



# Sustainability Report 2022

saba<sup>o</sup>



# Table of contents

Overview by the CEO	3
About the company	8
Environmental issues	21
Labour relations	31
Corporate governance	50
About this Report	57
Table with GRI aspects	59

# Overview by the CEO

Josep Martínez Vila



After two years marked – I would say almost exclusively – by the outbreak and evolution of the Covid-19 health crisis, FY2022 found us in a scenario not very different from the pre-pandemic period in terms of activity levels. A year in which the invasion of Ukraine continues to sow tragedy, in terms of human lives and displaced people, and still with no hope of resolution. This military conflict created a new scenario, which is still impacting us, affecting variables in our environment, especially those related to consumption, volatility in financial and commodity markets, and higher inflation, energy prices and interest rates.



In this sense, the Group works to safeguard its structure against high energy prices, containing these increases thanks to the policy of making electricity purchases in the futures market, thus gaining stability and minimising the impact on our electricity bill. Although it is true that both the futures prices and the forecasts of most analysts in the sector coincide in reflecting energy prices, for the next 12 months, which are more favourable for economic growth, we will continue on this same path of review and stabilisation.

Similarly, in difficult times like the present, with widespread price and interest rate rises which increase financial vulnerabilities, we will examine the decisions of central banks, among other institutions, to monitor the effects of their measures.

Embarking on the summary of the 2022 financial year, worthy of note is the recovery of the positive trend of activity starting from the end of January 2022, which in the last few months of the year returned to levels close to those before the pandemic, with over 90% of the activity

## Activity in 2022 reached levels exceeding 90% of that of 2019

recorded in 2019. Given a framework in which economic activity has been recovering in a non-homogeneous manner in the countries in which we operate and with the disparity in scope of international macroeconomic factors, Saba maintains current measures of strict spending control and prioritisation of investments, implemented since the beginning of the health crisis, in order to preserve the interests of the company.

At the same time, technological projects are promoted with a clear orientation: to adapt to the new needs of customers, stimulate sales and business activity and guarantee the efficient integration of new car parks in the future. The processes for requesting rebalancing of concessions and renegotiating contracts have been maintained, as well as the search for new market opportunities,

encouraging an extension in the length of the average contractual duration of the portfolio.

Similarly, we have maintained selective growth as one of the company's vectors, seeking new market opportunities and promoting longer average contractual terms for the portfolio. Saba ended 2022 with 24 new operations, completed in most of the countries in which it is present, and which represent the addition of 32,000 spaces to its car park network. Similarly, the Group renewed 64 contracts, representing over 38,000 parking spaces, in all the territories in which it operates.



At the close of 2022, Saba was present in 180 cities in 9 countries (Spain, the United Kingdom, Italy, Portugal, Chile, Germany, Slovakia, the Czech Republic and Andorra) managing 333,379 parking spaces in 950 car parks. It has over 2,000 people on its payroll.

In 2022, Saba's short-stay activity was up 28% on 2021, approaching pre-pandemic levels, while the number of subscribers was 10% higher than the previous year and similar to that of 2019. Regarding salient figures, operating income amounted to 275 million euros, 18% higher than 2021, and EBITDA stood at 127 million euros, 23% up on 2021. Saba invested 27 million euros in FY2022.

In 2022, Saba successfully completed a process of renewal and extension of the maturity until June 30, 2024 of existing financing in the perimeter of parking in Europe (Club Deal).

In terms of efficiency, operational management and quality of service, Saba's Customer Service and Control Centre (CSCC) currently has 389 connected car parks in Spain, Italy and Portugal. To strengthen the recovery, the props that the company will rely on include sales activity through the adaptation of products, recovery of subscribers, electric mobility and promotion of new digital channels and the digitalisation of processes in general.



Saba Península (Porto), a car park managed by Saba since 2022.

**Saba's Attention and Control Centre (CAC) currently has 389 connected car parks in Spain, Italy and Portugal**



In this regard, Saba continues to drive and boost strategic business initiatives such as the launch of payment by number plate, both for subscribers and short stays, in 72 car parks, as well as Saba business website and app expansion and e-commerce services (with remodelling and improvement of features carried out and with the integration of the regulated zone in Spain and Portugal), extending it to all the countries in which it operates, with a plan to update the UK website in 2023. Visits to Saba's websites are around three million and the number of transactions amounts to more than 115,000. E-commerce sales are up 53% compared to 2021. At the close of 2022, the new corporate website, [sabagroup.com](https://sabagroup.com), was also launched, in response to the international reality of the company, as well as its role as a sustainable urban-mobility operator.

We continue working to make the car park more than just a space for cars and motorcycles, but also for bicycles and other personal micro-mobility vehicles, car-sharing and rent-a-car, in an inter-modal regime, and also with public

transport. Saba must adapt to people's new habits and work to be a benchmark mobility manager, with the ambition of fostering the company's growth and opening new lines of innovation in the sector, and income diversity, which will contribute to its consolidation in the future. Here I could cite the last mile (e-commerce lockers, proximity distribution), as well as services in the actual car park: digital screens, vending machines, company fleets, vehicle washing stations, among others.

In 2022, Saba continued working on one of its strategic commitments, the electrical infrastructure, which we began in 2018. Both public and private car parks are a great opportunity for providing electric charging stations for all vehicles, private, shared and fleets, in the various modalities: fast and semi-fast – and for all needs, whether they are isolated demand or from subscribers; in cases where the car remains overnight in the car park or is only short-stay during working hours.

**Saba continues to strengthen strategic business initiatives, such as the launch of payment by number plate**



With a big boost in 2022, the company has more than 400 of its own electric charging points throughout the Group. Worthy of note are the drive to launch fast charging in Spain, the growth in all markets and the effort to unify the charging model in all the countries in which we are present, adapting it to the markets.

While it is true that digitalisation, boosting sales activity, the search for new opportunities and the provision of mobility services are among our greatest challenges, so also is continuing to consolidate a committed and convinced team to face the uncertainties that arise in our environment, the most important asset we have. I should like, on my own behalf and that of the management team, to thank and recognise the hard work, professionalism, competitiveness and management, based on essential values such as respect and inclusion.

**With a great boost in 2022,  
the company has 400 electric  
charging stations**



One of the 13 fast chargers (50 kWh) that the company launched last year in six Spanish cities. Saba Barcelona Bansa Jardins de Salvador Espriu, Barcelona.





# About the company





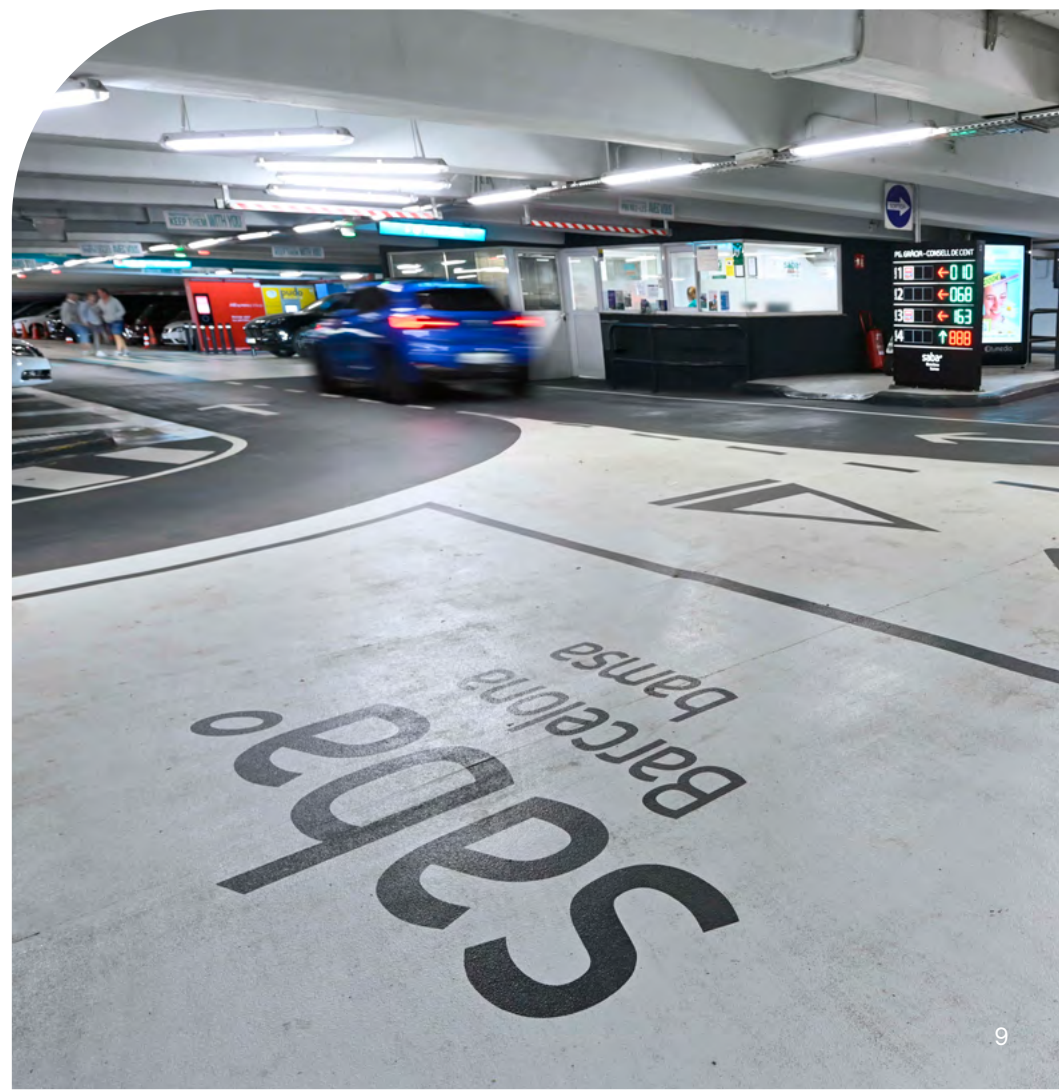
# What is Saba?

Saba, a company 99.95% owned by CriteriaCaixa, is a benchmark industrial operator specialised in car park management. Saba works to adapt its infrastructures in towns and cities to the new consumer habits and to respond to the latest trends in sustainable urban mobility. It has a network of car parks converted into mobility hubs for people (electric vehicle, carsharing), companies (dynamic solutions for fleets) and goods (sustainable last-mile deliveries).

In 2022, the Group is present in 9 countries in Europe (Spain, United Kingdom, Italy, Portugal, Germany, Czech Republic, Slovakia and Andorra) and Latin America (Chile), with a team of 2,017 people (2,099 in 2021), and manages 950 car parks (1,051 in 2021), with a total of 333,379 parking spaces (382,471 in 2021) in 179 cities (179 in 2021).

Car parks are part of the solution to the challenges cities are facing today: road congestion, CO<sub>2</sub> emissions, coexisting modes of transport, supersaturation of public space and growing e-commerce, among others. They are key pieces in urban mobility and also contribute to progress in the places where they are located.

Saba, with over 50 years of history, differentiates itself through its lines of action: technological innovation, business transformation, quality of service, operational efficiency, growth orientation and commitment to sustainability.





