

Sustainability Report



GOURMET

CATERING ♦ EVENTOS

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01 | SUSTAINABILITY REPORTING FRAMEWORKS



SUSTAINABILITY REPORTING FRAMEWORKS

The purpose of this index is to identify, structure and map the contents included in the Company's Sustainability Report against the principal international sustainability reporting frameworks, facilitating the traceability and understanding of the information disclosed.



Report Section	SDGs	VSME Basic Module	VSME Comprehensive Module	UN Global Compact Principles
Chief Executive Officer's Statement	8, 12, 13	B1	C1	P1, P10
Report Type	-	B1	-	-
Business Model, Geographic Presence, Organisational Structure	8, 9	B1	C1	P1, P3, P7
Mission and Values	12, 16	B2	C1	P1, P10
Company Milestones	-	B1	-	-

Report Section	SDGs	VSME Basic Module	VSME Comprehensive Module	UN Global Compact Principles
Corporate and Legal Information	16	B1	C9	P10
Organisational Structure and Governing Body	16	B11	C9	P10
Geographic Location	-	B1	-	-
Processes	9, 12	B2	C2	P7, P8
Products	12	B2	C2	P7, P8
Certifications	12, 16	B2	C2	P7, P10
Markets in Which We Operate	8, 9	B1	C1	P1, P3
Strategy	8, 12, 13	B2	C1	P1, P10
Market Trends	8, 9, 12	B2	C1	P7
Country-by-Country Benefits Obtained	8	B1	C1	P10
Income Taxes Paid	16	B11	C1	P10
Public Grants Received	8, 9	B1	C1	P10
Revenue (Turnover)	8	B1	C1	-
Integrated Management System, Triple Impact	8, 12, 13	B2	C2	P1, P9

Report Section	SDGs	VSME Basic Module	VSME Comprehensive Module	UN Global Compact Principles
Alignment with the UN Global Compact	8, 12, 16	B2	C2	P1, P10
Approved and Current Policies	16	B2	C2	P1, P10
Active Stakeholder Engagement	17	B2	C2	P1
Ethics Channel	16	B11	C6	P10
Our Partners	17	B2	C2	P1
Impact Materiality Assessment	Cross-cutting	B1	C2	P1, P9
Risks, Opportunities and Contingency Planning	8, 12, 13	B2	C4	P7, P9
Ongoing ESG Initiatives	8, 12, 13	B2	C2	P7, P9
Sensitive Areas Assessment	11, 12	B4	C2	P7
Energy Use	7, 13	B3	C3	P7, P8
Carbon Footprint Calculation and Reduction Plan	13	B3	C3	P7, P8, P9
Green Mobility	11, 13	B3	C3	P7, P8
Circular Economy, Waste, Packaging and Food Waste	12	B7	C2	P7
Water Use	6	B6	C2	P7

Report Section	SDGs	VSME Basic Module	VSME Comprehensive Module	UN Global Compact Principles
Wastewater Discharge	6	B4	C2	P7
Biodiversity	15	B5	C2	P7
Pollution Prevention	12, 15	B4	C2	P7
Workforce	8	B8	C5	P3, P6
Remuneration	8, 10	B10	C5	P3, P6
Inclusive Employment	8, 10	B8	C5	P1, P6
Work Organisation	8	B8	C5	P3, P6
Health and Safety	3, 8	B9	C6	P3
Training	4, 8	B10	C5	P6
Corporate Culture Plan	8, 16	B2	C2	P1, P10
Collective Bargaining Agreement	8	B8	C5	P3
Criminal Offence Prevention	16	B11	C6	P10
Human Rights	8, 10, 16	B11	C6	P1, P2
Sustainable Procurement	12	B2	C6	P1, P6, P7

Report Section	SDGs	VSME Basic Module	VSME Comprehensive Module	UN Global Compact Principles
Community Contribution	11, 17	B2	C2	P1
Food Safety	2, 3, 12	B11	C8	P1
Consumer Health	3, 12	B11	C8	P1
Planned Objectives, 2030 Agenda	Strategic	B2	C2	P1, P10
Appendices and Reference Legislation	-	B1	-	-



02 | LETTER FROM MANAGEMENT



LETTER FROM MANAGEMENT

Dear workforce, clients, partners and friends of Gourmet Catering & Eventos:

It is a true pleasure to present our 2025 Sustainability Report. This report reflects the consolidation of a business model in which gastronomic excellence, innovation and positive impact advance hand in hand, placing people, responsible gastronomy and environmental stewardship at the heart of everything we do.

At Gourmet Catering & Eventos, we understand sustainability as a cross-cutting principle that guides every decision we make—from the selection of local suppliers and locally sourced products to gastronomic innovation, workplace inclusion and the responsible management of our events.

2025 has been a year of consolidation and growth, during which we have continued to drive pioneering projects that reinforce our commitment to a more innovative, people-centred and sustainable hospitality industry. Our business vision is based on a comprehensive approach, committed to both social well-being and environmental care. We

continue to advance a strategy that integrates sustainability, innovation and social commitment as essential elements of our identity, alongside the operational excellence that defines our daily work.

We are fully aware of the social and environmental challenges facing our sector and of our responsibility as a company to help drive a more sustainable, inclusive and efficient events industry.

Throughout the year, we strengthened key initiatives focused on reducing food waste, donating surplus food through traceability and blockchain-based systems, improving energy efficiency, and collaborating with social and academic institutions to continue generating meaningful positive impact. In addition, we further developed our Workplace Inclusion programme in partnership with Asindown Valencia, convinced that diversity and equal opportunities enrich not only organisations but society as a whole.

2025 also brought significant recognition for our work in innovation, sustainability and social impact. Among



RAQUEL VICENTE BEZJAK

Chief Executive Officer Gourmet Catering & Eventos

other achievements, Gourmet Catering & Eventos received the National Hospitality Innovation Award presented by Hostelería de España, the Fundación Randstad Award for the Workplace Inclusion of People with Disabilities, and the Valencian Government's Tourism Human Capital Award, which recognises our commitment to people management based on inclusion, talent development and professional growth.

These recognitions reinforce our determination to continue promoting pioneering initiatives capable of generating meaningful and scalable impact across the sector. Some of these initiatives, such as the implementation of a blockchain-based food waste monitoring and traceability system, have already begun to expand into new venues and contexts, being adopted not only at the Víctor Villegas Auditorium and Conference Centre in Murcia but also across a growing number of corporate events managed by our company.

None of this would be possible without the commitment of our team, clients, suppliers and collaborators, who share our vision of a future built on excellence, innovation and shared responsibility. Through this 2025 Sustainability Report, we reaffirm our commitment to creating memorable experiences with purpose, generating value for people, our environment and future generations.



To all of you, thank you for joining us on this journey. Your trust inspires us to continue evolving and to demonstrate that it is possible to lead, through gastronomy, a more human, innovative and transformative business model.



Servinopar, S.L.U. is registered in the Register of Socially Responsible Entities of the Valencian Community under registration number 21/2026.

03 | REPORT TYPE AND SCOPE



Report Type

This is an individual report that presents our progress towards a safe, sustainable, healthy and responsible production and distribution model.

We are progressively advancing in the reporting and comparability of sustainability-related data, enhancing the quality, consistency and transparency of the information disclosed.

Scope of the Report

The data presented in this Sustainability Report is reported on an individual basis and covers all activities carried out by the organisation during the reporting period from 1 January 2025 to 31 December 2025.

Reporting Standards and Reference Frameworks

This report has been prepared taking into consideration the provisions of the Voluntary Sustainability Reporting Standard for non-listed micro-, small- and medium-sized enterprises (VSME), developed by EFRAG, the United Nations Global Compact, the Sustainable Development Goals (SDGs), as well as the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB) Standards.

Materiality Assessment

In preparing this report and determining its content, an impact materiality assessment was conducted, together with an analysis of the risks and opportunities directly related to business continuity.



04

COMPANY INFORMATION, PURPOSE
AND VALUES, AT GROUP LEVEL AND FOR
SERVINOPAR, S.L.U.



Servinopar, S.L.U. within Yuwax Promociones, S.L. Group

Servinopar, S.L.U. forms part of Yuwax Promociones, S.L. Group, operating commercially under the brand name Gourmet Catering & Eventos.

Yuwax Promociones, S.L. Group information



Yuwax Promociones, S.L. Group, commercially known as Gourmet Catering & Eventos, is headquartered at Plaza Cánovas del Castillo 1, Door 2, Valencia (Postcode 46005), Spain.



230 EMPLOYEES
average.

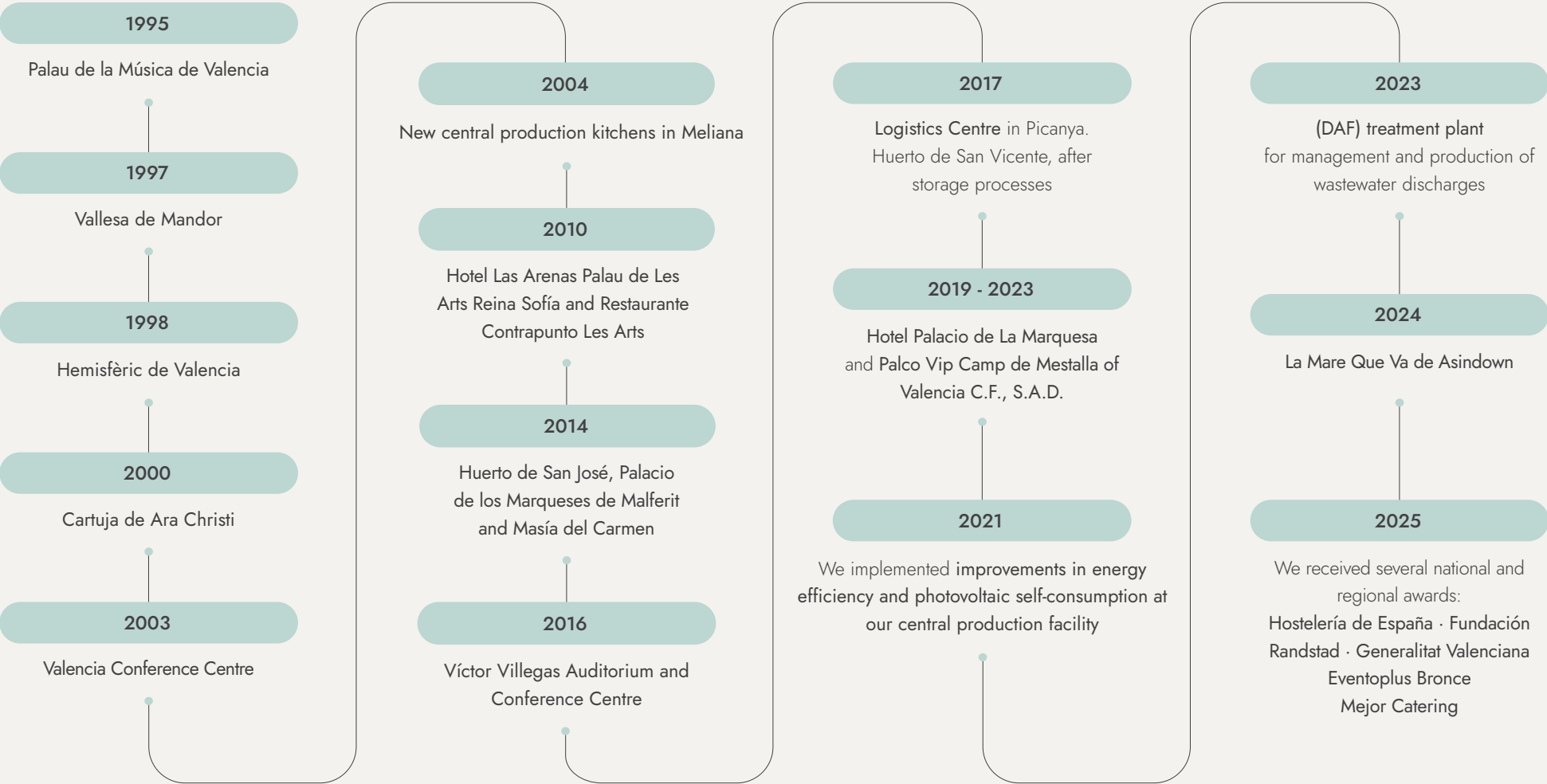


Executive Committee

To ensure effective operational execution, the Sole Director is supported by an Executive Committee composed of the Chief Executive Officer and the heads of the following departments:



History of the group in which servinopar, S.L.U. operates



Key facts about the group in which Servinopar, S.L.U. operates

Behind Gourmet Catering & Eventos stands a solid business group with more than 75 years of experience, specialising in gastronomy and the comprehensive organisation of events. The Group operates in some of the most iconic venues across the Valencian Community and the Region of Murcia and has the operational capacity to deliver projects throughout Spain.

Our business model combines culinary excellence, innovation, sustainability and operational capability to create memorable experiences, recognising gastronomy as a powerful tool to connect people, generate emotions and create positive impact. Accordingly, we promote a way of doing business based on quality, continuous innovation, sustainability and a strong commitment to people.



+2,500 EVENTS
annually.



+360,000 GUESTS
each year.



12 EXCLUSIVE VENUES
in addition to a network of partner venues.



100%
renewable energy at our 1,600 m² production facility.



1 OF THE LARGEST GASTRONOMIC R&D&I DEPARTMENTS
in the Valencian Community.

What makes us different?

Our value proposition is based on integrating gastronomy, creativity, innovation and sustainability to design memorable experiences with a positive impact.

At Gourmet Catering & Eventos, we view every event as an opportunity to inspire, innovate and transform the way gastronomy and events are experienced. We are involved throughout the entire process—from design and concept development to execution and post-event evaluation—offering comprehensive solutions tailored to each client and context.



Experiential and personalised gastronomy



Sustainability embedded throughout the value chain



Gastronomic and technological innovation



Social inclusion and talent development



Operational excellence and food safety



Our logistics and operational capabilities enable us to manage highly complex corporate, institutional, social and MICE events simultaneously across multiple locations nationwide, while maintaining the highest standards of quality, sustainability and efficiency. We are capable of delivering more than 5,000 services simultaneously across different venues and have successfully managed events with up to 10,000 attendees on a single occasion, consistently ensuring the highest levels of quality and sustainability.

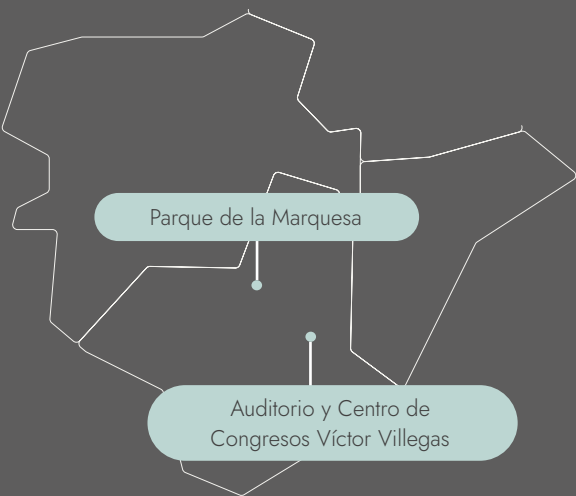
Over recent years, we have developed pioneering initiatives focused on reducing food waste, donating surplus food suitable for human consumption through blockchain-enabled traceability systems, promoting Workplace Inclusion for people with Down syndrome and People with Intellectual Disabilities, advancing HR digitalisation, and fostering innovation within the gastronomy and events sectors.

At Gourmet Catering & Eventos, we are committed to strategic and sustainable growth, enabling us to bring our gastronomic and event management expertise to an increasing number of unique venues and destinations.

VALENCIA AND SURROUNDINGS



REGION OF MURCIA



OTHER LOCATIONS



Operational infrastructure

The Group's operational capacity is supported by a robust and efficient infrastructure designed to ensure service quality, process traceability and compliance with our sustainability commitments.

The production centre, located in Picanya (Valencia) and managed by Servinopar, S.L.U., is responsible for the preparation, production and coordination of gastronomic

services. These facilities host culinary production processes, quality control activities, sustainable resource management practices and the implementation of best practices in food safety and energy efficiency.

In addition, Servicios Logísticos de Catering, S.L. manages warehousing and logistics operations. The facility includes 105 linear metres of double- and triple-height storage capacity, enabling rigorous control of inventory, equipment and raw materials.

The company also operates its own logistics network, capable of serving urban, rural and international destinations while ensuring traceability, transport efficiency and compliance with applicable environmental standards.

This integrated structure enables the optimisation of operational flows and the reduction of the environmental impact associated with our activities. Through these actions, the Group continues to advance towards a more efficient, resilient management model aligned with the Sustainable Development Goals (SDGs).



Sectors we serve

At Gourmet Catering & Eventos, we collaborate with companies, institutions and organisations across a wide range of sectors, developing gastronomic proposals and experiences tailored to each client's specific needs, objectives and characteristics.

Our cross-sector expertise enables us to operate in corporate, institutional, cultural, sporting, tourism and social environments of varying complexity, delivering comprehensive solutions that combine gastronomic excellence, innovation, sustainability and operational capability.

This diversity of sectors and event formats has allowed us to establish a highly flexible and specialised business model capable of delivering local, national and international projects while consistently maintaining the highest standards of quality and service.



Agri-food



Public administration



Telecommunications



Real estate sector



Textile industry



Automotive



Technology



Trade



Education



Health and wellness



Construction



Food and beverages



Transport and logistics



Hospitality, food service, and tourism



Professional services



Financial and insurance services



Media, culture and graphic industry

National and international reach

Thanks to our organisational structure, operational capacity and multidisciplinary team, Gourmet Catering & Eventos develops projects throughout Spain and has the capability to operate in international destinations while maintaining the highest standards of excellence, sustainability and food safety.

Our experience in corporate, institutional, social and MICE events enables us to adapt to a wide variety of environments, formats and requirements, providing comprehensive solutions through a strategic, creative and sustainable approach.

At Gourmet Catering & Eventos, we see every location as an opportunity to create unique experiences that integrate gastronomy, innovation and hospitality while respecting both people and the environment.

