



emsa
COMMITTEDCHEMISTRY

Sustainability Report 2023



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Message from our CEO

2023 was a period marked by significant challenges and tremendous opportunities in the chemical distribution business. We faced a climate of increasing global instability and major regulatory changes. However, at EMSA, we turned these challenges into drivers of growth, by focusing on two key strategic areas: customer proximity and sustainability.

Our sustainability strategy, which was launched in 2022, has been a cornerstone of our progress. We are committed to finding and selecting partners who implement and promote sustainability, creating an ecosystem that prioritises responsible business models from the ground up. This approach allows us to share knowledge and grow together, ensuring that every link in our supply chain is aligned with our values.

Our internal procedures have become more stringent, strengthening our commitment to sustainability and delivering excellence to our customers, suppliers and, of course, our staff. We are continuously updating our product portfolio, not only improving the quality of our products, but also promoting the sustainable development of the sectors and countries in which we operate.

We are forging ahead with a sense of commitment, determination and responsibility, ensuring that every step we take is aligned with our goal of having a positive, lasting impact on people, the environment and the sector itself.

Best regards,

Jorge Grima
CEO of EMSA Tecnología Química





What's new at Emsa in 2023



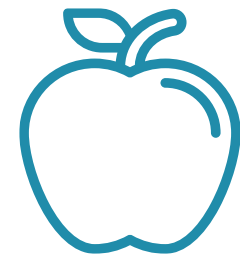
+130
new products



+65
new customers



+30
new suppliers



New sector

Human
food



New certifications: Subsidiaries certified for ISO 14001 and 9001

Having successfully passed the renewal audit, in 2023 we included our subsidiaries **EMSAMAR** and **EMSAPOR** within the scope of our **ISO 14001** and **9001** certifications.



Ecovadis rating

We were awarded a silver medal again. We are improving our score every year and we now rank in the **top 14% most sustainable companies in the sector.**



Presentation of the report

In 2023, EMSA remained committed to improving our practices and having a positive impact on the environment. We are continuing to drive forward our sustainability strategy, which was first introduced in 2022. This document sets out all the actions, challenges, progress and outcomes of our strategy throughout 2023.

Transparency is essential to us. We want to share our achievements and areas where there is still room for improvement with our employees, customers and partners. We know that not everything is perfect, but we are making steady progress and this exercise in transparency also identifies the areas where we need to improve in the coming years.

We have implemented new initiatives, improved processes and engaged in continuous dialogue with our stakeholders to ensure that our actions meet their expectations and needs. We believe in the power of collaboration and the importance of listening to and learning from the people around us.

Thank you for joining us on this journey. We are committed to making continued progress and treating each year as an opportunity to improve.

Structure

This report covers all of EMSA's sustainability-related activities. It is divided into three parts that reflect the core values of our company:



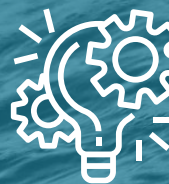
We Care about the World

Our environmental initiatives are detailed here. We examine the impact of our operations on the environment and the steps that we take to minimise it.



We Care about People

This section focuses on our social vision. It covers our actions and achievements relating to the well-being of our employees, partners and communities.



We Care about Innovation

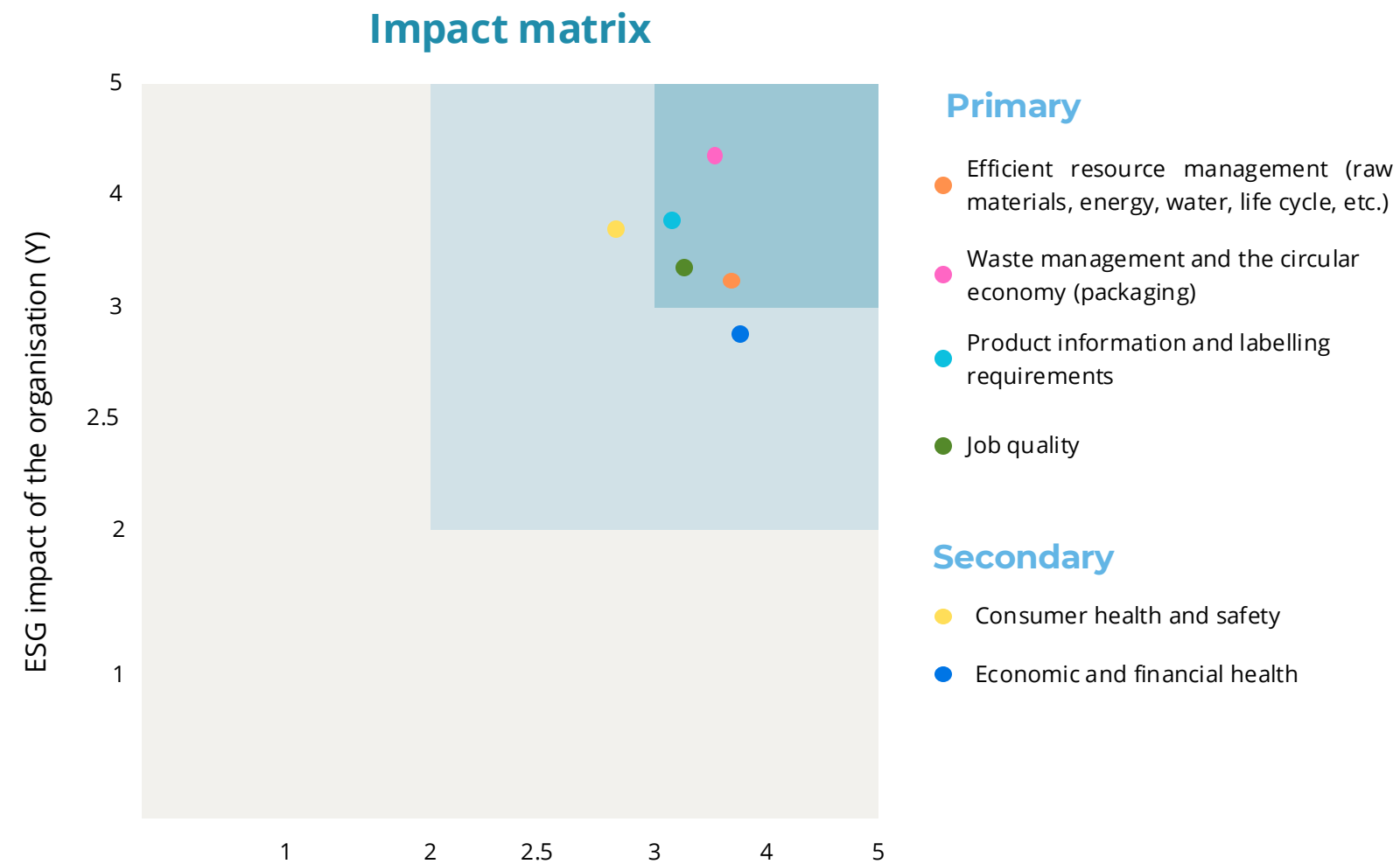
This part covers governance, financial aspects, product development and digitalisation. It reflects our commitment to innovation and becoming a more efficient and responsible business.

At EMSA, our motto "**We care**" embodies our identity as a team and an organisation. We have a shared purpose of care and responsibility and we embed this mindset in every aspect of our operations, including our corporate culture, mission and business objectives.



Methodology and scope

In 2022, EMSA conducted a comprehensive **double materiality** assessment, evaluating global and sectoral trends, and consulting with internal and external stakeholders. Drawing on the World Economic Forum's 2022 Report, this assessment provides us with an in-depth understanding of the key sustainability issues that will guide our future actions. This study was part of our initiative to put in place a robust and responsible strategy, with a commitment to address these issues effectively together with our stakeholders.



Economic and financial health: Maintaining strong finances is essential to our growth and ability to make a positive contribution to the business environment.



Efficient resource management: We efficiently manage resources such as raw materials, energy and water, taking into account the life cycle of our products in order to reduce our environmental impact.



Waste management and the circular economy: We focus on ensuring proper waste management and promoting the circular economy, with particular emphasis on packaging and refuse management.



Product information and labelling: We ensure the transparency and safety of our products by providing accurate and complete information.



Job quality: We value our employees and we are committed to providing a workplace that promotes their well-being and professional development.

These material issues will guide our future strategies towards a more sustainable future. Our company is driven by the pursuit of excellence, which is why this document provides a broad picture of sustainability rather than focusing on materiality.

Commitment to transparency

As part of our commitment to transparency and corporate responsibility, at EMSA we have drafted a sustainability report every year since 2022, even though we are not subject to the legal requirements that oblige companies to report on their non-financial activities.



Statement of responsibility

It is an honour to present EMSA's 2023 Sustainability Report, a document that outlines our actions, challenges and the progress we have made in the area of sustainability over the past year. As the person leading this project, I am proud to share our efforts and achievements with you, and also the areas where we acknowledge that there is still room for improvement.

While honestly recognising that we have a long way to go, our commitment to improve and progress every year is unwavering. There is no turning back.

Although we are not legally obliged to report on our non-financial activities, this report demonstrates our commitment to transparency. We believe in open, two-way communication with all our stakeholders, and this yearly exercise is a key part of that effort. We guarantee that the information presented in this report is truthful and accurate.

We strive to stay ahead of regulatory requirements, acting proactively and treating sustainability as an opportunity to create value and increase efficiency. At EMSA, we apply the principle of prudence to all our activities, making sure that our actions have a positive impact on the environment and the communities in which we operate.

We are committed to continue improving and working together to achieve a more sustainable and responsible future for everyone.

Patricia Elvira
Corporate Director of EMSA





Our methodology for the Sustainability Report

Transparency, accuracy and commitment

To prepare our Sustainability Report, we have followed a robust, transparent methodology that guarantees the quality and accuracy of the information presented.

Firstly, through a double materiality assessment, we identified the issues with the greatest importance for our stakeholders and for the environmental, social and economic impact of our activities.

Secondly, we applied the **Global Reporting Initiative (GRI)** standards to ensure transparency, comparability and accuracy in the reporting of our sustainability data and activities.

Finally, we brought our Sustainability Report into line with the United Nations' **Sustainable Development Goals (SDGs)**, demonstrating our commitment to global sustainable development and helping to build a fairer and more sustainable future for all.

This methodology allows us to offer a complete, transparent and dedicated Sustainability Report, which reflects our sustainability performance and commitment to our various stakeholders.

