

ESG Report 2024

SMALL VETERINARY COMPANY

January 2025
Spain, Valencia

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4. General Disclosures

The general disclosures section includes the following sections.

a) Company overview (main activities, place that activities are performed)

“Small veterinary company” is dedicated to enhancing animal health and welfare through specialized veterinary services and expert solutions for aquaculture. It’s a veterinary clinic that provides specialised services in the aquaculture sector, such as the health management of fish in aquaculture farms. Established in 2018, Valencia.

b) Mission and values

Mission: To provide the highest quality veterinary care, promote sustainable practices in aquaculture management, and offer innovative products and services that ensure the health and well-being of animals.

Values:

- 1. Commitment to Animal Health:** We prioritize the health and well-being of all animals, in aquaculture. Our veterinary services are designed to address the specific needs of each species, ensuring optimal care and treatment.
- 2. Sustainability and Innovation:** We are committed to promoting sustainable practices in the fields of aquaculture management. We strive to develop and provide innovative solutions that minimize environmental impact and ensure the long-term health of animals.
- 3. Expertise and Professionalism:** With a deep understanding of veterinary science and industry-specific needs, we provide high-quality care and expert advice. Our team is committed to continuous learning and staying at the forefront of the latest veterinary advancements.

4. **Customer-Centered Service:** We aim to exceed client expectations by offering tailored solutions, from technical equipment and food for aquaculture to comprehensive veterinary services. We value long-term relationships with our clients, built on trust and reliability.
5. **Ethics and Integrity:** We operate with the highest standards of ethics and integrity, ensuring that our practices align with both veterinary regulations and our commitment to the well-being of animals.

Through these guiding principles, “Small veterinary company” is positioned as a leader in the veterinary and aquaculture industries, supporting animal health while promoting sustainable practices for the future.

c) Composition of board of directors

This section includes the names of the board members and their positions, as shown in the following table.

Role	Name and Surname	Term Expiration (date)
Sole administrator	Name administrator	August 27, 2018

Table 1. Composition of board of directors

d) Organisation chart

In this section, the organizational chart of the company is depicted, in order to distinguish the roles and individual departments. The diagram below is completed according to the structure of the company.

Here is the organizational chart for a small veterinary company, featuring the CEO at the top and two veterinarians beneath

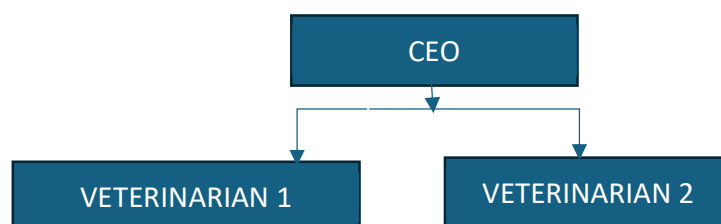


Table 2. Organisation chart

5. Materiality Assessment

In order to conduct the materiality assessment, the company must send a questionnaire to customers, investors, suppliers, local community, media and other stakeholders (depending on the type of activities). The questionnaire should be sent via email and the results will be used in order to fill the tables of this section.

Materiality assessment questionnaire

In order to better communicate with the stakeholders, “Small veterinary company” would like to seek your assistance in filling out this survey. Your response and suggestions will only be used for internal analysis.

1. Organisation name

2. What is relationship between your/your organization with [Company name]?

- ☐ Employee
- ☐ Customers / Clients
- ☐ Shareholders / Investors
- ☐ Suppliers
- ☐ Local Community
- ☐ Government
- ☐ NGO / NPO
- ☐ Media
- ☐ Others

3. Materiality Analysis

Please rate the level of importance of the following topics.

		Low		Medium		High
		1	2	3	4	5
Environmental						
1	Resources usage, including raw material, energy resources and water.					
2	[Companies'] environmental policy, mitigation plans and actions taken to reduce greenhouse gas emission and improve efficiency					

3	The impact of business operation on the ecosystem and biodiversity, and the plans and actions taken in response to ecological conservation.					
4	The management and reduction policies of waste generated by [Companies'] operation, for example if responsible dismantling and recycling system is established for abandoned vessels					
5	Programs for general and specialized training as well as career chances					
Social						
6	[Companies'] effort to ensure fair salary structure and equal opportunities, as well as to provide benefits, healthcare and other employee care.					
7	The success of employee-employer communication via union, employee satisfaction survey, complaint system, etc.					
8	Workplace safety, employee wellness and health promotion initiatives, occupational accident prevention and management, or other themes relevant to [Company's] activities.					
9	Protecting the balance between personal and professional life					
Governance						
10	Legal observance, policy dissemination, and any notable violations at [Company].					
11	[Companies'] approach to supplier relationships.					
12	[Companies'] approach to customer satisfaction, employee satisfaction and community engagement score.					
13	Board Diversity and Independence at [Company].					

Table 3. Materiality Analysis Questionnaire

4. Please indicate if there are any other issues that you consider important at an environmental, social and governance level. For each additional topic, please provide your rating using the scale 1 – 5 (1 = Low, 5 = High)

STAKEHOLDER GROUP	TYPE OF COMMUNICATION	FREQUENCY
OWNERS	Sole owner	5 (Always)
CUSTOMER	- B2B communication channels: face 2 face, telephone, emails, social media, web.	4 (Often)
EMPLOYEES	- Training sessions - face 2 face meeting, telephone, emails	4 (Often)
AQUACULTURE ORGANISATION	- Participation in aquaculture events and forums - Publications and research	4 (Often)
LOCAL COMMUNITY	- Sponsorships and donations - Community engagement projects - Collaborations with universities	2 (Occasionally)

Table 4. Stakeholder Analysis

1	2	3	4	5
Never	Rarely	Sometimes	Often	Always

Table 5. Stakeholders Analysis scale

The Stakeholder Analysis of a veterinary services company specialised in aquaculture, according to the provided table, describes how the company communicates with different stakeholder groups and the frequency of such communication. Below is an explanation of the analysis for each stakeholder group:

Owners (Sole owner): Communication with the sole owner of the company is constant and occurs always (5). This is crucial as the owner is directly involved in the strategic and operational decisions

of the company. Since they are the only owner, the communication is direct and continuous, facilitating efficient management aligned with the business objectives.

Customer: The company maintains frequent communication with its Customer through B2B channels such as face-to-face meetings, telephone, emails, social media, and its website. Communication with Customer happens often (4), reflecting the importance of maintaining a close and active relationship to ensure satisfaction, manage projects, and provide efficient service.

Employees: Communication with employees is also frequent (4). It takes place through training sessions, face-to-face meetings, telephone, and emails. This ensures that employees are well-informed, motivated, and aligned with the company's goals. Constant communication with staff is key to their professional development and ensuring the quality of services provided.

Aquaculture Organisation: The company actively participates in aquaculture-related events and forums, staying up to date with publications and research from the industry. This communication occurs often (4), highlighting the importance of staying connected with the professional and scientific community to share knowledge, improve service quality, and stay competitive in the industry.

Local Community: The company occasionally engages with the local community through sponsorships, donations, community engagement projects, and collaborations with universities. The frequency of this interaction is occasional (2), reflecting a more sporadic but important approach to enhancing the company's image, supporting local causes, and promoting corporate social responsibility.

The stakeholder analysis shows that the company has more frequent interactions with the owner, Customer, employees, and aquaculture organisations. Communication with the local community and universities is more sporadic. This reflects the company's focus on direct and continuous service to Customer and employees, while its connection with the community and academia is secondary but still relevant to its strategy of social responsibility and research collaboration.