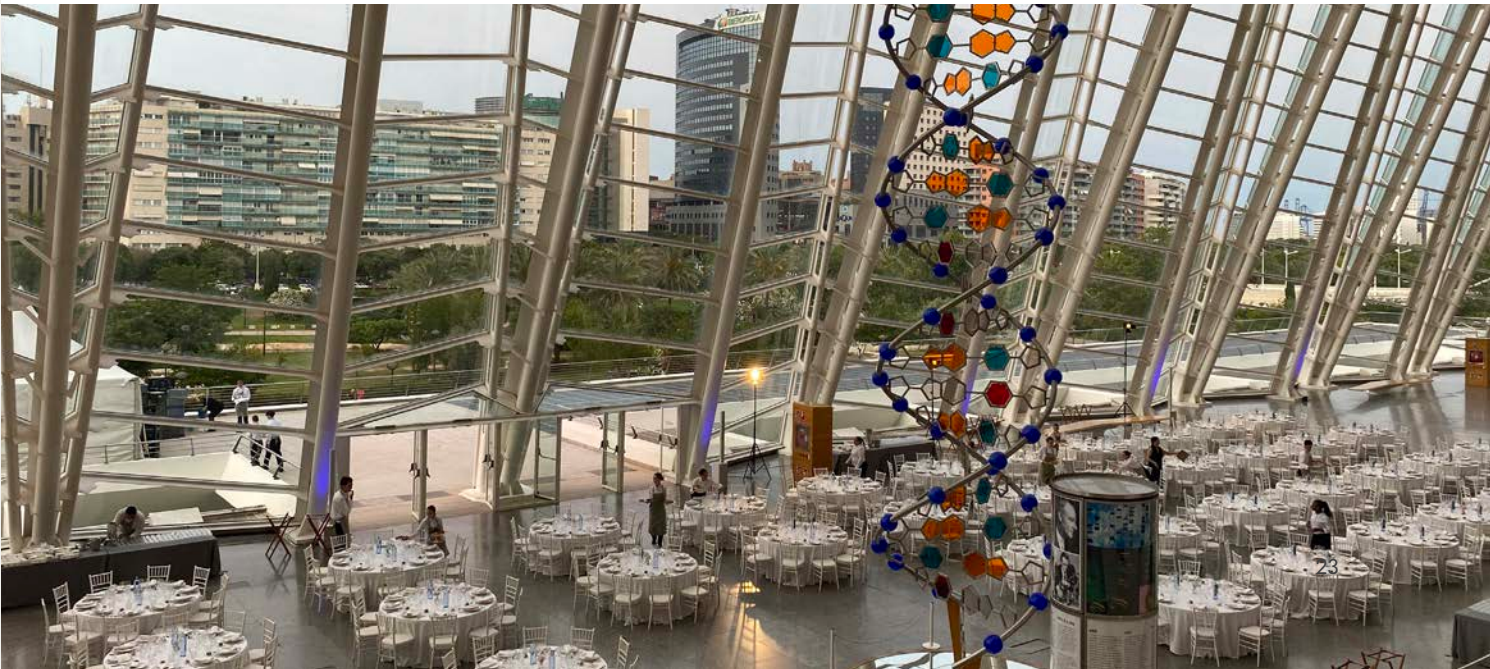


International clients

Our experience in international events has enabled us to collaborate with companies, institutions and clients from numerous countries, delivering projects tailored to different cultural, operational and logistical contexts.

Adaptability, operational flexibility and a global vision of hospitality are among the strengths that allow us to deliver high-end gastronomic experiences and events while consistently maintaining our standards of excellence, sustainability and service quality.

This international approach, combined with a strong local and regional presence, positions Gourmet Catering & Eventos as a strategic partner for organisations seeking to create memorable, personalised experiences aligned with emerging sustainability and innovation models within the events industry.



Main countries with which we regularly work:



Awards and recognitions

The commitment of Servinopar, S.L.U. and Gourmet Catering & Eventos to people, innovation, sustainability and the creation of positive impact has been recognised in recent years by a range of leading regional and national institutions.

In the field of people management, Gourmet Catering & Eventos received the Tourism Human Capital Award in 2025, presented by the Generalitat Valenciana as part of the Turisme Comunitat Valenciana Awards. The award recognised the organisation's commitment to professionalising the sector, continuous training, talent development and the creation of quality employment opportunities.

In addition, the organisation's workplace inclusion programme received the Fundación Randstad Award for the Workplace Inclusion of People with Disabilities in the SME category in 2025, as well as the European Green Capital Award for Best Practices in Sustainable Tourism, presented by Fundación Visit València in the Social Sustainability category.

Both recognitions highlight the work undertaken to promote the employment of people with Down syndrome and People with Intellectual Disabilities, fostering more inclusive, diverse and accessible working environments.



The organisation's commitment to innovation and continuous improvement was also recognised in 2025 through the National Hospitality Innovation Award, presented by Hostelería de España. The award acknowledged the organisation's ability to promote new management models, advance process digitalisation and develop innovative initiatives within the hospitality and events sectors.

In the area of sustainability, Gourmet Catering & Eventos received the Sustainable Gastronomy Award in 2024, granted by the Valencia Hospitality Business Federation, in recognition of its commitment to responsible gastronomy, the use of locally sourced products, food waste reduction and the development of socially impactful initiatives.

These recognitions complement other awards received by the organisation in areas such as training and employment, innovation and excellence in event management. Notable examples include the 7th SME Training and Employment Award, presented in 2023 by Cámara Valencia and Banco Santander, recognising Gourmet Catering & Eventos' contribution to employment generation, training and professional development.

The organisation has also received recognition through the prestigious Eventoplus Awards, one of Spain's leading event industry awards programmes. In 2024, Gourmet Catering & Eventos received the Best Catering in Spain Award for the immersive gastronomic experience developed for [Ftalks The Food Changers Summit](#). In 2025, the company was awarded Bronze in the same category for the event ['La Batalla de las Flores de Barceló Group'](#), a tribute to Valencia following the floods caused by the October 2024 DANA weather event.

Beyond the awards themselves, these recognitions serve as external validation of the company's commitment to responsible management focused on people, innovation, sustainability and continuous improvement—core pillars underpinning its long-term growth strategy.

2025



Tourism Human Capital Award
Generalitat Valenciana



Award for the Workplace Inclusion
of People with Disabilities
Fundación Randstad



Premio a las Mejores Prácticas
en Sostenibilidad Turística
Capital Verde Europea



National Hospitality Award for Innovation
Hostelería de España

2024



Sustainable Gastronomy Award
Federación Empresarial
de Hostelería de Valencia



Award for Best Catering in Spain
Eventoplus

2023



7th SME Training and Employment Award
Cámara Valencia and Banco Santander

Brand visibility, reach and impact

The growing visibility of Gourmet Catering & Eventos has also been reflected in its communications performance and brand impact. Throughout 2025, the organisation strengthened its positioning through an active communications, marketing and institutional relations strategy aimed at increasing the visibility of its sustainability, innovation, responsible gastronomy, inclusion and operational excellence initiatives.

As a result of this strategy, more than 235 media mentions and features were generated across local, regional, national

and international media outlets, including print publications, digital media, radio and television. This coverage achieved an estimated advertising value equivalent (AVE) exceeding €1.3 million, reinforcing the organisation's visibility and relevance within the hospitality, events, tourism and sustainability sectors.

Coverage in leading national and international media outlets enabled Gourmet Catering & Eventos to amplify the reach of its initiatives and strengthen the trust of clients, institutions, partners and other stakeholders.

In the digital landscape, the online community continued to show positive growth. On Instagram, the number of followers grew by 5.71%, accompanied by a 71.48% increase in interactions. Meanwhile, LinkedIn—the organization's primary channel for corporate communication and institutional positioning—recorded growth of 28.32% in followers, 25.55% in engagement, 20.66% in impressions, and 53.04% in interactions.



Servinopar, S.L.U. information



Servinopar, S.L.U. is headquartered at Plaza Cánovas del Castillo 1, Door 2, Valencia (Postcode 46005), Spain.



78 EMPLOYEES
average.



Governance Structure and Composition

The company is managed by a Sole Director who is responsible, among other duties, for ensuring sound, responsible and sustainability-aligned strategic leadership, assuming the responsibility of:

- Approving the company’s long-term strategy, including sustainability commitments
- Making key financial decisions
- Managing business risks

Servinopar, S.L.U. is one of the Group’s main operating companies, specialising in premium event catering services. Although it maintains its own organisational structure, it shares several management functions with the other companies within the Group, including:



Economic and
Financial Management



Gastronomic
R&D&I



People and
Talent



Purchasing, Logistics
and Operations



Exclusive Venue
Management



Marketing,
Communications
and Corporate Social
Responsibility (CSR)



Quality and
Food Safety



Business Development and
International Relations



Environment and
Sustainability

Composition of the Governing Body



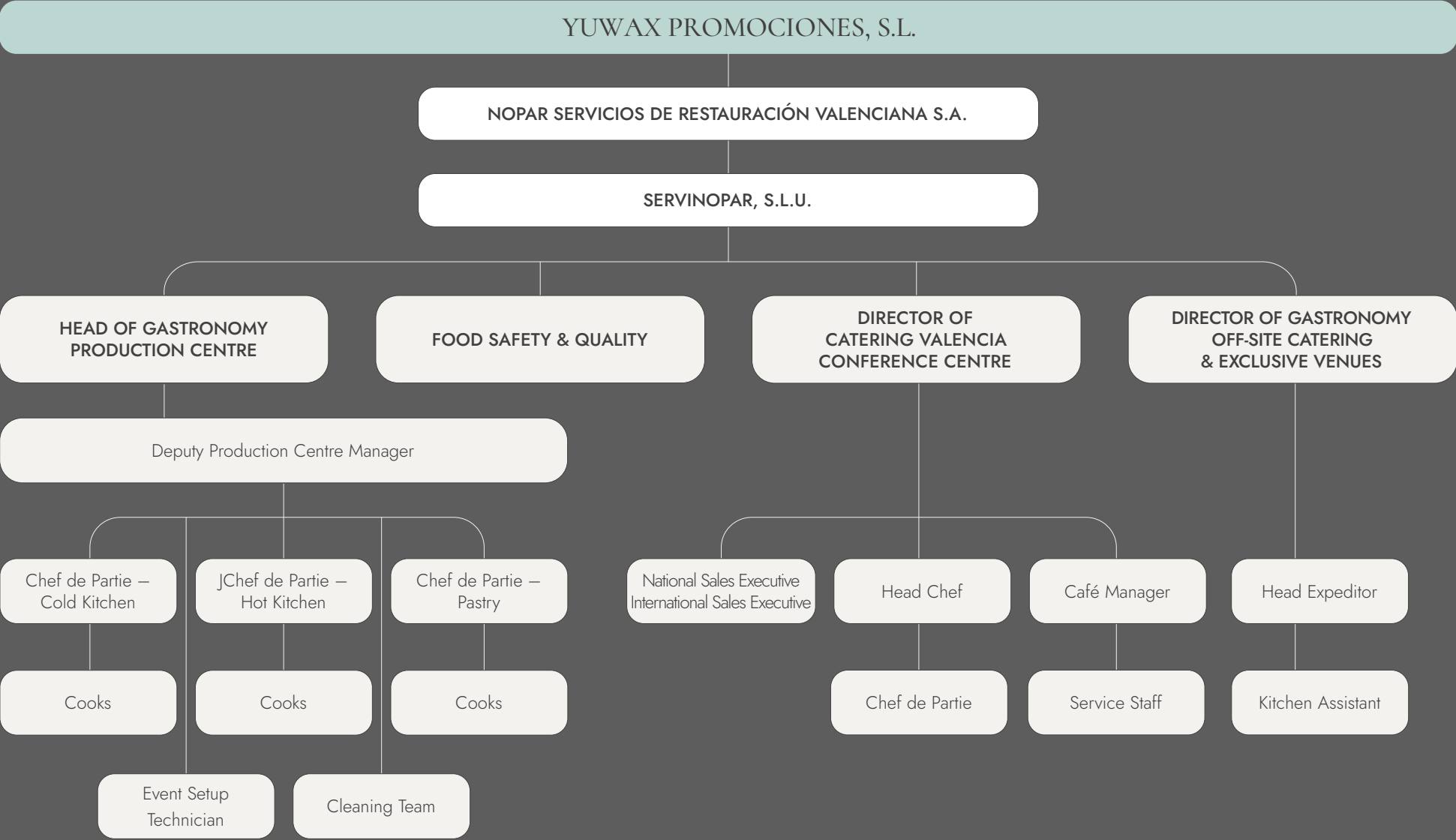
Sole Director

As the company is governed by a single-person governing body, gender parity assessment is not applicable. Nevertheless, the organisation actively promotes equal opportunities across all levels of responsibility and maintains balanced representation in middle-management and leadership positions.



Separation of Duties

The company applies principles of transparency and internal control to prevent potential conflicts of interest. Management responsibilities are clearly defined, and independent decision-making is ensured through internal procedures and validation mechanisms.



Purpose and values of Servinopar, S.L.U.

At Servinopar, S.L.U., we believe that food service extends far beyond catering; it is a way of caring for people, connecting communities and creating positive impact. Our purpose is to promote a safe, sustainable, healthy and responsible food production and distribution model that takes into account all stakeholders throughout our value chain.



We fuel experiences responsibly.

We align our decisions and actions with ethical, social and environmental principles by promoting:



Business ethics and transparency in all relationships



Respect for and protection of human rights



Food safety and quality



Environmental stewardship and responsible resource management



Food waste prevention and control



Inclusion and support for vulnerable groups



Strategic partnerships that expand the social, environmental and economic impact of our activities

The values that guide Servinopar, S.L.U. are fully aligned with those of the Group, reinforcing our commitment to a responsible, transparent and purpose-driven way of working. Commitment to a model based on:



SAFE PRODUCTION

Control and traceability systems that guarantee quality and food safety at all times.



SUSTAINABLE DISTRIBUTION

Efficient logistics, waste reduction and the use of environmentally friendly materials.



HEALTHY GASTRONOMY

Promotion of nutritional balance through the use of high-quality, fresh and locally sourced ingredients.



RESPONSIBLE SERVICE

A commitment to caring for people, the environment and all stakeholders across our value chain.



At Servinopar, S.L.U., we embrace a holistic approach to sustainability that focuses on the planet, people and health. Our responsibility as a company extends beyond delivering excellent gastronomic services; we strive to generate lasting positive impact on the environment, society and our own operations.

05 | IDENTIFICATION OF OUR STAKEHOLDERS



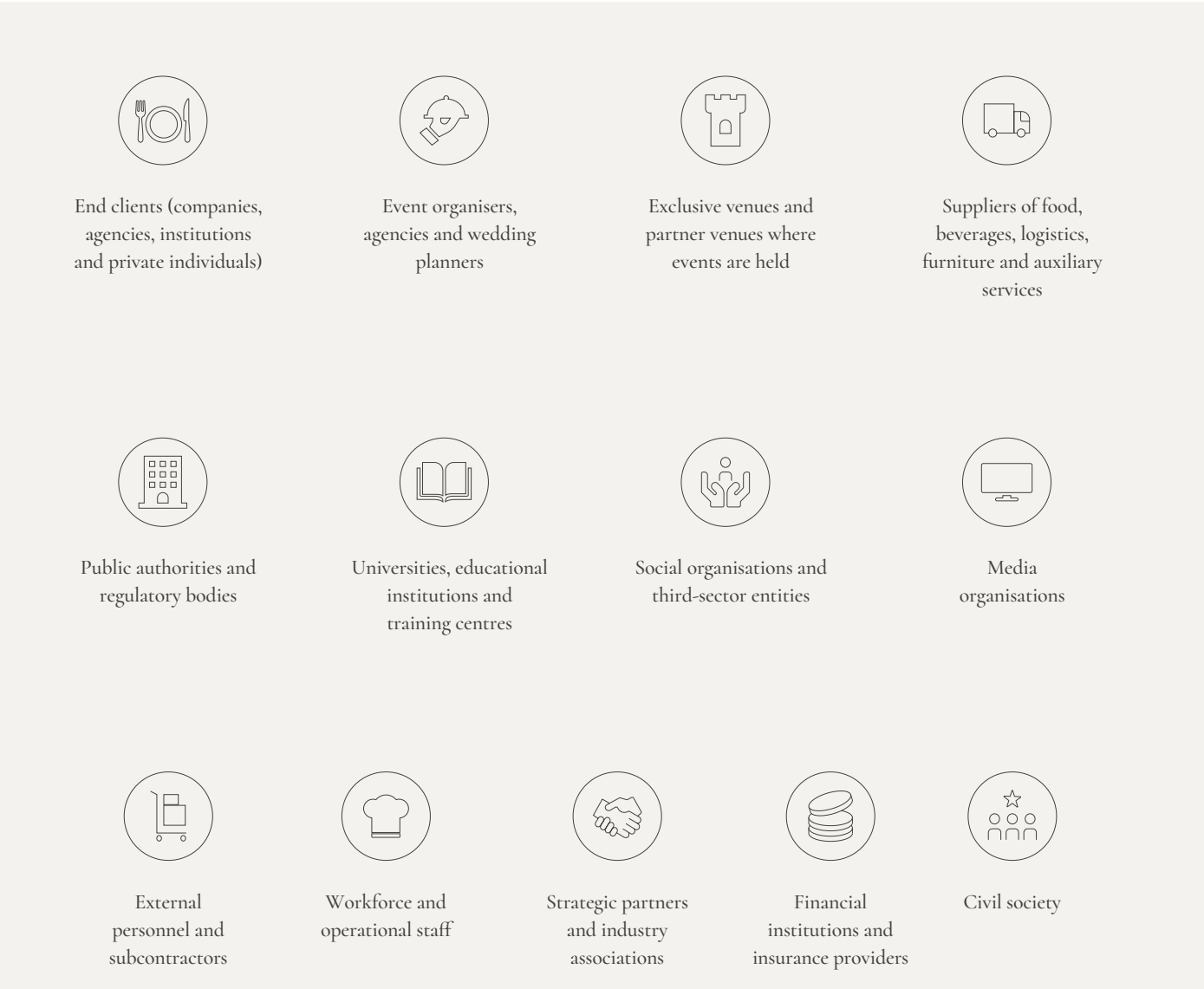
At Servinopar, S.L.U., as a company integrated within Gourmet Catering & Eventos, we understand that the sustainable development of our business depends on our ability to build strong, transparent and trusted relationships with all stakeholders across our value chain.

Accordingly, we identify, analyse and maintain ongoing dialogue with the individuals, organisations and institutions that influence our activities or may be affected by them.

This process enables us to understand their needs and expectations, anticipate risks and opportunities, and strengthen responsible management focused on creating shared value. It also contributes to the integration of environmental, social and governance (ESG) criteria into decision-making processes, driving continuous improvement in our services, operational excellence and the positive impact of our activities.

Stakeholder identification is carried out considering the nature of our operations, our supply chain, commercial and institutional relationships, the social environment in which we operate and the regulatory requirements applicable to the hospitality, catering and events sectors.

Within the scope of Servinopar, S.L.U.'s activities and its integration into Gourmet Catering & Eventos, our principal stakeholders are:



Active listening: dialogue and engagement channels

Maintaining open and transparent communication with our stakeholders is essential for identifying improvement opportunities, managing expectations and strengthening long-term relationships based on trust. To this end, Servinopar, S.L.U., aligned with the responsible management principles of Gourmet Catering & Eventos, has established a range of dialogue channels tailored to the characteristics of each stakeholder group. Through various communication and collaboration mechanisms—including periodic meetings, satisfaction surveys, assessment processes, audits, joint projects, partnership agreements and Corporate Social Responsibility (CSR) initiatives—we gather valuable information regarding stakeholder expectations and needs.

This ongoing dialogue enables us to strengthen trust, improve our performance and continue advancing towards a more sustainable, inclusive and socially responsible business model.

Grupos de interés y principales canales de diálogo

	Clients	Commercial meetings, technical site visits, satisfaction surveys, email, telephone and social media
	Event Organisers, Agencies and Wedding Planners	Coordination meetings, project follow-up sessions, venue visits, email, telephone and social media
	Workforce and Operational Staff	Team meetings, internal communications, training programmes, performance evaluations and surveys
	External Personnel and Subcontractors	Operational briefings, coordination meetings and service follow-up sessions
	Suppliers	Regular meetings, supplier qualification processes, audits, purchase orders and performance evaluations
	Exclusive and Partner Venues	Coordination meetings, technical visits and joint event planning
	Public Authorities and Regulatory Bodies	Inspections, audits, institutional meetings and official communications
	Strategic Partners and Industry Associations	Industry events, working groups, meetings and collaborative projects
	Universities and Educational Institutions	Partnership agreements, internships, conferences and research projects
	Social Organisations	Collaboration programmes, social inclusion projects and monitoring meetings
	Media	Press releases, interviews, corporate events and social media
	Financial Institutions and Insurance Providers	Regular meetings, activity reports and commitment monitoring
	Civil Society	Corporate Social Responsibility programmes, awareness-raising initiatives, food surplus donations and participation in community initiatives

At Servinopar, S.L.U., we regard active listening as a key tool for strengthening stakeholder relationships and contributing to the achievement of the sustainability commitments shared with Gourmet Catering & Eventos.