Double materiality assessment



Global Reporting Initiative (GRI)

Sustainable Development Goals (SDGs)



Risk and opportunity management

Risk management is not only a key component of organisational sustainability, it has become an essential pillar for companies that are committed to a more responsible and resilient future.

By proactively identifying, assessing and mitigating potential risks, companies can protect their long-term value, enhance their reputation and support sustainable development.

It is important to highlight the active role played by management bodies in reviewing and evaluating this road map. Such reviews not only allow us to identify opportunities to improve risk management, but also to devise joint action plans that involve all levels of the organisation.

RISKS	DESCRIPTION	POTENTIAL IMPACT	RISK MANAGEMENT
STRATEGIC RISKS			
Geopolitical risks	Instability and conflict in certain regions of the world	Shortage of raw materials and impact on lead times	<ul style="list-style-type: none"> • Diversify supply sources • Diversify transport routes and modes
Climate risks	Intensification of adverse weather events	Supply chain disruption	<ul style="list-style-type: none"> • Diversify suppliers and transport routes
REGULATORY RISKS			
Risk of changes in the regulatory environment	Changes in product regulations and substance classifications	Need to adapt to new regulations	<ul style="list-style-type: none"> • Monitor regulatory changes
Criminal risk	Non-compliance with legal regulations and internal regulations	Fines, penalties, and reputational damage	<ul style="list-style-type: none"> • Conduct regular audits of EMSA's Compliance System



RISKS	DESCRIPTION	POTENTIAL IMPACT	RISK MANAGEMENT
FINANCIAL RISKS			
Risk of structural changes or a crisis in the banking system	Sudden changes in the banking system would make it difficult for all market players to secure financial resources	Loss of revenue and impact on cash flow	<ul style="list-style-type: none"> • Tighter credit control • Efficient cash management
Risk of rising interest rates	Variability in interest rates on loans	Increase in financing costs	<ul style="list-style-type: none"> • Diversify sources of finance • Optimise the company's financial ratios
TECHNOLOGY RISKS			
Cybersecurity	Information security threats and cyber attacks	Loss of sensitive data, operational disruption, and reputational damage	<ul style="list-style-type: none"> • Implement robust IT security measures and incident response plans
Technology risks	Loss of market position due to technological advances by competitors	Opportunities lost to other companies	<ul style="list-style-type: none"> • Implement effective digital marketing strategies • Integrate digital channels with other sales channels



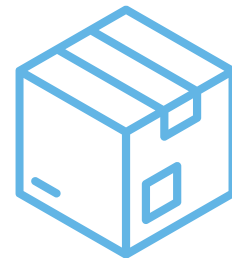
What we do at EMSA

At EMSA, we have over **30 years** of experience in supplying strategic products and speciality chemicals worldwide. Our business units, which are managed by experts in their respective fields, supply raw materials to **over 25 industrial sectors**.



+35000

tonnes distributed
each year



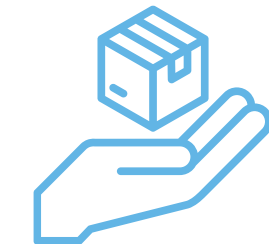
+500

products
in our portfolio



+35

no. of countries
in which we buy



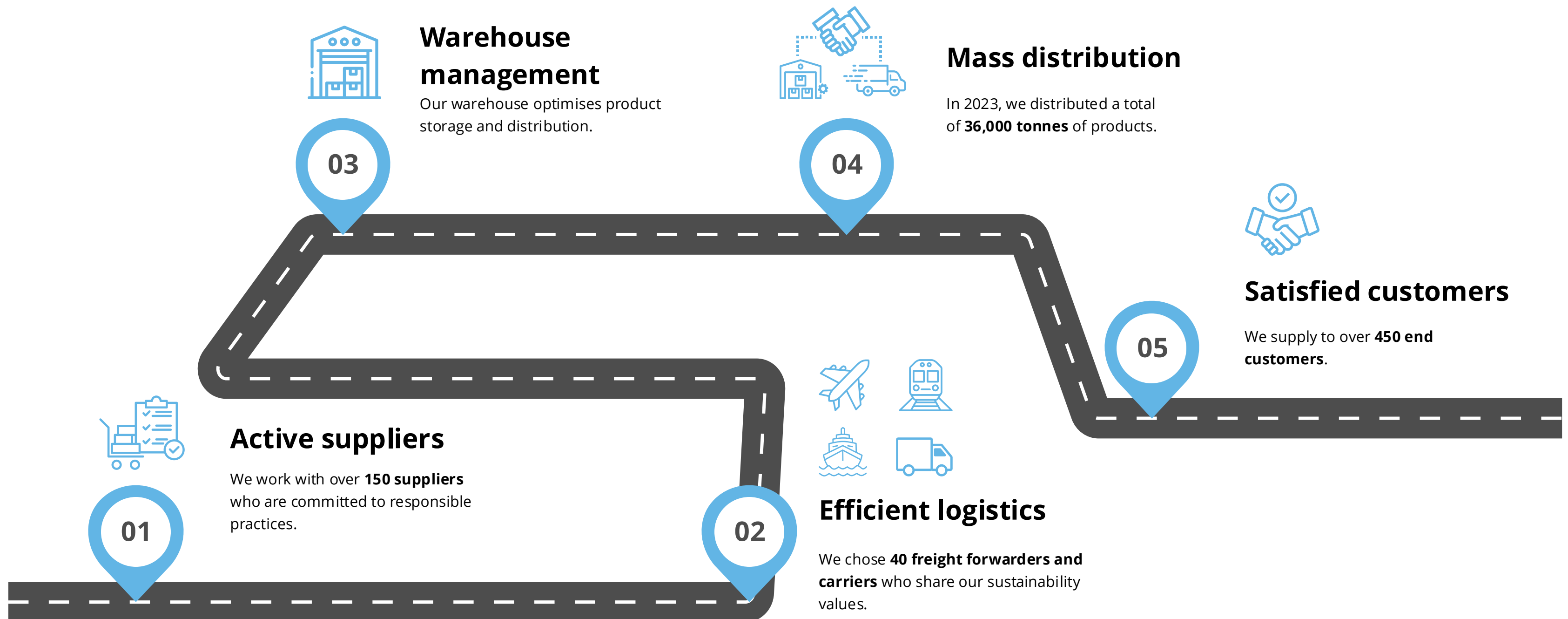
+40

no. of countries
in which we sell



Supply chain

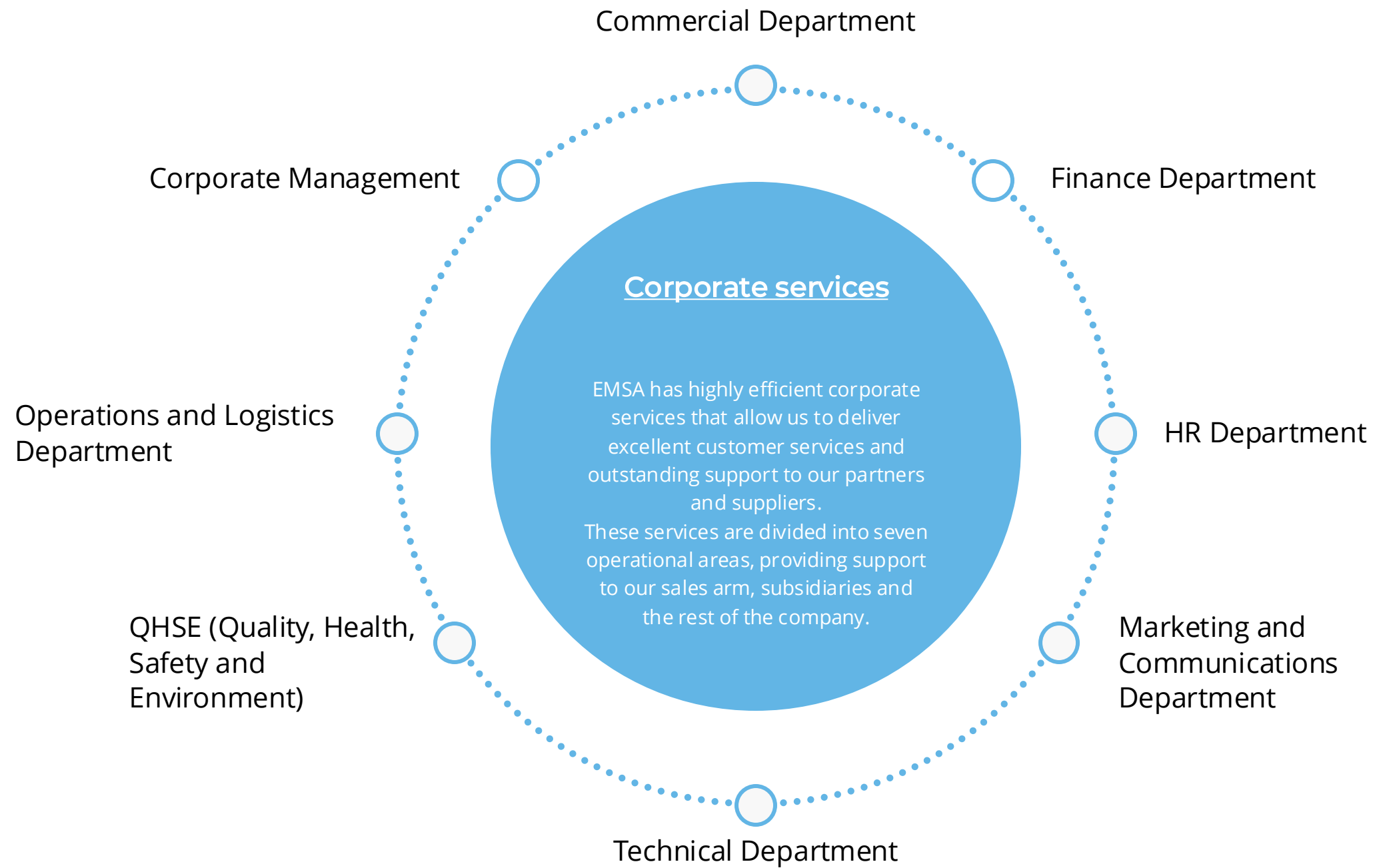
We continuously strive to improve the efficiency and sustainability of our supply chain. In 2023 we distributed a total of **36,000 tonnes** of products from **150 active suppliers** to over **450 customers** via **40 freight forwarders and carriers** who were carefully selected due to their commitment to responsible practices.