Stakeholder group	Material issues concerning the Environment	Material issues concerning Society	Material issues concerning Governance
Customer	The management and reduction policies of waste generated by Companies' operation	Workplace safety, employee wellness and health promotion initiatives, occupational accident prevention and management, or other themes relevant to Company's activities	Companies' approach to customer satisfaction, employee satisfaction and community engagement score.
Employees	Programs for general and specialized training as well as career chances	Workplace safety, employee wellness and health promotion initiatives, occupational accident prevention and management, or other themes relevant to Company's activities. Protecting the balance between personal and professional life	Companies' approach to customer satisfaction, employee satisfaction and community engagement score.
Aquaculture organisation	Companies' environmental policy, mitigation plans and actions taken to reduce greenhouse gas emission and improve efficiency. Resources usage, including raw material, energy	Workplace safety, employee wellness and health promotion initiatives, occupational accident prevention and management, or other themes relevant to Company's activities	Legal observance, policy dissemination, and any notable violations at Company
Local community	The management and reduction policies of waste generated by Companies' operation	Workplace safety, employee wellness and health promotion initiatives,	Companies' approach to customer satisfaction,

occupational accident prevention and management, or other themes relevant to Company's activities	employee satisfaction and community engagement score.
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Table 6. Material issues per stakeholder group.

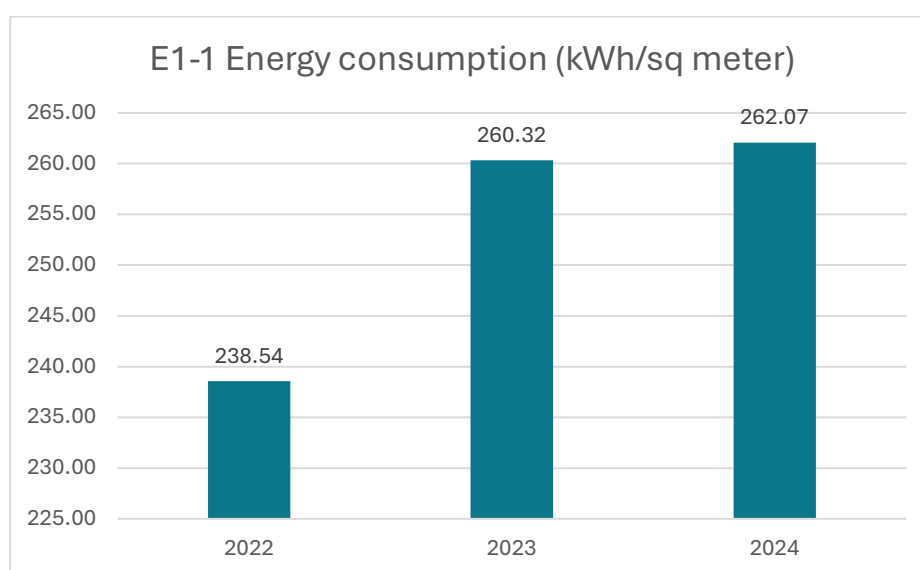
The Materiality Analysis reveals stakeholders' key priorities regarding environmental, social, and governance issues. Customers highlight the importance of waste management and workplace safety while valuing customer satisfaction and community engagement. Employees focus on professional development opportunities, work-life balance, and workplace safety, complemented by their interest in the company's approach to community and customer satisfaction. Aquaculture organisations prioritise environmental policies, particularly the reduction of greenhouse gas emissions and efficient resource usage, alongside workplace safety and the company's adherence to legal compliance and policy transparency. The local community emphasises waste management initiatives and workplace safety, underscoring the importance of customer satisfaction and community engagement. Across all groups, governance themes such as ethical practices, transparency, and satisfaction with stakeholder relationships emerge as crucial factors. This analysis underscores the need for a holistic approach to sustainability, balancing environmental responsibility, social well-being, and strong governance practices.

6. Environmental Indicators

In the section of environmental indicators company must disclose at least the mandatory indicators which presented in this report.

E1 - Total Energy Consumption & Mix

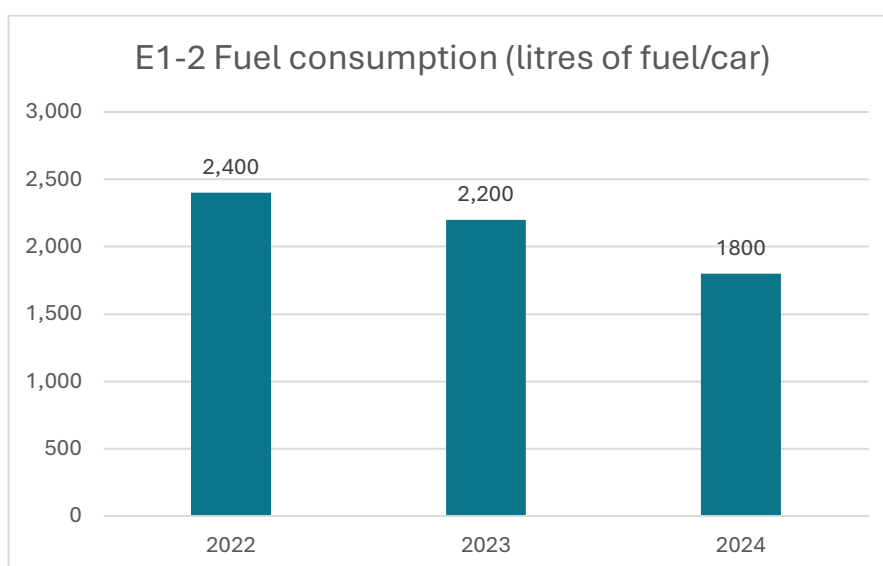
	2022	2023	2024
E1-1 Energy consumption (kWh/m ²) per any	135.00	112.50	108.00
E1-2 Fuel consumption (litres of fuel/car)	1,200	1,100	900
E1-3 Energy consumption for heating and refrigeration	N/A	N/A	N/A



1 E1-1 Energy consumption (kWh/sq meter)

E1-2 Fuel consumption

The SME has two petrol-powered vehicles.



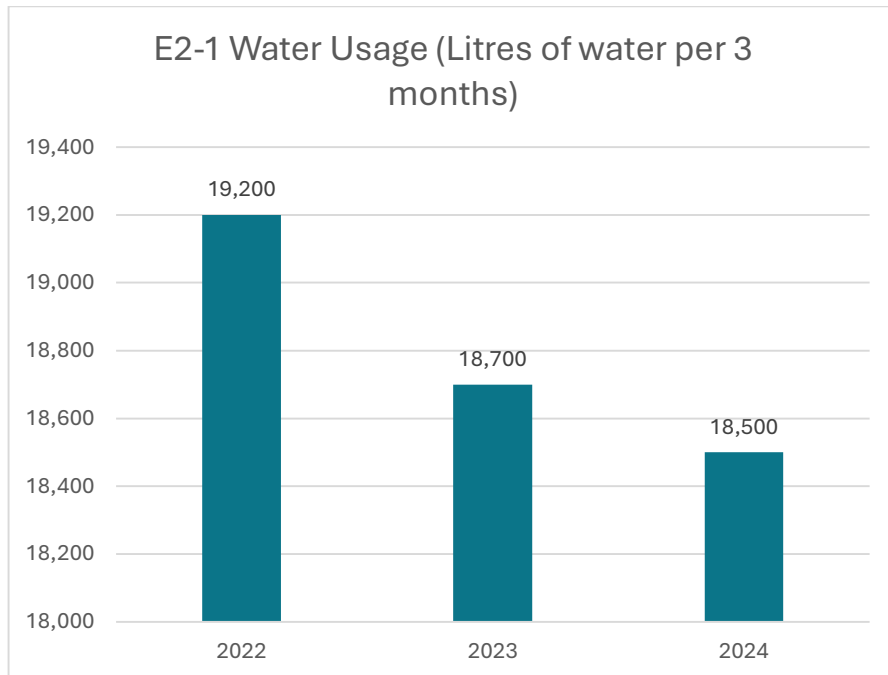
2 E1-2 Fuel consumption (Litres of fuel, number of cars (2))

