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zabala
INNOVATION

SUSTAINABILITY REPORT 2020

Advancing the 2030 agenda and the SDGs for better innovation



INTRODUCTION



We will always remember the year 2020, because it has been an unusual year, marked by one of the greatest challenges that global society has faced in recent years. The outbreak of the global pandemic caused by COVID-19 has impacted all aspects of life, especially in the economic and labour activities.

In this period of uncertainty, ZABALA Innovation's main objective has been to guarantee people's safety, both within and outside the organization. Since the beginning of the pandemic, all the necessary measures have been put in place to ensure the well-being of the people who form the team, but also our collaborators.

At ZABALA we believe in innovation for the transformation towards a more sustainable economy, developing new ways and tools to carry out current processes. Innovation, which is part of ZABALA's DNA, has been key to the sustainability of the work activity during 2020, giving all the team the option to work from safe environments.

The digital transformation, that we have been promoting over the past few years, has enabled our activity not to stop and we can continue to Support our clients in a year in which they have faced unprecedented challenges. Digitalisation and agility in the implementation of a good teleworking model has enabled us not only to maintain all jobs but even growing, creating employment at a time of great job uncertainty.

Beyond the technological means, we have also understood the necessity to maintain the cohesion of the team as an essential measure to contribute to its well-being, and for this reason the work carried out by the people and the communication departments has been more relevant than ever, proposing new activities and tools to promote internal communication and interaction between the people who make up the entity.

We are confident that sustainability must be the compass guiding our development, that is why in 2020 we have once again reinforced our commitment to the 2030 Agenda and the SDGs, renewing our commitment to the Global Compact and our engagement with the agents of our surroundings.

In a period of exception, where health security has been the priority, we wanted to maintain our contribution to sustainability, creating social value in a context that has posed unprecedented challenges.

Ainhoa Zabala Versteeg
CEO





ZABALA IN FIGURES

OUR ACTIVITY

5 MAIN BUSINESS AREAS

- 🔥 European and international projects
- 🔥 National
- 🔥 TIIE (tax incentives and investments for entrepreneurship)
- 🔥 International
- 🔥 Social Innovation

PUBLIC FUNDING FOR PROJECTS

Projects in Spain
+10%

CDTI projects approval (2014-2020)

+2,700

Annual R+D+I projects

20%

Approval of large collaborative projects MISIONES, CIEN ... (2014-2020)

European Projects
+900

Submitted proposals (2014-2020)

+700M€

Return to clients (2014-2020)

+33%

Success ratio

Tax Incentives
+40

Transfer deduction operations (2018-2020)

+1100

Binding Reasoned Reports/year

+200

Companies apply for SS rebate

CONSULTING SERVICES

Innovation Strategy

15

Support Contracts for PAs in the initial phases of NGEU

Social Innovation

+50

Works in European projects

Public Procurement of Innovation

20

Assistance to Companies and PAs

Digital Transformation

+50

Works with public entities

OUR PEOPLE

🔥 More than **290 people employed**.

🔥 **56,55%** of the staff are **women**.



INTRODUCTION

WHO WE ARE

ZABALA Innovation Consulting is a leading consulting firm in integrated innovation management with more than 35 years of experience.



OBJECTIVE

To make **innovation the key factor for the competitiveness** of the organisations through strategy.

How do we do it?

We manage public aid, subsidies and tax deductions for projects of companies, research organisations and public administrations in the international field.

- 💡 Innovation is a process that transforms markets and enables different actors to move forward.
- 💡 Innovation is also about gambling and facing risk, delegating, cooperating and allocating reasonable resources.
- 💡 In short, innovating through strategy and planning



LEADERSHIP/ OUR MISSION, VISION AND VALUES

MISSION

We are committed to our **clients**, we help them **innovate** in a **global** market, we anticipate their needs with loyalty and efficacy.

We are a point of reference in the **management and public financing** of R+D+i. Thanks to our experience, we stand out in the **innovation ecosystems**: innovative companies, Universities, Technological and Research Centres, Public Administrations, ...

We promote **strategic alliances** between the agents of this network to create **value**.

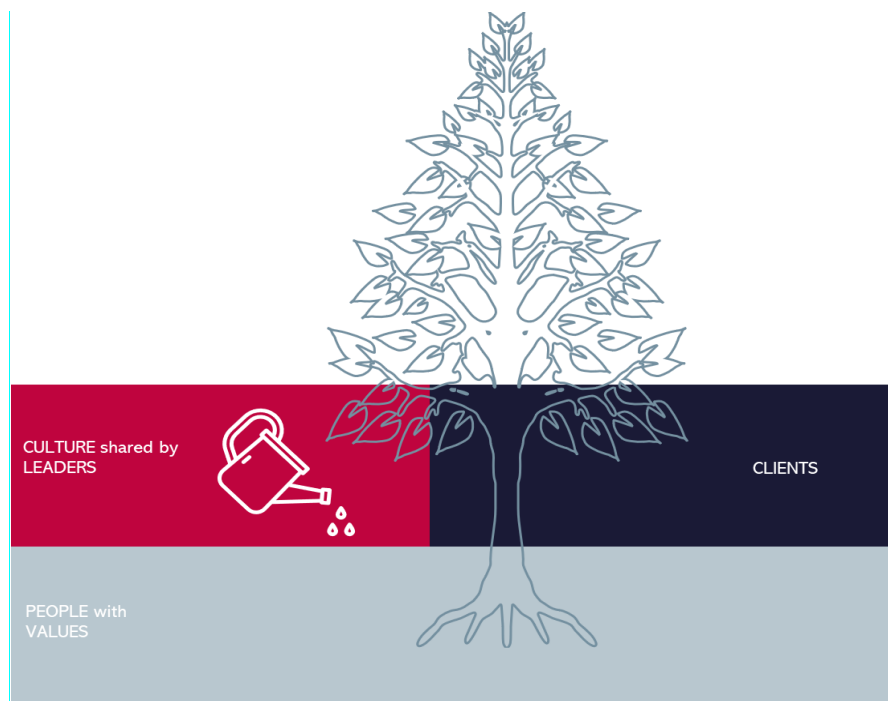
We believe there is a historic opportunity for Europe to lead the transformation to a more **social and sustainable** world with more **equality** serving all people

