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+ + +
2023
+ +

Non-financial information and sustainability report

AFFORDABLE
AND SUSTAINABLE
HOUSING

011h

REFERENCE MODEL

This report was drawn up using the BCorp Standards, and according to that referred to in Law 11/2018, of 28th December, in terms of non-financial information and diversity and EU delegated regulation 2021/2178 of 6th July in respect to sustainable financial activities.

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FREQUENCY

Publication with annual periodicity.

VERIFICATION

We are currently being verified by BCorp to achieve certification (with 2022 data).

We preserve
the future.



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01. Scope of the report



This Sustainability Report covers the evolution, results and performance of O11h Sustainable Construction in sustainability in 2023 as well its approach to management and the challenges it faces. The objective of this Report is to provide clear and rigorous information on O11h Sustainable Construction related to significant impacts for its different stakeholders and also includes Social, Economic, Environmental and Ethical issues derived from its activities, as a token of the commitment the company has to unlimited transparency and reflecting all the impacts achieved in the main and additional indicators.

This is our first sustainability report and focuses on the progress made in 2023 and also on other points since the company began. This report also shows the eligibility of our activities by applying European taxonomy criteria and its alignment to mitigating and adapting to climate change.

In the report the protocols from B Corp indicators are applied (<https://www.bcorpspan.es/>). It is foreseen that in the first semester of 2024 B Corp shall evaluate and audit these indicators and O11h Sustainable Construction shall obtain certification for this recognised international standard for sustainability and ESG.

This report shall be a starting point for detecting and planning the areas we must keep working on and improving as a company in the future.

02. Message to our stakeholders



Lucas Carné Carcas, Co-CEO of 011h



OUR VALUES NOT ONLY STAY THE SAME, BUT WE BECOME STRONGER EVERY DAY, AND ARE EVER MORE COMMITTED TO THE MODEL AS A BOOST TO SUSTAINABLE GROWTH IN THE BUILDING INDUSTRY.

In this 2023 sustainability report, the first we have published as a company, we wished to reflect in a specific and transparent manner how and what our efforts, passion for the project and mission which we have taken on from the start, have materialised in for our stakeholders.

In a setting that is complex but normal for a start-up such as ours, due to the type of project for joining two worlds so distant as building and technology, with so many staff having joined the team, and constant learning which has given us new approaches and perspectives, we have even more energy to move forward and create that economical, social and environmental impact derived from our mission.

Our values are not only the same, but we become stronger every day, and are ever more committed to the model as a boost to sustainable growth in the building industry. We are really pleased that the people who work with us do so as they share these values and dedication and have left jobs in which they made no contribution to society and the planet. All this is done with our clients in mind, focusing on their needs and the challenges to meeting their expectations.

This year we have celebrated the delivery of our second building, the first of over 50 houses in San Juan de Alicante for one of the largest national developers AEDAS Homes. This was a huge challenge. We have overcome many obstacles and learnt a lot, but we are happy with the result. This is especially true due to the great team work and the professionalism, hope and effort they have made to make this possible. It also marks a before and after both for our company and in terms of the impact it has had on the sector, since we have gone from

the drawing board to reality, can showcase success, and show the path to follow and the transition towards more sustainable design and construction.

At present, many developers wish to work with us and apart from having consolidated several projects for 2024 we are studying many more in order to scale up and to make the impact of our project a reality. Moreover, they will pre-date the forthcoming obligatory laws for complying with the targets set in Paris for 2030 and 2050 on mitigating and adapting to climate change, mainly the decarbonisation of all sectors within a circular economy nurtured by the New Green Deal in the transition towards a sustainable economy which is more friendly to the planet and people.

We, the management team, and more broadly, all those who make up 011h Sustainable Construction reiterate we are here to meet the needs of our clients and promise that our financial and technical solvency, our innovative and participatory spirit, our qualifications and knowledge about people and our systems for continuous monitoring and improvement we have established from the start are still our foundations for a sustainable and responsible growth. We cannot conceive success if it is not shared.

03. 2023 in figures

The turnover of O11h Sustainable Construction came to 8.2 million euros, which marked a rise of 234% vis-à-vis the previous financial year. 2023 was a learning period for the company, with significant high points such as delivering the residential project Floresta in partnership with AEDAS and building began on Casernes J, a state protected housing project in Barcelona.

Our EBITDA (Earnings before interest, Taxes, Depreciation and Amortisation) for 2023 came to -7.9 million euros, which shows a rise in losses compared to the previous year, which was -6.3 million euros. It must be stressed these losses were foreseen and envisaged in the company's business plan. This approach to losses was considered within a more broader investment framework in the company's digital platform for learning and development. O11h recognises that from the start that this was a period of investment and adaptation which was essential for the platform to continuously grow and improve.

8.2 m€

TURNOVER 2023

↑ +234% VIS-À-VIS 2022

-7.9 m€

EBITDA 2023



These financial results are typical and expected within the life cycle of a start-up. Start-ups often have losses at first while they invest in infrastructure, product development, client acquisition and scalability. This is an integral part of the process for O11h, since we aim to innovate and establish ourselves in a competitive market. It requires time and resources to become profitable.

With our eyes on the future, the company has an optimistic outlook and has set clear goals for improving its financial performance. Due to implementing advanced digital tools, streamlining and economies of scale, the company aims to reach a positive EBITDA in the next few years. This strategic plan reflects the confidence the company has in its ability to overcome current challenges and turn initial losses into long-term sustainable profit.

O11H HAS CAPITALISED THE COMPANY WITH 35 MILLION EUROS TO COVER LOSSES AND KEEP IMPLEMENTING ITS BUSINESS PLAN

O11h is a challenging and ambitious project, but it has the financial backing of both professional financial partners who wish to revert climate change, and experts from the building industry. As a result of this partnership, O11h has capitalised the company with 35 million euros to cover losses and keep implementing its business plan. We also have the backing from a main bank in Spain, which has given us the working capital we need to carry out the projects with the main developers in Spain.



93 EMPLOYEES

STAFF 011H 2023

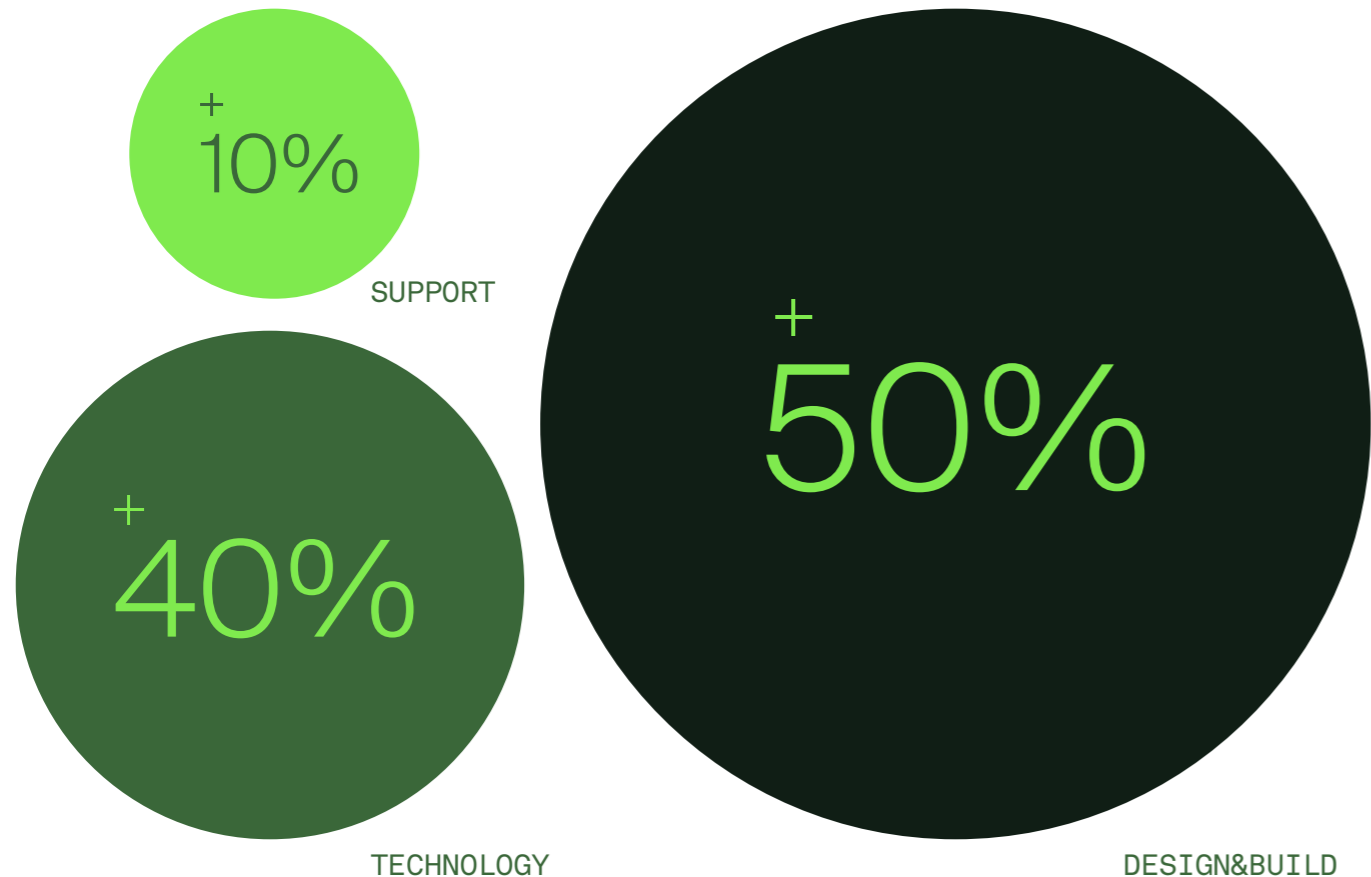
↑ +6 VIS-À-VIS 2022

95%

PERMANENT CONTRACTS

As for staff, 011h at the end of the financial year 2023 there were 94 employees, from whom 95% had permanent contracts. This represents a rise of 6 employees compared to the previous year and the forecast is the workforce will continue to rise in the next few years.

Out of our total workforce, 40% work directly in technology, and focus on constantly developing our platform, while 50% work in Design & Build, using the software on our platform to design and build practical and efficient solutions. Finally, the remaining 10% is for support, including finance, people and legal and other departments. Their work is crucial to ensuring the company runs smoothly and provide the support required in different aspects of our everyday operations.

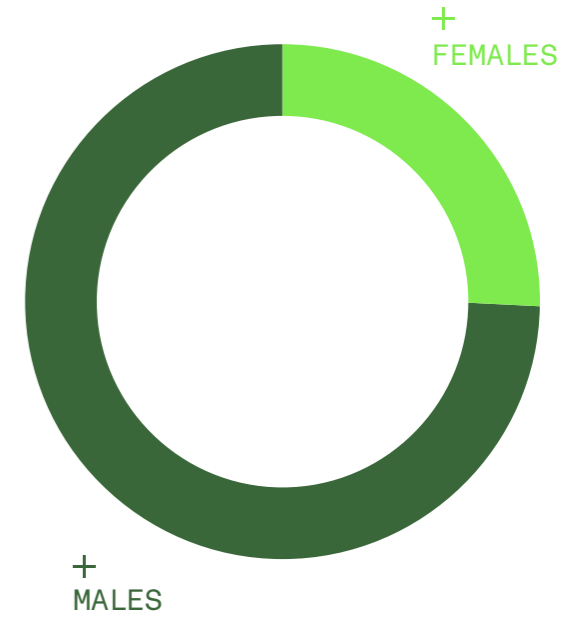


26%

FEMALES

74%

MALES

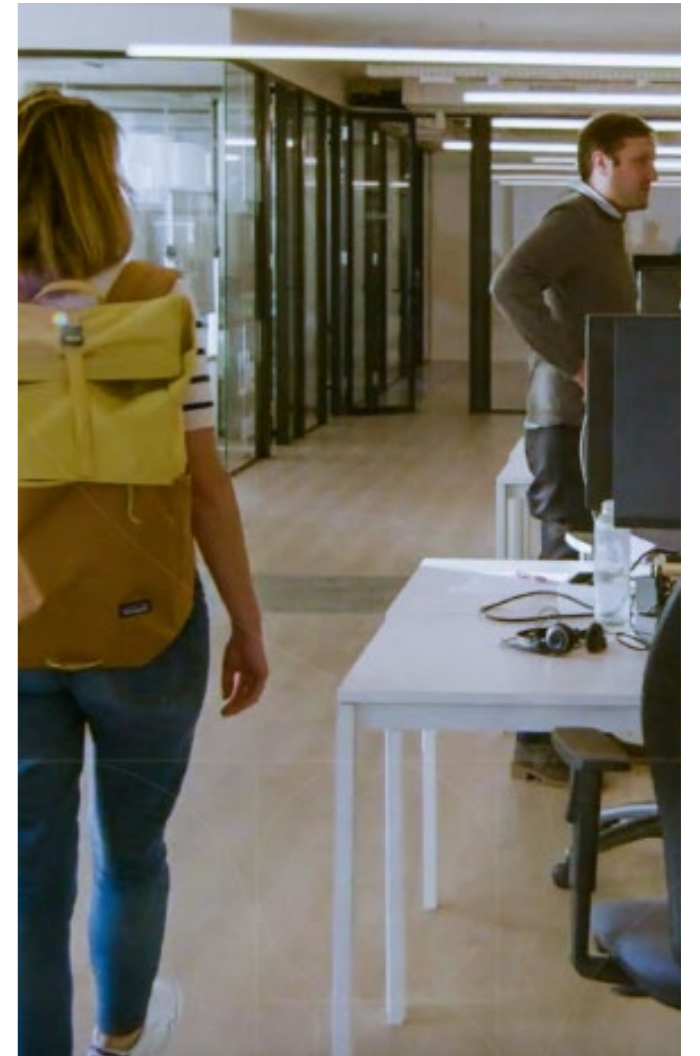


Also, at 011h we strive to nurture a workplace where diversity and inclusion are valued.

