

# 2024 Sustainability report



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# Alejandro Oñoro

Chief Executive Officer of ILUNION

We are celebrating ten years of our unique business model, where economic and social profitability go hand in hand. For ten years, we have been building a business group that works to create a better world and society, where everyone is included.

We are extremely satisfied to have completed our first decade, having achieved all the goals we set for ourselves. Over the last ten years, we have turned dreams into reality.

I would like to express my infinite gratitude to the entire ILUNION team for their professionalism and commitment to our purpose, driving and shaping the company on a daily basis, and living the project with such intensity.

We have achieved a great deal during this first decade, but the most notable developments are the significant growth and consolidation of our group and our business model, our international expansion, and our job creation, particularly for people with disabilities and other vulnerable groups.

ILUNION currently has the best team in its history, as well as a winning project that aims to set a new standard in the business world. Our goal is to continue adding allies, so that our purpose is shared by more and more people every day. That is why I like to say that "we are fortunate people".

On a personal level, I am very happy to have had the opportunity to lead a company like ILUNION during its first ten years. It is a project that I am passionate about and committed to, and which I approach with great intensity. I consider it a privilege to dedicate our daily efforts to ILUNION, helping it to grow and demonstrate that our business model is authentic and blazes a new trail in the business world.

On behalf of myself and the entire ONCE Social Group, thank you once again for being an integral part of this wonderful project. Thank you for the joy we are experiencing together, and for the joy we will experience in the years to come.



Alejandro Oñoro, Chief  
Executive Officer of ILUNION



# David López Pachón

## Managing Director of ILUNION TextilCare

At ILUNION TextilCare, we believe that companies should be the driving force for change. We are currently at a turning point: the future of our planet and society demands profound transformation. We have therefore decided to rise to this challenge with determination.

Our goal is to establish ILUNION TextilCare as a leading name in the textile management sector by implementing a sustainability-focused strategy. Our goal is to transition to a more responsible, sustainable and transparent business model.

2024 has been a year of challenges, changes and significant progress. While we have achieved numerous successes, I would particularly like to highlight the consolidation of our business model, which demonstrates that it is possible to combine social and economic profitability.

None of this would be possible without the commitment, passion and talent of our employees. Thanks to them, we demonstrate that an alternative business model is possible. Over 70 % of our workforce are people with disabilities or who are in vulnerable situations, reaffirming our commitment to “build a better world where everyone is included”.

In 2025, we will continue to honour our commitments to innovation, traceability, and internationalisation by opening our first laundry in Portugal. We are moving forward with the conviction that we are building a different kind of company, one that is committed to being a catalyst for positive social and environmental change.

I would like to express my sincere gratitude to each and every one of you for your trust. Every gesture and effort made is essential in our journey towards a more inclusive and sustainable future.



David López Pachón,  
Managing Director of  
ILUNION TextilCare





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We are change  
and response





# Our history

## Creation of the first industrial laundry

The first industrial laundry is established under the name Flisa.



FLISA logo

1992



ILUNION Laundry Plant Cartagena

2014

## ILUNION established

ILUNION, the business project of the ONCE Social Group, is launched, and with it, ILUNION Lavanderías. A company with 36 industrial laundry plants committed to creating quality jobs for people with disabilities and the inclusion of other vulnerable groups.

2018



Inauguration of the Colombia plant

## Our internationalisation begins

We chose Colombia to begin our internationalisation process and transfer our business model. We opened two laundries (in Medellín and Bogotá) and created jobs for more than 300 people with disabilities.

2019

## We implement the EFQM model

We became the first industrial laundry chain in Spain, and one of the first in the world, to achieve EFQM 500+ certification. This is a distinction that recognises companies' transformation towards models of management excellence.



Presentation of the Social & Sustainable Laundry model at the Management Conference

## Social & Sustainable Laundry, the new era of ILUNION Lavanderías

Sustainability becomes the backbone of the company's 2023-2027 strategy. We have developed the Social & Sustainable Laundry model, through which we aspire to become a leader in the industrial laundry sector and move towards a more responsible, sustainable and environmentally friendly business model.

2023



2024

Image of our new brand identity

## New identity: ILUNION TextilCare

We rebrand, and ILUNION TextilCare is launched: a new identity for comprehensive, sustainable textile management, focusing on sustainability, innovation and excellence.



## Our business model

We are **ILUNION TextilCare**, a **company** within the ILUNION group, part of the ONCE Social Group, **dedicated to the comprehensive and sustainable management of textiles for the hotel, hospital, residential and industrial sectors**. Our **aim** is to become a strategic partner for our clients and **promote positive social and environmental change**.

At ILUNION TextilCare, people are at the heart of everything we do. We have a team of 6,132 employees, 73 % of whom have some kind of disability. We embrace diversity as a catalyst for innovation, enabling us to develop novel working methods, devise creative solutions, and enhance operational efficiency.

We have **four main pillars, People, Transformation, Excellence and Sustainability**, and two main areas of action: Employee Experience and Customer Experience: the driving force behind our business model.

We share ILUNION's purpose, values and sustainability strategy: Sustainability Way — the path to sustainability. However, we continue to strive daily to offer the best from our own sustainability strategy. **Social & Sustainable** is a new concept that aims to set a benchmark for sustainability values and drive change in the industrial laundry sector and throughout our entire value chain.

PEOPLE

TRANSFORMATION

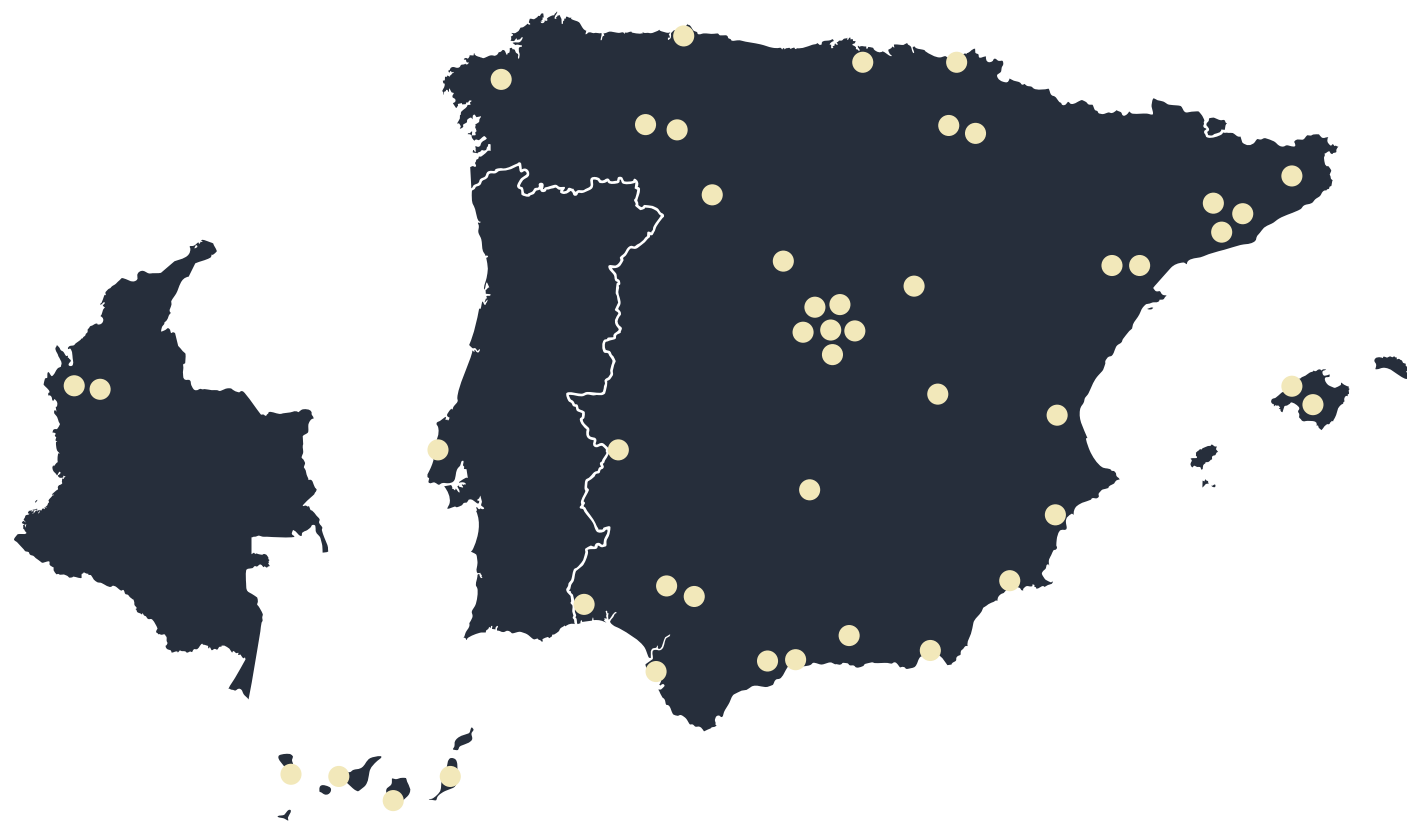
EXCELLENCE

SUSTAINABILITY



## Geographical presence

We are the largest laundry chain in Spain. Currently, we have **45 industrial plants** covering the entire country, with a presence in Portugal and Colombia.



### Spain

A Coruña  
Almería  
Alicante  
Badajoz  
Barcelona  
Cádiz  
Ciudad Real  
Cuenca  
Girona  
Gijón  
Guipuzcoa  
Granada

Guadalajara  
Huelva  
Leon  
Madrid  
Málaga  
Murcia  
Navarra  
Segovia  
Seville  
Tarragona  
Valencia  
Valladolid  
Vizcaya

### Balearic Islands

Majorca

### Canary Islands

Fuerteventura  
La Palma  
Las Palmas  
Tenerife

### Colombia

Bogotá  
Medellín

### Portugal

Lisbon  
(opening soon)

**45** Industrial plants

## Milestones 2024

### January

Construction of a laboratory with the *hardware* necessary for the “ABS” project.

### March

Discussion panel with our stakeholders.

### May

Rebranding. Our new identity is launched: ILUNION TextilCare.

### April

Acquisition of a plot in Lisbon for the construction of a new plant.

### October

Implementation of the traceability system in 15 plants.

### November

Commissioning of the first plant with the “ABS” system.

We receive a green loan from the European Investment Bank to boost our decarbonisation plan.

We receive the 2024 AEFGA Award for Fleet Efficiency Management.

### December

Construction of our first eco-area and a water purification and reuse system in Sevilla Sur.

Bonus for our employees worth € 1.5 million.



## How we are organised

ILUNION TextilCare is managed by a Management Committee and several subsidiary committees. The Steering Committee is the internal management, direction and analysis body responsible for ensuring the execution of the business plan, to which end it establishes the strategic guidelines for the different corporate units. It is made up of eight members: the Chief Executive Officer, the Managing Director and the heads of the company's various departments.

### Steering Committee



**Alejandro Oñoro**  
Chief Executive Officer



**Elsa Cartón**  
Executive Director of Economic Strategy and Planning



**Alba Acuña**  
Executive Director of People and Talent Development



**Isabel Ordinas**  
Executive Director of Operations



**David López**  
Managing Director



**Ana María López de San Román**  
Executive Director of Sustainability



**Nerea Bidaurrázaga**  
Executive Director of Engineering and C&TC



**Alfredo Mateo**  
Executive Director of Innovation and Excellence

In addition, we have other internal committees such as the Management Committee, the Investment Committee, the Service Committee, the Projects Committee, the International Development Committee and the Remuneration Committee.

## Our impact

### FINANCIAL RESULTS

€ 251.8M  
Sales

€ 51.2M  
EBITDA

€ 45.8M  
Investments

### BUSINESS

45  
Industrial plants

242,960  
Tons of clothing processed

4,094  
Clients

7.9  
Client satisfaction index

### PEOPLE

6,132  
People

73 %  
People with disabilities

39 %  
Women

4 %  
Hard-to-place individuals (vulnerable groups)



# 2

## Sustainability at the core





## Our vision of sustainability

At ILUNION TextilCare **we have reformulated our vision, making sustainability the company's sole strategic focus.** This represents a significant change from the last strategic plan.

We are moving towards a **more responsible, sustainable and environmentally conscious business model.** A company aligned with the roadmap set out in the 2030 Agenda, which will contribute to the goal of **being part of the solution to the challenges we face as a society.**

Our goal is for our stakeholders, suppliers, customers and employees to choose us and recognise us for our commitment to sustainability. Our strategic management is based on the three pillars of sustainability.



**We embrace sustainability not only as a means, but also as an end in itself**

## Purpose, vision and values

At ILUNION TextilCare, we see our work as a responsibility that goes beyond the functional, transforming business management into a model focused on sustainability, innovation and excellence.

### • PURPOSE

At ILUNION TextilCare, we share the same purpose as the ILUNION Group: "build a better world where everyone is included."

### • VISION

Our vision is to be agents of change and leaders in generating positive impact through innovative solutions that drive sustainable economic development, improve people's quality of life and promote inclusion.

### • VALUES

Our culture is founded on the eleven values of the ONCE Social Group. These values define the principles, beliefs and rules that govern our management.