**38**  
companies<sup>1</sup>



**9**  
countries



**179**  
cities



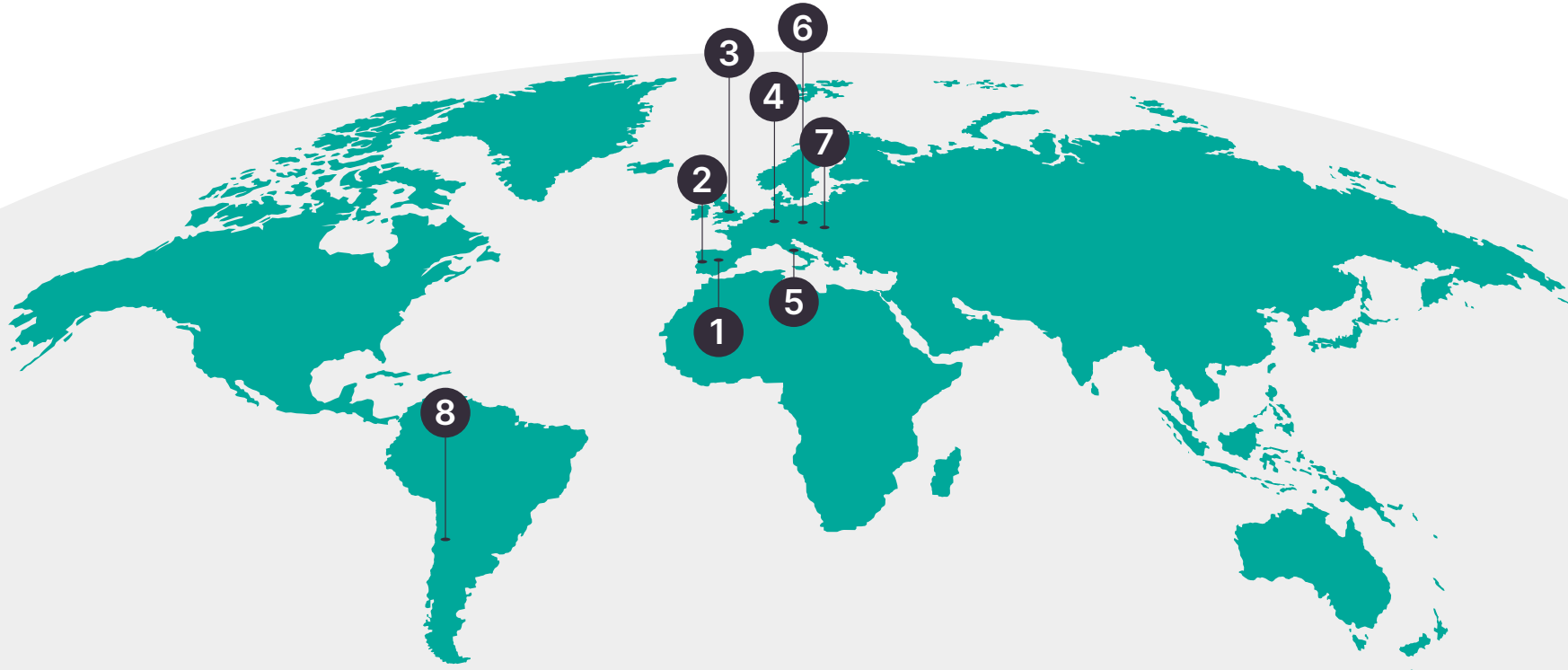
**950**  
car parks



**333,379**  
parking spaces



**2,017**  
people



**1**  
**Spain and Andorra**

10 companies  
77 cities  
182 car parks  
74,026  
parking spaces  
794 people

**2**  
**Portugal**

5 companies  
19 cities  
105 car parks  
37,092  
parking spaces  
126 people

**3**  
**United Kingdom**

11 companies  
34 cities  
474 car parks  
109,495  
parking spaces  
398 people

**4**  
**Germany**

1 company  
17 cities  
42 car parks  
16,978  
parking spaces  
67 people

**5**  
**Italy**

4 companies  
18 cities  
58 car parks  
28,202  
parking spaces  
190 people

**6**  
**Czech Republic**

2 companies  
5 cities  
37 car parks  
21,739  
parking spaces  
34 people

**7**  
**Slovakia**

1 company  
6 cities  
17 car parks  
6,810  
parking spaces  
20 people

**8**  
**Chile**

4 companies  
3 cities  
35 car parks  
39,037  
parking spaces  
388 people

<sup>1</sup>Companies by country: **Andorra:** SOCIETAT PIRENAICA D'APARCAMENTS, S.A. **Germany:** SABA PARK DEUTSCHLAND, GMBH. **Chile:** SABA ESTACIONAMIENTOS DE CHILE, S.A.; SOCIEDAD CONCESIONARIA PLAZA DE LA CIUDADANIA, S.A.; SABA AEROPUERTO CHILE, S.P.A.; SOCIEDAD CONCESIONARIA SABA GENERAL MACKENNA, S.A. **Slovakia:** SABA PARKING SK, S.R.O. **Spain:** SABA INFRAESTRUCTURAS, S.A.; SABA APARCAMIENTOS, S.A.; BARCELONA D'APARCAMENTS MUNICIPALS, S.A. (BAMSA); SABA CAR PARK, S.L.; SABA PARK, S.L.U.; SABA APARCAMENT SANTA CATERINA, S. L.; GEEVER SERVICIOS DE PROXIMIDAD, S.L.; SOCIETAT D'APARCAMENTS DE TERRASSA, S.A.; APARCAMIENTO GRAN BULEVAR, S.L. UNIPERSONAL; SABA APARCAMIENTO DELICIAS, S.L.; **Italy:** SABA ITALIA, S.P.A.; BOLOGNA & FIERA PARKING, S.P.A.; METRO PERUGIA, S.C.A.R.L.; SOCIETA IMMOBILIARE PARCHEGGI AUTO – SIPA, S.P.A. **Portugal:** SABA PORTUGAL PARQUES DE ESTACIONAMENTO, S.A.; CPE-COMPANHIA DE PARQUES DE ESTACIONAMENTO, S.A.; LIZ ESTACIONAMENTOS – DESENVOLVIMENTO, EXPLORAÇÃO E CONSTRUÇÃO DE PARQUES DE ESTACIONAMENTO, S.A.; SABA ESTACIONAMENTOS RIBEIRA, S.A.; SEMOVEPARK VISEU – ESTACIONAMENTOS, S.A. **United Kingdom:** SABA INFRA HOLDINGS UK LIMITED; SABA GROUP UK LIMITED; SABA INFRA UK LIMITED; SABA UNIGARAGE UK LIMITED; SABA INFRA DUNDEE LIMITED; SABA PARK SERVICES UK LIMITED; SABA PARK SOLUTIONS UK LIMITED; SABA INFRA CAMBRIDGESHIRE LIMITED; SABA INFRA GLOUCESTERSHIRE LIMITED; SABA INFRA HERTFORDSHIRE LIMITED; SABA INFRA LIVERPOOL LIMITED. **Czech Republic:** SABA PARKING CZ, A.S.; SABA CLICKPARK, S.R.O.

# Mission, vision and values

Saba is inspired by and bases itself on its Mission, Vision and Values to establish the guiding principles for management throughout the Group.



## Mission

Provide solutions to the need for sustainable mobility, offering car park availability and complementary services to customers.



## Vision

Be an international leader in the car park and sustainable mobility services sector, a benchmark in quality of service, innovation and technology.

## Values

The values shown reflect the way Saba acts.



Focus on profitability



Continuous improvement



Innovation



Trust in People



Commitment



Customer service



Proactiveness



Collaboration



# Business model

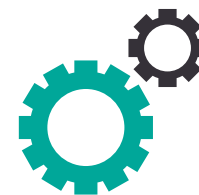
Saba's business is formalised through a variety of contracts (concession, ownership, rental, management), with an estimated average life of 19 years (21 years in 2021), thus guaranteeing the future of the company. With its focus on the long term, Saba strives to renew contracts and obtain new operations to extend the life of its car parks and thus have a solid basis for financing new investments.

Economies of scale and a greater presence in the sector favour competitiveness and improve positioning, responsiveness and efficiency in the management of operations and investments in technology.

Within the vision of the car park as a hub of mobility services for people, companies and goods, Saba's response to aid this sustainable and efficient mobility is the concept of Smart Parking, with the widest range of mobility services for people, with technology, innovation and intelligent business strategies to facilitate the best possible response to customer needs.



**Saba's response to helping this sustainable and efficient mobility is the concept of Smart Parking**





**Saba works with the conviction of achieving the most cutting-edge innovation and new business strategies**

Its industrial profile, with commitment, responsibility and active participation in management is part of the philosophy of action and development of the company, which adopts a long-term approach to the advancement of its business interests.

Saba works to ensure it has the most cutting-edge innovation and new sales strategies, incorporating smart services related to the mobility of people and vehicles. In this sense, Saba was a pioneer in the installation of electronic tolls (OBEs) in Spain (VIA T) and successfully promoted this system in Chile (TAG), Italy (Telepass) and Portugal (Via Verde), as well as in charging using QR technology. It has a website and app that has already been deployed in different countries, which allow for the sale of 100% digital products.

In addition, Saba has promoted new control systems, discount automation at payment machines, number plate recognition at car park entrances/exits and the development of services associated with the car, especially for electric vehicles, and the car park (3G coverage, remote

management, among others), as well as new sustainable last mile urban micro-distribution activities.

Saba's corporate purpose is to be a benchmark Group in areas such as efficiency, technological innovation and proactive selling. Saba's Customer Service and Control Centre (CSCC) responds multi-dimensionally to this positioning, acting not only as a remote management centre, but also as a true "Contact Centre" with a sales vocation that allows Saba to enhance the quality of its customer service.





# Structure: Shareholders

Saba's majority shareholder is CriteriaCaixa, the leading investment holding company in Spain, together with a small percentage of minority shareholders

## Shareholding composition

99.5%  
CriteriaCaixa

0.5%  
Minority  
shareholders







Exterior image of the Saba Ospedale San Martino car park, opened in the Italian city of Genoa.

# Managing an uncertain international framework

After two years marked by an unprecedented global emergency due to the Covid-19 pandemic, a crisis of great magnitude erupted in 2022 with the invasion of Ukraine and the drastic reversal of the international geopolitical context, and all its subsequent consequences. From the area of social responsibility, Saba has carried out actions to collaborate with the care and maintenance of people displaced to Spain due to the war.

In this framework of uncertainty we find variables with a significant economic impact, such as high inflation, the increase in the cost of supplies and raw materials, the cost of energy and the increase in interest rates. In this sense, Saba is attentive to monetary and fiscal policies and to the adjustment and stability measures that are adopted and that serve to constantly monitor the impact, both financial and non-financial, of these factors.

As an example of Saba's proactive approach, actions are developed with the aim of minimising the risks posed by high energy prices. In recent years, the Group has been able to safeguard against volatility and contain increases thanks to the policy of electricity purchases in futures markets, thus ensuring greater stability. For the coming years, work will be done to minimise price volatility.

Saba has maintained the measures of strict control of spending and prioritisation of investments implemented since the beginning of the health crisis, in order to preserve the interests of the company. Similarly, the processes for requesting the rebalancing of concessions and the renegotiation of contracts continue, based either on legal coverage or on bilateral negotiations based on the goodwill of the parties.

Just as it has done for more than 50 years, Saba will face all situations that arise along the way, with the ability to react and adapt that, for example, allowed the company in 2020 to continue operating its service while preserving the health of the team at all times. And in 2021 and 2022, with activity impacts still caused by the Covid-19 epidemic, this spirit of improvement has been maintained, working to adapt the car park to the mobility needs of customers and cities, and conceiving the network of car parks as mobility service hubs for people, companies and goods.