E1-3 Energy consumption for heating and refrigeration

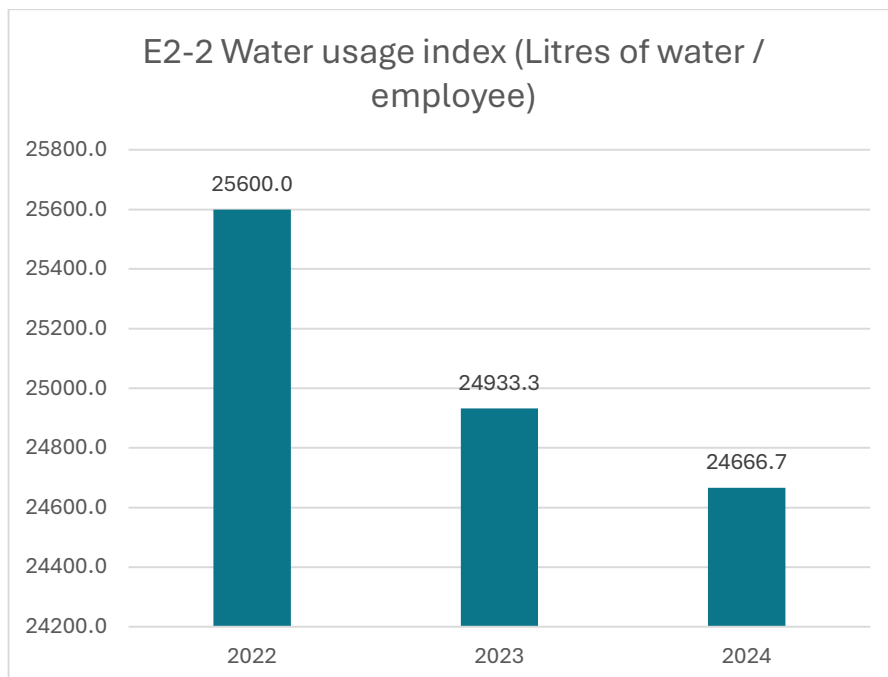
The energy consumption indicator for climate control could not be identified by Aquatic Health Solutions Sociedad Limitada, as there are no electricity meters that can specifically measure the consumption of climate control equipment alone.

E2- Total Water Usage

	2022	2023	2024
E2-1 Water usage	1,390	1,485	1,670
E2-2 Water usage index	25,600.0	24,933.3	24,666.7
E2-3 Policies for saving water	Applicable	Applicable	Applicable



3 E2-1 Water Usage



4 E2-2 Water usage index

E2-3 Policies for saving water

The SME implements water-saving initiatives in the veterinary clinic. Below are key policies and initiatives to optimise water use:

1. Efficient Water Use in Daily Operations

- Staff have been trained in best practices to reduce water waste.
- Foot-pedal and/or sensor-activated taps are used to prevent unnecessary water flow.
- Low-flow taps and aerators have been installed to reduce water consumption.

2. Water Conservation in Cleaning Procedures

- A high-efficiency washing machine and dryer are used for laundry and sterilisation.

3. Optimisation of Equipment and Facility Design

- Installing water-efficient autoclaves and laboratory equipment.
- Conducting regular maintenance of pipes and taps to prevent leaks.
- Using water-saving toilets (dual flush systems).

4. Monitoring and Awareness

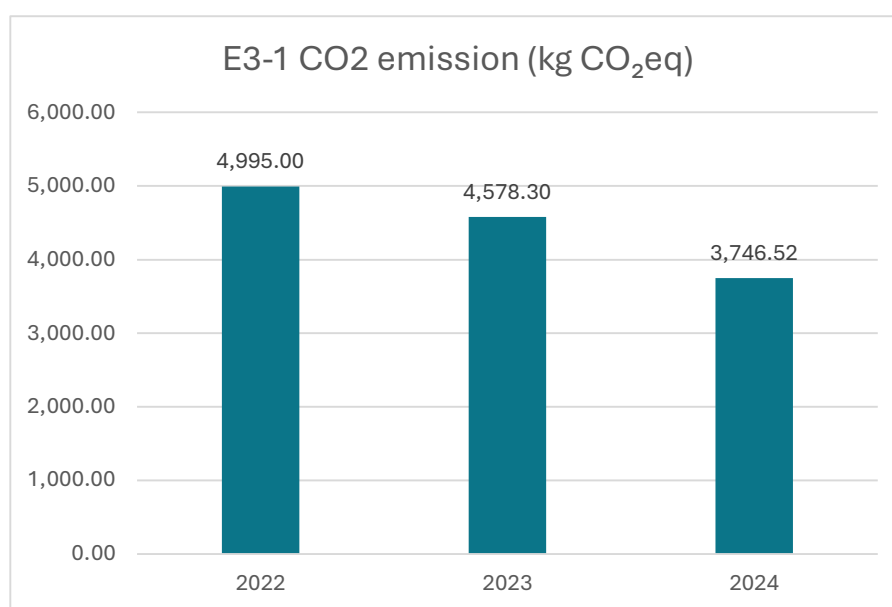
- Water consumption is recorded monthly to identify trends and reduce waste.
- Awareness signs have been placed in staff areas to remind employees of conservation practices.

By implementing these initiatives, a veterinary clinic can reduce water consumption, lower costs, and contribute to environmental sustainability without compromising hygiene and care standards.

E3- Greenhouse Gas Emissions

	2022	2023	2024
E3-1 CO ₂ emission (scope 1): Direct GHG emissions include, but are not limited to, the CO ₂ emissions from the fossil fuel consumption	–	–	–
E3-1 CO ₂ emissions (Scope 2): Energy indirect GHG emissions include, but are not limited to, the CO ₂ emissions from the generation of purchased or	4,770.80	5,206.32	5,241.48

acquired electricity, heating, cooling, and steam consumed by the company			
E3-1 CO2 emissions (scope 1): Other indirect (Scope 3) GHG emissions are a consequence of an organization's activities, but occur from sources not owned or controlled by the organization	N/A	N/A	N/A
E3-2 Policies to reduce CO2 emissions	Applicable	Applicable	Applicable



5 E3-1 CO2 emission (kg CO₂eq)

E3-2 Policies to reduce CO2 emissions:

Although the veterinary clinic does not have written policies on CO₂ reduction, it has implemented several initiatives to minimise its carbon footprint. These initiatives include:

1. Energy Efficiency in the Clinic

Use of LED lighting to reduce electricity consumption.

Adoption of energy-efficient appliances and computer equipment to lower electricity demand.

2. Sustainable Transport Practices

Encouraging carpooling among staff to reduce vehicle emissions.

Planning optimised routes to minimise travel distances.

3. Sustainable Procurement

Prioritising eco-friendly and locally sourced products to reduce transport emissions.

4. Awareness and Continuous Improvement

Raising staff awareness of energy-saving habits (e.g., switching off unused equipment).

Collaborating with suppliers committed to reducing their carbon footprint.

E4 – Total Waste Generation

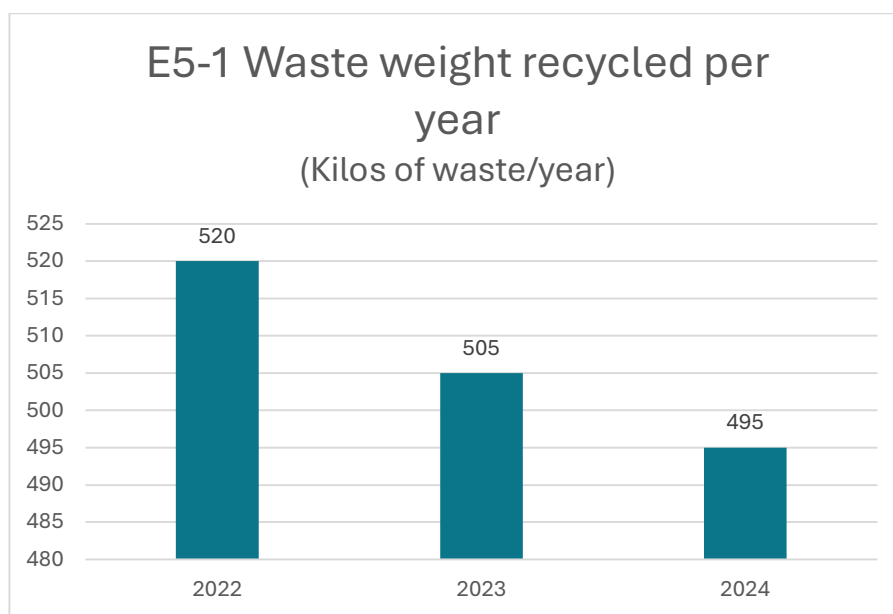
	2022	2023	2024
E4-1 Waste weight (kg)	520	505	495



6 E4-1 Waste weight (kg)

E5-Recycling Rate

	2022	2023	2024
E5-1 Waste weight recycled per year	–	–	–
E5-2 Recycling policies	Applicable	Applicable	Applicable



7 E5-1 Waste weight recycled per year (kg)

E5-2 Recycling policies

Although the SME does not have written recycling policies, it encourages the Classification and Separation of Waste, with staff education and awareness. The staff have been properly trained to separate different types of waste, including recyclable, non-recyclable, and hazardous waste, such as separating medical waste (e.g., needles or syringes) from non-medical waste (e.g., plastics, paper, cardboard, etc.).

