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GIRBAU

**GIRBAU**



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SUSTAINABILITY

R E P O R T

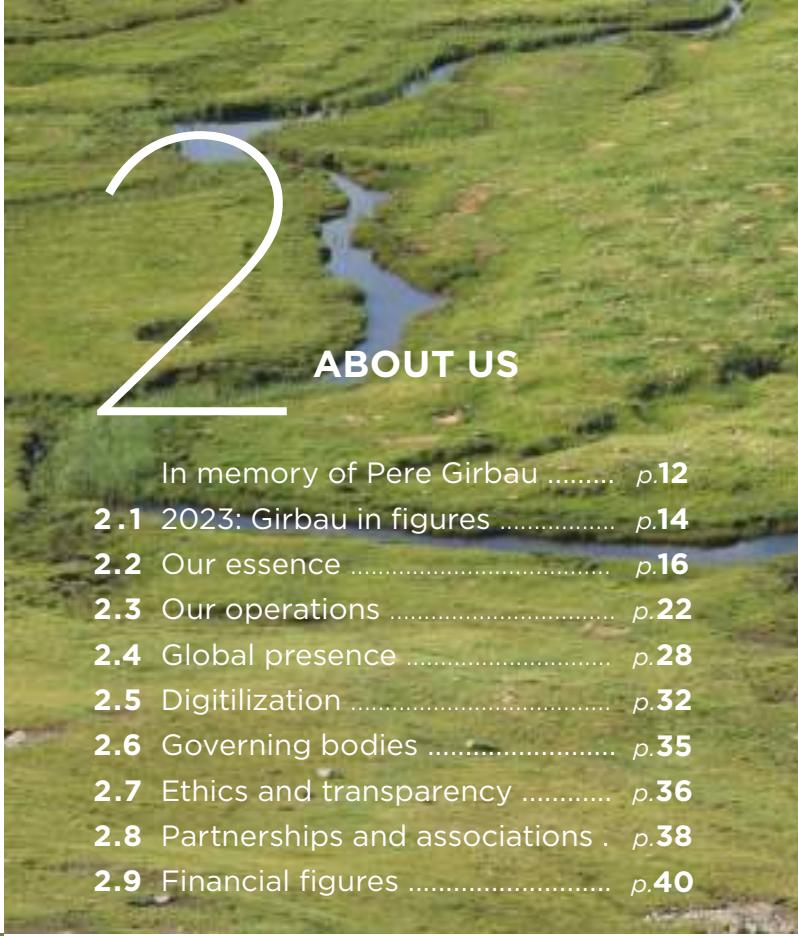
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# LETTER OF INTRODUCTION

# 2023

was a year marked by the loss of Pere Girbau Bover, co-founder of Girbau and father and uncle to the undersigned.

Pere Girbau Bover was a visionary, a great humanist, ever faithful to his values and firmly committed to those around him, his company, society and the environment.

We would like to take this opportunity to pay him tribute and recognise his legacy.

2023 was also a year in which Girbau consolidated its growth, with a new record in terms of turnover. Strong growth was seen in all geographical areas except North America, where, following two years of sharp increases, a slight downturn was noted.

As a result of these improved results, we have steadily increased our investment in **creating value**:

**Creating value for our customers:** by providing comprehensive solutions geared toward automation (such as Sortech) and reducing water and energy consumption (Genius, energy and water recovery systems), as well as reducing waste such as microplastics (microparticle filter); and by establishing new digital channels and platforms (Horizon). And, following the opening of our commercial and service subsidiary in Malaysia, we are now even closer to our customers in Southeast Asia.

**Creating value for our people:** we have earned ISO standard 45001 certification, as the health and safety of our teams comes first. We promote the growth of our employees by working in cross-functional teams, providing opportunities to discuss future expectations and defining personal development plans; we also have leadership development programmes.

**Creating value for society:** by cooperating with local entities through the **Girbau Private Foundation** and the company itself; contributing to social, cultural and

environmental projects; sponsoring the **Girbau Vic TT**, which in 2023 scored major successes; launching challenges linked to our operations to students from various educational institutions; and promoting STEM education through the **Aula Digital**, alongside the Vic Municipal Council.

**Creating value for the planet:** we have succeeded in reducing our carbon footprint (scopes 1 and 2) by 27% in the past 3 years thanks to major investments aimed at saving energy and generating photovoltaic electricity; we also have a roadmap to become carbon neutral by 2030. In 2023, we invested in a new coating line that has substantially improved working conditions and significantly reduced energy consumption and waste. As scope 3 emissions represent the bulk of our carbon footprint, particularly the use of our equipment by customers, we have ramped up efforts to provide increasingly sustainable products and solutions with a view to reducing not only energy and water consumption, but also waste. We are also experimenting in the field of circular economy, investing in projects that open our business up to new sectors, such as the work we have done with IKEA and MASIAS, focused on the reuse of fibres.

We are proud of our achievements, which are the result of the fantastic work of the entire Girbau community and which follow the direction set out in our corporate purpose:

***To be leaders in creating a positive impact on people and planet.***



**Mercè Girbau**

President and CEO



**Pere Girbau**

CEO



2

# ABOUT US



## **PERE GIRBAU, CO-FOUNDER OF GIRBAU, DIES**

Pere Girbau Bover, co-founder, former president of the Board of Directors and member of the Family Council at Girbau, passed away on 16 July 2023, at the age of 89.

Born in Vic, Pere devoted his life to his family, company and surroundings. Alongside his siblings, Antoni and Teresa, he spearheaded the creation and growth of Girbau as a manufacturer and retailer of industrial laundry equipment. Pere led the company's commercial expansion and exports, key to the development of the business. Antoni headed the industrial development department, while Teresa was in charge of managing people.

Pere's determination, vision, enterprising spirit and leadership ability, solid and coherent business ethics, devotedness to his values, reliability, credibility and honesty in the manner he conducted business and ability to make the right decisions proved decisive in the company's expansion and in laying strong foundations, which continue to support it today.

Mention must also be made of his strong ties to the city of Vic, where he served as mayor from 1987 and 1995, as well as a member of numerous boards of trustees and civic associations, demonstrating a constant interest in and devotion to his beloved city.

# GIRBAU 2023

17

Subsidiaries



06

Production sites  
(Spain, France and China)



135

Countries in which our  
products are sold

During 2023:

15,135

Machines sold

173

Distributors

7,728

Customers

## WORKFORCE



834

People



26%

Women



94%

Staff on permanent  
contracts

## SUPPLIERS

3,487

Active suppliers

## ENVIRONMENT



0.07

**kwh/€ of turnover**

of energy consumption in production centres



0.12

**l/€ of turnover**

water consumption in production sites and sales offices



0.01

**kgCO<sub>2</sub>eq/€ of turnover**

of greenhouse gas emissions in production sites

## FINANCIAL FIGURES

€193,758,251

**in turnover (sales)**

4.37%

**turnover allocated to R&D**

We opened a **new subsidiary in Malaysia**, yet another step in the company's commitment to the Asian market and its process of global expansion.

Our occupational health and safety management system is **ISO standard 45001 certified**.

# OUR ESSENCE

2.2

Our purpose is to be leaders in creating a positive impact on people and planet.

## MISSION

We design and provide comprehensive, sustainable and innovative solutions for textile treatment in a global market with a local focus, promoting the personal and economic growth of our customers, team, partners and shareholders.

## VISION

An open community, with a sustainable and ambitious project, adaptable and always close to its customers.

## VALUES

The company's values were revised as part of a participatory process. The business family selected commitment as the company's unequivocal value and pre-selected other possible values that could represent it. The team at Girbau chose five values with which they identified. The result is as follows:

## COMMITMENT

## EXCELLENCE

## COLLABORATION

## INTEGRITY

## PASSION

## PEOPLE CARE

Girbau's values are the company's soul and guide the way we act to achieve our goals.



## PROMOTING THE CULTURE OF GIRBAU'S VALUES

- The presentation of Girbau's Annual Plan included a teambuilding activity that involved putting Girbau's values into practice. The dynamic consisted in building a balloon car to compete in the **Girbau Worldwide Balloon Car Championship**.
- **Girbau's values** are present in all communications and have their own section on the company's internal platform.
- **Padel tennis and table tennis tournaments**, an opportunity to improve our connections both in and out of work and consolidate team spirit.
- **Equals Program**: Fostering inclusion and respect for hidden disabilities in organisations. Through this programme, we offer support and guidance to workers and their family members to the first degree by promoting equal opportunities and the value of integration in our business culture.
- **Improvements in our onboarding** model to quickly integrate our teams and strengthen their commitment.



# 2021-2023 VALUE CREATION STRATEGY

The 2021-2023 Strategy is centred around **Value Creation**: value for our customers, value for our collaborators and staff, value for society and value for the planet. The strategy is structured around three pillars:

## CUSTOMER INTIMACY

*"Identify the key insights."*

This pillar involves creating valuable proposals and innovative solutions for our customers, to anticipate their needs and encourage interaction with them.

In 2023, in effort to get even closer to our customers, we opened a new subsidiary in Malaysia.

## ONE TEAM

*"If you want to go fast, go alone; if you want to go far, do it as a team."*

This pillar, centred around the Girbau community, is based on strategic alignment, cooperation and cross-functionality as the underlying principles that guide us toward a common goal.

This year, we continued to encourage the professional growth of our employees through training and leadership programs.

## INNOVATION AND SUSTAINABILITY

*"Promote innovation to provide a value to our customers that sets us apart, while generating a positive impact on the planet".*

Innovation is key to placing sustainability at the heart of the organization. Only by instilling a culture of innovation and cooperation with other actors from the ecosystem will we be able to address the challenges of climate change and have a positive impact on society, people and the planet.

In 2023, we continued to promote collaborative and disruptive innovation in response to our customers' expectations and our environmental and social challenges. We also continued to make progress in the development of our environmental sustainability strategy with the Gardenia program.

## WE HAVE REACTIVATED PILLAR DAYS

In 2023, we once again organized Pillar Days, the aim of which is to encourage participation in and knowledge of our sustainability strategy among all members of the Girbau community.

The aim of the "One Team" Pillar Day was to create a mosaic from photographs of the Girbau workforce. A photo booth was set up at the offices in Vic, and the subsidiaries were asked to send photographs. The result was the "One Team" mosaic.

We also organised a Pillar Day on "Innovation and Sustainability", with a lecture from professor Manuel Maqueda, an expert on the Circular Economy at Harvard. A number of our subsidiaries also organized complementary activities:



- **Girbau Dominican Republic:** clean-up of one beach and use of the collected seaweed to create an organic garden. The wooden boxes for storing spare parts were used as pots.



- **Girbau North America:** the team produced homemade wool dryer balls. These dryer balls, made from natural fibres, help separate garments and linen in the drying cycle and allow for better air circulation, reducing drying time while increasing the energy efficiency and reducing energy consumption. Once finished, they were taken to the Express Laundry Center and distributed to customers.



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2.3

# OUR OPERATIONS

At Girbau, we design and provide comprehensive, sustainable and innovative laundry solutions. We offer solutions for the treatment of textiles, with the most complete line of commercial, industrial and self-service laundry machinery in the world, which we complement with a wide range of textile garment washing services and specific solutions for highly diverse sectors.

We are a team of over 800 people, who for over 60 years have been committed to designing and providing comprehensive, sustainable and innovative textile treatment solutions in a global market, with a local focus.

With six manufacturing sites in Spain (four), France and China and teams in over 130 countries, we are an open community with a sustainable and ambitious project, adaptable and always close to its customers.

# PRODUCTS AND SEGMENTS

## COMMERCIAL

For hotels, care homes, hospitals, self-service laundries or any other business intended for large groups.