At present, 26% of our staff is made up of women, and 74% are men. These figures surpass the industry average, but we aim to improve them, since at 011h we strive to break down barriers and promote gender equality by means of digitalisation.

In short, 2023 has been outstanding for 011h with important achievements which have strengthened us. We are striving to reach a positive EBITDA in the next few years and we are planning to start important projects whose value comes to 34 million euros.

This year has been outstanding for 011h with important achievements which have strengthened us.



04. About the company



O11h Sustainable Construction S.L. (hereinafter O11h) was founded in April 2020 with the aim of changing the way a variety of buildings are designed and built.

Our mission is to speed up the transition towards sustainable construction.

In terms of reducing our carbon footprint, we have cut the CO₂ emissions from our production processes by over 70% and cut our consumption from non-renewable sources by approximately 70% in the second project we finished.

+70%

REDUCTION IN CO₂ EMISSIONS IN OUR PRODUCTION PROCESSES

±70%

FALL IN CONSUMPTION OF NON-RENEWABLE ENERGY

Moreover, all our projects have an A rating (both in terms of consumption of non-renewable primary energy, and in emissions of CO₂ in operations) and are implemented with European methodology Level (s) with a GREEN certificate from the Green Building Council of Spain in order to reach a rating of 3 leaves out of 5 and be aligned with EU Taxonomy.

The promise from the O11h brand is based on three fundamental pillars.

- + NET ZERO CARBON EMISSIONS
- + 100% RELIABILITY AND SCALABILITY
- + SWIFTER EXECUTIONS TIMEFRAMES
- + MARKET COSTS



A
A RATING

 EUROPEAN METHODOLOGY LEVEL(S) by means of green certification from the Green Building Council from Spain
COMPLIANCE WITH EU TAXONOMY

<6%

DEVIATION FROM THE BUDGET

Regarding reliability and scalability, we have kept to a budget deviation of under 6% from the design stage to completion of the works and have shown our production capacity is twice that of average annual production.

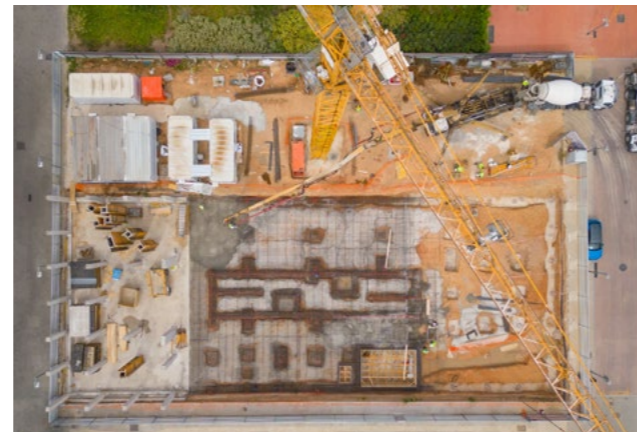
Finally, as for the execution time frames, we have cut this by approximately 5 months from a total of 22 with the aim of reaching 7 months due to digital planning and prefabricated construction systems.

x2

↑ PRODUCTION CAPACITY
OVER ANNUAL AVERAGE PRODUCTION

-5 MESES

REDUCTION IN TIME FRAME FOR EXECUTION
OUT OF A TOTAL OF 22



In terms of research and development, O11h has carried out significant investment to drive innovation in the building industry. Pilot projects have been carried out to try out new technologies and construction processes in order to improve efficiency, sustainability and produce higher quality buildings. These initiatives have put the company at the cutting-edge of the industry and paved the way for future growth.

In terms of strategic management, O11h has shown constant commitment to expansion and diversification. Apart from exploring new market opportunities and making strategic partnerships to broaden our presence in different segments and areas in the future, we have begun talks with experts and companies from countries that are at the forefront of sustainability. These interactions have given us the chance to learn from their approaches and evaluate adapting the O11h system to them.

This partnership has been enriching and has given us valuable perspectives. Likewise, we have strengthened our capacity to manage complex and large-scale projects, thereby consolidating our reputation as industry leaders.

Achievements

INVESTMENTS FOR DRIVING
INNOVATION IN THE BUILDING
INDUSTRY

SEARCH FOR NEW MARKET
OPPORTUNITIES AND STRATEGIC
PARTNERSHIPS

PILOT PROJECTS FOR TRYING NEW
TECHNOLOGIES AND CONSTRUCTION
PROCESSES

CONVERSATIONS WITH EXPERTS AND
COMPANIES FROM COUNTRIES AT THE
FOREFRONT OF SUSTAINABILITY

CONSTANT COMMITMENT TO
EXPANSION AND DIVERSIFICATION

STRENGTHENING OUR CAPACITY
TO MANAGE COMPLEX AND LARGE-
SCALE PROJECTS

O11h keeps moving forward in its brand commitment, which is based on three main focal points: an integrated digital platform which simplifies the design and building process, a supply chain with strategically integrated partners on this platform for speeding up design and manufacture, and a prefabricated construction system which uses sustainable materials and principles from circular design in order to standardise construction and streamline processes.

In the last year O11h underwent a period marked by significant achievements, with challenges overcome and strategic plans made. As for its financial performance, this has been stable for O11h throughout the year, thereby showing it has managed resources well and can adapt to market conditions. The financial results show constant growth in income, thereby reflecting market confidence in the company's value proposal and creating value for shareholders.



In the future, O11h faces a dynamic corporate environment, one in constant evolution. The company is prepared to take advantage of opportunities that arise and tackle any challenges.

With a focus on innovation, sustainability and operational excellence, O11h is well placed to keep growing and to succeed in the building market.

In short, O11h has had significant achievements. This shows its capacity to adapt and thrive in a changing business world.

We are pleased to announce the addition of **new clients** such as Culmia to the platform and we are working again with Aedas, a client renowned for its high standards, to make another building. These associations reinforce our market position and stress the confidence industry leaders have in us.



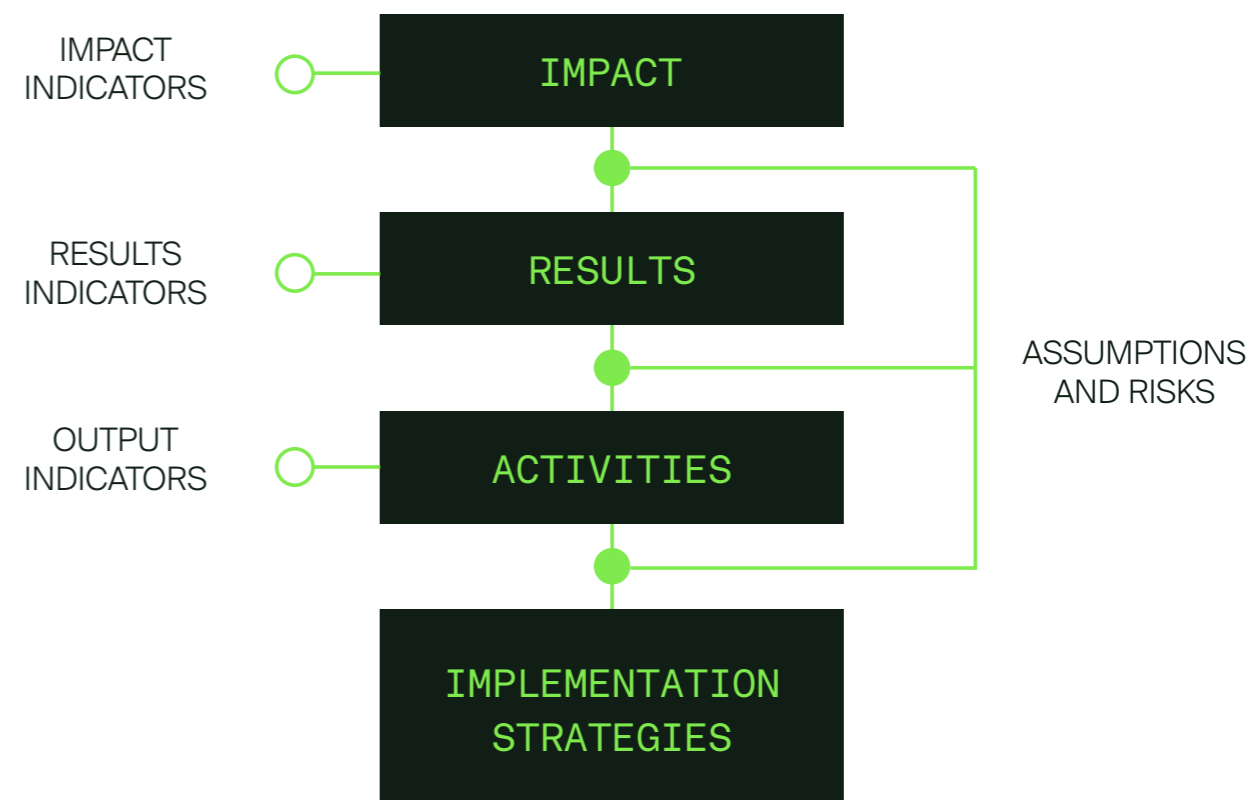
O11h shall keep changing the building industry in the years to come.

05. Impact report

From the outset in 2021 O11h Sustainable Construction has been an “Impact Tech” company whose mission is to speed up the change to sustainable building.

Our contribution seeks to mitigate serious environmental problems such as climate change, and at the same time scale up to have a reliable and more efficient production capacity. The aim is to make housing more affordable and sustainable for all.

O11h contributes to environmental, social and economic sustainability. This contribution is not just a mere declaration of intentions. It is the essence of what we do and so in 2022 we submitted our Impact report in which we stated how we contributed by setting out our strategy and business model, in which we linked our decisions, activities, the results and impacts we aimed to have.



I. Why make an Impact Report?

The use and exploitation of natural resources and energy from fossil fuels in sectors such as transport, agriculture, livestock farming, industry and construction cause exorbitant environmental stress to the planet.

As a result, the average temperature of the surface of the planet has risen by 1°C since the end of the nineteenth century and according to the Intergovernmental Panel on Climate Change (IPCC), if the average temperature of the earth rises by over 1.5 degrees, it will cause irreversible damage to our lives.

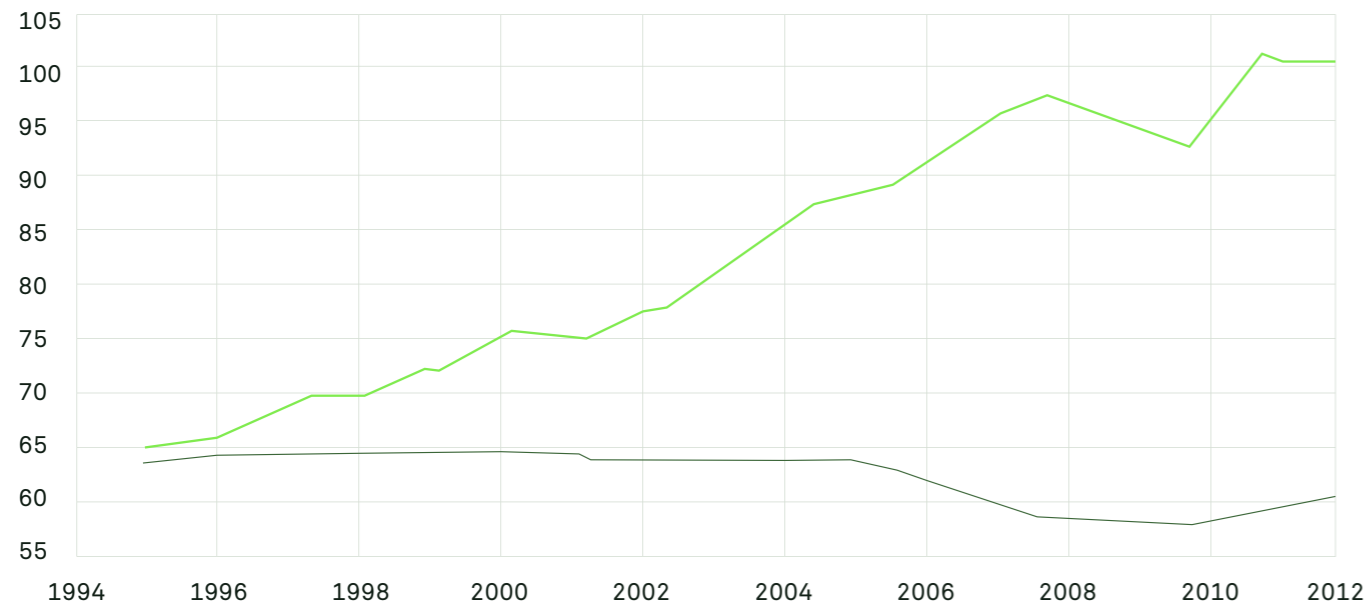
Carbon dioxide is the main greenhouse gas that is causing this rise in global temperature.

