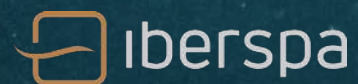


# **SOCIAL RESPONSIBILITY POLICY**

GOOD CSR  
PRACTICES IN  
Iberspa SL.



*“The successful companies of tomorrow will be those that align the values of the company with the personal values of their employees. The best talent wants to do a job that benefits society, with a company whose values they share, where their actions count and their opinions matter.”*

**Jeroen van der Veer, Shell**

**CEO message**

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**01**

**What is CSR  
and what is not?**

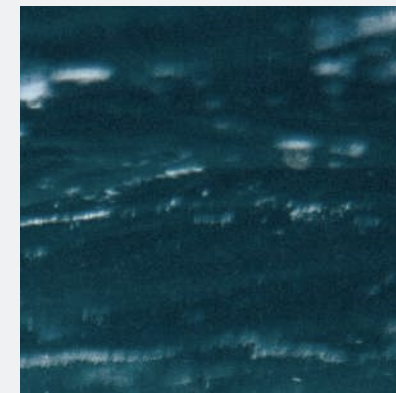
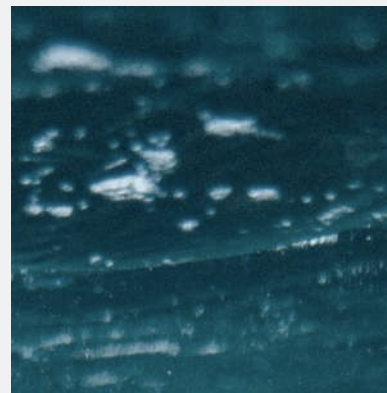
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**02**

**CSR policy**

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**03**



**Scope of action**

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**04**

**Corporate  
values**

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**05**

**Iberspa's  
commitments**

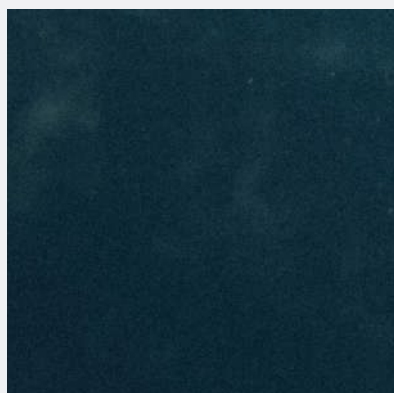
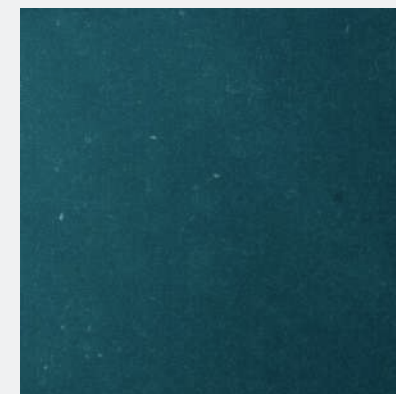
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**06**

**Iberspa SDGs**

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**07**



**Corporate Social  
Responsibility  
actions**

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**08**

**Iberspa  
challenges 2030**

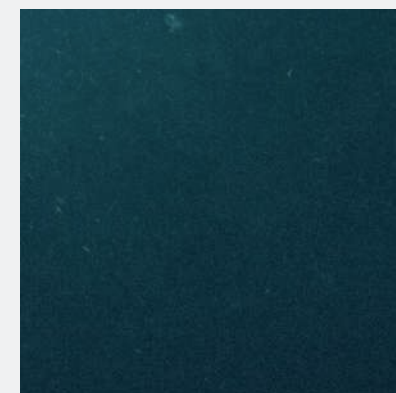
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**09**

**Measurement  
and control  
systems**

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**10**





# 01

## CEO message

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**Iberspa SL, as an organisation that involves people and has to contribute to leading changes in society to ensure a much more sustainable future with the environment and better social well-being.**

**This commitment has to involve everyone who makes up our organisation. From management to the individual responsibility of each of us who belong to the organisation, we all have to promote this commitment to work for a better world.**

This policy must also be reflected throughout the entire value chain, where, as an organisation, we have the ability to influence, encompassing suppliers, customers and partners.

Through organisation, innovation and continuous improvement, Iberspa will lead projects on an ongoing basis focused on Corporate Social Responsibility (CSR). These projects have to strive for improvement in the following areas:

- Improvement of the impact on the environment of both processes and the ecological design of our products and services.
  - More efficient processes
  - Waste reduction
  - Emission reduction
  - Energy consumption reduction

- Improved human rights
- Improved ethics at work and in human relations
- Promotion of equality in the workplace

With this objective in mind, we promote the well-being of society and people through innovation in order to build a better future. Generating ideas that allow us to focus many of our efforts on core responsibilities in areas such as human rights, the environment and ethical business practices. All based on strong business values that lead us to seek a better life for our community, develop our activity efficiently and with the lowest possible environmental impact, as well as a firm commitment to product quality and excellence.

Iberspa has shown its ability to adapt to the environment, adversities and changes. We have always viewed the future as an opportunity for constant improvement. This spirit of continuously striving for excellence is one of the values of our organisation. Our future plans, projects and actions must always consider participating to create a better, fairer and more sustainable world.

CEO  
Artur Deu



*"At IBERSPA, we all move forward together"*

# 02

## What is CSR and what is not?

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The reality is that there is no single definition of what Corporate Social Responsibility is and you will find different meanings and interpretations. For Iberspa, it is a management model for organisations that consists of the voluntary integration of responsible criteria in the economic, social and environmental spheres in their day-to-day and in commercial operations. **It is the way to get organisations to commit to ethical and social development, preservation of the environment and sustainability.**

However, CSR should not be a legally binding document or obligation. Nor should it be just another marketing strategy and limited to specific sponsorship actions or other types of collaboration. As part of Iberspa's senior management team, we believe that organisations must be transparent and protagonists of change, as well as an example of social responsibility and good actions.

**Corporate Social Responsibility is therefore one of the company's cornerstones, as every action and activity has an impact on society as a whole.**

The different dimensions of Corporate Social Responsibility that the company's relationship with its different stakeholders considers are:

- Internal dimension: good governance, staff management, diversity, work-life balance, internal procedures, communication and participation.
- External dimension: communication and transparency, relationship with the community, social action, relationship with customers and suppliers, and environmental management.