## INDUSTRIAL

For businesses in fabric treatment or other activities with highly automated processes.



## LOGISTICS



## SYSTEMS AND DIGITIZATION



## SUSTAINABILITY



## SORTING



# PRO<sup>DUCT</sup>OS

## SOLUCIONES

We offer laundry solutions adapted to all manner of businesses, and always with one common denominator: quality washing and fabric care. We ensure that our customers' businesses attain the highest standards of quality, efficiency and productivity.

The needs of a laundry in a hotel, hospital, care home, gym or a self-service laundry, for example, are extremely different. At Girbau, we share the know-how we have accumulated in each of these sectors over the years, study each case and adapt each laundry to the real needs.

GIR



WE OFFER YOU A  
SERVICE AS IMPERFECT AS  
YOUR CLOTHES.



# GLOBAL PRESENCE

2.4

## PRODUCTION CENTERS

### VIC (CATALONIA, SPAIN)

#### *Girbau 1 (G1)*

Assembly of large-capacity washers and the new range of Genius washers, small and medium-capacity dryers, ironers and production of components and metal sheets.

#### *Girbau 2 (G2)*

Assembly of tunnel washers (tunnel washers, presses, dryers), flatwork ironers and complementary equipment.

#### *Girbau 3 (G3)*

Assembly of small and medium-capacity washers.

#### *Girbau 6 (G6)*

Machining and welding.



### GRÉSY-SUR-AIX (FRANCE)

#### *Girbau 4 (G4)*

Machinery to automate the finishing process (feeders, folders, stackers) and Compact ironers.

### GIRBAU LAUNDRY MACHINERY (SHANGHAI) CO., LTD. (CHINA)

#### *Girbau 8 (G8)*

Washers, dryers, ironers and flatwork ironers.

# COMMERCIAL SUBSIDIARIES AND DELEGATIONS







## NEW SUBSIDIARY IN MALAYSIA

In October, we inaugurated our new subsidiary in Malaysia, specifically in Kuala Lumpur, under the management of Yau Kim Yan. This new subsidiary will strengthen our presence in Southeast Asia, a strategic market for Girbau, and help us be closer to our customers.

This brings the grand total to 17 subsidiaries and 6 production plants, which, together with our extensive network of distributors, allow us to reach over 130 countries.

The opening of this subsidiary reflects our ongoing commitment to excellence in professional laundry solutions.

# DIGITIZATION

2.5

At Girbau, the digital transformation is crucial in all areas of the organization: from offering our customers new digital channels, supporting our distributors and making progress in the automation and digitisation of our factories, to improving our process efficiency, simulation and prediction capabilities, etc. In 2023, we continued to push this transformation process forward through a number of digitisation projects.

## • Horizon Platform

In 2023, we added new functions to Girbau's e-platform (digital platform), Horizon, intended for distributors. The e-commerce option allows for the sale of machinery and spare parts and is available in Spain, the United States and Mexico. Horizon is a tool that provides access to the processing of orders, inventories and information 24 hours a day and facilitates market access, among other functions.

## • Digitization of technical field services

In Spain and the United Kingdom, the technical service support platform that serves to comprehensively manage technical field services has already been deployed. When an issue cannot be resolved remotely, the platform may be used to schedule a visit and implement the maintenance plan, making the process and routes more efficient and ensuring the availability of spare parts, among other advantages. In 2024, global deployment will continue with the incorporation of the new subsidiaries into the platform.



- For our customers, we have developed **Sapphire Laundry Management & Connectivity by Girbau** with a view to turning laundries around the world into more economically and environmentally sustainable businesses. With Girbau Sapphire, we make it easier to monitor laundries in real-time via mobile telephone, avoiding the need to travel and the resulting environmental impact and enabling laundry managers to interact with their equipment.
- Committed to the ongoing improvement of our processes and the wellbeing of our collaborators, in 2023, we added new functions to the **G&You Employee Central** portal, providing access to more information about our personal profiles and enabling users to modify certain data. This update offers a more interactive experience and facilitates access to relevant information.

## LAUNDRY ID, DIGITIZING CLOTHING IN NURSING HOMES

**Laundry ID** is a digital solution for managing personal clothing in care homes. It helps improve service quality by minimizing the loss of garments, detecting errors and managing articles from the moment the individuals enter the care home. This solution reduces the time needed to classify clothing and tracks the total number of washes.

Through a simple operation, Laundry ID registers, labels and classifies the article of clothing, keeps an inventory and allows users to use the data. The service is fully hosted in the cloud.



# CYBERSECURITY

In 2023, we continued our efforts to continuously improve cybersecurity, with a view to protecting our digital information and devices, as well as our management networks and applications. Some of the main initiatives carried out this year in this regard were:

- Regular training sessions for the team on cybersecurity.
- Simulated security attacks.
- Firewall renewals and VPN connections requiring two-factor authentication.

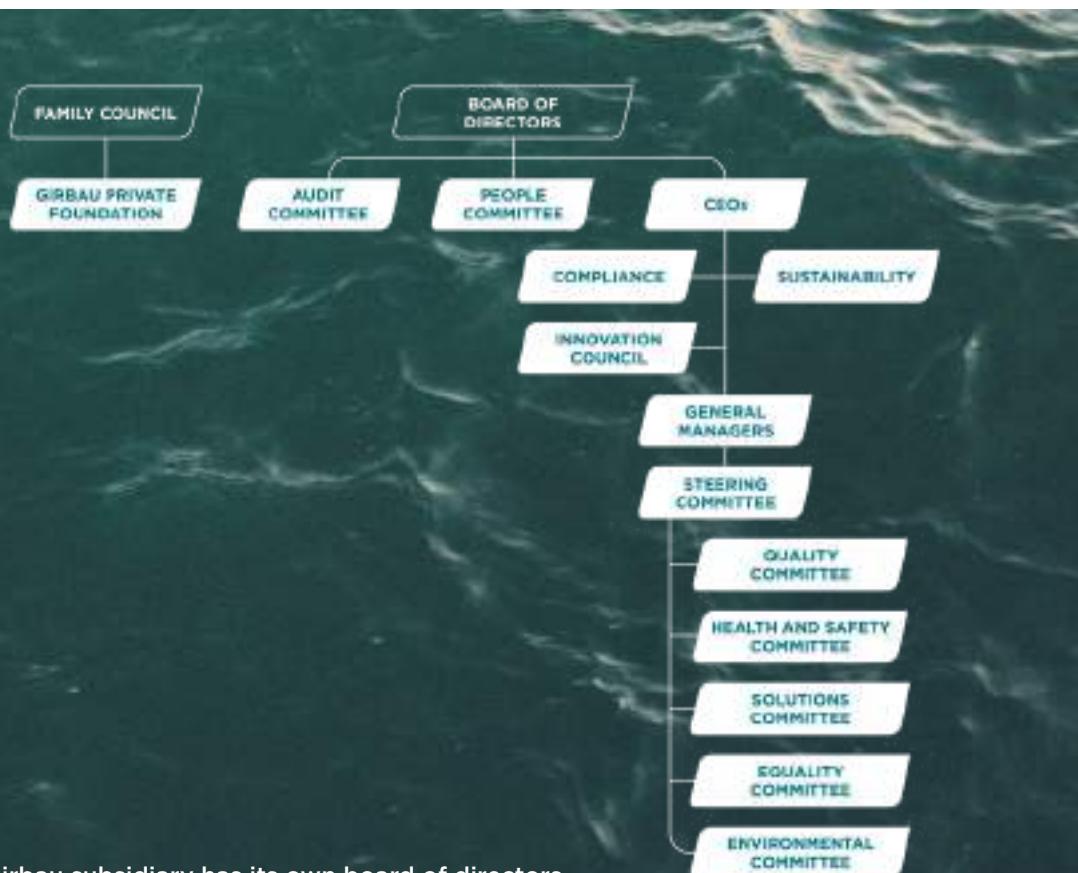
# GOVERNING BODIES

## Safeguarding interests

Safeguarding shareholder interests and the company's long-term sustainability. These are the objectives of the corporate governance model at Girbau, based on

the culture of a professional family business and a balanced power structure.

With regard to the generational shift, the fourth generation is now being educated in the various areas of business.



Each Girbau subsidiary has its own board of directors.

# ETHICS AND TRANSPARENCY

27 The pillars of the management model at Girbau are integrity, transparency, ethical business management, respect for human rights and compliance with all applicable laws and regulations. The bodies charged with ensuring compliance with these principles are the Board of Directors, Senior Management and the Compliance Officer. Efforts are also being made to further integrate these principles into the company's culture.

Girbau's Ethics Channel has been expanded and, as of 2023, now serves as an internal reporting channel. The implementation of an internal channel is an effective means of preventing crime: it serves to take preventive action, as it provides all company members the opportunity to clarify any doubts that they may have, and also helps detect behaviour that would likely go undetected with other specific means or checks.

The internal channel consists of ordinary letter mail, email and the delivery of a written document to the person in charge of criminal compliance and the internal reporting system.

Girbau's commitment to effectively implementing the Crime Prevention Plan is reflected in the approval of the protocol regarding the internal reporting system, the use of the internal reporting system and the actions of the criminal compliance and internal reporting system officer.

Girbau also has the following tools in place to ensure ethics and integrity:

- **Crime Prevention Plan**, which includes internal protocols for preventing and detecting criminal behaviour.
- **Code of Conduct**, which sets out the following commitments:

**Respect for people's integrity.** We act in accordance with human rights and international ethical guidelines, including those of the International Labour Organization, the United Nations' Universal Declaration of Human Rights and the European Convention on Human Rights.

**Commitment against corrupt behaviour and bribery.** Members of the company are informed as to how to proceed in an ethical and professional manner.

**Commitment to the fight against money laundering** and the prevention of fraud.



# PARTNERSHIPS AND ASSOCIATIONS

We are committed to the sector and the territories in which we operate.  
We are therefore a member of various organizations.

## Girbau SA



## Filiales



In 2023, Girbau was recognized for its support of the Coin Laundry Association and the LaundryCares Foundation, through its commitment as an Elite Strategic Corporate Ally.



## TRAVELLING FOR HAPPINESS AWARDS

For the second straight year, Girbau sponsored the Travelling for Happiness Awards, organized by the Madrid Hotel Business Association and Connecting-Heads, which recognize sustainable practices in the tourism sector. Mercè Girbau was the person in charge of handing out the award in the environmental category to Barceló Hotel Group.

Barceló Hotel Group's award-winning project involved the installation of a groundbreaking biomass plant in the Royal Hideaway Hotel, substituting propane gas for biofuel derived from olive pits sourced from the olive trees located on the hotel grounds. The reduction in CO<sub>2</sub> emissions and energy consumption at the hotel represents a responsible contribution to the environment.

# 2.9 FINANCIAL FIGURES



# KEY FIGURES

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## BALANCE SHEET FIGURES

NON-CURRENT ASSETS	€31,710,563	€32,899,948
CURRENT ASSETS	€111,161,319	€123,448,284
NET EQUITY	€87,327,039	€98,491,858
CURRENT AND NON-CURRENT LIABILITIES	€55,544,843	€57,856,374

## INCOME STATEMENT FIGURES

EQUIVALENT TURNOVER	€181,280,966	€193,758,251
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# CUSTOMER INTIMACY

# GIRBAU UNIVERSITY

Girbau University is an online professional laundry university, a cross-functional place of learning; the laundry as a workplace and business.

In 2023, Girbau University, consolidated as an online training platform, was made available to all Girbau employees and today has **1,782 users**. This year also saw the holding of a number of on-site courses for technical staff regarding newly launched machinery and courses for laundry administrators and operators.

