mac insular

2021

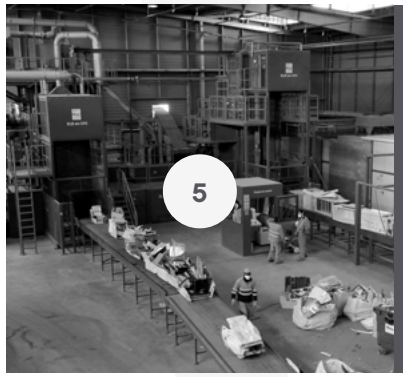
SUSTAINABILITY REPORT

- Uso Público -

Contents

0

Letter from the CEO



1

Get to know us

1.1. We are MAC Insular
1.2. Mission, vision, and values
1.3. A responsible, sustainable business model
1.4. Dialogue with our stakeholders
1.5. Good corporate governance

2

2021 in figures

3

Environmental responsibility

3.1. Responsible environmental management
3.2. Boosting the circular economy
3.3. Lowering our environmental footprint

4

People

4.1. Managing our team
4.2. Talent promotion
4.3. Health and safety

5

Social commitment

5.1. Supporting the local community
5.2. Responsible supply chain

LETTER FROM THE CEO

At Mac Insular, we have been working on **responsible, circular, and sustainable management of the waste** generated on the Island of Mallorca for fifteen years through the Public Service concession.

For yet another year, we want to share our annual performance analysis with the company through this Sustainability Report. In it, we share the actions carried out during 2021 in the three dimensions of sustainability: the environmental, social, and economic areas.

In the framework of the circular economy, we maintain our firm aim of achieving **maximum recovery and valuation of waste** to reach our goal of zero dumping. For this reason, more than half of the waste that reaches MAC Insular is prepared for reuse or recycled; the rest has a second life through material recovery, or it is energetically recovered, with the disposal rate in a controlled landfill at under 1.5%.

We base our business model on equal opportunities and gender equality, social inclusion, and respect for the environment.

Regarding the last of these, we need to **determine the environmental impact** our activity has to focus on adopting the preventive and corrective measures necessary to minimise it. This is why we have calculated our carbon footprint for the second consecutive year, to quantify the greenhouse gas emissions derived from our activities.

Similarly, in order to reinforce our commitment to sustainability, we are working to maintain a **management model aligned with the Sustainable Development Goals (SDGs)** established by the United Nations in its 2030 Agenda.

Finally, from the **social and local perspective**, we would also like to highlight signing a collaboration agreement with the Bunyola City Council for the use of recycled aggregate obtained from construction and demolition

waste management, among other social measures compiled in this report.

Looking back, we couldn't be **prouder of the path we've taken towards sustainability**. However, we are staying humble, as we are aware of the new challenges that face us and how long the road ahead is. Sustainability is a long-distance race, and the goal is as important as the path to it.

José María Bauzá de Mirabó Darder
General Director of MAC Insular

We're continuing to make progress on our journey towards sustainability with pride in the achievements we've made, and we are excited to continue making ambitious commitments.

01

GET TO KNOW US

At MAC Insular, we're working to improve sustainability on the island of Mallorca through responsible waste management.

“

MORE THAN 15 YEARS OF SERVICE TO THE ISLAND OF MALLORCA IN **WASTE MANAGEMENT**

1. GET TO KNOW US

1.1. We are MAC Insular

Related SDGs

Since 2006, we have been the Public Service concessionaire for managing construction and demolition waste (CDW), bulky waste (BW), and out-of-use tires from the island of Mallorca.

Our fundamental objective is **minimal dumping**, achieving the maximum use of waste, and promoting the circular economy, all through the valorization of the waste we manage to reintroduce into production cycles and thus reduce the consumption of natural resources.

CONSTRUCTION AND DEMOLITION WASTE

We obtain recycled aggregates for reuse in construction and use the sterile part to restore and recover the landscape in degraded spaces.

BULKY

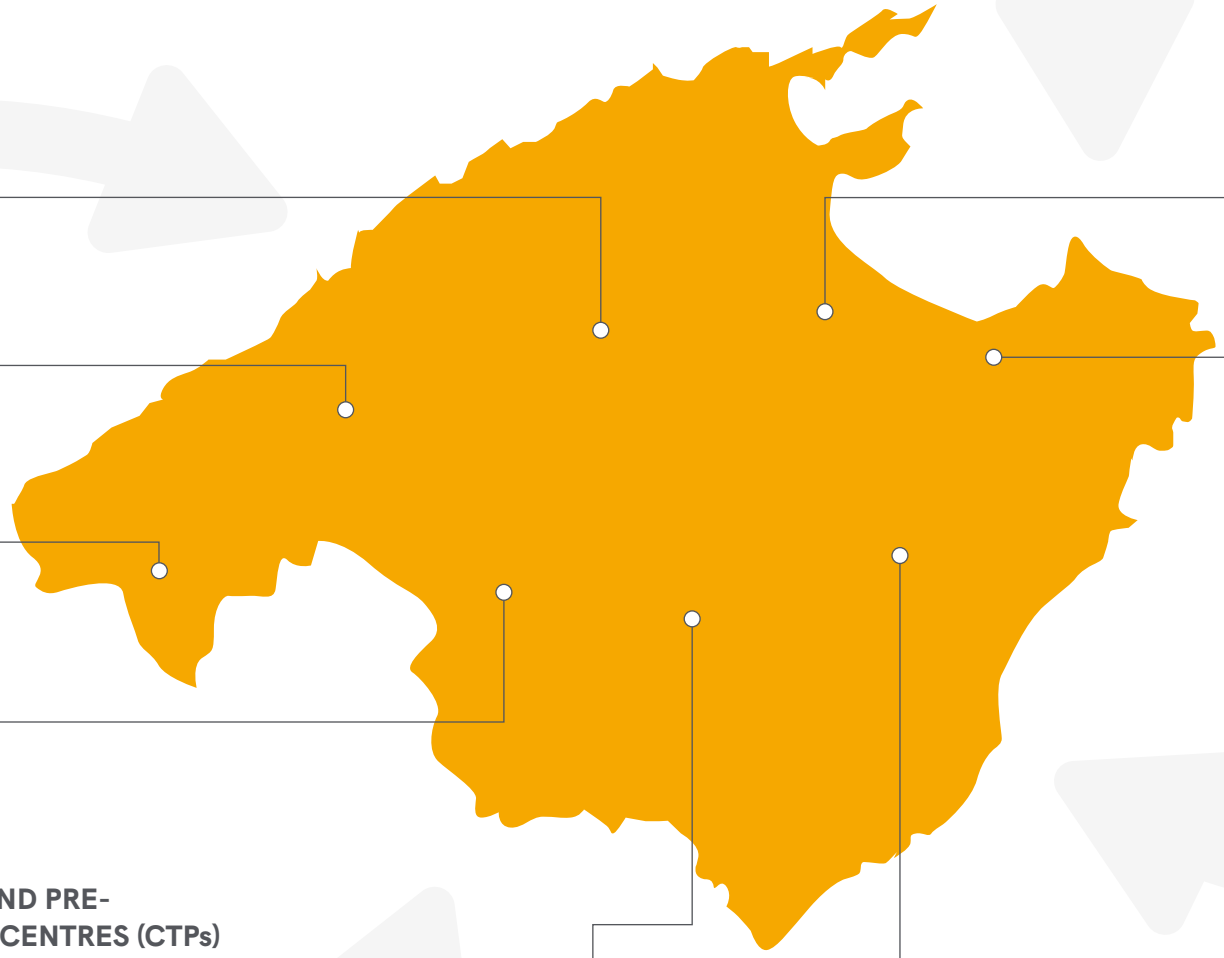
We repair everything possible, but if something is not reusable, we recover the valuable components and ensure the proper management of hazardous components.