We maintain continuous communication with the various groups that form part of our value chain through both formal and informal channels, enabling us to gain first-hand insight into their needs, concerns, expectations and suggestions for improvement.

This ongoing dialogue facilitates the early identification of risks and opportunities, contributing to more informed and responsible decision-making.

Active listening is implemented through periodic meetings with clients, suppliers and strategic partners; satisfaction surveys; operational coordination during events; evaluation and monitoring processes; internal communication with teams; participation in business and industry associations; collaboration with universities, social organisations and institutions; and ongoing engagement with public authorities, media representatives and other relevant stakeholders.

The information gathered through these channels is analysed and integrated into our continuous improvement processes, enabling us to adapt our services, optimise procedures, foster innovation and strengthen our commitment to quality, sustainability, social inclusion and operational excellence.

Through this model of dialogue and participation, we strengthen mutual trust, foster stable and long-lasting relationships and contribute to the creation of shared value for our stakeholders, society and the communities in which we operate.



Main active listening mechanisms

Stakeholder Group	Engagement and Listening Mechanisms
Clients	Ethics Channel, satisfaction surveys, follow-up meetings, technical visits, post-event reviews and direct communication channels
Workforce	Ethics Channel, team meetings, internal communications, training sessions, evaluations and consultation channels
Suppliers and Subcontractors	Ethics Channel, regular meetings, operational coordination, supplier assessments and incident monitoring
Event Organisers and Agencies	Ethics Channel, planning and follow-up meetings, venue visits and operational coordination
Partner Venues	Coordination meetings, technical visits and joint event evaluations
Strategic Partners and Industry Associations	Ethics Channel, participation in forums, working groups, industry events and collaborative projects
Universities and Educational Institutions	Mentoring programmes, internships, joint projects and knowledge exchange initiatives
Social Organisations	Follow-up meetings, collaboration programmes and the development of joint initiatives
Public Authorities and Regulatory Bodies	Inspections, audits, institutional meetings and official communications
Media	Interviews, events, press releases and media briefings

Workforce

Our workforce is the most valuable asset of Servinopar, S.L.U. and the driving force behind the company's quality, excellence and innovation capabilities. As part of Gourmet Catering & Eventos, our people management model is based on creating safe, inclusive and participatory workplaces where professional and personal development contributes to the sustainable growth of the organisation.

People management is structured around communication, training, well-being, equal opportunities and active employee participation. The dynamic and highly operational nature of the hospitality and events industry requires coordinated, committed professionals aligned with the organisation's values and objectives.

Accordingly, the company promotes an internal communication model founded on transparency, active listening, collaboration and continuous improvement.

The internal communication strategy follows a two-way approach that ensures both the effective dissemination of information and the active participation of workforce in improvement processes.

Regarding top-down communication, information is structured through operational briefings, defined protocols, internal meetings and digital tools that clearly and efficiently communicate the objectives, responsibilities and standards associated with each event and business area.

This communication covers both operational and strategic matters, including internal policies, procedures, quality, sustainability, inclusion, food safety and corporate culture.

At the same time, bottom-up communication is promoted through structured mechanisms that encourage active listening and employee participation.

Post-event debriefings enable the analysis of results, the identification of lessons learned and the detection of improvement opportunities, while ongoing dialogue with department managers facilitates the communication of needs, incidents and innovation proposals.

Active listening and participation are fundamental pillars of our corporate culture. Through follow-up meetings, dialogue forums and permanent communication channels, we gather



suggestions and identify opportunities for improvement that strengthen engagement, internal cohesion and workforce' sense of belonging.

The digitalisation of Human Resources processes has enhanced people management and real-time access to relevant information, increasing transparency, agility and efficiency in day-to-day operations. Since 2024, the organisation has used the Sesame platform as its management tool for permanent workforce, facilitating processes such as

time tracking, document management, internal requests and corporate communication.

In addition, and in response to the specific operational characteristics of our business, the implementation of Beeple is planned for 2026 as a management and communication platform for fixed-discontinuous workforce.

This platform will optimise service planning, shift management, access to documentation and operational

communications, enabling greater coordination between teams and improving the employee experience.

The introduction of both tools reinforces the company's commitment to the digitalisation of people management, helping to consolidate a more efficient, participatory model tailored to the needs of the different professional profiles within the organisation.



Clients

Clients are one of Servinopar, S.L.U.'s priority stakeholder groups and are at the centre of the activities carried out within Gourmet Catering & Eventos. Our mission is to create memorable gastronomic experiences and deliver value in every project through a personalised, innovative service aligned with the expectations of those who place their trust in us.

We work with companies, agencies, institutions, event organisers, wedding planners and private clients, developing proposals tailored to the specific needs of each celebration, corporate event or institutional gathering.

Our relationships with clients are based on proximity, transparency, trust and a continuous pursuit of excellence. From the initial planning stage through to execution and post-event follow-up, we maintain ongoing communication that enables us to understand their needs, anticipate expectations and ensure effective coordination of all operational aspects.

The principal needs and expectations identified include:



High-quality gastronomic services and operational excellence



Personalised attention and specialised advice



Punctuality and fulfilment of agreed commitments



Efficient logistical coordination



Flexibility and adaptability to changing requirements



Budget transparency and service reliability



Memorable experiences aligned with event objectives



Food safety



Commitment to sustainability

To ensure client satisfaction and drive continuous improvement, we continuously monitor the client experience through evaluation meetings, satisfaction surveys, incident analysis, quality indicator reviews and internal assessments of services delivered.

The information obtained through these channels enables us to identify improvement opportunities, strengthen our areas of excellence and adapt our services to evolving market demands.

This approach contributes to building long-term relationships founded on trust, service quality and the creation of shared value. Looking ahead, Servinopar, S.L.U. will continue strengthening its client-centric approach by enhancing communication, planning, monitoring and service evaluation processes. Our objective is to continue delivering distinctive, responsible gastronomic experiences aligned with the standards of quality, sustainability and innovation that define Gourmet Catering & Eventos.



Satisfaction Survey Results

Satisfaction results from 2025 reflect the high level of trust and appreciation clients place in Gourmet Catering & Eventos, across both the weddings and private celebrations sector and the corporate segment. Satisfaction levels for weddings and private celebrations are particularly impressive: 87% of respondents rated their experience as excellent, and 98.3% rated it as either very good or excellent. Furthermore, 98.3% stated they would recommend Gourmet Catering & Eventos' services, underscoring the trust and satisfaction the organization inspires.

Corporate clients likewise reported outstanding results. 100% of respondents found the personalized service and response times satisfactory; 95% would hire the company again and recommend it to others; and 91% rated the overall service as excellent. Regarding the culinary

aspect, 98% gave positive ratings to the service setup and presentation, while the food itself received ratings of "excellent" or higher in 70% of cases.

These results are reinforced by qualitative feedback, which consistently highlights the team's professionalism, adaptability, culinary quality, approachable manner, and deep commitment. Taken together, these ratings demonstrate the strength of a service model built on operational excellence, personalized attention, and the creation of memorable experiences for our clients.



Suppliers and collaborators

Suppliers, partner companies and subcontractors constitute a fundamental stakeholder group for Servinopar, S.L.U. and play a key role in the quality, safety and sustainability of the services delivered within Gourmet Catering & Eventos.

Collaboration with these professionals and organisations is critical to ensuring operational excellence and meeting client needs while maintaining the highest standards of quality and safety.

We are committed to building stable, long-term relationships based on trust, transparency, fulfilment of commitments and continuous improvement, fostering collaboration that generates value for all parties involved.

To strengthen these relationships, we maintain open communication and ongoing coordination with suppliers and collaborators, facilitating service planning, order management, incident resolution and the joint improvement of operational processes.

The principal needs and expectations identified include:



Clear and timely information regarding services, orders and operational requirements



Efficient coordination of delivery, setup and collection processes



Transparent collaboration conditions and trust-based relationships



Compliance with commitments and agreed payment terms



Stability and long-term commercial relationships



Access to accurate and up-to-date operational information



Commitment to quality, food safety and regulatory compliance



Progressive integration of environmental, social and governance (ESG) criteria within the supply chain

We also encourage collaboration with local suppliers and companies committed to sound environmental and social practices, contributing to regional economic development, reducing transport-related impacts and strengthening a more sustainable, resilient and local value chain.

The continuous evaluation of supplier performance enables us to identify opportunities for improvement, foster innovation and ensure that the products and services provided meet the quality, safety and sustainability standards required by the organisation.

In addition, the company promotes a culture of responsible collaboration based on dialogue, mutual trust and the pursuit of shared solutions that create value for clients, suppliers and all other stakeholders.



06 | PARTNERSHIPS WITH POSITIVE IMPACT





At Gourmet Catering & Eventos, we believe that major social, environmental and economic challenges require collaborative models capable of generating meaningful and lasting impact.

For this reason, we foster strategic partnerships with companies, universities, public administrations, social organisations and technology partners that enable us to advance towards a more sustainable, innovative and inclusive events industry.

Our collaboration model is inspired by the Quintuple Helix Approach, which promotes cooperation among the private sector, public administrations, universities and knowledge centres, civil society and the media as drivers of innovation, transformation and Sustainable Development. This approach enables us to develop comprehensive solutions capable of generating a triple positive impact—social, environmental and economic—within the hospitality and events sectors.

Through these partnerships, we promote initiatives focused on:

- Food waste reduction and recovery
- Gastronomic innovation and applied sustainability
- Social inclusion and employment generation
- Process digitalisation and traceability
- Research and knowledge transfer
- Sustainability training and awareness-raising

Among the entities and organizations with which we actively collaborate are various institutions and partners linked to the innovation, sustainability, and gastronomy ecosystem.

STRATEGIC PARTNERSHIP 		POSITIVE IMPACT		
PARTNER	INITIATIVE	ENVIRONMENTAL	SOCIAL	ECONOMIC
	Redistribution of surplus food	Food waste reduction	Food assistance for vulnerable communities	Greater efficiency in food resource utilisation
	Workplace Inclusion programmes and practical training for people with Down syndrome and People with Intellectual Disabilities	Promotion of sustainable and inclusive business models	Creation of employment opportunities for People with Intellectual Disabilities	Talent development and positive social impact
	Implementation of blockchain-based food donation and traceability systems	Reduction of food waste and valorisation of surplus food	Improved food distribution to vulnerable groups	Resource optimisation and operational efficiency

PARTNER	INITIATIVE	ENVIRONMENTAL	SOCIAL	ECONOMIC
	Promotion of diversity and inclusion initiatives	Encouraging responsible workplace environments	Inclusion of groups facing barriers to employment	Strengthening diverse and committed teams
	Participation in industry initiatives and sustainability programmes	Promotion of environmental best practices within hospitality	Sector professionalisation and training	Sector development and competitiveness
	Joint promotion of the destination and Valencian gastronomy	Promotion of a more sustainable tourism model	Cultural and territorial promotion	Destination positioning and economic activity generation
	Participation in business networks and innovation forums	Promotion of responsible business models	Alliance building and networking	Business development opportunities and brand positioning

PARTNER	INITIATIVE	ENVIRONMENTAL	SOCIAL	ECONOMIC
 valencia basket club des de 1986	Institutional collaborations and events	Exchange of best practices	Alliance building, networking and community engagement through sport	Business opportunities and brand positioning
 Club Marketing Mediterráneo	Participation in business ecosystems	Dissemination of best practices	Networking and shared knowledge	Brand positioning and business development
CEMAS Centro Mundial de Valencia para la Alimentación Urbana Sostenible	Development of initiatives related to sustainable food systems, food waste reduction and awareness-raising	Promotion of responsible consumption models and food waste reduction	Public awareness and dissemination of best practices	Positioning Valencia as a benchmark for sustainable food systems
clíniquès uv VNIVERSITAT ID VALENCIA Fundació Lluís Alcanyis	Collaboration on research and sustainable food projects	Applied research on nutrition and food waste	Scientific knowledge transfer and training	Development of innovation applied to the gastronomy sector

PARTNER	INITIATIVE	ENVIRONMENTAL	SOCIAL	ECONOMIC
	Participation in professional networks within the events sector	Exchange of best practices	Professionalisation of the sector	Innovation and competitiveness
	Collaboration in tourism promotion and events	Responsible tourism development	Territorial and cultural dynamisation	Local economic impact and attraction of activity
	Collaboration in tourism promotion and events	Promotion of sustainable and gastronomic tourism	Territorial and cultural dynamisation	Attraction of tourism and economic activity
	Collaboration on solidarity and food assistance initiatives	Responsible use of food resources	Humanitarian support for vulnerable communities	Strengthening corporate social commitment

Our partners



We are part of



Food waste alliance: the MagNuS project

One of the most representative initiatives developed under this collaborative model is MagNuS (Magnitude, Nutritional Value and Sustainability), an applied research project promoted in partnership with the University of Valencia, Fundación Lluís Alcanyís, the Valencian Institute for Agricultural Research (IVIA), the World Sustainable Urban Food Centre of Valencia (CEMAS), the technology company Naria, Valencia Conference Centre and Valencia City Council.



The project was designed to measure, analyse and reduce food waste in events and meetings tourism. MagNuS combines scientific research, data analysis and practical implementation to develop sustainable solutions within the MICE sector. As a result of this approach, a range of concrete measures have been implemented, including:

-  Menu redesign based on actual demand
-  Food surplus donation programmes
-  Composting and recovery of organic waste
-  Blockchain-enabled traceability systems
-  Specialised training for kitchen and logistics teams

The project's results were published in the scientific article [Assessment and Solutions to Food Waste at Congress Events: A Perspective of the MagNuS Project](#), published in the journal Foods, which presents an innovative approach to quantifying and mitigating food waste at congresses and conferences.

During 2025, methodologies developed through the project—which began in 2023—started to be extended to additional venues and operations, including both the Víctor Villegas Auditorium and Conference Centre in Murcia and a growing number of corporate events managed by the company.

The project has also been featured in various awareness-raising and dissemination initiatives promoted together with CEMAS and Valencia City Council, including participation in the documentary [“València: la ciudad que alimenta un cambio sostenible”](#).

The documentary highlights the importance of collaboration among businesses, public institutions, the scientific community and social organisations in advancing more sustainable

food systems, showcasing real examples of food waste measurement, traceability and surplus food recovery within the hospitality and MICE sectors.

Through this documentary initiative, the project has helped bring sustainable food systems closer to society, demonstrating how applied innovation, blockchain technology and multi-stakeholder collaboration can become effective tools for social, economic and environmental transformation.

This progress consolidates a pioneering and scalable model that integrates science, technology and operational management to reduce the environmental impact of events and advance a more efficient, sustainable and responsible gastronomy.

Through this collaborative approach, Gourmet Catering & Eventos continues to strengthen its position as a benchmark organisation in innovation, sustainability and social impact within the hospitality and events sectors.

Partnerships to promote education, talent and employability

At Gourmet Catering & Eventos, we view education and training as key tools for fostering professional development, innovation and opportunity creation within the hospitality and events industries. Accordingly, we maintain active partnerships with educational institutions, universities and specialist organisations to promote employability, practical learning and stronger connections between academia and business.

Through these partnerships, we support:



Practical training and learning in real working environments



Young talent development and professional specialisation



Applied research and innovation in gastronomy and sustainability



Inclusion and employability programmes for groups facing greater barriers to labour market access



Knowledge transfer between business, academia and the professional sector



We maintain collaboration agreements with a range of educational and training institutions, including:

- CIPFP Complejo Educativo de Cheste
- Altaviana Culinary School
- University of Valencia
- Miguel Hernández University of Elche
- Jaume I University
- ESIC Business & Marketing School
- IFAPME — Institut Wallon de Formation en Alternance et des Indépendants et Petites et Moyennes Entreprises
- Asindown Valencia
- Ostelea

These partnerships facilitate student internships within our facilities, the development of joint research and innovation projects, and specialised training within the gastronomy, tourism and events sectors. Many of these collaborations also support the future integration of young professionals into the labour market. In the case of Asindown Valencia, the partnership extends far beyond education and training.

Together with La Mare Que Va, we have developed a socio-labour inclusion model that creates genuine learning, development and employment opportunities for people with Down syndrome and People with Intellectual Disabilities within the hospitality and events sectors.

Through this partnership, we promote more diverse, human-centred and inclusive workplaces where skills, talent and personal development are placed at the centre.

This collaboration contributes not only to improving employability among the target group but also to raising awareness within the sector and demonstrating the value that diversity brings to the creation of stronger teams, richer experiences and more sustainable organisations.

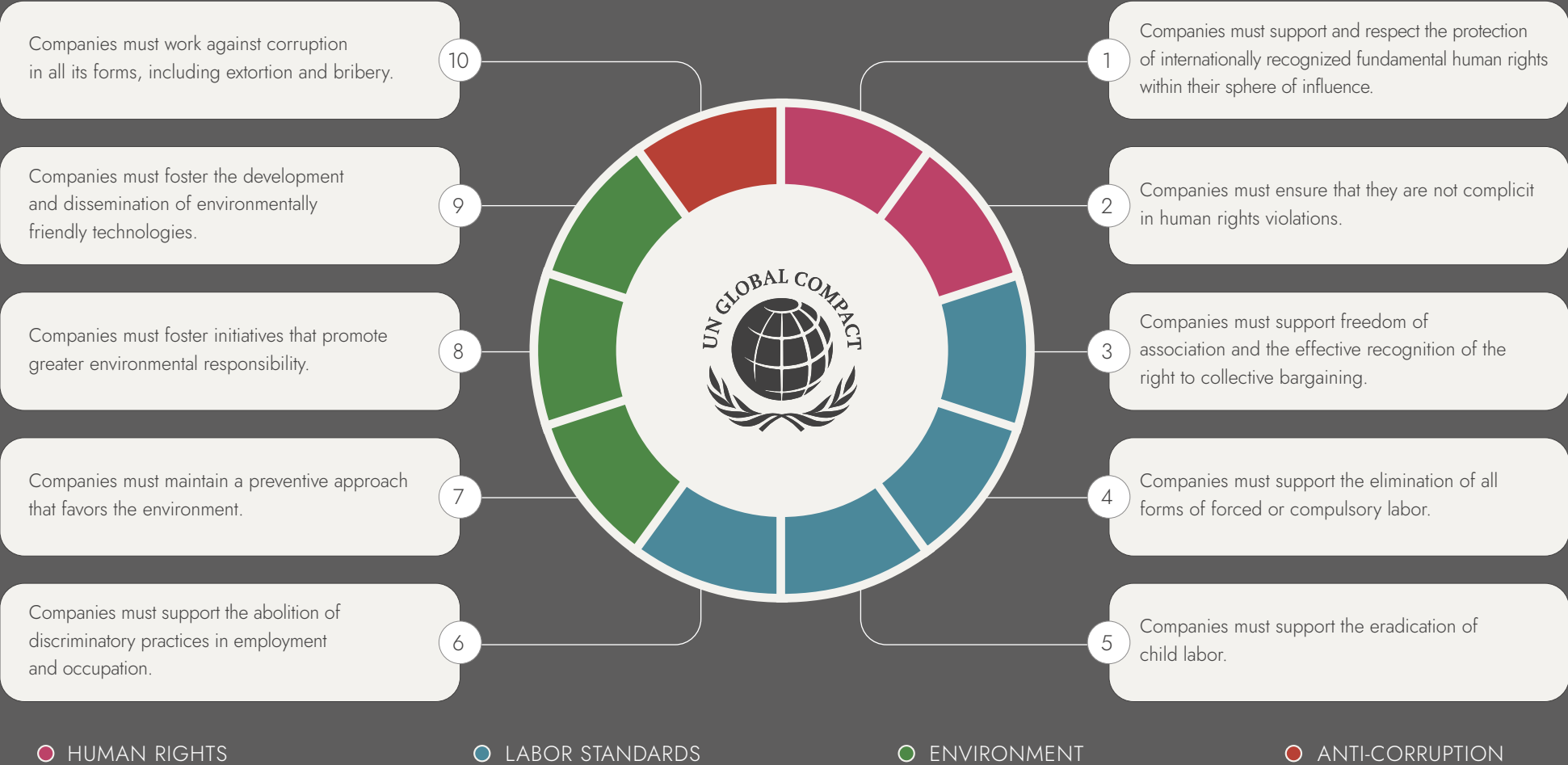
At the same time, we continue strengthening the capabilities of our teams through ongoing training programmes focused on sustainability, food safety, innovation, digitalisation, inclusion and operational excellence. Continuous learning is a strategic pillar for internal talent development, helping to create safer, more inclusive, innovative and improvement-oriented workplaces.