Representatives from Girbau University visited numerous countries and laundries, creating a laundry cosmos in a cross-functional manner. The platform features multilingual support to facilitate access for customers.

At Girbau, we firmly believe in the transformation and professionalization of people through training. As a result, the platform's objectives continue to be:

- To train the people we work with, both within and outside Girbau, on how to operate and manage our machines in order to improve their performance.
- To train laundry workers and promote knowledge of aspects related to this occupation in order to promote its professionalization.

**410 students | 470 class hours**





3.2

# CUSTOMERS

**M** At Girbau, proximity to our customers is fundamental. We strive to build close relationships that allow us to truly understand their needs and expectations. This direct connection helps us adapt our products and services, offer individual solutions and ensure customer satisfaction.

## 2023 COMMERCIAL SUCCESS

### New laundry in Malaysia

In line with the opening of the new subsidiary in Malaysia, Girbau installed one of the leading laundries in this Asian country and one of the largest that Girbau has ever fitted in Asia.

With a production capacity of over 40,000 kg, this laundry, located in Kuala Lumpur, is primarily used to process hotel linens. It includes an air cleaning system, two TBS50 tunnels with seven ST2700 dryers, full flatwork ironers and three FTQ towel folders.

In clear alignment with Girbau's vision, the system features several sustainability solutions: steam is removed from the laundry, meaning that both tunnels and the washers operate with hot water.

In effort to minimize water consumption, the set-up includes a water filtration and recovery system that decreases each tunnel's consumption to 2.9l/kg of linen.



### **Renewed laundry equipment at the Arrixaca University Hospital Clinic in Murcia.**

Girbau was selected as one of the suppliers to renew the laundry equipment at the Arrixaca University Hospital Clinic, whose laundry centralizes the linen washing service for the entire health system in Murcia, a region in southeast Spain.

The aim of this investment, linked to European funds, is to find sustainable solutions for renewing equipment, reducing the consumption of both energy and water and removing plastic from the laundry. Girbau supplied a TBS50 tunnel washer, which operates without steam, developed a solution for recovering rinse water from sanitary barrier washers and fitted a packaging machine that operates with paper instead of plastic.

## Panama Hospital City

Following the construction of a new health center on the outskirts of Panama City, Girbau was selected to outfit the new laundry, which will centralise laundry services for the entire complex. In 2023, the new laundry was manufactured, installed and launched.

The facility is comprised of a dirty area, which includes a full tunnel washer with 3 ST1302 dryers and sanitary barrier washers, and a clean area, with 2 full flatwork ironers, a towel folder and a uniform system, which automatically irons, dries and folds the hospital staff's uniforms. In accordance with the customer's requirements, the dirty and clean areas are physically separated to avoid cross-contamination.



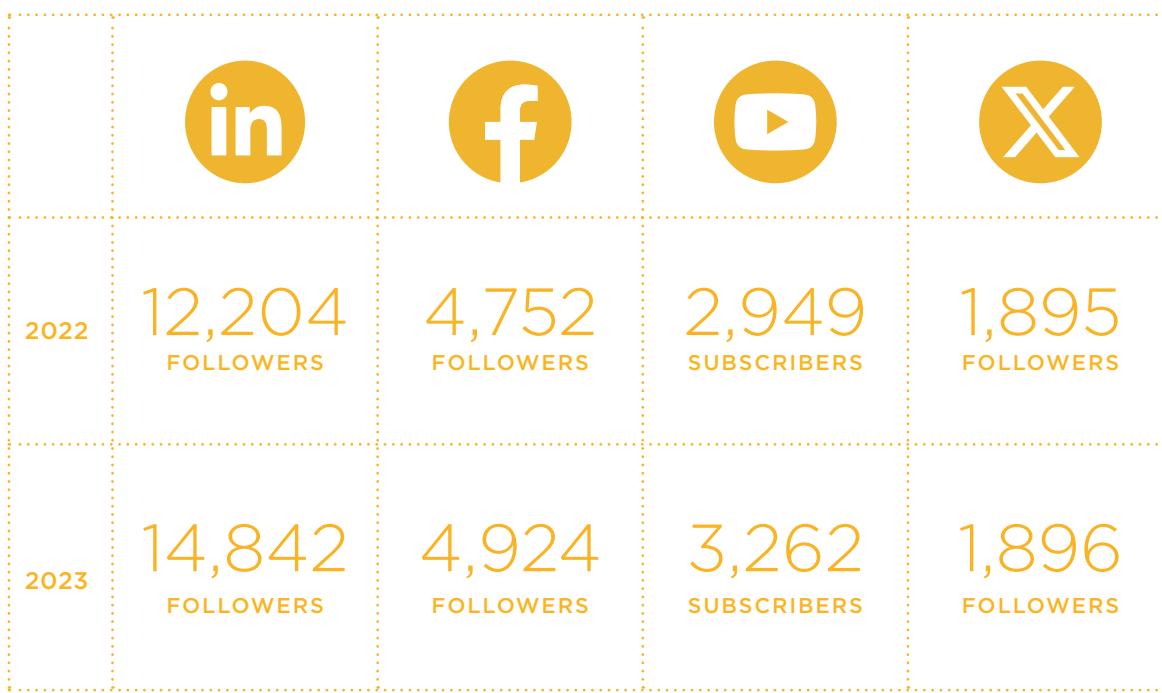
## Laundry on the MSC World Europa cruise ship

In cooperation with ALMACO, Girbau has designed, manufactured and installed an industrial laundry solution for the MSC World Europa cruise ship, built in the Chantiers de l'Atlantique shipyard in Saint-Nazaire, France. The laundry is divided into two floors, located on the ship's second and third decks. It is also the MSC fleet's first gas fuelled ship, making it an industry pioneer. With this project, Girbau reaffirms its commitment to sustainability in the professional laundry sector.

This represents an important milestone for Girbau: an industrial laundry fully outfitted with Girbau solutions in a complex and enormously challenging setting. Girbau showed flexibility by adapting the machinery to tight spaces, complex shapes and the ship's specific regulations.

# MULTIPLE COMMUNICATION CHANNELS

In order to maintain a permanent dialogue with our customers and the various stakeholders, Girbau has a number of communication channels through which it is present in social media.



Data as of 31 December.

# TRADE SHOWS

As part of its commitment to contributing to sector growth and development and presenting its solutions to customers around the global, Girbau took part in a number of trade shows in 2023: H&T, Fòrum Gastronòmic, HostelCuba, LavTech Brazil, Abastur Mexico, No Vacancy Show Australia, Equipotel Brazil, Congreso URBH France, The Independent Hotel Show UK, VRMA Show Orlando, DecorHotel Lisbon, Hygienalia 2023, FIHAV Cuba and TexCare France.

## Texcare Asia & China Laundry Expo

The merger between Texcare Asia and the China Laundry Expo has given rise to the International Textile Laundry, Leather Care, Cleaning Technology and Equipment Trade Show (TXCA & CLE), an annual industry event that focuses on textile care and laundry in Asia, particularly China. The new trade fair, in which Girbau was present, provides coverage to the entire supply chain, including washing, dry cleaning, dyeing, detergents and disinfectants, leather care, textile hire, digital solutions and much more. With over 20 years of experience and a global network, TXCA & CLE is a meeting point for industry actors from around Asia.



# ACTIVE LISTENING AND SHARED KNOWLEDGE

At Girbau, active listening represents an advanced form of customer-centered business. This entails learning everything we can about our customers, meeting their specific needs and sharing our knowledge with them. In 2023, we undertook a series of projects in this regard.

## **“Voice of the Customer” project**

In the first quarter of 2023, Girbau’s Marketing Strategy Department led a project entitled “Voice of the Customer”, based on the more than 7,000 surveys sent to both customers and non-customers. The results of the surveys offered valuable insight into the perception of the Girbau brand, our solutions and our competitors. In addition to this information, we also conducted 10 focus groups with volunteers from several segments that are key for Girbau. This innovative approach served not only to quantify the voice of our customers, but also immersed us in their experiences through candid conversations. These results will guide our strategies for the next 3 years, demonstrating our dedication to authenticity and proximity to our customers.

## **Genius Thursdays**

Groups of Girbau Iberia customers had the opportunity to take an up-close look at the new series of washers with Genius Thursdays. The seminars included a visit to the G1 factory, lunch in the canteen and talks about laundry connectivity and streamlining.

## **Travelling mobile laundry**

New concept of “plug&play” laundry aimed at enhancing our proximity to customers. Mobile Laundry by Girbau is the best solution for generating new operating synergies with other businesses, such as petrol stations, supermarkets, carwashes, hotels, motorway service stops, campsites, university campuses, etc.

**GIRBAU**  
BEYOND LAUNDRY

MIRAMOS EL FUTURO  
DESDE UNA ÓPTICA  
SOSTENIBLE.

En el futuro, las lavadoras de lavado  
de Girbau serán la clave para la eficiencia  
y sostenibilidad.

**MENOR CONSUMO DE AGUA**

**MENOR CONSUMO ENERGÉTICO**

**MAIOR EFICIENCIA**

**MENOR HUELLA DE CARBONO**

**G**  
girbau.com



## Meetings with customers

Each year, our customers engage in numerous visits to the Girbau facilities and our Girbau Experience Centre, a place where they can discover, experience and learn how to improve their laundry and textile treatment. Through these meetings, customers are given a first-hand look at the latest developments in innovation and laundry solutions, created to meet their needs. In 2023, we were visited by customers from Poland, France and Switzerland, as well as numerous locations around Spain.

### The innovative Wet Cleaning solution travels the world

This year, Girbau opened a new showroom at its offices in Madrid to showcase the Wet Cleaning Aquatouch®, implemented in Girbau machinery.

In 2023, we also opened new Girbau showrooms in Las Palmas de Gran Canarias (Spain), Cancun (Mexico), Shanghai (China) and Galway (Ireland). In these showrooms, our experts conduct training sessions, workshops, presentations and visits all over the world to present the Girbau Wet Cleaning solution for sustainable and efficient laundry.

GWET is an innovative solution by Girbau that has become a sustainable alternative to dry cleaning. Designed to offer customers the highest standards of quality in washing, disinfection and durability, it also provides comprehensive treatments for the most delicate garments without chemical solvents, using only biodegradable soaps.

**Wet Cleaning workshops 2023**  
**853 attendees | 31 sessions | 215 hours of demonstrations**

# PRODUCT QUALITY AND CERTIFICATIONS

Quality is integrated at all levels of the company through management systems, tools and certifications that guarantee its achievement and continuous improvement. At Girbau, the sole aim of quality is to assure our customers, employees, suppliers and operating environment that things are being done right.

The Girbau, S.A., Girbau China and Girbau Robotics (France) production plants have implemented a quality management system, certified to ISO standard 9001, which guarantees that our products have been designed and manufactured in accordance with the procedures set out in the quality manual.

Certifications provide our customers a guarantee that our products comply with the strictest quality, safety, efficiency and eco-design regulations that apply in the different markets in which they are sold. To ensure their reliability and quality, the components assembled in our products also have the necessary certifications.

## European market (CE)

- CE marking of compliance with the Gas Appliances Regulation (GAR), issued by LGAI-Appplus.
- CE marking of compliance with the Pressure Equipment Directive (PED), issued by TÜV Rheinland.
- CE marking of compliance with the Radio Equipment Directive (RED), issued by LGAI-Appplus.
- CE testing in compliance with the Electromagnetic Compatibility Directive (EMC), performed by Appplus.
- Compliance with WEEE responsibilities as producers of electrical and electronic equipment, according to the Waste Electrical and Electronic Equipment (WEEE) Directive.

## British market (United Kingdom)

- WRAS Certification (S6 and S7).

## Swiss market

- SVGW Gas Certification (ED).