OUT-OF-USE TIRES

We classify and reduce them in size for subsequent energy recovery.

mac insular

Our facilities



TRANSFER AND PRE-TREATMENT CENTRES (CTPs)

We carry out pre-treatment of the CDW and classification of the BW according to type before transferring them to the treatment plants.

BUNYOLA TREATMENT PLANT (PT1)

We treat CDW. In addition, there is a preparation centre for reusing household appliances and furniture, and we carry out the final management of white goods.

SANTA MARGARITA TREATMENT PLANT (PT2)

We treat CDW.

1.2. Mission, vision, and values

Related SDGs

Mission

The design, construction and management of construction-demolition waste treatment plants, bulky waste, and out-of-use tires under the **highest quality standards and the use of waste as resources**, ensuring maximum environmental protection.

All this is to the satisfaction of our stake-holders - customers, employees, suppliers, and capital - in a framework of economic efficiency that contributes to a **more sustai-nable, attractive Mallorca for its residents and visitors**.

Vision

To be the leading company in the treatment of construction-demolition waste, bulky waste, and out-of-use tires based on the **maximum use of waste**, which we transform into resources, and with the highest environmental guarantees.

To stay at the highest level of waste management standards, ensuring the economic viability of the company and our continuity.

Values

Environmental protection

Responsibility

Commitment

Efficiency

Transparency

Human capital

Integrity

1.3. A responsible, sustainable business model

Related SDGs

We live in a unique natural environment: Mallorca. This is paradise in the middle of the Mediterranean, but, like any island, it has limited resources. This makes it even more necessary to establish a **sustainable development model** based on the valorisation of waste as resources, which allows us to protect and conserve our environment.

To this end, we have established a set of mandatory policies for all our professionals:

QUALITY AND ENVIRONMENT POLICY

Based on the principles of excellence, social responsibility, and continuous improvement.

HUMAN RESOURCES POLICY

Focused on the search for the best talent, the promotion of professional development, and the protection of their health and safety.

INFORMATION SECURITY POLICY

Which aims to protect the company's information assets.

AENOR
SEGURIDAD INFORMACIÓN
ISO/IEC 27001
0022/2010

COMPLIANCE POLICY

Which is integrated into our corporate culture and consists of our way of working beyond regulatory compliance.

“

OUR **GOAL** CENTRES AROUND **CONVERTING WASTE INTO RESOURCES**, MAXIMISING ITS USEFUL LIFE WITH **MINIMAL ENVIRONMENTAL IMPACT.**

Our commitment to the SDGs

“

WE ARE ALIGNED WITH THE **MAJOR GLOBAL COMMITMENTS.**

1.4. Dialogue with our stakeholders

Related SDGs

We're working to meet the needs of the Administration and society with our activity. It is essential for us to identify MAC Insular's stakeholders clearly and to maintain smooth communication with them in order to keep moving in the same direction.

Our stakeholders

- Direct partners
- Suppliers
- Contractors/ subcontractors
- Employees
- Clients: users and the Mallorca Insular Council
- Public Administrations
- Neighbours and the rest of society

Main communication channels

External

WEBSITE
https://www.mac-insular.com/es

PHONE
(+34) 900 22 11 00

E-MAIL
info@mac-insular.com

DIGITAL REGISTRATION

ETHIC CHANNEL
canaletico@mac-insular.com

Internal

INTRANET
Internal communication tool for workers

SUGGESTION BOX

Our customers' satisfaction

Our customers' ratings show the result of our **firm commitment to excellence**, highlighting our level of commitment at MAC Insular with social and environmental aspects.

ABOUT THE SERVICE

Overall user satisfaction regarding the service
(78.3%)

In-person customer service
(81.1%)

In-person service of plant operators
(83.9%)

Website
(79.2%)

Telephone service
(83.2%)

Signage to get to the plant
(79.1%)

Wait time to download
(68.7%)

Information received on waste accepted
(75.1%)

ABOUT ENVIRONMENTAL AND SOCIAL ASPECTS

Recruitment of people at risk of exclusion
(92.8%)

Recycling furniture and household appliances
(92.2%)

Protecting Mallorca's environment
(97.9%)

Recycling waste into aggregate
(93.5%)

ABOUT THE PRODUCT

Consumer loyalty
(71.4%)

Quality of recycled aggregate
(67.3%)

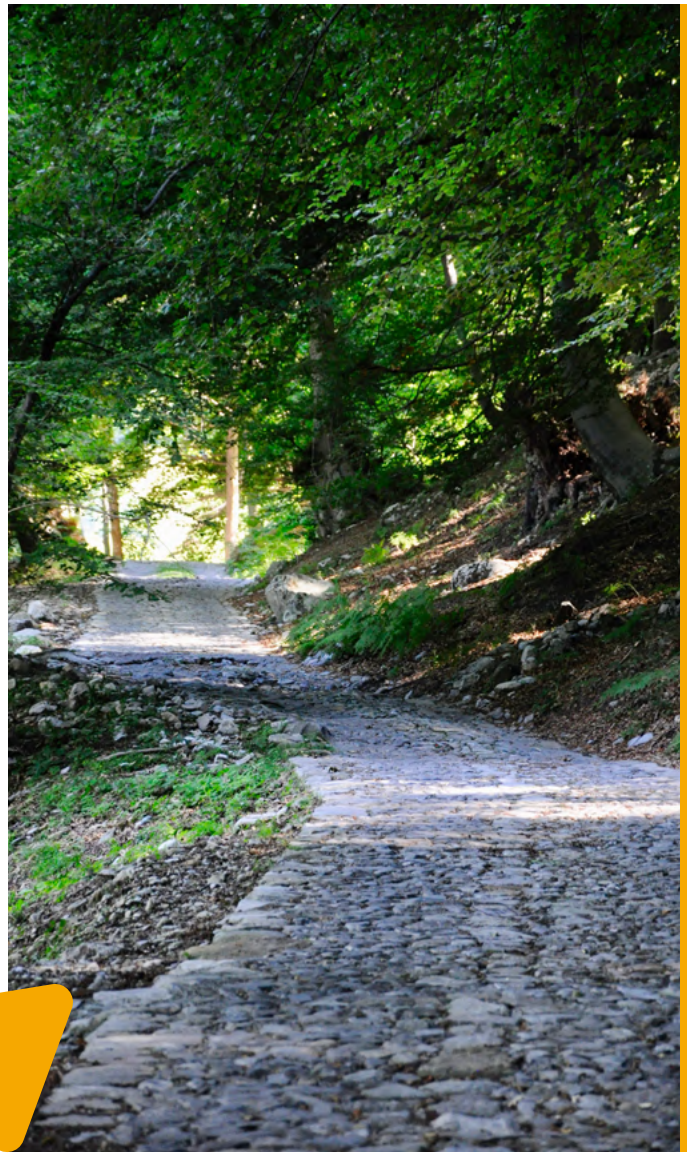
1.5. Good corporate governance

At MAC Insular, we are committed to carrying out responsible governance practices, striving to show exemplary behaviours at all levels of the company at all times.