Size, structure and organisation

EMSA's team is composed of around **50 highly qualified professionals** who respect and share our values: integrity, teamwork and commitment.





Commercial activity

EMSA's commercial organisation is divided into seven business units, which handle distribution to over 25 industrial sectors. Each business unit is managed by a director and run by highly experienced experts, all of whom specialise in the various sectors in which we operate.





Corporate structure

EMSA is divided into three main companies that provide efficient and specialised management of our operations:

EMSA Tecnología Química

Parent company, responsible for the overall management and coordination of all group company activities and strategies.

EMSAMAR

Subsidiary in Morocco, dedicated to expanding and consolidating our presence in the North African market.

EMSAPOR

Subsidiary in Portugal, focused on strengthening and developing our operations in the Portuguese market.

This structure allows us to cater to the specific needs of each market and to offer a closer and more personalised service to our customers and partners.





External initiatives and partnerships

Certifications



Responsible Care

The RESPONSIBLE CARE Programme is the chemical industry's voluntary global initiative that promotes continuous improvement in safety, health, the environment and transparent communication, aligned with sustainable development. EMSA joined Responsible Care in 2008, underscoring our commitment to these values.



EcoVadis

EcoVadis is the leading corporate sustainability rating system, assessing over 75,000 companies on environmental, labour, human rights, ethical and sustainable procurement issues. We have improved our score year-on-year, ranking in the top 14% in our sector and earning a silver medal.

Collaborations



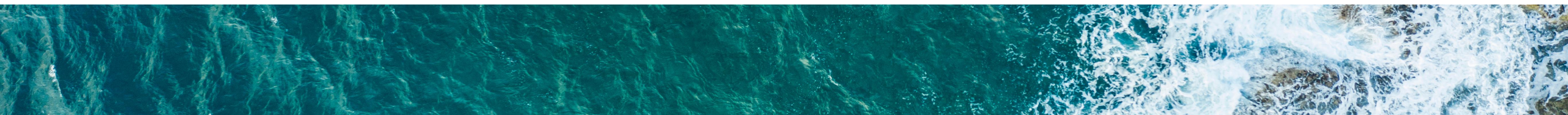
IQS

As a member of the IQS (Instituto Químico de Sarrià) Business Foundation, we work closely with this educational institution that is a leader in chemistry and health sciences. This synergy allows both of us to make further strides towards achieving our strategic goals, fostering the development of the chemical sector and the training of highly qualified professionals.



AECQ

We work closely with the Spanish Chemical Trade Association (AECQ), actively participating in various working groups and committees. This collaboration is based on sharing our knowledge and experience, jointly championing the interests of the sector, and promoting innovation and sustainability.





Mission and vision



Mission

To be efficient suppliers of chemical products, specialty chemicals and solutions, quickly adapting to the needs of the market, with our commitment to our customers and suppliers, protecting the environment and continuous innovation driving us to deliver added value.



Vision

To be a leading supplier in the sectors and markets in which we operate, establishing strong relationships with customers and suppliers, and creating a sustainable development environment to attract talent, where outstanding professionals can develop personally and professionally.

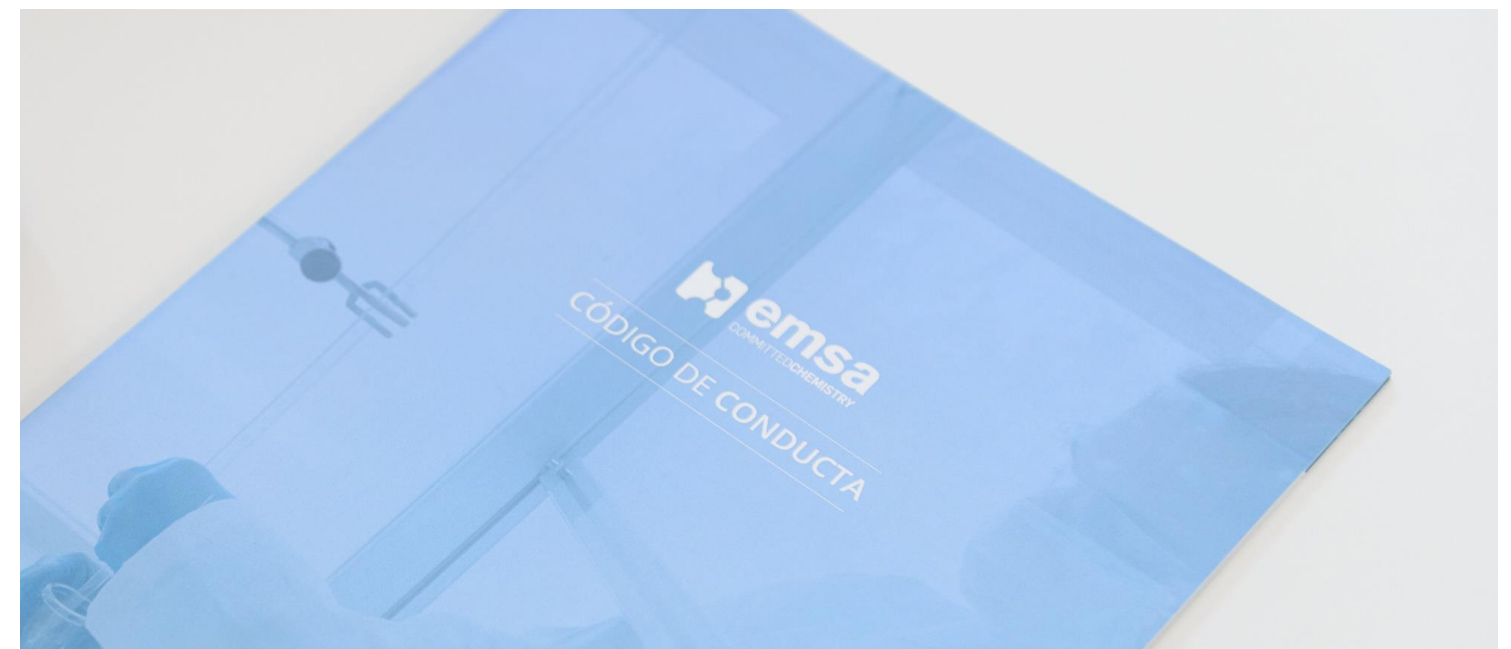
Code of ethics

We have a Code of Conduct that sets out the company's values and principles, and the standards of conduct that all employees must adhere to in their day-to-day work. Our aim is to create an organisation of which everyone can be proud.

Key aspects of the Code

- **Behavioural guidelines:** It defines the standards of professional, ethical and responsible behaviour that all employees must uphold.
- **Expected behaviour:** It outlines our expectations with regard to ethics, commitment to the organisation and compliance with the applicable standards.
- **Preventing unlawful conduct:** It seeks to prevent criminal behaviour and any unlawful conduct by employees in the course of performing their duties.

You can find our full Code of Conduct at the following link: [Code of Conduct](#).

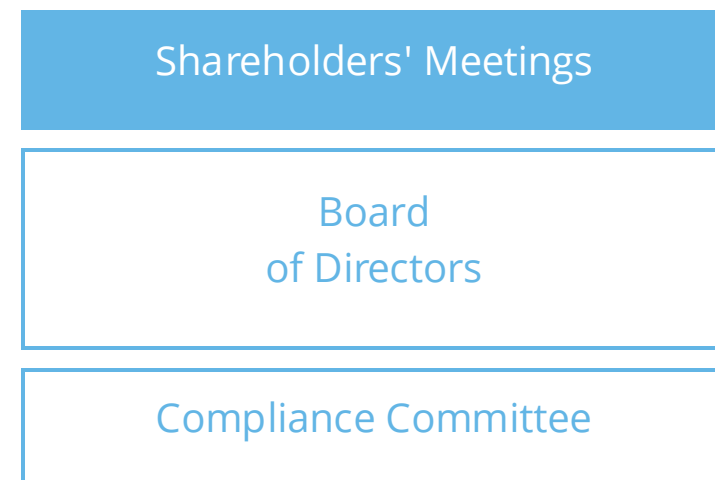




Governance structure

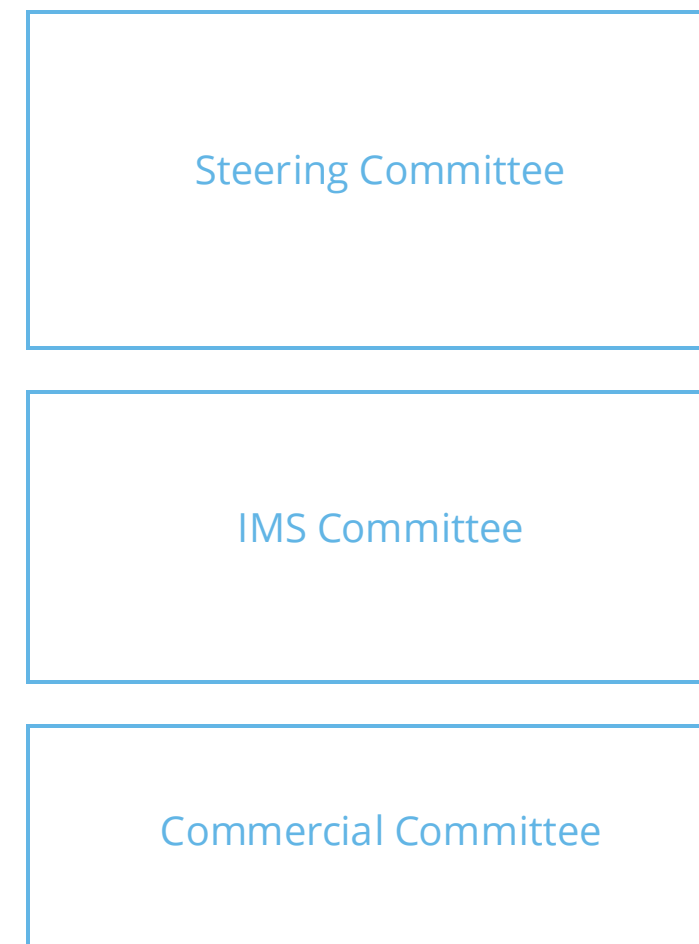
EMSA's organisational and governance structure plays a vital role in ensuring that the company's strategies, values, mission and vision, and the provisions of the Code of Ethics are embedded throughout the organisation.

