



# Annual Report 2020

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## Introduction

# Letter from the CEO

2020 has been an extremely difficult year, for everyone and also for MAC INSULAR. All business management manuals warn of the importance of anticipating problems, of planning your response to the internal organisation, to the market or to a possible financial crisis... but in the 21st century no one was prepared for a global pandemic.

We endured months of total uncertainty. Much of what had been given was lost, with no idea when we would be able to return to our normal lives and routines similar to those before COVID. However, even in the weeks with the toughest restrictions on activities and mobility, MAC INSULAR continued offering its services to the public as it was considered an essential activity.

At all times, our priority was to ensure the health and safety of our workers. The health situation required an extraordinary effort to improve risk prevention measures with the aim of protecting not only our staff but also our customers and suppliers. At MAC INSULAR we are proud to have contributed to stopping the spread of the virus without ever having to cease our activity.

This effort in implementing reinforced contingency plans against COVID has not diverted us from our strategic objectives for 2020, some of which are included in the United Nations 2030 Agenda. The sustainability of our activity has guided all of our decisions. A sustainability understood from a triple social, environmental and economic point of view.

We have continued working on equal opportunities, a good work-life balance and quality training for our employees. And of course, we have not neglected the integration of groups at risk of exclusion into society and the labour market through our partnership with Fundació Deixalles and ARCA.



Today, everyone is talking about the circular economy. And that is a good thing, but we have to smile when we say it at MAC INSULAR because we were doing it long before the expression had even been invented. Environmental sustainability and respect for the environment of a small island like Majorca are our *raison d'être*. In 2020, we continued transforming waste into resources, obtaining energy or end products that avoid the extraction of natural resources. Only 0.8% of the material that entered our facilities ended up in landfill.

In 2020, the pandemic caused an economic crisis in Spain unheard of in peacetime. It was impossible for it not to have a major impact on a strategic sector such as construction. However, we have withstood this impact by demonstrating the viability of a management model that is among the most advanced in the European Union.

I am pleased to present MAC INSULAR's 2020 Activity Report, one that endorses its social, environmental and economic sustainability.



# Company

## Mission, Vision, Values

### MISSION

The design, construction and management of treatment plants for construction and demolition waste, bulky waste, and tyres according to the highest standards of quality and optimum use of waste as a resource, ensuring maximum environmental protection. With the objective of contributing to a more sustainable and attractive island for its citizens and visitors we aim to operate within a framework of economic efficiency whilst satisfying our shareholders: customers, employees, suppliers and investors.

### VISION

Our vision is to be the leading company in the treatment of construction and demolition waste, bulky waste, and tyres, based on the maximum use of waste as a resource, according to the strictest environmental regulations.

We maintain the highest of waste management standards, ensuring the economic viability of the company and its longevity.

### VALUES

- » **Environmental protection**
- » **Responsibility**
- » **Commitment**
- » **Efficiency**
- » **Transparency**
- » **Human capital**
- » **Honesty**





Company

## A team of 10

“

At MAC Insular we strive for good professional development and equal opportunities for men and women.

We are a team of 207 people, 86 of whom are our own staff.



### Type of contract

Fixed	50	31
Temporary	3	2

### Age

Under 30	4	1
Between 30-50	24	27
Over 50	25	5

### Academic Training

Degree/High Eng.	5	4
Tec. Eng. /Diploma	5	3
VT and further education	29	19
Compulsory secondary education/school grad.	9	5
No studies	5	2

## Company Prevention

Health is particularly important in 2020.

For this reason, we have incorporated all the necessary preventive measures to ensure minimum risk of infection by **Coronavirus**.

- Registration of accidents incidents and occupational illnesses.
- Regular meetings of the Health and Safety Committee.
- Overseeing and monitoring Action Planning.
- Risk assessment and preventive actions.
- Specific actions to prevent the spread of COVID.
- Design and implementation of the training plan.
- Coordination of preventive activities.
- Self-protection plan.
- Health monitoring.

## SPECIFIC COVID MEASURES

- » **Vigilance, control and monitoring especially with regard to the implementation of COVID protocols.**
- » **Specific study on cases of vulnerable workers.**
- » **Creation and distribution of workers' information document.**
- » **Favourable results.**
- » **No Covid-19 infection in our workplaces. In the event of external infections, the procedures implemented were applied with complete success.**
- » **There was only one minor occupational accident in 2020. Objectively speaking, this is a good result, but we are not satisfied and continue working towards zero cases.**



Activity

## Circular economy

“

Our activity contributes to environmental, economic and social balance by promoting sustainability and participating in the achievement of the Sustainable Development Goals.