07 | OUR INTEGRATED MANAGEMENT SYSTEM



The organisation has implemented an Integrated Management System aligned with the Ten Principles of the United Nations Global Compact, enabling the incorporation of Environmental, Social and Governance (ESG) criteria into decision-making processes and operational management. This approach is supported through policies, procedures, internal controls, documented records and performance indicators that facilitate continuous improvement and the periodic evaluation of sustainability performance.



The implemented documentation system ensures traceability and control over activities in areas such as regulatory compliance, business ethics, labor rights, health and safety, environmental management, equality, training, stakeholder relations, and corporate governance. Furthermore, the organization utilizes quantitative and qualitative indicators to measure progress toward established objectives, identify risks and opportunities, and define action plans aimed at continuous improvement.

Regarding the environment, this system facilitates the monitoring of factors such as resource consumption, waste generation and recovery, emission reductions, and operational efficiency, thereby promoting responsible management aligned with the principles of prevention and sustainability.

In the social sphere, the management model helps strengthen workforce well-being, equal opportunities, training, job stability, and risk prevention, fostering a safe, ethical, and inclusive work environment. Regarding governance, the organization promotes

control, oversight, and compliance mechanisms that strengthen transparency, ethical conduct, responsible management, and the prevention of legal and reputational risks, while integrating sustainability criteria into its business strategy and stakeholder relations.

Thanks to this management and monitoring system, the company possesses a solid foundation for evaluating its non-financial performance, setting improvement goals, and advancing in a structured manner toward a more sustainable and responsible business model.





General

Our Integrated Policy, sustainability reporting disclosures, certifications and partnerships are included in this area.

The initiation of the Quality Management System implementation process in accordance with ISO 9001 guidelines is helping us align the entire organisation towards control and continuous improvement.

In addition, the SIR (Valencian Registry of Socially Responsible Entities) is helping us establish clear performance indicators.



Environment

We manage our environmental impacts systematically by establishing targets for reducing emissions, energy consumption, water use and waste generation. The implementation of continuous improvement plans and performance indicators (KPIs) enables us to demonstrate robust and traceable environmental management. In 2024, access to the MITECO Registry (Ministry for the Ecological Transition and the Demographic Challenge) was requested in order to obtain official recognition for the calculation of our Carbon Footprint.



**Ethics, Information Security
and Fraud Prevention**

Through our Code of Ethics and Whistleblowing Channel, we prevent any practices that may be contrary to corporate ethics. This dimension demonstrates our Group's ability to operate with transparency, responsibility and accountability.



Food Safety

Finally, this area includes our quality and food safety management system, implemented in accordance with the requirements of the IFS Progress Food Standard.



Sustainable Procurement

Our supplier management system continues to evolve in terms of quality, food safety and sustainability requirements. Having a secure and responsible supply chain is a key aspect of our operations.



Responsible Labour Practices

Our system includes active policies on equality, diversity, occupational health, training and participation. In this way, we ensure compliance with international human and labour rights standards.

08 | IMPACT MATERIALITY ASSESSMENT



The organisation has conducted an Impact Materiality Assessment with the objective of identifying the Environmental, Social and Governance (ESG) matters that are most relevant to its business activities and key stakeholders. This assessment enables the organisation to prioritise those issues that generate significant impacts, risks or opportunities in the short, medium and long term, integrating the results into both its sustainability strategy and corporate management system.

The methodology applied takes into account the principles of the European Green Deal, the Farm to Fork Strategy, applicable regulatory requirements, the IFS Progress Food Standard, and prevailing market trends.

The material topics identified are aligned with the United Nations Sustainable Development Goals (SDGs), the Global Reporting Initiative (GRI) Standards, and the requirements of the Voluntary Sustainability Reporting Standard for SMEs (VSME) applicable to small and medium-sized enterprises.



Significant aspects identified 2025 / SDG and VSME alignment

COMMITMENT TO THE PLANET	Climate Change and Emissions Management	GRI 305 – Greenhouse Gas Emissions	B3	
	Affordable Energy and Energy Efficiency	GRI 302 – Energy	B3	
	Circular Economy and Pollution Prevention	GRI 306 – Waste / GRI 301 – Materials	B4 / B7	
	Responsible Water Management	GRI 303 – Water	B6	
	Sustainable Agriculture and Biodiversity	GRI 304 – Biodiversity	B5	
	Digitalisation	GRI 3 – Material topics (management of the topic) GRI 203 – Indirect economic impacts (if digitalization improves access or efficiency)	C1	

COMMITMENT TO STAKEHOLDERS	Diversity and Human Rights	GRI 405 – Diversity and Equal Opportunity	B8	 
	Business Ethics and Compliance	GRI 205 – Anti-corruption	B11 / C6	
	Sustainable Procurement	GRI 308 – Supplier Environmental Assessment / GRI 414 – Supplier Social Assessment	C2	
	Local Community	GRI 413 – Local Communities	C3	
	Well-being, Occupational Health and Safety	GRI 403 – Occupational Health and Safety	B9	 
COMMITMENT TO FOOD SAFETY AND CONSUMER HEALTH	Food Safety	GRI 416 – Customer Health and Safety	C4	
	Consumer Information, Labelling and Transparency	GRI 417 – Marketing and Labelling	C4	
	Health Strategic Plan	GRI 416 / GRI 403	C4 / B9	
	Promotion of a Safe, Sustainable and Responsible Culture	GRI 102 – Governance / GRI 403	B11	
	R&D and Continuous Improvement	GRI 203 – Indirect Economic Impacts / GRI 302 – Energy	C1	

ANALYSIS OF RISKS AND OPPORTUNITIES FOR BUSINESS CONTINUITY

The organisation has conducted an ESG risk and opportunity assessment, taking into consideration the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the sector-specific criteria established by the Sustainability Accounting Standards	Board (SASB). The purpose of this assessment is to identify the environmental, social, regulatory, operational and reputational factors that may affect business continuity, profitability, the supply chain and the company's capacity to adapt.	The assessment considers both physical risks arising from climate change and transition risks associated with regulatory, technological, market and stakeholder expectation changes, as well as opportunities related to operational efficiency, innovation, the circular economy and competitive differentiation.
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Risks

Driver (TCFD)	Topic (Equivalent SASB Topic)	Risk / Opportunity	Description	Financial Impact	Mitigation / Management Levers
Acute Physical	Supply Chain Resilience	Supply Chain Disruption	Extreme weather events affecting agricultural suppliers	High (cost increase + supply shortages)	Multi-sourcing, local suppliers, flexible contracts
Chronic Physical	Agriculture / Raw Materials	Rising Food Prices	Droughts and climate-related inflation increase raw material costs	High (margin impact)	Hedging strategies, flexible menus, cost engineering
Physical	Food Safety	Food Contamination	Temperature and humidity increases heighten microbiological risks	Very High (legal and reputational impact)	HACCP, IoT temperature monitoring, audits
Transition	Climate Regulation	Carbon Taxes	Increased costs resulting from emissions and energy consumption	Medium-High	Reduce dependence on energy consumption and generated emissions

Driver (TCFD)	Topic (Equivalent SASB Topic)	Risk / Opportunity	Description	Financial Impact	Mitigation / Management Levers
Transition	Waste / Circular Economy	Waste and Food Waste Regulation	Obligations relating to food waste reduction and reporting	Medium-High	Food Waste Prevention Plan, food donation programmes, composting
Transition	Packaging	Single-Use Plastic Restrictions	EU regulations on packaging and plastics	Medium	Packaging redesign, compostable materials
Transition	Corporate Compliance	Corporate Offences / Penalties	Non-compliance relating to food safety, fraud or traceability requirements	Very High	Regulatory compliance programmes
Transition	Food Safety	Non-Compliance with Food Safety Regulations	Penalties arising from inadequate hygiene practices or poor traceability	Very High	IFS Progress Food, HACCP controls
Transition	Information Security	Cybersecurity	Theft of customer or supplier data, or disruption of systems	High	Information security measures, network segmentation, backups
Transition	Supply Chain Management	ESG Supplier Risk	Suppliers fail to comply with environmental or labour standards	Medium-High	Supplier qualification and approval processes
Physical	Water	Water Scarcity	Impact on industrial kitchens and cleaning operations	Medium	Water consumption reduction measures, water reuse initiatives
Physical	Energy	Rising Energy Costs	Dependence on gas and electricity for industrial kitchen operations	High	Electrification, Power Purchase Agreements (PPAs), energy efficiency measures
Reputational	Social Capital	Reputational Damage	Scandals related to food waste or food safety incidents	High	ESG transparency, certifications
Operational	Occupational Health and Safety	Workplace Accidents	Industrial kitchens present elevated risks (cuts, burns, etc.)	Medium-High	Occupational Risk Prevention (OHS), automation, training
Transition	Transportation and Logistics	Distribution Emissions	Polluting vehicle fleets and rising transport costs	Medium	Encourage and support the implementation of sustainable logistics improvements by our logistics provider

Opportunities

Driver (TCFD)	Topic (Equivalent SASB Topic)	Risk / Opportunity	Description	Financial Impact	Mitigation / Management Levers
Transition	Sustainable Menus	Plant-Based Offerings	Growing demand for sustainable diets	High (revenue growth)	New menu development, culinary innovation
Transition	Operational Efficiency	Food Waste Reduction	Production optimisation and demand forecasting	High (margin improvement)	AI-based demand forecasting, inventory control
Circularity	Waste Valorisation	Organic Waste Recovery	Composting or biogas generation	Medium	Partnerships with waste management operators
Transition	Energy	Kitchen Electrification	Reduction of costs and emissions	High in the medium term	Induction cooking systems, renewable energy
Reputational	ESG Certifications	Access to the SIR Registry	Improved access to corporate contracts	Medium-High	Environmental management systems
Transition	Digitalisation	Digital Traceability	Improved supply chain control and compliance	High	ERP systems, CRM implementation, blockchain-traceable food donations (Naria)
Market	Corporate Clients	Demand for Quality, Food Safety and ESG Requirements in Catering Services	Large corporate clients increasingly require sustainable suppliers	High	SIR reporting, ISO 9001 certification and IFS Progress Food assessment
Transition	Sustainable Packaging	Packaging Innovation	Biodegradable and reusable packaging solutions	Medium	Materials R&D
Physical	Climate Resilience	Local Sourcing	Reduced dependence on global supply chains	Medium-High	Local supplier networks
Reputational	Transparency	Advanced ESG Reporting	Competitive differentiation	Medium-High	Publication of the Sustainability Report

09 | ACTIONS IMPLEMENTED IN 2025



COMMITMENT TO THE PLANET

We are firmly committed to environmental protection and to climate change mitigation and adaptation. We continuously assess our environmental impacts and risks and implement measures aimed at ensuring the efficient and responsible management of resources.



Key actions



Calculation and monitoring of greenhouse gas (GHG) emissions (Scopes 1 and 2)



Efficient energy consumption management



Use of self-generated energy through a photovoltaic installation



Monitoring and reduction of water consumption



Responsible management of hazardous and non-hazardous waste



Prevention of food loss and food waste



Specific measures for packaging and waste management



Selection of suppliers based on responsible sourcing criteria, prioritising proximity and environmental commitment

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The results achieved during 2025 demonstrate positive progress in sustainability, notably:



Significant reduction in GHG emissions



Exclusive use of electricity from renewable sources



Improved waste management and reduced disposal



Partial optimisation of water management

Material environmental topics 2025

Climate Change

- Generated emissions
- Responsible energy use
- Responsible water use
- Climate risk contingency plan
- Biodiversity

Circular Economy

- Waste management
- Commercial packaging declaration
- Food loss and food waste prevention and management plan



Generated emissions and responsible energy use

Servinopar, S.L.U. maintains a strong commitment to combating climate change, reducing greenhouse gas (GHG) emissions and continuously improving its energy performance. This commitment forms part of the company's sustainability strategy and is implemented through measures aimed at optimising resource consumption, minimising the environmental impact of its activities and advancing towards an increasingly efficient and decarbonised management model.

As evidence of this commitment, the organisation is registered with the Carbon Footprint Registry, Carbon Offset and CO₂ Absorption Projects Registry of the Ministry for the Ecological

Transition and the Demographic Challenge (MITECO) and has obtained the "Calculo" ("Calculation") Seal, which certifies the measurement, monitoring and management of the emissions associated with its activities.

During the 2025 financial year, Servinopar continued to promote initiatives aimed at improving the energy efficiency of its operations, optimising consumption and encouraging the use of energy sources with a lower environmental impact. In this context, all electricity consumed by the organisation continued to be sourced from certified renewable energy sources, contributing to the reduction of indirect emissions associated with electricity consumption.





Evolution of greenhouse gas (GHG) emissions

Servinopar S.L.U. periodically monitors its Carbon Footprint with the aim of improving its environmental performance and progressing towards the gradual reduction of emissions associated with its activities. The year 2024 constitutes the baseline year for the calculation and monitoring of emissions, with the Carbon Footprint having been voluntarily registered with the Ministry for the Ecological Transition and the Demographic Challenge (MITECO).

During 2025, greenhouse gas emissions reached 304.55 tonnes of CO₂ equivalent. This figure represents an increase compared to the 135.95 tonnes recorded in 2024. However, this comparison should be considered in light of the exceptional circumstances arising from the DANA weather event that affected the Valencian Community during 2024. This event had a significant impact on the organisation's operating environment, making 2024 an atypical year in terms of business activity and the associated environmental indicators.

It is also important to note that emissions recorded in 2025 remained below those reported in 2023, when they reached 370.91 tonnes of CO₂ equivalent, demonstrating the progress achieved in environmental management and emissions control.

With regard to energy consumption, the organisation recorded a total consumption of 399,825 kWh in 2025, compared to 381,060 kWh in 2024. Of the total energy consumed, 204,853 kWh corresponded to certified renewable electricity, while electricity consumption from non-renewable sources remained at zero.

This commitment to renewable electricity supply contributes to minimising the environmental impact associated with energy consumption and reinforces the company's decarbonisation strategy.

Servinopar, S.L.U. will continue to promote measures aimed at improving the energy efficiency of its operations, optimising resource use and strengthening the management of its Carbon Footprint, progressing towards an increasingly sustainable and resilient business model.

	2023	2024	2025
Tonnes of CO ₂ equivalent	-	-	304,55
Tonnes of CO ₂ equivalent in the previous year (t-1)	370,91	135,95	-
Fossil fuel consumption (kWh)	-	-	152,052
Fossil fuel consumption (kWh) in the previous year (t-1)	160,457	150,674	-
Renewable electricity consumption (kWh)	-	-	204,853
Renewable electricity consumption (kWh) in the previous year (t-1)	187,850	190,396	
Non-renewable electricity consumption (kWh)	0	0	0
Non-renewable electricity consumption (kWh) in the previous year (t-1)	0	0	—
Total energy consumption (kWh)	-	-	399,825
Total energy consumption (kWh) in the previous year (t-1)	353,787	381,060	-

Responsible water use

Analysis of Responsible Water Use (2025)

Indicator (liters)	2024 (T-1)	2025
Public Water Supply Consumption	2,836,000	2,691,000
Water Discharge	1,045,500	1,026,590
Total Water Consumption	2,836,000	2,691,000



In 2025, water consumption decreased by 145,000 liters, representing a 5.1% reduction compared to the previous year.

Evolution of Water Consumption: comparison 2025 vs. 2024



Evolution of Water Discharges



Absolute reduction 2025 vs. 2024:

-18,910 LITERS

$1,026,590 - 1,045,500$

Percentage reduction 2025 vs. 2024:

-1.81 %

$(-18,910 / 1,045,500) \times 100$

Historical Trend

Year	Total Consumption (L)	Annual Change
2025	2,691,000	-5.1%
2024	2,836,000	+8.5 %
2023	2,613,000	-

- A significant increase in water consumption was recorded in 2024 compared to 2023.
- In 2025, water consumption decreased, partially reversing the increase observed in the previous year.
- Although 2025 consumption remained higher than in 2023 (+78,000 litres, approximately +3.0%), the recent trend indicates an improvement in water resource management.



Water discharges were reduced by 18,910 liters, equivalent to a 1.8% decrease.

Assessment of responsible water use

The 2025 data demonstrates progress in the efficient management of water resources:

- Total water consumption was reduced by **5.1%** compared to 2024.
- Water discharges also decreased by **1.8%**, indicating more efficient use of the resource.
- All water consumed is sourced from the public water supply network; therefore, any reduction in consumption directly contributes to reducing pressure on available water resources.



However, as total consumption remains slightly above the levels recorded in 2023, it is recommended that water-saving and efficiency measures continue to be promoted in order to consolidate the downward trend observed in 2025.

During 2025, the organisation consumed 2,691,000 litres of water sourced from the public water supply network, representing a 5.1% reduction compared to the previous

financial year. In addition, water discharges decreased by 1.8%. These results reflect an improvement in water efficiency and progress towards more responsible water resource management.

The organisation remains committed to the progressive reduction of water consumption through the implementation of monitoring, control and optimisation measures for processes requiring water resources.



Importance of having a climate risk contingency plan at servinopar, S.L.U.

The implementation of a Climate Risk Contingency Plan is an essential measure to ensure the safety of workforce, protect facilities and maintain the continuity of Servinopar, S.L.U.'s operations in the event of adverse weather conditions.

The recent experience arising from the DANA weather event, which severely affected numerous municipalities across the Valencian Community, including the area in which Servinopar, S.L.U. operates, highlighted the vulnerability of businesses to extreme climate-related events. Flooding, mobility restrictions, material damage and difficulties in accessing workplaces demonstrated the need for predefined procedures that enable a rapid, coordinated and effective response to emergency situations.