Also, manufacturing productivity has almost doubled, while building has remained stable. Conventional building projects are one-off and cannot be repeated. That is, they are complex, slow, low quality and high maintenance. As a result, they are inefficient and have major financial and time-scale deviations. Furthermore, they do not take important questions about environmental impact into account.

General description of improved productivity over time
Real productivity (added value by employee) \$2005

— MANUFACTURING
— CONSTRUCTION

MILES \$ POR TRABAJADOR



Source: Interviews with experts; IHS Global Insight (Belgium, France, Germany, Italy, Spain, United Kingdom, United States); Input-Output Database

The company McKinsey published a report in June 2020 entitled “The next normal in building” and posed the question, which of these changes do you think will have the greatest impact on the building industry? They asked a qualified affected group about the greatest impacts and it is patent developers are concerned not only about the lack of skilled labour and their effect on scalability, but also adapting to new laws on sustainability and ensuring they had the productive capacity necessary to run their businesses.

Which of the changes do you think shall have the greatest impact on the construction industry?



Source: “The next normal in construction” a report published by the company McKinsey, 2020.

II. Challenges and global solutions

In recent decades, the world objective is to limit and reduce greenhouse gas emissions (GHGs). Many countries have already committed to reaching zero emissions by 2050 and keeping the rise in global temperatures of the earth's surface to below 1.5 degrees. One priority is to reduce consumption of fossil fuels (coal, gas and petrol) and promote the use of renewable energy (solar, wind and hydroelectric power).

These are promises made at the United Nations Framework Convention on Climate Change (1994), the Kyoto Protocol, and the 2015 Paris Agreement. On 28th November 2019, the European Parliament declared a state of climate emergency and promised to reduce their CO₂ emissions by 55% by 2030 and become carbon neutral by 2050 as in the European Green Deal.

For this reason the European Commission has driven decarbonisation in the construction industry and the aim is by 2030 ALL new buildings will emit zero greenhouse gases during their life cycle and by 2050 the remaining building stock will follow suit.

Throughout all the life cycles fundamentally 2 types of CO₂ are emitted:

- + OPERATIONAL CARBON
- + CARBON EMITTED DURING THE PRODUCTION PROCESSES

The sum of emissions at each phase gives us the total amount of CO₂ emissions of a building throughout its entire life cycle and its carbon footprint.

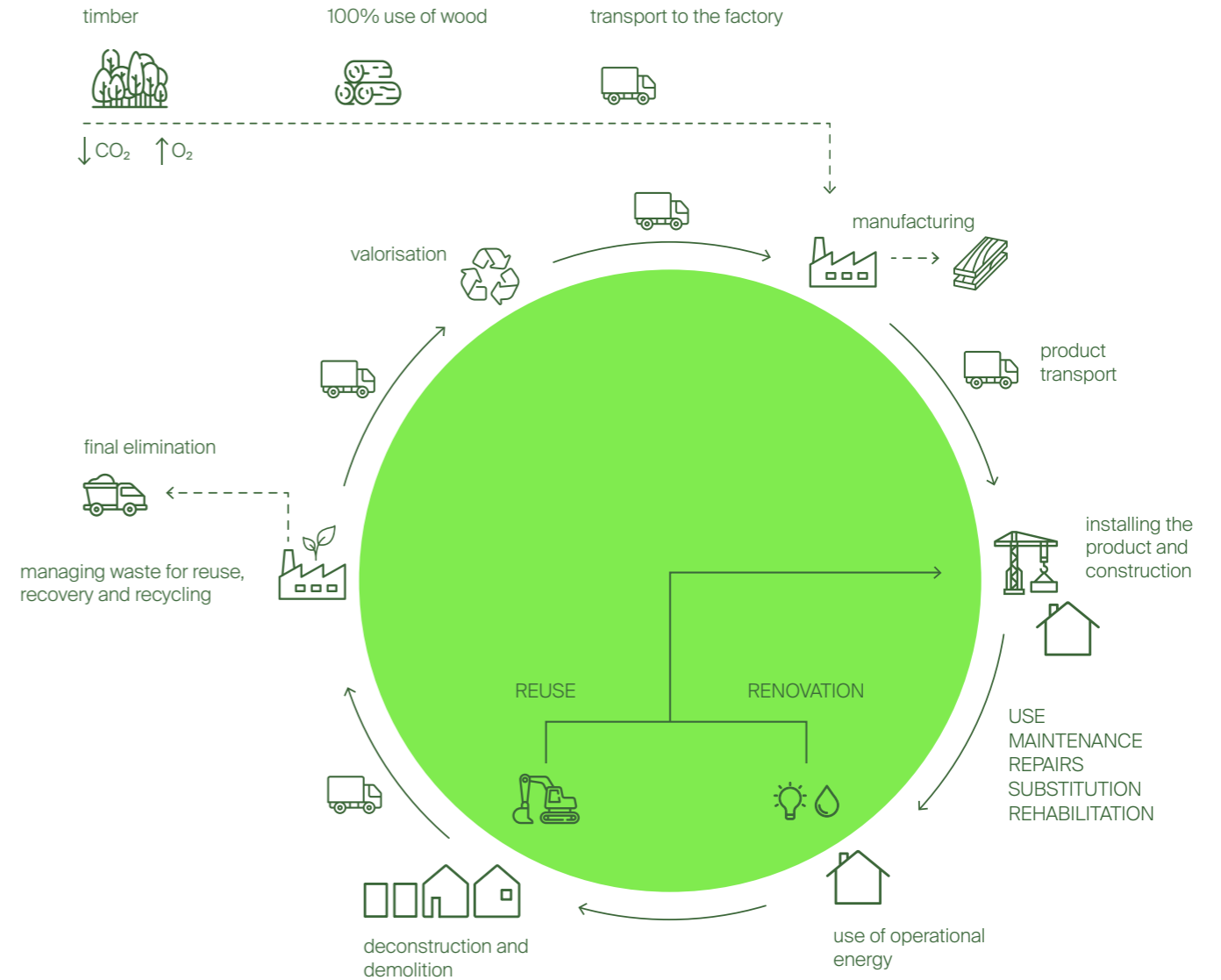
According to the European Union and based on the life cycle of buildings, the construction industry is responsible for:

1/2
OF ALL MATERIAL EXTRACTED

1/2
OF ALL ENERGY CONSUMED

1/3
OF ALL WATER CONSUMED

1/3
OF ALL WASTE



Carbon emitted during production processes are those which are created at the different stages of production, transport, construction, maintenance, rehabilitation and at the end or to give the building a new life. They account for around 25% of the emissions from the construction industry.

The monitoring of carbon emitted during production processes is not currently governed by European or national regulations.

Operational carbon emissions are those associated with the energy consumed while the building is in use. They come from consumption due to heating, refrigeration, heating water or artificial lighting and electro-domestic products and account for 75% of emissions from the construction industry.

From the end of 2019, it became legally obligatory to plan and build new buildings which consumed hardly any energy and with very few operational emissions of CO₂.

III. Theory of change

At O11h environmental, social and financial sustainability is a strategic objective.

According to the metrics from the Impact Management Project we believe we are a company which helps find solutions to environmental problems such as climate change or social problems such as the lack of affordable and sustainable housing.



Apart from the declaration of intentions, O11h has published this Impact Report which is in keeping with the United Nations Objectives for Sustainable Development, and with the European Union systems for measuring and classifying sustainability. Level(s) and Taxonomy.

Also, O11h meets the requirements and objectives from different environmental certifiers for residential buildings such as GREEN from the Green Building Council from Spain, DGNB from the German Sustainable Building Council, and BREEAM from Building Research Establishment UK.



Our two impacts:

To achieve an impact on climate change, we design and construct buildings to be carbon neutral. To do so, we mainly use technological and certified wood in the packaging structure and the partitions.

Trees absorb CO₂ throughout their lives and turn it into oxygen by means of photosynthesis, and sequestrate it inside them. Using technological and certified wood, the wood is stored in the building and is not emitted again into the atmosphere, unlike typically used materials (concrete and steel) which emit a great deal.

We also design buildings as future banks of materials and incorporate the circular principle into our components so they can be taken apart and reused at the end of their useful life. Reusing wood avoids releasing the captured carbon and reduces costs and additional emissions.

Certified wood guarantees it can be traced from the forest to the end building after the transformation and distribution processes. We ensure that each phase in the process complies with environmental, social and economic sustainability standards. FSC and PEFC are the principal global certification schemes.

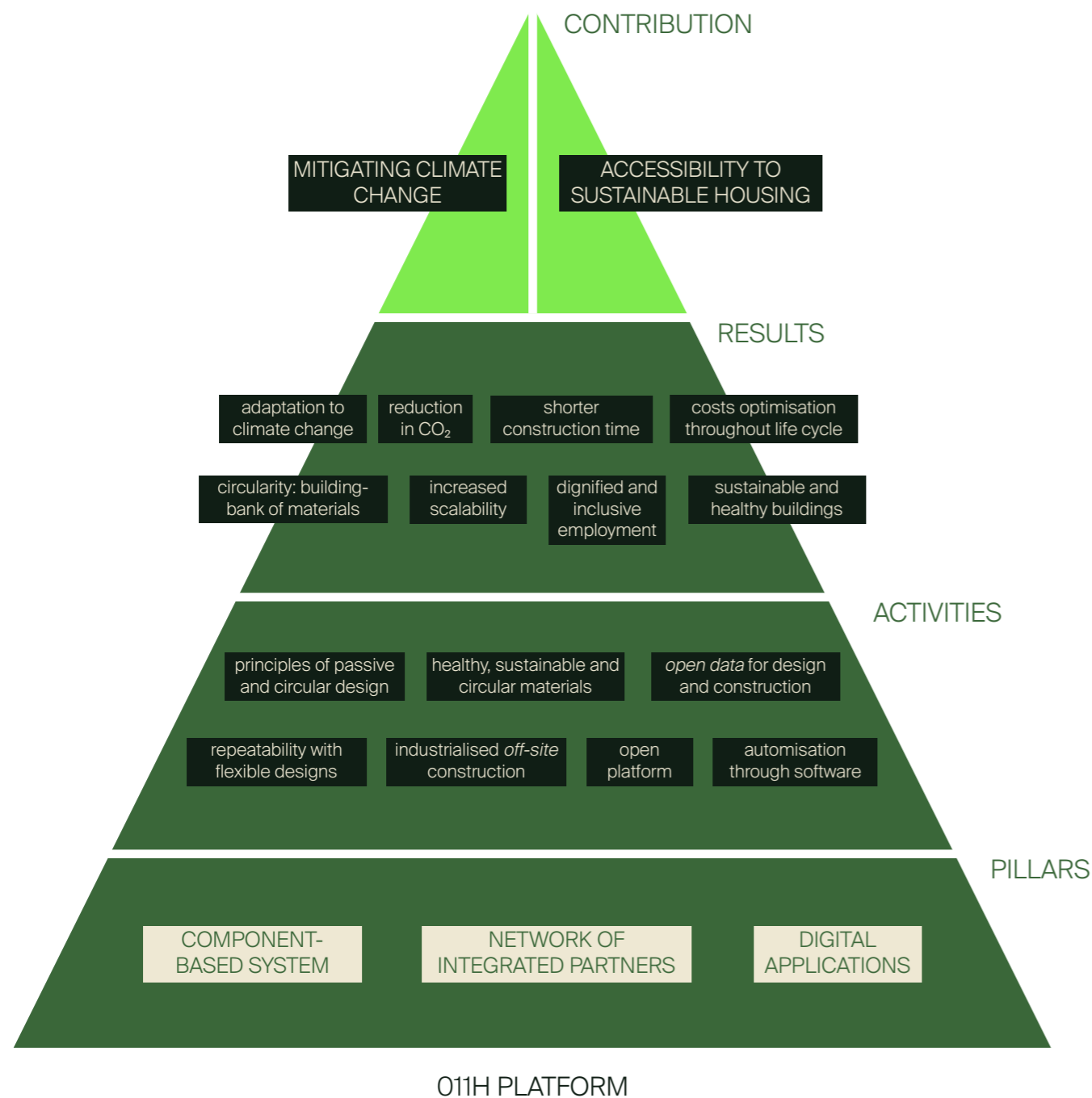
Due to a more productive, efficient, reliable and scalable business model, at O11h we have achieved our second goal: to offer a solution to the lack of affordable sustainable housing. Our municipal housing projects have validated these objectives.