Activity

Waste to resources

CIRCULAR ECONOMY

Our company is based on a circular economy model, incorporating waste, once transformed into resources, back into the production cycle. All of this with the maximum guarantees of environmental protection, working for an island geared towards Sustainability.

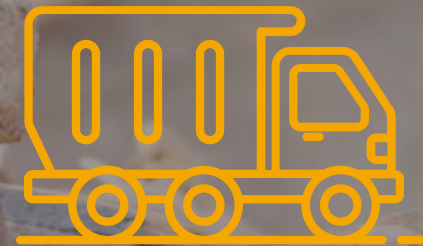
WE TRANSFORM WASTE INTO RESOURCES

Our aim is to minimise landfill. To this end, we prepare waste for re-use, transforming it into resources.

	ENTERED IN 2020 tonnes	2020
	Construction and Demolition Waste	450.576
ELECTRONIC WASTE	Household appliances with CFC	288
	Household appliances without CFC	170
	Electronic household appliances	52
	Bulky waste	43.509
	End-of-life tyres	2.973

Total tonnes entered

497.568





## Activity

# Waste to resources



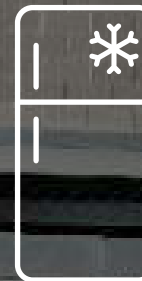
Construction and Demolition Waste	2020
Recycling	44,8%
Material recovery (Quarry restoration)	51,7%
Energy recovery	2,7%
Elimination	0,8%



Furniture and household management	2020
Preparation for re-use	9.659 Kg
Recycling	5,8%
Energy recovery	94,1%
Elimination	0,1%



Our results far exceed the targets set out in the European standards.



Management of household appliances with CFC	2020
Re-use	0,6%
Recycling	76,5%
Energy recovery	20,6%
Elimination	2,3%



Management of household appliances without CFC	2020
Re-use	1,1%
Recycling	84,1%
Energy recovery	14,3%
Elimination	0,5%




End-of-life tyres	2020
Energy recovery	98,4%
Elimination	1,6%




## Activity

# Recycled Aggregates

0-8mm		Bunyola	Sta. Margarita
Particle density (EN 1097-6)		2,4 - 2,8 g/cm3	2,4 - 2,8 g/cm3
Water absorption (EN 1097-6)		< 5%	< 5%
Sand equivalent (EN 933-8)		> 60%	> 60%
Particle size distribution (EN- 933-1)		≤ 16%	≤ 16%
Influence on the initial setting time of cement (EN 1744-6)		165 min	165 min
Light pollutants (EN 1744-1)		≤ 1%	≤ 1%
Organic pollutants (humic acids) (EN 1744-1)		Absent	Absent

0-15mm	
Sieved earthy material suitable for filling and restoring quarries	



## Activity

# Recycled Aggregates



**8-40mm**

**Bunyola**

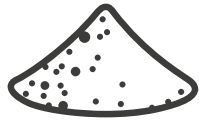
**Sta. Margarita**

Flakiness index (EN 933-3)	≤ 35%	≤ 35%
Particle density (EN 1097-6)	2,4 . 2,8 g/cm3	2,4 - 2,8 g/cm3
Water absorption (EN 1097-6)	< 10%	< 10%
Particle size distribution (EN 933-1)	≤ 2%	≤ 2%
Los Angeles test (EN 1097-2)	≤ 50%	≤ 50%
Classification of coarse recycled aggregate (EN 933-11) EN 12620:2003+A1:2009	Rc50, Rcu70, Rb30-, Ra5-, Rg2-, FL5-	Rc50, Rcu70, Rb30-, Ra5-, Rg2-, X1-, FL5-
Classification of aggregate components (EN 933-11) EN 13242:2003+A1:2008	Rc50, Rcu70, Rb30-, Ra5-, Rg2-, X1-, FL5-	Rc50, Rcu70, Rb30-, Ra5-, Rg2-, X1-, FL5-
Acid-soluble chlorides (EN 1744-5)	< 0,2%	< 0,2%
Water-soluble sulphates (EN 1744-1)	≤ 0,7%	≤ 0,7%
Acid-soluble sulphates (EN 1744-1)	0,8%	2%
Total content in sulphur (EN 1744-1)	≤ 1%	≤ 1%
Crushed and broken surfaces (EN 933-5)	50% Crushed 30% Rounded	50% Crushed 30% Rounded
Magnesium sulphate (EN 1367-2)	≤ 18%	≤ 25%