Supervisory bodies



- Chief Executive Officer and Managing Director
- Shareholders
- Chief Executive Officer and Managing Director
- Board Members
- Chair of the Board
- Secretary of the Board
- Compliance Committee Members

Management bodies



- Chief Executive Officer and Managing Director
- Commercial Director
- Director of Operations
- CFO and Director of HR
- Corporate and Technical Directors
- Director of QHSE
- Director of Marketing
- Chief Executive Officer and Managing Director
- Commercial Director
- Director of Operations
- CFO and Director of HR
- Corporate and Technical Directors
- Director of QHSE
- Commercial Director
- CFO and Director of HR
- BU Managers
- Product Manager
- Salespeople



Stakeholder engagement

Active stakeholder engagement is a key pillar of our sustainability strategy. We believe that open and transparent dialogue with our stakeholders is essential to understand their expectations, identify areas that require improvement and build strong and lasting relationships. For this purpose, we have developed a robust engagement framework that includes:

Stakeholder identification and prioritisation

We have identified our key stakeholders, including the Board of Directors, employees, product suppliers and service providers, customers, public bodies and industry associations. The specific importance of each stakeholder group has been rated according to their impact on our business and sustainability.



Targeted communication with stakeholders

- **Product suppliers and service providers:** We maintain ongoing communication with our suppliers to assess their sustainability performance and identify opportunities for collaboration on sustainable initiatives.
- **Customers:** The satisfaction of our customers is an absolute priority. Therefore, we conduct regular satisfaction surveys to get their feedback on our products and services in order to identify areas for improvement and to provide an increasingly satisfactory experience.

Consultation methodology

In order to select the material topics, we conducted a total of **600 surveys** in 2022, combining face-to-face interviews and participatory sessions with online surveys.



2023 Satisfaction Survey: a step forward

The results of the 2023 Satisfaction Survey were positive, with an overall score of **4.32**, a slight increase on the score of 4.23 obtained in 2022.

Result in 2022

4.23



Result in 2023

4.32

**average score in the Satisfaction Survey*



Highest rated aspects

- **Communication with the company:** They value the smoothness and transparency of communication during the purchasing process and in the after-sales service.
- **Documentation provided with deliveries:** They believe that the documentation is clear, complete and useful.



Notable improvements

- **Contact frequency:** Customers have noticed an increase in the frequency of contact from the company, allowing them to be better informed and feel that they are being better served.
- **Service received from the technical/commercial department:** Customers are impressed by the service they receive from the technical/commercial department, highlighting its professionalism, friendliness and ability to answer their questions and meet their needs.

Commitment to continuous improvement

Based on these results, we will implement specific actions to further improve our customers' experience in all areas, from communication to technical/commercial support.

Our goal is to achieve excellence in customer satisfaction and become a trusted long-term partner.



Sustainable Development Goals (SDGs)

In order to meet the commitments set out in the **2030 Agenda**, we have adopted the UN's **Sustainable Development Goals (SDGs)**. After identifying various noteworthy initiatives in our double materiality assessment, we found that EMSA plays an active role in achieving the SDGs through its activities.

The high-priority SDGs, where our company can add the most value and make a significant impact, are as follows:

Issue	Reason for materiality	Related GRI	High-priority Sustainable Development Goals (SDGs)
Health and well-being	We work to improve the health and well-being of our employees and the communities in which we operate.	417	
Decent work and economic growth	We promote decent work and inclusive and sustainable economic growth.	201 403 401	
Industry, innovation and infrastructure	We promote inclusive and sustainable industrialisation and foster innovation.	308	
Sustainable production and consumption	We ensure sustainable consumption and production patterns.	301 302 305 306	





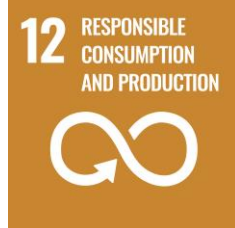
Links between the SDGs and the contents of the sustainability report



Part	Section	Primary SDG	Secondary SDG
Environment	• Circular economy, materials and suppliers		
	• Energy and emissions: air quality and climate change		
	• Waste management and the circular economy		
	• Training and awareness-raising		
	• Community engagement: Clean Up Day		
Governance	• Financial performance		
	• Digitalisation		
	• Supplier management		
	• Compliance system		
Social	• Employment practices and decent work		
	• Health and well-being in the workplace		
	• Product information and labelling requirements		
	• Health and well-being		

We Care about the World

Environment





Environmental management approach

We have a robust, well-established environmental management system, certified according to **ISO 14001**. This allows us to minimise our environmental impact and ensure that our operations meet the highest sustainability standards. This approach not only allows us to comply with current environmental regulations, but also to promote more sustainable practices throughout our supply chain.

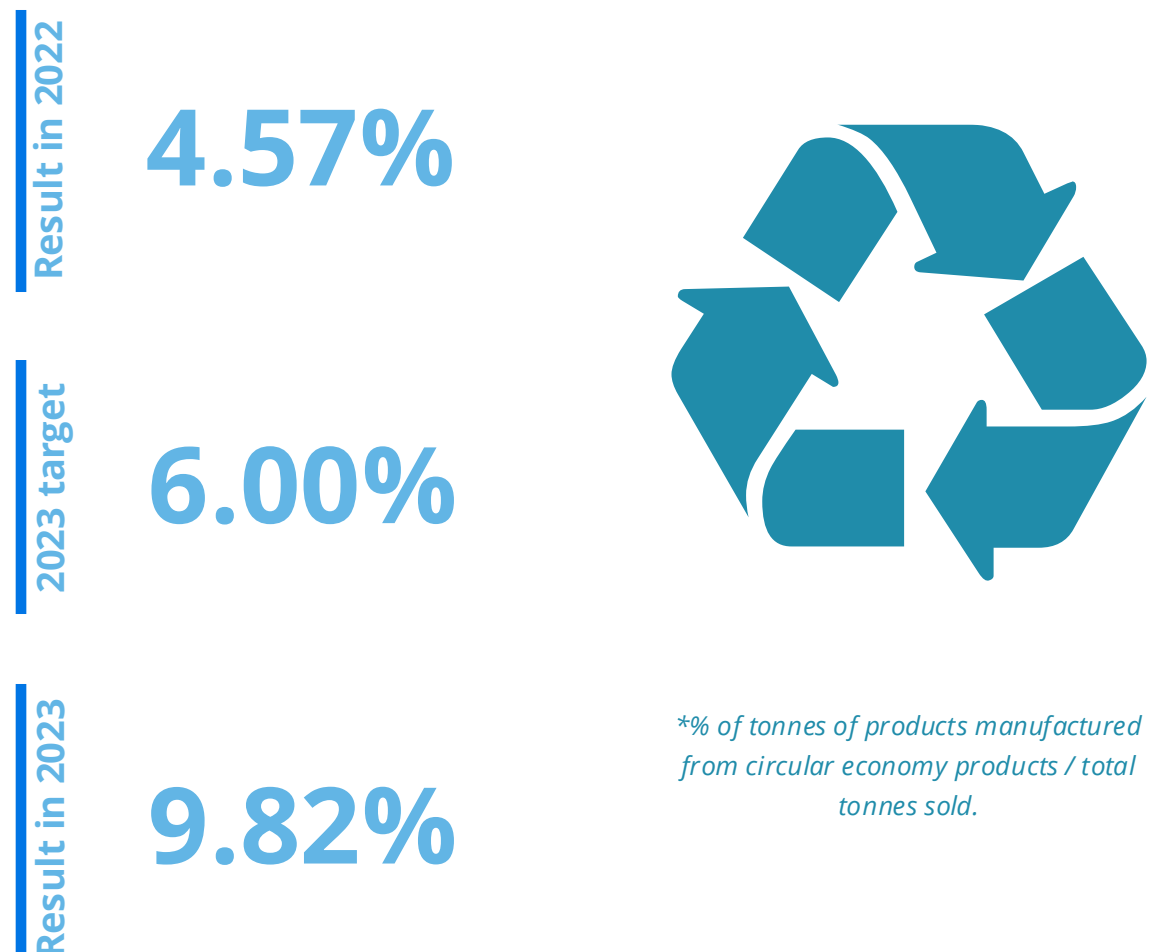


Circular economy, materials and suppliers

We exceeded our annual target by 6% and more than doubled our previous year's improvement. This increase reflects our strong commitment to sustainability and promoting responsible practices in the industry. The Life Science business unit, which includes the agrochemicals sector, has been especially successful in this area. This unit has promoted sustainable practices in agriculture, providing innovative products that have been very well-received in the marketplace.

43% of everything sold by the Life Science business unit comes from circular economy products

Percentage of products sold from the circular economy



**% of tonnes of products manufactured from circular economy products / total tonnes sold.*



Life Science

"In 2023, we focused on steering our transition towards sustainable products and a new agricultural model. By ensuring that 43% of everything we sell comes or is made from circular economy products, we are making a difference in terms of sustainability and more responsible agricultural practices. This demonstrates our continued commitment to a greener and brighter future for our industry and the planet".

Marc Rocafull

Director of the Life Science Business Unit

Naturful: At EMSA we want to play an active role in the shift towards a more environmentally friendly, sustainable and healthier agriculture, which is why we have created our own range of fertilisers and biostimulants that are suitable for organic farming, created with raw materials and ingredients of natural origin or from the circular economy.





Energy and emissions: air quality and climate change

Improved energy efficiency

Our consumption of energy from renewable sources increased significantly in 2023. This progress is thanks to the improvements we implemented during the previous year, allowing us to further integrate clean energy into our operations.