## North American market (United States and Canada)

- ETL Certification (S6, S7, ED, PB), issued by Intertek.
- CSA Certification (motors and drainage).
- UL Certification (S6 and S7 variable-frequency drives).

## Australian market

- AGA gas certification (ED).
- Watermark Certification (S6).

## Korean market

- KC certification (only for certain S6 models), issued by KTL.
- KGS certification (as manufacturers of gas appliances).

The quality of the service in the spare parts sector is a potential area of improvement for Girbau. As a result, in 2023, we created a cross-functional project that serves to respond to the needs of our customers 24/7. By monitoring how the service is organized and the opinions of our customers, we have established a series of improvement targets: stock management, emergency processing, chatbots outside business hours, etc. The implementation of this spare parts improvement project has led to a significant decrease in response times. Furthermore, every two years we conduct a Net Promoter Score survey with our customers.

4

ONE  
TEAM

# PEOPLE

 We place people at the center as part of our overarching sustainability objective. One of our obsessions is to promote people's growth.

## STAFF PROFILE

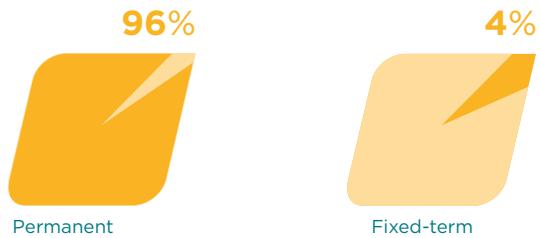
### Employees by gender



### Employees by professional category



### Employees by contract type



### Employees by working hours



**807**  
PEOPLE

2022

1. Includes CEOs, members of the Girbau, S.A. Steering Committee and the general managers of the subsidiaries.  
 2. Includes intermediate positions at Girbau, S.A. (according to the organisational chart as of December 31) and the members of subsidiaries' steering committees (excluding general managers).



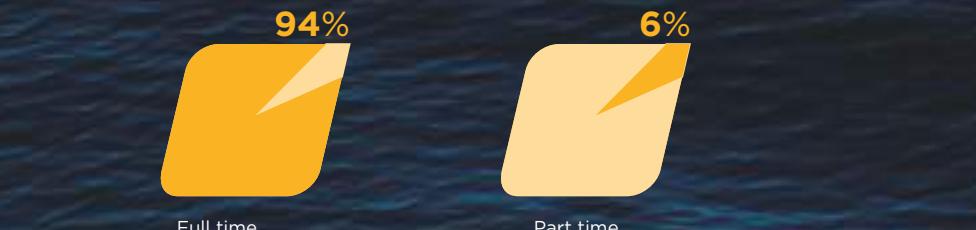
### Employees by gender



### Employees by professional category



### Employees by contract type



### Employees by working hours

# INTERNAL COMMUNICATION

We cultivate constant and open communication across our entire workforce. We promote dialogue through corporate channels and various initiatives that encourage two-way communication:

- **“G&YOU” employee portal.** An intranet with a space for personal information and a directory of all Girbau community members.
- **People Talks at Girbau, S.A.** An initiative headed by the People Department that offers an accessible, safe and functional space where team members can raise and resolve questions and/or concerns.
- **Girbau Focus Group.** Anonymous online sessions for sharing staff perceptions, needs and expectations with regard to remuneration and professional development.
- **GRevolution.** Leadership development and cultural exchange programme for middle managers that focuses on the strategy required to develop Girbau’s project. The aim of the sessions is to bring out the best in each person and generate an alliance of strength and consensus based on the group’s diversity and the different competences and manners of interacting, to promote good decision-making.
- **Dialogue with Management.** Session between people from different departments and centers and the company’s CEOs to share topics of common interest and suggest possible means of improvement.
- **Girbau Today.** Monthly video from the CEO that shares the most relevant information about the Girbau Group. It also reports the main indicators and improvements in health and safety, as well as information on the strategic lines. It is sent to the entire workforce by email and via the internal communication app GICOM.
- **Internal posters** in all work centers and via email, GiExpress and the GICOM mobile application.
- **Girbau Annual Plan sessions**, in the first quarter of the year, to present the previous year’s results and the main projects for the current year to all collaborators.
- **Subject-specific communications**, with videos on specific topics of interest.



## 2023 GENERAL MANAGEMENT MEETING

In 2023, we once again held the General Management Meeting, an annual meeting between the Executive Committee, the general directors of the subsidiaries and key members of the technical and sales teams from all subsidiaries. During the meeting we discussed challenges, set ambitious targets and developed strategies for the coming years. The meeting also serves to recognize the work of our subsidiaries in a number of fields:

- **Sustainability Award** for Girbau Robotics, the subsidiary with the greatest reduction in CO<sub>2</sub> emissions in 2022.
- **One Team & Values Award** for Girbau China, the subsidiary that travelled the furthest in our balloon car race.
- **Innovation Award** for Girbau Mexico, the subsidiary with the highest rate of new solutions sales in 2022.
- **Customer Intimacy Award** for Girbau UK, the subsidiary with the highest revenue in services rendered in 2022.
- **Value Creation Award** for Girbau Dominicana, the subsidiary with the highest conversion rate in 2022.

To build cohesion among team members, we organize participatory initiatives that involve the families of Girbau's workers.

- **5th Table Tennis Tournament.**
- **Summer Round-Robin Padel Tennis Tournament.**
- **1st Christmas Card Competition** for the children of workers at the central offices. This year's Christmas card topic was "a sustainable Christmas at Girbau", and the competition included over thirty participants.
- **National Ugly Christmas Sweater Day**, in which workers at all subsidiaries are invited to wear a Christmas sweater or decoration.





# EQUALITY, DIVERSITY AND MULTICULTURALISM

At Gibau, we celebrate the diversity of our international team and promote respect and equal opportunities. We undertake to prevent all forms of discrimination through our recruitment protocol and the ongoing efforts of the human resources managers in all subsidiaries.

Girbau, S.A. has an **Equal Opportunities Plan** for 2022-2026, drafted in accordance with all legislative requirements (Royal Decree 901/2020, of 13 October, regulating equality plans and their registration). The Equality Plan contains Girbau's Equality Policy, a catalogue of work-life balance measures and a guide for neutral language in the company.

The Plan outlines the following positions and tools:

- **Equality Committee**, an advisory body charged with monitoring the roll-out of the Plan.
- **Equality Agent**, whose main function is to coordinate, implement, manage and assess the initiatives set out in the Plan.
- **Protocol on protection against gender-based violence.**
- **Protocol on sexual and/or gender-based harassment.**

In 2023, a number of outreach initiatives were conducted with a view to informing all workers at Girbau about the Plan and promote gender equality and respect between people:

- **International Women's Day.** To celebrate International Women's Day, the Equality Committee organized an initiative in which women workers were encouraged to make suggestions and provide ideas on ways to ensure equality between women and men in the future, both within and outside the company. On 8 March, the contributions were used to create a mural, while information posters were also hung.

- **Advice on how to act in the case of sexual assault.**



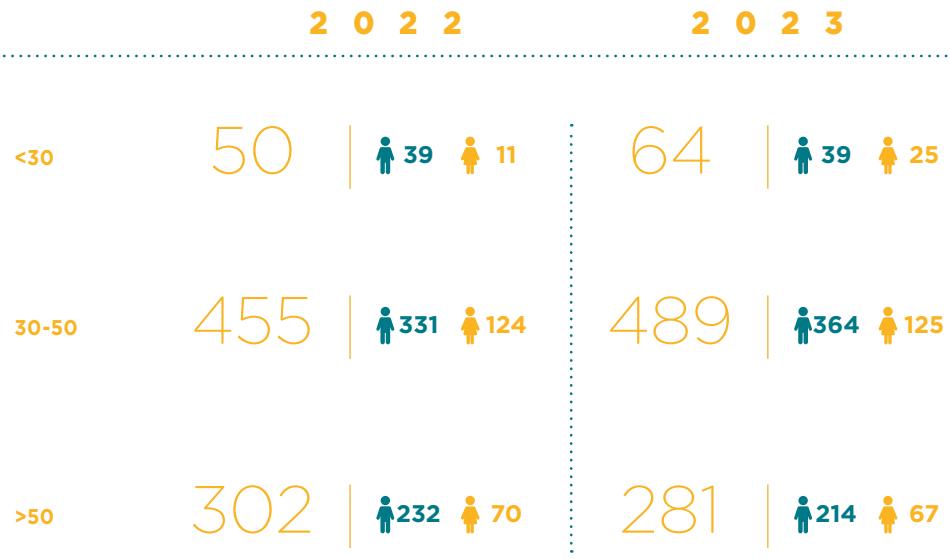


Girbau is committed to the labour inclusion of underprivileged people and actively cooperates with organisations aimed at empowering them and restoring their dignity.

At Girbau, S.A. and Girbau Portugal, we take part in the Euroforms Foundation's Iguals Programme, whose aim is to offer assessment and support services for all workers (and their families) interested in obtaining or renewing their disability certificates or who want information on the aid and benefits available to them as holders of this certificate.

Along these lines, Girbau, S.A. also cooperates with the TAC Osona special employment center, a social enterprise that employs people with functional diversity to facilitate their entry into the labour market. Our French subsidiary, Girbau Robotics, works with the social reintegration company CATM (Capacidad a tu Montaje), whose objective is to increase the employability of people with social and professional difficulties through training, support and recruitment in companies.

## Employees by age group and gender



## Employees by age group and gender



## Employees with functional diversity

12

12

# TRAINING AND PROFESSIONAL DEVELOPMENT

## 3-3 Training and education

Team development and training is key to tackling business challenges. At Girbau, we are convinced that training is essential for growth and to provide the skills necessary to achieve our business targets. Each year, Girbau, S.A. drafts a **Training Plan**, which is linked to the strategy's needs and involves numerous actions in different areas.

Our goal is to create a network of people who can implement improvements and cross-functional projects. As a result, we organised a training session on Design Thinking for this group, focused on processes and projects. This methodology serves to gain a better understanding of what the customer wants and how to meet their needs and helps people grow in numerous areas, including responsibility and as professionals. The aim of the training session was to provide participants the tools necessary to lead projects, improve processes and find solutions to potential problems or situations.

2023 also saw a new call for language courses. For the first time, and as a pilot test to help participants take full advantage of the courses and increase their capacity and time flexibility, certain sessions were delivered via the Preply platform. The courses that were offered were: on-site group English and individual English/French via the Preply platform.

Another initiative that took place during 2023 was *Awakening*, a cross-functional training initiative that involved a number of departments and was organized to coincide with the Iberia team's convention. The objective of the session was to understand the changes occurring in the world of customer on-boarding and management, as well as the importance of

the customer experience and of providing our commercial teams the tools and motivation they need to achieve present and future targets. The initiative also included a group mentoring session.

(404-1)

**At Girbau, S.A, a total of 6,407.50 hours of training were imparted among 412 employees.**

GTalent is a key tool in managing talent in the Girbau community. It provides the opportunity to acquire a more in-depth understanding of the expectations of both the company and senior management, while allowing participants to express their interests and ambitions. The tool allows for feedback, the basis of professional and personal growth, and offers the possibility for continuous learning. It also acts as a source of motivation and recognition, fostering a supportive relationship between workers and their superiors.

The phases of the GTalent performance assessment are:

- Self-assessment
- Manager assessment
- Review
- Discussion and signature

In 2023, additional targets were added to the performance assessment platform, which also enables users to manage and update their own profiles.