Ethics and regulatory compliance

Since 2017, we have a **Code of Ethics** that includes the principles, values, and rules of conduct that must govern the actions of all our staff and individuals associated with our activity.

In addition, to ensure compliance with the regulations, we have implemented the role of a **Compliance Officer**, which, along with a Support Team composed of managers from Human Resources, Environment, and Quality and Systems, is responsible for monitoring and controlling compliance with the company's Criminal Risk Prevention Manual.



We have absolutely zero tolerance for conduct related to regulatory non-compliance, corrupt practices, or unethical misconduct.

Aspects governed by our Code of Ethics

- Respect for people and non-discrimination
- Professional development and equal opportunities
- Occupational health and safety
- Impartiality and conflict of interest
- Environmental protection
- Third-party fraud and corruption
- Money laundering
- Corporate reputation and image
- Use and protection of assets
- Computer resources
- Intellectual and industrial property
- Information security
- Veracity and confidentiality of information
- Gifts and presents
- Customer relations
- Relationships with partner companies and suppliers
- Relationship with public officials and institutions

ETHICS CHANNEL

To ensure and facilitate compliance, we have an Ethics Channel, which anyone can use to file a complaint or submit relevant inquiries by sending an e-mail to the address canaletico@mac-insular.com. In addition, we have a Policy for Using the Ethics Channel, which includes a protocol to follow to help answer inquiries or questions about its use.

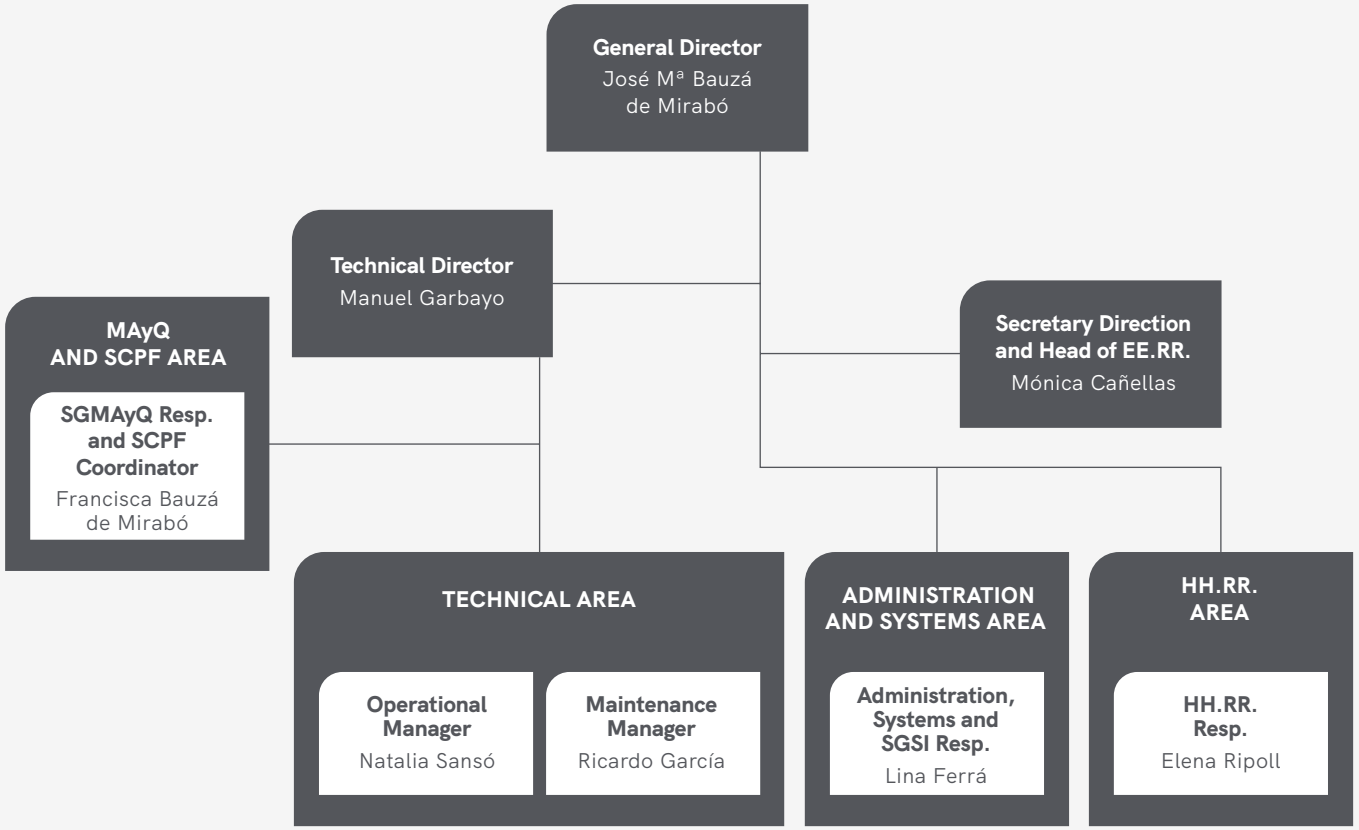
Governance structure

We have two governing bodies to coordinate everything related to the governance of MAC Insular.

- **Board of Directors,** consisting of seven members who hold quarterly meetings.
- **General Meeting of Members,** composed of:
  - 70% TIRME, S.A.*
  - 30% Companies in the construction sector.

*TIRME S.A., company in charge of managing urban waste in Mallorca.

ORGANISATIONAL CHART OF MAC INSULAR



02

2021 IN FIGURES

This year saw major achievements in our sustainable performance.

