

CONSOLIDATED NON-FINANCIAL  
INFORMATION STATEMENT AND  
SUSTAINABILITY INFORMATION FOR

2024

El Corte Inglés



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# **1. General disclosures (ESRS 2)**

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**1.1 Basis for preparation**

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**1.2 Governance**

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**1.3 Strategy**

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**1.4 Impact, risk and opportunity management**

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**1.5 Sustainability policies**

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**1.6 Sustainability actions, metrics and targets**

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## 1.1 Basis for preparation

### General basis for preparation of sustainability statements (BP-1)

**[BP-1/DR5 a] [BP-1 / DR5 b]** This Consolidated Non-Financial Information Statement and Sustainability Information (hereinafter, the Sustainability Statement) refers to the activities of El Corte Inglés, S.A. (hereinafter, El Corte Inglés, the Company or the Organisation) and its subsidiaries<sup>1</sup> (hereinafter, El Corte Inglés Group or the Group). The reporting period covers 1 March 2024 to 28 February 2025 (hereinafter, 2024 or FY 2024/25). It is presented in a separate document and forms part of the Group's Consolidated Management Report and is subject to the same approval, filing and publication procedures as that report. The scope of consolidation used to prepare this report is the same as that of the consolidated financial statements.

El Corte Inglés Group's Sustainability Statement has been drawn up in accordance with prevailing Spanish legislation, specifically its requirements under **Law 11/2018**, of 28 December 2018, on non-financial and diversity reporting. Additionally, it covers, voluntarily and ahead of the Group's requirement to do so, the reporting requirements under Directive (EU) 2022/2464 as regards corporate sustainability reporting (the **CSRD**) and Commission Delegated Regulation (EU) 2023/2772, as regards sustainability reporting standards, approving the European sustainability reporting standards (**ESRS**). Since the CSRD has yet to be transposed into Spanish law, the Group considered the joint recommendation issued by Spain's securities market regulator and audit and accounting institute, the CNMV and ICAC, respectively, in a statement issued on 27 November 2024 on publishing sustainability reports in line with CSRD requirements.

Lastly, the report is aligned with the criteria stipulated in Regulation (EU) 2020/852 on the establishment of a framework to facilitate sustainable investment (EU Taxonomy) and Spanish Law 7/2021, of 20 May 2021, on climate change and energy transition.

**[BP-2 / DR15]** The tables itemising where to find the disclosure requirements stipulated in Law 11/2018, ESRS and other European legislation can be found in chapter 5. *Appendices* of this report.

**[BP-1 / DR5 c]** In line with ESRS, this report encompasses the Group companies' direct activities and includes the value chain activities where impacts, risks and opportunities (IRO) were identified in the double materiality assessment (refer to Double materiality assessment in chapter 1. *General disclosures*). Specifically, it covers the Group's downstream and upstream value chain. These downstream and upstream phases encompass the activities, resources and relationships related to the Group's business model and the external environment that it uses and relies on to create its products or services, from conception to delivery, consumption and end-of-life management (refer to Value chain in chapter 1. *General disclosures*).

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<sup>1</sup> Defined as the corporate undertakings in which El Corte Inglés Group holds ownership interests of over 50%. They are itemised in Appendix 1 "El Corte Inglés Group companies" of the consolidated financial statements for 2024.

This information facilitates an understanding of the scope of operations, business model and value chain of El Corte Inglés Group, addressing the strategies adopted with respect of environmental, social, employee, human rights, anti-corruption and anti-bribery matters.

**[BP-1 / DR5 d] [BP-1 / DR5 e] [BP-1/ DR16]** El Corte Inglés Group has used the option to omit sensitive information corresponding to intellectual property, know-how or the results of innovation and has applied the exemption from disclosure of impending developments or matters in the course of negotiation<sup>2</sup>. Cross-references are provided to the Group's consolidated financial statements and other reports or websites in order to meet certain disclosure requirements<sup>3</sup>.

The information contained in this document has been subjected to a limited review by Ernst & Young Auditores, S.L. in its capacity as independent assurer. That firm's Assurance Report is provided in chapter 6. *Independent Assurance Report*".

## Disclosures in relation to specific circumstances (BP-2)

### Time horizons

El Corte Inglés Group uses the time horizons defined in ESRS 1 *Disclosure requirements*, namely:

<b>Short-term:</b>	Up to one year
<b>Medium-term:</b>	Between one and five years
<b>Long-term:</b>	More than five years

In certain specific cases, the time horizons may differ from those prescribed in ESRS 1, adapting them for the Group's specific circumstances and the nature of the matters addressed. The use of different time horizons is pointed out in the report.

### Disclosure requirements phased-in

For this first year preparing its Sustainability Statement under ESRS, El Corte Inglés Group has opted to use the disclosure requirement phase-in provisions allowed in the Regulation with respect to:

- Breakdown of total revenue by significant ESRS sector. **(ESRS 2 – SBM-1)**
- The anticipated financial effects of the material impacts, risks and opportunities identified in the double materiality assessment. **(ESRS 2 – SBM-3)**

<sup>2</sup> El Corte Inglés has omitted the disclosure of information regarding the financial resources (CapEx and OpEx) associated with the actions undertaken by the Group this year because it considers this to be sensitive information that could affect its competitiveness.

<sup>3</sup> The requirements met by means of cross references to other reports are those related to payment practices in chapter 5.1 Business conduct.

- The anticipated financial effects related to revenue derived from activities affected by physical and transition climate change and circular economy-related risks. **(ESRS E1 – SBM-3)**
- Characteristics of non-employee workers.
- Social protection of workers. **(S1-11)**

### **Value chain estimation and sources of estimation and outcome uncertainty**

**[BP-2/ DR10 a] [BP-2/ DR11 a] [BP-2/ DR10 b, c, d] [BP-2/ DR11 b]** To prepare the Sustainability Statement, estimates were made to calculate the Group's carbon footprint and waste disclosures relying on internal and external methodologies for compilation and measurement purposes. The estimates used are detailed in the Scope 1, 2 and 3 GHG emissions section of chapter 2.2 *Climate change* and the Waste disclosures section of chapter 2.3 *Resource use and circular economy*. At any rate, the Group continues to work to improve the quality of the data provided and reduce the percentage of estimation used in future reporting periods.

The main sources of estimation uncertainty include the variability of sector data and the quality of the external information used to report the waste generated outside of the Group's direct operations.

### **Changes in preparation or presentation of sustainability information**

**[BP-2 / DR 13 a, b, c]** El Corte Inglés Group has made the following changes in how it calculates certain indicators by comparison with 2023:

- Health and safety metrics (refer to Occupational health and safety in chapter 3.1 *Social disclosures*).
- Pay gap: the past figures for Portugal have been recalculated to ensure year-on-year comparability (refer to Employee remuneration and equal pay in chapter 3.1 *Social disclosures*).
- Revenue for 2023 has been recalculated as a result of a change in the related accounting policy (refer to note 2.6 of El Corte Inglés Group's consolidated financial statements for 2024).

**[BP-2 / DR 14]** This document provides comparative quantitative information for the sections required under Spanish Law 11/2018. To calculate the Taxonomy KPIs, the data reported last year have been recalculated. Specifically, the eligible and alignment percentages have been updated to make those figures comparable with those provided this year (refer to Disclosures pursuant to Article 8 of Regulation (EU) 2020/852 (Taxonomy Regulation)).

### **Incorporation by reference.**

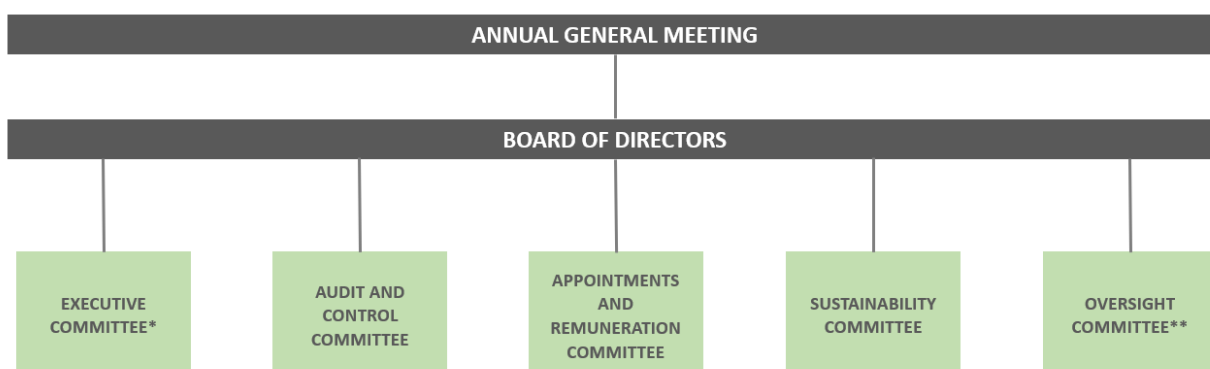
**[BP-2 / DR 16] [G1-6 / DR 33 a, b]** El Corte Inglés has incorporated the following disclosures by reference

- Scope of consolidation: a cross reference is provided to the consolidated financial statements in the General basis for preparation of sustainability statements section of chapter 1. *General disclosures*.
- Recalculation of 2023 revenue: a cross reference is provided to the consolidated financial statements in the Sustainability strategy section of chapter 1. *General disclosures* and section 2.1 EU Taxonomy of chapter 2. *Environmental disclosures*
- Supplier payments: a cross reference is provided to the consolidated financial statements in the Payment management section of chapter 4.1 *Business conduct*.

## 1.2 Governance

### The role of the administrative, management and supervisory bodies (GOV-1)

The Group's corporate governance model is designed to facilitate the configuration and development of a dynamic and effective structure for El Corte Inglés and its subsidiaries. Our model is constantly evolving in line with the Group's situation and surroundings and is aligned with the best practices advocated by regulatory bodies and the standards applicable to listed companies, even though El Corte Inglés is not listed.



\* On 26 February 2025, the Board of Directors agreed to extinguish the Executive Committee to adapt to the Group's current situation.  
 \*\* On 26 February 2025, the Board of Directors agreed to set up the Oversight Committee.

### Annual General Meeting

El Corte Inglés' shareholders resolve on any and all matters within the purview of the Annual General Meeting, as set down in the Company's Bylaws. General meetings can be ordinary or extraordinary and must be called by the Board of Directors. The Annual General Meeting is the main source of information for the Company's shareholders. Its duties notably include the following:

- Approval of the annual financial statements, management reports and sustainability statement. Both the financial statements and the above-mentioned reports are duly audited or assured by an independent third party.
- Assessment of the Board of Directors' performance for the year.
- Ratification of own share purchase and sale transactions.
- Appointment and re-election of directors.
- Approval of director remuneration.

### Board of Directors

The Board of Directors is the highest decision-making body for all matters not reserved exclusively for the Annual General Meeting, the Company's ultimate governance body.

**[GOV-1 / DR 21 c]** At year-end 2024, the Board of Directors was made up of 10 directors<sup>4</sup> with a range of professional backgrounds, bringing an adequate mix of know-how,

<sup>4</sup> **[GOV-1 / DR 21b]** Employees are not directly represented on the Board of Directors of El Corte Inglés, although the Board of Directors does approve policies (e.g., Human Resources Policy and Diversity, Equity and Inclusion Policy) that are specifically designed to protect worker interests.

capabilities, skills and experience for the various sectors in which El Corte Inglés Group carries out its activities.

Specifically, certain members of the Board of Directors bring ample experience in the retail sector by virtue of the fact that they have spent much of their careers at the Group. That track record has given them deep knowledge of the sector and an expert perspective on the business. Their experience is complemented by the knowledge and vision of other sectors brought by other directors.

**[GOV-1 / DR 21 d]** The Appointments and Remuneration Committee strives to ensure that the Board of Directors has the right balance of professional experience, skills, generations, nationalities and the right gender mix to be conducive to diverse and independent decision-making. It also ensures that director selection processes are not biased in any way that could imply any form of discrimination.

The members of the Company's Board of Directors as of 28 February 2025:

Name	Board position held
Marta Álvarez Guil	Chairwoman
Cristina Álvarez Guil	Director
Cartera Mancor, S.L. (represented by Paloma García Peña)	Director
Corporación Ceslar, S.L. (represented by Carlota Areces Galán)	Director
Mutua Madrileña Automovilista, S.S.P.F. (represented by Ignacio Garralda Ruiz de Velasco)	Director
Fernando Bécker Zuazua	Director
Manuel Pizarro Moreno	Director
Javier Rodríguez-Arias Ambrosini	Director
José Ramón de Hoces Iñiguez	Board Secretary
Gastón Bottazzini	Chief Executive Officer

Rafael Díaz Yeregui was named non-member Vice-Secretary of the Board of Directors on 26 February 2025 and will also serve as Secretary of all of the board committees.

**[GOV-1 / DR 21 a, d, e]** Regarding the boardroom composition, it is worth pointing out:

Women %	Men %	Executive directors	Non-executive directors	Independent directors %	Non-independent directors %
40%	60%	2	8	20%	80%

In carrying out their duties, the board members pledge to take decisions that are independent, informed and aligned with the interests of the Company and its stakeholders, framed by the values and principles enshrined in the Group's Code of Ethics.

## Board committees

### Executive Committee

This committee's main duty is to supervise and control the executive and management bodies. In 2024, it was made up of the following directors: Marta Álvarez Guil (chairwoman), Javier Rodríguez-Arias Ambrosini and José Ramón de Hoces Íñiguez (secretary).

On 26 February 2025, having successfully delivered the targets set for it, the Board of Directors, on the basis of a favourable report from the Appointments and Remuneration Committee, agreed to extinguish the Executive Committee, revoking the general delegation of powers that had been vested in it.

### Audit and Control Committee

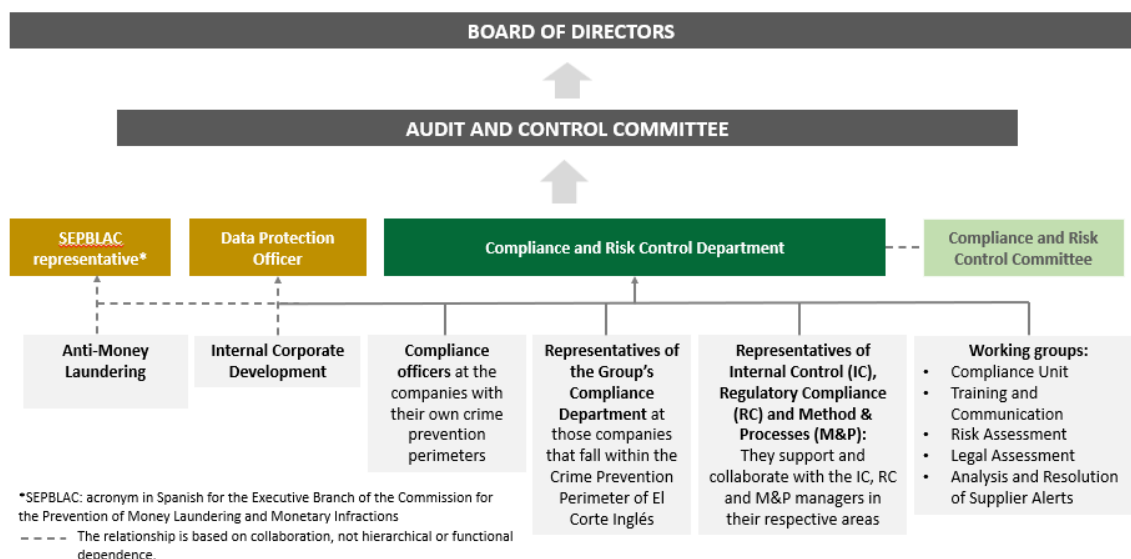
The members of this committee as of 28 February 2025: Manuel Pizarro Moreno, who has been part of this committee, serving as its chairman, since July 2024, and, as members, Cartera Mancor, S.L. (represented by Paloma García Peña) and, since January 2025, Corporación Ceslar, S.L. (represented by Carlota Areces Galán). The Secretary of the Board of Directors acted as Secretary of the Audit and Control Committee.

In 2024, the Audit and Control Committee additionally included: Fernando Bécker Zuazua, who was a member and the chairman until July 2024, and Cristina Álvarez Guil, who was a member until January 2025, when she stepped down from this committee as part of the regular rotation process.

As set down in the Company's Bylaws and Regulations, the Audit and Control Committee's duties, by area, include:

- Risk control and management systems
  - Supervising the internal control, internal audit and risk control function and monitoring the related management systems periodically.
  - Reporting periodically to the Board of Directors on the internal control and risk management systems.
- Financial reporting
  - Supervising the preparation, presentation and integrity of the financial information of the Company and its Group, ensuring that the financial and management reports are prepared in keeping with applicable accounting standards.
  - Supervising the implementation of programmes and policies to prevent and identify potential fraud within the Group.
- Compliance, tax and other matters
  - Supervising the compliance area's duties with respect to the corporate governance rules, internal codes of conduct and compliance with external regulations.
  - Taking meetings with the head of tax affairs in order to in turn report to the Board of Directors on the tax criteria applied by the Company during the year.
  - Establishing and supervising mechanisms to allow employees and officers to confidentially notify, via the Whistleblowing Channel, any potentially significant misconduct perceived within the Company, while safeguarding the personal data and fundamental rights of the parties involved.
  - Supervising related party transactions.

The following organisational structure depicts how the compliance and risk control functions report to the Audit and Control Committee:



### Appointments and Remuneration Committee

The members of this committee as of 28 February 2025: Cristina Álvarez Guil, who has been chairing this committee since January 2025, and, as members, Cartera Mancor, S.L. (represented by Paloma García Peña) and, since January 2025, José Ramón de Hoces Íñiguez.

Note that until January 2025, Marta Álvarez Guil also served on this committee as member and chairwoman.

This committee's key duties include:

- Assessing the skills matrix and functioning of the Board of Directors, a process that includes an annual assessment and a continuous learning plan.
- Bringing proposals for the appointment and re-election of independent directors and reports on proposals for the appointment and re-election of non-independent directors before the Board of Directors for subsequent ratification at the Annual General Meeting.
- Reviewing the Director and Senior Management Remuneration Policy and aligning it with the Group's strategic targets.
- Analysing and planning for succession of the chairperson of the Board of Directors and the Company's chief executive and submitting resolutions to the Board of Directors to ensure that succession takes place in an orderly and planned fashion.

### Sustainability Committee

The members of this committee as of 28 February 2025: Fernando Bécker Zuazua, who has been part of this committee, serving as its chairman, since July 2024, and, as members, Cristina Álvarez Guil, Cartera Mancor, S.L. (represented by Paloma García Peña) and Corporación Ceslar, S.L. (represented by Carlota Areces Galán). The Secretary of the Board of Directors acted as Secretary of the Audit and Control Committee.

Note that in 2024, Manuel Pizarro Moreno sat on the Sustainability Committee until July 2024, as member and chairman.

As set down in the Company's Bylaws and Regulations, the Sustainability Committee's duties include:

- Driving, guiding and supervising the Group's objectives, action plans, practices and policies along the environmental and social dimensions. Monitoring and assessing the Group's environmental and social strategies, policies and practices.
- Controlling and providing an account, in line with benchmark international standards and applicable legislation, of the sustainability reporting process.
- Ensuring and verifying compliance with environmental regulations and corporate policies addressing sustainable management of resources and respect for human rights in the Group's own operations and in supplier operations along the value chain.

### Oversight Committee

On 26 February 2025, the Board of Directors agreed, on the basis of a favourable report from the Appointments and Remuneration Committee, to set up the Oversight Committee, currently made up of Marta Álvarez Guil, who chairs it, and Cristina Álvarez Guil and José Ramón de Hoces Íñiguez, as members.

Its primary responsibility is to support the Board in its management oversight and monitoring role. It lacks executive authority and neither replaces nor replicates the core responsibilities or delegated powers of the Company's other committees, Board of Directors or executives or officers. This new committee sat for the first time in FY 2025/26.

The table below provides the gender composition of the board committees at year-end:

Committee	No. of members	Women %	Men %
Audit and Control Committee	3	66.6%	33.4%
Appointments and Remuneration Committee	3	66.6%	33.4%
Sustainability Committee	4	75%	25%
Oversight Committee	3	66.6%	33.4%

### Top management structure and team

**[GOV-1 / DR 21 c]** The Senior Management team is made up of prestigious professionals who bring proven, extensive acumen in a variety of sectors, as well as international experience.

In keeping with the definitions set down in El Corte Inglés' corporate governance system, Senior Management are *"members of the Organisation who, at the decision of the Board of Directors, and reporting or accountable to it, or of one of its committees or one of its members, are classified as such by virtue of exercising powers intrinsic to legal title to the Company and related to its general objectives, autonomously and with full responsibility, limited only by the criteria and instructions emanating directly from the governance bodies."*

The composition of the Senior Management team, members of the Executive Committee in 2024 (until 26 February 2025), included the heads of the following functions<sup>5</sup>:

- Chief Business Officer.
- Transformation Officer.
- People and Talent Management Officer.
- Chief Operations Officer.
- Communication, Institutional Relations and Sustainability Officer.
- Prevention and Corporate Security Officer.
- Legal Advisory and Corporate Governance Officer.
- General Vice-Counsel.

This top management structure is designed to ensure efficient execution of the Group's Strategic Plan, optimise decision-making and coordinate the various functional areas.

**[S1-9 / DR 66 a]** El Corte Inglés Group's Senior Management team<sup>5</sup> was made up of eight people in 2024, seven men (87.5%) and one woman (12.5%).

### Corporate committees

For effective business management, El Corte Inglés has a number of corporate committees, notably including:

- **Management Committee:** responsible for supervising and taking decisions around risks, business operations, strategic planning, capital allocation, internal control, financial transparency and crisis management.
- **Retail Management Committee:** ensures delivery of the monthly budget approved by the board and prepares the Group's strategic decisions in the retail area.
- **Corporate Resources Committee:** manages the Organisation's financial resources, ensuring its financial sustainability and the viability of its investments, as well as overseeing the Group's real estate transactions.

Note that the universe of corporate committees also includes a Transformation Committee, CapEx Committee, IT Security Committee and Compliance and Risk Control Committee, so reinforcing the Group's governance.

## Sustainability governance (GOV-2)

Sustainability governance at El Corte Inglés is aligned with best practices in Spain and internationally and is designed to address environmental, social and governance (ESG) challenges in a coordinated and cross-cutting manner, combining supervision and control by means of specialist bodies.

**[GOV-1 / DR 22 a, b]** The **Board of Directors** is the body responsible for approving, monitoring and supervising all corporate policies, including those related to sustainability.

**[GOV-2 / DR 26 a, b]** As part of this process, the Board of Directors is supported by both the **Sustainability Committee** and the **Audit and Control Committee** in relation to its work supervising the Company's financial, environmental and social IROs. Both committees report to the Board of Directors monthly through their respective chairs, bringing in the heads of the areas affected by the matters as needed for assistance.

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<sup>5</sup> The Chief Retail Officer stepped down on 31 October 2024.

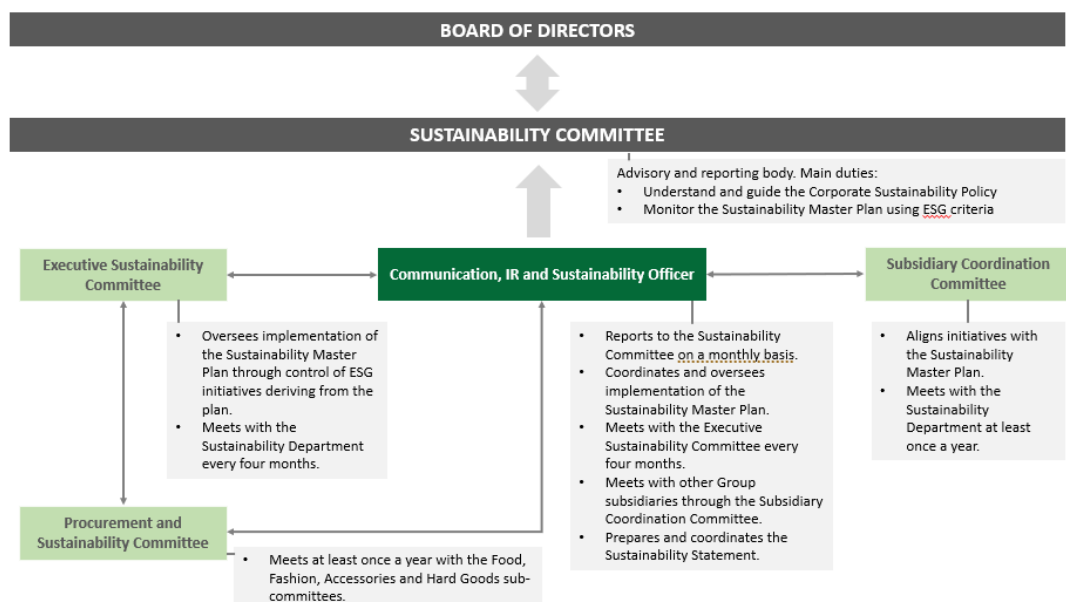
**[GOV-2 / DR 26 a, b]** As part of their supervisory and oversight work, the Board of Directors and its committees also have access to information and counsel, when needed, from a number of external advisors, as well as input from the Company's various executives, who present to them periodically. This continuous flow of information allows the Board of Directors to effectively supervise execution of the Organisation's Strategic Plan and facilitates informed decision-making.

**[GOV-1 / DR 22 c]** At the executive and management levels, reporting to the **CEO**, the Company's **corporate committees** and **Senior Management** play an essential role in executing the sustainability strategies approved by the Board of Directors. In keeping with these duties, they are responsible for identifying, assessing and managing the IROs in the areas under their purview.

**[GOV-1 / DR 22 c ii]** The **Sustainability Committee** heads up strategic efforts around ESG matters, ensuring that the Group's policies and plans are aligned with the sustainable development principles and stakeholder interests.

This committee's specific duties include:

- Understanding, driving and supervising the Company's objectives, action plans, practices and policies along the environmental and social dimensions.
- Supervising and assessing the process of preparing and presenting the Sustainability Statement of El Corte Inglés Group.



**[GOV-1 / DR 22 c i, iii]** To carry out its work effectively, this committee is supported by a number of specialist bodies which facilitate the implementation of specific and horizontal measures across the entire Organisation:

- **Executive Sustainability Committee**: made up of the heads of the key areas, this body's main mission is to support the Sustainability Committee with implementation of the ESG strategies.
- **Sustainable Development Subsidiary Coordination Committee**: this taskforce brings together the various Group companies and their sustainability officers at a more operational level. Its main task is to bring proposals before the Executive Sustainability Committee and the Sustainability Committee.

- **[GOV-1 / DR 22 a] [GOV-1 / DR 26 c] Communication, Sustainability and Institutional Relations Department:** this area is tasked with suggesting action plans and executing and communicating the plans and programmes devised by the various governance bodies in the sustainability area. It is also responsible for formulating the Master Sustainability Plan and proposing it to the Sustainability Committee and for preparing the Sustainability Statement and sustainability dashboard for control and monitoring by the Sustainability Committee. Lastly, it is tasked with overseeing management of the Company's impacts, risks and opportunities in collaboration with the key areas of the Organisation.

**[GOV-1 / DR 22 d] [GOV-1 / DR 26 a]** El Corte Inglés' Sustainability Committee meets monthly with the Communication, Institutional Relations and Sustainability Department. During those meetings, the participants assess the status of implementation of the policies and actions adopted to address the Group's material ESG impacts, risks and opportunities, while continuously monitoring the sustainability strategy and policies.

The **Audit and Control Committee** has specific sustainability-related duties, focused primarily on two areas: **compliance** and **risk control**. To that end, it relies on the support and monthly reports from the Compliance and Risk Control Department, which is tasked with the following duties:

- **Compliance function:** its main objective is to identify and assess the risk of breaches of the external and internal rules and regulations applicable to the Group and its various business activities.

Its key tasks include: identifying and analysing potential compliance risks and defining the most suitable procedures for addressing, mitigating and preventing them; flagging potential risks associated with regulatory developments; developing, supervising and implementing the compliance management system; reviewing and updating the Code of Ethics and its implementing policies and other rules of conduct and supervising their enforcement; and supervising the performance and management of the internal reporting system.

The Group also has compliance representatives in different areas of the business and compliance managers in the subsidiaries outside the boundary of El Corte Inglés' compliance system (such as the Travel Group, SICOR Group, El Corte Inglés-Grandes Armazéns and Telecor), so ensuring effective application of the Group's ethics principles across all of its operations.

- **Risk control function:** its main objective is to ensure that the most relevant risks facing the Group are being adequately managed by the operating areas. The main responsibilities of this function, which is corporate in nature and forms part of the second line of defence in the COSO ERM Framework, are to draw up the corporate risk map using methodology approved by the Audit and Control Committee that is conducive to uniform identification, assessment and prioritisation of all risks and their controls.

The monitoring of risks that present high residual risk levels was reinforced in 2024 by means of key risk indicators (KRI) reported to the Audit and Control Committee and the corresponding risk owners. Progress was made in parallel on implementing specific risk sub-models by area, fostering more autonomous and accurate management. In collaboration with the Internal Control Function, the Organisation embarked on a systematic review of the designs of its key controls to ensure they are effective and robust.

The joint effort by the **Sustainability Committee** and **Audit and Control Committee** strengthens El Corte Inglés' ability to effectively tackle its material IROs and integrate them into its business strategy.

### Key milestones in 2024

- **Approval of the Sustainability Master Plan 2025-2030:** At the proposal of the Sustainability Committee, the Board of Directors approved this new plan, which is articulated around three key pillars:
  - **Environmental:** includes the proposed Net Zero Transition Plan (likewise approved by the Board).
  - **Social:** stresses the generation of opportunities around the sustainable customer concept.
  - **Governance:** reinforces the integration of sustainability into the Group's strategy.
 For further information about the Sustainability Master Plan 2025-2030, refer to [Sustainability strategy \(SBM-1\)](#) in chapter 1. *General disclosures*.
- **Sustainable Corporate Governance Plan:** the Audit and Control Committee reported periodically to the Board of Directors, on the basis of the reports prepared by the Compliance and Risk Control Department and the Legal Advisory and Corporate Governance Department on execution and oversight of this plan in terms of reinforcement of the controls and functioning of the governance bodies, respectively.
- **Updated risk map:** on the basis of a favourable report from the Audit and Control Committee and at the proposal of the Compliance and Risk Control Department, the Board of Directors approved the updated the risk map.

### Director training

**[GOV-1 23 a] [GOV-1 23 b]** El Corte Inglés' Board of Directors acknowledges that having sustainability-related skills and expertise in the boardroom is essential to efficiently managing the IROs that could have a material impact on the Organisation. This expertise is key to ensuring informed and strategic decision-making aligned with the challenges and trends shaping the Group's operating environment.

**[GOV-1 / DR 21 c]** In 2024, based on a proposal from the Appointments and Remuneration Committee, work continued on the training plan approved by the Board of Directors. That plan was designed to tackle topical issues and specific challenges facing directors with the goal of refreshing their knowledge, addressing their concerns and strengthening their ability to manage the Group's strategic challenges.

**[GOV-1 / DR 23 a, b]** The following specific training sessions were imparted during the year:

- "The Board and development of the management team", imparted by IESE (24 April 2024).
- "Geopolitical risk", imparted by IESE (26 June 2024).
- "Implications of the CSRD Directive for preparation of the new Sustainability Statement", imparted by Deloitte (29 January 2025).

### Integration of sustainability-related performance in incentive schemes (GOV-3)

The Board of Directors, at the recommendation of the Appointments and Remuneration Committee, approved the Director Remuneration Policy and Senior Management Remuneration Policy.

These remuneration policies are designed to ensure that the remuneration earned by the directors and Senior Management is competitive and proportionate to the dedication and responsibilities assumed, so contributing to their retention, motivation and development.

They are drafted to align the interests of the shareholders with those of El Corte Inglés Group in a bid to optimise execution of the Company's new corporate strategy and its long-term sustainability.

When designing the remuneration policies and determining the corresponding compensation amounts, input was gathered from expert consultants who benchmarked remuneration at comparable companies to ensure that what the Group pays is in line with market standards. In the case of the executive directors, that analysis is undertaken annually.

Each year, the Appointments and Remuneration Committee evaluates the level of delivery of the targets set in order to provide an account of director remuneration and set the targets for the year ahead.

The rules set down in the remuneration policies are complementary and subsidiary to the provisions laid down in applicable company law and the Bylaws as they apply to the Company's directors.

The principles of those remuneration policies are as follows:

- i. Reporting transparently on director and Senior Management remuneration.
- ii. Aligning remuneration with shareholder interests, the creation of value at the Company and its Group in the long term and the Group's strategic targets.
- iii. Ensuring the structure and amount of remuneration is in keeping with the Company's strategic targets and corporate governance recommendations, as well as competitive in relation to comparable companies.
- iv. Fostering customer satisfaction by means of personalised service that provides them with competitive and quality solutions.
- v. Ensuring commitment to the environment and sustainable economy via active and responsible environmental conservation that goes beyond the Organisation's legal requirements.
- vi. Encouraging innovation and continuous improvement to maximise quality, framed by profitability criteria. Fostering the pursuit of change aimed at delivering continuous improvement, anticipating change, encouraging initiative, so long as risks are kept in check, and searching for new ways of solving problems.
- vii. Ensuring the remuneration system is conducive to attracting and retaining talent.
- viii. Aligning remuneration with market standards and making it flexible enough to allow for adaptation for different geographies and changes in the environment, sector or business.

### **Director and Senior Management compensation**

**[GOV-3 / DR 29 a]** There are specific criteria for determining director and Senior Management compensation:

#### **Directors**

**Director** remuneration for the performance of their duties in their capacity as such (i.e., for performing the duties intrinsic to their directorships and not for performing executive duties, if any) is fixed and determined on the basis of their membership of the Board of Directors and its committees and their attendance at the corresponding meetings. They do not earn variable remuneration.

For the **executive directors**, the remuneration policy contemplates, in addition to fixed remuneration, a complementary **annual bonus** tied to the delivery of **specific and quantifiable individual and/or collective targets** determined and disclosed by the Company annually.

The monetary amount set aside annually for Company directors' **fixed and variable remuneration** is limited to the cap approved at the Annual General Meeting.

These directors also earn **long-term variable remuneration** designed to provide them with an incentive to contribute to delivery of the Organisation's long-term strategic targets.

At the Annual General Meeting held on 23 July 2021, the shareholders approved a **long-term incentive plan**, to be settled in cash. The Group is recognising provisions for the related bonuses annually in keeping with the calculation and accrual criteria set down in the plan rules.

The amounts of the various items of remuneration are set as a function of earnings, financial, industrial and business criteria and must be formally documented, specific, quantifiable and aligned with the strategic targets of the Company and its Group.

**Determination of those targets** also factors in **sustainability-related targets**. The targets set for 2024 included targets around: corporate reputation and ethics management, measured using sustainability indices; continuous improvement; and the update of the corporate governance plans, in line with the initiatives contemplated in the Corporate Governance Plan.

No member of the Company's Board of Directors is a beneficiary of any pension commitments or retirement bonuses.

The average remuneration received by the members of the Board of Directors of El Corte Inglés, including remuneration for membership of the boards of other Group companies, was €2,238,637 in the case of the female directors (2023: €2,518,555) and €2,073,060<sup>6</sup> in the case of the male directors, excluding termination benefits (2023: €1,755,382).

### Senior Management

Senior Management remuneration comprises **fixed remuneration** and an annual bonus based on delivery of specific and quantifiable individual and/or collective targets set and duly notified by the Company annually.

They also accrue a **long-term bonus** under a scheme designed to motivate the members of the Senior Management team to achieve the Company's long-term strategic targets.

As with the executive directors' scheme, a **long-term cash incentive scheme** for Senior Management was ratified at the Annual General Meeting of 23 July 2021 and the corresponding annual provisions are being recognised.

In 2024, the average remuneration earned by the members of the Senior Management team amounted to €859,114 (2023: €903,918) in the case of the male executives<sup>7</sup>. As there is only one female officer, disclosure of the average for female executives does not apply.

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<sup>6</sup> The average remuneration received by the male directors including termination benefits amounted to €4,653,705.

<sup>7</sup> This amount was calculated using the average salary accrued during the year by the officers in employment as of 28 February 2025 and includes in-kind payments.

### Targets to which variable remuneration is tied

**[GOV-3 / DR 29 b]** The **variable remuneration** of the members of the Board of Directors and Senior Management team is tied to the delivery of business, financial and sustainability targets. The sustainability-related targets include improving the Group's corporate reputation, measured using sustainability indices, and continuous improvement of corporate governance, in line with the strategies set down in the Corporate Governance Plan<sup>8</sup>. The idea is to ensure that the directors and Senior Management contribute actively to developing a business strategy that integrates ESG principles.

**[GOV-3 / DR 29 c]** The performance metrics, which reflect the Group's commitment to social and environmental responsibility, are included coherently in the remuneration policies following the quantification and vesting rules contemplated in the incentive plan regulations.

**[GOV-3 / DR 29 d]** The sustainability-related targets accounted for 15% of the Company's executive directors' annual remuneration in 2024.

**[GOV-3 / DR 29 e]** The incentive schemes are reviewed and updated annually by the **Appointments and Remuneration Committee**, which supervises the degree of delivery of both the financial and sustainability performance targets set. The general terms and conditions of the incentive schemes (including the performance targets and any modifications) are approved at the **Annual General Meeting**, where remuneration limits are set to ensure that the system remains aligned with best practices in corporate governance, shareholder interests and business needs.

### Statement on due diligence (GOV-4)

El Corte Inglés Group is committed to guaranteeing due diligence in all of its operations, aligning its processes with the most stringent sustainability, human rights and corporate governance standards.

To provide additional clarity around how this principle is embedded into the Group's sustainability strategy, the following table explains how and where application by the Group of the main aspects of the due diligence process are reflected in its Sustainability Statement.

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<sup>8</sup> **[E1 GOV-3]** El Corte Inglés has not integrated targets related to reduction of its greenhouse gas (GHG) emissions into its incentive schemes.

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**[GOV-4 / DR 32] Mapping of information about due diligence process in the Sustainability Statement**


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Topic	Applicable disclosure requirements	Description
<b>Embedding due diligence in governance and strategy</b>	GOV-2 GOV-3 SBM-3	El Corte Inglés embeds due diligence in its sustainability strategy by means of active engagement between Senior Management and the specialist committees, who spearhead the identification and management of the IROs related to its business operations. This joint effort provides key information to the governance bodies, including the Board of Directors, which is used to take strategic decisions aligned with the Group's sustainability commitments. In addition, the performance assessment systems include specific targets tied to sustainability targets, ensuring that the strategic actions are consistent and effective (refer to section <a href="#">1.2 Governance</a> of chapter 1. <i>General disclosures</i> ).
<b>Engaging with affected stakeholders</b>	GOV-2 SBM-2 IRO-1 MDR-P	El Corte Inglés engages constantly with its key stakeholders, including its suppliers, customers and other key actors. This approach allows it to incorporate the interests and views of its stakeholders into its strategic decision-making processes (refer to <a href="#">Stakeholder engagement</a> (SBM-2) in chapter 1. <i>General disclosures</i> and the social topic sections).
<b>Assessment of negative impacts</b>	IRO-1 SBM-3	El Corte Inglés carries out a double materiality assessment to identify the IROs connected with its business activity so as to develop specific strategies for adequately managing those impacts and ensuring effective alignment with its sustainability targets (refer to <a href="#">Double materiality assessment</a> in chapter 1. <i>General disclosures</i> ). In addition, the Group has established processes to facilitate identification of negative impacts, including periodical supplier audits, internal policy implementation assessments and ESG dimension risk analyses, among others (refer to topic-specific sections).
<b>Measures for addressing negative impacts</b>	MDR-A Topical ESRS	El Corte Inglés Group pursues a series of initiatives designed around mitigation and continuous improvement with the aim of addressing the identified negative impacts of its activities. These initiatives notably include those associated with reducing carbon emissions, encouraging its suppliers to take up sustainable practices and others related to its employees and customers (refer to topic-specific sections).
<b>Tracking effectiveness</b>	MDR-M MDR-T Topical ESRS	El Corte Inglés Group tracks its sustainability initiatives continuously by means of key performance indicators designed to allow it to monitor its progress and make adjustments from time to time to ensure continuous improvement. In addition, the Group is in the process of establishing measurable and quantifiable targets in key areas in a bid to reinforce its alignment with international standards and boost transparency around its performance (refer to topic-specific sections).

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## Risk management and internal controls over sustainability reporting (GOV-5)

**[GOV-5 / DR 36 a] [GOV-5 / DR 36 b]** The Group has a robust risk control and management system based on the Three Lines Model<sup>9</sup>, guaranteeing effective and coordinated risk management, including sustainability reporting-related risks. This system is aligned with the COSO ERM Framework and includes internal controls designed to mitigate risks and ensure the quality, accuracy and transparency of the information reported. This process includes:

- **Risk identification:** this is done by means of interviews with key stakeholders, analysis of historical incidents and surveys sent out to the main areas of the Organisation.
- **Risk assessment:** risks are analysed as a function of their likelihood of occurrence and potential impact on the Organisation, yielding a matrix of risks for calculating overall exposure.
- **Analysis of the control environment and residual risk:** assessment of the existing control measures to determine residual exposure.
- **Risk prioritisation:** this is done as a function of residual risk and alignment with the strategic sustainability targets with a view to facilitating the assignment of resources to mitigate the most critical risks.
- **Risk treatment:** response strategies are designed to accept, mitigate, transfer or avoid the risk.

**[GOV-5 / DR 36 c]** One of the main challenges in preparing the Sustainability Statement is ensuring the quality and accuracy of the non-financial information, particularly in light of the new CSRD requirements. Data collection may involve the use of estimates or sources with a possible degree of uncertainty, as well as the need to obtain information from value chain companies. In addition, the breadth and diversity of these chains can impede the collection of data and undermine the availability, traceability and consistency of the sustainability-related operating data. To that end, it is essential to properly coordinate the different internal areas to ensure that the information reported is consistent and accurately reflects the Group's sustainability performance.

**[GOV-5 / DR 36 c]** To address these risks, the Group has the following strategies and controls:

- A team of sustainability specialists.
- Technical data files documenting data sources, preparation and supervision.
- Development of an IT tool for managing sustainability information slated for deployment in FY 2025/26.
- Traceability controls from data source to inclusion in the report.
- Independent assurance by a third party to bolster confidence in the integrity of the information disclosed.

**[GOV-5 / DR 36 d]** The results of the risk assessment are also included in the key internal processes related to preparation of the Sustainability Statement. Moreover, the risks identified on the corporate risk map are analysed periodically and used as inputs for the sustainability processes. To ensure effective supervision, the map is reviewed regularly and presented to the Audit and Control Committee and Board of Directors for approval. Elsewhere, the critical risks are monitored constantly by means of key risk indicators (KRI)

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<sup>9</sup> The Three Lines of Defence model clearly defines the roles and responsibilities around three essential aspects of risk management: ownership, control and assurance.

and, in the case of significant exposures, reported on to the Audit and Control Committee, along with the associated corrective action plans.

The Sustainability Department engages with and acts as liaison between the business areas and the areas responsible for reporting and works to continuously improve the quality of the information reported.

**[GOV-5 / DR 36 e]** Lastly, the conclusions drawn from the risk and internal control assessments are communicated regularly to the governance bodies, including Senior Management, the Audit and Control Committee and the Board of Directors.

## 1.3 Strategy

### Business model (SBM-1)

Our business model is articulated around a series of commitments along ethics, sustainability and responsibility lines towards our customers, our employees, our suppliers, our owners, society and the environment. We work tirelessly to create long-term value, fostering respect for people and our planet, framed by transparent and proactive management of our impacts, risks and opportunities.

The Group is a benchmark in the retail sector, thanks to a value proposition focused on quality, variety and customer service. The business model has been evolving over time so that we are currently a major business group with a presence in a number of sectors and countries, operating under our El Corte Inglés, Hipercor, Supercor, Sfera, Viajes El Corte Inglés and SICOR trademarks, among others.

Our core values include customer credibility, constant innovation, a strategic commitment to brand variety and a commitment to the local economy and quality work, with our line of vision trained on transformation and growth. This has allowed us to create unique retail formats and propel symbiosis between our physical and digital channels, combining in-person experiences with the advantages of the online world.

Retail lies at the heart of our business and is responsible for the strength of the El Corte Inglés brand, which boasts strong recognition in both Spain and abroad. The department store model offers fashion, food, eateries, electronics, household goods and leisure options, among many other categories. In addition, we have expanded into complementary businesses such as tourism, energy and technology infrastructure<sup>10</sup>.

We are a people-centric company, which is why our customers, employees and suppliers form a collaborative network that spurs us forward. We work hard to improve the experience of those who choose us, offering solutions tailored for every moment and need, and we constantly refresh our establishments and services to make people's lives easier.

This transformational thrust is possible thanks to the commitment and professionalism of our 80,791 employees, the engine of this momentum. Their involvement, continuous learning and dedication to service enable a business model geared towards excellence and customer satisfaction.

Our suppliers are by our side on this journey, playing an essential role and sharing our commitment to quality, innovation and best sustainability practices. Together, we are building relations based on trust, ethics and continuous improvement.

This is reflected in the earnings obtained in FY 2024/25, when El Corte Inglés Group reported €16.67 billion of total gross revenue, year-on-year growth of 2%. Same-store growth was higher, at 4.3%. Consolidated net profit was €511.76 million, driven by gross margin expansion, alongside cost control, savings in D&A and finance costs and higher profit from equity-accounted investees. Stripping out extraordinary, recurring consolidated net profit was €469.96 million, 30.8% higher than in FY 2023/24.

The Group took advantage of these results to reduce net debt to its lowest level in years, leaving an adjusted EBITDA/net debt ratio of 1.5x (2023: 1.9x).

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<sup>10</sup> El Corte Inglés Group neither markets nor sells products or services that are banned in any of its operating markets.

The key financial metrics for 2024 by business line and segment are shown below:

<b>Total gross revenue</b>		
	<b>FY 2024</b>	<b>FY 2023<sup>11</sup></b>
<b>El Corte Inglés Group</b>	<b>16,674.52</b>	<b>16,348.74</b>
<b>Revenue</b>		
<b>Breakdown by business line and segment</b>	<b>FY 2024</b>	<b>FY 2023</b>
<b>Retail businesses</b>	<b>12,495.41</b>	<b>12,303.79</b>
Fashion and beauty	5,704.35	5,438.73
Food and hospitality	3,043.68	2,904.60
Home furnishings and electronics	2,696.52	2,607.98
Other income	1,050.86	1,352.48
<b>Real Estate and Infrastructure<sup>12</sup></b>	<b>82.66</b>	<b>74.11</b>
<b>Viajes El Corte Inglés Group</b>	<b>2,053.83</b>	<b>1,926.89</b>
Business travel	488.52	502.31
Leisure travel	1,565.31	1,424.58
<b>Other businesses</b>	<b>256.87</b>	<b>256.15</b>
<b>Adjustments and eliminations</b>	<b>(102.72)</b>	<b>(105.10)</b>
<b>El Corte Inglés Group</b>	<b>14,786.06</b>	<b>14,455.84</b>

Amounts in € millions.

Key takeaways from the Group's earnings performance:

- **Group net profit topped €500 million**, reaching €511.76 million. Growth was a constant across all segments, marked by both revenue and EBITDA expansion. However, the biggest contribution came from the Retail segment, where same-store sales growth was 3.9% and EBITDA increased by 15.3%, underpinned by gross margin expansion (mainly in the fashion category) and cost control.
- In June 2024, the Group obtained, for the first time in its history, **investment grade credit ratings** from S&P Global Ratings and Fitch, who both upgraded their corporate ratings to BBB-, with a stable outlook. Subsequently, the Group **tapped the capital markets**, issuing €500 million of notes and making its début as an investment-grade issuer.

<sup>11</sup> Figures restated due to a change in accounting policy (refer to note 2.6. of El Corte Inglés Group's consolidated financial statements for 2024).

<sup>12</sup> A new business line created in 2024.