# ATTRACTING TALENT

We promote training cooperation programs to incorporate talent through traineeship agreements with foundations, professional schools and universities. In 2023, the main initiatives in this area were as follows:

- **Participation in the ETSEIB Forum:** we took part in a new edition of the ETSEIB Forum, one of the most important engineering fairs in Spain, in which we presented our products, part of our human talent and future opportunities.
- **Girafeina:** we took part in the Osona Region's first job fair, organized by the Osona Regional Council, the Vic Municipal Council and the Chamber of Commerce.



## GIRBAU'S POSITIVE IMPACT ON TEACHING

		2 0 2 2	2 0 2 3
Undergraduate/ Bachelor's/Master's/ PhD degrees	Vic University	2	6
	Polytechnic University of Barcelona	2	1
	University of Girona	1	.
	EADA	.	1
	<b>Total</b>	<b>5</b>	<b>8</b>
Vocational training programmes	Vic Secondary School	3	2
	La Salle	.	1
	Teknós	.	1
	<b>Total</b>	<b>3</b>	<b>4</b>
In-company training	Escorial Vic	.	1
	Sant Tomàs Foundation	1	.
	IES Cirviànum, Torelló	1	.
	INS Anton Busquets i Punset, St Hilari Sacalm	1	.
	Salesianos Atocha (Madrid)	.	1
	<b>Total</b>	<b>3</b>	<b>2</b>

In 2023, we hosted 14 trainee students from the University of Vic, the Polytechnic University of Barcelona, EADA, Vic Secondary School, La Salle, Teknós, Escorial Vic and Salesianos Atocha in Madrid.

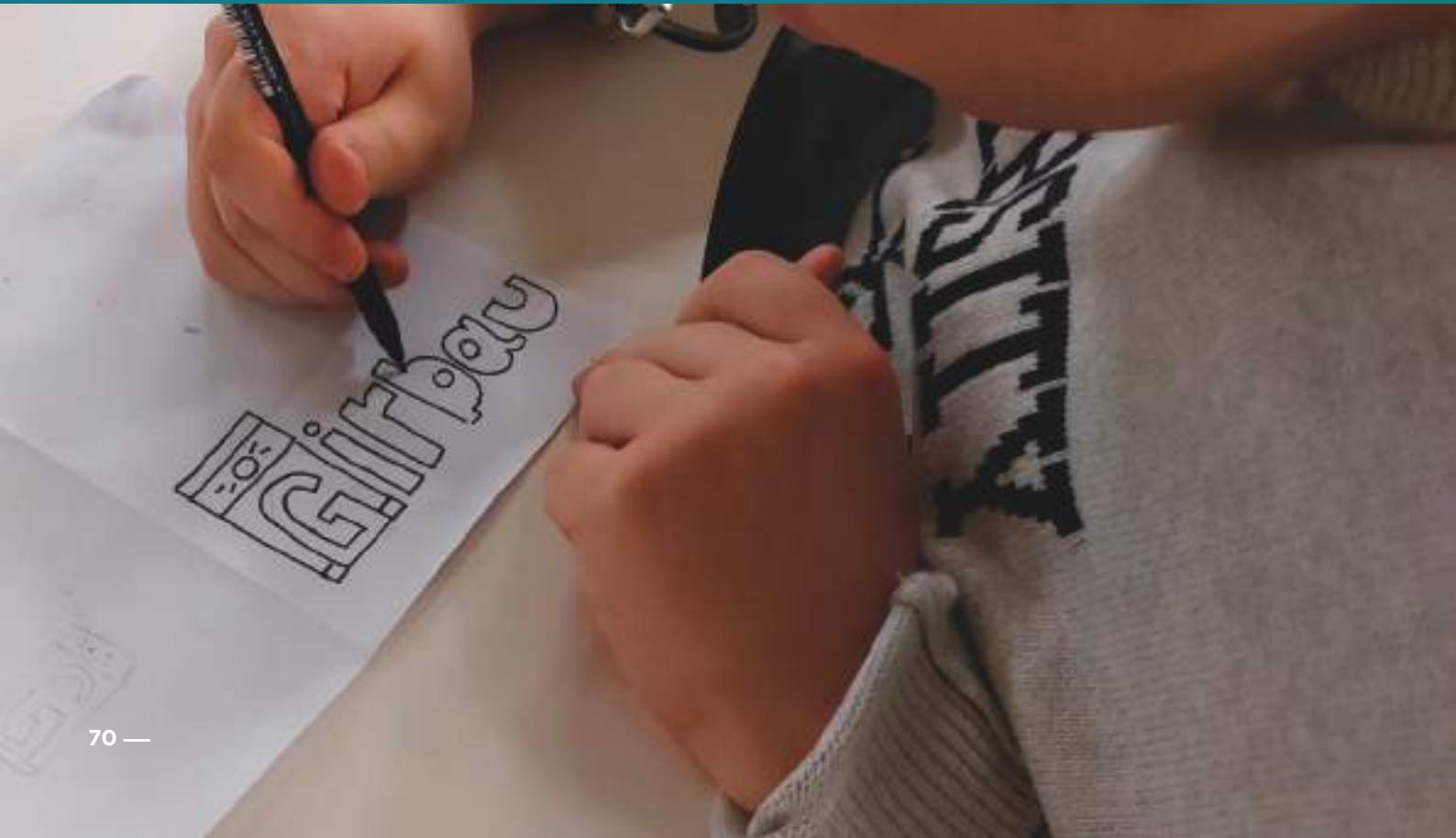
**Since 2015, we have hosted a total of 103 students.**

## GIRBAU AULA DIGITAL

The aim of the Girbau Aula Digital, created in cooperation with the Vic Municipal Council, is to promote scientific and technological careers, as well as digital skills, sustainability and hands-on learning, among secondary and post-secondary school students from the La Farinera robotics classroom at the Visual Arts Centre in Vic (Barcelona).

Figures for 2023

**976 students | 65 sessions | 140 STEM hours**



# HEALTH AND SAFETY

## 3-3 Workplace health and safety

The safety of all members of Girbau is our top priority. We believe that a safe work environment not only protects our team's physical and emotional integrity, but also fosters a productive and positive atmosphere. At Girbau, we are committed to safeguarding the health and safety of each and every member of our work family.

The Girbau Group's Safety Policy outlines 10 rules applicable to all team members and enables us to continue to energetically promote a corporate culture that seeks to guarantee the health and safety of its workforce.

Based on the 3rd psychosocial hazard survey, conducted at Girbau, S.A. in October 2022, in 2023, the Psychosocial Hazard Committee developed an action plan focused on designing and implementing valuable actions for people and the organization. The plan includes measures aimed at eliminating and/or reducing the identified hazards, as well as preventive actions.

The main actions undertaken in the area of health and safety in 2023 are as follows:

- **Safety Walks** at the Girbau Robotics and Girbau, S.A. facilities: regular visits by senior managers that highlight their commitment to the team's health and safety.
- **Technological improvements** to facilities to improve safety, make work stations more ergonomic and mitigate operating risks. In 2023, we assessed four work stations from the point of view of ergonomics.
- **With regard to health**, Girbau is committed to creating a positive impact through a solid organizational culture that promotes people's wellbeing. 2023 saw the resumption of instructor-led classes, with yoga and functional training sessions.
- **At Girbau, S.A.:**
  - Message to raise awareness of the risk of inattention caused by post-holiday depression.
  - Safety tips: Information on strokes, how to act in the event of a stroke and how to prevent strokes.

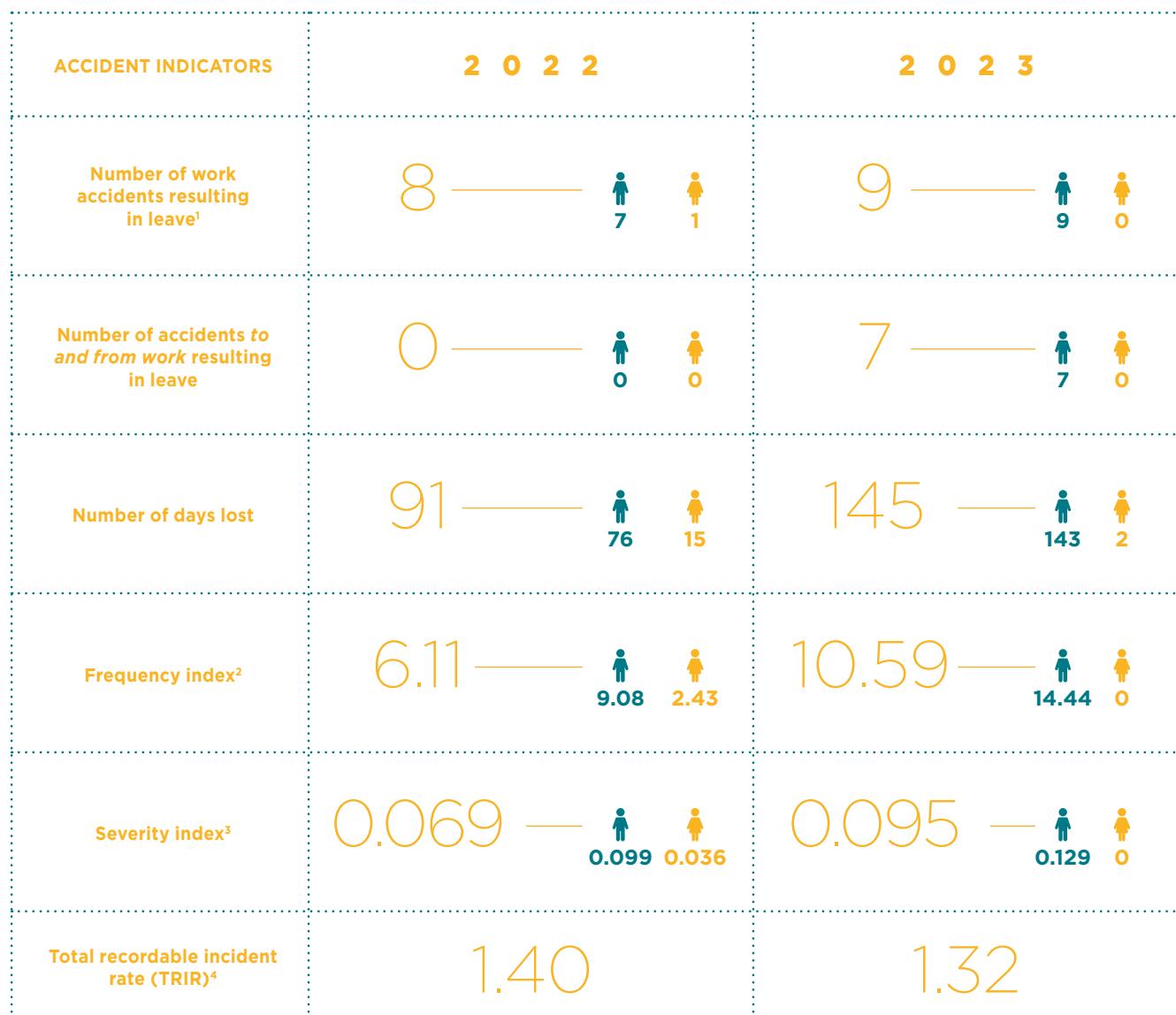
**In 2023, we continued the project aimed at improving the ergonomics of all work stations at Girbau, S.A. and eliminated all tasks involving heavy lifting.**

## OUR HEALTH AND SAFETY SYSTEM, CERTIFIED TO ISO STANDARD 45001

In 2023, our occupational health and safety management system became certified to ISO standard 45001. This certification represents a major milestone for Girbau and reflects our unwavering commitment to the wellbeing of our team. ISO standard 45001 sets out rigorous guidelines for identifying and managing hazards, ensuring the implementation of effective practices to prevent accidents and promote the health of our workers.

