BIORED ALCORES, S.L.U. with 100%; (viii) GALIVI SOLAR, S.L.U. with 100% by way of sale and purchase agreement; (ix) BIORED CELLA S.L. with 75%; (x) BIORED VEGAS ALTAS, S.L. with 75%; (xi) H2DUERO with 80%; (xii) Energygreen Almazan, S.L. with 70%.

In February 2024, Redexis Renovables, S.L.U., a wholly owned subsidiary of its parent company Redexis Energía S.A.U., was established as a sole proprietorship. Its purpose is to engage in the production of renewable gases within the Group. Additionally, entities that will be dedicated to renewable gas production in the future were transferred to Redexis Renovables, S.L.U.

The corporate structure is shown in the diagram below.



There are also two entities connected to the Group:

- **Redexis Gas Finance B.V**, a Company devoted to debt issuance on capital markets. It has the same shareholders, and in the same percentage as Redexis, S.A.
- The **Redexis Foundation** is an entity devoted to the promotion of technological innovation aimed at energy transition, to enhance social work and promote the development of local communications through social, cultural, informative and sports projects.

Targets and strategies

GRI 2-22

Redexis has a strategic plan aimed at boosting and developing infrastructures to speed up the energy transition in Spain, fully aligned with the Integrated National Energy and Climate Plan 2021-2030 (PNIEC) published by the Spanish Government as part of the European strategy to attain carbon neutrality by 2050. The Plan contributes to reduce our customers' emissions, improving their economic competitiveness and ensuring continuity of supply.

The plan envisages investments that will enable growth in all business segments and revolves around three fundamental axes:

- **Renewable gas transmission and distribution**, and adapting infrastructures to maximise the potential for biomethane injection into the grid, while developing green hydrogen transmission infrastructures, mainly associated with hydrogen valleys.
- **Production of renewable gases** to achieve a zero-emission, more sustainable and environmentally friendly energy source, through biomethane and green hydrogen production plants.
- **Support for the energy transition of its customers**, through the development of infrastructures, photovoltaic installations, and energy efficiency.

Sustainability (ESG) is the driving force behind Redexis' strategy, which is implemented throughout the Company and is applied using a cross-Company approach in all areas of the Group's activity. It seeks to achieve the following sustainable development objectives:

- **Reducing CO2 emissions** by 50% through the development of renewable projects, offsetting up to 400 k tonnes of CO2 and with a commitment to be NetZero by 2040.

- **Development of local and regional economies**, through local biomethane and green hydrogen production projects, which will allow the creation of more than 1,000 direct and indirect jobs.
- **Advancing social goals** through the Redexis Foundation, reducing inequalities, improving energy efficiency and assisting those most in need. There are plans to increase social spending in order to undertake new actions in the territories.
- Increasing the importance of **ESG-based objectives** and increased Corporate Governance monitoring activities.
- **Increasing the presence of women** in management and positions of responsibility.

Principal market factors and trends

During 2019, Redexis carried out a **materiality analysis** in order to develop its strategy, defining and identifying its stakeholders and the issues that were most relevant to them. This analysis made it possible to establish priorities for the actions to be taken and to define strategies aligned with the expectations of these stakeholders.

The analysis involved four phases, consisting of an internal analysis to identify best practices and material issues in the sector, an external analysis in which the existing communication channels with stakeholders were defined, an assessment of material issues in which meetings were held with all divisions, and finally, generation of the materiality matrix with a list of relevant issues.

Thanks to this exercise, Redexis has been able to move forwards with **the creation of economic, social and environmental value**, thus ensuring that the needs of its stakeholders are satisfied at all times.

The materiality matrix that was obtained as a result of this exercise indicates the issues that are most important for the Company and its stakeholders, and the top 15 are shown in the following table:

Reference	The 15 most relevant internal and external issues
1	Regulatory compliance
2	Ethics, integrity and transparency
3	Risk management
4	Responsible taxation
5	Good corporate governance
7	Occupational health and safety
14	Quality of service
15	Complaint resolution system and customer satisfaction
16	Management of crises and emergencies
17	Industrial safety
20	Adaptation to climate change (external)
21	Innovation applied to the use of sustainable technologies
22	Establishment of environmental emissions objectives
23	Adaptation to climate change (internal)
25	Circular economy

Redexis aims to update the Double Materiality exercise during 2024, where the issues to be analysed will be reviewed, as well as the stakeholders, and the most relevant internal and external matters for the Company will be re-evaluated. This exercise will be carried out internally, following EFRAG's methodology, as the aim is to define the relevant matters to comply with the CSRD (Corporate Sustainability Reporting Directive), which will be presented for the first time with the Accounts for the year 2025.

With regard to questions relating to **occupational health and safety, the environment and energy management**, there is a series of factors that could affect the Company's activities, which include:

- Failure to comply with environmental, energy or health and safety criteria.
- Loss of the opportunity to obtain external financing due to non-compliant or insufficient environmental, energy or health and safety standards.
- Adverse regulations for the business.
- Loss of awareness of the fact that environmental, energy and health and safety management affect the entire Company and all of its departments in a cross-cutting way, without exception.
- Adverse environmental conditions.
- Insufficient estimate of the resources applied to monitor contractors.
- Ineffective controls that result in legal infringements that may affect Redexis's image and reputation.
- Failure to comply with the intervals at which meetings of the Health and Safety Committees and the Environmental and Energy Committees are to be held.
- Divergence from the undertakings made by heads of department and middle management.
- Inefficient operational controls that do not allow for the measurement of indicators or the evaluation of trends.

The natural gas sector is a **highly regulated sector**. As a result, changes in the applicable regulations may have a significant impact on the sector and each of the players that operate within it.

In this regard, particular mention should be made of the regulatory framework for the natural gas sector in Spain, which is based on Hydrocarbon Law 34/1998, which was in turn implemented by Royal Decrees 949/2001 and 1434/2002, among others. The first of these regulates third-party access to gas facilities and establishes an integrated financial system for the natural gas sector, while the second regulates transmission, distribution, sale and supply activities and the authorisation procedures for natural gas facilities.

Article 63 of Hydrocarbon Law 34/1998, of 7 October, establishes the principle of separation of activities between companies carrying out any regulated activities of regasification, basic storage, transmission and distribution and those carrying out deregulated activities (production or commercialization).

The principle of separation of activities seeks to avoid conflicts of interest between the owners of the infrastructures through which energy is transmitted (regulated activities), and those who produce or market this energy (liberalised activities), while the relationship between both types of activities must be governed by a neutral, transparent and objective third-party access regime established by regulation.

As Spain does not have natural gas fields with a significant capacity, practically all the natural gas consumed has historically been imported from other countries, so that natural gas production activity nationally has been unrepresentative. However, technological developments, environmental objectives at EU level (the REPower EU Plan approved by the European Commission in 2022 includes a target of 35 bcm of biomethane production in the European Union by 2030), and the fact that Spain has been recognised by the European Union as the fifth EU country with the greatest potential for biomethane production, are leading to an exponential deployment of renewable gas production projects that will make it possible to decarbonise consumption supplied from the natural gas grid, taking advantage of the autonomy and security of supply provided by the grid, and without users having to make new investments.

This is why new business opportunities are emerging in the sector, and companies interested in participating in the new production activity must adapt their structures to the aforementioned principle of separation of activities between the regulated activities of regasification, basic storage, transmission and distribution and production. With regard to regulated activities, over the years, as the sector was gradually liberalised, the aforementioned Hydrocarbon Law was amended on numerous occasions. One particularly important amendment was introduced by Royal Legislative Decree 8/2014 of 4 July, which approved urgent measures for growth, competitiveness and efficiency, and this was subsequently passed by the Government and published as Act 18/2014 of 15 October, approving urgent measures for growth, competitiveness and efficiency. This introduced certain measures to update the regulatory-economic framework, of which the following should particularly be noted:

- Reforms were introduced into the general revenue and cost structure for the gas system, based on the principle of **long-term economic sustainability and balance**, which took account of fluctuations in demand and level of development of existing infrastructure, but without adversely affecting the principle of appropriate remuneration for investment in regulated assets or the safety of supply. It therefore establishes the principle of economic and financial sustainability of the gas system, such that any legislation leading to a rise in costs or reduction in revenues must include a reduction in costs or an increase in revenues.

- Certain mechanisms were introduced to restrict any annual temporary imbalances in the settlement system, through the **automatic review of tolls** when certain thresholds are exceeded. If these thresholds are not exceeded, the imbalances are financed by the parties subject to the settlement system in proportion to their remuneration, generating receivables in the following five years, with a market interest rate set by Ministerial Order.
- With regard to the remuneration of regulated activities, the reform includes the basic principle of considering the necessary costs for an efficient and well-managed Company **to perform the activity at the lowest cost for the system**.
- Regulatory periods of six years are defined, during which the financial rate may not be reviewed, nor may formulas be applied for the automatic updating of remuneration of any of the activities. However, as the regulatory reform was proposed in a deficit scenario that is expected to be remedied in the coming years, it allows certain **remuneration parameters** to be adjusted every three years if significant variations arise in the income and expense items.
- A **standard in-depth review** of remuneration for all the activities that affect all the assets was carried out, including assets already in service.

Under Royal Decree-Law 1/2019, reforms were introduced to the framework for competition in the gas system, bringing the powers of the National Commission on Financial Markets and Competition (“CNMC”) into line with the requirements arising from EU law in relation to Directives 2009/72/EC and 2009/73/EC of the European Parliament and of the Council, of 13 July 2009, concerning common rules for the internal market in electricity and natural gas. Among these reforms, worthy of mention is the attribution of powers in favour of the CNMC regarding the establishment of methodologies for determining tolls and remuneration of the regulated activities, including the setting of their values. Therefore, since the entry into force of the aforementioned Royal Decree-Law, the CNMC has had the power to implement these measures, though as regards the establishment of new methodologies to calculate remuneration for regulated activities, these are applicable from 1 January 2021, since the first six-year regulatory period that was established in the said Act 18/2014 ended. In this regard, from 2019 onwards, the CNMC worked on the preparation of a series of Circulars that defined the methodologies for the remuneration of the regulated activities performed by Redexis in the gas sector (Transmission and Distribution), and after being approved and published in the Official Gazette of the Spanish State (“BOE”), these became applicable from January 2021.

The foregoing regulation has been developed, insofar as it directly affects Redexis, in the following Circulars:

- Circular 2/2019, of 12 November, establishing the methodology for calculation of financial remuneration rate for regulated activities related to electrical energy and natural gas
- Circular 8/2019, of 12 December, establishing the methodology and conditions for access and the allocation of capacity in the natural gas system
- Circular 9/2019, of 12 December, establishing the methodology for determining the remuneration of natural gas transmission facilities and of liquefied natural gas plants.
- Circular 2/2020, of 9 January, establishing the rules for the balancing of natural gas.
- Circular 4/2020, of 31 March, establishing the methodology for determining the remuneration of natural gas distribution.
- Circular 6/2020, of 22 July, establishing the methodology for calculating tolls for transmission via local networks and the regasification of natural gas.
- Circular 8/2020, of 2 December, of the National Commission on Markets and Competition, regarding the establishment of reference unit values for investment,

operation and maintenance for the 2021-2026 regulatory period, and the minimum requirements for audits on investments and costs in natural gas transmission facilities and liquefied natural gas plants.

Due diligence procedures applied in order to identify, evaluate, prevent and attenuate significant risks and impacts and to verify controls

GRI 2-12

The Company has an **internal and external Whistleblowing Channel** (<https://www.redexis.es/en/canal-de-denuncias>) through which complaints, allegations or claims can be made in relation to the Company's code of ethics as well as any potential non-compliance, irregularity or unlawful act observed or in which they are involved in the context of their relationship with the Company. The Company also has an internal whistleblowing channel (canaldenuncias@redexis.es) that can be used by workers to submit complaints and claims, or inform of breaches, irregularities or unlawful acts of which they are aware. Through these channels and the publication of the **GOB-02 Procedure for Reporting Alleged Irregularities**, the Company guarantees the existence of a confidential means of reporting complaints that protects the identity of the whistleblowers, as well as related persons, ensuring the diligent processing and investigation of the events that are the subject of the complaint. Likewise, after studying the complaints submitted, the Company may adopt measures derived from the complaint in order to avoid irregular situations or acts.

During the last year, five complaints have been received through this Whistleblowing Channel:

- Complaint 1/2023: relating to the improper manipulation of metering equipment, was processed and was the subject of an internal investigation process which resulted in the verification of a fault in the meter and replacement with a new one, which involved a reply to the complainant and, as a result, was duly filed. In January 2024 it was reopened due to a new whistleblower complaint regarding the same issue and this is under internal investigation for possible fraud.
- Complaint 2/2023: which reported the alleged theft of a watch during the periodic inspection of appliances at a customer's home by a contractor's worker. This was processed and was the subject of an internal investigation and formal notification to the contractor so that it could take the appropriate measures, which was answered by the complainant and therefore duly filed.
- Complaint 3/2023: regarding the information received on allegedly irregular actions carried out by an installer adhering to the Public Offer in the processing of gas supply registrations. It was also processed and subject to an internal investigation, verifying that the reported registrations were correct in accordance with the internal commercial and contractual documentation controls, which was reported to the complainant and duly filed.
- Complaint 4/2023: regarding information on the existence of illegal dwellings in a property and the possible improper manipulation of the gas facilities for the irregular supply of gas. It was processed and subject to internal investigation concluding that there was no manipulation of the gas facilities, which was reported to the whistleblower and the complaint duly filed.
- Complaint 5/2023: on the reporting of a home visit by a technician with allegedly irregular Company identification. It is being processed and is under internal investigation within the time frame foreseen.

In addition, when a new internal regulation is approved, the entire Company is notified of its approval, with an emphasis on the obligation to comply with the new regulation. All the

Company's internal regulations are made available to employees via the Intranet. If they have any queries or questions regarding these regulations, employees may contact the legal services department.

In addition, since 2020 Redexis has had a **Risk Management and Control Policy** for the purposes of establishing the basic principles and general framework for managing the risks faced by Redexis. This guides and directs the set of strategic, organisational and operational actions that allow the Redexis Board of Directors to strengthen compliance with the organisation's objectives in a context of excellence and rigour aimed at ensuring safety and service in the performance of its activities.

In addition, Redexis has an **internal rule on the legal review of contracts, agreements and binding agreements** that are of a material nature in order to verify that the agreements signed by Redexis comply with the applicable regulations and legislation.

Redexis has included all of its principles and strategies in its Integrated Management System, adapting the relevant standards for environmental management **ISO 14001:2015**, health and safety **ISO 45001:2018** and energy efficiency **ISO 50001:2018**.

With regard to certification, during 2023 the relevant follow-up audits were carried out in relation to standards **ISO 14001:2015**, **ISO 45001:2018**, and **ISO 50001:2018**, and verification was obtained in all three cases.

This ensures that performance in the area of occupational health and safety and environmental management is monitored, and these issues are explained in the following general documents as part of the Integrated Management System::

- **Procedure DOC-02** "Identification, Control and Evaluation of Legal and Other Requirements": the system used by Redexis to identify and gain access to the legal and other requirements to which the organisation is subject and which apply to environmental and energy issues and occupational health and safety when carrying out its activities in the workplace, along with the subsequent monitoring and updating of these requirements.
- **Procedure DOC-03** "Competition and Awareness": this defines the methodology for identifying employee training needs, and it sets out the way in which training activities and environmental and energy awareness are to be managed.
- **Procedure DOC-05** "Monitoring and Investigating Incidents, Non-Conformity and Corrective Action": this establishes a documented procedure for identifying, registering and dealing with accidents, incidents and non-conformities and for keeping this procedure up-to-date.
- **Procedure DOC-08** "IMS Audits": this covers the way that regular audits are to be carried out, understood to mean the systematic and documented verification process for objectively obtaining and evaluating evidence showing compliance with the Integrated Management System.
- **Procedure DOC-09** "Emergency Situation at Redexis Group Facilities": this establishes the methodology and systems for acting in cases of Emergency.
- **Procedure DOC-10** "Operational Control, Preventive Planning, Measurement and Monitoring": this includes the monitoring and measurement activities required to achieve mitigation of environmental impact and the significant use and consumption of energy associated with the Company's business activities, and to maintain the health and safety of all interested parties.

- **Procedure DOC-13** “Identification and evaluation of environmental aspects”: to identify and evaluate the environmental aspects of the Company’s activities, products and services that can be monitored, and those on which the Company can have an effect, along with the associated environmental impacts, from a life-cycle perspective.
- **Procedure DOC-14** “Environmental Responsibility, Occupational Health and Safety and Energy Responsibility for Suppliers and Contractors”: this includes informing suppliers and contractors about the procedures and requirements that apply in respect of environmental and energy matters and occupational health and safety.
- **Operational Rule NOss-01** “Coordination of Business Activities”: ensures that the process required of contractors under DOC-14 is effective.
- **Procedure DOC-15** “ Identification of hazards. Evaluation and Monitoring of Occupational Risks and Serious Accidents”: defines how the requirements are to be met in respect of Occupational Health and Safety and Serious Accidents, especially the identification of hazards and the evaluation and monitoring of risk.
- **Procedure DOC-17** “Energy planning”: describes the systems established for ensuring that any energy issues arising from the activities, products and services engaged in and produced at the Company’s facilities are properly planned, and that this planning is followed up, with an analysis of any use or consumption of energy that may significantly affect its energy performance.
- **Procedure DOC-20** “GHG Quantification Manual and Report”: document for quantifying and reporting on greenhouse gases, along with all those that are generated and used in all activities, products and services relating to the various businesses and facilities that are included within the scope of Redexis’s calculation and reporting of its greenhouse gas emissions.
- **Operational Rule NOss-01** “Coordination of Business Activities”: ensures that the process required of contractors under DOC-14 is effective.
- **Operational Rule NOss-09** “Operational Monitoring of Occupational Health and Safety”: the purpose of this document is to define the different duties for which Redexis personnel are responsible in the area of construction, and to define the different monitoring tools that the Company has established for the operational monitoring of on-site health and safety when the Redexis Group is involved as developer.

In addition, Redexis continuously tracks the objectives, goals and annual preventive action plans of its regional centres, an operational monitoring process that is carried out at its various work centres using a range of operational standards relating to both safety and environmental issues; it monitors contractor companies through its “vigilance” procedures; it holds meetings to coordinate business activities, and the results are recorded in the minutes of the meetings held in the different regions; on-site internal safety and environmental inspection visits are carried out in the different regions by the Company’s health and safety and environmental monitoring coordinators; facilities and maintenance activities are monitored in relation to both distribution and transmission; the Company arranges external audits of the integrated management system, in accordance with **ISO 14001:2015, ISO 50001:2018 and ISO 45001:2018**; it verifies Greenhouse Gas Emissions by analysing its Carbon Footprint Report, in order to verify compliance with **ISO 14064-1: 2012**; audits are carried out to verify compliance with legal requirements regarding health and safety, the environment, energy management and industrial safety; frequent meetings of the energy management team are held at corporate level, with six-monthly meetings of the Regional Environment and Energy Committees and quarterly meetings of the Health and Safety Committees, among other actions.

2 Risk Management

GRI 2-12, GRI 3-3

Redexis prepares a **risk management model** which seeks to identify and evaluate risk sufficiently in advance in order to allow it to be anticipated, forecasting any effects and taking advantage of any opportunities that might be attached to the risk in question. Redexis manages this through its risk management system known as **Enterprise Risk Management (ERM)**, which coordinates activities on the basis of international standards COSO and ISO 31000. The Internal Auditing and Risk Department manages, evaluates and coordinates this risk, acting as a liaison between the individual departments, General Management and the Chair's Office, thus facilitating and overseeing the implementation of practices and measures for the management of this risk with the aim of minimizing or mitigating it. This department provides a logical and systematic model that allows decisions to be made and responses to be given efficiently in the face of any potential threats and opportunities that may arise.

By means of its **Risk Management and Control Policy**, approved by the Board of Directors in 2020, Redexis undertakes to deploy all of its skills to ensure that any important risk is properly identified, assessed, managed and monitored. The risk manual was approved in October 2021, and is where the management procedure covered by the policy is developed.

All actions taken to monitor, manage and mitigate risk adhere to the following **basic principles**:

- Integrate Redexis's decision-making and target-setting processes with its risk management.
- Optimise the management and monitoring of risk from the perspective of a global view of the organisation.
- Continually evaluate the risk mitigation mechanisms, in order to guarantee their suitability, the adoption of best market practices and the correct use of these practices.
- Separate duties in a suitable way in order to identify those responsible for the analysis, control and supervision of risk.
- Align all the specific policies that need to be developed in respect of risk within the organisation with the Risk Management Policy.
- Act within the Law and in accordance with the values set out in the Code of Conduct that applies to the organisation.
- Provide complete and transparent information on the principal risks at Redexis and the mechanisms for the management of that risk to any body or regulator that may require it, maintaining suitable channels to assist communication.
- Preserve the health and safety of the people who work at and for Redexis and guarantee respect for the environment.

The Risk Management System includes the appropriate definition of duties and responsibilities and the way in which they are to be allocated during the various **process stages and activities**, and these mainly include:

- Identifying the relevant risks in strategy and planning, financing, ethics and compliance, reporting and operations and infrastructure, among others, taking account of its potential effects on key management objectives and the development of the Company's business.
- Carrying out an analysis of these risks as a key element in their management.
- Establishing a structure of controls and limits that assist in ensuring that any risk is managed in an efficient way.

- Implementing and monitoring compliance with policies and guidelines using suitable procedures and systems, including the contingency plans necessary to mitigate any impact caused by the materialization of risk.
- Evaluating and monitoring risk using common and uniform procedures and standards.
- Reporting the results of monitoring and managing risk, regularly and in a transparent way.
- Continuously assessing the suitability of the system and best practices and recommendations relating to risk issues with a view to their potential incorporation in the model.

In this regard, the **risk management system** comprises three stages:

- Firstly, an **assessment** stage, in which risk is identified and evaluated. This includes the definition, classification and measurement of its impact and probability, based on criteria approved by the Company.
- Secondly, a **management** stage, in which strategies are defined for responding to the risk in question, and the agreed control instruments are monitored.
- Thirdly, a **follow-up** stage, in which regular reports are made on the events occurred. During this stage, the control instruments are modified according to the results obtained, and action plans are adjusted.

The Company has a **risk management manual**, along with a **risk committee**, the aim of which is to facilitate better monitoring and, in the event that a risk materialises, provide a priority response. There are also regular reporting sessions between the different business and corporate departments and the risk department which guarantee the monitoring of risk. The ultimate aim is to achieve continuous improvement in order to prevent, anticipate or mitigate any potential risk and take advantage of any opportunities that may arise.

As regards the sector to which Redexis belongs, the Company has to face a range of risks that are inherent in the sector and the marketplace in which it operates. The main **risks relating to sustainability that are associated with the sector and marketplace in which Redexis operates**, for which plans and models are created on an annual basis, are the following:

- **Risks relating to people (management):** Risks arising from the management of individual talent, including measures to reinforce employee commitment to the Company and its values.
- **Cybersecurity risk:** Associated with external or internal factors that may affect systems as the result of attacks.
- **Risk of loss of biodiversity and water resources. Environmental or personal risk:** This involves a set of risks arising from the performance of the organisation's day-to-day operations, and given their nature they are managed in order to guarantee the safety or persons, safeguard assets and protect water resources and the environment.
- **Reputational Risk:** This includes risks associated with external and internal factors that may have a negative impact on brand image. Redexis is aware of the growing demands from society for greater active and voluntary contribution to the achievement of social, economic and environmental improvements by companies. In this regard, Redexis is committed to including these considerations in its decision-making processes in a transparent way, with the aim of establishing best practices that will contribute to the improvement of society.
- **Risk relating to ethics and integrity:** This includes both external and internal factors that could result in a lack of ethics or integrity. Redexis believes that it is essential to ensure

compliance with its code of ethics and the Company's own values, and it engages in annual actions to mitigate any lack of ethics or integrity.

