ETRICA

REPORT 2022
SUSTAINABILITY

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BUSINESS MODEL

Who We Are: **METRICA**

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 committed to the information society and technological development. Our goals include continuous growth and becoming an increasingly solid business and technology partner, driven by the talent and innovative spirit of our team.

HUMAN RIGHTS STATEMENT

METRICA is committed to respecting all internationally recognized human rights, particularly those relevant to our business activity. This commitment applies to 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 explicitly condemns child and forced labor, reaffirming every child's right to a life free from exploitation and to full, healthy development.

The company is committed to conducting its business in full compliance with legal regulations and in accordance with ethical and professional conduct standards, including the Ten Principles of the United Nations Global Compact and the UN Guiding Principles on Business and Human Rights.

We are committed to ensuring fair and favorable working conditions, with compensation based on the principle of fair pay, and we guarantee the right to rest and leisure time.

The company is also committed to providing equal opportunities in access to employment and career advancement, without discrimination based on gender, race, religion, origin, marital status, or social background.

At the same time, we ask all our stakeholders to adhere to these human rights commitments.

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

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

We define a living wage as the remuneration received for a standard workweek by a worker in a specific location that is sufficient to ensure a decent standard of living for the worker and their family. Elements of a decent standard of living include food, water, housing, education, healthcare, transportation, clothing, and other essential needs, including provisions for unexpected events.

At METRICA, we guarantee a living wage for all our employees, meeting or exceeding the minimums established by both the Spanish Workers' Statute and the applicable collective bargaining agreement.

CODE OF CONDUCT

The Code of Conduct is known by our clients, suppliers, advisors, and other individuals or organizations associated with METRICA.All of these individuals and entities are informed by METRICA of the contents of this document.



In addition, the Code of Conduct is also intended for anyone interested in understanding the principles and values that guide METRICA, including those who may wish to report a violation.

The Code of Conduct applies to the company's executives and employees, who must align their behavior with the standards outlined in the document. It is also directed at all individuals acting in the interest of, or on behalf of, the agency, who must likewise comply with its standards.

PRINCIPLES AND VALUES

Our behavioral values are based on the following 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**

MONITORING AND ENFORCEMENT

We will implement a monitoring and oversight system to ensure compliance with the Code of Conduct. Furthermore, whenever any recipient or individual familiar with the code wishes to report a potential violation, they may contact the oversight body directly via the whistleblower channel.

CORRUPTION RISKS

METRICA is fully aware of the importance of always acting 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 quality services and products while acting as responsible and ethical corporate citizens. We grow our business without accepting improper or unreliable payments, reinforcing our commitment to ethics and professionalism.

We reject all forms of corruption and enforce a zero-tolerance policy toward any form of misconduct.

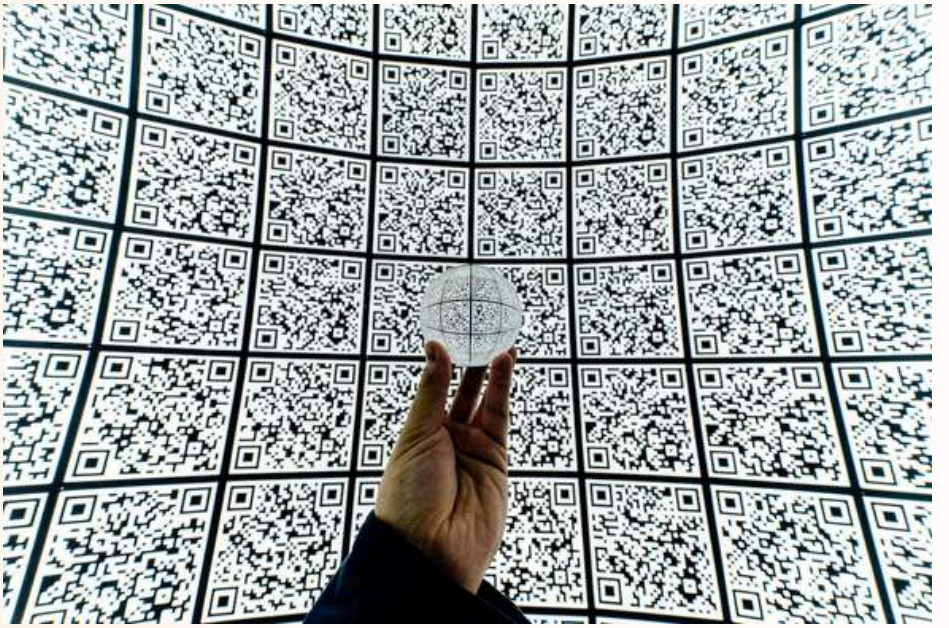
- Bribery and corruption are strictly prohibited in all business relationships.
- Bribes, illegal commissions, and any other unlawful or unethical payments or advantages are forbidden.
- We take action against criminal offenses, with particular attention to fraud, corruption, bribery, and conflicts of interest. At the same time, we demand full compliance with all applicable criminal, fraud prevention, and anti-corruption laws.
- Anti-competitive conduct is banned, including prohibited practices, unlawful agreements, abuse of dominant position, and distortion of free competition through unfair acts.
- We implement internal policies, procedures, and decision-making protocols to ensure comprehensive prevention and management of crimes, fraud, corruption, bribery, or conflicts of interest. These measures are based on respect for the law and the promotion and defense of social responsibility values and principles.
- We assign responsibilities and authority to ensure proper oversight and the effective operation of the organization's anti-fraud system.