	2022	2023
Hands-on fire prevention and protection courses	15	2
Occupational hazard prevention and other courses	128	56
Emergency drills	5	4
Hazard assessments	43	21
Technical reports (noise, thermal stress, lighting, ergonomics and psychosocial studies)	19	14

Data as of 31 December



1. No work accidents resulting in leave were recorded in the subsidiaries in Malaysia, Colombia, United Kingdom, Dominican Republic, Argentina, Brazil, France Robotics, France (sales office), Cuba, Germany, Italy, Portugal, United Arab Emirates, China or Mexico. The frequency and severity indices were calculated taking only the subsidiaries that recorded work accidents resulting in leave into account.

2. Represents the number of accidents resulting in leave (including accidents to and from work) per million hours worked.

3. Represents the number of days lost per thousand hours worked.

4. Number of accidents resulting in leave / work hours x 200.000.

Data as of 31 December.

# SOCIAL ACTION

## 4.2 WE SUPPORT THE COMMUNITY

Thanks to our commitment to the territory and society, we support social, cultural and sporting institutions in the communities in which we operate.

### **Sponsorship of the 2023 FIDEM Awards**

The FIDEM Awards recognise and publically display the work and achievements of women entrepreneurs. At Girbau, we played a part in organising the 2023 FIDEM Awards, which paid tribute to eight women from different sectors. FIDEM, the International Foundation for Women Entrepreneurs, was created in 1996 to support and fund women entrepreneurs.

### **Success of Girbau Vic TT**

We continue to support the Girbau Vic TT table tennis team. The city of Vic's senior women's table tennis team has played in the top tier of Spanish table tennis competitions for 31 straight years and has taken part in European competitions in the past four seasons. The junior teams also compete against top national and international teams. In 2023, the Girbau Vic TT table tennis team continued to achieve success. Prior to the match against a Polish team in the European Cup, the team paid a heartfelt tribute to Pere Girbau Bover, with a compilation of photographs from the over 30 years in which the co-founder of Girbau was involved with table tennis in Vic.



# GIRBAU PRIVATE FOUNDATION

The Girbau Private Foundation is a non-profit organisation that provides support and financial aid to social, cultural and environmental initiatives and projects. It promotes initiatives which contribute to people's wellbeing and development and help improve our society and territory. The Foundation operates primarily in Catalonia, home to its central offices.

On a social front, its objective is to enhance people's living conditions. The Foundation provides aid and support to entities and associations that offer assistance to people and groups at risk of social exclusion or with special care needs.

It also supports initiatives and projects that promote respect for nature and sustainable development. In this

regard, aid recipients include entities committed to protecting the environment, restoring and managing natural heritage and transmitting the values of respect and responsibility for the territory.

The Foundation also cooperates with cultural entities by sponsoring projects that improve the dissemination of and access to culture.

In 2023, it continued to offer support to projects and entities focused on training and labour integration, such as the Casal Claret children's school, the Gavina Foundation and the Tapís and Aurora associations. With regard to international cooperation, particular support was given to entities such as Doctors Without Borders, due to the context of war and natural disasters.

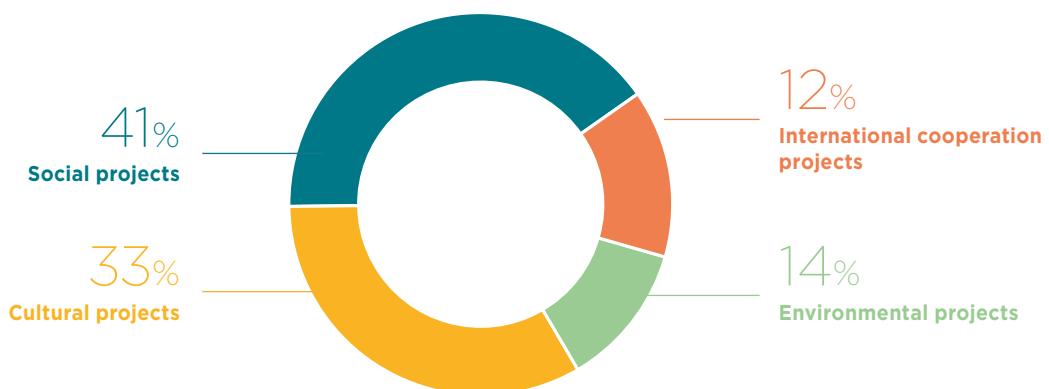
This year, the Foundation strengthened ties with the Osona Volunteer Coordinator and regional entities and furthered its objective of learning more about the institutions with which it cooperates and promoting synergies between them, pursuing joint projects.

Sadly, in 2023, the Foundation lost one of the members of its Board of Trustees, Pere Girbau, who helped found the entity alongside his siblings, Teresa and Antoni.

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## BREAKDOWN OF DONATIONS

In 2023, donations to the amount of **€157,000** were made to **42 institutions**: 17 social entities, 14 in the field of culture, 5 dedicated to international cooperation and 6 environmental institutions.





## 4TH EDITION OF THE NATURE AND SOCIETY AWARD

The aim of the Nature and Society Award is to recognise transformative local and citizen initiatives that have a direct impact on environmental protection. Handed out every two years, the prize carries an award of €12,000.

In 2023, the prize was given to the project "Lazos. Tejiendo naturaleza con la sociedad" (Ties: Weaving Society and Nature), a collaborative project between Sàmara Natura, the Solsonès Nature Group and the Agricultural School, with links to social entities through citizen participation, environmental education and conservation activities.

The runner-up award went to the Aube Association for the project "Pro ríos temporales: conservación de fauna protegida de hábitats acuáticos, medidas de mitigación del cambio climático e implicación social en ríos temporales mediterráneos" (Pro-Intermittent Rivers: Conservation of protected aquatic fauna and climate change mitigation and social involvement measures in Mediterranean intermittent rivers).

## NEW SERIES OF SALA ABIERTA SESSIONS

In 2023, and for the second straight year, we once again promoted the **Sala Abierta** meeting point, organised in cooperation with the Osona Volunteer Coordinator. This year, 9 sessions were held, in which 35 entities took part, 23 as part of round table discussions. Particular emphasis was placed on the role of shared dynamics and networking in finding solutions to common challenges.

**Sala Abierta** was created with a view to providing social entities from the Osona Region a forum for presenting their projects. The sessions are recorded and broadcast via Canal Taronja.



# SUPPLIERS

**4.3** We have a network of suppliers from highly diverse categories and fields, which adapt to all technical and competition, quality and productivity-related requirements. In effort to ensure compliance with the requirements of both the company and regulations, we continuously revise our network of suppliers.

The policies and practices used to select suppliers are the same for both local and foreign suppliers. Nevertheless, all things being equal, preference is given to local suppliers, as they have a less significant environmental impact due to reduced transport needs; have a greater impact on the local community in which we operate, enhancing cohesion between the factories and the local areas; and promote close relationships which allow us to share and develop know-how. Since 2023, the supplier assessment clauses include sustainability indicators.

Our supplier audit plan, which is defined annually, establishes two types of checks:

- **On-site quality audits** on aspects such as technical definitions, their transfer to internal manufacturing orders and raw material control roadmaps, product control before shipment, general data, etc.
- **Supplier registration questionnaire**, which includes information on billing, customers, quality, etc.



2-6	2022	2023
Active suppliers	2,466	3,487

In 2023, 41% of the group's suppliers corresponded to Girbau, S.A., of which 77% are Spanish.

Our suppliers are committed to Girbau's values and sustainability, and the vast majority have signed our Code of Ethics.

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# INNOVATION & **SUSTAINABILITY**

3-3 R&D+i, 3-3 Eco-efficient products

For Girbau, innovation and sustainability are a key part of our business philosophy. Constant innovation drives advanced industrial solutions, while sustainability guides ESG responsibility. The combination of these aspects not only strengthens Girbau's position in the industry, but also contributes to ensuring a more sustainable and responsible future. The company undertakes to further pursue sustainable innovation and create a positive long-term impact.

# GIRBAU LAB

**5.** Girbau LAB, a collaborative innovation platform aimed at creating value through innovation, forms partnerships with the most advanced international organisations in innovation and sustainability to assess and validate any relevant initiatives, ideas, solutions or technologies that could help transform the industry and benefit society at large.

Girbau LAB cooperates with the team at Girbau, as well as suppliers, companies, research and development centers, start-ups and all manner of emerging initiatives. It establishes partnerships with such institutions to boost innovation through cooperation and push the industry toward new circular and regenerative economic paradigms.

In 2023, research was primarily focused on defining new business models that encourage circularity.

# NEW BUSINESS MODELS FOR CIRCULARITY

## Girbau LAB joins the Circular Fashion Pact

Girbau LAB has adhered to the Circular Fashion Pact in Catalonia to encourage the sustainable transformation of the textile sector, promote a culture shift in the way we consume resources and highlight our role in the treatment of textiles, with a view to extending their life and usefulness.

The Circular Fashion Pact is a voluntary commitment between institutions and companies from different phases of the textile value chain in Catalonia, which have come together for the purpose of enabling the adoption of circularity measures, promoting cooperative projects and enhancing the competitiveness of the textile sector.

Girbau LAB cooperates with this initiative with the aim of promoting circularity in the textile sector. It is important to extend the life of clothing, care for it, treat it, ensure that it circulates for as long as possible and improve its durability. Doing so will serve to transform the way we consume resources and reduce our impact on the environment.

## Promotion of the second edition of 080 Reborn to foster textile reuse

In 2023, we consolidated our partnership with 080 Reborn, an event held to promote textile reuse, which takes place within the framework of 080 Barcelona Fashion Week, in the Sant Pau Modernist complex.

For yet another year, we lent our support to help guide the textile sector toward a circular model. If the first edition made an impact with a collection made entirely from clothes recovered from second-hand stores and waste sorting plants, this edition of 080 Reborn reinvented itself in terms of both content and format. Beyond the physical presentation, it proposed an innovative concept that integrates fashion, sustainability and technological innovation.

## Participation in the 10th Ship2B Impact Forum

We play an active role in the Ship2B Impact Forum, a space intended for leaders from the enterprise, financial, philanthropic and public sectors, with a view to connecting and shaping the future of the impact economy. The event, held in Barcelona, brought together over 40 speakers from different sectors and close to 500 domestic and international leaders from the enterprise, financial, philanthropic and public sectors. Girbau LAB organised a specific session on new circular models for fashion as part of the Impact Forum.



# PROJECTS

## Business case study for the implementation of a CDR technological model, permanent CO<sub>2</sub> capture, with the association INDPULS.

INDPULS is a collaborative innovation hub for start-ups and companies, promoted by a group of industrial companies, among them Girbau, which share knowledge, ideas and projects. In the year of consolidation of INDPULS, we helped conduct a study on the feasibility of a model for permanently capturing CO<sub>2</sub> based on biochar produced from waste wood biomass. Biochar is a type of wood charcoal produced by biomass pyrolysis that is characterized by its high stability, making it possible to remove and capture CO<sub>2</sub> for at least 100 years.

## Awards for FIX, a joint project with Elisava to reduce the impact of microparticles

Students from the Bachelor's Degree in Industrial Design and the Bachelor's Degree in Design at Elisava worked with Girbau LAB on the project FIX. The initiative was created for the purpose of collecting and treating the waste released during industrial wash cycles to keep it from entering the environment and reduce its impact. In 2023, the project garnered a number of awards:

- The James Dyson Award (national winner).
- If Design Student Award, special mention.
- Young Climate Awards.
- Catalonia Ecodesign Award, special mention.

## Consolidation of initiatives on microplastics

In 2023, we continued to conduct research on microplastics and consolidated the study on technological solutions for microplastics released while washing textiles.