**Transparency**  
**Solidarity**  
**Confidentiality**  
**Fairness**  
**Commitment**  
**Integrity**  
**Humility**  
**Respect**  
**Innovation**  
**Responsibility**  
**Sustainability**

The values that best define us are sustainability, commitment, transparency, solidarity, integrity and innovation.



# 3

## Environmental Commitment

**Our environmental commitment is based on the responsible management of the most significant environmental impacts of our activity.** That is why our strategy focuses on preventing, managing and repairing such impacts. We have an environmentally responsible management plan that primarily focuses on mitigating the main negative environmental impacts of our operations.

This plan is structured around six strategic areas of intervention.

### RESPONSIBLE ENVIRONMENTAL MANAGEMENT

Responsible environmental management plan

### RESPONSIBLE USE OF WATER

Water footprint measurement

Sustainable water management plan

### CLIMATE ACTION

Net Zero by 2040

Scope 3 emissions map

Transition to renewable energy sources

Sustainable mobility plan

### WASTE MANAGEMENT AND CIRCULARITY

Circularity plan

Comprehensive waste management plan

### PROTECTION OF BIODIVERSITY

Identification of biodiversity impacts and dependencies

Connection to environmental regeneration and biodiversity protection projects

### SUSTAINABLE TEXTILES

Committed to ethical and sustainable textiles



## MILESTONES 2024

Decarbonisation  
plan 2034

Calculation of the water  
footprint

First water treatment and  
reuse plant

Waste management plan

Construction of the first  
eco-area

Digitalisation of waste  
management

Launch of a textile  
traceability project

## OBJECTIVES 2025

Zero emissions plant

Digitalisation of carbon  
footprint measurement

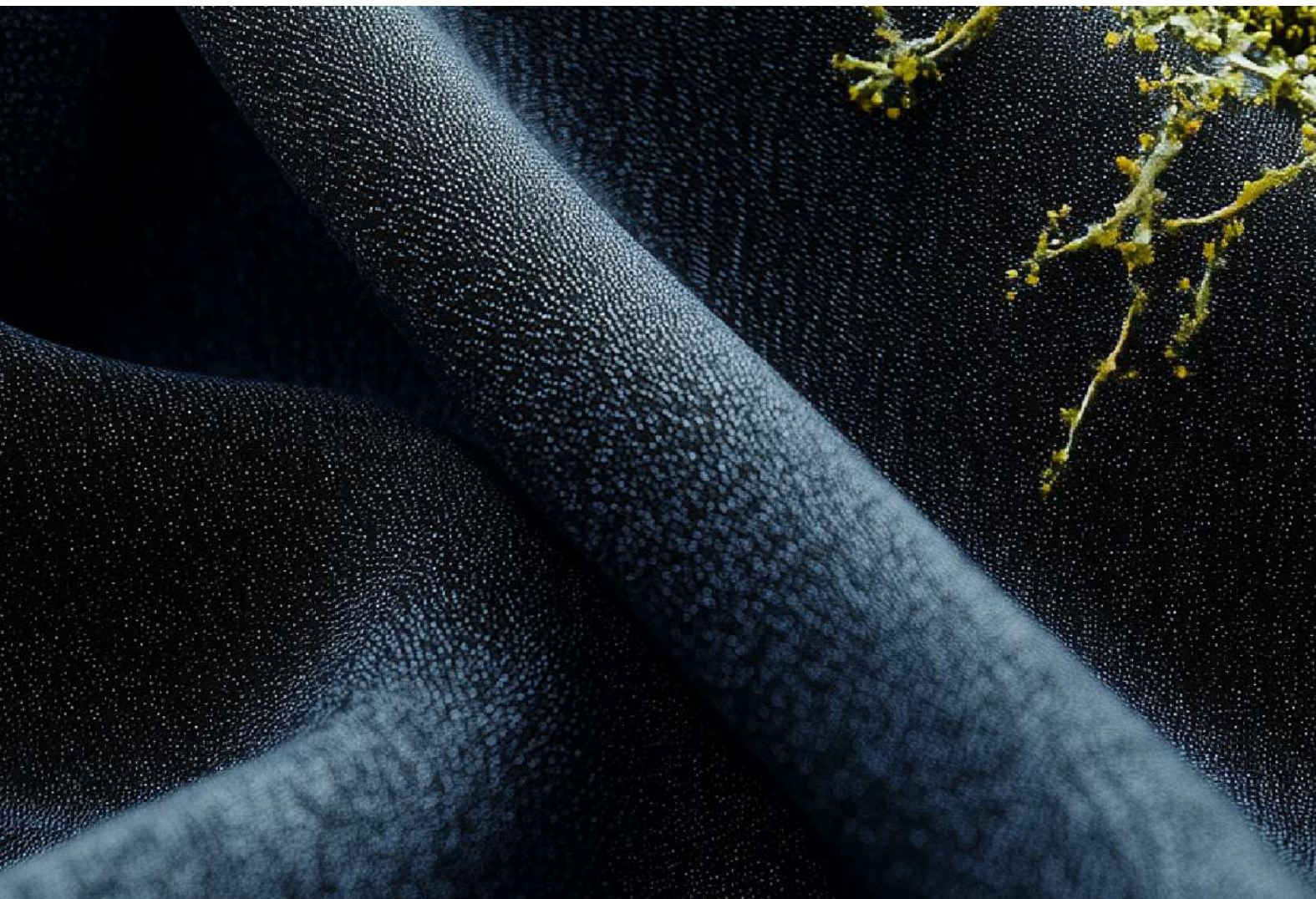
Construction of  
more eco-areas

Sustainable water  
management plan

Biodiversity impacts and  
dependencies



On the environmental front, we are actively working to reduce our impact and move towards a responsible business model

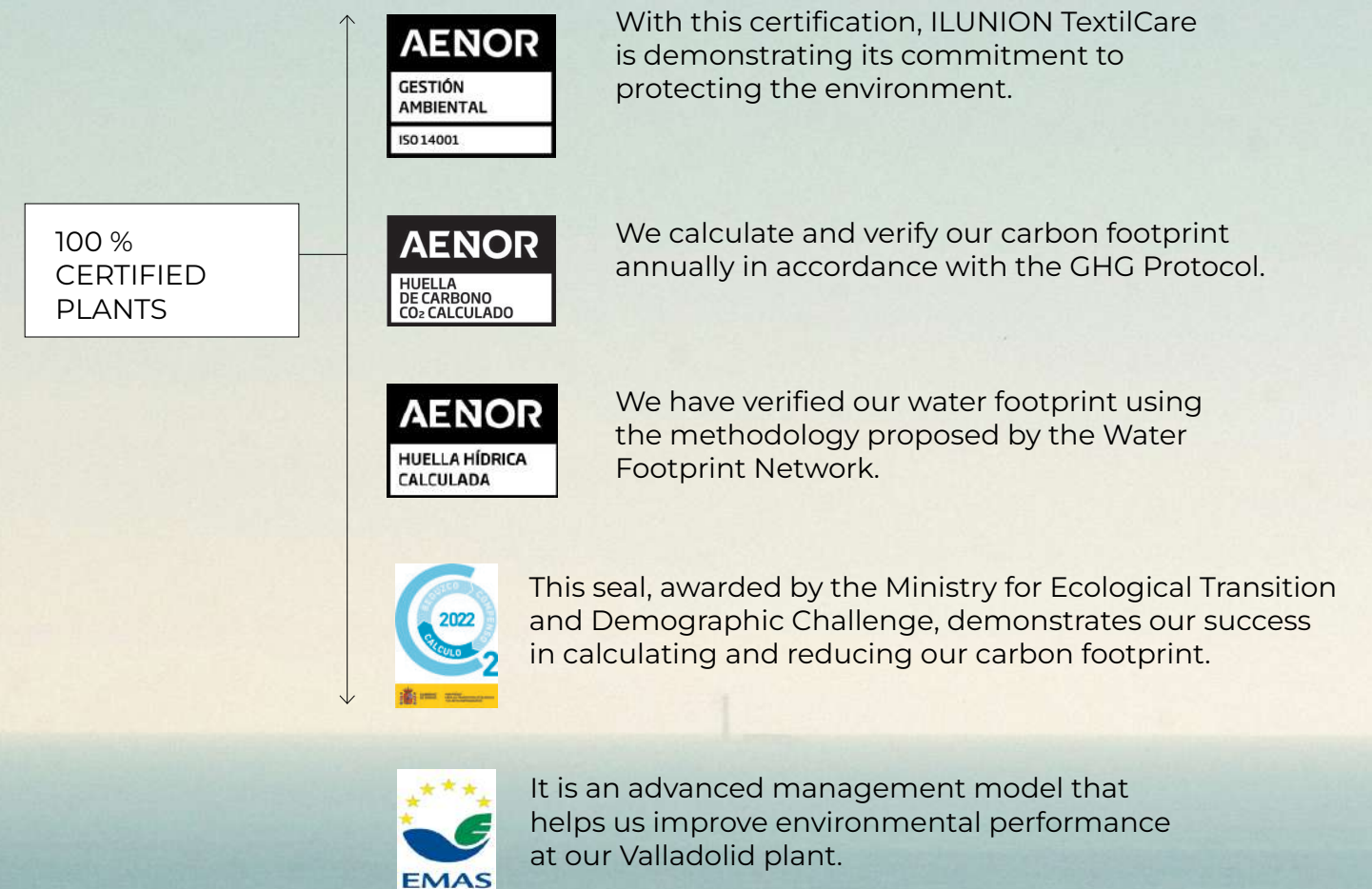


Economic growth and social progress are intrinsically linked to our commitment to caring for, conserving and protecting the environment. This **transition towards a responsible industrial model, prioritising the minimisation of environmental impacts** will present great opportunities for our customers and new ways of collaborating and relating to the environment and the business ecosystem.

## Environmental management

At ILUNION TextilCare, we have an environmental management system based on the ISO 14001 standard, which we use to manage the main environmental risks associated with our activity.

To achieve our goals, we have invested more than €8 million in environmental projects in 2024



We also have insurance coverage for environmental incidents amounting to €308,764.



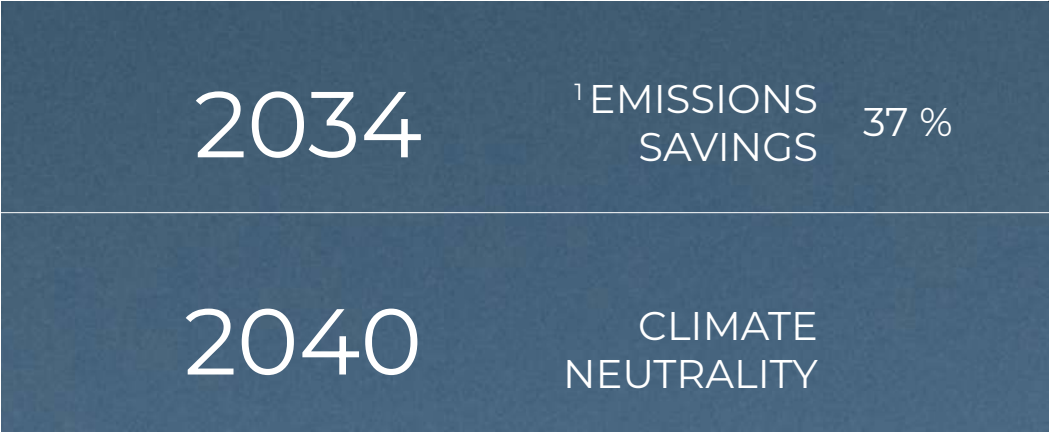
# Climate action, our path towards decarbonisation

Our mission is to contribute to the development of a greener, lower-carbon economy. To this end, **we have developed a climate action strategy for 2034 focused on industrial innovation projects, energy efficiency measures and the promotion of renewable energy and sustainable mobility.**

We have set ourselves the **goal of reducing our greenhouse gas emissions by 37 % by 2034 and achieving climate neutrality by 2040**, ten years ahead of the legal requirements.

To achieve this major challenge, **we have been granted a loan from the European Investment Bank (EIB), which will serve as a springboard for tackling all the measures included in our Decarbonisation Plan.**

OUR  
CLIMATE  
AMBITION



Alejandro Oñoro (Chief Executive Officer of ILUNION) and Antonio Lorenzo (Head of the Corporate Finance Division in Spain at the EIB)



<sup>1</sup> Emissions reduction compared to the base year (2019).

Carbon footprint (tCO2e)	71,294
Scope 1 (tCO2e)	64,604
Scope 2 (tCO2e)	6,690
Emissions / tonne of clothing processed	0.29
<sup>2</sup> Emissions reduction	24 %
<sup>3</sup> Emissions reduction / tonnes of clothing processed	27 %

In 2024, CO<sub>2</sub> emission reductions formed part of the variable remuneration of the directors

<sup>2</sup> Reduction compared to the base year (2019).  
<sup>3</sup> Reduction compared to the base year (2019).



›Energy efficiency

In terms of operations, we are focused on upgrading our equipment. We have invested in the best technologies available on the market to minimise energy consumption at our plants.

