

CSR Master Plan

In April 2019, Management Solutions joined the United Nations' Global Compact

Our true commitment to responsible and sustainable practices means we do not just carry out this important task, but we also continue our ongoing search for the most appropriate formulas to maximize efficiency.

The Firm's CSR strategy is aligned with the business philosophy, culture and values embedded in its ethical principles of conduct. These values and principles are reflected in three key areas for the Firm: clients, team and environment.

This business philosophy is the basis of our commitment, which we have decided to extend to include some international standards that will provide us with guidelines to steer our CSR and direct our efforts so that we may work towards a common, long-term goal.

For this reason, in December 2010 Management Solutions committed to the United Nations Millennium Development Goals (MDGs) and later to the Sustainable Development Goals (SDGs), also set by the United Nations as a follow-up to the former. Both the MDGs and SDGs seek to contribute to the protection of the planet and the prosperity of all its inhabitants, especially those who are most disadvantaged. SDGs are articulated around a set of goals that synthesize our way of thinking as an organization in terms of CSR, particularly in areas such as combating poverty and hunger, promoting health and well-being, fighting against all types of discrimination, protecting the environment, investing in quality global education and contributing to entrepreneurship and quality work.

Also, to show its firm commitment to CSR, Management Solutions abides by the principles of the UN Global Compact, an international initiative that promotes corporate social responsibility (CSR).

As a result, Management Solutions will become a partner of the Spanish UN Global Compact Network, committing to integrating the principles endorsed by this Agreement into its business activities:

- **Human Resources:** Management Solution carries out a number of actions in the area of human rights (see breakdown of activities carried out within the framework of the Sustainable Development Goals on the following pages). The Firm also has mandatory policies that govern the conduct of all its professionals and ensure everyone commits to these goals.
- **Workers' rights:** Management Solutions supports the eradication of child labor and all forms of forced labor or work under coercion. Additionally, the Firm has an Equality Plan and an Anti-discrimination and Anti-harassment Policy, and complies with applicable labor regulation in all countries where it operates. All its professionals are covered by the laws and collective agreements that protect their rights.



► **Environment:** In addition to a guide to good environmental practices, Management Solutions has an environmental management system that reflects the Firm's effort to preserve the environment. Also, our professionals are actively involved in different initiatives towards the conservation of the environment. In line with this objective, and despite the fact that the environmental impact of our activity is very limited, we have announced our commitment to achieving carbon neutrality by 2030. We intend to do this by reducing Greenhouse Gas (GHG) emissions and offsetting those emissions that cannot be eliminated through constantly evolving our activity and using the most innovative solutions, in order to achieve sustainable growth aligned with international environmental agreements.

► **Anti-corruption:** Management Solutions is firmly committed to rigorous compliance with applicable legislation, and holds the UNE19601 Criminal Compliance Certificate (on best practices to prevent crime, reduce risk and promote an ethical and law compliant corporate culture), putting all its operational processes through continuous auditing.

These two United Nations initiatives are the backbone of our CSR strategy and will mark the main strategic lines of action in these areas for the coming years.

Approach

At Management Solutions we understand CSR as a commitment we undertake in our daily business. Thus, respect for human rights is always present in our activities, guiding our growth in a manner consistent with the principles of sustainable development.

We take on a commitment to support the local communities in the countries in which we operate, as we believe that our involvement with society should go beyond the economic development and job creation aspects inherent in our activity. It is precisely because our commitment goes further

that we collaborate as much as possible with initiatives aimed at improving our socio-economic environment through social action as well as sponsorship and patronage activities.

Goals

A few years ago, we set a number of general CSR commitments. These commitments, which are a true reflection of Management Solutions' business philosophy, allow us to coordinate and further advance our efforts in the area of corporate social responsibility.

Our first commitment is to excellence and quality in all our actions, achieved by minimizing any negative impacts that may arise from our business activity.

While the environmental impact of our activity is very limited (typical impact of an office-based business), there is a special sensitivity towards this subject in the Firm.

Another key objective is to continue to promote social values. We therefore intend to continue to increase the number of responsible initiatives we carry out in line with the Sustainable Development Goals and Global Compact principles.

Finally, we will continue to work towards increasing the global reach of our CSR actions by consolidating our partnerships with universities, our social action and other initiatives, in all countries in which we have a presence.