## Studies and pilot tests for promoting circularity

We have explored a number of possible business models related to the circularity of not only technology and processes, but also textiles. We have also conducted several pilot tests with major brands. That is the focus of our current efforts to implement real circularity.

### • Pilot test with IKEA for the reuse of duvets and pillows

IKEA has put in motion a pilot test at its stores in Barcelona and other locations in Europe to collect duvets and pillows. The objective is to use Girbau and Masias Maquinaria technology to reclaim and recycle post-consumer filled textiles, converting them into recycled polyester that may be reused to produce new duvets and pillows. This pilot test is scalable.





## INNOVATORS' CLUB

Innovators' Club is Girbau LAB's forum for exchanging ideas and thoughts related to innovation. Each year, the Club organizes inspirational sessions with guest speakers who share their experiences and proposals for markets, technologies and disruptive solutions.

In 2023, the sessions featured speakers from the field of disruptive innovation, with a strong impact on sustainability.

- **Elisabet Roselló**, founder of Postfuturear, spoke about "New frameworks for developments in an industrial sector".

- **Mireia Barba**, president of the Espigoladors Foundation and CEO of Es im-perfect®, shared her views with a systematic approach to food and its impact on food waste reduction.
- **Pau Garcia**, co-founder and director of Domestic Data Streamers, discussed artificial intelligence and its numerous everyday uses.
- **Cecilia Mosze Tham**, CEO and co-founder of Futority Systems, a company created with the goal of building a better future based on a fusion of science, design and business models.

# COLLABORATIVE NETWORK



INDPULS





# NEW PRODUCTS AND SOLUTIONS

5.2

The new laundry products and solutions we offer are the direct result of listening to the broad range of customers and sectors that give our purpose meaning.

## PRODUCTS



### **Girbau's Sortech, the solution for automatically sorting linen**

Girbau's Sortech is a new solution for automating the sorting of linen in large-scale laundries. It substantially increases productivity in the washing area, while also improving working conditions for operators. Thanks to its radio frequency identification (RFID) technology, Sortech automates the classification of dirty linen by reading each article's chip and identifying the category to which it belongs, classifying linen with a high level of precision. This new product is currently in pre-series phase, with its launch scheduled for early 2024.

### **PRT 60 Washing Line, reduction in drying time**

In the industrial sector, the PRT 60 extraction press represents a new development for the industry. It may be fitted in laundries with a daily production of between 5-20 t/day and significantly reduces drying time.

### **Compact Pro Ironing System (option with radiant burner)**

Compact Pro is proof that a high-quality and highly productive industrial ironing line can be compact. In just 20m<sup>2</sup>, one single machine integrates five functions: feeding, drying, ironing, folding and stacking. The radiant burner option cuts the amount of natural gas it consumes by 15%.



### FTQ Towel Folders

FTQ belongs to the new generation of towel folders and was designed to meet all production and quality requirements, with the ability to perform both primary and cross folds mechanically if required. Its highly configurable design offers different output options to match every laundry need, always with good ergonomics, easy maintenance and user-friendly interaction in mind.

The FTQ Towel Folder includes servomotors that control the length of the foldable sheets, which is why it uses a mechanical folding system

instead of an air jet, and a system that detects the size of the towel and reduces the movement of the interior panels. It consumes 79% less air than the FT-Maxi model.

### DRE Pro Feeder

The range of DRE feeders were designed to quickly feed any type of item, regardless of weight or size, and without the need to change the program. The DRE Pro is the result of an overhaul of the suction fan system and the incorporation of converters, which reduce both noise and consumption.

### Sapphire evolution

With regard to Sapphire, a remote connectivity solution that monitors laundry machine data, the system is constantly being developed. In 2023, efforts were made to improve the onboarding process and simplify the process of connecting to the machine.



Laundry Management & Connectivity

# SOLUTIONS

Girbau's solutions are geared toward making laundries more sustainable and helping them protect the environment. Energy efficiency, lower water consumption and the filtering of particles such as microplastics are some of the challenges we face when developing new solutions.

## **Energy saving and efficiency solutions**

- Washing processes: centralised heating (without steam) and reuse of residual heat.
- Drying and ironing processes: air-to-air and air-to-water exchangers.

## **Water saving solutions**

- Reuse of up to 30% of water with centralised systems and individual machines.
- Reuse of up to 50% of water through microfiltration modules with centralized systems.

The water and energy saving solutions provide our customers a more efficient and sustainable washing process, helping to meeting the goal of reducing our scope 3 carbon footprint (use of equipment by customers).

## HIGH-EFFICIENCY MICROPARTICLE FILTER

This innovative product is highly efficient, as it removes 90% of all particles larger than 50 micras from the process water, converting it into solid waste which may be handled as such. This microfilter is a pioneer in the commercial machine sector. The solution is self-cleaning and easy to maintain.

# ENVIRONMENT

## 5 ENVIRONMENTAL MANAGEMENT

At Girbau, we have an environmental policy that applies to all group companies and guides our operations while helping us focus on continuously improving our environmental impact.

We want to engage and involve stakeholders in environmental management. We provide information on our environmental policy and its main environmental impacts, and encourage best practices in the workplace. All Girbau, S.A. employees,

including new recruits, are trained and informed on environmental matters.

In 2023, we created the **G-Green Team**. Led by the People and Sustainability departments, the aim of this working group is to promote sustainability-related actions that have a positive impact on the planet and community, building and promoting an attitude of respect toward the planet and people through small actions.





# EFFICIENCY AND CARBON FOOTPRINT

305-1, 305-2

**At Girbau, our goal is to become climate neutral in scopes 1 and 2 by 2030**

We drew up a roadmap which defines the actions and investments necessary for achieving the targets set for 2030 in matters of climate neutrality. Energy efficiency actions and a commitment to renewable energy, along with other actions aimed at mitigating our environmental impact, enable us to make progress in achieving these goals. To track progress, we closely monitor the calculations of our carbon footprint for scopes 1 and 2 on a monthly basis.

## Main improvement actions in 2023

- **Third stage of the installation of photovoltaic solar panels at G1**

This stage involved installing 600 new panels, each with 410 Wp of power. With this expansion, the G1 factory succeeded in generating a total of 557 Mwh.

*In 2023, we continued to install photovoltaic solar panels and sign new contracts for the self-supply of green energy for the group.*

- **Installation of 16 destratification fans**

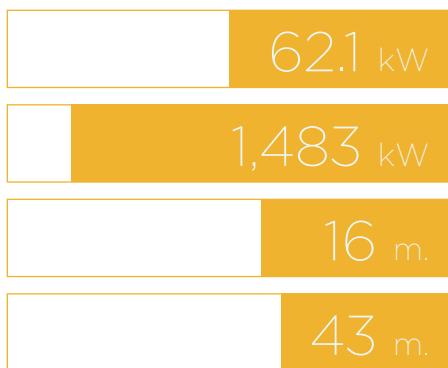
After changing the roof over the main warehouses and with a view to making the climate control system in the G1 work areas more efficient, 16 large destratification fans were installed, the purpose of which is to bring warm air from the top layer down to the bottom layer, helping to reach the temperature set-point faster and, by doing so, reduce consumption.

- **New coating line at G1**

This change has resulted in a series of environmental improvements thanks to the technology involved. The main improvements are:

- *Energy savings and reduction in our CO<sub>2</sub> footprint.*
- *Reduction in volatile organic compound (VOC) emissions.*
- *Reduction in the amount of waste generated and a more environmentally-friendly process.*

#### OLD TUNNEL



#### NEW TUNNEL

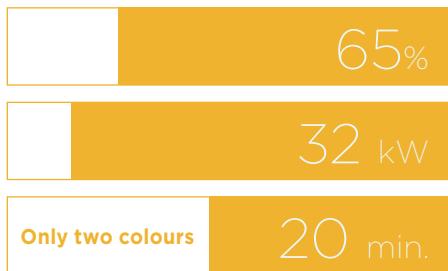
**Electricity  
3% savings**

**Thermal power  
18% savings**

**Length of  
pretreatment line**

**Oven length**

#### OLD BOOTH



#### NEW BOOTH

**Energy recovery efficiency  
+26%**

**Energy  
9%**

**Colour change time**

Inside the pretreatment tunnel, we minimize the amount of water that is wasted by recirculating the water between the various phases. By monitoring each stage, we are able to adjust consumption to the required needs, decreasing the amount of chemicals consumed.

The software used in the coating booth serves to create recipes for each part that requires coating, reducing the amount of powder that is applied, along with the layout of the reciprocating spray guns and the scanners at the entrance to the booth, which regulate the spray guns during operation. The main aspect in this regard is powder recovery; the booth system makes it possible to reuse close to 95% of the powder.

#### • **Energy advice program**

The creation of this one-of-a-kind program addresses one of the main challenges facing our customers in Spain: the rise in energy costs. The program combines sustainability and customer confidence to provide energy advice services alongside a trustworthy expert. This energy advice service is partially covered by Girbau and aims to reduce our customers' energy bills and smooth their transition toward green energy sources.

To reduce our scope 3 emissions, we undertake to provide a comprehensive solution that benefits not only our customers, but also the environment.

#### **New HVAC boiler for Robotics**

The boiler was fitted in November by a licenced external installer. This is phase 1, which will have

- a major impact on the carbon neutrality of the robotics operations. Phase 2 (Q1 2024) will involve installing an electrified heat pump to fully upgrade the hybrid climate control system.

Thanks to these measures, we made notable progress in our commitment to reducing our carbon footprint, by reaching the goal of reducing our scope 1 and 2 emissions by 37%.

	2 0 2 2	2 0 2 3
Annual energy consumption in production centres (MWh)	10,439	9,508
Ratio of annual energy consumption to turnover in production centres (kWh/€ of turnover)	0.09	0.07