- **Risks related to climate change:** Risks arising both from energy transition and from the potential warming of the globe that could lead to rises in average temperature. Based on this study, Redexis carries out analyses of innovations and projects directed towards alternative energies.
- **Risk due to environmental catastrophe and external climate phenomena:** Risk arising from possible external factors that may affect the Company's continuity. In this case, Redexis draws up a continuity plan and has established protocols for action in the event that such factors materialise.
- **Risks related to compliance with good Corporate Governance:** Risks arising from the internal action framework in accordance with the Company's Code of Ethics, among which the structure and independence of the Audit Committee, the composition of the Board of Directors, the supervision of ESG objectives by the Board of Directors, the structure and independence of the Remuneration and Compensation Committee are all relevant matters, as well as the regulation of possible conflicts of interest, shareholders' rights, management of delegation of powers, independence of the Board of Directors, prevention of market abuse activities, relations with public bodies and administrations, and prevention of money laundering, terrorism, bribery and corruption.

All of these risks, together with the action plans and activities engaged in to contain them, are submitted **regularly** to the **Audit and Risk Committee**, whose main duties are:

- Evaluating and reviewing Risk Management policies and practices.
- Overseeing the efficacy of risk control and management systems.
- Reviewing the Company's ability to identify any new risks that may appear.
- Ensuring that the Board receives regular information and reports on risk control.
- Monitoring the effectiveness of the Redexis Risk Management System.
- Ensuring that both internal and external regulatory and legal requirements are met.

During 2023, the **main projects** carried out by the risk department have been as follows:

- **Company-wide training** on risks to promote the continuous identification of risks and the alignment of employees' risk appetite with that of Redexis in all areas and positions.
- Definition of the **Third Party Risk Management Policy**, for the management of risks associated with the value chain (reputational, sustainability, solvency, etc.) which is expected to be approved during 2024.
- Analysis of critical suppliers for the updating and standardising of the new supplier policy.
- Continuation of the continuity plan (Phase II) reinforcing the areas with the highest exposure detected in the continuity plan carried out during 2022.
- Creation of a GRC for the documentation of system risks in order to comply with ISO 27001.

During 2024, third party risk analyses are expected to continue in order to identify the most exposed suppliers. Dedicated monitoring of the risks of new business related to renewable gases will also be carried out.

A more detailed description of risk management can be found in the following published documents, which are available on the Company's website:

- The Annual Corporate Governance Report for the 2023 financial year.
- The Consolidated Management Report for the 2023 financial year.
- The Risk Management and Control Policy.

3 Our commitment to the environment

GRI 3-3

One of Redexis's main commitments is caring for the environment, mitigating the effects of climate change and making advances towards energy transition. In this regard, the Company is firmly committed to respect for the environment and the pursuit of a sustainable economy, and it works daily to achieve a society in which sustainability takes precedence, in accordance with the 2030 Agenda Sustainable Development Goals (SDGs).

Mitigating the effects of climate change and the importance of ecological transition are fundamentally important for Redexis, whose goal is to achieve **a sustainable society and economy**. With this aim in mind, it has integrated the Agenda 2030 **Sustainable Development Goals** (SDGs) as part of its strategy.

This commitment to the environment is formally set out in its **Integrated Policy**, which highlights the importance of environmental excellence, management and energy efficiency. For this reason, Redexis has decided to engage in all of its corporate activities in a way that respects the environment, and it is committed to energy efficiency, given the scarcity of natural and non-renewable resources. In order to face up to the challenge of safety in the areas of jobs, energy and the environment, Redexis has intensified the necessary support and established the procedures required to guarantee and minimize risk, protect workers, make rational use of resources and reduce waste, thus contributing to the sustainable development demanded by society and to the achievement of its guidelines and goals.

The general guidelines and goals that inform Redexis's actions are explained in its **Integrated Security, Environmental and Energy Policy**. This Policy is monitored and reviewed periodically to ensure its continued suitability, the latest review having taken place in February 2023. All of the organisation's employees and other interested parties (suppliers, collaborating companies, temporary personnel, etc.) are made aware of the Integrated Policy through the communications channels provided for in the Integrated Management System.

Environmental Excellence is a fundamental value in Redexis's Policy, and its management is based on the following keystones:

- Environmental monitoring in the areas in which Redexis is active, with particular focus on construction sites and the maintenance of facilities and infrastructure.
- Planning and executing activities in an organised, rational and error-free way, reducing any impact on the environment.
- Improving the management of any waste generated, applying suitable measures for the reduction, recovery and recycling of waste and ensuring that any that is not recoverable is properly disposed of.
- Supplying the information and resources necessary in order to establish and review the targets and goals that will guarantee environmental and energy management.
- Reducing consumption of natural resources through the use of recycled and/or recyclable products, promoting the saving of energy.

- Informing employees and making them aware of the importance of the correct management of energy and the impact of their activities on the organisation’s energy performance.
- Complying with the environmental requirements set out in the Company’s environmental licenses, declarations and authorisations.
- The Company has Environmental Emergency Plans in place, and it carries out an annual emergency drill in each Autonomous Region.

The procedures approved by Redexis that allow it to carry out the **continuous monitoring of its environmental evaluation and certification** include the following:

- **Procedure DOC-10** “Operational Control, Preventive Planning, Measurement and Monitoring”: this includes the monitoring and measurement activities required to achieve mitigation of environmental impact and the meaningful use and consumption of energy associated with the Company’s business activities, and to maintain the health and safety of all interested parties.
- **Procedure DOC-13** “Identification and evaluation of environmental aspects”: to identify and evaluate the environmental aspects of the Company’s activities, products and services that can be monitored, and those on which the Company can have an effect, along with the associated environmental impacts, from a life-cycle perspective.
- **Procedure DOC-08** “IMS Audits”: this covers the way that regular audits are to be carried out, understood to mean the systematic and documented verification process for objectively obtaining and evaluating evidence showing compliance with the Integrated Management System.
- **Procedure DOC-14** “Environmental Responsibility, Occupational Health and Safety and Energy Responsibility for Suppliers and Contractors”: this includes informing suppliers and contractors about the procedures and requirements that apply in respect of environmental and energy matters and occupational health and safety.

Throughout the course of 2023, the Company set the following goals **regarding the environment and energy saving**:

1. Reducing our Carbon Footprint by 2.5% (Kg CO2 emitted / pipeline Km) as compared with 2020.
2. Reduce the consumption of electrical energy in the positions: CCMM-00, MAEJE-01, ZACA-05, SANSON-02.1 and BOEMEDI-05 (MEDARE Output), by 2% during the third quarter of 2023 compared to the average of the last four years.
3. Reduce the ratio of self-consumption (kWh/MWh emitted) of natural gas at positions CCMM-00, MAEJE-01, ZACA-05, SANSON-02.1 and BOEMEDI-05 (MEDARE Output) by 2% during the third quarter of 2023 compared to the average of the last four years.
4. Reduce electricity consumption at the LNG Plant in Illueca by 15% during the fourth quarter of 2023 compared with average energy consumption for the last four years.
5. Reducing the natural gas self-consumption ratio (kWh/MWh emitted) at the LNG Plant in Illueca by 15% during the fourth quarter of 2023 compared with the average for the last four years.
6. Increase MA inspection visits to construction sites and O&M by 5% compared to 2022.
7. Reduction of 2% in electricity consumption in the Madrid, Murcia and Granada offices compared to the baseline, with usage measures.

In order to achieve its proposed objectives, Redexis has introduced a series of strategies through its Energy Management, Environment and Occupational Health and Safety (“GEMASST”) department and has made environmental management, energy management and the idea of sustainable development an integral part of the Company’s strategy. One of its main concerns is to offer transparency and to inform and raise awareness among all stakeholders through the use of documented environmental and energy criteria during the Company’s planning and decision-making processes.

Redexis identifies and evaluates the environmental aspects that could be important in relation to the activities that it engages in, attempting to minimise their impact. In this regard, it takes care to make reasonable use of resources and raw materials, taking action to try and minimise the generation of residue, emissions and waste and controlling and preventing the generation of pollution as a result of its activities through the application of programmes for continuous improvement and the establishment of environmental and energy targets and goals, ensuring that the Group’s facilities and activities are increasingly respectful to the environment and thus helping to preserve the natural environment in which its facilities are located, with the adoption of measures to protect species of flora and fauna and their habitats.

Energy saving and the rational and balanced use of the various energy sources are key aspects of Redexis’s strategy, and the Company is committed to encouraging the development of cleaner and more efficient energy technologies among its employees and society in general with the aim of minimising the carbon footprint that it generates.

Redexis strives continuously to improve processes, systems and skills that will guarantee greater quality and security in the performance of its activities and in the products and services that it offers, and it regularly and objectively reports on its performance in relation to environmental and social issues.

It also devotes itself mainly to the construction and maintenance of networks for the transmission and distribution of natural gas, regarded as the cleanest, most sustainable and most efficient conventional energy source and the one that is most respectful to the environment.

Natural gas plays an essential role in the Spanish energy matrix and the drive to reduce emissions, covering consumer needs while at the same time caring for the environment. **Natural gas is an efficient energy source that is low in emissions**, and it is highly competitive both for ordinary households and for business and industry. Natural gas improves the quality of the air while at the same time supporting market penetration by renewable energies. It helps industry remain competitive by offering the most economic prices and guaranteeing security of supply.

Natural gas is an economic, reliable, convenient and ecological energy source. The following are some of the notable advantages offered by natural gas:

- It improves both local and global air quality, as it does not emit particles and has a very low NO_x and SO_x content.
- It provides support for market penetration by renewable energies in the electricity sector.
- It favours industrial competitiveness.
- It guarantees the security of supply at both a domestic and a commercial or industrial level.

Electricity generating plants that run on natural gas and cogeneration plants for the production of electricity and thermal energy can be connected directly to natural gas distribution networks, in order to provide consumers with cleaner and more versatile energy.

In the current and future renewable energy scenarios, existing natural gas infrastructure and technology like Redexis's transmission and distribution networks will become an important strategic element in the process for an ordered energy transition, complying with targets for the reduction of CO2 emissions without compromising the safety of supply.

The **Environmental Emergency Plan** has been kept up-to-date at all Redexis facilities at all times, and its Internal Emergency Plans and Self-Protection Plans have been reviewed and updated, with continuous analysis and monitoring of its previously defined health and safety, environmental and energy management indicators. For more information on the number of actions in these areas and their annual evolution, the data can be found in section 4.3 below.

Since 2017, Redexis has recorded its Scope 1 and 2 Carbon Footprint annually in the **National Carbon Footprint Register kept by the Spanish Ministry for Ecological Transition** (MITECO), for which it has obtained a "Calculation" stamp for its natural gas transmission and distribution activities. The Company decided to change the reference year to 2018 due to the modification of the methodology selected for the estimation of diffuse emissions associated with the distribution networks so that LPG is included in the calculation of the carbon footprint, having been previously excluded. In 2023 it was not possible for the Ministry to assess whether there had been a downward trend in our emissions ratio, because the organisation's scope had changed over the four years analysed (2018 to 2023), and in 2020 there was a change in the methodology used to estimate diffuse emissions from the distribution network (methodology changed by SEDIGAS). In view of this, in order to opt for the "Calculation + Reduction" stamp we need to demonstrate a reduction in four comparable years from 2020, so this reduction may take effect in 2024, once the audit verifying the footprint for 2023 has been carried out, since the scope, methodology and characteristics of the companies from which the Group is formed became comparable from 2020 onwards.

In addition to the collection of Carbon Footprint data, the Group collects data on tonnes of construction and demolition waste management in a unified way using Scorecards. These data are included in section 3.2 below.

For the prevention of environmental risk, Redexis has both internal and external human resources and an **IT tool for energy management**, and it allocates amounts in its budget for the prevention of environmental risk.

In June 2023, it successfully completed (0 minor non-conformities) an audit of its **energy efficiency management system**, which led to the awarding of the **ISO 50001:2018** certification for its activities relating development and operation of natural gas transmission and distribution facilities, piped distribution of liquefied petroleum gases, refuelling stations and photovoltaic installations.

Strengths were also highlighted in the ISO 50001: 2018 audit report, such as an exhaustive study of the organisation's context and the needs and expectations of stakeholders, the annual update of the energy review, the general improvement of the baselines and their capacity to predict consumption, energy efficiency improvement objectives supported by the Improvement Plans, the good approach of all areas towards efficient energy management, the establishing of operating criteria, the incorporation of new technologies for updating facilities, the maintenance

of facilities and their monitoring from the Control Centre, the regulation and/or shutdown of equipment to optimise energy efficiency, excellent monitoring of the energy performance of facilities and other assets against the baseline, as well as of energy performance indicators. The high degree of achievement of the improvement objectives planned for 2022 was also highlighted.

The Company seeks at all times to maintain the quality of its Senior Management's leadership through meetings of the **GEMASST Leadership Committee**, with the aim of reinforcing its leadership undertaking on the issues defined in its Integrated Management System in relation to Health and Safety, the Environment and Energy Management.

The excellence of its management of environmental and health and safety issues is demonstrated by Redexis's commitment to make continuous improvements each year in its Integrated Management System of Energy, the Environment and Health and Safety, supported by reports and certificates recording external audits carried out on the basis of the following standards: **ISO 50001 on Energy Management, ISO 14001 on Environmental Management and ISO 45001 on Occupational Health and Safety**. The system covers the monitoring of energy consumption (electricity, gas, fuels) and the application of measures to reduce consumption.

In 2023, the relevant follow-up audits were carried out in relation to standards **ISO 14001:2015, ISO 45001:2018, and ISO 50001:2018**, and verification was obtained in all three cases. Implementation of the measures arising from Royal Decree-Law 840/2015 continued at SEVESO Plants, and audits at these plants were successfully completed without any major non-conformities.

Redexis is aware that the protection of nature and the natural environment must be taken into account in any business activity, since future generations will depend on it, and it therefore contributes in this way to sustainable development. In this respect, **courses on Energy Efficiency in the Office and Waste Management in the Office, and Environmental Awareness Training: Environmental Emergency Plan** have been made available to staff. Since 2021 there has been a new course titled **Regulation 05 Management of Atmospheric Emissions**, which underlines the importance that the Company attributes to matters involving training and awareness on both energy-related and environmental issues, with regular meetings of the energy management team at corporate level, six-monthly meetings of the Regional Environment and Energy Committees, quarterly meetings of the Health and Safety Committees and six-monthly meetings of the Interterritorial Safety Committees. All of this has led to an increase in communications at the Integrated Management System level, focusing mainly on environmental and energy-related aspects, and there is also a training course on the Integrated Management System available to staff.

3.1 Pollution

GRI 305-1, 305-2, 305-4, 305-5 and 305-7.

With the aim of reducing current emissions, an **Emissions Reduction Plan** has been prepared which includes a number of measures implemented during the course of 2023::

- Increase the level of implementation of vacuum pumps in the work to bring new networks into operation.
- Sending the boil-off to the distribution line in several pilots.
- Pilot for installation of hidden flame burner for boil-off venting at two LNG plants

- Changes of open boilers at the Illueca LNG Plant to reduce the of self-consumption ratio (kWh/MWh emitted) of natural gas by up to 15%
- Shutdown of primary-secondary boilers during the third quarter of the year and replacement of open boilers at positions CCMM-00, MAEJE-01, ZACA-05, SANSON-02.1 and BOEMEDI-05 (MEDARE output) to reduce the ratio of self-consumption (kWh/MWh emitted) of natural gas by 2%

The introduction of these measures in line with the Emissions Reduction Plan allowed the Company to control and reduce its emissions during 2023, thus reducing its Carbon Footprint and allowing its registration with the Ministry for Ecological Transition (MITECO). This has meant that, as will be set out in more detail below, the Company’s estimated Carbon Footprint for 2023 (pending confirmation of the final figures) will be 37,702 tCO₂, with Scope 1 emissions at 37,702 tCO₂ and Scope 2 at 0 tCO₂.

3.2 Circular economy and waste prevention and management

GRI 306-2

The concept of circular economy is extremely important for Redexis, which seeks to create efficient production models that protect resources and reduce impact on the environment.

Through its Integrated Management System, and specifically through its **“Waste Management” Operational Regulation**, Redexis establishes a system that ensures that the Company correctly controls and manages the waste produced as the result of its activities, products, services and facilities. In this way it optimises its management of hazardous and non-hazardous waste, establishing targets for the reduction of environmental indicators and thus contributing to the development of the transition towards a circular economy.

In order to achieve this and comply with the contents of its Waste Management Operational Regulation, a series of measures was taken during the course of 2023:

- **Prevention of pollution due to waste:** waste must be sent for recycling or evaluation when there is a possibility of it being managed in this way, and its destruction is avoided whenever possible.
- **Separation of waste:** the unit generating the waste is responsible for separating it out by type, based on its ELW code, and correctly depositing it in the appropriately marked containers so that it can subsequently be deposited at the collection points designated to this end. All personnel, both internal and external, are responsible for depositing the different types of waste in their respective container.
 - Hazardous waste is deposited in hygienic and secure conditions in the areas designated to this end.
 - In the case of hazardous waste that is not generated by office activities but is owned by Redexis, this is moved to the closest “Hazardous Waste Store”, and the necessary measures are taken to prevent any damage to the receptacles and packaging used. At these stores, it will be classified and catalogued as waste, separated out according to type and temporarily deposited in secure conditions until it is collected by an authorised waste manager.
 - Each contractor is responsible for the waste generated by its own activities.
- **Storage of waste:** each waste-producing centre (offices and warehouse, where applicable) has specific areas for the storage of waste and suitable regulatory containers for each of the types of waste that they generate.
- **Labelling of waste:** all containers are properly labelled in a clear, legible and identifiable way (in at least the national language). The label is attached to one or more sides of the

package, in such a way that it can be read horizontally when the package is positioned in the established way.

- **Waste management:** non-hazardous and hazardous waste is handled by authorised waste managers and carriers.
- **Following up and measuring waste:** the management of waste is followed up and measured each week to ensure its correct separation and ultimate handover to the authorised waste manager. Authorised waste managers prepare a monthly report on the amount of waste managed.

The indicators for non-hazardous waste management in offices for 2023 and 2022 are presented in the table below. Based on these indicators, we calculated the ratio of kg generated per employee, whose evolution over the period is -35% in 2023 compared to 2022, with a large drop in confidential paper waste of almost 50%.

Non-hazardous waste management in offices	Total 2023 (kg)	Total 2022 (kg)	Ratio kg / employee 2023	Ratio kg / employee 2022	Change
Cardboard	1,612.0	2,032.3	4.74	6.00	-21%
Confidential Paper Documents	2,635.0	5,076.2	7.75	14.99	-48%
Plastic	1,244.2	1,298.7	3.66	3.83	-5%
TOTAL	5,491.2	8,407.2	16.15	24.82	-35%

The management of food waste in offices only applies to the offices in which food waste may be generated. There are waste containers in all Redexis offices and these are managed via an authorised waste manager.

In addition to office waste, Redexis manages construction and demolition waste on site. This waste is generated by the contractor when carrying out the relevant works, but Redexis includes it within its framework and control system. In addition, and within the programme of sustainability objectives established by the Company, there is a waste reduction objective that incorporates waste as a fundamental part of the waste generated within the Company's value chain.

During 2023, the number of linear metres of work has decreased with respect to 2022, which has led to a decrease in the total waste generated by contractors. However, and due to Redexis' focus on waste management through its channels, the ratio of kilos generated per linear metre of work has remained below our established target and even below 2022 figure, decreasing by 24% with respect to the previous year.

Non-hazardous waste management - on site	Total 2023 (kg)	Total 2022 (kg)	Ratio kg / LM work site 2023	Ratio kg / LM work site 2022	Change
Concrete/Bituminous mixtures	2,157,991.0	8,960,836.0	31.79	58.95	-46%
Excavation soil	2,148,286.0	4,327,423.0	31.65	28.47	11%
Rubble	4,070,813.0	11,314,597.0	59.98	74.44	-19%
Plant debris	3,240.0	0.0	0.05	0.00	n.a.
Metals	6,184.2	360.0	0.09	0.00	3747%
TOTAL	8,386,514.2	24,603,216.0	123.56	161.86	-24%

3.3 Sustainable use of resources

GRI 302-1, 302-2, 302-3, 302-4, 302-5

As far as water consumption is concerned, there is responsible **water consumption** at all our facilities. Proof of this is the saving in water consumption achieved each year, mainly thanks to the environmental awareness campaigns that are launched regularly by the Company.

Non-energy consumption - Facilities	Total 2023 (m3)	Total 2022 (m3)	Ratio m3 / facility 2023	Ratio m3 / facility 2022
Water	374.5	980.0	0.10	0.30
THT	4,870.0	4,500.0	1.26	1.39

Redexis network elements such as LNG Plants, LPG Plants, LPG or LNG Tanks (above and underground), overhead or underground regulation and/or metering positions and stations are considered as facilities in the calculation.

Apart from the consumption in the facilities, water is also consumed in the offices, as well as in the environmental awareness campaigns launched in this case for the Company's own employees.

Non-energy consumption - offices	Total 2023 (m3)	Total 2022 (m3)	Ratio m3 / employee 2023	Ratio m3 / employee 2022
Water	95.0	66.5	0.28	0.20

Redexis continuously monitors **energy consumption**, and in this way it is able to implement energy efficiency measures.

Energy consumption	Unit	Total 2023 E	Total 2022	Change
Total energy	kWh consumed	17,660,930	16,577,541	7%
metres Dx, Tx and LPGx network	m	12,131,658	12,058,482	1%
Ratio Total energy	kWh / m	1.46	1.37	6%
Broken down by facility				
Positions Tx	kWh consumed	12,289,424	11,230,501	9%
LPG Plants	kWh consumed	1,718,129	1,801,881	-5%
LNG Plants	kWh consumed	2,048,313	2,202,057	-7%
Vehicles	kWh consumed	1,178,256	904,959	30%
Offices	kWh consumed	426,808	438,143	-3%

Energy consumption is analysed by type of facility, compared year on year. Data for 2023 are estimated. This estimate has been calculated with the actual data available for 2023 (January to August) plus the estimate for the last few months (September to December) on a historical basis.

The following are some of the notable measures implemented in order to achieve energy savings:

	Measures adopted in 2023
Offices	Reduction of electricity consumption in the offices in Madrid, Murcia and Granada compared to the baseline, with measures for electricity use.
Positions	Shutdown of primary-secondary boilers during the third quarter of the year at positions CCMM-00, MAEJE-01, ZACA-05, SANSON-02.1 and BOEMEDI-05 (MEDARE output) to reduce the consumption of electrical energy, as well as the ratio of self-consumption.
LNG Plant	Replacement of open reheaters at the Illueca LNG Plant.

3.4 Climate change

GRI 305-1, 305-2, 305-3, 305-5

Climate change is one of the greatest challenges that we face as a society and the mitigation of its effects forms a key part of Redexis's strategy.

Following the UN's approval of the Paris Agreement in 2015, sustainability has become a fundamental principle for alleviating its effects. This agreement finally brought 197 nations together for the first time under a common cause: to combine their efforts in order to combat climate change and support developing countries so that they can adapt to the changes required. The agreement seeks to achieve a global accord that will provide a coordinated and organised response to the challenges of climate change, with the aim of limiting the increase in global temperatures to below 2 degrees as compared with pre-industrial levels.

At this year's COP28 in Dubai, a historic agreement was reached on the transition away from fossil fuels. More than 100 countries have agreed to a fair and orderly transition to a zero-emission world by 2050, scaling up existing commitments and responding in a spirit of partnership to push it forward. Agreements like this reinforce the need for an inclusive and effective transformation to a decarbonised world, in which both governments and business have a key role to play.

The European Union, which is a key player in this area, signed the Green Deal with the aim of making Europe the first continent to become climate neutral by 2050, with emphasis on the reduction of emissions and the development of technology and innovation.

Redexis believes that climate change is a global environmental challenge that requires everyone to make some contribution to mitigating its effects. CO2 emissions, for example, are one of the factors that most affect global warming. For this reason, the Company works constantly to reduce its own emissions by making significant investment to update its infrastructure and optimise its business activities, thus improving its energy efficiency.

Aware of the impact that its activities have on the environment, and with the aim of establishing effective and efficient emission reduction policies, Redexis calculates the greenhouse gas emissions resulting from its transmission, distribution and storage of natural gas and LPG in Spain. Annually, the Company makes its report for the purposes of calculating the carbon footprint from its activity and informing all of its stakeholders about the organisation's emissions in a transparent way.

The main objectives pursued in carrying out this initiative are as follows:

- Ascertaining and evaluating the organisation's Greenhouse Gas emissions (GHGs) in order to identify opportunities for reducing its carbon footprint.
- Improving our position in relation to society in general and maintaining a responsible commitment to continuous improvement.
- Recording the Company's carbon footprint in the National Carbon Footprint Register kept by the Spanish Ministry for Ecological Transition (MITECO).