CORRUPTION RISKS

- All employees are required to avoid any conflict of interest between their personal interests and those of the company when dealing with suppliers, clients, contractors, or any external party. It is also considered a conflict of interest if an employee, during or after their time at the company, shares or uses confidential information obtained through their role without proper authorization.

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

- We develop training and awareness programs for employees to foster a strong culture of corporate ethics and legal compliance.



STRICT QUALITY STANDARDS

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

METRICA is a company deeply committed to sustainability and environmental responsibility. For years, we have implemented and certified an environmental management system designed to identify, prevent, and reduce the environmental impact of our activities.

Over time, both the environmental management system and the company's involvement in corporate sustainability have expanded and evolved to meet growing 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 reliability and trust for our clients, we regularly undergo audits and certifications of our management systems.



CERTIFICATIONS

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

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

We are committed to providing our clients with innovative solutions and services that meet the highest standards of quality and effectiveness.

As a symbol of trust and assurance, we regularly submit our management systems to audits and certification processes:

ISO 9001
Quality Management System in METRICA's operational processes

ISO 27001
Information Security in Information Technology

ISO 14001
Global Environmental Management System

ISO 20000
IT Service Management

GHG PROTOCOL

To reduce energy consumption and greenhouse gas emissions, we have adopted the **GHG Protocol** as a strategic measure.

We are currently preparing for external verification by an accredited certification body.

These certifications validate our ongoing efforts to maintain the highest standards in our services and give us the confidence to continue innovating and improving.

At METRICA, we are committed to excellence in every aspect of our work and strive to be a trusted and valuable partner to our clients. We will continue advancing on our path toward continuous improvement and sustainability, and we thank all stakeholders who place their trust in us and walk this journey by our side.

We are committed to your success.

WHAT DOES SUSTAINABILITY MEAN TO METRICA?

At METRICA, we firmly believe that digital technology is a powerful driver 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, human, and intelligent:

- **Sustainable,** because we take a long-term view—both in the way we conduct our operations and in how we support our clients in their digital transformation.
- **Human,** because we carry out projects that promote digital inclusion, equal opportunities, and social integration.
- **Intelligent,** because we have the foresight and understanding to navigate the challenges of digital technology, helping us assess its impact on our clients' sustainability goals and guide them toward the best possible path.



We work alongside our employees, clients, partners, suppliers, and society at large to deliver sustainable solutions.

Our goal is to have a positive impact on society, ensuring that innovation is both beneficial and accessible to everyone—responsibly and ethically.

SDGs AND OUR IMPACT AT METRICA

At METRICA, we recognize the vital importance of adopting a responsible and conscious approach to the development of our activities, taking into account the social, environmental, and economic impact of our operations. Throughout our journey, we have embraced a commitment to promoting sustainability across all aspects of our business, ensuring the well-being of both society and the environment in which we operate. We have formally signed on to the United Nations Global Compact.

In the section "SDGs and Our Impact at METRICA," we detail how our efforts are aligned with the United Nations Sustainable Development Goals (SDGs). We embrace this global initiative and work closely with various stakeholders to address the most pressing challenges facing our world.



From responsible resource management to our commitment to gender equality and reducing carbon emissions, our goal is to be transparent about our efforts and to actively 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 help build a more equitable, prosperous, and environmentally respectful world.





SDG 1. NO POVERTY

We raise awareness among employees about affected communities and launched a **voluntary donation campaign** in collaboration with UNICEF.

2022 IMPACT: Awareness campaign conducted.
€255 donated to UNICEF, with 15 volunteers participating.





SDG 2. ZERO HUNGER

We made contributions to the **Food Bank of Madrid** and raised awareness about poverty-related issues exacerbated by the pandemic, encouraging donations.

