MANAGEMENT REPORT AND SUSTAINABILITY STATEMENT
2023



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METRICA

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CERTIFICATIONS

METRICA is committed to respecting all internationally recognized human rights, particularly those that affect our business activities. This commitment extends across the entire value chain, regardless of its nature or geographic location, and includes all stakeholders—employees, clients, business partners, and suppliers.

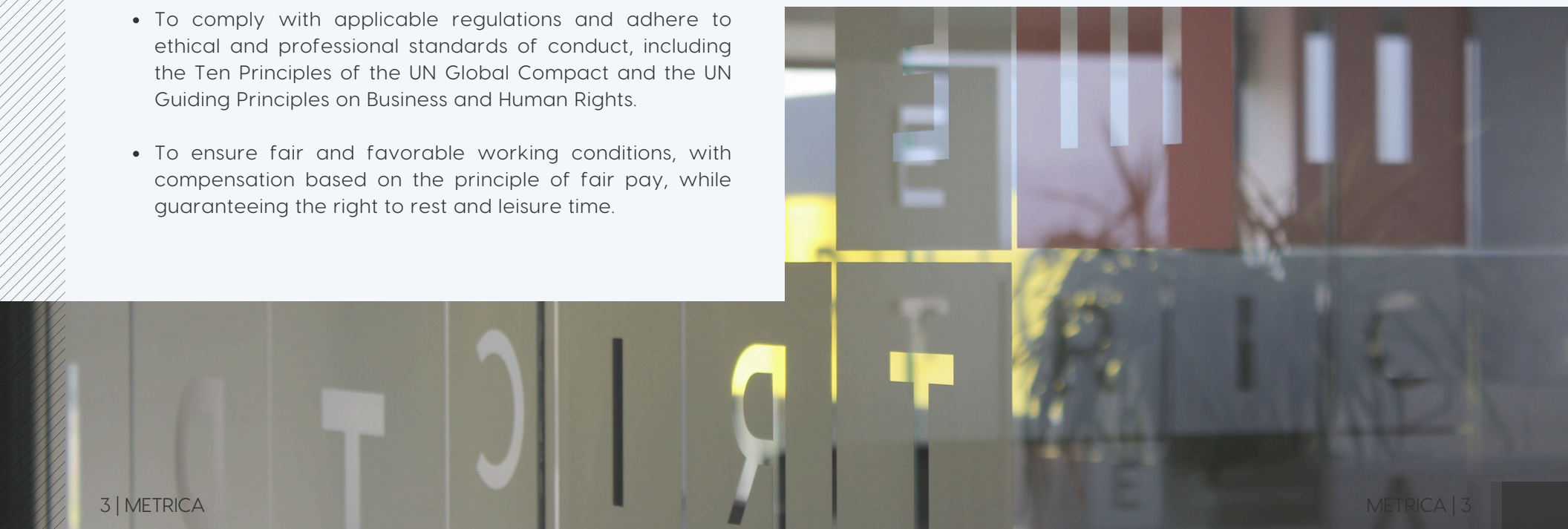
This Human Rights Statement unequivocally condemns forced child labor, reaffirming every child's right to a life free from exploitation and to full and healthy development.

METRICA'S COMMITMENTS

- To comply with applicable regulations and adhere to ethical and professional standards of conduct, including the Ten Principles of the UN Global Compact and the UN Guiding Principles on Business and Human Rights.
- To ensure fair and favorable working conditions, with compensation based on the principle of fair pay, while guaranteeing the right to rest and leisure time.
- To provide equal opportunities in both employment access and professional advancement, without discrimination based on gender, race, religion, origin, marital status, or social background.
- To guarantee a living wage for all our employees, exceeding the minimums established by both the Workers' Statute and the applicable collective bargaining agreement.

To ensure compliance with the commitments set forth in this statement, METRICA will conduct an annual human rights risk assessment, engaging various stakeholders in the process and implementing measures to mitigate identified risks.

In addition, all employees and stakeholders of METRICA who are aware of or suspect any breach of these commitments may report it through our whistleblower channel.





METRICA is a business consulting firm specializing in systems integration, IT services, and technological solutions. We are a creative community built to break boundaries.

At METRICA, we are deeply committed to the information society and technological development. Our goals include continuous growth and becoming a stronger and more reliable business and technology partner, driven by the talent and innovative spirit of our team.

OUR ESSENCE
2023 IN SUMMARY

PURPOSE

To grow by delivering high-quality technological services and solutions to both individuals and companies, helping them develop and achieve excellence.

VISION

To stand out as technology leaders by delivering tangible and sustainable value in a dynamic business environment.

MISSION

To understand each client's specific needs and deliver specialized services and high-quality resources that fully leverage technological opportunities.

VALUES

- Integrity
- Boldness
- Strength
- Sustainability

THE METRICA CHANGE

In 2023, METRICA continued to advance its **CSR and Sustainability Plan**, consolidating all ESG-related activities under the umbrella of the **THE METRICA CHANGE program**. The goal of this initiative is to respond to the evolving challenges, expectations, and needs of our diverse stakeholders. Through this commitment, we actively contribute to the **United Nations Sustainable Development Goals (SDGs).**

OBJECTIVES OF CSR AND SUSTAINABILITY PLAN

- Continue fostering an ethical, engaged, and responsible corporate culture both internally and externally, aligned with ESG principles
- Promote inclusive and accessible environments where diversity management is a core pillar
- Evolve the CSR framework toward the broader concept of Sustainability as a transformative role within the organization
- Integrate the 2030 Agenda into the company's activities
- Focus METRICA's social action on caring for people, especially those in vulnerable situations
- Contribute to improving the health and well-being of individuals, society, and the planet

ESG PRINCIPLES

Today's challenges—such as sustainability and social well-being—drive METRICA's commitment to technological innovation. These challenges inspire us to develop technological solutions that not only address immediate needs but are also aligned with a more sustainable future.