- In 2024, the Group set up a new operating segment which it has called **Real Estate and Infrastructure**. This new segment encompasses the real estate leases in which the Group acts as lessor and all of the business arrangements whereby third parties carry out their activities as principal in Group establishments, thereby complementing the products and services it offers its customers, reinforcing store traffic and optimising use of its real estate assets. Services offered by external firms under these business arrangements include optician, car wash, mechanic, hairdressing and dental services, among others.

## Retail

Retail is the Group's core business, accounting for 84.5% of FY 2024/25 revenue.

**El Corte Inglés** has a broad network of retail establishments in Spain and Portugal, including department stores, supermarkets, hypermarkets and specialised stores, complemented by its online shopping channels: websites and apps. Our department stores are the major showcase for brands, our own and third parties' brands, across all our product categories: fashion, home furnishings and décor, beauty, electronics and home appliances, leisure and entertainment, sports and foods, among others.

Sustainability-wise, we are committed to local production and responsible consumption and pursue initiatives designed to foster social and environmental wellbeing.

The Company is known for its wide selection of products and services available under one roof and stands out for its commitment to quality, innovation and a top customer experience.

The **fashion and accessories** area offers a curated selection of national and international brands with products for all ages and styles. Our clothing private labels are associated with quality and design (Woman, Lloyd's, Emidio Tucci, Dustin, Tintoretto, Easy Wear, Green Coast, Coconut, Latouche, Jo & Mr. Joe and Énfasis). **Sfera** has its own on-street establishments as well as shop-in-shops in El Corte Inglés department stores. It is our most international private label, with stores in several countries, including a noteworthy presence in Mexico.

Our department stores bring together the leading Spanish and international **cosmetics, personal care and perfume** brands, including green and vegan options, and organise workshops and activities in partnership with different brands.

In **home furnishings and décor**, we provide end-to-end solutions, from furniture and soft furnishings to tableware, lighting and décor, offering a mix of designs and styles, including products made from certified materials and using responsible manufacturing practices.

Through our traditional El Corte Inglés Supermarkets, our private label, Club del Gourmet, our hypermarket format, Hipercor, and our smaller Supercor and Sanchez Romero supermarkets, we sell quality **foods**, including locally sourced, ecological and fair trade products, alongside a wide variety of international brands and products. The 145

Supercor<sup>13</sup> and Supercor Express establishments located all over Spain have become the Group's pioneering accessibility brand.

The **eateries** integrated into our department stores offer a variety of cuisines, marked by seasonal produce, balanced menus and innovative options.

In our **sporting departments**, we sell a complete range of equipment and clothing for all disciplines and levels, focusing increasingly on recycled materials and healthy lifestyle choices.

The Company also sells **electronic devices and home appliances**, with a growing commitment to energy efficiency, durability, circular economy, recyclability and reparability considerations.

We are a meeting point for **culture and leisure**, thanks to both the activities we organise in our stores and the wide range of books, music, films, video games and stationery products we sell, facilitating access to educational and entertainment content. El Corte Inglés' **toy departments** provide family experiences and offer a complete range of products and brands for all ages.

Our stores have dedicated **pet departments** with food, petcare and hygiene products.

In **Portugal**, the Company operates as **El Corte Inglés-Grandes Armazéns**, which has two department stores, one in Lisbon and the other in Gaia Porto, 10 Sfera establishments, one outlet and six Supercor supermarkets. Our physical presence in Portugal is complemented by our online stores, [www.elcorteingles.pt](http://www.elcorteingles.pt) and the Portuguese app, which continue to evolve in line with the Group's broader transformation thrust. We have close relationships with Portuguese suppliers, purchasing local products to support the national economy and help reduce Company's carbon footprint.

**El Corte Inglés Real Estate** is the business unit specialised in managing the Group's properties. El Corte Inglés is one of the largest real estate owners in Spain and has an extensive track record in real estate development and construction, mainly in the department store area.

## Other businesses

### Viajes El Corte Inglés Group

Viajes El Corte Inglés Group is a leading player in its sector, active in the leisure travel, business travel and event management segments. Diversified across different business segments and markets, the Group aims to create value-adding proposals tailored for each traveller, covering all segments: leisure, tour operation, corporate & MICE, bed bank, receptive tour operation and holiday experiences.

The travel business boasts a strong presence in Spain, Portugal and Italy and has a meaningful footprint in the Americas. It has 400 proprietary travel agencies in Spain and 188 abroad, in addition to a broad network of third-party agencies that market the Company's proprietary products. In our proprietary bed bank business we have a portfolio of customers (travel agents) spread across a range of countries.

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<sup>13</sup> In November 2024, the Group closed the sale of 40 non-core Supercor and Supercor Exprés supermarkets to Carrefour, retaining ownership of the properties already owned by El Corte Inglés, under the scope of the agreement reached in 2023.

The travel division continues to grow and adapt to travellers' needs, combining technology, personalised customer service and strategic alliances, all with the Group's hallmark seal of quality.

#### **Sicor Group**

Sicor Group addresses its services to retail and business customers, offering solutions related to security, telecare, temporary work, workplace integration and facility services, among others. Those services all have quality, specialisation and personalised care in common.

#### **El Corte Inglés Energy**

Telecor is the Group company that markets the El Corte Inglés Energy brand. It guarantees 100%-renewable energy at competitive prices, offering unique promotions and leaving our customers free to switch providers at any time.

#### **KIO Networks**

KIO Networks is a benchmark in data centre infrastructure, providing high-availability, secure and energy-efficient data solutions. El Corte Inglés acquired the 50% of this subsidiary it did not already own at the end of 2024. This business is specialised in cloud services, cybersecurity, applications and automation for businesses as well as the public sector.

## 1. General disclosures / 1.3 Strategy

FY 2024					
Points of sale by business line	Spain	Portugal	Other countries	TOTAL	TOTAL FY 2023
<b>Retail</b>	<b>539</b>	<b>21</b>	<b>346</b>	<b>906</b>	<b>955</b>
<b>El Corte Inglés</b>	<b>394</b>	<b>15</b>	<b>346</b>	<b>755</b>	<b>761</b>
<b>El Corte Inglés Grandes Armazéns</b>	70	2	-	72	74
<b>El Corte Inglés Supermarkets</b>	55	2	-	57	54
<b>Hiperacor Supermarkets</b>	34	-	-	34	35
<b>Sfera</b>	173	10	346	529	524
Standalone stores	103	8	57	168	166
Stores in ECI department stores	70	2		72	71
Franchises			289	289	287
<b>Outlets</b>	45	1		46	51
<b>Sportown stores</b>	1	-	-	1	6
<b>TMJ stores</b>	2	-	-	2	2
<b>El Corte Inglés Business Services Offices</b>	14	-	-	14	15
<b>Supercor Supermarkets</b>	145	6	-	151	194
<b>Viajes El Corte Inglés Group</b>	<b>529</b>	<b>18</b>	<b>174</b>	<b>721</b>	<b>721</b>
<b>Agencies (in dept. stores and standalone)</b>	400	14	174	588	577
<b>Other PoS (implants, outplants)</b>	129	4		133	144
<b>SICOR Group (sales offices)</b>	<b>12</b>	<b>1</b>	<b>-</b>	<b>13</b>	<b>13</b>
<b>CERA Publishing</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>1</b>
<b>TOTAL POINTS OF SALE</b>	<b>1,081</b>	<b>40</b>	<b>520</b>	<b>1,641</b>	<b>1,690</b>

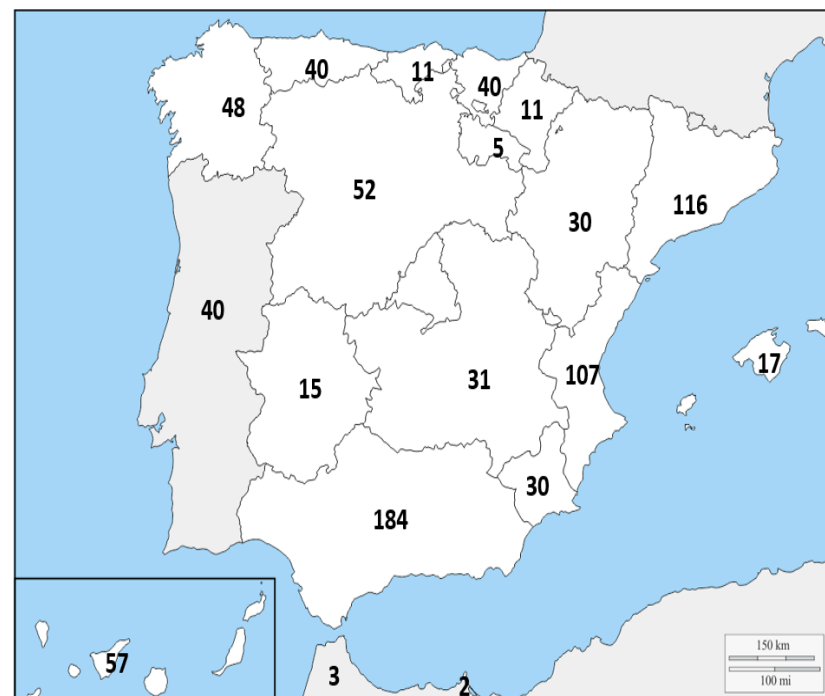
1. General disclosures / 1.3 Strategy

**Total number of proprietary stores, franchises and agencies in other countries**

Country	Standalone Sfera stores	Sfera franchises	Travel Group
Chile	-	61	23
Colombia	-	-	18
Costa Rica	-	7	-
Cyprus	-	2	-
Ecuador	-	-	3
El Salvador	-	14	-
United Arab Emirates	-	3	-
United States	-	-	3
Guatemala	-	10	-
Ireland	-	22	-
Reunion Island	-	1	-
Martinique	-	2	-
Mexico	57	-	113
Nicaragua	-	4	-
Panama	-	11	5
Paraguay	-	12	-
Peru	-	45	7
Qatar	-	1	-
Switzerland	-	52	-
Thailand	-	42	-
Uruguay	-	-	2
<b>TOTAL</b>	<b>57</b>	<b>289</b>	<b>174</b>

Total number of proprietary stores and agencies in:

Spain: 1,081  
Portugal: 40



## Sustainability strategy (SBM-1)

El Corte Inglés Group's strategy is articulated around a series of **sustainability-related policies**, which between them create the framework for action and guiding principles in this area (refer to section 1.5 Sustainability policies of chapter 1. *General disclosures*).

It also has a **Sustainability Master Plan**, which defines specific targets and initiatives for achieving them. That plan is aligned with the Company's double materiality assessment (refer to the Double materiality assessment section of chapter 1. *General disclosure*) so as to effectively address the matters of greatest importance to our stakeholders.

### Corporate Sustainability Policy

**[MDR-P / DR 65 a]** The Group's sustainability-related policies include a dedicated policy called the Corporate Sustainability Policy, which creates the benchmark framework guiding the Group's actions along the environmental, social and governance dimensions. This policy ensures responsible management and is aligned with current global challenges and stakeholder expectations.

**[MDR-P / DR 65 c]** The Sustainability Policy was updated in January 2025 and approved by the Board of Directors, the body responsible for its implementation and oversight.

**[MDR-P / DR 65 b]** It is binding upon all members of the Organisation irrespective of their positions or locations and it encompasses all Group companies, business partners, associates and other stakeholders.

Our specific commitments are detailed in each chapter of this report, addressing the various ESG topics and outlining the actions taken to address each impact.

**[MDR-P / DR 65 a]** To ensure its correct implementation, the Executive Sustainability Committee supervises compliance through audits, control tools (for example, the sustainability dashboard) and whistleblowing channels, allowing for effective and transparent management.

**[MDR-P / DR 65 d]** In a bid to reinforce this commitment, El Corte Inglés Group voluntarily adheres to and endorses a series of benchmark initiatives implying sustainability-related targets, including:

- United Nations Global Compact.
- United Nations Sustainable Development Goals (SDGs).
- United Nations Guiding Principles on Business and Human Rights and OECD Guidelines for Multinational Enterprises.
- European Union Green Deal.
- United Nations Framework Convention for Climate Change 2015 Conference of Parties (the Paris Agreement).
- United Nations Children's Rights and Business Principles.
- Global Code of Ethics for Tourism.

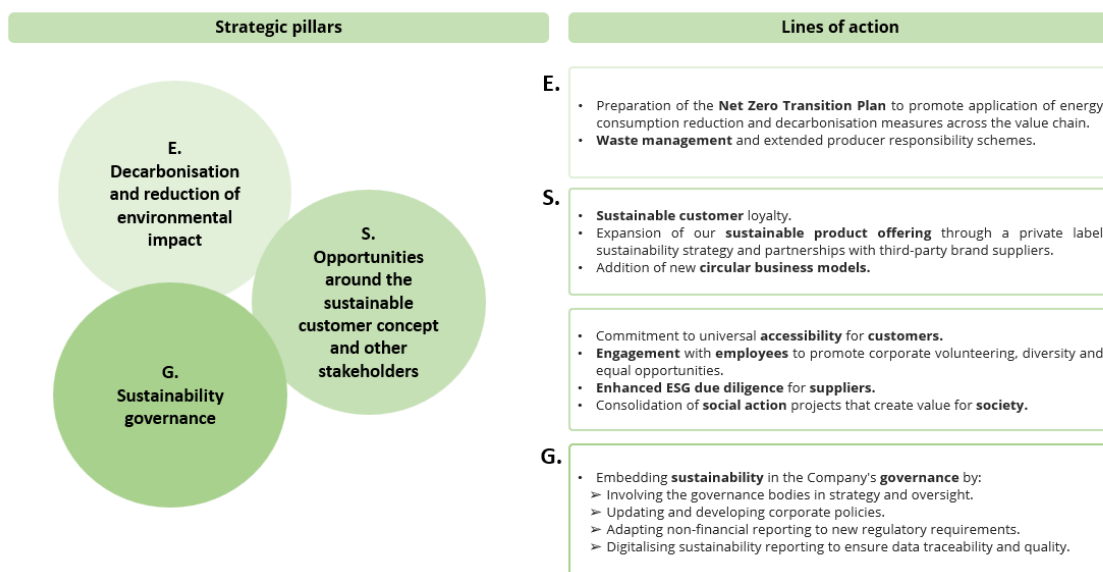
## Sustainability Master Plan 2025-2030

**[SBM-1 / DR 40 g]** The Group’s ESG initiatives have been set down in its Sustainability Master Plan 2025-2030, which acts as the backbone of its sustainability strategy. This document sets out the Group’s targets, roadmap and action plans along the environmental, social and governance dimensions and is fully aligned with the principles enshrined in its **Corporate Sustainability Policy**. Combined, the plan and policy ensure compliance with existing and unfolding regulations and criteria, particularly in relation to the Company’s financing.

**[SBM-1 / DR 40 g]** The Master Plan also responds to the shift in consumer habits by embedding sustainability in our customer shopping experience. As a result, it both reinforces the Group’s competitive positioning in the market and generates shared value for the Organisation and its stakeholders.

**[SBM-1 / DR 40 f]** As part of this approach, the Group analysed its product and service offering and its main areas of activity in relation to the sustainability targets, unlocking significant advances in aspects such as the prioritisation of local and sustainable products and more responsible processes in the fashion, home décor, food and electronics verticals and the tailoring of the value proposition to the demands of different customer segments. This assessment also leads to the identification of opportunities for improving the Group’s ESG commitments.

The **key lines of action** of the Sustainability Master Plan 2025-2030 are structured around the three ESG dimensions and translate into the following initiatives:



## Sustainability Master Plan targets

**[SBM-1 / DR 40 e]** The Sustainability Master Plan sets a series of time-bound **targets out to 2030** for each line of initiative. Those targets are:

### Environmental

- Executing the short- and medium-term decarbonisation targets set out in the proposed Net Zero Transition Plan.
- Minimising the use of resources and managing waste efficiently.

### Social

- Being the market benchmark for customers who perceive quality and local production as priority sustainability attributes.
- Positioning the private label brands as sustainability beacons.
- Collaborating actively with strategic suppliers (third-party brands) on sustainability topics.
- Participating in innovative businesses associated with the circular economy and new consumer trends.
- Ensuring that everyone has equal and autonomous access the Group's establishments and websites.
- Encouraging a corporate volunteering plan that brings together all of the Group's philanthropic actions and nurtures engagement and a sense of belonging.
- Implementing a robust due diligence plan to mitigate ESG risks all along the Group's value chain.
- Backing projects, related to the Group's activities, capable of generating shared value for society.

### Governance

- Involving the governance bodies in the Group's sustainability strategy and oversight to ensure data traceability and integrity.

### Ratings

El Corte Inglés' progress on the sustainability front over the years has been borne out by its scores in the assessments carried out by non-financial rating agencies. These assessments not only endorse the progress made but also flag key areas for improvement, in line with stakeholder expectations. In 2024, MSCI<sup>14</sup> reiterated El Corte Inglés' AA rating, in line with previous years, while Sustainalytics gave it a low ESG risk score, rating it as the third best-positioned player in the department store sector (out of the 79 companies assessed).

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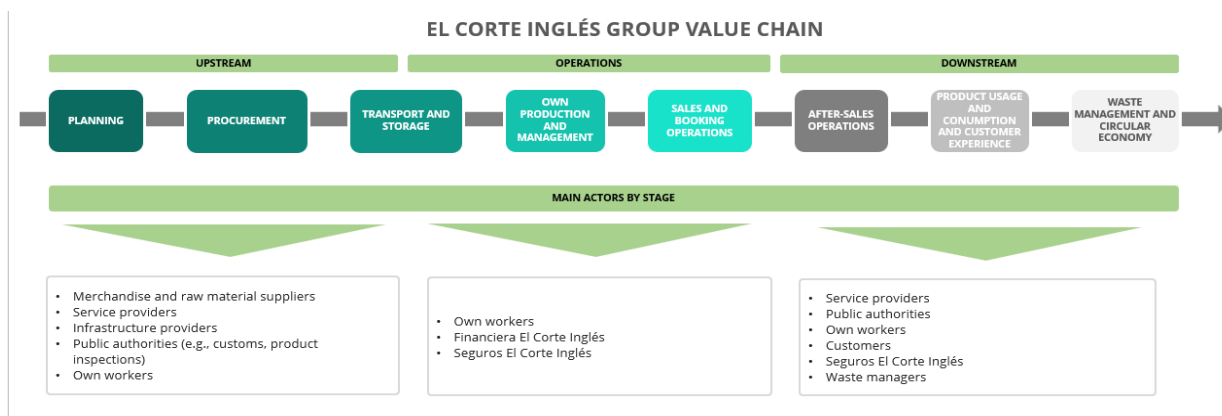
<sup>14</sup> MSCI and Sustainalytics: organisations that assess companies' ESG performance.

## Value chain (SBM-1)

[SBM-1 / DR 42 a] [SBM-1 / DR 42 b] [SBM-1 / DR 42 c]

El Corte Inglés Group defines its **value chain (VC)**, in keeping with the EFRAG Implementation Guidance<sup>15</sup> (IG2), as the full range of activities, resources and relationships related to its business model and the external environment in which it operates. The value chain encompasses the operations of El Corte Inglés and of its subsidiaries.

The following chart illustrates the Group’s value chain, structured into the three key stages: upstream, own operations and downstream. For each stage, it provides details about the activities and actors involved, creating a structured vision of our business model.



The **stages, activities and main business actors** involved in each area of the value chain are:

### Upstream

The upstream areas of the value chain include the activities, resources and business relationships relied on by the Group to create its products or services.

In this first stage of the value chain, **planning** defines the product and service offering and is key to anticipating demand so as to operate efficiently. As for the suppliers identified as value chain actors, in the case of third-party brand suppliers, our analysis is limited to the activities under the direct control or supervision of the Group, such as screening, ESG assessment, procurement terms and conditions and tender processes. Based on that definition, **procurement** encompasses the receipt of merchandise, acquisition of raw materials for product manufacturing and the purchase of the supplies and support services needed in the Group’s operations, including the procurement of packaging materials and containers. For third-party brands suppliers, it considers the procurement of products for subsequent sale, without considering these suppliers’ own activities. In contrast, for our private-label products, the analysis does include the activities carried out directly by our suppliers. Lastly, **transport and storage** ensures the efficient receipt and distribution of our merchandise, from origin to our warehouses and stores, including the reverse logistics operations associated with the return of products not sold or found to be defective.

<sup>15</sup> European Financial Reporting Advisory Group. The organisation tasked with providing the European Commission with technical advice on CSRD implementation, including draft ESRS.

The main **actors** involved in this stage are:

- **Merchandise and raw material suppliers:** firms that supply products that are essential for the manufacture and sale of our goods and services.
- **Service providers:** entities that offer specialist solutions, such as transport, technology or business consultancy services.
- **Infrastructure providers:** firms that facilitate the construction and maintenance of the physical and technological facilities needed to run the business.
- **Public authorities:** government agencies responsible for regulations, inspections and customs controls that affect the Organisation's operations.
- **Own workers:** Company workers who engage in key planning, product and supply procurement and logistics coordination (receipt and distribution of merchandise) activities.

### Own operations

These are the activities, resources and relationships managed directly by the Organisation to carry out its business model.

In this stage, El Corte Inglés Group manages the flow of products and services end to end, ensuring their availability and efficient sale. The **transport and storage** activity, in close collaboration with the upstream section of the chain, ensures the correct receipt, storage and distribution of its merchandise.

The area of **own production and management** encompasses the design and preparation of food products and food and non-food product labelling and quality control. In the digital area, these activities involve coordinating the documentation and photography of merchandise for the e-commerce channels, and the design of tourist packages in the travel segment.

Lastly, **sales and booking operations** include sales in physical stores and online, as well as other services such as financing and customer service. This activity includes in-store and warehouse order preparation and advertising and communication efforts to raise product visibility. In the travel segment, this activity is complemented by the provision of advice, management of bookings and sale of travel services.

In this second stage, the actors involved are:

- **Own workers:** Company workers who carry out activities essential to running the business, including management, sales and internal operations.
- **Financiera El Corte Inglés:** a Group associate that provides customer financing solutions that facilitate access to its products and services.
- **Seguros El Corte Inglés:** a Group associate that offers insurance products to customers and employees for coverage and protection of different risks.

## Downstream

The downstream phases of the value chain encompass the activities, resources and relationships the Organisation needs to look after the products and services acquired until the end of their life cycle and to give them new uses or life.

In this stage, El Corte Inglés focuses on ensuring the provision of complete customer service and responsible management of the life cycle of its products and services. This begins with its **after-sales operations**, which include the delivery of merchandise, customer service and provision of services such as repair, installation and warranty services. During this phase, the Group also offers access to finance and insurance to facilitate access to and protect the products acquired.

During the **use and consumption** phase, customers can enjoy food products and general merchandise, as well as travel services. Lastly, the commitment to responsible **waste management and circular economy** is reflected in the collection and handing of waste, fostering its reuse, recycling and recovery<sup>16</sup> so as to minimise the environmental impact.

During this last stage, the actors involved are:

- **Service providers:** firms that participate in distribution, logistics and after-sales servicing, ensuring product delivery and maintenance.
- **Public authorities:** government agencies that regulate product and service sales, consumption and sustainability.
- **Own workers:** El Corte Inglés Group staff who work in its stores, in customer service and in other areas that strive to optimise the customer shopping experience.
- **Consumers:** the people who acquire the Organisation's products and services and therefore lie at the heart of its business activity.
- **Seguros El Corte Inglés:** a Group associate that offers customers insurance solutions covering the products acquired and providing related services.
- **Waste handlers:** firms hired to collect, treat and recycle waste, contributing to the circular economy and environmental sustainability.

To understand El Corte Inglés' external environment, it is essential to consider the nature of its activities, the sectors in which it operates and the **geographic locations** where it carries out its business. Although most of the Group's activities are concentrated in Spain and Portugal, certain subsidiaries, such as Viajes El Corte Inglés and the Sfera chain, boast a significant presence in international markets, notably Mexico.

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<sup>16</sup> Waste recovery: consists of giving a new life to waste via recycling, recovery, reuse or conversion into energy.

## Stakeholder engagement (SBM-2)

El Corte Inglés Group stands apart for the excellence of its customer service, the commitment and dedication of its employees and the variety and high quality of its products and services. Its bond with society is reflected in its support for important social causes and the development of collaboration-based relationships with its main stakeholders.

**[SBM-2 / DR 45 a iv]** The goal is to nurture transparent and two-way communication so as to identify expectations, bolster confidence and align the Company's strategies with its stakeholders' needs. Through this engagement effort, we look to foster responsible business practices, anticipate risks and opportunities and generate shared value for society and the business, responding effectively to the views and needs of our various stakeholders.

**[SBM-2 / DR 45 a i, ii, iii]** Our identified stakeholders are:




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**Consumers and/or end users:** The people who consume our products and services are our reason for being. El Corte Inglés works hard to offer them a unique shopping experience, underpinned by quality, innovation and efficient and satisfactory customer service. To do that we engage with them constantly using a range of channels, including our in-store customer service areas, social media, satisfaction surveys and loyalty programmes, all with the goal of understanding and addressing their needs and expectations.

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**Own workers:** El Corte Inglés Group's most important asset is its team. Our people are fundamental for our development. We work to create safe places to work based on respect, equal opportunities and professional growth. To that end, we run continuous learning programmes, design work-life balance policies and create internal communication channels so as to listen actively to our employees and encourage them to participate.

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**Suppliers | Value chain workers:** We build long-term business relationships with suppliers who share our ethics, quality and sustainability values. The Organisation verifies compliance with our social responsibility standards by means of formal agreements, audits and other oversight mechanisms. Through our local offices, we monitor our private-label product suppliers and their factories directly and ensure implementation of any remediation plans derived from the audits carried out. We also work with unions under our **Global Framework Agreement**, which encompasses raw material suppliers and, by extension, our supply chain workers.

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**Society:** We are firmly committed to giving back to society and collaborate with our local communities, non-government organisations, universities and business and environmental associations. Through these outreach efforts, we back initiatives that target inclusion, community wellbeing and environmental protection, helping to create fairer and more sustainable surroundings in the process.

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**Capital providers:** Financial support is key to growing the business sustainably. The Group's investors, financiers and the rating agencies provide it with the funds it needs for its business development. These resources are managed rigorously and transparently, framed by best practices in corporate governance and financial responsibility.

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**Business community:** El Corte Inglés Group has close ties with business associations and organisations in Spain and internationally. Through these platforms, we share experiences, drive sector competitiveness and advocate for best practices in business, labour and environmental matters. Participation in these organisations keeps the Company abreast of market trends and allows it to contribute to the sustainable development of the business ecosystem.

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**Institutions:** We collaborate actively with local, regional, state and international governments and institutional representatives, striving to maintain open and constructive dialogue with the public sector. The ultimate goal of this relationship is to ensure compliance with prevailing legislation, drive initiatives of public interest and participate in projects that facilitate social and economic development.

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**Opinion leaders:** The media, analysts and social media influencers help disseminate information about El Corte Inglés Group. They constitute a fundamental channel for communicating our values, initiatives and commitments around sustainability, innovation and social responsibility.

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El Corte Inglés Group has a wide range of communication channels for reaching out to its stakeholders so as to inform them about the latest news and developments, engage in two-way dialogue with them and learn about their views and interests: social media handles, forums, events, newsletters, corporate websites, commercial websites and apps, customer service operations, the Whistleblowing Channel and the NEXO intranet, among others.

**[SBM-2 / DR 45 a iv]** Using the feedback collected, El Corte Inglés Group fine-tunes its strategy and implements specific actions, for example, reviewing and updating its internal policies and procedures regularly and adjusting its products and services in response to the preferences and expectations identified through the various engagement channels.

To ensure these actions' effectiveness, the Company uses specific control tools, such as regular audits, customer and employee satisfaction surveys and systems for monitoring its reputation in conventional and social media.

### Annual Stakeholder Engagement Day

The Group held its **6<sup>th</sup> Stakeholder Engagement Day** on 20 February 2025. This is a key stakeholder engagement event. It was held in person in the Culture Hall of the El Corte Inglés department store on Madrid's Callao and was also streamed to facilitate wider stakeholder participation.

The day-long event took the form of different presentations and round table talks addressing the main sustainability-related challenges and advances at the Company, including:

- **Sustainability Master Plan 2025-2030:** presentation of the strategic lines of initiative that will guide the Organisation's sustainability actions in the years to come.
- **Net Zero Transition Plan:** presentation of the Group's decarbonisation and emissions reduction commitments.
- **The Scope 3 value chain challenge:** a debate about the difficulties in reducing indirect emissions along the supply chain.
- **Corporate Sustainability Policy:** presentation of the Organisation's refreshed and updated sustainability policies, in line with benchmark international standards.

**[SBM-2 / DR 45 b]** This event has become a key platform for participants to exchange ideas and participate. By expressing their concerns, they help move the Company's sustainability effort forward.

**[SBM-2 / DR 45 d]** The main conclusions drawn from the Stakeholder Engagement Day were shared with the Sustainability Committee.

## 1.4 Impact, risk and opportunity management

### Double materiality assessment (IRO-1; SBM-3)

Materiality assessment is a key tool for identifying and prioritising the sustainability topics that are material to an organisation and its stakeholders.

**[IRO-1 / DR 53 h]** Until FY 2023/24, El Corte Inglés relied on the Global Reporting Initiative (GRI) guidance to prepare its non-financial information reports. That international frame of reference advocated a materiality assessment targeted at identifying the sustainability concerns of greatest importance to the Organisation and its stakeholders.

**[IRO-1 / DR 53 h] [SBM-3 / DR 48 g]** Effectiveness from 2024 of the CSRD, which has yet to be transposed into Spanish law, implies significant development of the European corporate reporting regulatory framework and cements “double materiality” as a core articulating concept. This new approach considers the Organisation’s significant impacts on the environmental and society (impact materiality) and the financial repercussions in terms of risks and opportunities for the Organisation (financial materiality).

In response to this regulatory development, El Corte Inglés has reviewed and updated its materiality assessment, aligning it with the CSRD and ESRS principles, which approach ESG topics holistically. It has also taken on board the ESRS Implementation Guidance for Materiality Assessment<sup>17</sup> published by EFRAG. As a result of the methodological switch to a double materiality approach, this is the first year in which the Group identifies its material IROs in accordance with the CSRD requirements.

**[IRO-1 / DR 53 h]** The plan is to subject this assessment to periodic reviews and updates to ensure ongoing alignment with trends in the Company’s strategic priorities, regulatory developments, the market context, stakeholder engagement and technological progress, among other factors. These reviews will be carried out in accordance with the need to ensure that the assessments accurately reflect the Company’s emerging risks and reality.

### Integration of double materiality assessment into the Company’s strategy

**[IRO-1 / DR 53 f] [IRO-1 / DR 53 e]** The double materiality assessment is aligned with the various internal assessments, including the Group’s corporate risk map, in order to ensure consistent identification and management of key risks. More specifically, the risks previously identified on that map have been included in the double materiality assessment to generate an integrated and consistent approach to the sustainability risk assessment and the risk management process, so reinforcing integration within the corporate strategy.

**[IRO-1 / DR 53 f]** Moreover, the double materiality assessment provided key input when reviewing the Company’s Sustainability Master Plan, ensuring its integration into the strategic planning process. In this manner, sustainability has become a fundamental lever of the Organisation’s Strategic Plan in terms of both risk mitigation and the identification

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<sup>17</sup> The Implementation Guidance documents published by EFRAG are: IG 1 Materiality Assessment; IG 2 Value Chain; and IG 3 List of ESRS datapoints. These guidance documents provided key references for defining the methodological approach to the assessment.

and leveraging of opportunities related to the sustainability transformation of the business.

### Internal control procedures

**[IRO-1 / DR 53 d]** The identification, assessment and management of IROs is integrated into the Organisation's corporate governance by means of a structured process. Decision-making in this area is the responsibility of the Communication, Institutional Relations and Sustainability Department, which coordinates execution and communication of sustainability-related action plans before submitting them to the Sustainability Committee for review and approval. To ensure the consistency and traceability of this process, the Company has internal control procedures, which include periodic reviews and verifications by key areas.

### Methodology (IRO-1)

**[IRO-1 / DR 53 a]** This is El Corte Inglés Group's first Sustainability Statement under the CSRD and therefore entailed a review and update of the 2023 materiality assessment to evolve towards a double materiality assessment approach in 2024.

**[IRO-1 / DR 53 b]** This process, which is outlined throughout this section, is articulated around three key steps. The first step was to analyse the context using a prior study of our operating environment, as well as ongoing methodological fine-tuning to factor in emerging practices and relevant sustainability trends. The next phase consisted of IRO identification and, finally, evaluation of the impact and financial materiality of the identified IROs, along with verification and approval of the outcomes.

The double materiality assessment is aligned with the **due diligence** process for ensuring responsible business conduct. This ensures that IROs are identified and assessed not only on the grounds of internal relevance but also so as to reflect the Company's substantial potential and actual impacts on people and the planet.

**[IRO-1 / DR 53 b iii]** As for the consultation of internal and external **stakeholders**, in parallel to the identification, assessment and prioritisation of the Company's material IROs, an internal review was undertaken in the form of working sessions with different areas within the Group. These meetings allowed it to understand their views, align materiality criteria and validate the full list of IROs to ensure consistency with the corporate strategy and compliance with the mandatory requirements of the EFRAG Double Materiality Guidance. The feedback gathered through interviews and surveys with key stakeholders, including customers, employees, suppliers, investors, citizen representatives and public au was also taken into consideration. The information obtained was considered during the IRO analysis and prioritisation phase, reinforcing the representativeness of the process.

### STEP A: Context analysis

**[IRO-1 / DR 53 g]** Context analysis is the first essential step in understanding the environment in which El Corte Inglés Group operates. This process takes stock of internal and external factors, identifies key trends and anticipates changes in the market and regulatory framework. This context analysis generates a strategic vision which provides key inputs to identify the Company's potentially material IROs.

**[IRO-1 / DR 53 b i]** The internal analysis examines the Group's activities and business relationships, considering its business plan, strategy and financial statements. To that end, we carried out a detailed analysis of the scope and nature of the Group's operations, considering the geographic locations—understood using a scale of geographic scope that goes from specific impacts, limited to areas smaller than a municipality, to global impacts that affect all of the countries where the Group operates—the stages of the value chain (refer to the Value chain section of chapter 1. *General disclosures*) and the main activities which expose the Group more to negative impacts and risks or where the materialisation of positive impacts and opportunities is more significant. The Group also analysed which types of activities or business relationships are more directly exposed, assessing those with a limited impact (the Travel Group and other less relevant business lines) and those that affect the Group as a whole. This approach made it possible to focus the IRO identification and prioritisation process on the most critical points.

**[IRO-1 / DR 53 c iii]** The analysis involved reviewing key documents such as the Non-Financial Statement 2023/24, the 2023 materiality assessment, the Group's risk map and the ESG-related corporate policies like the Corporate Sustainability Policy.

The external analysis addressed key factors that could impact the Group, such as the legal and regulatory framework. That analysis considered European regulations such as the CSRD and the Corporate Sustainability Due Diligence Directive (CSDDD), which are still in the process of review for transposition into Spanish legislation. It also looked at specialist sustainability publications to reinforce identification of environmental IROs. In parallel, the Company evaluated alignment with best practices in the market, integrating the assessments by the non-financial rating agencies and material matters addressed in other sector players' reports.

**[IRO-1 / DR 53 b ii]** During this step, the Group also defined its value chain, in keeping with the EFRAG Implementation Guidance (IG2), which provides the parameters for identifying it. Based on that definition, the Group associated each IRO with the corresponding stage of the value chain and the specific activity depending on its impact, enabling identification of the material IROs associated with each phase and their actors within the value chain (refer to the Value chain section of chapter 1. *General disclosures*).

### STEP B: Identification of the actual and potential IROs

Following this context analysis and definition of the value chain, with the help of the expertise of an outside consultant, the Group determined the actual and potential impacts, risks and opportunities derived from its business activities, in line with the sustainability topics, subtopics and sub-subtopics established by EFRAG.

**[IRO-1 / DR 53 c i]** To identify the risk and opportunities, we considered the Group's potential impacts through its own activities, as well as those associated with its value chain and business relationships. We also analysed the possible **connections of our impacts and dependencies with the risks and opportunities**, identifying how that could translate into financial consequences, whether negative or positive. This approach allows us to understand the interrelationship between sustainability and financial performance and provides a more holistic vision that facilitates prioritisation of the areas where the Group could generate more value or face greater risks.

The result of this step is a full list of the IROs that reflect the Company's reality. They encompass its value chain, from planning until waste and end-of-life management and considering all the different actors involved.

During this process, the IROs identified were shared with the different areas of the Group for validation, adding any new IROs flagged by them, for subsequent assessment.

### STEP C: Evaluation and determination of material IROs

To determine the materiality of the IROs identified in Step B, the Group devised methodology that combines the contributions of professionals with extensive know-how in their respective areas and the feedback received from the different areas of the Group.

The IROs were assessed along **two dimensions**, depending on whether they were positive or negative impacts (impact materiality) or risks and opportunities (financial materiality).

#### Impact materiality

**[IRO-1 / DR 53 b iv]** This dimension measures positive and negative impacts taking an "inside out" approach, considering how they could impact people and the planet. The parameters used in the methodology are described next. They are rated on a scale of 1 to 5, 1 representing the lowest impact and 5, the highest.

1. The severity of the impact depends on the following criteria:

- **Scale:** this aspect measures how grave the impact would be if it were to materialise.
- **Irremediable character:** this aspect measures the extent which the impact can be remediated. The irremediable character criterion only applies to negative impacts.
- **Scope:** this aspect measures how widespread the impact would be if it were to materialise. This measurement considers the scope in terms of both geographic locations and also the business units affected.

2. The likelihood of the impact is shaped by the following factors:

- **Type of impact:** here a distinction is made between actual and potential impacts, i.e., whether the impact is already materialising or could materialise in the future, respectively.
- **Likelihood of occurrence:** measures the probability that potential impacts will materialise.

- **Time horizon:** the horizon in which the impact is thought most likely to materialise. The possible outcomes are long term, medium term and short term, coinciding with the time horizons defined for the purposes of this report.

**[IRO-1 / DR 53 b iv]** Note that in assessing the negative impacts related to a possible human rights violation, priority was given to their relative severity over their likelihood of occurrence. This approach underscores the need to take action to prevent any possible impact on fundamental rights even when the likelihood of materialisation is low.

To obtain the final results, the parameters defined around severity and likelihood for all positive and negative impacts were quantified and weighted. Based on that assessment, the impacts exceeding a specific threshold were considered material. The threshold set by El Corte Inglés for determining whether a sustainability matter is material is 3.5 out of 5, on a scale of 1 to 5, in other words a score of 70% or higher.

#### Financial materiality

**[IRO-1 / DR 53 c] [IRO-1 / DR 53 c ii]** The risks and opportunities were assessed using the parameters established in the EFRAG Guidance. As there is no defined quantitative methodology, the approach used for this exercise was qualitative.

The financial impact was analysed taking an “outside in” perspective, assessing the impacts of the environment and society on the Group.

1. The magnitude of the risks and opportunities is defined as a function of the following criteria:

- **Operational consequences:** impact on business continuity of inadequate or failed internal processes, staff or systems or as a result of external events. This aspect is only assessed for risks.
- **Reputational impact:** impact on the Company’s different stakeholders’ perceptions and confidence of materialisation of the identified risks and opportunities.
- **Business growth, financial statements and cash flow:** this aspect aims to measure the magnitude of the risk and/or opportunity in terms of its potential financial impact on the Company.
- **Access to financing and cost of capital:** here the goal is to measure the magnitude of the risk and/or opportunity in terms of the Company’s access to and cost of funding.

To define each of these aspects, the scores were again considered on a scale of 1 to 5, as with the impact materiality assessment.

2. The likelihood of the risks and opportunities materialising is determined by the following factors:

- **Likelihood of occurrence:** measures the probability that the risks and opportunities will materialise.
- **Time horizon:** the time horizon in which the risks and opportunities are most likely to impact the Company. The possible outcomes are long term, medium term and short term, aligned with the time horizons defined for the purposes of this impact materiality assessment.

Lastly, the risks and opportunities were quantified and weighted in accordance with their magnitude and likelihood. Once assessed, those surpassing the threshold, as previously defined for the impact materiality assessment, were classified as material.

### Current financial effects of risks and opportunities

**[SBM-3 / DR 48 d]** The current financial effects of the identified material risks include increased costs associated with the adoption of more sustainable solutions and potential reputational costs derived from possible inadequate labour practices. However, following the analysis carried out, it was determined that, currently, those impacts do not have a material impact on the Group's financial statements, including its statement of profit or loss and statement of financial position. However, given the possibility that exposure to these risks will increase, the Organisation has reinforced its strategy for managing them, implementing measures designed to minimise their future impact, including optimised use of resources and increased value chain transparency.

Meanwhile, the Group also identified material opportunities, including the scope for attracting green financing, a possible improvement in corporate positioning as a result of good practices and more pronounced customer preferences for products and services with sustainability attributes. These opportunities represent a clear growth opportunity for the Organisation, as well as a lever for fortifying its corporate culture. To that end, the Group continues to develop a wide range of sustainable products, promote responsible tourism and improve labour conditions, consolidating its commitment to integrating ESG principles in all of its operations and all along its value chain.

### Results of the double materiality assessment (SBM-3)

**[SBM-3 / DR 48 c ii, iv] [SBM-3 / DR 48 f]** The double materiality assessment has become a core enabling tool within El Corte Inglés Group's Strategic Plan. To that end, the Group has established specific policies, actions and targets for effectively managing the material IROs identified as a result of that assessment. These measures make the Group's business strategy and model more resilient and strengthen its ability to adapt in an ever-changing environment. Nevertheless, the Group plans to carry out a specific resilience assessment to accurately evaluate the different market scenarios and define new adaptation measures as required.

**[SBM-3 / DR 48 h]** The topics determined to be material for El Corte Inglés Group were the following:

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<b>ESRS E1</b>	Climate change
<b>ESRS E5</b>	Resource use and circular economy
<b>ESRS S1</b>	Own workers
<b>ESRS S2</b>	Workers in the value chain
<b>ESRS S4</b>	Consumers and end-users
<b>ESRS G1</b>	Business conduct

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**[SBM-3 / DR 48 c ii, iv]** Framed by its sustainability-related commitments, the Group takes a holistic approach to addressing the material topics identified, which starts by

recognising that it operates its business model in a dynamic global environment which can therefore have both positive and negative impacts on the planet and people.

As for our impacts on the planet, the recovery of the waste generated internally and by customers, framed by Zero Waste certification, reduces demand for raw materials and shrinks our environmental footprint, while fostering the circular economy. On people, by prioritising health and safety, generating stable and quality work, nurturing female talent, providing continuous training and committing to diversity and inclusion, we can improve employee satisfaction and professional development. For customers, the provision of transparent information and adherence to high safety quality and accessibility standards and commitment to responsible marketing practices help reinforce confidence and wellbeing. In terms of governance, the promotion of stringent ESG and ethics standards among suppliers helps extend responsible conduct downstream and upstream.

Elsewhere, the GHG emissions associated with the supply chain, intensive energy consumption at our sites and the generation of packaging waste contribute to climate change, increase demand for primary resources and undermine air quality. As for our potential negative impacts on people, the existence of harassment or pay inequality could harm the working environment, perceived fairness and sense of belonging of the people who make up the Organisation.

These impacts can in turn translate into material risks or opportunities for the Organisation, making it important to anticipate and manage them so as to turn them into strategic levers.

The assessment carried out considers the Group's own activities and those related to its business model and the external environment in which they operate, which makes it possible to consider direct and indirect impacts and those connected with business relationships that could have a material impact on its operations. Framed by this vision, the Group analysed the current and anticipated effects of the IROs on its business model, strategy and value chain for each of the topical areas.

**[SBM-3 / DR 48 b]** The results reveal, on the one hand, the **positive effects**, such as the ability to attract financing aligned with ESG criteria thanks to a solid climate performance; greater operating efficiency due to the reintroduction of recovered waste into the value chain; enhanced staff productivity and satisfaction as a result of good labour practices; the acquisition and retention of sustainability-sensitive consumers; and a stronger ethics culture and greater credibility vis-a-vis stakeholders. On the other hand, they indicated **negative effects**, such as the costs of adapting to new climate regulations and high energy consumption; reduced access to tenders due to supply chain Scope GHG 3 emissions; the environmental impact of packaging, which could undermine the perception that El Corte Inglés is a responsible brand; difficulties in attracting and retaining talent in a competitive market, which could affect the quality of service provided; possible reputational damage in the event that suppliers violate labour rights; and the risk of regulatory fines and loss of customer confidence in the event of data protection mishaps.

In order to manage these effects, in the area of **climate change**, the Group has rolled out a Net Zero Transition Plan, which aims to make its facilities more energy efficient and help decarbonise its value chain. With regards to management of resource use and **circular economy**, the strategy is focused on extended producer responsibility, marked by initiatives such as the Zero Waste programme at its establishments.

As for our **own workers**, we are reinforcing our commitment to diversity and equal opportunities, complemented by training, career development and work-life balance initiatives. We also acknowledge the importance of **value chain workers**, to which end we have implemented a corporate sustainability due diligence strategy to ensure fair labour conditions and respect for human rights, underpinned by a management system that prevents and corrects possible risks.

In terms of **consumers and end-users**, we are championing access to sustainable products and circular business models thanks to initiatives around the eco-responsible customer, universal accessibility and product safety and quality. In the area of **corporate governance**, we are reinforcing the integration of ESG considerations into our business management to favour ethical and transparent decision-making aligned with ESG principles.

**[SBM-3 / DR 48 g]** In light of the methodological shift to a double materiality approach, the IROs have evolved to encompass the sub-topics that have increased in importance to the Group of late. Those sub-topics include pursuit of responsible marketing practices vis-à-vis consumers, tighter ethics standards to prevent corruption and bribery and the promotion of good practices among suppliers, optimising management of business relationships and payment practices.

**[SBM-3 / DR 48 a] [SBM-3 / DR 48 c i, iii]** Next are the results of the double materiality assessment, including all the material IROs corresponding to each sub-topic within the different ESRS. They are presented in a series of tables, along with some of the aspects defined during the identification step.

### **ESRS E1 *Climate change***

**[IRO-1 (E1)]** To identify the IROs related to climate change, the Group considered its universe of business activities, analysing its own operations and those carried out along its value chain. Against this backdrop, the Group mapped all of its direct and indirect greenhouse gas (GHG) emissions in order to identify the main sources of emissions throughout the life cycle of its products and services. It also identified and assessed its climate risks and opportunities in keeping with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) so as to analyse the resilience of its business model. For analytical purposes, it considered two IPCC climate scenarios —RCP 2.6, the low emissions scenario, and RCP 8.5, which simulates a high emissions scenario—allowing for the assessment of the physical and transition risks associated with climate change. The effects of these scenarios were estimated for different time horizons: short term (2030), medium term (2040) and long term (2050).

Sub-topic	Description of the IRO	Type of IRO	Nature	Time horizon	Value chain
Climate change mitigation	Costs of adapting to new climate change-related regulations: facilities, products and services sold and transport.	Risk	Potential	Medium term	Upstream
	Generation of Scope 3 GHG emissions derived from the activities of our suppliers.	Negative impact	Actual	Short term	Upstream
	Attraction of financing from investors moved by ESG criteria thanks to a solid performance around sustainability and climate change.	Opportunity	Potential	Medium term	Upstream
Energy	Intensive consumption of energy in Group facilities and services.	Negative impact	Actual	Short term	Own operations

### ESRS E5 *Resource use and circular economy*

**[IRO-1 (E5)]** To analyse the IROs connected with the resource use and circular economy, the Group considered all of the assets and facilities that form part of its activities, including those carried out directly and those that take place in its value chain.

Sub-topic	Description of the IRO	Type of IRO	Nature	Time horizon	Value chain
Waste	Reintroduction of waste (own and customer waste) recovered at Zero Waste-certified establishments and platforms into the value chain.	Positive impact	Actual	Short term	Downstream
	Environmental impact of product packaging waste generation.	Negative impact	Actual	Short term	Upstream
	Improved corporate positioning thanks to good waste management practices at Zero Waste-certified establishments and platforms.	Opportunity	Potential	Short term	Downstream

### ESRS S1 *Own workforce*

To identify the IROs related to the Group's own workers, actors who are key to carrying out the Group's activities, the Group considered a range of essential matters related to the work environment and the rights of the people who work for it. Those matters include occupational health and safety, work-life balance and the creation of an inclusive, equal and diverse culture. These aspects are seen as fundamental to ensuring the wellbeing and commitment of our people.