We design buildings as future banks of materials and incorporate the circular principle into our components so they can be taken apart and reused at the end of their useful life.

Our strategy:

Our response, business model is to implement an open platform for Construction (platform 011h) which has 3 pillars.

These pillars enable different activities to be carried out and different results (outputs) can be achieved to help protect the environment and social equality (contribution).



The 3 pillars:

1/

Components-based system

Our predesigned and parametrisable components enable flexible construction options to adapt to soils, rules and developer needs. At the same time, they standardise the construction, operation and deconstruction process, thereby optimising the use of materials and labour throughout the process.

At 011h we treat the buildings as shapeable products which evolve and improve over time.

We assemble the components easily in the works with millimetric precision. We thereby prevent a high percentage of errors and waste compared to conventional construction.

2/

Network of integrated partners

Our partners include materials suppliers, component manufacturers and industrial parts for works which are renowned nationally and internationally.

We codesign the components with our partners within a participatory contractual framework. They fabricate them, assemble them and construct the building. They are integrated into our digital platform and have the capacity to offer these services.

Our outlook is to work with partners committed to sustainability. Apart from providing a service during the life of the building, we all take responsibility for recycling the materials and components.

3/

Digital applications

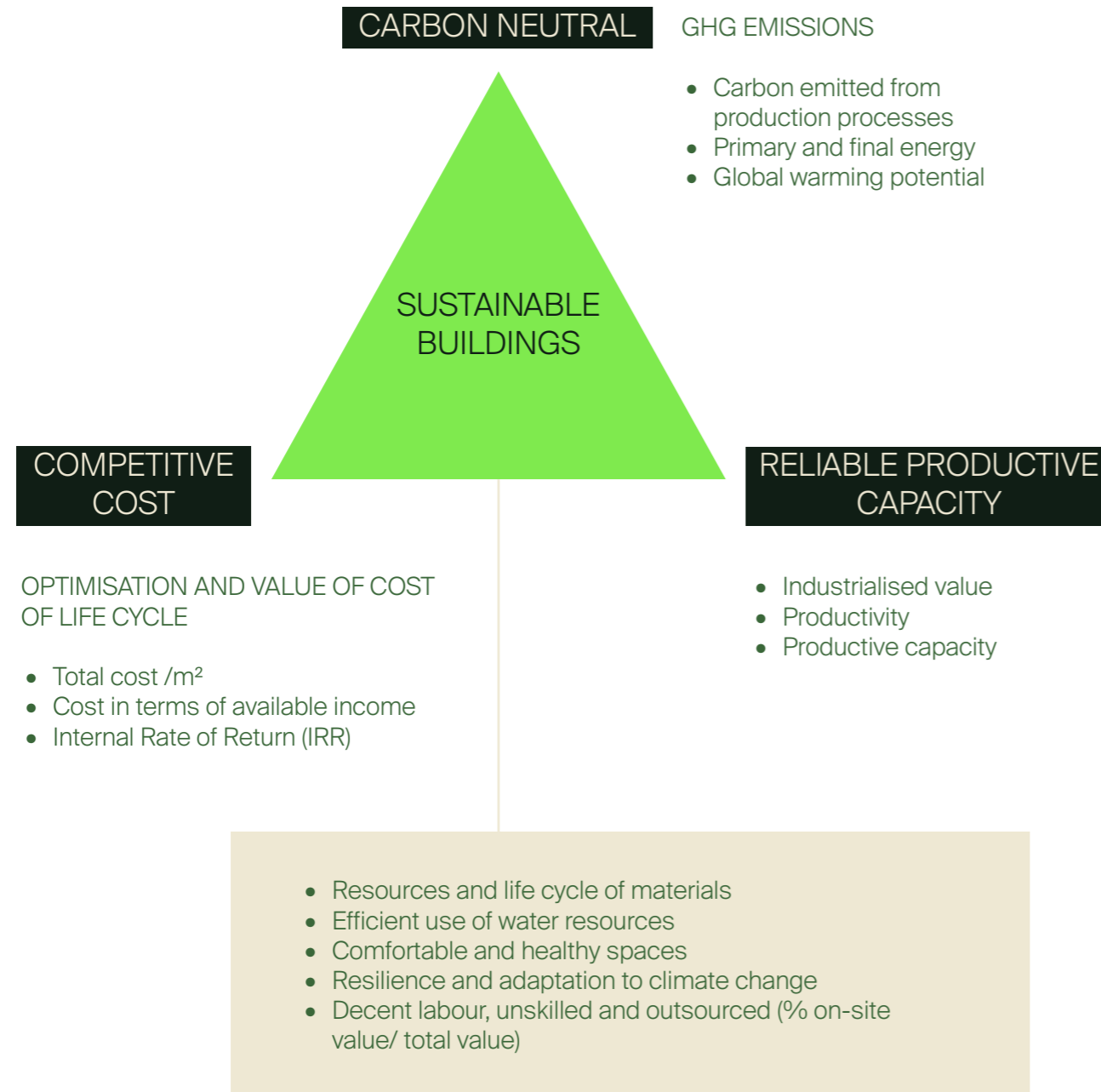
The 011h digital platform contains the environmental data for the building materials. It enables the impact of the different phases of the construction and operation processes to be monitored and measured, both in CO₂ emissions and in other variables relevant to sustainability.

We combine our own software with standard apps on the market. We can automate several tasks as much as possible and use BIM (Building information Modelling) for all our projects.

We have a 3D digital model of the building with all the planning data for manufacturing and construction, its cost or features, and once it is built, a digital twin which helps to exploit and maintain it.

Measuring the impacts:

To demonstrate what we say and in support of our claim that our buildings are sustainable and healthy, at 011h we have based this on the objectives and metrics set out by the European framework voluntary level(s) and mitigating climate change and not doing any significant harm to the other objectives from the European Taxonomy. All our buildings also have a guarantee with the minimum GREEN certificate from the Green Building Council of Spain (GBCe).



There is an impact, but not at all costs (Do No Significant Harm)

Combating climate change or making housing more affordable cannot be carried out at the expense of damaging the environment or with social costs. At 011h, in constant cooperation with our partners, we work to preserve the biodiversity of natural habitats and prevent depletion of natural resources or exposure to toxicity.

Our roadmap:

“Our end vision is to be more than just a construction company. Designing and constructing building projects form part of the short- and medium-term strategy (“Go-to-Market Strategy”) for two reasons: (I) the best way to develop the 011h Platform is by carrying out projects; and (II) we want to show the market that anyone can design and build better using the 011h Platform than with conventional means (Proof of Concept).

We will start by focussing on constructing zero-emissions residential buildings in Spain. Afterwards, we use what we have learnt and the resources obtained to build the same kind of buildings in other European markets and thereby demonstrate the platform is scalable geographically. We will then repeat our model in other segments such as office buildings, commercial buildings, etc.

Then, we gradually open our platform so any agent in the industry can design and construct carbon-neutral buildings anywhere in the world. Thus, we can scale the impact that way.

Our dream is to start construction of a sustainable up-to-date buildings due to our platform and thereby become an international industry leader.

011h has the courage and the will to transform the building sector, making sustainability the new normality”.

06. Taxonomy



The EU taxonomy is the basis for the financial sustainable framework of the EU and an important tool for market transparency. It helps manage the investments for the economic activities which are most vital for the transition and in keeping with the objectives of the European Green Deal. Taxonomy is a classification system which defines the criteria for economic activities which are aligned with a net zero path for 2050 and which have broader environmental objectives than just focusing on climate.

To meet the climate and energy objectives of the EU for 2020 and reach those of the European Green Deal, it is essential the investments are channelled towards sustainable projects and activities. To achieve this, a common language is needed as is a clear definition of what “sustainable” means. For this reason, in the action plan for funding sustainable growth a system for common classification was requested for sustainable economic activities, or a “EU taxonomy”.

The EU taxonomy enables financial and non-financial companies to share a common definition of economic activities which can be deemed environmentally sustainable. In this way, it plays an important role in helping the EU increase sustainable investment, create security for investors, protect private investors from greenwashing and help companies respect climate change and mitigate market fragmentation.

The directive on taxonomy became effective on 12th July 2020. The foundations for the EU taxonomy are four general conditions which an economic activity must fulfil in order to be deemed environmentally sustainable.

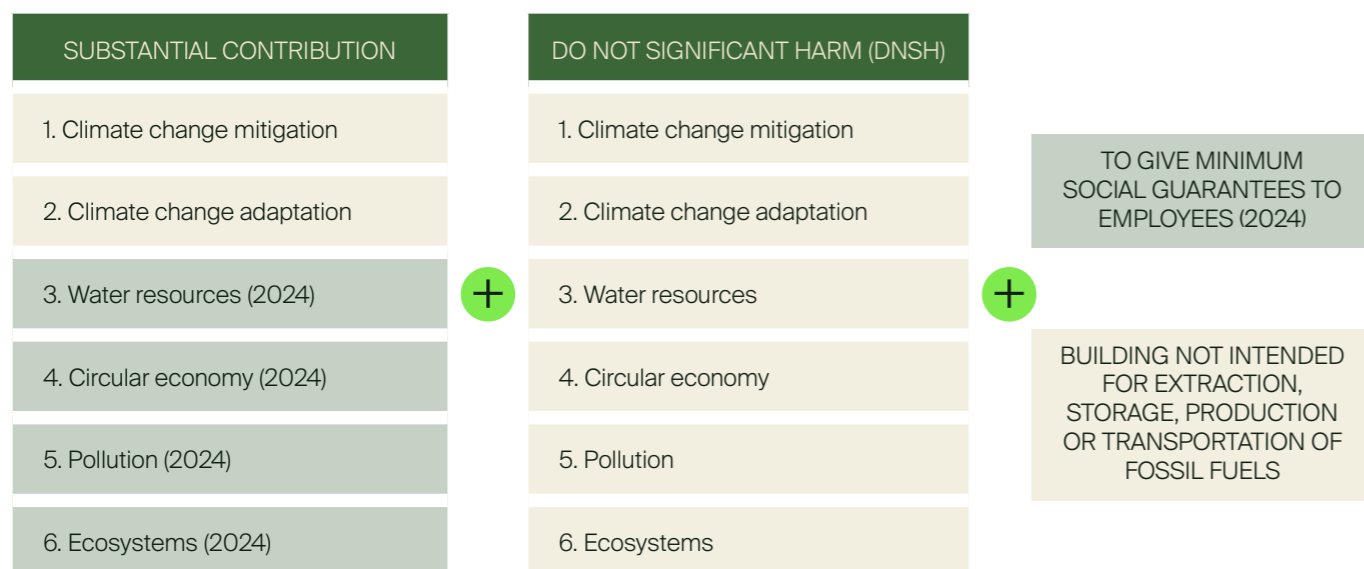
According to the Directive on taxonomy, the commission drew up a real list of environmentally sustainable activities and defined the technical selection criteria for every environmental objective by means of delegated and executed activities.

The taxonomy classified the economic activities into eligible and not eligible and, aligned and not aligned, in turn.

NOT ELIGIBLE	ELIGIBLE	
Economic activities which do NOT appear in the taxonomy, either because they harm the environment, or because they are not relevant in mitigating and/or adapting to climate change.	Economic activities which appear in the taxonomy as sustainable.	
	ALIGNED	NOT ALIGNED
	Activities deemed sustainable: appear in the taxonomy and fulfil necessary criteria.	Activities deemed sustainable: appear in the taxonomy but do NOT fulfil the necessary criteria.



To be considered a sustainable economic activity, there must at least be a Substantial Contribution to one of the 6 objectives and Not Significantly Harm the others. It must also ensure certain minimal social guarantees to employees, and the purpose of the building must not be linked to the extraction, storage, production or transport of fossil fuels.



The building sector has its own set of objectives and indicators, which must guarantee that in the future urban developments and buildings are more sustainable. This applies both to new buildings and rehabilitation, acquisition and property or demolition.