Through our CSR and Sustainability Plan, we are advancing responsible digital transformation by integrating environmental, social, ethical, and governance (ESG) criteria into all our technology initiatives. Our goal is to drive positive change through advanced technology that not only improves current processes, but also respects and safeguards future generations.

We focus on building efficient and sustainable technological infrastructures that reduce environmental impact and maximize operational efficiency. We promote an ethical and transparent approach to technology development and implementation, strengthening collaboration with our clients and stakeholders to ensure our solutions meet their expectations and needs.

In addition, we are supported by certifications, internal policies, and management systems that guide our efforts, ensuring that each technological solution we develop contributes not only to our clients' success but also to the achievement of the Sustainable Development Goals (SDGs)—driving a future where technology and sustainability go hand in hand.



1 Environmental



COMMITMENT TO THE ENVIRONMENT

At METRICA, we are deeply committed to sustainability and environmental protection. As a technology company, we understand that our decisions and operations have a significant impact on the environment. That's why we continuously strive to adopt more responsible and conscious practices.

METRICA promotes the efficient and responsible management of resources, thereby minimizing its environmental footprint.

In 2023, we continued to implement strategic and collaborative initiatives that strengthen our environmental commitment. These actions—embedded across all of our operational processes—help us advance toward meeting our corporate environmental goals, while aligning with international best practices and sustainability standards.

Key actions to promote energy efficiency include:

- Conducting an energy status assessment and developing improvement proposals
- Updating our Good Practices Manual with a stronger focus on electricity usage, consumption tracking, and actionable recommendations
- Switching energy providers to reduce our carbon footprint and align with the European Net Zero by 2050 strategy
- Establishing a dedicated ESG (Environmental, Social, and Governance) department
- Achieving the Bronze Medal from EcoVadis for the first time
- Signing on to the United Nations Global Compact
- Measuring our Carbon Footprint for the second consecutive year using the GHG Protocol methodology

	2022	2023	DIFFERENCE
CONSUMPTION			
Water Consumption	29 m3	17,5 m3	11,5 m3 (-39,7%)
Electricity Consumption	45.410 kWh	52.067 kWh	6.657 kWh (+14,65%)
EMISSIONS			
Fuel Emissions	9,28 tCO2	10,91 tCO2	1,79 tCO2 (+17,5%)
Electricity Emissions	13,87 tCO2	14,87 tCO2	1 tCO2 (+7,2 %)
Total Emissions	23,15 tCO2	25,78 tCO2	2,79 tCO2 (+11,3%)

CERTIFIED ENVIRONMENTAL MANAGEMENT SYSTEM

METRICA has maintained a certified Environmental Management System under the ISO 14001 standard since 2010. This certification, which we renew annually, ensures the systematic and rigorous management of all environmental aspects related to our activities.

Through this system, we not only identify and efficiently manage the environmental impacts generated by our operations, but we also actively promote environmental protection at all levels.



GHG PROTOCOL

In our ongoing effort to minimize environmental impact, we have implemented carbon footprint measurement using the GHG Protocol–a globally recognized standard for quantifying and managing greenhouse gas emissions.



Since 2022, we have been calculating our emissions up to **Scope 2**, which includes indirect emissions from electricity consumption. This analysis helps us identify key areas for emission reduction and strengthens our commitment to sustainability.

In 2023, we expanded these practices through strategic initiatives that embed our environmental commitment across all operations. These efforts enable us not only to meet, but often exceed our corporate sustainability goals, reinforcing our role as a responsible leader in the tech sector and our dedication to environmental stewardship.

AWARENESS AND ENGAGEMENT

We recycle and reuse electronic waste. Recycling is carried out through an authorized waste management provider, while reuse is facilitated through donations to nonprofit organizations, among other methods. At the same time, we raise awareness among employees and the wider public about responsible waste practices. Various **awareness campaigns** have been launched, including:

- "Waste Segregation" training
- Eco-friendly employee merchandise
- Refurbished laptops
- Paperless policy, using eco-conscious materials
- Use of rechargeable equipment, eliminating the need for disposable batteries
- Transportation optimization
- Promotion of efficient electricity use
- Publication of environmental and sustainability updates on the company intranet
- Twice-monthly social media posts focused on environmental awareness
- Carbon footprint training for METRICA employees, based on our GHG measurements

We also prioritize the purchase of recyclable products and, more broadly, products with reduced environmental impact. Special consideration is given to those that:

- Are certified under ISO 14001
- Promote eco-friendly behavior and sustainability-oriented policies
- Use renewable energy in their manufacturing processes
- Are undergoing decarbonization initiatives to reduce CO_2 emissions at any stage of their production or distribution chain

CORPORATE VOLUNTEERING

In 2023, we held a volunteer environmental day in Lisbon, at the Sintra-Cascais Natural Park, focused on ecosystem maintenance and the removal of invasive species.



This event was part of our ongoing efforts to preserve biodiversity and promote a healthy ecosystem in this valuable natural space.

During the day, a group of METRICA volunteers, in collaboration with the organization ***Plantar uma Árvore***, worked to identify and remove invasive plant species.

The day concluded with a collective reflection on the importance of conservation and community engagement in sustainability efforts.