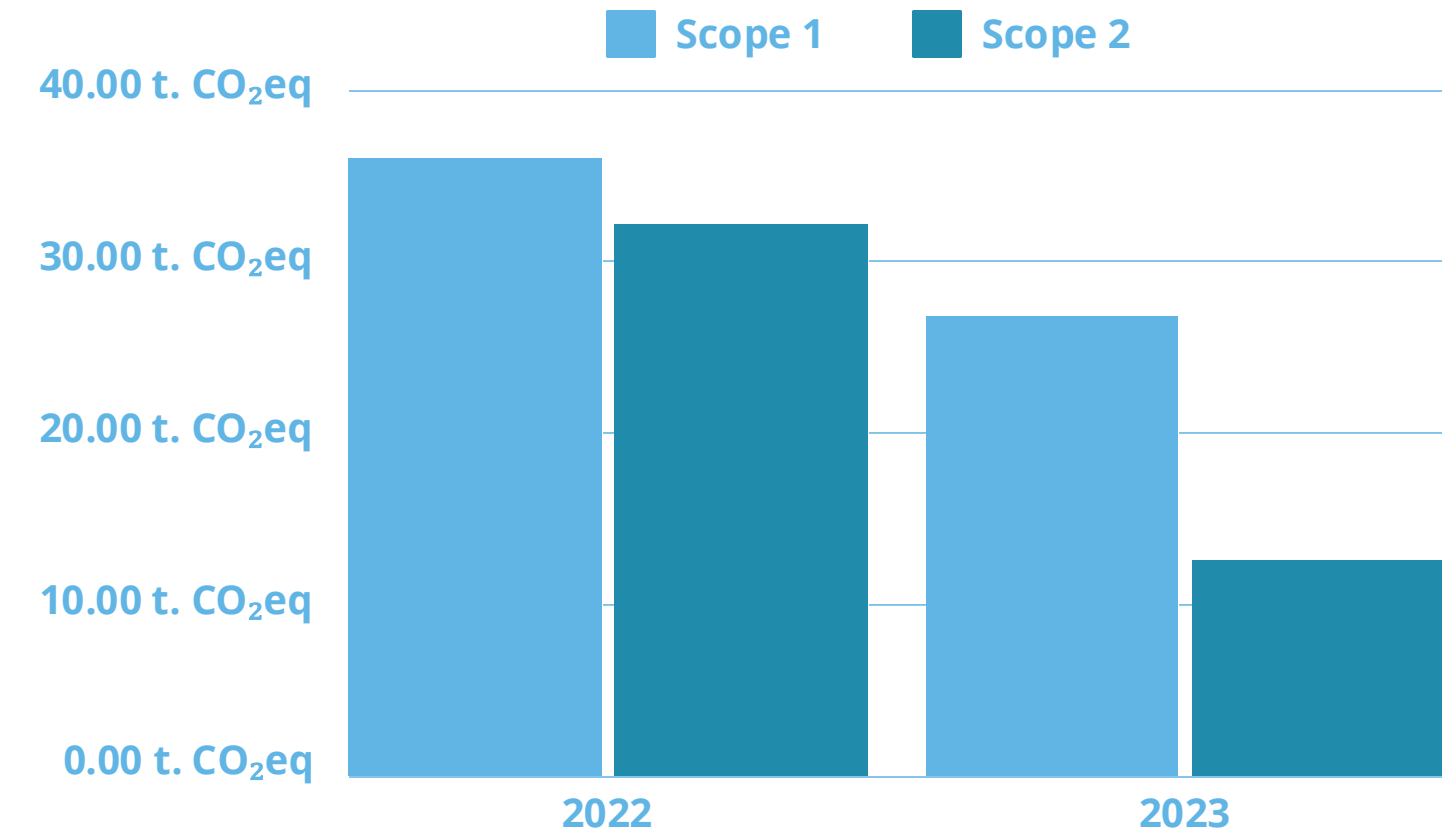
Total energy consumption from renewable sources



Lower carbon footprint from our products, services and processes

CO₂ emissions decreased significantly in 2023 thanks to a number of initiatives aimed at reducing the environmental impact of our operations. We achieved significant reductions in both Scope 1 and Scope 2 emissions.

Reduction in Scope 1 and Scope 2 CO₂ emissions



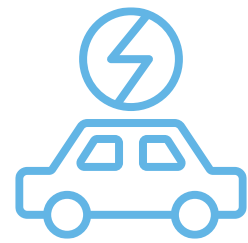


Steps taken to improve energy efficiency



Electric energy consumption

- In our central warehouse, we have switched to an electricity company that only uses renewable energy sources, thereby helping to protect the environment and promoting responsible energy practices.



Vehicle fuel

- We have replaced part of our fleet of diesel vehicles with electric vehicles.
- By introducing electric vehicles, we are not only improving air quality, but also shifting towards a more sustainable and environmentally friendly transport model.





Tonnes of CO₂ emitted per year

In 2023, our total CO₂ emissions increased on the previous year. Although we successfully reduced Scope 1 and Scope 2 emissions, which are direct emissions from our operations and indirect emissions from purchased energy, the increase in our Scope 3 emissions undermined this progress. Scope 3 includes the other indirect emissions in our value chain, e.g. from the management of waste we generate and the transportation of our products, which are largely dependent on third parties.

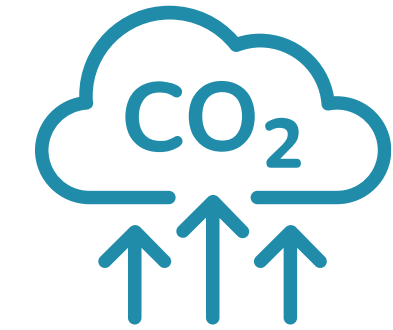
This increase underlines the need to work closely with our partners and suppliers to implement more sustainable practices throughout the supply chain in order to reduce our overall environmental impact.

Result in 2022

20,254.64 t. CO₂eq

Result in 2023

26,165.62 t. CO₂eq



**total tonnes of CO₂ emitted per year*

Lower emissions in the vehicle fleet

Renewing our fleet has been a vital step in reducing our CO₂ emissions. **We have increased the proportion of zero-emission vehicles**, moving us significantly closer to achieving our sustainability goal.



Result in 2022: 0%



Result in 2023: 14.29%

**% of fleet vehicles that are zero-emission*



Waste and landfill

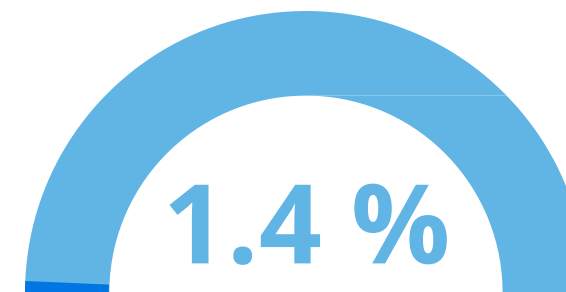
Waste management and the circular economy

Our waste management practices have kept packaging waste from our production process below the **0.15% threshold**, showing that we control this type of waste effectively. This has been made possible by continuously reviewing our processes to minimise packaging waste.

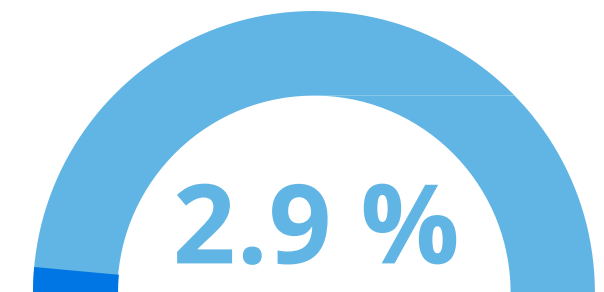
Bulk sales of products

In 2023, we significantly increased the number of tonnes of products we sold in bulk, a vital step in **helping our customers reduce their waste**. This effort is essential to promote sustainability throughout the value chain, broadening our commitment outside EMSA.

Bulk sale of products



Result in 2022



Result in 2023

**% of tonnes of products sold in bulk / total tonnes sold*



Training and awareness-raising

Training and awareness-raising are key pillars of our sustainability strategy. In 2023, we continued our efforts in these areas, seeking to reduce the environmental impact of our activities and foster a culture of sustainability among our employees.

Training

These programmes are designed to provide our employees with the skills and knowledge necessary to adopt more sustainable practices in their daily work.

Safe handling training

In 2023, the training given to specialised staff in the warehouse and technical department to provide a safe and sustainable workplace was focused on the loading, unloading and transportation of dangerous goods. This training is a priority for our business, as it ensures the safety and sustainability of our operations.

Sustainability training

In 2023, we focused on providing comprehensive sustainability training to our employees, covering key topics such as our **carbon footprint** in order to reduce our environmental impact. We promote sustainable initiatives in our sales activities to ensure that our products comply with stringent environmental standards.

We also train our teams on domestic and European regulations, such as **Royal Decree 1055/2022** on packaging management and the plastic tax that is designed reduce the use of plastic. This training improved our understanding of our regulations and strengthened our ability to implement sustainable business practices.

