

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 2021 in connection with SDGs where the Firm's influence may be greater in light of its business and the likely concerns of its stakeholders.



NO POVERTY & ZERO HUNGER



The Management Solutions Social Action group, set up by the initiative of our professionals with the Firm's full support, has sought to respond to poverty and hunger related social needs through solidarity activities such as:

- ▶ Organization of charitable collections of essential goods for natural disasters or emergency situations, such as the one originated by the COVID-19 health crisis ("Double your aid against COVID-19" solidarity campaign carried out in all our units).
- ▶ Collection and donation of food and essential goods to support shelters and soup kitchens (Missionaries of Charity, Bizkaia's Food Bank and Barcelona's Banc dels Aliments in Spain, Casa Hogar Amparo in Mexico, San Ricardo Home in Chile).
- ▶ Organization of the support campaign "A banana for La Palma" to raise funds to help those affected by the eruption of the Cumbre Vieja volcano (La Palma, Spain).

- ▶ Printing of solidarity Christmas cards in partnership with various NGOs.
- ▶ Solidarity Christmas Campaign with collection of basic goods and gifts for children's day centers and shelters (Spain, United Kingdom, Germany, France, Norway, Poland, Italy, Portugal, United States, Mexico, Colombia, Peru, Brazil, Chile and Argentina).
- ▶ "Dia das crianças" and "Sacolinhas de Pascóa" 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..



Anjos da Noite, Brazil

GOOD HEALTH AND WELL-BEING

Management Solutions offers its professionals a safe working environment as well as an Occupational Medicine and Occupational Risk Prevention Service. During 2021, the Firm set up a COVID-19 Monitoring Committee that implemented certain measures aligned with local authority recommendations to protect the health of employees and to contribute to containing the pandemic (development of remote work and telepresence applications, medical monitoring, provision of individual protection means, and specialized training on COVID-19).

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:

- ▶ Delivery of COVID-19 related training aimed at ensuring the health of our professionals in the pandemic situation.
- ▶ Blood donation campaigns in various Management Solutions offices.
- ▶ Solidarity at Work Programs, in collaboration with the Spanish Cancer Prevention Association, for the dissemination of health messages and awareness about the importance of prevention and early detection.
- ▶ Collection of solidarity caps to raise funds to combat childhood diseases through the SEUR Foundation.
- ▶ Participation in charity races to support the fight against diseases ("Madrid en marcha contra el cáncer" and "Barcelona en marcha contra el cáncer" in Spain, "Cancer Research UK London Winter Run" in the United Kingdom and the "Rumpshaker road race 2021" in the United States).



QUALITY EDUCATION

Management Solutions attaches special importance to the training of its professionals, dedicating approximately 10% of its capacity to this end.

- ▶ More than 250,000 training hours spanning 700 courses.
- ▶ 200 students complete their internship with the Firm each year.
- ▶ Teaching of specialized subjects in universities, both for degree and postgraduate courses, and in business schools.
- ▶ Sponsorship of best Final Year Project and best academic record awards in universities.
- ▶ Support to Créate Foundation through different activities that aim to help promote quality, entrepreneurship and innovation in the field of education.

- ▶ Participation in activities to bring education closer to disadvantaged groups, such as the "Run for a cause, run for girls to shine" race.
- ▶ Collaboration agreement with the Tajamar Foundation in support of the "SAS-TAG" course with the aim of collaborating in content definition and sponsoring one of the students in the course.
- ▶ Collaboration with the "Resilient Digital Schools" project by Ayuda en Acción, helping schools face crises such as COVID-19 by ensuring every student's right to a quality, inclusive and equal education opportunity.