2 Social


2 HAMBRE CERO
4 EDUCACIÓN DE CALIDAD
5 IGUALDAD DE GÉNERO
10 REDUCCIÓN DE LAS DESIGUALDADES
16 PAZ, JUSTICIA E INSTITUCIONES SÓLIDAS

DIVERSITY, EQUITY AND INCLUSION POLICY

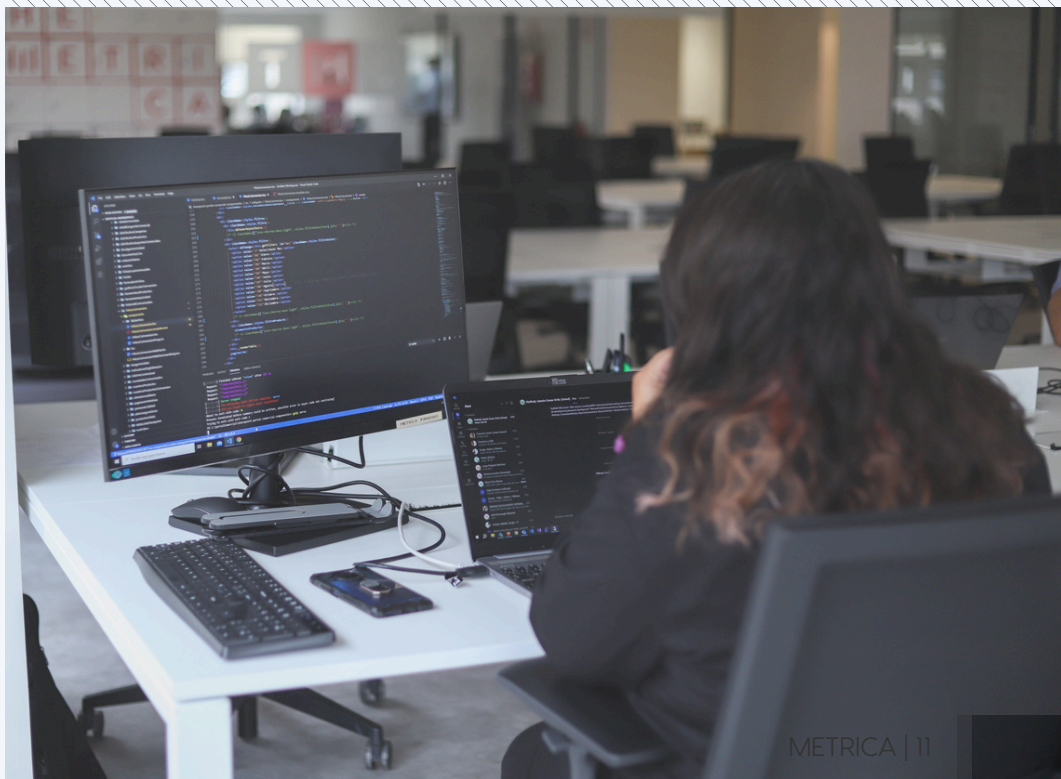
The Diversity, Equity, and Inclusion (DEI) Policy applies to all METRICA activities, regardless of their nature or geographic location, as well as to all business relationships and stakeholders.

To ensure proper implementation, the company will monitor adherence to the policy and periodically evaluate compliance with the commitments it outlines.

This policy reflects **METRICA's commitment to complying with the laws of the countries in which it operates**, as well as with international human rights standards.

- **Integrate and value the richness of diverse knowledge, skills, and experiences** of all individuals associated with the organization.
- **Explicitly reject any form of discrimination based on gender, age, disability, nationality or culture**, race, religious beliefs, sexual orientation, gender identity or expression, or any other personal, family, economic, or social condition.
- **Promote workplace conditions that prevent harassment**—whether work-related, sexual, or gender-based—by implementing specific procedures for prevention and for handling complaints or reports.
- **Advance equal opportunity and equity** as central pillars of human resources policy.
- **Provide work-life balance measures** to enable individuals to thrive both professionally and personally.
- **Extend diversity and non-discrimination commitments to all stakeholders,** especially suppliers and contractors, by integrating diversity into procurement processes and recognizing organizations that promote diversity and inclusion.
- **Promote inclusive language and communication** throughout the organization.





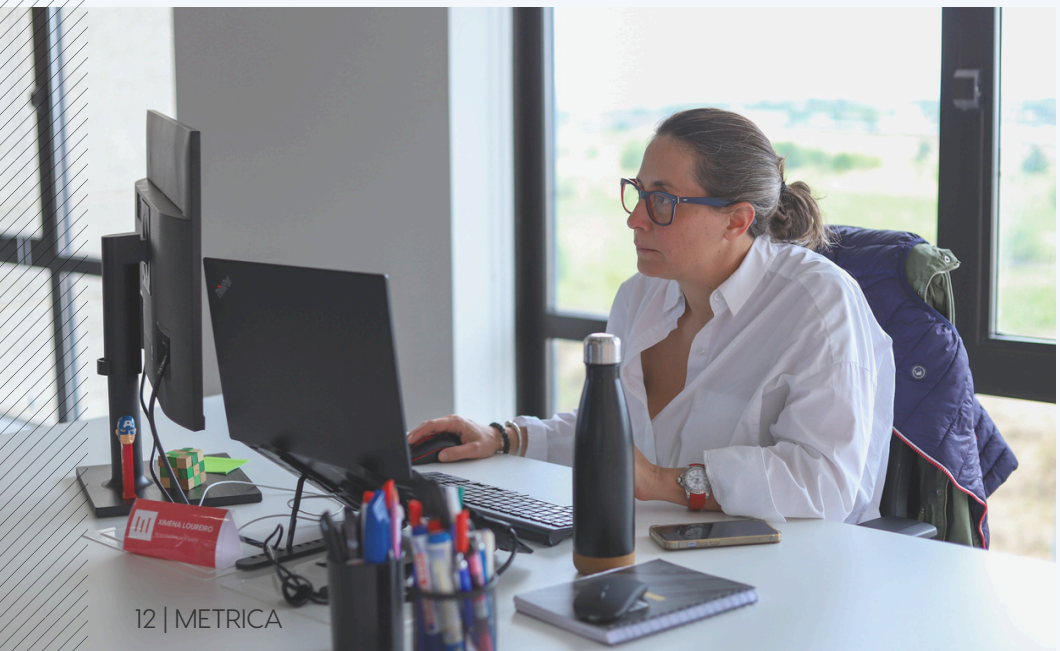
EQUALITY PLAN

EAt METRICA, we are committed to continuous progress toward gender equality across all areas of our company. We firmly believe that empowering women and ensuring equal opportunities for all genders is essential. Further details on our equality measures can be found in our **Equality Plan.**