# Activity Recycled Aggregates

## Uses 0-8mm



Pedestrian path



Land levelling



Rural path



Trench Filling

## Uses 8-40mm



Gardening



Ditch improvements



Outdoor base flooring



Pipeline trench filling



## Activity

# Bulky and household appliances prepared for re-use

We repair furniture and household appliances in collaboration with **Fundació Deixalles**, which are sold at their shops.



Fundació  
**Deixalles**



Activity  
**Quality**

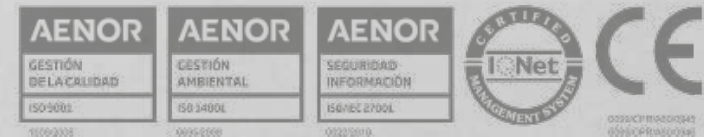


**AENOR**  
Confía



**We have quality and environmental management systems, a monitoring factory production system and data security certified by AENOR.**

**They guarantee our commitment to excellent management.**





# Environment

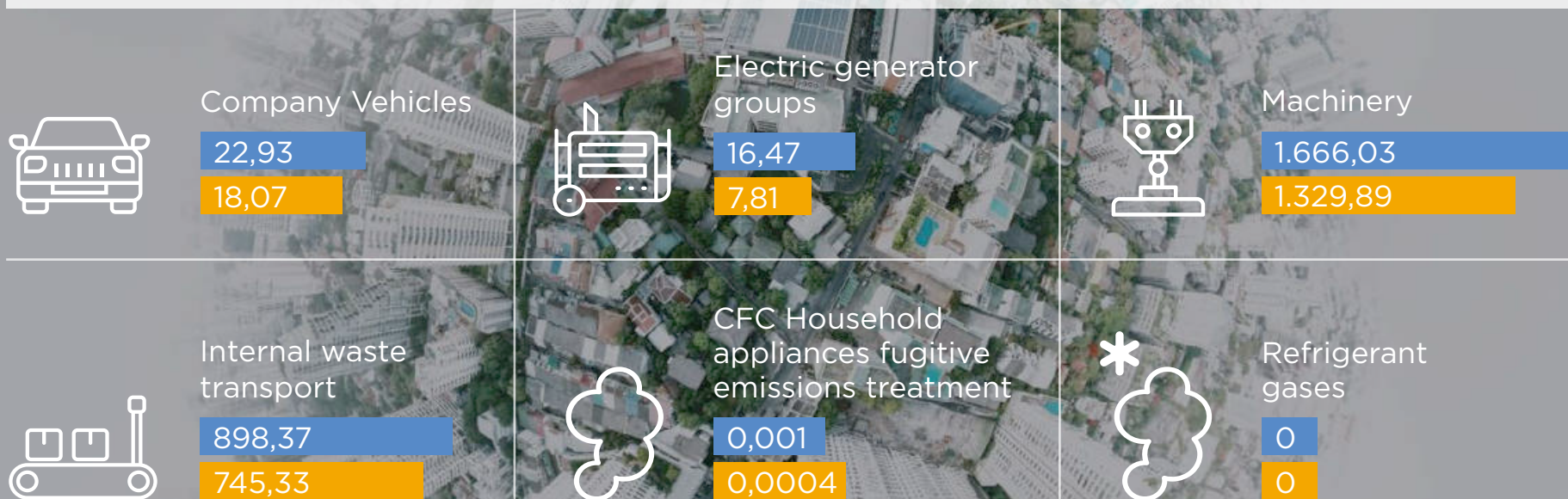
## Carbon Footprint

### Source of emissions

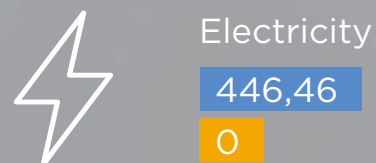
t CO2e/year 2019

t CO2e/year 2020

#### Scope 1 - Direct Emissions



#### Scope 2 - Indirect Emissions



Total t CO2e/year

3.050,26 2019

2.101,10 2020



*Environment*

## **Monitoring and prevention**

We have preventive measures implemented to carry out our activity with environmental warranties. We ensure that with regular air and water tests.