Sub-topic	Description of the IRO	Type of IRO	Nature	Time horizon	Value chain
Working conditions	Protection of employee health and safety thanks to internal occupational safety and healthcare services.	Positive impact	Actual	Short term	Own operations
	Enhanced staff productivity thanks to the existence of good labour practices.	Opportunity	Potential	Medium term	Own operations
	Difficulty in attracting and retaining talent due to labour market dynamics.	Risk	Potential	Medium term	Own operations
Working conditions   Other work-related rights	Greater employee satisfaction as a result of good labour practices and the generation of secure, stable and quality work.	Positive impact	Actual	Short term	Own operations
Equal treatment and opportunities for all	Support for the promotion of women as a result of measures designed to reinforce their presence in management positions.	Positive impact	Actual	Short term	Own operations
	Upskilling and greater employee specialisation thanks to the training provided.	Positive impact	Actual	Short term	Own operations
	Creation of an inclusive environment for all employees, underpinned by commitments around cultural, gender, sexual identity and orientation, abilities and generational diversity across teams.	Positive impact	Actual	Short term	Own operations
	Incidents of labour or sexual harassment in the workplace.	Negative impact	Actual	Short term	Own operations
	Uneven distribution of employee remuneration.	Negative impact	Actual	Short term	Own operations
	Improved corporate positioning as a result of measures for directly hiring persons with disabilities.	Opportunity	Potential	Short term	Own operations
	Availability of the expertise and skills needed to respond to changing business needs.	Opportunity	Potential	Medium term	Own operations

### ESRS S2 *Workers in the value chain*

In the course of identifying its impacts, risks and opportunities, the Group acknowledged that the people who work in its value chain play an essential role in the sustainable development of our activities. Against this backdrop, the assessment addressed key aspects related to respect for and the protection of their human rights, in line with the due diligence principles. The specific aspects considered included decent working conditions, occupational health and safety, equal treatment and the prevention of discrimination of any kind, harassment and forced labour.

Sub-topic	Description of the IRO	Type of IRO	Nature	Time horizon	Value chain
Working conditions Equal treatment and opportunities for all Other work-related rights	Promotion of good labour practices and respect for human rights among our suppliers (focus on enhanced due diligence).	Positive impact	Actual	Short term	Upstream
	Reputational damage due to potential existence of bad labour practices and/or human rights abuses by the Group's supply chain workers.	Risk	Potential	Short term	Upstream

### ESRS S4 *Consumers and end-users*

In the course of identifying our impacts, risks and opportunities in this area, the Group considered key aspects for consumers and end-users such as transparent product and service information, data protection and the promotion of health and wellbeing by means of stringent quality and safety standards. It also analysed practices around universal accessibility, responsible marketing and sustainability in a bid to attract and retain customers by means of an inclusive and personalised approach and commitment to continuous improvement.

Sub-topic	Description of the IRO	Type of IRO	Nature	Time horizon	Value chain
Information-related impacts for consumers and/or end-users	Satisfaction of customer needs through transparent information about our product and service offering.	Positive impact	Actual	Short term	Own operations
	Reputational damage and loss of confidence due to inadequate data protection.	Risk	Potential	Short term	Own operations
Personal safety of consumers and end-users	Prioritisation of customer health and wellbeing by upholding high standards of safety and quality in the	Positive impact	Actual	Short term	Own operations

Sub-topic	Description of the IRO	Type of IRO	Nature	Time horizon	Value chain
	services and products offered.				
	Appeal to customers by implementing best product safety and quality practices.	Opportunity	Potential	Short term	Own operations
	Expanded availability of the product and service offering by implementing universal accessibility measures (physical, online and cognitive).	Positive impact	Actual	Short term	Own operations
	Provision of objective and transparent consumer information through responsible marketing practices.	Positive impact	Actual	Short term	Own operations
Social inclusion of consumers and/or end-users	Satisfaction of customer needs by offering a wide range of products and services.	Positive impact	Actual	Short term	Own operations
	Appeal to customers whose purchasing decisions factor in sustainability (sustainable products and tourism).	Opportunity	Potential	Medium term	Own operations
	Customer loyalty-building through personalised care strategies.	Opportunity	Potential	Short term	Own operations

### ESRS G1 *Business conduct*

**[IRO-1 (G1)]** To identify our IROs related to business conduct, the Group contemplated the operating context from a broad perspective. It analysed how its activities are connected with people and the environment through its governance and management systems. It considered key factors such as its business sector, geographic footprint, the diversity of activities carried out, including retail sales, e-commerce and financial services, and the structure of its business transactions. These range from its relationships with its suppliers and strategic alliances to its direct interactions with consumers.

Sub-topic	Description of the IRO	Type of IRO	Nature	Time horizon	Value chain
	Promotion of good ESG practices among the suppliers that have business relationships with the Group.	Positive impact	Actual	Short term	Upstream
Corporate culture / Management of relationships with suppliers including payment practices /	Contribution to the improvement of ethics and integrity standards in society as a result of transparent dealings with suppliers and the public authorities.	Positive impact	Actual	Short term	Upstream
Corruption and bribery	Strengthened corporate culture as a result of implementation of high ethics standards.	Opportunity	Potential	Short term	Downstream
	Publicity around the good ethics and integrity practices championed by the Organisation to reinforce its corporate positioning.	Opportunity	Potential	Short term	Downstream
Protection of whistleblowers	Protection of whistleblowers by means of a Whistleblowing Channel that guarantees due confidentiality and the absence of retaliation.	Positive impact	Actual	Short term	Own operations

### Other environmental considerations

**[IRO-1 / E2, E3, E4]** In relation to the double materiality assessment in respect of the pollution, water and marine resources, biodiversity and ecosystems topics, the Group considered the potential importance of these aspects as a function of its environmental characteristics and business model. The assessment followed the same methodology as was used for the rest of the ESRS topics (refer to [Step C: Evaluation and determination of material IROs](#) of chapter 1. *General disclosures*).

In this year's assessment, it was determined that, due to the nature and locations of the Group's business activities, and its low dependence and limited impact on natural capital, these topics **are not material**. Moreover, given that the possible negative impacts derived from its operations and investees were determined to be scanty material, it was not deemed necessary to consult the affected stakeholders. However, the Group is monitoring its impacts around these topics constantly to ensure that any development in its business or regulatory context is duly assessed and managed.

1. General disclosures / 1.5 Sustainability policies

## 1.5 Sustainability policies

Policy <sup>19 20</sup>	ESRS	Commitments	Scope of application	Approval and/or last update	Initiatives and frameworks endorsed
<b>Corporate Sustainability Policy</b>	E1/E5	Drive the transformation and adaptation of Group activities to contribute to mitigation of the effects of climate change, with the aim of attaining climate neutrality in 2050, fostering sustainability in the value chain end to end through reduced energy consumption, the use of renewable energies, the protection of biodiversity and the application of circular economy principles, including end-of-life cycle actions designed to minimise the generation of waste and guarantee its adequate management. In addition, the Group encourages responsible consumption by means of an omnichannel range of sustainable products.	El Corte Inglés Group, business partners, stakeholders	On 29 January 2025 by the Board of Directors of El Corte Inglés, S.A.	United Nations Global Compact. United Nations Guiding Principles on Business and Human Rights. OECD Guidelines for Multinational Enterprises. ILO Declaration on Fundamental Principles and Rights at Work. European Union Green Deal. Paris Agreement. United Nations Children’s Rights and Business Principles. Global Code of Ethics for Tourism.
	S1/S2/S4	Forge a responsible business model that guarantees decent and safe working conditions, fosters equal opportunities, diversity and inclusion, nurtures employees’ professional development and social responsibility and ensures ethical and sustainable management of the value chain through application of due diligence principles, collaboration with responsible suppliers and the protection of human rights. All of which framed by excellent customer service, universal accessibility, protection of personal data and a strategic commitment to innovation and digitalisation to drive real environmental and social sustainability.			

<sup>19</sup> **[MDR-P / DR 65 e]** In a bid to make sure that its policies respond to the expectations of its stakeholders - workers, suppliers, unions and other value chain actors - the Group organises Stakeholder Days to create a forum conducive to dialogue and active listening.

<sup>20</sup> **[MDR-P / DR 65 f]** All of the policies are publicly available and are publicised via El Corte Inglés’ corporate website, its NEXO intranet to reach employees, its sustainability reports and stakeholder events, among other channels.

1. General disclosures / 1.5 Sustainability policies

Policy <sup>19 20</sup>	ESRS	Commitments	Scope of application	Approval and/or last update	Initiatives and frameworks endorsed
<b>Corporate Diversity, Equity and Inclusion Policy</b>	S1/S4	Guarantee an inclusive and diverse labour environment, promoting equal treatment and opportunities for all of the workforce and preventing all forms of discrimination on grounds of gender, age, origin, sexual orientation, disability or other personal or social circumstances Moreover, the Group strives to provide an accessible and inclusive experience for all customers through a product and service offering that mirrors their diversity, responsible and stereotype-free communication and the elimination of physical, sensory and technological barriers from all channels.	El Corte Inglés Group, business partners	On 29 January 2025 by the Board of Directors of El Corte Inglés, S.A.	Universal Declaration of Human Rights. ILO Declaration on Fundamental Principles and Rights at Work. United Nations Global Compact. 2030 Agenda and Sustainable Development Goals
<b>Corporate Human Resources Policy</b>	S1	Attract, develop and retain talent by offering a safe, healthy and inclusive place to work and equal opportunities for all, conducive to physical, mental and social wellbeing and work-life balance, one where discrimination cannot thrive, ensuring compliance and offering continuous training and a fair remuneration system, while encouraging participation, internal dialogue and social commitment through corporate volunteering.	El Corte Inglés Group, business partners	On 29 January 2025 by the Board of Directors of El Corte Inglés, S.A.	Universal Declaration of Human Rights. ILO Declaration and Conventions. United Nations Global Compact. 2030 Agenda and Sustainable Development Goals. OECD Due Diligence Guidance.
<b>Corporate Procurement Policy</b>	S2	Ensure responsible procurement management that respects human rights, ensures safe working conditions and fosters sustainability all along the value chain, focusing on procuring the highest standards of quality, safety and reliability for the products and services acquired by means of compliance, due diligence and supplier engagement.	El Corte Inglés Group, people and activities connected with the upstream value chain, business partners	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	Universal Declaration of Human Rights. Paris Agreement. United Nations Global Compact. ILO Declaration on Fundamental Principles and Rights at Work. United Nations Guiding Principles on Business and Human Rights.

1. General disclosures / 1.5 Sustainability policies

Policy <sup>19 20</sup>	ESRS	Commitments	Scope of application	Approval and/or last update	Initiatives and frameworks endorsed
<b>Corporate Customer Service and Care Policy</b>	S4	Guarantee excellent customer service by offering high-quality, safe and traceable products and services, bolstering customer confidence by offering an integrated online-offline experience. Promote accessible, clear and user-friendly communication, paying particular attention to vulnerable consumers, and encouraging responsible and sustainable consumption all through the product life cycle.	El Corte Inglés Group, people and activities connected with the downstream value chain, business partners	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	United Nations Global Compact. OECD Guidelines for Multinational Enterprises. <i>Confianza Online's</i> Code of Conduct
<b>Corporate Data Protection Policy</b>	S4	Protect personal data through measures designed to ensure their confidentiality, integrity and availability, keeping risks in check and verifying compliance by third parties, and also by collaborating with the Spanish competent data authority, AEPD.	El Corte Inglés Group, business partners	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	Universal Declaration of Human Rights. United Nations Global Compact. OECD Guidelines for Multinational Enterprises. Regulation (EU) 2016/679 of the European Parliament and of the Council (RGPD). Spanish Organic Law 3/2018 on personal data protection and digital rights.
<b>Code of Ethics</b>	G1	Act with honesty, integrity, professionalism and transparency, complying with legislation, internal rules and the commitments assumed and taking a proactive attitude to misconduct, facilitating the detection, prevention and reporting of breaches of the Code of Ethics, so bearing out the Group's commitment to an ethical and responsible culture.	El Corte Inglés Group, organisations that engage with the Group	On 27 September 2017 by the Board of Directors of El Corte Inglés, S.A.	United Nations Global Compact.

1. General disclosures / 1.5 Sustainability policies

Policy <sup>19 20</sup>	ESRS	Commitments	Scope of application	Approval and/or last update	Initiatives and frameworks endorsed
<b>Corporate Anti-Corruption and Anti-Fraud Policy</b>	G1	Nurture a culture of integrity by banning corruption and fraud, turning down gifts that sway decisions and implementing internal controls with regular reviews. The Group also demands transparency, compliance and ethical conduct from its partners and other third parties. It protects whistleblowers who act in good faith and provides continuous training in ethics and fraud prevention.	El Corte Inglés Group, people and activities connected with the upstream and downstream value chain	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	United Nations Global Compact. ILO Declaration on Fundamental Principles and Rights at Work. United Nations Guiding Principles on Business and Human Rights. OECD Guidelines for Multinational Enterprises.
<b>Corporate Anti-Money Laundering and Counter-Terrorist Financing Policy</b>	G1	Ban outright any transaction involving goods obtained illicitly, complying stringently with applicable regulations, implementing internal prevention and detection procedures, ensuring continuous training of the staff involved, informing the competent authorities of any signs of suspicious activity and encouraging active collaboration with the supervisory and control bodies.	El Corte Inglés Group, people who act in the name of executives and employees	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	Universal Declaration of Human Rights. Paris Agreement. United Nations Global Compact. ILO Declaration on Fundamental Principles and Rights at Work. United Nations Guiding Principles on Business and Human Rights. OECD Guidelines for Multinational Enterprises.
<b>Corporate Whistleblowing Channel</b>	G1	Facilitate the notification of misconduct, guaranteeing confidentiality around investigations, the identity of the people involved and the right to defence, ensuring enforcement of the ban on retaliation and respecting the presumption of innocence, managing each case diligently and proportionately, in keeping with prevailing legislation and with the obligation to inform the ministry of any developments that could constitute a crime.	El Corte Inglés Group, people and activities connected with the upstream and downstream value chain	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	Universal Declaration of Human Rights. Paris Agreement. United Nations Global Compact. ILO Declaration on Fundamental Principles and Rights at Work. United Nations Guiding Principles on Business and Human Rights. OECD Guidelines for Multinational Enterprises.

## 1. General disclosures / 1.5 Sustainability policies

Policy <sup>19 20</sup>	ESRS	Commitments	Scope of application	Approval and/or last update	Initiatives and frameworks endorsed
<b>Corporate Donations and Sponsorship Policy</b>	G1	Manage all activities involving donations and sponsorships with integrity and transparency, in line with the Organisation's values, ensuring compliance with the law, including tax regulations, avoiding conflicts of interest, banning contributions to political parties and prioritising initiatives with a positive and sustainable impact on society by means of ethical decisions, impartial assessments and alliances with like-minded entities.	El Corte Inglés Group, business partners	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	Sustainable Development Goals.
<b>Gifts and Business Courtesies Policy</b>	G1	Implement the contents of section 5 of the Code of Ethics which states that El Corte Inglés will neither accept nor offer, neither directly or indirectly, any type of dubious advantage or gifts with a view to obtaining an economic or business benefit and that none of its members may accept or offer any type of award, gift or courtesy with vested interests or favourable treatment to this end.	El Corte Inglés Group, business partners	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	United Nations Global Compact. OECD Guidelines for Multinational Enterprises.
<b>Corporate Tax Policy</b>	G1	Comply with applicable tax regulations, preventing significant risks and ensuring responsible and transparent tax management aligned with the principles of lawfulness, diligence and good faith, collaborating to that end with the public authorities and ensuring that the Group's financial information faithfully reflects its economic reality, bearing out its contribution to upholding the general interest.	El Corte Inglés Group, taxes managed in all of the jurisdictions where the Group companies carry out their activities or are present	On 30 October 2024 by the Board of Directors of El Corte Inglés, S.A.	-

## 1.6 Sustainability actions, metrics and targets

**[MDR-A]** Over the course of 2024, the Group implemented a series of **specific sustainability actions**, while also extending other recurring initiatives introduced in prior years. However, in the instances in which the full context required under ESRS is not provided, the Group intends to work to expand the contextual information and when appropriate establish time horizons.

**[MDR-T / 81 a, b]** The Group is also currently in the process of defining **specific sustainability targets** and is committed to making sure they are measurable, outcome-oriented and time-bound, in line with the material sustainability matters identified. With the exception of the targets already set for ESRS E1 (Climate change), E5 (Circular economy - Zero Waste and Sustainable Packaging Plan) and ESRS S1 (Own workers - Equality plan targets), which are outlined in the corresponding chapters, the rest of the targets linked to other material ESRS, to the extent required, are in the process of definition. Those targets will be defined in the coming years and will be aligned with international frameworks and stakeholder expectations. As this process advances, detailed disclosures will be provided around the targets set and the progress made towards achieving them.

**[MDR-A] [MDR-T] [MDR-M / 77]** Elsewhere, and based on information materiality criteria, for the **actions, targets and metrics** whose scope is not explicitly defined in the respective chapters, a revenue-based exclusion criteria was applied. As a result, only the retail and travel activities were considered, as between them they account for 98.4% of Group revenue. The other activities, which do not meet the materiality threshold, are not included in the scope.



## **2. Environmental disclosures**

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**2.1 Disclosures pursuant to Article 8 of Regulation (EU) 2020/852 (Taxonomy Regulation)**

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**2.2 Climate change (ESRS E1)**

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**2.3 Resource use and circular economy (ESRS E5)**

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**2.4 Other environmental topics (Law 11/2018)**

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Respect for the environment is one of the articulating thrusts of El Corte Inglés' sustainability strategy, as set down in its Sustainability Master Plan 2025-2030. We are working to minimise our environmental impact by managing resources efficiently, reducing our emissions and encouraging responsible practices all along the value chain.

Our environmental pledges translate into specific actions designed to help conserve natural capital, with **decarbonisation** and **circular economy** initiatives as the key enablers of the strategy. These pledges are reflected in the corporate principles enshrined in the Code of Ethics and are integrated into management of the business so as to minimise the environmental effects of the Group's business activities.

## 2.1 Disclosures pursuant to Article 8 of Regulation (EU) 2020/852 (Taxonomy Regulation)

The EU Taxonomy is a regulatory framework for identifying and classifying environmentally sustainable economic activities. Once again this year, El Corte Inglés Group is providing disclosures in keeping with Regulation (EU) 2020/852 with the aim of targeting its business model towards a more sustainable scenario.

Elsewhere, Delegated Regulation (EU) 2021/2178 establishes the economically sustainable activities for the purposes of the EU's climate change mitigation and adaptation objectives (updated via Delegated Regulation 2023/2485), while Delegated Regulation (EU) 2023/2486 sets out the sustainable activities in relation to the remaining four objectives:

- Sustainable use and protection of water and marine resources.
- Transition to a circular economy.
- Pollution prevention and control.
- Protection and restoration of biodiversity and ecosystems.

For the first time in 2024, companies are required to report eligibility and alignment for all of the environmental objectives. In 2023, the analysis centred solely on eligibility for all the environmental objectives and the activities that contribute substantially to the climate change objectives introduced via Delegated Regulation (EU) 2023/2485, reporting alignment for the rest of the activities that contribute substantially to climate change mitigation and adaptation.

The dynamic and ever-evolving nature of the EU Taxonomy is evident in the Frequently asked questions (FAQs) published by the European Union, which fine tune interpretation of the Taxonomy criteria. Nevertheless, the new FAQs published in 2024 have not modified the assessment of the eligible and aligned activities identified by El Corte Inglés Group, leaving its original interpretations intact.

By means of this chapter, El Corte Inglés Group has integrated these new legislative developments, adapting its internal processes to ensure transparent and accurate reporting, faithful to its commitment to responsible management of its information and making it accessible to all its stakeholders.

## Accounting metrics

Delegated Regulation (EU) 2021/2178 sets forth the methodology for calculating the financial key performance indicators (KPI) that undertakings are required to report. Those KPIs are: turnover, capital expenditure (CapEx): and operating expenditure (OpEx).

To avoid double reporting, the Group has reviewed the data exhaustively to ensure that each financial indicator has a single source of origin.

The following accounting criteria were used to calculate the numerators and denominators for these KPIs in terms of eligibility and alignment, in order to in turn calculate the proportion of Taxonomy-eligible and/or aligned activities (numerator) divided by total turnover, CapEx and OpEx of El Corte Inglés Group at year-end (denominator).

- **Turnover.** The proportion of turnover referred to in Article 8(2), point (a), of Regulation (EU) 2020/852 was calculated as the part of the net turnover derived from products or services, including intangibles, associated with Taxonomy-aligned economic activities (numerator), divided by the net turnover (denominator) as defined in Article 2, point (5), of Directive 2013/34/EU. Turnover covers the revenue recognised pursuant to International Accounting Standard (IAS) 1, paragraph 82(a), as adopted by Commission Regulation (EC) No 1126/2008. The Group's revenue for 2023 has been restated as a result of application of a change in an accounting policy. The information about that restatement and the revenue figure in respect of 2024 are disclosed in note 2.6 of the consolidated financial statements for FY 2024/25.
- **CapEx.** The proportion of CapEx referred to in Article 8(2b) of Regulation (EU) 2020/852 covers additions to tangible and intangible assets during the financial year considered before depreciation, amortisation and any re-measurements, including those resulting from revaluations and impairments, for the relevant financial year and excluding fair value changes. This calculation also covers additions to tangible and intangible assets resulting from business combinations. For El Corte Inglés Group, these additions are disclosed in notes 5 *Property, plant and equipment*, 6 *Investment properties* and 8 *Other intangible assets* of the consolidated financial statements for FY 2024/25.
- **OpEx.** The proportion of OpEx referred to in Article 8(2b) of Regulation (EU) 2020/852 limits the calculation of this KPI to direct non-capitalised costs that relate to research and development, building renovation measures, short-term lease, maintenance and repair, and any other direct expenditures relating to the day-to-day servicing of assets of property, plant and equipment by the undertaking or third party to whom activities are outsourced that are necessary to ensure the continued and effective functioning of such assets. In addition to these items, non-financial undertakings that apply national generally accepted accounting principles and are not capitalising right-of-use assets must include lease costs. Framed by the Group's commitment to continuously improving its systems, the OpEx denominator reported last year has been recalculated to align it with the Regulation definition.

## Eligibility and alignment assessment

As in previous years, the cross-cutting working group made up of professionals from different areas of the Group and different Group companies continued its effort to analyse and interpret the Taxonomy eligibility and alignment criteria. More specifically, it reviewed the Taxonomy-defined activities reported last year and introduced the new criteria applicable in 2024, as detailed next.

Note that the scope considered in the assessment and reported disclosures required under the Taxonomy includes all of the companies consolidated in the Group's consolidated financial statements.

### Eligibility

The Group's approach to the Taxonomy-eligible activities reported last year is unchanged this year as there have not been any significant changes in our business model.

El Corte Inglés Group has identified that a single economic activity could contribute to multiple objectives. To avoid double reporting, each economic item is accounted for just once to calculate the financial KPIs provided in the disclosure templates. The economic information for each KPI by Taxonomy-defined activity is provided in the disclosure templates.

### Alignment

Based on the eligibility assessment carried out, the next step was to assess alignment of the activities identified as eligible with all of the environmental objectives. That step consisted of reviewing and verifying compliance with the **minimum social safeguards (MSS)**, the **substantial contribution criteria (SCC)** and the requirement that they **do no significant harm (DNSH) to the other environmental objectives**.

Next, we outline horizontal compliance with the minimum social safeguards, the DNSH criteria related to the climate change adaptation objective for all Taxonomy-defined activities and compliance with the specific SCC and DNSH criteria for each activity.

#### Minimum social safeguards

The first step in aligning the Taxonomy-eligible activities for the Group is to check compliance with the minimum social safeguards, which are articulated around four essential pillars: human rights, corruption/bribery, taxation and fair competition.

The Group's Code of Ethics establishes the due diligence procedures that are implemented via its corporate policies. The Corporate Sustainability Policy sets out the basic principles for safeguarding the human rights of our workers, business partners, associates and other stakeholders. In addition, our ESG Compliance Commitment Letter sets out the ethics principles that govern our relationships with suppliers and associates.

In the areas of corruption/bribery, taxation and competition, El Corte Inglés has specific corporate policies which stipulate the basic principles of conduct required in each area. Training is also provided to all employees on these topics through the "Ethics and Compliance" platform and other courses provided through the corporate intranet, NEXO.

Lastly, compliance with the minimum social safeguards is borne out by the non-existence or minimum number of incidents reported through our Whistleblowing Channel and the related potential legal rulings, of which there were none in FY 2024/25.

### **DNSH to climate change adaptation**

El Corte Inglés Group approaches compliance with the DNSH principal holistically as part of the process of identifying and assessing its climate risks. This analysis was carried out considering the requirements set down in Appendix A of Annex I of Delegated Regulation (EU) 2021/2139 and the Annexes of Delegated Regulation (EU) 2023/2486.

To that end, it assessed the physical climate risks that could impact the Group's eligible activities, placing particular emphasis on its real estate assets (department stores and warehouses), which constitute the Group's main eligible activities. That analysis included identification of vulnerabilities and climate risks based on greenhouse gas (GHG) emissions projections and an assessment of the adaptation solutions needed to mitigate the identified physical risks. The analysis is detailed in chapter 2.2 *Climate change*.

### **Substantial contribution and DNSH screening criteria by Taxonomy-defined activity**

#### Climate change mitigation

#### **Electricity generation using solar photovoltaic technology (activity 4.1): Eligible but not aligned activity**

The analysis considered the turnover derived from the self-generation of electricity in the buildings fitted with photovoltaic solar panels, so complying with the substantial contribution criteria. These facilities belong mainly to the buildings of El Corte Inglés Supply Chain (ECICS) and Supercor.

This activity is not aligned as it is not possible to evidence compliance with the principal of DNSH to the transition to a circular economy. As the activity is not considered aligned, the protection and restoration of biodiversity and ecosystems DNSH criterion was not considered.

#### **Collection and transport of non-hazardous waste in source segregated fractions (activity 5.5): Eligible and aligned activity**

Here we considered the activities within the Zero Waste circular economy programme under which the Group has implemented a waste management system that is audited by AENOR<sup>21</sup>. This system traceably documents management of all of the waste generated, particularly at our offices and department stores located in Spain and Portugal.

All of the waste generated is separated at source and is not mixed in the storage and transfer facilitates thanks to implementation of the zero waste management system. In this manner, the Group guarantees compliance with the substantial contribution criteria and that it does no significant harm to the transition to a circular economy.

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<sup>21</sup> The acronym in Spanish for the national standardisation and certification association.

**Transport by motorbikes, passenger cars and commercial vehicles (activity 6.5):***Eligible but not aligned activity*

We analysed vehicle rental/leasing activity for the affected vehicle categories for the cases that comply with the substantial contribution criteria with respect to specific CO<sub>2</sub> emissions. The vehicles included in this activity belong to El Corte Inglés Supply Chain (ECICS), SICOR Group and Viajes El Corte Inglés Group.

However, the complexity and specificity of the requirements for screening that the activity does no significant harm to the transition to a circular economy or pollution prevention and control objectives made it hard to obtain the necessary evidence, preventing the Group from substantiating alignment.

**Freight transport services by road (activity 6.6):** *Eligible but not aligned activity*

This activity considers the acquisition and operating lease/rental of the affected categories of transport equipment required for substantial contribution criteria purposes. This activity, which is related to the Group's logistics, is managed by ESICS.

However, the complexity and specificity of the requirements for screening that the activity does no significant harm to the transition to a circular economy or pollution prevention and control objectives made it hard to obtain the necessary evidence, preventing the Group from substantiating alignment.

**Renovation of existing buildings (activity 7.2):** *Eligible but not aligned activity*

For this activity, we considered construction and civil engineering works, or preparation thereof, and the investments and operations associated with the Group's building and infrastructure refurbishment and maintenance projects, namely logistics platforms, department stores and offices.

Renovation was performed on Group buildings, but they cannot be considered major renovations according to the substantial contribution criteria and do not imply a lift in energy efficiency of over 30%. By not meeting the above-mentioned threshold, the Group cannot substantiate alignment of this activity.

**Installation, maintenance and repair of energy efficiency equipment (activity 7.3)***Eligible and aligned activity*

For this activity, the Group considered the capital and operating expenditure related to the installation, maintenance and repair of equipment for the purposes of making the Group's establishments more energy efficient. This includes, for example, the replacement of hot water tanks and tanks-in-tanks, and optimisation of recirculation pumps. These headings correspond to El Corte Inglés and El Corte Inglés-Grandes Armazéns (ECIGA).

All of the activities undertaken of this nature (installation, replacement, maintenance and repair of heating, ventilation and air-conditioning (HVAC) and water heating systems, including equipment related to district heating services, with highly efficient technologies) meet the substantial contribution criteria.

In addition, we tested for the criteria set out in Appendix C of the Delegated Act for screening for compliance with the DNSH to pollution prevention and control criteria, which the Group meets through its implemented environmental management systems.

Moreover, the waste management plans detail the materials managed in these activities, without mentioning any of the components mentioned in this DNSH requirement, thereby ensuring compliance.

**Installation, maintenance and repair of charging stations for electric vehicles in buildings and parking spaces attached to buildings (activity 7.4):** *Eligible and aligned activity*

The Group has installed charging facilities in its parking areas which meet the substantial contribution criteria. These charging facilities are managed by El Corte Inglés, ECIGA and Asón Inmobiliaria.

The only DNSH requirement applicable in this activity is the requirement to do no significant harm to climate change adaptation, a requirement addressed horizontally across the entire Group, so ensuring alignment of this activity.

**Installation, maintenance and repair of instruments and devices for measuring, regulation and controlling energy performance of buildings (activity 7.5):** *Eligible and aligned activity*

All of the Group's adaptation, installation, maintenance and repair of smart meters for gas, heat, cooling and electricity and energy-saving initiatives at the Group's buildings comply with the substantial contribution criteria. These energy efficiency instruments and devices are mainly installed in ECIGA's buildings.

The only DNSH requirement applicable in this activity is the requirement to do no significant harm to climate change adaptation, a requirement addressed horizontally across the entire Group, so ensuring alignment of this activity.

**Installation, maintenance and repair of renewable energy technologies (activity 7.6):** *Eligible and aligned activity*

This activity includes the installation and maintenance of photovoltaic panels at Group buildings, which meets the substantial contribution criteria. The Group has a project of this nature at its logistics platform in Valdemoro, which is managed by El Corte Inglés.

Moreover, the only DNSH requirement applicable in this activity is the requirement to do no significant harm to climate change adaptation, a requirement addressed horizontally across the entire Group, so ensuring alignment of this activity.

**Acquisition and ownership of buildings (activity 7.7)** *Eligible but not aligned activity*

Here we included the CapEx, turnover and OpEx related to leases and right-of-use assets (recognised in accordance with IFRS 16) of spaces in buildings owned by, or under the control of the Group, in this case El Corte Inglés and Moda Joven Sfera Mexico.

This activity does not meet the substantial contribution criteria since it has not earned an 'A' Energy Performance Certificate and, therefore, it is not aligned.

**Data processing, hosting and related activities (activity 8.1):** *Eligible but not aligned activity*

This activity considers investments in DPC transformation and infrastructure and operating expenditure incurred in DPC, hosting and cloud hosting services, among others. It also considered turnover from the provision of hosting services. New this year, this activity includes the activity of the Group's centralised data processing and management services company, KIO Networks, which was acquired outright by El Corte Inglés at the end of 2024 (in 2023, it was a 50%-owned investee), including the turnover it obtains from the provision of infrastructure as a service (IaaS). It also includes CapEx and turnover corresponding to ECIGA and the Travel Group.

In this case, although the activity does no significant harm to the transition to a circular economy, it was not possible to demonstrate compliance with the substantial contribution criteria. As the activity is not considered aligned, the sustainable use and protection of water and marine resources DNSH requirements were not considered.

**Data-driven solutions for GHG emissions reductions (activity 8.2):** *Eligible but not aligned activity*

Given the nature of the business, this activity includes CapEx in software for collecting data to help reduce GHG emissions by the Travel Group.

Although this activity meets the DNSH requirements around the transition to a circular economy, it was not possible to substantiate the existence in the market of alternative solutions or technologies that can further reduce GHG emissions over their life cycle. Therefore, it does not meet the substantial contribution criteria.

Sustainable use and protection of water and marine resources

**Urban waste water treatment (activity 2.2):** *Eligible activity*

This activity includes El Corte Inglés' CapEx in sewerage, waste water pumping systems and grease separators.

**Results for FY 2024**

The Taxonomy assessment revealed that 0.18% of Turnover, 10.71% of CapEx and 27.84% of OpEx was associated with Taxonomy-eligible activities and that 0.04% of Turnover, 1.46% of CapEx and 6.13% of OpEx was associated with Taxonomy-eligible and aligned activities.

The main difference identified with respect to 2023 relates to CapEx (4.99% was associated with eligible activities 2023) due to the acquisition of two buildings in 2024. Given the fact that there were no changes in the Taxonomy-defined activities between the two years, there were no significant differences in the Turnover and OpEx figures.

Below are the KPIs for El Corte Inglés' Taxonomy-defined activities as per Annexes I and II of Delegated Regulation (EU) 2021/2139 for the climate change mitigation and adaptation objectives and Annexes III, IV, V and VI of Delegated Regulation (EU) 2023/2486 for the other four environmental objectives.

## 2. Environmental disclosures / 2.1 EU Taxonomy

Table 1: Proportion of turnover from products or services associated with Taxonomy-aligned economic activities – disclosure covering 2024

Turnover	2024	Substantial Contribution Criteria								DNSH criteria ('Does Not Significantly Harm')							Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) turnover, 2023	Category enabling activity	Category transitional activity
		Economic Activities	Code	Turnover (€)	Proportion of Turnover, 2024	Climate change mitigation	Climate change adaptation	Water	Pollution	Circular Economy	Biodiversity	Climate change mitigation	Climate change adaptation	Water	Pollution	Circular Economy			
Text	€	%	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y; N; N/EL	Y/ N	Y/ N	Y/ N	Y/ N	Y/ N	Y/ N	Y/ N	%	E	T
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																			
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																			
Collection and transport of non-hazardous waste in source segregated fractions	CCM 5.5/CE 2.3	€5,599,219.71	0.038%	Y	N/EL	N/EL	N/EL	N	N/EL	Y	Y	Y	Y	Y	Y	Y	0.026%		
<b>Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)</b>		<b>€5,599,219.71</b>	<b>0.038%</b>	<b>0.038%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>0.026%</b>		
Of which Enabling		€0.00	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	0.000%	Y	Y	Y	Y	Y	Y	Y	0.000%	E	
Of which Transitional		€0.00	0.000%	0.000%						Y	Y	Y	Y	Y	Y	Y	0.000%		T

## 2. Environmental disclosures / 2.1 EU Taxonomy

### A.2. Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)

				EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL		
Electricity generation using solar photovoltaic technology	CCM 4.1	€55,769.03	0.000%	EL	N/EL	N/EL	N/EL	N/EL	N/EL		0.001%
Acquisition and ownership of buildings	CCM 7.7	€11,587,101.60	0.078%	EL	N/EL	N/EL	N/EL	N/EL	N/EL		0.077%
Data processing, hosting and related activities	CCM 8.1	€9,651,494.46	0.065%	EL	N/EL	N/EL	N/EL	N/EL	N/EL		0.068%
<b>Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)</b>		€21,294,365.09	0.144%	0.144%	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>		<b>0.145%</b>
<b>A. Turnover of Taxonomy eligible activities (A.1+A.2)</b>		€26,893,584.80	0.182%	0.182%	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>		<b>0.171%</b>
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>											
Turnover of Taxonomy non-eligible activities (B)		€14,767,937,900.17	99.818%								
<b>TOTAL</b>		<b>€14,794,831,484.97</b>	<b>100%</b>								

## 2. Environmental disclosures / 2.1 EU Taxonomy

Table 2: Proportion of turnover/Total turnover, Taxonomy-aligned per objective, and Proportion of turnover/Total turnover, Taxonomy-eligible per objective (Template subscript (c) in Annex I of Delegated Regulation 2023/2486).

<b>Proportion of turnover/Total turnover</b>		
	<b>Taxonomy-aligned per objective</b>	<b>Taxonomy-eligible per objective</b>
<b>CCM</b>	0.038%	0.182%
<b>CCA</b>	0.000%	0.000%
<b>WTR</b>	0.000%	0.000%
<b>CE</b>	0.000%	0.038%
<b>PPC</b>	0.000%	0.000%
<b>BIO</b>	0.000%	0.000%

## 2. Environmental disclosures / 2.1 EU Taxonomy

Table 3: Proportion of CapEx from products or services associated with Taxonomy-aligned economic activities – disclosure covering 2024<sup>22</sup>

CapEx		2024	Substantial Contribution Criteria							DNSH criteria ('Does Not Significantly Harm')									
Economic Activities	Code	CapEx (€)	Proportion of CapEx, 2024	Climate change mitigation	Climate change adaptation	Water	Pollution	Circular Economy	Biodiversity	Climate change mitigation	Climate change adaptation	Water	Pollution	Circular Economy	Biodiversity	Minimum Safeguards	Proportion of Taxonomy aligned (A.1) or eligible CapEx (A.2), 2023	Category enabling activity	Category transitional activity
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																			
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																			
Collection and transport of non-hazardous waste in source segregated fractions	CCM 5.5/CE 2.3	€143,025.10	0.027%	Y	N/EL	N/EL	N/EL	N	N/EL	Y	Y	Y	Y	Y	Y	Y	0.035%		
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3	€3,834,330.01	0.726%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	1.657%	E	
Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	CCM 7.4	€2,222,476.87	0.421%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	0.046%	E	
Installation, maintenance and repair of instruments and	CCM 7.5	€4,679.77	0.001%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	0.000%	E	

<sup>22</sup> The data corresponding to 2023 have been restated due to an adjustment in the exchange rate used for translation purposes (MXN) for Sfera Mexico, an adjustment that affects economic activity 7.7 exclusively.

## 2. Environmental disclosures / 2.1 EU Taxonomy

devices for measuring, regulation and controlling energy performance of buildings																				
Installation, maintenance and repair of renewable energy technologies	CCM7.6	€1,480,765.27	0.281%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	Y	Y	0.000%	E
<b>CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)</b>		<b>€7,685,277.01</b>	<b>1.456%</b>	<b>1.456%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>1.739%</b>	
Of which Enabling		€7,542,251.91	1.429%	1.429%	0.000%	0.000%	0.000%	0.000%	0.000%	Y	Y	Y	Y	Y	Y	Y	Y	Y	1.704%	E
Of which Transitional		€0.00	0.000%	0.000%						Y	Y	Y	Y	Y	Y	Y	Y	Y	0.000%	T
<b>A.2. Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)</b>																				
				EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL											
Freight transport services by road	CCM 6.6	€54,749.11	0.010%	EL	N/EL	N/EL	N/EL	N/EL	N/EL										0.081%	
Renovation of existing buildings	CCM 7.2	€62,813.72	0.012%	EL	N/EL	N/EL	N/EL	N/EL	N/EL										0.088%	
Acquisition and ownership of buildings	CCM 7.7	€34,246,662.29	6.488%	EL	N/EL	N/EL	N/EL	N/EL	N/EL										1.108%	
Data processing, hosting and related activities	CCM 8.1	€10,533,889.70	1.996%	EL	N/EL	N/EL	N/EL	N/EL	N/EL										1.403%	
Data-driven solutions for GHG emissions reductions	CCM 8.2	€3,910,000.00	0.741%	EL	N/EL	N/EL	N/EL	N/EL	N/EL										0.558%	
Urban waste water treatment	WTR 2.2	€30,737.15	0.006%	N/EL	N/EL	EL	N/EL	N/EL	N/EL										0.018%	
<b>CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)</b>		<b>€48,838,851.97</b>	<b>9.252%</b>	<b>9.247%</b>	<b>0.000%</b>	<b>0.006%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>										<b>3.256%</b>	
<b>A. CapEx of Taxonomy eligible activities (A.1+A.2)</b>		<b>€56,524,128.98</b>	<b>10.708%</b>	<b>10.703%</b>	<b>0.000%</b>	<b>0.006%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>										<b>4.995%</b>	
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																				
CapEx of Taxonomy non-eligible activities (B)		€471,327,249.02	89.292%																	
<b>TOTAL</b>		<b>€527,851,378.00</b>	<b>100%</b>																	

## 2. Environmental disclosures / 2.1 EU Taxonomy

Table 4: Proportion CapEx/Total CapEx, Taxonomy-aligned per objective, and Proportion of CapEx/Total CapEx, Taxonomy-eligible per objective (Template subscript c in Annex II of Delegated Regulation 2023/2486).

<b>Proportion of CapEx/Total CapEx</b>		
	<b>Taxonomy-aligned per objective</b>	<b>Taxonomy-eligible per objective</b>
<b>CCM</b>	1.456%	10.708%
<b>CCA</b>	0.000%	0.000%
<b>WTR</b>	0.000%	0.000%
<b>CE</b>	0.000%	0.027%
<b>PPC</b>	0.000%	0.000%
<b>BIO</b>	0.000%	0.000%

## 2. Environmental disclosures / 2.1 EU Taxonomy

Table 5: Proportion of OpEx from products or services associated with Taxonomy-aligned economic activities – disclosure covering 2024<sup>23</sup>

OpEx		2024	Substantial Contribution Criteria							DNSH criteria ('Does Not Significantly Harm')									
Economic Activities	Code	OpEx (€)	Proportion of OpEx, 2024	Climate change mitigation	Climate change adaptation	Water	Pollution	Circular Economy	Biodiversity	Climate change mitigation	Climate change adaptation	Water	Pollution	Circular Economy	Biodiversity	Minimum Safeguards	Proportion of Taxonomy aligned (A.1) or eligible OpEx (A.2), 2023	Category enabling activity	Category transitional activity
<b>A. TAXONOMY-ELIGIBLE ACTIVITIES</b>																			
<b>A.1. Environmentally sustainable activities (Taxonomy-aligned)</b>																			
Collection and transport of non-hazardous waste in source segregated fractions	CCM 5.5/CE 2.3	€2,511,996.04	1.050%	Y	N/EL	N/EL	N/EL	N	N/EL	Y	Y	Y	Y	Y	Y	Y	0.715%		
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3	€398,180.86	0.166%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	0.492%	E	
Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	CCM 7.4	€549.68	0.000%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	0.001%	E	

<sup>23</sup> The data corresponding to 2023 have been restated due to an adjustment in the exchange rate used for translation purposes (MXN) for Sfera Mexico, an adjustment that affects economic activities 7.7 and 7.3 exclusively.

## 2. Environmental disclosures / 2.1 EU Taxonomy

Installation, maintenance and repair of instruments and devices for measuring, regulation and controlling energy performance of buildings	CCM 7.5	€57,703.77	0.024%	Y	N/EL	N/EL	N/EL	N/EL	N/EL	Y	Y	Y	Y	Y	Y	Y	0.024%	E
<b>OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)</b>		<b>€2,968,430.35</b>	<b>1.241%</b>	<b>1.241%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>1.232%</b>	
Of which Enabling		€456,434.31	0.191%	0.191%	0.000%	0.000%	0.000%	0.000%	0.000%	Y	Y	Y	Y	Y	Y	Y	0.517%	E
Of which Transitional		€0.00	0.000%	0.000%						Y	Y	Y	Y	Y	Y	Y	0.000%	T
<b>A.2. Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)</b>																		
				EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL	EL; N/EL									
Transport by motorbikes, passenger cars and light commercial vehicles	CCM 6.5	€4,870,759.17	2.036%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								1.376%	
Freight transport services by road	CCM 6.6	€960,324.07	0.401%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								0.333%	
Renovation of existing buildings	CCM 7.2	€9,064,218.76	3.789%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								3.613%	
Installation, maintenance and repair of renewable energy technologies	CCM 7.6	€0.00	0.000%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								0.029%	
Acquisition and ownership of buildings	CCM 7.7	€458,290.88	0.192%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								0.466%	
Data processing, hosting and related activities	CCM 8.1	€35,703,515.65	14.926%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								12.624%	
Data-driven solutions for GHG emissions reductions	CCM 8.2	€500,000.00	0.209%	EL	N/EL	N/EL	N/EL	N/EL	N/EL								0.000%	
<b>OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)</b>		<b>€51,557,108.53</b>	<b>21.554%</b>	<b>21.554%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>								<b>18.441%</b>	
<b>A. OpEx of Taxonomy eligible activities (A.1+A.2)</b>		<b>€54,525,538.88</b>	<b>22.795%</b>	<b>22.795%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>	<b>0.000%</b>								<b>19.673%</b>	
<b>B. TAXONOMY-NON-ELIGIBLE ACTIVITIES</b>																		
OpEx of Taxonomy-non-eligible activities (B)		<b>€184,675,137.12</b>	<b>77.205%</b>															
<b>TOTAL</b>		<b>€239,200,676.00</b>	<b>100%</b>															

## 2. Environmental disclosures / 2.1 EU Taxonomy

Table 6: Proportion OpEx/Total OpEx, Taxonomy-aligned per objective, and Proportion of OpEx/Total OpEx, Taxonomy-eligible per OpEx (Template subscript c in Annex II of Delegated Regulation 2023/2486).

<b>Proportion of OpEx/Total OpEx</b>			
	<b>Taxonomy-aligned objective</b>	<b>per</b>	<b>Taxonomy-eligible objective</b>
		<b>per</b>	
<b>CCM</b>	1.241%		22.795%
<b>CCA</b>	0.000%		0.000%
<b>WTR</b>	0.000%		0.000%
<b>CE</b>	0.000%		1.050%
<b>PPC</b>	0.000%		0.000%
<b>BIO</b>	0.000%		0.000%

## 2. Environmental disclosures / 2.1 EU Taxonomy

Table 7. Nuclear and fossil gas related activities.

<b>Nuclear energy related activities</b>		
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	NO
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	NO
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	NO
<b>Fossil gas related activities</b>		
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	NO
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	NO
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	NO

## 2.2 Climate change (ESRS E1)

Aware of the need to make a meaningful contribution to climate action, El Corte Inglés Group has pledged to become climate neutral by 2050. It aims to do so by reducing the emissions generated in its operations and by implementing measures to mitigate their environmental impact.

This commitment is underpinned by a strategic approach articulated around the TCFD recommendations so as to transparently identify, manage and report on the Group’s risks and opportunities around climate change. The Group discloses detailed information about its initiatives and results in this area through the Carbon Disclosure Project (CDP), a global platform that helps organisations measure, manage and disclose their environmental impacts.

Our double materiality assessment identified our material climate change-related IROs. The methodology used is outlined in the Double materiality assessment section of chapter 1. *General disclosures*.

That assessment identified two material negative impacts, one material risk and one material opportunity associated with climate change and energy consumption at El Corte Inglés, as described in detail next.

<b>NI</b>	Generation of Scope 3 GHG emissions derived from the activities of our suppliers.
<b>NI</b>	Intensive consumption of energy in Group facilities and services.
<b>R</b>	Costs of adapting to new climate change-related regulations: facilities, products and services sold and transport.
<b>O</b>	Attraction of financing from investors moved by ESG criteria thanks to a solid performance around sustainability and climate change.

The Group’s commitment to climate action is set down in its **Corporate Sustainability Policy**, which lays out the fundamentals for transforming our business by reducing our GHG emissions and fostering the use of renewable energies. To that end, the Group has put together a **Net Zero Transition Plan**, as part of its strategic plan, designed to bring its environmental commitments to fruition. The Sustainability Committee is the body tasked with the Group’s climate strategy (refer to section 1.5 Sustainability policies of chapter 1. *General disclosures*).