In this context, having a specific protocol in place makes it possible to identify risks associated with phenomena such as torrential rainfall, flooding, strong winds, heatwaves and extreme temperatures, while establishing preventive measures, designated responsibilities, communication systems and decision-making criteria adapted to each meteorological alert level. In this way, risks to workforce are minimised and the potential economic and operational consequences of such events are reduced.

Furthermore, the adoption of this plan reflects Servinopar, S.L.U.'s commitment to occupational risk prevention and compliance with applicable regulations, which require companies to assess and manage risks arising from adverse weather conditions and to ensure the protection of workforce in situations involving serious and imminent risk.

Advance planning also enhances the organisation's response capacity, ensures effective communication with workforce, facilitates coordination with the relevant authorities and enables the implementation of measures such as task reorganisation, the temporary suspension of activities or the restriction of travel when circumstances so require.

For all these reasons, the Climate Risk Contingency Plan should be regarded as a strategic preventive management tool that strengthens Servinopar, S.L.U.'s resilience to the increasingly frequent and severe impacts of extreme weather events, helping to protect people, facilities and business continuity.

Biodiversity and monitoring of suppliers subject to the EUDR regulation

Biodiversity protection

Servinopar, S.L.U. recognises the importance of biodiversity and ecosystem conservation as fundamental elements of Sustainable Development. Within the scope of its activities, the organisation is committed to promoting responsible practices that contribute to preventing negative impacts on natural habitats, flora, fauna and natural resources.

Although the activities carried out by Servinopar, S.L.U. do not generate significant direct impacts on protected natural areas or sites of high ecological value, the company integrates environmental criteria into its management and procurement processes, promoting the responsible use of resources and the acquisition of products and services that minimise impacts on biodiversity.

Furthermore, Servinopar, S.L.U. promotes environmental awareness among its workforce and collaborators, fostering a corporate culture aligned with the protection of the natural environment and the conservation of resources for future generations.



Monitoring of suppliers subject to the EUDR regulation

In order to ensure a responsible and deforestation-free supply chain, Servinopar, S.L.U. will carry out specific monitoring of suppliers whose products or raw materials fall within the scope of Regulation (EU) 2023/1115 on Deforestation-Free Products (EUDR).

To this end, the organisation will establish assessment and monitoring mechanisms to verify that affected suppliers comply with the requirements established by the Regulation, requesting, where appropriate:

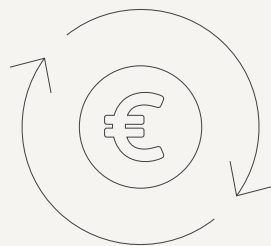


Servinopar, S.L.U. will incorporate environmental and sustainability criteria into its supplier qualification and evaluation processes and may request additional information or implement corrective measures where cases of non-compliance or risks related to deforestation, forest degradation or biodiversity loss are identified.

The organisation will periodically review the information available regarding its supply chain in order to identify potential environmental risks and ensure compliance with the obligations arising from the EUDR Regulation, thereby contributing to the protection of forests, biodiversity and ecosystems worldwide.

Circular economy and waste management

During 2025, the organisation advanced the integration of circular economy principles through the use of 0.0201 tonnes of recycled raw materials, primarily packaging containing between 50% and 70% recycled content and recycled plastic bags. In addition, a reduction was observed in non-hazardous waste sent for disposal, which decreased by 18% compared to 2024, particularly in relation to sludge generation. Recycled non-hazardous waste, mainly associated with used cooking oil, remained at levels similar to those recorded in the previous financial year. On the other hand, a small quantity of hazardous waste sent for disposal was recorded, corresponding to chemical product containers managed through authorised waste management channels.



Tonnes	2024	2025
Recycled Raw Materials (tonnes)	0	0.0201
Reused Raw Materials (tonnes)	0	0
Recycled Non-Hazardous Waste (tonnes)	3.09	2.905
Reused Non-Hazardous Waste (tonnes)	0	0
Recycled Hazardous Waste (tonnes)	0	0
Reused Hazardous Waste (tonnes)	0	0
Non-Hazardous Waste Sent for Disposal (tonnes)	147	120.46
Hazardous Waste Sent for Disposal (tonnes)	0	0.083607

- In 2025, recycled raw materials were incorporated for the first time through the use of recycled plastic bags, representing progress in the application of circular economy principles.
- Recycled non-hazardous waste decreased slightly by 6%, with used cooking oil continuing to be the main recycled waste stream.
- Non-hazardous waste sent for disposal decreased significantly, falling from 147 tonnes to 120.46 tonnes, representing an approximate reduction of 18%, mainly associated with sludge.
- In 2025, a small quantity of hazardous waste sent for disposal was recorded, corresponding to chemical product containers, which require specific management through an authorised waste manager.
- No hazardous waste was reused or recycled in any of the reporting years.

Control of commercial packaging 2025

Servinopar, S.L.U. monitors the packaging placed on the market, ensuring its proper management and traceability in accordance with applicable regulations. This monitoring process guarantees the appropriate integration of Servinopar, S.L.U. into packaging waste management systems and reinforces its commitment to the circular economy and to reducing the environmental impact associated with its activities.



Material	Packaging type/product	Green dot			SCRAP contribution
		Quantity	Green dot fee	Total	
LDPE plastics	Flexible commercial	201.530 kg	0.18000	36.28	36.28
Other plastics	Flexible commercial	20.100 kg	0.18000	3.62	3.62
PP plastics	Flexible commercial	50.190 kg	0.18000	9.03	9.03
PP plastics	Rigid commercial	779.400 kg	0.19500	151.98	151.98
PVC plastics	Flexible commercial	234.960 kg	0.18000	42.29	42.29
Total packaging weight		1,286.180 kg			
Total EPR (SCRAP) contribution 2025					243.20€

Food loss and food waste prevention and management plan

The prevention of food waste is one of the priority areas of action for Servinopar, S.L.U., integrated within Gourmet Catering & Eventos, as part of its commitment to sustainability, the circular economy and the efficient management of resources. To this end, the organisation has implemented a Food Loss and Food Waste Prevention and Management Plan aimed at minimising the environmental, social and economic impacts associated with the generation of surplus food throughout its operational value chain.

This plan includes initiatives designed to optimise gastronomic planning and production, improve inventory and raw material management, reduce food losses and product expiry, promote the recovery of surplus food and raise awareness among teams regarding responsible consumption and resource efficiency.

The main measures implemented include:



Monitoring and optimisation of inventories and raw materials to reduce food losses and product expiry



Improvement of operational and production planning processes, aligning production volumes and consumption with actual demand



Implementation of segregation, recovery and valorisation measures for food surpluses



Training and awareness-raising initiatives for workforce on food waste prevention and responsible consumption



Periodic monitoring of food loss and food waste indicators to assess performance and identify opportunities for improvement



Promotion of initiatives aimed at the reuse, donation or valorisation of surplus food whenever hygienic and food safety conditions allow

Furthermore, during 2025 the organisation continued to actively participate in the MagNuS (Magnitude, Nutrition and Sustainability) project, an initiative developed in collaboration with the World Sustainable Urban Food Centre (CEMAS), the Valencia Conference Centre, the University of Valencia, the Valencian Institute for Agricultural Research (IVIA) and other partner organisations, with the objective of measuring, analysing and reducing food waste generated at conferences, events and catering services.

As part of this line of work, Gourmet Catering & Eventos collaborated during 2025 in the production and dissemination of the documentary [“València’s: La ciudad que alimenta un cambio sostenible”](#), an initiative aimed at raising awareness of the impact of food waste and showcasing innovative solutions developed through collaboration among public administrations, universities, research centres, social organisations and businesses.

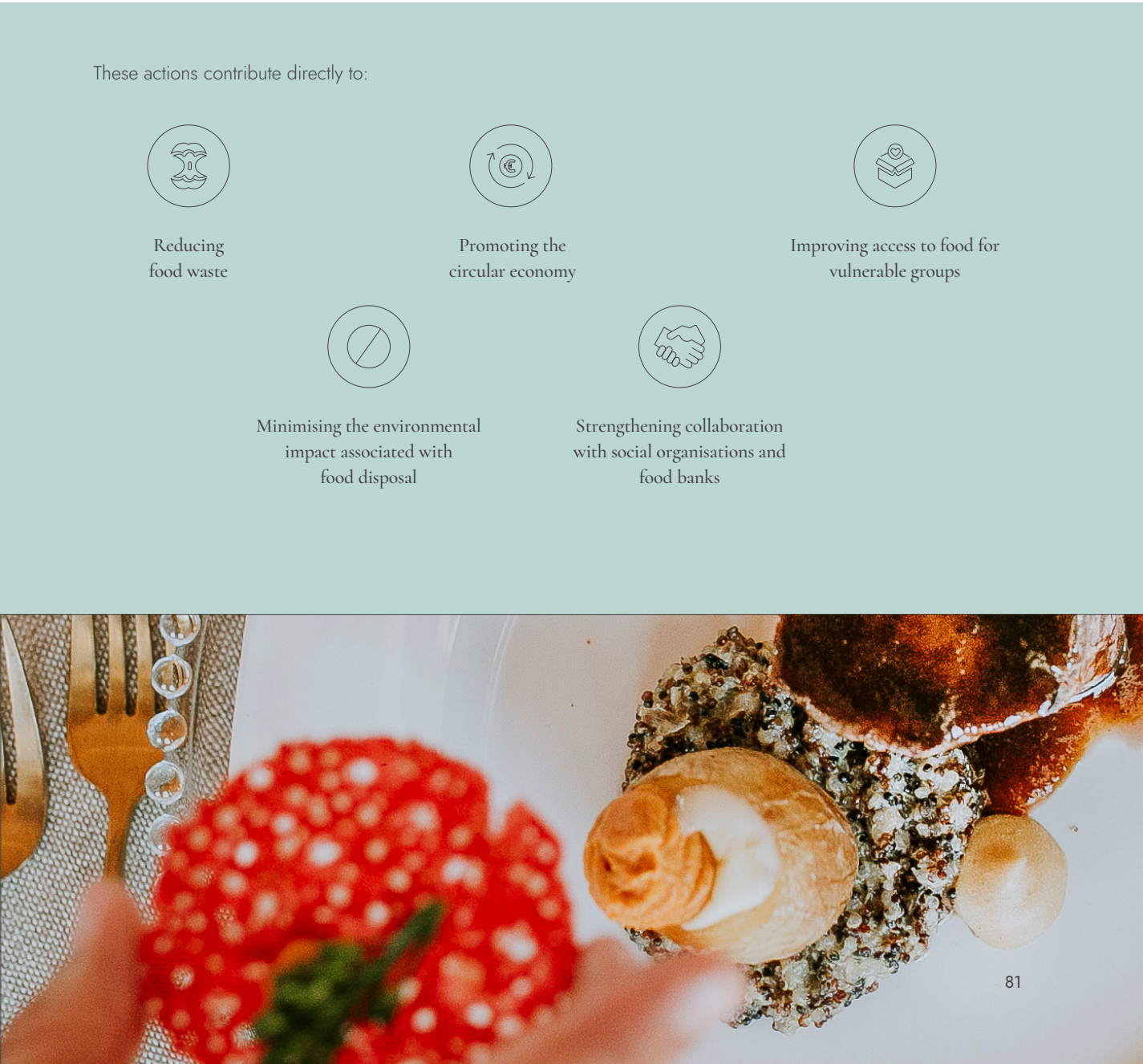
In addition, the organisation maintains a strong commitment to the social valorisation of surplus food fit for human consumption through its distribution to partner social organisations, while ensuring food safety, traceability and compliance with all applicable hygiene and food safety requirements at all times.



Results of surplus food valorisation

The increase recorded in 2025 in both the kilograms of food recovered and the number of meals generated is primarily attributable to the expansion of surplus food valorisation activities and the strengthening of the network of beneficiary organisations. During the year, the organisation expanded its collaborations by incorporating new social organisations, extending donations beyond the province of Valencia and including initiatives in the Region of Murcia.

This expansion of the collaboration network made it possible to increase the volume of food recovered and maximise the social impact generated through its redistribution. Furthermore, the increase in recovered kilograms and meals generated was achieved despite the total number of donations being lower than in 2024, demonstrating a greater recovery capacity and a higher average volume of food managed per donation.



Indicator	2024	2025	CUMULATIVE MARCH 2023 – DECEMBER 2025
Number of Donations	78	55	178
Food Recovered (kg)	4,237 kg	4,379 kg	11,337 kg
Meals Generated	10,088	10,426	26,994
CO ₂ Avoided (kg)	21,781 kg CO ₂	26,393 kg CO ₂	92,007 kg CO ₂
Beneficiary Social Organisations	1 (Valencia Food Bank)	3 (Valencia Food Bank, Murcia Food Bank and Fundación Ayuda a una Familia)	3 (Valencia Food Bank, Murcia Food Bank and Fundación Ayuda a una Familia)
Traceability System	Traceability Platform	Traceability Platform	Traceability Platform

The results achieved in the management and valorisation of surplus food reflect the strong commitment of Servinopar, S.L.U. and Gourmet Catering & Eventos to sustainability, the circular economy and social responsibility. Through the recovery of food fit for human consumption

and its redistribution to social organisations, the organisation simultaneously contributes to reducing food waste, minimising the environmental impact associated with waste generation and creating a positive impact on beneficiary individuals and communities.

The evolution of the indicators during 2025 demonstrates the consolidation of an increasingly efficient management model focused on maximising the use of available resources, reinforcing the organisation's role as an active contributor to the development of more responsible, inclusive and sustainable food systems.

COMMITMENT TO STAKEHOLDERS

At Servinopar, S.L.U., we are convinced that sustainable growth is only possible when built on relationships of trust, respect and mutual care. For this reason, our commitment to people—whether workforce, suppliers, clients or other key stakeholders—is strong and embedded across all our activities.

We promote a safe, inclusive, ethical and healthy working environment in which people can develop professionally, feel protected and play an active role in our corporate culture.

The main lines of action are set out next:



Equality and non-discrimination: We implement and continuously monitor our Equality Plan as part of our commitment to gender equity and diversity. In addition, we actively implement our Harassment Prevention Protocol, ensuring a respectful workplace free from discriminatory or intimidating behaviour.



Transparency and active listening: We maintain a confidential and accessible Whistleblowing Channel that enables any individual to report irregularities or situations that may compromise our ethical principles, thereby strengthening a culture of transparency and continuous improvement.



Health, safety and well-being: We implement specific measures aimed at promoting a safe and healthy environment, both physically and emotionally. Occupational risk prevention, psychosocial well-being and work-life balance form part of our strategic priorities.



Continuous training and professional development: We promote ongoing learning and skills development across our workforce through training programmes tailored to each area and professional profile. We are committed to developing internal talent as a driver of innovation and service improvement.



Ethical relationships with suppliers and clients: We maintain open and constructive dialogue with our partners, fostering relationships based on trust, transparency and shared responsibility. We place particular value on local and responsible suppliers with whom we share ethical and environmental principles.

Social and employment information

As a company integrated within Gourmet Catering & Eventos, Servinopar, S.L.U. is fully aware of the impact its activities generate on employment, social cohesion and the economic development of the communities in which it operates. For this reason, the responsible management of people constitutes a fundamental strategic pillar of its business model.

The company is committed to stable, high-quality employment based on long-term labour relationships, promoting lower turnover while strengthening employee

commitment, motivation and satisfaction. This approach helps to build cohesive, skilled teams aligned with corporate values, generating a positive impact on service quality and the sustainability of the business project.

During the 2025 financial year, Servinopar, S.L.U. provided direct employment to its workforce, which represents the organisation's most valuable asset. The company works continuously to ensure safe, fair and respectful working conditions, promoting equal opportunities, work-life balance and the development of internal talent.



Our team is the
secret ingredient
behind our
success.



Employment policies and corporate commitments

Servinopar, S.L.U. has established an internal regulatory framework governing its responsible labour practices, aligned with applicable legislation and leading international social and labour standards.

This framework is structured through, among others:

- The Responsible Labour Practices Policy, which establishes the principles of decent work, employment stability, equality, diversity and respect.
- The Equality Plan, aimed at ensuring effective equality between women and men in access to employment, promotion, training, remuneration and working conditions.
- The Collective LGBTI Protocol, which reinforces respect for sexual orientation, gender identity and gender expression diversity, ensuring inclusive and discrimination-free workplaces.
- The Workplace, Sexual and Gender-Based Harassment Prevention Protocol, which establishes mechanisms for prevention, detection, intervention and protection for affected individuals.

These policies are known throughout the workforce and are applied consistently across all workplaces.



Human rights and fundamental labour standards

Servinopar, S.L.U., integrated within Gourmet Catering & Eventos, maintains a strong commitment to respecting and promoting human rights and fundamental labour standards throughout all its activities. This commitment is aligned with the principles of the United Nations Global Compact and applicable labour legislation.

The organisation expressly rejects all forms of child labour, forced labour and compulsory labour, ensuring that all employment relationships are conducted under conditions

of freedom, dignity, equal opportunity and respect for workforce' rights.

Furthermore, the company promotes a workplace environment based on mutual respect, diversity, inclusion and non-discrimination on the grounds of gender, age, origin, disability, sexual orientation, religion or any other personal or social characteristic. These principles form part of the corporate culture of Gourmet Catering & Eventos and guide the people management policies and practices implemented by the organisation.

The protection of labour rights is complemented by measures aimed at ensuring occupational health and safety, work-life balance, equal opportunities and the professional development of workforce.

Our corporate culture is founded on the values of ethics, transparency, integrity and respect for people, reinforced through internal policies, management procedures and awareness-raising initiatives that contribute to a safe, inclusive and respectful working environment.



Socio-labour data and workforce structure

The workforce of Servinopar, S.L.U. is characterised by diversity in terms of gender, age, occupational classification and employment arrangements. The company periodically monitors key socio-labour indicators in order to identify trends, prevent risks and continuously improve its people management policies.