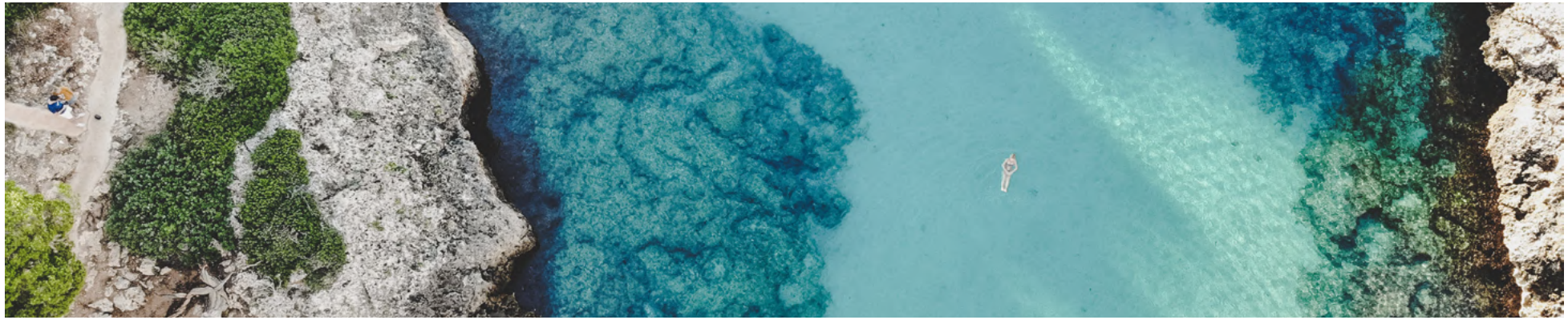
2. 2021 IN FIGURES

Related SDGs

At MAC Insular, we base our operation on a **circular economy model**, which gives waste generated a second life, transforming it back into useful resources.

Comparison of input residues in the system

Input data by type of waste (t)	2020	2021
Construction and Demolition Waste	450,576	483,693
CFCs white goods	288	229
CFC-free white goods	170	148
Brown goods	52	51
Bulky Waste	43,509	45,170
Out-of-use tires	2,973	3,500
TOTAL	**497,568**	**532,791**



218 people

between our staff and subcontractors

(+2.3% vs 2020)

60 people

at risk of exclusion in collaboration with social entities

(+15.4% vs 2020)

254,452 t

of recycled aggregate sold, preventing the extraction of new material resources

(+3.7% vs 2020)

57,600 t

of waste sent to energy recovery, allowing the generation of 31,104 MWh of energy

(+3.1% vs 2020)

91.5%

local suppliers

(+3.6% vs 2020)

645 customers

have bought recycled aggregate

(646 in 2020)

0.004 t

of CO_2e issued/t inputs in the system

(-28% vs 2020)

0.09 m^3

of water/t inputs in the system

(-4.6% vs 2020)

3.51 kWh

consumed/t inputs in the system

(-5.6% vs 2020)

1,06 l

of fuel/t inputs in the system

(-4.1% vs 2020)

Billing by type of waste

		2020	2021
Construction and Demolition Waste		€ 22,073,939	€ 23,522,132
WEEE	CFCs white goods	€ 160,381	€ 127,505
	CFC-free white goods	€ 58,993	€ 51,206
	Brown goods	€ 39,701	€ 38,754
Bulky Waste		€ 8,028,664	€ 8,335,219
Out-of-use tires		€ 344,940	€ 406,129
TOTAL		**€ 30,706,618**	**€ 32,480,946**

03

ENVIRONMENTAL RESPONSIBILITY

This is part of our raison d'etre, and it is present in everything we do to have a positive impact on our surroundings.

3. ENVIRONMENTAL RESPONSIBILITY

3.1. Responsible environmental management

To implement our policies effectively, we work with AENOR-certified Quality and Environmental Management Systems.

In addition, we have the CE marking for the recycled aggregates produced.

We have also established a **Quality and Environment Policy** that prioritises these aspects in our activity. We therefore carry out day-to-day tasks with protecting the environment always at the fore, evaluating environmental aspects and preventing possible negative impacts.

This way of working means not only complying with current legislation but also **continuously improving** throughout the company, meeting the expectations and interests of our stakeholders.

As a result of these commitments, we **track resource consumption** and have strict **environmental controls** at our facilities.

Certificates that demonstrate our Quality and Environmental Management Systems

AENOR GESTIÓN DE LA CALIDAD ISO 9001 1609/2008

AENOR GESTIÓN AMBIENTAL ISO 14001 0695/2008

CERTIFIED IQNet MANAGEMENT SYSTEM

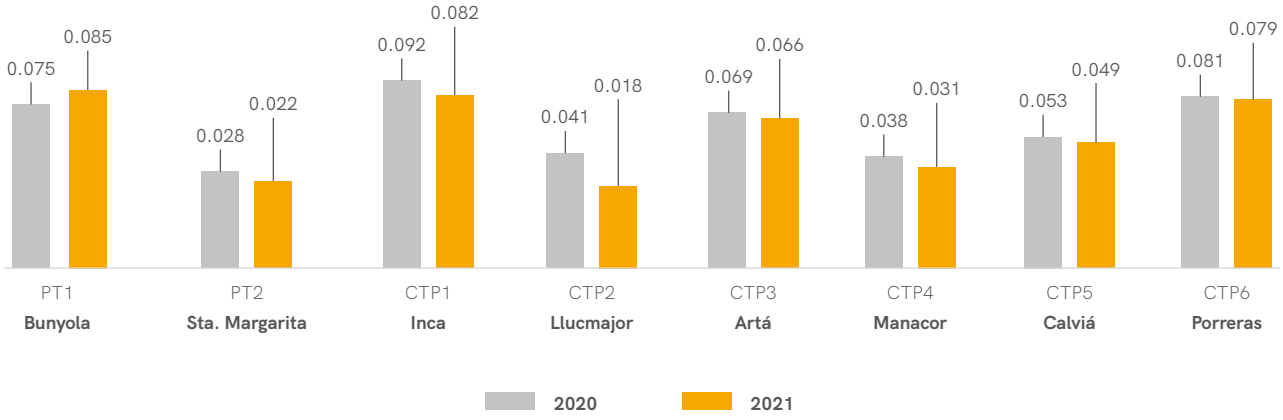
CE 0099/CPR/A60/0945 0099/CPR/A60/0946

Responsible water use

Water is an **essential resource** for life on our planet and the economic activities carried out by our company, but it is also highly limited - even more so on an island like Mallorca.

In this regard, we carry out **consumption control and monitoring** to be aware of our facilities' needs. The results of these records are shown based on the managed waste since the plant is watered as a preventive measure to prevent dust dispersion and prevent the risk of fire when rejected waste is crushed.

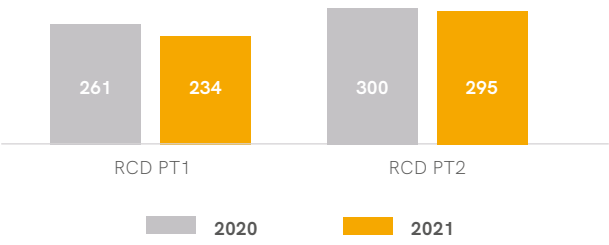
Water consumption (m^3/t waste managed)



Commitment to efficient electricity consumption

Another resource we measure is the consumption of the electricity needed to carry out our activities. At the **Bunyola and St. Margarita plants**, we have the buildings' differentiated consumption of this resource for treating Construction and Demolition Waste from the other facilities.