## Identification of climate-related risks and opportunities (SBM-3) (IRO-1)

[E1 SBM-3 / DR 19c] [E1 SBM-3 / DR 20 b] [E1 SBM-3 / DR 20 c] [E1 SBM-3 / AR 11 a] [E1 SBM-3 / AR 8 b]

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The key takeaways from our assessment of climate-related risk and opportunities:

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- Risk was assessed as low thanks to the effective adaptability of our business model, underpinned by product diversification, in response to different environments.
  - Transition risks are the more relevant for the near term (2030), potentially affecting infrastructure, including fixed assets and supplies.
  - Physical risks may become more important over a longer time horizon (2050), but the impact should be limited and partially assumed by suppliers. Potential impacts were also identified in infrastructure and in the food and retail businesses.
- 

[E1 SBM-3 / DR18] [E1 IRO-1 / DR 20 a] [E1 IRO-1 / AR 9] [E1 SBM-3 / DR19 a] [E1 SBM-3 / AR 8 b] [E1 SBM-3 / DR19 b] El Corte Inglés Group has identified and assessed its climate-related risks and opportunities with the aim of analysing the resilience of its business model. It based that analysis on the TCFD recommendations, in alignment with the corporate risk map, so enriching and solidifying the double materiality assessment.

The Group's **climate risks** are classified as a function of two key factors:

- [E1 IRO-1 / AR 11 a]. The **direct effects of extreme climate events or gradual changes in the climate** (classified as acute or chronic, depending on their duration and impact). These are the so-called **physical risks** and are associated with natural events such as heat waves, floods and drought. Seven physical risks (5 acute and 2 chronic) have been identified with scope for affecting the Group's activities.
- [E1 IRO-1 / AR 12 a] The **transition to a low-carbon economy**, ushering in regulatory, technological and market changes and reputational risks. These are the so-called **transition risks** and arise as a result of new environmental regulations, changes in demand for (more sustainable) products and technological advances that could affect the Group's competitiveness. The Group identified nine transition risks (3 regulatory, 3 market, 1 technological and 2 reputational) that could affect its business activities.

Elsewhere, the **strategic opportunities** implied by climate change include access to green financing, market differentiation by offering environmentally-friendly products and services and process optimisation to improve energy efficiency and reduce operating costs. We identified six climate-related opportunities.

This assessment allowed the Group to identify its climate risks and opportunities and created a framework for gradual extension to other business areas and geographic locations. El Corte Inglés will consider the preparation of a climate resilience analysis in the coming years in order to comply with the contents of ESRS E1. It also plans to review and update its current climate risks and opportunities analysis in the event of any significant changes in its business model, geographic footprint or the occurrence of climate events that could modify the current assessment.

## Identification of climate-related risks and opportunities

**[E1 IRO-1 / AR 11 c]** To assess El Corte Inglés Group's exposure to these climate factors, a structural analysis was carried out, starting with identification of the key elements of its business activities. That process entailed a detailed review of the value chain and considered the Group's own operations and its relationships with suppliers, except for its after-sales services, which were excluded from the analysis on account of their low exposure to the risks identified. The locations and characteristics of the workplaces and distribution centres were also analysed, assessing their vulnerability to specific climate risks depending on their geographic locations and duration of the exposures.

### Climate-related risks

**[E1 SBM-3 / DR19 b] [E1 SBM-3 / AR 7b]** This analysis was carried out by adapting the Group's overall risk assessment methodology, factoring in the following considerations:

#### Time horizons

- **[E1 IRO-1 / AR 11 b] Short term | 2030:** this time horizon permits constant surveillance, given the dynamic nature of the key economic, regulatory and technological factors associated with the transition to a more sustainable economy. This approach helps identify and mitigate the Group's transition risks more effectively.
- **Medium term | 2040:** this interim time interval seeks to bring about adequate preparation for addressing the emerging physical risks, allowing the Group to anticipate potential changes in climate patterns.
- **Long term | 2050:** this time horizon permits an analysis of less optimistic scenarios, as the probability of extreme climate events over this timeframe is higher.

#### Differentiated assessment by type of risk

The Group's physical risks are contemplated primarily in the long term, while its transition risks are analysed over the short and medium term.

#### Climate-related scenario selection

**[E1 IRO-1 / DR 21]** The methodology used is based on the projections of the Intergovernmental Panel on Climate Change (IPCC), using two scenarios for potential future mitigation pathways: RCP 2.6 and RCP 8.5. These scenarios were strategically selected because they represent the two extremes of the regional climate projections, yielding comprehensive analysis by considering both optimum conditions as well as the most adverse scenario.

The choice of these scenarios is key to estimating the business' exposure to different risks and assessing their potential impact over the various defined time horizons (short, medium and long term).

- **[E1 IRO-1 / DR 20 c] RCP 2.6 pathway:** represents a scenario in which very **stringent climate and decarbonisation policies and measures** are applied on a widespread basis, thereby limiting **expected global warming** by the end of the century to **1.5°C**. This scenario is used to assess the Group's **transition risks**, such as the impact of new legislation, trends in demand for sustainable products and the need to adapt to technological innovation.
- **[E1 IRO-1 / DR 20 b] RCP 8.5 pathway:** this scenario contemplates a high GHG emissions scenario characterised by substantial global warming and more frequent and intense extreme climate events. This scenario is used to assess the **physical risks** that could affect the Group's operations and supply chain.

The combination of the two allows **El Corte Inglés Group** to develop resilience strategies aligned with the different climate scenarios, ensuring that the business model can adapt in response to unfolding developments and mitigate possible negative impacts.

#### Risk assessment

**[E1 IRO-1 / DR 11 c] [E1 IRO-1 / AR 12 a, b c, d]** The methodology used to assess the Group's climate risks integrates the previously defined scenarios and follows a structured approach to estimate the likelihood of occurrence and potential impact on the business value chain.

Specifically, the Group created a **risk assessment matrix**, assigning likelihood of occurrence and determining magnitude of the impacts as a function of the different key factors, such as the sector the Group operates in, its specific characteristics and the geographic location of its operations.

- **Likelihood of occurrence:** this aspect was classified into three main levels:
  - **Remote:** events whose probability of materialisation in the current context is low.
  - **Possible:** situations considered moderately likely depending on climate and regulatory developments.
  - **Probable:** scenarios considered highly likely to occur within the time horizon considered.
- **[E1 IRO-1 / AR 12 b] Estimated impact:** the magnitude of impact was assessed qualitatively, relying on El Corte Inglés Group's knowledge of the business and expert criteria. This analysis was applied to each element of the value chain, enabling a detailed understanding of the most vulnerable areas and of the factors that could affect the continuity and sustainability of the business.

The following tables itemise the risks assessed, the possible impacts on the business and the conclusions drawn about the level of risk they imply, emphasising the time horizon in which they are likely to have the biggest impact.

SHORT TERM (2030)				
Risk type	Risk	Location in the value chain	Main potential impacts	Risk assessment
Regulatory	Increase or introduction of new regulatory climate change specifications for products or services.	Infrastructure, Logistics and Distribution, Sales and Marketing	Regulatory requirements regarding emissions reduction that entail reforming infrastructure, replacing equipment and modes of transport, changing the energy mix or adjusting the product offering, resulting in hefty payments in the form of investments or costs.  Increase in carbon prices and emissions taxes.	HIGH
	Increased disclosure requirements around the Company's climate change performance.	Infrastructure, Operations	Greater effort to gather environmental data (CO <sub>2</sub> ), impacting investment and related costs, and requiring process, technology and measurement system adaptation.  Increased reporting requirements in supplier approval and procurement processes.	MEDIUM
Market	Increased cost of raw materials or other inputs caused by partial or complete supply chain disruption due to extreme weather events.	Procurement	Difficulties procuring raw materials because of extreme weather events, resulting in market shortages and higher raw material costs and prices.	LOW
		Sales and Marketing	Supply issues for certain products at department stores, with attendant impact on sales.	
	Fluctuation in availability and costs of energy, understood as electricity and any type of fuel.	Infrastructure	Increased energy supply costs for real estate assets caused by restrictions on fossil fuels and intermittent renewable sources.	MEDIUM
	Logistics and Distribution, Procurement	Pass-through of increases in energy and fuel prices to the supply chain and higher procurement and transport costs.		
Technological	Need to adapt assets for the transition towards a low-carbon economic model.	Infrastructure	Growing demands in terms of efficiency and emissions for real estate assets, pushing up expenses and investment in construction and refurbishment.  Decrease in value of assets that cannot be adapted for new requirements (stranded assets) and capital losses.	MEDIUM
Reputational	Restricted access to finance.	Financing and Capital	Potential impact on the ability to attract investment and/or raise green financing.  Potential impact on finance terms and conditions and interest rates offered.	LOW

<b>MEDIUM TERM (2040)</b>				
<b>Risk type</b>	<b>Risk</b>	<b>Location in the value chain</b>	<b>Main potential impacts</b>	<b>Risk assessment</b>
Regulatory	Increased exposure to lawsuits and fines for breach of climate change laws and regulations.	Infrastructure	<p>Increased expenditure related to legal proceedings and litigation for failure to comply with decarbonisation requirements, mostly for facilities and real estate assets.</p> <p>Non-recurring costs for fines and sanctions related to potential breaches.</p>	VERY LOW
Market	Changes in customer behaviour due to a preference or propensity towards low-carbon products and services.	Sales and Marketing	<p>Tailoring of the sales and marketing strategy for consumers' new preferences for cleaner and more sustainable products or competitors.</p> <p>Market and consumer penalisation of products with a higher climate impact.</p>	VERY LOW
Reputational	Perception among stakeholders of poor performance around climate change mitigation and adaptation.	Sales and Marketing	Potential reputational damage, adversely impacting the Company's market share because of less ambitious positioning on sustainability than expected by the market.	LOW
<b>LONG TERM (2050)</b>				
<b>Risk type</b>	<b>Risk</b>	<b>Location in the value chain</b>	<b>Main potential impacts</b>	<b>Risk assessment</b>
Acute	Heat wave	Infrastructure	<p>Potential shortening of the useful life of equipment and facilities and their depreciation schedules. Longer periods during which HVAC equipment must operate at full capacity.</p> <p>Increase in energy supply cost of fixed assets due to greater cooling needs.</p>	VERY LOW
		Procurement	Potential issues regarding the supply and shelf life of certain foods and raw materials due to extreme temperatures.	
Acute	Cold wave/frost	Infrastructure	Potential shortening of the useful life of equipment and facilities and their depreciation schedules. Increased repair costs due to structural damage caused by heavy snowfall and extreme temperatures.	VERY LOW

LONG TERM (2050)				
Risk type	Risk	Location in the value chain	Main potential impacts	Risk assessment
		Sales and Marketing	Sporadic fluctuations in footfall and consumer shopping patterns at department stores due to a reluctance to travel and mobility issues.	
		Own workers	Difficulties for staff to go to work because of weather conditions, resulting in higher absenteeism.	
	Floods/heavy precipitation	Logistics and Distribution, Procurement	Costs of stockouts and physical damage to warehoused merchandise. Increased purchase prices due to supply issues. Increased product and raw material shipping costs and times due to structural damage to communications infrastructure.	LOW
Acute		Sales and Marketing	Impacts on product and service availability for customers caused by procurement problems.	
	Drought	Logistics and Distribution, Procurement	Reduced supply of certain raw materials, especially food products from suppliers in stressed areas. Increased procurement and raw material costs due to product shortages.	VERY LOW
		Infrastructure	Greater difficulties and higher costs of supplying water to infrastructure and potential need to increase consumption efficiency mechanisms and installations.	
Chronic	Temperature variability	Sales and Marketing	Swings in demand for seasonal products and services due to atypical and milder temperatures. Gradual shift in consumption trends in the market, requiring revised supply planning and sales strategy.	LOW
Chronic	Sea level rise	Infrastructure	Potential adaptation of real estate assets and equipment located near the sea to prevent potential erosion caused by water seepage and salinisation. Anticipation of potential structural damage to public accesses, streets and areas adjacent to the department stores, impacting services and requiring costs of adaptation.	VERY LOW

The climate risks assessed have been included in the **Company’s risk map** so that they are managed consistently and efficiently and ensuring that they are factored into business and strategic decisions. This means implementing specific measures and actions to mitigate the risks identified, thereby reducing the vulnerability of operations to climate change and strengthening the Company’s resilience.

**Financial impact assessment**

The Group’s financial impact assessment determines which accounting items may be affected most by the climate-related risks detected previously. Based on a study of the Company’s accounts, certain risks were mapped to specific line items, enabling mitigation of the impacts identified.

The main accounting items most exposed to the potential material impacts of climate-related risks are sales and cost of sales in Food and Fashion. The financial risk assessment also indicated that the impacts could also be relevant on OpEx and property, plant and equipment.

**Climate-related opportunities**

El Corte Inglés identifies its climate-related opportunities with a view to transforming them into competitive advantages that foster its long-term growth and sustainability. This approach allows it to adapt in response to market trends, anticipate shifts in demand and align with environmental and social expectations.

The opportunities detected include the introduction of new sustainable products and services and the streamlining of processes to improve efficiency and reduce the Group’s carbon footprint.

Opportunity	Type	Description   Substantiation of relevance for El Corte Inglés
Increased demand for low-carbon products and services.	Products and services	More customers are basing their purchasing decisions on sustainability considerations, e.g. lower carbon footprint, so that development of a low carbon product and service offering can lead to sales growth.
Reinforcement of the business.		New efficient store models and digitalisation can lower retailers’ operating expenses, while boosting sales by bringing in new customers.
Promotion of renewable sources of energy.	Energy sources	Replacing carbon-intensive with renewable energy sources at facilities, as well as in transport and related services, enables firms to move towards meeting their decarbonisation ambitions and the targets set by the European Commission (55% reduction in GHG emissions by 2030 and 100% by 2050) and improve their image in the marketplace.
Reduction in operating costs and profit generation through renewable electricity production.		Producing renewable energy can help reduce businesses’ dependence on the grid and, therefore, exposure to price fluctuations or supply interruptions. Moreover, it can reduce operating costs associated with electricity consumption and generate revenue from the sale of surplus output.

Opportunity	Type	Description   Substantiation of relevance for El Corte Inglés
Access to new forms of finance.	Resilience	Lenders and investors are attaching greater importance to ESG criteria, opening up access to new forms of finance that are more affordable or advantageous for companies that deliver good sustainability and, specifically, climate change performances. The emergence of new financing tools in the market subject to environmental performance indicators broadens the range of available financing options.
Improved reputation by reporting progress on climate-related issues.		A public perception that a company is performing strongly around climate change may attract customers who are increasingly demanding and sensitive around these issues, resulting in business growth.

As for the anticipated financial effects of the physical and transition risks and opportunities identified as material, El Corte Inglés has opted to make use of the phased-in disclosure requirements itemised in Appendix C of ESRS 1.

### Net Zero Transition Plan (E1-1)

[E1-1 DR 16 h] [E1-1 DR 16 i] [E1-1 DR 16 a] El Corte Inglés Group has established a clear roadmap for its decarbonisation, as set down in its **Net Zero Transition Plan**, which was approved by the Board of Directors in January 2025. The plan is supervised by the Sustainability Committee as part of the **Sustainability Master Plan 2025-2030**. The overriding purpose of the Transition Plan is to make the Group **climate neutral by 2050**. The plan represents the Group’s best attempt at aligning its internal targets with the **SBTi** recommendations, despite the fact that those targets had yet to be approved at the time of writing.

By virtue of its business model, the Group operates in different sectors. This means that rolling out the decarbonisation plan requires specific actions on different fronts. It is prioritising the actions that have a **bigger impact on its carbon footprint**, paying particular attention to those that address the sources of emissions related to the use of fuel and energy in places of work (Scopes 1 and 2), outsourced product transportation and distribution and the purchase of goods and services (Scope 3). The three emissions scopes are defined below:

- **Scope 1 (direct) emissions:** derived from the use of fuel in department stores, stores, warehouses and other places of work. Most of these emissions are attributable to the consumption of natural gas to produce steam and heat in the heating boilers and hot water tanks, particularly in stores and at the logistics facilities in Valdemoro and Montornés. Scope 1 emissions also include the emissions derived from the Group’s own fleet for transporting and distributing products.
- **Scope 2 emissions (indirect via the consumption of electricity):** these are the emissions derived from generation of the electricity acquired and consumed in the Group’s different places of work. Since 2018, El Corte Inglés Group has been making steady progress towards making its electricity supply more sustainable.
- **Scope 3 emissions (other indirect emissions):** these are the emissions that, while not generated directly in the Group’s operations, are the consequence of its activities and could have some form of impact. This scope includes the emissions associated with the life cycle of the energy used and computed as Scope 1 or 2 emissions, business travel, employee commuting, waste management, outsourced logistics and,

most particularly, the full life cycle of all of the products and services acquired for both own use and for sale to third parties.

To reduce its carbon footprint, the Group has identified **four lines of action** within its Transition Plan. In each area, it plans to roll out specific measures to activate the key levers for cutting emissions.

**[E1-1 DR16 b] [MDR-A / DR68 d]**

Scope of actions	Decarbonisation levers
Real Estate (use of energy in workplace).	Electrification to replace fossil fuels.
Procurement (purchase of goods and services).	Low-carbon purchases.
Supply chain (product transportation and distribution).	Use of low-emissions fleets in logistics, along with route and load optimisation.
Central Services.	Sustainable employee mobility. ZERO Waste.

Selection of these levers was based on emissions concentration criteria and the potential for reducing emissions, prioritising the sources that make the biggest contribution to the Group’s carbon footprint and where there is also significant room for abatement.

**[E1-1 DR16 d]** Within this strategy, the Group also analysed the impact of its electricity consumption at its real estate assets and by the vehicles managed by it. However, the locked-in GHG emissions derived from these assets represent a very small fraction of the Company’s total emissions so that their impact on our overall activities is minimal.

Framed by this approach, the strategy for reducing **Scope 1 and 2** emissions will focus on the **replacement of natural gas with electricity in the heating and hot water systems** and the workplaces responsible for the majority of consumption. This will prevent spreading efforts too thin over multiple projects with low individual impact and facilitate more efficient management of the decarbonisation effort.

In terms of **Scope 3 emissions**, the strategy will be articulated around **working with our suppliers to get them to adopt emissions-reduction commitments**, prioritising collaboration with the suppliers that account for the majority of supply chain emissions. Other lines of action to tackle Scope 3 emissions include the **addition of low emissions criteria in the employee travel policy** and sustainable commuting plans. The Group also plans to work to implement Zero Waste certification in other areas of the Group, an initiative outlined in chapter 2.3 *Resource use and circular economy (ESRS E5)*.

**[E1-1 / DR 16 c] [E1-1 / DR 16 j] [E1-3 / AR 21] [E1-3 / DR 29 b] [E1-3 / DR 29 c] [MDR-A / DR68 e]** Implementation of the Net Zero Transition Plan levers is programmed for FY 2025/26, as it was just approved in January 2025. This year, the Group will create the framework for its implementation and next year it will begin to monitor and disclose the progress made. To ensure its visibility and continuity, the Transition Plan will receive a specific budget allocation in the Group’s Strategic Plan, which means that it can execute the decarbonisation measures without having to look for external financing.

However, in preparing this report, the Group decided not to include certain disclosures about the financial resources allocated to the Transition Plan it considers confidential or sensitive, making use of the exemption contemplated in ESRS 1.

**[E1-1 DR16 g] [E1-1 / DR 16 f]** Note that, given our business model, El Corte Inglés Group is not excluded from the EU Paris-aligned Benchmarks. Given its sector, the specific requirements around economic activities related to coal, oil and gas do not apply.

### Decarbonisation levers (E1-3) (E1-4)

**[MDR-T 80 b] [E1-4 / DR 34 a] [E1-4 / DR 34 c, d]**

Scope	Targets (base year: 2022)	Time horizon
<b>Short term (2025-2034)</b>		
<b>Scope 1</b>	51.5% reduction in absolute Scope 1 emissions.	2034
<b>Scope 2 (market-based approach)</b>	100% of electricity supplied covered by Guarantees of Origin.	2030
<b>Scope 3</b>	35% of suppliers (based on emissions) with SBTi targets. 12% overall reduction in Scope 3 emissions in the purchased goods and services, upstream energy consumption and transportation and distribution of sold products categories (categories 1, 2, 3 and 9).	2034
<b>Long term (2050)</b>		
<b>Scope 1, 2 and 3</b>	88.2% reduction in absolute Scope 1 GHG emissions; 100% reduction in absolute Scope 2 emissions and 90% reduction in absolute Scope 3 emissions.	2050

**[E1-4 / DR 33]** El Corte Inglés Group has made several commitments to climate change mitigation and implemented a number of actions to that end in both its own operations and along its value chain. Our strategy is focused on decarbonisation, in line with our commitment to gradually shrinking our carbon footprint.

**[MDR-T 80 a]** All of the actions are aligned with the Net Zero Transition Plan and their implementation will begin in 2025. The main goal is to reduce GHG emissions at every stage of the value chain and advance towards a more sustainable business model. The actions and targets cover **own operations** (administration, procurement and logistics) and extend to the **supply chain** (suppliers and vehicle fleet). In addition, we are working closely with our **employees** to encourage sustainable mobility.

**[E1-3 / DR 29 a] [MDR-A / DR68 a] [MDR-A / DR68 b] [MDR-A / DR68 c] [MDR-T 80 c] [E1-4 / DR 34 f] [E1-5/ AR 30 b]** Below is a description of the actions and targets established by the Group for each decarbonisation lever:

## Electrification to replace fossil fuels

One of the main levers for mitigating climate change is electrification to replace the use of fossil fuels in our stores and offices. By replacing fossil fuels with cleaner, renewable energy sources, this measure has the scope to significantly reduce our GHG emissions. Electrification, especially when it is based on electricity certified as coming from renewable sources, minimises the carbon footprint derived from heating processes.

Action	General targets	Specific initiatives	Indicator
<b>Replacement of fossil fuels (mainly natural gas) and electrification of steam, heat and hot water production in our department stores</b>	(By 2030) Absolute reduction of 14.8% in S1 emissions and of 100% in S2 emissions relative to 2022	Electrification interventions at natural gas systems for heating and hot water covering 47% of department store and office consumption at ECI.	tCO <sub>2</sub> e
		Replacement of natural gas systems for heating and hot water with electric systems at the Valdemoro and Montornés logistics centres.	tCO <sub>2</sub> e
	(By 2034) Absolute reduction of 29.9% in S1 emissions and of 100% in S2 emissions relative to 2022	Replacement of natural gas systems for heating and hot water covering 21% of department store and office consumption at ECI with electric systems.	tCO <sub>2</sub> e
<b>Improved energy efficiency at department stores and logistics platforms</b>	(By 2030) Absolute reduction of 14.8% in S1 emissions and of 100% in S2 emissions relative to 2022	Reducing F-gas emissions from HVAC systems through comprehensive accounting of refills and substitution with refrigerants with low GWP when switching equipment.	tCO <sub>2</sub> e
	(By 2034) Absolute reduction of 29.9% in S1 emissions and of 100% in S2 emissions relative to 2022	Reducing F-gas emissions from HVAC systems through comprehensive accounting of refills and substitution with refrigerants with low GWP when switching equipment.	tCO <sub>2</sub> e

## Low-carbon procurement

Another key lever for mitigating climate change is low-carbon procurement, i.e., the purchase of products and services with a lower carbon footprint throughout their life cycle. By selecting suppliers that prioritise sustainable practices and products that generate lower emissions, El Corte Inglés Group can reduce its direct environmental impact and help forge a more sustainability supply chain.

Action	General targets	Specific initiatives	Indicator
<b>Increased no. of SKUs with low-emissions sustainability attributes</b>	(By 2034) Absolute reduction of 21.9% in S1 emissions and of 12% in S3 emissions (purchases, upstream energy and product transportation/distribution).	Increasing penetration of SKUs with low-emissions sustainability attributes	% of sustainable SKUs over total

Action	General targets	Specific initiatives	Indicator
<b>Reduction in front line private-label brand suppliers' S1 and S2 emissions</b>		Encouraging direct suppliers (front line) of private-label goods to reduce their Scope 1 and 2 emissions by working with them to measure their carbon footprints and define measures for reducing and assessing their compliance by means of, for example, ESG audits.	No. of suppliers with mitigation targets
<b>Relevant suppliers working towards SBTi-aligned targets (external brands)</b>	(By 2030) 35% of suppliers (based on emissions) with SBTi-aligned targets	Having a total of 194 relevant suppliers commit to meeting SBTi-aligned targets.	No. of suppliers with SBTi targets

### Use of low-emission fleets in logistics

This lever consists of transitioning toward the use of more environmentally-friendly vehicles, such as those fuelled by alternative energies or more efficient technologies. By reducing the GHG emissions associated with the transportation of merchandise, the Group can contribute to decarbonising the supply chain. The Group is upgrading its fleet, switching to low-emission vehicles so as to reduce its carbon footprint and improve energy efficiency in its logistics operations, helping to deliver its strategic targets.

Action	General targets	Specific initiatives	Indicator
<b>Procurement of product transportation and distribution services that use low-emission vehicles</b>	Absolute reduction of 12% in S3 emissions (purchases, upstream energy and product transportation/distribution).	Reduction in relative Scope 3 emissions in outsourced product transportation.	tCO <sub>2e</sub> reduced

### Sustainable employee mobility

A last lever is sustainable employee mobility, namely encouraging employees to use low-emission modes of transport with the aim of reducing the GHG emissions associated with own worker commuting. By encouraging the use of more sustainable mobility options, El Corte Inglés can help reduce the carbon footprint associated with its operations and nurture a more environmentally-friendly work climate.

Action	General targets	Specific initiatives	Indicator
Mobility plan	(By 2034) Absolute reduction of 12% in Scope 3 emissions in the purchased goods and services, upstream energy and product transportation and distribution categories.	Integration of low-emissions criteria into corporate travel policy.  Commuting mobility plans.	-

**Target-setting process**

[MDR-T 80 c] [MDR-T 80 j] [MDR-T 80 h] Within the Organisation, the Institutional Relations and Sustainability Department is responsible for driving and tracking the actions and projects needed to attain the Group’s climate sustainability targets. The targets were defined by in-house experts with knowledge of the business model and an understanding of the targets’ implications, guaranteeing viability and alignment with the Organisation’s reality.

[MDR-T 80 g] [MDR-T 80 e] [E1-4 / DR 34 b] The targets were set using the frame of reference provided by the SBTi in order to simulate emissions reduction targets for the short and long term. To do that, the Group used a range of base years (between 2016 and 2022) and a range of years for achieving the short-term targets (2030 and 2034) so as to define an emissions reduction plan that is feasible and aligned with our decarbonisation pledge. More specifically, exhaustive and complete measurement of the Group’s emissions was carried out in accordance with ISO 14064:1 and the GHG Protocol.

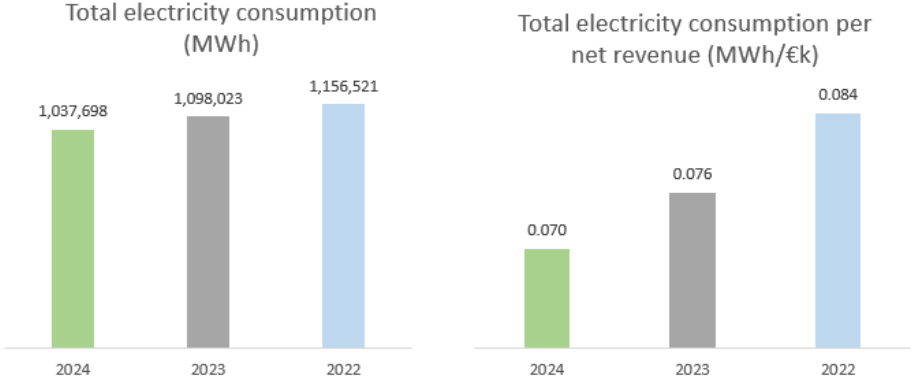
[MDR-T 80 g] [E1-4 / DR 34 e] [E1-4 / AR 30 c] Following that assessment, it was decided to set short-term targets for attainment in 2034 that are compatible with the Paris Agreement 1.5°C pathways for Scope 1 and 2 emissions. For the Scope 3 targets, 2034 was also used as a reference, so that they are compatible with the WB2C (Well Below 2°C) scenario. The Scope 3 targets cover 67% of Scope 3 emissions.

[MDR-T 80 d] The base year selected for measuring and tracking these objectives is 2022, as this was the first year in which the Group calculated its full carbon footprint using a widely-used methodology and reliable and sufficiently-complete activity data.

[MDR-T 80 i] [E1-4 / AR 25 a] [E1-4 / AR 25 b] [E1-4 / AR 25 c] Lastly, to ensure that the information on past emissions is conducive to analysing trends and measuring progress on reducing GHG emissions, it is essential to consider possible structural changes within the Group. Factors such as acquisitions, mergers or disposals can affect the comparability of data over time, making it necessary to adjust the measurements as a function of these events in order to ensure rigorous and consistent tracking of performance around sustainability.

### Energy consumption and efficiency (E1-5)

**[E1-5 / DR 37]** In line with our environmental commitment, the Group continues to work to make its operations more energy efficient. During the year, we managed to lower our energy consumption by 5.5% year-on-year, thanks to efficiency measures implemented at our department stores. This performance extends the sustained reduction in energy consumption in recent years.



In addition, through our subsidiary, Telecor, progress was made on execution of the power purchase agreements (PPAs) signed last year, covering the long-term offtake of photovoltaic solar power. Thanks to those agreements, in 2024, over 50% of the Group’s energy consumption was covered by power generated at the Olmedilla and Sabinar solar power plants located in Cuenca, which between them boast installed capacity of 558,687 MWh (300 MWh in 2023), ranking these contracts among the most important of their kind in Europe.

With this initiative, the Group is progressing towards its goal of only using emissions-free renewable energy, certified by Guarantees of Origin. Indeed, in 2024, 99.9% of the electricity consumed in Spain came from sources with Guarantees of Renewable Origin, with 95.66% carrying this certification at the overall Group level. In addition, the Group participates actively in the wholesale energy markets as a so-called Direct Consumer, increasing its engagement with the sector.

**[E1-5 / DR 37] [E1-5 / DR 38] [E1-5 / DR 39]**

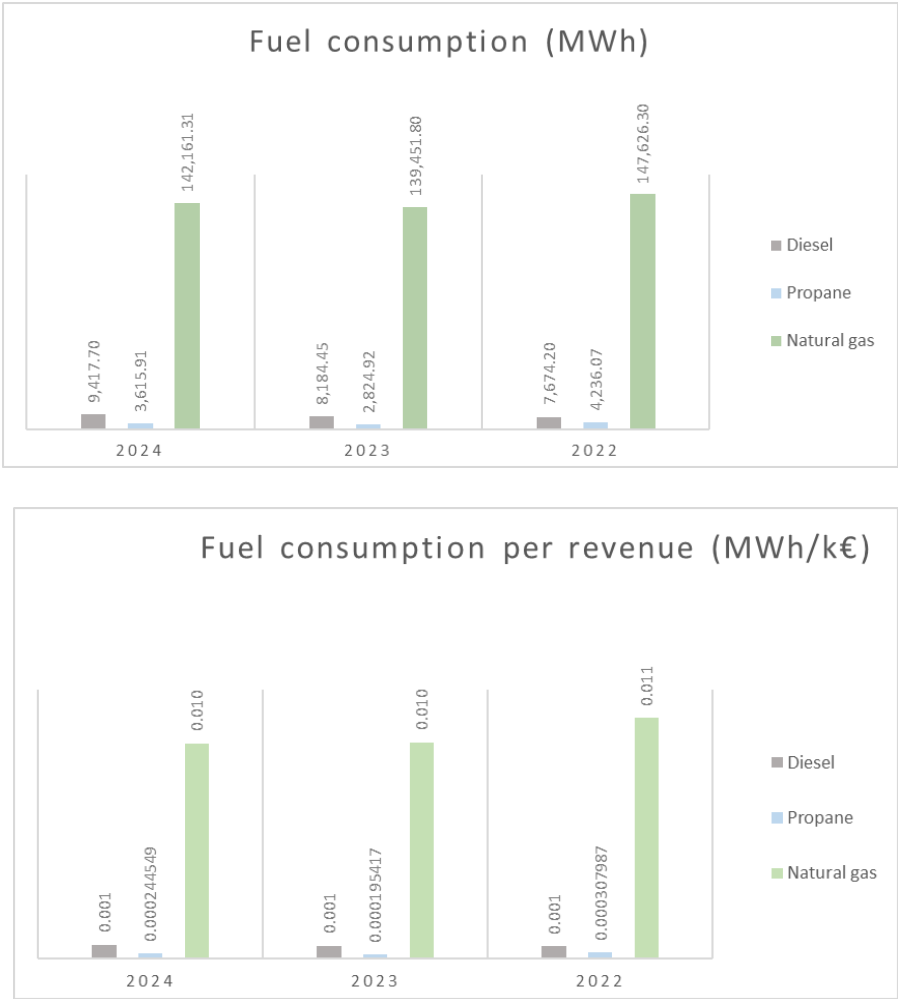
<b>Energy consumption and mix<sup>24,25</sup></b>	<b>2024</b>
<b>Total energy consumption (MWh).</b>	<b>1,192,764</b>
<b>Total consumption of energy from fossil sources (MWh).</b>	<b>200,071</b>
Fuel consumption from coal and coal products (MWh).	0
Fuel consumption from crude oil and petroleum products (MWh).	9,288
Fuel consumption from natural gas (MWh).	142,161
Fuel consumption from other fossil sources (MWh).	3,616
Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources (MWh).	45,005
<b>Share of fossil sources in total energy consumption (%).</b>	<b>17%</b>
Consumption from nuclear sources (MWh).	47
Share of consumption from nuclear sources in total energy consumption (%).	0.0046%
<b>Total consumption of energy from renewable sources (MWh).</b>	<b>992,693</b>
Fuel consumption from renewable sources (MWh).	0
Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh).	992,693
Consumption of self-generated non-fuel renewable energy (MWh).	0
<b>Share of renewable sources in total energy consumption (%).</b>	<b>83%</b>
Non-renewable energy production.	0
Renewable-energy production.	0
Total energy consumption from activities in high climate impact sectors per net revenue from activities in high climate impact sectors (MWh/€k)	0.08

**[E1-5 / DR 40] [E1-5 / DR 41] [E1-5 / DR 42] [E1-5 / DR 43]** The activity of El Corte Inglés Group, in accordance with the NACE classification, falls into category “47.19 - Other non-specialised retail sale”, which is considered a high climate impact sector as per ESRS E1. Accordingly, the data regarding the Group’s energy consumption correspond to consumption in high climate impact sectors<sup>26</sup>.

<sup>24</sup> **[MDR-M]** The data are collected from the internal application called Sinérgica, which is fed from consumption invoicing.

<sup>25</sup> For Viajes El Corte Inglés, S.A. de C.V. Mexico, Asesores en Viaje, S.A., Chile, Viajes El Corte Inglés Perú, S.A., Viajes El Corte Inglés Colombia, S.A., Tourmundial Uruguay, S.A., Viajes El Corte Inglés Panamá, S.A. and Viajes El Corte Inglés Ecuador, S.A. the electricity consumption data were calculated for the calendar year. Note that their consumption accounts for 0.016% of the data.

<sup>26</sup> **[MDR-M]** For energy consumption per net revenue (MWh/€k), the revenue figure for 2024 was used, as provided in the Business model section of chapter 1. General disclosures.



**Scope 1, 2 and 3 GHG emissions (E1-6)**

El Corte Inglés Group measures its greenhouse gas emissions rigorously. That analysis allows it to establish a baseline for evaluating the Company’s environmental performance and for guiding application of the decarbonisation levers in the Group’s Net Zero Transition Plan. The Group continues to work to improve the quality of the data it reports in this respect, framed by the goal of meeting the targets set following implementation of the Transition Plan in 2025.

The next table itemises the Group’s Scope 1, 2 and 3 GHG emissions, including the analysis of the footprint generated by the main value chain activities and by the universe of products and services offered. The detailed analysis regarding where the Group’s GHG emissions originate from is provided in the Net Zero Transition Plan section of chapter 2.2 *Climate change*).

[E1-6 / DR 48 a] [E1-6 / DR 48 b] [E1-6 / DR 49 a] [E1-6 / DR 49 b] [E1-6 / DR 50]  
[E1-6 / DR 51] [E1-6 / DR 52 a] [E1-6 / DR 52 b] [E1-6 / AR 39] [MDR-M] [E1-6 / DR 41]

### Complete measurement of greenhouse gas emissions<sup>27</sup>

	Retrospective				Milestones and target years		
	Base year 2022	Comparative 2023	2024	% 2024 / 2023	2025	2030	2050
<b>Scope 1 GHG emissions<sup>28</sup></b>							
Gross Scope 1 GHG emissions.	69,962.83	68,387.35	68,755.82	0.5%	N/A	50,044.87	8,231.82
Percentage of Scope 2 GHG emissions from regulated emission trading schemes (%).	0	0	0	0	0	0	0
<b>Scope 2 GHG emissions</b>							
Gross location-based Scope 2 GHG emissions.	186,921.15	134,477.53	108,155.95	-19.6%	N/A	0	18,692.12
Gross market-based Scope 2 GHG emissions.	12,355.40	12,008.64	12,309.94	2.5%	2,471.08	0	0

<sup>27</sup> [E1-6 / AR 45 d] [E1-6 / AR 46 g] [E1-6 / AR 46 h] [MDR-M] We calculated our emissions by multiplying consumption by the corresponding emission conversion factors.

- For fuel and electricity, we used the factors contained in the National GHG Inventory Report (1990-2023) of March 2025 (Annex V.4); the MITERD (Ministry for Ecological Transition and Demographic Challenge) Carbon Footprint Registry (emission factors V5\_06/05/2025); the 2006 IPCC Guidelines for National Greenhouse Gas Inventories; and the IPCC Sixth Assessment Report (AR 6).
- For mobile sources and employee commuting and travel (to and from work and business trips), we used the emission conversion factors from the National GHG Inventory Report (1990-2023) of March 2025; Table 3.8.8. Fuel specifications for road transportation of the DEFRA tool - 2024 Government Greenhouse Gas Conversion Factors for company reporting; the 2006 IPCC Guidelines for National Greenhouse Gas Inventories; the Ministry of Transport, Mobility and Urban Agenda; Spain's Rail Observatory (OPE), Chapter 4 of its 2023 Report on Socioeconomic and sustainability indicators - 4.6 Consumption in rail transportation; and the EMEP/EEA air pollutant emission inventory guidebook 2023. 1.A.3.a Aviation 1 Master Emissions Calculator 2023.
- For emissions related to goods and services, we used the input-output approach, applying statistical industry emissions data and output in euros published by the INE (Spanish national statistics office).
- For emissions derived from waste management, we used the BAT/BREF reference documents; facility environmental permits and the GENCAT Guide (Annex 3.4 of Guía de càlcul d'emissions de gasos amb efecte d'hivernacle (GEH) Generalitat de Catalunya) published by the regional government of Catalonia.
- For energy from renewable sources, we use the emission factor associated with the corresponding contractual instrument, the PPAs, which is 0. In 2024, 95.66% of the electricity consumed by the Group came from sources with Guarantee of Origin certification.

The scope of the data covers the entire Group, the biggest contributors being the retail companies in Spain and Portugal, the Travel Group in Spain and Portugal, SICOR Group and KIO Networks. These data have not been assured by the external auditor.

<sup>28</sup> Sicor Group leased fleet: an estimated 0.01% of total data with this scope. This figure is based on an estimated standard vehicle type using 2023 data.

<b>Complete measurement of greenhouse gas emissions<sup>27</sup></b>							
	<b>Retrospective</b>				<b>Milestones and target years</b>		
	<b>Base year 2022</b>	<b>Comparative 2023</b>	<b>2024</b>	<b>% 2024 / 2023</b>	<b>2025</b>	<b>2030</b>	<b>2050</b>
<b>Significant Scope 3 GHG emissions</b>							
Total gross indirect (Scope 3) GHG emissions.	3,365,709.36	3,551,437.16	3,236,471.33	-8.8%	N/A	3,095,720.16	336,570.94
Percentage of gross Scope 3 GHG emissions	97.61	97.79	97.56	-	-	98.41	97.61
1. Purchased goods and services	3,185,800.03	3,373,127.05	3,015,630.89	-10.6%	N/A	2,902,402.44	318,580.00
Cloud computing and data centre services	-	-	-	-	-	-	-
2. Capital goods	In cat.1	In cat.1	In cat.1		In cat.1	In cat.1	
3. Fuel and energy-related activities (not included in Scope 1 or Scope 2)	10,485.31	10,980.57	11,001.73	0.2%	N/A	7,367.10	1,048.53
5. Waste generated in operations	6,112.86	7,966.91	7,731.08	-3%	N/A	6,921.97	611.29
6. Business travel	2,281.32	2,868.90	2,928.49	2.1%	N/A	2,604.91	228.13
7. Employee commuting <sup>29</sup>	58,001.80	60,803.31	69,271.39	13.9%	N/A	63,636.59	5,800.18
9. Transportation and distribution	103,028.05	95,690.43	129,893.90	35.7%	N/A	112,780.43	10,302.80
Indirect GHG emissions from imported energy	-	-	-	-	-	-	-
Indirect GHG emissions from transportation	-	-	-	-	-	-	-
<b>Total GHG emissions</b>							
Total GHG emissions (location-based)	<b>3,622,593.34</b>	<b>3,754,302.04</b>	<b>3,413,383.10</b>	<b>-9.1%</b>	<b>N/A</b>	<b>3,145,765.03</b>	<b>363,494.88</b>
Total GHG emissions (market-based)	<b>3,448,027.60</b>	<b>3,631,833.15</b>	<b>3,317,537.09</b>	<b>-8.7%</b>	<b>N/A</b>	<b>3,145,765.03</b>	<b>344,802.76</b>

In 2024, total GHG emissions decreased on average by 8.9% from the previous year (a decrease of 9.1% in total emissions using the location-based approach and of 8.6% using the market-based approach). This evidences the Group's commitment to climate change mitigation and encourages us to continue to work to separately tackle and reduce Scope 3 emissions.

<sup>29</sup> An estimated 2.09% of total data in this category. This estimate comes from a simulation based on surveys carried out.

Below is the emissions breakdown by type of GHG:

	CO <sub>2</sub> (tCO <sub>2</sub> e)	CH <sub>4</sub> (tCO <sub>2</sub> eq)	N <sub>2</sub> O (tCO <sub>2</sub> eq)	F-gases (tCO <sub>2</sub> eq)	TOTAL CO <sub>2</sub> e (tCO <sub>2</sub> e) <sup>30</sup>
<b>Scope 1 GHG emissions</b>	30,923.41	74.27	20.21	37,737.93	68,755.82
Stationary fuel sources	28,721.79	71.18	4.48	0.00	28,797.45
Mobile fuel sources	2,201.62	3.09	15.73	0.00	2,220.45
Fluorinated gas leakages	0.00	0.00	0.00	37,737.93	37,737.93
<b>Market-based Scope 2 GHG emissions</b>	12,309.93	0.00	0.00	0.00	12,309.94
Electricity acquired and consumed	12,309.93	0.00	0.00	0.00	12,309.94
<b>Scope 3 GHG emissions</b>	2,526,565.49	568,358.33	141,533.67	0.00	3,236,457.49
Life cycle of fuels and electricity (3)	7,835.46	3,082.85	83.43	0.00	11,001.73
Purchased goods and services (1) and capital goods (2)	2,315,981.71	560,756.34	138,892.84	0.00	3,015,630.89
Commuting (7)	68,660.91	125.58	484.89	0.00	69,271.39
Waste management (5)	2,688.72	4,346.05	696.32	0.00	7,731.08
Downstream transportation (9)	128,494.53	44.67	1,354.71	0.00	129,893.90
Business travel (6)	2,904.17	2.84	21.48	0.00	2,928.49
<b>Total GHG emissions (market-based)</b>	<b>2,569,798.84</b>	<b>568,432.60</b>	<b>141,553.89</b>	<b>37,737.93</b>	<b>3,317,523.25</b>

**[E1-6 / AR 46 i]** The following categories were excluded from the Scope 3 calculation: 4. Upstream transportation and distribution; 8. Upstream leased assets; 10. Processing of sold products; 11. Use of sold products; 12. End-of-life treatment of sold products; 13. Downstream leased assets; 14. Franchises; and 15. Investments. These category exclusions are attributable to a lack of activity data conducive to making reasonable estimates about emissions levels and increased uncertainty around the estimation of emissions derived from the use of and end of life of a wide variety of products and SKUs in the Group's catalogues, which are acquired by a broad diversity of customers who give them different uses and manage their end of life in different ways.

**[E1-6 / DR 50] [E1-6 / AR 46 h] [E1-6 / AR 43 c] [E1-6 / AR 45 e] [E1-6 / AR 46 j]** All of the Group companies for which the carbon footprint has been calculated are included in El Corte Inglés' consolidation scope. Against this backdrop, the disclosure of the emissions of other Group companies is not applicable, as the Group does not have operating control over its other investees. Note additionally that El Corte Inglés Group does not generate any biogenic CO<sub>2</sub>.

<sup>30</sup> The differences in the data with respect to last year are attributable to the updated emission factors published by the Spanish Ministry and the UK DEFRA reporting tool, as well as an improvement in the quality of the underlying data, particularly with respect to fluorinated gases, framed by the goal of reducing reliance on estimates.

[E1-6 / DR 53] [E1-6 / DR 55] [E1-6 / AR 55]

<b>Emissions intensity (tCO<sub>2</sub>)<sup>31</sup></b>	<b>Comparative FY 2023</b>	<b>FY 2024</b>	<b>% 2024 / 2023</b>
GHG emissions per net revenue (tCO <sub>2</sub> eq/€m) (Scope 1 + Scope 2   location-based)	14.03	11.96	14.74
GHG emissions per net revenue (tCO <sub>2</sub> eq/€m) (Scope 1 + Scope 2   market-based)	5.56	5.48	1.42
Total GHG emissions per net revenue (tCO <sub>2</sub> eq/€m) (Scope 1 + Scope 2   location-based + Scope 3)	259.71	230.85	11.11
Total GHG emissions per net revenue (tCO <sub>2</sub> eq/€m) (Scope 1 + Scope 2   market-based + Scope 3)	251.24	224.37	10.69

<sup>31</sup> To calculate emissions intensity, the revenue figure for 2024 was used, as provided in the Business model section of chapter 1. General disclosures.

## 2.3 Resource use and circular economy (ESRS E5)

For El Corte Inglés Group, efficient waste management and the implementation of circular economy strategies are essential to tackling the environmental and economic challenges facing the world. Against that backdrop, we are firmly committed to **minimising the generation of waste, managing it optimally** and encouraging **reuse and recycling** practices so as to contribute to a more sustainable consumer model. And we have designed initiatives to deliver this commitment.

**[IRO-1 / DP11 a] [IRO-1 / DP11 b]** Framed by this commitment, in our double materiality assessment we factored in stakeholder expectations around waste generation, considering all phases of the value chain. The methodology is set out in section 1.4 Impact, risk and opportunity management of chapter 1. *General disclosures*.

That double materiality assessment identified one material positive impact, one material negative impact and one material opportunity associated with waste management at El Corte Inglés, as detailed next.

<b>PI</b>	Reintroduction of waste (own and customer waste) recovered at Zero Waste-certified establishments and platforms into the value chain.
<b>NI</b>	Environmental impact of product packaging waste generation.
<b>O</b>	Improved corporate positioning thanks to good waste management practices at Zero Waste-certified establishments and platforms.

The **Corporate Sustainability Policy** sets down the key commitments for propelling the Group’s circular economy policy with the overriding goal of reducing our environmental footprint and crafting a more sustainable business (refer to section 1.5 Sustainability policies of chapter 1. *General disclosures*).

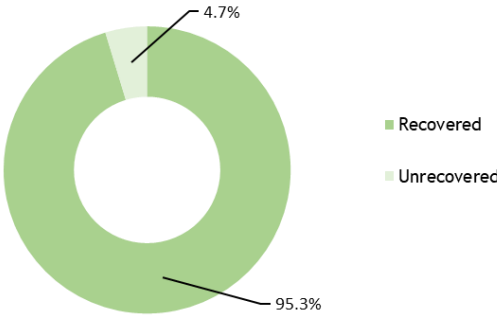
**[MDR-A / DP68 a] [MDR-A / DP68 b] [MDR-A / DP68 c] [MDR-T / DP80 h]** More specifically, to minimise our use of resources and ensure efficient waste management in Spain and Portugal, we have set new targets in our **Sustainability Master Plan 2025-2030**. That Plan is underpinned by constant stakeholder engagement so as to align our waste management targets with their views and needs. We have identified three fundamental initiatives for bringing us closer to a circular economy model.