NC: New construction
 RH: Rehabilitation
 A&P: Acquisition and Property
 D: Demolition

ENVIRONMENTAL OBJECTIVE	AFFECTATION	APPLICABILITY	CRITERIA
1. MITIGATING CLIMATE CHANGE	CS	NC	3
		RH	1
		A&P	3
	DNSH	NC	2
		RH	1
		A&P	3
2. ADAPTING TO CLIMATE CHANGE	CS+DNHS	NC+RH+A&P	5
3. WATER RESOURCES	DNSH	NC+RH	2
4. CIRCULAR ECONOMY	CS (2024)	NC+RH	9
		D	2
	DNSH	NC+RH	3
5. BIODIVERSITY	CS (2024)	NC+RH+A&P	2
	DNSH	NC	3
6. POLLUTION	DNSH	NC+RH*	4

At O11h Sustainable Construction we are not obliged to comply with European taxonomy, so our compliance is voluntary. To do so, we have designed a roadmap and we are striving to comply with these requirements and thereby demonstrate that our economic activity can be deemed eligible for European taxonomy.

Nº	ENVIRONMENTAL OBJECTIVE	AFFECTATION	OBJECTIVES	ROADMAP	COMPLIANCE
1	MITIGATING CLIMATE CHANGE	CS	1. A 10% reduction in consumption of non-renewable primary energy in terms of CTE HE (Basic energy requirements in the Spanish Technical Building Code).	All our buildings have an A energy rating and our consumption of non-renewable primary energy surpasses that set by CTE HE by over 10%.	✓
			2. To carry out control tests (Biowerdoor + thermographic study) on completing the works (buildings over 5000m2)	We have our own Biowerdoor to carry out tests both at the end and while the works are underway, apart from hiring outsourced auditors for the final tests.	✓
			3. To calculate the global warming potential of the building (buildings over 5000 m2)	We analyse the life cycles to obtain the global warming potential for all our buildings by means of One click LCA software and inform our clients about the results.	✓
2	ADAPTING TO CLIMATE CHANGE	CS+DNHS	1. To evaluate climate risks according to table 1	We analyse all our projects by means of the EU Mission website "adapting to climate change" to evaluate different potential impacts at each location.	✓
			2. To apply or plan solutions in the event of applying 1(5 following years)	According to the results in the previous point, we inform our clients and together we assess the possible measures we can implement.	✓
			3. To align solutions with third parties (people, nature, cultural heritage, assets or economic activities)		
			4. To align solutions with other strategies and use solutions based on nature or blue or green infrastructure.		
5. To monitor by means of indicators					

Nº	ENVIRONMENTAL OBJECTIVE	AFFECTATION	OBJECTIVES	ROADMAP	COMPLIANCE
3	WATER RESOURCES	DNSH	1. To reduce the volume sanitary devices consume to encourage saving water: -Washbasin taps and those in the kitchen: maximum water flow is 6 litres/minute. -Bathrooms including the bath, washbasins, toilets and cisterns, maximum full discharge flow of 6 litres and maximum average discharge flow of 3.5 litres -Urinals: maximum flow of 2 litres/bowl/hour and maximum average discharge flow of 1 litre.	All our buildings have taps and cisterns which meet this requirement and even surpass it.	✓
			2. To protect the quality and consumption of water in the works.	At present we are implementing Environmental Management plans at all our works.	🕒
4	CIRCULAR ECONOMY	DNSH	1. To prepare at least 70% (in weight) of the non-hazardous waste from construction and demolition for reuse, recycling and other ways of using materials, including filling work.	We are currently working on and implementing a Waste Management Plan, within the Environmental Management Plan and monitoring it during works so that this objective can be fulfilled and certified.	🕒
			2.The workers limit waste generation in processes linked to construction and demolition, according to the EU construction and demolition waste management protocol.		
			3. Building projects and construction experts support circularity (...)		

N°	ENVIRONMENTAL OBJECTIVE	AFFECTATION	OBJECTIVES	ROADMAP	COMPLIANCE
			(...) and in particular show, as in standard ISO 20887:2020 and other standards, the capacity to dismantle, to adapt buildings, as these are planned to be more efficient in terms of using resources which are adaptable, flexible and can be dismantled to enable them to be reused and recycled.	Our system of industrialised components is evaluated by turning our buildings into BAMB (Building As Materials Banks) as much as possible both in terms of their capacity to be dismantled and reuse of the materials they are made up of.	✓
5	BIODIVERSITY	DNSH	<p>1.An environmental impact assessment (EIA) has been made in the event it is necessary or this is checked beforehand as in EU directive 2011/92/</p> <p>2.When an EIA, is made, the necessary measures for mitigating and offsetting for protecting the environment are applied.</p> <p>3. In plots and operations located in sensitive biodiversity areas or close to them (including Red natura 2000) protected spaces, places declared to be UNESCO World Heritage Sites and Key Areas of Biodiversity, KBA, as well as other protected areas), the assessment has been adequate, and the necessary mitigation measures have been carried out on the basis of its conclusions, if applicable.</p>	Not applicable	X

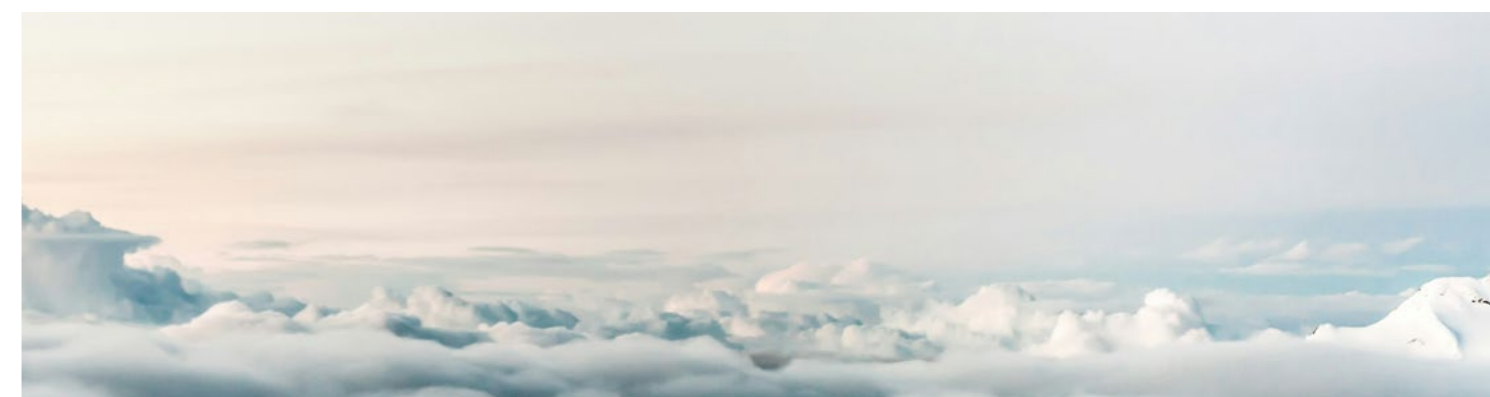
N°	ENVIRONMENTAL OBJECTIVE	AFFECTATION	OBJECTIVES	ROADMAP	COMPLIANCE
6	POLLUTION	DNSH	1.Use of components and construction materials with no hazardous substances as in appendix 4 and appendix C.	We assess and certify all the materials we use in our components and those in contact with the occupants comply with these rules.	✓
			2. Use of components and construction materials in contact with occupants, with limited emissions of formaldehyde and VOCs: under 0.06mg of formaldehyde per m³ and under 0.001mg/m³ of cancerous VOCs category 1A and 1B CEN/EN 1656 or ISO 16000-3:20211.		✓
			3. Research on 3 pollutants on potentially polluted sites as governed by Law 22/2011 and Royal Decree 9/20005.	All sites where we build are analysed according to the law.	✓
			4. Noise reduction, dust and pollutant emissions during construction or maintenance works.	We are currently working on and implementing a Waste Management Plan, within the Environmental Management Plan and monitoring it during works so that this objective can be fulfilled and certified.	🕒

07. Our ESG impacts



7.1. Governance

7.1.1. MISSION AND COMMITMENT



Level of commitment to the impact

When making decisions the social and environmental impact is always taken into account because we think this is crucial to our company's success and profitability and as seen in our Impact Report.

Mission statement

Accelerating the transition to sustainable construction.

Integration of social and environmental performance in decision-taking

The pay and descriptions of the executive positions at the company include social and environmental performance. We train our staff on important social and environmental issues in our mission. Apart from assessing them we reflect them in our Impact Report.

Assessment of social or environmental performance by the board of directors

The board of directors evaluates the key performance indicators (KPI) linked to the social and environmental performance of the company. Impact Report.

Managing significant social and environmental problems

We monitor the impact metrics we have chosen according to the company mission or decisions taken by our directors.

7.1.2. ETHICS AND TRANSPARENCY






Government structure

The level of corporate supervision at the company by means of the board of directors (with at least one member who is neither an executive nor the company owner), with meetings at least once every three months.



Ethics code

The following points are set out in our ethics code:

 <p>Any kind of bribery, which includes gifts, for any party linked to the payments agreed to or agreements on paying commissions which are not reported directly are forbidden.</p>	 <p>Formal supervision of policy which covers direct or indirect political contributions, charitable donations and sponsorship.</p>	 <p>Public dissemination of financial contributions and in kind to political parties, lobbies, charities and human rights groups.</p>
---	--	--






Training on the Ethics Code


We train both the board of directors and staff at least once a year and announce the changes made to the Code each time it is updated.



Anti-corruption practices

We have implemented the following systems of prevention and for reporting acts of corruption:

 <p>Circulation of the policy for reporting for all staff and business partners.</p>	 <p>Anonymous mechanisms for reporting suspicions and grievances.</p>	 <p>Individual or departmental supervision with direct access to the board of directors.</p>
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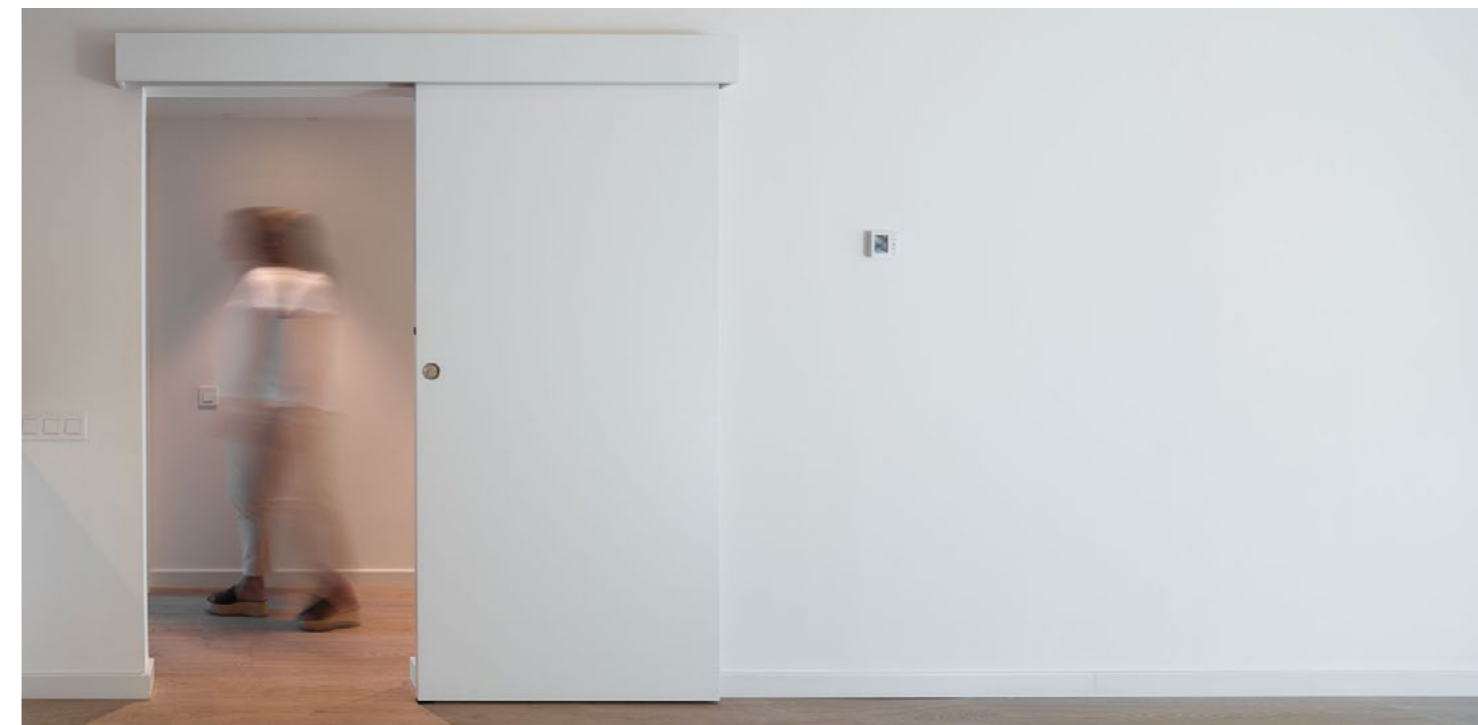


Policy for officially giving a written report with one's confidentiality protected.