# Development

Saba ended 2022 with 24 new operations, completed in most of the countries in which it is present, and which represent the addition of almost 32,000 parking spaces to its network of car parks. Similarly, the Group renewed 64 contracts, representing over 38,000 parking spaces, in all the territories in which it operates. At the close of 2022, Saba was present in 179 cities in 9 countries (Spain, the United Kingdom, Italy, Portugal, Chile, Germany, Slovakia, the Czech Republic and Andorra) managing 333,379 parking spaces in 950 car parks.

You can access more extensive information via the following link to the Annual Report.



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[sabagroup.com/informeannual2022/informacion-de-la-compania/desarrollo](https://sabagroup.com/informeannual2022/informacion-de-la-compania/desarrollo)



# Activity and salient figures



The 2022 financial year still started off with a certain level of impact of Covid-19 on activity as a result of the bursting onto the scene of the omicron variant. However, the recovery began to be more than evident at the end of January, in parallel with the elimination of most of the mobility restrictions imposed by the authorities. The positive trend prevailed throughout 2022, with special momentum since the summer and with the achievement of 90% of the activity recorded in 2019 by the end of the year.

In short, after two years marked by the health crisis, Saba has managed to position itself, in terms of car park activity, at pre-Covid levels. Saba's short-stay activity increased by 28% in 2022 compared to 2021, while the number of subscribers grew by 10%, with both indicators being very close to those recorded in 2019.

Regarding the salient figures of FY2022, operating income stood at 275 million euros, 18% up on 2021, while EBITDA stood at 127 million euros, 23% more than in 2021.

Saba invested 27 million euros in FY2022. The company has continued its efforts to increase the operational efficiency of the business, to implement initiatives that enable Saba to become a benchmark in the sector, with particular focus on new support systems, new technologies and energy efficiency, in addition to new sales formulas and initiatives, and on conducting active contract management, focusing on growth.



You can access more extensive information via the following link to the Annual Report: [sabagroup.com/informeannual2022/informacion-de-la-compania/actividades-y-principales-magnitudes](https://sabagroup.com/informeannual2022/informacion-de-la-compania/actividades-y-principales-magnitudes)





# Materiality and risk management

## Materiality

Saba has established a series of priorities to advance in the creation of economic, social and environmental value and ensure that the needs of our stakeholders are satisfied, while the business develops and generates value.

These priorities are formed based on a materiality analysis, thus making it possible to identify those aspects with the greatest impact on the business and on the expectations or concerns of the main stakeholders.

The Saba group considers as stakeholders the social groups that are affected by the company's actions. This includes both those that are properly speaking part of the value chain and those external entities affected by the business: shareholders, employees, customers (individuals, companies and government authorities), suppliers, governments and public entities, the media and the community in general, on many occasions represented by third sector entities.

Taking into account the monitoring of the trends and main challenges faced by companies in the sector and the internal analysis, taking into account the different geographies in which the business is carried out, the following most relevant aspects for the Saba group have been identified:

- Climate change.
- Sustainable urban mobility.
- Technological innovation applied to the business.
- Safety and health of the workforce.
- Adaptation to the new working environment.
- Professional development and training, diversity and equal opportunities.
- Social commitment.
- Customer relationship and satisfaction.
- Ethical behaviour and crime prevention.

During the 2022 financial year, an internal survey was carried out among managers and a group of employees of the Group at an international level, in relation to the areas of Environment, Social and Governance.

After analysing the responses received, it has been concluded that the Group's personnel confirms the material ESG aspects initially raised, and that they coincide with the material aspects included in the company's Non-Financial Information Statement.





## Corporate risk management

Saba has a Corporate Risk Management (GRC) model that ensures the corresponding management is informed of the same and establishes control measures in order to anticipate and mitigate their impact, as well as to ensure the sustainability of the business over time.

To this end, a Corporate Risk Management System was implemented in 2018 that takes internationally accepted best practices as a benchmark. The function is carried out by the Group's Internal Audit area, which identifies the main risks that Saba faces, and evaluates and manages them appropriately, with the

participation of all areas. In addition, the Board of Directors is actively involved in overseeing risk management throughout the Group.

The risk identification process seeks to detect risks that might prevent the achievement of Saba's corporate objectives, paying special attention to the most relevant risks prioritised based on their impact (financial, continuity of operations/service, reputational/corporate social responsibility, fiscal) and their probability of occurrence.





In this context, the main strategic risks identified related to the business model in the car parking sector are those related to the following areas:

- Ecosystem of mobility and urban sustainability.
- Competitiveness and efficiency.
- Time horizon of contracts.
- Organisational transformation, human capital and talent, and internal communication.
- Technological innovation.

On the other hand, the main operational risks identified are:

- Strategy in systems.
- Car park security.
- Cybersecurity.
- Business continuity.

Among the financial risks are:

- Evolution of rates.
- Financial: derived from the loss of value due mainly to financial fluctuations in exchange rates and interest rates.

Finally, and in terms of legal compliance and reputational risks, the most significant are:

- Data protection.
- ESG: caused by the degree of adaptation of sustainability factors to the evolution of capital markets and stakeholders.
- Labour.



You can access more extensive information via the following link to the Non-Financial Information Statement:  
[sabagroup.com/es/atencion-al-accionista/junta-general/#2023](https://sabagroup.com/es/atencion-al-accionista/junta-general/#2023)





# Environmental issues



# Sustainable urban mobility

## A meeting point of sustainable services

Saba is at the threshold of the explosion of a new mobility ecosystem. In this scenario, the company is working to convert the car park into a mobility services hub for people and goods, especially for so-called last-mile logistics. Facilities converted into a mobility “meeting point” but, above all, a dynamic, connected space concentrating new uses that go beyond what has traditionally been the car park sector.

Changes in people's mobility habits generate new needs, favoured both by the emergence of new technologies and by the use of personal and active means of micro-mobility, significant growth in electric mobility, the expansion of car sharing or intermodality, among others.

Saba has also noted in recent years how electronic commerce has seen growth of 20% year on year, boosted by the pandemic, with an increase in the mobility of goods that is unsustainable due to its impact on road congestion and the environment.

### Services



#### Electric vehicles

**400 charging points in the Group**

In 2022, thanks to the charging carried out in the Saba network, the emission of 612 tonnes of CO<sub>2</sub> was avoided.



#### Carsharing and rent-a-car

**Over 3,000 parking spaces in 3 countries**

Saba increases the space for these services and facilitates the electrical transition of the operators.



#### The Last Mile

**Geever Experience: 43 mini-hubs in Barcelona**

Emission-free, scalable model to take advantage of strategic locations.



#### E-commerce lockers

**More than 200 lockers deployed in 4 countries**

A sustainable solution that demonstrates the potential of the car park to host value-added services.

### Technology



#### Electronic access, exit and payment

**Number plate recognition (Ticketless), QR and OBE**

Increase in active customers and operations in all Saba's markets.



#### Web and e-commerce App

**Digital sales up 53% in 2022**

Growth in all countries and consolidation of the Saba App.



#### Coverage

**A fundamental element for the deployment of high added value services and products**

Wide range of car parks.



#### Remote management

**Nearly 400 car parks connected in 3 countries**

Serving more than 125,000 customer service requests in 2022.



You can access more extensive information via the following link to the Annual Report:  
[sabagroup.com/informeanual2022/movilidad-urbana-sostenible/un-hub-de-servicios-para-las-personas](https://sabagroup.com/informeanual2022/movilidad-urbana-sostenible/un-hub-de-servicios-para-las-personas)





# General guidelines

The Group is aware of the impact of climate change on business activity and therefore incorporates initiatives aimed at the ecological transition and the reduction of GHG (Greenhouse Gases) emissions as part of the business strategy.

The Group is committed to the UN Sustainable Development Goals (SDGs) and works to make cities more inclusive, safe, resilient and sustainable (Goal 11, Sustainable Cities and Communities) and to adopt measures to combat climate change and its effects (Goal 13, Climate Action).

Saba monitors the environmental impacts of its activity and designs the appropriate operational controls to reduce their harmful effect. To accomplish this, it has a specific area of Services, Supplies and Energy Efficiency in charge of promoting different measures in order to ensure optimal energy management.





In addition, Saba's Integrated Management System (SIG) includes the evaluation and control procedures related to the ISO standards according to which Saba is certified:

- ISO 14001: 2015 Environment – Spain, Italy, Portugal, Chile, United Kingdom.
- ISO 50001: 2011 Energy efficiency – Spain, Italy, Portugal, Chile.

Other notable actions in this area are:

- Waste Management Awareness. ZERO Waste Project.
- Information campaign: Our Code of Ethics – Protection of the Environment.
- Training and awareness on sustainability and energy efficiency.
- Training in Emergency Protocols.
- Preparation and presentation of a guide for reducing the environmental impact in offline campaigns (graphic materials: promotional posters, brochures and other unique elements).



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[sabagroup.com/es/atencion-al-accionista/junta-general/#2023](https://sabagroup.com/es/atencion-al-accionista/junta-general/#2023)

## During 2022, Saba has continued to carry out awareness campaigns with the aim of promoting more sustainable behaviours and respect for the environment, including:

- Green thinking. Social and sustainable commitment
  - June, sustainability and environment month
    - World Environment Day.  
For a greener world
    - CARBON FOOTPRINT
  - Responsible consumption, the challenge of being more efficient and sustainable
- The importance of the 3Rs: Reduce / Reuse / Recycle
  - Sustainable mobility
    - Celebration of Sustainable Mobility Week
      - Social networks:  
#WorldEnergySavingsDay  
#SEM2022 Sustainable Mobility Week  
#EnvironmentDay

# Emissions

With the aim of understanding its environmental impact, identifying lines of mitigation as well as involving its stakeholders, the Group calculates and verifies the carbon footprint of its activity each year by organising the sources into scopes, based on the degree of impact that the activity can have on these.

## Climate change<sup>1</sup>

Saba considers climate change to be a global environmental challenge and is committed to offering its customers eco-efficient energy products and services that are less CO<sub>2</sub> intensive in order to contribute to climate change mitigation and the energy transition.

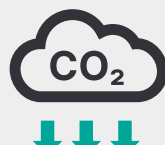
The main strategic lines of action in climate matters to reduce greenhouse gas (GHG) emissions are:



Equipment  
renewal



Consumption  
monitoring



Carbon footprint  
reduction

For climate change management, in addition to the climate change risk management tool, measurement, control and monitoring of GHG emissions are performed and operational plans developed to reduce them. The commitment to transparency and dissemination of information related to climate change takes shape in the publication of the results in the company's various external communication channels.

The measures and actions adopted by the organisation allow progress to be made in the ecological transition towards a low-carbon economy, minimising CO<sub>2</sub> emissions derived from Saba's own activity. In the future, the Group will remain firm in its aim of contributing to the fight against climate change, promoting new initiatives and working hard to improve data capture and add more information for calculating the carbon footprint.