The steps followed in the development of METRICA's **First Gender Equality Plan were:**

1. **Commitment from the organization**
2. **Establishment of a Negotiating Committee**

   - This committee is responsible for promoting information and awareness initiatives within the workforce, as well as for designing the initial situational diagnosis and the equality plan itself.
   - The diagnosis involved an organizational assessment of gender equality.



Following the analysis, a **written report** was prepared summarizing general conclusions and identifying areas for improvement. A detailed Action Plan was then developed, which includes:

- **Clearly defined objectives to achieve effective equality**, along with the necessary actions and positive measures, required resources, an implementation timeline, responsible parties or working groups, and performance indicators or monitoring criteria.
- **The implementation phase**, consisting of the execution of each agreed-upon measure.
- **An annual monitoring and evaluation process** to identify challenges, propose solutions, and highlight continuous improvement areas.

POR CATEGORIA PROFESIONAL a 31/12/2023	TOTAL 2023	HOMBRES	MUJERES	% MUJERES
DIRECTOR Y JEFES DE PROYECTO	62	36	26	42%
CONSULTOR	12	8	4	33%
ARQUITECTO	4	3	1	25%
ADMINISTRADORES (DIVERSOS)	25	21	4	16%
TECNICOS (DIVERSOS)	34	17	17	50%
ANALISTA Y ANALISTA PROGRAMADOR	64	47	17	27%
PROGRAMADORES Y TESTER	155	133	22	14%
ADMINISTRATIVOS	24	8	16	67%
TOTAL	**380**	**273**	**107**	**28%**

POR CATEGORIA PROFESIONAL a 31/12/2022	TOTAL 2022	HOMBRES	MUJERES	% MUJERES
DIRECTOR Y JEFES DE PROYECTO	44	25	19	43%
CONSULTOR	14	10	4	29%
ARQUITECTO	2	2	0	0%
ADMINISTRADORES (DIVERSOS)	34	27	7	21%
TECNICOS (DIVERSOS)	49	29	20	41%
ANALISTA Y ANALISTA PROGRAMADOR	62	48	14	23%
PROGRAMADORES Y TESTER	90	74	16	18%
ADMINISTRATIVOS	18	6	12	67%
TOTAL	**313**	**221**	**92**	**28%**

REDUCING INEQUALITIES

Diversity and inclusion are fundamental to our Vision, Mission, and business success. Our culture is inherently inclusive, and to create value in society, our organization must reflect the world in which we operate. Our overarching ambition is to build a diverse workplace with a strong sense of belonging.

Diversity encompasses age, gender, experience, education, ethnicity, religion, and cultural background. Lifestyle and family responsibilities are also considered critical dimensions.

Currently, **METRICA employs professionals from 15 different nationalities, ranging in age from 21 to 64**, demonstrating our firm commitment to youth employment and the training of recent graduates.

At METRICA, we strongly advocate for equality across all areas:

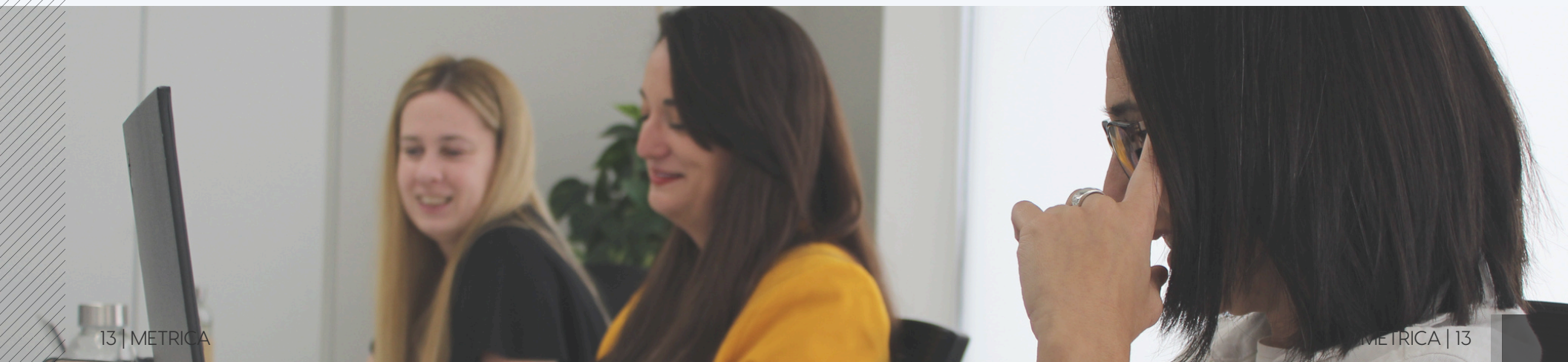
- Access to employment
- Decent working conditions
- Professional training
- Work–life balance
- Zero tolerance for harassment

QUALITATIVE OBJECTIVES

- Integrate a gender perspective throughout the organization's culture
- Promote equality in all areas of the organization
- Eliminate all forms of discrimination–direct or indirect–in access to employment, hiring, training, career advancement, and compensation
- Facilitate work-life balance for all employees, promoting shared responsibility
- Prevent and effectively respond to sexual harassment and gender-based harassment
- Ensure the inclusive use of verbal and visual language

QUANTITATIVE OBJECTIVES

- Increase the representation of the underrepresented gender within the company
- Reduce horizontal and vertical segregation across different levels, groups, and professional categories
- Balance the number of women and men enrolled in training programs
- Reduce the gender pay gap, aiming to achieve equal pay across all areas



QUALITY EDUCATION

We actively promote the professional development of technical skills and knowledge among our workforce. METRICA has a partnership with the online learning platform **UDEMY** and offers a professional development program for students through **METRICA LAB,** where they receive training and gain their first experience in the technology sector.