Electricity consumption/ Production hours (kWh/h)



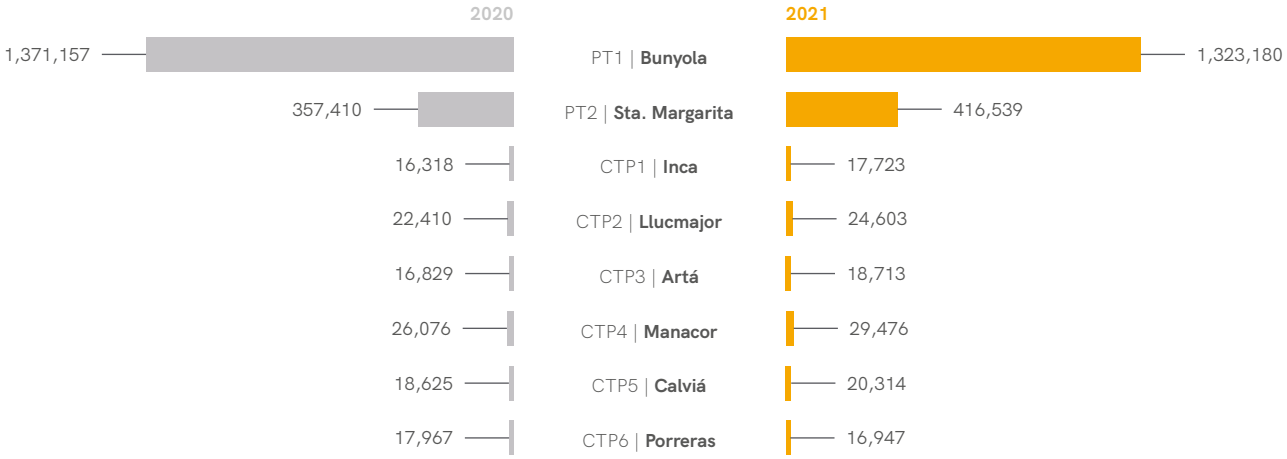
Looking at the **relative electricity consumption** per operating hour at the plants, we can see that it decreased slightly in both in 2021 with respect to the values from the previous year.

On the other hand, as part of our commitment to minimising the environmental impact of the company's plants, we are committed to **using energy from renewable sources**. Thus, the CTP2-Llucmajor plant has had solar panels since the end of 2016.

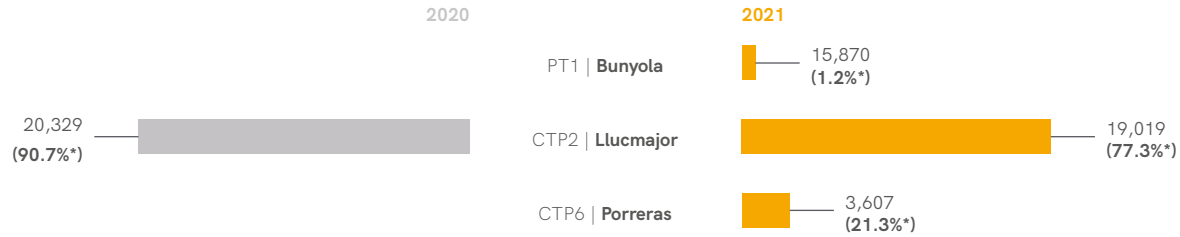
In 2021, we installed solar panels in the central office located at the PT1-Bunyola plant and at the CTP6-Porreras plant, going from a generating capacity of 14.7KW to 67.9KW in self-consumed electricity.

In this case, the consumption was not relativised according to the waste inputs; at the CTPs, for example, the consumption is due to the use of electricity in the offices, such as lighting, air conditioning systems, etc., so it is indifferent to the inputs that occur.

Electricity consumption at our plants (KWh)



Self-consumption



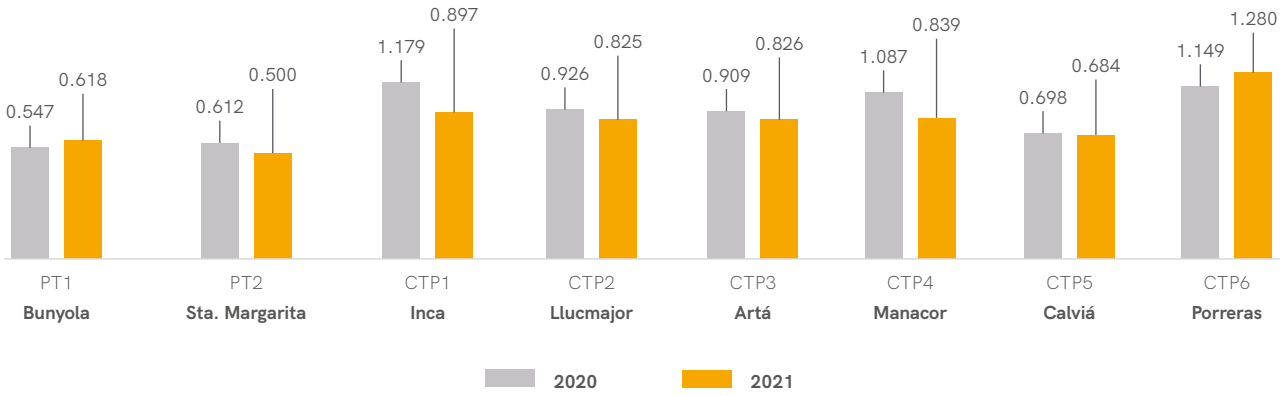
*Percentage of energy generated from renewable sources in self-consumption.

Efficient use of fuel

We also use fuels at our plants, with three different types of consumption: that of the corporate vehicles used by the MAC Insular staff, the machinery used at the plant for separating and cleaning waste, and the consumption by diesel generator sets that support the solar panels in obtaining electrical energy at the Llucmajor plant (CTP2).

In 2021, we reduced our fuel consumption by 9% in relative terms compared to 2020.

Relative fuel consumption of machinery per plant (l fuel/t waste managed)



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EXHAUSTIVE, RIGOROUS **MONITORING OF ENVIRONMENTAL INDICATORS** IS ESSENTIAL TO KNOW THE IMPACT OF OUR ACTIVITIES.

Environmental Monitoring Results 2021

Related SDGs

We carry out the environmental controls specified in the Environmental Monitoring Plan approved by the Mallorca Insular Council, as well as those specified in the authorisations of the facilities granted by the administration.

	Aspect	Facility	Control guidelines	Result
WATER	Wells	All facilities	Annual monitoring in the vicinity of industrial plants	No incidents detected, values within normal range
	Leachates		Monthly analysis of leachate waters	

Aspect			Facility	Control guidelines	Result
ATMOSPHERE	Immissions	Suspended particles PM_{10}	PT1, PT2 y CTPs	Annual campaign	No incidents detected, values within normal range
			PT1	Semi-annual campaigns in Es Garrovers, Palmanyola, and Son Sordina carried out by Tirme	
		Settling particles	All facilities	Semi-annual controls	
	Emissions	Noise	PT1	Annual sound measurement inspection carried out by OCA	Favourable compliance result
		Suspended particles PM_{10}	PT1	Annual inspection of PM_10 measurements of the sleeve filter by OCA and estimation of the diffuse emission of particles by OCA	95.53kg/year
				Annual inspection of proper application of Corrective Measures of particle emission by OCA	Satisfactory inspection
			PT2	Self-monitoring inspection every 18 months and every 3 years by OCA of PM10 measurements of the sleeve filter and estimation of the diffuse emission of particles by OCA	52.62kg/year
				Annual inspection of proper application of Corrective Measures of particle emission by OCA	Satisfactory inspection
			CTPs	Five-year inspection and application of Corrective Measures for the emission of particulate matter by OCA	Satisfactory inspection
		CFC	PT1	Annual estimation of CFC emissions from the treatment plant for white goods based on the units treated	0.11 kg/year

PT1 - Treatment Plant 1 (in Bunyola) / PT2 - Treatment Plant 2 (in Santa Margalida) / CTP - Centre for Transfer and Pre-treatment

Recycled aggregates are marketed for use on-site, which prevents the extraction of natural aggregates.