Accessible Recycling Areas: Clearly labelled containers have been installed to separate recyclable waste (plastic, paper, cardboard, glass) from non-recyclable waste.

In addition to promoting the reduction of paper use through the digitalisation of records,

Single-Use Plastics: Minimise the use of single-use plastics (e.g., gloves, bags, and veterinary product packaging) wherever possible. If used, it is important to have a system in place for proper recycling.

Recycling of Containers and Plastic Materials: Medication containers, veterinary product packaging, and other plastic materials should be recycled wherever possible. The use of biodegradable or recyclable packaging should be encouraged as an alternative.

Ink Cartridges and Toners: Establish a policy for recycling used ink cartridges and toners. This may involve returning these cartridges to suppliers or using companies that specialise in recycling these products.

Paper Recycling: Reduce paper use in the clinic by adopting digital systems. In addition, all paper generated in the clinic (e.g., forms, labels, reports) should be properly recycled.

Pharmaceutical Waste: Unused or expired medications should be returned to suppliers or managed by companies specialising in their recycling or disposal.

E6-Environmental Management System Certification

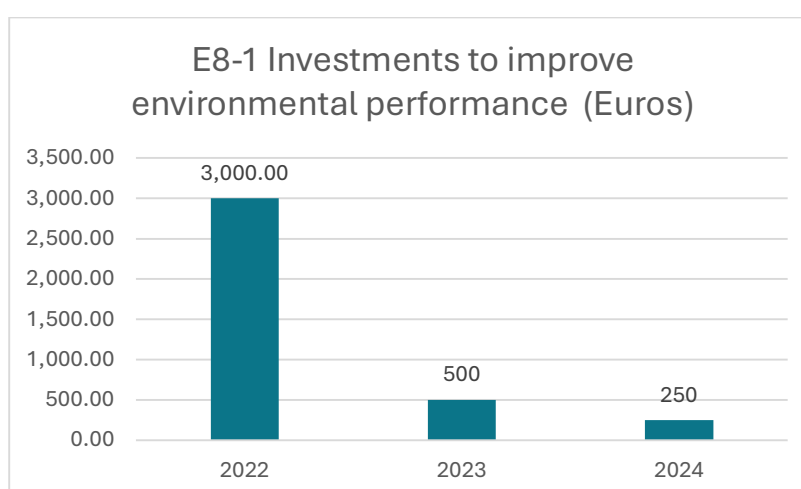
The company doesn't have an Environmental Management System.

E7- Energy Management System Certification

The company doesn't have the Energy Management System Certification.

E8- Environmental Investments

	2022	2023	2024
E8-1 Investments to improve environmental performance	3,000.00	500.00	250.00



8 E8-1 Investments to improve environmental performance

The Environmental Investments are:

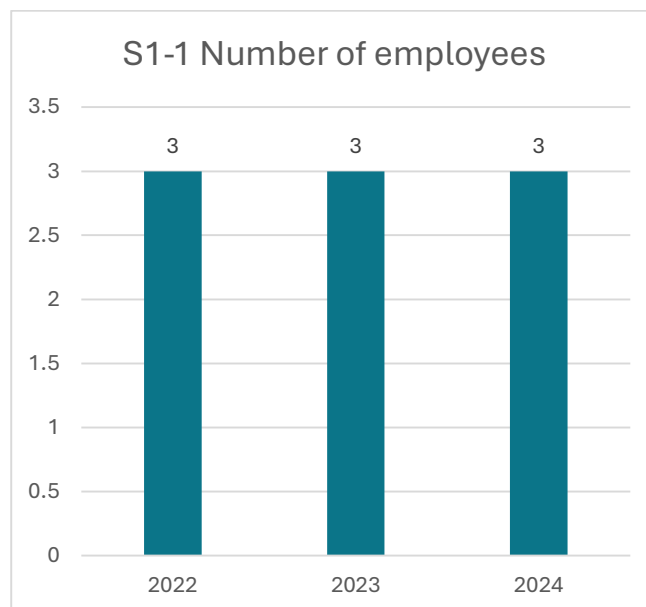
Installation of LED lighting to minimise electricity consumption, purchase of containers for the correct segregation of waste, and hiring a waste manager for the collection of hazardous waste.

7. Social Indicators

In the section of social indicators company must disclose at least the mandatory indicators which presented in this report.

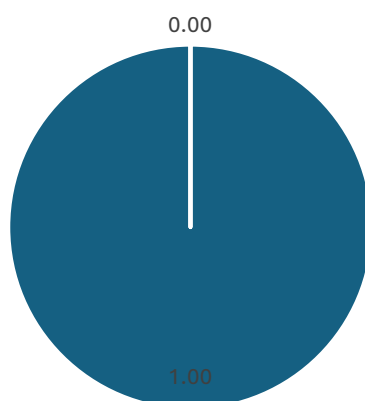
S1-Characteristics of SME's Employees

	2022	2023	2024
S1-1 Number of employees	3	3	3
S1-2 FT / PT Ratio	FT 1 PT 0	FT 1 PT 0	FT 1 PT 0
S1-3 Gender Distribution	F 1 M 2	F 1 M 2	F 1 M 2
S1-4 Nationality Distribution	100% native workers 0% foreign workers	100% native workers 0% foreign workers	100% native workers 0% foreign workers



9 S1-1 Number of employees

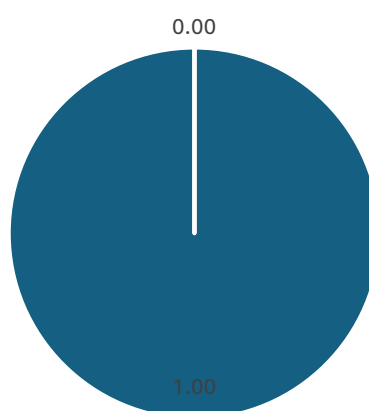
S1-2 FT/PT Ratio 2022



■ FT employees/Total number of employees
■ PT employees/Total number of employees

10 S1-2 FT/PT Ratio 2022

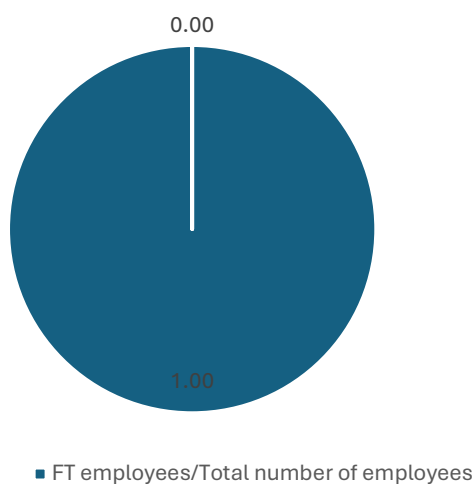
S1-2 FT/PT Ratio 2023



■ FT employees/Total number of employees

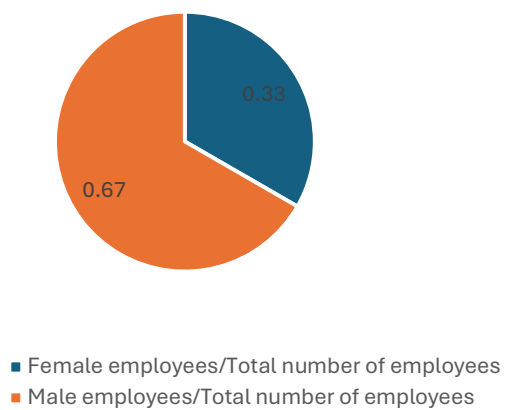
11 S1-2 FT/PT Ratio 2023

S1-2 FT/PT Ratio 2024



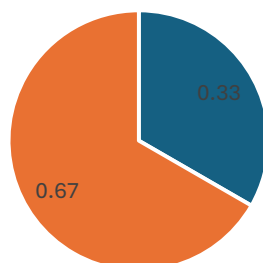
12 S1-2 FT/PT Ratio 2024

S1-3 Gender Distributon 2022



13 S1-3 Gender Distributon 2022

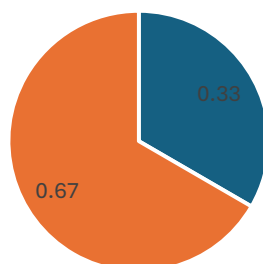
S1-3 Gender Distributon 2023



■ Female employees/Total number of employees
■ Male employees/Total number of employees