### **MONITORING**

- » **PM10 and meteorology**
- » **Sedimentary particles**
- » **External inspections for corrective measures**
- » **Leachate control**
- » **Leachate pond**
- » **Wells upstream and downstream**

### **PREVENTION**

- » **Noise emissions: closed industrial units**
- » **Water emissions: leachate drainage system and leachate pond**
- » **CFC emissions: Oil-gas cooling mixture extracted and shredding in a sealed chamber.**
- » **Dust emissions: Covered and partially enclosed industrial unit, enclosures on equipment outputs, plastic curtains, dry fog, conveyer belt covered in material falls.**





Environment

Monitoring and prevention

RESULTS OF ENVIRONMENTAL CONTROL 2020

ASPECT			FACILITIES	CONTROL GUIDELINES	RESULTS
WATER	Wells		All facilities	Annual control around facilities	
	Leachate		All facilities	Monthly control of leachate water	
ATMOSPHERE	Inmisions	1) Suspended particles PM10	PT1 , PT2 and CTPs	Annual campaign	No incidences detected, values within the normal range
			PT1	Semianual campaigns at Es Garrovers, Palmanyola and Son Sardina undertaken by TIRME	
		2) Sedimentary particles	All facilities	Semianual controls	
	Emissions	Noise	PT1	Annual sound-level inspection carried out by external control	Favourable conformity result
		Suspended particles PM10	PT1	Annual inspection of PM10 by external control	181.8 kg/year
				Estimation of particle diffuse emissions by external control	5.39 kg/year
				Annual inspection of corrective measures by external control	Satisfactory inspection
			PT2	Self-control inspection every 18 months and after 3 years by OCA of baghouse PM10 measurements	41.58 kg/year
				Estimation of particle diffuse emissions by external control	4.33 kg/year
				Annual inspection of corrective measures of particle emissions by external control	Satisfactory inspection
			CTPs	Five-year inspection of correct measures of particle emissions by external control	Satisfactory inspection
		CFC	PT1	Annual estimation of CFC emissions from the household appliances processing plant	0.13 kg/year

## Environment **Monitoring and prevention**



We collaborate with social organisations. Part of the work carried out at MAC Insular is subcontracted to organisations formed mainly by people at risk of social exclusion.



Fundació  
**Deixalles**



We understand education to be part of our legacy for future generations. That is why we promote knowledge and motivation among young people through school visits to our facilities, and we collaborate with the Coach Project which works to reduce school dropout rates.





## Environment

# Groups of interest

## Results 2020

CUSTOMER SATISFACTION WITH THE SERVICE	% Positive ratings
<b>OVERALL USER SATISFACTION WITH THE SERVICE</b>	<b>79,0%</b>
In-person service of the plant operators	85,2%
Telephone service	86,4%
Download waiting time	72,3%
In-person customer service	83,9%
Website	80,4%
Signposting to the plant	75,9%
Information received on manageable waste	74,6%
<b>CUSTOMER SATISFACTION WITH THE PRODUCT</b>	
Consumer loyalty	74,3%
Knowledge of waste management regulations	88,6%
Recycled aggregate quality	71,0%
<b>USES THE AGGREGATE IS PUT TO BY CUSTOMERS WHO HAVE PURCHASED THEM:</b>	
Trench filling / Pipeline trench filling	37,7%
Rural paths	35,1%
Base flooring	16,7%
Other uses	10,5%
<b>CUSTOMER SATISFACTION ON SOCIO-ENVIRONMENTAL AND SOCIAL ASPECTS</b>	<b>2020</b>
Hiring of people at risk of exclusion	90,9%
Furniture and household appliance recycling	91,4%
Environmental Protection of Mallorca	97,5%
Recycling of demolition and construction waste converting it into aggregates	90,6%

One of our priorities is to provide the best possible service to our customers and to produce the best possible quality recycled aggregate.





Environment

## Groups of interest



Through the synergies we have created with local suppliers, we promote competitiveness in our environment that favours economic growth. We also generate environmental benefits through local consumption.

### RELATIONSHIP WITH SUPPLIERS

	2020
	%
LOCAL	87,94%
SPAIN	99,80%
ABROAD	0,20%





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