The Sustainable Development Goals are the beacon of this journey, and the journey is led by **people**.

At Zabala we develop as professionals, and we serve the society to which we belong.



VISION



Our roots are our **culture and values**, the commitment with the needs of our clients.

We have become **leaders**, and we will continue to **grow sustainably**, if we take care of those **roots**.

To this end, we have to address new challenges: the opening to an increasingly global world, the impact of new **technologies** on a society that demands **sustainability, equality** and balance with the **nature**.

The **Zabala** tree takes care of its consolidated branches. Others have emerged recently (latest headquarters, social innovation, tenders, ...) and we will generate new ones (innovation strategy...).

We have learned to take care of each project, now it is up to us to take care of the whole **ecosystem**.

VALUES

Corporate values are the essence, the soul of companies, they act both as the compass for defining objectives and specifying procedures, and as quality seal for clients. So, knowing and respecting them is essential to strengthen our identity.

As stated in our VISION 2030, ZABALA's values are:

- 💧 **INTEGRITY**. Respecting and being ethical with clients, suppliers, social environment and the environment.
- 💧 **COOPERATION**. Working as a team, contributing ideas that benefit the Company, clients and suppliers.
- 💧 **INNOVATION**. Encourage and manage the change by taking initiatives and risks with moderation. Acquiring and sharing knowledges among all.
- 💧 **TRUST**. Trusting others and deserving the trust of all people.



- ◆ **COMMITMENT.** To fulfil all the commitments and agreements the Company has freely acquired.
- ◆ **FREEDOM AND RESPONSIBILITY.** Living in freedom while accepting responsibility, as well as the results and the consequences of one's actions

PURPOSE

Together, Innovation Works is our raison d'être, because we believe that working together, we make innovation work, and that is our reason for existing.

Because innovation has a multiplier effect when it is generated through collaboration.

Because we team up to innovate, both with clients and with the rest of the agents in the innovation ecosystem.

ZABALA AND THE 2030 AGENDA FOR THE ATTAINMENT OF THE SDGS

ZABALA is committed to sustainable development, actively working on the three backbones of sustainability: environmental, economic and social. As a signatory of the Global Compact, ZABALA applies 10 guiding principles on human rights, labour, environment and fight against corruption.

Furthermore, since the entry into force of the 2030 Agenda and the SDGs, at ZABALA we have integrated those goals into our business model to contribute to the achievement of these global challenges through our daily activity.

SUSTAINABLE DEVELOPMENT GOALS



To advance on the road to sustainability, we have divided our sustainability strategy in three big, interconnected pillars:

- ◆ Good Governance
- ◆ People
- ◆ The planet



OUR COMMITMENT TO SUSTAINABILITY

GOOD GOVERNANCE

ZABALA has been committed to Good Governance since the beginning of its activity, promoting transparent and responsible interaction both with its stakeholders and with society as a whole

SDG16: PROMOTION OF FAIR, PEACEFUL AND INCLUSIVE SOCIETIES



Within the good governance pillar, in 2020, ZABALA has strengthened the following commitments to contribute to the SDG 16:

- ◆ Direct involvement and commitment in projects to build more peaceful and inclusive societies through the promotion and protection of Human Rights.
- ◆ Ensuring respect for Human Rights and works to make inclusive and participatory decisions with its local environment.
- ◆ Pushing ethical and responsible behaviour

HOW DO WE DO IT?

- ◆ Tracking, updating and improving the Ethical Code together with the people that form ZABALA. The values mentioned in the previous section reflect the

roots and principles of conduct promoted by ZABALA internally and in the relationship with our value chain. To ensure that these principles are known and applied in our day-to-day activities, ZABALA has drawn up a **Code of Conduct** (made in 2017) aimed at our staff, the Management Committee and our clients, suppliers and other stakeholders.

This code, which reflects the action principles in terms of ethics and principles, responsible practises and “no gift” policy, knowledge and confidentiality protection, efficient use of the organisation’s resources and resolution of conflict of interest, is available in all the official languages of the territories in which ZABALA has physical presence (Spanish, French and English), and forms part of the training provided to all those joining the organisation. For ZABALA it is vital that the workers that make up the team know and share the organisation’s good governance principles.