14 S1-3 Gender Distributon 2023

S1-3 Gender Distributon 2024



■ Female employees/Total number of employees
■ Male employees/Total number of employees

15 S1-3 Gender Distributon 2024



13 S1-4 Nationality Distribution 2022



14 S1-4 Nationality Distribution 2023



15 S1-4 Nationality Distribution 2024

S2-Diversity & Inclusion indicators

	2022	2023	2024
S2-1 Policies	Applicable	Applicable	Applicable
S2-2 Gender distribution in number and percentage at top management level amongst its employees.	1 M (33%)	1 M (33%)	1 M (33%)
S2-3 Distribution of employees by age group	Under 30 = 2 30-50 = 1 50+ = 0	Under 30 = 2 30-50 = 1 50+ = 0	Under 30 = 2 30-50 = 1 50+ = 0
S2-4 Percentage of employees with disabilities amongst SME's employees	0%	0%	0%

S2-1 Policies:

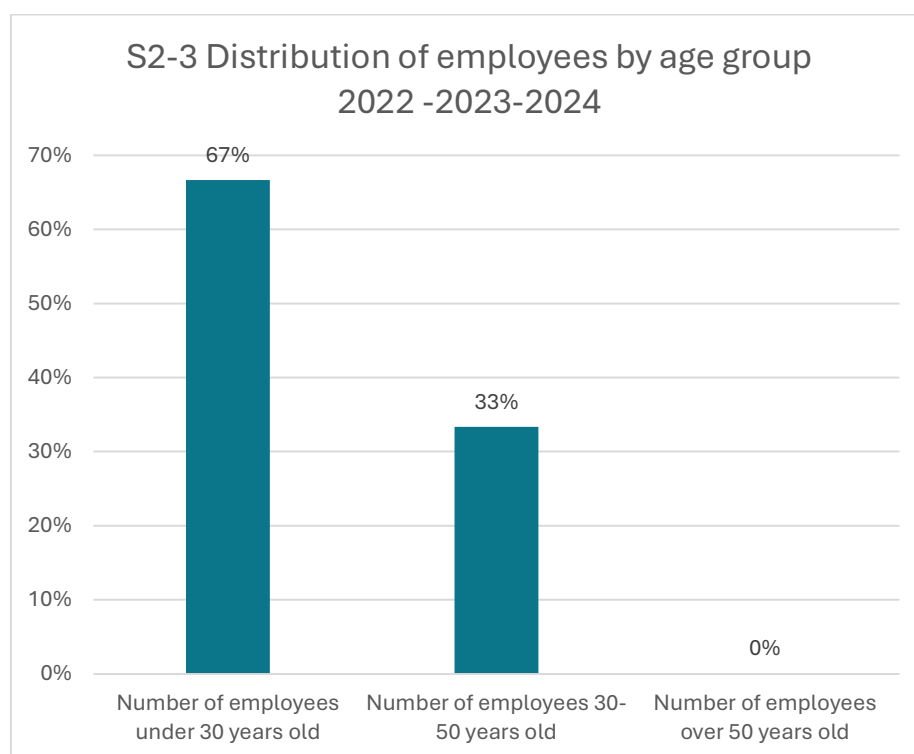
Although the SME does not have written Diversity & Inclusion policies, the CEO integrates and promotes them within the company, as they are essential to creating a respectful, inclusive, and equitable work environment where all employees feel valued, regardless of their gender, race, age, sexual orientation, abilities, or cultural background. Below are some key initiatives that a veterinary clinic could implement to promote diversity and inclusion:

1. Promoting Diversity in Recruitment
 - Inclusive selection policy: Ensuring that recruitment practices do not discriminate based on gender, race, ethnicity, disability, or sexual orientation. This includes drafting inclusive job advertisements and conducting unbiased interviews.
 - Diverse recruitment initiatives: Collaborating with educational institutions and organisations that promote diversity to ensure candidates from different backgrounds and communities are considered.
2. Creating an Inclusive Work Environment
 - Accessible workspaces: Ensuring that facilities are accessible to people with disabilities, both in the workspace and in common areas such as restrooms.
 - Respect and zero-tolerance policy: Establishing and enforcing a zero-tolerance policy for any form of harassment or discrimination. This may include harassment based on gender, race, disability, or any other form of discrimination.
3. Workplace Flexibility
 - Flexible hours and remote work: To foster inclusion, allowing flexible working hours and remote working options when possible. This can particularly benefit employees with family responsibilities or special needs.
4. Inclusion in Customer Care
 - Multilingual support: Offering services in multiple languages for clients who do not speak the clinic's primary language, demonstrating a commitment to linguistic inclusion.

S2-2 Gender distribution in number and percentage at top management level amongst its employees:

100% of the board member is a man from 2022 to 2024.

S2-3 Distribution of employees by age group



16 Distribution of employees by age group 2022 – 2023 - 2024

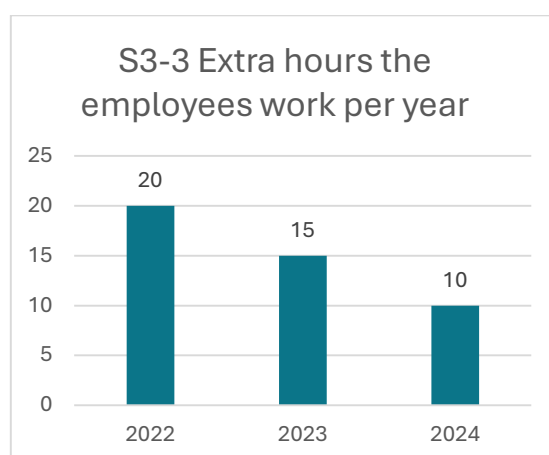
S3- Work life balance

	2022	2023	2024
S3-1 Percentage of employees entitled to take family-related leaves	0%	0%	0%
S3-2 Percentage of entitled employees that took family-related leaves, and a breakdown by gender	0%	0%	0%

Number of family-related leaves for entitled employees/ Number of family-related leaves for all employees	0	0	0
Number of family-related leaves for female entitled employees/ Number of family-related leaves for entitled employees	0	0%	0
Number of family-related leaves for male entitled employees/ Number of family-related leaves for entitled employees	0	0	0
S3-3 Number of extra hours the employees work per year	20	15	10
S3-4 Policies regarding keeping balance between work and personal life (on-call/stand by policies)	Applicable		

S3-1 Percentage of employees entitled to take family-related leaves and S3-2 Percentage of entitled employees that took family-related leaves, and a breakdown by gender: In the past three years, employees have not requested family-related leave.

S3-3 Number of extra hours the employees work per year



19 S3-3 Number of extra hours the employees work per year

S3-4 Policies regarding keeping balance between work and personal life (on-call/stand by policies):

In a veterinary clinic, maintaining a proper work-life balance is essential for the well-being of employees and for providing quality service without compromising the health and motivation of the staff. Below is an initiative implemented to promote this balance:

Shift and Rotating On-Call Policy: A system of rotating shifts or on-call duty is established to ensure employees do not have to be available outside of regular working hours on a continuous basis. On-call duties should be fairly distributed among team members so that no one is overburdened with work during non-working hours.