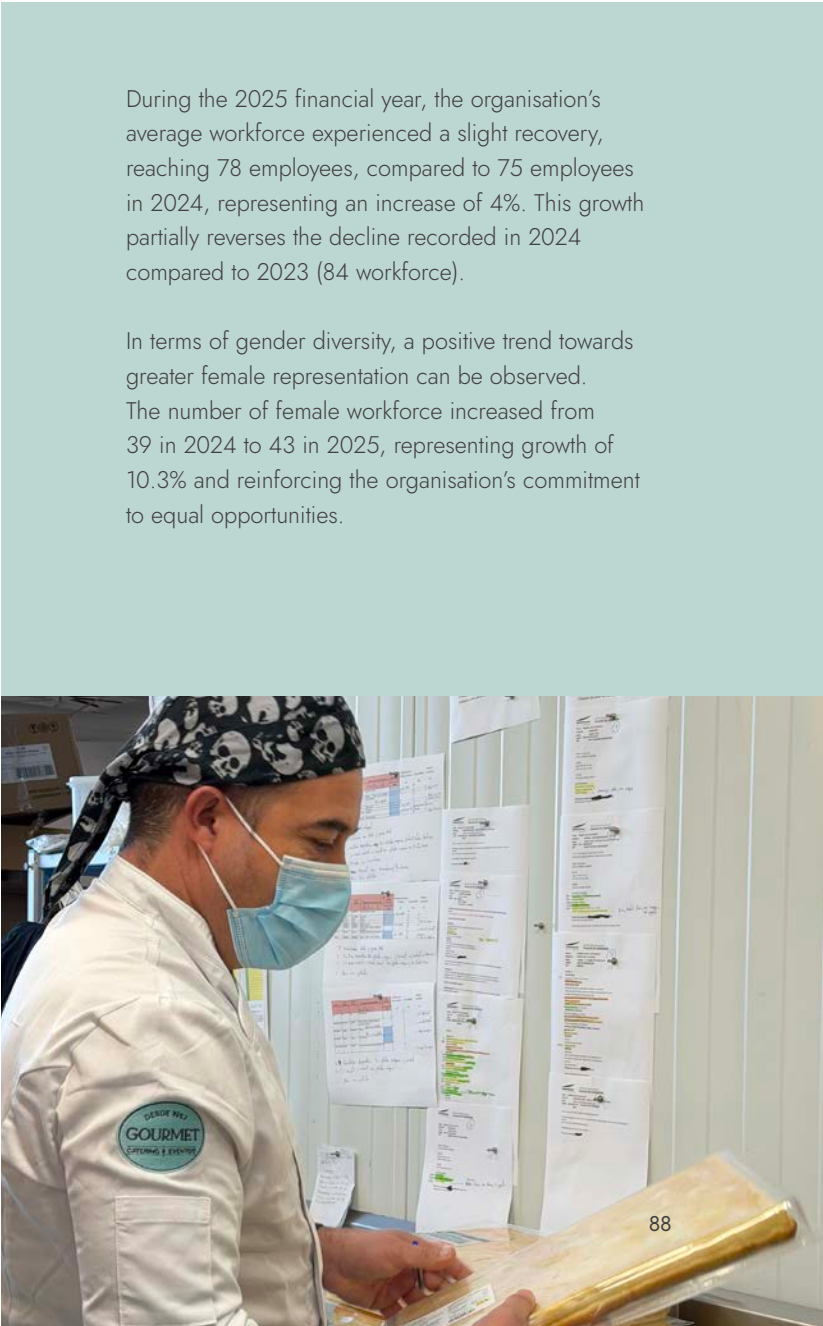
Among other aspects, the following are analysed:

- Evolution of the total number of workforce.
- Distribution by gender and age groups.
- Occupational classification.
- Types of employment contracts (permanent and temporary).
- Working arrangements (full-time and part-time).
- Local recruitment, particularly in management positions.
- New hires, dismissals, internal mobility and employee turnover.
- Gender diversity within governing bodies.
- Geographic proximity between workforce's place of residence and their workplace.

This analysis enables the organisation to design measures aimed at employment stability, talent retention and internal promotion.



	2024	2025
Total Number of Employees	75	78
Total Number of Employees in the Previous Year (t-1)	84	75
Number of Female Employees	39	43
Number of Female Employees in the Previous Year (t-1)	41	39
Number of Employees Under 30 Years of Age	23	29
Number of Employees Over 50 Years of Age	10	13
Number of Employees with Permanent Contracts	74	77
Total Contracted Hours	65,576.09	65,907.77
Total Contracted Hours in the Previous Year (t-1)	64,490.33	65,576.09



During the 2025 financial year, the organisation’s average workforce experienced a slight recovery, reaching 78 employees, compared to 75 employees in 2024, representing an increase of 4%. This growth partially reverses the decline recorded in 2024 compared to 2023 (84 workforce).

In terms of gender diversity, a positive trend towards greater female representation can be observed. The number of female workforce increased from 39 in 2024 to 43 in 2025, representing growth of 10.3% and reinforcing the organisation’s commitment to equal opportunities.

With regard to age distribution:

- The number of employees under the age of 30 increased significantly, rising from 23 to 29 employees, demonstrating a commitment to young talent and generational renewal.
- At the same time, the number of employees over the age of 50 increased from 10 to 13, reflecting the retention of senior talent and a more balanced workforce structure.

In terms of employment stability, the high proportion of permanent contracts is particularly noteworthy. In 2025, 77 of the 78 employees held permanent contracts, representing a rate of approximately 99%, slightly higher than in 2024 (74 out of 75 employees). This figure demonstrates a stable, high-quality employment model.

Finally, total contracted hours increased from 65.576,09 hours in 2024 to 65.907,77 hours in 2025, representing a moderate increase of 0,5%, in line with workforce growth. This trend confirms stability in both workload and the organisation's operational structure.





Pay equity audit and equal pay

Servinopar, S.L.U. applies a remuneration policy based on the principles of equity, objectivity and non-discrimination. Remuneration is determined according to criteria such as job responsibility, qualifications, experience and performance, ensuring equal pay for work of equal value.

The company periodically analyses:

- Average remuneration by gender and age group.
- Average remuneration by gender and occupational classification.
- Overall average remuneration by gender.
- Gender pay gap by age group, occupational classification and overall.
- Comparison of the standard entry-level salary with the statutory minimum wage.

These analyses enable the identification of potential disparities and the implementation of corrective measures where necessary, reinforcing the organisation's commitment to pay equity.

	2024	2025
Average Annual Salary of Female Employees (€)	19,916.27	20,459.30
Average Annual Salary of Male Employees (€)	23,683.23	24,375.55
Lowest Gross Annual Salary in the Organisation (€)	18,032.11	19,016.40
Statutory Minimum Wage (€)	15,876	16,576.00
Highest Gross Annual Salary in the Organisation (€)	49,410.23	49,000.00

During the 2025 financial year, the organisation maintained a stable remuneration policy, with moderate increases in average salaries in line with labour market developments and the prevailing economic context.

The average annual salary of female workforce reached €20.459,30, compared to €19.916,27 in 2024, representing an increase of 2,7%. The average annual salary of male workforce reached €24.375,55, compared to €23.683,23 in the previous financial year, reflecting an increase of 2,9%.

A comparison of these indicators shows the existence of a gender pay gap, which remains at levels similar to

those recorded in the previous year. This difference is influenced, among other factors, by the distribution of workforce across occupational categories, seniority levels and positions of responsibility. The organisation continues to work on these aspects with the objective of advancing towards greater pay equity.

With regard to salary ranges:

- The lowest gross annual salary increased from €18.032,1 in 2024 to €19.016,40 in 2025, remaining above the statutory minimum wage in both years (€15.876 in 2024 and €16.576 in 2025).

- The highest gross annual salary remained stable at €49.000,00 in 2025, compared to €49.410,23 in 2024, reflecting a remuneration structure with no significant changes at senior salary levels.

Overall, these figures demonstrate a remuneration structure that is consistent and aligned with applicable legislation, ensuring salary levels above the statutory minimum. At the same time, the organisation maintains its commitment to the progressive reduction of the gender pay gap through equality policies and the periodic review of remuneration conditions.

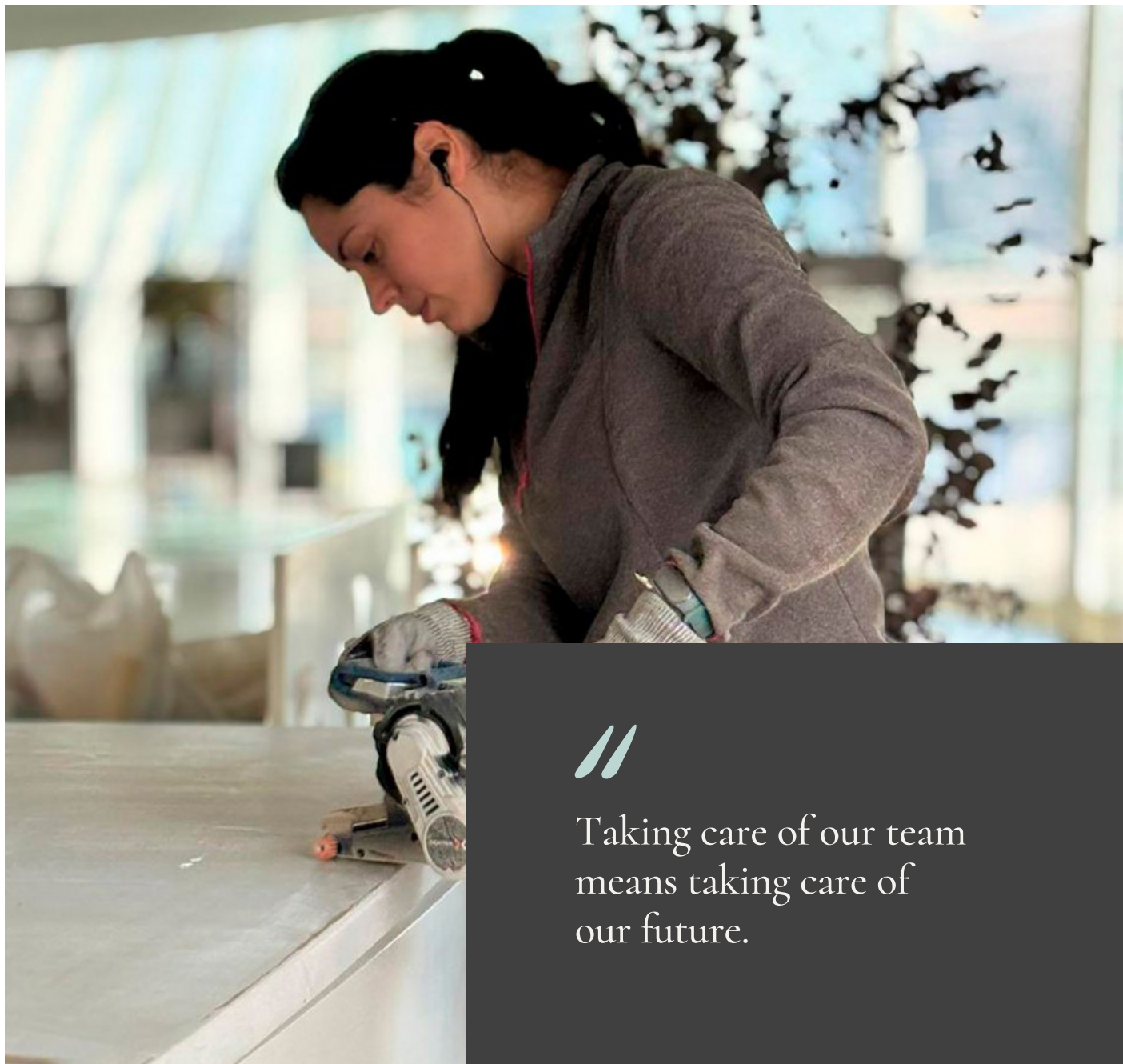
Occupational health, safety and well-being

One of Servinopar, S.L.U.'s priority objectives is to ensure safe and healthy working conditions. The company has an occupational risk prevention management system aimed at eliminating or minimising the risks inherent to its activities.

Continuous monitoring is carried out on occupational accident indicators, including:

- Number of workplace accidents.
- Frequency, severity and incidence rates.
- Occupational diseases.
- Days lost due to accidents, injuries or occupational diseases.

In addition, specific assessments are conducted on environmental working conditions (lighting, acoustics and temperature), emergency drills and emergency response training are carried out, and continuous improvement objectives are established, including the development of workplace climate, culture and employee satisfaction studies.



Taking care of our team
means taking care of
our future.

Training Activities to Promote Safe and Healthy Work Environments in 2025 – Servinopar, S.L.U.

Course	Training Hours	Men	Women
Occupational Risk Prevention for Cooks	3	1	1
Good Food Safety Practices	4	5	3
Equality and LGBTI Awareness	6	19	11
Harassment Prevention	3	19	17

ISO 9001 Training Activities for the Executive Committee and Middle Management of Gourmet Catering & Eventos Group

Course	Training Hours	Men	Women
Training for Leaders on Quality Management Systems in accordance with the ISO 9001 Standard	2	15	28

Health promotion and quality of working life

Gourmet Catering & Eventos Group, of which Servinopar, S.L.U. forms part, promotes initiatives aimed at enhancing the physical, emotional and social well-being of its workforce, complementing the measures implemented in the area of occupational risk prevention.

The company encourages healthy lifestyle habits through participation in sporting activities, health promotion programmes, charitable initiatives and agreements that facilitate access to services focused on the care and well-being of its teams. In addition, it promotes initiatives designed to strengthen internal cohesion, foster a sense of belonging and support work-life balance.

These initiatives contribute to creating healthier, more participative and motivating work environments, reinforcing the organisation's commitment to the overall well-being of its people and to a corporate culture centred on care, collaboration and continuous improvement.

Main Initiatives Implemented in 2025



30 PARTICIPANTS

(16 women and 14 men) participation in the Valencia Corporate Run (*Carrera de las Empresas de Valencia*).



3 TEAMS

(6 men) BPT Valencia Padel League.



13 PARTICIPANTS

(12 men and 1 woman) participation in the Valencia 15K Night Run (*15K Nocturna de Valencia*).



PARTICIPATION IN THE UMIVALE ACTIVA HEALTH SCHOOL

Health Promotion.



2 PARTICIPANTS

(1 man and 1 woman) participation in the Valencia Half Marathon (*Media Maratón Valencia*).



PSYCHOLOGICAL SUPPORT, PHYSIOTHERAPY SERVICES AND PRIVATE HEALTH INSURANCE UNDER PREFERENTIAL CONDITIONS

Employee Benefits.



1ST GOURMET CATERING & EVENTOS FAMILY DAY

Internal Cohesion Activities.



4 PARTICIPANTS

(3 men and 1 woman) participation in the Valencia Marathon (*Maratón Valencia*).



BLOOD DONATION CAMPAIGN IN COLLABORATION WITH PALAU DE LES ARTS

Charitable Initiatives.

Digitalisation and talent management

The digital transformation of people management is one of the key strategic priorities of Servinopar, S.L.U. and Gourmet Catering & Eventos. In recent years, the organisation has driven a modernisation process aimed at enhancing the employee experience, optimising human resources processes and providing more accurate information to support decision-making.

As part of this strategy, the Sesame platform was implemented in 2024 for the comprehensive management of permanent staff, digitalising processes such as time tracking, vacation and absence management, performance evaluations, performance monitoring, document management and access to corporate information. The incorporation of People Analytics tools has enabled the organisation to progress towards a more efficient, transparent and data-driven approach to people management.

In addition, the implementation of Beeple is planned for 2026 as a dedicated platform for the management and communication of fixed-discontinuous workforce. This tool will enhance service planning, shift allocation, document management and operational communications, facilitating greater coordination between teams and a more agile response to operational requirements.

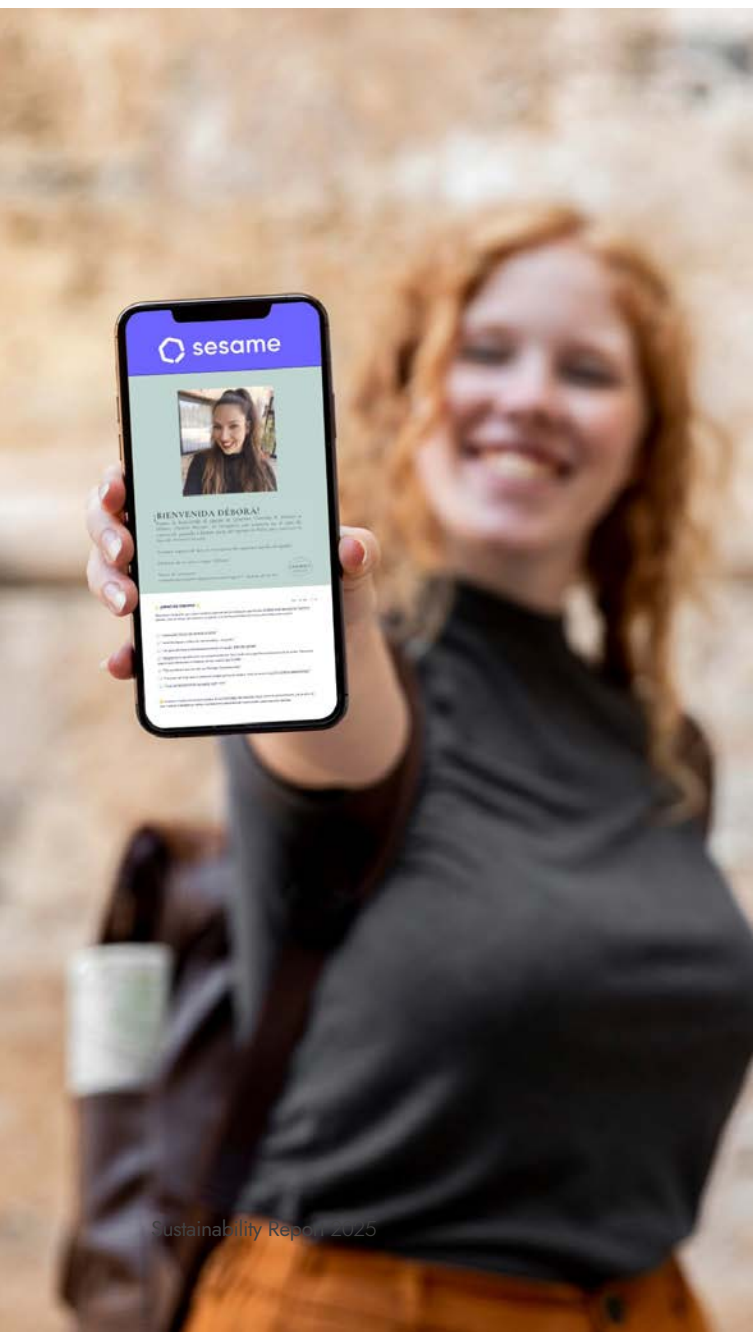
The combined implementation of these solutions will result in the full digitalisation of people management across Gourmet Catering & Eventos, contributing to improved operational efficiency, reduced administrative processing times, strengthened internal communication and increased employee autonomy in managing their employment-related processes.

Key progress achieved

- ✓ Implementation of Sesame for Permanent Staff
- ✓ Digitalisation of HR Processes
- Integration of People Analytics
- 2026 Implementation of Beeple for Fixed-Discontinuous Workforce
- Digital Shift Management and Workforce Planning
- ⚙ Enhancement of Internal Communication

- | | |
|---------------|-----------------------|
| ✓ Completed | ⚙ Operational |
| ○ In Progress | 2026 Planned for 2026 |





Implementation of the sesame platform

As part of its digital transformation strategy, Gourmet Catering & Eventos continued to advance the implementation of Sesame as a comprehensive people management platform. The tool enables the centralisation of processes related to time tracking, vacation and absence management, employment documentation and internal communications, contributing to a more efficient, transparent and accessible management experience for workforce.

During 2025, a total of 34 employees of Servinopar, S.L.U. used the platform, bringing the total number of active profiles across the Group's companies to 136. This implementation has enhanced the digitalisation of human resources processes, facilitated access to employment-related information and strengthened employee autonomy in managing routine administrative procedures.

In addition to its administrative functionalities, Sesame has become an internal communication channel between the organisation and its employees. During 2025, 20 employees used the platform's integrated chat function to submit

enquiries and manage human resources-related matters, fostering more agile, accessible and two-way communication. This tool contributes to improving access to information, accelerating the resolution of queries and strengthening the relationship between employees and the Human Resources Department.

The platform has also been used as a channel for the dissemination of corporate information and initiatives aimed at promoting employee well-being and internal cohesion, including the welcome of new employees, recognition of significant personal milestones, promotion of sporting and healthy lifestyle activities, and the sharing of resources related to employee health and well-being.