Total energy consumption **337 GWh/year**

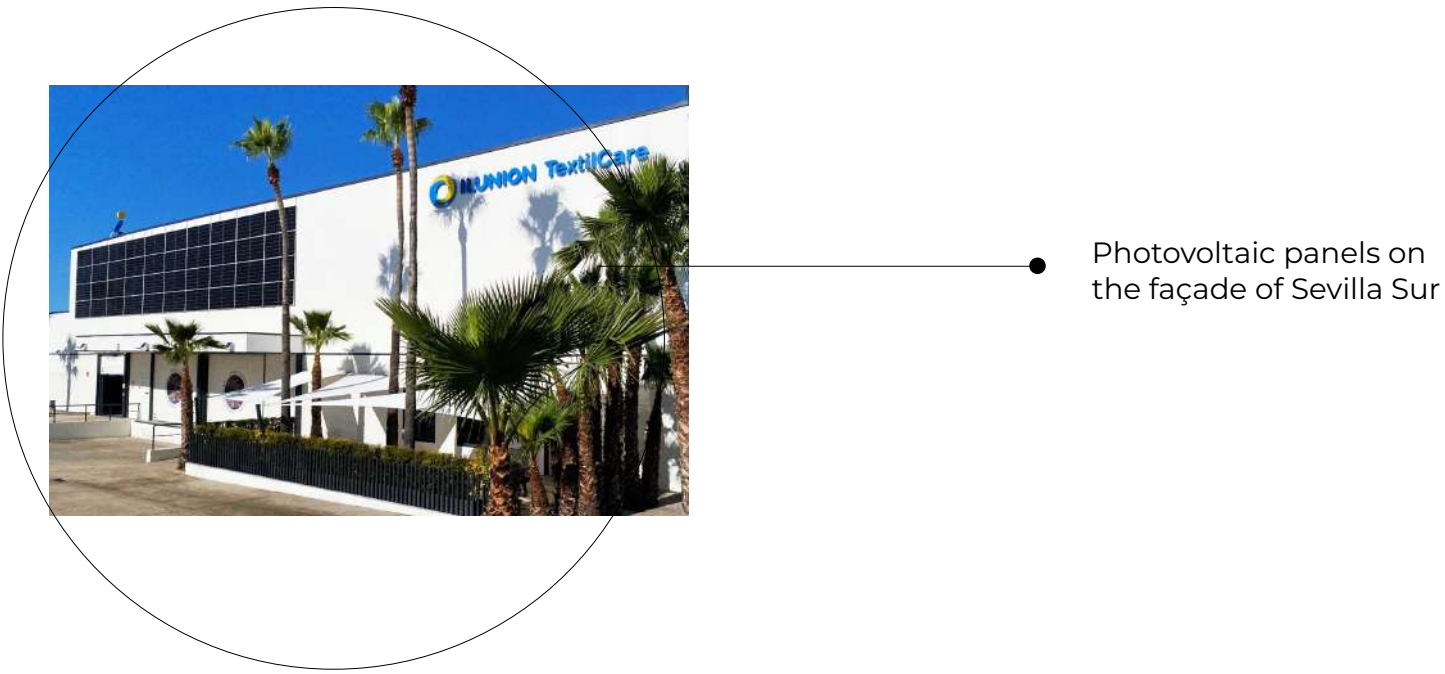
**In 2024 we invested more than 7.5 M en in energy efficiency measures**

	Equipment replaced	Energy savings
Replacement of washing machines	25	2 GWh/year
Replacement of drying and calendering machines	25	5 GWh/year
Other measures (exchangers, compressors, etc.)	14	2 GWh/year

›Renewable energy

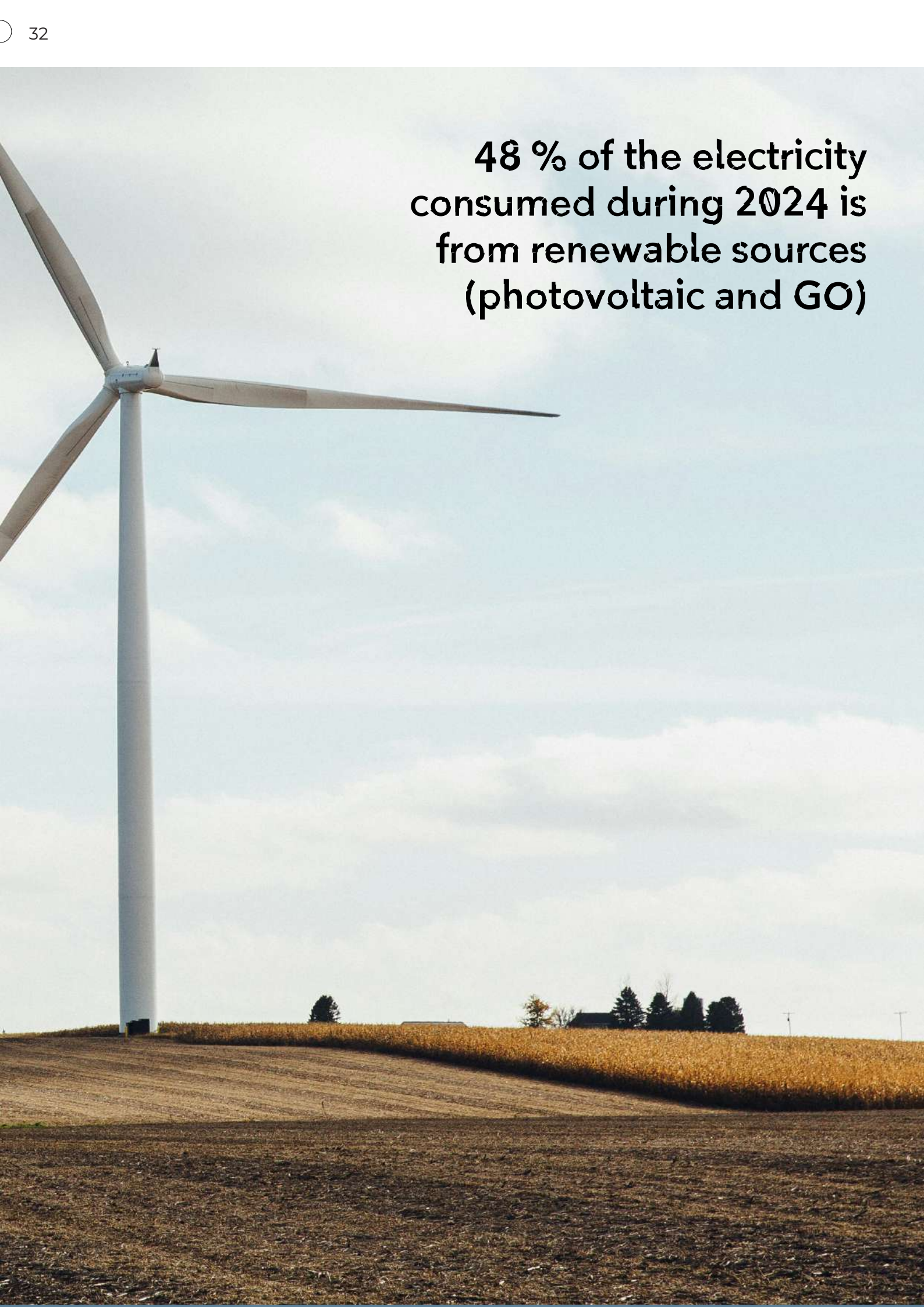
In line with our Green Roofs project, in 2024 we installed new photovoltaic solar panels at our plants in Sevilla Sur, Euskalduna, Segovia and Valladolid. This has resulted in savings of 600 MWh per year.

Renewable energy **7 %**



**More than 60 % of our plants have photovoltaic energy installations for self-sufficiency. In the last year, we have managed to avoid the emission of 1,621 tonnes of CO<sub>2</sub> by generating 13 % of the electricity consumed in the process via photovoltaic energy**





**48 % of the electricity  
consumed during 2024 is  
from renewable sources  
(photovoltaic and GO)**

## › Sustainable Mobility

At ILUNION TextilCare, **we are committed to leading the way towards more sustainable and accessible logistics** in order to strengthen our commitment to generating a positive impact on the environment and society.

We have a Sustainable Mobility Plan that covers all our stakeholders, understanding mobility as something integral. With this vision in mind, we have structured our strategy around four areas of action: employees, business, customers and community.

### Employees



We offer shuttle services to transport our employees to the CIPO plants in Guadalajara, Fuenlabrada, Segovia, Estepona, Tortosa, and Sant Boi. In the case of the Segovia plant, these journeys are made using zero-emission vehicles.

At ILUNION TextilCare, we are also committed to promoting healthy mobility habits. That's why we have bike parking facilities at centres such as Cadiz, Valencia, Santiago and Sevilla Sur.

We have provided more than 780 hours of training in efficient driving and best practice to our drivers.

**Over the last year,  
we have reduced  
emissions from  
employee travel to  
workplaces by 3 %**



## Business

We have digitalised our logistics fleet using the Webfleet tool. The incorporation of this system has enabled us to optimise logistics management and significantly reduce fuel consumption and mileage, as well as CO<sub>2</sub> emissions. Furthermore, **we have managed to reduce our fleet by 25 vehicles.**

For all of the above, we have been awarded the 2024 Efficient Fleet Management Award by the Spanish Association of Fleet and Mobility Managers (AEGFA).

We are working on a fleet transition plan, aligned with our decarbonisation plan, based on progressive electrification and the incorporation of low-emission vehicles. In 2024, we acquired 25 hybrid vehicles and five electric vehicles (one van, two trucks and two vehicles for transporting employees).

To accompany this transformation, we are investing in the development of electric charging infrastructure at our facilities, which will enable a faster and more efficient transition to a greener fleet. We have seven electric charging points, five of which have been installed in the last year.

Presentation of the 2024 AEGFA Award to Elsa Cartón, Executive Director of Economic Strategy and Planning at ILUNION TextilCare



Electric vehicle at the ILUNION TextilCare LICSA plant



**In 2024, we reduced CO<sub>2</sub> emissions associated with our fleet by 487 tonnes**

## »Data-driven management

In order to carry out exhaustive control of our operations, at ILUNION TextilCare we have implemented various monitoring systems. The “ABS” project is particularly noteworthy, as it aims to standardise our activity, making our operational processes more effective and efficient and thus reducing resource consumption. In 2024, we launched the pilot project at the Valladolid plant, and in 2025 we will expand it to more plants.



# Water: a basic resource for our operation

Water is an essential resource for our activity, but also for the planet. That is why, at ILUNION TextilCare we understand that we have a responsibility to manage this resource efficiently and responsibly.

Water consumption (m³)

1,972,213

Water consumption (l/kg clothing treated)

8.1

<sup>6</sup> Reduction in water consumption (m³)

13 %

Reduction in water consumption (m³) compared to 2023

11 %

Our main lines of action are focused on innovation and consumption control, the implementation of technologies for the reuse and recirculation of water resources, and the implementation of more sustainable washing methods.

Our objective is to make  
ILUNION TextilCare  
a leader in the sector in terms of  
water resource protection and  
management

<sup>6</sup> Reduction compared to the base year (2019).

Over the last three years, we have invested more than € 7 million in improving the water efficiency of our operations by replacing washing equipment and acquiring new water purification and reuse systems

## » Calculation of the water footprint

We recognise the dependence of our operations on water and the associated risks of scarcity. We have therefore implemented a water resilience strategy based on an analysis of risks, opportunities and impacts on water resources. The first step was to **measure and verify our water footprint** at an organisational level, following the Water Footprint Network methodology.

During the course of 2025, we will implement a Sustainable Water Management Plan. This plan will provide us with a roadmap to guide us in our efforts to use water resources responsibly. In addition, we will implement a digital tool for calculating this indicator.





## ›Water recovery, reuse and treatment systems

At ILUNION TextilCare, we are focused on innovation in water management. This is why we are **implementing advanced water reuse technologies** at our plants located in drought-prone areas. Proof of this is the **launch of a water treatment and reuse plant** at the Sevilla Sur plant, which will **enable us to reduce water consumption by 65 %**.

With the aim of reducing our blue water footprint, we have installed recovery tanks in washing machines at 11 plants, which will enable us to recover 20 % of the water used in the washing process. We have also installed a system to remove water from garments during the spin cycle for reuse.

Additionally, we have improved our treatment systems at the Santiago and Tortosa plants, which allows us to reduce our grey water footprint and **improve the quality of the water we discharge**.



Water treatment and recovery plant at the Sevilla Sur plant

## ›Sustainable laundry products

At ILUNION TextilCare we are committed to **using environmentally friendly laundry products**, that are easily biodegradable and ensure the care of our textiles.

We also work closely with our suppliers to optimise washing programmes and formulas. In this way, we not only reduce the environmental impact of wastewater, but also minimise resource consumption.



**More than 80 % of our washing products have ECOLABEL, the European ecological label**



# Waste management and circularity

At ILUNION TextilCare, we integrate the circular economy into the management of our processes to optimise resource consumption, promote reuse and recycling, and encourage the reincorporation of materials into the production cycle.

The circular economy allows us to grow using fewer resources and provides an opportunity to accelerate climate action and the energy transition

## Our waste management process

In 2024, we launched an ambitious **Comprehensive Waste Management Plan**, with the firm intention of minimising waste generation and prioritising recovery so that our waste could be reintroduced into the value chain. We have also **implemented a platform** that allows us to **digitalise operations and improve the traceability of the waste management process**.