For the calculation of emissions and the publication of the report, Redexis has developed **tools to measure and control greenhouse emissions**, mainly focused on the calculation of the carbon footprint in its scope 1 and 2. Through these tools and since 2017, Redexis has submitted its carbon footprint information annually to the Spanish Ministry of Ecological Transition, which led it to obtain the "Calculation" stamp for its natural gas and LPG transmission, distribution and storage activities. Redexis is working to obtain the "Calculation + Reduction" stamp through the annual submission of this information to the Ministry, however, due to changes in the calculation methodology by SEDIGAS and changes in the scope of calculation (to include LPG) this will not be possible until 2024 (when the 2023 data will be submitted) once four comparable years have been submitted.

In addition, in 2022, Redexis went a step further in the measurement and control of its Carbon Footprint calculation, incorporating the calculation of Scope 3 in its tools and measurements, a calculation that it will maintain from now on and which it has repeated in 2023 with the 2022 data.

With the aim of reducing current emissions, an **Emissions Reduction Plan** has been prepared which includes a number of measures carried out during the course of 2023:

- Replacement of the open reboilers at LNG plants.
- Shutting down of the boilers at transmission positions.
- Increase in the level of implementation of vacuum pumps in the work to bring new networks into operation.
- Sending boil-off on distribution line in several pilots.

The measures to reduce the carbon footprint are the planned energy consumption reduction actions contained in the action plan for the ISO 50001 energy management system introduced at Redexis.

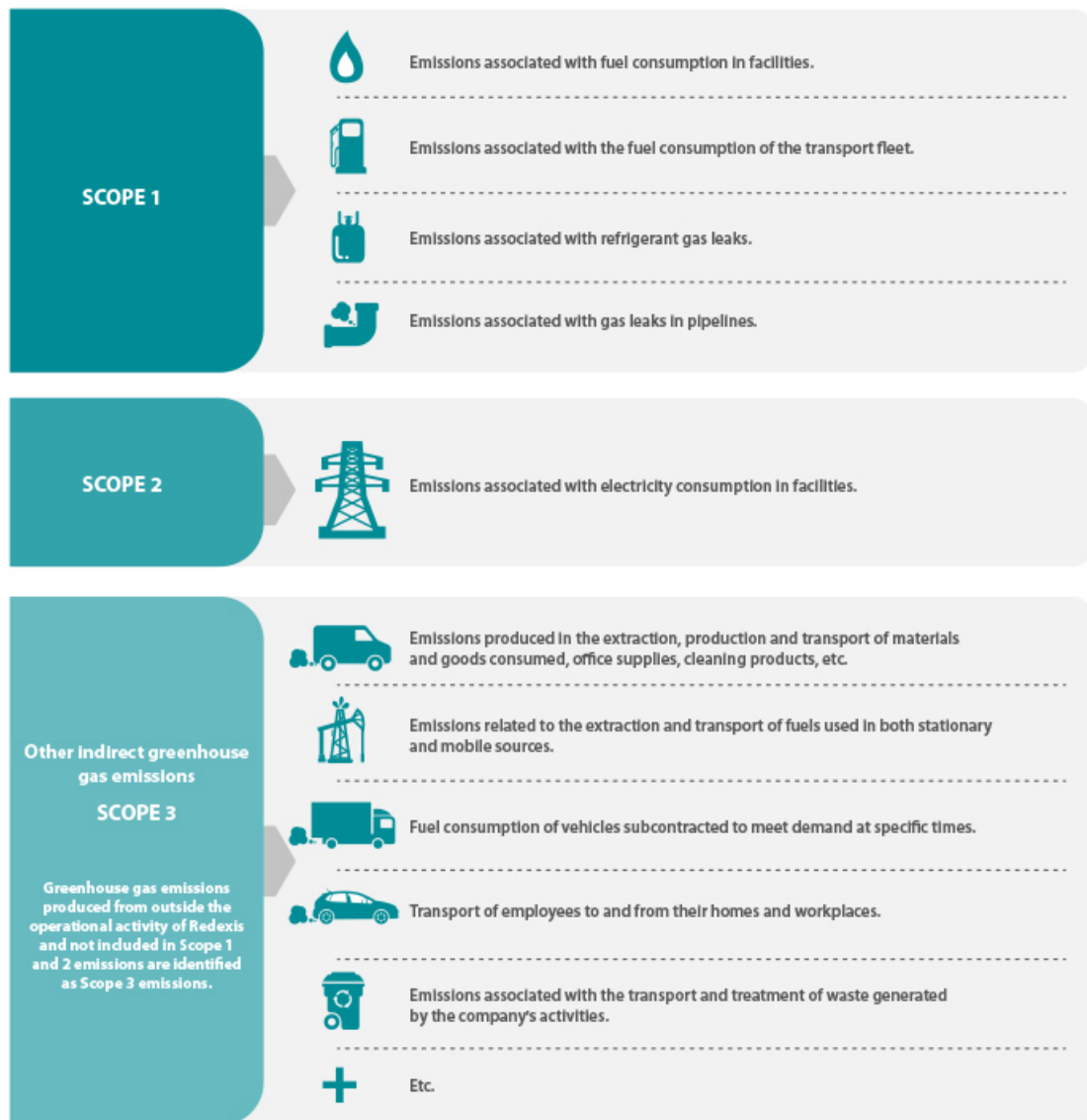
The implementation of the various reduction measures during these years has led to a 0.8% reduction in emissions based on network kilometres in 2022 vs. 2021, while compared to the base year 2020 the reduction is 7.02%.

The quantification of GHGs has been carried out under the operational control approach. Therefore, the aspects monitored are those over which the organisation has decision-making power, i.e. those over which it can make decisions with respect to its operational policies.

The **physical limits of the study for the quantification of greenhouse gas emissions** at Redexis are contained within the following types of facilities:

- Redexis Offices
- Transmission facilities, also known as positions
- LNG Plants
- LPG Plants
- Vehicle fleets
- Networks (associated with diffuse emissions)

The **operational limits** on emissions and their classification according to the ISO:14064 GHG emissions quantification and reporting standard are described in the graph below.



Carbon Footprint Indicators

The calculation of the carbon footprint by source and scope is reflected in the table below, with actual data for 2022 and an estimate for 2023. The ratio of emissions per km of total network is also calculated for both years (actual 2022 and estimated 2023).

Carbon footprint Source	Type of source	Estimate 2023 (t CO2 eq)			Actual 2022 (t CO2 eq)		
		Scope 1	Scope 2	TOTAL 2023E	Scope 1	Scope 2	TOTAL 2022
Offices	fixed inst.	0	0	0	1	10	11
LNG Plants	fixed inst.	417	0	417	383	18	402
LPG Plants	fixed inst.	446	0	446	377	12	389
Positions Tx	fixed inst.	2,885	0	2,885	2,085	3	2,088
Vehicle fleet	vehicles	210	0	210	213	0	213
Diffuse emissions	diffuse	33,744	0	33,744	33,732	0	33,732
TOTAL		37,702	0	37,702	36,791	43	36,834

Ratio (t CO2 eq / km)	2023E	2022	Change
Scope 1	3.11	3.05	2%
Scope 2	0.00	0.00	-100%
Scope 1 + 2	3.11	3.05	2%

Data for 2022 have been audited in accordance with Standard UNE-EN ISO 14064-1: 2012 Greenhouse gases, and the Carbon Footprint has been recorded at the Ministry for Ecological Transition. Data for 2023 are estimated, as we will not have the real data until April 2024.

The methodology used to calculate this figure is explained in the 2022 Carbon Footprint calculation report and verified by audit, in accordance with Standard EN ISO 14064-1: 2012 Greenhouse gases. The 2023 estimates are prepared on the basis of this methodology, taking account real data available for the year, and then making a calculation by replicating data from months expected to have similar climate conditions to months for which data are available from 2023. The definitive information for the calculation of the Carbon Footprint 2023 will be available in April 2024.

During 2022, Redexis generated a total of 142.8 thousand tonnes of CO2 associated with Scope 3, of which: i) 1,051 tonnes of CO2 correspond to Category 3 (Transmission), ii) 16,406 tonnes of CO2 correspond to Category 4 (Products used); and iii) 125,342 tonnes of CO2 correspond to Category 5.

Carbon footprint	Actual 2022 (t CO2 eq)
Category 3 - Transport	1,051.0
Upstream transport	717.6
Commuting	268.0
Business travel	65.4
Category 4 - Products used	16,406.0
Materials	4.6
Water	0.2
Waste	4.0
Goods and services	16,397.2
Category 5 - Product use	125,342.2
LPG sold	125,080.2
Diffuse customer networks	262.0
TOTAL	142,799.3

For Scope 3, no estimate is made for the year 2023 and therefore the data presented corresponds to the actual data for the year 2022. This is due to the difficulty of showing estimated data that reflect the real context of Scope 3.

The total emissions generated in 2022 by Redexis were 179,634 tonnes of CO2 equivalent, distributed among categories as follows:

Carbon footprint	Actual 2022 (t CO2 eq)	Distribution
Category 1	36,791	20.5%
Category 2	43	0.0%
Category 3	1,051.0	0.6%
Category 4	16,406.0	9.1%

Category 5	125,342.2	69.8%
TOTAL	179,633.6	100.0%

Methodology and calculation uncertainty

The criteria established in **DOC.20, “Manual for Quantifying and Reporting GHGs”**, in our integrated management system were applied, and the calculation tool used was developed by an external consultant on the basis of experience gained in the field of Carbon Footprint Calculation.

The methodology used to obtain activity data for each emission source is as follows:

- **Electricity consumption:** Data for electricity consumption is obtained from the invoices received from the electricity distribution companies. Invoices are compiled by an external service that uploads them to an online platform, from which the person responsible for making this calculation transfers consumption data to the carbon footprint calculation tool.
- **Natural Gas consumption:** Data for Natural Gas consumption is obtained by reading the NG meters owned by REDEXIS.
- **LPG consumption:** Data for LPG consumption is obtained by reading the LPG meters owned by REDEXIS.
- **Consumption of fuel by the fleet:** Data on activities associated with the use of vehicles will be compiled from the information provided by the payment systems of the different fuel suppliers.
- **Diffuse emissions of methane:** the activity data used for the quantification of emissions from operational activities and gas permeability in pipelines will be collected using two different methodologies: i) for diffuse emissions from distribution networks with a MOP > 16 bar, as well as for transmission networks, the calculation and data collection is based on the guidelines of the linear method established by SEDIGAS in the report “Methodology for the quantification of methane emissions in gas distribution systems” published in September 2019; ii) while for diffuse emissions from distribution networks with a MOP <= 16, the event-based method of the latest version of the same methodology is used, where the amount of emissions produced is estimated according to the events produced by integrating field data to determine methane emissions according to different event typologies (“Methodology for the quantification of methane emissions in gas distribution systems” dated 2 March 2022).
- **Fluoride leaks from climate control and cooling equipment:** The activity data for refrigerant gas leaks will be obtained from the maintenance reports for the air conditioning and cooling equipment, which record the amounts of gas required to recharge this equipment.
- **Distance travelled by suppliers for gas offloading at plants:** the activity data used will be the kilometres reported directly by the gas offloading service providers at the destination plants.
- **Consumption of materials in offices:** the activity data is obtained from the quantity of consumable materials purchased for the study period provided by the supplier. Three types of consumables are analysed: coffee capsule consumption, toner consumption and paper consumption.
- **Water consumption:** Data for water consumption is obtained from the invoices received from the supply companies.
- **Waste:** The amount of waste generated is obtained from the waste removal identification documents for each of the territories.

- **Business travel:** Activity data will be obtained from travel agency reports of kilometres travelled by type of transport.
- **Commuting:** Activity data will be obtained from employee mobility surveys. This survey will be conducted every two years and the data will be extrapolated to the total workforce as at 31 December of the study period.
- **Emissions caused by the use of the product:** The activity data will be derived from the data on the total quantity of LPG sold.
- **Emissions from the purchase of goods and services:** The data is obtained from the CapEx and OpEx records where the Company's total expenditure and investments are recorded.

The estimated uncertainties in emissions are based on **combining the uncertainties** in emission factors with the uncertainties in the corresponding activity data. The emission factors used to prepare the organisation's GHG Inventory are extracted from official sources and are specific for each source category. The selection of these emission factors is intended to reduce uncertainty as far as possible. As part of this methodology, the values collected in the GWPs from the fourth IPCC report are used as a reference, based on the notification made to the Inventory Unit at the General Sub-department for Air Quality and the Industrial Environment.

The level of uncertainty in the consumption and activity values recorded by Redexis is considered to be low. The uncertainty levels in the emission factors provided by the CNMC and the Spanish Ministry for Ecological Transition are also low, but uncertainty in the factors used to calculate diffuse emissions is considered high, given that they are based on average empirical values developed using a reduced sample. The total level of uncertainty in the Carbon Footprint calculation is therefore considered to be intermediate.

3.5 Protection of biodiversity

GRI 304-1, 304-2, 304-3, 304-4.

Redexis is firmly committed to **the conservation of natural capital and biodiversity**. The management of its activities takes careful account of the integrated treatment of the impacts caused, and the Company maintains a preventive approach towards the generation of such impacts, correcting any that may arise.

Based on the principle of caution, Redexis carries out **environmental studies** while designing its infrastructure and facilities, with the aim of minimizing any potential negative impacts during their useful life. If the facility in question is close to protected zones or areas classified as being of high value in terms of their biodiversity, Redexis carries out specific studies for the purposes of adapting the project and thus avoiding, reducing or offsetting any impact on these areas. In addition, it creates an **oversight program** for both the building works phase and the operational phase, with the aim of applying any preventive and corrective measures that may be necessary in relation to issues such as waste management, the monitoring of machinery and vehicles on site, communications with environmental organisations and compliance with established environmental specifications, among others.

The construction of a gas pipeline passes through the following phases:

- Monitoring of the environmental obligations set out in the Environmental Impact Statement
- Environmental Oversight Program
- Waste management
- Archaeological monitoring

- Restoration and improvement of the natural landscape

After construction is complete, a series of standard measures is followed to reforest the affected area. The **environmental oversight engaged in by Redexis** in the areas identified, with a view to preventing any potential deterioration in the environment, includes action to monitor any impact and follow up the efficacy of the preventive and corrective measures established in the Environmental Impact Assessment procedure, together with certain important factors such as the proper management of hazardous and non-hazardous waste, the comprehensive monitoring of machinery, etc. This oversight will continue for the amount of time set out in the Environmental Impact Assessment, until confirmation is obtained from the relevant bodies that it may end because the necessary results regarding the environment's restoration and replanting have been obtained.

As an example of the Company's archaeological monitoring, in 2021 a group of Roman mosaics dating from the end of the 3rd and beginning of the 4th centuries CE was uncovered as the result of work to lay a gas pipeline in the historic centre of Mérida. This discovery was examined by the Consortium's Works Monitoring Team, to which Redexis expressed its firm commitment to the city's archaeological heritage.

The ancient findings were catalogued, documented and covered over once again for their own protection. As regards the pipe-laying work, once the Consortium had completed its examination, the course of the pipeline was changed as necessary in order to protect the pieces. This meant displacing the original route by a few metres in order to continue digging the required channel.

4 Our commitment to people

4.1 Employment

GRI 3-3, GRI 2-7, GRI 401-1, 405-1, 405-2

For Redexis, success is achieved through the efforts of its workforce, and it is fundamentally important to attract and retain people who share the Company's values and are committed to its sustainable development.

Redexis has a **Code of Ethics and Conduct** which reflects its commitment to all the principles of corporate ethics and transparency, thereby establishing a series of behavioural procedures and guidelines that are ultimately aimed at ensuring the responsible and ethical behaviour of all the individuals who form part of the Company. This Code also summarises and defines the values and good practices that must govern corporate conduct and the actions of all the professionals who are both directly and indirectly connected with Redexis, during the performance of the Company's activities.

Additionally, the Company has also signed a **Collective Agreement** with the UGT union which governs labour relations between the Company and all of the workers who belong to the Redexis workforce.

In addition, as a sign of Redexis's commitment to equal treatment and the fight to combat inequality, the Company has created an **Equality Plan**, the main purpose of which is to ensure a real and objective equality of opportunity between men and women at all levels of the Company, promoting a development model that is committed to equality and encouraging a business culture that is based on equal treatment.

Redexis strives for **equal opportunities and the promotion of diversity**, which has led to the development of objective and impartial selection and hiring processes that focus exclusively on criteria based on merit and personal ability, and the promotion of **stable permanent contracts** whenever possible. Redexis also provides all of its employees with an internal **Job Posting** tool through which they can consult and apply for any available vacancies, thus ensuring internal mobility and professional development for all of the people who make up the Company.

It also promotes the engagement of people from under-represented groups and supports an internship program to allow young people to gain access to the jobs market.

The creation of employment and the attraction of talent is an important objective for Redexis, which seeks to achieve excellence in its activities by creating long-term value. At the close of 2023, Redexis had 327 direct employees working throughout the territory of Spain.

Workforce at the end of 2023, broken down by age, gender and occupational category

The headcount at year-end 2023 is 327 FTEs, compared to 357 FTEs reported at year-end 2022.

Headcount at year end		2023		
Professional group / age	M	F	TOTAL	
Steering Committee	8	3	11	
< 30 years of age	0	0	0	
30 - 40 years of age	0	0	0	
41 - 50 years of age	4	2	6	
> 50 years of age	4	1	5	
Executives and managers	94	25	119	
< 30 years of age	0	0	0	
30 - 40 years of age	7	6	13	
41 - 50 years of age	56	12	68	
> 50 years of age	31	7	38	
Technical and support staff	117	69	186	
< 30 years of age	6	6	12	
30 - 40 years of age	18	16	34	
41 - 50 years of age	42	25	67	
> 50 years of age	51	22	73	
Other categories	8	3	11	
< 30 years of age	2	0	2	
30 - 40 years of age	2	0	2	
41 - 50 years of age	2	0	2	
> 50 years of age	2	3	5	
TOTAL	227	100	327	

Other categories includes the occupational category of sales and telephone assistance personnel.

Total number and distribution by type of contract:

When this total number of FTEs is broken down by type of contract, it can be seen that at Redexis almost 100% of the people hired are on permanent contracts.

Headcount at year end	2023		
By contract type	M	F	TOTAL
Permanent	226	100	326
Temporary	1	0	1
TOTAL	227	100	327

Average total and distribution by type of contract, gender, category and age:

The average number of people working at Redexis in 2023 was 340 FTEs, compared to 337 in 2022.

Average headcount for the year		2023					
Contract type	Permanent			Temporary			TOTAL
Professional group / age	M	F	T	M	F	T	
Steering Committee	8	3	11	0	0	0	11
< 30 years of age	0	0	0	0	0	0	0
30 - 40 years of age	0	0	0	0	0	0	0
41 - 50 years of age	3	2	5	0	0	0	5
> 50 years of age	5	1	6	0	0	0	6
Executives and managers	95	26	121	0	0	0	121
< 30 years of age	0	0	0	0	0	0	0
30 - 40 years of age	7	7	14	0	0	0	14
41 - 50 years of age	58	12	70	0	0	0	70
> 50 years of age	30	7	37	0	0	0	37
Technical and support staff	120	69	188	2	0	2	191
< 30 years of age	6	6	12	0	0	0	12
30 - 40 years of age	19	16	35	0	0	0	35
41 - 50 years of age	43	25	68	1	0	1	69
> 50 years of age	52	22	74	1	0	1	75
Other categories	12	5	17	0	0	0	17
< 30 years of age	2	0	2	0	0	0	2
30 - 40 years of age	2	1	3	0	0	0	3
41 - 50 years of age	5	1	6	0	0	0	6
> 50 years of age	3	3	7	0	0	0	7
TOTAL	235	103	338	2	0	2	340

Average headcount for the year								2022
Contract type	Permanent			Temporary			TOTAL	
Professional group / age	M	F	T	M	F	T	TOTAL	
ComDir	8	3	11	0	0	0	11	
< 30 years	0	0	0	0	0	0	0	
30 - 40 years	0	0	0	0	0	0	0	
41 - 50 years	3	2	5	0	0	0	5	
> 50 years	5	1	6	0	0	0	6	
Executives and managers	96	25	121	0	0	0	121	
< 30 years	0	0	0	0	0	0	0	
30 - 40 years	10	11	21	0	0	0	21	
41 - 50 years	64	10	74	0	0	0	74	
> 50 years	22	4	26	0	0	0	26	
Technicians and Support staff	123	66	189	3	0	3	192	
< 30 years	2	4	6	0	0	0	6	
30 - 40 years	28	18	46	0	0	0	46	
41 - 50 years	46	26	72	2	0	2	74	
> 50 years	47	18	65	1	0	1	66	
Otras Categorys	8	5	13	0	0	0	13	
< 30 years	0	0	0	0	0	0	0	
30 - 40 years	2	1	3	0	0	0	3	
41 - 50 years	4	2	6	0	0	0	6	
> 50 years	2	2	4	0	0	0	4	
TOTAL	235	99	334	3	0	3	337	

Other categories includes the occupational categories of sales and telephone assistance personnel.

Number of terminations of employment contracts at the Company's initiative at the end of 2023, broken down by age, gender and occupational category

The number of Company-initiated contract terminations at the end of 2023 was six, compared to four in 2022.

Contract terminations		2023		
Professional group / age	M	F	TOTAL	
Steering Committee	0	0	0	
< 30 years of age	0	0	0	
30 - 40 years of age	0	0	0	
41 - 50 years of age	0	0	0	
> 50 years of age	0	0	0	
Executives and managers	0	0	0	
< 30 years of age	0	0	0	
30 - 40 years of age	0	0	0	
41 - 50 years of age	0	0	0	
> 50 years of age	0	0	0	
Technical and support staff	2	0	2	
< 30 years of age	0	0	0	
30 - 40 years of age	1	0	1	
41 - 50 years of age	0	0	0	
> 50 years of age	1	0	1	
Other categories	4	0	4	
< 30 years of age	0	0	0	
30 - 40 years of age	0	0	0	
41 - 50 years of age	3	0	3	
> 50 years of age	1	0	1	
TOTAL	6	0	6	

Other categories includes the occupational categories of sales and telephone assistance personnel.

Average remuneration, broken down by age, gender and occupational category

To calculate average remuneration, the concept of Other categories includes the occupational categories of sales and telephone assistance personnel. This does not include data relating to the directors on the Steering Committee, but rather the other occupational categories. Similarly, variable pay is included in the calculations with a 100% compliance forecast, which does not reflect the actual pay received.

Average remuneration		2023		
Professional group / age	M	F	TOTAL	
Executives and managers	73,150	67,496	71,962	
< 30 years of age	0	0	0	
30 - 40 years of age	62,973	57,743	60,559	
41 - 50 years of age	72,392	71,265	72,193	
> 50 years of age	76,816	69,396	75,449	
Technical and support staff	45,918	37,446	42,775	
< 30 years of age	33,750	33,522	33,636	
30 - 40 years of age	36,991	34,304	35,726	
41 - 50 years of age	41,363	38,217	40,189	
> 50 years of age	54,252	39,925	49,934	
Other categories	17,901	17,461	17,781	
< 30 years of age	16,581	0	16,581	
30 - 40 years of age	17,901	0	17,901	
41 - 50 years of age	19,221	0	19,221	
> 50 years of age	17,901	17,461	17,637	
TOTAL	56,583	44,573	52,896	

Average remuneration		2022	
Professional group / age	M	F	TOTAL
Executives and managers	73,430	66,791	71,906
< 30 years	0	0	0
30 - 40 years	61,956	66,879	64,535
41 - 50 years	74,474	63,396	72,701
> 50 years	75,764	74,743	75,568
Technicians and Support staff	44,888	36,150	41,845
< 30 years	29,886	25,540	27,471
30 - 40 years	37,310	33,217	35,519
41 - 50 years	41,511	39,168	40,709
> 50 years	53,557	38,158	49,481
Otras Categorys	16,698	16,784	16,724
< 30 years	16,098	0	16,098
30 - 40 years	17,698	16,098	17,298
41 - 50 years	16,784	17,698	17,058
> 50 years	16,098	16,098	16,098
TOTAL	54,149	43,030	50,775

Pay gap and minimum salary set out in the collective agreement

To calculate the pay gap, a job evaluation methodology has been used, which has allowed for a comparative analysis of positions of equal value, concluding that the main differences are mainly explained by factors such as seniority, the origin of the Company itself with the presence of different groups under the framework of different collective agreements, and the lower presence of women in certain positions of a technical, business-specific nature.