Internal employee training is provided through free access to UDEMY online courses:

2022 SCOPE:

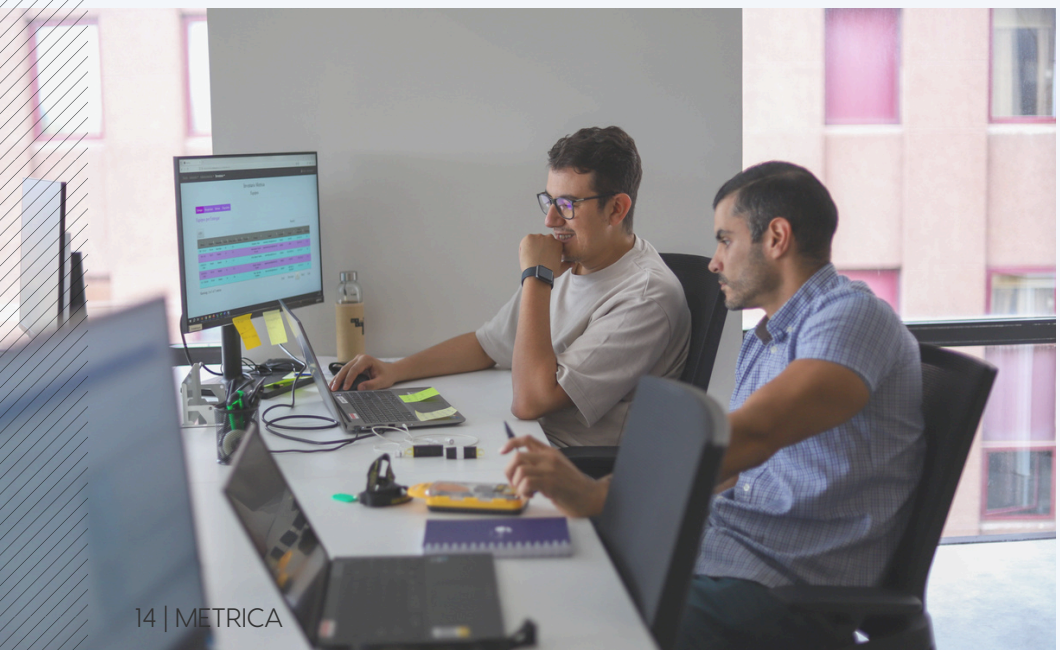
UDEMY Courses:
- 119 courses completed
- 1,941 training hours

Subsidized Training:
- 18 courses completed
- 427 training hours

2023 SCOPE:

UDEMY Courses:
- **154 courses completed**
- **3,058 training hours**

Subsidized Training:
- **17 courses completed**
- **718 training hours**





METRICALAB

At **METRICA LAB,** we train recent graduates from advanced technical programs such as DAM, DAW, and ASIR, focusing on the tools and technologies most in demand by our clients.

From the pool of candidate profiles provided by our partner institutions, we conduct multiple interviews and a technical assessment. The selection process concludes with detailed feedback provided to all interviewees on their performance, and the most outstanding candidates are chosen.

The goal is for our junior developers to gain their first professional experience, supported by structured training and ongoing mentorship. At the end of their internship, they are encouraged to join our team.

Since 2015, we have trained more than 240 professionals.

Upon completing the METRICA LAB training program, students have the opportunity to begin their careers with METRICA's clients. Over time, many have demonstrated their value and successfully joined the end client's teams.

2022 SCOPE: 43 students trained
2023 SCOPE: 48 students trained

SOCIAL ACTION INITIATIVES

At **METRICA**, we believe that technology has the power to transform realities and contribute to sustainable development. As a technology consulting firm, our commitment goes beyond providing innovative solutions—we aim to create a positive social impact in alignment with the **United Nations Sustainable Development Goals (SDGs).**

We place particular focus on SDG 2: Zero Hunger and SDG 3: Good Health and Well-Being. Through our initiatives, we strive to:

Supporting SDG 2: Zero Hunger

We contribute to the Food Bank through donations, promoting a culture of solidarity in response to poverty worsened by the pandemic.

2022 SCOPE: €295 donated
2023 SCOPE: €230 initially donated. At the end of the campaign, METRICA matched and increased the total donation to **€830, the equivalent of 747 kg of food**

Supporting SDG 3: Good Health and Well-Being

We promote a healthy lifestyle among our employees through participation in charity races and outdoor activities. In 2023, we organized and participated in three social runs, with events held in Lima, Madrid, and Barcelona. These races were connected to important social causes:

- **Madrid: Cancer Awareness**
- **Barcelona: Autism Support**
- **Lima: (awaiting event specification)**

2022 SCOPE: 15 volunteers
2023 SCOPE: 59 volunteers









3 Governance



GOVERNANCE PRINCIPLES

At METRICA, sustainability is not only a commitment to efficiency and technological innovation—it is also a commitment to **good governance, transparency, and ethics.** We focus on strengthening collaboration and dialogue with our stakeholders, ensuring that our technological solutions are aligned with their expectations and needs.

PREVENCIÓN DE DELITOS

METRICA is fully aware of the need to act with honesty and ethics, both in internal operations and in external relationships with clients, suppliers, and all stakeholders.