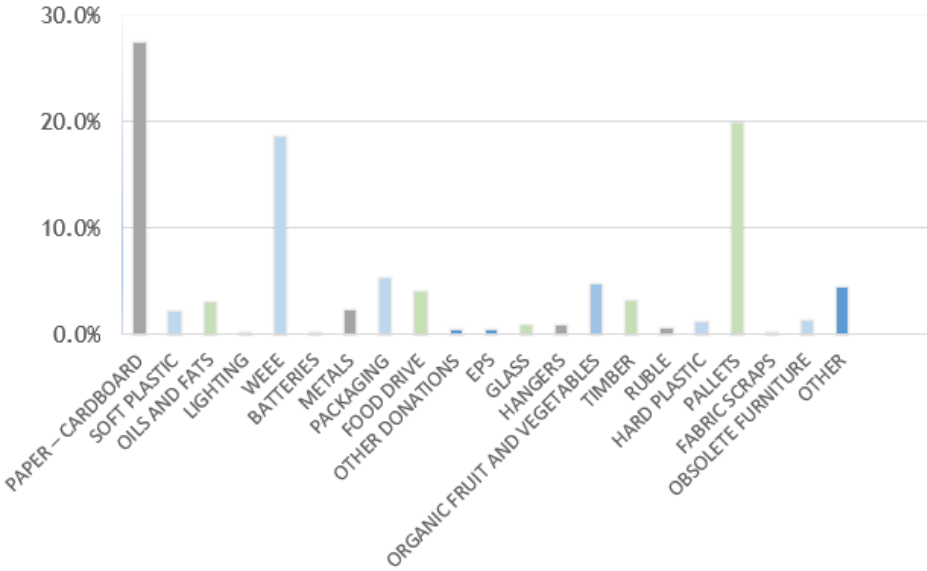
### Zero Waste

[E5-2/ DP 20 e, f] [MDR-A / DP 68 a] [E5 / DR 38] The Group’s **Zero Waste** initiative is the environmental management system designed to spur responsible waste management aligned with the sustainable development thrust. Predicated on the idea that **“All waste that is generated gets managed. All waste that gets managed is recovered”**, this scheme aims to recover over 90% of the waste generated by the Group, reducing the volume of waste sent to landfill to its minimum expression. In 2024, the Group recovered 95.3% of the waste generated at establishments and platforms where the Zero Waste system has been implemented.

Waste recovered at Zero Waste establishments



Waste recovered by type



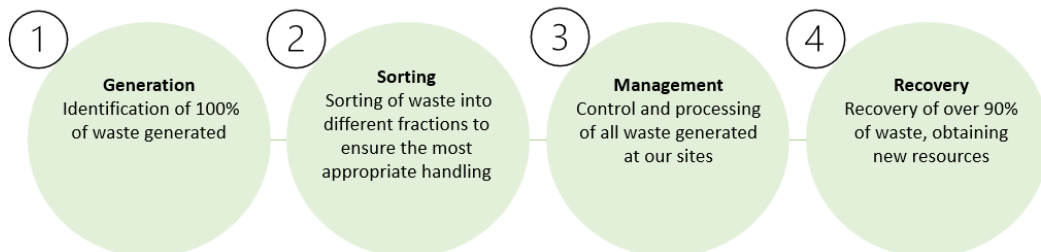
To zero in on these targets, we foster correct separation and handling of waste and encourage its reintroduction into the value chain, covering both the waste generated by our activities and the waste handed in for recycling by our customers. This management effort takes place at the establishments and platforms certified under AENOR’s Zero Waste seal, which guarantees the use of processes that effectively achieve the levels of recovery required. Under this scheme, there is a waste hierarchy, whereby the preferred option is reuse, recycling and energy recovery, leaving landfill as the last option.

This strategy not only delivers operating efficiencies and lower costs, it also reinforces the Group's market positioning by meeting customer and other stakeholder expectations. In this manner, El Corte Inglés Group is forging a sustainable management model based on the recovery of the waste it generates, contributing to the circular economy thrust.

An establishment is considered potentially apt for Zero Waste certification when:

- It has back-up for the accumulation of waste in other nearby establishments or platforms if necessary.
- It generates enough waste volumes to make it impossible to accumulate that waste onsite for more than a couple of days.
- There are handlers, carriers and/or waste recovery operators providing service in the surrounding area.

The approach to implementing this initiative is articulated around four fundamental pillars:



The Group carries out a number of actions to champion more efficient and sustainable waste management:

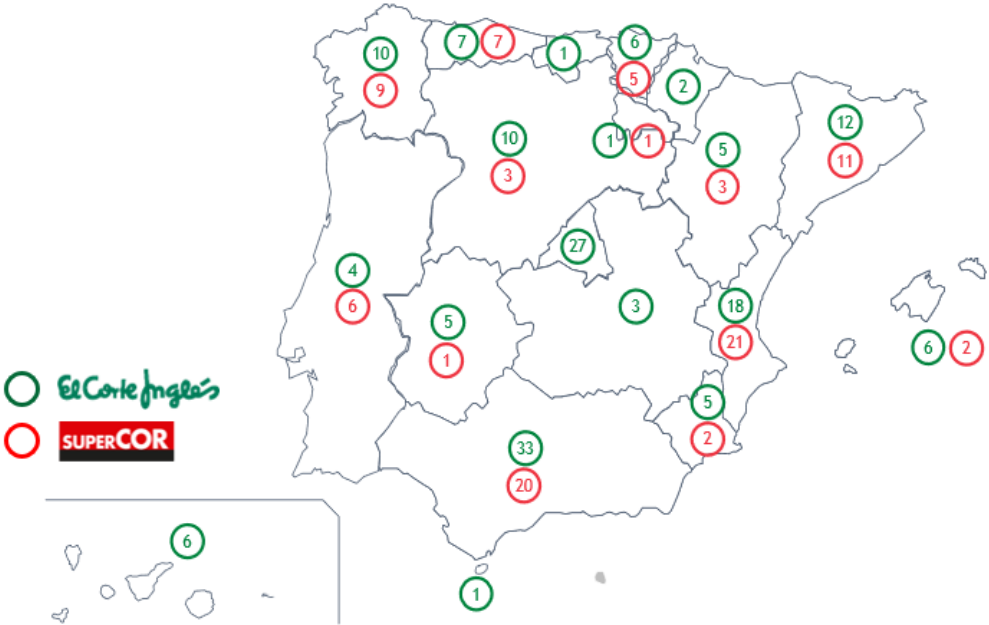
- Optimising infrastructure and processes by restructuring facilities, upgrading containers, improving waste sorting and managing waste flows more efficiently.
- Improving waste quality to ensure it is kept in optimum conditions to facilitate its subsequent recovery and reuse.
- Warehousing and transporting merchandise efficiently, optimising routes to reduce costs and environmental impact.
- Digitalising the waste management process by means of software capable of maximising transparency and traceability.
- Providing the team with skills and expertise, assigning specific roles and imparting comprehensive employee training, as employee participation is key to the success of this initiative.
- Striking strategic alliances with local waste handlers and recovery operators, collaborating with the key sector players to achieve the best use of waste.

- Committing to the community and circularity, fostering the donation and reuse of materials in partnership with charities, ensuring that everything that still has value is given another use.

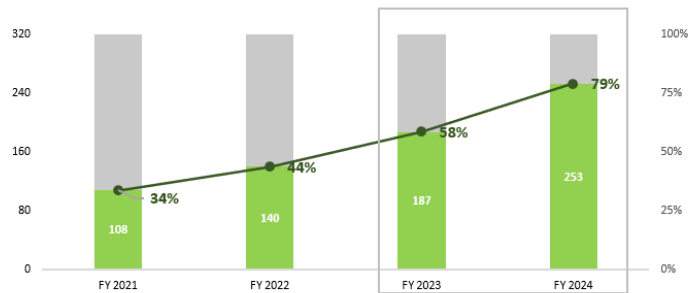
[E5-5 / DP24 e] [MDR-T / DP80 b, c] [E5-4 / DP25] [MDR-T / DP80 f] The **overriding aim of this initiative** is to obtain **certification for the entire retail business**, specifically by 2026 for all apt establishments in all areas of operation in Spain and Portugal (departments stores and smaller-format stores included in the consolidation scope, like Supercor establishments and outlets). This certification will ensure that waste management all across the Group’s retail operations is managed responsibly, so helping to reduce the environmental impact associated with the waste generated. The **initiative is articulated around the waste hierarchy principal** whereby priority is given to the reuse, recycling and recovery of waste in order to minimise its elimination.

[MDR-T / DP80 d] The Zero Waste project began with a pilot test in Galicia in 2018; after the first advances, the Zero Waste standard was officially adopted in 2019, later implementing it in its larger establishments and logistics platforms. In 2021, the Group began to collect data across the certified sites, allowing it to track progress on the certification effort to date.

[MDR-T / DP80 j] [MDR-T / DP80 e] In 2024, El Corte Inglés Group managed to recertify 195 previously certified sites and obtained the seal at 58 new establishments, lifting the total number of certified sites to 253. The Group continues to work towards achieving the target set for 2026, tracking delivery of the interim milestones and strengthening the foundations for the next phase of certification. The following map displays the sites that already boast Zero Waste certification.



## Progress in Zero Waste certification



**[MDR-T / DP80 h] [E5-5 / DP27]** We work in close collaboration with suppliers, the public authorities and sector associations to ensure that our commitments reflect best practices and prevailing regulations. In tandem, our **active involvement in associations and entities associated with waste management and the circular economy** reinforces our ability to pursue innovative approaches and continue to advance on our sustainability efforts. The targets set by the Group related to resource use and circular economy are voluntary and reflect our commitment to going beyond our regulatory requirements.

### Engagement in new extended producer responsibility schemes (SCRAP)

**[E5-5 / AR 28]** El Corte Inglés Group is keen to participate in extended producer responsibility schemes in order to contribute to **efficient and sustainable management of the post-consumer waste** associated with the products it sells. By doing so, the Group plays an active role in the **full life cycle of its products**, ensuring that the waste generated at the end of their useful lives is collected, managed and recovered appropriately.

These initiatives additionally ensure the **traceability of waste flows**, facilitating control and monitoring of their management and promoting transparency around the related processes. In addition to upholding our prevailing legal requirements (Law 7/2022 on waste and contaminated land for a circular economy and Royal Decree 1055/2022 on packaging and packaging waste), participation in these schemes fosters the reuse of materials, recycling and recovery of resources. The most important actions include:

- **[MDR-A / DP68 a]** Active participation in the development of an extended producer responsibility scheme (whose name aptly abbreviates to SCRAP in Spanish) for the management of furniture, mattresses and other belongings with a view to increasing their recovery and recycling at the end of these products' life cycles.
- Membership of a business packaging SCRAP, reinforcing the Group's commitment to the responsible management of packaging waste.

- Continued involvement in other SCRAPs for specific types of waste which the Group joined in previous years, including Ecoembes (domestic packaging), Ecotic (electric and electronic devices), Ambilamp (lighting) and RE-VISTE (clothing and footwear), ensuring correct management of all these sources of waste.

**RE-VISTE**

Progress continued in 2024 on the creation of the RE-VISTE scheme alongside other sector players. Institutions and experts came together to analyse the opportunities, challenges and progress of this new circular textile and footwear waste management system in Spain.

In the wake of that process, a pilot test was designed which began to operate in April 2025. This experimental phase will allow an assessment of the system’s effectiveness and operability via implementation in six municipalities representative of different social and demographic environments in Spain and covering a total population of around 300,000 inhabitants.

The progress and results of this initiative will be disclosed in upcoming reports.

**Sustainable Packaging Plan**

**[MDR-A / DP68 a] [MDR-A / DP68 c]** El Corte Inglés Group’s **Sustainable Packaging Plan** is designed to improve how packaging is managed in order to reduce its environmental impact and forge a more responsible model. The Sustainable Packaging Committee is tasked with implementing this initiative, which is articulated around four basic thrusts that lay the foundations for more efficient and sustainable management of packaging.

GUIDELINES FOR SUSTAINABLE PACKAGING PLAN			
<p><b>ECODESIGN</b></p> <p>We choose the most suitable materials or combinations of materials, based on sustainability and recyclability concerns.</p>	<p><b>OPTIMISATION OF RESOURCES</b></p> <p>We promote the reuse of packaging and products and prioritise the use of recycled raw materials.</p>	<p><b>CONTROL OVER CONSUMPTION</b></p> <p>We minimise our consumption of packaging materials while ensuring it remains fit for purpose, considering aspects such as health, safety and economic viability.</p>	<p><b>COMMUNICATION AND TRAINING</b></p> <p>We take action to raise awareness among staff and customers of the importance of reuse and recycling.</p>

**[E5-4 / DP24] [E5-4 / DP25] [MDR-T / DP80 a] [MDR-T / DP80 e] [MDR-T / DP80 b, c]** The top priority is to reduce our supermarkets’ plastic footprint by 5% per annum out to 2026. To do that, we are working to reduce the use of containers and materials in those establishments. The Group has already achieved the following milestones since 2018:

- **Reusable, recyclable or compostable containers:** currently, 84% of our plastic containers meet these criteria, the goal being to lift that percentage to 100% in 2025.

- **Use of recycled plastics:** in 2023, we set the target of having our plastic packaging contain at least 20% of recycled plastic. In 2024, that percentage was 39.5%, surpassing the target set and marking clear progress in this area.
- **Reduction of single-use plastics:** in 2023, we defined the target of keeping single-use plastics at under 40% of all plastic used by the Group annually. That target was also met in 2024.

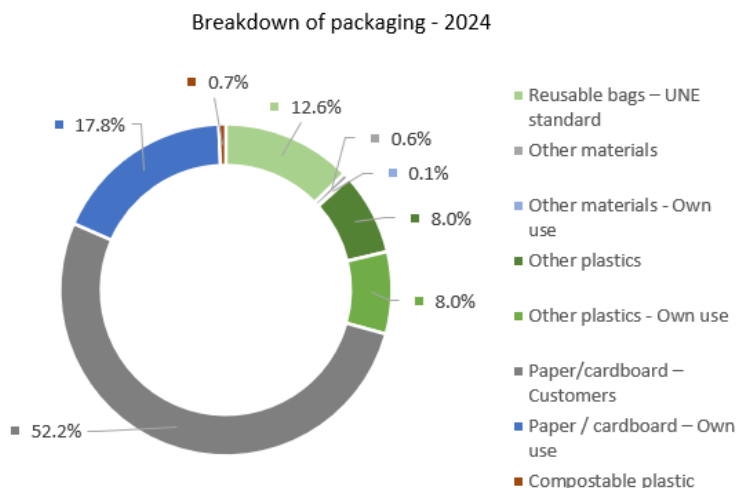
**[DP27]** The Group has pledged to meet this voluntary plan target by means of a number of different initiatives and projects, notably including:

- The use of environmentally-certified carrier bags. Plastic bags must contain at least 70% of recycled plastic and be certified for reuse. Our paper bags feature either Forest Stewardship Council (FSC) or Program for Endorsement of Forest Certification (PEFC) certification.
- Customers are also offered reusable bags of different types made from a range of materials (TNT, jute, cotton, etc.) for carrying their purchases.
- Customers can also use their own bags in any part of the supermarket.
- Mounts for sticky labels made from recycled paper.
- Use of recycled plastic in the elements used to wrap and protect home deliveries (bottle protection nets, plastic and bubble wrap, online order return envelopes, etc.).
- Replacing plastic bags with FSC-certified paper bags in the fruit and vegetable area in all supermarkets.
- Provision of gloves made from compostable plastic in the self-service areas of our supermarkets.
- Use of FSC-certified food packaging paper at the meat and fish counters. Use of compostable plastic bags in the fresh produce areas.
- FSC-certified paper bags and boxes at the bakery counters.
- Use of compostable plastic trays for certain food products.
- PET bottles for private-label juices, gazpacho and oils containing 25%-30% of recycled plastic.
- FSC-certified cartons for private-label milk, shakes and juices.
- 100% of our boxes made from recycled cardboard.
- Replacement of individual garment packages with bundle packages for certain textile products shipped in from outside the EU.
- Use of plastic packaging in the prepared food sections that complies with the UNE standard on reuse.

All of these initiatives have been reinforced by means of employee training and customer awareness campaigns.

**[MDR-T / DP80 j] [MDR-T / DP80 d] [MDR-T / DP80 f]** In addition, to ensure delivery of these commitments and track the above-listed initiatives, the Group compiles a detailed analysis of its **packaging map** each year in a bid to assess its progress and detect opportunities for improvement.

°[MDR-M] In 2024, measurement of the packaging used internally (business or own use packaging) was carried out in keeping with the requirements of the Spanish Packaging Act, so that this particular measurement differs from that of prior years. As a result, due to the change of criterion, 2024 will be considered the base year for the purpose of comparing the data reported in future years.



By comparison with 2023, the Group achieved a net reduction in its use of plastic of 3.1% in 2024, to 20,122.63 tonnes, despite the growth in business volumes.

### Other circular economy projects

[MDR-A] In parallel, we continue to work on other initiatives designed to transform our operations in alignment with circular economy principles.

Project   Initiative	Description	Results   Benefits
Moda re- (in partnership with Caritas)	Placement of containers in El Corte Inglés department stores for the collection of unsold clothing and garments no longer used by customers for resale in charity shops or recycling for the creation of new clothing or other products.	<b>576,621 kg of clothing collected</b> in 2024 (2023: 556,317 kg)
		<b>72 collection points</b> at El Corte Inglés (2023: 70)
		<b>57% reuse</b> of collected clothing (2023: 66.1%)
		<b>32.6% reconversion of textile waste into new fibres</b> (recycling) (2023: 25.37%)
		<b>10.4% of waste recovered to generate energy</b> (2023: 8.6%)

Project   Initiative	Description	Results   Benefits
<b>Waste electrical and electronic equipment (WEEE)</b>	We encourage customers to deposit their WEEE in the containers located in our establishments to facilitate the recycling and reuse of electric and electronic devices. We also sell “refurbished” devices in good repair derived from returns or store displays,	providing consumers with a sustainable choice while extending the life of electronic devices.
<b>Partnership with Ofimedia Repairs (SICOR Security)</b>	Refurbishment of equipment used in alarm and telecare systems. Devices that cannot be reconditioned are delivered to authorised handlers along with other waste generated in the process.	We encourage the <b>reuse of materials</b> and minimise electronic waste generation.
<b>Sustainable merchandising (Viajes El Corte Inglés)</b>	Development of a sustainable line of merchandise in the Travel Group: reusable bottles and travel kits made using ecological materials.	Embedding our environmental commitments into the customer experience by offering more sustainable products.

## Breakdown of waste

**[E5 / DR 37] [E5 / DR 39] [E5 / DR 40]** In 2024, the Group generated the following waste:

Breakdown of waste (E5-5) <sup>32</sup>	FY 2024	FY 2023
Waste generated	<b>109,998,642</b>	109,466,193
Hazardous waste diverted from disposal	7,719,646	7,253,495
Hazardous waste diverted from disposal - preparation for reuse	1,049	-
Hazardous waste diverted from disposal - recycling	7,687,578	7,214,415
Hazardous waste diverted from disposal - other recovery operations	31,019	39,080
Non-hazardous waste diverted from disposal	97,533,868	96,597,127
Non-hazardous waste diverted from disposal - preparation for reuse	20,757,531	19,018,982
Non-hazardous waste diverted from disposal - recycling	75,464,980	76,885,353
Non-hazardous waste diverted from disposal - other recovery operations	1,311,356	692,792
Hazardous waste directed to disposal	40,262	82,813
Hazardous waste directed to disposal - incineration	530	2,481
Hazardous waste directed to disposal - landfilling	14,399	14,383
Hazardous waste directed to disposal - other disposal operations	25,333	65,949
Non-hazardous waste directed to disposal	4,704,866	5,532,758
Non-hazardous waste directed to disposal - incineration	20,616	17,865

<sup>32</sup> **[MDR-M]** The data for 2024 were collected from chronological files (identification documents) and the Zero Waste programme at the Group (the 2023 data relate solely to information from the Zero Waste programme). The boundary for the data includes the retail companies in Spain and Portugal, the Travel Group in Spain and Portugal, SICOR Group, Supercor and KIO Networks. For 2024, estimates were made for the establishments not covered by the Zero Waste initiative, which account for 0.17% (Outlets) and 4% (Supercor) of the data provided in the table.

<b>Breakdown of waste (E5-5)<sup>32</sup></b>	<b>FY 2024</b>	<b>FY 2023</b>
Non-hazardous waste directed to disposal - landfilling	3,788,983	5,030,333
Non-hazardous waste directed to disposal - other disposal operations	895,267	484,561
Waste not recycled	4,745,128	6,347,443
Percentage of waste not recycled	4.3%	5.8%

## 2.4 Other environmental topics (Law 11/2018)

### Food waste

The Group’s commitments to preventing food waste, managing waste efficiently and giving back to society have led it to implement several initiatives over the years for reducing the volume of food that gets wasted. The goal is to unlock the value of products, materials and resources during and after their life cycle and maximise their recovery.

**Prevention, recovery and awareness** are the three levers we are tapping to make progress on our food waste reduction goals.

Framed by a hierarchy of priorities, El Corte Inglés Group prioritises prevention to avoid the generation of surpluses by means of planning and process optimisation aimed at making stock management more efficient. Particular attention is paid to not breaking the cold chain and to correct product preservation.

Within the recovery lever (redistribution, reuse and recycling), we work to reduce the generation of waste by giving food that is perfectly apt for consumption but not for sale a second life. We prioritise getting that food to people, making constant donations over the course of the year in partnership with food banks and other charities that help the needy that go back over a decade. In 2024, we donated 5,283,285 kg of food (compared to 4,805,217.8 kg in 2023).

Products that are no longer apt for human consumption are sent as feedstock to zoos and breeders. The Group donated 963,800 kg of fruit, vegetables and baked goods in 2024). Lastly, some food waste is used to produce biofuels, so contributing to a more sustainable and circular economy-aligned model.

Region	Recipient
Andalusia	Castellar zoo
Valencia	Rio Safari Elche
Castile & Leon	Luna Foundation
Canary Islands	Crocodile Park
Galicia	Cmf Celta Porc
Catalonia	Món La Bassa animal sanctuary
Balearic Islands	Puig Galatzó wildlife reserve
Asturias	El Bosque zoo
Castile - La Mancha	Municipal zoo of Guadalajara
Extremadura	Badajoz animal shelter
Cantabria	Cantur nature park
Murcia	Terranatura nature park
Madrid	Altius Foundation
Basque region	Bilbao Apasos animal shelter

Framed by its commitment to society, once again in 2024, El Corte Inglés participated in the 7<sup>th</sup> Food Waste Action Week led by AECOC (the Spanish association of food manufacturers and retailers), taking part in a number of initiatives for raising awareness among employees and customers alike about the need to make the most of food.

## Environmental certifications

A number of environmental certifications attest to our work to protect the environment, echoing our commitment to sustainable development and correct environmental management of our operations. They also certify compliance with all prevailing environmental laws and regulations. Below are the main environmental certifications obtained by the various Group companies.

Area   Company certified	Type of certification	Scope of certification (company)	Certifier
<b>El Corte Inglés Supercor</b>	Waste management traceability system <b>Zero Waste</b>	Group establishments:	
		- Andalusia (El Corte Inglés & Supercor)	
		- Aragón (El Corte Inglés & Supercor)	
		- Balearic Islands (El Corte Inglés & Supercor)	
		- Canary Islands (El Corte Inglés)	
		- Cantabria (El Corte Inglés)	
		- Catalonia (El Corte Inglés & Supercor)	
		- Castile-La Mancha (El Corte Inglés)	AENOR RC-2019/0001
		- Castile & León (El Corte Inglés & Supercor)	
		- Ceuta (El Corte Inglés)	AENOR RC-2024/0007
		- Navarre (El Corte Inglés)	
		- Madrid (El Corte Inglés)	AENOR RC-2025/0010
		- Valencia (El Corte Inglés & Supercor)	
		- Extremadura (El Corte Inglés & Supercor)	
		- Galicia (El Corte Inglés & Supercor)	
- La Rioja (El Corte Inglés & Supercor)			
- Basque region (El Corte Inglés & Supercor)			
- Asturias (El Corte Inglés & Supercor)			
- Murcia (El Corte Inglés & Supercor)			
<b>El Corte Inglés- Grandes Armazéns</b>	Waste management traceability system <b>Zero Waste</b>	Establishments:	
		- Lisbon department store	
		- Gaia department store	
		- Alcochete warehouse	
		- Olival warehouse	
		- Beloura Supercor store	AENOR RC-2021/0011
		- Braga Supercor store	
		- Coimbra Supercor store	
		- Expo Supercor store	
		- Fluvial Supercor store	
		- Restelo Supercor store	

Area   Company certified	Type of certification	Scope of certification (company)	Certifier
<b>El Corte Inglés Business Services</b>	Environmental management system <b>UNE-EN ISO 14001</b>	<p>The scopes were combined and modified:</p> <p>Sale and supply of professional attire, food services products, consumables, sanitary material and products for promotional campaigns.</p> <p>Storage, handling and logistics for these products.</p> <p>Sites:</p> <p>El Corte Inglés Business Services – Supplies, C/Tomás López 10 (Madrid) and Las Canteras (Madrid).</p>	AENOR GA-2007/0668
<b>El Corte Inglés Business Services</b>	Carbon footprint calculated in accordance with the <b>GHG Protocol</b>	Emissions from the management of the production, sale and supply of professional attire, food services products, sanitary material and products for promotional and incentive campaigns at the store located at C/Tomas López, 10 – 28009, Madrid.	APPLUS+ Certification HDCG-0054-24/23
<b>SICOR Security</b>	Environmental management system <b>ISO 14001:2015</b>	Video surveillance and alarm system design, assembly, installation and maintenance. Private surveillance service in Madrid.	BUREAU VERITAS ES1422499-1
<b>Viajes El Corte Inglés</b>	Environmental management system <b>UNE-EN ISO 14001:2015</b>	Business travel management	AENOR GA-021/0251
<b>Viajes El Corte Inglés</b>	Carbon footprint calculated <b>ISO 14064-1</b>	Emissions from operations carried out by the Organisation at the workplaces located in Spain, including the 333 agencies.	AENOR HCO-2021/0066
<b>KIO Networks</b>	Environmental management system <b>UNE-EN ISO 14001:2015</b>	Data centre infrastructure (physical and ICT) maintenance, operation and control for the provision of mission-critical cloud services to customers.	AENOR ES-2025/0023
<b>KIO Networks</b>	LEED PLATINUM U.S. Green Building Council	Newly-built facilities located in Murcia	The Green Building Certification Institute

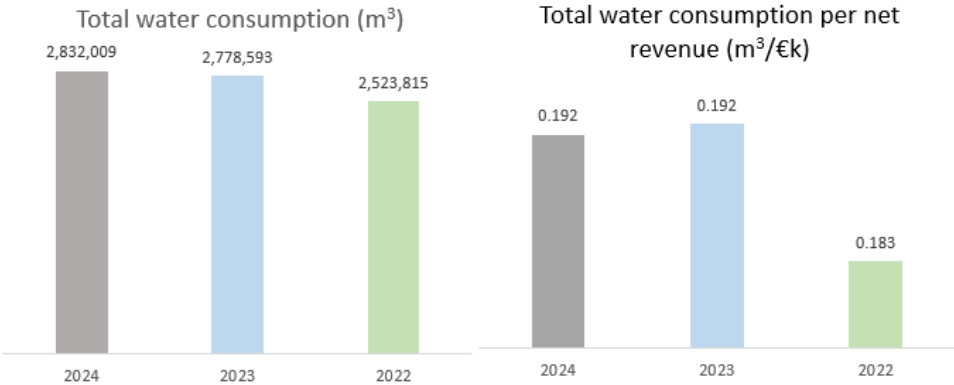
### Water consumption

El Corte Inglés Group is firmly committed to using water responsibly, a commitment that is enshrined in its Sustainable Management Plan. In 2024, it consumed 2,832,009 m<sup>3</sup><sup>33</sup> of water, compared to 2,778,593 m<sup>3</sup> in 2023. All of its water offtake came from the public network and did not affect protected habitats.

Our facilities are equipped with treatment systems that include separating grease, hydrocarbons and solids before the water is discharged into the public sewer system to mitigate the environmental impact of discharges. Additional biological treatments are applied where needed.

The effectiveness of these systems is inspected by duly qualified staff. In addition, the various water boards and city councils that inspect us via water sampling ensure that our discharges fall within the permitted ranges.

Beyond general control and maintenance, several actions were carried out during the year to treat and adapt the sewerage system and wastewater pumps, and to install grease separators.



<sup>33</sup> For Asesores en Viaje, S.A. Chile, Viajes El Corte Inglés Perú, S.A., Viajes El Corte Inglés Colombia, S.A., Tourmundial Uruguay, S.A. and Viajes El Corte Inglés Panamá, S.A., the water use figures were calculated for the calendar year; this affects 0.15% of the data reported.



## **3. Social disclosures**

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**3.1 Own workforce**

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**3.2 Workers in the value chain**

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**3.3 Consumers and end-users**

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**3.4 Other social topics (Law 11/2018)**

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### 3.1 Own workforce (ESRS S1)

The commitment and engagement of our employees are essential in earning the trust of our customers, hence the importance of building a safe, inclusive and resilient working environment. This section describes the policies, actions and results relating to the management of our workforce as part of our pledge to offer quality employment, equal opportunities and professional development.

The double materiality assessment revealed the following IROs associated with El Corte Inglés Group's own workforce: five positive impacts, two negative impacts, one risk and three opportunities.

<b>PI</b>	Protection of employee health and safety thanks to internal occupational safety and healthcare services.
<b>PI</b>	Greater employee satisfaction as a result of good labour practices and the generation of secure, stable and quality work.
<b>PI</b>	Support for the promotion of women as a result of measures designed to reinforce their presence in management positions.
<b>PI</b>	Upskilling and greater employee specialisation thanks to the training provided.
<b>PI</b>	Creation of an inclusive environment for all employees, underpinned by commitments around cultural, gender, sexual identity and orientation, abilities and generational diversity across teams.
<b>NI</b>	Incidents of labour or sexual harassment in the workplace.
<b>NI</b>	Uneven distribution of employee remuneration.
<b>R</b>	Difficulty in attracting and retaining talent due to prevailing labour market conditions.
<b>O</b>	Enhanced staff productivity thanks to the existence of good labour practices.
<b>O</b>	Improved corporate positioning as a result of measures for directly hiring persons with disabilities.
<b>O</b>	Availability of the expertise and skills needed to respond to changing business needs.

The Group fosters a corporate culture predicated on **diversity, equal opportunities and inclusion**, on the understanding that all three are key to building a strong company and generating a positive impact on society.

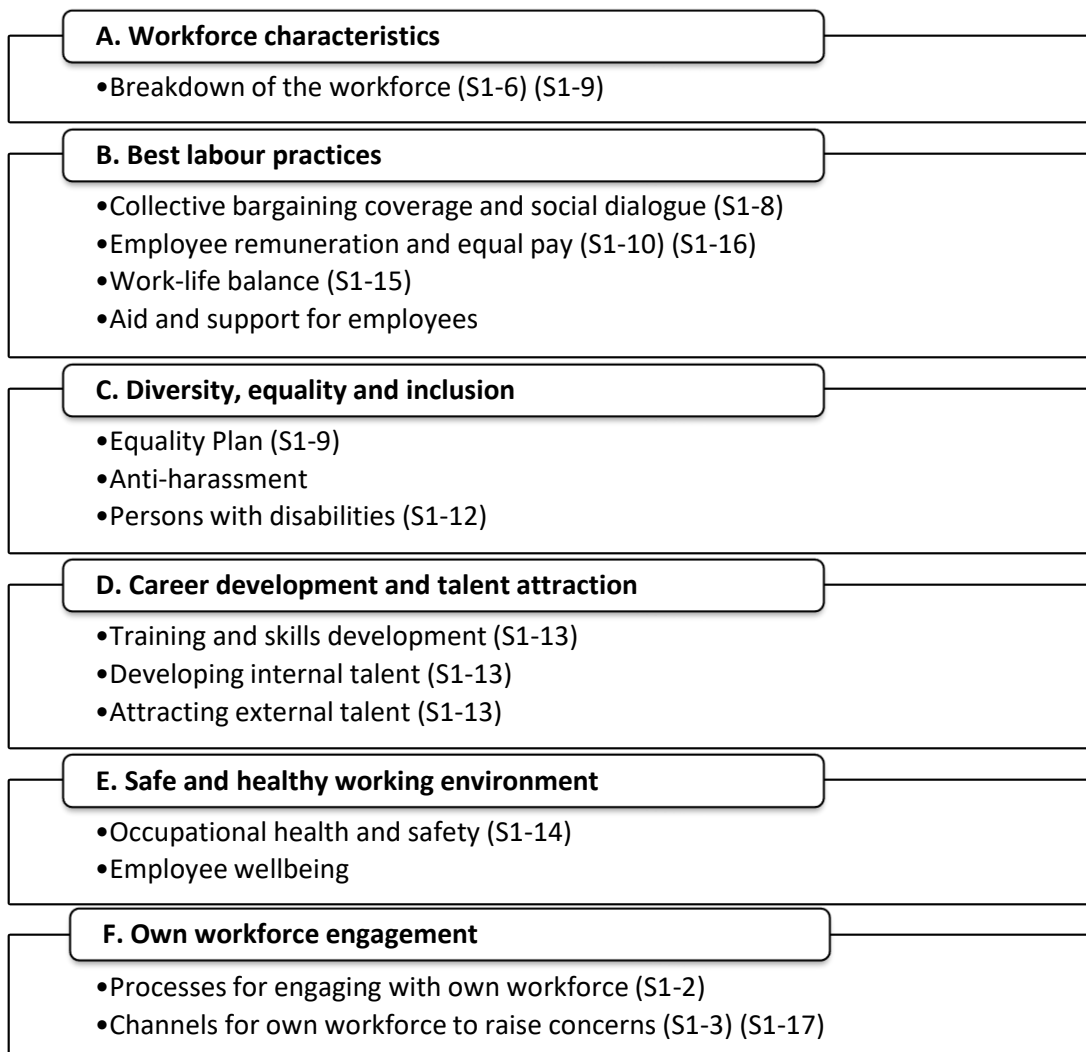
The core principles governing workforce management are set out in the **Human Resources Policy**, which is further complemented by the **Corporate Diversity, Equity and Inclusion Policy** and the **Corporate Sustainability Policy** (refer to section [1.5 Sustainability policies](#) in chapter 1. *General disclosures*).

We endeavour to create an environment in which all employees can grow, advancing professional development through **lifelong training** and promoting **safe and healthy working conditions**. Our efforts to instil **good labour practices**, along with policies to champion **equity** and **diversity**, further illustrate our commitment to generating shared

value and ensuring the physical, mental and social wellbeing of our team. We therefore promote respect for labour rights, as set out in our Sustainability Policy, which also clearly states that forced and child labour is strictly prohibited under our Code of Ethics.

**[S1 SBM-3 / DR15, 16]** The Group is fully aware that IROs can materialise in various shapes and forms across its entire workforce, without necessarily being linked to specific contexts or activities. Consequently, the measures put in place have been designed to be both holistic and utterly effective, ensuring that any potential breaches or non-conformities are properly managed.

**[DR 39] [DR 41] [DR 43]** El Corte Inglés Group has various corporate policies, internal procedures and dedicated committees tasked with managing impacts, risks and opportunities. These mechanisms also ensure that the Group’s practices do not directly cause—or contribute to—the materialisation of negative impacts on the workforce. The following sections present the main lines of action and progress made when it comes to own workforce: responsible recruitment, talent development and creating safe and inclusive work environments.

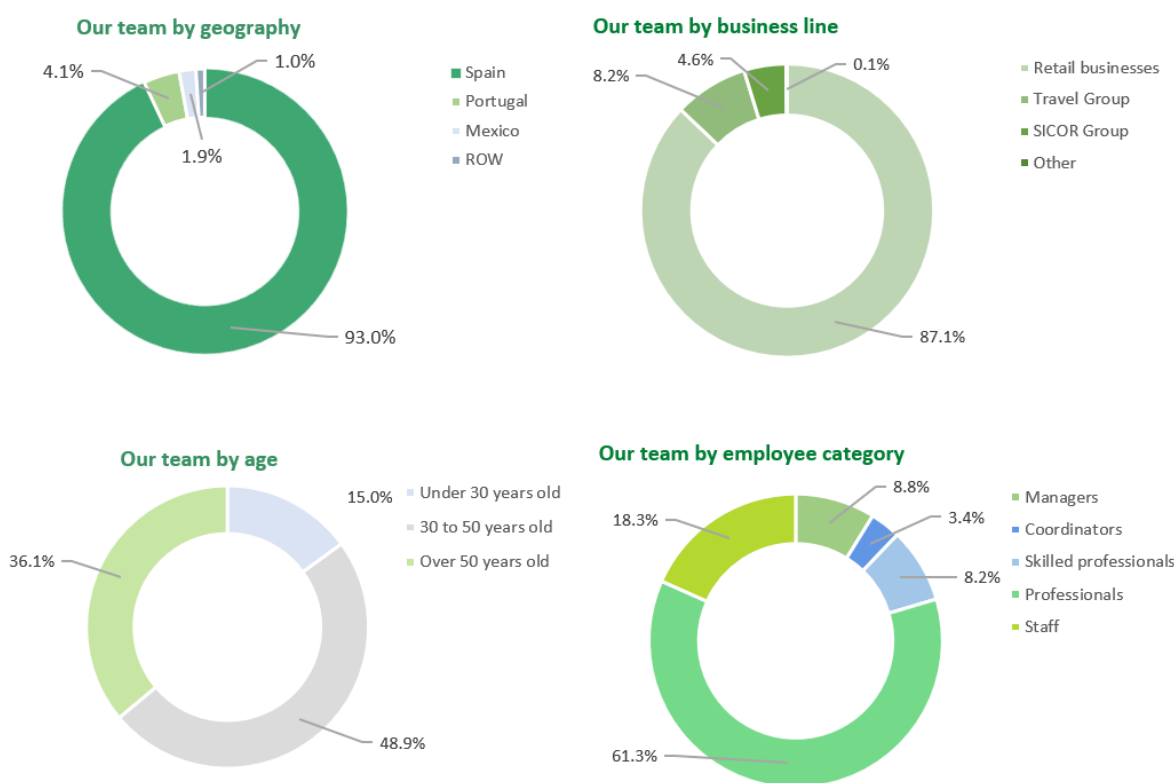


## Workforce characteristics (S1-6)<sup>34</sup>

**[S1 SBM-3 / DR14]** At year-end 2024, El Corte Inglés Group had total headcount of 80,791<sup>35</sup> employees (81,714 in 2023), of whom 50,200 were women and 30,591 men. All of them have a direct employment relationship with the Company (i.e., employees). The reduction in the number of employees compared with the previous year is largely due to the transfer to Carrefour of the business of 40 Supercor stores.

Most of our employees are located in Spain (93%), followed by Portugal (4.2%) and then Mexico (1.9%). The remaining 0.9% are spread across a further 18 countries.

The following charts show our workforce structure according to different classification criteria:



**[SBM-3 / DR 11 a]** Each of the employee categories into which the Group’s workforce is divided fulfils specific functions, such as:

<sup>34</sup> The tables and data presented in this section respond to the requirements prescribed by the CSRD and Spanish Law 11/2018 in relation to workforce structure.

<sup>35</sup> It is not possible to report the number of employees who identify as “Other” or “Not reported” by gender, as the software does not offer these categorisation options.

- **Managers:** responsible for strategic decision-making and team supervision. They head up and coordinate key areas, ensuring that the objectives set by the Group are met.
- **Coordinators:** oversee effective communication between management and the operational teams to ensure the effective performance of tasks, optimal use of resources, and the achievement of the plans in place.
- **Skilled professionals:** specialists in specific areas who bring their expertise to bear when carrying out projects.
- **Professionals:** assigned more operational roles in the various areas and departments of the Group, putting their skills and knowledge into practice in the day-to-day running of the business.
- **Base staff:** perform various tasks necessary for the day-to-day running of the Group's business.

**[DR 50 d i, ii]** The methodology used to compile data on own workforce<sup>36</sup> is based on headcount and reflects the situation at year-end. Tables of averages are also included to help users understand the annual trend in our workforce.<sup>37</sup>

Workforce breakdown by gender	FY 2024	FY 2023	FY 2022
Men	30,591	31,035	30,549
Women	50,200	50,679	50,323
<b>TOTAL</b>	<b>80,791</b>	<b>81,714</b>	<b>80,872</b>

Workforce breakdown by country	FY 2024	FY 2023	FY 2022
Spain	75,124	76,073	75,357
Portugal	3,363	3,397	3,565
Mexico	1,499	1,441	1,225
China	157	159	163
Bangladesh	69	70	-
Chile	162	147	127
India	51	50	50
Colombia	129	121	101
Greece	0	27	45
Argentina	0	0	12
Vietnam	26	25	26
Morocco	18	20	21
Turkey	15	18	20
Peru	43	43	33
Hong Kong	11	12	12
Panama	13	12	12
United States	6	6	6

<sup>36</sup> The Group does not have any employees on zero-hour contracts.

<sup>37</sup> Note 22.3 "Employee benefits expense" to the consolidated financial statements discloses the medium number of employees in 2024.

Workforce breakdown by country	FY 2024	FY 2023	FY 2022
Ecuador	15	15	12
France	1	3	7
Italy	19	17	0
Uruguay	15	16	6
United Arab Emirates	54	41	0
Germany	1	1	0

Workforce breakdown by age	FY 2024	FY 2023	FY 2022
Under 30 years old	12,110	11,364	11,043
30 to 50 years old	39,518	41,671	44,264
Over 50 years old	29,163	28,679	25,565
<b>TOTAL</b>	<b>80,791</b>	<b>81,714</b>	<b>80,872</b>

Workforce breakdown by contract type and gender									
	FY 2024			FY 2023			FY 2022		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent contracts	29,655	48,665	<b>78,320</b>	30,231	49,255	<b>79,486</b>	29,612	48,612	<b>78,224</b>
Temporary contracts	936	1,535	<b>2,471</b>	804	1,424	<b>2,228</b>	937	1,711	<b>2,648</b>
<b>TOTAL</b>	<b>30,591</b>	<b>50,200</b>	<b>80,791</b>	<b>31,035</b>	<b>50,679</b>	<b>81,714</b>	<b>30,549</b>	<b>50,323</b>	<b>80,872</b>

Workforce breakdown by contract type and age				FY 2024	FY 2023	FY 2022
Permanent contracts	Under 30 years old			10,888	10,280	9,726
	30 to 50 years old			38,434	40,661	43,079
	Over 50 years old			28,998	28,545	25,419
	Subtotal			<b>78,320</b>	<b>79,486</b>	<b>78,224</b>
Temporary contracts	Under 30 years old			1,222	1,084	1,317
	30 to 50 years old			1,084	1,010	1,185
	Over 50 years old			165	134	146
	Subtotal			<b>2,471</b>	<b>2,228</b>	<b>2,648</b>
<b>TOTAL</b>				<b>80,791</b>	<b>81,714</b>	<b>80,872</b>

Workforce breakdown by contract type and employee category		FY 2024	FY 2023	FY 2022
Permanent contracts	Managers	7,095	7,259	7,140
	Coordinators	2,715	2,753	3,147
	Skilled professionals	6,412	6,024	5,558
	Professionals	49,185	50,969	52,281
	Base staff	12,913	12,481	10,098
	Subtotal	<b>78,320</b>	<b>79,486</b>	<b>78,224</b>
Temporary contracts	Managers	12	10	3
	Coordinators	9	19	18
	Skilled professionals	249	345	419
	Professionals	297	358	420
	Base staff	1,904	1,496	1,788
	Subtotal	<b>2,471</b>	<b>2,228</b>	<b>2,648</b>
<b>TOTAL</b>		<b>80,791</b>	<b>81,714</b>	<b>80,872</b>

Average annual contracts by contract type, employment type and gender		FY 2024			FY 2023			FY 2022		
		Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent contracts	Full-time	25,625	30,569	<b>56,194</b>	25,927	30,141	<b>56,068</b>	24,872	29,566	<b>54,438</b>
	Part-time	4,129	18,039	<b>22,168</b>	4,069	18,750	<b>22,819</b>	3,170	17,792	<b>20,962</b>
Temporary contracts	Full-time	981	1,396	<b>2,377</b>	875	1,377	<b>2,252</b>	1,359	2,241	<b>3,600</b>
	Part-time	425	817	<b>1,243</b>	452	901	<b>1,354</b>	609	1,024	<b>1,633</b>
<b>TOTAL</b>		<b>31,161</b>	<b>50,821</b>	<b>81,982</b>	<b>31,323</b>	<b>51,169</b>	<b>82,493</b>	<b>30,010</b>	<b>50,623</b>	<b>80,633</b>

Average annual contracts by contract type, employment type and age bracket		FY 2024	FY 2023	FY 2022	
Permanent contracts	Full-time	Under 30 years old	6,070	5,565	4,645
		30 to 50 years old	28,484	29,428	29,762
		Over 50 years old	21,640	21,074	20,030
		Subtotal	<b>56,194</b>	<b>56,067</b>	<b>54,437</b>
	Part-time	Under 30 years old	4,723	4,300	3,367
		30 to 50 years old	11,262	12,282	12,180
Over 50 years old		6,183	6,237	5,415	
	Subtotal	<b>22,168</b>	<b>22,819</b>	<b>20,962</b>	
Temporary contracts	Full-time	Under 30 years old	1,193	1,173	1,827
		30 to 50 years old	1,036	950	1,566
		Over 50 years old	148	129	208
		Subtotal	<b>2,377</b>	<b>2,252</b>	<b>3,601</b>
	Part-time	Under 30 years old	937	976	1,100
		30 to 50 years old	273	337	463
Over 50 years old		34	41	70	
	Subtotal	<b>1,243</b>	<b>1,354</b>	<b>1,633</b>	
<b>TOTAL</b>		<b>81,982</b>	<b>82,492</b>	<b>80,633</b>	

Average annual contracts by contract type, employment type and employee category		FY 2024	FY 2023	FY 2022	
Permanent contracts	Full-time	Managers	6,594	6,705	6,706
		Coordinators	2,430	2,550	2,900
		Skilled professionals	5,312	4,743	4,609
		Professionals	34,449	35,561	35,709
		Base staff	7,409	6,508	4,513
		Subtotal	<b>56,194</b>	<b>56,068</b>	<b>54,437</b>
	Part-time	Managers	611	579	484
		Coordinators	294	306	293
		Skilled professionals	879	934	960
		Professionals	15,092	16,320	15,976
Base staff		5,292	4,680	3,249	
	Subtotal	<b>22,168</b>	<b>22,819</b>	<b>20,962</b>	
Temporary contracts	Full-time	Managers	11	9	32
		Coordinators	14	14	20
		Skilled professionals	322	302	478
		Professionals	301	345	610
		Base staff	1,730	1,583	2,462
		Subtotal	<b>2,377</b>	<b>2,252</b>	<b>3,602</b>
	Part-time	Managers	0	0	12
		Coordinators	0	0	0
		Skilled professionals	0	2	18
		Professionals	51	78	198
Base staff		1,192	1,274	1,404	
	Subtotal	<b>1,243</b>	<b>1,354</b>	<b>1,632</b>	
<b>TOTAL</b>		<b>81,982</b>	<b>82,493</b>	<b>78,124</b>	

Number of dismissals <sup>38</sup> by gender	FY 2024	FY 2023	FY 2022
Men	703	607	542
Women	1,054	858	666
<b>TOTAL</b>	<b>1,757</b>	<b>1,465</b>	<b>1,208</b>

Number of dismissals by age	FY 2024	FY 2023	FY 2022
Under 30 years old	225	165	189
30 to 50 years old	767	711	511
Over 50 years old	765	589	468
<b>TOTAL</b>	<b>1,757</b>	<b>1,465</b>	<b>1,168</b>

<sup>38</sup> The data presented in the tables for redundancies include data for Spain and ECIGA.