To understand the results and the lower presence of women in the Company, factors such as the industrial nature of the Company's activity, low turnover rates, the origin of some groups with a historical predominance of the male gender, as well as the conditions of the agreements of origin, among others, must be taken into account.

Wage differences are calculated using the following formula:

$$\text{Wage Difference} = \frac{\text{Remuneration of men} - \text{Remuneration of women}}{\text{Remuneration of men}}$$

The result is expressed as a percentage and should be interpreted as follows:

- A result of >0% means that women are paid less than men.
- A result of =0% means that women are paid the same as men.
- A result of <0% means that women are paid more than men.

Pay gap	2023
Senior Management	n.a.
Management	-12.6%
Supervisors	-11.4%
Professionals	11.4%
Specialists	-8.3%

The annual gross fixed salary and the theoretical annual variable bonus of workers as of 31 December 2023 have been considered for the calculations.

The Senior Management level consists of the paid members of the Board of Directors. This data is blank because it was occupied only by men during 2023.

On the other hand, the minimum wage established in the collective bargaining agreements in place at Redexis is around 10% higher than the national minimum wage in Spain in 2023 (which was Euros 1,080).

Remuneration received by managers and directors

This information is regarding paid members of the Board of Directors and the Directors of the Steering Committee.

Remuneration Managers and Directors	2023
Male	309,976
Female	174,322
TOTAL	276,063

Total number of new hires and personnel turnover rate for the period covered by the report, broken down by age, gender and region

During 2023 there were 19 hires, while in 2022 there were 48.

Hires	2023		
	M	F	TOTAL
< 30 years of age	3	2	5
30 - 40 years of age	1	4	5
41 - 50 years of age	3	3	6
> 50 years of age	1	2	3
TOTAL	8	11	19

Redexis calculates turnover on an annual basis. This turnover is calculated as departures during the year over the total number of FTEs at year end and in 2023 the total number is 14.4%, which is within the Company's desired ratios.

Turnover	2023		
	M	F	TOTAL
< 30 years of age	12.5%	16.7%	14.3%
30 - 40 years of age	18.5%	27.3%	22.4%
41 - 50 years of age	13.5%	20.5%	15.4%
> 50 years of age	11.5%	5.9%	9.9%
TOTAL	13.3%	16.8%	14.4%
Voluntary			9.2%

This turnover is calculated on the basis of total departures by gender, which in 2023 amounted to 47, of which voluntary departures amounted to 30 in 2023, resulting in a voluntary (or unwanted) turnover of 9.2%.

Total departures by gender	2023
Male	30
Female	17
TOTAL	47

Employees with disability

Redexis signed an agreement with the Company Ilunion Retail y Comercialización S.A.U., which is certified as a Special Employment Centre and which is active in the business of supplying office and stationery supplies and consumables, printing and graphic artwork, and corporate, institutional, advertising, and promotional gifts. Moreover, it also signed an agreement with the Company INTEGRA, which is certified as a Special Employment Centre and which provides reception services at the Company's offices in Madrid, Zaragoza, Palma de Mallorca, Murcia and Ávila. As a result of these agreements, Redexis has been awarded a certificate of exceptionality, and the Company complies with the alternative measures set out in Royal Legislative Decree 1/2013 of 29 November, which approved the Revised Text of the General Act on the rights of people with disabilities and their social inclusion.

Apart from this, the number of Redexis employees with disabilities remains at one, the same as in 2022.

Employees with disabilities	2023
TOTAL	1
Average	1

4.2 Organisation of duties

GRI 3-3, 403-2.

Redexis's commitment to its employees is reflected in its payment policy, through which everyone who works for the Company enjoys a variable payment system that is linked to the achievement of Company, departmental and individual targets. Other benefits and advantages are also included:

- **Flexible remuneration.** Redexis offers everyone on the workforce the possibility of gaining access to a series of products in accordance with each person's individual needs, in such a way that they can optimise their remuneration and increase their disposable income. During 2023 more than 300 employees of the workforce enjoyed some benefit from this program, which offers the possibility of taking up five products: Health insurance, Restaurant, Transport, Training and Childcare.
- **Life and accident insurance.** From the moment that they join the Company, each person is covered by a life and accident insurance policy.
- **Pension plans.** Any Company employee who wishes to do so may sign up to a pension plan that is regarded as a socially responsible investment.
- **Health insurance.** The Company subsidises a percentage of the worker's premium as a Company benefit.
- **Assistance with childcare and childbirth.** The Company offers a payment of Euros 60 a month for 12 months following childbirth, and a childcare payment in the same amount.

- **Redexis discount club.** All workers have access to a series of discounts on different articles and products, such as cinema and theatre tickets, trips, hotels, sport, fashion, etc.
- **Urban Sports Club.** Any worker who wishes to can subscribe to a wide range of sports and wellness activities. Available options range from completely free of charge to discounts of 50%.
- **BH Wellness Program.** Anyone may gain access to this service, which is aimed at promoting physical and emotional well-being and is completely free of charge.

Redexis, which is committed to flexibility and work-life balance for everyone who is part of the Company, signed the **3rd Company Collective Agreement** with the UGT trade union federation in June 2022, which improves working conditions in a number of ways:

- **A reduction in the annual number of working hours** as compared with the previous Collective Agreement.
- **Flexible working hours**, with workers arriving between 8 and 9.30 am and leaving from 5.15 pm onwards. The minimum time that can be taken for lunch was also reduced to 45 minutes from 2022.
- **Uninterrupted working on Friday**, with a flexible start time and the possibility of leaving from 3 pm onwards.
- **Uninterrupted working days during the summer period, which was increased to three months, from 15 June to 15 September, upon completion of the term of the 2nd Collective Agreement.**
- **24 and 31 December**, non-working days.
- **Working days before public holidays** (5 January, 23 and 30 December and Easter week) are worked in a single, uninterrupted 7 hour session.
- **Increased holiday allowance**, which has been extended to 26 business days.
- **Remote working**

Following the publication of Royal Decree-Law 8/2019 of 8 March, **Redexis guarantees the daily recording of the hours worked** by all its employees, thus combating job insecurity and providing measures for social protection.

Hours lost to absenteeism:

During 2023, the number of hours of absenteeism amounted to 9,754 hours.

Hours lost to absenteeism	2023
TOTAL	9,754

4.3 Health and safety

GRI 3-3, 403-2, 403-3, 403-4, 403-9, 403-10.

Redexis goes beyond mere compliance with the applicable legislation in force and promotes the **continuous improvement of working conditions and the management of safety, health and well-being**. Redexis seeks to involve its suppliers, service providers, end users and other stakeholders with an interest in its activities, with the aim of acting with maximum safety.

With regard to matters relating to **occupational health and safety**, the Company set a series of targets for 2023:

- To meet the following joint accident rate figures for employees and contractors:
 - Combined Frequency Rate (CFR) ≤ 1.52 . $CFR = \text{No. Accidents} / \text{No. hours worked} * 1000000$
 - Days Lost due to Sick Leave (SLD) ≤ 8
 - No. of accidents with or without sick leave lower than 7.
- OHS, MA and GE Management Tool in two stages.
- Achieve 100% of near misses of high potential severity with lessons learned implemented.
- Carry out one psychosocial awareness campaign to provide resources in situations of emotional impact to workers who deal with customers and users.
- Specific SEVESO training for 80% of the prevention teams that have SEVESO plants in their territories.
- Increase business activity coordination meetings at work sites by 10% compared to 2022.
- Increase OSH inspection visits to work sites by 5% compared to 2022.

In addition to these objectives, **in 2023 the entire Company workforce has 5% of its variable linked to Occupational Health and Safety indicators**, with the corporate target as follows:

- Improvement in the four safety rates combined (own staff and contractor staff), with average achievement assessed as a % of the four safety rates. In this case, the rates to be evaluated are: i) Combined Frequency Rate ≤ 1.52 , ii) Severity Rate ≤ 0.012 , iii) Average duration of sick leave ≤ 8 days, iv) Number of accidents with or without sick leave ≤ 6 .

In order to achieve its proposed objectives, Redexis has implemented a series of strategies that have been implemented by the GEMASST department, in which emphasis is placed on stimulating leadership and promoting sensitivity and awareness in respect of occupational health and safety issues. **Throughout 2023, Redexis encouraged well-being and a healthy lifestyle, monitoring and caring for the health of its workforce at all times.**

At all of its workplaces and facilities, the Company permanently monitors compliance with all applicable legal obligations and other requirements that the organisation observes in matters relating to health and safety, the environment and energy.

It ensures at all times that its workers receive training in occupational health and safety to a level deemed sufficient and appropriate for the proper performance of their working duties, identifying and monitoring risk and removing any hazards that may be detected, with adoption of the appropriate measures. Redexis continuously ensures that workers receive general

information in this regard via their representatives, along with direct information on the specific risks that may affect their individual workstations or duties, and it also provides details of any applicable preventive measures that may be required in order to mitigate the risks in question. Workers are consulted at all times, and their involvement is sought, through their Company representatives, in matters that may affect their health and safety.

In June 2022, the Company approved the **Remote Working Regulations**, which can be found in Appendix 5 of the collective agreement. This applies to all of the people who work for Redexis and who, under supervision from the Human Resources Department, meet the conditions and requirements set out in the Remote Working Regulations and are subject to the Redexis collective bargaining agreement. From that date onwards it became possible to **sign a remote working agreement** that has been agreed between the worker and their direct line manager. This remote working agreement is then subsequently validated by the Human Resources Department.

Two options are available for employees who regularly engage in remote working: remote working two days a week, and remote working every afternoon and one morning a week during the non-continuous working days of the winter, which becomes two days a week during the uninterrupted working days of the summer.

The appraisal of the risks of remote working has been carried out by means of a **remote working self-assessment questionnaire** issued by the External Prevention Service.

Since 2022, Redexis has put a particular emphasis on digital disconnection, introducing a series of measures, such as the need to respect rest periods and holidays, not calling meetings or sending emails outside working hours, the rational use of digital tools, etc. In 2022, the Company prepared the **Redexis Group Digital Disconnection Regulations** (included in Appendix 6 of the collective agreement), which regulates the way in which digital disconnection rights can be exercised, along with staff training and awareness activities about the reasonable use of technological tools with a view to preventing IT overload.

The Company acts at all times, both at a corporate level and vis-à-vis its employees, in accordance with the prevention criteria set out in the legal and regulatory framework and in Redexis's own Integrated Management System, monitoring compliance with all applicable legal requirements. This System is regularly reviewed, and measures are continually adopted to improve its efficacy. These criteria form an integral part of the management of prevention at all levels within the Organisation, without exception.

The **Integrated Management System Course** is still offered for new employees at the Redexis Campus, thus ensuring that they are provided with information on how issues such as occupational health and safety, the environment and energy are managed at the Company.

A **Report on the ergonomic study of job positions** is prepared for all office workers and sales and control centre personnel at all Company workplaces. A Training Course on Ergonomics is offered for the job positions analysed in the report. Training is offered to all workers on the **Prevention of Musculoskeletal Injuries and Disorders** in Redexis Office Jobs. Information is provided on the results and the preventive measures to be introduced as a result of the report on the ergonomic study of job positions at Redexis. Training workshops are offered on warming up, stretching and cervical exercise routines. Preventive measures are introduced at an ergonomic level, as reflected in the ergonomics report.

A new **psychosocial risk assessment** was carried out (F-PSICO assessment method. Psychosocial Factors Version 3.1, INSHT) in February 2022, providing information to workers on preventive measures. The efficacy of the actions taken as the result of the studies and appraisals carried out in previous years was examined. This assessment is valid for 2023 as assessments are carried out every five years.

The **Working Group on Psychosocial Issues and Wellness** continued its work. The Group includes 2 Prevention Officers, 2 members of the HR Department, the head of the Prevention Service and the Director of GEMASST. This Working Group prepared an Action Plan of Psychosocial and Wellness Measures for June 2022 to June 2024, taking into account the results of the risk assessment so that it includes all the actions that the Working Group believes should be undertaken in order to tackle the risks identified in the most recent Psychosocial Risk Assessment. The monitoring of the preventive plan is led by the Head of the Prevention Service, with individual action from each of the areas involved.

The Company still offers its **“Time Management and Efficient Organisation of Working Duties” training course at the Redexis Campus.**

In the week beginning 24 April 2023, the Company celebrated Safety Week, in honour of the World Day for Occupational Safety and Health. Over the course of the week it promoted initiatives relating to the health and well-being of its workers. In 2023 the **week** was called **Switched ON Week** (*Semana Modo ON*) and focused on five aspects: activation, relaxation, nutrition, action and food. Face-to-face sessions on all these topics were held in Madrid and Zaragoza and online for the rest of the offices, and a bike blender was installed in these two offices so that employees could make their own smoothies while cycling.

The **Redexis Healthy** initiative, which began back in April 2020, continued during 2023 with the launch of the **“Redexis Healthy Well-being program**. The Company also maintained its Employee Support Program, with the aim of caring for the emotional and personal well-being of the Company’s employees through the offer of the following forms of intervention:

- **Psychological help for employees:** confidential psychological help for all of the organisation’s employees, offered free of charge.
- **Coaching sessions** for employees who request them. These sessions allow people to develop their skills in a personalised way that is suited to their own personal or professional challenges, with help from an individual coach. They can work on areas such as public speaking, enhancing social skills or improving time management. Sessions are held either by video conferencing or telephone.
- **Well-being Programmes:** All employees can take advantage of individual training free of charge which they can make use of in order to tackle their own personal challenges or goals. Sessions proposed during 2020 were: reconciliation of work and family life, time management, resolving problems, combating stress, emotional management of uncertainty and healthy relationships in the workplace.
- **Well-being portal:** This is a portal that is exclusively available to Redexis employees and that contains information and resources to assist in caring for their individual well-being. This portal is updated each week with articles, videos, advice, books, recommendations from specialists and news items that have been checked and prepared by professionals.
- **Urban Sport Club:** This is a new corporate benefit for all corporate employees where access to Urban’s associated centres is offered at a reduced rate (50% discount on M, L and XL rates and the S rate totally free), with access to more than 50 different activities in sports centres, outdoor training facilities and online classes.

Redexis works continually in the pursuit of objectives designed to reduce the risks and hazards that may arise in the working environment, offering recommendations and alternatives aimed at ensuring the safety of its employees. The GEMASST Department monitors the number of days without accidents, compiling this information via the different Health and Safety Committees, with the **aim of reducing accidents to zero**. It also has a technological tool for the registration, monitoring and analysis of healthcare, which is provided via the “Mi salud” (My health) app made available by the Quirón external prevention service.

Each of the Company’s workplaces keeps a register showing the names and responsibilities of the members of the **Emergency Teams** and their training in administering first aid. First aid training for the emergency teams at the Madrid, Zaragoza and Palma de Mallorca offices was updated in 2023. Annual drills that included both environmental and occupational health and safety scenarios were carried out at the SEVESO Plants, with a view to ensuring worker safety at all times. Courses on the **“Management of Emergencies”** continued to be updated for newly appointed members of the Emergency Teams, and during 2023 the prevention teams contracted by Redexis were given training on **the implications of the SEVESO regulations and emergency plans** put in place at our facilities.

As a Company that cares about occupational health and safety, Redexis is also concerned about the well-being of its employees when they are away from their place of work, and for this reason it published its **Updated Mobility Plan** in December 2022. In January 2022, the Company launched its road safety campaign: 12 pieces of advice, 12 months, and it created a new Mobility Space on the Company Intranet with useful advice relating to workers’ mobility, advice on road safety and information relating to the location of its offices (public transport services, bicycle lanes, etc.).

Training Courses to improve driving skills were offered, with practical sessions round the circuit at the ILUNION facility, while our Industrial Accident Mutual Insurance Company, La Fraternidad, gave road safety workshops using immersive virtual reality. The **Mobility and Road Safety Committee** continued to hold meetings.

The Company successfully passed an Audit of its **Healthy Workplace Certification** in December 2022. We obtained a score of 90.5% out of 100%, 0.7% up on our 2020 result (89.8%). This audit is biannual, but all actions to be included in the Healthy Excellence roadmap have been maintained for the December 2024 audit.

Meetings of the **Leadership Committee** of GEMASST were held with the aim of reinforcing the leadership shown by Senior Management and its commitment to issues relating to occupational health and safety and the environment.

1,505 occupational health and safety inspection visits were made to on-site works, with a further 444 visits to the Company’s facilities. An increase of 66% in safety inspection visits (unit visit/linear metre) at work sites compared with 2022. A decrease of -19% has been detected in safety inspection visits to facilities, so an improvement of this indicator for 2024 will be included in the objectives of the IMS. In 2023, eight office emergency plans were carried out compared to one in 2022.

In 2023, Redexis continue to make progress with its commitment to occupational health and safety, obtaining recertification for its **Occupational Health and Safety Management System** under ISO 45001:2018. In this regard, the certification awarded to Redexis by **British Standards Institution**, a leading institution in audits and certification, further consolidates the Company’s commitment and its leading position in the area of Occupational Health and Safety, the Environment and Energy, with an Integrated Management System for all of its business activities.

ISO 45001 is currently the international standard that is most highly respected in matters relating to health and safety in the workplace. Its great advantage is that the system for managing health and safety must be adjusted in line with the High Level Structure currently included in all the new versions of the ISO standards. This means that an organisation's strategy must be more closely aligned to the health and safety of its workers, with greater leadership shown by the Management in this area. In addition to this, ISO 45001 establishes a significant change in respect of obligations relating to consulting workers and obtaining their participation, in such a way that they must now be empowered and involved in areas such as the definition of policies, targets, needs and expectations. Continuing along this same line, Redexis strives to continue offering its employees a plan for their health and well-being, promoting healthy lifestyle habits that conform to its **Healthy Workplace** certification.

Occupational Health and Safety Indicators

Occupational Health and Safety forms a key part of Redexis's strategy, and the Company has taken the actions described above in order to achieve its proposed objectives. Based on these actions, the following shows the resulting indicators with which it monitors Occupational Health and Safety in 2023:

Combined rates		2023		
Employees	M	F	TOTAL	
Number of Hours Worked (NHW)	510,048	208,208	718,256	
Accidents	0	1	1	
Accidents without sick leave	1	0	1	
Accidents with sick leave	0	0	0	
Severe accidents	0	0	0	
Fatal accidents	0	0	0	
Days lost			0	
Frequency rate			0.00	
Severity rate			0.00	
Contractor	M	F	TOTAL	
Number of Hours Worked (NHW)	704,109	0	704,109	
Accidents	0	2	2	
Accidents without sick leave	0	0	0	
Accidents with sick leave	2	0	2	
Severe accidents	0	0	0	
Fatal accidents	0	0	0	
Days lost			0	
Frequency rate			2.84	
Severity rate			0.05	
TOTAL	M	F	TOTAL	
Number of Hours Worked (NHW)	1,214,157	208,208	1,422,365	
Accidents	0	3	3	
Accidents without sick leave	1	0	1	
Accidents with sick leave	2	0	2	
Severe accidents	0	0	0	
Fatal accidents	0	0	0	
Days lost			0	
Frequency rate			1.41	
Severity rate			0.02	

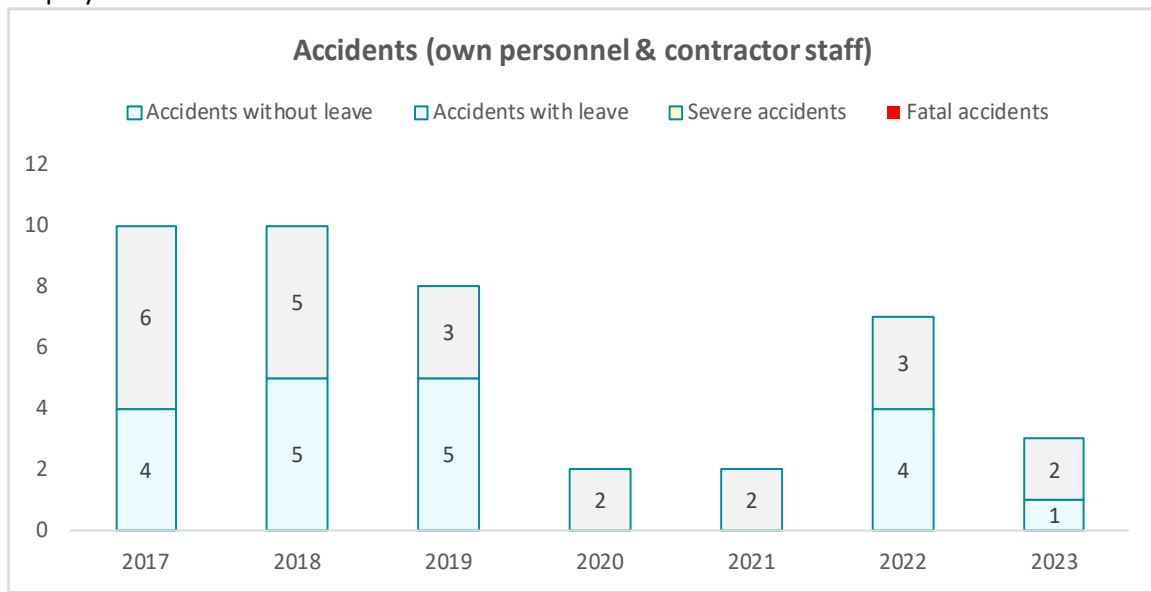
The combined rates are calculated as follows:

- **Frequency rate** = (Accidents with sick leave * 1,000,000) / Hours worked

- Accidents with sick leave (AWL) = AWL involving (workplace accident reports notified by the Company by Delt@ official electronic declaration) + AWL involving contractor's personnel (workplace accident reports notified by the contractor by Delt@ official electronic declaration and communicated to Redexis)
- Number of hours worked (NHW) = HW by Company's own staff (Working hours registered by HR for company's own staff) + HW by contractor staff (Hours worked by contractor staff and notified to us in a SAD – Statistical Accident Data – form on the integrated management system)
- **Severity rate** = (No. of days lost + 1,000) / Hours worked
 - No. of days lost (DL) = No. days off due to workplace accident
 - Number of hours worked (NHW) = HW by Company's own staff (Working hours registered by HR for company's own staff) + HW by contractor staff (Hours worked by contractor staff and notified to us in a SAD – Statistical Accident Data – form on the integrated management system)

Historical evolution of accidents broken down by type (own and contractor staff)

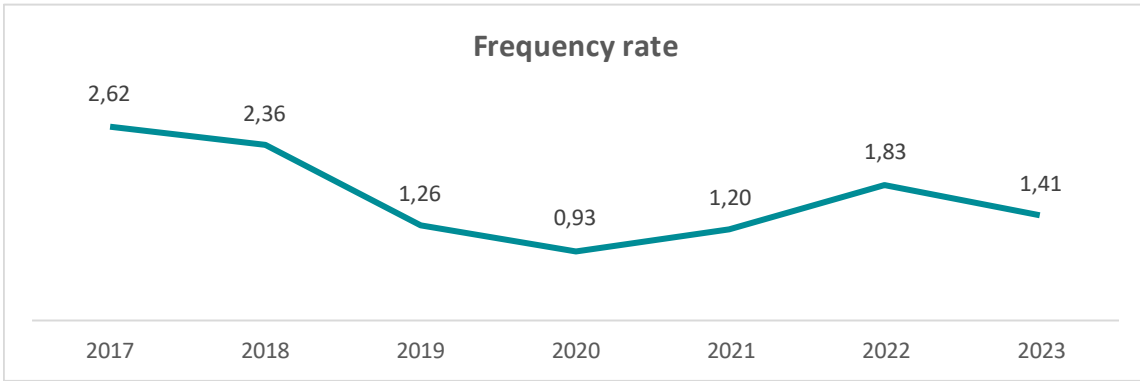
The graph below shows the evolution since 2017 of the number of accidents for own and contractor staff by type, where it can be seen that in the last eight years there have been no severe or fatal accidents thanks Redexis' focus on the Health and Safety of its direct and indirect employees.