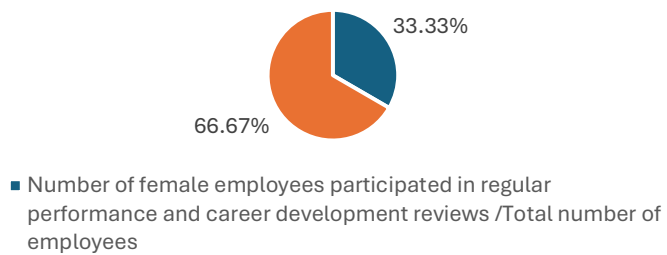
Initiative: Employees can have weekly or monthly on-call shifts, with a limited duration, and it will be ensured that there is always enough staff available to cover emergencies without exceeding the established limits.

S4- Training and skills development

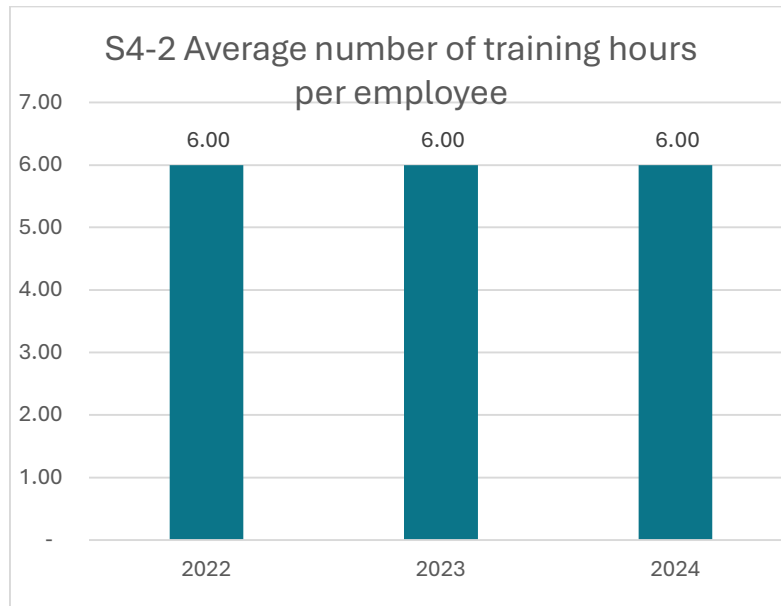
	2022	2023	2024
S4-1 Percentage of employees that participated in regular performance and career development reviews; such information shall be broken down by employee category and by gender			
S4_1.1 Number of employees participated in regular performance and career development reviews /Total number of employees	100.00%	100.00%	100.00%
S4_1.2 Percentage of employees that participated in regular performance and career development reviews; such	F:33.33% M:66.67%	F:33.33% M:66.67%	F:33.33% M:66.67%

information shall be broken down by gender			
S4_1.3 Number of category 1 (CEO) employees participated in regular performance and career development reviews /Total number of employees	33.33%	33.33%	33.33%
S4_1.4 Number of category 2 (veterinarian) employees participated in regular performance and career development reviews /Total number of employees	66.67%	66.67%	66.67%
S4-2 Average number of training hours per employee, by employee category and by gender	Per employee (CEO): 6 Per employee (veterinarian):6 F: 33.33% M: 66.67%	Per employee (CEO): 6 Per employee (veterinarian):6 F: 33.33% M: 66.67	Per employee (CEO): 6 Per employee (veterinarian):6 F: 33.33% M: 66.67

S4-1.2_3 Percentage of employees that participated in regular performance and career development reviews; such information shall be broken down by gender 2022 - 2023-2024

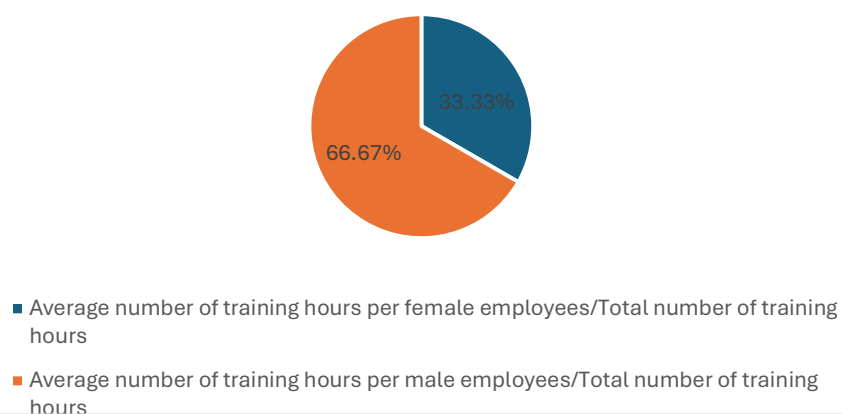


20 S4-1.2_4 Percentage of employees that participated in regular performance and career development reviews; such information shall be broken down by gender 2022 – 2023 - 2024



21 S4-2 Average number of training hours per employee per year

S4-2_2 Average number of training hours per employee, by gender.



22 S4-2.2 Average number of training hours per employee, by employee category and by gender 2022 – 2023 - 2024

S5-Social protection

	2022	2023	2024
S5-1 Percentage of employees covered by social protection, through public programs or through benefits offered by the undertaking, against loss of income due to any of the following major life events	100%	100%	100%

S5-1 Percentage of employees covered by social protection, through public programs or through benefits offered by the undertaking, against loss of income due to any of the following major life events:

All employees with an employment contract in Spain are protected against loss of income due to sickness, unemployment, occupational accidents, maternity/paternity, and retirement, either through the public Social Security system or through additional benefits that the company may offer.

S6-Employee engagement

	2022	2023	2024
S6-1 Score/level of engagement	100%	100%	100% ^x
S6-2 Average tenure of your employees	100%	100%	100%



23 S6-2 Average tenure of your employees

S7-Employee Health and safety

	2024
S7-1 Measures taken to protect health and safety	Applicable
S7-2 Certifications regarding health and safety at work	Applicable

S7-1 Measures taken to protect health and safety

In the veterinary clinic, various measures are implemented to ensure the health and safety of employees and clients. These include continuous training in hygiene and safety practices, the use of appropriate personal protective equipment (PPE), and the establishment of protocols to manage occupational risks such as fires, falls, or poisoning. Additionally, regular inspections of the premises are carried out to ensure compliance with all safety regulations, both in the clinical areas and in common spaces. The clinic also has established emergency procedures, ensuring that staff are trained to act efficiently in risky situations.

S7-2 Certifications regarding health and safety at work

Although the veterinary clinic does not hold a specific certification in health and safety at work, it complies with the current regulations in Spain by contracting an external prevention service, as required by labour legislation. This service is responsible for assessing workplace risks, developing prevention plans, conducting internal safety audits, and providing ongoing training to staff on health and safety matters.

Additionally, the external prevention service advises the clinic on implementing corrective measures and updating protocols to address potential occupational risks, thereby ensuring compliance with legislation regarding employee health and safety protection. Through this collaboration, it is ensured that all employees are protected and trained to carry out their work in a safe and healthy environment.

S8-Customer Data Protection and Privacy

In a veterinary clinic, customer data protection and privacy are essential to ensure trust and comply with data protection regulations. Below are some key practices that have been implemented to protect customer information:

Compliance with data protection legislation: The clinic complies with local and international data protection laws, such as the General Data Protection Regulation (GDPR) of the European Union. This includes obtaining explicit consent from clients before collecting, storing, or processing their personal data.