Business goals must be aligned ethically and responsibly with society as a whole, the Iberspa workforce, partners, suppliers and, ultimately, the entire local and international community. The key principles of the organisation's Corporate Social Responsibility are set out through various policies on environmental action and sustainability, care and training of the work team, which can be applied across the value chain.

All our actions are designed to be long-term, with continuation and improvement through our internal control and monitoring systems to ensure proper compliance. There must be full transparency in our actions and **this document will help show how Iberspa is involved in such an important task as CSR.**



# 03

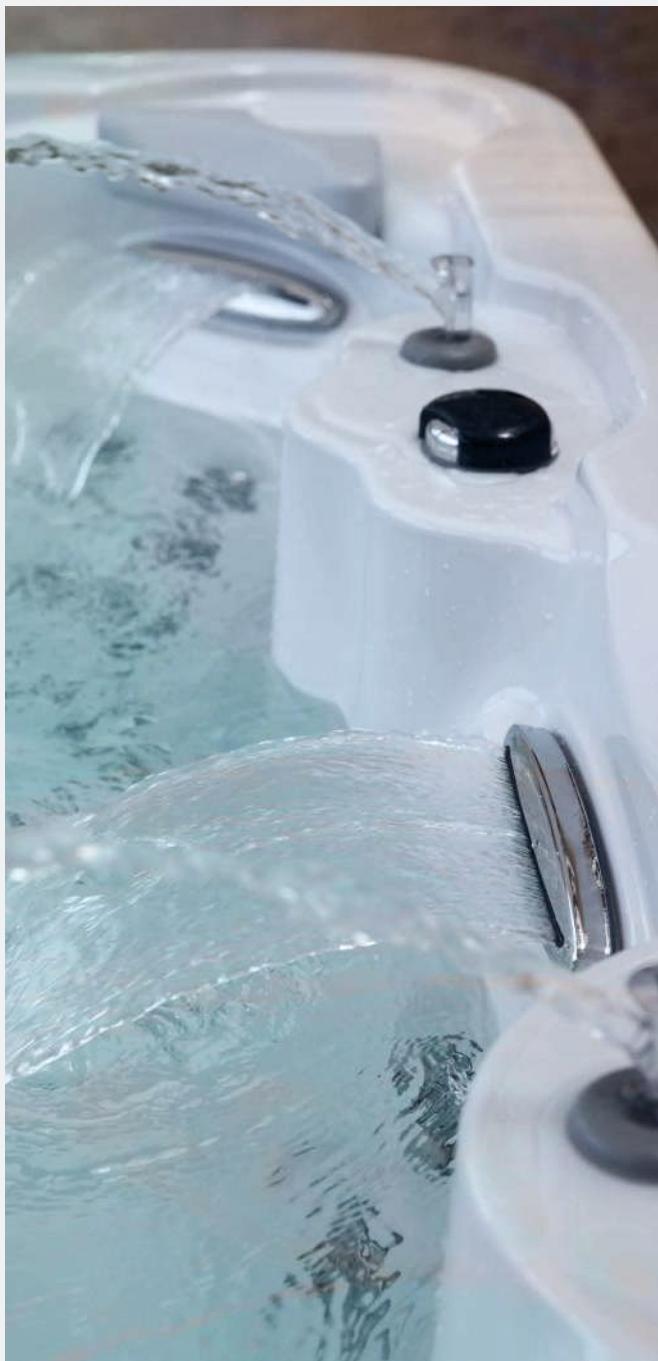
## Corporate Social Responsibility policy

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**This document constitutes a public declaration by Iberspa regarding our commitment to sustainable development on an economic, social and environmental level.**

All of this arises with the principles stated in the core business values of the organisation, whose aim is to explain the company's operation and help reduce the environmental impact of our activity, while also having a transformational effect for common good and the sustainability of the planet.

To meet our goals and follow the correct line of our code of ethics, we sign a commitment in every area of the company. From exceeding our customers' expectations through exquisite and high-quality products, to the continuous training of our staff and the analysis, maintenance and review of our facilities to ensure the safety and well-being of our employees, as well as customer satisfaction.



# 04

## Scope of application

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The policy followed by Iberspa in its Corporate Social Responsibility is global in nature and must be observed at every level in Iberspa by all its staff, regardless of their role and position. It is also applicable to the relationship with suppliers and distributors, as well as other external organisations and to commercial relationships with Iberspa.

In recent years, in line with our values and commitments concerning the socially responsible management of our business, we have been developing and expanding different actions and projects in 4 areas of the aspects encompassed by Corporate Social Responsibility:

**Areas of development of CSR measures:**

- 1 PEOPLE MANAGEMENT.**
- 2 ENVIRONMENTAL MANAGEMENT.**
- 3 SUPPLY CHAIN MANAGEMENT**
- 4 CUSTOMER MANAGEMENT**
- 5 LOCAL COMMUNITY**
- 6 QUALITY**

**These goals and practices are aligned with the 17 Sustainable Development Goals, approved by the UN** in 2005 and set by the 2030 Agenda for Sustainable Development, so that countries and societies can contribute through policies, projects and actions to ending poverty in the world and to improving quality of life for all people. Iberspa is committed and has set goals to collaborate and implement good practices that are framed within the 17 goals.



# 05

## Corporate values

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### Quality

Our quality policy is radical, comprehensive and exhaustive. It focuses on each of the points of the design, production, distribution and after-sales process. This is confirmed by our certifications (ISO 9001 for quality control systems, CE marking for the strictest European standards), but we go much further: our company philosophy includes the highest quality at work, in working conditions and in our relationship with the environment.

### Innovation and design

Iberspa allocates a very important part of its resources to investment in R&D&I, always clearly focused on user experience and the efficiency of our systems.

We understand design to be the perfect blend of art and engineering, always with the user experience in mind. Design is therefore a means to achieve our goal: that each of our hot tubs stands out for its beauty, of course, but also that the design of its internal layout, the ergonomics of each of its seats, and the positions and configuration of its jets and injectors provide a complete, absolute and unequalled sense of well-being.

### Empathy and adaptation

We believe that everything we do should have a positive impact on the health and well-being of people and their quality of life. Empathy, the ability to put ourselves in the shoes of the people who are going to use our hot tubs, is our core value for continuous product innovation. We have the ability to adapt with ease, efficiency and rigour.

### Accessibility

Our hot tubs are exclusive for two key reasons: firstly, each of our products is the best in terms of performance in its market category; secondly, our design and production flexibility allow us to configure hot tubs fully tailored to each customer and order. Every Iberspa hot tub is exclusive because, for us, every customer is exclusive.