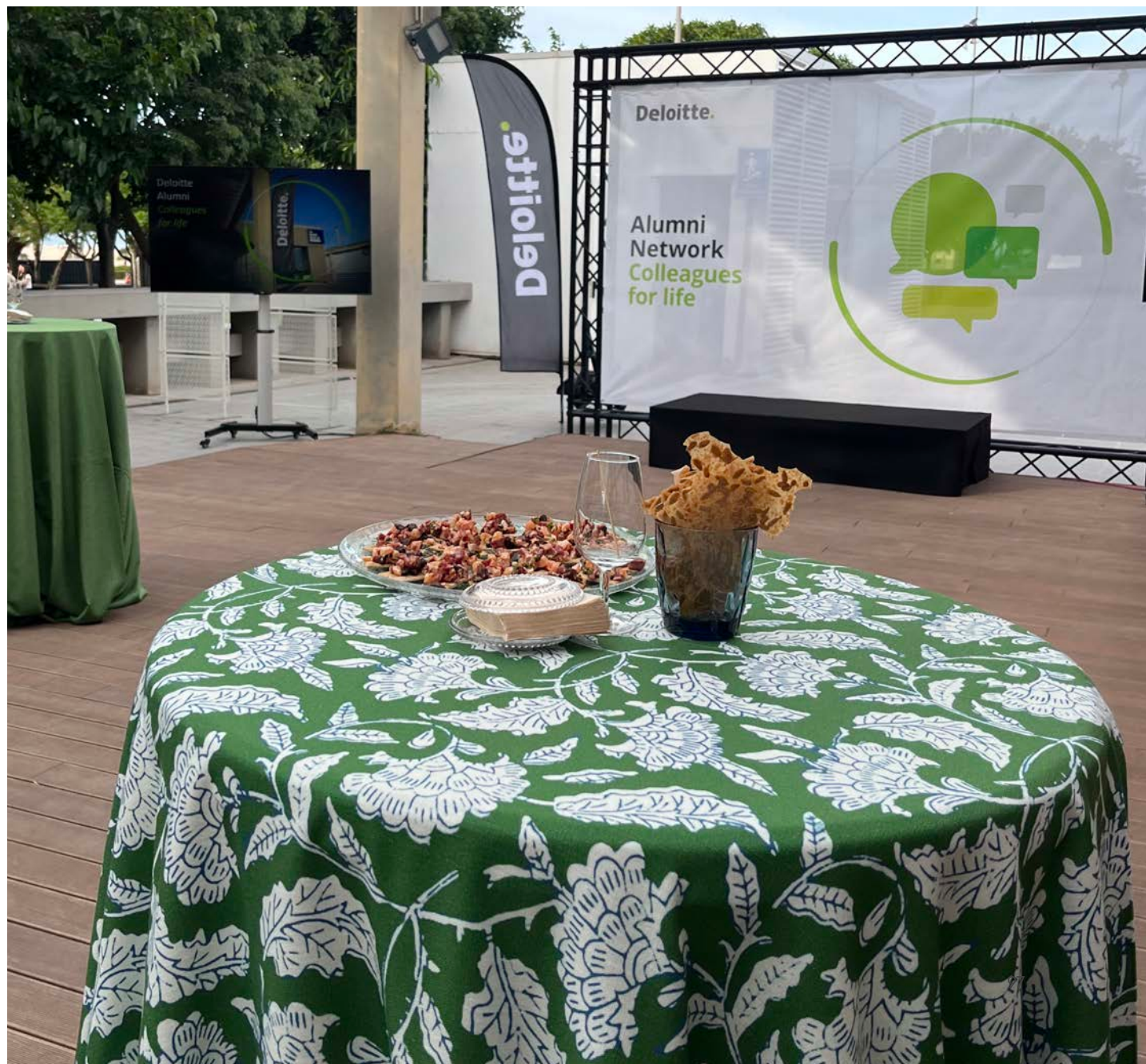
The implementation of Sesame represents a further step in the people management digitalisation strategy promoted by Gourmet Catering & Eventos, aimed at enhancing the employee experience, strengthening internal communication and advancing towards more efficient, participative and data-driven management models.

Next steps

Over the coming years, the organisation will continue to advance the professionalisation of talent management through the development of a training plan aligned with the needs of each area, the strengthening of corporate culture, the enhancement of internal communication mechanisms and the use of analytical tools that enable the anticipation of needs, the optimisation of resources and support for strategic decision-making.

In addition, initiatives aimed at strengthening employee retention, promoting inclusion and equal opportunities, encouraging participation in well-being activities and reinforcing the sense of belonging to Gourmet Catering & Eventos will continue to be developed.

The significance of this transformation was recognised in 2025 with the National Hospitality Innovation Award granted by Hostelería de España, which highlighted the organisation's ability to drive innovative management and business transformation models within the hospitality and events sector.



Workplace inclusion, diversity and non-discrimination

Servinopar, S.L.U. and Gourmet Catering & Eventos promote a people management model based on equal opportunities, diversity and non-discrimination, recognising that inclusion is a key factor in building more diverse, resilient teams capable of generating value for both the organisation and society.

The company maintains a strong commitment to creating inclusive workplaces, ensuring that all individuals can carry out their professional activities under equal conditions, regardless of age, gender, origin, disability or any other personal or social circumstances. This commitment forms part of the organisation's corporate culture and is integrated across its recruitment, training, professional development and team management processes.

One of the clearest examples of this commitment is the workplace inclusion project developed in partnership with Fundación Asindown and its hospitality training centre La Mare Que Va, aimed at facilitating the integration of People with Intellectual Disabilities and people with Down syndrome into the open labour market through a structured model combining training, practical experience in real work environments and access to employment.

The project aims to:

- Facilitate the acquisition of strong professional skills aligned with the real needs of the hospitality and events sector.
- Promote access to genuine employment opportunities in mainstream workplaces under equal conditions.
- Encourage active and sustained participation in professional activities, fostering autonomy and personal development for People with Intellectual Disabilities.

The project therefore acts as:

- A talent incubator, developing job-ready profiles through a practical and progressive learning model.
- An inclusive employment accelerator, effectively connecting training with access to the labour market.

In this way, the project not only fulfils a social purpose but also contributes to building a more diverse, resilient organisation aligned with the current challenges of the sector, demonstrating that inclusion is also a driver of value creation and competitiveness.



This initiative directly contributes to several United Nations Sustainable Development Goals (SDGs), particularly SDG 4 (Quality Education), SDG 8 (Decent Work and Economic Growth), SDG 10 (Reduced Inequalities) and SDG 17 (Partnerships for the Goals) by promoting practical training in real work environments, Workplace Inclusion and collaboration between businesses and third-sector organisations.



 **10** EMPLOYED STAFF
with disabilities at Servinopar, S.L.U. as in-house staff (direct hiring) in 2025.

 **8** EMPLOYED STAFF
with disabilities at Servinopar, S.L.U. as in-house staff (direct hiring) in 2024.

 **20** EMPLOYED STAFF
with disabilities at Gourmet Catering & Eventos (direct hiring) in 2025.

 **16** EMPLOYED STAFF
with disabilities at Gourmet Catering & Eventos (direct hiring) in 2024.

Methodology and working environment

The project, launched at the end of 2023 at La Mare Que Va (Asindown), is structured as a continuous development pipeline—training, practical experience and employment—in which each phase feeds into the next. The model is organised into three stages:

- Initial training focused on acquiring core technical competencies and essential social skills.
- Complementary practical training through participation in real events during training hours.
- Access to employment once the individual reaches the required level of autonomy and competence.

The distinguishing feature of this model is that access to employment is not determined by fixed deadlines or quantitative targets, but rather by the point at which each individual is genuinely ready. As a result, the model operates as a system that progressively transforms training into employment while respecting individual development timelines and ensuring meaningful, sustainable and high-quality inclusion.

To ensure effective and sustainable inclusion, Gourmet Catering & Eventos has developed a workplace environment specifically prepared for this purpose, recognising that inclusion depends not only on the recruitment of people with disabilities but also on the organisation's capacity to adapt and evolve.

This model is based on:

- Continuous training of employees as inclusion agents, providing practical tools for managing diverse teams, effective communication and workplace support. This training process helps create an internal culture based on empathy, shared responsibility and the normalisation of disability.
- The incorporation of specialised employment mediators who play a key support role by facilitating job adaptation, providing individualised follow-up and helping to overcome barriers encountered by both employees and teams.
- Progressive inclusion in real event operations, where people with disabilities participate under the same dynamics, pace and operational requirements as the rest of the workforce, fostering natural and non-paternalistic inclusion.
- Cross-functional involvement of different company areas (operations, kitchen, service, event coordination and management), ensuring that inclusion becomes part of the organisation's everyday operations rather than a standalone initiative.

This approach places the focus on the environment rather than the individual, adapting the organisation so that all people can perform their work under equal conditions. As a result, it creates a model of genuine, long-lasting and scalable inclusion that not only improves the working experience of people with disabilities but also strengthens cohesion, culture and adaptability across the company as a whole.



LA
MARE
QUE VA

Workplace inclusion of people with Down syndrome and intellectual disabilities at the Valencia Conference Centre

During 2024 and 2025, the Valencia Conference Centre consolidated its role as a key environment for the development of this initiative, serving both as a training setting and as a workplace for recruitment and inclusion. The project is based on a progressive model combining technical training, practical experience in real events and employment once the required level of autonomy and preparedness for each role has been achieved.

The results achieved demonstrate the consolidation of the model. In 2025, 37 people with disabilities were hired at the Valencia Conference Centre (1,11% of total hires), compared with 10 hires in 2024 (0,21% of total hires), increasing the relative weight of inclusive recruitment by more than five times within a single year.

At the same time, the practical training programme continued to operate in real working environments. During 2025, 13 students participated, accumulating 1.859 hours of practical training at events, equivalent to approximately 143 hours per participant and nearly 29 training days per student.



Inclusion is approached from a comprehensive perspective that extends beyond employment itself. To support this, Gourmet Catering & Eventos has developed a workplace environment designed to foster effective and sustainable inclusion, supported by team training, specialised employment mediators, participation in real operations and the involvement of all areas of the organisation. This approach adapts the work environment to individual needs, promoting natural, lasting inclusion based on equal opportunities.

The impact and innovative nature of this initiative have been recognised by several national organisations, contributing to awards such as the Fundación Randstad Award for the Workplace Inclusion of People with Disabilities, the National Hospitality Innovation Award granted by Hostelería de España, and the Tourism Human Capital Award granted by the Generalitat Valenciana.

Through this model, Servinopar, S.L.U. and Gourmet Catering & Eventos continue to advance towards a more inclusive, diverse and socially responsible organisation, demonstrating that Workplace Inclusion not only generates positive social impact but also acts as a driver of innovation, competitiveness and shared value creation.

Inclusion Indicators Valencia Conference Centre	2024	2025
Hires of People with Disabilities	10	37
% of Total Hires	0.21	1.11
Students in Practical Training	13	13
Practical Training Hours	1,716	1,859
Partner Organisation	Asindown	Asindown





Impact of the full “Training–Practical Experience–Employment” model at the Valencia Conference Centre

A combined analysis of the indicators provides a comprehensive understanding of the project’s actual impact. When considering not only direct employment but also practical training in real work environments as part of the productive process, the impact of the model expands significantly:

- In 2024, the training delivered was equivalent to approximately 325 working days, which, together with direct employment, represented around 6,9% of total activity.
- In 2025, the training delivered was equivalent to approximately 377 working days, which, combined with direct employment, represented approximately 12,4% of total activity.

This performance reflects the underlying logic of the model: the volume of training accumulated in 2024 and strengthened in 2025 created a pool of prepared talent, whose transition into employment materialised particularly during 2025. Consequently, the project demonstrates a growing and non-linear impact, characteristic of a structured system in which investment in training progressively translates into employment.

Work-life balance

Work-life balance is a fundamental pillar of Servinopar, S.L.U.'s social policy. The work-life balance measures included in the Equality Plan enable employees to reconcile their professional responsibilities with their personal and family commitments.

The organisation monitors:

- Parental leave and retention rates following leave.
- Return-to-work rates after leave periods.
- Employee retention after 12 months.
- Access to flexible working arrangements and remote working.
- Coverage of medical and assistance services.

As an area for improvement, the company plans to develop and implement a Digital Disconnection Protocol.



Servinopar S.L.U. Data. Workforce, Health and Safety

	2024	2025
Number of employees who left the organisation voluntarily or due to dismissal, retirement or death in service	23	34
Number of female employees who left the organisation voluntarily or due to dismissal, retirement or death in service	12	19
Number of lost-time accidents	1	1
Number of fatalities resulting from occupational accidents or occupational diseases	0	0
Number of hours worked	65,576.09	65,907.77
Number of female employees taking maternity leave	0	1
Number of female employees entitled to maternity leave	0	1
Number of male employees taking parental leave	1	1
Number of male employees entitled to parental leave	1	1
Total number of hires over the last three years	40	38
Number of women hired over the last three years	20	21
Number of employees who returned to work after parental leave	1	2
Number of employees expected to return to work after parental leave	1	2
Number of employees who returned from parental leave and remained employed 12 months later	1	2
Number of employees who returned from parental leave in the previous year	1	1
Number of confirmed corruption cases	0	0

During the 2025 financial year, the number of employees who left the organisation due to voluntary resignation, dismissal, retirement or death in service reached 34, compared to 23 departures recorded in 2024, representing an increase in employee turnover. Of these departures, 19 corresponded to women (compared to 12 in 2024), maintaining a balanced gender distribution.

While the turnover rate appears relatively high, it is important to place this figure within the context of the hospitality sector, where turnover is typically structurally higher. In addition, this turnover relates exclusively to fixed-discontinuous workforce and had no impact on the organisation's permanent staff. In this regard, only one permanent employee left the organisation, due to retirement.

With respect to fixed-discontinuous workforce, many of these workers seek to supplement their income. A significant proportion join the company for an initial work experience and subsequently do not continue their employment relationship, often because they combine this type of work with studies or other occupations.

It should also be noted that a substantial number of these employees do not remain with the company beyond this initial experience. Specifically, 13 employees worked fewer than 10 hours, and 12 employees worked fewer than 20 hours. Although these individuals are included as part of the workforce, their actual period of employment was very limited, which significantly influences the turnover rate calculation.

In terms of occupational health and safety, the number of lost-time accidents remained unchanged. No fatalities resulting from occupational accidents or occupational diseases were recorded in either reporting year.

The total number of hours worked remained stable, increasing from 65.576,09 hours in 2024 to 65.907,77 hours in 2025, in line with workforce trends.

With regard to work-life balance and family leave:

- In 2025, one female employee took maternity leave, corresponding to the total number of employees entitled to such leave (none in 2024).

- With respect to parental leave, the situation remained stable, with one male employee taking parental leave, corresponding to the total number of employees entitled to such leave in both reporting years.

Regarding return to work following parental leave:

- 100% of employees entitled to return to work did so in both 2024 and 2025 (one and two employees, respectively).
- In addition, a 100% retention rate after 12 months was maintained for these employees, reflecting the effectiveness of the organisation's work-life balance and talent retention policies.

In terms of recruitment, 38 new hires were made during the three-year reporting period reflected in 2025, compared with 40 in 2024, of which 21 were women (20 in 2024), reinforcing a gender-balanced recruitment policy.

Finally, regarding ethics and compliance, no confirmed cases of corruption were recorded in any of the reporting periods analysed, reflecting the organisation's commitment to integrity and good business practices.

Work organisation and labour relations

Work organisation at Servinopar, S.L.U. is structured across different departments with specific functions that are coordinated with one another. Working conditions and working time are regulated in accordance with applicable legislation and, in certain workplaces, through a company-specific collective bargaining agreement.

The company monitors absenteeism rates and the percentage of employees covered by collective bargaining agreements in order to ensure stable, transparent labour relations based on social dialogue.

Absenteeism Rate – Servinopar, S.L.U.

The absenteeism rate at Servinopar has evolved as follows during the 2024 and 2025 financial years:

Indicator (%)	2024	2025
Total Absenteeism	1.38	7.66
Absenteeism due to Common Contingencies (CC)	0.99	6.87
Absenteeism due to Occupational Accidents (AT)	0.39	0.79



During the 2025 financial year, absenteeism rates increased compared to 2024, particularly in relation to common contingencies. This trend is consistent with the broader increase in workplace absenteeism observed at both national level and across the services and hospitality sectors. Nevertheless, the organisation remains committed to continuously improving working conditions, promoting employee health and well-being, and implementing preventive measures aimed at creating safer and healthier working environments.

Total absenteeism increased from 1.38% in 2024 to 7.66% in 2025. This increase was primarily driven by absenteeism related to common contingencies (CC), which rose to 6.87% compared to 0.99% in the previous year, making it the main area requiring attention.

Absenteeism resulting from occupational accidents (AT) also recorded a slight increase, rising from 0.39% in 2024 to 0.79% in 2025, reinforcing the importance of continuing to strengthen occupational risk prevention measures.

While the trend observed reflects a pattern shared by a large proportion of the business community, the company considers it a priority to further analyse the underlying causes of absenteeism and continue implementing initiatives aimed at improving workplace climate, employee health and organisational efficiency.

The main measures planned include:

- Strengthening health surveillance programmes, with a particular focus on the early identification of temporary incapacity situations.
- Promoting well-being and mental health initiatives, including awareness campaigns and employee support programmes.
- Reviewing and enhancing flexible working and work-life balance policies in order to reduce absenteeism-related risk factors.
- Intensifying occupational risk prevention actions, particularly in positions with higher accident incidence rates.
- Providing individualised follow-up for long-term absenteeism cases, facilitating a gradual and role-adapted return to work.
- Delivering training and awareness programmes for middle managers on preventive absenteeism management and healthy team leadership.

These initiatives form part of the organisation's commitment to continuous improvement and are intended to reverse the observed trend by promoting healthier, safer and more sustainable working environments over the long term.





Workforce covered by collective bargaining agreements

During the reporting periods analysed, the entire workforce of Servinopar, S.L.U. was covered by a collective bargaining agreement:



78 EMPLOYEES

covered by a Collective Bargaining Agreement in 2025.



75 EMPLOYEES

covered by a Collective Bargaining Agreement in 2024.

It is confirmed that 100% of employees were covered by a collective bargaining agreement in both reporting years, maintaining full workforce coverage.

Organisational culture, onboarding and training

Servinopar, S.L.U. promotes an organisational culture based on shared values, clear understanding of roles and the effective integration of new employees. The onboarding programme facilitates initial adaptation, reduces errors and fosters engagement from day one.

Continuous training is a strategic pillar for talent development and the company's competitiveness. Through its training plan, Servinopar, S.L.U. promotes ongoing learning in technical skills, equality, harassment prevention, business ethics, safety, environmental management and other key areas.

Training data – Servinopar, S.L.U.

Indicator	2024	2025
Total Training Hours Delivered to Employees	379.5	426
Training Hours Delivered to Female Employees	197.34	183

Specific training delivered by Servinopar, S.L.U. in 2025

Training Activity	Individual Course Hours	Men	Women
Communication Improvement	2	14	11
Training for Leaders on Quality Management Systems in accordance with ISO 9001	7	3	3
Expert Programme in the Design of Food Waste Prevention and Management Plans	8	-	1

Sense of belonging and internal cohesion

Servinopar, S.L.U. and the companies within Gourmet Catering & Eventos Group consider a strong sense of belonging to be a key factor in employee commitment, motivation and workforce stability. Strengthening the connection between workforce and the organisation contributes to creating a positive, collaborative work environment aligned with corporate values.