- ◆ **Social innovation department:** through the activities of ZABALA’s social innovation department, compliance with Human Rights is promoted in business projects.
- ◆ **Approval and publication of the sustainability report:** the Sustainability Report is approved annually through the main group. Once approved, it is disseminated to key stakeholders and made available society in general through company’s internal and external communication channels.
- ◆ **Investments with ethical criteria:** in addition to making efficient use of the resources, the company has a policy of investment with ethical criteria, taking part in the GLOBAL FINANCIAL INCLUSION FUND of Banco Santander, formerly Banco Popular, an ethical fund for global inclusion



whose main objective is to support social entrepreneurs in underserved and low-income markets in developing countries (Asia, Latin America and sub-Saharan Africa). The initiative was chosen for its capacity to generate both financial and social returns. With a quarterly monitoring of the evolution of GLOBAL FINANCIAL INCLUSION FUND's investments (both those made and those in progress or under study), the social impact of each investment is measured thanks to FINANCIAL AND SOCIAL INDICATORS.

PEOPLE

At ZABALA we are aware of the value provided by people, who guarantee our activity's excellence and allow us to continue to grow as an organisation and as an active agent in society.

In this section, we consider not only the people with whom we have a formal relationship, our workers, but also our value chain, including suppliers and clients, and society as a whole.

SDG 3: HEALTH AND SAFETY

Undoubtedly, the year 2020 has been marked by an unprecedented health crisis. Because of that, and with the primary objective of ensuring the safety and well-being of all the people that collaborate with ZABALA, a number of additional measures has been taken to create safer work environments and minimise the risk of contagion in all company activities.



HOW DO WE DO IT?

The main measures taken have been as follows:

Enabling teleworking for all ZABALA staff:

ZABALA, whose digital transformation began in previous years, had the necessary system in place for all employees to perform their tasks from home.



In addition, the opportunity to move the necessary work equipment to their home has been offered to ensure comfort and convenience when carrying out their work.

Furthermore, the use of internal communication tools was reinforced to ensure the cohesion and support between people in different teams.

Fitting out workspaces to minimise the risk of contagion:

ZABALA has paid special attention to minimising the risks of workers returning to the office. The following measures have ensured a safe return to the offices, which was carried out partially, and taking into account the personal reality of the staff, promoting a work-life balance:

- Safety equipment: all the staff have been provided with hydroalcoholic gel and masks kits, and extra units have been sent to all offices.
- Behavioural protocols: regularly, and following the measures announced by the health authorities, ZABALA communicated to its staff the rules of behaviour to be followed in the office, including the use of masks in enclosed spaces.
- Protocols for the use of common areas: the staff was informed of the rules for the use of common areas (dining room, toilets, copy room).
- Installation of safety screens to increase the safety of the workstations.

- All persons have been provided with a serological test prior to the incorporation to work to provide additional reassurance on their return to work.

- Training in COVID protocols was provided to all staff prior to their return to the offices.

Gradual return to the offices:

- The return to the offices has been organised to comply with all the health measures necessary to minimise the risk of contagion. ZABALA implemented a combined system of teleworking and on-site work, with rotation bubble groups, and respecting a maximum occupancy of 50% of the offices.

Training measures have been carried out, aimed at providing people with tools to better manage day-to-day life, especially in this situation, with emphasis on training in emotional management and also activities to promote team activities, always following the security guidelines, which contribute to people's emotional well-being.

All these measures have allowed ZABALA to maintain and even increase the number of people in the organisation in an exceptional period.



SDG 5 GENDER EQUALITY

ZABALA has been committed for many years to the creation of an equal labour market that offers the same opportunities to men and women, focusing on the value that each person can provide. Gender equality is already a crosscutting principle in all sectors and areas of society, and therefore ZABALA aims to work to build and maintain an equal work environment.



INDICATORS

Currently, more than 56% of our staff are women, and some of them hold positions of responsibility in the organisation with a presence in international scientific and technological projects, promoting gender equality in sectors with a greater male presence, such as the energy sector or information technologies, in order to carry out an innovation that responds better to the needs of society.

HOW DO WE DO IT?

In 2017 we made an internal commitment towards the improvement of the working environment, including the development and implementation of a **Gender Equality Plan** through a participatory process that has involved a sample of staff of different genders and concerns in this regard. Furthermore, we believe that internal management must be combined with external

communication to contribute to the real representation of women and offer role models in these areas.

This **Equal Opportunities Plan** intends to reinforce the company's diversity and equality, promote non-discrimination in selection processes, favour equal employment and career development opportunities for women and men, as well as facilitate the reconciliation of personal and professional life.

In the elaboration of our Equality Plan we have followed the principles recommended by the institutions such as these:

- 💧 Non-sexist communication policy, both in the internal and external communication.
- 💧 Incorporation of gender equality in the company's corporate values, in the field of internal and external communication.
- 💧 Equal opportunities and gender equality training for staff and awareness-raising actions.
- 💧 Work and family reconciliation agreed with the staff.
- 💧 Harassment prevention and reporting protocol.
- 💧 Periodic evaluation of the equality plan's measures.

Within our Equality Plan we have proposed a total of 25 action measures to be performed until 2020, which will be monitored and evaluated. The measures are grouped into the following 11 areas:

Leadership, policy, strategy

- 💧 Area 1. Corporate policy and organizational culture
- 💧 Area 2. Internal communication and involvement



People

- ◆ Area 3. HR management
- ◆ Area 4. Occupational health
- ◆ Area 5. Reconciliation. Joint responsibility
- ◆ Area 6. Workers' representation. Collective bargaining

Process management

- ◆ Area 7. Administrative and legal aspects. Financial resource management
- ◆ Area 8. Production/ service provision management.
- ◆ Area 9. Innovation management. Research, development and innovation (R+D+I)

Relation with the environment

- ◆ Area 10. Client relations, image and external communication.
- ◆ Area 11. Outsourcing and procurement.