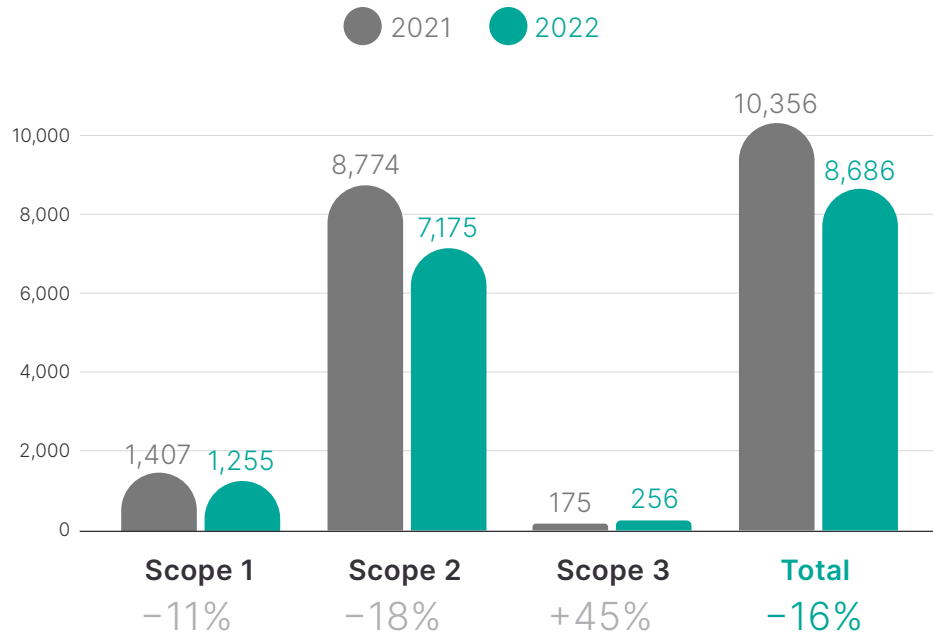
**Saba is aware that climate change is a global environmental challenge and is committed to contributing to its mitigation**

<sup>1</sup> Real data indicators from January to September and estimated data from October to December.

The calculation<sup>1</sup> of emissions for the last two years in each of the scopes is:

## Emissions

Measurements in tCO<sub>2</sub>eq as of December 31, 2022



<sup>1</sup> Excluding activity data (consumption) by Geever.

## Emission type



### Scope 1:

Fuel oil C, vehicle fleet diesel and refrigerant gases.



### Scope 2:

Electricity consumption.



### Scope 3:

Purchase of goods and services (water, paper, toner consumption), hazardous and non-hazardous waste, corporate travel and transportation and distribution.



# Energy

Saba has a real-time monitoring system that allows monitoring and control of energy consumption in order to be more energy efficient. In this way, measures have been carried out to promote savings in energy consumption, such as:



Change of  
luminaires to  
programmable  
LED technology



Installation of  
high-energy-  
efficiency lifts



Capacitor banks



Renovation of  
more energy  
efficient ventilation  
equipment



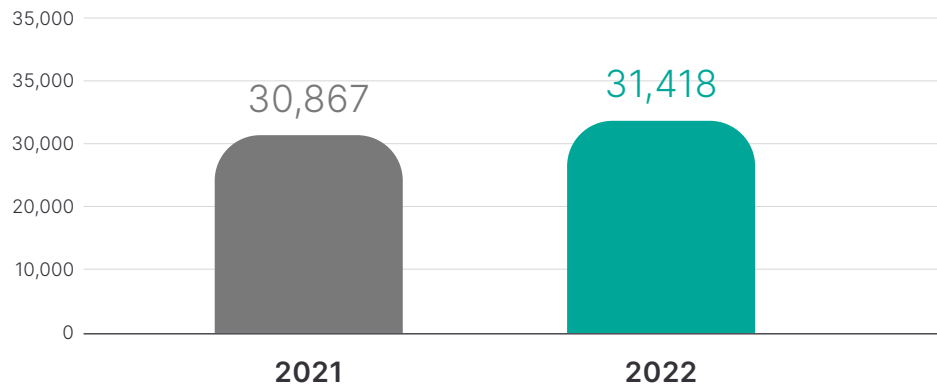
These actions have already been implemented in car parks in Spain, Italy, Portugal, Chile and the United Kingdom and work continues in more centres and in its extension to other countries.

In 2022, the Group's energy consumption amounted to 31,418,527 kWh, just 1.8% up on 2021 (30,868,778 kWh in 2021). Despite the slight increase, this value is evaluated very positively since the activity levels in our operations have largely recovered those recorded before the crisis generated by Covid-19.



## Annual power consumption

Measurements in MWh as of December 31, 2022



Even considering new countries and obtaining higher levels of activities, Saba continues to limit its energy consumption thanks to the energy efficiency measures that have been implemented in Spain, Italy, Portugal and Chile and that are expected to be extended to other countries in the short to medium term.

For its part, the energy intensity ratio stands at 120.7 kWh/parking space (153 kWh in 2021), 21% lower than in 2021, mainly due to the effects of changes in the parking perimeter.

In 2022, work began to renew the 2nd generation LED luminaires, replacing older LEDs with newer, even more efficient models. As the installed LED elements reach the end of their useful life, they will be replaced by more efficient components.

Facilities design needs to be added to all these measures, taking into account improvements that affect energy behaviour, consumption savings and climate change; the promotion of electric vehicles and the company's firm commitment to sustainable urban distribution of goods.

It should be noted that during 2022, 817,833 kWh (207,984 kWh in 2021) to the charging of electric vehicles parked in car parks, 293% up on 2021. This increase is due to the increase in perimeter in Spain, Portugal and Chile, as well as the regularisation of the inventory of charging points in Portugal, Chile and Germany.

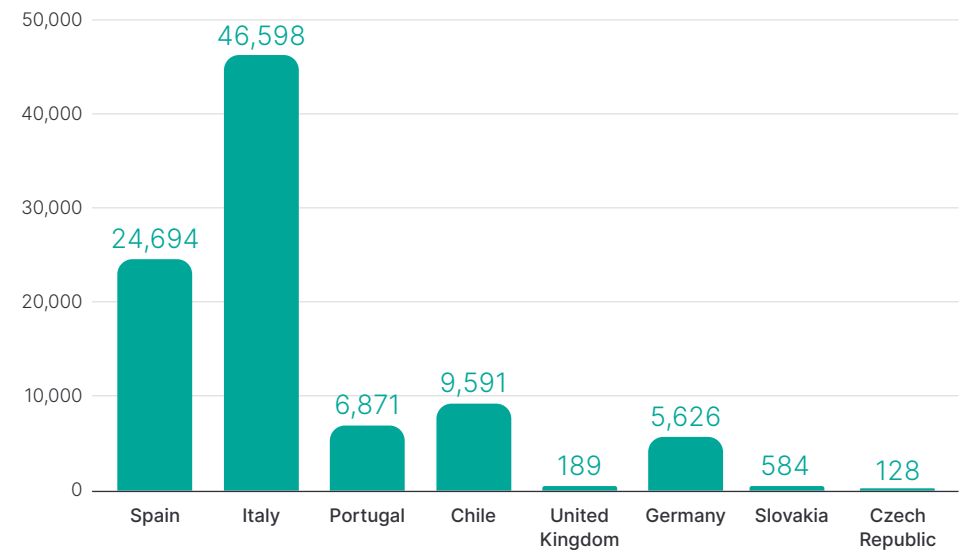


# Water consumption

Saba consumed 94,281 m<sup>3</sup> of water in 2022, 19% more than the previous year (79,216 m<sup>3</sup> in 2021). Leaks in car parks in Italy and Portugal, together with changes in consumption estimation methods, influenced the increase in the value recorded in this period.

## Water consumption

Measurements in m<sup>3</sup> as of December 31, 2022



# Waste



Saba manages waste in accordance with the law in force in each country. The technical management is in charge of removing hazardous waste with the frequency indicated by each jurisdiction through an authorised manager who provides the documentation required by law. Non-hazardous waste is stored in the locations provided for this purpose until its annual removal by an approved company to recover or destroy it. The initiatives lead to more efficient management as well as the reduction of waste to be treated. Waste consumption is detailed below by type and year.

## Hazardous waste managed

	2021	2022
CER 150202 Absorbent (kg)	201	330
CER 130502 Sludge from water/oily substance separators	10,200	11,000
EWC 160504 Aerosols (kg)	3	20
CER 080317 Discarded components and equipment (kg)	90	110
CER 140602 Used solvents (kg)	30	19
CER 200121 Fluorescents (kg)	2,372	1,575
CER 200133 Batteries and accumulators (kg)	1,550	970
CER 080111 Paints, varnishes, inks and adhesive residues	170	181
CER 150110 Mixed chemical waste	35	8

## Non-hazardous waste managed

	2021	2022
CER 200101 Paper and cardboard (kg)	37,704	30,334
CER 200301 Mixed waste (kg)	15,206	12,496
CER 160103 Building and demolition waste (kg)	743	310
CER 200136 Electrical and electronic waste (kg)	5,846	1,761





# Labour relations



# People

Saba's people management model is based on a standard of excellence that makes it possible to transform corporate strategy into efficient operations and activities, ensuring the health, well-being and development of people. Likewise, it works to guarantee diversity, equal opportunities and non-discrimination, making sure to maintain an adequate alignment between the needs of professionals and strategic objectives.

The strategic lines of action in the field of people management are:

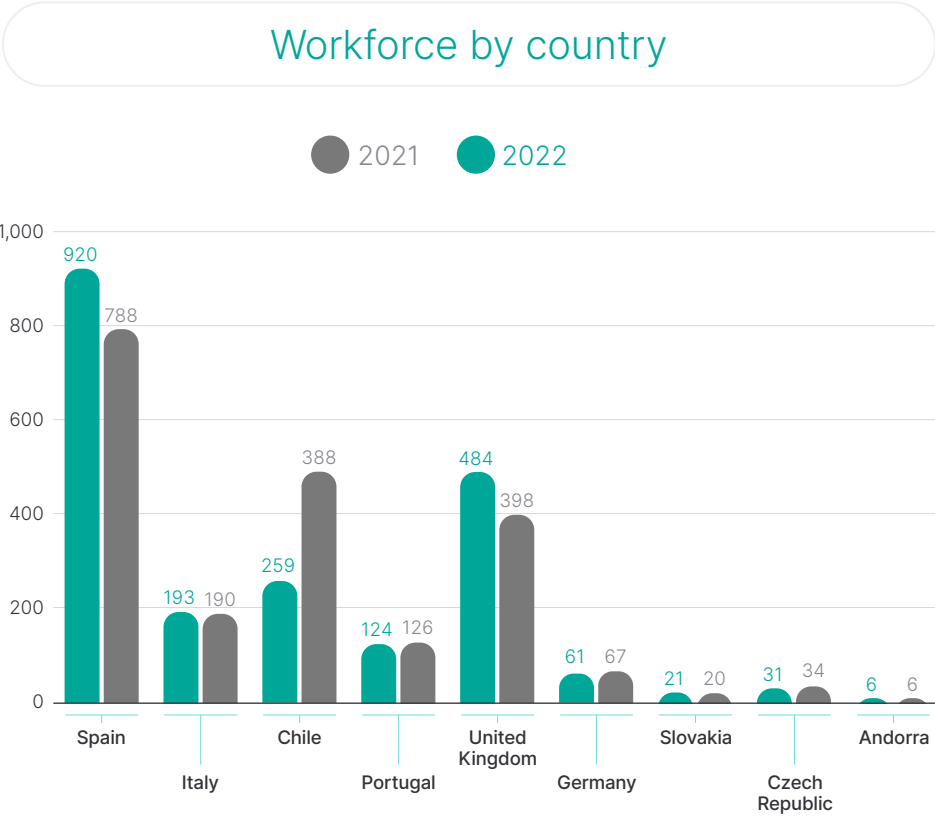
- Transformation of the organisational culture.
- Development of best practices in the identification, recruitment and retention of talent.
- Promotion of a motivating work environment that ensures internal recognition and a corresponding remuneration framework.
- Promotion of professional development and talent.
- Promoting new models of collaborative work, forming multidisciplinary teams.
- Adaptation of organisational structures.
- Establishment of a work model focused on continuous improvement and knowledge management.
- Promotion of internal communication and change management.
- Protecting the safety and occupational health of people.

All data related to personnel presented in this chapter is reported as of the closing date of December 31, 2022.