Accident frequency rate (Company personnel and contractors)

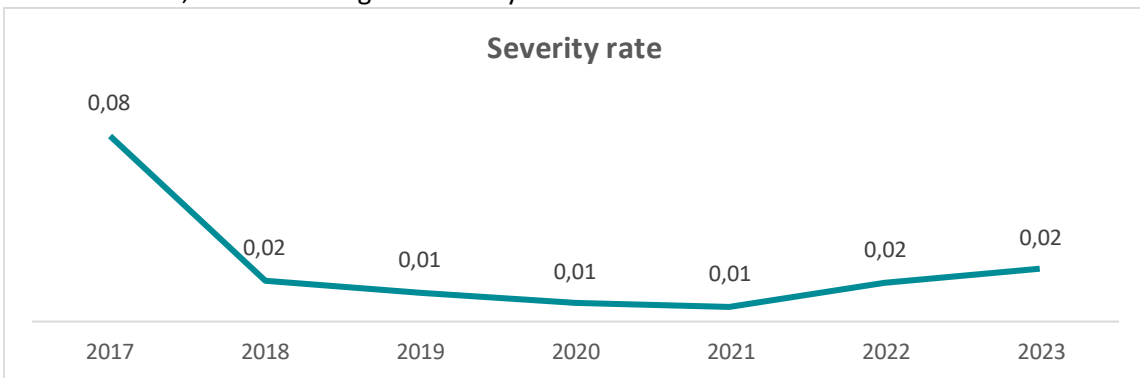
The graph below shows the evolution over the last eight years of the frequency rate, calculated as the number of accidents with sick leave multiplied by one million and divided by the number of hours worked (both for own and contractor staff). The closing CFR for 2023 was 1.41, and the average for the last five years is 1.33.

As can be seen, except for 2022 which was an anomalous year, the CFR has shown a downward trend in recent years.



Accident severity rate (Company personnel and contractors)

The graph below shows the evolution over the last eight years of the accident severity rate for own and contractor staff calculated as the number of days lost multiplied by 1,000 and divided by the hours worked. The ASR for 2023 is 0.02 and the average for the last five years remains at 0.01 as in 2022, demonstrating the stability of this rate.



Inspection visit indicators

During the year, occupational health and safety inspections are carried out, both on work sites and in maintenance and operation works. On these visits, a ratio is calculated annually against the constructed area or the number of active installations. When the indicator shows a decreasing variation between the current and the previous year, this is considered for the next year's objectives of the GEMASST department as an area for improvement to be included.

OSH inspection visits (work site)	Total 2023 (#)	Total 2022 (k#)	Ratio visit / built LM 2023	Ratio visit / built LM 2022	Change
TOTAL	1,505	2,026	0.02	0.01	66%

Built linear metre 67,875.0 152,000.0

OSH inspection visits (M&O)	Total 2023 (#)	Total 2022 (k#)	Ratio visit / no. facil. 2023	Ratio visit / no. facil. 2022	Change
TOTAL	444	538	0.11	0.14	-19%

Business coordination indicators, safety plans and assessments

A series of business activity coordination meetings are held to coordinate works, maintenance and operations (M&O) at the various facilities. Studies are also completed at the offices in order to provide details of health, safety and working conditions at each of the workplaces.

Business activity coordination meetings (CAE) Work Sites	Total 2023 (#)	Total 2022 (k#)	Ratio meeting / built LM 2023	Ratio meeting / built LM 2022	Change
TOTAL	309	253	0.0046	0.0017	174%
Business activity coordination meetings (CAE) M&O	Total 2023 (#)	Total 2022 (k#)	Ratio meeting / no. facil. 2023	Ratio meeting / no. facil. 2022	Change
TOTAL	65	89	0.0165	0.0231	-29%
Health and Safety Plans (work site)	Total 2023 (#)	Total 2022 (k#)	Ratio plan / built LM 2023	Ratio plan / built LM 2022	Change
TOTAL	395	375	0.0058	0.0025	136%
Office risk assessments	Total 2023 (#)	Total 2022 (k#)	Ratio assess. / office 2023	Ratio assess. / office 2022	Change
TOTAL	15	2	0.8824	0.1176	650%
Hygiene assessments	Total 2023 (#)	Total 2022 (k#)	Ratio assess. / office 2023	Ratio assess. / office 2022	Change
TOTAL	12	0	0.7059	0.0000	n.a.

Emergency and Self-Protection Plans and Drills Indicators

In order to ensure the health and safety of its workers at all times, Redexis has detailed emergency and self-protection plans for its offices and other facilities, and these involve the regular holding of emergency drills in order to ensure that the plans are working correctly, as well as to identify any potential need for them to be updated, and ensure that everyone knows how to act at any given moment.

Redexis carries out Interior Emergency Plans (IEP), Self-Protection Plans (SPP) and Office Emergency Plans (OEP), as well as on-site drills and drawing up documents against explosions due to the nature of its facilities.

Number of IEPs conducted	Total 2023 (#)	Total 2022 (k#)	Ratio IEP / no. facil. 2023	Ratio IEP / no. facil. 2022	Change
TOTAL	6	13	0.0015	0.0034	-55%
Number of SPPs conducted	Total 2023 (#)	Total 2022 (k#)	Ratio SSP / no. facil. 2023	Ratio SSP / no. facil. 2022	Change
TOTAL	21	61	0.0053	0.0158	-66%
Documents against explosions	Total 2023 (#)	Total 2022 (k#)	Ratio docs. / no. facil. 2023	Ratio docs. / no. facil. 2022	Change
TOTAL	40	48	0.0101	0.0124	-18%
Drills conducted at facilities	Total 2023 (#)	Total 2022 (k#)	Ratio drills / no. facil. 2023	Ratio drills / no. facil. 2022	Change
TOTAL	42	56	0.0107	0.0145	-27%
Office emergency plans	Total 2023 (#)	Total 2022 (k#)	Ratio plan / office 2023	Ratio plan / office 2022	Change
TOTAL	8	1	0.4706	0.0588	700%

Training indicators

Training in health and safety issues is of key importance to Redexis, and the GEMASST Department therefore carries out training activities that seek to teach the workforce about these issues and create awareness of the potential risks involved when they are performing their duties, so that they will be able to detect them.

Number of training actions carried out	Total 2023 (#)	Total 2022 (k#)	Ratio actions / FTE 2023	Ratio actions / FTE 2022	Change
TOTAL	178	250	0.5234	0.7380	-29%
Hours of training provided	Total 2023 (#)	Total 2022 (k#)	Ratio hours / FTE 2023	Ratio hours / FTE 2022	Change
TOTAL	1,836	1,994	5.3974	5.8852	-8%
Workers trained	Total 2023 (#)	Total 2022 (k#)	Ratio workers / FTE 2023	Ratio workers / FTE 2022	Change
TOTAL	587	1,005	1.7260	2.9668	-42%

4.4 Social relations

GRI 3-3, 403-1, 403-4, 402-1, GRI 2- 30.

In June 2022, Redexis approved its **3rd Company Collective Agreement, the main aims of which** are to establish a single regulatory framework in order to encourage stable employment and to achieve a substantial improvement in working conditions, which covers all people who work for Redexis. This Agreement will be in force until 31 December 2025 and recognises improvements such as:

- One of the main elements in the Agreement is the modernisation and improvement of flexible working conditions in order to favour work-family balance and the well-being of Redexis's employees, the most notable aspect being the implementation of a remote working model for up to 42% of working hours for jobs that do not require the employee to be physically present, though this is always a voluntary option.

The options that workers may choose from are as follows:

- a) remote working one day a week
 - b) remote working two days a week
 - c) remote working every afternoon and one morning a week during the non-continuous working days of the winter, which becomes two days a week during the uninterrupted working days of the summer.
 - d) In addition to this, every worker will have an allocation of 10 remote working days per year, which can be accumulated over the uninterrupted working day period in such a way that they can work remotely for two complete weeks during that period.
- Increased flexibility, with a reduction in the minimum time taken for lunch and an increase in the length of the uninterrupted working day period over the summer.
 - Reduction in the total number of hours worked during the year, with an increase in rest days.
 - Extension and improvement of some of the paid leave permitted under the Agreement.
 - Definition of new digital disconnection rules under which the right to disconnect is regulated, which will benefit work-family-personal life balance and guarantee rest periods and holidays.

The Agreement maintains a model for annual increases linked to the Company's operating profit (EBITDA), and it also guarantees gradual improvements in base salaries under the Agreement, with a 3% annual increase for the period that the Agreement remains in force.

The **3rd Collective Agreement shapes labour relations with the Company** and recognises the existence of an Inter-Centre Committee comprising a maximum of 5 members, who will be appointed from among the members of the Company's various Workplace Committees and/or Staff Delegates.

This Committee has the following powers:

- To act as a valid interlocutor with the Company in respect of any individual or collective issues which have been expressly delegated to the Inter-Centre Committee by the Workplace Committee, Staff Delegate and/or any workers requesting its intervention, and in this case the decisions adopted by the Inter-Centre Committee will be binding upon the party that has delegated the power in question.
- Each year, the Company informs the Inter-Centre Committee about the Company's global plans with regard to contracting.
- The Company informs the Inter-Centre Committee annually about the Company's global plans with regard to training.
- The Inter-Centre Committee will act as the workers' legal representative for all purposes in relation to any of the collective matters described in Articles 40, 41, 44.9, 47 and 51 of the Spanish Workers' Statute, whenever the measures taken by the Company in this regard affect more than one of the Company's workplaces, and when the matter in question relates to Article 82.3 of the Spanish Workers' Statute.

In addition, as part of the social dialogues, the following should be noted:

- Both the CCOO and UGT unions have a presence at Redexis, each with their own respective union section.
- As of 31 December 2023 there are 17 Legal Workers' Representatives.
- At the end of 2023, negotiations began with the social partners on the 3rd Redexis Equality Plan, the main aim of which is to continue guaranteeing equal opportunities.
- The working timetable is agreed every year with the legal representative at all the Company's workplaces.

single Consultation with and participation by workers in relation to matters of Occupational Health and Safety, established by collective negotiation, is arranged through the Territorial Health and Safety Committees (THSC) and Occupational Health and Safety (OHS) Commissions. During 2023, the West Andalusia, Extremadura and East Andalusia regions were unified into a single entity called the South Zone. Subsequently, the South Zone Committee was established (merging THSC Cádiz and THSC East Andalusia), and the Merida Commission was dissolved. Additionally, in June 2023, the THSC Balearics became a Commission due to a lack of worker representation and no upcoming union election promotions anticipated. Consequently, in 2023, the following 4 THSC and 1 Commission were convened quarterly as mentioned below:

- THSC Central Region
- THSC Levante
- THSC South
- THSC Northern Region
- Balearics OHS Commission

The Safety Committees are joint collegiate and participatory bodies whose purpose is to engage in regular consultations on the Company's activities in the area of the prevention of workplace risk. They are made up of the prevention officers on one side and representatives from Redexis on the other (Territorial Managers, Delegates, etc.), each in equal numbers. Each Committee has a Chair and a Secretary. A representative from the Prevention Service may attend meetings of the Committee with the right to speak but not to vote. Given its status as a joint collegiate and participatory body, all of its actions must be taken jointly, following agreement by a simple majority of its members, set out in writing, with representation from both sides. These Committee meetings will be held on a quarterly basis, though extraordinary sessions may also be convened.

Each Committee, as a participatory body whose purpose is to engage in regular consultations on the activities of the REDEXIS companies in the area of risk prevention, will have the following powers and duties in relation to the activities carried out in the different regions:

- Taking part in the preparation, implementation and evaluation of risk prevention plans and programmes.
- Discussing, before its implementation, the choice of organisational method to be used by the Company and, where applicable, the management activities of the specialist institutions that the Company has engaged to carry out preventive actions, along with projects in the areas of planning, the organisation of duties and the introduction of new technologies, the organisation and performance of protection and prevention activities, project preparation and the coordination of training in the area of prevention.
- Promoting initiatives relating to methods and procedures for effective risk prevention, making proposals for improved conditions or the correction of existing deficiencies.
- Gaining a direct awareness of the situation relating to risk prevention at the various workplaces, making the visits deemed necessary in this regard.
- Ascertaining which documents and reports on working conditions are necessary in order for the Committee to fulfil its duties, along with the documents and reports arising from the activities of the prevention service, where applicable.
- Being aware of and analysing any damage caused to the health or physical well-being of the workers, in order to assess the causes and propose the relevant preventive measures.
- Being informed about and issuing the annual report, and scheduling prevention services.

Aside from these 6 Territorial Safety Committees and 1 Commission, the Company's **Interterritorial Health and Safety Committee (IHSC)** also met once again in 2023. This Committee meets every six months and comprises 5 members of the Company's management (Manager of Operations, Manager of Network Operation, Balearic Islands Regional Manager, Northern Regional Manager and Talent Manager (HR)) and 5 workers' representatives from the different regions and union groups. The position of Secretary falls to the head of GEMASST, who has the right to speak but not to vote, and the Committee is advised by the head of the Prevention Service, who also has the right to speak but not to vote.

The IHSC has the powers and duties listed below, when the necessary duties exceed the regional scope of each of the regional Safety Committees:

- Encouraging observance of the legal provisions in force in order to prevent occupational risk through the entire Redexis Group.
- Taking part in the preparation, implementation and evaluation of risk prevention plans and programmes.
- Discussing, before its implementation, the choice of organisational method to be used by the Company and, where applicable, the management activities of the specialist institutions that the Company has engaged to carry out preventive actions, along with projects in the areas of planning, the organisation of duties and the introduction of new technologies, the organisation and performance of protection and prevention activities, project preparation and the coordination of training in the area of prevention.
- Promoting initiatives relating to methods and procedures for effective risk prevention, making proposals for improved conditions or the correction of existing deficiencies.
- Gaining a direct awareness of the situation relating to risk prevention at the various workplaces, making the visits deemed necessary in this regard.

- Ascertaining which documents and reports on working conditions are necessary in order for the Committee to fulfil its duties, along with the documents and reports arising from the activities of the prevention service, where applicable.
- Being aware of and analysing any damage caused to the health or physical well-being of the workers, in order to assess the causes and propose the relevant preventive measures.
- Being informed about and issuing the annual report, and scheduling prevention services.
- Issuing the reports and expert opinions requested by the THSC in relation to matters that exceed their regional scope.
- Reporting the conclusions adopted by the IHSC to the THSC when it is in the latter's interests to know these conclusions.
- Dealing with the issues passed on to it by the THSC.
- Being aware of and issuing an annual report on the evolution of the training programme established in relation to health and safety.
- Being aware of the results of any external audits arranged, either voluntarily or compulsorily, by the Company in relation to health and safety issues.
- Being aware of prevention plans and obtaining information on the safety procedures prepared for the various business lines.

The Company has also established Regional Sustainability Committees and Regional Environment and Energy Committees which meet every six months.

For Redexis, transparency and constant dialogue with everyone who forms part of the Company is essential, since these are key aspects for the essential management of communications. Redexis has an internal portal (comunicacion@redexis.es) which allows shared communications between all areas and departments. This portal is also used to report all the achievements and milestones reached. It is also used as a channel for reporting all internal events and activities with employees, which represent an important part of the Company's internal activities.

In 2023, the new format for internal communications known as **"Meeting point"** (*punto de encuentro*), originally introduced 2022, was maintained. It aims to inform, involve and listen to employees and answer any questions, queries, concerns or ideas that they might have. This tool establishes a new way of communicating internally that is more direct, participative, transparent and reciprocal, and it places employees at the centre of the decision-making process. Three sessions took place in 2023. The first "Meeting Point" was held online on 9 March while the second was held on 18 May in person, with employees from branches from all over Spain coming together again, this time in Zaragoza. The third "Meeting Point" was held online on 25 October. At all three events, employees were able to submit questions, and these were responded to by the CEO and the rest of the Management Committee during the course of the event.

Likewise, for the first time in 2023, a new tool **"Breakfast with Energy"** was launched, where the CEO of Redexis sits down for breakfast with a group of employees so that they can ask him their questions or raise any concerns they may have and he can answer them directly and in person. These breakfasts have been held throughout the year in all offices and involve employees from all levels of the Company.

A monthly **Newsletter** is also sent out detailing the most important events and milestones achieved during the previous month. It also includes an interview with members of one of the Company's departments, offering employees the chance to get to know their colleagues better.

Another essential tool for communications is the **Intranet**, which all employees can access and which allows them to check all the latest news about the Company, regulations and documentation, as well as giving them access to the campus and other Human Resources channels, etc. The Intranet is vital for establishing links between the Company and its employees and is a reliable source of information on corporate matters.

The **Redexis Commitment** (*Compromiso Redexis*) channel was created within the area of Corporate Social Responsibility (CSR) and is used to inform employees actively about all the initiatives carried out by the department, with a view to increasing a sense of belonging and well-being with the Company. November 2023 saw the launch of the **4th children's drawing contest entitled "Redexis lights up your Christmas"**, which continues to focus on the emotional development and well-being of children. This contest, which can be entered by all employees' children under the age of 13, is divided into different age categories, and winners can choose between a number of prizes and the opportunity for their drawing to become the Redexis Christmas card for 2023. This channel is also used to report all the volunteering and corporate social responsibility activities that employees can take part in or collaborate with, many of which are arranged by the Redexis Foundation.

4.5 Training

GRI 3-3, 205-2, 404-1, 404-2, 404-3

As part of our commitment to all the people who form part of Redexis, the Talent division designs and promotes training programmes and activities that will help them to develop the skills they require in order to tackle the challenges faced by the Company and the know-how that will assist them in their personal and professional development.

The aim pursued by the Talent division is for **100%** of employees to have access to training that is suited to their needs in terms of both learning and development. In this regard, the Company has strengthened the range of training it offers, focusing its efforts and resources on providing tools and know-how in all the strategic and growth areas that are particularly important for new businesses and new renewable energies.

During 2023, the most important training areas have been as follows::

- **Technical training:** for the third consecutive year we have provided the entire workforce with a catalogue of more than 800 courses on the energy sector, infrastructure, project management, etc., all of which are led by some of the country's leading experts and universities. In addition, training has been given to specific groups in Finance for Non-Financial Professionals, Receiving Facilities, Commercial Training, etc.
- **New Businesses Training:** These courses are available to all staff. The courses that have seen the most enrolments are those that relate to renewable energies, such as Biogas and Biomethane, Hydrogen, solar and photovoltaic energy. In total, 2,353 hours of training have been carried out through this School with a total of 152 enrolments.
- **Corporate Training:** training on topics of general interest or mandatory for the entire workforce, such as the Welcome Programme for new employees "We are Redexis", our internal rules and code of conduct incorporated into Corporate Governance, our Equality Plan, etc. This year, we have placed special emphasis on informing the entire workforce about the new Talent Management System, called GPS, which integrates all the processes related to Growth, Performance, Success in the Company. With this in mind, we have carried out specific training in the tools, processes and skills necessary to enhance the culture of performance and development at Redexis.

- **Skills, Communication and Leadership Training:** we have an open catalogue of more than 100 online courses for all people who want to improve their social skills, leadership, team management, etc., including courses such as Communication and Listening, Languages, Social Intelligence, Team Coaching, etc. In addition, face-to-face workshops have been held for all the Company's People Managers, which are focused on managing performance and development, giving feedback, etc.
- **Training in Technology and Cybersecurity:** Training on various technological tools that allow for more efficient work and knowledge of information security. Some of the workshops include Phishing, Artificial Intelligence, Python, etc.
- **Training in Safety, Health and the Environment:** Working with the GEMASST department, Redexis promotes risk prevention, health and safety for all, and training on issues such as the environment, mobility, etc.

During 2023, we further improved formats that allow us to reach more employees in order to tackle issues of strategic interest, such as Hydrogen, Biogas and Biomethane, offering **webinars, forums and masterclasses** with known experts from Spain and around the world. We have also made available to all staff a catalogue of more than 100 courses on skills, management, sales, well-being, etc., that complements the technical catalogue, which already has more than 800 courses on offer.

We have also carried out internal training with the experience and knowledge of employees who have developed specific content for their areas and who have shared it either through our Campus online or through blended learning, face-to-face and streaming.

- **Diversity, Equity and Inclusion:** training aimed at identifying unconscious biases and enabling a diverse, egalitarian and inclusive environment.

We were also keen to attend to any training needs that may fall outside these areas and subjects, promoting the **Flexible Remuneration** scheme with the introduction of a grants system for **Masters' Degrees**. This gives the chance to attend one of the 100 Masters' and other postgraduate degree courses with official Spanish university certification, during which students have access to all the course content free of charge and only have to pay the Dissertation fee if they decide that they would like to obtain the degree.

All in all, we continue to have a ratio of hours/employee that allows for the continuous updating of staff knowledge and skills.

Training actions	2023		2022	
	Participants	Hours	Participants	Hours
Corporate training	941	2,774	1,203	3,104
Training in skills, languages and communication	634	1,241	13	60
Training in technology and information security	144	442	132	901
New businesses training	152	2,353	407	1,419
Technical and financial training	105	1,364	205	6,169
Leadership training	0	0	0	0
Training in Health and Safety and the Environment	709	2,083	1,473	2,648
TOTAL	2,685	10,257	3,433	14,301

4.6 Equality

GRI 3-3, 405

Redexis is firmly committed to equal opportunities for all its employees, suppliers, and contractors, together with the promotion of diversity and the rejection of any form of aggression, harassment or different treatment due to gender, race, age, etc.

That is why, on 19 March 2013, it introduced its **Code of Ethics and Conduct** based on these principles, which includes a commitment to business ethics and transparency, thus guaranteeing the ethical behaviour of all the people who form part of the Redexis community. This Code sets out the values and good practices that should inform the organisation's actions and that affect all professionals in the performance of their duties. It establishes a series of applicable corporate regulations for all employees which are available on the Intranet and which ensure the principles of equality and diversity:

- **Regulation GOB 02:** Reporting allegedly irregularities.
- **SIS 01:** Use of email and IT systems in situations of harassment.
- **Regulation GOB 13:** Prevention and action protocol in situations of harassment. The purpose of this regulation is to prevent harassment in the workplace and, in the event that such a situation arises, to define the criteria for action.

Redexis also has a **Diversity and Equality Policy**, through which the Company makes a commitment to promote equality and diversity and support a corporate culture in which talent is valued. It recognizes that the professionals who make up the organisation may have different origins and experiences that could contribute valuable knowledge and seeks to prevent any form of discrimination. This Policy applies to all areas of the Company and is mandatory for all professional personnel, taking on particular importance during the personnel selection and hiring processes. Redexis is thus committed to treating all people with respect and dignity, guaranteeing inclusive, understanding, and supportive working environments where everyone can carry out the tasks with which they are entrusted. Likewise, the Company undertakes not to exercise or tolerate any act of discrimination, including harassment based on gender, sexual orientation, marital status, employment status, race, disability, nationality, religion, belief, age or any other circumstance. In this way it is determined that the selection of personnel for their engagement, promotion, training, or any other benefit will be decided on the basis of their individual skills and abilities and based on their merits.

The following are just some of the measures adopted by Redexis during 2023 to ensure **universal integration and access for people with disabilities**:

- The direct engagement of people with registered disabilities.
- The signing of an agreement with the company Ilunion Retail y Comercialización S.A.U., which is certified as a Special Employment Centre and which is active in the business of supplying office and stationery supplies and consumables, printing and graphic artwork, and corporate, institutional, advertising, and promotional gifts.
- The signing of a contract with the Company INTEGRA, which is certified as a Special Employment Centre and which provides reception services at all branches with a reception service since 2023 (Madrid, Zaragoza, Palma de Mallorca, Murcia and Ávila).

As a result of these two agreements, Redexis has been awarded a certificate of exceptionality, and the Company complies with the alternative measures set out in Royal Legislative Decree 1/2013 of 29 November, which approved the Consolidated Text of the General Act on the rights of people with disabilities and their social inclusion.

The Company also has an **Equality Plan** which encourages the **inclusion of women** during the selection and hiring of personnel, especially in areas where they are less represented. It also encourages the professional development of women and their promotion to positions of greater responsibility within the Company. One of its principles is to **ensure equal opportunities** and eliminate any gender bias from the Company's remuneration policies, promoting a culture based on equal treatment both internally and externally.