In 2020, the monitoring of the indicators for 2019 and the evaluation of the Equality Plan for the period 2017-2020 were carried out, assessing the progress made in terms of equality and the opportunities for improvement in the abovementioned areas.

ZABALA has continued its commitment for a more egalitarian working environment. To this end, in addition to internal equality policies, such as the Equal Opportunities Plan, it supports the visibility of female professionals in sectors where the presence of female experts is lower. Withing this framework,

our colleague Maite Zazpe took part as a speaker in the event organised by the NEXT initiative of the Government of Navarre. Her intervention focused on different aspects of environmental sustainability, highlighting the knowledge of women experts in this field.

Furthermore, our CEO Ainhoa Zabala collaborated with Coca-Cola's GIRA MUJERES initiative through her intervention in the workshop organised on 3rd and 4th March in Pamplona. The initiative seeks to offer quality training to women in order to improve their employability and female entrepreneurship.

[Coca-Cola's GIRA MUJERES in Pamplona article](#)



SDG 8 DECENT WORK AND ECONOMIC GROWTH

ZABALA aims to generate a positive impact on the people who interact with the organisation, promoting a sustainable growth that offers opportunities for growth and quality working conditions. For this reason, generating and maintaining jobs is one of its goals, which includes the jobs generated directly and also the value provided to its suppliers and clients.



ECONOMIC MANAGEMENT

GOOD GOVERNANCE

TRANSPARENCY AND ANTI-CORRUPTION POLICIES

VISIBILITY BEFORE THE INTEREST GROUPS

INTEGRATING CSR AND SOCIAL INNOVATION AS A SERVICE

ETHICAL CONDUCT

COMMITMENT TO THE LOCAL COMMUNITY.

OPERATIONAL EXCELLENCE

COMMITMENT TO OUR TEAM AND STAKEHOLDERS

SAFETY AND OCCUPATIONAL HEALTH.

RECONCILIATION AND DIVERSITY

CLIENT SATISFACTION EVALUATION

COMMITMENT TO HUMAN RIGHTS

TALENT MANAGEMENT AND DEVELOPMENT

CODE OF CONDUCT

SUPPLY CHAIN (SUPPLIERS)

ENVIRONMENT

ENVIRONMENTAL PROJECTS

BOOSTING THE ENVIRONMENTAL ACTION PLAN

RELATIONSHIPS WITH STAKEHOLDERS

ZABALA's groups of interest



PEOPLE



SUPPLIERS



CLIENTS



PUBLIC ADMINISTRATION



UNIVERSITIES AND RESEARCH CENTRES



LOCAL COMMUNITY



MEDIA



NGOs AND SOCIAL ORGANISATIONS

With all these groups we maintain a stable relationship and fluid communication that allows us to incorporate changes and improvements in the organisation.

Commitments

The commitments are reflected in the vision, such as: dedication and maximum commitment to clients and the quality of the products through innovative services. In addition, we are committed to client proximity, which is essential



for strengthening close, long-lasting and trusting relationships. Maximum attention and the building of alliances with partners and collaborators are prioritised as a strategy for enrichment, growth and indivisible success, as well as the maintenance of stable relationships with suppliers.

The entity is committed to hiring of young talent, teamwork and trust in employees, preserving the jobs of the current workforce and expanding it as far as possible. All within a framework of communication, freedom and respect.

TEAM

Human capital, our priority: the people employed are the foundation of the entity; their commitment and motivation are reflected in the quality of our work and the client satisfaction.

The people department works in three main axes to promote an inclusive, safe and attractive working environment, focusing on professional development through the training of people:

Talent management and attraction

| YEAR | 2020 | 2019 |
|---|------|------|
| Number of employed women | 164 | 156 |
| Number of employed men | 132 | 107 |
| Number of permanent vs. temporary contracts | 265 | 234 |
| Total number of temporary workers | 40 | 29 |
| Number of full-time employees | 242 | 206 |
| Number of part-time employees | 54 | 57 |

| YEAR | 2020 | 2019 |
|---|--------|--------|
| Number of hours of external training per employee | 5,77 | 23,31 |
| Number. of hours of internal training | 107:30 | 177:15 |

Knowledge and development

- ◆ Technical and social training. 130 hours of internal training were provided in different areas.
- ◆ External training: training carried out in skills and competences and area-specific training.
- ◆ Various seminars and courses.
- ◆ Language training: 35 people
- ◆ Master's Degree training: 7 people
- ◆ During the year, 6 training groups for new recruits we held for all new hires to the company.

Working groups

On the other hand, in relation with the professional satisfaction and commitment programme, the proposals for actions and priorities for the years 2020-2021 identified in the analysis conducted for the years 2017-2019 have been implemented. These relate to flexibility, company culture, client-facing company philosophy and workload management/task planning.

The working groups mentioned in relation to individuals are as follows:

- ◆ PIO group



- ◆ Analysis of the working environment: this group aims to gather the opinions, suggestions and improvements that workers wish to make to the company.
- ◆ Group for the follow-up of the Equality Plan: this group of people follow up on the implementation of the plan.