Our long-term success depends on delivering high-quality products and services while conducting business as responsible and ethical corporate citizens. We continue to grow our business without accepting unreliable or improper payments, reinforcing our commitment to ethical and professional standards.

We firmly reject all forms of corruption and apply a zero-tolerance policy toward any violation of these principles.



- Bribery and corruption are strictly prohibited in all business relationships. This includes illegal commissions or any unlawful or unethical payments or advantages.

- We actively pursue the investigation and prosecution of criminal offenses, with special attention to fraud, corruption, bribery, and conflicts of interest, while requiring full compliance with current criminal, fraud-prevention, and anti-corruption regulations.

- Anti-competitive behavior is strictly forbidden, including abuse of market position and any actions that distort fair competition through unfair practices.

- We implement internal policies, procedures, and decision-making protocols to comprehensively control and manage the prevention of crimes, fraud, corruption, bribery, and conflicts of interest. These are based on legal compliance and the promotion and defense of social responsibility values.

- We ensure that key responsibilities and competencies are in place to provide effective controls and ensure the proper operation of the company's anti-fraud system.

- All employees are required to avoid conflicts of interest between their personal and professional obligations, especially when dealing with suppliers, clients, contractors, or any third party, and in the conduct of their own business.

- We are committed to preventing money laundering in all business activities, both domestic and international.

- We develop employee training and awareness programs to promote a culture of corporate ethics and legal compliance.



RISK MANAGEMENT AND COMPLIANCE

Our processes and methodologies are certified under the most rigorous quality standards.

METRICA is a company deeply committed to sustainability and environmental responsibility. For years, we have maintained a certified environmental management system designed to identify, prevent, and reduce the environmental impacts of our operations.

Over time, both the environmental management system and the company's engagement in corporate sustainability have expanded and adapted to evolving social demands, with the goal of generating a positive impact on people and the planet.

We offer our clients innovative solutions and services that meet the highest standards of quality and efficiency.

As a symbol of trust and reliability, we subject our management systems to regular audits and certifications, ensuring consistent performance and compliance.

CODE OF CONDUCT

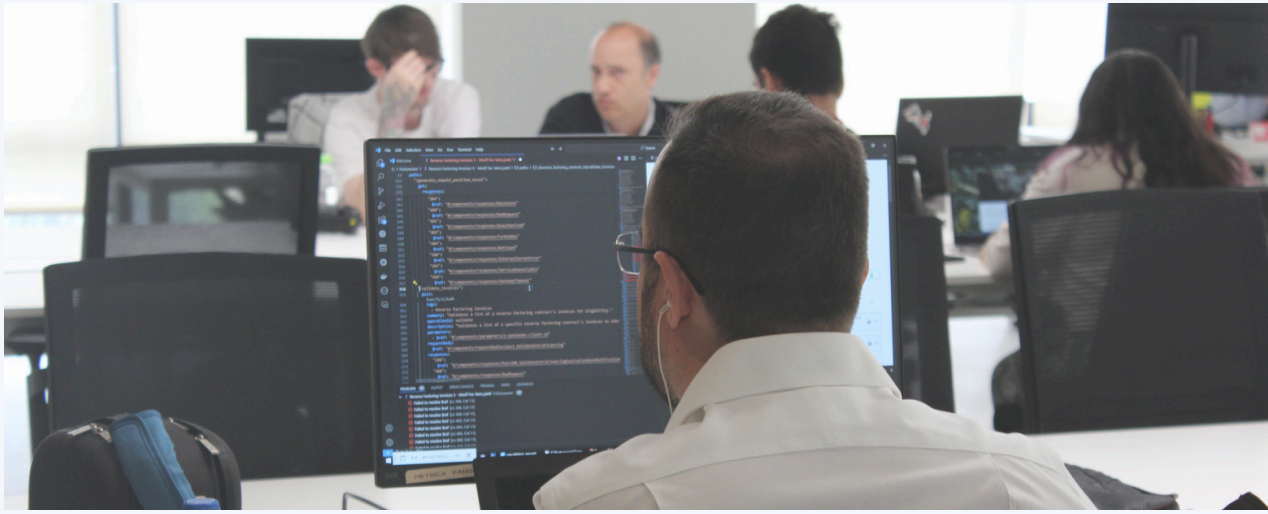
The Code of Conduct applies to all executives and employees of the company, who must align their behavior with the standards outlined in the document. It also applies to any individuals acting on behalf of or in the interest of the agency, all of whom are expected to adhere to the same standards.

The Code of Conduct is known and shared with our clients, suppliers, advisors, and other individuals or organizations that interact with METRICA.

All of these stakeholders are informed by METRICA about the content of this document. Additionally, the Code is intended for anyone who wishes to understand the principles and values that guide METRICA, and who may wish to report any violations.

We maintain a monitoring and control system that ensures compliance with the Code of Conduct. Furthermore, any person subject to or familiar with the Code may report a potential breach directly to the oversight body through our whistleblower channel.