Supervision of ethics and anti-corruption programme

We have designated all the supervisors of the programme and given them the resources they need. Also, the board of directors analyse the results of the internal and external reviews and ensures the necessary changes are implemented in a pertinent fashion.



+
Review/audit of financial statuses

We draw up financial statuses which are checked annually by an independent entity by an audit or review.

+
Financial controls

The contents of the financial report, responsibilities and limits for authorisation, approval and verifying re-funds are all documented in writing. Also, financial control activities are documented and must include at least the controls on cash refunds, accounts to charge, accounts to pay and inventory management.

+
Company transparency

The financial, environmental and social performance is announced publically and transparently to all staff.

+
Financial transparency for all staff

The company shows its financial information (excluding salary data) at least once a year.

+
Communication of impact the company has

We reveal voluntarily and publically indicators of social or environmental performance. We also publish an official report which enables data to be compared to previous periods, based on an integral standard from an external entity such as assessing Impact B from BCorp.

7.1.3. GOVERNMENT STRUCTURE

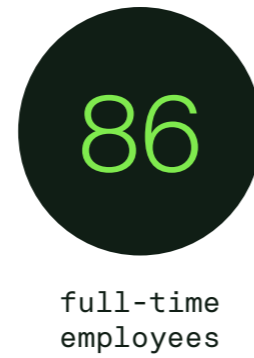


+
Protecting the mission - Business model for impact

As an independent organisation, the company changed its articles of association to a legal entity which required all stakeholders to be taken into account in decision-taking.

7.2. Employees

7.2.1. EMPLOYEE METRICS



+
The company does not employ part-time or temporary staff. We give all our staff permanent 40-hour-week contracts.

7.2.2. FINANCIAL SECURITY

€ 13,56/h

LOWEST PAY RATE

↑ 86.5% ABOVE THE MINIMUM WAGE (7.27€/H)

100%

OF STAFF EARN THE MINIMUM WAGE

10%

OF STAFF HAVE COMPANY SHARES

+
Retirement programmes

The company grants its staff access to government-sponsored pension or retirement plans.



7.2.3. HEALTH, WELLBEING AND SAFETY

+
Health benefits

The company provides universal basic healthcare services to all employees. 100% of employees have healthcare cover whether this is through a government plan or is paid for by the company. The company also covers disability or health cover against accidents, private dental insurance, supplementary healthcare insurance, and an annual medical check-up for all employees.

+ The commitment management makes to health and safety

The company has a written health and safety policy to minimise accidents and injuries to staff at the workplace. This is integrated into the general planning process set by the executives and employees' participation, with goal setting, specific objectives and indicators for measuring progress. There is an official system in which employees can raise their concerns and there are procedures which are easily available for all employees and covers workers, non-managerial staff and visitors.

+ Activities for auditing health and safety

The company has implemented written procedures for making health and safety inspections, using information revealed in analyses made to improve safety procedures, documentation from routine inspections and inspection reports which explicitly state the corrective measures that must be taken, including documentation linked to the decisions taken.

+ Health and welfare initiatives

The company has programmes and policies to prevent ergonomics-related injuries at the workplace. 100% of staff completed a health risk assessment in 2023 and the staff are sponsored and encouraged to participate in health and welfare activities during the working week.

100%

EMPLOYEES WHO COMPLETED A HEALTH RISK ASSESSMENT IN 2023

NO

EMPLOYEE WAS EXPOSED TO HAZARDOUS MATERIALS IN 2023

+ Monitoring indoor air quality

The company monitors the quality of the air indoors to ensure a healthy and comfortable workplace and prevent "sick building syndrome".



7.2.4. PROFESSIONAL DEVELOPMENT

+ Professional development practices and policies

The company has a formal induction process for new employees.

+ Training period for new employees

1 MONTH

AVERAGE TRAINING TIME FOR EMPLOYEE HIRED IN 2023

+ Management training

2 SESSIONS PER YEAR



Managers have two sessions per year as a team, in which they are inspired and trained in a group on good practices, and make general reflections on their leadership style and soft skills.

+ Employee evaluation process

2 PER YEAR

The process has a regular schedule and is carried out twice a year and all staff are given feedback. Also a salary review is made once a year.

+ Practices for hiring grant holders

The company is associated with educational institutions to provide internship opportunities or study programmes and work with assessment and provides opportunities to give feedback. The company also hires interns so they can become full-time staff in 2023.

+ Support for disassociated employees

2 WEEKS

MINIMUM COMPENSATION PER YEAR WORKED

+ Professional development policies

Whenever possible, employees are free to make lateral changes to their positions or change the direction or the rate at which their career is progressing.

7.2.5. SATISFACTION AND COMMITMENT

+ Information about the employee handbook

The company has a written policy in the employee handbook which includes:

+ A non-discrimination statement	+ An anti-harassment policy which has mechanisms and processes for reporting and disciplinary procedures	+ A declaration on the work schedule
+ Process for settling claims	+ Disciplinary measures and possible sanctions	+ A declaration on neutrality concerning the employee right to bargain as a group and freedom of association

+ Work and family life balance policy

1 YEAR OF HOME WORKING

The company offers employees to work remotely which the manager agrees to until the child's first birthday.

+ Employee empowerment

The company has mechanisms for submitting comments and complaints which go beyond direct reporting and aim to address concerns and improve practices at the company.

+ Relief and comparative evaluation of satisfaction rates and staff turnover

The company calculates the staff turnover rate and makes periodic surveys on employee satisfaction or commitment.

21 EMPLOYEES

LEFT THE COMPANY WITH A NPS OF 21.42%

5%

STAFF TURNOVER RATE

74%

NPS IN EVENTS

7.3. Community

7.3.1. DIVERSITY, EQUALITY AND INCLUSION

+

Inclusive practices when hiring

The company whenever hiring staff sends a message in which it declares its commitment to diversity, equality and inclusion. During the selection process, candidates are not asked whether they have been in prison and the requirements and language used in describing tasks are analysed to ensure they are equitable and inclusive.

+

Ambientes de trabajo inclusivos

La empresa ha designado a un grupo que es explícitamente responsable de la diversidad, la equidad y la inclusión en el entorno laboral, ofrece capacitaciones a todos los empleados estos temas, las instalaciones de la empresa están diseñadas para cumplir con los requisitos de accesibilidad de personas con discapacidades físicas y tiene baños neutros o inclusivos.

+

Managing Diversity, Equality and Inclusion

The company carries out anonymous surveys on staff on gender identity, race/ethnic group, disability and other demographic factors in order to monitor staff diversity. It also carries out an analysis of equal pay between genders, race/ethnic group and other demographic factors and implements plans or policies to improve this metric.

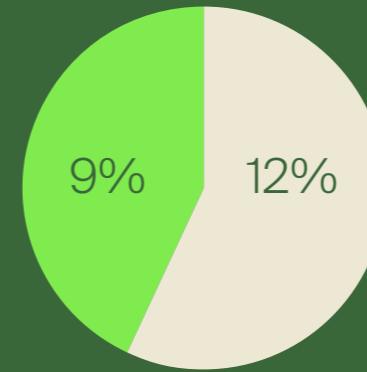
+

Measuring diversity

The company monitors the attributes of its diverse work force in terms of gender and age.

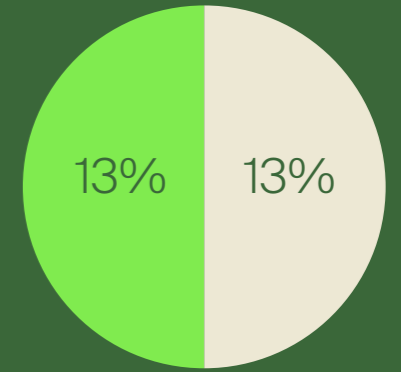
+

Management team



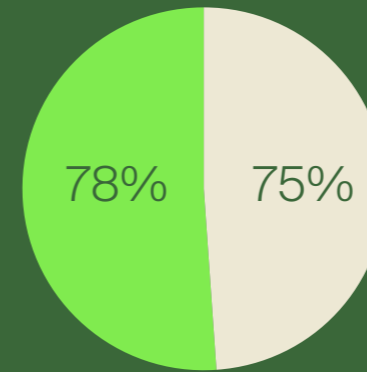
+

Team leaders



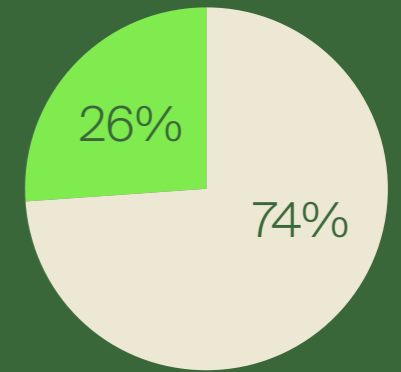
+

Partners



+

Global



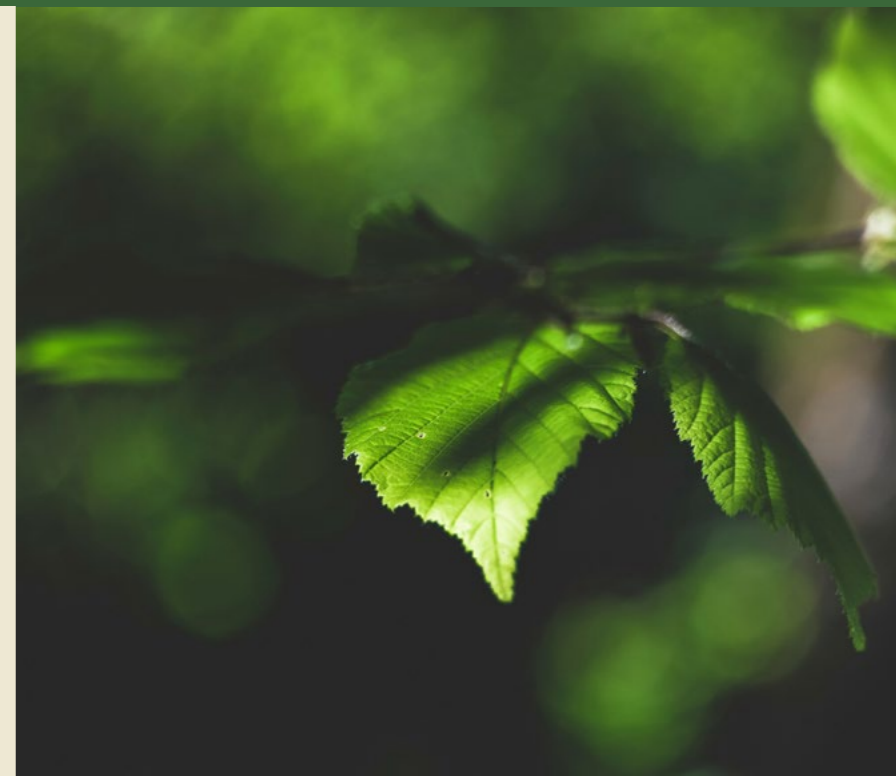
● Female ● Male

+

Generational diversity including senior talent

5.8%

EMPLOYEES FROM
<40 TO >50 YEARS OLD



7.3.2. FINANCIAL IMPACT



+ Our new positions for those who joined last year

The number of full-time and part-time positions which have been added to the payroll at the company came to 23.



RATE OF EMPLOYEE GROWTH

+ The net rate of employee growth in full-time and part-time positions came to 4.7%.



PARTNERS WHO LIVE IN THE LOCAL COMMUNITY

+ The major shareholders (over 50%) at the company, whether these be individuals or legal entities, reside in the same community as at least two thirds of staff.

7.3.3. CIVIC AND DONATIONS COMMITMENT

+ Corporate citizenship programme

O11h implements civic participation practices such as:

+

Financial donations or in kind (not including political causes)

+

Community service

+

Nurturing the adoption of policies or practices for improving social or environmental performance

+

Free use of the company facilities to carry out community events

+

Promotion of policies for setting social and environmental standards

O11h has provided staff working time and has directly contributed to the improvement of social or environmental standards, either by creating or supporting new standards.

+

Nurturing improved social and environmental performance

O11h participates in discussion panels and other public debate forums related to social or environmental issues. It also provides public use of resources which can be useful for other companies or those interested in improving their social or environmental performance.



7.3.4. MANAGING THE SUPPLY CHAIN



Evaluation of the social or environmental impact suppliers have

O11h has implemented a Sustainable Hiring Policy which has a mechanism for Drawing up an action plan for making sustainable purchases by means of procedures, clauses in contracts and supplier evaluations.



Evaluation topics in terms of outsourced services

O11h reviews and sets requirements on work practices of outsourced suppliers in terms of compliance with all laws and local laws as well as international standards on human rights and work practices.