Furthermore, the people department has performed training and actions to ensure a **healthy working environment and prevent occupational hazards**.

At ZABALA we assess the new spaces and their equipment both from an ergonomic and safety point of view, considering, among other aspects, postural hygiene guidelines. In the process of incorporating people into the company, training is given on healthy habits in the working environment. 100% of the people have access to this training along with material on this subject.

CLIENTS

ZABALA has always stood out for its absolute commitment to solving problems in R+D+I and in the management of its clients' competitiveness, with dedication, personalised attention and maximum delivery being key factors in the company's philosophy. In order to fulfil our commitments to our clients on a daily basis, we provide various services such as integral advice in the R+D+I management, the search for the best calls for each client and each project, the formulation and presentation of projects guaranteeing the best quality standards and the competitiveness of each project, the management and monitoring of approved projects, the identification and preparation of national and international tenders, tax deductions, social innovation, and in short,

everything related to innovation. And we always provide these services guaranteeing an absolute closeness to each and every one of our clients in different ways:

- ◆ Adapting ourselves to the needs of each client: flexible contracts, reciprocity, success rates. Availability of specialists in various fields such as digital transformation, industrial innovation, social innovation, science, energy. Client-focused projects and services, data protection, transparency and communication (client satisfaction surveys, figures)
- ◆ Offering innovation to our clients through our own tools and platforms that facilitate the creation of tools. KAILA.eu is an online platform that discovers technologies, innovations, organisations and opportunities for funding and collaboration on innovation projects. It provides tools that support innovation processes for analysis, recommendations, data visualisation and a community to connect with innovators online.
- ◆ Multidisciplinary and personalised attention through our network of offices in different countries and taking advantage of all the possibilities offered by new technologies.

SOCIETY

ZABALA's commitment to society has always been one of its main hallmarks. Said commitment has materialised through various tools such as direct support of the company to different social, cultural or sporting initiatives, the annual internal call for applications to finance social projects and the promotion of funding social projects at European and international level.



Firstly, the company supports different initiatives in a disinterested way. We can highlight the support to the Ilundain Foundation, the NGO ACOES, the Xilema Foundation and the Ardoi sports club.

Secondly, for the last 7 years an internal call has been launched every year for the company staff to present and vote for social, cultural or sporting projects. The most voted projects by the company staff receive an annual funding. In recent years, this internal call for projects has amounted to 30,000 euros.

Thirdly, the promotion of social projects financed with European funds or international agencies stand out. These projects have been pushed more specifically in the past 6 years, when the area of social innovation in business was created. Within the framework of these projects, on the one hand, we promote the transversality of social issues (participation, socio-economic impact analysis) in European projects of all kinds. We are currently involved in 10 European projects on various topics (renewable energies, sustainable construction, sustainable mining, new technologies, education, sustainable cities)

GENERAL INDICATORS

- ◆ Increase in staff: in 2020 40 new jobs have been created.
- ◆ External training per employee: 5,77 hours of external training were received per employee in 2020.

- ◆ Number of hours of internal training: 107:30 hours of internal training have been carried out.
- ◆ Number of occupational health training actions: 1 general for all staff and 2 specifics for HR department staff.

HOW?

- ◆ Guaranteeing fair working conditions for all company workers and suppliers, and ensuring non-discrimination in hiring, remuneration, benefits, training and promotion.
- ◆ Promoting due diligence through own projects.
- ◆ Training and instructing the Human Resources Department in the right to non-discrimination, so that hiring in the company takes place without considering gender, age or any other type of personal characteristic.
- ◆ Carrying out diversity measures in the company, providing women, young people and disadvantaged groups with equal opportunities to develop themselves in the workplace.
- ◆ Promoting youth employment in the company through hiring and internship programmes to promote social development.
- ◆ Guaranteeing permanent contracts and opportunities for employees, especially young people.
- ◆ Having health and safety management systems in place at all company facilities and requiring them from suppliers, to reduce occupational accident and illnesses throughout the value chain.
- ◆ Making efficient use of natural resources in the company's activities, in order to reduce the environmental impact, enhancing a sustainable economic growth.



- ◆ Complying with tax laws and regulations in the countries of operation, to foster their economic growth.
- ◆ Creating tools to support decent job creation, innovation and entrepreneurship, for example through online platforms to share knowledge and good practices between companies.
- ◆ Using the company's activities to foster sustained, sustainable and inclusive economic growth.
- ◆ Encouraging R+D+I, through specific innovation programmes.

SDG 17 PARTNERSHIPS

Transformation and innovation in society and the promotion of the Sustainable Development Goals require partnerships between governments, private sector and civil society.



Members of the United Nations Global Compact. An international initiative that promotes the implementation of 10 universally accepted Principles to promote CSR in the areas of human rights and business, labour standards, environment and anti-corruption in the activities and business strategy of companies.

Latin American Regional Centre of the private sector in support of the United Nations SDG.

An annual report is made to inform on the degree of progress in sustainability and social responsibility, the status of compliance with the Sustainable Development Goals and the degree of implementation of strategic sustainability issues.

Members of Forética. The most important association of companies and professionals in corporate social responsibility and sustainability in Spain and Latin America, whose mission is to promote the integration of social, environmental and good governance aspects in the strategy and management of companies and organisations.