### Transparency

Honesty, consistency and respect are the commitment of our daily work.



# 06

## Iberspa's commitments

The company's strategy is aligned with the concerns and expectations of the community as a whole, both workers and external bodies related to the company or affected by its activity. Below, we look at some of the most important that form the basis of our work.



### 6.1 REGULAR DIALOGUE AND TRANSPARENCY

**Continuous dialogue and transparency are the basis of Iberspa's relationship** with all its stakeholders, whether they are customers, employees or suppliers. It is the key to identifying those matters that concern or interest every person and/or institution associated with the organisation. In this way, we guarantee that the company's strategy and direction reflects the concerns and expectations of everyone associated with the company or affected in any way by its activities.

These lines of dialogue, together with sustainable value creation, give meaning to the various programmes designed and implemented by Iberspa, with which it is able to face all the challenges and opportunities that arise while carrying out its activity. The company has various channels where both customers and workers can voice their concerns or opinions, so that we can grow and improve. Everyone is listened to and has the opportunity to learn more about the company and get to know it and its members better.

### 6.2 COMMITMENT TO QUALITY AND HEALTH

**Our customers, their satisfaction and their health are Iberspa's main concerns.** The overriding goal is to offer not only the best possible product, but also comfort, safety, quality and the commitment to an ethical service that respects the planet. For this reason, the company works tirelessly and invests in R&D, always looking for improvements so our users can enjoy the best on the market. Iberspa puts all its efforts into the manufacturing of its products, as well as into all the value chain processes, whether they are distributors or producers, who must meet the excellence requirements.



Quality that is not only transferred to the products, but also to its workers, their working conditions and work environment. Iberspa, in addition to striving for equality at work, always seeks to hire good people, with strong ethical values and committed to teamwork. People who can identify with the company's values and who know they can express their opinion freely, as **Iberspa has a structure based on communication and trust in its workers.** The organisation also spares no expense when it comes to providing the best tools on the market, as well as the strictest safety measures for its employees.





### 6.3 CARING FOR THE ENVIRONMENT AND SUSTAINABILITY

Essential for our survival and our work, especially considering that we are an organisation based on water. Iberspa is firmly committed to preserving the environment and respecting the balance of natural systems. All activities in the organisation are carried out, and will be carried out, in the most environmentally friendly way, favouring the conservation of biodiversity and the sustainable management of natural resources.

The responsible and sustainable use of water, our *raison d'être*, is particularly important. At Iberspa, we are especially committed to good water treatment, as well as the promotion and development of more efficient processes and technologies in its treatment. Maximum focus too on the prevention of pollution, minimising the potential environmental impact on such a precious asset as water. Iberspa follows very strict protocols and codes of conduct in this regard throughout the value chain.

The organisation is strongly committed to complying with applicable environmental legislation, as well as other obligations derived from it. Likewise, Iberspa is committed to implementing continuous improvement actions to reduce emissions and the consumption of natural resources, as well as for the control and discharge of potentially hazardous substances. In the same vein, Iberspa is also responsible for the selective and rigorous collection of waste generated, following certain protocols that led to the company being awarded the **ISO 14001:2015 QUALITY CERTIFICATE**.

After the fire that impacted the company, we lost our **ISO 14001** certification, although we retained the **ISO 9001**. This setback, however, motivated us to strengthen our processes. In 2024, after a year of focused effort, we proudly regained the **ISO 14001:2015** certification. This accomplishment highlights Iberspa's commitment to high environmental standards and operational excellence.

The entire organisation is aware of the consequences of climate change and water management and encourages environmental awareness in all possible areas. Iberspa has an **Environmental Management System under continuous review** that ensures the correct functioning of the work processes.

**Iberspa works every day with a series of values and commitments that form the backbone of the entire organisation and its business model.**



### 6.5 EQUALITY IN THE WORKPLACE AND DECENT CONDITIONS

One of Iberspa's clearest objectives in recent years has been **the fight for equal** opportunities in its workplace, either in terms of access to the company or professional development. The company currently has 100 members of staff and various actions are now underway to support access for more women to different positions in the company, in an attempt to promote female talent. One of the consequences of this is that the management team now consists of 5 men and **2 women**, so decision-making is getting closer to parity.

As previously mentioned, Iberspa is convinced that its employees must have all possible needs met in order to do their job, for their well-being and for greater efficiency. Therefore, working conditions must be satisfactory and all employees must have the best tools available to do their job, as well as the appropriate safety measures. Being treated correctly is obviously essential too, because it must not be forgotten that we all have our own lives and matters to deal with. Iberspa is committed to its workers, trying to offer them various **work-life balance** facilities, as well as personal assistance and welcome letters to make their arrival in the company easier.



**At Iberspa, we are especially committed to good water treatment, as well as the promotion and development of more efficient processes and technologies in its treatment.**

Iberspa is also convinced that having trained professionals will always be beneficial, both for the employees themselves and the company. For this reason, the organisation has long been committed to creating an environment of opportunities for **the development of human potential through learning programmes, courses or seminars for the acquisition and transfer of knowledge.** All with the ultimate goal of creating a productive, safe and respectful work environment where every employee can work in a climate of well-being and in line with the company's values.