The company promotes a culture based on recognition, proximity and participation, creating opportunities for

interaction that strengthen interpersonal relationships and identification with the business project. These initiatives contribute to stronger team cohesion, an improved workplace climate and a greater sense of pride in belonging to the organisation.

Monitoring workplace climate and engagement levels forms part of the company's people management strategy and is incorporated as an area of continuous improvement within its organisational model and future objectives.

During 2025, the company strengthened its onboarding processes with the aim of improving the experience of new employees. To achieve this, onboarding procedures were implemented to facilitate integration into the corporate culture, understanding of internal policies, initial training on roles and tools, and support throughout the first months of employment. These measures contribute to reducing adaptation times, strengthening engagement and improving talent retention.



Recognition Initiatives and Internal Events

To strengthen internal cohesion and recognise the effort and commitment of its workforce, Servinopar, S.L.U., together with the other companies within the Group, organises annual social and motivational initiatives and events for employees.

Among these initiatives is the Christmas Lunch, designed as an informal gathering that encourages interaction, collective recognition and stronger relationships between employees from different departments and workplaces. This event helps conclude the year by reinforcing team spirit and corporate culture. The company also organises a travel

prize draw for employees with at least one year of service within the organisation as a means of recognising loyalty and commitment to Servinopar, S.L.U. and the other companies within Gourmet Catering & Eventos Group. This initiative aims to reward loyalty, encourage employee retention and strengthen the emotional connection between employees and the organisation.

These initiatives form part of the company's internal communication and recognition policy, contributing directly to employee well-being, motivation and sense of belonging.



First Gourmet Catering & Eventos Family Day

As part of its commitment to strengthening belonging and internal cohesion, Gourmet Catering & Eventos held the first edition of its Family Day in 2025, a family-oriented event for workforce across all Group companies and their families.

The event took place at the company's production centre, operated by Servinopar, S.L.U., and brought together professionals from different business areas and workplaces in a relaxed and participative environment, encouraging interaction beyond the strictly professional setting. The programme included recreational activities, workshops for children and adults, games, social spaces and a paella

competition, providing an opportunity to share experiences, strengthen relationships and introduce employees' families to the organisation.

The event attracted strong participation, bringing together 130 attendees from 38 families, including 30 children, demonstrating the high level of engagement and positive reception of the initiative. During the six-hour event, a variety of participative activities took place, including a paella competition involving four teams composed of employees from different company areas, fostering collaboration, teamwork and interaction between employees who do not normally work together on a daily basis.

This initiative highlighted the human dimension of Gourmet Catering & Eventos, promoting participation, proximity and intergenerational interaction. It also strengthened corporate culture and pride in belonging, reinforcing the bonds between employees and contributing to a more cohesive, collaborative workplace aligned with the Group's values.

Following the success of this first edition, the organisation plans to continue this type of initiative as part of its employee well-being, internal communication and employee experience strategy.



Ethics and criminal offence prevention

Servinopar, S.L.U., integrated within Gourmet Catering & Eventos, considers ethics, integrity and compliance to be fundamental principles for conducting responsible and sustainable business activities. The organisation promotes a culture based on honesty, transparency, respect for the law and zero tolerance towards any conduct contrary to the ethical principles that guide its actions.

To reinforce these commitments, the company has established a Code of Ethics, which sets out the values, principles and standards of conduct that must guide the behaviour of all individuals within the organisation, as well as entities and professionals maintaining business or collaborative relationships with it.

In addition, Gourmet Catering & Eventos promotes measures aimed at preventing criminal risks and strengthening a culture of compliance by encouraging actions based on responsibility, integrity, transparency and good corporate governance.



The Code of Ethics and the Ethics Channel of Gourmet Catering & Eventos are publicly available at the following link:



Sustainable procurement and responsible sourcing

The organisation continues to make progress in the supplier approval process based on food safety and ESG (Environmental, Social and Governance) criteria. Efforts are also focused on securing suppliers' commitment to the organisation's Stakeholder Code of Ethics, strengthening relationships based on trust, collaboration and long-term sustainability.

Responsible supply chain management is an important component of Servinopar, S.L.U.'s sustainability strategy. In this regard, the organisation promotes collaboration with suppliers that share its principles of quality, food safety, social responsibility and environmental stewardship.

Whenever possible, priority is given to local suppliers and businesses operating within the surrounding area, contributing to regional economic development while reducing the impacts associated with transport and logistics.

The company is also progressively integrating Environmental, Social and Governance (ESG) criteria into supplier selection, evaluation and monitoring processes, with the objective of strengthening an increasingly sustainable, resilient supply chain aligned with Gourmet Catering & Eventos' corporate commitments.

As part of this commitment, the organisation will continue to develop indicators to measure and assess the sustainability performance of its supply chain, promoting

continuous improvement and the creation of shared value for all Stakeholders.

Over the coming years, Servinopar, S.L.U. will continue strengthening collaboration with suppliers and partner companies that share its values of quality, sustainability, innovation and social responsibility, consolidating relationships based on trust and mutual benefit that contribute to the organisation's sustainable growth and positive impact on its environment.



98%

of suppliers are located within the Valencian Community.



32 SUPPLIERS

approved hold quality, food safety or sustainability certifications.



9

NEW SUPPLIERS

approved added during 2025.



72

SUPPLIERS

approved as of 31 December 2025.



100%

of suppliers are re-evaluated annually.



COMMITMENT TO FOOD SAFETY AND CONSUMER HEALTH

Food safety and consumer health are strategic priorities for Servinopar, S.L.U. and Gourmet Catering & Eventos. As a company dedicated to catering and event management, the organisation assumes responsibility for ensuring that all products and services delivered meet the highest standards of quality, hygiene, safety and nutritional value.

This commitment extends across all stages of operations, from supplier and raw material selection through to food preparation, preservation, transportation and service, applying principles of continuous improvement, risk prevention and regulatory compliance.

The organisation regards food safety and the promotion of healthy habits as inseparable elements of responsible, sustainable gastronomy focused on people's well-being. For this reason, it promotes initiatives aimed both at ensuring food safety and at encouraging balanced and conscious eating habits.

Ensuring food safety and protecting people's health is a cross-cutting priority throughout all our operations. At Servinopar, S.L.U., we operate under a model based on continuous improvement, prevention, traceability and shared responsibility, ensuring the highest quality standards across the entire value chain.

Key Initiatives

-  Implementation of hygiene, food control and traceability systems across all stages of production and logistics processes.
-  Development of preventive crisis management plans and response protocols for food safety alerts.
-  Continuous training and awareness-raising of teams on food safety, hygiene and good practices.
-  Annual independent auditing of the IFS Progress Food Certification, validating the robustness and excellence of our food safety management system.
-  Rigorous control of raw materials, production processes and final products to ensure food safety and quality.
-  Launch of the implementation process for a quality management system based on the ISO 9001 standard, aimed at strengthening standardisation, efficiency and continuous improvement across all areas of the organisation, with implementation planned throughout 2026 and certification expected during the first quarter of 2027.



Food safety strategy

The food safety strategy of Gourmet Catering & Eventos is based on a preventive approach designed to ensure the quality and safety of food throughout every stage of the value chain. To support this objective, the organisation has a specialised Quality and Food Safety Department responsible for overseeing compliance with applicable procedures, controls and regulatory requirements.

During 2025, the company continued strengthening its management system through the consolidation of food control, traceability and risk management protocols, as well as through continuous employee training and the enhancement of operational processes.

Key measures implemented include:



Supplier and raw material control and approval.



Cleaning, disinfection and preventive maintenance programmes.



Traceability systems enabling end-to-end product tracking.



Continuous training of employees in food safety and hygiene.



Incident management and product recall protocols.



Regular supervision and auditing of facilities and processes.



Temperature monitoring during production, storage, transportation and service.

This commitment was further reinforced through the renewal of the internationally recognised **IFS Progress Food**, one of the leading food safety standards, which confirms the implementation of advanced control procedures, risk management practices and continuous improvement processes throughout the organisation.

Food safety is also a cross-cutting element within other sustainability initiatives promoted by the company, including the management and valorisation of surplus food, ensuring that all food donation and redistribution processes are carried out under strict food safety, traceability and sanitary control requirements.

Health promotion

Beyond ensuring food safety, Gourmet Catering & Eventos maintains a strong commitment to promoting healthy and sustainable eating habits. The organisation works to offer balanced gastronomic proposals adapted to the needs of different consumer profiles and aligned with current recommendations regarding nutrition, well-being and sustainability.

This commitment is reflected in the design of menus incorporating fresh, seasonal and locally sourced products, a strong presence of fruits, vegetables and legumes, as well as alternatives adapted to different dietary requirements, intolerances and specific nutritional needs. The company promotes a gastronomic approach that combines culinary excellence, nutritional value and environmental responsibility, contributing to a healthy and responsible dining experience.

In recent years, Gourmet Catering & Eventos has participated in several research and innovation projects aimed at promoting healthier and more sustainable food

systems within the events and collective catering sectors. Among these is the project “Promoting Healthy Eating and Sustainable Management in Event Organisation”, developed in collaboration with the Universitat de València, the University of Alicante, the Institut Valencià d’Investigacions Agràries (IVIA) and the Valencia Conference Centre, which received the NAOS Strategy Award from the Spanish Agency for Food Safety and Nutrition (AESAN).

In line with this trajectory, during 2025 Gourmet Catering & Eventos strengthened its commitment to promoting healthy and sustainable eating through the launch of the Food Impact Menu, the first catering menu endorsed by Chefs’ Manifesto, the international initiative promoted by the SDG2 Advocacy Hub that supports healthier, more sustainable food systems aligned with the United Nations Sustainable Development Goals.

Designed according to principles of nutrition, sustainability and biodiversity, the Food Impact Menu incorporates local

and seasonal products, locally sourced ingredients and a greater presence of plant-based foods, encouraging balanced diets that are respectful of the environment. The proposal combines the culinary excellence that characterises Gourmet Catering & Eventos with an innovative approach aimed at reducing the environmental impact of food consumption while promoting more responsible consumption habits.

The introduction of this gastronomic proposal represents a further step forward in the organisation’s strategy to integrate health, sustainability and innovation into the customer experience. It also reinforces Gourmet Catering & Eventos’ position as a benchmark in responsible gastronomy within the events, conference and professional catering sectors.

Through these initiatives, Servinopar, S.L.U. and Gourmet Catering & Eventos reaffirm their commitment to promoting safe, healthy and sustainable food, contributing to people’s well-being and to the development of more responsible and environmentally respectful food systems.

10

SERVINOPAR, S.L.U. SUSTAINABILITY STRATEGIC PLAN



Servinopar, S.L.U. enters the 2025–2030 period in a context shaped by the transformation of the service sector, increasing client expectations, pressure on labour costs, the need for professionalisation and digitalisation, and growing challenges in attracting and retaining talent.

The company has a solid foundation built on experience, operational capabilities and market knowledge. The strategic challenge for the coming years is to evolve from an organisation focused on efficient execution into a more scalable, profitable, digital and long-term oriented business.

This Strategic Plan defines the priority areas for consolidating leadership and preparing Servinopar, S.L.U. for a new phase of sustainable growth.

Strategic Objectives 2025–2030



Growth

- Increase revenue in a profitable and sustainable manner.
- Diversify the client portfolio and business sectors.
- Expand territorial presence.



Profitability

- Improve operating margins.
- Reduce non-productive costs.
- Professionalise pricing and financial control.



People

- Become an employer of choice.
- Reduce turnover and absenteeism.
- Develop strong middle management capabilities.



Digitalisation

- Automate internal processes.
- Improve operational traceability.
- Strengthen data-driven decision-making.



Sustainability

- Integrate ESG criteria into operations and client relationships.
- Reduce environmental impact.
- Strengthen corporate reputation.

Servinopar, S.L.U. Strategic Pillars 2025–2030

Strategic Pillar	Main Objective	2025-2026 (Short Term)	2027-2028 (Medium Term)	2029-2030 (Long Term)
PILLAR 1. Operational Excellence and Quality	Transform daily operations into a competitive advantage	Standardise processes, service protocols, operational KPIs and incident management systems	Operational automation, regular internal audits and continuous improvement	Industry benchmark in quality, efficiency and compliance with Service Level Agreement (SLA) standards
PILLAR 2. Commercial Growth and Diversification	Drive profitable growth and reduce commercial dependency	CRM implementation, global sales plan, customer segmentation and cross-selling	Expansion into new sectors and geographical markets, strategic partnerships	Strong market positioning and diversified client portfolio
PILLAR 3. People and Talent	Attract, develop and retain professionals	Onboarding, structured recruitment, initial training and workplace climate initiatives	Career development plans, middle-management leadership programmes, recognition and retention initiatives. Consolidation of workplace inclusion programmes and diverse talent development	Strong employer brand and structurally low turnover. Become an industry benchmark for the workplace inclusion of people with disabilities
PILLAR 4. Digitalisation and Efficiency	Modernise management systems to support scalability	ERP, CRM, document digitalisation, time tracking, backups and cybersecurity	Advanced administrative automation, integrated dashboards and internal applications	Highly efficient, data-driven organisation
PILLAR 5. Profitability and Financial Control	Ensure profitable growth	Cost control by client/service, budgeting, margin monitoring and collections management	Dynamic pricing, advanced forecasting and productivity measurement by business unit	Sustained high profitability and strong cash generation
PILLAR 6. Sustainability and ESG	Integrate sustainability as a competitive advantage	ESG assessment, internal policies and responsible procurement	ESG reporting, resource consumption reduction and acquisition of ESG-focused clients	Industry sustainability benchmark with preferred access to major contracts

Strategic Pillar	Main Objective	2025-2026 (Short Term)	2027-2028 (Medium Term)	2029-2030 (Long Term)
PILLAR 7. Governance and Professionalisation	Prepare the organisational structure for growth	Organisational structure, management committee and clear responsibilities	Professionalisation of management positions, succession planning for key roles and strategic reporting	Robust, scalable business model prepared for expansion
PILLAR 8. Gastronomic Innovation and Customer Experience	Lead the evolution of sustainable and experiential gastronomy	Development of sustainable gastronomic proposals. Implementation of the Food Impact Menu. Culinary innovation applied to events	New differentiated gastronomic products and experiences. Integration of nutritional and environmental criteria	National benchmark in sustainable gastronomy for events



Sustainable Performance Objectives

With the aim of continuing to advance towards an increasingly sustainable, innovative and inclusive management model, Servinopar, S.L.U. and Gourmet Catering & Eventos have defined a series of strategic objectives that will guide their actions over the coming years. These objectives are structured around the organisation’s key impact areas and aligned with its commitment to generating economic, social and environmental value for all Stakeholders.



Strategic Area	Objective	Time Horizon
Quality and Operational Excellence	Complete the implementation of the quality management system in accordance with ISO 9001.	
	Continue strengthening the culture of continuous improvement and customer focus.	
	Further standardise and optimise operational processes.	
Business Ethics	Develop an anti-corruption plan and provide employee training.	
People, Talent and Well-being	Continue promoting safe, healthy and inclusive working environments.	

Short term: 2026-2027

Medium term: 2028-2030

Long term: Beyond 2030

Ongoing: Continuous commitment integrated into the organisation’s management model

Strategic Area	Objective	Time Horizon
People, Talent and Well-being	Strengthen employee training and professional development initiatives.	
	Consolidate employee well-being and health promotion programmes.	
	Enhance the employee experience through digital tools and new internal communication channels.	
Inclusion and Social Commitment	Consolidate and expand workplace inclusion programmes for people with Down syndrome and Intellectual Disabilities.	
	Strengthen collaboration with specialised social organisations.	
	Promote new training and employment opportunities for groups facing greater barriers to labour market integration.	
Sustainable Food Systems and Food Waste Reduction	Continue developing food waste prevention and reduction initiatives.	
	Expand the measurement and monitoring of food loss and waste indicators.	
	Increase the responsible redistribution of surplus food through partnerships with social organisations.	
	Promote gastronomic proposals aligned with health, sustainability and circular economy principles.	

 Short term: 2026-2027

 Medium term: 2028-2030

 Long term: Beyond 2030

 Ongoing: Continuous commitment integrated into the organisation's management model

Strategic Area	Objective	Time Horizon
Innovation and Digitalisation	Complete the implementation of Beeple for the management and communication of fixed-discontinuous employees.	
	Enhance the use of data analytics tools for people management and decision-making.	
	Continue advancing the digitalisation of internal and operational processes.	
Responsible Supply Chain	Strengthen the integration of Environmental, Social and Governance (ESG) criteria into supplier management.	
	Prioritise local and proximity-based suppliers whenever feasible.	
	Develop sustainability assessment and monitoring mechanisms throughout the supply chain.	
Measurement and Transparency	Consolidate an ESG indicator system to monitor progress against commitments.	
	Improve the collection and analysis of environmental, social and governance data.	
	Continue developing reports and disclosures that strengthen transparency and accountability towards Stakeholders.	

Regular monitoring of these objectives will enable the assessment of progress against established commitments and the identification of new opportunities for improvement, strengthening the organisation's capacity to respond to Stakeholder expectations and contribute to the sustainable development of the sector.

 Corto plazo 2026-2027

 Medio plazo: 2028-2030

 Largo plazo: Más allá de 2030

 Permanente: Compromiso continuo integrado en la gestión de la organización

11 | APPENDICES



	Area	Relevant Legislation or Document
National scope	Environment	Law 7/2021 on Climate Change and Energy Transition
	Environment	Royal Decree 214/2025 on Carbon Footprint
	Environment	Law 7/2022 on Waste and Contaminated Soils
	Environment	Royal Decree 614/2024 of 2 July, amending Royal Decree 487/2022 of 21 June on Legionella Prevention and Control
	Environment	Royal Decree 1085/2024 on Water Reuse
	Environment / Health and Safety	Royal Decree 830/2010 on the Use of Biocidal Products
	Circular Economy	Royal Decree 1055/2022 on Packaging and Packaging Waste Management
	Circular Economy	Regulation 40/2025
	Social and Labour	Organic Law 3/2007 for the Effective Equality of Women and Men
	Social and Labour	Directive (EU) 2023/970 on Gender Pay Transparency
	Social and Labour	Law 10/2022 on Sexual Freedom
	Social and Labour	Law 4/2023 on the Rights of LGTBI Persons
	Social and Labour	Occupational Risk Prevention Law 31/1995
	Social and Labour	Right to Digital Disconnection

	Area	Relevant Legislation or Document
National scope	Ethics	Spanish Criminal Code
	Ethics	Law 2/2023 on Whistleblower Protection and Ethics Reporting Channels
	Community	Law 7/2025 on Sustainable Consumption
	Community	Law 4/2022 on Accessible Labelling [implementing Royal Decree pending approval]
	Community	Royal Decree-Law 315/2025 on Sustainable and Healthy School Meals
European scope	Environment	Regulation (EU) 2023/1115 on Deforestation-Free Products (EUDR)
	Environment	Regulation (EU) 2018/848 on Organic Production
	Circular Economy	Regulation 40/2025
	Food Safety	Regulation (EU) 2025/351
	Information Security	Directive (EU) 2022/2555 (NIS2 Directive)
	Ethics / Fraud Prevention	Regulation (EU) 2017/625 on Official Controls
Valencian Regional scope	ESG	Law 18/2018, Decree 200/2022 and Decree 4/2025
	Environment	Law 6/2022 on Climate Change and Ecological Transition
	Environment	Decree-Law 17/2024 of 23 December of the Consell on Urgent Measures to Improve Green Taxation