InnovaRSE Methodology. Since 2014 we have monitored this methodology: diagnosis, action plan, sustainability report and improvement cycle. It is a tool to address the systematic incorporation of sustainability within a process of continuous improvement that helps the companies to include CSR aspects into their strategy. ZABALA has been recognised by this program for its Good Practises in CSR.

Other partnerships with collaborating organisations:

In the international scene

- ◆ International consulting alliance
- ◆ Greenovate
- ◆ Spanish network for the United Nations Global Compact
- ◆ Fiware foundation E.V.
- ◆ Sbioc
- ◆ Spanish Chamber of Commerce in Great Britain
- ◆ Spanish Chamber of Commerce in Belgium and Luxembourg
- ◆ Brussels chamber of commerce (BECI)
- ◆ European Association of Innovation Consultants
- ◆ ACI – Association des Conseils en Innovation
- ◆ Enviropea



- ◆ Cocef
- ◆ Medef Gironde
- ◆ Hydrogen Europe
- ◆ European Construction Technology Platform (ECTP)
- ◆ Estia
- ◆ Anrt – Association Nationale Recherche Technologie
- ◆ Aerospace Valley

In the national scene

- ◆ Spanish technology platform “Food for Life SPAIN”
- ◆ Wine technology platform “PTV”.
- ◆ Fiab
- ◆ Secpho
- ◆ Sernauto
- ◆ Cen
- ◆ Apd
- ◆ Afidi
- ◆ Forética
- ◆ Ametic
- ◆ Cominroc
- ◆ Diboos

In the regional scene

- ◆ Zaragoza Chamber of Commerce
- ◆ Innobasque
- ◆ Valencian Association of Plastics Entrepreneurs

- ◆ Bioval – Technological Park
- ◆ Extenda – Andalusian Agency for Foreign Promotion
- ◆ Nagrifood
- ◆ Enercluster
- ◆ Adefan
- ◆ Fundación Industrial Navarra
- ◆ Aedipe
- ◆ Marketing Club of Navarra
- ◆ Federation of Companies of La Rioja
- ◆ Valencian Energy Cluster
- ◆ Foment del Treball Nacional
- ◆ Official Chamber of Commerce of Navarre
- ◆ CEIN – Entrepreneurial Impulse

*We create spaces for dialogue and debate to
contribute to policies and strategies*

Stable collaborations

For several years, ZABALA **has collaborated with some social organisations**, through participation in their boards of trustees and contributing with our experience in management with the aim of supporting their development. Likewise, we have collaborated with other organisations and NGOs by providing funding.



Ilundáin Haritz Berri Foundation

www.fundacion-ilundain.com

Presence in the Board of Trustees.

The Haritz Berri Ilundain Foundation is an organisation whose main mission is the social integration and labour insertion of young people in situations of risk, difficulty, or social conflict.

To this end, it has its own comprehensive educational project, in the social, familiar, training, employment and environmental areas, focused on preventing, detecting and intervening in risk situations.



ACOES

www.acoes.org

ACOES is an NGO with a presence in Honduras, where it defends the access to education, as a right and as a tool for social transformation to promote solidarity and justice.



Sport builds team and fosters collaboration

Support to Ardoi Basketball Foundation

ZABALA collaborates with the Ardoi Basketball Foundation with the aim of promoting sporting values: the capacity for teamwork and companionship. Ardoi Basketball promotes this spirit and has more than 25 basketball teams in different categories.

Other clubs we collaborate with are the **Club de Pelota Ardoi** and **Club Deportivo Idoia** in football.

Desafío Empresas

ZABALA encourages its staff to take part in this inter-company sports competition as a stimulus for active and healthy lifestyles and to foster good relations. As a result of the spirit of self-improvement, in recent years we have been the best SME classified in this competition.

Values of solidarity

Since 2015 we have launched an internal call for Social Action projects. Members of our staff can present social, cultural or sport projects promoted by other entities to be financially supported by the company.

The following pages contain a summary of the projects and initiatives we have supported in 2019 and 2020.



2020



BICOS DE PAPEL

To help children with cancer who are staying or being treated at the Álvaro Cunqueiro hospital in Vigo with leisure activities, improvement of hospital facilities to increase their comfort and support for their families.

1,000 €

KIBERA PRIDE

Located in Kibera, a suburb of Nairobi (Kenya), it serves the most vulnerable children in the area and aims to break the poverty cycle. Due to the coronavirus, food prices have risen, and water supply has been cut off to more than 1 million people.

1,000 €



ANELA

The main goal of this association, ANELA Navarra, is to improve the life quality of people affected by Amyotrophic Lateral Sclerosis (ALS) and that of their families and social environments.

1,000 €



ANFAS NAVARRA

Association that provides support and defends the rights of people with intellectual or developmental disabilities. The main goal is to respond in a very adjusted way to the specific needs that people with intellectual disabilities or developmental disorders or their families may have.

1,000 €



HIJAS DE LA CARIDAD

Soup kitchen of M^a Inmaculada de las Hijas de la Caridad S. Vicente Paul. In the middle of the Chamberí neighbourhood (Madrid). The goal is to obtain financial support to be able to give more meals to people in need, even more so in this period of uncertainty due to the COVID.