3.2. Boosting the circular economy

Related SDGs

In order to meet our goal of minimal dumping, the waste that arrives at our facilities is prepared for reuse or recycled to obtain a recycled aggregate for new use in construction, thereby preventing the extraction of natural materials in the case of Construction and Demolition Waste.

55%

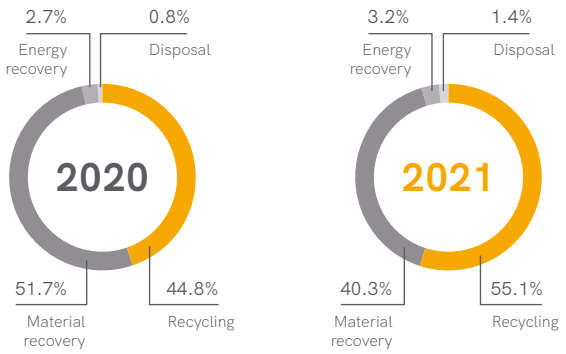
of recycled construction-demolition waste in 2021.

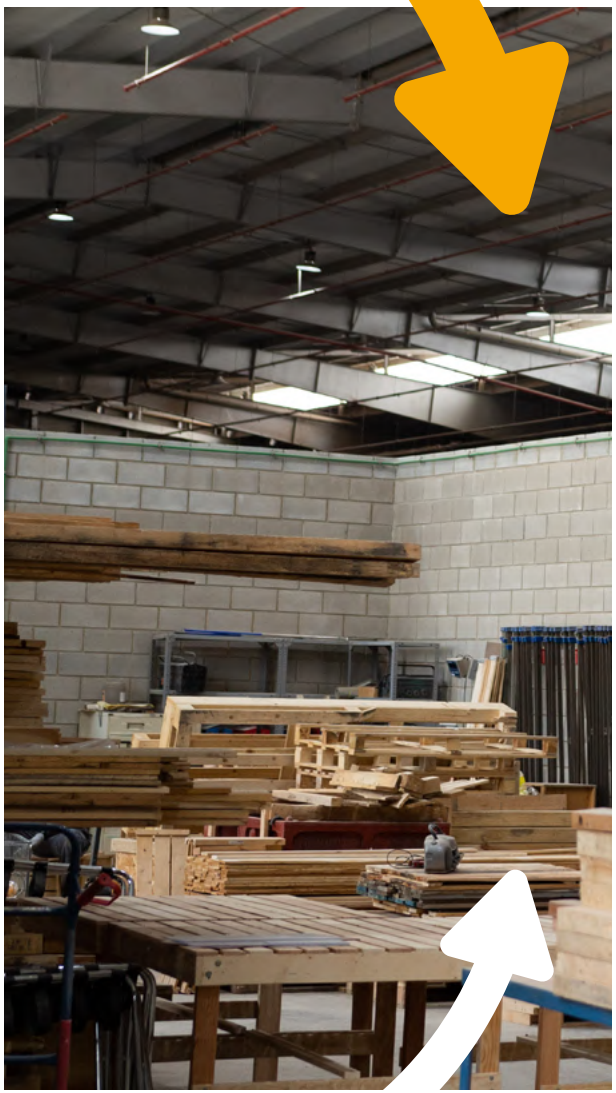
The rest of the non-commercialised material is sent to **material recovery** in restoring quarries and recovering degraded spaces, which accounted for 40% of the treated waste.

Only 3% of the waste goes to **energy recovery**, a process by which electrical energy is obtained and which takes place at the incineration plant managed by the Public Service for urban waste management.

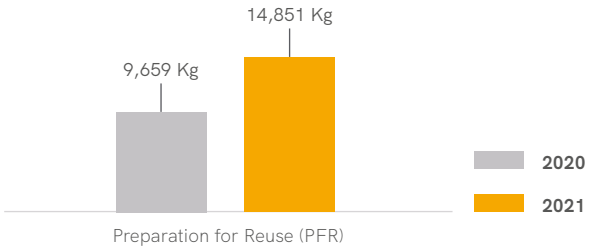
Finally, a minimal part of the hazardous waste that comes in is separated and managed through an **authorised end manager for its disposal**.

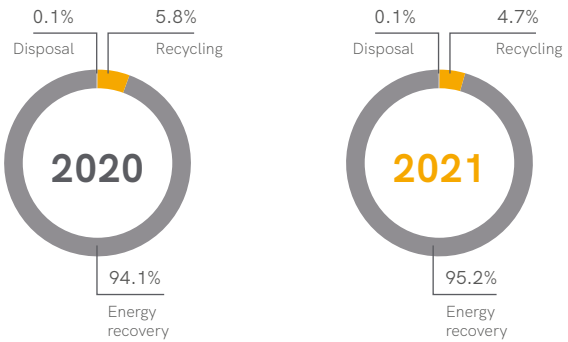
Construction and Demolition Waste (CDW) Management





Waste management of furniture and household supplies

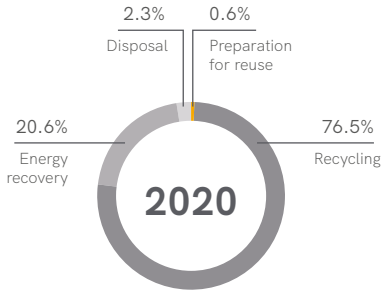


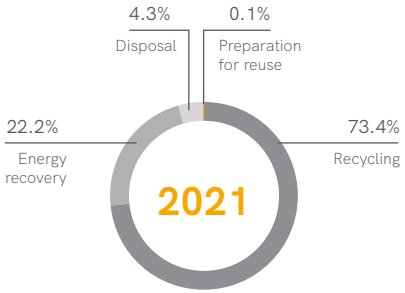


Preparation for reuse and recycling account for about 5% of the total of this type of waste. The rest that is not usable materially is sent to energy recovery, which gives rise to a **minimum disposal rate**.