Data as of 31 December

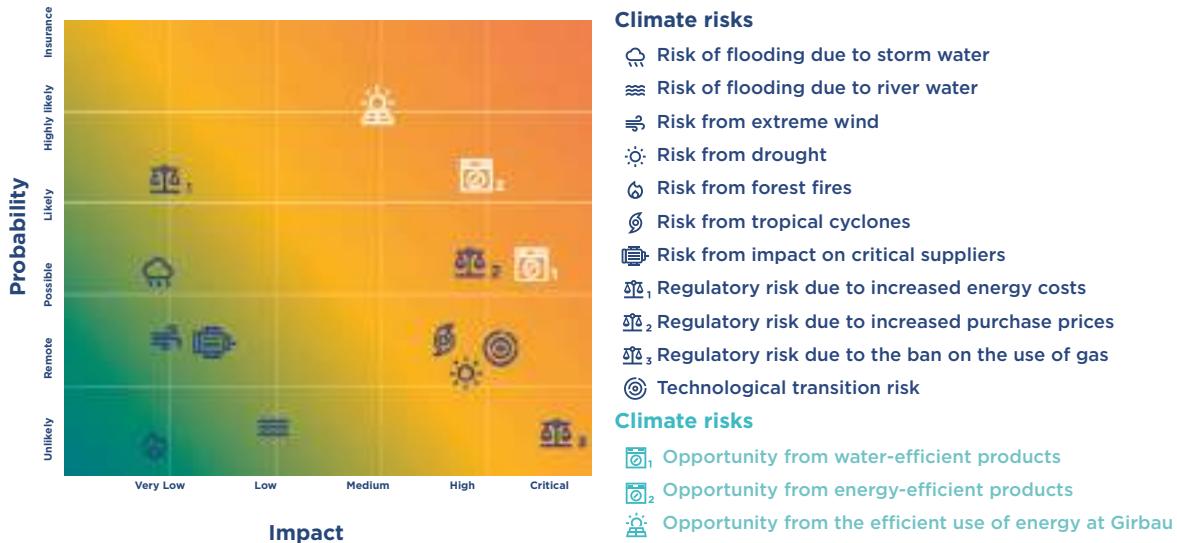
305-1, 305-2

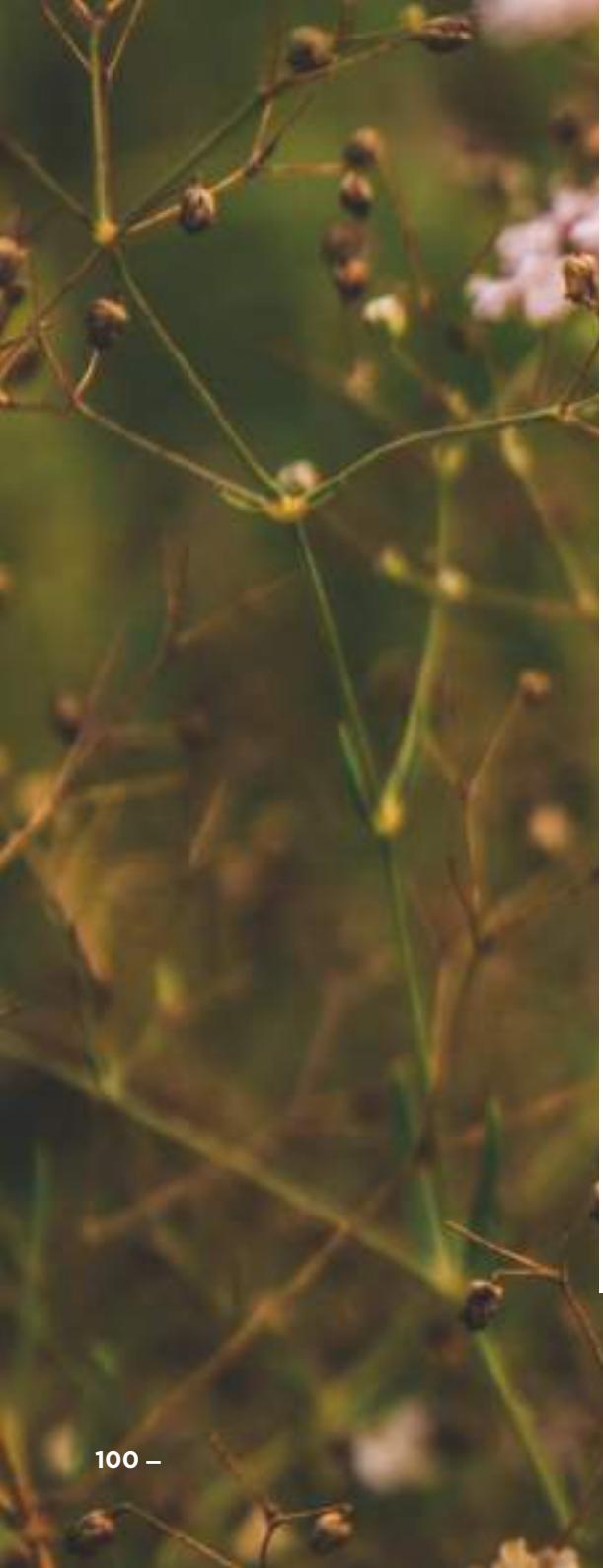
305-1, 305-2	2 0 2 2	2 0 2 3
Greenhouse gas emissions (tCO <sub>2</sub> eq) in our production centres		
Direct GHG emissions (scope 1)	1,588	1,334
Indirect GHG emissions associated with electricity (scope 2)	883	215
<b>TOTAL</b>	<b>2,471</b>	<b>1,549</b>
305-4		
Greenhouse gas emissions (scopes 1 and 2) in our production centres (kg CO <sub>2</sub> eq/€ of turnover)	0.02	0.01

# CLIMATE RISK MANAGEMENT

Girbau has been aware of its climate-related risks and opportunities for a number of years and is making progress in the development of more sustainable technological solutions. Through research, fabric treatment technology and the promotion of its own talent, it develops solutions that have a positive impact on the environment and give it a leading position in the sector's transformation.

## Climate change risks and opportunities





The climate opportunities have a greater probability and magnitude than the risks. The development of more energy and water efficient technologies is expected to provide a competitive advantage. The opportunities are for the medium-term (2026-2030). The greatest risks are due to regulations for the transition to a decarbonised economy, particularly those resulting from increased supply costs. The risks derived from climate events are mitigated by the insurance, except in the case of potential natural disasters, such as hurricanes, which are having a more frequent serious impact on customers in the Gulf and Southeast Asia.

**The conclusion of the analysis is that Girbau is a company with more climate change opportunities than risks.**

# CIRCULARITY AND RESPONSIBLE WASTE MANAGEMENT

## 3-3 Effluents and waste

Girbau incorporates ecodesign criteria in the various design and production phases.

### Conceptualization

- Extension of the product life cycle, making them easier to repair.
- Introduction of technologies (such as IoT) to improve the customer experience and reduce the environmental impact.
- Conversion of products into a service or system.

### Selection of materials

- Consideration for the environmental impact of the materials.
- Use of recycled or recyclable materials.

### Production

- Energy-efficient production.
- Efficient use of water.
- Efficient use of materials.
- Packaging optimisation.

### Distribution

- Low-impact packaging materials.

### Use

- Low energy and water consumption.

# MAIN IMPROVEMENT ACTIONS IN 2023

With a view to **eliminating single-use packaging** and achieving the goal of zero waste, efforts have been made to design a project for eliminating disposable cups and promoting the consumption of traceable coffee, which has a lower impact on the planet. This project is supported by a local company, whose factory in the Baix Llobregat (Barcelona) region uses rice husks from the Ebro Delta (60%) and biodegradable polymers (40%) to produce cups, and Incapto, a supplier of specialty coffee, which ensures the traceability of its coffee's origin.

- **Holding of an ecodesign workshop**, with the dryers that Girbau designs and manufactures, led by the team of professionals from the Circular Economy and Sustainability Chair at TecnoCampus.
- As of 2023, **compressed air** is now used as "gas" in the fibre laser cutting machine, which entails:
  - 40% reduction in nitrogen (the amount used will decrease from 250,000 kg to 150,000 kg).
  - Approximately 40% reduction in shipments of this product from the supplier.

- **Awareness-raising actions**

- Conference on the Circular Economy by Dr Carles Gasol, organized as part of the Gardenia program.

- **Actions at the subsidiaries**

- Advice on ways to save energy at Girbau Colombia, with recommendations aimed at raising awareness of new habits and good practices.

- Second-life program for equipment in Girbau Argentina, with the goal of reducing the environmental impact, increasing customer loyalty through technical services and helping us stand out from our competitors.

- **Projects at customer facilities**

- Heat exchangers in the Girbau ironing systems in the United Kingdom. 10-15% reduction in gas consumption through reuse of residual heat from the mist outlet with washing water.

- Reuse of water in Spain, Mexico, Malaysia and Indonesia, with reductions of up to 60% in flatwork ironers and washers.



301-1	2022	2023
<b>Raw material consumption in production centers (t)</b>	5,166	4,492
<b>Raw material consumption in production centers (kg/€ of turnover)</b>	0.04	0.03

# WASTE GENERATION AND MANAGEMENT

In accordance with our environmental policy, we strive to reduce the generation of waste in all areas. Most of the waste generated at our offices and production centers is handled responsibly by authorised carriers and managers.

In accordance with European regulations, as a producer of waste from electrical and electronic equipment, Girbau is a member of SCRAP (collective systems for extended producer responsibility), which is responsible for the final handling of our machines at the end of their service life.

**91% of the waste generated at our production centers by weight is recovered.**

	2022	2023
Waste generated at production centers (t)	1,634	1,661
Ratio of waste generated at production centers to turnover (kg/€ of turnover)	0.014	0.012



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# PRINCIPLES OF THE REPORT

2-2

## SCOPE AND COVERAGE

In December 2018, the Official Spanish State Gazette published Law 11/2018, of 28 December, amending the Code of Commerce, the consolidated text of the Capital Companies Act, approved by Royal Legislative Decree 1/2010, of 2 July, and the Accounts Auditing Act 22/2015, of 20 July, with regard to non-financial and diversity reporting (hereinafter, Law 11/2018), replacing Royal Decree-Law 18/2017, of 24 November, and transposing into Spanish law Directive 2014/95/EU, of the European Parliament and of the Council, as regards the disclosure of non-financial information and information on diversity.

In this context, Girbau, S.A. and its subsidiaries (hereinafter, Girbau) include the consolidated non-financial information statement, which contains Girbau Group's non-financial information for the 2023 financial year, which runs from 1 January 2023 to 31 December 2023, in Girbau's 2023 sustainability report, as indicated in the table "Contents of the Law on the subject of non-financial information and diversity".

By virtue of this document, Girbau complies with the non-financial and diversity reporting requirements established by Law 11/2018, of 28 December.

The principles of comparability, reliability, materiality and relevance set out in the Non-financial and Diversity Reporting Act, which are in line with the GRI 1-Foundation 2021 indicator, were applied:

### **Comparability criterion:**

GRI 1-Foundation 2021 states the following with regard to comparability: "The organisation shall select, compile and report information consistently to enable an analysis of changes in the organisation's impacts over time and an analysis of these impacts relative to those of other organisations". With regard to timeliness, it states that: "The organisation shall report information on a regular basis and make it available in time for information users to make decisions".

### **Reliability criterion:**

GRI 1-Foundation 2021 states the following with regard to accuracy: "The organisation shall report information that is correct and sufficiently detailed to allow an assessment of the organisation's impacts"; the following with regard to completeness: "The organisation shall provide sufficient information to enable an assessment of the organisation's impacts during the reporting period"; and the following with regard to verifiability: "The organisation shall gather, record, compile and analyse information in such a way that the information can be examined to establish its quality".

**Relevance criterion:**

GRI 1-Foundation 2021 states the following with regard to balance: "The organisation shall report information in an unbiased way and provide a fair representation of the organisation's negative and positive impacts"; and the following with regard to clarity: "The organisation shall present information in a way that is accessible and understandable".

**Materiality criterion:**

GRI 1-Foundation 2021 states the following with regard to sustainability context: "The organisation shall report information about its impacts in the wider context of sustainable development".

This report contains all the material aspects in accordance with the provisions of the Non-Financial Information and Diversity Reporting Act (Law 11/2018).

The geographical scope of the data reported is the countries listed in section "2.4 Global presence". The financial data includes 100% of the business turnover, which encompasses the activities of Girbau, S.A., Girbau's holding company and its subsidiaries.

The key non-financial results indicators included in this consolidated non-financial reporting statement were prepared in accordance with the content of the corporate

regulations in force and the standards for preparing sustainability reports of the Global Reporting Initiative (the GRI standards), the international reporting framework indicated in the new Article 49.6(e) of the Code of Commerce introduced by Act 11/2018. The information included in the non-financial information statement, which forms part of the consolidated management report and which will accompany the consolidated financial statements corresponding to the 2023 financial year, has been verified by Despatx i Gabinet d'Auditoria, S.L., in their capacity as an independent provider of verification services, in accordance with the new wording given by Law 11/2018 to Article 49 of the Code of Commerce.

Furthermore, all other non-financial information contained in this Sustainability Report for the financial year closed on 31 December 2023 was prepared, in all significant aspects, in accordance with GRI standards, in the option referring to the GRI. For the materiality analysis, prepared in 2019, the Accountability AA1000SES (2015) stakeholder engagement standard was followed.

If you have any questions concerning the content of this report, please contact us by calling (+34) 938 861 100 or sending an email to [jvilaseca@girbau.com](mailto:jvilaseca@girbau.com).





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