Hazardous waste (t)	179
Recovered hazardous waste	38 %
Recycled non-hazardous waste (t)	2,002
Recovered non-hazardous waste	87 %
Single-use plastics (t)	222

We have provided 106 hours of training to our teams to ensure alignment with our circular economy objectives



Another of our goals is to improve selective waste collection to facilitate subsequent treatment. In this context, **we have built the first eco-area at the Sevilla Sur plant, a space designed to ensure the correct segregation of waste.**



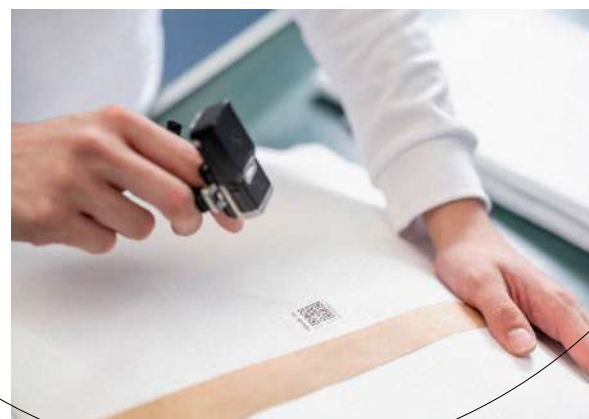
Eco-area at the Sevilla Sur plant

**We are committed to minimising the impact of our activities on the environment.** We have therefore implemented various measures aimed at optimising resource consumption and minimising waste generation.

### #PLASTIC OFF

With the “**Plastic Off**” project, we are **promoting The elimination of single-use plastics** in the shipping process of our textile products. To do this, we have implemented the use of paper wrapping for the transport process.

In 2024, we installed four paper wrapping machines at the CIPO, Gureak and Mejorada plants



**Over the last year we have reduced plastic consumption by 46 %**

## Ethical and sustainable textiles

**At ILUNION TextilCare, we want to play a fundamental role in the transformation of the textile sector towards a circular economy model.** For this reason, one of the strategic pillars of our new Sustainability Master Plan focuses on ethical and sustainable textile management.

Our strategy is based on extending the useful life of textiles, reducing the consumption of resources and raw materials, reducing waste generation and promoting sustainable practices throughout the value chain. We are convinced that the future of the industry depends on its ability to evolve towards a more responsible and sustainable system, and at ILUNION TextilCare we want to lead this change.

Textile waste generated (t)

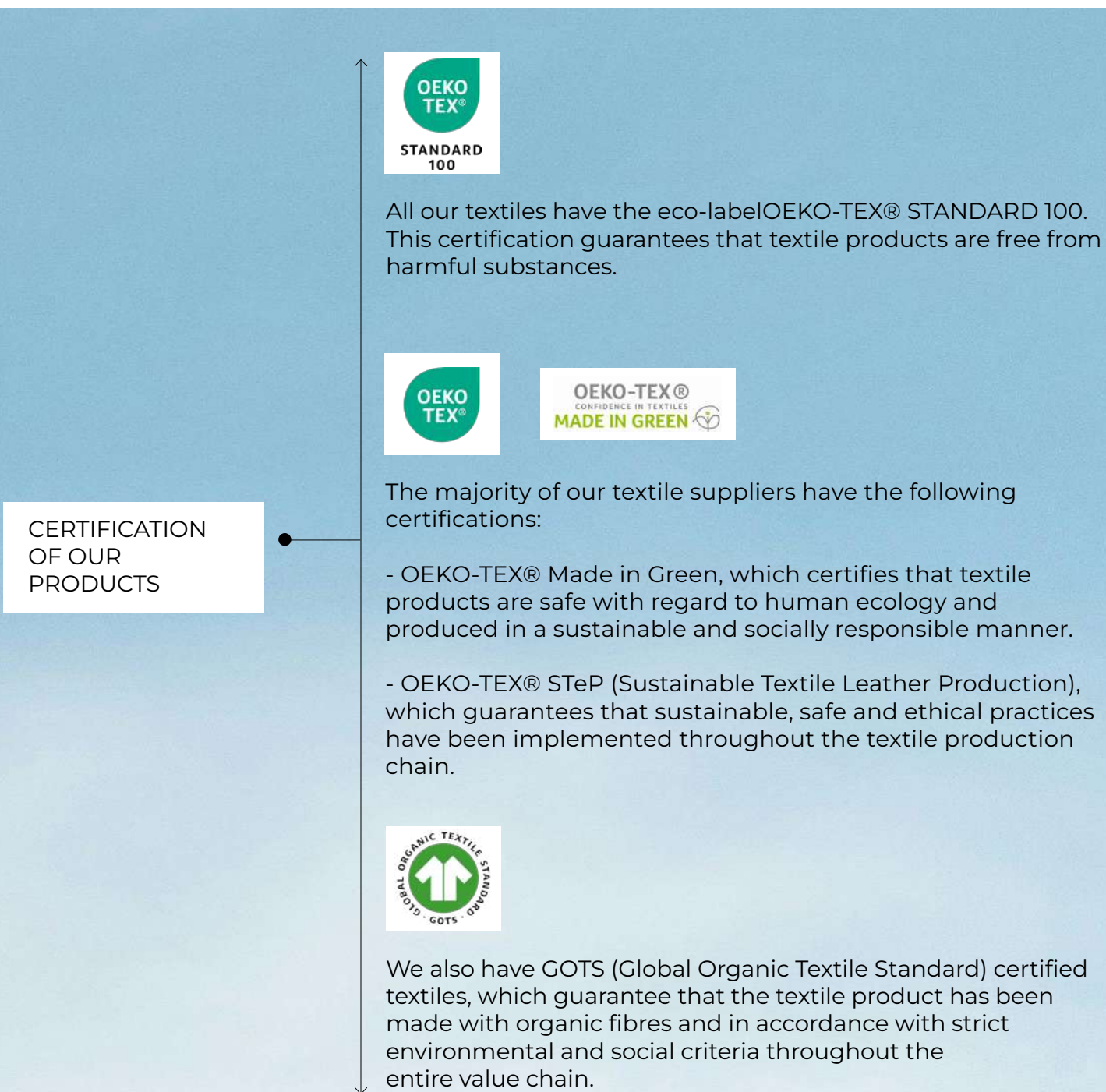
900

**More than 90 % of our textile waste is recycled in waste treatment plants through authorised waste managers, generating absorbent material, mainly for the automotive industry**



## › Sustainable textiles

The choice of materials and fabrics is key phase in the development of sustainable products. That is why **one of our priorities is to promote the use of fibres that allow us to reduce our environmental impact and make a more efficient use of resources, while prioritising quality and durability.**



At the same time, we are working to raise awareness and train our sales teams and suppliers to promote the use of materials made from recycled fibres.

## › Upcycling

More than 85 % of our plants have a sewing workshop where damaged or broken clothing is repaired to give these garments a second life. In this way, we reduce textile waste and minimise the need to purchase new materials, as well as the generation of waste.



Sewing and alterations workshop at the Valencia plant

**In 2024, we recovered more than 65,000 garments**



## › Recycling and recovery

Textile waste accounts for 41 % of our non-hazardous waste. That is why we are committed to reuse, recycling and recovery. Using authorised contractors, **we convert this waste into absorbent materials for industrial processes.**

To ensure a successful transition to a circular economy, we need to work together. In this regard, we have established partnerships with our stakeholders **to promote new solutions and technologies that accelerate change.** Together, we have turned textile waste from sheets into furniture. This transformation process requires no heat, meaning that recycling helps reduce our carbon footprint.



Noise absorption panel made from textile waste

Panel from the UMÁNIKO restaurant made from textile waste



## › Traceability

We are committed to promoting the efficient and responsible use of natural resources to drive more sustainable textile management models. To this end, **we are working on the development of innovative solutions based on digitalisation.**

**We have implemented traceability systems that enable us to optimise textile management** through continuous, real-time monitoring of garment movements throughout their entire life cycle. To do this, we individually identify each garment using UHF RFID chips, which we read with several detection systems located at various points in the textile cycle.

### BENEFITS OF THE TRACEABILITY SYSTEM

Optimisation of clothing allocation, which translates into lower resource (energy, water, detergents, etc.) and raw material consumption, a reduction in our carbon footprint and minimisation of waste.

Comprehensive control of clothing use and garment quality through knowledge of the number of washes, enabling us to detect durability or wear issues by item type. This helps extend the useful life of garments and reduces demand for new textile products.



Installation of UHF RFID chip

At the end of 2024, 50 % of our plants had incorporated UHF reading systems into their operational processes, and we will reach 100 % by the end of 2025. Furthermore, at the end of 2024, 30 % of our textiles had the traceability system in place.



## Biodiversity Protection

Following the development of our Sustainability Master Plan, **we have strengthened our commitment to biodiversity** and set ourselves the goal of implementing a biodiversity protection and conservation programme.

At ILUNION, we have signed the 'Our nature, our business' declaration and are members of the Biodiversity and Natural Capital Pact and the Task Force on Climate-related Financial Disclosures (TCFD) advisory group. **Our goal is to analyse the impacts and dependencies of our activities on ecosystem services.**

In 2025, we will promote Nature Positive projects related to the repair and regeneration of natural ecosystems.



**Our goal is to generate  
a positive net impact, in  
such a way that our activities  
contribute to the preservation  
and improvement  
of biodiversity**



# 4

## Social Commitment

Our **goal** is for **ILUNION TextilCare** to generate **added value beyond the business itself**.  
Accordingly, our social commitment focuses on three strategic areas of intervention: people, the local communities in which we operate, and society.

### PEOPLE

Employees

Suppliers

Clients

### COMMUNITY

“Community” Project

### SOCIETY

Social action

Volunteer Programme



## MILESTONES 2024

LGBTQ+ action protocol

Employee experience  
diagnosis

Welfare plan

Corporate Volunteer  
Programme

Protocol for coordinating  
social action in  
emergencies

At ILUNION TextilCare, we are **committed to continuing to lead the way in the inclusion in the workplace of people with disabilities and other vulnerable groups**, providing opportunities for personal and professional development for all.

This commitment does not end at our plants; **we want to generate value in society** and for all those who form part of our chain of relationships, **to convey our purpose to them and multiply our impact.**

## OBJECTIVES 2025

Creation of the role of  
support monitor

Employee experience  
action plan

Ethical-humanistic  
leadership training  
programme

"Community" Project



# People

ILUNION TextilCare’s social commitment is a commitment to caring for each and every person who forms part of the company. **We are working on the responsible management of our team from three angles, which are also our hallmarks: diversity, equality and inclusion.** This perspective has enabled us to provide more personalised attention to the needs of each group: an inclusive model that makes us a unique company.

Total number of people

6,132

People with disabilities

73 %

Hard-to-place individuals (vulnerable groups)

4 %

Women

39 %

Women in management

50 %

People of other nationalities

12 %

Social benefits

€1.9 M

Wage gap

0.04 %

Inclusion in our teams has enabled us to develop new ways of working, find creative solutions and improve operational efficiency

Rest area at the Malaga plant



This commitment to inclusion has strengthened our identity as a company and empowered us as a business, demonstrating that a business model based on equality provides unique value in terms of competitiveness and sustainability.



# Our distinguishing features: diversity, equity, and inclusion (DEI)

At ILUNION TextilCare, we understand diversity as a driver of innovation and differentiation. For this reason, **we are developing a comprehensive management model based on care for the individual in all aspects of their life: social, professional and family.**

During 2024, the vulnerable group that has grown the most has been female victims of gender-based violence. In order to meet the specific needs of these individuals, we have expanded our catalogue of social benefits with measures such as reduced working hours, reorganization of working time and the granting of special leave.

In terms of equality, at ILUNION TextilCare we have made significant progress with the implementation of disruptive measures that help us to consolidate gender equality and move beyond mere regulatory compliance. Thus, our Equality Plan extends beyond the legal requirements and includes actions in three additional areas: politics, culture and values; communication and non-sexist language; and care for women who are victims of gender-based violence.

**We seek to create and ensure safe and inclusive environments where all staff feel free to be themselves and act accordingly**

In 2024, with the collaboration of COGAN, **we have created an action protocol for dealing with harassment and violence against the LGBTQ+ community.** During 2025, we will expand on this protocol by drawing up a specific plan to achieve real and effective equality for this group.

# Attracting and retaining talent

At ILUNION TextilCare **we are committed to attracting talent to amplify our social impact.** This process involves identifying and selecting individuals from a different perspective, as our goal is to match the characteristics of different positions to the skills, abilities and unique qualities of each person.

This year, we have also worked on several key areas to improve our ability to attract talent. We would particularly highlight *employer branding*, which involves creating and maintaining an attractive employer brand that showcases ILUNION TextilCare's values, culture, development opportunities and benefits.

New jobs created

189

New jobs created for people with disabilities

72

New jobs created for vulnerable groups

32

Permanent contracts

68 %

In 2024, we embarked on a comprehensive transformation of our organisational structure, elevating and redefining every position within the company. This process has been driven by a firm commitment to valuing and enhancing the unique contribution of each position, based on previously established impact criteria. This new classification not only optimises talent management, but also ensures fair and equitable remuneration for all, recognising effort and dedication.

In terms of performance review, we have expanded our Esfuerza model to all positions within the organisation, promoting a culture of excellence and commitment. In addition, we have actively encouraged consultations and surveys with teams.