Management system

Every year we strive to improve our internal Corporate Social Responsibility management system by enhancing the functions carried out by our CSR area. This area, which reports directly to the Firm's Executive Committee, has primarily led the management responsibility for CSR matters and performs the following functions:

1. Ensuring CSR is integrated into our strategic business vision. CSR has to be a cross-cutting area affecting all business lines and present throughout the value chain.
2. Promoting programs that meet the SDGs and Global Compact principles, both from a business perspective and from the point of view of the work carried out by our Internal Corporate Departments and Social Action Group.
3. Fostering initiatives that add value to the different stakeholders. This requires integrating the expectations of our clients, professionals and the communities in which we operate.
4. Involving all of the Firm's areas and units in CSR, and instilling the necessary attitudes and procedures.
5. Monitoring and evaluating the commitments and obligations voluntarily included in our Master Plan, following up on the extent to which objectives have been met and analyzing the reasons for any deviations.

Sustainable Development Goals (SDGs)

Management Solutions recognizes the importance of carrying out its activity in a responsible, committed and respectful manner, both in relation to its clients and professionals and to the communities in which it has a presence. For this reason, the Firm operates under a responsible consulting model, compatible with SDGs, with a double objective: to create value for all of the Firm's stakeholders and to participate in society's sustainable development.

With this double approach in mind, we will now describe those activities that Management Solutions has carried out during 2024 in connection with SDGs where the Firm's influence may be greater in light of its business and the likely concerns of its stakeholders.



END POVERTY & ACHIEVE ZERO HUNGER



Management Solutions' Social Action group, set up at the initiative of the Firm's professionals and with their full support, has sought to respond to social needs related to poverty and hunger through activities organized in solidarity with different groups of people, such as:

- ▶ Organizing charity collections to gather and purchase basic necessities in the event of natural disasters or emergency situations, such as the violent fires in Valparaíso (Chile) that severely affected different regions of the country in early 2024, the floods in the state of Rio Grande do Sul (Brazil), the floods caused by the storm Boris in southern Poland, or those produced by the DANA in the Spanish Levante region and other areas of Castilla-La Mancha and Andalusia (Spain).
- ▶ Collecting food and basic necessities to collaborate with shelters and soup kitchens (Banco de Alimentos de Madrid and Valencia in Spain, Die Arche Kinderprojekt in Germany, Núcleo Assistencial Anjos da Noite and Santo Amaro centers in Brazil).
- ▶ Collaboration in the Christmas Concert organized by the Escuela Superior de Música Reina Sofía in favor of the Spanish Red Cross and the Asociación Valenciana de la Caridad (Casa Caridad) for the benefit of those affected by the DANA).
- ▶ Printing of Christmas cards in collaboration with PRODIS.
- ▶ Solidarity Christmas Campaign with collection of basic goods and gifts for children's day centers and shelters (Spain, Portugal, United Kingdom, Germany, France, the Netherlands, Poland, Italy, United States, Mexico, Colombia, Ecuador, Peru, Brazil, Chile and Argentina).
- ▶ "Dia das crianças" and "Sacolinhas de Pascóia" donation campaign in Brazil to raise food and basic hygiene products for the Casa Lar, Saica I and Saica II centers in São Paulo.
- ▶ "Agasalho" campaign in Brazil to donate warm clothes to Anjos da Noite, an organization that helps people in need in São Paulo.
- ▶ Donation of computer equipment for disadvantaged groups.



HEALTH AND WELLNESS



Management Solutions offers its professionals a safe working environment as well as an Occupational Medicine and Occupational Risk Prevention Service.

In addition, Management Solutions continues to promote sport and corporate wellness, organizing various sports activities for its employees throughout the year and offering subsidized gyms and other sports centers.

The Firm has also organized or participated in other activities to promote health and well-being, such as:

- ▶ Implementation of flexible work.
- ▶ Blood donation campaigns in various Management Solutions offices.
- ▶ Solidarity at Work Programs, in collaboration with the Spanish Association Against Cancer (Asociación Española Contra el Cáncer) for the dissemination of health messages and awareness about the importance of prevention and early detection.
- ▶ Organizing volunteers to participate in the fundraising activities of the Spanish Association Against Cancer.
- ▶ Organizing activities such as "Solidarity kilometers" to promote healthy habits among our professionals and raise funds to collaborate with research projects of the Spanish Association Against Cancer.
- ▶ Donation of 28,000 masks to local authorities for distribution to those affected by the DANA.
- ▶ Participation in solidarity races to support the fight against diseases ("Madrid en marcha contra el cáncer" and the sponsor of the 3rd AVA Foundation Tournament, organized to support children affected by neurological disorders and their families, both in Spain, "Cancer Research UK London Winter Run" in the United Kingdom, "Sempre Mulher" race in Portugal, to support women with breast cancer, and "Carrera Kardias" in Mexico City, to raise funds for heart surgery for children with heart disease.