Number of dismissals by employee category	FY 2024	FY 2023	FY 2022
Managers	158	145	116
Coordinators	55	55	23
Skilled professionals	98	95	63
Professionals	1,160	959	846
Base staff	286	211	160
<b>TOTAL</b>	<b>1,757</b>	<b>1,465</b>	<b>1,208</b>

In terms of employee turnover<sup>39</sup>, there were 24,897 departures in 2024 (2023: 24,930), representing 30.8% of the workforce. This rate includes both voluntary and non-voluntary departures (end of contract, leave of absence, retirement, death in service, disability and dismissal).

## Best labour practices

El Corte Inglés Group is acutely aware that the implementation of better working practices is key to increasing employee satisfaction and productivity. The **Corporate Human Resources Policy** sets out the following commitments:

- Foster engagement, dialogue and internal communication among the teams and workers' legal representatives through effective and two-way channels. Through **collective bargaining** and **social dialogue**, the Company ensures a framework of open communication enabling it to effectively address the Organisation's and its employees' needs.
- Actively promote a healthy **work-life balance** through flexible working hours and other employee benefits.
- A **fair, competitive and transparent remuneration system** that rewards the performance, contribution and potential of each individual, tailored to each of the Group's business lines, complemented by **employee benefits** to further improve our team's wellbeing.

All of this is set out in the Group's Human Resources Policy (refer to [1.5 Sustainability policies](#) of chapter 1. *General disclosures*), which outlines a clear and explicit set of commitments.

## Collective bargaining coverage and social dialogue (S1-8)

El Corte Inglés Group bases the management of its labour relations on social dialogue, while ensuring trade union representation, freedom of association and the right to collective bargaining.

**[DP 38 c] [MDR-A / 68 a] [DP 63 b] [DP 40 a]** To cater to the interests of its employees, the Group has a structure of representative and collegiate bodies, including the Intercentre Committee, the Works Councils and workers' representatives. These bodies act as liaisons

<sup>39</sup> The turnover rate is calculated by dividing the total number of employee departures during the year by the Group's total headcount at year-end. The turnover rate includes data for Spain and ECIGA.

between the Company and its workers, holding regular meetings to ensure the exchange of information and joint decision-making on labour-related issues.

**[MDR-A / 68 c]** On 18 March 2024, a meeting was held with the Intercentre Committee of El Corte Inglés to reach an agreement with this body over standardisation of working conditions of on-street Sfera store staff, affecting a total of 1,885 employees.

**[DP 38 c] [DP 38 c] [MDR-A / 68 a] [DP 40 a]** Any organisational change that affects working conditions is managed in accordance with prevailing law and regulations, through negotiations with the workers' legal representatives and oversight committees to ensure compliance with the agreements reached in each case. The Group also respects the minimum notice periods stipulated for any significant operational changes that might affect its employees or representatives.

At year-end 2024, Viajes El Corte Inglés announced a plan to restructure its central services staff with the aim of bolstering the commercial network and providing better customer service and support. This initiative, which is based on the premise of maintaining existing jobs, will be accompanied by an incentive-based redundancy scheme for workers over 59 years of age.

**[DP 40 b] [MDR-A / DP 68 e] [DP 60 a] [DP 40 a]** All employees in Spain and Portugal all are covered by the collective bargaining agreements applicable to each sector of activity, reaching 98.8% coverage of the total workforce (2023: 97.3%). In the other countries and regions where the Group operates and where there is no collective bargaining agreement, such as Hong Kong, Bangladesh, India, Shanghai, Turkey, Morocco, Italy, Dubai and Vietnam, agreements are in place to improve upon employees' rights and working conditions through a range of additional perks and benefits.

**[DP 60 b] [DP 60 c] [DP 63 a]** The following table shows the percentage coverage of collective bargaining and workplace representation:

Collective bargaining coverage and social dialogue	FY 2024		
	Employees - European Economic Area (EEA)	Employees - Non EEA	Workplace representation (EEA)
0 - 19%	-	Other countries in which the Group is present (See table Breakdown of workforce by geography)	-
20 - 39%	-	-	-
40 - 59%	-	-	-
60 - 79%	-	-	-
80 - 100%	Spain, Portugal and France	Mexico	-

## Employee remuneration and equal pay (S1-10) (S1-16)

**[DP 38 c] [DP 40 b] [MDR-A / DP 68 a] [S1-10 / DR 69] [DP 39] [DP 40 a]** El Corte Inglés Group endeavours to ensure **fair and competitive compensation** for all its employees, based on principles of equity and transparency in its remuneration system. It is also firmly committed to **equality** and works hard to reduce the pay gap and to foster a **more equitable distribution**. These measures seek to mitigate any potential inequality and ensure that each worker receives **fair pay** for their work, without distinction based on gender or other considerations.

The Organisation has designed a total compensation model, split into 14 annual payments, which combines fixed, variable and in-kind remuneration, thus ensuring that all employees receive a salary in accordance with current regulations and all applicable agreements in place.

The fixed remuneration is governed by the various collective bargaining agreements in effect, while the variable component is set on the basis of objective metrics, related to individual performance, team results and the Company's general objectives.

**[DP 38 c] [DP 40 b] [MDR-A / 68 a] [MDR-A / 68 b] [DP 40 a]** In Spain, employees benefit from **Plan +**, a flexible remuneration scheme allowing them to replace part of their gross salary with remuneration in kind, such as restaurant and childcare vouchers, transport cards, and private medical insurance.

**[DP 38 c] [DP 40 b] [MDR-A / 68 a] [MDR-A / 68 b] [DP 40 a]** This remuneration is designed to cater to the specific needs and circumstances of each of the Group's business lines and of each sector of activity:

- **El Corte Inglés:** the applicable collective agreement provides for a basic salary for each occupational group, supplemented by additional payments (length of service, quality and voluntary overtime, among other factors). Managers are subject to a bonus system linked to both qualitative and quantitative targets, while sales staff have their own incentive scheme, which was rolled over in 2021. For Central Services employees, the variable remuneration scheme implemented in 2023 was consolidated. Aligned with best market practice, this model is built around three fundamental pillars: transparency, competitiveness and meritocratic leadership.
- **El Corte Inglés – Grandes Armazéns (Portugal):** the model here combines fixed and variable remuneration, including incentives for sales, holiday work and night work. The incentive system was harmonised with the Spanish model in 2023.
- **Supercor:** the pay policy is aligned with its 2022–2025 Action Plan, with annual bonuses for managers pegged to EBITDA performance, and remuneration in kind for certain roles.
- **Grupo Viajes El Corte Inglés:** wages here include a basic salary, along with special bonuses and perks associated with specific roles. A severance bonus is also envisaged for employees close to retirement.
- **Sicor Group:** pay conditions are in accordance with the collective agreements in effect for each activity.
- **International segment:** the pay system outside Spain and Portugal varies from country to country. For instance, in Turkey and Morocco, the number of annual payments is 12, whereas in other markets where the Group has operations, such as Hong Kong, India, China and Vietnam, workers receive a total of 13 payments per year.

The following tables show the average compensation of employees (in €) broken down by gender, age and employee category:

Average gross remuneration – El Corte Inglés Group									
	FY 2024			FY 2023			FY 2022		
	Men	Women	Average	Men	Women	Average	Men	Women	Average
Average gross remuneration <sup>40</sup> by gender (€) – El Corte Inglés Group	28,099	23,456	25,275	27,309	22,408	24,321	27,837	22,676	24,668

Average gross remuneration by employee category and gender – El Corte Inglés Group									
	FY 2024			FY 2023			FY 2022		
	Men	Women	Average	Men	Women	Average	Men	Women	Average
Managers	61,333	48,438	57,160	60,082	46,318	55,802	60,702	47,433	56,764
Coordinators	32,772	29,493	31,319	31,666	28,678	30,323	31,249	28,482	30,035
Skilled professionals	43,502	35,193	38,144	39,306	33,241	35,372	39,098	33,797	35,616
Professionals	24,496	23,461	23,818	23,732	22,401	22,857	24,113	22,594	23,107
Base staff	17,504	17,751	17,653	16,684	16,854	16,786	16,384	16,719	16,588

Average gross remuneration by age bracket and gender – El Corte Inglés Group									
	FY 2024			FY 2023			FY 2022		
	Men	Women	Average	Men	Women	Average	Men	Women	Average
Under 30 years old	18,179	18,253	18,222	17,277	17,347	17,317	17,293	17,435	17,375
30 to 50 years old	26,986	23,709	24,913	25,992	22,622	23,839	26,389	22,931	24,169
Over 50 years old	38,430	27,326	31,748	37,974	26,173	30,920	38,854	26,316	31,328

**[DP 38 a] [MDR-A / DP 68 b] [DP 38 d] [MDR-A / DP 68 d] [DP 38 b] [DP 41]** Equal pay is one of the key objectives in the Group's equality plans. To ensure compliance, the Equality Plan Monitoring Committee (EPMC) conducts an annual analysis of the pay gap, broken down by gender, employee category and job levels of equal value. This study allows the Group to detect any unjustified deviation and, if necessary, take corrective action, such as wage reviews or improvements to promotion and career development processes.

<sup>40</sup> Average gross remuneration of employees at Group companies in Spain and ECIGA is based on a calendar year.

**[S1-16 / DP 97 a] [S1-16 / DP 97 b]** The Group's gender pay gap in the main countries in which we operate is presented below:

Gender pay gap <sup>41</sup>	FY 2024	FY 2023	FY 2022
Country	Percentage	Percentage	Percentage
Spain	3.2%	4.1%	4.4%
Portugal <sup>42</sup>	1.6%	1.1%	0.3%

This reduction reflects the El Corte Inglés Group's commitment to equal pay for all employees, irrespective of gender.

Meanwhile, the total annual compensation<sup>43</sup> ratio in Spain in 2024 was 132.8 (2023: 129.3).

### Work-life balance (S1-15)

Work-life balance is a key concern for El Corte Inglés Group in ensuring the wellbeing of our employees. More precisely, we have embraced various initiatives, such as **flexible working hours and the adaptation of work models**, with the aim of creating an environment conducive to a healthy work-life balance and the overall development and growth of our team. We also continue to make progress in implementing **right to disconnect measures** to respect employees' rest times during the day. These actions aim to foster a healthy work-life balance.

**[DP 38 d] [DP 38 c] [DP 40 b] [MDR-A / 68 a] [MDR-A / 68 b] [DP 40 a]** El Corte Inglés Group organises working hours according to the specific needs of each activity. In accordance with the collective agreements in effect, we also incorporate improvements to further uphold the employment rights of our employees.

Flexibility and teleworking measures	Scope of application
<b>Flexitime</b> , with adaptable start and finish times to cater to the needs and circumstances of each department and company.	Group companies in Spain and international subsidiaries.
<b>Short working days in summer</b> in July and August for certain teams.	Supercor, Viajes El Corte Inglés, and SICOR.
<b>International flexitime</b> , with adjustments to start and finish times depending on the country.	Portugal, Hong Kong, India, Morocco, Shanghai, Turkey, Vietnam and Bangladesh.

<sup>41</sup> The gender pay gap in Spain and Portugal has been obtained using the method of calculating the unweighted median of hourly pay levels received by men and women, in line with the figures reported in the previous year. It takes into account the requirements of Royal Decree 902/2020 in terms of the equalised remuneration register. As for the pay gap in Portugal, only the company El Corte Inglés – Grandes Armazéns was considered. In addition, only workers who are full-time and who worked throughout all of October are counted.

<sup>42</sup> Portugal's pay gap for 2023 and 2022 has been restated so that it is based on the same criteria as those used at El Corte Inglés (unweighted median by employee category).

<sup>43</sup> Total compensation ratio: Ratio between the remuneration of the highest paid individual and the median total annual remuneration paid to all employees (excluding the highest paid individual).

<b>Flexibility and teleworking measures</b>	<b>Scope of application</b>
<b>Work from home</b> , implemented for employees assigned to the Customer Service, Telemarketing and Customer Management departments.	Customer Service, Telephone Sales and Customer Management at El Corte Inglés.
<b>Partial teleworking</b> (60% remote, 40% face-to-face) for certain departments of Viajes El Corte Inglés.	Viajes El Corte Inglés – Telephone Sales/Contact Centre and Business Travel
<b>Full teleworking</b> , 100% working from home for certain departments.	Certain divisions of Viajes El Corte Inglés
<b>Flexible Working Model (2024)</b> , with Friday afternoons off and one work-from-home day per week.	Central Services of El Corte Inglés
<b>FLEXI 2.0 programme</b> : flexible working hours, day off on birthdays, measures to support maternity/paternity leave.	El Corte Inglés – Grandes Armazéns
<b>Right to disconnect measures</b>	<b>Scope of application</b>
<b>Maximum finishing time</b> , set by each department to help employees disconnect from work.	
<b>Limits on sending communications outside working hours</b> , including emails and telephone calls, subject to certain exceptions.	SICOR
<b>Optimisation of working time</b> , avoiding meetings or training outside working hours.	
<b>Awareness campaigns</b> , included in the El Corte Inglés – Grandes Armazéns Equality Plan.	El Corte Inglés – Grandes Armazéns
Measures to promote the <b>right to disconnect at international subsidiaries</b> .	Group companies outside Spain

**[DP 38c] [DP 38d] [DP 40b] [MDR-A 68a]** The Group recognises family leave as a universal right for the entire workforce. Therefore, all Group employees may request such leave in accordance with internal regulations and the Workers' Statute. In 2024, a total of 766 women were eligible to exercise this right, with 96.2% electing to do so. Among men, 627 had the same right, with 96.5% electing to exercise it. The Group evaluates the percentage of returning employees and retention rates in order to analyse the effectiveness of the work-life balance measures in place.

El Corte Inglés Group promotes various work-life balance measures to help its employees balance their work and responsibilities related to caring for children and dependent family members, including:

- **Assurance of career development**, so that those who choose to exercise work-life balance measures do not have their promotion opportunities adversely affected.
- **Use of technology to optimise time**, prioritising working from home and minimising travel where possible.
- **Geographical mobility and change of work centre**, available to care for dependent family members.
- **Shift changes**, prioritised for people undergoing assisted reproduction processes.
- **Favouring uninterrupted working days** ahead of split shifts.
- **Adapted working hours** to promote flexible working arrangements rather than reduced working hours.

- **Training during leave of absence**, allowing employees to attend training courses during leave of absence for family reasons.

### Aid and support for employees

El Corte Inglés Group offers its entire workforce a wide range of support measures and assistance, ensuring equal access for all, regardless of the type of contract.

**[DP 38 c] [DP 38 d] [DP 40 b] [MDR-A / DP 68 a] [MDR-A / DP 68 b] [MDR-A / DP 68 e]** Given that most of the Group's employees are located in Spain, the main perks and benefits to which they are entitled are as follows:

- **Financial aid for employees with children with disabilities.**
- **Study grants for employees' children**, managed through the Evaluation Committee of Fundación Ramón Areces. The grants are available for higher secondary, vocational training, university and postgraduate studies.
- **Life and health insurance** available to employees.
- **Discounts on university study programmes** delivered by the CEURA Corporate University.

**[DP 38 c] [DP 40 b] [MDR-A / DP 68 a] [MDR-A / DP 68 b]** On the international stage, the support and benefits offered by the Group depend on the specific needs and circumstances of each country, so that employees outside Spain can also enjoy benefits aligned with their local environment, including private health insurance, life insurance and training support.

### Diversity, equality and inclusion

At El Corte Inglés Group, equal opportunities, non-discrimination and respect for diversity are all essential values that guide all our activities and are deeply embedded in our corporate culture. To make this happen, we have a **Diversity, Equity and Inclusion Policy** which, together with our **Human Resources Policy**, sets out the principles and lines of initiative aimed at bringing more women into positions of responsibility, creating an inclusive environment for all employees, and hiring people with disabilities.

More precisely, the following indicators are monitored:

<b>[MDR-A / DR 68 e] Key equality, diversity and inclusion indicators in 2024</b>	
<b>Equal opportunities and gender diversity</b>	Women account for 62% of the Group's workforce (2023: 62.2%).
	Women represent 55.8% of new hires on permanent contracts (2023: 53%).
	We have hired 28 victims of gender-based violence.
	A total of 45,357 employees trained in equal opportunities (2023: 48,820).
<b>Cultural diversity</b>	Of our total employees, 4,447 are non-Spanish nationals (2023: 4,374). In total, 85 nationalities other than Spanish are present in the Group.
<b>Integration of vulnerable groups</b>	1,629 employees have some form of disability (2023: 1,649).
	We collaborated with 33 special employment centres (2023: 41).

### Equality Plan (S1-9) (S1-16)

We have an Equality Plan in place at each Group company in Spain and Portugal, as an essential tool in protecting equity and equal treatment across all levels of the organisation. The plan has been drawn up in close collaboration with workers' representatives and in compliance with current law and regulations, including Royal Decrees 901/2020 and 902/2020.

**[DP 38 d] [DP 47 a, b, c]** Each plan contains a raft of **concrete measures to prevent any form of discrimination**, promote gender equality and ensure equal opportunities for all people, adapted to the specific needs and circumstances of each Group company. Trade union representatives are involved in defining these measures and also sit on the **monitoring committees**, which regularly review the degree of achievement of the targets set, so that recommendations can be made on how to improve in view of the Group's performance.

**[DP 38 a] [DP 38 d]** Notably, El Corte Inglés is part of the network of companies bearing the Ministry of Equality's 'Equality' badge, submitting its progress to continuous monitoring on issues related to equal pay and the correct assessment of job positions.

The Group is also a member of various international initiatives, including the **Portuguese Diversity Charter** and the **iGen – Organisations for Equality Forum**, which work to accelerate the implementation of gender equality measures at a global level.

#### Pillars of the 3rd El Corte Inglés Equality Plan

**[DP 38 a] [MDR-A / DP 68 a] [MDR-A / DP 68 b] [MDR-A / 68 c]** The main lines of initiative of the plan are:

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Guarantee equal treatment and opportunities between women and men, ensuring non-discriminatory processes in recruitment, hiring, promotion, training and remuneration.

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Endeavour to achieve a balanced gender distribution across all positions, especially those where women or men are under-represented.

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Promote women's access to positions of responsibility in a bid to reduce possible inequalities or imbalances.

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Foster training that favours career development based on the principle of equality, regardless of gender.

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Encourage and promote a healthy work-life balance, fostering shared parental responsibility and ensuring non-discrimination of those who choose to exercise their work-life balance rights.

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Oversee wage transparency and enforcing the principle of equal pay for equal work.

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Ensure a workplace environment that is free from any kind of sexual and/or gender harassment, targeting prevention as the best way to address any incidents that may arise.

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Reinforce the Company's commitment to women victims of gender-based violence.

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Various measures included in the Equality Plan have been successfully implemented as part of the Group's commitment to equal opportunities. These include the training on equality delivered during the year to the entire workforce, with the aim of raising awareness and fostering an inclusive corporate culture. Further progress along these lines has also been made by implementing a new performance review methodology known as *Desarrolla*, allowing for the identification and differential management of talent, thus helping the Group target the development of female profiles with leadership potential. This action allows us to build development pathways that actively promote the professional growth of women within the Organisation.

We also have a Corporate Equality Group made up of representatives from all our companies. It is tasked with coordinating awareness-raising campaigns, training and other initiatives in the realm of equality, diversity and inclusion. Its duties include:

- Drawing up regular reports on key diversity and equality indicators.
- Organising courses and training events, such as 'Advancing Equality' and 'Diversity and Inclusive Leadership'.
- Designing campaigns on relevant dates, such as International Women's Day, LGBTI Pride Week and European Diversity Month.
- Promoting inclusive recruitment processes and gender-neutral internal communication.

#### **Promoting more women to positions of responsibility**

**[DP 38 c] [MDR-A / 68 a] [MDR-A / 68 b] [MDR-T / 80 a] [MDR-T / 80 b] [MDR-T / 80 c] [MDR-T / 80 e] [MDR-T / 80 f] [MDR-T / 80 h]**

El Corte Inglés Group fosters female talent and endeavours to bring more women into positions of responsibility, thus helping to reduce possible inequalities and imbalances. We also carry out regular training actions to develop professional skills and competences equally across the workforce, irrespective of gender. At year-end, 34.4% of senior management positions were held by women (2023: 33%).

To help reduce part-time work among female workers, preference is given to part-time female workers, before resorting to external recruitment, when filling full-term vacancies or those involving longer working hours, thus allowing our part-time workers to step into these roles.

In line with the progress achieved and reflecting our firm commitment to continue promoting an equitable and inclusive working environment, El Corte Inglés has defined a series of goals that will set the course for the coming years and that are included in the 2022–2026 Equality Plan. These goals aim to consolidate the role of women within the organisational structure, promote their professional development, and eradicate possible gender imbalances at all hierarchical levels.

Goals	Result in 2024
<b>Achieve a 10% increase in the presence of women in coordinating and managerial positions</b> , prioritising their promotion in those areas with less female representation.	A total of 3,710 women promoted (2023: 3,285), marking an increase of 0.7%.
<b>Ensure that women account for at least 50% of new recruits to management and middle management positions</b> throughout the life of the Equality Plan.	Women account for 39.4% of hires at these levels.
<b>Ensure that at least 60% of newly created positions of responsibility (managers and coordinators) are held by women</b> , thus promoting greater representation of women in positions of responsibility.	49.5% of the new managers and coordinators were women.

The period for achieving these goals coincides with period covered by the Equality Plan, i.e., from 2022 to 2026.

### Anti-harassment

**[DP 38 a] [DP 39] [MDR-A / DP 68 a]** El Corte Inglés Group maintains a zero tolerance stance towards any form of harassment, as part of its broader commitment to equality and respect in the workplace. To deliver on this commitment, the Company has worked alongside employees' legal representatives and developed a **Procedure for addressing and preventing instances of sexual and/or gender-based harassment**, which includes both preventive measures and mechanisms for action should any such situation materialise.

**[DP 38 b] [MDR-A / DP 68 d] [DP 38 d] [DP 103 d] [DP 32 d]** The key features of this procedure include the Harassment Investigation Committee (HIC), tasked with analysing, evaluating and effectively resolving all complaints related to situations of harassment that may arise within the Organisation. This procedure is available through the NEXO Intranet, within easy reach of all Group employees. It also ensures the anonymity of whistleblowers<sup>44</sup> and expressly prohibits any form of retaliation, allowing employees to submit their complaints without fear of reprisal.

**[S1-17] [MDR-A / DP 68 e] [DP 103 a] [DP 33]** A total of 72 complaints of harassment were recorded in 2024 (2023: 38<sup>45</sup>). Of these:

- 48 of these were handled through the HIC and 24 through the Whistleblowing Channel.

Of the total complaints received during the period:

- 32 were rejected as inadmissible.
- 40 were admitted for handling, of which 26 have already been resolved and 14 are currently being processed.

As for the outcome of the complaints resolved, 5 were upheld and 21 were dismissed.

<sup>44</sup> In the context of this report, the term "whistleblower" refers to persons who act as reporting persons.

<sup>45</sup> The figure for 2023 is not comparable with that for 2024 due to a change in management processes. In 2023, the figure relates only to reports recorded through the HIC, while in 2024 it also includes those received through the Whistleblowing Channel.

**[DP 38 c] [MDR-A / DP 68 a]** Within this framework, the Group plans to deliver specific training on harassment for the entire workforce, with the primary aim of enabling employees to reliably identify any kind of conduct that could constitute harassment.

### Persons with disabilities (S1-12)

**[DP 40 b] [MDR-A / 68 a] [MDR-A / 68 b] [DP 40 b]** The Group fosters the social and labour inclusion of people with disabilities, ensuring their integration on an equal footing within the Organisation.

During the period, Fundación Bequal renewed the Bequal Plus Seal awarded to El Corte Inglés and the companies belonging to the Travel Group (Tourmundial, Club de Vacaciones and Viajes El Corte Inglés), as a further illustration of the Group's firm commitment to including people with disabilities.

**[DP 79] [MDR-A / 68 e]** The renewal of this certificate required an audit by Fundación Bequal, which assessed the Group's compliance with the 2% reserve quota for employing people with disabilities. In this context, people with disabilities already account for 2.02%<sup>46</sup> of the Group's workforce (1,629 people in 2024, compared with 1,649 in 2023), a figure that is further complemented by a series of alternative measures (people hired through the Special Employment Centres), effectively bringing the total tally to **2.6%**. This result showcases the Group's firm commitment to integration and inclusion in the workplace, in compliance with the requirements of the General Law on the Rights of Persons with Disabilities and their Social Inclusion. We also happen to form part of the Advisory Board of the ONCE Foundation's *Por Talento Digital* project, which seeks to promote training in digital skills for people with disabilities.

### Career development and talent attraction (S1-13)

El Corte Inglés is committed to career development and talent attraction as fundamental pillars in adapting to the demands of a constantly evolving labour market. These principles are enshrined in its **Corporate Human Resources Policy** (see section [1.5 Sustainability policies](#) of chapter 1. *General disclosures*), which sets out the Group's pledge to attract, develop and retain the talent needed to achieve its business objectives and meet the expectations of its stakeholders.

#### Training and skills development

**[MDR-A / 68 a] [DP 38 c] [DP 40 a] [S1-13 / DP 83 b]** El Corte Inglés invests heavily (€16,607,921 in 2024, €16,945,687 in 2023) in the training of its employees, regardless of their employee category and contract type, with a diverse training catalogue tailored to the needs of each group, promoting lifelong learning and providing opportunities for internal mobility within the Organisation. A total of 1,583,060 hours of training were delivered in 2024.

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<sup>46</sup> The percentage of people with some form of disability on the workforce relates to the 2024 calendar year.

Key training indicators						
	FY 2024			FY 2023		
	Men	Women	Total	Men	Women	Total
Total training hours delivered <sup>47</sup>	649,296	933,764	<b>1,583,060</b>	655,149	1,027,104	<b>1,682,253</b>
Average number of training hours per employee	20.41	18.82	<b>18.80</b>	20.80	20.00	<b>20.30</b>

Average training hours <sup>48</sup> by employee category and gender and total hours of training by employee group									
	FY 2024			FY 2023			FY 2022		
	Men	Women	Total hours	Men	Women	Total hours	Men	Women	Total hours
Managers	35.58	36.59	255,341	30.33	26.80	212,019	27.58	26.70	193,141
Coordinators	17.47	15.24	44,768	19.36	21.08	55,877	14.57	17.85	46,631
Skilled professionals	21.34	29.46	177,687	21.32	20.32	131,567	20.43	18.02	97,497
Professionals	16.55	15.52	784,732	17.31	18.05	914,027	12.52	12.36	647,820
Base staff	23.89	20.21	320,532	23.28	25.70	368,764	11.40	16.85	387,130
<b>TOTAL HOURS</b>	<b>1,583,060</b>			<b>1,682,254</b>			<b>1,372,219</b>		

**[DP 38 c] MDR-A / DP68 a] [DP 40 a]** To ensure that the entire workforce receives training, a blended learning model is used, combining virtual and face-to-face methods.

- Through **Virtual Classrooms**, courses are held in person and broadcast simultaneously to employees who connect live from different locations.
- Moreover, the **Aula@ECI platform** expands learning opportunities through online courses, giving employees greater autonomy in accessing training suited to their needs and availability. During the year, **150 new online courses were designed** for this platform, focusing predominantly on new products, administrative sales processes and management and sales skills, among other subjects.
- In tandem, the Group continues to promote innovation in learning through the **Immersive Classroom**, an interactive training environment designed to replicate the dynamics of face-to-face training in a digital environment, helping to get users genuinely engaged and optimising their knowledge retention.

**[DP 40 b] [DP 43] [MDR-A / DP68 b]** The training programme is tailored to the different professional profiles that exist within the Organisation, offering specific pathways for groups such as sales personnel, management and other strategic roles. It also includes

<sup>47</sup> Of the total training hours delivered in 2024, 64,030 training hours were provided to people who were not employees at the time of training.

<sup>48</sup> The average number of training hours by gender is calculated on the basis of the total number of staff trained during the year, including both own workforce and staff not employed at the time of the training.

cross-cutting courses focusing on key areas such as sustainability and business, as well as other training, all as detailed in the relevant sections of this chapter.

<b>SALES TRAINING</b>	<p><b>Training in key IT tools</b> to streamline processes and improve in-store customer service.</p> <p><b>Transformation processes</b> and the incorporation of new technologies and tools in the Company's management systems.</p> <p>Honing <b>commercial/sales skills</b>.</p> <p><b>Product-related expertise:</b> constant refresher training on new products and features, so that our staff can provide expert and personalised advice.</p> <p><b>Training in omnichannel environment:</b> training department store teams in how to use new tools.</p> <p><b>Specific training for supermarkets and hypermarkets:</b> blended training format (face-to-face and virtual). Focus on customer service and commercial strategies to improve the shopping experience.</p>
<b>FOOD AND HOSPITALITY TRAINING</b>	<p><b>Food and hospitality academies:</b> key tools in prepping our professionals for what lies ahead.</p> <p><b>New tools:</b> implementation of a system for the management and control of expiry dates, together with task digitalisation and automation for fast-moving consumer goods, the Gourmet Club and catering and hospitality.</p> <p><b>Community engagement:</b> training plan alongside Fundación Raíces to integrate unaccompanied minors at our food and hospitality departments.</p>
<b>MANAGEMENT TRAINING</b>	<p><b>Executive training:</b> development training targeting management and leadership skills to foster in-house promotion processes.</p> <p><b>Advanced Programme in Retail Operations Management:</b> organised alongside ESIC Business School.</p> <p>IESE's <i>Desafío 2030 Executive Development Programme</i>.</p>
<b>SUSTAINABILITY TRAINING</b>	<p><b>Course titled "The Faces of Sustainability":</b> launched through Aula ECI, it offers a cross-cutting vision of the ESG pillars underpinning the Group.</p> <p><b>MSC and ASC certificates:</b> specific training for fish counter teams on seafood sustainability seals according to origin.</p> <p><b>Environmental awareness at Viajes El Corte Inglés:</b> development of training content addressing the impact of tourism and sustainability in the travel sector.</p>

**[DP 38 d] [MDR-A / 68 e]** Following is a summary of the main training activities carried out during the year:

<b>Main training activities</b>		
<b>Subject</b>	<b>No. of hours</b>	<b>Learners</b>
Ethics and compliance	39,645	101,839
Corruption and bribery	17,334	40,090
Diversity and equality	15,587	45,357
Sustainability and CSR	18,457	31,085
Occupational health and safety	145,117	106,047
Anti-money laundering	1,169	1,016
<b>TOTAL TRAINING</b>	<b>237,309</b>	<b>325,434</b>

Centro de Estudios Universitarios Ramón Areces, as a centre associated with Universidad Nacional de Educación a Distancia (UNED), offers Group employees with permanent

contracts (whether full- or part-time) the opportunity to complete their academic training through the various subjects it teaches, by reimbursing their enrolment or tuition fees.

In 2024, a total of 757 employees had access to university education. Employees can pursue the following studies, among others:

- Degree in Law (105 employees).
- Degree in Business Administration and Management (149 employees).
- Degree in Psychology (283 employees).
- Master's in Cybersecurity at the University of Alcalá de Henares (28 employees).
- Master's in Data Analytics in Digital Marketing (42 employees).
- Master's in Artificial Intelligence at the University of Alcalá de Henares (29 employees).
- Master's in Data Science at the University of Alcalá de Henares (22 employees).

### Developing internal talent

El Corte Inglés views the professional development of its team as a top priority, in the firm belief that internal talent is one of its core values. It therefore promotes initiatives that encourage growth within the Organisation and internal mobility, seeking to align its employees' goals with those of the Company and allowing them to perform even better together.

**[MDR-A / 68 a-b] [DP 38 c] [DP 40 a]** To unlock these opportunities, the Group relies on various tools, including *Desarrolla* and **talent maps**, enabling it to identify and focus on employees' key skills, thus helping to ensure the efficient management of their skills and potential. Following this methodology, the Company can do a better job at aligning talent with its strategic needs, thereby optimising productivity and professional development. **Succession plans** are there to guarantee continuity in key roles within the Group, ensuring that the core values and corporate culture persist over time.

Employees are also able to take on new challenges and grow within the Group thanks to the Group's firm commitment to internal mobility, as well as the existence of **curated career development pathways**, which point out the main routes for further growth within the Organisation. Lastly, the main **elements of leadership** that team managers should share have been identified, with the aim of standardising and enhancing the capabilities of leaders by giving them tools and training they need to manage and develop their teams in the best way possible. Thus, the Company fosters effective leadership for the achievement of its strategic objectives.

**[DP 38 c]** These tools are further complemented by initiatives such as:

- **Key projects**, such as the creation of the *Tú Cuentas (You Count)* programme, through which high-potential young people can voice their ideas and proposals for improvement.
- **Promotions**, to recognise employees' outstanding performance and make them more engaged.

<b>Staff promotion in 2024</b>			
<b>Employee category</b>	<b>Men</b>	<b>Women</b>	<b>TOTAL</b>
Base staff to Professional	403	694	<b>1,097</b>
Base staff to Skilled professional	1	3	<b>4</b>
Base staff to Coordinator	2	3	<b>5</b>
Base staff to Managers	1	-	<b>1</b>
Professional to Coordinator	99	84	<b>183</b>
Professional to Skilled professional	21	46	<b>67</b>
Professional to Manager	36	43	<b>79</b>
Skilled professional to Manager	16	24	<b>40</b>
Coordinator to Manager	42	38	<b>80</b>
<b>TOTAL</b>	<b>621</b>	<b>935</b>	<b>1,556</b>

**[MDR-A / 68 b]** *Desarrolla*, the Group's new performance review tool, has revolutionised the traditional appraisal process. It is simpler, easier to use, and ensures a more standardised experience across all Group companies. The review focuses on the professional development and potential of each of the persons assessed, thus allowing the Company to better align people's talent with its strategic needs, in turn optimising productivity and professional development.

The deployment of *Desarrolla* across the Group has been a gradual affair, with a total of 17,360 employees from certain segments undergoing their performance reviews in 2024. This will be expanded to cover all other employees in the near future.

**[DP 83 a] [DP 38 d]** At El Corte Inglés and ECIGA, the review was carried out on managers in all areas and employees in support positions, both at the department stores and corporate services, 49.9% of whom were men and 50.1% women. At the Travel Group, 48.7% male and 51.3% female managers subject to a variable remuneration system were assessed. In total, 21.5% of the Group's workforce was assessed in 2024 (10.7% men and 10.8% women).

### **Attracting external talent**

**[DP 38 c] [MDR-A / DP68 a]** El Corte Inglés Group has been actively working to enhance its employer brand in response to the dynamics of the labour market and the key challenge of attracting and retaining talent. These efforts have focused primarily on projecting an image of a company that offers professional development opportunities, lifelong learning and strategic projects that employees can undertake within the Organisation.

Key initiatives here include:

- The **selection process** is supported by various sources, including business schools, vocational training centres, universities, foundations, associations, public job boards, professional portals, LinkedIn and the Corporate Job Portal.
- **Participation in national employment events and academic internship programmes** has also been a priority as we work to amplify our presence in these key environments. The Group has played prominent roles as a sponsor, speaker and lecturer at various academic institutions, including business schools and universities, to promote employment and internship opportunities within the Organisation.

At El Corte Inglés Group, we are firmly committed to the employability of young talent. Through our internship programmes for vocational training, university internships, and the onboarding of recent graduates, we offer a fantastic opportunity to enter the labour market, while at the same time enabling the generational handover that the Company needs. This harmonious coexistence between generations is conducive to technological adaptation and new ways of working, thus ensuring the continuity of knowledge and sustainability in the long run. In doing so, we effectively enhance our employer brand and succeed in attracting future leaders to the organisation.

**[MDR-A / DP68 a]** In this context, the **Group's Employment Portal** is now the main channel for attracting talent and promoting the employer brand, with more than 266,000 new applications registered in 2024 alone.

The recruitment strategy is divided into two main areas: the recruitment of **professionals for our department stores**, who provide direct service to customers, and the incorporation of **experts at corporate services**, who are tasked with supporting the Group's business and companies.

**[MDR-M] [S1-6 / DR 50]** These initiatives led to the incorporation of 4,752 new employees into the Group during the year, reaching a rate of new hires of 5.9% (6% in 2023).

## Safe and healthy working environment

### Occupational health and safety (S1-14)

The wellbeing and safety of our employees go to the heart of our commitment to offering outstanding employment. To generate a positive impact for the workforce, we champion a safe and healthy work environment, based on a culture of prevention and employee engagement.

**[S1-4/ DR43]** To succeed in this task, our Group has a **Joint OHS Service** whose mission it is to protect the health of our employees across all dimensions: physical, psychological and social. This service is staffed by prevention officers and health professionals who are assigned to the various Health Services that the Company runs at different work centres.

The OHS Service also advises and coordinates the actions of different **organisational units**, which play a key role in managing occupational health and safety:

PREVENTION AND SECURITY UNIT	MAINTENANCE UNIT	TRAINING UNIT	INDIRECT PROCUREMENT UNIT
Responsible for managing emergency measures, with specialist OHS staff.	Oversees the Company's equipment and facilities maintenance, with staff trained in OHS.	Designs and implements OHS training actions, applying technical and educational criteria defined by the OHS Service.	Ensures that all work teams, personal protection equipment, tools and chemical products acquired comply with safety standards and prevailing legislation.

Employees have the **My Health Service** feature available in both NEXO and the app. This tool gives all workers easy access to the available health services, thus helping to improve communication and manage medical appointments.

**[S1-4/ DR38 c]** We have also bolstered our prevention strategy with key initiatives to control and minimise occupational risks. These include **assessments of psychosocial risks** in the workplace, carried out using our own methodologies, with adapted, scientifically validated questionnaires and the involvement of the workers' representatives. We have also implemented **contingency plans** to mitigate the impact on employees of extreme summer temperatures in certain regions, protecting them when they are exposed to adverse weather conditions outdoors or in spaces where air conditioning is not possible.

**[MDR-A / 68 b]** Each Group company manages occupational health and safety independently, defining specific action plans suited to its own needs. However, they must all broadly follow the following common guidelines established at corporate level:

- Integrating occupational health and safety into all levels of the Organisation.
- Fostering continuous improvement.
- Promoting employee wellness.
- Developing risk control systems.
- Promoting training.
- Reducing the accident rate.

**Collective bargaining agreements**

As part of its health and safety culture, El Corte Inglés Group has various agreements regulating this key concern, thus ensuring compliance with prevailing law and regulations across all Group companies.

**[S1-4/ DR38 d]** To ensure that they are applied and complied with, the Group relies on various Health and Safety Committees, as bodies representing the workers in which trade unions, members of the Works Council and Company representatives all take part. These committees meet quarterly and play a key role in monitoring and reviewing preventive action.

**Occupational Health and Safety System**

All Group companies in Spain have occupational health and safety management systems in place, covering the entire workforce. The Occupational Health and Safety (OHS) System is up and running at all El Corte Inglés centres and is certified every four years by an

external, independent body. Moreover, all employees are covered by the Group's own OHS Service.

Elsewhere, in the centres located in Portugal, all workers are covered by a prevention system and work is under way to develop a system equivalent to the current Joint OHS Service implemented in Spain.

**[S1-4/ DR40 a-b / AR 33 b / AR 40 b]** In 2024, follow-up audits were carried out on the occupational health and safety management system under the ISO 45001 standard of El Corte Inglés (ECI Empresas and El Corte Inglés Real Estate). In both cases, the degree of implementation of the OHS management system is considered adequate, in relation to in-scope activities and with respect to the requirements of ISO 45001:2018, and there are currently no major Non-conformities open.

By implementing various management systems, the Group coordinates the actions carried out by its prevention teams to ensure the health and safety of all employees. These actions include regular OHS risk assessments, investigating potential incidents, and drawing up specific prevention plans to address the improvements identified in these assessments.

**[S1-4/ AR 41]** Thus, all the Group's workplaces have been assessed in accordance with Article 16 of Spanish Law 31/95, on the occupational health and safety. Employees can also report any hazards they detect while performing their work, enabling the prevention teams to assess the situation and take action accordingly.

The procedures for identifying and managing occupational risks are clearly set out in the Occupational Health and Safety System (OHS), covering aspects such as:

- Risk assessment and preventive planning.
- Treatment of particularly sensitive workers.
- Management of occupational accidents.
- Health surveillance.
- Management of personal protective equipment.

**[S1-14 88 a] [S1-14 88 b] [S1-14 88 c] [S1-14 88 d]** Various **safety indicators** are also monitored and analysed over the course of the year to gauge the effectiveness of the measures in place at our establishments and to define action plans for the continuous improvement of our Occupational Health and Safety Management Systems. In Spain and Portugal, all the Group's employees are covered by a health and safety management system. Mirroring this commitment, no deaths<sup>49</sup> of our own employees due to work-related injuries or illnesses were recorded during the year. There were also no deaths of value chain workers who work on the Group's premises.<sup>50</sup>

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<sup>49</sup> The figure for deaths relates to the calendar year 2024.

<sup>50</sup> There were two deaths in 2023, both caused by traffic accidents while commuting.

As for the impact of work-related incidents, there were a total of 30,584 lost days<sup>51</sup> in 2024 due to work-related injuries and health problems (2023: 26,897).

Meanwhile, absenteeism <sup>52</sup>due to non-work-related illness and non-occupational accidents in 2024 amounted to 8,540,151 hours (2023: 7,588,693). A further 505,688 hours of absenteeism due to occupational accidents were logged in 2024 (2023: 281,367). The absenteeism rate at Group level currently stands at 6.5% (5.1% among men and 7.6% among women).

#### Accident rates<sup>53</sup>

Number of reportable accidents <sup>54</sup>	FY 2024	FY 2023
Men	2	1
Women	0	0
<b>TOTAL</b>	<b>2</b>	<b>1</b>
Frequency rate <sup>55</sup>	FY 2024	FY 2023
Men	0.02	0.01
Women	0	0
<b>TOTAL</b>	<b>0.02</b>	<b>0.01</b>
Severity rate <sup>56</sup>	FY 2024	FY 2023
Men	0.14	0.11
Women	0	0
<b>TOTAL</b>	<b>0.14</b>	<b>0.11</b>

<sup>51</sup> Figures for Spain and Portugal.

<sup>52</sup> Absence hours are counted per calendar year. This figure relates to the Group's companies in Spain and Portugal, with the exception of KIO, Asón and International.

<sup>53</sup> The data shown in the tables extend to all Group companies, except KIO, in Spain. In the case of Portugal, one accident involving a woman was logged at ECIGA, with a frequency rate of 0.21 and a severity rate of 1.88. There were no accidents among men (2023: no accidents).

<sup>54</sup> Reportable accidents are considered to be injuries leading to the death of the worker at the workplace and as a result workplace conditions, excluding accidents while commuting and serious injuries occurring at work and/or related to it. These injuries must be promptly reported to the country's labour authority (e.g. hospitalisation, amputations, loss of consciousness, burns covering more than 10% of the body or accidents involving more than two workers).

<sup>55</sup> The frequency rate is calculated on the basis of the number of reportable accidents affecting the company's own workers per million hours worked.

<sup>56</sup> The severity rate is calculated on the basis of the number of days lost due to reportable accidents affecting the company's own workers per one hundred thousand hours worked.

### Diseases, injuries, and other work-related health events<sup>57</sup>

	Occupational diseases		Other health events		Total		
	FY 2024	FY 2023	FY 2024	FY 2023	FY 2024	FY 2023	FY 2023
Men	12	7	379		348	391	355
Women	13	14	402		417	415	431
<b>TOTAL</b>	<b>25</b>	<b>21</b>	<b>781</b>		<b>765</b>	<b>806</b>	<b>786</b>

#### Training in health and safety

All courses related to prevention and food safety and hygiene have been included in this topic, for a total of 106,047 learners.

Aside from compulsory training aimed at the entire workforce to entrench a culture of risk prevention and raise awareness of the measures in place in the work environment, various other training initiatives were undertaken in 2024, including:

- **Training in first aid and resuscitation**, through both online and face-to-face courses, with excellent levels of uptake among the workforce.
- **Targeted training for each segment**, including courses on remote work, office management and supervision, and emergency plans, which provide specific tools for dealing with particular risks.

Meanwhile, new projects such as *En el punto de mira* and *Con M de Mujer* were promoted, addressing various health-related topics both inside and outside the working environment, such as the importance of mental health, health checks, and risks related to women's health.

#### Employee wellbeing

**[MDR-A / DP 68 a] [DP 40 b]** Employee wellbeing is a priority concern for our Organisation. Aside from numerous health-related initiatives, we promote other programmes to foster engagement, a sense of belonging and a healthy, inclusive and balanced working environment.

**[MDR-A / DP 68 a] [DP 38 c] [DP 40 b]** The Group is also working to finalise the design of its **Corporate Volunteering Plan**, within the broader framework of the Sustainability Master Plan 2025–2030. This plan envisions the setting up of a Corporate Volunteering Committee, the development of the project's image and creativity, and the drafting of the internal communication plan, laying the foundations for greater employee engagement with the community and doubling down on the Group's commitment to the wellbeing of people and the environment.

**[MDR-A / DP 68 a] [DP 38 c] [DP 40 b]** Another initiative targeting employee wellbeing is the *Con M de Mujer* campaign, to promote women's overall health alongside a pharmaceutical company specialising in health. The main aim of this campaign is to promote women's health from a holistic standpoint, focusing on the importance of

<sup>57</sup> The data shown in the tables extend to all Group companies. Here, the figures include illnesses, diseases, injuries and other work-related health events (including occupational diseases recognised by the ILO and work-related musculoskeletal disorders).

equality, diversity and quality of life for the Company's female employees. It tackles issues such as menopause, depression, migraine and cardiovascular diseases.

### Own workforce engagement

**[S1-2 / DR27] [S1-2 / DR27 a]** The Group involves its own workers in its decision-making, encouraging ongoing dialogue and close communication through a range of mechanisms.

#### Processes for engaging with own workers (S1-2) (S1-17)

The Group works directly with **workers' legal representatives** through regular meetings of various committees, as well as each workplace's works council and health and safety committee, in accordance with the Group's internal rules and regulations and the Workers' Statute. Held every three months, these meetings are designed to strengthen communication with and involvement of workers, enabling them to make their opinions, concerns and levels of satisfaction known.

**[S1-2 / DR27 b] [S1-2 / DR27 c]** The Group also carries out a range of initiatives to encourage communication with workers and gain insight into their perspectives. The People and Talent Management Department continuously monitors these initiatives with the support of the Human Resources Committee, ensuring cooperation and reporting on the follow-up of interactions and their outcomes.

#### Wellbeing and work climate surveys

**[DP 38 d]** El Corte Inglés conducts the Annual Employee Wellbeing Questionnaire, designed to assess employees' level of engagement and feeling of belonging. In 2024, this questionnaire was given to Central Services with the assistance of a consultancy firm to gather opinions on key human resources topics, e.g., work-life balance, working conditions, fair remuneration, career advancement, and wellbeing at work. A diagnostic report is drawn up based on the findings to implement concrete plans for building trust and strengthening the work environment.

**[MDR-A / DP 68 a] [DP 38 c] [DP 40 b] [DP 38 d]** Also, for the second straight year, the **Annual Wellbeing Questionnaire**, comprising two differentiated surveys, was carried out in Portugal. The aim is to assess employees' health and wellbeing, while also serving as a mechanism for raising awareness so as to prevent risks, promote health and mitigate negative or stressful situations. The questionnaire also helps to reduce risk and other destabilising factors at work, such as conflicts, complaints, turnover and absenteeism.