# Training for the comprehensive development of our people

Our training strategy focuses on the comprehensive development of our people. Consequently, our training plan aims to enhance both the professional skills and personal well-being of our employees. **This approach not only improves the quality of the work, but also contributes to creating a healthier and more collaborative work environment.**

Training hours

32,368

Training activities

97

Average hours of training

14

Investment in training

€500,366

## LEADERSHIP PROGRAMME

Together with the other ILUNION companies, we have launched a leadership course for senior managers taught by ESADE, which three members of the Steering Committee have attended.

## GOODHABITZ

We have promoted online training and professional and personal development with this digital training platform, covering topics such as communication, teamwork, time management, creativity and leadership, among others. With this initiative, we seek to encourage the continuous development of our people, improve their performance, and increase job satisfaction. In 2024, 23 courses were completed, with an average time per visitor of 1.8 hours.

## IMPULSA PROGRAMME

To promote the development of skills among the leaders of the transformation, specialised training has been provided for specific profiles, with the participation of three professionals from the company.

## GO FOR IT!

Continuous training is essential in creating a culture of learning and growth. With this in mind, we have launched this initiative, providing all our structural workers with two hours of training on Wednesday afternoons. In this way, we aim to foster an environment conducive to learning, where trust and self-management are valued as the core of organisational learning. In 2024, we registered 28 hours of study, three courses started, and three courses completed.

Internal communication is another key aspect. That's why we have various channels, such as the intranet, newsletters and emails, to keep our people informed about training opportunities. This constant communication ensures that all employees are focused on the company's goals and can actively participate in training initiatives.

We also encourage collaboration and knowledge sharing with workshops, seminars, and working groups where our people can share their experiences and learn from each other. This culture of collaboration not only improves team cohesion, but also drives innovation and creativity.



# Promoting a culture of health and wellbeing

As part of our commitment to caring for our team, **we are focused on building a positive culture of safety, health and wellbeing centred on the individual**, based on a holistic approach (mental wellbeing, health promotion and physical activity), as well as the working and social environment).

At ILUNION TextilCare, we have a Occupational Health, Safety and Wellbeing (OHSW) strategy based on the international standard ISO 45001, which is essential for improving working conditions, reducing accidents, preventing ill health and providing safe and healthy workplaces.

100 %

ISO 45001  
certified plants

€ 219,540

Investment in occupational health and safety

<sup>5</sup> Frequency index

97

Severity index

2.4

<sup>6</sup> Occupational illnesses

5

Our goal is to achieve safe working environments that contribute positively to the health and wellbeing of our people

<sup>5</sup> Severity Index: N° of working days lost due to accidents resulting in sick leave (including accidents *in itinere and relapses*) / N° of hours worked x 10<sub>3</sub>. For the calculation of the frequency rate and the severity rate, the number of hours worked takes into account the actual hours worked per worker by CNAE-09 divisions in accordance with the INE 2024 quarterly labour cost survey.

<sup>6</sup> All occupational illness cases, with and without sick leave, are considered, excluding occupational illnesses under investigation.



## » Working environment

We have a catalogue of social benefits that includes measures to promote and improve the health and wellbeing of our people, such as support in taking out health insurance.

We have implemented various flexible working arrangements tailored to individual needs, such as promoting hybrid and flexible working in back-office roles. We also have a digital disconnection protocol that guarantees employees' right to disconnect digitally during rest periods, whether daily, weekly, annual or any other type.

### Sunday plant closure

To promote work-life balance, our plants have ceased operations on Sundays. By the end of the year, more than 45 % of our centres had implemented this initiative. Our goal is to extend this measure to the rest of our plants over the next three years.

### Transforming our spaces

We have created new outdoor rest areas at our plants. More than five centres have implemented this measure this year, and the goal is to extend it to more plants in 2025.

**We work to foster work environments where our people feel valued and find conditions conducive to professional development**



Rest area at the Valladolid plant



Dining room and common area at the Medellin plant



We are also renovating the canteens and changing rooms at our plants to ensure the wellbeing and rest of our people.



## » Psychosocial wellbeing

At ILUNION TextilCare, we believe that mental health is just as important as physical health. To this end, we have an Employee Assistance Programme (EAP), an anonymous and confidential psychological counselling service to help our people and their families deal with any personal or professional issues that may be affecting them. During 2024, 68 activities were carried out, 53 of them with intervention and counselling.

Furthermore, as part of our social benefits catalogue, we provide our employees with the opportunity to attend external counselling sessions.

## » Promotion of health and physical activity

Throughout 2024, we have provided employees with a free physiotherapy service that has benefited more than 1,600 people.

In 2024, the 'Bodyguard' programme was also launched. It targets 150 people and provides them with personalised physiotherapy to improve their posture and mobility at work, with the aim of preventing injuries.

Additionally, we have launched initiatives that foster a culture promoting wellbeing at all levels of the organisation. A prime example is the organisation of sporting activities to promote physical activity.

# 6000

Number of physiotherapy sessions

# 1,623

Number of people helped



Friendly matches between Cadiz, Sevilla Sur and Sevilla Norte plants



Sports days in collaboration with Cadiz Genuine Football Club



## » Social surroundings

Throughout 2024, we promoted leisure activities both inside and outside our workplaces, in which more than 6,000 people participated.

### CELEBRATION OF SIGNIFICANT DAYS

Women's Day, Disability Day or Day Against Gender Violence.

### HIKING TRAILS

### CULTURAL DAYS

Museum visits, cinema outings, photography competitions, etc.



Celebration of the Day Against Gender Violence at the Almeria plant

Gastronomy day at the Ciudad Real plant dedicated to learning about the customs, traditions, traditional dishes and curiosities of the places of origin of the people who work at the plant



## Towards transforming the employee experience

At ILUNION TextilCare, we believe that a positive employee experience is essential in promoting job satisfaction, productivity and the retention of talent. For this reason, **our strategy focuses on transforming the experience of those who make the company's results possible.**

To achieve this goal, during the last quarter of 2024 **we conducted an employee experience diagnosis** using various metrics: organisational culture assessments, process and policy reviews, retention and turnover analyses, interviews and focus groups, and employee experience surveys. Looking ahead to 2025, we will generate an action plan to address the identified areas for improvement, with the aim of enhancing the employee experience and, consequently, productivity and engagement.

**Our goal is to foster a sense of team spirit and belonging among all our employees.** That is why we have organised various activities aimed at strengthening ties both between employees and with their families.

### Family Day

We organise regional events where we invite our employees' families to participate in various recreational activities.

Family Day in Madrid, at the Kinépolis cinemas

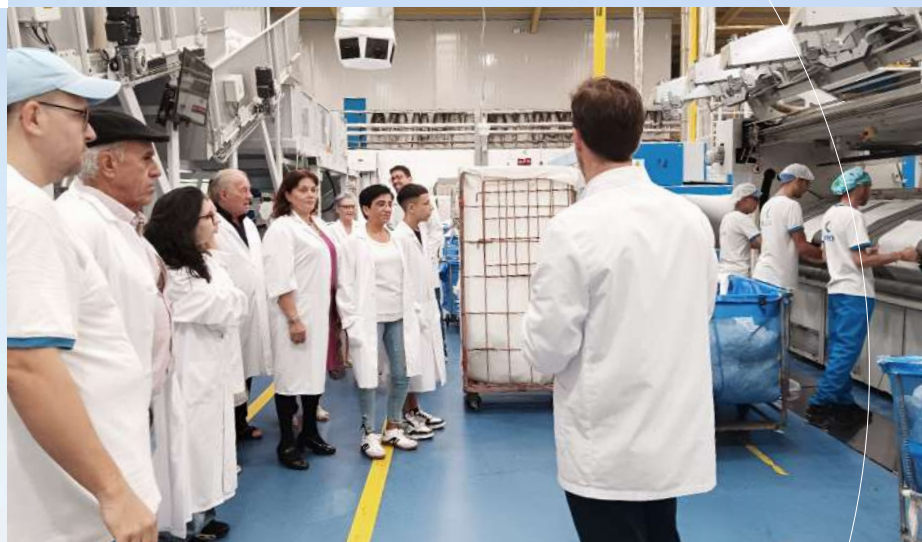




## Family outreach

The aim of this initiative is to give families first-hand knowledge of the work carried out by our employees, as well as their effort and dedication.

To this end, we organise visits to our plants where employees proudly show their loved ones the work they do every day.



Visit from the families of the workers at the Almeria plant

## I wash too

We want our head office employees, especially new recruits, to experience first-hand the day-to-day work at our plants and get to know their teams. This involves an in-depth look at the day-to-day workings of the company, explaining the processes and putting the daily tasks of all departments into practice. In 2024, 20 employees participated, spending two days as part of the production and uniformity teams.

Office staff working during the 'I wash too' project, sorting uniforms by size





## Our clients, our partners

At ILUNION TextilCare, we like to think of our clients as partners, sharing the challenges and commitments involved in the positive change we are working towards. With this in mind, we want to promote a new model of interaction with our clients, creating solid, lasting relationships, offering ever greater added value and acting as a key partner in sustainability.

Clients

4,338

Tons of clothing processed

242,960

Client satisfaction index 2024

7.9

Our client satisfaction index has increased by **10 %** compared to the previous year

Visit by various clients at the Euskalduna plant



This new relationship model includes actively listening to the needs and expectations of our stakeholders. For this reason, we have launched an initiative aimed at giving our clients first-hand knowledge of the work carried out at our plants. Since October, we have welcomed a total of 15 visits, during which our clients have been able to see how we work.



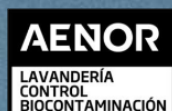
At ILUNION TextilCare, we are committed to excellence in management, innovation and sustainability, which is reflected in our commitment to the EFQM +600 seal. This renowned international standard certifies an outstanding management model and highlights the integration of sustainability as a fundamental and strategic consideration.



This standard helps improve the company's performance and meet the expectations of our clients and other stakeholders.



This seal recognises companies that generate a positive impact on the environment and society, seeking progress, innovation and continuous improvement.



This standard guarantees that the textiles processed at our plants meet the microbiological quality standards required for their intended use.

**In 2024, we were awarded the silver medal by ECOVADIS and substantially improved on our previous assessment**

**This confirms ILUNION TextilCare's commitment to sustainability in all areas: environmental, social and governance**



**Our suppliers aligned with our objectives**

Our mission to "build a better world where everyone is included" requires suppliers who will accompany us on this journey. That is why ILUNION TextilCare's commitment to sustainability extends throughout our entire value chain and transcends the walls of our plants.

At ILUNION TextilCare, we work with our suppliers to integrate our responsible and sustainable purchasing policy by incorporating ESG criteria and ensuring a balance between technical suitability, quality and price.



# Community and Society

## Agent of change in the local community

At ILUNION TextilCare, we have a presence in almost every province in Spain, as well as in Colombia and Portugal. **We want to inspire and add value as an agent of change in the local communities where we operate.**

With the aim of making a positive impact on local communities and promoting active listening with our stakeholders, during the course of 2025 we will be launching the "Community" project in the Valencian Community, Extremadura, the Community of Madrid and Castilla y León. With this initiative, **we want to drive positive change in the communities where we operate**, bringing our mission to 'build a better world with everyone included' to all our workplaces and local environments.

## Social action at ILUNION TextilCare

At ILUNION TextilCare, our goal is to enhance people's quality of life beyond our business activities. To this end, **we have a social action policy that promotes, coordinates and develops our employees' charitable initiatives with a social purpose.**

45

• Actions

€ 44,480

• Economic value

9,829

• Beneficiaries

2,757

• Participants

At ILUNION TextilCare, we understand that we must play an active role in responding to emergencies and humanitarian crises by implementing solidarity initiatives with the local communities in which we operate and improving people's quality of life, beyond our own business activity. For this reason, **in 2024 we implemented an action protocol to coordinate social action in emergencies, in line with our social action policy.**



## Valencia Cold Drop

As part of our commitment, we cannot ignore the problems that arise in our community. The year 2024 will be remembered, to a large extent, for the terrible cold drop that affected several municipalities in the Valencian Community.

At ILUNION TextilCare, we are taking action to support those affected by implementing measures focused on four areas: donating textiles, donating food, donating toiletries, and washing clothes for vulnerable groups.

We remain attentive to the needs of the Valencian people in order to carry out further actions during 2025.

• 14

Actions

• € 9,302

Economic value

• 2,230

Beneficiaries

• 1,977

Participants

Textiles donated  
• 1,815<sup>kg</sup>

Food donated  
• 50<sup>kg</sup>

Toiletries  
• 403<sup>kg</sup>

Textiles washed  
• 1,058<sup>kg</sup>

Staff at the Valencia plant making a donation to help those affected by the cold drop.





## ›Real Three Kings

At ILUNION TextilCare, we have been collaborating with the Real Three Kings Association for several Christmases now. This association works to ensure that people at risk of social exclusion receive a gift at Christmas. In previous years, this campaign has only been held at our head office, but in 2024 we extended it to our plants in Madrid, Barcelona and Granada.



Receiving one of the campaign gifts at the Fuenlabrada plant

• 8

Plants

• 52

Gifts

• € 1,560

Economic value

## ›Collaboration with Caritas and the GAIN Humanitarian Aid Foundation

The Beriain plant has worked alongside Cáritas Estella (Basque Country) to provide essential textiles (sheets, towels, bedspreads) to vulnerable families living in social housing provided by this NGO.