Sustainable Development Goals (SDGs)



Internal training session, Spain



Award for the best TFG in the field of data analysis and data science at ICADE, Spain

QUALITY EDUCATION



Management Solutions attaches great importance to the training of its professionals, dedicating approximately 10% of its capacity to this purpose. In addition, we maintain a close relationship with the academic world in many different areas to support quality education.

- ▶ Nearly 375,000 hours of training in more than 150 courses.
- ▶ More than 200 students complete their internship with the Firm each year.
- ▶ Teaching subjects at universities, both at undergraduate and postgraduate level, and business schools.
- ▶ Sponsorship of best Final Year Project and best academic record awards in universities.
- ▶ Financing of 3 scholarships for students of the Catholic University of Valencia (Spain) affected by the DANA.
- ▶ Contributing to the promotion of quality, entrepreneurship and innovation in education through various activities with schools

and universities. Some examples are the award for the best initiative in Artificial Intelligence for high school students or the II Debate Tournament, which this time focused on the use of Artificial Intelligence in medical decision-making, both initiatives within the framework of the iDanae Chair; or the Business Problem Modeling Contest with the Complutense University of Madrid.

- ▶ Participation in activities related to bringing education closer to disadvantaged groups, such as the "Run for a cause, run for refugee children" race organized by Entreculturas and Alboan to raise funds to defend the right to education of children in refugee or forced displacement situations.
- ▶ Donation of 60,000 euros to the Princess of Girona Foundation's project for the recovery of the youth support network in Valencia, following the catastrophe caused by the DANA, in addition to the direct collaboration of professionals from the Firm in the execution and coordination of the aforementioned project.

- ▶ We have a close relationship with the Albeniz Foundation to contribute to the promotion of cultural activities, especially music education: collaboration agreement in place to participate in the work of training young talent through the creation of the Tchaikovsky Trio of Management Solutions within the Escuela Superior de Musica Reina Sofia; the organization of activities to support the training and development of young musical talent (Solidarity Golf Tournament in favor of the Music Encounter and Academy of Santander program of the Albéniz Foundation); and the participation in the inter-company singing competition "La Voz Cantante" organized by the Escuela Superior de Música Reina Sofía.
- ▶ As a sign of its commitment to the cultural world and the performing arts, the Firm is also a patron of the Royal Theater and a Great Friend of the Royal Theater, thanks to the contribution that the Firm and its professionals make to the Friends of the Royal Theater Foundation. In addition, for the second year in a row, Management Solutions sponsored the "II Spanish Gala", held in New York, with the aim of increasing the visibility and dissemination of Spanish music and culture in the United States.



"Corporate Social Responsibility is present in all areas of the Firm's management"

Since our beginnings, we have understood Corporate Social Responsibility (CSR) as a commitment inherent to our way of acting. We believe that business success means contributing to the sustainable growth of our clients and professionals, while at the same time generating value for society.

For this reason, we carry out our activities in a responsible manner, integrating CSR in all our management areas.

Our commitment to service, our constant quest for excellence, the creation of quality jobs, equal opportunities, professional development, training, research and innovation, scientific and cultural initiatives, health and well-being, respect for human rights and environmental protection are key pillars of our actions.

Patricia Roldán
Partner at Management Solutions

GENDER EQUALITY



Management Solutions has a corporate culture that embraces equal opportunity without discrimination of any kind. For this reason, the Firm has always implemented measures aimed at promoting equality. Regardless of the legal system in force in each of the countries in which the Firm has a presence, the Firm has an Equality Plan that ensures that there are no unequal situations between women and men in any area of Management Solutions. Particular attention is paid to key issues such as access to employment, job tenure and compensation policies. Among other measures, the following stand out:

- ▶ Developing, updating and monitoring equality plans (in all countries where Management Solutions is present) through the Equality Monitoring Committee.
- ▶ Updating the protocol to prevent sexual and gender-based harassment in the workplace.
- ▶ iDanae Award to the STEM student with the best score in the Spanish University Entrance Exam (EvAU), a recognition aimed at students who have taken the EvAU after completing a science baccalaureate, with the aim of promoting and expanding the female talent base in the STEM field.
- ▶ Awareness campaigns among the Firm's professionals and social networks on the occasion of International Women's Day and the International Day of Women and Girls in Science.