#### 6.6 COMMITMENT TO SOCIAL AND ETHICAL DEVELOPMENT

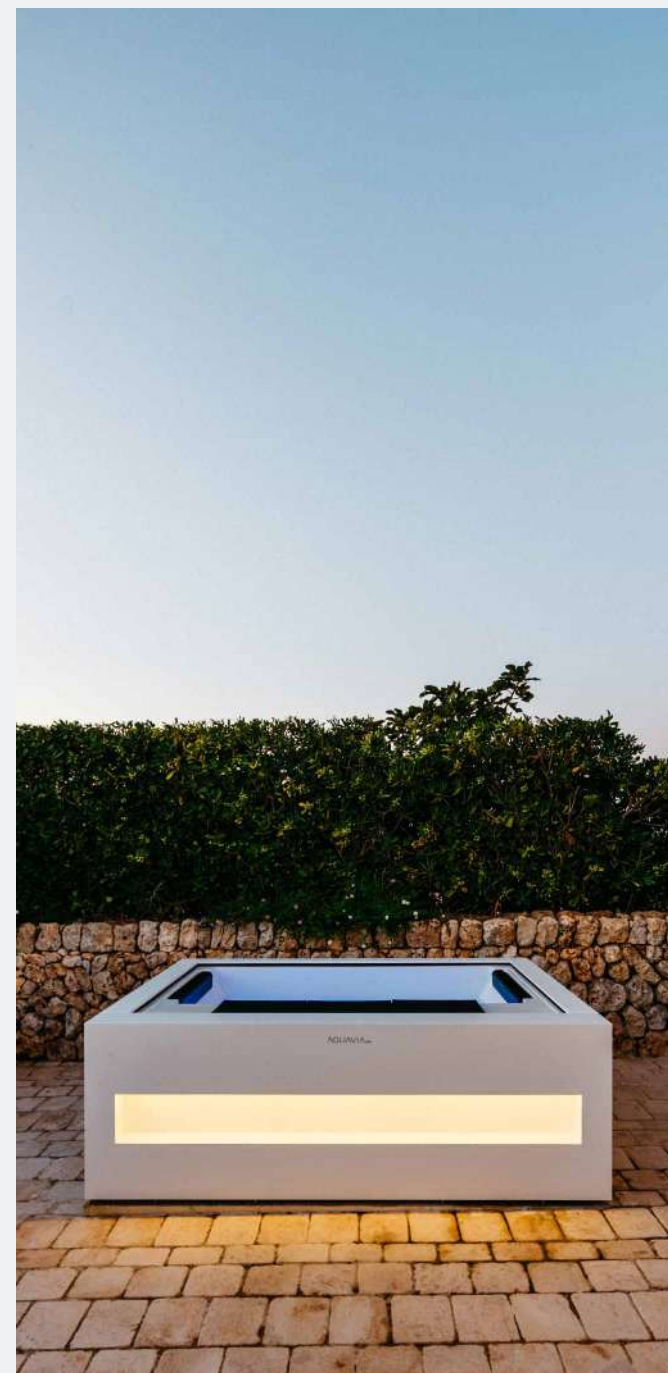
Iberspa is especially grateful to its home country, which helped it evolve to become a leader in the sector. For this reason, it has various projects and programmes aimed at improving the community in which it is immersed. The organisation also leads activities focused on the conservation and dissemination of the culture and heritage of the territory, both locally and nationally.

In the company, contributing to the community is understood as a responsibility and opportunity to promote the development of society by applying its business resources. Iberspa is therefore committed to adopting socially responsible practices that generate value in the community and the company, and that are aligned with the company's corporate strategy. It is also imperative to ensure a high level of transparency, good practices and the reputation of the organisations that collaborate on projects with Iberspa.

#### 6.7 COMMITMENT TO NEW TECHNOLOGIES AND INNOVATION

The path to sustainability covers new technologies, digital tools and the innovation associated with them. One of the main lines of action is the use and promotion of clean and environmentally friendly technologies, whenever possible. Investment in R&D is a commitment that Iberspa takes very seriously, as it is key to a more sustainable future. For this reason, Iberspa has been collaborating with different institutions and projects that, based on innovative ideas, implement plans that seek solutions to environmental problems through technology and innovation.

Likewise, Iberspa is also aware of and strives to promote and implement the use of renewable technologies, which is why it is studying various ways in which this type of technology could be implemented for some processes. Exactly the same applies to water treatment, where Iberspa **makes every effort to always find tools and processes that are less harmful in the treatment of water and its sustainability.** The organisation is fully and unshakably committed to the proper treatment of water.



# 07

## Iberspa's SDGs

All of Iberspa's commitments and practices are aligned with the Sustainable Development Goals, approved by the UN in 2015 and set by the 2030 Agenda for Sustainable Development. The idea behind these goals is to have an opportunity for countries and their societies to embark on a new path to improve everyone's lives, without leaving anyone behind. Eradicating poverty, protecting the planet and ensuring prosperity for all are the foundations of this agenda, whose goals are intended to be achieved in the next 15 years.







### Our commitments and practices meet the following goals:

#### GOAL 6:

Guarantee the availability of water and its sustainable management, and sanitation for all. Iberspa achieves this goal thanks to its sustainability and environmental measures, such as the use of water or awareness-raising actions on its responsible use. The organisation has set the following objectives:



**6.3** By 2030, improve water quality, **reducing pollution, eliminating dumping and minimising the emission of chemicals and hazardous materials**, halving the percentage of untreated wastewater and significantly increasing recycling and safe reuse globally.

**6.4** By 2030, **significantly increase the efficient use of water resources in all sectors** and ensure the sustainability of freshwater extraction and supply to address water scarcity and significantly reduce the number of people suffering from water shortages.

#### GOAL 8:

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all. We try to achieve all this thanks to our different human capital management actions, ensuring an excellent work environment, with multiple communication channels, among many other things. Iberspa's objectives in this regard are as follows:



**8.3** Promote development-oriented policies that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro, small and medium-sized enterprises, including through access to financial services.

**8.8** **Protect labour rights and promote a safe and risk-free work environment** for all workers, including migrant workers, particularly migrant women and people in precarious jobs.

#### GOAL 9:

Industry, infrastructure, innovation. Iberspa spares no effort and expense to improve sustainability and efficiency when carrying out its activity. Likewise, the modernisation of control and security systems is ensured, as well as instruments for the comfort and safety of Iberspa's employees. The company's objectives are:



**9.4** By 2030, **modernise infrastructure and reconvert industries to make them sustainable**, using resources more effectively and promoting the adoption of clean and environmentally sound industrial technologies and processes, and ensuring that all countries take measures according to their respective capabilities.

**GOAL 12:**

Guarantee sustainable consumption and production patterns, thanks to Iberspa's different measures in the use of clean technologies or its recycling strategies. The organisation seeks to achieve the following objectives with its actions:

**12.4** By 2030, achieve **environmentally**

**management of chemicals** and of all waste throughout its life cycle, in accordance with agreed international frameworks, and significantly reduce their release into the atmosphere, water and soil in order to minimise their adverse effects on human health and the environment.

**12.5** By 2030, **significantly reduce waste generation** through prevention, reduction, recycling and reuse activities.

**12.6** Encourage companies, especially large corporations and transnational companies, to adopt sustainable practices and incorporate sustainability information into their reporting cycle.

**GOAL 13:**

Take urgent measures to combat climate change and its effects. In line with the above, Iberspa works on various recycling and recovery programmes and actions, as well as the use of renewable energies or those with the lowest possible impact on the environment. The company therefore pursues the following objectives:



**13.2** Incorporate climate change measures into national policies, strategies and plans

**13.3** Improve **education, awareness and human and institutional capacity in terms of climate change mitigation**, adaptation to it, reducing its effects and early warning.