PRINCIPLES AND VALUES



Our conduct is guided by the following core principles:

1. **Compliance with the law**
2. **Information protection**
3. **Integrity and transparency in all actions**
4. **Respect for people and human rights**
5. **Environmental protection**



QUALITY, SECURITY, AND MANAGEMENT POLICY

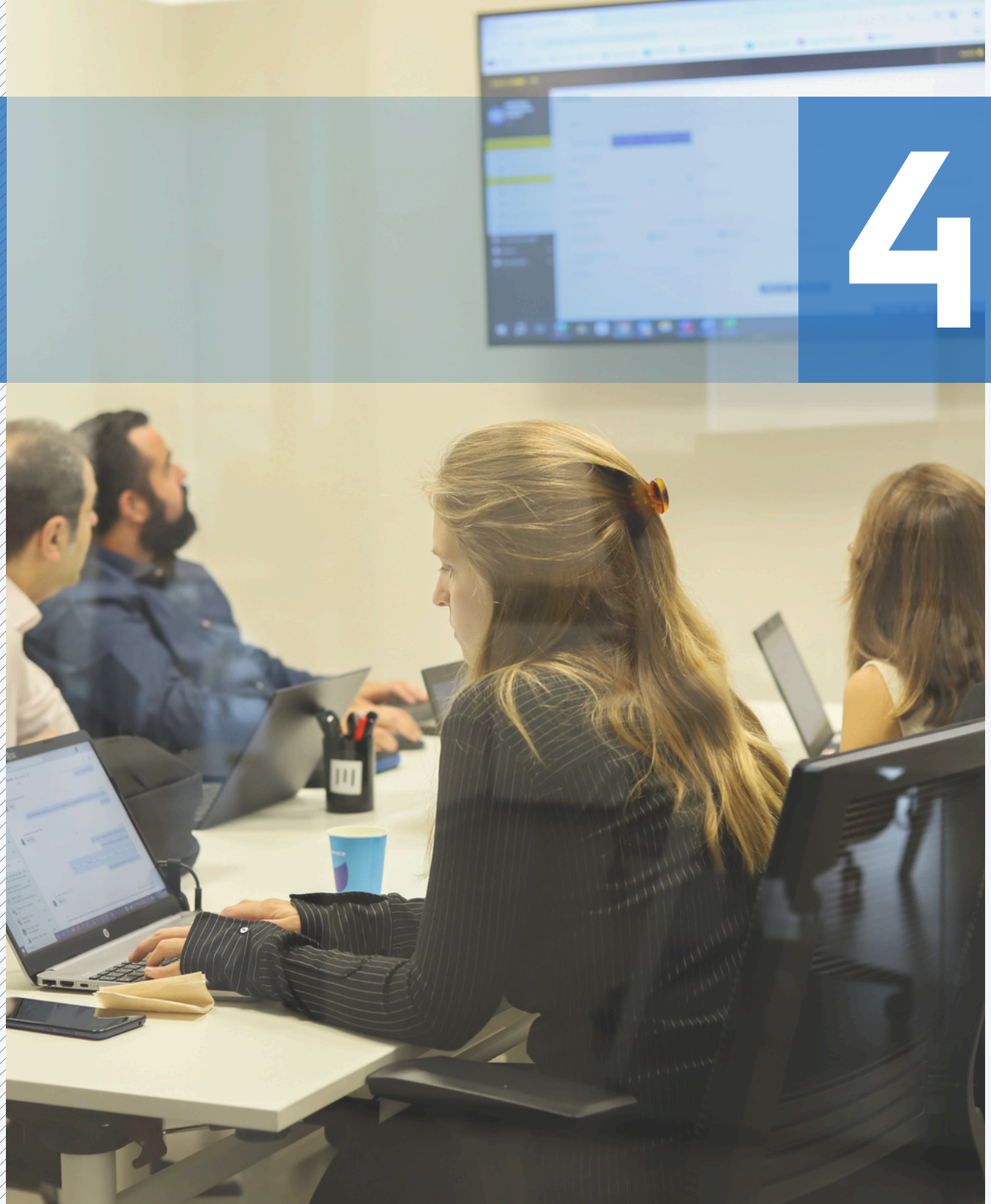
As a company specialized in information technology, **METRICA** is committed to delivering high-quality solutions, ensuring information security, and adopting a comprehensive service management approach. The organization integrates the principles of **quality, sustainability, and security** across all its projects, adhering to international standards such as **ISO 9001, ISO 14001, ISO 20000-1, ISO 27001, and the GHG Protocol.**

In terms of quality, METRICA focuses on the **continuous improvement** of its processes, always aiming to meet—and exceed—client expectations. This is achieved through **operational efficiency, technological innovation, and a strong commitment** to employee training, all supported by a proactive approach to error prevention and effective incident management.

Information security is a fundamental pillar of our work. METRICA has implemented an Information Security Management System (ISMS) that protects the confidentiality, integrity, and availability of data against both internal and external threats. Rigorous measures are enforced to ensure compliance with current regulations, safeguard the continuity of critical systems, and promote **awareness and training** in this area.

Regarding **sustainability and environmental impact**, METRICA is committed to reducing its carbon footprint and implementing responsible practices across all operations. The company aligns its strategy with environmental criteria, promoting the **efficient use of resources and waste reduction.** We foster a culture of leadership, participation, and shared responsibility at every level, ensuring that continuous improvement remains at the core of our operations.

This holistic approach reinforces METRICA's commitment to **quality, security, and sustainability,** benefiting both our clients and the environment.



4 Cross-Cutting

ECOVADIS CERTIFICATION

At METRICA, we are deeply committed to sustainable development and corporate social responsibility.

This year, we took an important step forward by obtaining our first ESG certification from EcoVadis. This achievement reflects our efforts in sustainability, business ethics, and good governance.

EcoVadis, one of the world's leading ESG rating platforms, evaluates our performance across key areas, providing valuable data and areas for improvement. This certification positions us as a company committed to the well-being of our environment and motivates us to continuously improve our sustainability performance.



UN GLOBAL COMPACT COMMITMENT

Pln addition, we have joined the United Nations Global Compact, with a special focus on the Target Gender Equality program–further reinforcing our commitment to the Sustainable Development Goals (SDGs).

This program provides us with the opportunity to strengthen our gender equality policies, set ambitious targets, and exchange experiences with other companies to drive meaningful change. We believe that gender equality is not just a goal, but a strategic priority for building an inclusive and equitable workplace.