2022 IMPACT: €295 donated; 18 donors
2023 GOAL: €600 and 40 donors





SDG 3. HEALTH AND WELL-BEING

We promote physical activity among employees through charity runs and outdoor events. For the past two years, we have supported the "Ponle Freno" race, which helps victims of traffic accidents and raises awareness about road safety.

2022 IMPACT: 15 volunteers
2023 GOAL: 40 volunteers





We are also committed to workplace safety. We recorded **zero workplace accidents in 2022.**

SDG 4. QUALITY EDUCATION

We promote the professional development of technical skills and knowledge among our staff. We have a partnership with the online learning platform UDEMY, and we run a professional development program for students, **METRICA LAB**, where we train them and offer their first experience in the tech sector.



Internal employee training is provided through free **UDEMY** courses:

2022 IMPACT

- On UDEMY:
  - 119 courses completed
  - 1,941 hours of training
- Through subsidized training:
  - 18 courses completed
  - 427 hours of training

In METRICA LAB, we train recent graduates from advanced technical programs (such as DAM, DAW, and ASIR) in the tools and technologies demanded by our clients.

From all the candidate profiles received through our educational partnerships, we conduct several interviews and a technical assessment. All candidates receive feedback on their test results, and the most outstanding profiles are selected.

The goal is for our junior developers to gain their first professional experience, supported by hands-on training and mentorship. Upon completing their internships, they are expected to join our team.

Since 2015, we have trained more than 240 professionals.

At the end of the METRICA LAB program, students have the opportunity to begin their professional careers with METRICA's clients. Over time, many of them have proven their value and gone on to integrate into the end client's teams.

2022 IMPACT: 43 students trained
2023 GOAL: 50 students





SDG 5. GENDER EQUALITY

At METRICA, we are committed to ongoing 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 to sustainable growth. You can find more details about our equality measures in our Equality Plan.

2022 DATA:

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%
Técnicos (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**	**29%**

DIVERSITY, EQUITY, AND INCLUSION POLICY

The Diversity, Equity, and Inclusion Policy applies to all of METRICA's activities, regardless of their nature or location, as well as to all of its business relationships and stakeholders.

This policy clarifies both the rights and responsibilities that must be upheld by all individuals associated with the organization. To ensure proper implementation, the company will oversee the correct application of the policy and will periodically evaluate compliance with the commitments established therein.

The Diversity, Equity, and Inclusion Policy reflects **METRICA's commitment to complying with applicable laws in all countries where it operates**, as well as with international human rights standards.

1.Embrace and value the richness brought by diverse knowledge, skills, and experiences from everyone connected to the organization.

2. Explicitly reject all forms 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.

3. **Promote working conditions that prevent workplace, sexual, and gender-based harassment,** establishing specific procedures for prevention and for reporting or addressing complaints.

4. Advance equal opportunity and equity as central pillars of our human resources policies, supporting the personal and professional growth of all individuals within the company.

5. Provide measures that promote **work-life balance** so individuals can thrive both professionally and personally.

6. **Extend diversity and non-discrimination commitments to all stakeholders**, especially suppliers and contractors, by incorporating diversity into procurement processes and recognizing organizations that promote inclusion.

7. **Promote inclusive language and communication** at all levels.

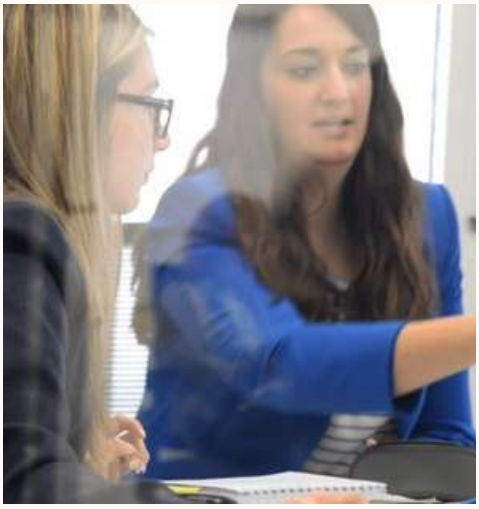


SDG 10. REDUCED INEQUALITIES

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

Currently, **METRICA employs professionals from 15 different nationalities, with ages ranging from 21 to 64 years old**, demonstrating our commitment to youth employment and the training of recent graduates.



At METRICA, we are firmly committed to equality in all its forms:

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



SDG 16. PEACE, JUSTICE AND STRONG INSTITUTIONS



We made contributions to the Food Bank of Madrid and raised awareness about poverty-related issues that were intensified by the pandemic, encouraging people to donate.