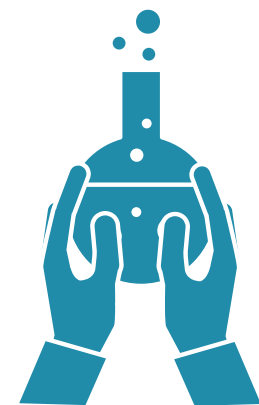
1.9 hours per employee
in 2023

Result in 2022

1.3 hours

Result in 2023

2 hours



**total hours spent on training per employee*





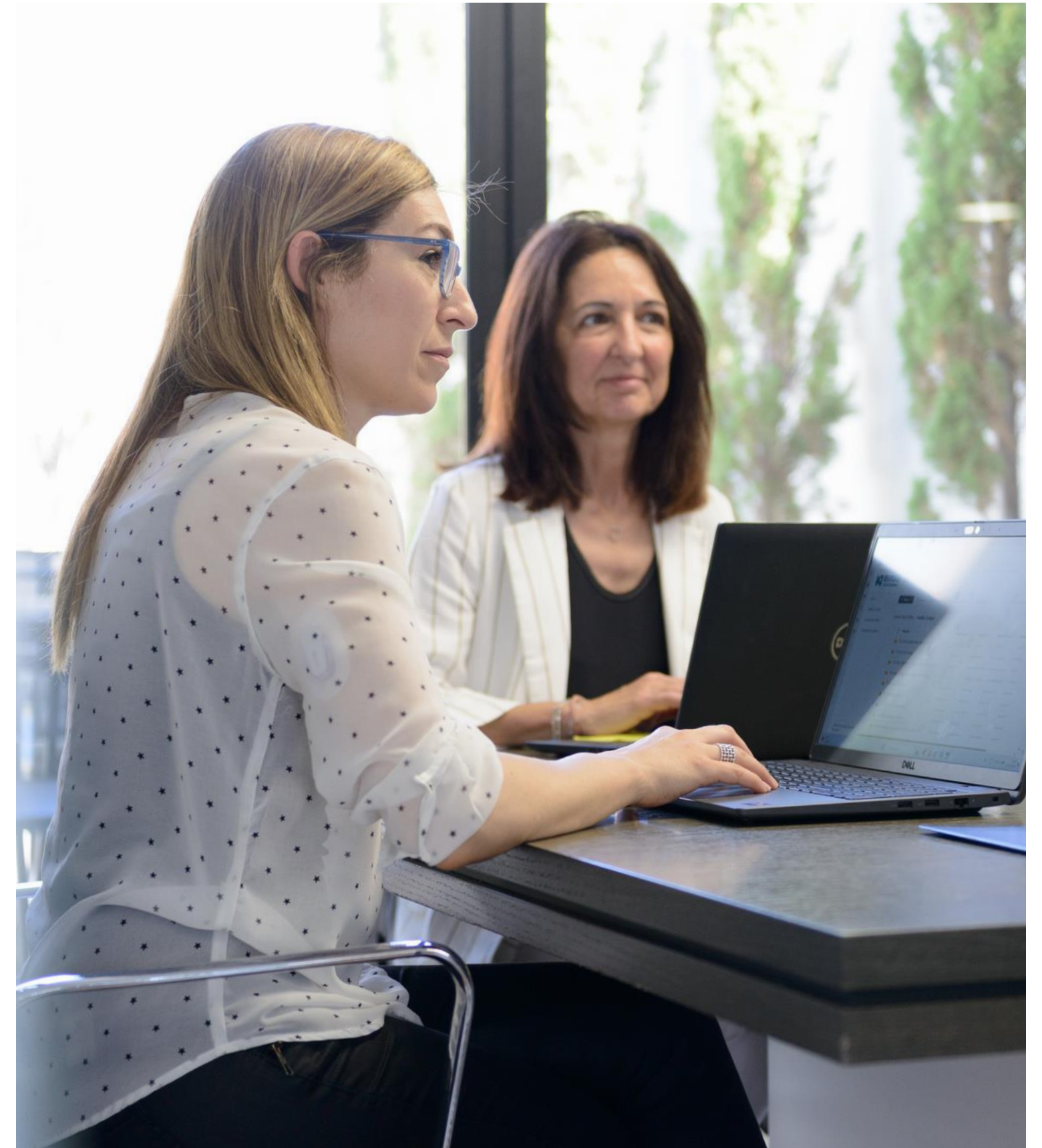
Awareness-raising

We are committed to promoting a green and environmentally friendly culture within and outside the organisation. To achieve this, we have put in place a number of initiatives to raise awareness among employees, customers, suppliers and the community about the importance of protecting and preserving the environment.

Active participation: Workshop

Together with the business units, we designed a workshop to build on our training and awareness-raising efforts. This workshop was focused on drawing up proposals to be included in the company's sustainability strategy and encouraging our employees to engage in sustainable practices.

These initiatives created a more sustainability-conscious and committed workplace environment, ensuring that the entire team helps us to achieve our environmental goals.





Community engagement: Clean Up Day

Every year, our employees actively participate in Clean Up Day, a global initiative aimed at cleaning up and protecting the environment. This event not only allows us to support litter disposal in local areas, but also strengthens our commitment to sustainability and fosters a sense of environmental responsibility among our staff.

2023 target

200 kg

Result in 2023

220 kg



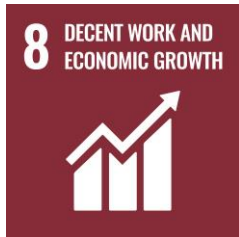
**kg of litter collected by our employees*

Internal communication campaigns

We use various internal communication channels, such as monthly newsletters, to share important information on sustainability. These campaigns are designed to keep our team informed and motivated with regard to best environmental practices.

We Care about Innovation

Governance





Financial management approach

“At EMSA, we are committed to conducting our business with integrity and a strategic vision. Our focus is on maintaining robust financial health, driving sustainable profitability and delivering long-term value to our stakeholders. We prioritise operational efficiency and financial innovation, ensuring that every decision makes a positive contribution to our growth and sustainability in the global marketplace”.

Juan Ruíz

Chief Financial Officer of EMSA Tecnología Química





Financial performance

2023 posed significant challenges for the global chemical distribution industry.

Geopolitical instability and global tensions have disrupted supply chains, causing delays and increasing operating costs. Inflation has increased transport prices, while raw material prices have fluctuated and fallen sharply.

Moreover, new environmental and safety regulations have imposed additional requirements, increasing operating costs. These factors have created a challenging and volatile environment, impacting the performance of companies in the sector and partly explaining why we have not hit all of our targets for this year.

Impact on EMSA

Against this backdrop, we decided to contain our growth in order to organise and optimise our processes, ensuring a stronger and more efficient footing for the future. The challenging landscape in 2023 had an impact on several aspects of our performance:

Revenue and product volume

Although we achieved revenues of approximately **62 million euros and distributed close to 36,000 tonnes of products**, we are facing challenges in meeting our initial targets due to the adverse market conditions. However, it is important to note that we continue to maintain a strong portfolio of active customers and our broad range of chemical products continues to grow to meet the needs of the market.



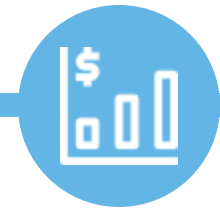


Financial performance



REVENUE AND VOLUME

We generated revenues of **62 million euros** and distributed **36,000 tonnes of products**, but challenging market conditions hit our initial targets. Nevertheless, we have maintained a strong customer base and a growing portfolio of chemical products.



MARKET STRATEGIES

Adapting quickly to the market was vital, but external constraints hampered our performance. We added **130 products** to our portfolio and entered the **Human Food** market.



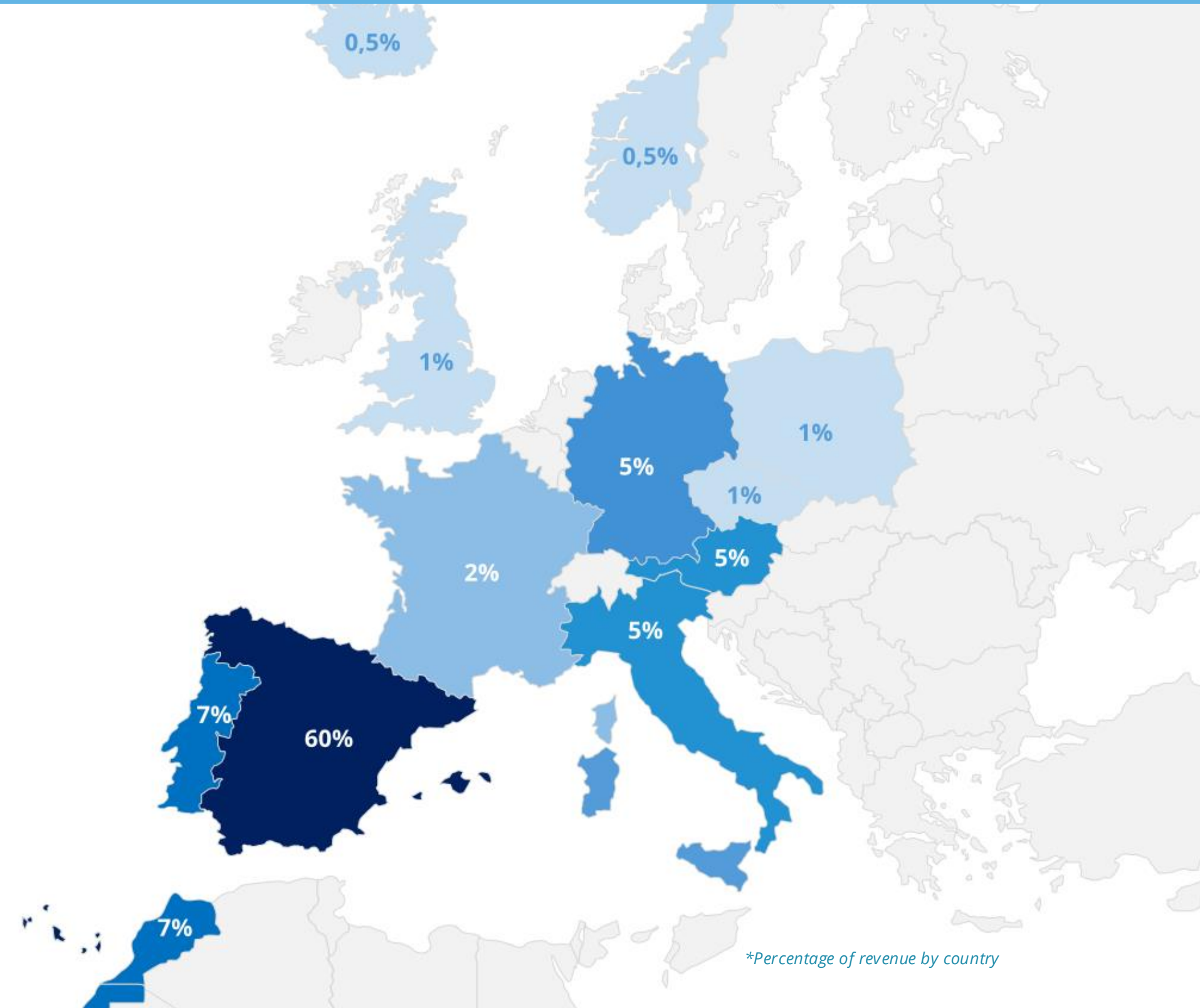
EFFICIENCY

Process optimisation and improved resource management have been instrumental in partially mitigating the negative effects of the current climate.



MARGIN

Despite the challenges, we improved our contribution margin by **10.4%** over target, which is a positive result in a challenging environment.



*Percentage of revenue by country



Digitalisation







In 2023, we made important progress in our cybersecurity strategy, protecting and ensuring the availability of data across all of our digital platforms.

Data and information security

Our main goal was to provide a complete and reliable backup of all the platforms we use, including communication, collaboration, storage and project management tools. The aim of this measure is to ensure the continuity of our business and to protect the critical data that we handle.

Implemented solution

To meet this objective, we adopted a cloud-based solution that provided advanced functionalities and a significant improvement in our cybersecurity.