United Nations Global Compact

These advances reflect our broader goal of positioning METRICA as a company that actively contributes to the construction of a more sustainable and just future. We will continue working to uphold high standards in sustainability and social responsibility.



COMMITMENT TO THE SDGs

EAt METRICA, **we have made a strong commitment to the United Nations Sustainable Development Goals (SDGs)** by embedding sustainability into every aspect of our operations. Through our policies and actions, we aim to generate a positive impact on society, the environment, and the economy, recognizing that sustainable development is both a shared responsibility and an essential imperative.

From responsible resource management to our dedication to gender equality and the reduction of carbon emissions, our goal is to transparently communicate our efforts and steadily move toward a more sustainable future.

At METRICA, we firmly believe that sustainability is not just an option–it is a shared responsibility. Our purpose is to inspire positive change within the business community and to contribute to the construction of a more equitable, prosperous, and environmentally respectful world.





WHAT SUSTAINABILITY MEANS TO US

At METRICA, we are convinced that digital technology is a powerful source of opportunity and progress for all. When combined with a human-centered approach, it creates a virtuous cycle that benefits society as a whole.

Our contribution is:

Sustainable
Because we take a long-term view–whether in the execution of our activities or in supporting our clients' digital transformation journeys.

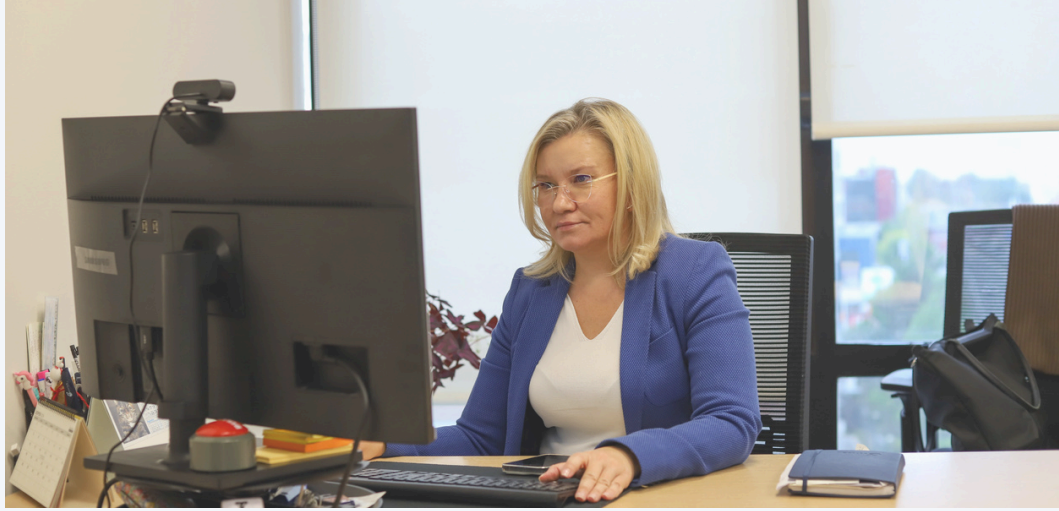
Human
Because we lead projects that promote digital inclusion, teamwork, equal opportunities, and social integration.

Intelligent
Because we anticipate and understand the challenges of digital technology, allowing us to better assess its impact on our clients' sustainability goals and guide them toward the most effective path forward.

CERTIFICATIONS

NOur processes and methodologies are certified under the most rigorous standards.

METRICA communicates the existence of a Quality and Environmental Management Policy, an Information Security Policy, and a Service Management Policy, all available to relevant stakeholders upon request.



ISO 9001
Quality Management System across METRICA's operational processes

ISO 14001
Global Environmental Management System

ISO 20000
IT Service Management

ISO 27001
Information Security in Information Technology

As a sign of trust and assurance for our clients, we regularly undergo audits and certifications of our management systems.

These certifications validate our commitment to maintaining the highest standards in our services, and give us the confidence to continue innovating and improving every day.

At METRICA, we are fully committed to excellence in every aspect of our work, and we strive to be a reliable and valuable partner for our clients. We will continue progressing on our journey of continuous improvement and sustainability, and we sincerely thank all stakeholders who trust and support us along the way.

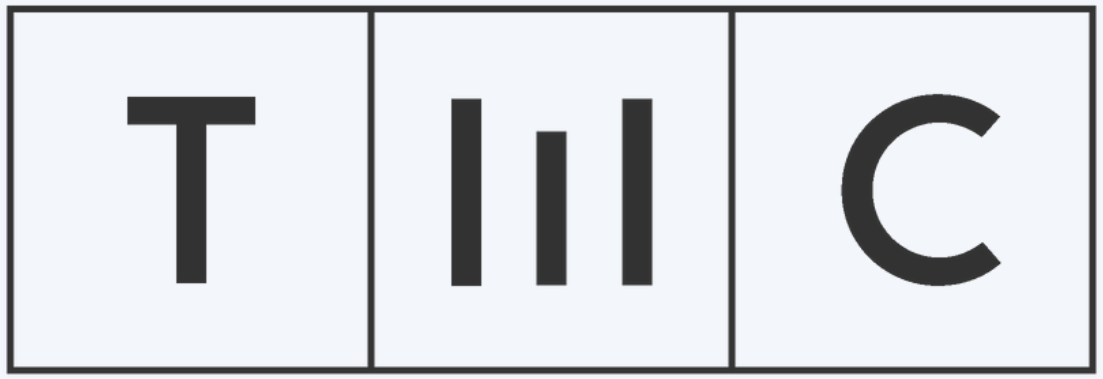
TECHNOLOGY IS THE POWER THAT

TRANSFORMS IDEAS INTO INNOVATION,

TURNING CHANGE INTO A POSSIBILITY

AND INNOVATION INTO THE KEY

FOR A BETTER FUTURE.



THE METRICA CHANGE