>12 MONTHS
DURATION OF RELATIONSHIPS WITH SUPPLIERS

+
The average duration of relationships with the main suppliers of O11h is over 12 months.



7.4. Environment

7.4.1. INTRODUCTION

O11h Sustainable Construction is based in Barcelona, at some hired offices and most of the non-employee expenses are physical products: the buildings it constructs for its clients. In its impact business model, these products:

A)

Are structured to preserve, conserve or restore the environment and natural resources:



Have a reduced use of energy:

From a passive design the project is optimised to ensure the minimum energy demands are met for heating, refrigeration, ventilation, healthy hot water and lighting.



Emissions of greenhouse gases:

The main structural material in the O11h projects is certified wood (absorbs CO₂ throughout its life), as well as other materials which produce little CO₂ during the production processes and there are low emissions from the active systems used and as we mainly use solar energy, it means we have carbon-neutral or almost carbon-neutral buildings.



Reduction in water consumption:

All sanitary devices (taps and toilet cisterns) have a very low flow rate (meeting and even surpassing the minimum required by the Taxonomy) . Also, whenever the developer permits it, systems for recovering rain and/or grey water are installed.



Waste generation:

As it is an industrialised system and apart from working with environmental and waste management Plans, the DNSH from the Taxonomy is complied with by making a >70% reduction in waste and aiming towards the circular economy, the aim is to turn buildings into banks of materials at the end of their useful life.

B)

Apart from educating, measuring, researching and providing information on solving environmental problems: it gives congresses, courses to all clients and partners in the supply chain by means of the social networks.

7.4.2. ENVIRONMENTAL MANAGEMENT

+ Improvements in facilities agreed to with the owner

Having evaluated all the facilities, improvements have been made to lighting, maintenance and taps to improve and reduce consumption and manage waste in order to maximise recycling.



+ Criteria in the policy for environmentally-friendly purchases

We have a policy for purchasing environmentally-friendly purchases (cleaning, electronics, fleets, food and landscape gardening).

+ Environmental protection at virtual offices

We have a policy which nurtures environmentally sound practices, and products and resources on protecting the environment at home offices are shared with employees.

+ Environmental management system

Our Impact Report is our formal declaration that sets out our commitment to environmental protection and the impact our activities have due to the metrics and processes we defined, our periodic reviews and the external audits or environmental certifications our projects and constructions undergo.

100%

OF PROJECTS ARE ASSESSED IN HOUSE

+ Type of assessment of the company carbon footprint

We assess our projects in house 100% and our constructions by means of the One Click LCA international software, whose methodology is recognised by all regulations, leading frameworks and environmental certifications. The results are also corroborated by independent entities provided our client developer agrees to this.

7.4.3. AIR CONDITIONING

+ Monitoring energy consumption

We monitor our energy consumption to assess the improvement measures implemented and analyse potential future ones. In January 2023 this service provider has used 100% renewable energy and we reduced consumption compared to the previous year by 11.75% and 25.56% in KWh and euros respectively.

+ Energy efficiency of the facilities

We implement an energy management plan both for air conditioning and lighting and the computer equipment and electrodomestic products which have enabled us to achieve the savings we mentioned above.



100%

RENEWABLE ENERGY

11.75%

REDUCTION IN CONSUMPTION IN KWH

↓ COMPARED TO 2022

25.56%

REDUCTION IN CONSUMPTION IN EUROS

↓ COMPARED TO 2022



+
Monitoring of greenhouse gas emissions

Since 2022 we calculated the scope of 1, 2 and 3 of our CO₂ emissions, and scope 3 (our products) were those which had the greatest impact. These are the results for 2023:



+
Results 2023

7.50 TN CO₂E

EMISSIONS SCOPE 1

0 TN CO₂E

EMISSIONS SCOPE 2

2,509.98 TN CO₂

EMISSIONS SCOPE 3

(offsetting with the biogenic carbon storage of 2,179.55 TnCO₂)

+
Improving emissions of GHGs in the supply chain

We work with our suppliers or request they gather data and inform us about their greenhouse gas emissions, and encourage purchasing from local suppliers.

+
Reducing the impact of commuting

Our offices are located where it is easy to reach by public transport, or by bicycle so that employees can access them in a sustainable way. We have also drawn up a business trips policy to minimise their impact.

7.4.4. WATER

+
Monitoring and managing water consumption

We monitor our consumption of water resources to assess measures for improving this and analyse other possible future measures we could take. We have also reduced this consumption by 15% despite the rise in staff we have had at the offices.



15%

REDUCTION IN WATER CONSUMPTION

↓ COMPARED TO 2022

7.4.5. EARTH AND LIFE

+
Monitoring and managing waste

At our offices, we separate and manage all our waste, but our main focus is on managing all the waste created at our works. As a result, in 2023 we implemented an initial pilot project with Cocircular, a digital and technological services company, to implement Waste Management Plans and Studies in order to comply with and demonstrate as in National Law and European Taxonomy, that at least 70% of the waste created was reused.



+ Improving waste management in the supply chain

We work with our suppliers or request they gather data and inform us about how they manage waste. We also encourage them to comply with the minimum requirements described above.

+ Reduction in the use of material at the source

We carry out studies and implement solutions for reducing the materials we use as much as possible in our industrialised components and on site.

+ Managing biodiversity and the supply chain

We verify that the materials we use do not have a significant effect on biodiversity by means of different certificates such as that for wood (FSC or PEFC) and other materials (GRI or similar ones).

+ Monitoring and managing chemical substances

All cleaning products at our headquarters are free of harmful chemicals and we monitor air quality (Co2, TVOC, HVOC). We also analyse and choose materials whose levels of VOCs and formaldehydes comply with European Taxonomy requirements and environmental certification given by third party certifiers. We also work with our suppliers so they can gather data and inform us about how they manage chemicals.



7.4.6. TRAINING AND PARTICIPATION BUSINESS MODEL ON IMPACTS

+ Staff with environmental accreditation for building

On our team, we have certified staff who hold environmental certificates in the residential sector (Green, DGNB, BREEAM and Passivhaus).

+ 100%

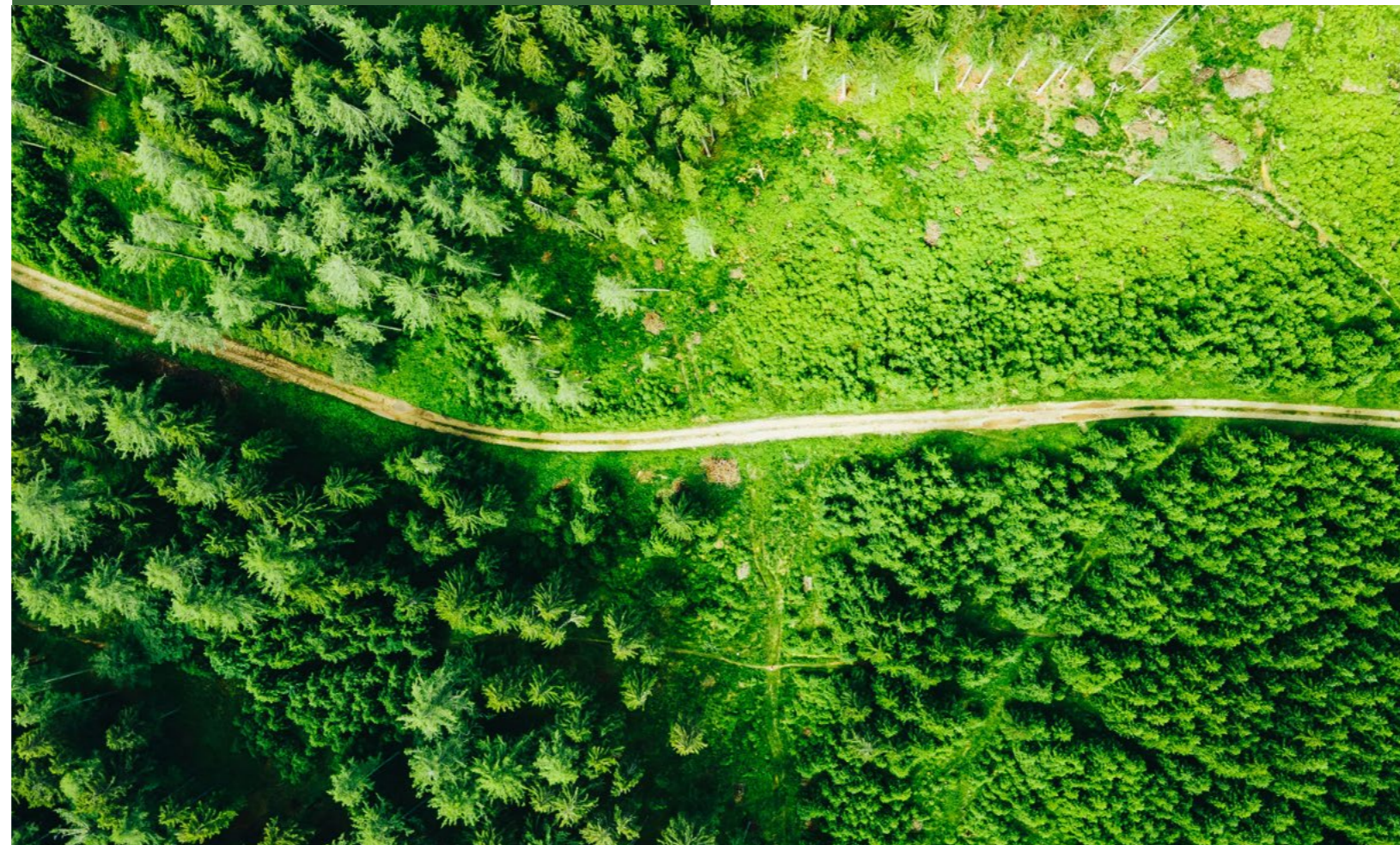
ALL OUR PROJECTS USE AN INTEGRATED DESIGN PROCESS AND PARTICIPATORY DESIGN

All our projects are worked on with an integrated design process and participatory processes between in-house teams and external ones at all stages.



+ Preferential policies on environmental efficiency for general suppliers

In 2023 we developed a sustainable hiring policy in which we prioritised suppliers who valued environmental efficiency and sustainable projects.



7.4.7. CERTIFICATION - BUSINESS MODEL FOR IMPACT

4/6

PROJECTS REGISTERED BY GREEN
CERTIFICATION FROM GBCE

2/6

PROJECTS REGISTERED WITH THE
CERTIFICATIONS OF THE DEVELOPER
ITSELF



4 OUT OF 5

LIFE HABITAT PROJECT
HOSPITALET

+

The first one, Life Habitat Hospitalet, obtained a rating of 4 out of 5, and the others will be certified once the process has finished.

A

100%

OF OUR PROJECTS HAVE OBTAINED OR
WILL OBTAIN THE HIGHEST ENERGY
RATING

+

Percentage of projects with A
energy rating

This includes, as specified in European taxonomy, surpassing the 10% minimum requirement for consumption of non-renewable primary energy from the CTE for buildings with almost no energy consumption.

7.4.8. COMMUNITY - BUSINESS MODEL FOR IMPACT

€

2/6

PROJECTS IN LOW OR MODERATE INCOME
NEIGHBOURHOODS OR DISTRICTS

+

Although this is a point which depends on our client developers, at 011h 2 of our 6 projects meet this requirement, one is private and the other public with the Barcelona Municipal Institute of Housing (IMHAB) whose construction is currently underway.