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GENDER EQUALITY



Management Solutions has a corporate culture that holds equal opportunities, with no discrimination whatsoever, as a basic principle. For this reason, the Firm has always implemented measures aimed at promoting equality and has an Equality Plan in place that ensures equality between women and men in key areas such as access to employment, permanence, or remuneration policies, regardless of the legal system in force in each of the countries in which the Firm has a presence. Some of these measures and actions taken by the Firm, include:

- ▶ Development and monitoring of Equality Plans (in all countries where Management Solutions has a presence).

- ▶ Creation of the iDanae Award for women with excellent STEM careers, with the aim of making the academic and professional careers of women in the STEM field more visible and broadening the base of female talent in this 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.
- ▶ Participation in solidarity events organized with the aim of supporting vulnerable groups of women ("Run for a cause" in Madrid and Barcelona).



Loreto Ordóñez, iDanae Award for women with excellent STEM career

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 there is a need to onboard new recruits (young graduates) to meet the growing business. Some of the highlights of this commitment are:

- ▶ Creation of quality employment (500 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.
- ▶ Participation in the "Drawing ED" program from the Créate Foundation, which offers methodologies, teaching resources and prizes to encourage innovation among young people.
- ▶ Support to the BBVA Foundation in Microfinance, which promotes access to credit and finance by those groups most disadvantaged in society.



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 work that the iDanae chair (intelligence, data, analysis and strategy) at the Polytechnic University of Madrid carries out in Big Data and Analytics.
- ▶ Founding member of the chairs of Social Impact and Hydrogen Studies, both at Comillas Pontifical University.
- ▶ Sponsorship and collaboration with the Royal Academy of Sciences Foundation of Spain in the dissemination of scientific content.
- ▶ More than 1,800 projects (80% of which are new) 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.
- ▶ Organization of a Datathon around Automated Machine Learning.
- ▶ Sponsorship, patronage and participation in industry associations: ENERCLUB, Risk Management Club, CERO Group, Institute of Spanish Actuaries, Entrepreneurs Circle, Alastria Consortium in Spain; UK Finance in the UK, Bundesverband deutscher Banken in Germany, AIFIRME in Italy, Chambers of Commerce, etc.



REDUCE INEQUALITIES



Management Solutions has an Anti-Discrimination 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.

The Firm's Anti-Discrimination Policy promotes::

- ▶ Collaboration agreements with Down Madrid, Viajes 2000 and Ibermática Social 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.
- ▶ Awareness campaigns and support for organizations that collaborate with Down syndrome groups in Spain, France, Mexico, Colombia, Norway, Denmark, Brazil, Chile and the United States on the occasion of International Down Syndrome Day.
- ▶ 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.



Down Madrid volunteering, Spain

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RESPONSIBLE CONSUMPTION AND PRODUCTION & 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.
- ▶ Approval during the current fiscal year of the Sustainability Policy in which sustainable growth is one of the Firm's top priorities.
- ▶ 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 aligned with best market practices.
- ▶ Delivery of 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.
- ▶ Participation in the European Week for Waste Reduction, which seeks to promote a much more ecological culture, focused on the reuse of products.
- ▶ 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 of 150 trees in the Amazon in collaboration with Saving the Amazon, on the occasion of International Environment Day.
- ▶ Collaboration with Aua, a social enterprise whose dividends go towards promoting projects to provide drinking water to disadvantaged communities, all through sport events and business meetings.



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 22301:2015 Citizen Protection and Security, certified by AENOR.



“Corporate Social Responsibility is a key strategic element for our Firm”

We understand CSR to mean acting always, and in all circumstances, in accordance with our corporate principles of dedication to service and the pursuit of excellence.

In all these years, we have worked towards sustainable growth. For this reason, we have remained steadfast in our commitment to the communities of the countries in which we operate, directing our efforts in three areas: commitment to the industry, commitment to our professionals and commitment to the environment.

The creation of quality employment, professional development, equal opportunities, knowledge and skills training, research and innovation, health and well-being, respect for human rights, care for the environment, and support for science and culture, are very present in the way we practice our profession.

Bárbara Chiloiro
Partner at Management Solutions