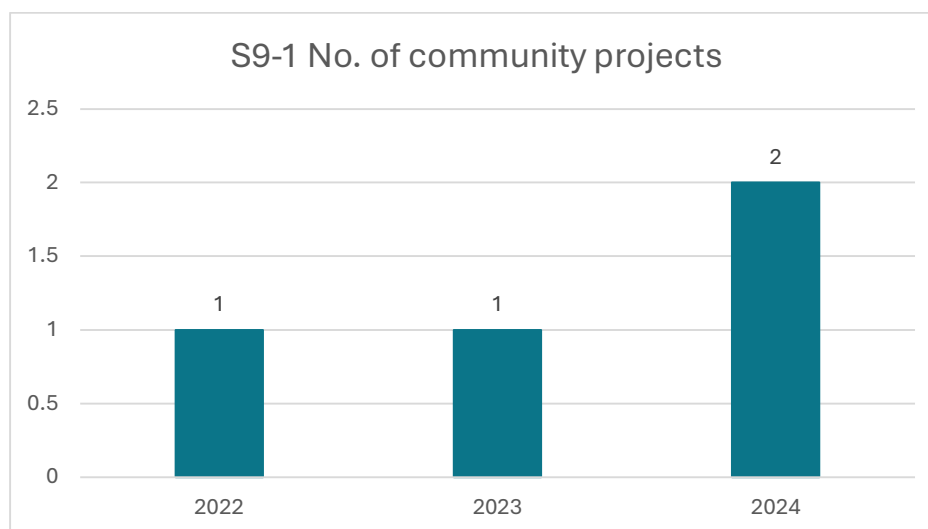
Clear and accessible privacy policy: The clinic has a privacy policy that explains how customer data is collected, used, and protected. This policy is clear, understandable, and easily accessible both in physical format and online.

Minimal data collection: The collection of personal data is limited to the essential information needed to provide veterinary services. This may include details about the animals, medical history, client contact information, and other relevant information for treatment.

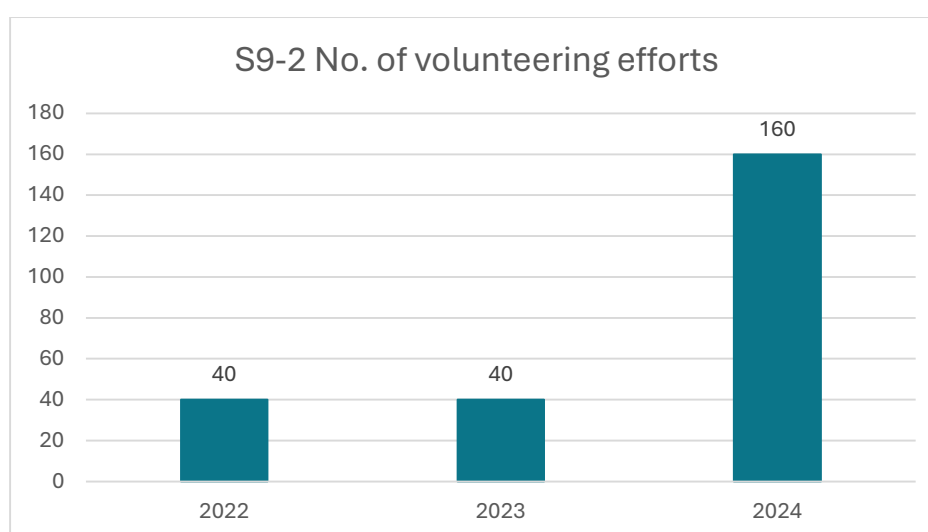
Data security in storage: Customer data is stored securely, either in electronic systems protected by passwords and encryption or in physical records that are well-secured. Only authorised staff have access to this information.

S9-Community Engagement and Support

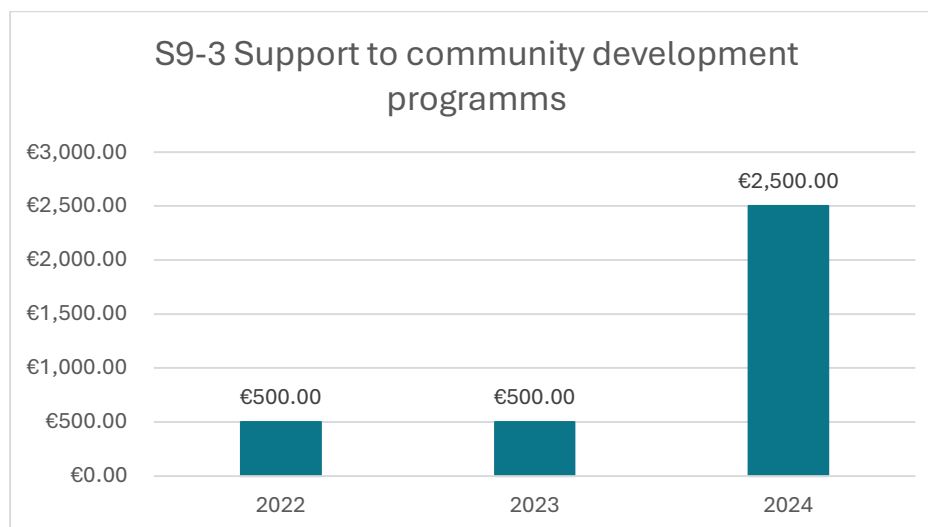
	2022	2023	2024
S9-1 No. of community projects	1	1	2
S9-2 No. of volunteering efforts (Number of volunteering effort)	40	40	160
S9-3 Support to community development programs (euros)	500.00 €	500.00 €	2,500.00 €



24 S9-1 No. of community projects



25 S9-2 No. of volunteering efforts

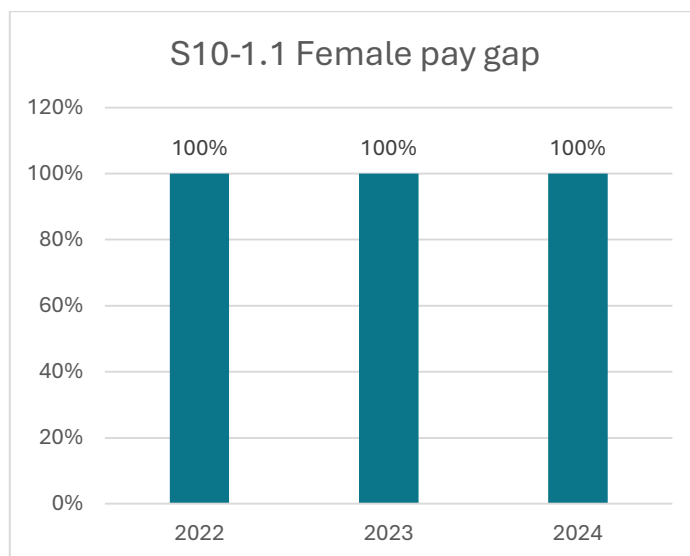


26 S9-3 No. of volunteering efforts

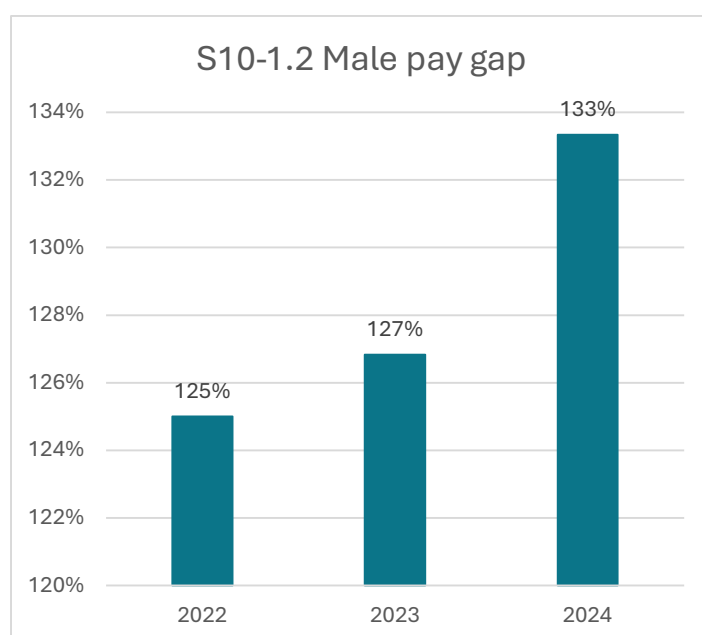
The SME has been collaborating with research projects from various Valencian universities, contributing its expertise in the aquaculture sector. In the past year, due to the DANA (the storm), the veterinary service voluntarily assisted in the care and treatment of pets affected by the floods.