# Employees

At the close of 2022, Saba employed a total of 2,017 people (82 more than the previous year). The distribution of employed persons by country, gender, age and professional category is presented below.



The distribution of people employed in 2022 by gender at a global level remains stable without significant changes compared to the previous year.



Operator of a regulated area managed by Saba in Milton Keynes, UK.

One of the Group's objectives is to achieve a balanced distribution of the workforce by age group



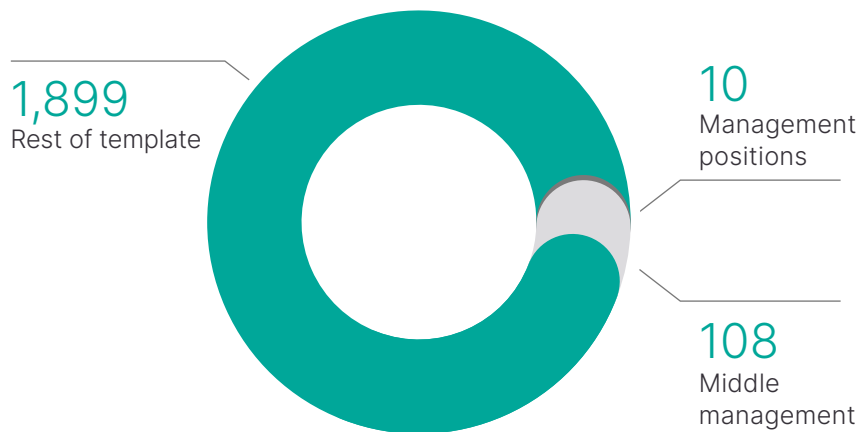
## Workforce by gender



## Workforce by age



## Workforce by professional category

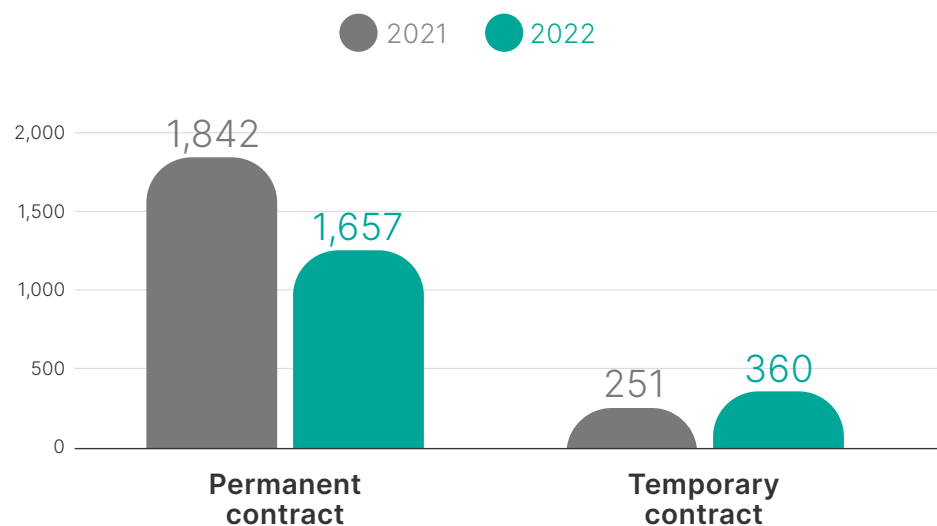


The decrease in the number of people is mainly explained by the termination of management contracts in Spain and the United Kingdom. On the contrary, in Chile the number of employees has increased as a result of the incorporation into the perimeter of new car parks under management.

## Types of contract

The distribution of the workforce by type of contract is presented below.

### Workforce by type of contract



At the close of FY 2022, the workforce with a permanent contract represents 82% of the total (86% in 2021).

This decrease is due to the termination of some parking management contracts in Spain, in which the personnel were mostly permanent.

## Redundancies

In 2022 the number of layoffs increased compared to the previous year, mainly as a result of the end of management contracts, going down from 69 to 83, all in the "Other personnel" category. Below is the breakdown by age and gender:

### Redundancies

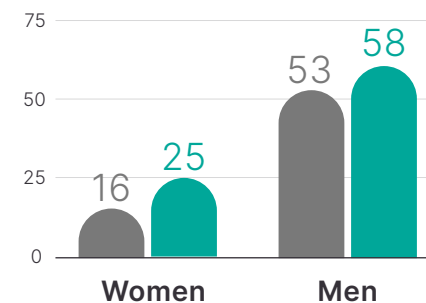
2021 2022

#### Redundancies per year

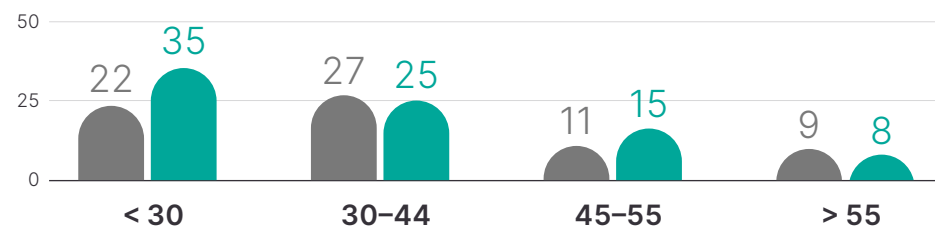
69  
2021

83  
2022

#### Redundancies by gender



#### Redundancies by age



# Remuneration

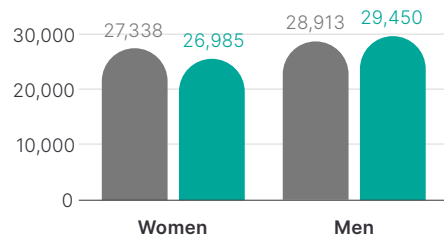
The remuneration system is based on recognition of performance, variable remuneration systems and the establishment of benefit packages that help improve the quality of life of employees while strengthening their commitment to the Group and encourage their performance. The average remuneration<sup>1</sup> by gender and professional classification, in euros, for FY 2022 is as follows:

There is no significant variation in average remuneration between 2022 and 2021, although in terms of the wage gap there has been an increase, going from 5.5% in 2021 to 8.4% in 2022. The complex economic situation that Saba has had to face has meant an impediment when it comes to focusing on concrete actions to reduce the wage gap, so this aspect will require special attention for the next financial year.

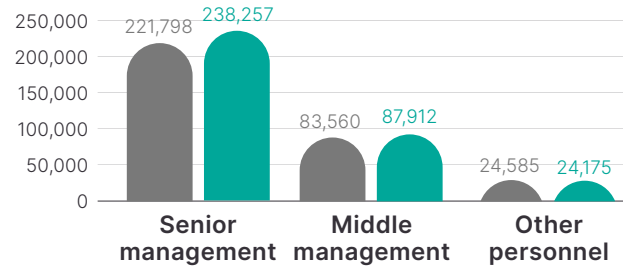
## Remunerations in euros

● 2021 ● 2022

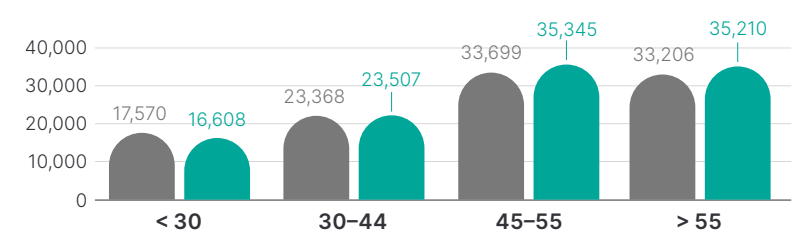
### Remunerations by gender



### Average remuneration by professional category



### Average remuneration by age



<sup>1</sup> The calculation of the average remuneration includes all the remuneration concepts existing in the organisation (fixed remuneration, variable remuneration and social benefits) according to conditions agreed by contract.





# Health and safety



Saba considers Health and Safety as a commitment to be complied with in all its activities. It is based on the fundamental principle of protecting the integrity of all the people who carry out their activity at Saba. In this way, the minimum legal action in terms of Health and Safety is exceeded to achieve the maximum possible efficiency within the process of continuous improvement.

In 2022, Saba's CAC continued to consolidate its benchmark role beyond remote car park management, in the ongoing pursuit of improved customer experience.

In its commitment to reduce to a minimum the risk of suffering immediate damage when using the car parks, the company ensures that the health and safety of our consumers is ensured in all the design, construction and maintenance processes of these infrastructures. All this through the audit review processes of compliance with legal requirements, which are part of the process of obtaining the certifications that Saba possesses: ISO9001:2015; ISO 14001:2015, ISO50001:2011 and ISO 45001:2018. These actions reinforce the security guarantee of the facilities and services that the company offers to the various stakeholders.

During 2022, Saba maintained the global focus, adapting the necessary procedures to the multiple legislative changes and evolution of the pandemic, communicating recommendation guides in the countries in which we are present. The objective remains to guarantee safe and healthy working conditions in the development of the various productive activities at Saba.

Details of work accidents, taken to be those accidents that have or have not resulted in sick leave:

	2021			2022		
	Women	Men	Total	Women	Men	Total
<b>Work accidents</b>	15	74	<b>89</b>	22	57	<b>79</b>
<b>Work-related illnesses</b>	-	-	-	-	-	-
<b>Frequency rate</b>	5.08	9.10	<b>7.94</b>	2.00	12.03	<b>9.02</b>
<b>Severity rate</b>	0.19	0.07	<b>0.11</b>	0.05	0.11	<b>0.09</b>

- Frequency rate = number of accidents with sick leave x 1,000,000/number of hours worked.

- Severity rate = number of days lost x 1,000/number of hours worked.

To calculate the rates, only accidents occurring in the workplace and with leave are used. Applying this criterion, in 2021 only 27 accidents were taken into account out of a total of 89 reported and in 2022 there were 30 accidents taken into account out of a total of 79 reported. This is why the severity rate<sup>1</sup> decreases compared to 2021, down from 0.11 to 0.09.

<sup>1</sup> The frequency and severity rates for 2021 and 2022 are not homogeneous due to the review of criteria carried out in the 2022 financial year. During the next financial year, the exercise will continue in order to ensure the comparability of the information.



## Organic law on the Protection of Personal Data

Saba protects the security and confidentiality of the data of people employed.

The organisation has a Data Protection Officer and a Privacy and Information Security Committee with the participation of the Legal Advice, Organisation and Technology and Systems areas.

The entrusted functions consist of ensuring compliance with the regulations on the protection of personal data, in guaranteeing that the data security measures implemented allow the objectives of the organisation to be achieved, as well as in minimising the existing risks to an acceptable level.

All users of the organisation receive specific training for the management of personal data. Given the sensitivity of the data processed, the personnel in the People and Organisation area have received additional training to delve further into these aspects.



# Absenteeism

The number of hours of absenteeism accumulated during the 2022 financial year was 207,507 hours (226,506 hours in 2021), which is a decrease of 8.4% compared to the previous year. The analysis of absenteeism for 2022 indicates that 84.8% of it is attributable to ordinary sick leave (78.7% in 2021). Within the various categories, there is an increase of “unexcused absences”, up 21.8% compared to 2021.

## Measures for work-life balance

As part of the strategy to achieve effective equal opportunities between men and women, there is the balance of work, family and personal life of the workforce. In this way, Saba is committed to co-responsibility by adopting measures that help to rebalance this role.

These criteria are set by the Group without distinction of gender, prioritising the same opportunities in any field of work. For the positions that allow it, a flexibility in start and end times for the working day is established. Likewise, individual leaves for family needs are planned and the initiative to facilitate the shorter workday for Saba employees during school holiday periods has been launched. Thanks to the SmartWork Model for digital transformation and the job position in which the Group is immersed, measures to make working hours more flexible for the entire workforce will be implemented in the short term.