Sustainable Development Goals (SDGs)

DECENT WORK AND ECONOMIC GROWTH



At Management Solutions, we are committed to excellence at work (quality work that creates value for our clients and for society as a whole). The Firm maintains high organic growth rates year after year, ensuring career growth for all its members as young graduates are brought on board to meet the growing business.

Some of the highlights of this commitment are:

- ▶ Creation of quality employment (more than 1,000 recruits).
- ▶ Collaboration agreements with schools, giving high school students the opportunity to have their first work experience in a business environment.
- ▶ Collaboration with universities and business associations by teaching numerous seminars and courses on entrepreneurship.
- ▶ Sponsorship of best Final Year Project and best academic record awards in universities.
- ▶ Joined the Board of Trustees of the Princess of Girona Foundation to help young people with their education and job search skills.
- ▶ Joined the Board of Trustees of the SERES Foundation, whose mission is to encourage and promote strategic business actions that contribute to the overall improvement of social reality.
- ▶ Joining the Business Council for Sustainable Development (BCSD) Portugal network, a non-governmental organization whose mission is to help its member companies on their path to sustainability. BCSD Portugal is part of the Global Network of the World Business Council for Sustainable Development (WBCSD), the largest international business organization working in the field of sustainable development.
- ▶ Membership in the Polish Sustainable Investment Forum (POLSIF), a leading Polish market organization dedicated to promoting sustainable investment practices in the country.



INDUSTRY, INNOVATION AND INFRASTRUCTURE



The Firm is committed to Research and Development as a key element that differentiates its market offering. Also, Management Solutions' strong industry focus allows it to gain in-depth knowledge of the businesses in which its clients operate.

Some of the keys to this commitment to innovation and industry specialization are:

- ▶ Investing 10% of the Firm's capacity in R&D.
- ▶ Participation in the monitoring committee of the iDanae chair in Big Data and Analytics at the Polytechnic University of Madrid, and founding member of the chairs of Social Impact and Hydrogen Studies, both of which are at Comillas Pontifical University.
- ▶ Sponsorship and collaboration with the Royal Academy of Sciences Foundation of Spain in the dissemination of scientific content.
- ▶ More than 5,000 projects (50% of them initiated in 2024) that are largely related to hot topics such as digital transformation or the development of Artificial Intelligence.
- ▶ Accredited by supervisors and supranational organizations (ECB, BoS, FCA, PRA, BNH, BNG, BNS, BNM, SBIF, SBS, BCCR, SSN, EIOPA, MEDE/ESM, WB, BEI, etc.).
- ▶ Participation in knowledge sharing activities and presence in specialized forums.
- ▶ Publication of macroeconomic reports, industry reports and other specialized studies.
- ▶ Sponsorship, patronage and participation in industry associations: ENERCLUB, Risk Management Club of Spain, Grupo CERO, Instituto de Actuarios Españoles, Círculo de Empresarios and Observatorio de la Industria 4.0 in Spain; Bankenfachverband in Germany; UK Finance and Finance and Leasing Association in the United Kingdom; Risk Management Club of the Dominican Republic; AIFIRM in Italy; Chambers of Commerce, etc.



Sustainable Development Goals (SDGs)

REDUCTION OF INEQUALITIES



Management Solutions has an Anti-discrimination and Anti-harassment Policy that aims to avoid any discrimination or inequality based on race, gender, sexual identity, sexual orientation, age, religion or belief, disability, marital status, pregnancy or maternity, or any other characteristic protected by law.

For these purposes, the Firm promotes:

- Collaboration agreements with Down Madrid, OPTEAM, Ibermática Social and Fundación ONCE, to facilitate and promote social and labor inclusion of people with disabilities in ordinary work environments.
- Participation in the Training Program for Labor Inclusion of Young People with some kind of disability (Promentor) launched by Prodis Foundation.

- Close cooperation with the Down Madrid Foundation to promote the inclusion of people with intellectual disabilities, organizing volunteer activities in partnership with the Foundation's recreational area (accompanying the Foundation's children on horseback riding days) and sponsoring and participating in the Down Madrid race.
- Organizing the global awareness campaign "Unmatched Socks" on the occasion of World Down Syndrome Day, as well as organizing other activities in Poland (Bieg Kolorowych Skarpetek virtual race organized by the Coś Dobrego Foundation), the United States (training and networking session in Boston and New York to help Best Buddies youth in their transition to employment), Peru (training program for young people belonging to the Peruvian Down Syndrome Society) and Colombia (Active Breaks Workshop in collaboration with the Colombian Down Syndrome Corporation).