S10-Employee Compensation (pay gap and total compensation)

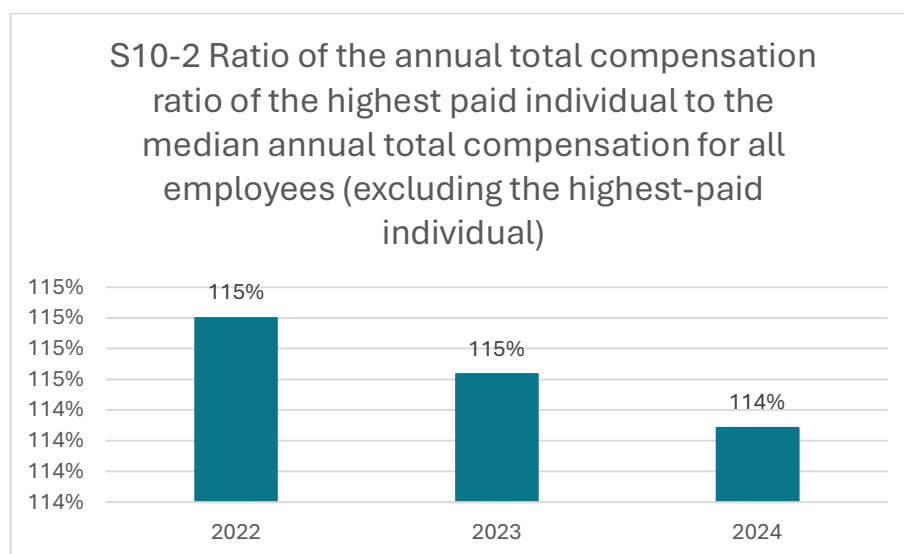
	2022	2023	2024
S10-1 Male-female pay gap (*The CEO's salary has been taken into account.)	F: 100% M: 125%*	F: 100%* M: 127%*	F: 100%* M: 133%
S10-2 Ratio of the annual total compensation ratio of the highest paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	115%	115%	114%



27 S10-1.1 Female pay gap



28 S10-1.2 Male pay gap



31 S10-1.2 Ratio of the annual total compensation ratio of the highest paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)

S11-Customer satisfaction and loyalty

	2024
S11-1 Customer satisfaction	9
S11-2 Percentage of returning customers	85%

S11-1 Customer satisfaction

In a veterinary clinic, achieving a customer satisfaction score of 9 out of 10 reflects an excellent experience for clients. The following are key channels that have contributed to this high level of satisfaction:

Telephone Support Lines: A direct telephone channel has been provided to resolve queries or receive feedback in real-time, allowing for quick responses to any concerns. Ensuring that staff are trained to handle both routine consultations and situations of dissatisfaction in a professional and friendly manner has been key to maintaining customer trust.

Post-Visit Communication: Post-visit follow-ups, such as a call to check how the pet is doing after treatment, have been implemented to create a more personal connection and show genuine interest in the animal's well-being and the owner's satisfaction.

S11-2 Percentage of returning customers

An 85% customer return rate in a veterinary clinic is an excellent figure that reflects high satisfaction and loyalty. Below are some of the main factors that may contribute to this high return rate:

Exceptional Customer Service: The quality of service and personalised attention play a crucial role. If clients feel that their pets are treated with care and respect, they are more likely to trust the clinic for future visits.

Positive Treatment Results: The effectiveness of treatments and the improvement in the health of pets are key factors for clients to return. If clients perceive that their pets are receiving proper care that yields good results, they are likely to return in the future.

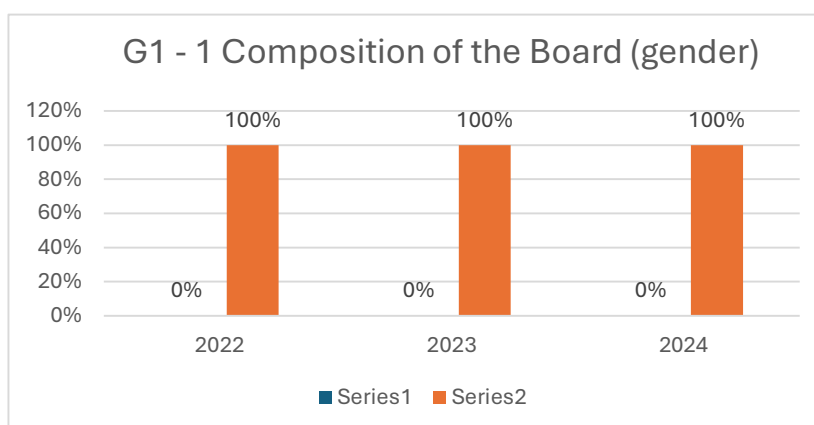
Trusting Relationship with Staff: A close relationship between clients and veterinary staff is also vital. If pet owners feel that the vets genuinely care about the well-being of their animals and are well-informed, it fosters loyalty.

Ongoing Communication: Post-visit follow-ups, such as calls to check on the pet's health or reminder messages for future appointments, help maintain a constant relationship with clients, increasing the likelihood of their return.

8. Governance Indicators

G1 - Board Diversity and Independence

	2022	2023	2024
G1-1 Composition of the Board (gender, nationality, skills, expertise)	Female 0% Male 100% Foreign 0% Native 100%	Female 0% Male 100% Foreign 0% Native 100%	Female 0% Male 100% Foreign 0% Native 100%
G1-2 Percentage of independent directors	0	0	0



30 G1 - 1 Board Diversity Gener

Series 1: Number of female board membes
Series 2: Number of male board members

G2 - Corporate Governance Policy Adherence

	2024
G2-1 Set of key Corporate Governance policies	Applicable

Employee Conduct and Non-Discrimination Policy: Promotes an inclusive and non-discriminatory work environment, ensuring equal opportunities for all employees, regardless of gender, race, age, disability, or other personal characteristics.

The policy should set clear expectations for respectful behaviour and a zero-tolerance stance on harassment or discrimination.

Health and Safety Policy: Establishes protocols to ensure the health and safety of employees, clients, and animals in the clinic.

The policy should outline safety procedures, including the handling of medical equipment, managing infectious diseases, and emergency response protocols.

Financial Integrity and Accountability Policy: Ensures the clinic operates in a financially responsible manner with transparent accounting practices.

The policy should require regular financial reporting and audits to ensure that funds are used efficiently and that financial decisions are made responsibly.

G3 - Supplier Relationship Management and Sustainability Strategy

	2024
G3-1 Description of SME's approach to supplier relationships	Applicable
G3-2 Percentage of SME's suppliers adhering to environmental and social criteria / standards.	81%-100%%

G3-1 Description of SME's approach to supplier relationships and G3-2 Percentage of SME's suppliers adhering to environmental and social criteria / standards

The veterinary clinic maintains a strategic relationship with its suppliers, prioritising both geographical proximity and compliance with ESG (Environmental, Social, and Governance) criteria in selection and contracting.

Local suppliers are preferred to reduce the carbon footprint associated with transportation and to promote the economic development of the community. Additionally, agreements are established

with companies that adopt sustainable practices, such as the responsible use of resources, waste reduction, and compliance with environmental regulations.

From a social perspective, the clinic prioritises suppliers that ensure fair working conditions, diversity and inclusion in their workforce, and ethical responsibility in their supply chain. In terms of governance, transparency in operations and compliance with quality and safety standards in the supplied products and services are required.

G4 - Performance-Linked Executive Compensation Ratio

	2022	2023	2024
G4-1 Percentage of an executive's total compensation that is variable and tied to performance metrics	21%-40%	21%-40%	21%-40%

G5 – Stakeholder Engagement

	2022	2023	2024
G5-1 Customer Satisfaction	–	–	8.5
G5-2 Employee Satisfaction			Applicable
G5-3 Community engagement Score (hours)	Number of community projects: 1 Volunteering hours: 40 Support to community development	Number of community projects: 1 Volunteering hours: 40 Support to community development	Number of community projects: 2 Volunteering hours: 160 Support to community development

	programs: 500€	programs 500€	programs 2,500€
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G5-1 Customer Satisfaction

Customer satisfaction is measured through telephone surveys and email questionnaires.

G5-2 Employee Satisfaction

Meetings are held with employees to assess their level of satisfaction.

G5-3 Community engagement Score

The SME has been collaborating with research projects from various Valencian universities, contributing its expertise in the aquaculture sector. In the past year, due to the DANA (the storm), the veterinary service voluntarily assisted in the care and treatment of pets affected by the floods.