The number of employees who returned to work after the end of their leave and who were still employed 12 months after returning to work was 22 in 2022, compared to 28 in 2021. In this regard, the rate of return to work and retention of employees who took parental leave stands at 63% in 2022 compared to 69.4% in 2021.

## Measures for disconnecting from work

One of the measures to be established within the Saba Group's process of transformation and organisation of work is the development of a common work disconnection policy for all territories.

Aware of the importance for the team of work disconnection, Saba implemented a hybrid working model in 2022 in all Saba countries, and a digital disconnection policy is being developed with the aim of guaranteeing and respecting work time, rest, permits, vacations and privacy of the Group's office personnel. The aim is to limit the intrusion of digital tools into the personal lives of Saba employees and the company is therefore in the process of defining guidelines for the proper use of these tools.

The Group has different initiatives in certain countries to regulate the organisation of work. In this way, Saba prepares regulated annual calendars that are communicated to all its workforce, in which the start/end times are set with the specific labour flexibility measures in each case.

The absenteeism calculation was carried out taking into account all absence from the job in hours that correspond to a working day, within the legal working day. The most significant causes are common illnesses, unjustified absences, general medical and specialist visits, and paid leave.



# Labour relations

Saba is committed to complying with fundamental rights, freedom of association, collective bargaining and the constant search for agreements, as well as respect for freely elected worker representatives in all countries in which the company is present.

The percentage of personnel covered in collective bargaining agreements is broken down by country as follows:

	2021	2022
<b>Spain</b>	100%	100%
<b>Italy</b>	100%	100%
<b>Chile</b>	42%	41%
<b>Portugal</b>	100%	100%

These agreements contemplate various channels of communication between the company and the representation of the workforce, such as the constitution of Commissions to address certain issues, as well as the holding of ad hoc meetings. In countries where there is no union representation, individual management of each person is opted for, establishing relationships of trust that allow individual agreements to be reached.

In Spain, the labour relations system is articulated through union representation or through Company Committees or Personnel Delegates. In Chile, companies and unions must reach an agreement for the extension of the agreement in each of the contracts. Currently, the employees of the concession and airport contracts are covered by the agreement. In the case of the United Kingdom, Germany, Slovakia, the Czech Republic and Andorra, there are no collective bargaining agreements.

Regarding health and safety, there are formal committees holding periodic meetings.

The total percentage of Group employees represented is 49% in 2022 compared to 44% in 2021.





## Training and development

Saba is committed to training as a means to achieve the Group's goals and purposes, understanding it as a positive return mechanism, a long-term investment and a guarantee of success. Consistent with this approach, Saba prepares annual Training Plans oriented and adapted to the different job profiles, in which the training activity to be carried out in each financial year is specified, planned and prioritised. In addition, the development of people employed in Spain, Italy, Portugal and Chile is evaluated annually and it is planned to extend it to other countries in the future.

The health crisis has had a direct impact on training actions, favouring online, rather than face-to-face, training in most of the training offering. The year 2022 was marked by a return to "normality" and with the ways of working and functioning established before the health crisis.

The change of mentality and the digital transition have enhanced the implementation of remote work and, as a result, the approach to training and its implementation within digital transformation plans. New tools such as the use of video conferencing using Teams have opened a very powerful channel for conducting training and providing content for all countries, thanks to the new collaboration tools linked to the new 'Digital Workplace' or the Campus Saba platform format implemented in previous years.

The online training approach has been strengthened in recent post-pandemic years, since it entails, among other benefits, reconciliation with personal life while facilitating access to specific content at all times.

The following table details the number of hours of training by professional category, compared to the previous year:

	2021	2022
<b>Senior management</b>	435	401
<b>Middle management</b>	1,083	1,462
<b>Other personnel</b>	16,478	19,589
<b>Total</b>	17,996	21,452

At a global level, it is worth highlighting the training related to cybersecurity, the environment, ethics and crime prevention, the health of the workforce, as well as that associated with the global technological transformation project, with a highly multi-dimensional impact, involving multiple areas and in all the countries where the group operates.

## Actions carried out in 2022:

- Training in cybersecurity and the environment, two topics that have become priorities at the Group level, which has opted for mandatory training within the online platform open to all personnel.
- In Spain, training on digital transformation issues and new management tools are worthy of mention, complemented by the training and development of sales competencies and skills, leadership, team management and prevention of occupational risks.
- Portugal focuses on specific customer service training, in addition to digital transformation and new management tools.
- The training in Ethics and Crime Prevention, as well as the onboarding of new hires, mostly complete the training actions carried out in Chile.
- In the United Kingdom, multiple training courses have been promoted, with those linked to Safety and Health at work, as well as legislative issues, standing out in terms of the number of hours dedicated.
- Italy focuses mainly on language practice training, as well as Occupational Risk Prevention in various specialities.
- In Germany, the hours dedicated to specific First Aid Training are worthy of mention.
- Slovakia and the Czech Republic focused their 2022 training on the Data Protection Law (GDPR).

## Equality

Saba reflects equal opportunities and diversity by promoting an environment that favours inclusion, transparency, and non-discrimination for reasons of gender, race, religion and/or belief, colour, nationality, age, sexual orientation, disability, pregnancy or union representation.

In this sense, Saba has standardised policies and guidelines that ensure equal opportunities, shared with the entire organisation. During 2022, the development of an Equality Plan at a global level was promoted, with a priority focus in Spain, the effects of which will be seen during 2023. It should also be noted that the company has a Prevention and Action Protocol for the fight against Workplace and/or Sexual Harassment.

In the UK, Saba has an equality policy and procedures that ensure equal opportunities and non-discrimination. In the rest of the countries in which the company is present, equality plans and protocols for prevention and control action against workplace and/or sexual harassment are being drawn up. In all of them, the commitment to equal opportunities is governed by the same principles implemented in Spain.

One of the measures established in the current Equality Plans establishes is the active collaboration with foundations, official and non-governmental organisations in the workplace integration of personnel with difficulty accessing the labour market. Regarding the employment of people with disabilities, in 2022, 2.9% of Saba's total workforce had some type of disability (3.1% in 2021).





## Accessibility

In order to facilitate access and non-discriminatory, independent and safe use of car parks by people with special needs, the Saba Group is committed to complying with the functional conditions and the allocation of accessible elements established in the different regulations, so that both customers and employees can access all locations and offices in accordance with this premise.

The car parks have an accessible itinerary that connects the main entrance to all those areas where customers with special needs should go, and can make adequate and convenient use of them. The existence of parking spaces with adequate dimensions and arranged at the closest point to the pedestrian access with a lift, as well as the adequate dimensioning of the toilet facilities that guarantee their accessibility, the design of the payment points and call points with an intercom system using an accessible mechanism are other measures for this purpose.





# Customer and consumer relations

Saba is a benchmark Group in areas such as efficiency, technological innovation and proactive selling. The Customer Service and Control Centre (CSCC) provides an answer to this positioning in various ways. The CSCC has improved the level of customer support, not only acting as a remote management centre, but as a true Contact Centre with a sales vocation that allows Saba to enhance the quality of its customer service.

In 2022 Saba received 221,959 requests (150,495 in 2021) related to sales activity and Customer Service in Spain, Chile, Italy, Portugal and the UK through its various communication channels. Of these requests, a total of 6,516 correspond to Complaints and Claims (4,142 in 2021). In addition, the CSCC answered



Saba Casa da Música, Porto.

1,993,514 intercom calls (1,920,174 calls in 2021) from the car parks in Spain, Italy, Portugal and the UK, which represents an average of 5,462 calls per day (5,260 calls per day in 2021), solving all types of incidents and operating remotely, seven days a week, 365 days a year. The increase in the number of intercom calls is due to the increase in the perimeter in terms of connected car parks, as well as the recovery of activity in the car parks.

Likewise, the CSCC responded to 19,131 requests (16,088 requests in 2021) related to products via mail in Spain. The increase compared to the previous year is mainly due to the recovery of activity in the network and especially to the new contracts with hotels (Parkhotel), and the consolidation of online product sales.

In 2022, accompanying the reopening of the economy and the increase in the mobility of people, priority is given to agile communication with customers and the continuous optimisation of their online and offline experience at Saba. For this reason, during 2022, Saba focused on the following aspects:

## Continuous improvement of the digital offering

Saba's e-commerce had a successful 2022, generating record income in the four countries where it is present, thanks to the launch of new functionalities, including the Regulated Zone App, launched in Spain and Portugal, which offers the possibility of knowing the occupancy level in real time and, therefore, the availability of free parking spaces.

The new “customer-centric” approach was recognised with the award of the prize for the best App at the E-Awards 2022, held during the E-Show Barcelona, a benchmark event for e-commerce and digital marketing.

Another highlight was the continuous improvement of the existing offer through the implementation of measures aimed at understanding and improving the experience of our online users through periodic studies and analyses to deepen customer knowledge and ensure excellence in their experience.

In addition, a special campaign was launched in December 2022 to promote “Ticketless”, whose impact was positive, almost doubling the average “Activation Rate” and increasing “Ticketless” transactions by more than 60%.



Special promotions were also maintained for all categories of subscription purchased online, and special discounts have been introduced for customers who have registered with the short-stay payment service with by number-plate reading.

## Reinforcement of the commitment to social media

After internalising Customer Service in mid-2021, the company exhaustively reviews left by customers in the Appstores are monitored extensively, all messages are responded to and suggestions are integrated into the process of continuous improvement of the App.

Thanks to the possibility of relevant content on Facebook, Saba has more than 17,000 fans, making it the largest community in its sector in Europe.

The company has introduced the “Voice of the customer” initiative in Spain, Italy and Portugal, with the aim of having a “360° observatory” to include all the communication channels through which customers express themselves today.



## Customer satisfaction

During 2022, in-person Mystery Shopping studies were resumed in Spain, Portugal, Italy, Germany, Slovakia and Chile once the mobility restriction measures imposed by the Covid-19 pandemic had been removed. In Spain, the service is also carried out through social media (WhatsApp, Facebook and Twitter).

On the other hand, customer satisfaction surveys have been carried out, obtaining relevant indicators (KPIs) (global satisfaction, recommendation, intention to hire again, perception of the competition).

Additionally, Saba carried out a social listening exercise during 2022, in Spain, Portugal, Italy, Chile and the United Kingdom to allow us to understand the volume and type of “conversations” that are generated in our sector, mentions, and around our brand, reach.

## Health and safety of consumers

One of Saba's commitments is to minimise the potential risk of immediate harm to customers and employees in facilities and car parks. The company ensures that in all infrastructure design, construction and maintenance processes, the health and safety of consumers is ensured in everything related to the risks of falls, impacts, becoming trapped, inadequate lighting or moving vehicles.

Saba has semi-automatic external defibrillator units (DESA) in certain car parks to assist a person who has suffered a cardiac arrest and notify the emergency services. In addition, the Saba workforce have received the necessary training for the use of these defibrillators with all the security guarantees.

As regards security in the car parks, Saba has reinforced security personnel and has installed a greater number of surveillance cameras. In addition, the protocols for the points of contact with customers are being continually reviewed.



# Community relations/ social action

Saba always carries out its social actions within the territories where it is present with long-term intentions, primarily with local actions linked to towns and cities and improving conditions for people. The company also has institutional agreements with different entities, foundations and associations in all the countries where it operates. Local actions linked to cities, to the business and to development of the territory.