Since 2021, as part of our *Energía 26* Plan, we have been committed to a series of actions through to 2026 that would allow us to reach our goal of having at least 30% women in positions of responsibility. These actions are based on three key principles: Attracting, Developing and Retaining the best female talent by focusing on internal development aimed at encouraging women to join the Company, which will in turn allow us to build a basis for the future and commit to and retain that talent.

As part of this objective, the Company has carried out various initiatives during 2023:

- **Training in Diversity, Equity and Inclusion:** During September 2023, several workshops were conducted for the Management Committee and the Management Team (approximately 50 individuals) focused on the identification of unconscious biases and how to combat them, with a focus on those related to gender.
- **Women Connected (*Mujeres en Red*) Mentoring Programme:** we have launched a group mentoring programme for all women in the Company who were interested in developing greater awareness of their resources, skills and opportunities in their work and personal environment. It was launched in July and 80% of the women in the Company signed up. The mentors are the nine women currently in management positions in the Company, including the Steering Committee who have received specific training to conduct mentoring sessions. The programme consists of five sessions per group, held approximately every four weeks. By the end of 2023, the first three sessions had already taken place, with a very positive feedback from all participants.

The Company also has a **designated internal head of Diversity, Equity and Inclusion** who is Susana Lorenzo, our Director of Corporate Resources, who ensures that best practices related to DEI are promoted in our internal policies.

The Company is responsible for introducing a **gender perspective** in its treatment of occupational health, promoting equal opportunities in the prevention of occupational risk and establishing protection measures, assistance, support and information for victims of gender violence.

With the aim of achieving equality, Redexis takes care to ensure the work and family conciliation of all its employees by establishing a series of measures:

- Broad flexibility in the times that workers begin their working day.
- Possibility of using the remote working mode of your choice. Either working remotely two days a week or every afternoon and one full day a week.
- An allocation of 10 days' remote working is available for everyone.
- The possibility of working flexible hours on the basis of a weekly calculation.
- Establishment of non-working days on December 24 and 31.
- Establishment of uninterrupted working days from the last week of June to 15 September, including the working day prior to the Epiphany public holiday, the beginning of Holy Week and the days prior to December 24 and 31.

- Allocation of 16 hours per year for personal matters and family needs, in addition to annual holidays, for all employees who require them.
- Reduction of travel and work trips through the development of technology that allows them to be replaced by communications and videoconferencing systems.
- Improvement in employees' rights to change their timetables when caring for dependents or when they have become victims of gender violence or terrorism.
- The award of grants for childbirth and to pay for day-care for the children of people working at Redexis.

To ensure compliance with these plans and policies, and to guarantee action against illegal acts, discrimination, or harassment, Redexis has made **both internal and complaint communication channels** available to all the parties involved. Any employee or person connected with the Company can use these to express their concerns, even anonymously.

5 Our commitment to ensuring respect for human rights

GRI 3-3, GRI 2-23, GRI 2-26, 412-1, 412-2, 412-3

The **Redexis Group Code of Conduct**, which sets out the Company's commitment to the principles of business ethics and transparency in all the areas in which it is active, establishes a set of principles and guidelines for behaviour aimed at guaranteeing ethical and responsible conduct among all the professionals working at Redexis Group while they are performing their duties. This code of conduct has been approved by the Board of Directors. It aims to establish the values and good practices that should govern corporate behaviour as a whole, in addition to the behaviour of all those people directly and indirectly linked to Redexis, in the performance of their duties and in their professional relationships.

One of the keystones of Redexis's corporate culture is transparency and integrity in the performance of its business activities. To this end, a number of internal regulations have been approved (and others have been amended) in order to implement the Code of Conduct and impress the importance of these values on the Company's employees:

- **Regulation GOB 02:** Procedure for the notification of allegedly irregular incidents within the Redexis Group.
- **Regulation GOB 06:** Institutional hospitality.
- **Regulation GOB 07:** Relations with members of Public Administrations.
- **Regulation GOB 08:** Prevention of money laundering, terrorist financing, bribery, and corruption.
- **Regulation GOB 09:** Collaborative agreements with public sector organisations, amended in March 2022 for the purposes of reviewing the procedure for signing Collaborative Agreements.
- **Regulation GOB 12:** Meetings with public sector organisations and Public Administrations, amended in March 2022 for the purposes of reviewing the meetings to be authorised.
- **Regulation GOB 13:** Prevention and action protocol in situations of harassment.
- **Regulation GOB 17:** on issues involving the Defence of Competition; the purpose of this regulation is to develop the behavioural parameters for compliance with the rules governing the defence of competition.
- **Regulation GOB 18:** on Conflicts of Interest; the purpose of this regulation is to develop the guidelines to be borne in mind by all Redexis Group professionals in order to prevent and manage, as applicable, any conflicts of interest that could arise during the performance of their duties.

- **Regulation GOB 19:** Plan for the prevention of criminal risk. This is aimed at developing a model for the organisation, prevention, management and monitoring of criminal risk at the Redexis Group, ensuring the effectiveness of certain bases for action and control procedures that will minimize that risk.
- **Regulation GOB 20:** on the duties of the ESG Committee. The purpose of this Regulation is to establish the principles for action and the rules governing the internal operation of the Environmental Social and Governance Committee.
- **Regulation EXP 01:** Verification of compliance with tax and social security obligations in the context of public tendering processes.
- **Policy IS.SEG. 02:** on the acceptable use of assets; in order to bring the Policy into line with the updated regulations on access to emails.

Redexis has a **Human Rights Policy** through which it commits to respect human rights in every phase of its activity and to make them a fundamental element in acting responsibly. Through this Policy, the Company seeks to ensure the protection of Human Rights, both among its employees and among other Stakeholders. It is based on the UN Declaration of Human Rights and is committed to the different regulations that govern human rights, which form an integral part of this Policy:

- The United Nations Universal Declaration of Human Rights.
- The United Nations Global Compact.
- The United Nations International Covenant on Economic, Social and Cultural Rights.
- The International Covenant on Civil and Political Rights of the United Nations.
- The Guidelines of the Organisation for Economic Cooperation and Development for Multinational Enterprises.
- The fundamental conventions of the International Labour Organization.
- The United Nations Convention on the Rights of the Child.
- The United Nations Convention on the Rights of Persons with Disabilities.
- The United Nations Convention on the Elimination of Discrimination Against Women.
- The principles of freedom of expression and privacy of the Global Network Initiative.
- The 2030 Agenda for Sustainable Development.

Redexis's commitment to Human Rights is reflected in all of its commercial operations, with the aim of generating a positive impact and sustainable growth in all the areas and territories in which the Company operates. Details of this effort are passed on to all interested parties every year in the Annual Report and the Sustainability Report.

In addition to all of the above, the Redexis Group also has a **procedure for authorising, monitoring and appraising its suppliers**, with a view to ensuring that any third party that supplies goods or services to Redexis is qualified in accordance with the Company's standards of business transparency and ethics, health and safety, quality and the environment. In order to improve quality and increase standards in our value chain (data protection, information security, etc.), a review and update of this procedure is being carried out during 2023 and is expected to be completed in 2024.

In 2018, as part of its commitment to transparency and due care, Redexis created an **Appointments and Remuneration Committee** and an **Audit and Risk Committee** within the Board of Directors, even though it was not under any legal obligation to do so. In addition, Redexis complies with all the laws and regulations in force in Spain regarding human rights.

Redexis has been a member of the **United Nations Global Compact** since 2014, thus committing itself to supporting this international project through its activities, and the Company actively participates in the events, webinars and initiatives promoted by this association.

In addition, and as a preventive measure, each time an internal regulation is approved, the entire Company is informed via an internal communication which emphasizes the obligation to comply with the regulation in question. All internal regulations are made available to employees on the Intranet. If they have any queries or questions regarding these regulations, employees may contact the legal services department.

In addition, a range of different courses relating to the applicable regulations have been made available to employees via the Redexis Campus.

As part of one of our sustainability objectives within the Energía 26 Plan, in 2023 the Regulatory Compliance Department (integrated into our Legal Department) conducted an exhaustive analysis of internal regulations and their associated controls, identifying 156 controls (26 of which refer to training actions). In 2023, this analysis was limited to the Corporate Regulations (GOB regulations) and will be extended in 2024 to the rest of the regulations. It consisted of a review of the regulations and associated controls in order to identify which ones are feasible and correct, adjust their frequency and lay the foundations to ensure effective compliance with the controls and, in turn, with the internal regulations by Redexis Group professionals when carrying out their activities.

6 The Company's commitment to the fight against corruption and bribery

GRI 3-3, GRI 2-23, GRI 2-26, 205-1, 205-2, 205-3.

From a Corporate Governance perspective, the Company aims to continue making advances and taking all the necessary actions in the area of good governance. To this end, all of the internal regulations and procedures required to implement these actions at the Group have been approved.

In this regard, Redexis has a **Code of Conduct** which provides a physical example of one of the aims of its strategy, namely the consolidation of a culture of Corporate Social Responsibility (CSR) in Redexis's corporate practices. This Code of Conduct sets out the Company's commitment to the principles of business ethics and transparency in all the areas in which it operates, establishing a set of principles and guidelines aimed at ensuring ethical and responsible behaviour by all Redexis Group employees in the performance of their duties. The Code determines the values and good practices that must govern business conduct and the behavior of all the people directly or indirectly linked to Redexis. The Redexis Code of Conduct also promotes the **Company's commitment to the principles of business ethics and transparency** in all the areas in which it operates, establishing a set of principles and guidelines aimed at ensuring ethical and responsible behavior by all Redexis employees in the performance of their duties.

For this reason, a number of internal regulations have been approved to convey the importance of these values to the Company's employees, notable among which are the following:

- **Regulation GOB 08**, on the prevention of money laundering, terrorist financing, bribery, and corruption.
- **Regulation GOB 02**, procedure for the notification of allegedly irregular incidents.

- **Regulation GOB 06**, on institutional hospitality.
- **Regulation GOB 07**, on relations with members of Public Administrations.
- **Regulation GOB 10**, on the Prevention of Situations of Market Abuse.
- **Regulation GOB 17**, on the Defence of Competition.
- **Regulation GOB 18**, on Conflicts of Interest.
- **Regulation GOB 19**: Criminal risk prevention plan.

Among the above regulations, it is worth highlighting the **“Regulation for the prevention of Money Laundering, terrorist financing, bribery and corruption”**, the general aim of which is to develop a framework for the action to be taken by the Redexis companies within the general sphere of crime prevention and, in particular, to prevent any potential risk of bribery and corruption in deals carried out through third parties. No cases of corruption were reported during 2023.

In addition, and as a consequence of the legislative changes made in respect of criminal offences following the entry into force of Criminal Code Reform Act 5 of June 22, 2010 and Criminal Code Reform Act 1 of March 30, 2015, Redexis has approved **its Regulation GOB-19, “Criminal risk prevention plan”**, the aim of which is to establish a model for the organisation, prevention, management and monitoring of criminal risk at the Redexis Group and to guarantee the effectiveness of certain criteria for action and control procedures that will minimize such risks, thus ensuring compliance with the requirements set out in the Spanish Criminal Code.

In addition, Redexis has approved a **risk management and control policy**, in order to establish the basic principles and general framework for action to manage the risks faced by Redexis, guiding and directing the combination of strategic, organisational and operational actions that allow the Board of Directors to strengthen compliance with the organisation’s objectives, within a framework of rigour and excellence directed towards ensuring safety and service in the performance of its activities.

The “Redexis Campus” offers employees a range of courses relating to the Company’s internal regulations, and content has been developed to allow them to continue to advance in their professional development. Particularly notable among the courses that employees have had access to are the course on the Code of Conduct and the course on the procedure for reporting allegedly irregular incidents.

Communication and transparency form an important part of the Company's strategy to achieve its objectives in the area of corporate governance. All employees are informed about the approval of the different internal regulations as well as being able to consult them at any time on the Redexis Intranet.

7 Our commitment to sustainable development

GRI 3-3, 203-1, 204-1

The Company’s commitment to sustainable development is also reflected in its **Sustainability Policy**. This Policy demonstrates the Group’s commitment to social, environmental, ethical and sustainable development, maximizing positive impact through its inclusive and transparent dealings with all of the Group’s stakeholders:

- End users and customers
- Employees
- Financial Community

- Service providers and suppliers
- Public authorities and regulatory bodies
- Community

The Sustainability Policy sets out the main undertakings that are present in all areas of Redexis's activities. This global commitment is based on the following economic, environmental, social and health and safety responsibilities, efficient energy management, and quality and excellence of service:

- Legal compliance with all current requirements, as well as with the internal regulations, codes and policies that the Group adheres to.
- Responsible management of economic and financial resources.
- Promoting the use of financial instruments that incorporate elements linked to sustainability criteria, wherever feasible and financially reasonable.
- Promoting innovation, sustainable business activities and the circular economy.
- Guaranteeing energy supplies in a safe, efficient and accessible manner, offering the highest possible level of quality, based on the best techniques available.
- Efficiently managing risk and opportunity in all its business activities, with the aim of preventing harm to people, property and the environment.
- Comprehensive and transparent action with all stakeholders, through the publication of regular reports and the promotion of active two-way communication.
- Providing all Redexis employees with professional support and development.
- Promoting work-life balance and equal opportunities for all workers.
- Disseminating Redexis's sustainability culture among all stakeholders.
- Developing actions aimed at sustainable growth in the communities in which it operates.
- Complying with the commitments reflected in its Integrated Health and Safety, Environment and Energy Management Policy, and the development and implementation of those commitments using international reference standards and the Group's own Integrated Management System.

The new **GOB-23** corporate policy was published in 2023: **Company vehicle policy**, which, among other aspects, promotes the use of vehicles equipped with propulsion systems that are increasingly more environmentally friendly and that help to meet the corporate objective of reducing the carbon footprint. The **GOB-22** regulation was also published: **Processing of applications for connection of renewable gases to the network**, with the aim of determining the guiding principles and the system for processing connection applications for the injection of renewable gases into the natural gas networks operated by the group's regulated companies.

As an operator of energy infrastructure, Redexis plays a fundamental role in the **sustainable development of the local economies** in which it operates. As a key player in the Spanish gas and energy sector, it works hard to support economic activity, corporate productivity, employment, the environment, the management of energy efficiency, and the improvement of quality of life for people, business and industry.

Redexis's strategy is linked to sustainable development throughout all the areas in which it operates, which has led to its recognition by a number of **ratings agencies** that monitor environmental, social and governance (ESG) practices, such as GRESB and Moody's ESG Solutions (formerly Vigeo Eiris).

- **GRESB**: in 2023 Redexis was once again awarded a five-star ESG rating, the highest awarded, in the GRESB sustainability rate, thus maintaining its rating from the previous

year and demonstrating its long-standing commitment to sustainability. The Company has maintained the same score year-on-year, reaching a score of 95.2 out of 100, which placed it above the average for businesses in the sector.


- **Moody's ESG Solutions:** this international Company (formerly **Vigeo Eiris**), the leader in CSR and sustainability ratings, classified Redexis as "advanced" in 2023, based on its performance in the area of ESG in 2022. This is the highest rating awarded and exceeded the previous year's score by two points, this time reaching 64. The Company has obtained ratings that are above the industry average in a range of indicators, which bears witness to Redexis's commitment to sustainable development.






Within a framework of environmental and social responsibility, Redexis has promoted the area of Sustainability, integrating the Sustainable Development Goals (SDGs) as a fundamental part of its corporate governance, strategy and operations model. As a key player in the areas of energy transition and sustainable development within the energy sector, Redexis strives to drive through new solutions and alternatives, carrying out projects on sustainable mobility and the use of renewable energy sources, such as photovoltaic solar energy, green hydrogen, biogas and biomethane.




The **Paris Agreement** was signed in 2015 under the auspices of the United Nations, establishing measures to reduce greenhouse gas emissions and building the necessary way forward to combat climate change globally in accordance with a common model. 197 nations were united for the first time in a common cause to combat climate change, reduce emissions, adapt to the effects of climate change, cooperate and focus their efforts on developing countries, thus establishing a new global scenario in the fight against climate change. The signing of the Paris Agreement seeks a global response to the threat of climate change, setting clear, achievable and defined targets such as keeping the global temperature increase this century to below 2°C above pre-industrial levels, and aiming for no more than a 1.5°C increase. In this same scenario, the **2030 Agenda** for Sustainable Development was signed by the members of the United Nations, with the aim of addressing the social, economic and environmental challenges facing us, putting people, the planet, prosperity and peace at the centre, under the motto of "leaving no one behind". The 2030 Agenda includes 17 **Sustainable Development Goals** (SDGs) that are universal and apply equally to both developed and developing countries.

As a comprehensive energy infrastructure Company, Redexis plays a central role in the regions in which it operates, and their sustainable development is a fundamental objective of its strategy. Since 2014, it has been a member of the United Nations **Global Compact Spanish Network**, and it is therefore committed to achieving the Compact's sustainable objectives. It thus contributes to the consolidation of this global project through its activities and contributes to the SDGs that constitute the 2030 Agenda.

Throughout 2023, Redexis has contributed to **SDGs 1, 3, 4 and 5** in respect of social inclusion, **SDG 9** in respect of economic growth and **SDGs 7, 11 and 13** in the area of environmental protection, along with **SDG 17** in respect of the creation of alliances.

DIMENSION	SDG	2022
Social		<ul style="list-style-type: none"> • Donation of Euros 5,000 from the Redexis Foundation to the Emergency Committee to assist in the humanitarian crisis resulting from the Morocco earthquake.

		<ul style="list-style-type: none"> • Donation of Euros 10,000 to the Emergency Committee to assist in the humanitarian crisis caused by the earthquake in Turkey and Syria. • Donation to the Madrid Food Bank to cover the lack of milk in its storerooms with the donation of five litres of milk per employee. • Donation from the Redexis Foundation to the Association of the Three Wise Men (<i>Asociación de Reyes Magos</i>) of San Fernando (Cádiz) for the purchase of toys for children from families in the municipality as part of the “No child without a toy” (<i>Ningún niño sin juguete</i>) initiative
		<ul style="list-style-type: none"> • Invitation to not-for-profit organisations to apply for the Redexis Foundation’s 3rd Aid Line, for the development of projects to improve energy efficiency and quality of life for people with disabilities, particularly during childhood and adolescence. • Continuation of the Company’s psychosocial and well-being activity for Redexis employees.
		<ul style="list-style-type: none"> • The Redexis Foundation has launched the Energía26 Study Grants programme for the children of Redexis employees undergoing baccalaureate studies, intermediate vocational training or bachelor’s degree studies.
		<ul style="list-style-type: none"> • Launch of the programme Women Connected (<i>Mujeres en Red</i>), which provides mentoring and support for female staff in their personal and professional development • Conducting face-to-face and online training workshops on unconscious bias as part of the Diversity, Equity and Inclusion programme
Economic Growth		<ul style="list-style-type: none"> • Development of corporate scorecards using data processing tools to improve information quality and resource efficiency. • Development of innovative Artificial Intelligence tools with new algorithms to improve business efficiency and optimise network deployment.
Environmental Protection		<ul style="list-style-type: none"> • Agreement with Meliá for the installation of a Hydrogen Fuel Cell in one of its hotels in the Balearic Islands to supply energy from a clean and renewable source • Construction of the first hydrogen pipeline in Spain, which will inject hydrogen into the Natural Gas network as part of the Green Hysland project. • Installation of an electrolyser in Garray to produce 100% renewable hydrogen in Castilla y León.

		<ul style="list-style-type: none"> • Commitment to transparency, communications and stakeholders through the publication of the integrated report, activity report and Non-financial Reporting Statement. • First launch of the Tax Transparency Report for 2022.
		<ul style="list-style-type: none"> • Registration of the calculation of the Company's Scope 1 and Scope 2 Carbon Footprint, with a commitment to reduce emissions. • Participation in initiatives such as Green Hysland, HIGGS, Ocean H2, Hydrogenizing BCN and the pioneering injection of biomethane in Spain in collaboration with Galivi Solar. • Connection of another biomethane injection point for Biolvegas, increasing the portfolio of projects under analysis and contracting. • Completion of the construction of the first green hydrogen production plant in Garray, Soria (2.5 MW), which can be powered directly from the electricity generated by a 5.2 MW photovoltaic plant and which will have a 150 m3 storage system.
Alliances		<ul style="list-style-type: none"> • Agreements and alliances with the leading players on the national and international energy map: GASNAM, Spanish Hydrogen Foundation, Appa Renovables and the Aragón and Extremadura Energy Cluster, among others <p>Collaboration with sporting and cultural organisations: UCAM Murcia CB, Villatobas Sports Schools</p>

The European Union includes the fight to combat climate change among its main strategies, with goals that are closely aligned with those of the Paris Agreement, and it has established ambitious policies with the aim of making Europe the first carbon neutral continent by 2050. It has developed the **European Green Deal**, a package of ambitious measures that seek to reduce emissions, focus on innovation projects, and conserve the environment and biodiversity. The Green Deal is the European Union's road map to the development of a sustainable economy on the continent: with no emissions, a sustainable use of resources and without leaving anyone behind.

The changing times in which the sector is currently immersed, together with the EU's decarbonisation goal under the 2030 Agenda, are leading to the proliferation of renewable energies and the promotion of more sustainable alternatives. In this regard, Redexis is working resolutely on the **development of new, cleaner and cheaper forms of energy**, with the aim of reducing emissions and achieving a more sustainable planet, contributing to the reduction of emissions and creating jobs.

Energy transition is one of the greatest challenges we currently face, both as a society and a Company, and natural gas plays an essential role in this process, due to its low emissions. For

certain industries that need high levels of power and heat, gas is essential in order for them to continue to operate.

In terms of innovation, Redexis is actively developing renewable gas, biomethane and green hydrogen projects in different parts of Spain.

- **Ocean H2:** the aim of which is the development of marine plants for the production, storage, transmission, distribution and supply of renewable hydrogen produced using wind and photovoltaic energy obtained at sea. Redexis is the Company that is responsible for studying the various technologies that form the logistical and technological chain for hydrogen produced at sea, and it is thus designing solutions that will allow the hydrogen to be transmitted from the plants in which it is produced and stored.
- **Zeppelin:** the Company is working on the development of technologies for the production and storage of green hydrogen based on the use of waste and secondary products in order to improve cost and efficiency.
- **Higgs:** a European cooperation initiative that will study the possibility of injecting hydrogen into existing natural gas infrastructure as a way of reducing CO2 emissions.
- **Prisma:** whose objective is the implementation of sustainable artificial intelligence for the development of a predictive model of LNG consumption and its application for process optimization and reduction of associated carbon footprint.
- **CandHy:** the objective of which is to analyse the compatibility of metallic materials (other than steel) in the gas distribution network in the presence of hydrogen, in order to facilitate its distribution in these networks by blending or using 100% hydrogen-dedicated systems.
- **Shimmer:** the project seeks to enable greater integration of non-fossil gases and safe management of hydrogen injection in multi-gas networks while strengthening knowledge of the risks and opportunities through various activities.
- **MODELAMEH2:** The project aims to study the injection of renewable gases into the natural gas network, addressing the entire value chain from production and conditioning of flows to its impact on end consumers. It proposes the digitization and automation of the different stages and technologies involved in the process, using Computational Fluid Dynamics (CFD) models to predict flow patterns.

7.1 Impact of the activity on local communities

Natural Gas

Natural gas is an efficient alternative that makes it possible to reduce emissions in sectors as important as heavy mobility and industry, in addition to achieving financial savings in customer bills. In its commitment to achieving a carbon neutral economy, and as an infrastructure operator, Redexis introduced the following initiatives over the course of 2023:

In terms of training or collaborations with third parties, Redexis is very involved in implementing best practices in all the territories where it is present and helping its customers to improve their practices related to occupational health and safety. With this in mind, the following actions were carried out in 2023:

- Training for LNG plants and actions to be taken in the event of emergency (IEP) for the team at the fire station in Jumilla after the drill.
- Training for LNG plants and actions to be taken in the event of emergency (IEP) for the team at the fire station in Yecla after the drill.