• 1,136<sup>kg</sup>

Textiles donated

• 1000

People helped

• € 4,544

Economic value

## ›Earthquake in Morocco

At ILUNION TextilCare, we are also aware of the humanitarian crises that arise beyond our borders. When a strong earthquake struck neighbouring Morocco at the end of September, we decided to donate textiles to help those affected.

The Sant Boi plant has collaborated with the GAIN Humanitarian Aid Foundation by donating 670 bathrobes to foster families at risk of social exclusion.

• 2,500<sup>kg</sup>

Textiles donated

• 2,500

People helped

• € 10,000

Economic value

• 670

Textiles donated (bathrobes)

• 670

People helped

• € 3052

Economic value



## Charitable *amenities*

The Fuenlabrada plant has donated personal hygiene products to various local associations such as Mariposas para el Duelo, Proyecto Miriam and Adempa.

• 8,200  
Shaving kits

• 6,000  
Dental kits

• 36,000  
Pots of gel

**Donation to Proyecto Miriam**, which supports women who have just become mothers and are struggling to cope with motherhood



## Corporate volunteering: our expression of solidarity

At ILUNION TextilCare, we want corporate volunteering to be an expression of our people's solidarity and, at the same time, a catalyst for initiatives and projects aligned with our values.

**The aim is to strengthen  
our social commitment by  
contributing to our mission  
of creating a fairer and  
more inclusive society**

During 2024, we began to roll out our volunteer policy with the acquisition of a volunteer platform that will serve as a bridge between our volunteers and organisations. Looking ahead to 2025, we will begin implementing the programme, involving our team and all those partners who wish to contribute to building a more compassionate world.



Logo of the Corporate  
Volunteer Programme



# 5

## Good Governance

At ILUNION TextilCare we are committed to responsible, transparent and ethical business management based on the principles of legality, voluntariness and transparency.

Our commitment to good governance is based on the following strategic principles.

RELATIONSHIP  
WITH STAKEHOLDERS

HUMAN RIGHTS

RESPONSIBLE  
VALUE CHAIN

SUSTAINABLE  
INVESTMENT

ETHICS AND  
REGULATORY  
COMPLIANCE

ESG  
RISK  
MANAGEMENT

PARTNERSHIPS



## MILESTONES 2024

Double materiality analysis

Discussion panels  
with our stakeholders

ESG risk map

Diagnosis of risks  
and impacts on  
Human Rights

We would like to highlight the link between our sustainability commitments and ILUNION TextilCare's economic objectives, as a sign of the company's genuine commitment to sustainability.

## OBJECTIVES 2025

Purpose-driven  
partnerships

ESG risk fact sheets

Own Human  
Rights System

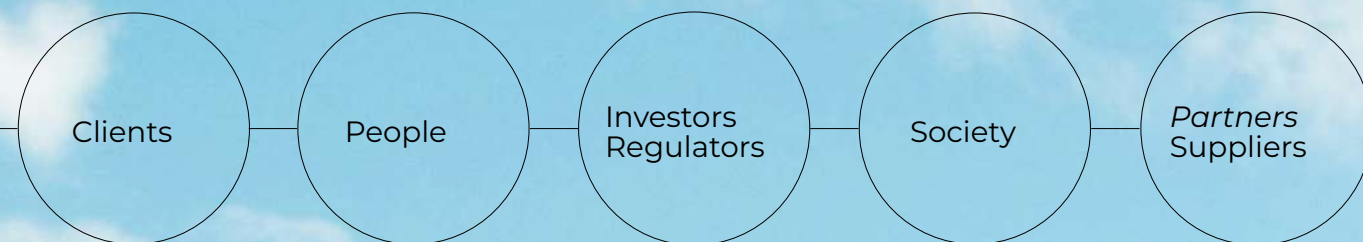
Training in  
ethical-humanistic  
leadership



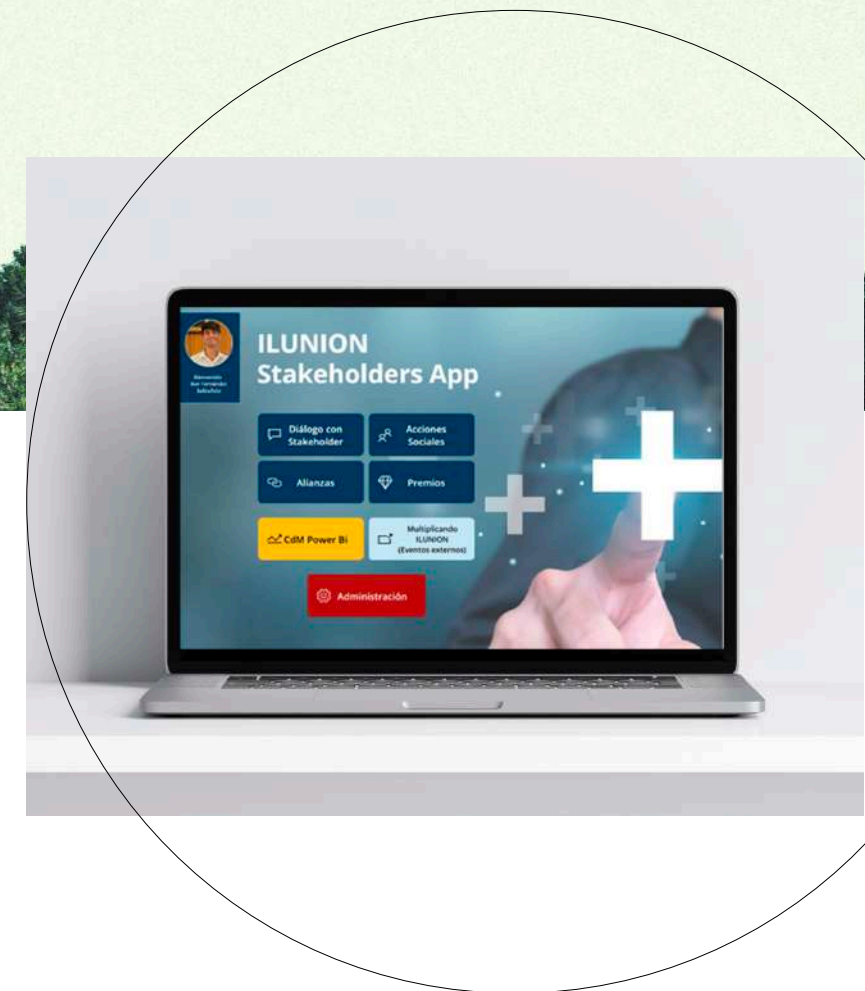
## Relationship with Stakeholders

For ILUNION TextilCare, **sustainability starts with listening to our stakeholders so we can integrate their expectations and respond to their needs.** This is our starting point for laying solid foundations for integrating sustainability into decision-making and strategy within the company.

As part of ILUNION's Stakeholder Relations Policy, in 2024 we reviewed our stakeholder map and adjusted the weighting of each stakeholder group according to the potential impact of their decisions and actions on our purpose, vision and strategy.



**We want our stakeholders, suppliers, clients and employees to choose us and recognise us for our commitment to sustainability**



Having our stakeholders as partners on this journey, sharing ESG challenges and commitments, represents a change in approach. **We want to be a model of a company that is open to dialogue, which is why we have developed a new relationship model based on trust and transparent, active listening.**

With the aim of managing the listening model, in 2024 we implemented the use of the internal Stakeholders App platform. This tool allows us to record social action initiatives, dialogues and partnerships, and has enabled us to monitor our relationship with stakeholders.



# Human Rights

During 2024, we carried out a double materiality analysis using our own methodology adapted to our unique management model. This analysis is aligned with the new European standards on sustainability reporting (CSRD). Our stakeholders played a key role in this process. **Sitting down and listening to our clients and suppliers on discussion panels has allowed us to exchange ideas and learn first-hand about their ESG needs and expectations, and what they expect from us as ILUNION TextilCare.**



Discussion panel with suppliers



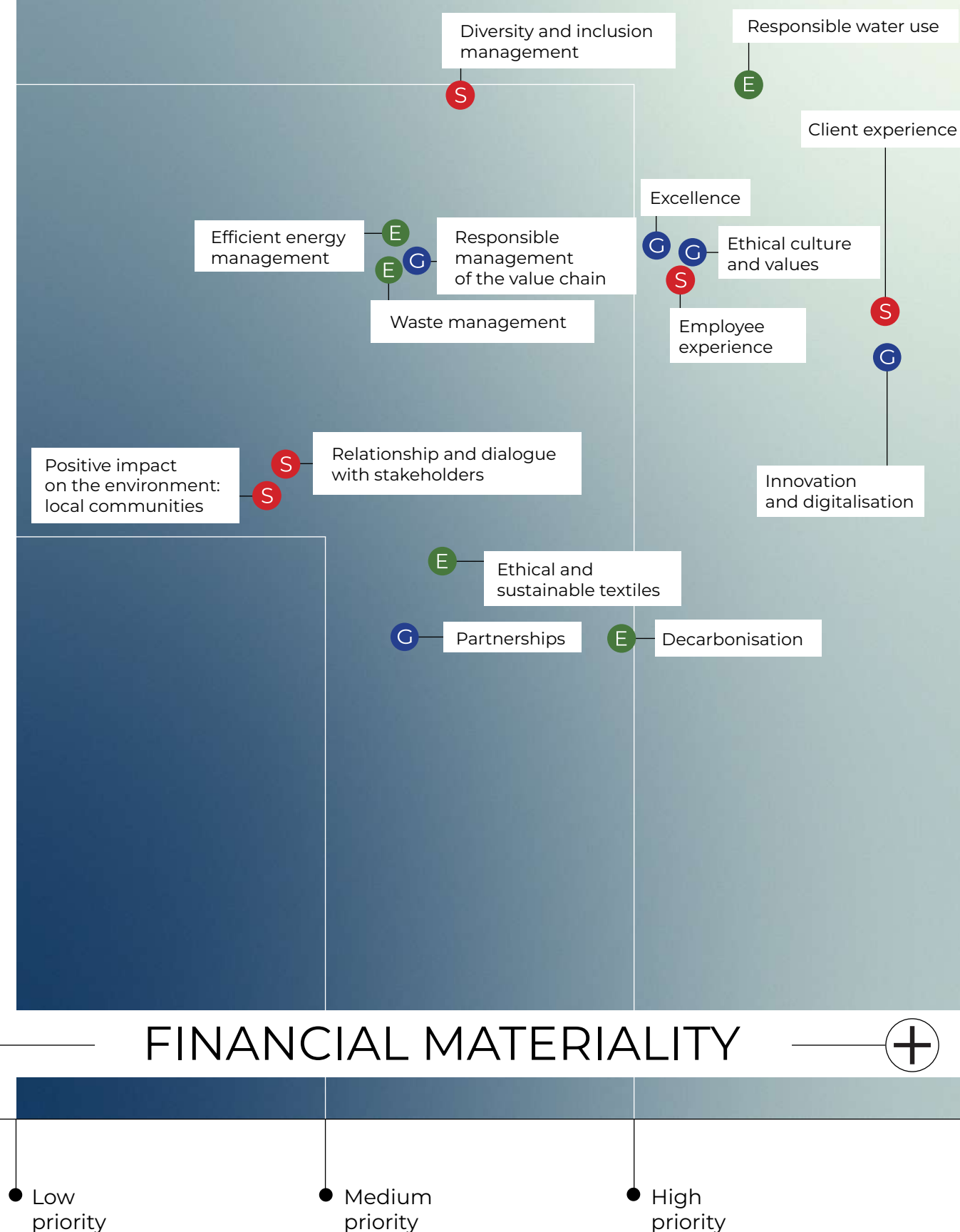
Discussion panel with society



Discussion panel with clients

This approach has resulted in the **creation of our materiality matrix**, which has enabled us to identify the priority issues we will need to work on in the coming years.





## Ethics

Ethics is the cornerstone of sustainability at ILUNION TextilCare. **An essential part of our corporate culture is to act with respect, honesty and integrity. Our objectives are clear and to achieve them we have** various mechanisms and corporate policies aimed at establishing ethical and transparent processes.

In this regard, ILUNION TextilCare, as part of the ONCE Social Group, operates under its regulatory umbrella and ethical management model. We have tools such as the Code of Ethics and an ethics reporting mailbox. The Code of Ethics is based on the 11 values that are the hallmarks of the ONCE Social Group and guide us in our daily work and in our relations with stakeholders.

In addition, activities that we consider fundamental within the framework of our sustainability efforts, such as sustainable mobility, social action, stakeholder relations, human rights and corporate volunteering, are covered by ILUNION's policies.

**In 2024, we did not receive any complaints regarding regulatory non-compliance or human rights violations via this channel**

In 2025, we plan to advance our understanding and development of Ethics at ILUNION TextilCare. To this end, **we will deliver a training programme in ethical and humanistic leadership for the company's executives, the steering committee, the management committee and the managers of our plants.** With this initiative, we seek not only to deepen the training and development of the leaders who run the company, but also to ensure that they are deeply committed to their own personal and professional growth. This approach seeks to transform and build a better company and society through genuinely human leadership.



# Compliance

At ILUNION, we understand that the trust of our stakeholders is based on **integrity, understood as ethical, honest and responsible behaviour**. For this reason, we have a Compliance Management System in place, aligned with the UNE 19601 standard, whose objective is to prevent the commission of crimes, reduce criminal risk in organisations and promote a culture of ethics and compliance.