Saba supports the most disadvantaged groups, and organisations that work for better coexistence in cities

## Performance criteria

### Vulnerable population

Initiatives are identified to support disadvantaged groups, mainly children or families with small children.

### Healthy

Support for benchmark hospital projects or actions that have medical research as their goal. Mainly aimed at children.

### Climate change

Collaborations with entities that pursue this objective, e.g. through education and teaching with children and young people.

### Industry associations

Saba's participation in those organisations that provide it with a presence and a voice in matters relevant to the business.

### Cities and mobility

Identifying projects with returns for carrying out Saba's activity and support for historical entities.



Saba has maintained its commitments in this area and has even expanded collaborations, aware that solidarity is essential and that companies and institutions must get involved with people, with territories.

All collaborations are reviewed year on year, they are tracked and support is maintained with a view to further enhancing actions, always within the parameters established in Saba's regulations. In this sense, as established in section 24 of the Code of Ethics, the company regulates contributions and collaborations with third parties internally, with the exception of those related to political parties or organisations linked to them.

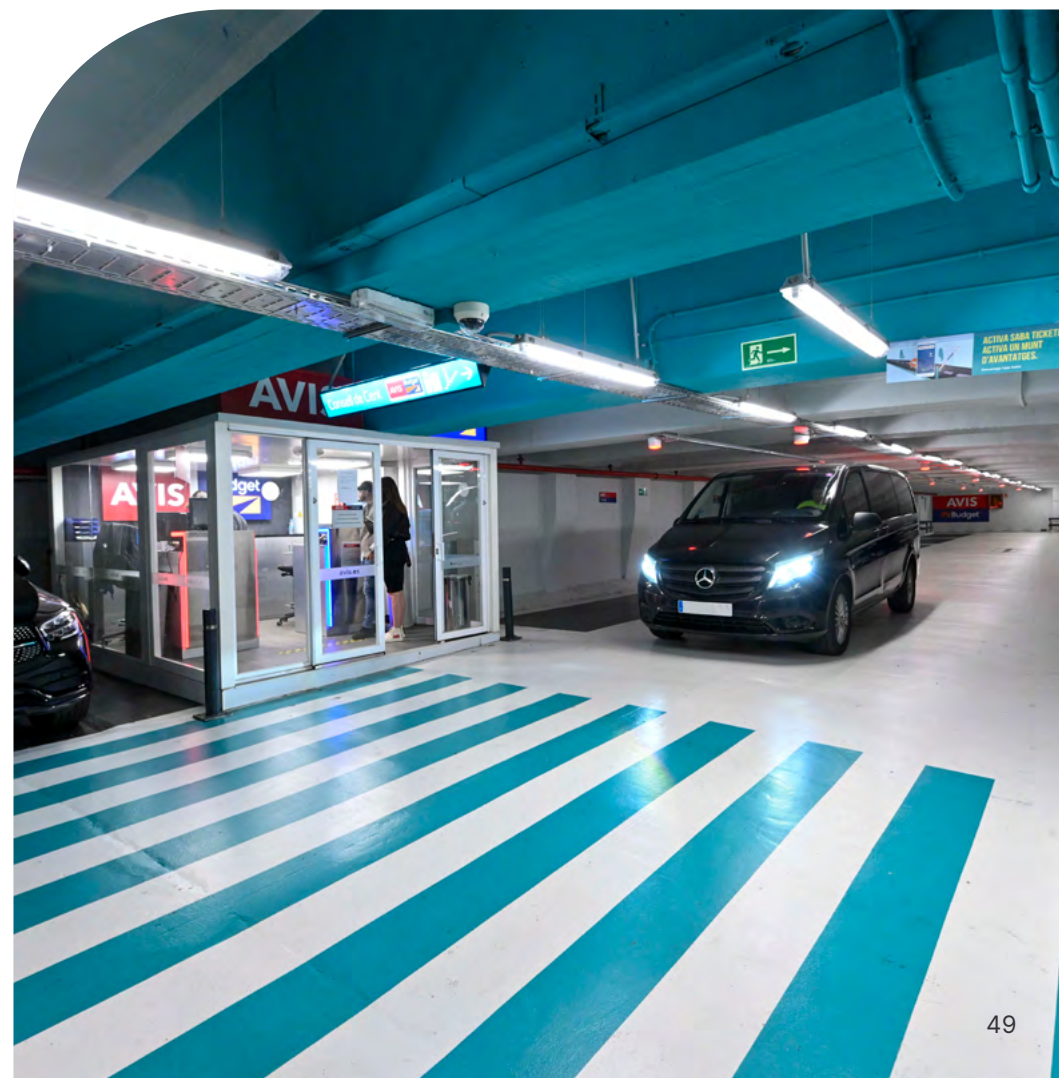
In 2022, Saba concluded almost 70 agreements in the social and institutional sphere, following the established criteria. The Group is permanently involved in a process of review, reformulation and development to adapt to the needs of customers and citizens, continuously focused on the quality of service and the territorial

link. In this regard, Saba collaborates with corporate social responsibility projects which operate in the countries in which it has assets. In addition to supporting cultural and social projects, Saba supports the most disadvantaged groups, and organisations that work for a better coexistence in cities. Together with public concessions and public-private partnerships, the link with the territories in which it operates constitutes one of the basic pillars that govern Saba's policies.

A proper relationship between Saba and the region allows it to establish an appropriate dialogue with the stakeholders it cooperates with (authorities, institutions, people) to understand their needs and implement formulas for progress, thanks to a highly committed team. This union is reflected in the presence of Saba in industry and business associations, and also in the field of education and study, through which it works for the future of the territory, as well as in the participation of Saba in various sponsorship activities.



Car rental office at Saba Barcelona Bansa  
Passeig de Gràcia-Consell de Cent, Barcelona.







# Corporate governance



# Company commitment to sustainable development



The entire organisation participates and collaborates in the implementation of the culture of sustainability established at Saba. The Group's way of working is a shared project of commitment, translated into customer support, involvement and responsibility with the territories in which it operates, as an active player in the progress of cities. All this, together with the brand identity and social and ethical aspects, comprise Saba's differentiating elements.

The integration and consolidation of sustainability in the business strengthens transparency and proper management of stakeholders. In this sense, the roadmap that marks Saba's sustainability strategy is aligned with the GRI Standards.

Creating value for society and the environment are imperative for Saba. For this reason, the entire organisation works to maintain a solid sustainability strategy and properly manage the most important aspects economic, environmental and social aspects. During FY2022, Saba reiterated its support for projects such as the United Nations Global Compact (UN Global Compact), born more than

20 years ago and which has more than 15,401 signatory entities in 164 countries around the world. This is the largest corporate sustainability initiative in the world, and has the mandate of the United Nations to catalyse the efforts of the private sector to achieve the Sustainable Development Goals and drive the implementation of the Ten Principles, on human rights, labour standards, the environment and the fight against corruption, by the business community and organisations.

In this respect, Saba carries out its activity within the framework of the United Nations Sustainable Development Goals (SDGs) to make these principles part of the strategy, culture and daily actions of the business. By its very nature, Saba's activity is carried out with priority given to those goals concerning climate action, to fight against climate change and its impact; sustainable cities and communities, with the development of solutions in the field of urban mobility; and infrastructure innovation, improvement and technology.

# Governing bodies

## President

**Salvador Alemany Mas**

Appointed 14/12/2011

## Chief Executive Officer

**Josep Martínez Vila**

Appointed 14/12/2011

## Members

**Marcelino Armenter Vidal**

Appointed 31/10/2019

**José Manuel Basáñez Villaluenga**

Appointed 14/12/2011

**Xavier Brossa Galofré**

Appointed 04/05/2022

**Óscar Valentín Carpio Garijo**

Appointed 31/05/2017

**Estefanía Collados López De María**

Appointed 26/09/2012

**Adolfo Feijóo Rey**

Appointed 31/10/2019

**Alejandro García-Bragado Dalmau**

Appointed 12/06/2018

**Juan José López Burniol**

Appointed 14/09/2018

**Maria Dolores Llobet María**

Appointed 14/12/2011

**José María Mas Millet**

Appointed 14/09/2018

**Inmaculada Riera Reñé**

Appointed 04/05/2022

**Elena Salgado Méndez**

Appointed 22/06/2020

**Joseph Zacharioudakis**

Appointed 22/06/2020

## Secretary (non-Board Member)

**Carlota Masdeu Toffoli**

Appointed 14/09/2018

## Non-Executive Vice-Secretary

**Rosa María Ibáñez**

Appointed 22/03/2023

Information as of 31/12/2022



# Shareholder relations



Saba car park at Addenbrooke's Hospital, Cambridge.

The General Meeting of Shareholders of Saba Infraestructuras, held in May 2022, was held in person, with a return to pre-Covid-19 normality, but also maintaining the possibility of remote attendance, thus enabling shareholders to participate from wherever they liked.

The Group has a Shareholder Office which boasts a number of tools. These facilitate not only maintaining regular contact with shareholders but also providing them with relevant information about Saba, especially in relation to activities, profits and developments that may be of interest. All with the goal of facilitating accessibility, understanding of information and, ultimately, shareholder participation.

With a management clearly orientated to service quality, the Shareholder Office responded in 2022 to more than 250 queries (334 in 2021), mostly related to the sale of shares by shareholders with minority representation and, on the other hand, to information requirements related to the General Meeting of Shareholders.

In addition, the company provides a service for communicating information of interest for the Group to the shareholders who request it, through the channels enabled for this purpose:

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— Exclusive information telephone number for shareholders (93 557 55 28)

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— e-mail ([accionistas@sabagroup.com](mailto:accionistas@sabagroup.com))

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— a specific section (Shareholders) on the corporate website ([www.sabagroup.com](http://www.sabagroup.com))

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— postal address (Av. Parc Logístic, 22-26 08040, Barcelona).

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# Ethics and integrity

Respect for human rights is one of the main obligations that Saba takes on in the development of its operations and actions. The Group uses as its benchmark the regulations set forth in the United Nations Guiding Principles on Business and Human Rights and in the Guidelines of the Organisation for Economic Co-operation and Development (OECD). In addition, the main conventions of the International Labour Organization (ILO) in the field of labour rights are strictly followed, as well, in general, as the legal requirements of each country in which Saba operates.

Saba has a Code of Ethics, approved in 2013, that establishes the benchmark ethical framework that must govern the behaviour of the company and its employees, which is also available on the corporate website.



[sabagroup.com/es/grupo/que-es-saba](https://sabagroup.com/es/grupo/que-es-saba)



As established in Article 5 of the Code of Ethics, Saba undertakes to act at all times in accordance with current legislation and with respect for human rights and the freedom of individuals. Specifically, with respect to human rights, Article 6 of the Code of Ethics establishes that Saba does not accept any conduct when dealing with consumers or third parties that may be interpreted as discrimination based on race, ethnicity, gender, religion, sexual orientation, union affiliation, political ideas, convictions, social origin, family situation or disability, or as intimidating or offensive behaviour. Saba also has a Prevention and Action Protocol against Workplace and/or Sexual Harassment, available to all employees.

In the development of the principles of the Code of Ethics, Saba has approved a Policy for Prevention of Corruption and for Relations and Correspondence with the Authorities and third parties, as well as internal regulations developing that policy, in order to set the criteria that the companies that make up the Group must meet in dealing with Public Authorities and both domestic and foreign officials and authorities, as well as in their relations with other companies.



## Objectives of the internal regulations for the Prevention of Corruption

- Establish principles of action for employees in their dealings with Public Authorities and private companies.
- Protect free competition and participation in the acquisition and/or delivery of goods and/or services.
- Implement a Zero Tolerance with anti-corruption policy both in relations with public authorities and with private business.