- Training “Risks derived from the distribution and transmission of LPG and NG/LNG”, in collaboration with the School of Citizen Protection of Castilla-La Mancha, for Firefighters belonging to the S.E.P.I of Albacete, Guadalajara City Council, Cuenca Provincial Council and Toledo Consortium, as well as the Talavera de la Reina fire station.
- Training on gas transmission pipelines, natural gas distribution, LNG plants, and LPG plants in the provinces of Zaragoza and Teruel, and emergency response for the Caspe Fire Station (Zaragoza) after visiting the CASPE secondary gas pipeline.
- Training on the functionalities of the facilities and emergency response with the Conil de la Frontera Fire Station (Cádiz).
- Training on the features of the facilities and emergency response with the San Fernando Fire Station (Cádiz).
-

Vehicular Natural Gas (VNG)

Vehicular Natural Gas, i.e. the gas used as a fuel for vehicles, is a clean, economical and sustainable alternative for mobility that is enjoying serious growth thanks to the boost given by companies like Redexis, which considers its development essential and invests great efforts in this area, as a way of opening up a place in the mobility sector for carbon neutral fuels such as biomethane, which could replace VNG without the need for changes either to infrastructure or to the vehicles that currently run on VNG.

VNG is a revolutionary energy both for society and for companies that are increasingly concerned about the environment. Redexis is promoting its development through the creation of gas filling stations distributed throughout Spain and the signing of agreements with large companies in the sector such as Cepsa, Seat and Volkswagen, along with the companies that retrofit vehicles to run on VNG, such as Dimsport and Evarm, with a view to covering the entire VNG value chain.

Today, Redexis operates 28 refuelling stations in the regions of Murcia, Madrid, the Balearic Islands, Aragón, Castilla-León, Extremadura, Castilla La Mancha, the Basque Country, Galicia, Andalusia and Catalonia. In 2024, the Company plans to continue rolling out refuelling stations across the country, covering the main transmission corridors both in Spain and outwards into the rest of Europe, as well as servicing public transport fleets (mainly buses and refuse vehicles), with a view to reducing CO2 emissions and subsequently decarbonising these fleets with biomethane. The Company is already doing this in the Taxi Cooperative refuelling station with the Zaragoza council transport fleet, which supplies CNG to some ALSA buses, redeeming CO2 emissions with the purchase of biomethane source certificates (1.5 GWh/year) with growth in 2024.

In 2023, Redexis inaugurated the refuelling station for Valoriza located in Barcelona as part of the contract signed with the Company Valoriza in 2022 to supply natural gas vehicles to its refuse fleets in that province, thus extending our territorial scope to the Autonomous Region of Catalonia.

During the year, work began on another refuelling station for Valoriza in Madrid and the gas refuelling station for Urbaser in Denia, both of which are part of the contracts signed in 2022 with the two companies for their refuse fleets, which are expected to be commissioned in 2024.

Also in relation to the issue of mobility, the Company is a member of GASNAM, the platform of companies that support Sustainable Mobility (with which it has signed up to the Sustainability Pact), and the Spanish Hauliers Association (*Asociación de Cargadores de España*), , which brings

together the country's most important goods hauliers, with the aim of strengthening our value proposal for sustainable mobility and the decarbonisation of transport. One example of our support for sustainable mobility is our participation in 2022 in the 1st Madrid360 Awards organised by Madrid City Council, in which we were among the finalists with our project for Cepsa's refuelling stations in Madrid and the reduction of CO2 emissions and local contaminants that this entails.

We have also taken part in a number of different events, such as the Green Gas Summit organised by Gasnam, the Global Mobility Call (attended by HM King Felipe VI and the Spanish Prime Minister), which brings together the main players in urban goods distribution. These actions will continue in 2024 in order to position the Company as a benchmark in sustainable mobility through VNGs and renewable gases such as biomethane and hydrogen.

Solar photovoltaic energy

As a promoter of renewable and sustainable forms of energy, Redexis is developing solutions based on photovoltaic solar energy, an efficient and environmentally friendly product both for private households and for industry that offers control over energy production and results in cheaper costs for consumers.

During 2023, the Company experienced accelerated growth in the solar photovoltaic self-consumption market. Between the new projects contracted during the year and the year before, a total of 5.75 MW has been connected, reaching a total installed capacity of 24 MW since 2021.

In 2023, an agreement was signed with the Escolapios and Salesianos schools to carry out photovoltaic self-consumption projects at their facilities in different locations across Spain, thus contributing to their energy sustainability and reducing their carbon footprint.

Furthermore, during the year, sizeable photovoltaic self-consumption projects were carried out, such as those at Bioforestal del Mediterráneo and Cooperativa del Campo San Miguel, contributing to the energy efficiency of these industrial customers and offering them an energy solution that also helps them to improve their sustainability ratios and reduce their carbon footprint.

Under the Agreement signed by Redexis and Cepsa for the commissioning of the **first global photovoltaic energy network** at service stations, which involves the installation of photovoltaic panels across Cepsa's network of refuelling stations in Spain and Portugal, Redexis completed the installation of almost 200 self-consumption photovoltaic facilities at service stations. The panels will supply electricity to the service stations during the day and feed any surplus energy into the distribution network.

Biomethane

Biomethane is a clean gas that is produced from renewable sources and is completely equivalent to natural gas. It is obtained from biogas using an "upgrading" purification process which improves the percentage of methane in the mixture. Among the benefits offered by Biomethane is the fact that it strengthens the circular economy by taking advantage of waste and transforming it into energy, combined with the support provided by the implementation of rural development projects in crop and livestock farming environments. Redexis is promoting innovative initiatives for the production of biomethane and its injection into its own natural gas networks, in collaboration with governmental authorities, technologists and organic waste management companies.

In July 2023, the Company **acquired the Almazán biogas plant** (Soria), acquiring the corresponding shares in **Energy Green Gas Almazán**, in which it owns a 70% stake. This plant currently produces biogas for self-consumption, as well as meal and fats from animal by-products not intended for human consumption. The aim of this acquisition is to upgrade the facilities through rebumping and transforming the plant's production process from biogas to biomethane, being able to produce 19 GWh/year for injection into the network.

With this plant, Redexis is taking another step forward in its commitment to energy transition, local energy production and the circular economy, as it will bring clean gas to the energy system and contribute to the sustainable management of agricultural and livestock waste.

In addition, at the end of this year, the Company acquired the **Galivi Solar** plant (Lorca, Murcia), which is already producing biogas and for which a grid injection point is being built. This plant will consume about 124 tonnes of waste per year and produce about 42 GWh/year.

In January 2024 Redexis finalised the acquisition of a third biomethane plant also in the province of Murcia.

These acquisitions are not the only driving force behind Redexis's biomethane production in 2023, as the Company has been working on identifying and generating a portfolio of Green Field projects across Spain. Throughout 2023, the Company has identified 20 of these opportunities. Progress has been made significantly on 10 of them, which are distributed across the following regions: Aragón, Castilla y León and Extremadura.

Redexis' objective during 2024 is to adapt the facilities of the plants purchased for the production of biomethane and injection into the grid while advancing in the processing and construction of these Green Field projects, which are expected to start producing biomethane from 2026 onwards.

Renewable hydrogen

Renewable gases play a key role in energy transition. The Company is firmly committed to the **development of green hydrogen**, an energy vector capable of uniting the electricity and gas sectors and allowing great penetration by renewable energies in the Spanish energy matrix, since it is capable of storing the surplus resulting from wind and photovoltaic production.

In July 2023, the new Company **H2 Duero** was created with the aim of promoting the first green hydrogen production plant in Castilla y León. Redexis took 80% of the capital, with the remaining 20% held by SOMACYL, S.A. (a public Company of the Castilla y León Regional Government that specialises in renewable energy and energy efficiency projects). The plant will be located in Garray (Soria) and has received environmental authorisation from the Department of the Environment, Housing and Territorial Organisation for the production of hydrogen. As part of this project, the plant's electrolyser was already installed in 2023.

In 2023, **construction work also began on Spain's first hydrogen pipeline** as part of the **Green Hysland** project to be able to inject hydrogen into the natural gas grid. This project addresses the deployment of a fully integrated and functioning renewable hydrogen ecosystem on the island of Mallorca. The Company was also the first in Spain to obtain authorisation from the Spanish Ministry for Ecological Transition and the Demographic Challenge (MITECO) to build the injection point as part of this project. Within the framework of this project, it has signed an agreement with Iberostar to install a fuel cell at its Bahía de Palma hotel in Mallorca, which will be the first hotel in the world to carry out this type of integration.

In addition to these projects, Redexis has other projects pending development:

- **100 HRS:** Redexis and Air Liquide have formed an alliance in order to deploy up to 100 hydrogen filling stations around Spain by 2030. The stations will be strategically placed at the main logistical centres, such as Madrid and Barcelona, as well as along the principle transport routes that link Spain with the rest of Europe, the Mediterranean and Atlantic corridors.
- **Hydrogenizing BCN:** Redexis is the Company charged with developing the necessary infrastructure and with building and managing the hydrogen filling stations that are planned for various locations within the Barcelona metropolitan area, including at the property owned by Butransa, one of the largest logistical operators handling containers in the Port of Barcelona.

Renewable energy

In September 2023, Redexis signed an agreement with the energy supplier Endesa (similar to that signed with Plenitude in 2022 and in force until August 2023), thus continuing the use of energy from 100% renewable sources at its more than 360 facilities, including offices, natural gas transmission positions, LNG and LPG plants and metering and regulation stations, which will use electricity from 100% renewable sources, with an estimated consumption of 1.85 GWh.

This agreement includes a Guarantee of 100% Renewable Origin for all electricity supplied, thus guaranteeing that the Company consumes only green energy. This will help to prevent an estimated 100 tons of CO2 emissions over the coming year, equivalent to the CO2 absorbed by a forest of more than 200 trees. These data have been audited in accordance with Standard UNE-EN ISO 14064-1: 2012 on Greenhouse gases, and the Carbon Footprint has been recorded at the Spanish Ministry for Ecological Transition.

Our social commitment

Redexis is **strongly committed to local development and job creation** in the regions in which it operates.

The convenience and reduction in emissions that come with the use of natural gas and even more so the use of renewable energies when compared with other conventional energies represents an important contribution by Redexis towards the service and industrial sectors, as well as towards public administrations. Thanks to its gas supply, the Company helps numerous companies and institutions to be more competitive, bringing them savings on their bills of between 20% and 50%. This can also be seen in the service sector, since many hotels, educational centres, residences, hospitals, hospitality establishments, sports enters and authorities, among others, enjoy much lower bills thanks to their use of natural gas, while also contributing to the reduction of emissions and enjoying greater competitiveness. As regards the industrial sector, Redexis helps a large number of industries to improve their production processes through access to gas, an important element in support of economic growth, competitiveness, and job creation.

Redexis is also strongly committed to the **economic development of the regions in which it operates** and seeks to create employment by hiring local service providers and their supporting enterprises. The business activities engaged in by Redexis involve the creation of around 2,000 and 3,000 direct and indirect jobs, with the resulting social contribution that this represents for all the territories in which it operates.

Through the Company's different regional departments, constant dialogue is maintained with the autonomous, local or island administrations, as well as with the relevant actors in these territories.

The Company works to boost the economy of the territories in which it operates, making great efforts to guarantee security of supply, employment and the improvement of the quality of life of the inhabitants of those areas, devoting a portion of its profits to social investments. To do this, it generates employment in these areas and makes its purchases and investments locally, while at the same time maintaining a firm commitment to safeguarding the environment.

7.2 Relationships with local, national and international community stakeholders and dialogue approach

Redexis remains in continuous contact and collaboration with the institutions, companies and other agents that work in the sector, maintaining a fluid and constant dialogue. The Company seeks transparent **collaboration and cooperation agreements**, participating in the disclosure of information and in projects and initiatives that favour the welfare and progress of the different communities. It actively collaborates with different associations such as:

International organisations

- **European Clean Hydrogen Alliance**, whose principal aim is to achieve the successful uptake of hydrogen technologies by 2030. The EU wants to consolidate its global leadership in this area, in addition to reinforcing its commitment to achieve carbon neutrality by 2050.

Spanish organisations

- **CAEB**, the Confederation of Balearic Business Associations, which represents the corporate fabric of the Balearic Islands.
- **Enertic**, which contributes to development of the potential for transformation offered by Information and Communications Technologies in the area of energy efficiency in Spain.
- **Gasnam**, a sustainable transport association that looks to the gas and hydrogen value chain to achieve its environmental, economic and operational goals for transport by land, sea and air.
- **Sedigas**, the Spanish gas association.
- **AEICE**, which promotes social and economic development in Spain through collaboration, innovation, internationalisation, recruitment and communication.
- **Spanish Hydrogen Association**, which promotes the development of hydrogen technologies as an energy vector, encouraging their use in industrial and commercial applications.
- **UNEF**, the leading association in the solar photovoltaic sector in Spain.
- **APPA**, which brings together companies and institutions whose aim is to take advantage of renewable energy sources in all their forms.
- **Spanish Energy Club** (*Club Español de la Energía*), which helps to bring a better understanding of the various issues relating to energy among the social interlocutors who are interested at both a domestic and international level.
- **Fide**, a legal and economic think tank with a clearly inclusive, collective and independent mission.
- **Acogen**, which encourages and supports cogeneration throughout the whole of Spain, promoting a favourable framework for existing plants and the construction of new ones.

- **Conaif**, a business organisation for installers with members throughout Spain.
- **AEBIG**, the Spanish biogas association.
- **Global Compact Spanish Network**, which supports corporate sustainability.

Regional organisations

- **Aragón Energy Cluster**, a corporate grouping that was created to help improve levels of competitiveness among companies in the sector and to assist in the implementation of innovative joint initiatives.
- **Extremadura Energy Cluster**, whose purpose is to promote the integration, creation and strengthening of companies and institutions that find themselves to be part of the value chain in the energy sector, through corporate cooperation and innovation, with the aim of ensuring high levels of competitiveness both within Spain and internationally.
- **Agremia**, the Association of Companies in the Installation and Energy Sector.
- **The Balearic Islands Government Board to Combat Energy Poverty**, which acts as a consulting, debating and advisory body in this area.
- **The Balearic Islands Advisory Board on Energy**, whose aim is to advise, support, propose and monitor, within the framework of the regulations governing energy issues, the various actions that are taken in the area of energy efficiency, the promotion of renewable energies and energy planning and innovation.
- **AHMUR**: Green Hydrogen Sectoral Association of Murcia.
- **SOIH2 ALEX**: the first association dedicated to green hydrogen technology in Alentejo and Extremadura.
- **Andalusian Hydrogen Cluster**: dedicated to hydrogen-based technology as an energy vector in Andalusia.
- **H2CYL**: Castilla y León Hydrogen Association.

As a key player in the gas sector and as a promoter of other forms of energy, the Company participated throughout 2023 in media **events and forums** such as the Energy Conference, the Hydrogen Conference and the Mobility Conference, all organised by El Economista, “Wake Up Spain” organised by El Español, the Hydrogen Event organised by La Verdad in Murcia, the Energy Conference organised by Expansión, and working breakfasts with Servimedia, which discussed issues relating to the Company, the development of renewable gases and the current geopolitical context and its implications. GASNAM GGMS or GMC.

7.3 Redexis Foundation

The Redexis Foundation was founded in 2019 and entered in the Register of Foundations on 20 January 2020. The Foundation’s aim is to serve as an agent for energy transition and to promote the social projects engaged in by Redexis. **Through its promotion of social action and support in both the cultural and sporting arenas, the Redexis Foundation shows its firm commitment to the United Nations Sustainable Development Goals, and it was within this framework of economic, social and environmental responsibility that the Redexis Foundation was born.**

One of its main objectives is to ensure the development and well-being of the people who live in the territories in which Redexis operates, always bearing in mind the Company’s contribution to sustainable development and a clean economy. The Redexis Foundation is firmly committed to the United Nations Sustainable Development Goals.

The Redexis Foundation is founded on the following key values:

- **Assist**: by providing help to vulnerable groups.

- **Divulge:** knowledge of renewable energies.
- **Collaborate:** in the promotion of culture and sport.

During 2023, **The Redexis Foundation engaged in sporting, environmental, cultural, collaborative and educational projects.**

Social projects

One of the main areas in which the Redexis Foundation is active is the development of social works and projects aimed at assisting vulnerable groups that are at risk of exclusion. In February, the Redexis Foundation made a **financial donation to the Emergency Committee** to help the over 10,000 victims of the earthquake in Turkey and Syria, which caused a humanitarian crisis in the area. Likewise, and due to the humanitarian crisis caused by the earthquake in Morocco, the Redexis Foundation made a donation of Euros 5,000 to the Emergency Committee to help citizens affected by the earthquake, to be used for rescue and to send basic hygiene products, shelter and food. The Emergency Committee is a group that is made up of six international organisations that have quickly and effectively come together in order to be able to help more people and save more lives. It comprises the NGOs Aldeas Infantiles SOS, Educo, Doctors of the World, Oxfam Intermón, Plan International and World Vision.

The Redexis Foundation also donated five litres of milk per employee to the Food Bank in response to an emergency call alerting to a lack of milk in its storerooms.

The Foundation also launched its **3rd Aid Line to support projects that contribute to improving quality of life for vulnerable groups, especially in terms of energy efficiency**. This is principally aimed at providing support and protection for people in situations of vulnerability, offering help with improving energy efficiency at facilities used by not-for profit organisations and assisting people with disabilities, with a particular emphasis on children and adolescents. The Redexis Foundation provided aid for organisations that offer support to these groups.

This third allocation of its Aid Line demonstrates the Redexis Foundation's commitment to society and the mitigation of social inequalities in different territories, and it forms part of its commitment to the well-being of society, improving people's quality of life and achieving greater social, educational, environmental and cultural development. Within this framework of action, five beneficiary entities were chosen to implement social projects, which will benefit almost 850 people in vulnerable situations.

- **AFES Salud Mental (Murcia)**, an organisation for people struggling with mental health problems, will provide multidisciplinary care for children and young people undergoing these difficulties or potentially at risk of suffering them, as well as guidance and training for teachers at educational centres that require it due to the profile of their students.
- **Aspanob (Palma)**, the Balearic Association of Parents of Children with Cancer, will use the aid to pay the costs of an apartment in Barcelona where family members may stay during hospital visits in the city.
- **Foundation Institute for the Social Integration (Fundación Instituto para la Integración Social, Zaragoza)**, works for the normalisation, in all areas of daily life, of people with disabilities, those who are dependent or at risk of exclusion, facilitating their full social and cultural development. This project promotes interactive experiences through virtual reality glasses that can be used to simulate unfamiliar situations in which to develop and train skills that promote personal autonomy and social inclusion in real life.

- **Fundación Purísima Concepción - Hermanas Hospitalarias (Granada)**, an organisation that provides care for people with functional diversity. It will create a room with halogenerators to improve the quality of life of people with cognitive, motor and sensory functional diversity and with respiratory diseases.
- **Tupujume (Madrid)**, an association of boys and girls with intellectual disabilities, will use the grant provided by the Redexis Foundation to organise an indoor football team and a basketball team for these children.

Sporting Projects

The Redexis Foundation is committed to creating value for towns and cities and their communities by promoting sporting activities and taking an active part in the social life of those communities.

The sponsorship agreement signed with **Mérida Sporting Club** in 2022 remained in place during 2023, under which it provides support for the promotion of the women's football team in this town in Extremadura. This collaborative agreement focuses on the sporting activities of the Asociación Deportiva Mérida SAD's women's team, which plays in Extremadura's First Division. Players in both the principal and secondary uniforms will wear the Foundation's logo during the 2022/2023 season.

The Foundation is also sponsoring the **Sala Zaragoza** women's team during the 2022/2023 season. This team provides an example of sporting integrity in the city that is consistent with the Foundation's undertaking to support values such as improvement and teamwork, reinforced by its backing for sporting activities. Through its sponsorship, the Redexis Foundation demonstrates its commitment to sporting activities and the importance of making such activities available to all of society. In this case it has given its backing to a club that has already become a beacon for the city of Zaragoza and that is passing on its sporting values to all of its inhabitants with its support for women's football.

In 2023, the Foundation has continued to support the Villatobas Sports Schools, helping to purchase sports equipment and promoting the practice of sport in the area.

Lastly, the Redexis Foundation is collaborating with the **Tennis Federation of the Region of Murcia**, through a financial donation that will be used to continue promoting and encouraging the sport of tennis and contribute to its development in the region.

These sponsorship deals also mean that Redexis employees in these areas can gain access to matches free of charge and enjoy them with all the family, which is a way of introducing employees' children to sports that they can enjoy while learning about values such as competitiveness and teamwork.

Environmental Projects

Planting and reforestation of a plot of land in the province of Zaragoza, in collaboration with "El Bosque de los Zaragozanos", in which Redexis employees and their families participated.

Collaborative and Educational Projects

The Foundation has provided financial assistance for the **Aragón Hydrogen Foundation Awards for Doctoral Theses and Master’s and Bachelor’s Degree Course Dissertations**, with the aim of encouraging research into the subject of hydrogen as an energy vector. Specifically, the Redexis Foundation sponsored the “2022 Redexis Foundation – Aragón Hydrogen Foundation Award” for the best Doctoral Thesis.

With one of its main lines of action being that of dissemination and knowledge, the Redexis Foundation has launched the “*Energía 26*” study grants for the children of Redexis employees undergoing baccalaureate studies, intermediate/higher vocational training or bachelor’s degree studies in the 2023/2024 academic year, with the aim of encouraging and recognising academic effort and promoting development in the educational sphere.

The Redexis Foundation remains in continuous contact and collaboration with other foundations and institutions in the sector, maintaining a fluid and constant dialogue. It actively collaborates with different associations such as:

Spanish organisations

- **Aemener**, the Spanish Association of Women for Energy, which aims to ensure the presence of women with balanced and diversified teams in all areas of business. In 2023 it participated in the AMENER STEM Careers Fair, presenting a prototype of a hydrogen car.

Regional organisations

- **Aragón Foundation for the Development of New Hydrogen Technologies**, a private, not-for-profit research centre created in order to promote the use of hydrogen as an energy vector.

As part of its commitment to transparency, the Redexis Foundation published its **2022 Annual Activity Report**, in which it gave an account of all the social, cultural, educational, environmental and collaborative work carried out by the Foundation over the course of that year.

8 Our supply chain

GRI 3-3, GRI 2-6, 308-1, 414-1, 414-2

Redexis regards its suppliers as key stakeholders within the organisation, and one of the Company’s principal objectives is therefore to ensure sustainable management within the supply chain.

Redexis works with a large volume of procurements and a large number of suppliers, which means that its selection processes must guarantee equal opportunities and free competition while always seeking the highest quality in its contracted materials and services.

As an essential part of its value chain Redexis must ensure that its Suppliers match the commitment and respect the Principles and Values established by the Group.

Since 2020, Redexis has followed a **Supplier approval, monitoring and evaluation policy**, the aim of which is to ensure that any third party that supplies goods or services is qualified in accordance with Redexis’s own standards of transparency and business ethics, health and safety, quality and the environment, thus promoting competition and a search for added value.

This Policy includes a **Code of Conduct for Suppliers** which deals with issues relating to:

- Labour rights
- Combating bribery and corruption
- Confidentiality
- Health and Safety
- The Environment
- Compliance with the RG Code of Conduct.

Redexis continues to seek out new challenges and develop new sustainable technologies (H2, Biomethane, Photovoltaics), and for this it requires new suppliers that will be able to respond to its needs on a global scale. Working with suppliers that have the same **commitment to social and environmental matters** as the Company is essential to achieve its sustainable development goals. That is why Redexis carries out an appraisal and monitoring process in which it studies and monitors the suppliers with whom it works.

In order to ensure the responsible management of its supply chain, **Redexis includes occupational health and safety, social and environmental objectives in its agreements with suppliers**. The Company's general contracting conditions include a section on environmental protection and, when an invitation to tender is issued, the internal regulation entitled "Supplier Environmental Responsibility and Health and Safety" is always included.

The Company has a Registry database (RePro, external supplier classification system) for Spain, in accordance with Act 9/2017 of 9 November on contracting procedures in the water, energy, transmission, and postal services sectors. Redexis relies on this Registry both for the approval of suppliers and for monitoring their documentation, certifications and audits. This reduces risk, costs and potential compliance problems with regard to procurement. With the aim of detecting actions that can be corrected, audits are carried out on suppliers with a higher procurement volume, and any non-conformities detected result in changes that the supplier must resolve within the established period. 7% of Redexis's suppliers with a turnover of more than Euros one hundred thousand have been audited by Achilles Repro, and all of these suppliers passed the audit.