## ILUNION CRIMINAL COMPLIANCE POLICY

This policy, together with the document that underpins the Criminal Compliance management system, sets out a crime prevention model that establishes prevention, detection and control measures to ensure due diligence in the fight against corruption, bribery and money laundering.

## ILUNION CRIME PREVENTION BODY

Approves Internal and External Due Diligence procedures, as well as the Whistleblowing Management Procedure.

## ILUNION COMPLIANCE WHISTLEBLOWING CHANNEL

This channel allows for more efficient analysis and handling of complaints.

**In 2024, we did not  
receive any reports of  
corruption or bribery**

In terms of tax compliance, ILUNION's policy is based on strict compliance with tax obligations under the principles of transparency, prudence and ethics. We have a Management System and a Tax Compliance Policy that establish a framework of principles for tax compliance and set out the provisions of the Tax Policy and the Codes of Ethics.

**In 2024, ILUNION drew up a tax risk matrix.** This exercise was completed by ILUNION TextilCare with the performance of a simulation exercise of an inspection in the area of competence to detect possible malpractice and establish action plans to correct these situations.



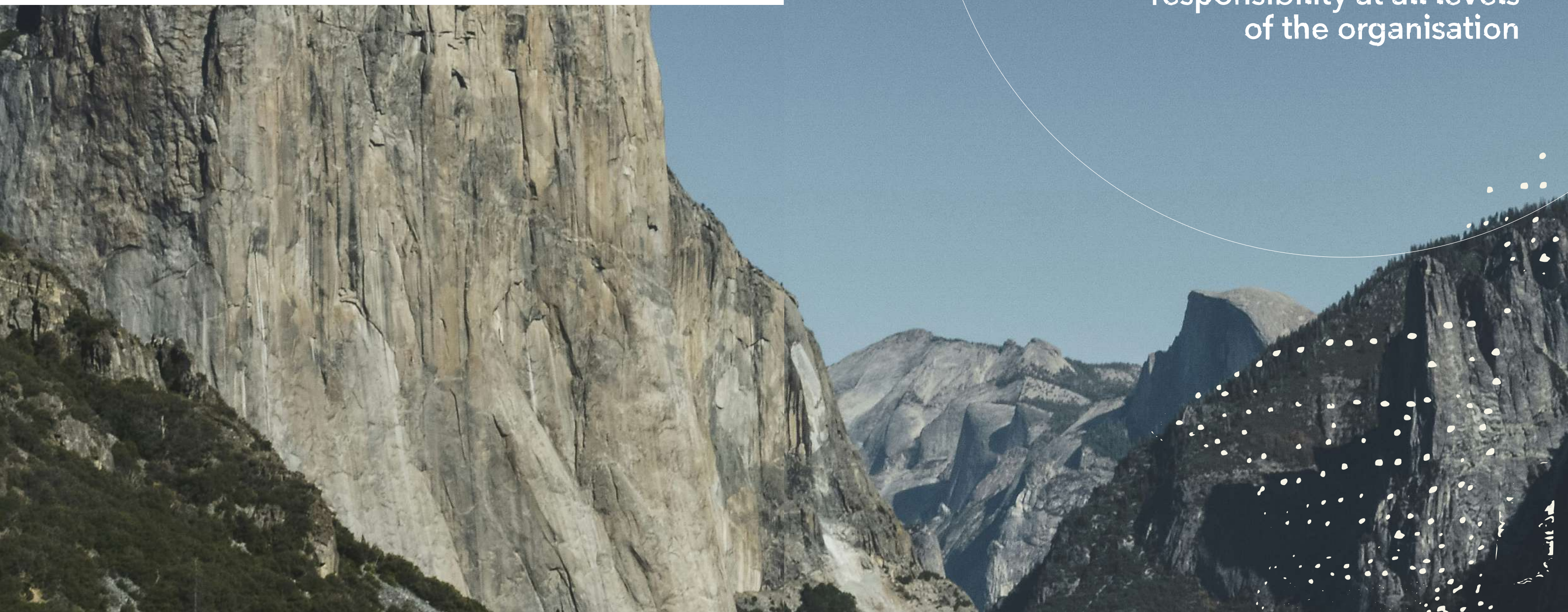
## Risk management. TextilCare ESG Map

As part of our governance model, at ILUNION we assess all potential risks that may affect the business and the achievement of our strategic plans and objectives. Accordingly, in 2024 ILUNION redefined its risk management policy and procedure, incorporating ESG risks as a new additional category. It has also developed its own ESG risk map.

To align our strategy with the expectations of our stakeholders, **at ILUNION TextilCare we have created our own ESG risk map.** This map **covers environmental, social and governance risks, with a special focus on human rights and risks related to ethics and corporate governance.**

In 2025, we will continue to work on developing response plans that reduce the impacts of the critical and serious ESG risks identified.

The development of the  
**ESG Risk Map** contributes to  
more effective management  
of environmental, social  
and corporate governance  
challenges, and promotes  
sustainability and  
responsibility at all levels  
of the organisation





# Human Rights

At ILUNION we have a **Human Rights Policy aligned with our Code of Ethics and Due Diligence Policy**. This policy reaffirms our commitment to ensuring respect for human rights and establishes clear principles for our relationships with stakeholders, ensuring the implementation of due diligence in this area. All of this is in line with the United Nations Guiding Principles on Business and Human Rights.

**The policy also establishes a human rights due diligence system**, which ensures the identification, prevention, mitigation, elimination and remediation of potential and actual adverse impacts of our activities, our value chain, our procurement processes, our investment and divestment operations, and our risk management processes.

Further information  
on the Human  
Rights Policy



Furthermore, **we defend the approach of the Convention on the Rights of Persons with Disabilities**, which aims to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities.

In 2024, at ILUNION TextilCare, **we launched a project aimed at identifying the main risks and impacts on human rights**.

This process will continue into 2025 and culminate in the development of a human rights due diligence action plan to mitigate, prevent and monitor the main risks identified.

One of the first decisions made as a result of the launch of this project was to pay our employees a bonus. We believe that wages are one of the main levers for change in reducing human rights risks and impacts.

**5,000 employees, 80 %  
of the total, received a bonus  
that had an impact on the  
income statement of € 1.5 M**



# Partnership

At ILUNION TextilCare, we are part of various platforms, forums and business initiatives that help us promote the value of sustainability.



ILUNION is committed to the 10 Principles of the Global Compact. Every year, we publish a Progress Report to detail the steps taken to implement these Principles.



ILUNION is a member of Forética, a leading organisation in sustainability and corporate social responsibility in Spain, whose mission is to integrate social, environmental and good governance practices into business strategy and management.

ILUNION TextilCare participates in several of its working groups related to sustainability, such as transparency and good governance, climate change and social impact.



Through the ONCE Social Group, ILUNION TextilCare is part of this foundation, whose aim is to encourage companies to help create value and embrace their role as key players in solving social problems.



Through members of its Steering Committee and a member of its Management Committee, ILUNION TextilCare participates in promoting the role of the DIRSE. (Social Responsibility Executives).



ILUNION is a member of the Business Platform for Sustainable Mobility, with the aim of contributing to the European Green Deal, the SDGs and the 2030 Agenda, and of being a leader in sustainable and accessible mobility.



ILUNION has the support of the IECO to promote reflection and an ethical commitment to improving all aspects of society, and encourages a humanistic approach to business management that places people and their moral responsibility at the heart of all activities.

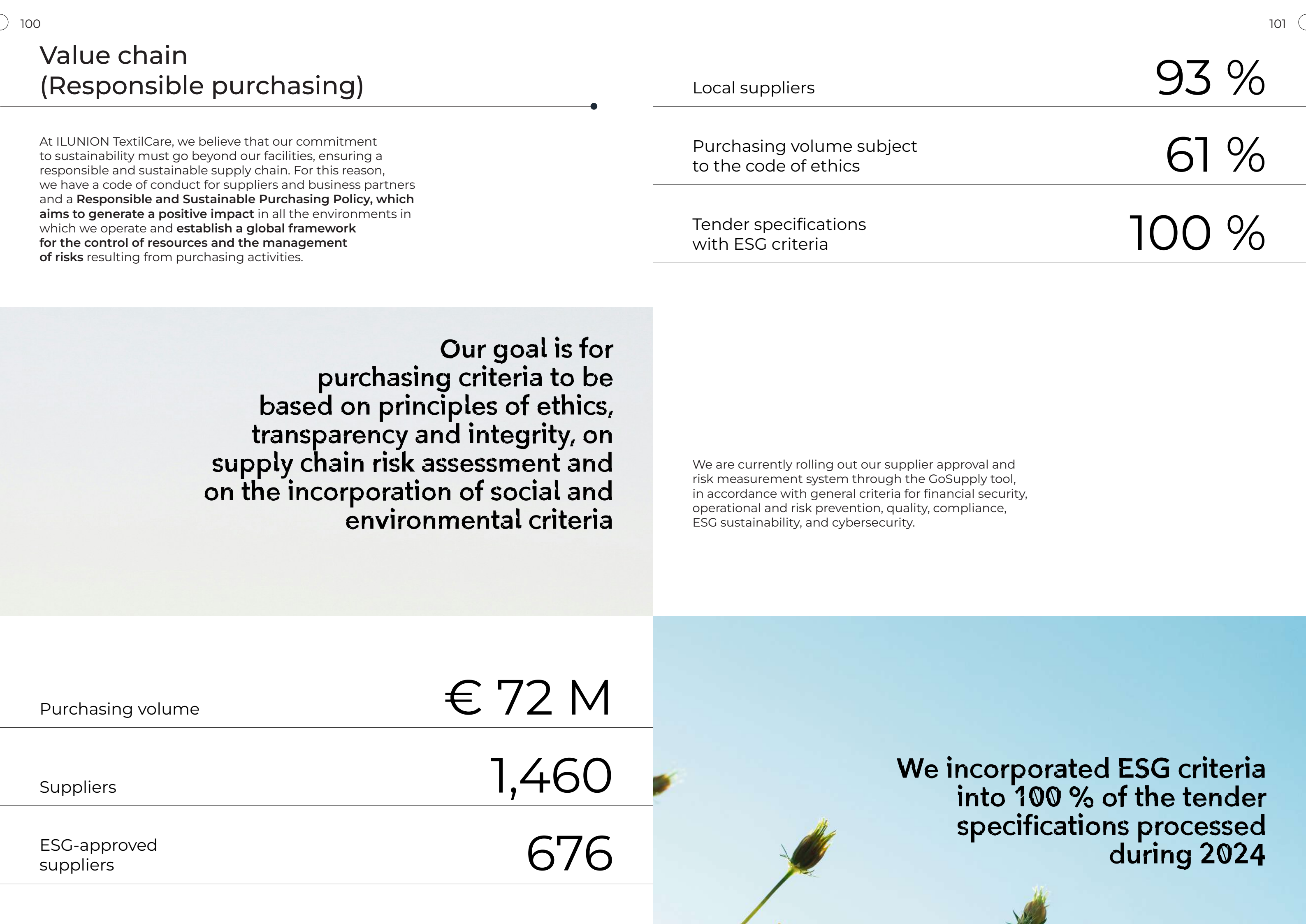


ILUNION is a partner of CODESPA's Business Observatory for Inclusive Growth, the aim of which is to contribute to solving social problems and promote sustainable and inclusive development, together with other partner organisations.



To achieve a positive net impact and contribute to the ecological transition, ILUNION is part of this platform and is a signatory to the Biodiversity and Natural Capital Pact, through which we commit to guiding our business strategy towards the conservation and recovery of biodiversity and natural capital, in order to achieve a positive impact and contribute to the ecological transition.