The **Code of Ethics** and the **Anti-Corruption Policy** is applicable to all employees of companies in Spain, Italy, Portugal, Chile, the United Kingdom, Germany, Slovakia, the Czech Republic and Andorra, in which the Group has a majority or exercises control, without prejudice to the adjustments that may be made to the regulations in order to respect the specific legislation of each of the countries in which these companies are located. It is binding for the members of Saba's Management Bodies, its directors and all its employees. The behaviour of all employees must fully respect the legal provisions in force in any part of the world in which Saba is active.

General plan of the Saba Plaça d'Europa car park (Platja d'Aro), the first infrastructure of the company developed with a view to becoming self-sufficient in terms of energy.





# Subcontracting and suppliers

Saba's purchasing activity is regulated through the Saba Purchasing Model which covers Spain, Italy, Portugal and Chile. This model determines the delivery criteria considering technical, legal, economic, environmental and occupational risk prevention and safety at work aspects. Within this model, the Supplier Approval and Evaluation Process is defined, through which supplier information related to ISO 14001 and ISO 45001 certifications on environmental and occupational health and safety issues is requested and validated. Saba's internal audit area is responsible for continually examining this model.

Likewise, the process of Approving and Evaluating Suppliers incorporates information on policies to respect human rights, gender equality policies, code of conduct or code of ethics, and crime prevention.

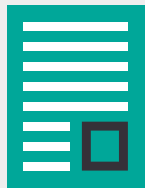
In line with its social commitment, Saba collaborates with suppliers that favour the social integration of people with disabilities or who are at risk of social exclusion. In this sense, external services in Spain are contracted with companies for social purposes, oriented towards creating quality employment and integrating people with disabilities into the workforce.

The risks associated with the relationship with suppliers (approval criteria, selection, ensuring availability to cover all needs and degree of dependence on them) are included in Saba's risk map.

Saba is exploring in greater depth those suppliers that are considered most critical in order to incorporate more aspects related to good environmental practices, gender equality policies and crime prevention into the Continuous Supplier Evaluation process.

## Purchasing Model





# About this Report



This Sustainability Report has been prepared in accordance with GRI Universal Standards. The information and data presented correspond to the same scope of consolidation referred to in the 2022 financial statements and the period covered by the reported information is from January 1, 2022 to December 31, 2022 in line with the group's financial cycle.

The contents presented in this report come from the parent company (SABA INFRAESTRUCTURAS, S.A) where all the Group information is centralised. Although this report does not require verification by an independent specialist, it presents contents published in the Consolidated Non-Financial Information Statement for the 2022 financial year (<https://www.sabagroup.com/es/acion-al-accionista/junta-general/#2023>) verified by PricewaterhouseCoopers, S.L. in compliance with Law 11/2018 regarding non-financial information and diversity. Likewise, no restatements of information have been presented with respect to previous reports.

Saba publishes its Sustainability Reports annually. This report was presented and published in October 2023. For questions related to this report, please contact the Department of Communication and Institutional Relations at [esg@sabagroup.com](mailto:esg@sabagroup.com) y [comunicacion@sabagroup.com](mailto:comunicacion@sabagroup.com).







# Table with GRI aspects



Tables referring to the methodology used to prepare Saba's Non-Financial Information Statement for 2022, which can be consulted at the following link on the corporate website [www.sabagroup.com/es/atencion-al-accionista/junta-general/#2023](http://www.sabagroup.com/es/atencion-al-accionista/junta-general/#2023) and on which the preparation of this sustainability report was based. Similarly, you can access the 2022 Annual Report in the same section.

Contents of Law 11/2018 INF	NFIS section	Reporting Criteria
<b>Reporting framework used</b>	<b>1 Statement of non-financial information</b>	<b>GRI 102-54</b>
<b>Business Model</b>	<b>2 Saba Group</b>	<b>GRI 102-54</b>
Description of the business model		GRI 2-1
Markets served		GRI 2-6
Geographic presence		GRI 2-1
Organisational details.		GRI 2-6
Impacts, risks and opportunities		GRI 207-2
<b>Business Model</b>	<b>3 Information on environmental issues</b>	
<b>Management approach</b>	<b>3.1 Saba's Policy</b>	<b>GRI 3-3 GRI 3-3 GRI 302-4</b>
<b>Main impacts, risks and opportunities</b>	<b>3.2 Risks identified</b>	<b>GRI 207-2 GRI 2-23</b>
<b>Environmental Management</b>	<b>3.3 Environmental management and performance</b>	
<b>Climate change</b>	<b>3.3.1 CLIMATE CHANGE</b>	
Important elements of greenhouse gas emissions generated		GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4
Measures taken to adapt to the consequences of climate change		GRI 207-2 GRI 305-5 GRI 3-3
Established reduction goals		GRI 3-3

Contents of Law 11/2018 INF	NFIS section	Reporting Criteria
<b>Business Model</b>	<b>3 Information on environmental issues</b>	
<b>Pollution</b>	<b>3.3.2 Pollution</b>	
Measures to prevent, reduce or repair carbon emissions that seriously affect the environment		GRI 3-3 GRI 302-4 GRI 305-5
<b>Circular economy and waste prevention and management</b>	<b>3.3.3 Circular economy and waste management</b>	
Circular economy		GRI 301-2 GRI 301-3
Waste management		GRI 306-2
Actions to combat food waste		Not material
<b>Sustainable Use of Resources</b>	<b>3.3.4. Sustainable Use of Resources</b>	
Water consumption and water supply according to local limitations;		GRI 303-1
Consumption of raw materials and the measures taken to improve the efficiency of their use;		GRI 3-3
Direct and indirect energy consumption, measures taken to improve energy efficiency and the use of renewable energy		GRI 302-1 GRI 302-2 GRI 302-3 GRI 302-4
<b>Protection of biodiversity</b>	3.3.5. Protection of biodiversity	Not material
<b>Information regarding social and personnel issues</b>	<b>4. Information regarding social issues relating to personnel</b>	
<b>Management approach</b>	<b>4.1 Saba's Policy</b>	<b>GRI 3-3 GRI 3-3 GRI 2-19</b>
<b>Main impacts, risks and opportunities</b>	<b>4.2 Risks identified</b>	<b>GRI 207-2 GRI 2-12</b>
<b>Personnel issues</b>	<b>4.3. Management and social performance</b>	
<b>Employment</b>	<b>4.3.1. Employment</b>	
Number and distribution of employees by country, sex, age and professional classification		GRI 2-6 GRI 2-7,8 GRI 405-1
Distribution of employment contract types and annual average by sex, age and professional classification		GRI 2-7/ 2-8



Contents of Law 11/2018 INF	NFIS section	Reporting Criteria
<b>Information regarding social and personnel issues</b>	<b>4. Information regarding social issues relating to personnel</b>	
<b>Employment</b>	<b>4.3.1. Employment</b>	
Annual average of indefinite, temporary and part-time contracts by sex, age and professional classification		GRI 2-7,8
Number of dismissals by sex, age and professional classification		GRI 401-1
Average salaries by sex, age and professional classification		GRI 405-2
Wage Gap		GRI 405-2
Remuneration of equal or average jobs in society		GRI 202-1 GRI 2-19 GRI 2-20
Average remuneration of directors and managers		GRI 201-3
Implementation of work disconnection policies		GRI 3-3
Percentage of employees with disabilities		GRI 405-1b
<b>Work organisation</b>	<b>4.3.2. Work organisation</b>	
Organisation of working time		GRI 2-7
Absenteeism		GRI 403-2
Measures to facilitate conciliation		GRI 401-3
<b>Health and safety</b>	<b>4.3.3. HEALTH AND SAFETY</b>	
Health and safety conditions at work		GRI 3-3
Accident indicators		GRI 403-2
<b>Labour relations</b>	<b>4.3.4. Labour relations</b>	
Organisation of social dialogue		GRI 2-29
Percentage of employees covered by collective agreements by country		GRI 2-30 GRI 403-1
Balance of agreements in the field of health and safety		GRI 403-4
Mechanisms and procedures that the company possesses to promote the involvement of workers in the management of the company, in terms of information, consultation and participation		GRI 3-3

Contents of Law 11/2018 INF	NFIS section	Reporting Criteria
<b>Information regarding social and personnel issues</b>	<b>4. Information regarding social issues relating to personnel</b>	
<b>Training</b>	<b>4.3.5. Training</b>	
Policies implemented in the field of training		GRI 3-3
Training indicators		GRI 404-1 GRI 404-2
<b>Universal accessibility for people with disabilities</b>	<b>4.3.6. Accessibility</b>	<b>GRI 3-3</b>
<b>Equality</b>	<b>4.3.7. Equality</b>	
Measures adopted to promote equal treatment and opportunities		GRI 3-3
Safety plans		GRI 3-3
Measures taken to promote employment		GRI 3-3 GRI 404-2
Integration and universal accessibility of people with disabilities		GRI 3-3
Organisation of working time		GRI 2-7
Policies against all types of discrimination and, where appropriate, management of corrective actions undertaken		GRI 3-3 GRI 406-1
Protocols to oppose sexual and gender-based harassment		GRI 3-3
<b>Information about the company</b>	<b>5. Corporate Governance</b>	
<b>Company commitments to sustainable development</b>		<b>GRI 413-1 GRU 413-2 GRI 203-2 GRI 2-29 GRI 3-3 GRI 3-3</b>
Management approach	<b>5.1. Company commitments to sustainable development</b>	
<b>Main impacts, risks and opportunities</b>	<b>5.2. Risk Management</b>	<b>GRI 207-2 GRI 2-12</b>
<b>Association or sponsorship actions</b>	<b>5.3. Ethics and Integrity</b>	<b>GRI 2-28</b>
<b>Information on respect for human rights</b>	<b>5.3.1. Information on respect for human rights</b>	
Management approach		GRI 3-3 GRI 3-3 GRI 2-24
Main impacts, risks and opportunities		GRI 207-2 GRI 2-12

Contents of Law 11/2018 INF	NFIS section	Reporting Criteria
<b>Information about the company</b>	<b>5. Corporate Governance</b>	
<b>Information on respect for human rights</b>	<b>5.3.1. Information on respect for human rights</b>	
Application of due diligence procedures		GRI 103-2
Prevention and management measures for possible abuses committed		GRI 103-2 GRI 102-17 GRI 3-3
Complaints for cases of violation of human rights		GRI 2-27
Elimination of compulsory forced labour		Not material
Effective abolition of child labour		Not material
<b>Information relating to the fight against bribery and corruption</b>	<b>5.3.2. Information relating to the fight against bribery and corruption</b>	
Management approach		GRI 3-3 GRI 3-3 GRI 205-2
Main impacts, risks and opportunities		GRI 207-2 GRI 2-12
Measures to prevent corruption and bribery		GRI 3-3
Measures to combat money laundering		GRI 3-3
Contributions to foundations and non-profit entities		GRI 3-3 GRI 415-1
<b>Management of the relationship with consumers</b>	<b>5.4. Relations with interest groups</b>	
Claim systems, complaints received and their resolution		GRI 2-26 GRI 3-3 GRI 418-1
Measures for the health and safety of consumers		GRI 3-3 GRI 416-1
Subcontracting and suppliers		GRI 3-3 GRI 308-1 GRI 407-1 GRI 414-1 GRI 414-2 GRI 308-2
<b>Tax information and transparency</b>	<b>5.5. Fiscal Information</b>	<b>GRI201-4</b>
<b>Methodology of this report</b>	<b>5.6. Methodology of this report</b>	





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