1,000 €

CASA GARELLI

The Project "Casa Garelli" aims to meet the need for accommodation for young people who have no other choice but to sleep in the street or in shelters. They offer them their space as a temporary and exceptional residence within a process that pursues their autonomy as citizens.

1,000 €





ALZHEIMER DEL ALJARAFE

The Aljarafe Association of Relatives of Alzheimer's patients and other dementias offers support and advice to family carers of people affected by Alzheimer's and other dementias.

1,000 €

ADANO

ADANO is the Association for the Support of Children with Cancer in Navarra, whose main objective is to improve the quality of life of children with cancer and their families.

1,000 €



VIDA Y PÉRDIDA

The Life and Loss team, together with people that have suffered the death of a beloved one in hospital due to COVID, aims to make an online guide that brings together the experiences of accompaniment in the process of death and provides support in the healthcare field.

1,000 €



SOS HIMALAYA

The Iñaki Ochoa de Olza – SOS Himalaya Foundation has built an Orphanage, a Hospital and Schools in Nepal, Pakistan and India, where the most underprivileged children of the three countries that are home to mountains over eight thousand metres high can be found.

1,000 €



ATENA

ATENA is a foundation created by a group of relatives of people with intellectual disabilities, with the goal to offer a resource that merges Art and Pedagogy. ATENA's mission is to promote and foster comprehensive development through art.

1,000 €

TELÉFONO ESPERANZA

The Telephone of Hope in Navarra helps men and women in situations of serious and urgent psychological, personal, family and psychosocial crisis. On the other end of the telephone line, qualified staff answer the calls free of charge and try to help solve these problems.

1,000 €





2019



MUNDUKIDE

Supporting small-scale farmers in Oromia (Ethiopia) through training and technical assistance in agriculture to enable them to generate income that will contribute to the socio-economic development of the area.

3,000 €

BICOS DE PAPEL

SORRISOS project (smiles in English); ESCOLA project (school in English) and AGARIMO project (affection in English)

1,500 €



"Bicos de papel" son los besos que, durante tantos meses las familias y amigos intercambiamos con los "pelones" a través de las mascarillas que los acompañan durante toda la enfermedad.



CHILDREN OF AFRICA VOLUNTARY ASSOCIATION

Classrooms for Cape of Good Hope School, Kenya

1,500 €



MENUDOS CORAZONES

"First moments after the loss of a daughter of a son":
Grief counselling guide

1,500 €



FUNDACIÓN BAYT AL-THAQFA

Comprehensive support for young people

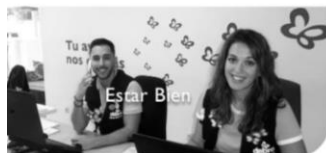
1,500 €

MAKE A WISH

To bring JOY to children with serious illnesses by
enriching their lives through personal experiences of
hope, strength and joy.

1,000 €





DEBRA – PIEL DE MARIPOSA

Support, accompaniment and training for families and professionals through different projects related to Epidermolysis Bullosa (EB) or Butterfly skin

1,000 €

ANELA

Comprehensive care programme for ALS and motor neurone disease sufferers.

1,000 €



ANFAS NAVARRA

Family respite ANFAS

1,000 €

KIBERA PRIDE

We need to eat; we need your help.

500 €





HIRU HAMABI

Introduction to the children's neurorehabilitation programme "target: 20 quid"

500 €

INSTITUCIÓN EDUCATIVA KUWEI

Ethno-ecological Trail to strengthen the Sikuani indigenous culture of the Wacoyo reservation in the municipality of Puerto Gaitán, Meta.

500 €



ASOCIACIÓN "AMIGOS DE LA CORNISA ESTE

Preserve important natural, botanical, landscape, archaeological, biological connectivity and territorial integration values, as well as seed and cutting bank potential.

500 €



PLANET

As the last axis of ZABALA's sustainability strategy, it is aware of the need for and importance of taking care of the planet, understood as the setting in which we operate, respecting the environment and taking care of biodiversity. We assume our responsibility in the efficient management of resources to ensure a suitable environment for future generations.

Innovation, ZABALA's main line of business, is key element in driving the transformation towards a more sustainable society. By supporting our clients' innovation, and developing our own innovation, we are helping to reinvent processes and methodologies that allow us to develop an economic activity that is more respectful of the environment and people.

SDG 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



One of the main objectives of ZABALA's activity is to promote innovation, not only internally but also among its stakeholders. For this reason, it focuses on the following actions:

- ◆ Fostering innovation and incorporate technological advances to improve and grow.
- ◆ Boosting technological innovation as a lever of transformation towards more sustainable and inclusive business models.
- ◆ Promoting innovation for a sustainable development, a sustainable energy transition.

INDICATORS:

- ◆ R+D+I projects in which ZABALA participates as a partner: 41
- ◆ Internal training related to innovation: 31 trainings linked to innovation programmes
- ◆ Strengthening alliances and partnerships with innovation agents: in the 68 projects in which ZABALA has participated as a partner, we have collaborated with 736 entities in total.
- ◆ Improvement and updating KAILA platform for the promotion of innovation

HOW DO WE DO IT?