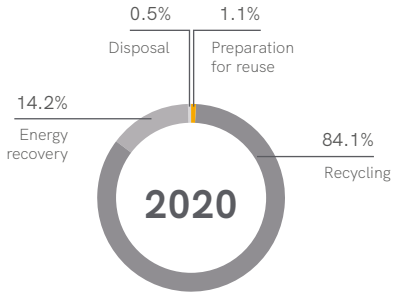
Waste from Electrical and Electronic Equipment (WEEE) Management

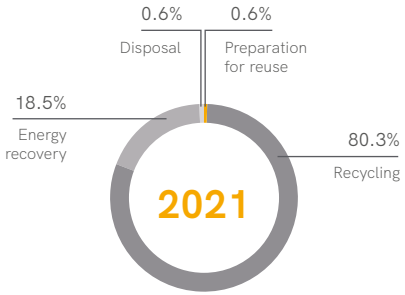
Household appliances with CFCs





CFC-free appliances

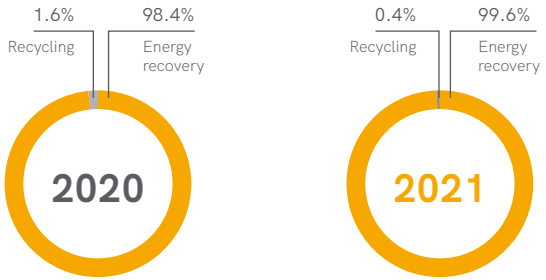




In terms of white goods appliances, recovery rates of 95% are achieved for those containing refrigerant gases and 99% for those that are CFC-free.

We repair furniture and appliances in collaboration with Fundació Deixalles, which is subsequently in charge of marketing them.

Out-of-Use Tire Management



All out-of-use tires are intended for recycling and energy recovery. Disposal from this fraction is zero.

“

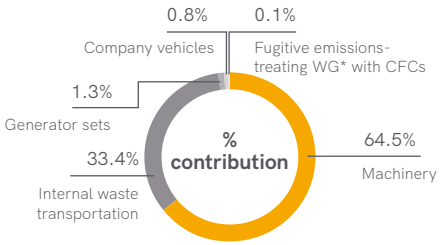
WE ARE WORKING TO ACHIEVE MORE AND **MORE RECOVERY OF THE WASTE WE MANAGE**, MINIMISING DISPOSAL.

3.3. Lowering our environmental footprint

Related SDGs

Once again this year, we have **calculated our carbon footprint** to quantify the environmental impact produced by the greenhouse gases emitted (GHG) as a result of our activity at MAC Insular; this will be included in the Balearic Register of Carbon Footprints.

Scope 1 - Direct Emissions



*WG: white goods

Scope 2 - Indirect emissions

0 emissions due to electricity consumption.

In 2021, we had 0 t CO_2e indirect emissions thanks to the use of energies with Guaranteed Renewable Origins.

Source of emission (t CO_2e/year)	2019	2020	2021
Scope 1 - Direct Emissions	**2,780**	**2,128**	**2,333**
Machinery	1,837.76	1,354.67	1,503.79
Internal waste transportation	898.37	745.33	780.03
Generator sets	16.47	7.81	29.97
Company vehicles	23.43	18.52	18.01
Fugitive emissions- treating CFC WG	3.6	1.42	1.2
Scope 2 - Indirect emissions	**1,471**	**899**	**0**
Electricity (Baleares)	1,471	899	0
TOTAL	**4,251**	**3,027**	**2,333**

Note: Data according to Balearic regulations, in accordance with Decree 48/2021, of 12/13/2021, which regulates the Balearic Registry of carbon footprints (BOIB nº 171, of 12/14/2021).

The increase in CO_2 emissions due to the generator sets used at the Llucmajor plant was caused by problems with the converters for the solar panels in 2021, which required increasing their use.

As for CO_2 emissions derived from the use of machinery, an increase can be seen in 2021 compared to 2020; however, the pandemic makes comparison difficult because it was not a representative year. However, there is a decrease compared to 2019.

t of CO_2e emitted per t of input waste into the system

In just two years, we reduced the intensity of our CO_2 emissions per t of input waste by more than 38%.

We're continuing to work on implementing measures to reduce direct emissions.

CO_2 emission reduction measures implemented

- Installation of **fotovoltaic solar panels** at two plants
- Purchase of a second **electric vehicle**
- Installation of a second **electric charging point** at the car park for the central offices
- **Replacement of diesel vehicles** in the fleet with hybrid gasoline vehicles

04

PEOPLE

We take care to ensure the well-being of our people, who are the company's main asset in making our achievements a reality.