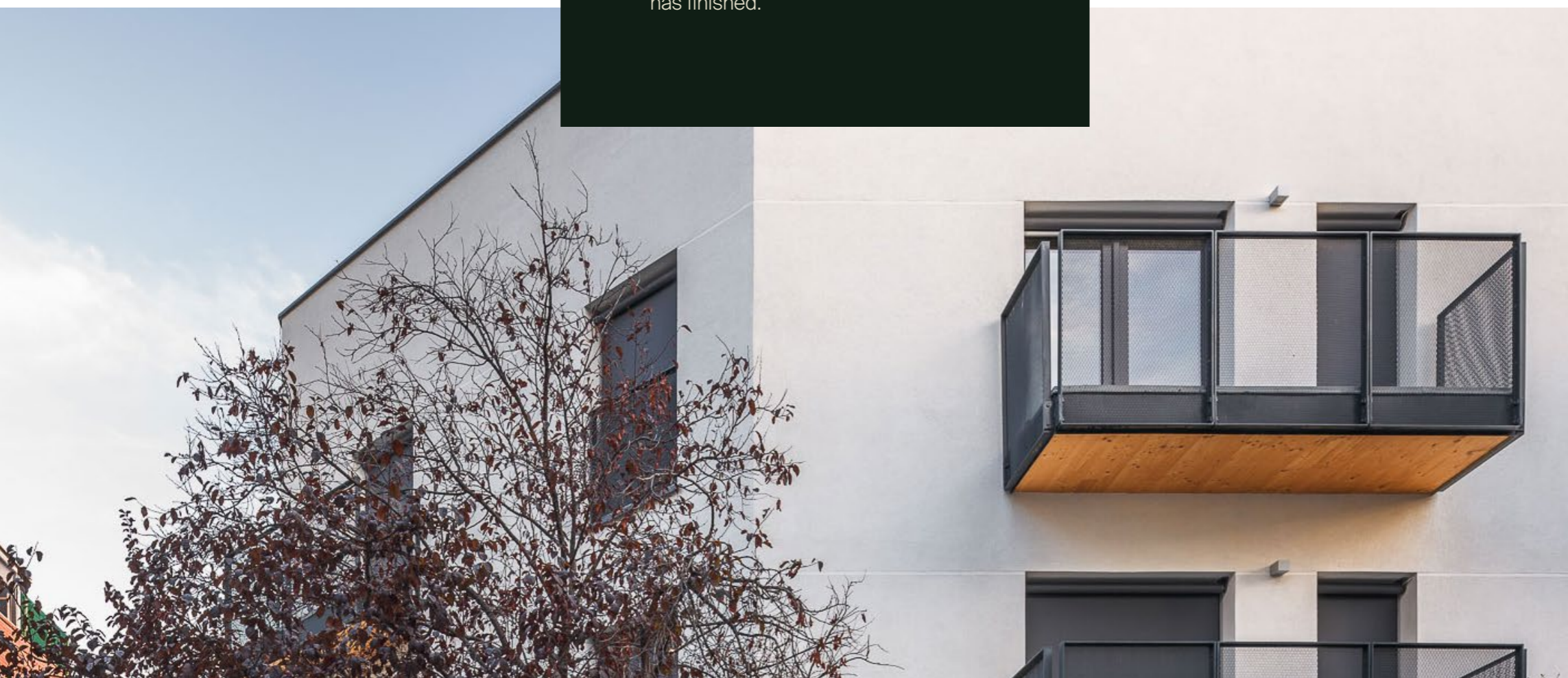


5/6

PROJECTS WHICH INCLUDE DEVELOPMENTAL
MEASURES AIMED AT TRANSPORT

+

Although this is also a factor which depends on the site and the decision the developer takes, 5 out of the 6 projects we have at present offer at least one place for a bicycle for each home and electric chargers are preinstalled in the car parks.



100%

OF PROJECTS ARE FOR NON-PROFIT ORGANISATIONS OR SUSTAINABLE COMPANIES

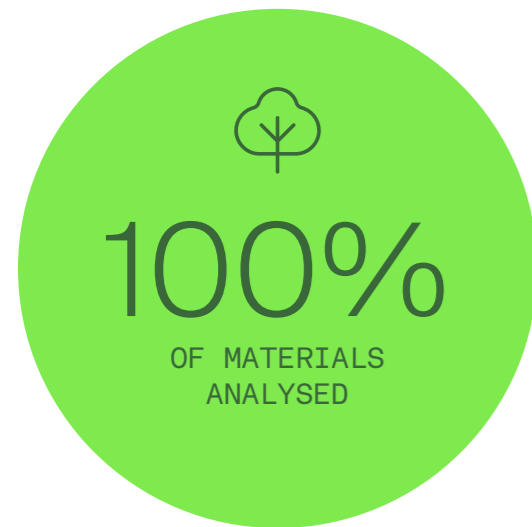
+
All our projects are for companies which are committed to such sustainability or as mentioned previously in the ESGs, are for social renting for IMHAB.

+
Shares in the company for promoting regulatory reform

By means of our sustainability director who is the vice-president of the Sustainability Group for the Catalonia Association of Architects, 011h volunteers in various initiatives to influence changes in regulations and to spread these on a national and European basis.

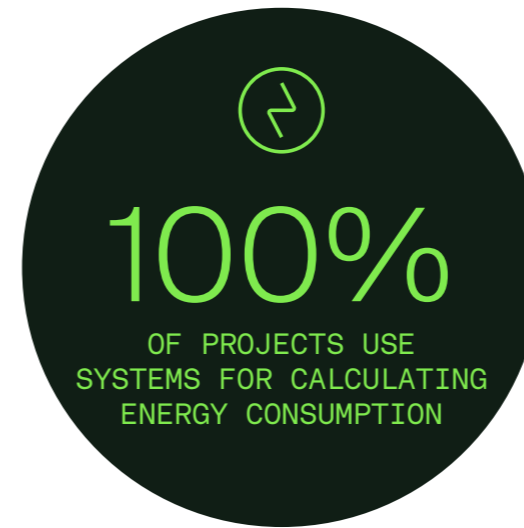


7.4.9. MATERIALS AND CODES BUSINESS MODEL FOR IMPACT 100% OF MATERIALS ANALYSED



+
Selecting the materials

100% of the materials we design and build with are analysed to ensure they have as many features as possible in terms of circularity, local production, environmental information and ecolabelling, low toxicity levels to ensure high quality of air indoors, they come from a sustainable source and have a chain of custody and their corresponding certificates for features and/or quality.

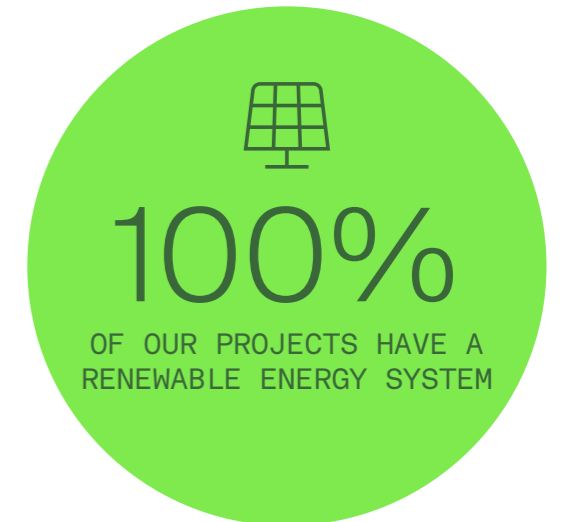


+
Percentage of projects which use modelling programmes for energy systems

100% of our projects use modelling programmes or systems for calculating energy consumption during the design process in order to optimise it and ensure maximum efficiency and the final energy rating.

+
Percentage of projects which use renewable energy systems

100% of our projects are designed with a renewable energy system which always surpass the minimum requirements set by the CTE.



+
Percentage of projects which surpass the minimal local requirements for controlling water

100% of our projects aim to minimise demand for water consumption, both with taps and toilet cisterns, as in the design for areas with gardens and watering them, enabling rain water or grey water to be retrieved by the client developers if they wish to do so.

7.4.10. SAFETY - BUSINESS MODEL FOR IMPACT



Safety policy

O11h has a written policy showing the practices which reflect and guarantee the rules in terms of health and safety at works in order to minimise accidents and injuries at the workplace, whether these be at the offices or the works.



Measuring and transparency of days lost due to injuries

O11h transparently measures the injuries, accidents and days lost or staff absenteeism for all employees by means of an accident report and in which so far there has been no serious accident.



Health and safety committee for employees

O11h has a health and safety committee for employees which helps monitor the health and safety programme at the workplace and provides guidance on it.



7.5. Clients

7.5.1. CLIENTS MANAGEMENT



Managing client relationships

O11h guarantees its products, as well as certifies the quality of those produced by third parties, control mechanisms and preserving confidentiality and protecting the client's data.



Channels for sending complaints and feedback

O11h responds to all possible complaints and enquiries and provides real time support for customers.



Managing data security

All employees who have access to the data receive training on the privacy policy on data and there is a formal code of conduct which defines unauthorised use of data.



Product/service guarantees

As set out in law, we provide the mandatory guarantees for the project and building constructed.



Ensuring quality

In all our projects we define quality control plans which surpass that required by law and which meet the requirements of European taxonomy.



Privacy and data use

O11h informs all users on the information gathered, the period they are kept, how they are used and whether they are shared with other public or private institutions. The clients also have the option of choosing how the company uses their data and complies with the European Union General Directive on Data Protection.

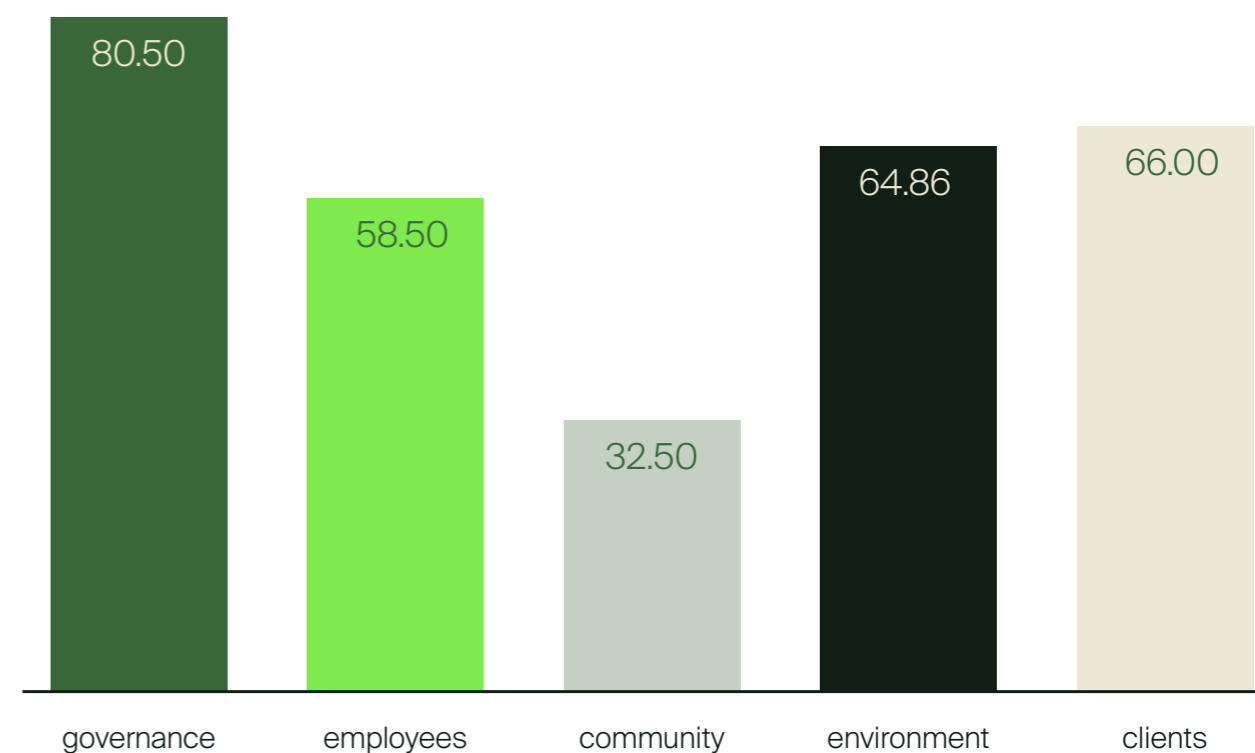


08. Next steps



According to the BCorp metrics, and failing any final validation from it on the 5 areas analysed: Governance, Employees, Community, Environment and Clients, the current situation shows us the path to follow to keep improving which is as follows:

Impact areas - BCorp



In the governance area due to our mission, this is the area 011 stands out most in.

In the governance area and due to our mission, this is the area 011h stand out most in, followed by the other 3 areas which have good scores (Employees, Environment and Clients) and a last one where there is clearly room for improvement (Community).

Below, we describe the aspects we promise to improve in the year to come:

COMMUNITY



Diversity, equality and inclusion

- Increase the number of women in managerial posts and on the board of directors and/or under-represented groups.
- Add a formal programme to the purchasing policy for buying, and supporting suppliers with greater diversity among owners and set a % of purchases to be made from such suppliers.



Civic commitment and donations

- Encourage policies and practices linked to voluntary community service.
- Draft a policy on charitable donations and investments in the community.



Managing the supply chain

- Improve practices for assessing suppliers and service providers.
- Improve the impact suppliers have and support disadvantaged suppliers.



EMPLOYEES



Financial security

- Incentives for raising wages and perks.
- Practices and payment policies.



Professional development

- Professional development practices and policies
- Improvements in training in management and communication.

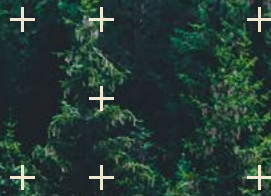


Satisfaction and commitment

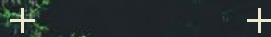
- Provide additional perks to employees.
- Set up procedures for finding out the % of employees who are satisfied or committed to the company.

In the other areas, other improvements shall be implemented, especially due to new laws and regulations, as well as the increase in partnerships and suppliers who help us grow so that we can reach our objectives.

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