- ◆ Introducing innovation as part of the business culture, transforming products, facilities, services, production processes and internal management with sustainability criteria.
- ◆ Giving all the staff access to information and communication technology (ICT) and promoting it throughout the supply chain, to ensure a fluent communication throughout the value chain. (KAILA)
- ◆ Fostering business relationships with small and medium-sized enterprises through the value chain, promoting technological capacity and innovation management among them to foster sustainable industrial growth.
- ◆ Investing in R+D+I, to foster technological development and innovation in the company's activities.
- ◆ Helping SMEs to become part of the value chain, offering them training and support in the digitalisation process.
- ◆ Expanding the company's business to third countries and developing countries under the prism of sustainability in a financial, social and environmental level, promoting sustainable change.



- ◆ Using the company's activities to foster sustainable infrastructures, technological capacity and innovation.
- ◆ Creating strategic and innovative company clusters, focusing on the sustainable transformation of business processes and activities.
- ◆ Building alliances between companies in the sector to foster sustainable innovation across the value chain.
- ◆ Supporting start-ups and entrepreneurs, connecting them with the company to foster new innovative technology-based organisations.
- ◆ Developing projects together with local governments and communities to create sustainable infrastructures that impacts society in a positive way, both socially and environmentally.
- ◆ Creating public-private partnerships with NGOs, universities, the public sector and other companies to carry out projects that contribute to generating a sustainable industrial fabric.

SDG 13 CLIMATE ACTION

ZABALA has a clear commitment to environmental protection and climate change mitigation measures which we try to comply through office management protocols, the use of electric vehicles and supporting initiatives committed to the environment. Since 2015, we have been implementing an Environmental Action Plan at all the headquarters, which is reviewed and improved every year, and through which we monitor our resource consumption.

Our Experts include people specialised in European programmes such as the LIFE programme focused on the environmental protection. Each annual call of this programme has an outstanding participation of ZABALA's clients, who,



thanks to the specialised advice, manage to implement important projects for the environmental sustainability.

In 2020 ZABALA has taken part in 37 projects of the European Union's LIFE programme (in 2019, the figure was 19 projects). This programme aims to contribute to the sustainable development and to the achievement of the objectives and targets of the Europe 2020 Strategy and the Union's relevant strategies and plans on the environment and climate.

In addition, ZABALA is a partner of some of the largest European initiatives committed to energy transition, support for climate policies and more sustainable cities. During our more than 36 years of activity, European Climate, energy and environment projects have been part of our expertise and most outstanding successes. These objectives could also be framed as:

- ◆ SDG 7 Affordable and clean energy
- ◆ SDG 11 Sustainable cities and communities
- ◆ SDG 12 Responsible consumption and production

The most relevant energy transition and climate policy initiatives are as follows:

- ◆ ETIP-SNET (www.etip-snet.eu). The European Technology and Innovation Platform Smart Networks for Energy Transition is born in the framework of the European Union's new integrated roadmap of the Strategic Energy Technology Plan (SET Plan). The goal of the ETIP SNET is to promote and guide the R+D+I for SmartGrids networks and thus support Europe's energy transition. ZABALA coordinates the secretariat of this platform.



- ◆ ROMEO (www.romeoproject.eu). The European ROMEO (Reliable O&M decision tools and strategies for high LCoE reduction on Offshore wind) project, led by Iberdrola and with the participation of ZABALA leading the Dissemination, Communication and Exploitation packages, will try to reduce Operation and Maintenance (O&M) costs in offshore wind farms through the development of advanced monitoring systems and strategies, analysing the real behaviour of the main components of wind turbines (WTG).
- ◆ REZBUILD (www.rezbuildproject.eu). The European REZBUILD (*Refurbishment decision making platform through advanced technologies for near Zero Energy Building Renovation*) project aims to define an innovative and collaborative renovation ecosystem for Near Zero Energy Buildings (NZEB) in Europe. ZABALA takes part in REZBUILD supporting the coordination of the project and leading dissemination and communication actions, social innovation and exploitation of results.
- ◆ CIRCUSOL (www.circusol.eu). The main objective of the CIRCUSOL project (Circular Business Models for the Solar Energy Industry) is to promote the solar energy sector as a leading model in the circular economy through business models based on Product-Service Systems (PSS). ZABALA supports the coordination of this project and leads dissemination and communication tasks.
- ◆ WASTE4THINK (<http://waste4think.eu/>) The Waste4Think project promotes a smart management model for municipal waste management to turn it into the basis for the principles of the circular economy. The project uses information and communication technologies to reduce costs and promote a more sustainable model, boosting new governance systems and business models. ZABALA undertakes tasks related to the management of the project and the exploitation of results, and also supports dissemination and communication actions.

- ◆ STARDUST (<http://stardustproject.eu/>) The main goal of the STARDUST project (*Holistic and integrated urban model for smart cities*) is to test solutions aimed at increasing the global energy efficiency, and to improve the quality of life in the beacon cities (Pamplona – Spain, Tampere – Finland and Trento – Italy), and the follower cities (Derry – United Kingdom, Kozani – Greece and Litomerice – Czech Republic), as well as the stimulation of local economy and the generation of new business models. The National Renewable Energy Centre (CENER) leads the project and ZABALA supports its coordination.

We also support our clients in the development of projects that enable the implementation of European directives in this field, as well as the promotion of new products and services related to environmental services, eco-innovation, circular economy, or savings and efficiency in the use of resources.



A CHALLENGE FOR THE FUTURE

ZABALA continues to work on its commitment to the Sustainable Development Goals and the international trends and European Policies in this regard.