**GOAL 17:**

Revitalise the Global Alliance for Sustainable Development. For this, Iberspa leads various agreements with different public and private institutions in order to contribute positively to the development of the local community and training on the proper use of resources, for example. What objectives is Iberspa pursuing with this?



**17.17** **Encourage and promote the establishment of effective alliances** in the public, public-private and civil society arenas, taking advantage of the experience and the strategies of obtaining resources of the alliances.

**Likewise, and as will be shown later in this document, our future actions are aligned with more of the goals, to achieve as many as possible and to be an important part of the change we seek for the benefit of all, including the environment.**



# 08

## Iberspa Social Responsibility Actions

In recent years, in line with our values and commitments concerning the socially and environmentally responsible management of our business, we have developed and expanded different actions and projects in 4 separate areas of Corporate Social Responsibility:

Human capital management

Environmental management and sustainability

Community management

Manufacturer and supplier management

These goals and practices are aligned with several of the **17 Sustainable Development Goals approved by the UN in 2005 and set by the 2030 Agenda for Sustainable Development**. The objective of these Goals is for countries and societies to contribute through policies, projects and actions to ending poverty in the world and to improving the quality of life of all people. Next, we will present the projects and actions that Iberspa has been developing with the firm commitment to contributing to building a better world.





## Human capital management

**Without human value, there would be no Iberspa or any organisation. For this reason, the company works to achieve maximum well-being, security and trust for customers and employees. In short, for the people who make up our community.**

However, we do not ignore people who want to be part of our community. Offering opportunities to local talent is another of Iberspa's goals, as we believe in the potential of the people in this territory. We believe that the recruitment of talent is also key to promoting the economic growth of the area and demonstrating that there are territories with great human capital and quality where a company can be established. At Iberspa, we want to increase the value of the company through our commitment to good governance.

### CUSTOMERS

The key thing for Iberspa when carrying out its economic activity is to ensure and promote the well-being and health of its customers, as well as to offer security, trust and innovative solutions. **The products developed by the company must always be subject to rigorous Quality Control** to ensure that all the company's requirements are met. The goal is for customers to experience the highest degree of satisfaction when using our products. To achieve this, we make all our resources available to them.



**The key thing for Iberspa when carrying out its economic activity is to ensure and promote the well-being and health of its customers, as well as to offer security, trust and innovative solutions.**

In the same vein, with regards to business customers, Iberspa listens and tries to respond. In order to achieve this, the organisation conducts satisfaction surveys to improve and guarantee the delivery of a quality product. We work every day to improve customer satisfaction. The objective is to know the opinion of these customers in key aspects of the business model. Different sections are assessed on a scale from 1 to 5. In the last survey conducted, business customers gave the results shown in the table.

Iberspa also has a **Code of Ethics that affects both customers, when dealing and interacting with them, and members of the company**. It reflects the values of the organisation and the principles that should guide employee conduct both within it and when dealing with customers. Respect, tolerance and education are the key pillars of this code and that support part of Iberspa's values. Likewise, in this framework, it is also worth highlighting the fact that Iberspa has both a steering committee and a workers' committee, so it has all the necessary tools to address and resolve any issues.

In line with the continuous improvement objective, Iberspa has also taken action to adapt quickly to the requirements of the new European Data Protection legislation, for the safety of all people related to the organisation.

## EMPLOYEES

The Iberspa team is what makes this company different and a leader in the sector. A well-prepared professional team that makes a difference thanks to its spirit of sacrifice and teamwork. To promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all, Iberspa has been working on several actions for some time, such as those detailed below:

### Equal opportunities and inclusion

We are firmly committed to equality in the workplace, promoting equal opportunities within the company and access to it. The company currently carries out various positive actions to **encourage female candidates to apply for vacancies in the organisation and to promote female talent**. Similarly, as previously stated, the management team is made up of 7 people, 2 of whom are women.

Among its initiatives, the organisation has signed internship agreements with the Escola de Treball de Lleida (Lleida Vocational Training School) carrying out various actions. We also work with Centre la Solana, the Tarrega City Council employment resource centre.

Iberspa is also firmly committed to promoting social and labour inclusion processes for groups at risk of exclusion. That is why **the company participates with the local community in various institutional collaboration programmes, welcoming unemployed people on internships**. When there is a good professional fit, Iberspa always opts to hire. The clearest example is **the external professionals that Iberspa welcomes via the ASPID employment inclusion programme, an association that works with people who have disabilities and/or who are in a position of social vulnerability**.

The company also has agreements with institutions with which it collaborates by offering work experience to people with special needs, to facilitate their entry into the labour market and so they can learn more about Iberspa's activities. In this regard, **the Christmas hampers that Iberspa delivers to its workers come from the collaboration with the Escola ALBA de Tàrraga**, a private school subsidised by the Department of Education that teaches children and young people with special educational needs ranging in age from 3 to 21 years old from the regions of Urgell and La Segarra.



### Nationalities of our Employees

Colombia  
Venezuela  
Senegal  
Morocco  
Spain  
Egypt  
Germany  
Romania  
Ukraine  
Algeria

**39** WOMEN EMPLOYED



**84** MEN AND WOMEN EMPLOYED



**45** MEN EMPLOYED



The management team is made up of 7 people, 2 of whom are women

## EMPLOYEES

### Training policy

Iberspa is strongly committed to the professional development of its staff members, providing an environment of opportunities that promotes talent and human potential. The company offers continuous learning programmes through different courses and seminars to acquire new knowledge or improve skills. An example of this training policy are the agreements that **Iberspa has established with the Rovira i Virgili University, the Polytechnic University and the University of Lleida for training and internships.**

To foster employee training, **Iberspa also promotes language programmes and courses, as well as agreements or financial support so that the organisation's employees have the facilities and means to pursue studies of interest to them, such as master's degrees, degrees, etc.** For example, the online language courses provided on the **Learnlight** platform or the information provided by the company on courses offered in chambers of commerce, different education centres or trade unions, among others

Iberspa employees can also opt to receive **internal training to acquire new skills**, as well as the training plans given each December by the management team. A way of employees in the organisation having the opportunity and tools to share knowledge and experiences that enrich everyone.