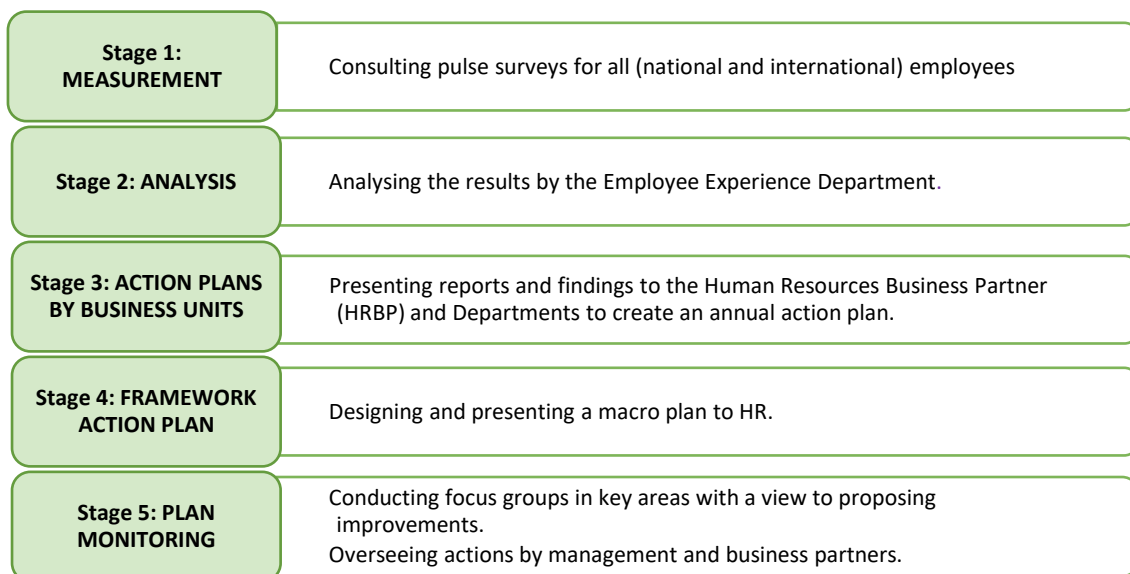
**PULSE surveys** on the work climate and engagement are given to all Travel Group employees in each business unit. Focus groups are also conducted for employees at all levels in areas of special interest aimed at designing proposals for improvement. The surveys are conducted on a half-yearly basis and comprise five stages:

**Channels for own workforce to raise concerns (S1-3)**

**[S1-3 / DR32]** El Corte Inglés believes listening to the opinions and experiences of its employees is crucial for ensuring that its business strategies and employees’ expectations are aligned. This approach fosters employee commitment and loyalty with the Organisation, promoting a working environment in which cooperation and trust are central.

We have a range of tools designed to ensure a two-way flow of information, strengthen connection among different levels and areas of the Organisation, and promote active participation by employees.

- **NEXO corporate portal:** a key tool for internal communication and day-to-day management with both a web version and a mobile app. To keep our teams informed, NEXO updates its content daily, presenting information in a way that is both clear and dynamic. This channel enables users to see at a glance updates on the business, trends, internal rules and regulations, and employee testimonials.
- **Talk to ECI:** a dedicated channel for receiving opinions, suggestions, and feedback that contribute to continuous improvement, with the purpose of fostering close and direct communication with the workforce.
- **Connected:** an in-house podcast offering relevant content for employees.
- **In Connection:** a channel that combines announcements and an internal chat to facilitate quick and efficient communication.
- **In-house social media platform:** a platform with over 60,000 active users that promotes the interaction and sharing of ideas among employees.



- **Internal campaigns:** initiatives to disseminate key messages on specific date, e.g., Diversity Month, International Women’s Day or International Day for the Elimination of Violence against Women.
- **NEXO EVENTS:** a space for staging sports, cultural, and social activities for employees and their families.
- **VECI News:** a channel implemented by the Travel Group that provides key information on the industry and working environment. It includes **VECI News TV**, an audiovisual platform designed to reinforce internal communication and share updates in a dynamic and interactive way.

**Whistleblowing and reporting mechanisms**

The Group has two essential internal communication channels for ensuring the wellbeing of its employees: the **Whistleblowing Channel** and the Harassment Investigation Committee.

They play a crucial role in identifying and mitigating negative impacts on workers, helping to shore up a safe, inclusive work environment aligned with El Corte Inglés Group’s core values.

<b>WHISTLEBLOWING CHANNEL</b>	<b>The Harassment Investigation Committee</b>
<p>Through the Whistleblowing Channel, employees and other stakeholders can report conduct that may be in breach of the established rules and principles. This mechanism is accompanied by safeguards that guarantee confidentiality and prevent retaliation, ensuring an environment in which workers can express themselves freely.</p> <p><b>[S1-3 / DR33]</b> For further information of this channel, refer to section <u>Whistleblowing Channel</u> of chapter 4.1 <i>Business conduct</i>.</p>	<p>The Harassment Investigation Committee is responsible for verifying and assessing all reports of harassment in the workplace filed by employees. A formal procedure is in place for receiving reports, whereby employees may request intervention in cases of harassment in the workplace. This specific mechanism provides a structured framework for addressing these situations transparently and effectively.</p> <p>For further information on the Harassment Investigation Committee and its duties, refer to section <u>Anti-harassment</u> of chapter 3.1 <i>Own workers</i>.</p>

**[S1-17 / DR 103 a, b, c] [S1-17 / DR 104 a, b, c]** Notably, no work-related incidents of discrimination or serious human rights violations were reported. There were also no cases of non-respect of the **Principles of the UN Global Compact** or **OECD Guidelines for Multinational Enterprises** in own operations. Accordingly, no sanctions or fines were imposed and it was not necessary to activate any remediation processes, since no abuses occurred warranting them.

## 3.2 Workers in the value chain (ESRS S2)

**[SBM-3 / DR 11 a] [SBM-3 / DR 10 b] [SBM-3 / DR 11 d]** El Corte Inglés Group upholds principles of respect for and protection of human rights as a core element of its corporate culture. This commitment is reflected in its rigorous selection of suppliers and business partners, requiring them to adhere to ethical and responsible practices in all their operations.

The double materiality assessment identifies the actual and potential impacts on human rights and on value chain workers' labour conditions<sup>58</sup>, especially in our upstream value chain. This section describes actions to **prevent or mitigate the possible negative impacts and risks**, as well as **advance the positive impacts** that may be derived from our operations, as set out in the following table.

<b>PI</b>	Promotion of good labour practices and respect for human rights among our suppliers (focus on enhanced due diligence).
<b>R</b>	Reputational damage due to potential existence of bad labour practices and/or human rights abuses by the Group's supply chain workers.

**[MDR-P / DR 65 a]** Accordingly, upholding human rights is a priority for El Corte Inglés Group, which actively works to guarantee that workers in its value chain operate in dignified and safe conditions. This commitment is enshrined in its **Master Plan 2025-2030**, as well as the **Procurement Policy** and the **Corporate Sustainability Policy**. These documents set out a strategic framework for aligning all the Group's operations with the principles of due diligence described throughout this chapter (refer to section [1.5 Sustainability policies](#) of chapter 1. *General disclosures*).

**[S2-1 / DR 18]** The Group also has a **Code of Conduct for Suppliers**<sup>59</sup>, which outlines clear ethical standards, as well as the **Framework Agreement of Union Participation in the Value Chain**, which acts as a formal avenue of worker representation in global supply chains. In line with these principles, all unaccepted practices are strictly forbidden, including child or forced labour, unsafe working conditions, and any action in breach of the Group's Code of Ethics.

**[SBM-3 / DR 11 a]** The Group's value chain has both own workers, who perform essential activities to advance the business (e.g., procurement, management of merchandise, administration, sales), and employees of suppliers (in the upstream and downstream value chains), as explained in the section [Value chain](#) of chapter 1. *General disclosures*.

<sup>58</sup> For further information, on El Corte Inglés Group's value chain and its phases, refer to section [Value chain](#) of chapter 1. *General disclosures*.

<sup>59</sup> The El Corte Inglés Code of Conduct for Private-Label Product Suppliers is the amfori BSCI Code of Conduct. It is a commitment document which helps amfori members and their business partners to exercise human rights and environmental protection due diligence in their global supply chains in accordance with internationally recognised principles.

El Corte Inglés Group must ensure that its entire value chain complies with labour laws. This means all its local and international suppliers, which must uphold the same standards of compliance and respect for human rights.

Considering the different phases of the value chain, the following types of workers are identified who may be affected by the material IROs:

- **Workers working for entities** in our **upstream** value chain (e.g., those involved in product manufacturing and production, the production of materials used in goods sold by El Corte Inglés Group, transportation and storage of merchandise, and the provision of ancillary services at work centres).
- **Workers working for entities** in our **downstream** value chain (e.g., those involved in the activities of logistics, distribution and after-sales services).

**[S2-2 / DR 23]** The Group is aware that human rights impacts may materialise anywhere among its value chain workers, without necessarily being linked to any specific group. Accordingly, the measures implemented are designed to comprehensively and effectively address these impacts, ensuring that all potential violations are managed appropriately, with representation of people from all groups.

### Our suppliers

In 2024, El Corte Inglés Group worked with a total of 46,981 suppliers, located mostly in Spain and Portugal. This figure refers to the number of active suppliers, i.e., those with which the Company carried out transactions during the year. Total purchase volume was €12.79 billion.

The following tables show the distribution of the number of suppliers and purchase volume by business line and main geographical region.

#### - Number of El Corte Inglés Group suppliers

Business lines	Spain	Other EU countries	Third countries	FY 2024	FY 2023	FY 2022
Retail businesses	15,249	3,692	2,344	21,285	21,999	22,398
Viajes El Corte Inglés Group	11,034	2,850	10,240	24,124	24,689	25,588
SICOR Group	696	19	9	724	699	730
Other businesses	736	19	93	848	502	385
<b>TOTAL</b>	<b>27,715</b>	<b>6,580</b>	<b>12,686</b>	<b>46,981</b>	47,889	49,101

- **Purchase volume – El Corte Inglés Group (€ million)**

Business lines	Spain	Other EU countries	Third countries	FY 2024	FY 2023	FY 2022
Retail businesses	8,231.13	1,139.88	882.51	<b>10,053.52</b>	11,378.81	9,669.23
Viajes El Corte Inglés Group	1,461.68	367.48	680.51	<b>2,509.67</b>	2,719.07	2,225.56
SICOR Group	21.61	0.11	0.03	<b>21.75</b>	32.01	19.22
Other businesses	195.73	1.41	3.67	<b>200.81</b>	233.22	305.54
<b>TOTAL</b>	<b>9,910.15</b>	<b>1,508.88</b>	<b>1,366.72</b>	<b>12,785.75</b>	<b>14,363.11</b>	<b>12,219.55</b>

We have a diverse supply chain comprising different categories of suppliers, enabling us to service the broad range of products and services we offer. Nevertheless, they share certain features aligned with the Group's principles and commitments.

**1. Optimisation of the supplier portfolio:**

The Group continues to consolidate its supplier base, concentrating purchase volume among a select group of strategic suppliers in its supply chain. This strategy enables the Group to management its business practices more efficiently and monitor them more closely. To illustrate, the total number of suppliers decreased by 1.9% in 2024.

**2. Importance of the retail component and focus on private-label product suppliers:**

The retail sector accounts for the largest part of the Group's purchase volume, representing 79% of the total compared to other business lines. Here, El Corte Inglés differentiates between private-label and external brand suppliers based on origin and brand ownership. Private-label product suppliers, which accounted for 18.3% of retail sales in 2024, undergo further assessments, reinforcing control over their practices and alignment with the Group's standards.

**3. Commitment to local sourcing and nearshoring:**

The Group has a strong focus on suppliers in Spain and Portugal. Combined, these represent 67.3% of the total. This preference for local suppliers (i.e., those with a registered office in the country where the purchase is made) reflects our firm commitment to contributing to the surrounding area's economic and social development.

By numbers, of the 46,981 suppliers in our supply chain, 59% are located in Spain, accounting for 77.5% of total purchase volume. Of El Corte Inglés-Grandes Armazéns department store suppliers, 70.9% are located in Portugal, accounting for 86.2% of local purchase volume.

In its bid to promote products made nationally, the Group developed the "Made in Spain" label as a core pillar of its Sustainable Product Guide.

#### 4. Global supply chain:

In addition to our strong local base, the Group has business dealings with suppliers from other EU countries and the rest of the world. Together, they make up a global supply network spanning 162 countries. This international structures allows it to cater to its diverse range of products.

Currently, 32.7% of suppliers are located outside Spain and Portugal, representing 18.7% of total purchase volume. This illustrates the balance between the commitment to local sourcing and the ability to operate in international markets.

The Group strengthens due diligence at local level through its Madrid head offices, alongside a network of sourcing offices in other countries, as listed below.

Sourcing offices	Main supply markets in retailing		
Braga (Portugal)	Germany	France	Pakistan
New York (US)	Austria	Hong Kong	Portugal
Tangier (Morocco)	Bangladesh	India	United Kingdom
Istanbul (Turkey)	Belgium	Indonesia	Singapore
Hong Kong (China)	Bulgaria	Ireland	Sweden
Shanghai (China)	China	Italy	Switzerland
Dhaka (Bangladesh)	South Korea	Luxembourg	Thailand
Ho Chi Mihn (Vietnam)	Denmark	Morocco	Taiwan
Gurgaon-New Delhi (India)	United States	Mexico	Turkey
	Spain	Netherlands	Vietnam

The sourcing offices play a critical role in local monitoring of suppliers of our private labels and their factories, especially of their continuous improvement as a result of audits. Their role becomes especially important when these processes incorporate time-bound remediation plans. This infrastructure constitutes the most direct channel of active listening to our main stakeholders in the supply chain, suppliers and factories, and is rounded off with our participation in international associations, initiatives and forums with other retailers, trade unions and representatives of civil society.

#### Responsible supply chain management: Focus on due diligence and ESG rating

[\[SBM-3 / DR 10 a\]](#) [\[SBM-3 / DR 11 b\]](#) [\[SBM-3 / DR 11 c\]](#) [\[SBM-3 / DR 12\]](#) [\[MDR-A / DR 68 a, b, c, e\]](#) [\[MDR-A / DR 69\]](#) [\[MDR-M / DR 75 b\]](#) [\[MDR-T / DR 81\]](#) [\[S2-4 / DR 32 c\]](#) [\[S2-4 / DR 32 d\]](#) [\[S2-4 / DR 38\]](#)

The Group's diversified business mix requires responsible supply chain management, governed by a series of mechanisms aimed at promoting the protection of and respect for human rights.

This commitment is reflected in the integrated management approach followed by the Group's retail companies, like El Corte Inglés, Supercor and El Corte Inglés-Grandes Armazéns, through a unified supplier management system.

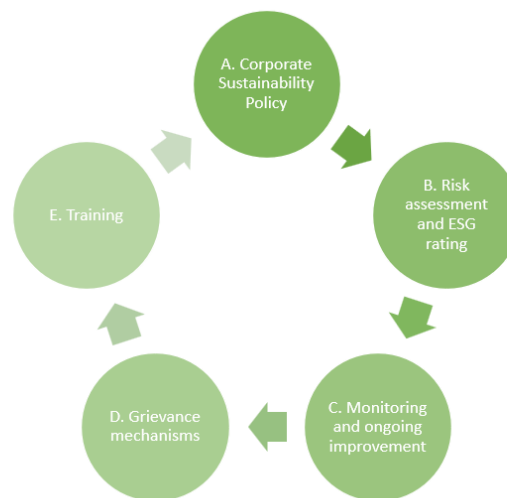
This approach is based on the “**Cycle of Good Practices**”, underpinned by recognised international standards; e.g., the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy of the International Labour Organization (ILO). This framework ensures adherence to internationally recognised ethical principles and regulations, thereby strengthening operations and fostering solid and ethical relationships with suppliers.

In the non-retail businesses, such as Viajes El Corte Inglés and Telecor, suppliers are subject to specific internal mechanisms in place to ensure responsible management aligned with the Group’s guidelines. In this context:

- Viajes El Corte Inglés Group adds extra contractual clauses providing for termination in the event of breaches of principles of sustainability and corporate responsibility.
- Telecor has reinforced its contracts by including a sustainability clause tying its suppliers to El Corte Inglés Group’s enterprise-wide Compliance Commitment Letter, the Code of Ethics and the corporate policies.

Suppliers of these business lines that also form part of the supply chain of the Group’s retail businesses are included in the Cycle of Good Practices, ensuring that they apply procedures aligned with the Group’s unified management system.

### Cycle of good practices at the retail companies



**[SBM-3 / DR 10 b] [SBM-3 / DR 11 d]** As noted previously, the **Corporate Sustainability Policy** and the **Procurement policy** are part of this structured process, which covers everything from defining the Group’s value chain strategy to implementation and control. In this framework, the second link in the process focuses on the identification, assessment and mitigation of risks in relation to suppliers. The objective is to prevent potential negative impacts, as well as reputational, operational and legal risks that may affect the Company and the labour conditions within its production network.

To achieve this, risks are assessed through a comprehensive approach that factors in three key dimensions.



### Reputational risk

Reputational risk is directly linked to responsible marketing of products with transparent origins and production conditions.

To effectively manage this risk, a differentiated due diligence approach is followed based on supplier type, enabling enhanced oversight, particularly for private-label product suppliers.

A distinction is made between:

- **External brand suppliers.** Simplified due diligence: suppliers of products or services under their own brand. In 2024, these accounted for 81.7% of retail sales (2023: 81.5%). External brand suppliers must comply with simplified due diligence, which means adhering to the Group's ESG Compliance Commitment Letter<sup>60</sup>. By doing so, they expressly endorse El Corte Inglés' principles of ethics and behaviour, including:
  - Respect for human rights
  - Compliance with appropriate labour, environmental and social conditions from sourcing of raw materials to delivery of the finished product
  - Compliance with the Group's Code of Ethics
  - Ensuring a supply chain aligned with our values and standards
- **Private-label product suppliers.** Enhanced due diligence: suppliers of products sold under brands owned by El Corte Inglés, representing 18.3% of retail sales in 2024 (2023: 18.5%). As these products bear the El Corte Inglés brand, suppliers are subject to enhanced due diligence, backed by additional audits and verification processes. In addition to signing the Group's Commitment Letter, these suppliers must:
  - Comply with the Group's Code of Ethics and the Code of Conduct for Private-Label Product Suppliers.
  - Report all of their production facilities, undergo a continuous approval process and pass ESG audits.

**[S1-4 / DR 32 d]** A range of control measures are in place to ensure these requirements are met. These include regular audits of their factories, remediation plans to correct

<sup>60</sup> For further information, click on the link to the ESG Compliance Commitment Letter:

<https://www.elcorteingles.es/recursos/informacioncorporativa/doc/portal/2017/07/19/letter-of-commitment-to-compliance.pdf>

potential breaches, supplier training and skill-building (including SMEs), management of communications through the Whistleblowing Channel and cooperation with trade unions under the Framework Agreement.

**Product risk**

Product risk is assessed by identifying high-risk suppliers in accordance with various factors related to the nature of their production sector. These factors include:

- Low-skilled, labour-intensive production.
- Low sales margin for the supplier, causing a high risk of ESG non-compliance.

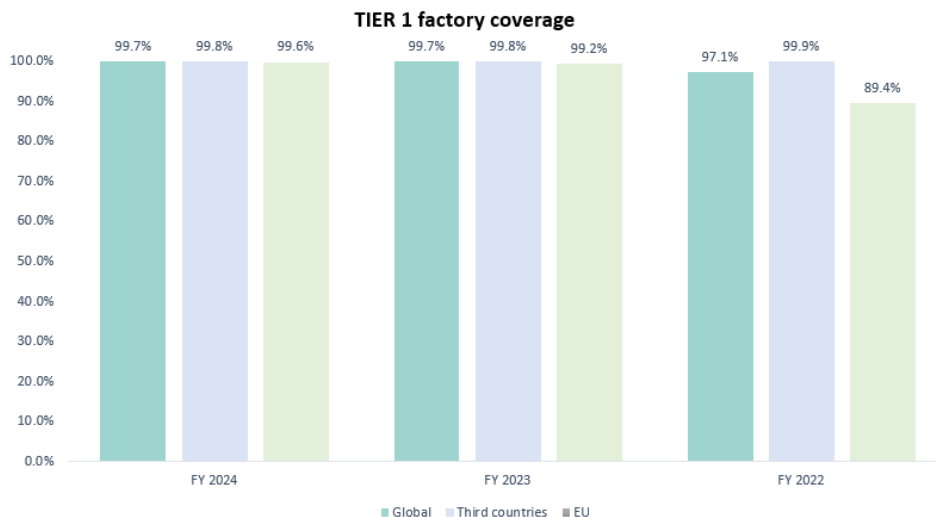
Enhanced due diligence is applied in these cases based on targeted audits and continuous monitoring to mitigate risks of non-compliance.

**Country risk**

To assess country risk, El Corte Inglés uses the dashboard of the international organisation amfori<sup>61</sup> BSCI, available on its platform. The report enables existing country risks in each country to be identified and, based on them, the application of enhanced due diligence measures where necessary.

This approach is used for all product categories of our own brands, including fashion, home, leisure, electronics and fast-moving consumer goods, among others.

**[S2-4 / DR 32 d] [MDR-A 68 b-e]** El Corte Inglés Group monitors coverage of private-label product factories based on the risk assessment of and due diligence applied to suppliers. The overall coverage ratio of Tier 1 factories (i.e., factories where final production is carried out) reached **99.7%** in FY 2024/25. As illustrated in the following chart, this was broadly unchanged from FY 2023/24.

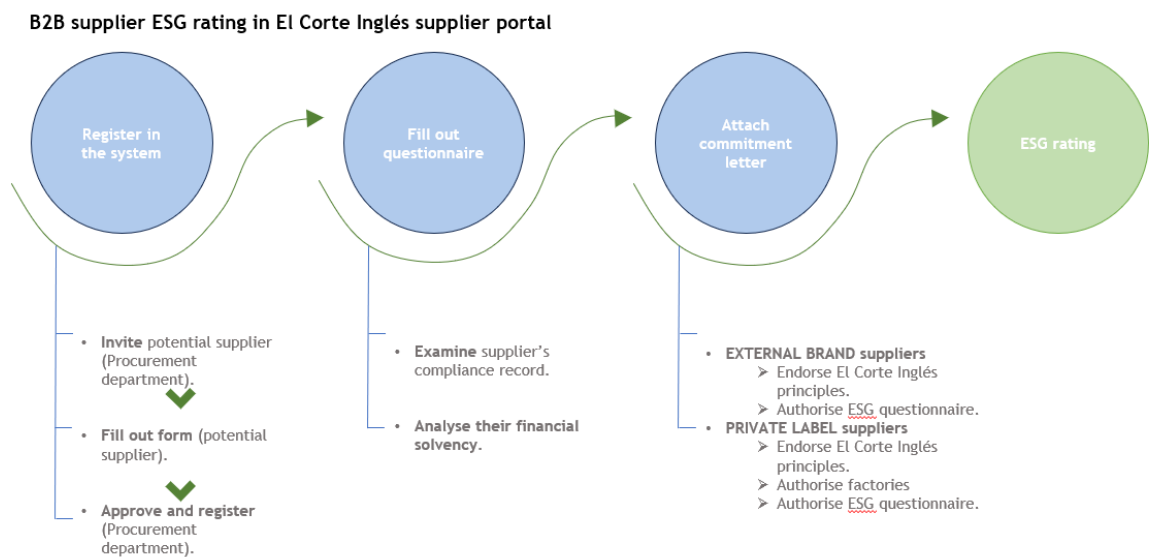


<sup>61</sup> amfori BSCI (Business Social Compliance Initiative): association offering a system for monitoring business social compliance with its Code of Conduct.

Analysis of the different categories indicates that:

- Coverage in **third countries** remained high and steady, at **99.8%** in both reporting periods.
- In the **EU**, coverage increased from **99.2%** in 2023 to **99.6%** in 2024.

**[MDR-A / DR 68 a-b] [S2-4 / DR 32 d]** Meanwhile, pilot tests continued with private-label textile suppliers in Bangladesh and were extended to Pakistan. This stage of the process covers factories involved in intermediate processes (Tier 2), e.g., washing, dyeing and printing of textiles. By extending due diligence to this level, we increase traceability of our supply chain.



A prerequisite for all suppliers wishing to have a business relationship with El Corte Inglés is completion of an **ESG screening process**. Only those expressly selected by Procurement may take part in this process.

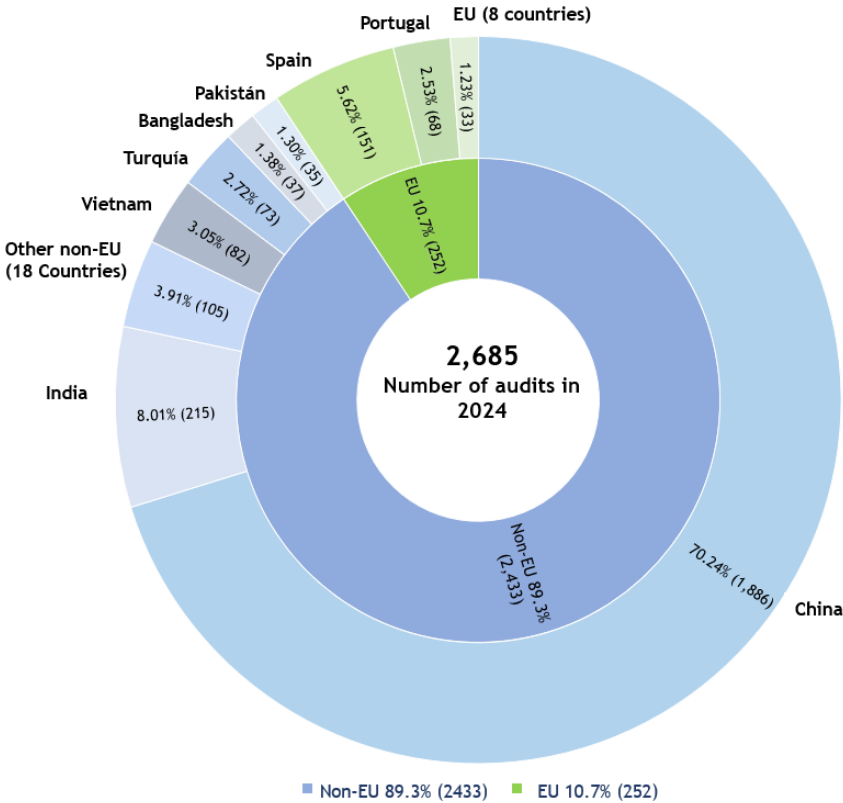
In 2024, all new suppliers that entered the supply chain of retail companies completed this process satisfactorily, obtaining a favourable ESG assessment.

With this management model, El Corte Inglés Group promotes respect for human rights, ensuring that its supply chain operates upholding principles of transparency, ethics and accountability. We pro-actively identify, prevent and mitigate risks, as well as remediate potential negative impacts that may affect value chain workers by taking a holistic approach that includes continuous supplier assessment, implementation of improvement plans and enforcement of compliance criteria.

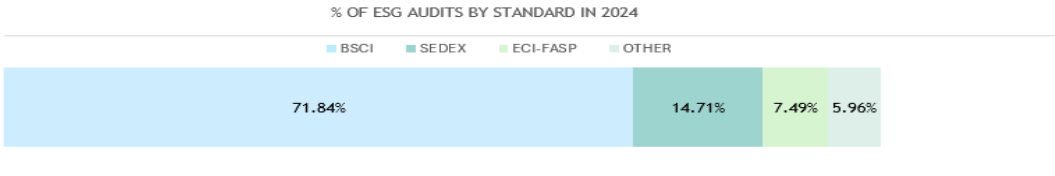
### ESG monitoring and audits

**[MDR-T / DR 81]** Our private-label product suppliers undergo regular audits as part of the process of monitoring the effectiveness of policies and actions related to value chain workers. These ESG audits are recognised by El Corte Inglés and carried out at each reported factory to detect and manage any risk that may arise.

In 2024, a total of 2,685 audits were carried out (2023: 2,699).



The majority of these audits (71.8% or 1,929) were performed under the amfori BSCI initiative, as the main benchmark. SEDEX SMETA<sup>62</sup> accounted for 14.7% of this audits (395 in total), followed by ECI-FASP<sup>63</sup> with 7.5% (201 audits). The remaining 6% (160 audits) were conducted in accordance with other schemes, illustrating diversification in compliance assessment mechanisms.



Suppliers in these audits are rated A, B, C and D. The A- and B-rated suppliers are re-assessed every two years, while C-rated suppliers are reviewed annually. In exceptional cases where El Corte Inglés works with a D-rated supplier, a mandatory remediation plan is drawn up. The aim of this plan is to mitigate the risks identified, address the

<sup>62</sup> SEDEX SMETA is one of the world's most widely recognised audits, designed to assess and make improvements to ethical, labour and environmental practices in the supply chain.

<sup>63</sup> ECI-FASP: El Corte Inglés' own audits.

shortcomings detected, and guarantee respect for human rights and labour condition standards.

<b>Factory rating</b>			
<b>Degree of compliance with El Corte Inglés' Code of Conduct</b>	<b>Distribution of total audits in FY 2024</b>	<b>Distribution of total audits in FY 2023</b>	<b>Change in FY 2024 vs FY 2023</b>
A (86-100%)	7.4%	6.3%	+1.1%
B (71-85%)	11.6%	8%	+3.6%
C (51-70%)	79.9%	83.6%	-3.7%
D (30-50%)	1.1%	2.1%	-1%
E (1-29%)	0%	0%	0%
ZT (0%)	0%	0%	0%

**[S2-4 / DR 38]** The Group also carries out this due diligence process locally through its Madrid head offices, reinforcing this process with a network of offices in other countries. A total of 16 people are involved in this area.

**[SBM-3 / DR 11 b] [SBM-3 / DR 11 c] [SBM-3 / DR 12]** Over the course of the year, a total of **19 factories** were subject to continuous monitoring by the due diligence team in coordination with suppliers. As a result, targeted improvement plans were implemented or a new audit was conducted, enabling these factories to raise their ratings and strengthen their compliance with standards of human rights, labour conditions and sustainability.

The diversity and scale of the Group's value chain may well lead to isolated incidents in specific production facilities, as well as systemic risks, particularly in India and other non-EU countries. To address these incidents, tools have been developed to identify workers most exposed to adverse working conditions, incorporating key criteria such as geographical location, sector of activity, and regulatory framework.

**[MDR-M / DR 75 b]** The table of non-conformities reflects the aspects assessed in the audits. The results data from amfori and the internal ECI-Fasp audit obtained from audits shared by more than 2,400 members in over 50 countries.

<b>Audits with non-conformities</b>						
<b>Percentage of (%) non-conformities by ESG aspect audited</b>	<b>FY 2024</b>	<b>FY 2023</b>	<b>Improvement in non-conformities in FY 2024 vs FY 2023</b>	<b>Zero Tolerance</b>	<b>ILO Fundamental Conventions</b>	<b>Associated SDG</b>
Overall results of the amfori BSCI and ECI FASP audits conducted	<b>1.05%</b>	2.09%	↑			
<b>ESG aspects audited</b>						
1. Management system and cascade effect	13.75%	15.71%	↑			8.5, 8.8
2. Worker engagement and protection	0.93%	0.83%	↓			8.5, 8.8
3. Freedom of association and collective bargaining	0.04%	0.12%	↑		X	8.5, 8.8
4. Non-discrimination	0.16%	0.08%	↓		X	8.5, 8.8
5. Fair remuneration	0.70%	0.97%	↑			8.5, 8.8
6. Decent working hours	74.43%	78.78%	↑			8.5, 8.8
7. Occupational health and safety	4.80%	5.69%	↑	X		8.5, 8.8
8. Zero tolerance of child labour	0.04%	0.00%	↓	X	X	8.5, 8.7, 8.8
9. Special protection for younger workers	0.00%	0.00%	=			8.5, 8.8
10. Zero tolerance of undocumented work	0.00%	0.00%	=			8.5, 8.8
11. Zero tolerance of forced labour	0.00%	0.12%	↑	X	X	8.5, 8.8
12. Environmental protection	0.27%	0.31%	↑			8.4
13. Ethical business conduct	0.43%	0.12%	↓	X		8.5, 8.8

Extending the trend seen in previous years, 2024 featured improvement in the overall results of the amfori BSCI and ECI FASP audits, with a reduction in the percentage of non-conformities from 2.09% in 2023 to 1.05% in 2024. Notable advances were made in key aspects such as “Management system and cascade effect” (indicator 1), “Freedom of association and collective bargaining” (indicator 3), “Decent working hours” (indicator 6) and “Occupational health and safety” (indicator 7), showing the improvements in labour conditions.

Meanwhile, the Group maintained strict control over aspects considered as Zero Tolerance (ZT), including:

- Child labour
- Forced labour
- Imminent risk to workers' health

- Unethical conduct
- Unreported outsourcing

**[S2-1 / DR 17 c]** The following tables provides an overall picture for the year for ZT cases identified. A remediation plan is triggered immediately in the event of non-conformity with any aspect assessed. Where corrective measures prove unsatisfactory, the supplier is permanently blocked from our systems, resulting in termination of the business relationship with the Group.

<b>Zero tolerance aspects and no. of cases of suppliers in 2024</b>			
<b>Zero Tolerance (ZT) aspects</b>	<b>Cases (no. of suppliers) undergoing remediation</b>	<b>Cases (no. of suppliers) remediated</b>	<b>Cases (no. of suppliers) blocked</b>
Child labour	-	-	-
Forced labour	-	-	-
Health and safety	-	-	-
Unethical conduct (including undeclared or unauthorised subcontracting)	-	-	4
<b>TOTAL</b>	-	-	<b>4</b>
<b>Total suppliers with ZT in the year</b>		<b>4</b>	

**[SBM-3 / DR 10 a]** On this front, as part of the Group's commitment to ensuring compliance with labour conditions and respect for the environment, we stuck with the decision to gradually discontinue our operations in Myanmar after detecting incidents of non-respect of human rights.

**[MDR-T / DR 81 a]** In line with this commitment, the Group is currently defining concrete, measurable and time-bound targets for managing IROs. These targets will be aligned with international standards and stakeholder input, and will be reported in future sustainability statements, along with the progress made as this process advances.

### Supplier training

Training and awareness are crucial for managing impacts. Educating suppliers and employees on labour rights, safe working conditions and effective reporting mechanisms fosters a culture of respect for human rights and strengthens the sustainability of the supply chain.

**[S2-4 / DR 32 c]** During the reporting period, the Group remained committed to both internal and external training as an effective tool for preventing negative impacts and risks and, more importantly, advancing positive impacts.

Because of the important role they play, suppliers in the Group's value chain are given access to specialised training on human rights and labour conditions through the amfori academy. This enables our private-label product suppliers to raise their standards and reduce the risks related to inadequate labour practices.

The Group also promotes training of security personnel of external companies that provide services at its establishments. During the year, training on human rights was given to 31 people (2023: 51) and on semi-automated external defibrillators (AED) to 200 people (2023: 196).

**[MDR-A / 68 a] [MDR-A / 68 b]** Also during the year, the Spanish Network of the UN Global Compact launched the second edition of its Sustainable suppliers training programme, an initiative that brings together large standout firms, including El Corte Inglés Group. This project is designed to train national and international SME suppliers in corporate sustainability and specifically in the Ten Principles of the UN Global Compact and the Sustainable Development Goals (SDGs). Starting sometime between March and September 2025, the programme will run for one year. The aim is to train 5,000 global SME suppliers. El Corte Inglés' participation in this initiative underlines its commitment to promoting responsible practices in its supply chain and contributing to Agenda 2030.

## Value chain worker engagement

As part of its commitment to responsible management and the respect for human rights, El Corte Inglés Group believes actively engaging and maintaining ongoing communication with its value chain workers is essential so it can address their concerns and take into account their views and needs.

### Engagement mechanisms (S2-2)

**[S2-2 / DR 22] [S2-2 / DR 23]** To understand and effectively manage actual and potential incidents that could affect value chain workers, the Group follows a structured and proactive approach. It encompasses a variety of initiatives and actions, taking a holistic and general approach to addressing human rights-related impacts.

**[S2-2 / DR 22 a] [S2-2 / DR 22 b]** Through its local offices, the Group directly monitors its private-label product suppliers and their factories, so remediation plans can be implemented at factories. Moreover, under the Framework Agreement, regular visits are made to the manufacturers of our private-label products, where interviews are held with upstream value chain workers.

**[S2-2 / DR 22 d] [S2-2 / DR 22 c] [S2-2 / DR 22 e]** This cooperation also extends to trade unions under the Global Framework Agreement, which encompasses private-label product suppliers and, by extension, our supply chain workers. This includes regular meetings with the Sustainability Department, which has the duty of guaranteeing that these touchpoints serve as a basis for the Company's strategic decision-making. The effectiveness of these measures is assessed through follow-up visits, audit reports and use of internal and external reporting channels.

**[S2-2 / DR 22 a]** In addition to these actions, the Group also takes part in industry initiatives and international fora with retailers (e.g., amfori, Cascale), trade unions and civil society, enabling it to gather direct information on labour conditions, compliance with human rights, and occupational health and safety.

### Grievance and remediation mechanisms (S2-3)

**[S2-3 / DR 27 a]** The Group supervises the performance of its suppliers to prevent, remediate and mitigate violations of corporate values and ethical principles, as well as to reinforce their commitment to ethics and compliance. To do so, it operates several communication and reporting channels, accessible to employees, direct and indirect suppliers, customers and workers in all stages of production.



**[S2-3 / DR 27 b] [S2-3 / DR 28]** The Group has its **Whistleblowing Channel**, which guarantees the confidentiality of reports and is designed to effectively address concerns raised (see [Whistleblowing Channel](#) section of chapter 4.1 *Business conduct*).

In addition, **[S2-3 / DR 27 b]** there are external reporting channels, such as the **amfori Speak for Change (S4C)** and the **International Accord** channel, which provide easy access to value chain workers.

amfori's is an independent, confidential, anonymous and multi-lingual reporting mechanism that follows the grievance management process outlined below:

1. **The report is assessed:** The S4C office at amfori decides whether the report submitted is substantiated, i.e., whether there has been a breach of the amfori Code of Conduct. To do so, the S4C team carries out all necessary formalities, such as contacting the whistleblower, requesting clarifications or additional information about the report, and gathering any supporting evidence.
2. **A case handler is assigned:** If the report is accepted for processing, the S4C office calls on all amfori members who are retailers with production at the factory concerned. At that meeting, a Lead Respondent Member (LRM) is appointed, who takes on the role as internal case handler and acts as the main point of contact between S4C, the other amfori members and the factory involved.

3. **An investigation begins:** The LRM, in coordination with the other members affected, engages an independent expert firm to conduct an on-site investigation. Upon conclusion of the investigation, this firm prepares a report stating whether the report is substantiated. Both the factory involved and the whistleblower are given an opportunity to review the report and submit comments, if they wish, before a final ruling is issued.
4. **A remediation phase begins:** If the investigation leads to the report being substantiated, the LRM and the other members involved begin the remediation phase. A case handler is appointed to supervise implementation of corrective measures at the factory, briefing the whistleblower on those measures. To complete the process, a remediation report is prepared assessing whether the actions taken have been effective and the case has been resolved.

In addition to this process, El Corte Inglés Group receives information from **International Accord** on ongoing and completed cases at the end of each reporting period.

**[S2-3 / DR 27 c] [S2-3 / DR 28]** All this is a testament to our commitment to promoting transparency and access to whistleblowing channels, encouraging manufacturers to publicly disclose the reporting systems implemented. As a member of amfori, the Group conducts audits to verify, among other aspects, that reporting channels are clearly displayed on manufacturers' notice boards, ensuring that workers have easy access to recourse.

Moreover, to gauge how trustworthy and effective reporting channels are, El Corte Inglés Group analyses all reports received through these channels, even those submitted by local trade unions. It also conducts interviews during visits with value chain workers under the Framework Agreement to gain insight into factors related to workers including, e.g., available reporting channels.

**[S2-4 / DR 36] [S2-1 / DR 19]** The following table sets out the number of reports received in 2024 by reporting channel, subject matter and stage of handling.

Reporting channel	No. of reports	Subject of report	Stage of handling/Comments
Whistleblowing Channel	4	Human Rights	Resolved
amfori	1	Human Rights	In progress
amfori S4C*	2	Human Rights	Both in progress
International Accord**	23	Human Rights	16 resolved and 7 in progress

\*Of the two reports opened in S4C in 2023, one was closed and the other is still in progress.

\*\*The three cases in progress in 2023 have been closed.

### 3.3 Consumers and end-users (ESRS S4)

The relationship with our customers forms the backbone of our business model. Their trust drives us to continuously improve our processes, products and services, and guides our decisions towards responsible, efficient, and high-value solutions. We build lasting ties through active listening and taking a proactive approach to identifying their needs, thereby advancing positive economic, social, and environmental impacts.

**[SBM-3 / DR 9 a i] [SBM-3 / DR 10 c]** This approach ensures a **unique shopping experience**. To this end, we combine the best of in-store and online environments to offer a more agile, accessible, and connected customer experience.

Regarding the Group's consumers and end-users, the double materiality assessment identified **five positive impacts, three opportunities and one material risk**:

<b>PI</b>	Satisfaction of customer needs through transparent information about our product and service offering.
<b>PI</b>	Prioritisation of customer health and wellbeing by upholding high standards of safety and quality in the services and products offered.
<b>PI</b>	Expanded availability of the product and service offering by implementing universal accessibility measures (physical, online and cognitive).
<b>PI</b>	Provision of objective and transparent consumer information through responsible marketing practices.
<b>PI</b>	Satisfaction of customer needs by offering a wide range of products and services.
<b>R</b>	Reputational damage and loss of confidence due to inadequate data protection.
<b>O</b>	Appeal to customers by implementing best product safety and quality practices.
<b>O</b>	Appeal to customers whose purchasing decisions factor in sustainability (sustainable products and tourism).
<b>O</b>	Customer loyalty-building through personalised care strategies.

**[SBM-3 / DR 10 a]** These IROs are reflected in internal distribution and marketing activities of the Group's products and services, as well as the importance of downstream operations, which influence the consumption stage.

**[SBM-3 / DR 11]** In line with CSRD requirements and based on the double materiality assessment described in the ESRS 2 IRO-1 section, the following customer types may be affected if the IROs were to materialise:

- Consumers and/or end-users affected by their rights to privacy and the protection of their personal data.
- Consumers and/or end-users who are dependent on accurate and accessible product- or service-related information.

- Consumers and/or end-users who are vulnerable to marketing and sales strategies, such as children.

**[S4-1 / DR 16 a, b, c]** To ensure that it manages customer relations effectively, the Group is firmly committed to the respect for human rights throughout the value chain, including consumers and end-users. This commitment is articulated through a range of specific policies and plans that serve as a framework for responsible and ethical customer relations.

In particular, the **Corporate Customer Service and Care Policy** and the **Corporate Sustainability Policy** set out principles of behaviour and objectives in relation to customer protection and satisfaction. These policies are complemented by key instruments, such as the **Corporate Diversity, Equity and Inclusion Policy**, the **Food Safety Culture Plan** and the **Corporate Data Protection Policy**, which address key topical issues related to protecting the rights of consumers (refer to section 1.5 Sustainability policies of chapter 1. *General disclosures*).

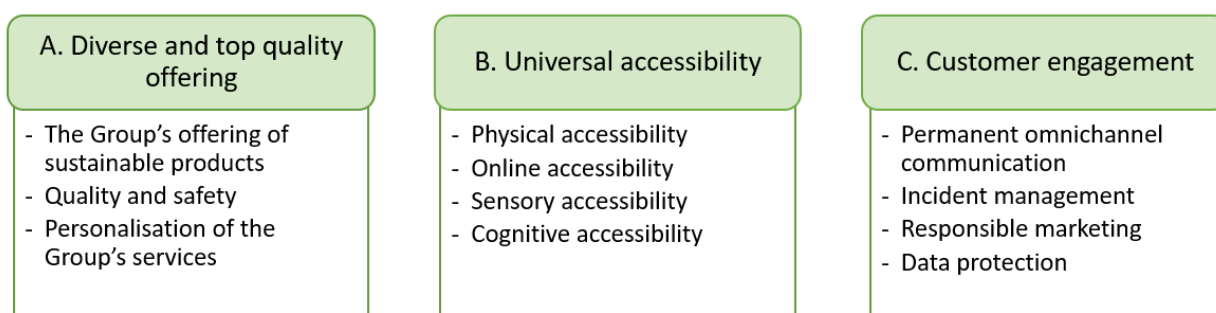
The Group ensures customer health, safety, and wellbeing across its entire product and service offering, as well as in the environments in which they are provided. It also promotes a close relationship, attentive to the needs of 'vulnerable' consumers; i.e., those that, for specific circumstances, require more careful and specialised service. As for data protection, the Group safeguards the confidentiality and privacy of its customers' personal data through secure and restricted use of the information they provide.

The Group's **Code of Ethics** establishes customer satisfaction and attention to their needs as a key pillar of its commercial strategy. In addition, the Group has accessible and transparent communication channels that allow for ongoing communication with stakeholders, including the management of enquiries, incidents and grievances, which are handled by Customer Service (refer to section Customer engagement of chapter 3.3 *Consumers and end-users*).

**[S4-4 DP 31 d] [MDR-A / DP68 c]** In this manner, El Corte Inglés Group has internal procedures, action plans and specific channels to continuously monitor and assess the effectiveness of actions and initiatives targeting its consumers and-end users. Key initiatives include the Accessibility Plan, multi-channel communication—allowing for tailored customer service—and use of digital platforms, e.g., Salesforce Services and social media, to help track complaints and monitor customer opinions.

**[S4-1 / DR 17] [S4-4 / DP 35]** In 2024, no incidents or cases of non-respect of UN Guiding Principles on Business and Human Rights, ILO Declaration on Fundamental Principles and Rights at Work or OECD Guidelines for Multinational Enterprises were identified that involve consumers and/or end-users.

This chapter outlines the management of customer-related IROs, structured around the following pillars:



## Diverse and top quality offering

We offer a wide range of products and services to our customers, where quality, safety and transparency are essential elements. This is set out in the Corporate Customer Service and Care Policy. The lines of action in this policy focus on delivering service excellence, promoting responsible consumption habits, and driving innovation, especially in terms of sustainability.

Embedding social diversity in its commercial strategy is also important for El Corte Inglés, as reflected in the Corporate Diversity, Equity and Inclusion Policy. This way we provide fair and balanced service adapted to different needs and realities (refer to section [1.5 Sustainability policies](#) of chapter 1. *General disclosures*).

### The Group's offering of sustainable products

**[MDR-A / DR 68 b]** Our commitment to sustainability is reflected in our **careful product selection**—both private-label and third-party products—**which integrates sustainable criteria** and meets the expectations of more responsible consumers.

**Our objective:** to increase the number of sustainable SKUs by at least 5% annually through to 2026.

At 28 February 2025, the number of **sustainable SKUs** stood at 147,444, 5.5% more than the year before and slightly above the target set.

Sustainable SKUs in retail	2024	% of total	2024 vs 2023
No. of SKUs – Private label	69,368	47%	5.1%
No. of SKUs – Third-party brands	78,076	53%	5.9%
<b>Total no. of sustainable SKUs</b>	<b>147,444</b>	<b>100%</b>	<b>5.5%</b>

[MDR-A / DR 68 a] El Corte Inglés has a monitoring system in place through which it can identify and classify sustainable SKUs, assigning products with attributes that are aligned with sustainability criteria to this category. It uses this mechanism to analyse consumption patterns of these SKUs so it can adapt and anticipate potential needs.