Redexis continues to improve its procurement management model in order to guarantee the maximum possible objectivity when purchasing, ensure the highest quality services and adapt to any new requirements. Selection processes (from the identification of a particular need through to receipt of the service or materials) ensure equal opportunities and free competition. The Company minimises corporate, technical, environmental, and health and safety risk throughout its supply chain.

Wherever possible, Redexis includes responsible parameters in its competitive tendering processes, such as the acquisition of energy that is guaranteed to come from renewable sources and the hiring of suppliers that can show special employment centre certification.

9 Our commitment to end users and customers

GRI 3-3, GRI 416-1, GRI 418-1

Redexis is committed to transparency in communicating with and informing the market, and it strives to ensure open and constructive communication with all the parties involved, studying and creating mechanisms for dialogue and mutual understanding.

Stakeholders	Communication channels
End users and customers	<ul style="list-style-type: none"> • Corporate website (www.redexisgas.es) • Call Centre • Call Centre for non-regulated customers – new in 2023 • Control Centre • Falcon LPG invoice portal • Meter reading website • “I read my meter” (<i>Yo leo gas</i>) app and IVR readings
Employees	<ul style="list-style-type: none"> • Employee Portal (Intranet) • Training platform (Redexis Campus) • Internal whistleblowing channel • Redexis Commitment Mailbox • Prevention of Occupational and Environmental Risk • Internal platform for the Management of Energy, the Environment and Occupational Health and Safety (GEMASST), containing all the information and documentation relating to the internal management system. • Healthy Mailbox • Well-being Platform • COVID-19 information Mailbox • Mailbox for equality issues
Financial Community	<ul style="list-style-type: none"> • Corporate website Investors • Investor mailbox: investor.relations@redexis.es Personal contact with contact with shareholders, investors, analysts, rating agencies and financial institutions • Reports and notes on the Company's activities
Service providers and suppliers	<ul style="list-style-type: none"> • Supplier Portal • Annual conventions • RePro (Achilles)
Public authorities and regulatory bodies	<ul style="list-style-type: none"> • Personal contact with bodies belong to the different regulatory areas (CNMC, the Ministry, regional and local organisations, etc.) • Reports and notes on the Company's activities • Notifications, requirements, and responses with different regulatory bodies • Consultations/procedures with different national, regional, and local regulatory bodies • Technical Manager of the Gas System
Community	<ul style="list-style-type: none"> • Corporate website (www.redexis.es) • Corporate communications mailbox • Press releases • Information meetings (interviews) • Institutional meetings • Corporate and institutional events • Membership of corporate, sector, educational, cultural organisations • Participation in conferences, forums, and seminars • Sponsorships in the towns and cities in which the Company operates

With the aim of continuing to improve bilateral communications with users and customers, Redexis conducted another **annual satisfaction survey** during the last quarter of 2023. This telephone survey is to gauge the opinions of over 600 Redexis customers and users, show them

that their opinion matters to the Company, and gather information to detect and implement improvement plans.

Field work on the survey was carried out in October 2023, and it was aimed at the following customer and end user groups:

- Customers who had contracted natural gas services more than 12 months before.
- Customers who had contracted the piped LPG services more than 12 months before.
- Customers who had recently contracted natural gas services.
- Customers who had received a regular inspection during 2023.

For natural gas customers, their NPS (Net Promoter Score) stands at 22.1 points, almost double the 2022 result, being even higher for contracts starting from 2020 onwards where it rises to 29.6. In addition, the natural gas service meets the needs of 97% of customers, with the most valued aspect being “Comfort and convenience”, which was mentioned by 74% of customers.

For LPG customers, their NPS also increases to 18 points, satisfying the needs of 96% of customers, where “Comfort and convenience” also remains the most valued aspect, mentioned in this case by 80% of customers.

For customers who received a regular inspection, the NPS is 39.9 points, with more than one customer out of two stating that they would recommend the service. Customers rate the service provided by the technician positively and above the previous year (8.7 on average) and those who were attended to by the call centre also give a good rating (7.3 on average), above the previous year.

The **customer and user helpline model** is basically structured via 3 channels:

- Customer service separating regulated and non-regulated customers by means of two different telephone numbers.
- Emergency helpline, available 24/7.
- Website

With a view to guaranteeing the safety of all the people involved in the supply chain, Redexis has several communication centres. All personnel, both internal and those from collaborating companies, must have the necessary appropriate training and knowledge to guarantee their safety at the Company's facilities.

Guaranteeing the safety of consumers and society in general is essential for Redexis, which possesses **modern infrastructure** that allows it to offer excellent safety ratios. The transmission gas pipelines are constructed from steel pipes, all of which are equipped with a highly resistant polyethylene outer coating that protects them against corrosion and extends their working life. Redexis subjects its infrastructure to a series of preventive, predictive and continuous improvement measures, as indicated in its asset integrity management plans. In addition, the Company has a remote cathodic protection management system to monitor and control this protection.

The **Redexis control centre**, located in Zaragoza, has up-to-date information on the training of all the people who access the facilities, which allows it to maintain permanent surveillance over their access. The Company makes an Emergency Call Centre available to all users connected to its distribution networks, with a 24/7 service that is in permanent contact with the Control Centre, which receives information and makes a preliminary classification of consumer emergencies at its reception facilities. This Call Centre also receives messages from other emergency services (police, firefighters, 112, etc.) and immediately passes them on to the

Control Centre, which manages the resolution of any incident and the safety of the facility in question.

Among other measures, Redexis has an **internal operational standard for dealing with distribution warnings**. The Warning Service is a permanent service created to respond to telephone calls relating to incidents in the gas supply or gas equipment (whether owned by the distribution Company or the user) and to manage, coordinate and resolve these incidents to the extent that this is within the power of a gas distribution Company. Each month, the internal and external warnings received by our call centre are compiled, and classified on the basis of whether or not our contractor has detected a leak during their visit.

The Control Centre's SCADA system uses a variety of sensors, control units and communication equipment installed in the field to collect the measurements and status of the different parameters that define how the Company's main installed equipment is operating in real time, thus safeguarding the health and safety of consumers. Contact information for both the Telephone Call Centre and the Control Centre is available to all personnel, both Redexis's own staff and those working outside the Company, who may detect some kind of anomaly in the equipment.

The response that is to be given to any incident is set out in internal action procedures and protocols. Regular drills are carried out involving all the Company resources assigned to these kind of actions in order to ensure the best possible response in the event of a real emergency.

One of Redexis's business activities is the sale and distribution of LPG. The Redexis Control Centre handles all the logistical management of the facilities involved in this activity, and the Company is making significant efforts to fit remote measuring equipment that will provide it with information on tank levels on a daily basis.

As regards **complaints from users and customers**, these are managed from 4 areas:

- Natural gas distribution
- Sale and distribution of LPG
- Added value services
- Photovoltaic installations

Redexis sends details of all pending claims to the different divisions each week for management, classified by area and management level. In addition, a quarterly report is sent to the CNMC, using a format designed by the CNMC itself, confirming the volume of claims, their type and the time required for their resolution. For example, in Third Party Network Access (TPA), which accounts for approximately 88% of all customers, the complaints system is created in a standardized way for all sellers and distributors. In other words, the categories and sub-categories have been created by the CNMC, and Redexis adheres to them. The main entry channel (more than 95%) is the SCTD industry tool, the Transmission-Distribution Communication System, and all messages and the response circuit are designed at industry level. These quarterly reports are used by the regulator to monitor the evolution of claims in the natural gas sector, and it generates its own reports and tables which are broken down by distributor, seller, majority rate, etc.

Within the regulated business, it is the continuous aim of the Business Cycle department to monitor and maintain the level of claims, in order to keep them at a very low percentage. During 2022, a total of 79,317 complaints or claims were received, of which 98.80% were resolved during the year.

For the non-regulated business, 284 queries, incidents or complaints were dealt with this year, and 90% of them were resolved in 2023, in an average time of 27 days.

Redexis has a Call Centre for regulated customers offering a 24/7 service, which receives calls and makes an initial classification of consumer emergencies at its reception facilities. The Call Centre also receives reports from other emergency services, such as the police, firefighters, etc., and it immediately informs the Control Centre.

For such customers, Redexis also deals with potential claims received via the external complaint communication channel, though this is not the channel that should be used for submitting claims. In the event that it receives claims via this channel, these are forwarded to the Business Cycle department, which analyses the complaint, allegation or claim and, in turn, forwards it:

- To the Call Centre, when the communication refers to questions relating to queries or claims about billing and meter readings.
- To the Utilisation Department, when communications refer to the inspection of facilities.
- To the Systems Department, when communications refer to incidents relating to the website.

Once the complaint, allegation or claim has been resolved, these units report this to the Business Cycle department, as well as to the legal services department, the department that receives these communications via the whistleblowing channel.

For non-regulated customers, Redexis has another Call Centre with business hours attention (from 8 a.m. to 8 p.m. M-F) that receives incidents and queries or requests from customers with the aim of trying to resolve as many as possible on the first call, for which they are connected to different information systems run by the Company. Incidents that are not resolved in the same call are handled by the Call Centre by requesting information from different Company departments (construction, maintenance, billing, etc.).

10 Our commitment to transparency: Tax information

GRI 201-1, 201-4

The taxes paid by organisations represent one of their contributions to economic and social development and the maintenance of public responsibility in the country in which they operate. Against this background, compliance with current tax legislation always forms part of the principles that inspire the Company's corporate responsibility.

The tax burden is one of the main costs that the Group must face, as well as being an area in which the diversity of possible interpretations of the applicable regulations is likely to generate uncertainties.

Therefore, considering both its public and corporate interests, Redexis has developed a **Tax Policy** that has been approved by its Board of Directors and that consists of complying with the following principles in the fulfilment of its tax obligations and in its relations with the tax authorities:

- Compliance with current tax legislation: pay the taxes required under the legislation in force, adopting a reasonable interpretation of this legislation at all times while trying to avoid inefficiencies and undue tax costs for Redexis as a result of this interpretation.
- Renouncing the following actions: performing operations or creating structures that only pursue a tax advantage, structuring operations that are artificial in nature or that do not relate to the Company's own activity, or making use of non-transparent structures in order to reduce its tax or burden, or making investments in or through territories classified as tax havens.
- Transparency from the bodies involved in Redexis's tax management vis-à-vis third parties (shareholders, clients, suppliers, employees, regulatory bodies, etc.) regarding the tax principles described in this report.
- Full cooperation with the Tax Administration in their verification activities relating both to Redexis and third parties, maintaining relationships based on good faith, cooperation, professionalism and reciprocity, notwithstanding any legitimate disagreements that may arise when defending the interests of the Company and its Group.

To ensure compliance with the Company's Fiscal Policy, the Board of Directors and its Audit and Risk Committee are assisted by the Chief Financial Officer, who implements this Policy through the appropriate operational tax procedures and processes.

The Chief Financial Officer is assisted by the Assistant Tax Manager, who advises and instructs the different departments regularly on fiscal matters, including tax returns and reports, ensuring full compliance with the Fiscal Policy and the applicable operational tax procedures and processes.

In this connection, in July 2020 the Company approved the **Group procedure for the management and monitoring of tax risk**, which further developed its **Tax Policy** and supplemented the Group's risk management and control system.

Redexis, S.A. and the subsidiaries that form part of the Spanish corporate income tax consolidation group number 0357/11 (hereinafter, the "Redexis Group" or the "Group") opted for the **Good Tax Practices Code on 25 November 2022** with the aim of improving the relationship with the Tax Administration based on the principles of good faith, transparency and legitimate confidence, and with the willingness to continue applying responsible tax policies in the different companies that make up the group.

The Redexis Group has decided to voluntarily provide, in December 2023, certain tax information summarised in the **Tax Transparency Report**, which is drawn up from the Appendix to the Good Tax Practices Code approved on 2 November 2015 by the Spanish Large Business Forum, because it considers that the provision of said information represents a further step towards tax transparency that will provide greater legal certainty for the Redexis Group.

The Group informs that in this report, special emphasis is placed on those aspects that have or may have tax implications in Spain exclusively for the Group, and that the information provided in this report is confidential, true and reliable.

The Report has followed the guidelines on structure and content set out in the proposal for the reinforcement of good corporate tax transparency practices of companies adhering to the Good Tax Practices Code, approved on 28 October 2016.

The aim of the Code is to promote a relationship of reciprocal cooperation between the Spanish Tax Authority and the companies that have signed (186 to date). This relationship is based on the principles of transparency and mutual trust, which should therefore mean that it conforms to the principles of good faith and trustworthiness between the parties, thus increasing the efficacy of the Authority's monitoring activities and reducing the legal uncertainty to which companies may be exposed, as well as reducing incidents of litigation between the two sides.

Together with its Annual Report and Annual Accounts, Redexis regularly prepares and publishes its **Management Report**, which presents a detailed list of the operations the Company has performed during the financial year and sets out the Company's future plans, in addition to describing the work it has carried out in the area of research and development. This report can be accessed by all interested parties via the Company's website, along with the rest of Redexis's corporate documents.

In addition, both the Company and the Group to which it belongs will adopt the necessary mechanisms to guarantee the monitoring of and compliance with tax regulations and the principles set out above, ensuring that they have sufficient and suitably qualified external or internal material and human resources. In this connection, the Company always relies on external advice from recognised firms in the field, whenever it deems this appropriate.

Redexis Energia S.A. was established on December 20, 2023, therefore the financial and subsidies data indicated in the following tables refer to Redexis, S.A.U., as it was the operating company and acting as the holding company for most part of the year. Consequently, the total tax contribution of Redexis S.A.U. amounted to Euros 5.4M in 2023. The following table shows a breakdown of operating earnings and revenues for the fiscal year, in addition to its total income, accounting results before and after taxes, limited to Spain, since this is the only country in which Redexis operates:

Financial Data (thousands of Euros)	2023		2022	
	Total	Spain	Total	Spain
Results from operating activities	58,569.1	58,569.1	67,793.1	67,793.1
Profit/loss for the year	17,640.0	17,640.0	28,362.3	28,362.3
Total income	260,508.1	260,508.1	269,406.7	269,406.7
Accounting results before tax	22,996.9	22,996.9	38,597.7	38,597.7
Corporate income tax accrued	-5,357.0	-5,357.0	-10,235.4	-10,235.4
Corporate income tax paid	-4,572.2	-4,572.2	-8,392.5	-8,392.5

The corporate income tax paid of each fiscal year includes the final settlement of the prior year and the prepayments of the current year.

The following table shows the subsidy information for the current and previous years, which corresponds entirely to Spain, the only country where Redexis operates.

Grants	2023		2022	
	Collections	Returns	Collections	Returns
Higgs Project (AJ4)	0.0	0.0	28,150.0	0.0
OceanH2 Project (aj9)	0.0	0.0	124,310.7	0.0
Zeppelin Project (aj10)	136,825.6	0.0	77,440.2	0.0
Green Hysland Project (aj8)	371,973.5	0.0	0.0	0.0
Prisma Project (aj11)	48,753.0	0.0	0.0	0.0
CANDHy Project (aj13)	160,125.0	0.0	0.0	0.0
Shimmer Project (aj14)	58,587.9	0.0	0.0	0.0
Debt cancellation CDTI IDI - 20200195	0.0	0.0	0.0	-163,733.6
Vortex Project (aj5)	0.0	0.0	158,846.0	0.0
TOTAL	776,265.0	0.0	388,746.9	-163,733.6

11 Appendix I: List of Contents required in a Non-financial Reporting Statement under Spanish Act 11/2018

List of contents under Act 11/2018	Contents of Redexis's Non-financial Reporting Statement	Reference reporting framework	Page
Description of the business model			
Corporate environment	1. Our Business Model Corporate environment, organisation and structure and markets in which the Company operates.	GRI 2-1	Page 2 - 4
Organisation and structure		GRI 2-1	
Markets in which the Company operates		GRI 2-6	
Targets and strategies	1. Our Business Model Targets and Strategies	GRI 2-22	Page 4 - 5
Main factors and trends that may affect its future valuation	1. Our Business Model Main factors and market trends		Page 5 - 11
Main risks associated with the issues relating to the Group's activities			
The business relationships, products or services that may have negative effects in these areas, and how the Group manages these risks, with an explanation of the procedures used to detect and evaluate them in accordance with the national, European or international reference frameworks used for each subject	2. Risk Management	GRI 2-12 GRI 3-3	Page 12 - 14
Information on the impacts that have been detected, with a breakdown of these impacts, particularly as regards the main risks in the short, medium, and long term			
Key indicators for non-financial results that are relevant in terms of the Company's specific business activities, where they meet the criteria for comparability, importance, relevance and reliability. The key indicators for non-financial results must be applied to each of the sections contained in the non-financial reporting statement	Use as a reference for the different GRI standards for each relevant issue, in order to be able to compare results		
Information on environmental issues			
Policies			
The policies that the Group applies, which include the diligence procedures applied for the identification, evaluation, prevention and mitigation of risks and significant impacts, verification and control, along with the measures that have been adopted.		GRI 3-3	Page 15 - 19
General			

Detailed information on the current and foreseeable effects of the Company's activities on the environment and, where applicable, health and safety, environmental evaluation or certification procedures, the resources devoted to environmental risk prevention, application of the principle of caution, the amount of provision and guarantees relating to environmental risk.	3. Our commitment to the environment	GRI 3-3	Page 15 - 19
Pollution			
Measures to prevent, reduce or repair carbon emissions that seriously affect the environment, taking account of any form of air pollution that is specific to a particular activity. Including noise and light pollution	3. Our commitment to the environment 3.1 Pollution	GRI 305-1 GRI 305-2 GRI 305-4 GRI 305-5 GRI 305-7	Page 19 - 20
Circular economy and waste prevention and management			
Measures for prevention, recycling and re-use, other forms of waste recovery and disposal. Actions to combat food waste	3. Our commitment to the environment 3.2 Circular economy, and waste prevention and management	GRI 306-2	Page 20 - 21
Sustainable use of resources			
Water consumption and water supply in accordance with local limits	3. Our commitment to the environment 3.3 Sustainable use of resources	GRI 302-1 GRI 302-2 GRI 302-3 GRI 302-4 GRI 302-5	Page 22 - 23
Consumption of raw materials and the measures taken to use them more efficiently			
Direct and indirect energy consumption, measures taken to improve energy efficiency and the use of renewable energies			
Climate change			
Important factors in the greenhouse gas emissions generated as a result of the Company's activities, including the use of the goods and services it produces	3. Our commitment to the environment 3.4 Climate change	GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-5	Page 23 - 28
Measures taken to adapt to the consequences of climate change			
The reduction targets established voluntarily in the medium and long term to reduce greenhouse gas emissions, and the means implemented for this purpose			
Protection of biodiversity			
Measures taken to preserve or restore biodiversity	3. Our commitment to the environment 3.5 Protection of biodiversity	GRI 304-1 GRI 304-2 GRI 304-3 GRI 304-4	Page 28 - 29
Impacts caused by activities or operations in protected areas			
Information on social and personnel-related matters			
Policies			
The policies that the Group applies, which include the diligence procedures applied for the		GRI 3-3	Page 29 - 30

identification, evaluation, prevention and mitigation of risks and significant impacts, verification and control, along with the measures that have been adopted.			
Employment			
Total number and distribution of employees by gender, age, country, and professional category	4. Our commitment to employees 4.1 Employment	GRI 2-7 GRI 3-3 GRI 405-1 GRI 405-2	Page 30 - 36
Total number and distribution of types of employment contracts, average annual number of permanent contracts, temporary contracts and part-time contracts by gender, age and professional category, number of dismissals by gender, age and professional category			
Average salaries and their evolution, broken down by gender, age and professional category or equal value			
Pay gap, remuneration for jobs that involve performing the same or average tasks for the Company, average remuneration for directors and managers, including variable payments, allowances, compensation, payment into long-term savings pension systems and any other amount received, broken down by gender, implementation of disconnection from work policies, employees with disabilities			
Organisation of duties			
Organisation of working time	4. Our commitment to employees 4.2 Organisation of duties	GRI 3-3 GRI 403-2	Page 36 - 37
Absenteeism rate (hours)			
Measures designed to facilitate the enjoyment of work/family life balance and to encourage the responsible use of these measures by both parents			
Health and safety			
Occupational health and safety conditions	4. Our commitment to employees 4.3 Health and safety	GRI 3-3 GRI 403-2 GRI 403-3 GRI 403-4 GRI 403-9 GRI 403-10	Page 37 - 46
Occupational accidents, in particular their frequency and severity, as well as occupational illnesses, broken down by gender			
Social relations			
Organisation of social dialogue, including procedures for informing, consulting and negotiating with staff	4. Our commitment to employees 4.4 Social relations	GRI 2-30 GRI 3-3 GRI 402-1 GRI 403-1 GRI 403-4	Page 46 - 50
Percentage of employees covered by collective bargaining agreement by country			
The overall balance of the collective agreements signed, particularly in the field of occupational health and safety			
Training			
Policies implemented in the area of training	4. Our commitment to employees 4.5 Training	GRI 3-3 GRI 205-2 GRI 404-1 GRI 404-2 GRI 404-3	Page 50 - 51
The total number of hours' training by occupational category			

Universal access for people with disabilities			
Equality			
Measures adopted to promote equality of treatment and opportunity between men and women	4. Our commitment to employees 4.6 Equality	GRI 3-3 GRI 405	Page 52 - 54
Equality Plans (Chapter III of Spanish Act 3/2007 of 22 March, on the Effective Equality of Women and Men)			
Measures adopted to promote employment, protocols against sexual harassment and harassment on grounds of sex, integration, and universal accessibility for people with disabilities			
Policy against all types of discrimination and, where applicable, policy on the management of diversity			
Information on respect for human rights			
Policies			
The policies that the Group applies, which include the diligence procedures applied for the identification, evaluation, prevention and mitigation of risks and significant impacts, verification and control, along with the measures that have been adopted.		GRI 3-3	Page 54 - 55
General			
Application of due diligence procedures in matters of human rights	5. Our commitment to ensuring respect for human rights	GRI2-23 GRI 2-26 GRI 3-3 GRI 412-1 GRI 412-2 GRI 412-3	Page 54 - 56
Prevention of the risk of violating human rights and, where applicable, measures for the mitigation, management and repair of any potential abuses committed			
Complaints about cases involving human rights violations			
Promotion of and compliance with the provisions set out in the principle agreements of the International Labour Organization with regard to respect for the freedom of association and the right to collective negotiation			
The elimination of discrimination in employment and the workplace			
The elimination of forced or compulsory labour			
The effective abolition of child labour			
Information relating to the fight against corruption and bribery			
Policies			
The policies that the Group applies, which include the diligence procedures applied for the identification, evaluation, prevention and mitigation of risks and significant impacts, verification and control, along with the measures that have been adopted.		GRI 3-3	Page 56

General			
Measures adopted to prevent corruption and bribery Measures to combat money laundering Contributions to foundations and not-for-profit entities	6. The Company's commitment to the fight against corruption and bribery	GRI2-23 GRI 2-26 GRI 3-3 GRI 205-1 GRI 205-2 GRI 205-3	Page 56 - 57
Information about the Company			
Policies			
The policies that the Group applies, which include the diligence procedures applied for the identification, evaluation, prevention and mitigation of risks and significant impacts, verification and control, along with the measures that have been adopted.		GRI 3-3	Page 57 - 58
General			
The Company's commitment to sustainable development			
The impact of the Company's activity on local jobs and development	7. Our commitment to sustainable development	GRI 3-3 GRI 203-1 GRI 204-1 GRI 413-1 GRI 413-2	Page 57 - 71
The impact of the Company's activity on local towns and cities and the territory in general			
The relationships maintained with agents from the local communities and the types of dialogue engaged in with these agents			
Association or sponsorship actions			
Subcontracting and suppliers			
Inclusion of social, gender equality and environmental issues in purchasing policy	8. Our supply chain	GRI 2-6 GRI 3-3 GRI 308-1 GRI 414-1 GRI 414-2	Page 71 - 72
Consideration of the Company's social and environmental responsibility with regard to suppliers and subcontractors			
Supervision and audit systems and their results			
Consumers			
Measures to ensure consumer health and safety	9. Our commitment to end users and customers	GRI 3-3 GRI 416-1 GRI 418-1	Page 72 - 76
Systems to deal with any complaints and claims received and their resolution			
Tax information			
The profits obtained country by country	10. Our commitment to transparency	GRI 201-1 GRI 201-4	Page 76 - 79
Taxes on profits paid and public grants received			