### A comfortable, horizontal and communicative work environment

The company prioritises the well-being of its team, aware that it is essential to continue offering top quality products. It therefore strives to achieve a safe and appropriate work environment. With that goal in mind and to foster a pleasant atmosphere, **Iberspa holds at least two company dinners a year with group activities, seeking to strengthen ties between everyone in the organisation.** Likewise, in order to offer the best possible working conditions and maximum stability, most of the workforce have **permanent contracts.**

For Iberspa to continue offering the best possible products, it is essential that its employees feel comfortable and at ease. The organisation therefore offers a series of facilities and amenities to make the work environment and working day more pleasant, such as **fruit day (free lunch), discounts on sportswear for office staff and factory workers and break areas with water, coffee and tea.**

The company also knows that good communication throughout the organisation is essential. For this, it has multiple communication and two-way participation channels, so that the suggestions or concerns of any employee can be shared and reviewed. One example is **Iberspa Community**, an internal space in the company enabled for various functions, including communication. There is also an option for workers, following the code of ethics, to inform the company of any behaviour or problem that violates the principles of this code, through a **Confidential Channel as a communication vehicle.** In addition, **Iberspa has a steering committee and workers' committee to support and participate in the management of various issues.**

Iberspa also has a **Sexual harassment prevention and action protocol**, in line with current regulations, but, above all, it is very firmly committed to contributing to the creation of healthy, dignified and egalitarian work environments for everyone. Respect is a key pillar, so this protocol goes hand in hand with the company's Code of Ethics.

As for professional growth, Iberspa is a modern company and offers **vertical and horizontal growth for its employees.** An employee can therefore be promoted to a higher position, or move horizontally, with new tasks and a higher remuneration according to the new projects taken on. A different way to grow. At the end of the year, the heads of each department meet with the workers to agree on new objectives, review the previous year and find out what the workers need to perform their tasks and how they feel being part of Iberspa.







## EMPLOYEES

### Easy settling-in and promotion of work-life balance

To create the best work environment, Iberspa has also developed various measures to promote it. New employees receive a **Welcome Manual, a welcome letter and personal assistance after joining**, as well as a week of training, to ensure the smoothest possible settling-in period in the company. It also facilitates adaptation, better communicating the company's policies, services and values.

Iberspa has various work-life balance measures in place too. For instance, **the company offers job flexibility that goes beyond current regulations, with work hours previously agreed with the entire team**. The objective is to consider the personal constraints of each person. Occasional absences are also facilitated according to the circumstances, as the company's relationship with its members is based on trust.

Other examples that illustrate Iberspa's efforts to ensure the well-being of its workforce are: **compensated absences for breakfast of factory staff, provision of equipped break rooms for employees, teleworking permissions and facilities in terms of flexible remuneration measures** (health insurance, nursery and meal vouchers, etc.). However, that is not all, as the organisation continues to seek further employee care strategies.

In the same vein are actions such as the **Gift Packages** that the company has to improve the workplace atmosphere and share happiness and enthusiasm during some of its community's best moments. Some examples of these gifts are:

- **For the birth of children: bouquet of flowers and a gift voucher for €200.**
- **For getting married: €200 gift voucher.**
- **We celebrate "St. Jordi" by giving roses and books.**
- **Dinner for the whole team before the summer holidays.**
- **Christmas hamper and dinner with group activities.**

Iberspa also gives its employees different items at Christmas and summer company dinners, whether they are mugs, calendars or through Amazon gift card prize draws.

In addition, as indicated above, Iberspa promotes various strategies for the work-life balance of its workers. In this regard, the company seeks to promote physical activity among its employees. A way to switch off, but also to add healthy habits to their day-to-day. To try to encourage a healthy life, **Iberspa offers discounts on various sports items to employees in the organisation**. Iberspa also offers facilities on its premises, spaces for exercise, as well as lockers and showers for the convenience of its workers.

All of this, in the end, is part of what we can call the **Employee's Journey**. A system that encompasses hiring and arrival to the smooth settling-in of employees and the different training programmes that Iberspa provides for its workers, as well as other initiatives implemented by Iberspa, such as its flexible remuneration policy.

### Basic occupational health

Iberspa is also firmly focused on occupational health. The company offers various **occupational health and risk prevention awareness and training actions**. Likewise, no effort is spared in offering the workforce all the relevant safety measures and tools necessary to perform their duties in complete safety.



## Environmental and sustainability management

**To demonstrate Iberspa's firm commitment to preserving the environment and to sustainability, the company has implemented various actions that promote the balance of natural systems and the intelligent use of natural resources. For this, the company identifies, evaluates and establishes operational control over its environmental impacts as required by law.**

The environmental impacts that the company has identified are evaluated by activities, processes and services, and are reviewed annually. Environmental aspects are evaluated by reconciling factors such as frequency or degrees of potential contamination, for example.

**There is no more important resource for Iberspa than water. Without it, the company would not exist.**

Iberspa's commitment to future generations is to promote the sustainable use of water and other natural resources, as well as to strive for the application of rigorous sustainability criteria.

### **WATER CARE**

This must be the first point, since there is no more important resource for Iberspa than water. Therefore, many of the efforts made by the company are focused on responsible and sustainable use through various processes and technologies.

Due to its importance and considering the company's activity, we consider it essential to promote and instil the practice of good water treatment and the rejection of toxic discharges. For this reason, the company **ensures that the water used for hot tubs is subsequently reused or recycled**, trying to minimise the misuse of such a precious and scarce resource.

### **RESPECT FOR THE BALANCE OF NATURAL SYSTEMS**

In this respect, **Iberspa is considering joining the Programme of Voluntary Agreements for the reduction of greenhouse gas emissions (GHG) of the Department of Territory and Sustainability of the Government of Catalonia**. It is a voluntary commitment to reduce GHG emissions that goes beyond the requirements of current regulations and that is consistent with the management policy promoted by Iberspa.