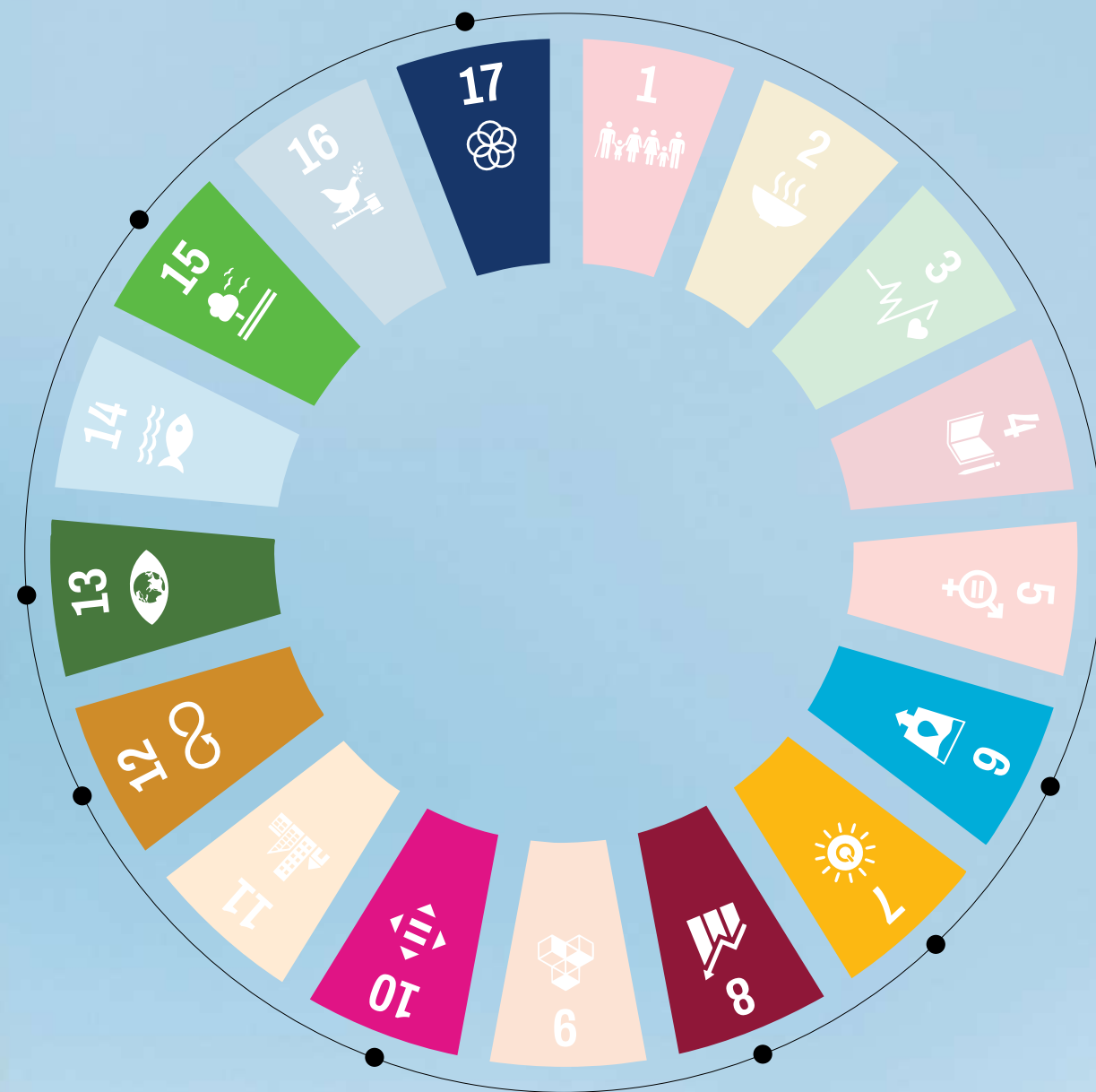




# Our contribution to the SDGs

The Sustainable Development Goals (SDGs) are humanity's greatest shared project. The 17 Goals and their 169 targets are the result of an exhaustive diagnostic analysis of society worldwide carried out by the world's largest institutions and led by the United Nations.

**At ILUNION TextilCare, we have defined the priority and strategic SDGs for the company** following the guidelines of the SDG Compass: The guide for business action on the Sustainable Development Goals.





We also have a dashboard that allows us to monitor our direct and indirect contribution to the SDGs through various KPIs.



**Donation** of 1,815 kg of textiles, 50 kg of food and 403 kg of toiletries and the washing of 1,035 kg of textiles **for vulnerable groups affected by the cold drop** in the Valencian Community.

Donation of **textiles worth over € 10,000 to victims of the earthquake in Morocco.**

Delivery of textiles to various NGOs, worth € 7,596.

Through the 'Real Three Kings' project, we have delivered gifts worth € 1,560.



Launch of a free **physiotherapy service (6000 sessions)** that has **helped 1,623 people.**

Start of the **"Bodyguard" programme** to provide personalised **physiotherapy assistance** and prevent injuries.

Through the Employee Assistance Programme (EAP), we have managed 53 psychological interventions and 68 workshops.

Organisation of various **sporting events** (hiking trails, friendly matches between plants, etc.) to **promote physical activity.**



Development of an **Equality Plan** that includes **additional issues** beyond those required by law: politics, culture and values, communication and non-sexist language, and care for women who are victims of gender-based violence.

Measures in the social welfare catalogue specifically aimed at women who are victims of gender-based violence.

Creation of **an action protocol**, in collaboration with COGAN, **to address harassment and violence directed towards the LGTBQ+ community.**



**Measurement and verification of our water footprint** at the organisational level, following the Water Footprint Network methodology.

**Reduction in water consumption per unit of production by 13 % compared to the base year**, thanks to the implementation of recovery and reduction measures.

Start-up of a **water treatment and reuse plant** at the **Sevilla Sur plant**, which will enable us **to reduce water consumption by 65 %.**

More than **80 % of our laundry products** have **ECOLABEL**, the European ecological label.



**More than 60 % of our plants have photovoltaic solar panels.** We have installed **640 new panels distributed** across the centres at Sevilla Sur, Euskalduna, Segovia and Valladolid, resulting in **savings of 600,000 kWh/year.**

48 % of the **electrical energy** we consume comes from renewable sources, which has **avoided the emission of 6,145.45 t of CO<sub>2</sub>.**



Our **workforce** comprises 6,132 employees, **73 % with disabilities and 39 % Of whom are female.** 68 % of contracts are permanent.

To promote work-life balance, **more than 45 % of our plants have ceased operations on Sundays.**

**Five of our centres** have incorporated **outdoor relaxation areas** to ensure the wellbeing of our staff.



80 % of our **staff received a bonus** that had an impact of € 1.5 million on the income statement.

We have **created 189 jobs, 139 for vulnerable groups.**

Roll-out of our corporate volunteering policy, **with the acquisition of a volunteering platform** for communication between volunteers and organisations.

**50 % of managers are women** and the pay gap is 0.04 %.





We provide **transport services** for **our employees to the** CIPO, Guadalajara, Fuenlabrada, Segovia, Estepona, Tortosa and Sant Boi plants.

We have **parking for bicycles** at the Cadiz, Valencia, Santiago and Sevilla Sur plants.

We have installed five electric charging points this year.



Implementation of a **comprehensive waste management plan** to minimise waste generation and prioritise recovery.

**Digitisation of the waste management process** to improve traceability.

Construction of the first **eco-area at the Sevilla Sur plant** to improve selective waste collection and facilitate subsequent treatment.

Thanks to the Plastic Off project, we have **reduced single-use plastic consumption by 46 %** in the shipping process for our textile products.

**Recovery of more than 90 % of our textile waste** for use as absorbent material.

Promotion of **textile recycling projects for transformation into absorbent panels and furniture**.

**30 % of our textiles and 50 % of our plants** have **traceability systems in place**.



Development of a **climate action strategy for 2034** focused on industrial innovation projects, energy efficiency measures and the promotion of renewable energy and sustainable mobility.

Inclusion of **CO<sub>2</sub> emission reductions** in the **variable remuneration of executives**.

We have invested more than **€ 73 M** in **energy efficiency measures so as to reduce** energy consumption and reduce **CO<sub>2</sub> emissions**.

We have **reduced emissions** from **employee travel to workplaces by 3 %**.

We have **acquired 25 hybrid vehicles and five electric vehicles** and installed Webfleet, a fleet digitalisation tool, in 185 lorries and 80 vans. This has enabled us to **reduce** our fleet's **CO<sub>2</sub> emissions by 487 tonnes**.



At ILUNION, we have signed the declaration “Our nature our business” and **we are signatories to the Biodiversity and Natural Capital Pact and the Task Force on Climate-related Financial Disclosures (TCFD) advisory group**.

Through ILUNION, we are working on a biodiversity conservation programme based on the LEAP methodology.



ILUNION TextilCare, as part of the ILUNION Group, belongs to the following platforms: Global Compact, SERES Foundation, Forética, DIRSE, IECO, Spanish Business and Biodiversity Initiative, CODESPA, Club Excelencia en Gestión (Club for Excellence in Management) and the Spanish Business Council for Sustainable Development (WBCSD), among others.



Using the Go Supply tool, we are making progress in the process of certifying suppliers according to ESG criteria. In 2024, 45 % of strategic suppliers had already been approved.

We are **certified under UNE 19601 for Criminal Compliance** and have a risk map that is common to all ILUNION companies.

We received **no complaints regarding regulatory non-compliance or human rights violations in 2024**.

We have created an **ESG risk map** with a special focus on human rights and risks related to ethics and good corporate governance.

We have launched a project aimed at **identifying the main risks and impacts on Human Rights**.





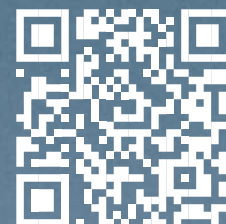
# About this report

This report aims to provide ILUNION TextilCare stakeholders with a brief but comprehensive overview of its performance in terms of sustainability. It contains information on ILUNION TextilCare's results and performance, as well as our management approach throughout 2024 and the challenges we face.

The data collected in the various chapters comes from the Non-Financial and Diversity Information Statement (EINF), which has been verified by an independent verification body.

The company has followed the recommendations of the Global Reporting Initiative (GRI Standards).

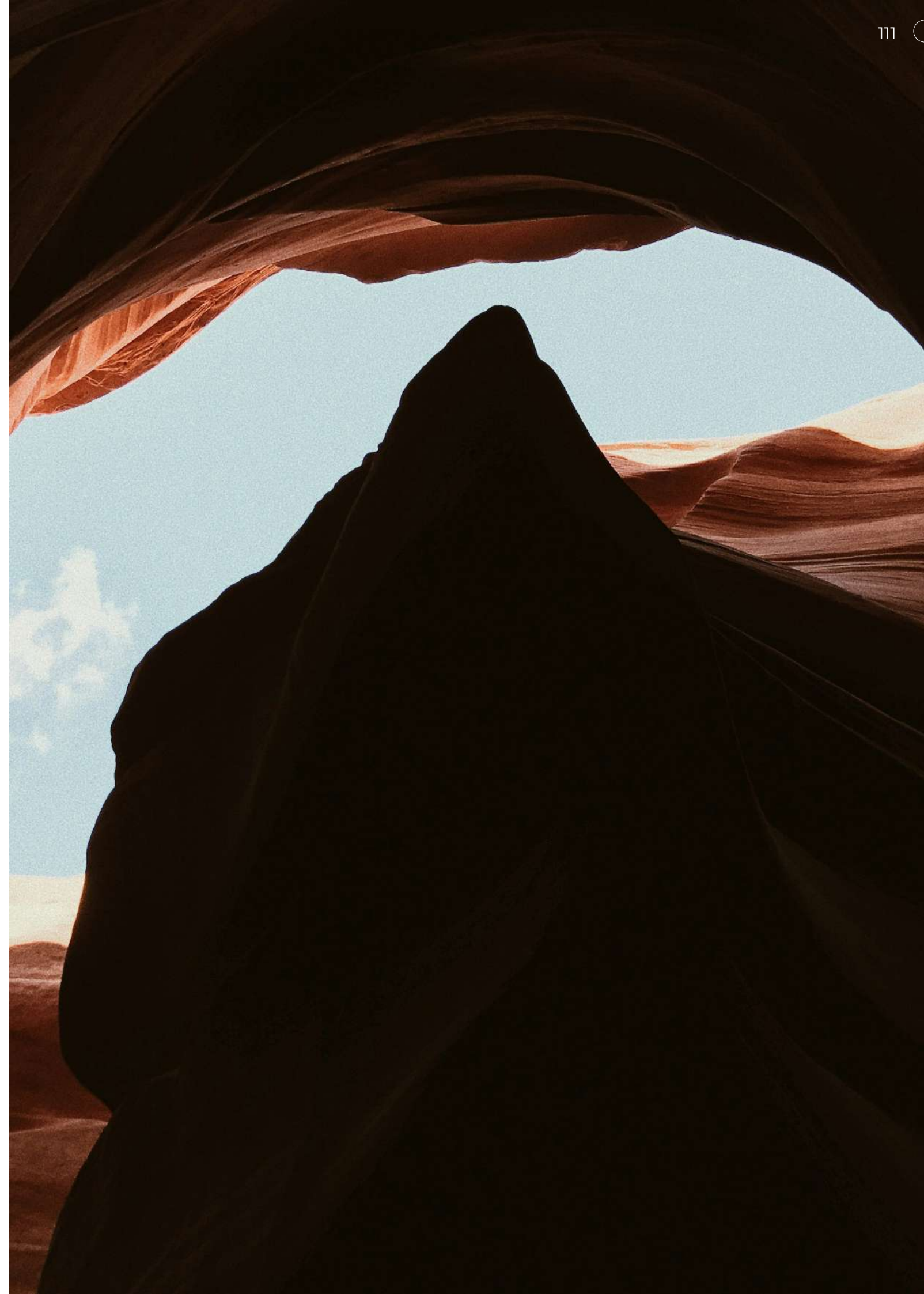
For any additional information about this report, please contact us at the following email address.





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\* Principle 1  
Businesses should support.

and respect the protection of universally recognised human rights.

\* Principle 2  
Businesses must make sure they're not complicit in human rights abuses.

\* Principle 3  
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

\* Principle 4  
Companies should support the elimination of all forms of forced or compulsory labour.

\* Principle 5  
Businesses should support the eradication of child labour.

\* Principle 6  
Businesses should support the abolition of discriminatory practices in employment and occupation.

\* Principle 7  
Businesses should support a precautionary approach to environmental challenges.

\* Principle 8  
Businesses should undertake initiatives to promote greater environmental responsibility.

\* Principle 9  
Businesses should encourage the development and diffusion of environmentally friendly technologies.

\* Principle 10  
Businesses should work against corruption in all its forms, including extortion and bribery.

<sup>7</sup>Principles of the Global Compact.