<p>01 SIMPLIFICATION OF OUR INFRASTRUCTURE </p>	<p>02 ADVANCED RECOVERY OPTIONS </p>
<p>03 SECURE CLOUD STORAGE </p>	<p>04 EFFICIENT SEARCH AND RECOVERY </p>
<p>05 WIDE COVERAGE </p>	<p>06 CONTINUOUS MONITORING </p>

Hardware protection

We are now better equipped to meet the ever-evolving challenges of cybersecurity, protecting our digital assets and ensuring the continuity of our operations.

Implemented solution

EMSA's recent implementation of a state-of-the-art integrated antivirus suite and device management system marks a significant step forward in our cybersecurity strategy. This measure has streamlined the management and updating of our devices, while strengthening our protection against digital threats.

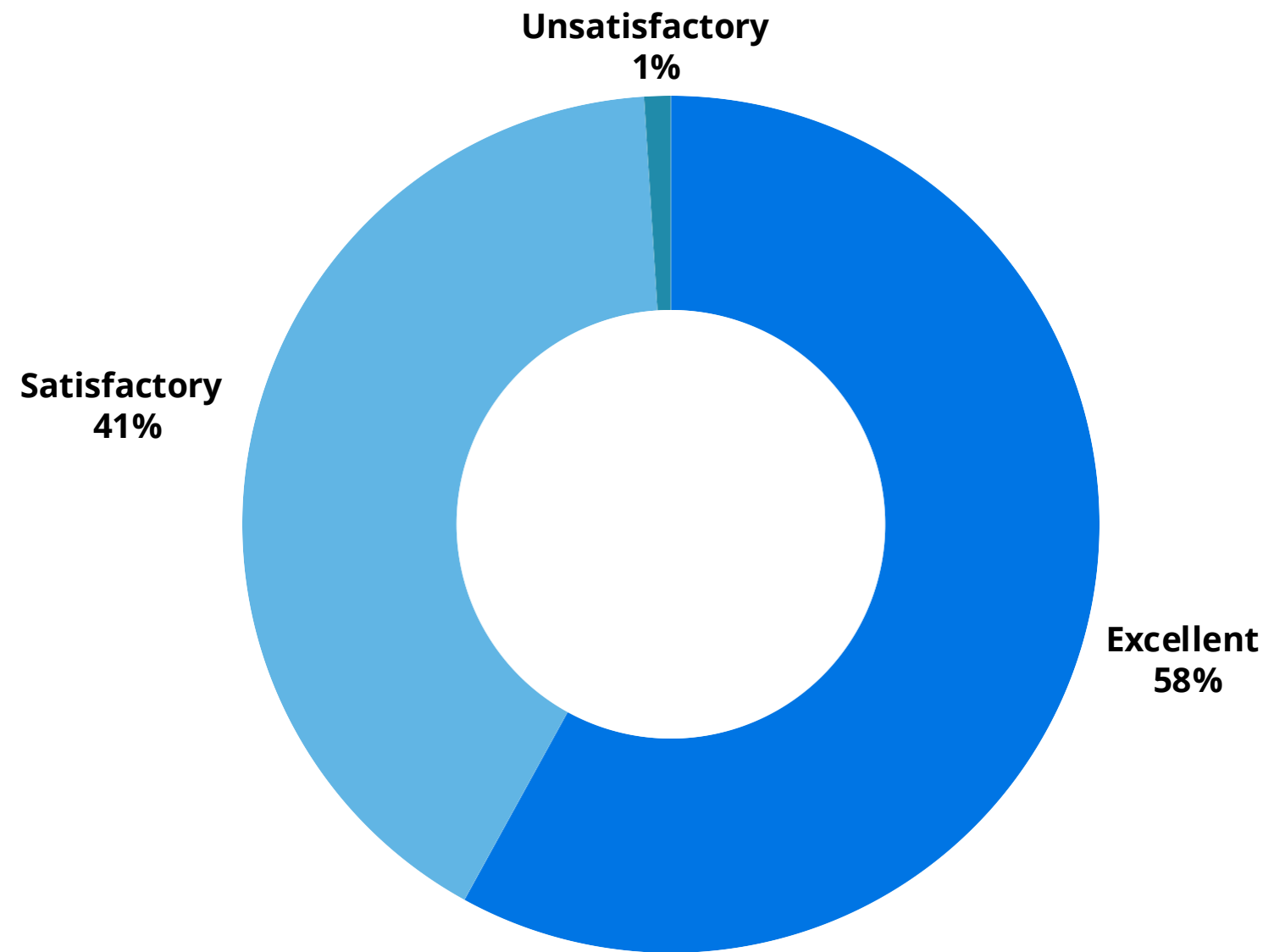




Technological advances

We are continuing to digitalise and optimise our processes, illustrating our commitment to operational efficiency and sustainability. These improvements are grouped into several key areas:

System maintenance and upgrades	We implemented a number of updates and upgrades to our system, ensuring its optimal operation and enabling it to adapt to the changing needs of the business.
Logistics management	We have established partnerships with carriers, resulting in more efficient and transparent logistics management.
Regulatory compliance	We have addressed the plastic tax by complying with environmental regulations and promoting responsible business practices in relation to waste management and reducing our carbon footprint.
Customer and sales management	By implementing improvements in our custom CRM system we have provided our sales team with more agile and user-friendly tools to manage customer relationships and increase sales efficiency.
Customer services	We have taken steps to optimise the way our customer service team handles and resolves queries, reflecting our commitment to customer care and efficient problem-solving, so we deliver a positive experience for our customers.



EMSA 2023 assessment of raw material suppliers



Supplier management

We select our suppliers carefully based on sustainability criteria. We regularly assess their environmental and social practices through on-site audits, ensuring transparency and accountability across our entire supply chain.

In 2023, 100% of our active raw material suppliers were assessed and approved, underlining our commitment to high standards of sustainability and responsible management.



Compliance system

At EMSA, integrity and transparency are essential. In 2023, we strengthened our compliance policies to ensure that our operations conform to the highest legal and ethical standards. In this section, we detail the measures we have implemented to strengthen our commitment to corporate responsibility.

Measures adopted in relation to the Compliance Model

Training and awareness-raising

- **88%** % of our employees received training in ethics and our compliance system.
- E-learning modules were rolled out and a harassment protocol was approved in April 2023, with **82%** of staff receiving training.

Compliance Committee

- Regular meetings were held to monitor and improve our Compliance Model.

Resources and procedures

- Key policies and procedures were updated, including the Code of Conduct and Compliance Policy.

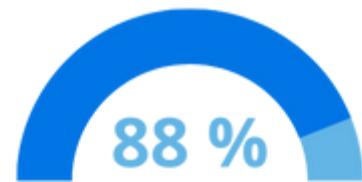
Ethics Channel

- We continued to provide a channel for reporting unethical behaviour, protecting the confidentiality of the reports and ensuring that they were followed up properly.

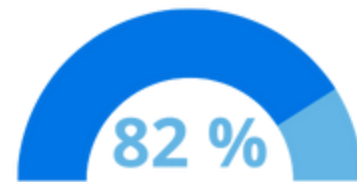




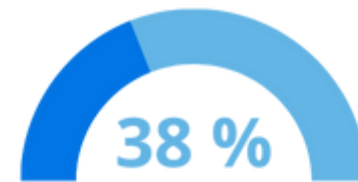
KPIs in 2023



Employees who received training on ethics and compliance

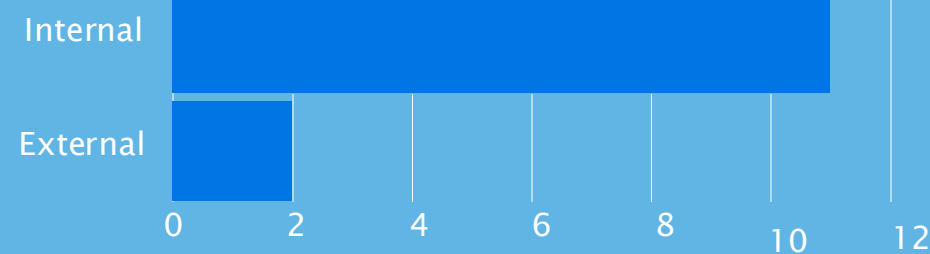


Employees who received information on harassment



Suppliers that adhere to EMSA's Code of Conduct

Number of enquiries



0

Whistleblowing reports

Corruption incidents

Information security incidents



Assessment of the Compliance Model and objectives for 2024

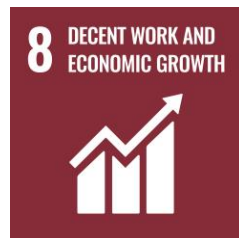
The EMSA Group's Compliance Model has been operating effectively and in accordance with the requirements of the Spanish Criminal Code. The following measures will be implemented in 2024:

- Training on the GDPR.
- Ongoing training on compliance issues.
- Continuous improvement of the Ethics Channel and compliance policies.

This summary illustrates EMSA Group's commitment to regulatory compliance and continuously improving our compliance system, adhering to the principles of responsible and sustainable corporate governance.

We Care about People

Social





Employment practices and decent work

We are committed to creating stable employment and fostering a positive and safe working environment for all our employees. In 2023, we hit several major milestones in our employment practices and employee retention.

Creation of new stable jobs

In 2023, a high proportion of the jobs we created were stable, with **91.76%** of all our contracts being fixed contracts. This demonstrates our commitment to providing job stability for our employees.

Result in 2022

82.00%

Result in 2023

91.76%

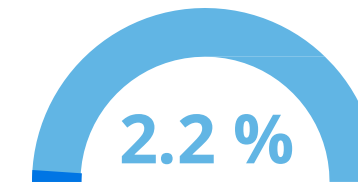


**% of newly created jobs that are stable*

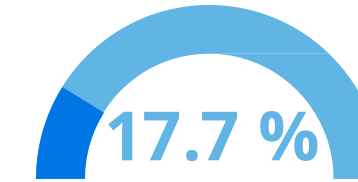
Employee loyalty

Our turnover rate increased in 2023, reaching 17.78%. This increase signals a need to continue improving our talent retention strategies, although it is on a par with the average rate in Spain, according to Randstad, which is 17%.

This increase in turnover was mainly observed in **high-turnover areas**, such as production and our commercial department.



Involuntary turnover rate



Voluntary turnover rate





Average length of service

Our average length of service has improved, nearing our target of 2,500 days average tenure per employee, reflecting **increased employee loyalty**. This progress shows that we have succeeded in creating a workplace that promotes employee loyalty and satisfaction.