### WASTE MANAGEMENT AND TREATMENT

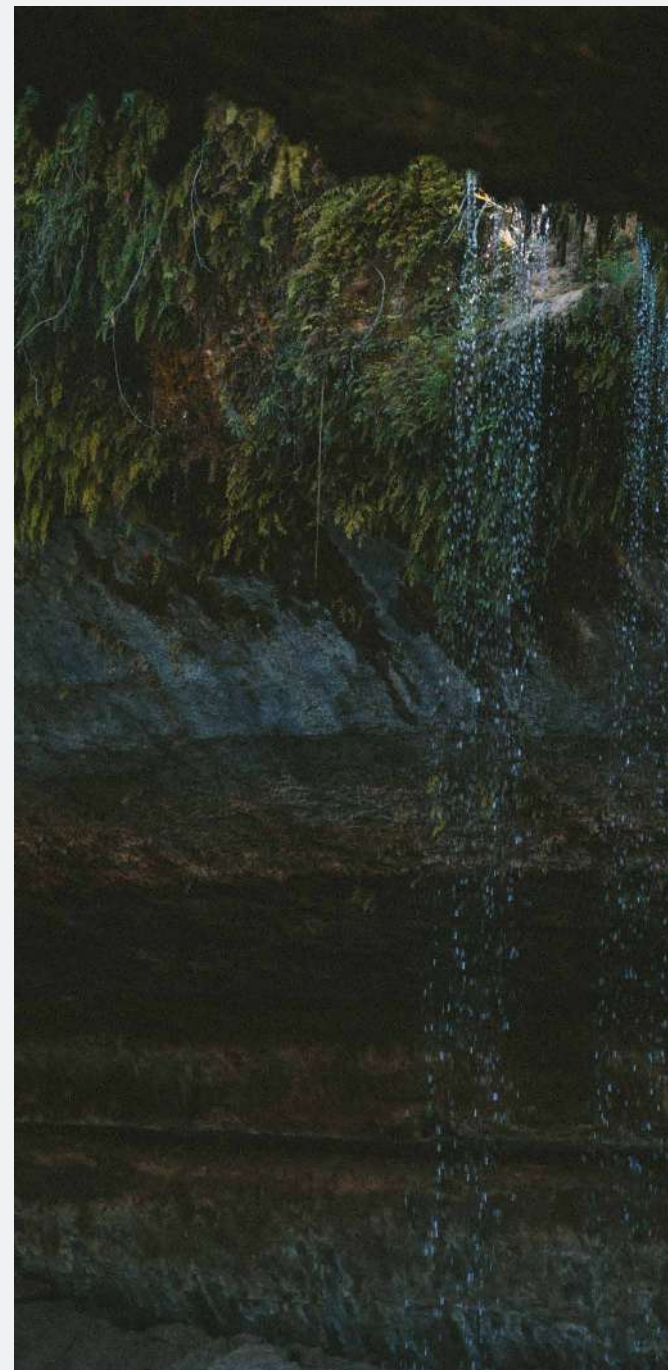
Iberspa also has external environmental standards and requirements to follow for the correct management of waste generated by our activity. The organisation therefore carries out a **selective and rigorous collection of the waste generated divided into sections where there are various containers in which the waste to be deposited is identified**. As a general rule, the management of the waste generated by the supplier or contractor must be stipulated in the contract before starting the work. The use of Iberspa containers must be authorised. Likewise, for employee training and simplicity, different signs are placed throughout the facilities to explain how to recycle properly.

In the aforementioned Regulation, it is clearly specified how the selective collection is to be carried out, in case no special conditions on waste have been stipulated in the contract (PR29\_Gestió de residus d'Iberspa).

All this has meant that Iberspa S.L. has now obtained the **QUALITY CERTIFICATE**, through an audit that verifies compliance with the requirements of the ISO **14001:2015** standard. Therefore, it is certified that Iberspa has implemented and applies an environmental management system in the design, manufacture, and marketing of hot tubs, compact equipment, and hydromassage accessories.

Continuing with waste management, Iberspa will also start collaborating soon with the Eco Electronic project, based on the reuse of electronic products that still work, in order to help preserve the environment.

Environmental care and the correct treatment of waste are objectives that must be addressed from small gestures through to larger ones. Therefore, despite the actions and ideas that Iberspa promotes for proper management, the organisation also pays attention to simpler gestures, every bit, if not more important. An example is the **paper savings that are made in the offices, as well as the reduction in the consumption of plastic as a result of giving bottles and cups made with other less harmful materials to workers.**





## Community management

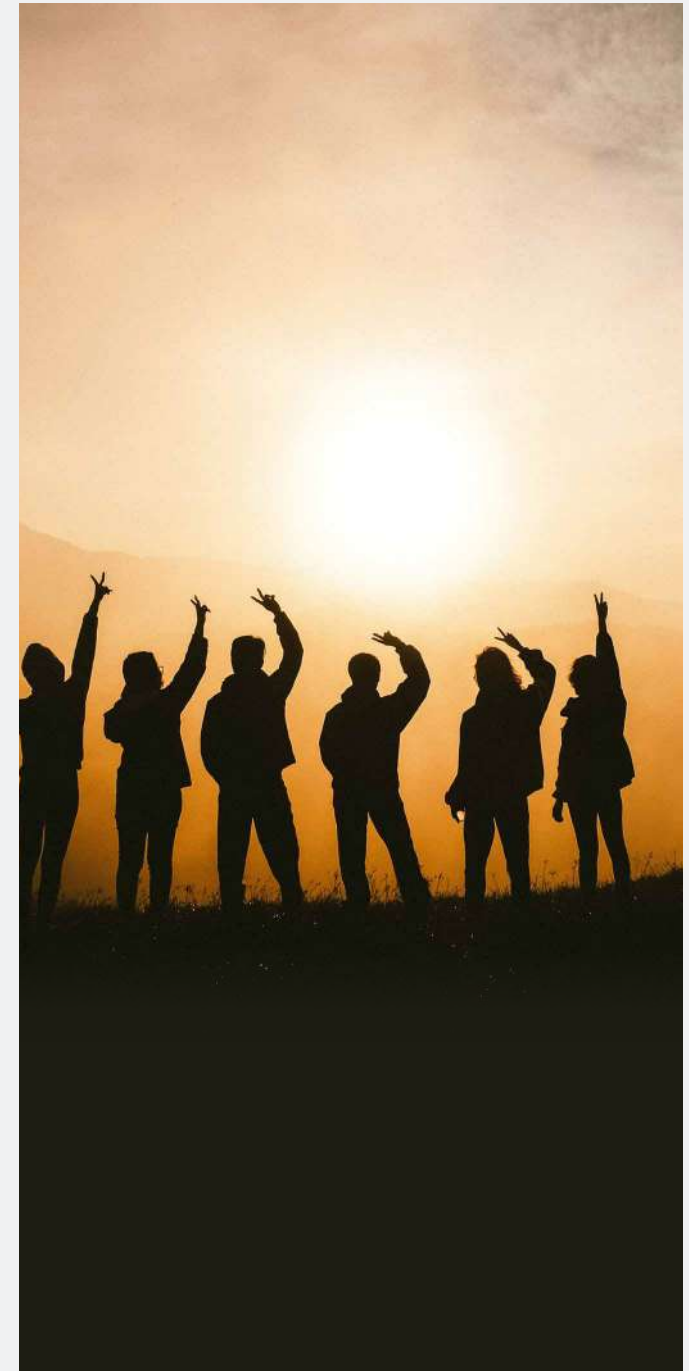
**Iberspa is a committed company with great attachment to the territory that has welcomed it, and it likes to make a sound contribution to the development of its social environment. In addition to its commitment to the local talent of this community, the organisation has launched different actions to boost the value of the territory and communicate its strengths.**

To achieve this, the company has developed public and private collaboration agreements with local institutions and entities. Some examples of these partnerships are:

- Sponsorship of the well-known cycling event *Hivernal de Cervera*.
- Sponsorship of the women's futsal team.
- Participation in economic promotion and revitalisation activities in the territory, such as the *Connectem la Segarra* Conference, organised by the economic promotion department of the Regional Council of La Segarra.
- Annual contribution as partners to the Red Cross.