4. PEOPLE

4.1. Managing our team

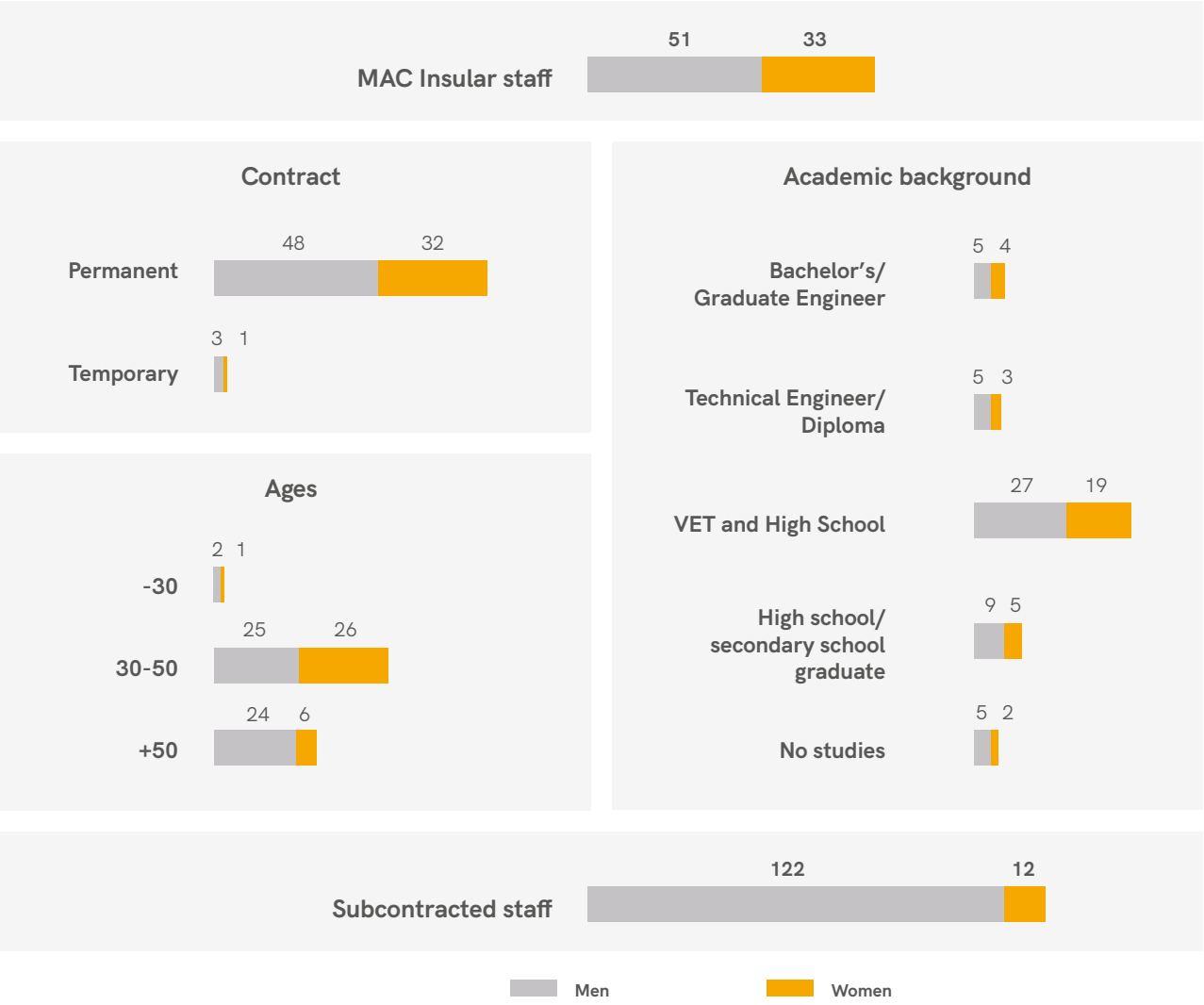
Related SDGs

At MAC Insular, we have a **large, diverse, and multidisciplinary team** where the principles of equal opportunities and gender equality are top priorities.

“

OUR TEAM IS MADE UP OF 84 **PROFESSIONALS, 39% OF WHICH IS FEMALE**

What the MAC Insular team is like (number of people)



4.2. Talent promotion

Related SDGs

We think of **training as an ongoing process** in the working life of our professionals that is adapted to the business strategy. Therefore, we develop an annual Training Plan designed to advance our staff's preparation and training, adapting to their needs and those of the company with the evolution in new trends and demands.

During 2021, we carried out **19 training activities**, which attendees rated as having a high degree of satisfaction (4.58/5).

We increased the trainings planned and carried out in 2021 by 11% compared to 2020.

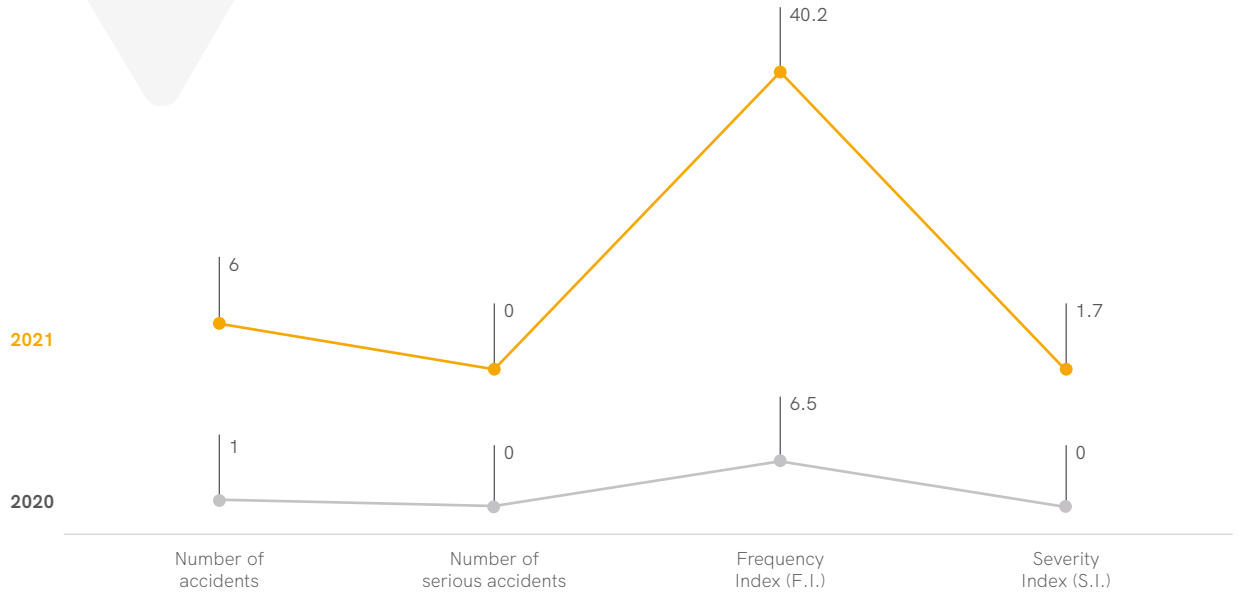
4.3. Health and safety

Related SDG

At MAC Insular, **ensuring the best health and safety conditions** for our team is a priority. We therefore have two external prevention services and a prevention coordinator.

In 2021, there were more accidents with leave than in 2020. None of them was serious; all were considered mild. However, two of them were long-lasting, which led to an increase in the severity index.

As a preventive measure, we carried out three training actions in the area of **occupational risk prevention** in 2021.



F.I.: Accidents during working hours with leave*1,000,000 / (number of workers * h worked)

S.I.: Number of days not worked due to an accident with leave * 1,000 / (number of workers * h worked)

05

SOCIAL COMMITMENT

Growing along with our community means joint progress for everyone, and we have the capacity and responsibility to contribute to this.

“

WE MAINTAIN A STRONG RELATIONSHIP WITH THE KEY PLAYERS ON THE ISLAND OF MALLORCA

5. SOCIAL COMMITMENT

5.1. Supporting the local community

Related SDGs

For MAC Insular, **maintaining a thriving relationship with the island of Mallorca** is essential. This is why we actively participate and collaborate on multiple local activities; these notably include:

Visiting and working with the **Tardor soup kitchen** (financial contribution and donating furniture and appliances repaired in our workshops).

Signing an **agreement with the Bunyola City Council**, which offers the recycled aggregates from the treatment of construction and demolition waste free of charge to fix up the municipality's parking areas and roads.

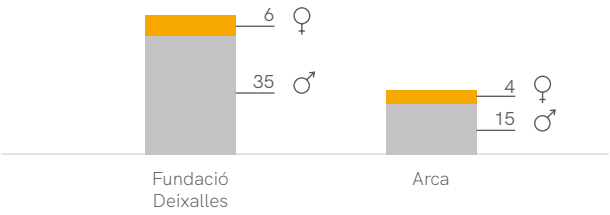
Working with the School Garden at Guillem Sagrera Secondary School, providing used tires for reuse.

Along with FEHM, granting the **"minimal discharge" certification to the Riu Concordia hotel**, which ensures absolute traceability in waste management during the renovation work on the hotel.

Staying aligned and working with the **"Circular Mallorca. Next Generation"** initiative promoted by the Mallorca Insular Council.

Collaborating with the Fundació Deixalles y Arca in the socio-labour integration of individuals at risk of social exclusion. In 2021, there were 60 people working at our facilities.

Individuals at risk of social exclusion who have worked at MAC Insular in 2021



5.2. Responsible supply chain

Related SDGs

We are committed to working with **local suppliers** to support the Balearic economy and reduce emissions associated with transportation.

Supplier origin in relation to turnover

	2020	2021
Local	87.94%	91.52%
Spain	99.80%	99.15%
Foreign	0.20%	0.85%

We have increased spending on local suppliers by 3.58% in 2021 compared to 2020.

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