Result in 2023

2372 days

Result in 2022

2221 days

2023 target

2500 days

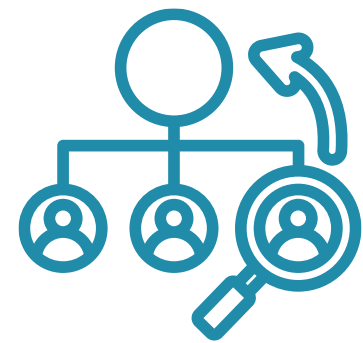
**days of service per employee*



Internal promotions

We want our team to grow with us. The percentage of internal promotions rose significantly in 2023, reflecting our strong drive to nurture internal talent and foster the professional growth of our employees.

New positions filled through internal promotions



18.8%

Results in 2022



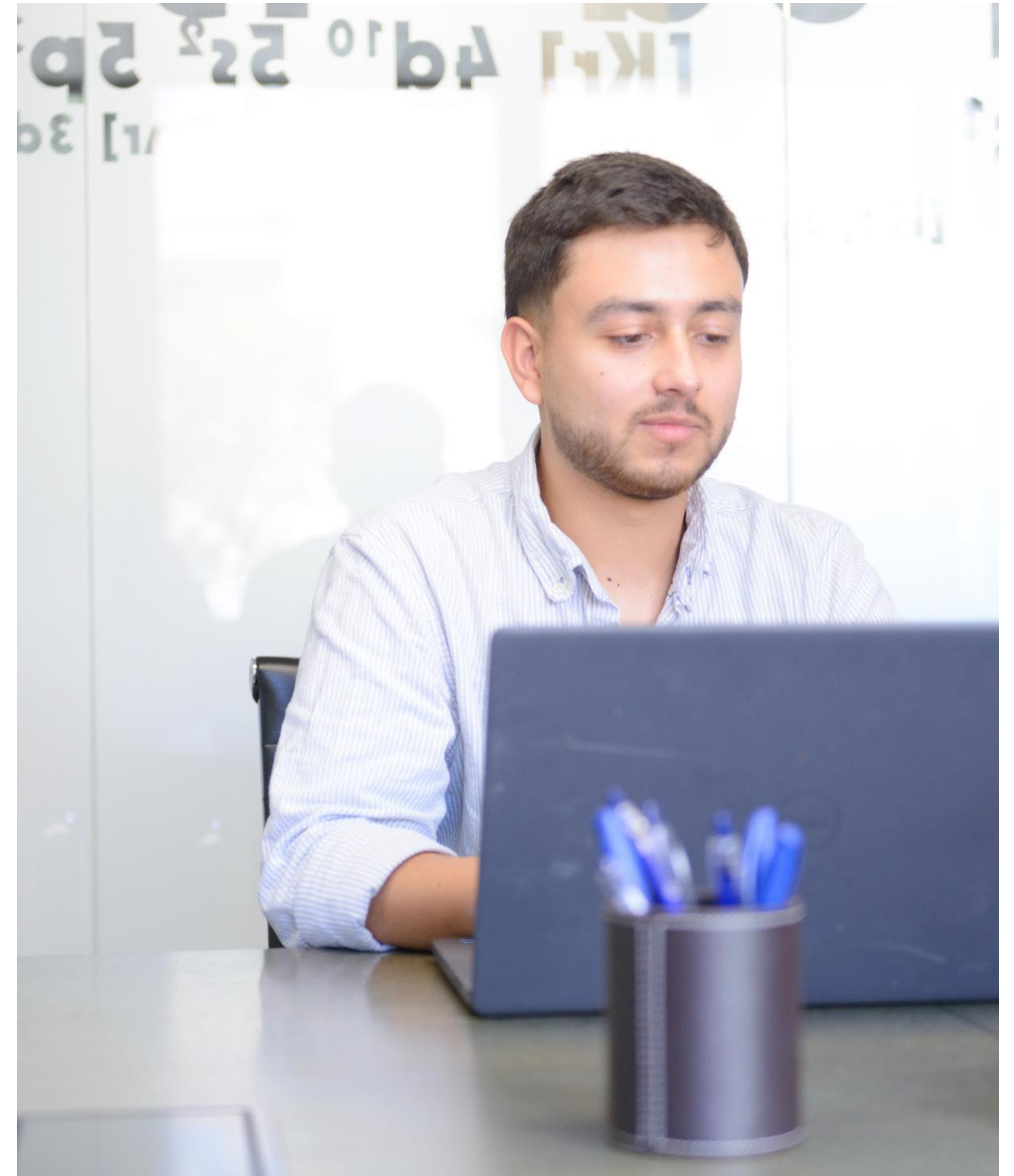
33.3%

Results in 2023

Access to remote work

We value personal responsibility and believe that having a good work-life balance and flexible working arrangements are important. Therefore, we offer two working arrangements tailored to the needs of our employees:

- **In-office work:** Designed for roles involving physical activity in the office, such as our production and technical departments. These employees have structured work shifts and, where possible, flexible working hours.
- **Flexible remote work:** In this arrangement, employees have the freedom to choose when to work from home or come into the office. At our headquarters, we have introduced hot-desking to facilitate and encourage this flexibility, allowing employees to organise their time in a way that best suits their personal and professional needs.





Health and well-being in the workplace

We always prioritise the health and well-being of our employees, a key part of our company's philosophy. In 2023, we remained committed to providing a safe and healthy working environment.

Training in occupational health and safety

Our general occupational health and safety (OHS) training is updated every 5 years to ensure that our employees are aware of the latest regulations and safe practices. In 2023, **86.05%** of our staff received up-to-date training, illustrating our commitment to safety and well-being in the workplace.

For 2024, we have set a target of providing refresher training to **100%** of our employees, ensuring that they are trained to handle any work situation safely and effectively.

Result in 2023

86.05%

2024 target

100%



*% of staff with training in OHS





Healthy eating

We are continuing with our healthy eating programme, providing our employees with fruit to promote beneficial dietary habits. This programme was launched in the final quarter of 2022 and 2023 marked the first full year of its implementation.

In conjunction with the company Talkual, we provide fresh fruit at our workplaces in Spain. This fruit, sourced from local, seasonal produce, helps to reduce food waste and promotes healthy eating habits.

19 kg of fruit per employee in 2023





Occupational safety

At EMSA, we prioritise the **health and well-being** of our employees, a key part of our company's philosophy. In 2023, we remained committed to providing a safe and healthy working environment, continually improving the quality of life of our employees.

In 2023, we achieved a **lost time accident rate of zero**, reflecting our continued efforts to promote a safe workplace.

Although there was only one minor non-lost time accident, we remain committed to implementing preventive measures to reduce these incidents.

Fortunately, no fatalities or occupational diseases were reported, underlining the effectiveness of our health and safety policies.



Indicator	Result in 2022	Result in 2023
No. of lost time accidents/hours worked	0	0
No. of non-lost time accidents/hours worked	0	0.000013
Lost time injury (LTI) frequency rate ¹	0	0
Lost time injury (LTI) severity rate ²	0	0
No. of fatalities/hours worked	0	0
No. of deaths due to occupational illness or disease	0	0
No. of cases of reportable occupational illnesses and diseases	0	0

¹ Lost time injury (LTI) frequency rate of direct employees = (total number of lost time injury events) x 1000000/total hours worked company-wide.

² Lost time injury (LTI) severity rate = (days lost due to injuries) x 1000000/total hours worked.



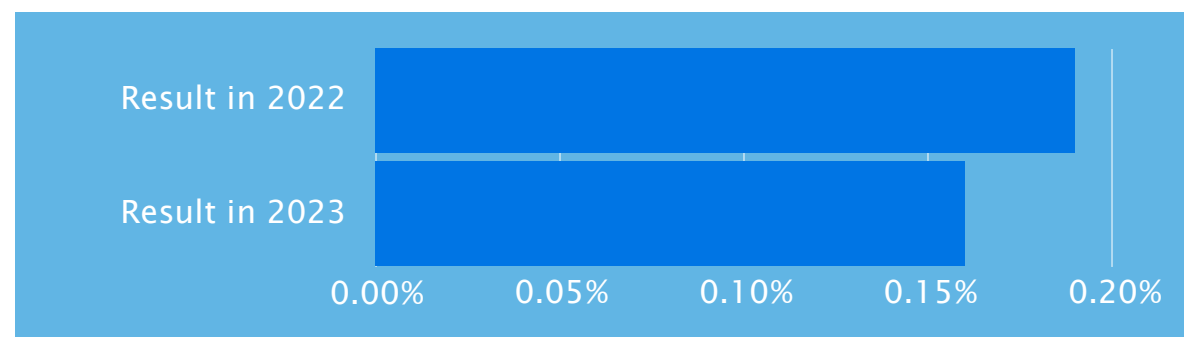
Product information and labelling requirements

At EMSA, we strive to maintain the highest standards in product information and labelling, ensuring the safety and peace of mind of our customers.

Regulatory compliance of labelling

Our commitment to comply with labelling regulations is unwavering. To achieve this, we carry out thorough checks and keep abreast of the latest legislative changes.

Labelling issues



**tonnes with labelling issues / tonnes sold*

This figure is falling every year and we aim to keep it below **0.20%**. This reflects our commitment to provide accurate and transparent information about our products.

Sharing information across the supply chain

Transparency in our supply chain is essential to maintain the trust of our customers. We ensure that our safety data sheets are always **up-to-date and accurate**.



Result in 2022



Result in 2023

We are getting ever closer to our 100% target, reflecting our ongoing efforts to provide fully transparent and reliable information on our products.



Sponsorships and contributions

Promoting sport

We recognise the importance of sport in promoting the well-being and health of our employees and the wider community.



Sponsorship of the Gòtics and QER teams

By sponsoring the Gòtics and Quimic Equip rugby teams, we promote values such as commitment, respect and teamwork, which are also part of EMSA's DNA. We not only sponsor the men's teams, we also promote gender equality by sponsoring the women's teams.

Fight against cancer and research

At EMSA, we play our part in the **fight against cancer** and support research to improve the quality of life of people who are affected by it.

Collaboration with Oncotrail

We help to promote teams in the **Oncotrail** race, a 100 km team race that raises funds to improve the quality of life of cancer patients.



We Care.

Sustainability Report | 2023



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