On a broader level, Iberspa also wants to be part of social improvement. Therefore, the company has **collaborations with organisations such as Doctors Without Borders**, with which Christmas cards for employees are made. A way of having ties with an organisation whose purpose and mission is totally in line with Iberspa's business values.

**Iberspa continues to work on expanding its partnerships, having a positive impact on society and investing in talent.**



## Manufacturer and supplier management

**Iberspa aims to make progress with suppliers and manufacturers, building lasting relationships based on mutual respect and mutual benefit. The organisation, in its commitment to environmental preservation and care, prioritises, whenever possible (so long as quality or safety conditions are not affected, for example), the purchase of products or supplies that meet any environmental criteria.**

For this, an **analysis of environmental purchases of raw materials, auxiliary materials and consumables** is performed. In the same vein, the department analyses purchases annually that have a higher purchase volume and that may affect Iberspa's environmental aspects from a time cycle environmental perspective.

Likewise, in the service contracting process, **an environmental management query is made about the services, asking via or consulting the supplier's website to see if it has an ISO 4001 or EMAS Environmental Management System**. If it does not have one, the organisation sends a Supplier Environmental Questionnaire to validate it. If the rating is not optimal, an attempt is made to outline a roadmap to improve it and/or, if not, the supplier is considered as an alternative.

The Environment Manager, insofar as relevant, **incorporates monitoring indicators and assesses environmental performance in environmental purchasing and management of Iberspa suppliers, reporting the results at management review meetings.**



# 09

## Iberspa challenges for 2030

**Apart from all the corporate social responsibility actions carried out by the organisation, the objective is not only to continue in this vein, but to improve this. The different proposals that will be established in the company include the following:**

- Seal the collaboration with the Eco Electronic project, based on the reuse of electronic products that still work, to help preserve the environment.
- Iberspa will opt for the polyester and polyurethane reinforcement system in the part of the manufacturing process of its products to reduce polluting emissions. In this regard, it will also opt for the use of **electric vehicles**.
- The organisation is going to invest significantly in solar energy, in a clear commitment to renewable energy and more efficient electricity consumption. It is an ongoing project that will be completed in the new warehouse in which we are currently working.
- Iberspa has looked for alternatives to achieve efficient, high-performance air conditioning systems to minimise consumption and make it cleaner.
- Awareness and education are essential to achieve a better use of resources and a responsible and sustainable society. With this idea in mind, Iberspa works to create programmes to help educate future generations about the importance of correct attitudes towards the environment and its preservation.

However, the objective is not only to open new avenues and actions to continue creating a positive impact on society or the environment. **We also continue to try to improve those areas where there is still room for improvement.** For this reason, Iberspa has initiated different projects to make water consumption even more efficient in its reuse, as well as reducing the production of waste and offering more facilities for its correct classification and reuse.

**We also continue to try to improve those areas where there is still room for improvement.**



# 10

## Project control and evaluation systems

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**Thanks to this system, new projects and ideas that arrive can be evaluated, and those that are currently implemented can also be controlled and monitored. Likewise, it also allows room for manoeuvre in case some kind of adjustment has to be made.**

Through this system, it is possible to measure, unify and monitor management criteria, ensuring maximum respect for the environment and trying to achieve the level of environmental performance that we set ourselves. With a single work standard like this, it is easier to homogenise procedures.

### 10.1 PLANNING

Study of the environmental aspects, legal requirements, objectives, goals and programmes of new ideas that arrive or projects devised by Iberspa. Designed as a points-based evaluation system, to have a quantitative and qualitative scale on which projects are most recommended and accessible for the company. It is also time to prepare possible responses to emergencies related to these projects.

### 10.2 IMPLEMENTATION

Once the project has been planned and devised, it is time to meet and take action according to the various items to consider, such as the necessary resources, functions, skills or communication, among many other operational and documentation aspects.

### 10.3 VERIFICATION

With the project now underway, work continues on its monitoring and measurement, evaluating, among other things, legal compliance or record control through internal auditing. It is a key process, as it allows us to carefully observe how the project progresses and if it fulfils everything planned initially. It also allows room for manoeuvre in case any changes have to be made.

### 10.4 ACTION

When seeing if there is room for manoeuvre or the need to make a change or modification, it is time to act according to the needs or opportunities that arise. The objective is always to seek continuous improvement and alternatives that allow us to continue with our goal of contributing positively to the community, sustainability and the environment.

**Planning, implementing, verifying and reviewing are the four key pillars when evaluating and controlling the different projects designed for our corporate social responsibility policy.**

## Together we build IBERSPA

### 10.5 WHO MAKES IT POSSIBLE?

Considering the ambitious nature of Iberspa's actions and purposes, a committed, responsible and, above all, motivated work team is needed to implement and control this entire system. An essential organisational structure, as these actions and responsibilities involve each and every one of the organisation's departments and employees, both at the head offices and in the factory. This point is key for understanding that only with everyone's involvement will it be possible to progress and evolve in environmental matters.

The heads of all the departments must therefore be perfectly coordinated and in tune in order to have control of the processes underway. To facilitate this task, at Iberspa, we have the role of Quality and Environment Coordinator, whose job has two main objectives:

- **Ensure that Iberspa's requirements in each project and action are established, implemented and maintained in order, and that all legal requirements, permissions or other requirements are complied with.**
- **Inform and act as an information nexus on the different actions implemented by Iberspa in its various commitments.**







"Organisations must lead  
change as transformational  
drivers towards a cleaner,  
more sustainable and  
socially responsible future"

Artur Deu, CEO of Iberspa