2022 IMPACT: Awareness campaign conducted. **€4,000 donated**



SDG 12. RESPONSIBLE CONSUMPTION AND PRODUCTION

We recycle and reuse our electronic waste. Recycling is carried out through an authorized waste management provider, while reuse is facilitated through donations to nonprofit organizations, among other initiatives. At the same time, we raise awareness among our employees and the broader community about the importance of responsible waste management. **Several awareness campaigns have been implemented:**

- "Use Your Mug" campaign
- Eco-friendly employee merchandise
- Refurbished laptops
- Minimal use of paper
- Rechargeable mice to avoid battery waste
- Transportation optimization
- Promotion of efficient electricity use



We also encourage the purchase of recyclable products and, more broadly, those with a lower environmental impact. We give priority to products that:

- Are certified under the ISO 14001 standard
- Promote eco-friendly behavior and sustainability-oriented policies
- Use renewable energy in their manufacturing processes
- Are part of decarbonization efforts aimed at reducing CO_2 emissions in any part of their production or distribution chains



SDG 13. CLIMATE ACTION

We have successfully reduced our energy consumption—and therefore our emissions per employee—through the following initiatives:

- LED lighting systems that adjust to natural daylight
- Paperless policy, using eco-friendly materials
- Use of rechargeable devices, eliminating the need for disposable batteries
- Employee awareness campaigns
- Implementation of the “NET GROWTH, GREEN GROWTH” initiative

2022 IMPACT

Awareness activities were carried out. We prepared the GHG PROTOCOL (Scopes 1 and 2) for the year 2022, with the following results:

- **Scope 1: 9.28 tons of CO_2 equivalent**
- **Scope 2: 13.87 tons of CO_2 equivalent**
- **TOTAL EMISSIONS: 23.15 tons of CO_2 equivalent**

2023 GOAL

Carry out tree-planting and other environmental actions, including planting 40 trees, and improve the emissions results reported in the GHG Protocol.

METRICA OBJECTIVES FOR 2023

As part of our ongoing commitment to ethics and sustainable development, METRICA will launch the **Be the Change** program in 2023.

This program defines and implements policies, core principles, and action frameworks for managing social impact and sustainability initiatives.

Be the Change reflects our commitment to developing a lasting culture of sustainability by integrating social, environmental, economic, and ethical factors into METRICA's strategic decision-making process.

The program encompasses and expands on many of the actions we are already carrying out:

- **Supporting social causes through sports**
- **Environmental initiatives such as reforestation, recycling workshops, and awareness campaigns**
- **Social activities, including food donations and assembling hygiene kits**



BE THE CHANGE

METRICA OBJECTIVES FOR 2023

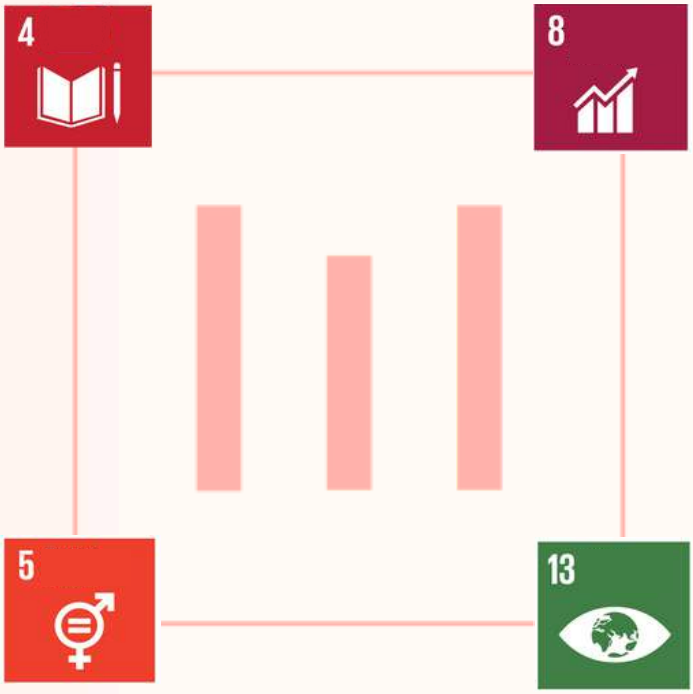
Be the Change will support the global momentum to be developed over the coming years (2023–2030), promoting a set of proposals, actions, and recommendations aimed at achieving measurable impact and participation goals in the company's social impact activities.

To reach these objectives, the program will require a strategic approach that provides it with the necessary tools and success factors.

For this reason, a global structure and working dynamic will be defined to ensure the involvement of all employees across the group, including:

- **Offering local-level social impact initiatives**
- **Organizing global actions**
- **Consulting employees through satisfaction surveys**





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