- Participation in the Pro-Am charity golf tournament organized by the Sports and Challenge Foundation for the social integration of people with disabilities through sport.
- Formal adherence to the Pan-Hispanic Plain Language Network, an initiative of the RAE, which has two essential objectives: to promote clear and accessible language as a foundation of democratic values and citizenship, and to promote the commitment of the authorities to ensuring it in all areas of public life. In order to achieve these goals, the network aims to integrate all current and future initiatives in defense of the fundamental right of citizens to understand the laws and basic rules that govern social coexistence. It also aims to integrate projects in favor of language accessibility.



Training program for young people belonging to the Peruvian Down Syndrome Society, Peru



Global awareness campaign "Unmatched Socks" on the occasion of World Down Syndrome Day

RESPONSIBLE PRODUCTION, CONSUMPTION & CLIMATE ACTION



Although the environmental impact of our activity is very limited (typical environmental issues arising in an office), there is a special sensitivity toward this issue at the Firm, with initiatives such as the following currently in place:

- ▶ Commitment to achieving carbon neutrality by 2030 by reducing greenhouse gas emissions and offsetting those emissions that cannot be eliminated through constantly evolving our activity and using the most innovative solutions, in order to achieve sustainable growth aligned with international environmental agreements.
- ▶ Sustainability Policy that makes sustainable growth a top priority for the Firm.
- ▶ Adherence in May 2021 to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), responding to the growing demand for environmental reporting in line with best market practices.
- ▶ Obtaining ISO14064 on carbon footprint calculation to independently verify that the Firm's declaration of greenhouse gas emissions is complete, i.e. accurate, consistent, transparent and without significant discrepancies.
- ▶ Obtained the "Calculate, Reduce, Compensate" seal by the Spanish Climate Change Office, part of the Ministry for Ecological Transition

and Demographic Challenge, in recognition of our carbon footprint calculation and registration, our emissions reduction plan and our participation in carbon absorption projects.

- ▶ Publication of the white paper "Measuring climate and environmental risks in the financial sector" and the participation in conferences and seminars that deepen into the problem associated with climate change and the actions that must be carried out by organizations under the current regulatory framework.
- ▶ Support to supranational organizations and institutions such as the IFC-Green Banking Academy of the World Bank Group in the areas of impact analysis, regulatory compliance, review of climate risk management or the incorporation of climate risk in the valuation of financial assets.
- ▶ Participation in the Social Impact Chair with the aim of promoting knowledge, research and innovation around impact investment, business philanthropy and its metrics, as well as the sustainable growth of companies and its growing association with social and environmental impacts.
- ▶ Creation of the Hydrogen Studies Chair at Comillas Pontifical University with the aim of studying the role of hydrogen as a new energy vector in the transition to a decarbonized economy and contributing to its development.

- ▶ Creation of the proprietary solution MS² (Management Sustainability Solutions), a tool aimed at financial institutions and insurance companies that implements various methodologies for measuring the physical and transition risks associated with climate change, as well as estimating the emissions financed. For this purpose, climate scenario analysis methodologies based on internationally accepted models have been implemented. The tool covers different portfolios and products, and performs short- and long-term estimates, based on scenarios developed by research institutes and made available by international organizations.
- ▶ Reduction of the impact of our activities on the environment (through implementing policies for energy efficiency and reduced water and electricity consumption, reducing our carbon footprint, recycling and reducing paper usage, eliminating plastics, etc.) in all countries in which Management Solutions has a presence.
- ▶ Investment in new technologies with the aim of facilitating communication between employees as well as with clients in order to avoid travel.
- ▶ Awareness campaigns among the Firm's professionals and social networks, and planting trees in the "MS Forest" in collaboration with Saving the Amazon.

PEACE, JUSTICE AND STRONG INSTITUTIONS



Management Solutions is firmly committed to compliance not only with the legislation and regulations in force in all countries in which it operates, but also with its own internal regulations, a control framework that aims to foster legal, ethical and professional conduct among employees, managers and directors, implementing initiatives such as:

- ▶ Training on our code of conduct, ethics, compliance and corporate policies for all our professionals.
- ▶ Zero tolerance on any type of criminal act, especially, due to our area of activity, those related to corruption, money laundering, confidentiality and personal data protection.

- ▶ Internal Criminal Compliance Management System in accordance with the UNE 19601 standard for business consulting activities and related technologies, certified by AENOR.
- ▶ Business Continuity Management System in accordance with UNE-EN ISO 22301:2020 Citizen Protection and Security, certified by AENOR.