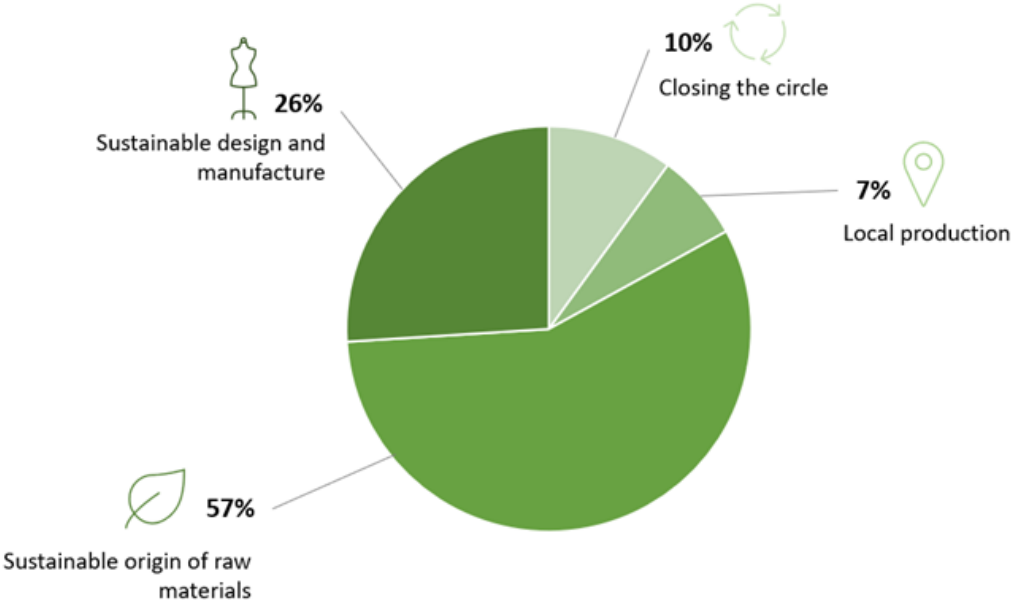
**Top 10 sustainability attributes**

- Better Cotton Initiative (BCI)
- OEKO-TEX STANDARD 100
- Forest Stewardship Council (FSC) certification
- Recycled polyester
- Energy rating of B or higher
- Program for endorsement of Forest Certification (PEFC)
- Organic Production Certification
- Designation of origin (D.O.)
- Moda España (ModaÑ)
- Global Recycled Standard

The following **policies, internal procedures and responsible procurement guides** to provide insights to stakeholders in the value chain:

- **Sustainable Product Guide:** This guide defines the **sustainability attributes** suppliers must take into account in sustainable own and third-party brands. The attributes are organised into **four categories** in accordance with the products' characteristics.

Breakdown of our sustainable offering:



The guide also includes the following environmental certifications:

Seafood		
Palm oil		
Timber and paper		
Beef and dairy		
Leather		
Textile fibres		

- **Internal Sustainable Procurement Procedure:** This procedure standardises the procurement of private-label products so as to ensure compliance with the Sustainable Product Guide.
- **[MDR-A / DR 68 b] Internal Produced in Spain Protocol:** As part of our commitment to local production, we designed the Internal Produced in Spain Protocol. Its implementation began in 2023 in Spain in the childrenswear division and in 2024 was extended to the entire fashion division.
- **Internal Produced in Portugal Protocol:** This protocol was developing during the reporting period as a show of our commitment to local production in Portugal.

**Initiatives to advance a sustainable product offering**

**[S4-4 / DP31 c]** We have developed a range of initiatives that encourage responsible consumption and a sustainable product offering in an effort to meet consumer needs and continue advancing in this area. **Key actions** include:

- **Promoting sustainable fishing.** El Corte Inglés has long been committed to promoting sustainable fishing among end-customers. The fresh fish counters of El Corte Inglés, Hipercor, Supercor and Sanchez Romero supermarkets are certified under MSC (Marine Stewardship Council) and ASC (Aquaculture Stewardship Council). MSC certification sets standards for sustainable fishing and the traceability of fish and seafood, while ASC certifies responsible aquaculture practices. We also offer certified canned and frozen fish and seafood products.

- **Sourcing sustainable raw materials.** We still endorse to the Better Cotton Initiative (BCI), which ensures responsible cotton sourcing and helps minimise environmental impact.
- **Advancing animal welfare.** We adhere to the European Chicken Commitment, pledging that 100% of the fresh chicken sold under the El Corte Inglés private label hails from slower growing breeds and features animal welfare certification. We already delivered on our commitment to ensure that 100% of our private-label eggs come from cage-free hens and combined systems (floor-raised, free-range or organic), three year's ahead of the original 2025 horizon. Today, 100% of the private-label eggs we sell and those we serve in our cafeterias and restaurants carry animal welfare certification.
- **[MDR-A / DR 68 a] [MDR-A / DR 68 a] Local production.** Supporting local production is one of our key strategies for ensuring responsible sourcing of raw materials. This way, we can help mitigate environmental impact and strengthen local economies. Locally sourced fresh foods reach homes in better condition and also support nearby farmers and livestock producers, creating a more equitable and sustainable economic cycle. The total volume of our fresh products was 112,753,478 kilos for the reporting period.
- **[S4-4 / DP33 b] Responsible and sustainable tourism.** Viajes El Corte Inglés reinforced its commitment to accessible tourism during the period, launching its first commercial campaign for accessible travel with programmes tailored to each customer's needs. The company also participated in the UN Global Compact's 'Roadmap for the Sustainable Transformation of Tourism Businesses' and is an active member of the tourism sector working group. Together, members of this group develop initiatives to raise awareness among travellers and industry professionals about adopting more responsible practices in the tourism industry.

### Sustainable customers

We have identified a consumer segment whose purchasing behaviour reflects a preference for products with sustainable attributes. This is the '**sustainable customer**'. El Corte Inglés has devised a specific strategy to meet the needs of this growing segment, which also involves the initiatives outlined above.

As part of the **Sustainability Master Plan 2025-2030**, this **approach** aims to drive sustainable growth of the business by prioritising attributes with a positive impact on society and/or the environment, positioning the customer as a key ally for driving long-term value generation.

### Quality and safety

To safeguard the health, wellbeing, protection and safety of customers across all products and services, El Corte Inglés ensures the **quality and safety** of its products, as provided for in the **Corporate Customer Care and Service Policy** (refer to section 1.5 Sustainability policies of chapter 1. *General disclosures*).

**[MDR-A / DR 68 b]** As a testament to our commitment to excellence and continuous improvement, the Group has several **quality management systems** certified under recognised standards. Specifically, El Corte Inglés Business Services has three of its systems **ISO 9001:2015** certified (ER-1225/2011, ER-1006/2011 and ER-0207/1997). SICOR also has ISO 9001:2015 quality management system certification for its range of activities.

**[S4-4 / DP31 c]** El Corte Inglés has an **Alert Procedure** designed to quickly and effectively identify, locate and recall any product that could pose a potential risk. These protocols apply to food and non-food products alike and are applied in coordination with national alert networks, as well as European and international monitoring systems and service providers, ensuring a swift response aligned with best practices in product safety.

**[MDR-A / DR 68 a] [MDR-A / DR 68 b] [S4-4 / DP37]** On this basis, the Group allocates **specialised resources** to enhance product safety and respond to any incidents quickly and effectively.

<b>Specialised staff</b>	Technical teams specialising in quality and safety for food, textiles, and other product categories. Staff in central services, factories, laboratories, international offices, and quality officers at department stores.
<b>Technical resources</b>	Food and textile laboratories with advanced equipment (e.g., chromatography, blood pressure monitors, Xenotest weathering instruments, abrasion and pilling test machines).
<b>Technological resources</b>	An automated product blocking system and product lifecycle management (PLM) software.
<b>Training resources</b>	Continuous training plans to keep technical staff updated and reinforce the culture of safety and quality.

**[S4-4 / DP31 c]** The Product Quality and Safety Department also works hand-in-hand with other areas of the Company, offering technical advice and helping to enforce regulations and implement best practices.

#### Food – FMCG

**[S4-4 / DP31 c] [MDR-A / DR 68 a] [MDR-A / DR 68 b]** To deliver on our commitments to quality and safety, all actions are backed by a culture of food safety. We have a **Food Safety Culture Plan**, which is monitored through a set of KPIs and aligned with the Company's food safety objectives. The plan serves as the basis for developing key protocols and procedures to guide our operations, ensuring product excellence and safety.

<b>Continuous training plan [S4-4 / DP31 c]</b>	We provide training across all levels and roles, beyond professionals who handle food products, making each aware of his or her responsibility with respect to food safety.
<b>Food safety management systems (FSMS)</b>	Our FSMS are updated continually in accordance with business developments and cover all the Group's retail and distribution formats: Supermercados El Corte Inglés, Hipercor, Supercor, Supercor Exprés, Sanchez Romero, Club del Gourmet, hospitality and restaurant offerings, health and beauty departments, and outlets.
<b>Food Safety Audit Plan</b>	This plan assesses FSMS implementation, including best practices in handling food and hygiene measures across facilities to strengthen food safety controls.
<b>Analytical Plan</b>	This plan assesses implementation of strict hygiene measures and best practices in products and facilities to strengthen food safety controls.
<b>Food safety standards</b>	Our factories are certified under the ISO FSSC 22000 food safety management system standard. We also have a <b>Raw Material Allergens Plan</b> , designed to prevent the presence of certain allergens in factories and protect consumers with allergies or intolerances.
<b>Supplier certifications</b>	Private labels are subject to an enhanced approach: to ensure quality and safety, our manufacturers are asked to certify their operations under standards recognised by the Global Food Safety Initiative (GFSI).

A total of **1,358 food safety audits** were carried out in 2024, similar to the year before (2023: 1,392). Notably, there was a **26% increase in audits in Portugal**, to 97 from 77 in 2023.

### Soft lines (Textiles)

**[S4-4 / DP31 c]** El Corte Inglés Group applies its **Textile, Footwear and Accessories Safety Standard**, which outlines strict criteria regarding:

- The use and presence of chemical substances in manufacturing, establishing mandatory prohibitions, restrictions and recommendations for all suppliers.
- Child product safety, establishing specific requirements designed to minimise any risk in this product category.

**[MDR-A / DR 68 a] [MDR-A / DR 68 b]** Correct implementation of these standards requires close cooperation with suppliers, which El Corte Inglés supports by providing information and resources to ensure conformity of their processes and products. To this end, it furnishes suppliers with the **Manufacturing Restricted Substance List (MRSL)**, a handbook that serves as a good practice manual on the production of goods that are safe and free from any restricted substances.

**[S4-4 / DP31 c] [MDR-A / DR 68 a] [MDR-A / DR 68 b]** To verify compliance with the Textile, Footwear and Accessories Safety Standard, El Corte Inglés has a comprehensive sampling plan that enables it to identify and mitigate risks in products offered. A range of tests (e.g., chemical and child safety) and other checks are performed, yielding the following results:

Type of test	Scope of application	Objective
Physical and mechanical	Textile, footwear and accessories (private-label products)	Verify compliance with laws and quality standards.
Chemical	Textile (private-label products)	Guarantee compliance with the REACH and other safety regulations.
Child safety	Babies and kids (private-label products)	Verify resistance of small items and the positioning and length of laces in all models.

A total of 8,301 reports were issued during the reporting period for safety control of clothing, textiles, and footwear. Of these, 78% related to verification of the presence of hazardous chemicals. In 2023, there were 7,722 reports, with 79% on this specific control.

**Hard lines**

[S4-4 / DP31 c] [MDR-A / DR 68 a] [MDR-A / DR 68 b] This category includes a wide range of products, from household goods, toys, and electrical appliances, to furniture, sporting goods and products in contact with food, such as tableware. El Corte Inglés classifies products by risk level and requires compliance by its suppliers with specific standards set out in the **GECI Quality Requirement** procedures. These criteria outline legal and regulatory obligations, mandatory laboratory testing at origin, compulsory certifications, and set tolerance thresholds and specific controls for each product.

[S4-4 / DP31 c] [MDR-A / DR 68 a] [MDR-A / DR 68 b] To better manage the risks associated with each product category of our private-label brands, we have drawn up additional procedures.

To this end, El Corte Inglés Group developed the **General Hard Lines Procedure** to ensure that private-label products meet the relevant product safety and marketing standards in each territory, as well as its own quality, benchmarking and performance standards. Moreover, safety and quality tests are performed using a categorisation matrix, which classifies products as a function of their risk level. Based on this classification, a suitable control system is designed that may include pre-sales tests.

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### Category-specific requirements

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<b>Electrical and electronic equipment</b>	Electrical devices must comply with low-voltage, electromagnetic compatibility, eco-design and chemical regulations. Suppliers are required to provide certifications and test reports under relevant European and Spanish standards, which we reinforce through internal testing.
<b>Toys</b>	In compliance with Directive 2009/48/CE and subsequent amendments on the safety of toys, we have stringent controls in place covering assessment of substances and materials, as well as physical, mechanical and flammability tests to ensure that our toys meet the highest safety standards.
<b>Products in contact with food</b>	There are stringent regulatory controls over substances present in these products. For certain materials, we apply the standards of the Joint Research Centre (JRC) to ensure compliance with best practices and the highest standards in food safety.

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### Transparency and product labelling

El Corte Inglés considers providing **complete, accurate and transparent** information about its products and services to be essential. Transparency is key for customers to be able to evaluate and choose the products that best meet their needs.

**[S4-4 / DR 31 c] [MDR-A / DR 68 a]** We have a series of protocols designed to ensure product labelling with detailed information and in accordance with prevailing legislation, clear and comprehensive instruction manuals, and informative and carefully designed packaging. These protocols are also designed to provide customers with easy and practical access to additional information via our website.

**[S4-4 / DR 37] [MDR-A / DR 68 b]** Specialist technicians review the labelling of each product category to ensure accuracy and compliance with regulations. This **review of labelling** is tailored by **product type** across all areas of our retail business, as follows:

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#### 1. Electrical and electronic devices

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Documentation provided by accredited laboratories is validated scrupulously to ensure that energy efficiency data are accurate. By doing so, this guarantees compliance with regulations and addresses growing consumer interest in products that are sustainable and have a lower environmental impact.

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#### 2. Food and FMCG

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For products in the food category, the Group assures that information is transparent and meets consumers' needs through rigorous review and audit processes:

- To reinforce regulatory compliance and accuracy of information, food safety audits are conducted on pre-packaged products and products handled in-store to verify that they provide the required consumer information.
  - For its private-label food products, the Group follows internal protocols that specify the essential information to be included on labels for consumers, ensuring compliance with the highest standards of quality.
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The Group also adapts labels so as to highlight the quality, health and sustainability aspects of its products. This includes:

- Designations such as protected designations of origin (PDO), protected geographical identification (PGI), animal welfare seals, organic product and gluten-free certifications, etc., each verified by certifications or analytical testing.
  - In line with the “clean label” trend, we work with suppliers to see where certain additives can be removed without compromising quality or safety, with any changes reflected in product labels.
  - In line with EU rules, wine labels indicate the list of ingredients and nutritional values through QR codes, in response to digitalisation and demand for practical and detailed information.
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### 3. Textiles

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In textiles, clothing undergoes rigorous quality and safety analyses. Fibre mix and stated percentages are verified to ensure that the information provided to consumers is accurate and reliable.

Our website adds more information, including usage warnings, pictograms and declarations of conformity for products, across both our soft and hard line ranges, all in three languages, extending accessibility to a diverse audience.

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### 4. Inclusive private-label toys

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In collaboration with public authorities, laboratories, and technology institutes, El Corte Inglés carried out a study to identify which of its private-label toys were suitable for children with disabilities and which could be adapted to increase usability. They also highlighted toys that help build skills such as creativity, social interaction, and reasoning. In line with our commitment to inclusion, we use the ‘iconotoys’ system to indicate toys recommended for children with disabilities and those requiring adaptation for such use. Information is presented clearly on production packaging and in the toy catalogue.

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Our commitment to transparency and sustainability means ensuring clear and verifiable labelling of the products we sell. Accordingly, in line with the principles of the **Green Claims Directive**, we are working to ensure that all environmental information provided to consumers is accurate and understandable.

**[S4-4 / DR 31 c] [MDR-A / DR 68 a]** Moreover, in support of more responsible purchasing decisions, the Group provides information on its website and online supermarket catalogue about the sustainability certifications associated with its products. Included in this section are information on certifications (e.g., FSC and MSC) and highlights of key initiatives (e.g., animal welfare and reduction of environmental impact).

### Personalisation of the Group’s services and products

**[MDR-A / DR 68 a] [MDR-A / DR 68 b]** Product and service personalisation and specialisation help us to give a better customer experience. With this in mind, the Group trains staff to act as **specialised advisors** in the various business areas, both for shopping and for distinctive services, such as personal shoppers, the provision of interpreters, immediate reimbursement of VAT for foreign tourists, and personal travel advisors.

[S4-4 / DP31 c] To gain insight into our customers and anticipate their needs, we have developed initiatives at both our physical establishments and online to **gather information** about their tastes and interests in terms of sustainability, as well as in areas such as gastronomy, fashion, children's products, pet products.

[MDR-A / DR 68 a] [MDR-A / DR 68 b] [S4-4 / DP31 c] [S4-4 / DP31 d] We aim to address the needs of specific customer groups, particularly in the food sector, offering more than 16,300 SKUs apt for people with food intolerances and 595 different kosher and halal products. El Corte Inglés also tailors its cuisine to ensure that options are available to all users. The menus it offers customers include alternatives designed for people with food intolerances, as well as options that respect different preferences and dietary requirements.

[MDR-A / DR 68 a] [MDR-A / DR 68 b] Another way to make shopping easier for customers is through the benefits offered by the **El Corte Inglés Card**. There are currently more than 11.8 million El Corte Inglés cardholders, of which 3.5 million already have the new version of the card. This payment method can be used at both physical stores and online and offers flexible payment terms, such as interest-free instalments, exclusive deals and added perks, e.g., free parking at stores.

[S4-4 / DP31 c] In **home services**, we offer SICOR Telecare, a service that leverages innovative technology to provide health assistance to dependent persons and people with chronic illnesses. It also includes an alarm service ensuring the safety of both homes and businesses.

## Universal accessibility

[MDR-A / DR 68 a] [MDR-A / DR 68 b] El Corte Inglés Group believes in the value of an inclusive society that promotes and respects diversity. To this end, it is committed to universal accessibility, as outlined in the **Corporate Customer Care and Service Policy** and the **Corporate Diversity, Equity and Inclusion Policy** (see section 1.5 Sustainability policies of chapter 1 *General disclosures*).

We strive to achieve this by integrating **accessibility into our business and customer engagement strategies** and by **adapting physical and online environments**. This means endeavouring to provide access to information and removing physical, technological, cognitive and sensory barriers so as to ensure that the surroundings, processes, goods and services are understandable, usable and accessible to everyone, irrespective of their circumstances or capabilities.

The Group has spent years working on this front. During the reporting period, it made further inroads on the **four dimensions of accessibility: physical, online, sensory and cognitive**. For instance, we are continuously adapting our facilities, channels and processes to meet regulatory requirements governing public-use buildings, ensuring safety, comfort and autonomy, and facilitating access and travel for people with reduced mobility or that have specific needs, among other aspects.

### Physical accessibility

To improve accessibility and provide a better shopping experience, the Group adapts spaces in its stores.

**[MDR-A / DP68 c]** The **Sustainability Master Plan 2025-2030** includes the **El Corte Inglés Group Department Store Accessibility Plan**. This plan started up in 2024, with specific reports prepared for a number establishments, and will be deployed gradually in line with the business plan for each period to create synergies between store refurbishments and accessibility actions.

Execution of the plan is structured into three stages, with actions implemented based on prioritisation criteria. As it progresses, the plan will be monitoring continuously, with additional disclosures provided in future periods.

**[S4-4 / DP31 d] [S4-4 / DP31 c]** **Viajes El Corte Inglés's** physical sales network comprises 588 agencies, of which 200 are now accessible. Work on increasing the number of adapted establishments is still under way. Moreover, the company has an agreement with Tur4all, an agency specialised in accessible travel, to offer and market the agency's travel programmes through the company's sales network.

**[MDR-A / DR 68 a] [MDR-A / DR 68 b] [S4-4 / DP31 d] [S4-4 / DP31 c]** **Supercor** has cemented its position as the standard-bearer in the Group for accessibility by adapting and accrediting its stores, enabling access by people with disabilities or reduced mobility without assistance. At the end of the reporting period, 57 Supercor supermarkets were certified under the Accessibility Indicator System (AIS).

### Online accessibility

Key tools for adapting our product and service offering to society's changing needs in our efforts to enhance customer experience through different channels include **innovation** and **digitalisation**.

The online environment can raise accessibility through digital platforms that guarantee intuitive and adapted browsing for all users. To this end, work is being done to implement advanced technology on websites and apps to make the browsing and shopping process accessible to everyone.

**[S4-4 / DP31 c] [MDR-A / DR 68 a] [MDR-A / DR 68 b]** To improve customer experience, the **El Corte Inglés app** continues to evolve, introducing new features that optimise access to products and services. It also offers several advantages for interaction with physical stores, e.g., parking management, paperless receipts, and eatery bookings. The app also makes access easy to a wide range of products and provides detailed information on fabric composition and garment care, sustainability attributes, and other data of interest so that customers can make more informed, responsible purchasing decisions aligned with their preferences.

**[S4-4 / DP31 c]** Work was carried out during the reporting period on a digital accessibility project involving all Group websites. The aim was to secure AA certification under Web Content Accessibility Guidelines (WCAG). This certification comes in response to the requirements of Spain's Law on Measures to Promote the Information Society, which encourages systemically importance companies that provide services to the general public to ensure digital accessibility. The project comprises several stages, gradually adapting all of the Group's websites and apps.

### Sensory accessibility

We continuously work to remove sensory barriers in our establishments, installing wayfinding systems and Braille signage for people with visual impairments and hearing loops for people with hearing impairments. In some establishments, we have been implemented pioneering technologies like **SVisual**, a real-time sign language interpretation system available on mobile phone or tablet. The aim is address communication needs of the Deaf or hearing impaired, as well as for those who hear.

### Cognitive accessibility

This type of accessibility entails providing access to adapted **information** and **services** to people with cognitive difficulties, such as intellectual disabilities, dementia, or developmental disorders. To promote cognitive accessibility, the Group implements strategies that support more accessibility and inclusive communication, such as using simple and visual materials, e.g., pictograms and easy-to-read language.

**[S4-4 / DP31 c]** In line with our commitment to accessibility, we took a **series of measures** to ensure that all people, regardless of their cognitive abilities, can navigate the establishments and use the services independently.

- **Easy-to-read information and catalogue formats:** We changed catalogues and information materials to easy-to-read formats so that written data are understandable by everyone, thus promoting autonomy, continuous learning and informed decision-making.
- **Signage in commercial spaces and stores:** We have improved signage in our stores and commercial spaces to make them easier to navigate and reduce the feeling of disorientation.
- **Accessible layout in store and commercial space design:** We designed intuitive layouts to make it easier for customers to get around, ensuring that both the distribution and signage are functional and accessible to everyone. Strategies include placing information desks in clearly visible areas near the entrance, designing open and easily identifiable waiting areas, and using colour or lighting to distinguish public from private areas.

**[S4-4 / DP31 d]** Under the agreement with the ONCE Foundation, El Corte Inglés holds regular follow-up meetings to review progress on actions implemented to improve accessibility and support for people with disabilities. The aim is to monitor these initiatives and assess their effectiveness for consumers and end-users. Additionally, annual audits are conducted on compliance with physical and digital accessibility regulations under the Bequal seal, which acknowledges excellence in disability matters. During FY 2024/25, we renewed the Bequal seal for El Corte Inglés, Supercor, Viajes El Corte Inglés, Tour Mundial and Club de Vacaciones.

## Customer engagement (S4-2; S4-3)

**[S4-2 / DR 20 a] [S4-2 / DR 20 b]** Using a variety of channels, El Corte Inglés maintains constant and effective communication with its customers, ensuring open and two-way dialogue. Upholding our commitment to confidentiality, privacy and transparency is a guarantee of quality customer service. The feedback on our customers' views provided through active listening and continuous analysis enables us to manage actual and potential impacts in four key areas: data protection and privacy, product quality and safety, customer satisfaction and information transparency (labelling and marketing).

### Permanent multi-channel communication

**[S4-2 / DR 20 b] [S4-2 / DR 21]** Through the Customer Service Department, El Corte Inglés Group provides its customers with a range of communication channels for their ease and comfort. These include in-person assistance at stores, phone, WhatsApp, email, SMS, live chat, and online forms. There are dedicated customer service areas at department stores set up to handle enquiries and incidents, and manage payment-related matters, among others. An all-encompassing management system is in place that guarantees all enquiries are addressed swiftly and effectively. These channels are designed to be accessible to and serve all users equally, with special attention paid to the needs of consumers in vulnerable situations.

**[S4-3 / DP 26]** The Group guarantees that all communications received, which may be made anonymously, remain confidential. Its Corporate Customer Service and Care Policy protects whistleblowers from retaliation. In addition, the Compliance and Risk Control Departments have discretion to initiate investigations of potential breaches. For further information, refer to chapter [4.1 Business conduct](#).

Online interaction with customers remained constant and significant in 2024, as illustrated by the more than 891.7 million visits to the Group's websites and apps (2023: 858.1<sup>64</sup> million) and the over 14.9 million customers registered across our retail websites.

Social media also plays a key role in customer relations, with a broad community of over 7.2<sup>65</sup> million combined Instagram, Tik Tok, Facebook, X and Pinterest followers at present. These channels help us to actively listen to customers and other users, to understand their views and to continuously improve. Through videos and innovative content that bring the stores closer to customers, they also raise the profile of the El Corte Inglés brand.

El Corte Inglés' community of followers has grown by 22% over the past three years, with the sharpest increase (17%) recorded in 2024. This also coincides with the launch of new area-specific Instagram profiles for home, beauty, food, and certain private labels (e.g., El Corte Inglés HOME, El Corte Inglés BEAUTY, El Corte Inglés FOOD, Green Coast and Tintoretto). This reinforces category specialisation and strengthens the identity of our private labels.

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<sup>64</sup> Web and app visits for 2023 were recalculated due to a change in the measurement approach at El Corte Inglés; i.e. Google Analytics 4 was used.

<sup>65</sup> The figure reflects the total number of social media followers at Group level. Data for the previous year for the Travel Group were recalculated considering only Viajes El Corte Inglés profiles in Spain.

**[S4-2 / DR 20 c]** We also continuously evaluate consumers' perceptions of their long-term relationship with the El Corte Inglés brand (relationship) and experience in their touchpoints (transactional). This way we can pinpoint opportunities for improvement in both our strategy and operations. This is done by tracking customer opinions across online platforms (social media) and through satisfaction surveys (4,806,822 carried out across the Group). Over the course of 2024, the **Net Promoter Score (NPS)**<sup>66</sup> was implemented at more Group companies. This tool is used to evaluate overall customer perception, measure satisfaction at each touchpoint, and analyse service quality across different brand communication channels. To continue making strides in accessibility and service quality, we launched a pilot programme at stores to measure customer satisfaction and in-person service.

**[S4-3 / DP25 c] [S4-2 / DR 20 c] [S4-2 / DR 20 d]** El Corte Inglés achieved an NPS of 49 and the Travel Group a score of 64.5. Though positive, these results motivate us to remain committed to continuous improvement and service excellence. They also help us make upgrades in strategic areas, such as in-store experience, logistics and quality of product preparation.

In line with its commitment to protecting customers' rights and ensuring their satisfaction, El Corte Inglés Group also has a collaborative and transparent relationship with Spain's Organisation of Consumers and Users (OCU). Through this collaboration, we work to continuously improve our services and products, taking into account consumers' concerns and demands regarding responsibility and approachability.

### Incident management

**[S4-3 / DP25 a] [S4-3 / DP25 b]** Our Customer Service Department is set up to provide user-friendly and swift incident management, catering to customers' needs through a range of channels, as described in the previous section.

**[S4-2 / DP25 a] [S4-2 / DP25 d]** The Group uses the Salesforce CRM tool to ensure effective monitoring and traceability in handling enquiries and complaints. Each interaction generates a case number for tracking. Depending on the nature of the enquiry, cases in the Travel Group are managed by the Customer Relations Centre (CRC), the Quality Department or the relevant sales office. Depending how complex the case is, it may be resolved with the first contact (CRC) or referred to specialist areas, such as Procurement, Logistics or Warehousing. For critical situations, the Customer Resolution Unit (CRU) steps in to provide priority attention.

**[S4-2 / DP26]** El Corte Inglés also monitors the use and performance of its customer service channels on an ongoing basis by tracking KPIs such as Average Handle Time (AHT), Average Resolution Time (ART), and Service Level (SL) across all contact channels (remote and in-person). The aim is to optimise response times.

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<sup>66</sup> The Net Promoter Score (NPS) ranges from -100 to 100. Based on global standards, an NPS above 30 is considered good, while a score above 50 is very good for a company.

**[S4-3 / DP25 d]** In 2024, El Corte Inglés registered a total of 1,618,533<sup>67</sup> customer complaints and claims (2023: 1,070,569). A mere 0.3% were official claims and they were resolved in 10.5 days on average (2023: 11.8 days). We also handled 2,882,477 enquiries through our various channels. The main reasons for customer contact related to order management, orders and products; issues involving payments and receipts; and other queries related to documentation, promotions or personnel.

The rest of the Group companies received a total of 2,870 official claims. The ART can vary significantly because of the diversity of activities across the different business lines. Factors such as the complexity of the underlying transaction, the nature of the product or service and the availability of specialist resources can have a direct impact on response time. Nevertheless, all claims are managed so as to reach an appropriate solution within a reasonable amount of time, maintaining traceability and monitoring of each case.

### Data Protection

**[MDR-P / DR 65 a]** El Corte Inglés Group knows full well that personal data protection is crucial if it wants to keep the trust of customers and stakeholders. To mitigate risks related to processing of personal data, the Company has a **Corporate Data Protection Policy** (see section 1.5 Sustainability policies of chapter 1. *General disclosures*), which was formulated specifically for this purpose and reflects our commitment to confidentiality, security and privacy. The Compliance and Risk Control Department is responsible for enforcing the policy and ensuring that the following guidelines are observed:

- **[S4-1 / DR 16 a] [S4-1 / DR 16 b]** Protect personal data and guarantee continuity of services by preventing, detecting and resolving incidents.
- **[S4-1 / DR 16 c]** Implement technical and organisational measures to safeguard the confidentiality, integrity and availability of data against potential threats.

The Group is also committed to providing clear and transparent information regarding the use of personal data, including for any potential secondary purpose. As controller, El Corte Inglés ensures that any third party that may gain access to personal data when carrying out their activity or providing their service does so under its authority and as per its instructions. In all cases, it makes sure that those partners comply with the required safeguards and security measures applicable in each jurisdiction. It also applies the principle of data minimisation, processing data to the extent strictly necessary for each purpose, limiting storage periods and controlling access.

These principles extend to all the business partners with which El Corte Inglés deals, ensuring that their activities are aligned with the criteria outlined in the Corporate Data Protection Policy.

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<sup>67</sup> In bid to improve customer service and care, the e-commerce department started recording incidents in the Salesforce tool this year. This resulted in an increase in the number of complaints and claims received from the year before.

**[MDR-A / DR 68 a] [S4-4 / DR 33 a]** The Group has rolled out several **preventive and training initiatives** designed to minimise the risks associated with the processing of personal data:

- We provide data subjects with the necessary **tools and procedures** so they can exercise their rights, such as access, rectification, erasure, portability and restriction.
- We have updated our **customer privacy policies**, ensuring that they are clear, accessible and detailed. These policies include expanded information content on the Group's companies, the bases they use for processing data, and the rights recognised under prevailing legislation.
- We have developed specific plans to standardise **notification and management of personal data breaches**, conducting thorough risk assessments across all areas.
- **Continuous training:**
  - Mandatory online workshop for all employees to reinforce the importance of data protection.
  - Specific training in 2024 for high-risk groups, such as the Customer Service Department (CSD), the Digital Contact Hub (DCH) and functional managers, to ensure that personal data are handled correctly.

**[S4-4 / DR 33 a]** The Group is also an active participant at data protection forums and conferences, applying improvements in transparency and information quality. In addition, it implements the recommendations of guidelines and circulars issued by Spain's Data Protection Agency and the European Commission, further strengthening its commitment to privacy.

Complaints related to privacy are handled centrally by Internal Corporate Development, which uses the Salesforce Services platform to ensure efficient follow-up. All enquiries, including those sent to the Data Protection Officer's email account, are logged, managed and closed by this department alone, complying with the legal one-month response time limit.

**[S4-4 / DR 33 a]** Satisfaction surveys and continuous analysis of KPIs across customer service channels are used to assess the effectiveness of these actions. Suggestions and complaints also serve as the basis for reinforcement of internal processes. For instance, concrete actions are taken for complaints related to incorrect information while obtaining consent, such as additional training of the areas involved.

**[S4-4 / DR 35]** The Spanish Data Protection Agency issued the Group 16 new notifications in 2024, of which three are pending resolution and 13 have been archived (2023: five).

Meanwhile, on 27 February 2025, an external provider reported a security breach entailing unauthorised access to El Corte Inglés' systems and, consequently, to our customers' personal data. Our detection and security protocols identified and addressed the incident immediately. On top of the internal security measures taken, we required that provider to implement additional safeguards so as to prevent similar incidents in the future. These events were reported to the competent authorities in Spain and Portugal (e.g., data protection and cybersecurity authorities, law enforcement bodies), and the customers affected were notified via email and reporting in the media.

The unauthorised access was to information including identification and contact details, as well as numbers of cards used exclusively for shopping at El Corte Inglés (but not passwords). Third parties cannot use the information to perform transactions or make payments using El Corte Inglés Cards. As soon as the incident became known, we launched a thorough investigation and follow-up effort, using our internal resources and engaging third-party experts. We also cooperated closely in the competent authorities' investigations. None of these actions or investigations uncovered evidence that the data were being published or sold and there were no increases in the number of fraud attempts or financial losses related to the incident.

### **Responsible marketing**

**[S4-4 / DR 31 c] [MDR-A / DR 68 a] [MDR-A / DR 68 b]** El Corte Inglés Group reaffirms its commitment to responsible communication, prioritising the provision of objective and transparent information to customers. This is illustrated in the distribution of relevant and personalised content to customers who have given their consent to receive marketing communications via various channels.

**[MDR-A / DR 68 a] [MDR-A / DR 68 b]** The Group is an active member of Autocontrol, Spain's independent advertising self-regulation body. As such, we prepare a quarterly report of incidents related to our marketing activities. This ensures compliance with prevailing regulations and reinforces ethical and responsible communication practices, thereby minimising reputational risks and fostering consumer trust.

**[S4-4 / DR 31 c] [MDR-A / DR 68 a] [MDR-A / DR 68 b]** In line with its commitment to transparency, El Corte Inglés uses Autocontrol's Copy Advice® before going live with message to ensure they comply with the strictest regulatory standards. The Company has also drawn up specific internal protocols for each product category, integrating the relevant legal requirements on marketing content. This approach enables potential complaints to be handled efficiently, ensuring that the information shared is clear and true and that consumer rights are respected.

**[S4-1 / DR 35] [MDR-A / DR 68 e]** In 2024, the Group renewed the Corporate Social Responsibility certificate issued by Autocontrol. This distinction evidences full compliance with the association's code of conduct and that no complaints concerning marketing were received over gender-based discrimination, strengthening our commitment to transparent and responsible marketing practices.

### 3.4 Other social topics (Law 11/2018)

#### Social action and sponsorships

El Corte Inglés has a strong ability to generate a positive impact on society and to help drive the economic and social development of the communities where it operates. We do this by collaborating actively with organisations, associations and institutions, reaching out to different sectors of society and contributing directly through social, cultural and sports causes.

#### Participation in organisations and institutions

The Group participates actively in various business and economic organisations to analyse and understand our industry’s political, regulatory and financial landscape. This enables us to react and adapt to potentially material changes in regulations or the business.

During the year, we engaged with 241 associations<sup>68</sup> in Spain and internationally, including:



<sup>68</sup> Associations and institutions of which El Corte Inglés and its subsidiaries are members or with which they engage.

We also reaffirm our commitment to sustainable development through active involvement in business and industry forums and initiatives. Specifically, in 2024, El Corte Inglés and El Corte Inglés Grandes-Armazéns partnered up with 14 national and international institutions, including the Spanish Global Compact Network, Forética, Fundación SERES, FSC España, the Forum for Responsible Procurement, Accord Foundation and amfori, among others.

### Our engagement with society

In the reporting period, we carried out more than 3,844 sports, cultural and community action activities in Spain and internationally (2023: 2,970).

#### Sports

Sport is a nexus with society and means of contributing to its development through the values it conveys: equal opportunities, healthy lifestyles, and teamwork. That's why El Corte Inglés supports and sponsors sporting events with broad public appeal and national impact and collaborates with professional competitions and federations across various disciplines.

In 2024, we sponsored 273 sports initiatives (2023: 238), investing over €2 million to support events such as La Liga football league, the La Cursa El Corte Inglés charity race in Spain and the 18th annual Corrida APAV charity race in Portugal.

Key sports initiatives we support include:



Elsewhere, the Group runs corporate sponsorships, supporting sports-related charity projects with government institutions and initiatives linked to the press and media, and promoting popular events in different regions. A total of 146 actions of this kind were carried out during the period.

#### Arts and culture

We view culture and the arts as key drivers of social progress and cohesion, while they also promote values such as respect, education, learning, innovation and creativity. To this end, we support artists, institutions and cultural events, whether literature, art, cinema, photography and music, as they all bring culture closer to a full range of audiences. This year we were involved in 202 initiatives (2023: 192), with investment of €1,239,714.

We sponsored music festivals such as Mad Cool Festival and Noches del Botánico, as well as literary events such Abra Palabra. We also renewed our partnership with the international contemporary art fair (ARCO), reinforcing support for art through window

displays. These initiatives are rounded off by other cultural sponsorships we have been undertaking for years now.



El Corte Inglés' Culture Hall has been promoting artistic expression through a range of publicly available initiatives for over 25 years. During the reporting period, we staged 2,486 free cultural activities (2023: 1,853) attended by an estimated 112,121 people.

We also streamed 167 broadcasts from the Callao hall in Madrid on the Group's Facebook and YouTube channels, with nearly 500,000 views.

### Social commitment

Our social commitment strategy is underpinned by three core pillars: **Health and wellbeing, children and youth, and inclusive local development.**

To that end, we enter into agreements with foundations and non-profit associations with the aim of building long-term partnerships that deliver a tangible and measurable impact on people and their environment.

Over the course of the year, the Group carried out 570 social commitment<sup>69</sup> initiatives, making a combined contribution across Spain and Portugal of €2,678,429.

It also earmarked €2.5 million for non-profit associations and foundations (2023: €3.6 million).

El Corte Inglés allocated a total of €2,559,476, of which €406,462 entailed direct donations and €2,153,013 were raised through sales to customers at our stores.

El Corte Inglés-Grandes Armazéns raised €87,053 and Viajes El Corte Inglés another €31,900 between donations to the Company and third-party contributions.

The contributions targeted primarily projects that promote inclusive local development (30%), followed by health and wellbeing (31%) and children and youth (20%). The remaining 19% went to activities covering all the strategic pillars defined by the Company.

<sup>69</sup> El Corte Inglés, El Corte Inglés-Grandes Armazéns and Viajes El Corte Inglés Group all carried out initiatives framed by social commitment.

### Health and wellbeing

Supporting people's health is paramount. With this in mind, we support initiatives that promote wellbeing, particularly in the fight against cancer, joining the efforts of those who are dedicated to improving the quality of life of patients and their families:

#### Breast cancer

We have been supporting the Spanish Association Against Cancer Society (AECC) for over 10 years, funding breast cancer research projects. In fact, we are one of the AECC's five biggest corporate benefactors. Through our #ECISeVisteDeRosa campaign, we have helped raise awareness among society about this disease. In 2024, we stepped up our commitment by entering into a new partnership with the aim of fully funding a 5-year research project led by Dr Julio Delgado focused on the treatment of HER2-positive breast cancer.

#### Childhood cancer

- We have an agreement with **Fundación Aladina**, a Spanish foundation that helps children and adolescents with cancer. In 2024, our partnership targeted supporting the comprehensive programmes carried out by the foundation at several children's oncology wards, with the aim of improving the quality of life of children and adolescents with cancer and their families. We also jointly developed the *Animaladinos* charity project, a 100% sustainable stuff animal drive, with all proceeds going to fund these programmes. A special edition is held each year with new celebrities.
- We also continued working with the **Sueño de Vicky Foundation** to support research of rare childhood cancers. A portion of sales from UNIT brand children's clothing is set aside for the cause, making a meaningful contribution to scientific advancements in combating this rare disease.

### Children and youth

We are firmly committed to protecting children's rights, in line with UN principles. For instance, we contribute to several projects aimed at improving conditions of vulnerable children and adolescents. We protect children's rights with actions focused on education and wellbeing:

#### Toy drive

- Last Christmas, we delivered more than **19,050 toys** to over **50 organisations**, including NGOs, foundations, parishes and charity flea markets aimed at providing children and adolescents the opportunity to enjoy one of the eagerly awaited times of the year.
- El Corte Inglés offered a selection of items under the umbrella of the 'toy drive' at its stores, as well as the website and app. Under this initiative, for every toy purchased by a customer, the Company donated another one to the two NGOs that help children: **Cruz Roja Juventud** for children from families at risk of poverty and social exclusion, and **Fundación Aladina**, which uses the donations for hospitalised children with cancer. We also invite customers to donate by purchasing a toy and placing it at one of the toy drive collection points set up in stores.

### Inclusive local development

El Corte Inglés Group is acutely sensitive and firmly dedicated to the local communities in which we operate. For instance, we promote initiatives in partnership with a range of organisations to contribute to these communities' wellbeing and development.

#### Food drive

We renewed our partnership agreement with the **Spanish food bank association (FESBAL)**, consolidating our commitment to persons in vulnerable situations. Through two annual campaigns—the **Recogida Primavera** spring drive in May and the **Gran Recogida** food drive in December—we gathered food worth a total of €1,274,504.70, an increase of 30% from **the year before**.

#### Circular economy in support of employability

- We helped on the **Ellas lo Bordan** project, providing fabrics to teach dressmaking and sewing to women who are victims of gender-based violence.
- We donated women's clothing to **Fundación Quiero Trabajo**, which helps women prepare for job interviews.
- In an alliance with **Cáritas Spain**, we set up **70 containers** in our establishments and work centres to collect and recycled used clothing. This initiative drives **textile sustainability**, while at the same time **creates jobs and provides training** to people at risk of social inclusion, helping them find employment.

#### Solidarity cards

Customers can collaborate with NGOs by buying €1, €3 and €5 solidarity cards at the checkout lines in **El Corte Inglés, Hipercor, Supercor and Sanchez Romero** supermarkets. Participating NGOs in 2024 included **Fundación Altius** and **Fundación Inocente**.

### Our support of other initiatives

In addition to these, we partner other social activities in the different cities linked to governmental institutions, the media and events that reflect the local traditions of each geography:

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Christmas in Madrid (Madrid City Council)
Barcelona Sports World Values Champions Trophy
Aguja Goyesca fashion contest in Zaragoza
StartInnova Santander Entrepreneurship Programme
The Sports Press Gala
L'Arribada del Foc with the Alicante Bonfire Association
The Fallas of Valencia
Carnival of Tenerife and Las Palmas de Gran Canaria

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### **Other social activities**

In the wake of the flash floods that hit Valencia, Castilla-La Mancha, and Andalusia on 29 October 2024, El Corte Inglés took immediate action, donating essential goods such as food, protective gear, and cleaning supplies.

We worked hand-in-hand with public authorities, as well as local institutions and NGOs operating in the areas.

Special attention was paid to El Corte Inglés employees who suffered material damage. We provided them with home appliances, furniture, textiles, and other household items in an attempt to get their homes back close to normal as quickly as possible. Financial assistance was also provided to help them recover different types of material property.

We also worked hard on cleaning, rebuilding and preparing facilities affected by the floods in some towns, namely the Sedavi outlet store, the Sfera store in Bonaire, the Viajes El Corte Inglés agency in Paiporta and the La Reva logistics centre in Riba-Roja.



## **4. Governance disclosures**

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**4.1 Business conduct (ESRS G1)**

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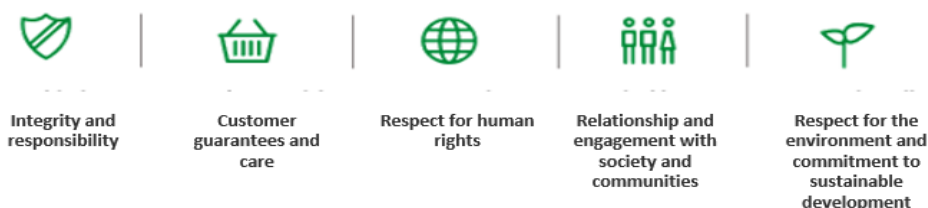
**4.2 Other topics related to business conduct**

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## 4.1 Business conduct (ESRS G1)

The El Corte Inglés Group is strongly committed to doing business in an ethical and responsible manner, nurturing a business culture that prevents conduct that goes against its principles and values. These principles imply that all activities must be carried out honestly, with integrity, professionalism and transparently so as to make a success of the business and create value for its stakeholders.

### *Corporate principles, values and commitments*



The double materiality assessment identified three positive impacts and two opportunities highlighting our contribution to society and good governance:

<b>PI</b>	Promotion of good ESG practices among the suppliers that have business relationships with the Group.
<b>PI</b>	Contribution to the improvement of ethics and integrity standards in society as a result of transparent dealings with suppliers and the public authorities.
<b>PI</b>	Protection of whistleblowers by means of a Whistleblowing Channel that guarantees due confidentiality and the absence of retaliation.
<b>O</b>	Strengthened corporate culture as a result of implementation of high ethics standards.
<b>O</b>	Publicity around the good ethics and integrity practices championed by the Organisation to reinforce its corporate positioning.

To work on these opportunities, the Group promotes ESG best practices among its suppliers by incorporating ethical and sustainability criteria in its selection, assessment and monitoring processes. This includes regular audits, supplier training and the promotion of responsible standards throughout the supply chain.

El Corte Inglés also reinforces transparency in its dealings with public authorities and suppliers by adopting clear and verifiable processes, backed by the Antitrust, Anti-Corruption and Anti-Fraud, and Relations with Public Officials and Private Entities policies. These processes include contractual clauses guaranteeing compliance with anti-corruption regulations and internal control mechanisms designed to prevent breaches. In addition, by upholding high ethical standards, the Group ensures its practices are aligned with high levels of integrity and rigour in business conduct.

Another key element of the Group's strategy is the protection of whistleblowers' rights. Through the Whistleblowing Channel, El Corte Inglés provides a secure and confidential mechanisms for reporting potential breaches, guaranteeing that there is no retaliation.

We actively work to publicise our good practices in ethics and integrity. Public reports, awareness campaigns and other communication initiatives afford us the opportunity to share our achievements and commitments. We can also use them to encourage other organisations to adopt responsible practices, consolidating the Group's positioning.

These lines of initiative were considered in the preparation of the Group's Sustainability Master Plan and are articulated through the Code of Ethics and corporate policies; e.g., the Anti-Corruption and Anti-Fraud Policy and the Anti-Money Laundering and Counter-Terrorist Financing Policy (refer to section [1.5 Sustainability policies](#) of chapter 1. *General disclosures*).

In carrying out their duties, the members of the Board of Directors and Senior Management (refer to section [1.2 Governance](#) of chapter 1. *General disclosures*) respect, comply with and promote the corporate values and principles of ethics and behaviour enshrined and developed in the Code of Ethics and the Group's corporate policies.

## Fostering the corporate culture (G1-1; G1-3; G1-4)

### Principles of conduct and behaviour

The Group sets out its principles in the Code of Ethics to promote an ethical and responsible corporate culture. The code is reviewed annually and adapted as necessary to Organisation's needs and the current environment, with the aim of promoting a culture of prevention and zero tolerance of fraud.

The content of the Code of Ethics is implemented through:



**[MDR-P / 65 a]** The code defines the principles of conduct and behaviour required of all Group employees and executives in the performance of their jobs and is applicable to all geographical markets in which we operate. By doing so, it ensures they are aligned with both the Company's values and constantly evolving legal and corporate rules and regulations.

**[MDR-P / 65 b]** It also applies to the Group's complete range of activities and extends to all stages of its value chain, including:

- Internal operations within the organisation
- Relationships with suppliers and external partners
- Interactions with customers and other stakeholders

The Code of Ethics establishes the framework for preventing unlawful conduct, corruption and any behaviour that goes against our corporate values. To this end, the Code's main commitments include:

- Conduct commercial operations, as well as any other business, in an honest, honourable, professional and transparent way.
- Comply with the laws and regulations applicable at each time and place, and ensure they are complied with, as well as internal standards and any others which are voluntarily adopted.
- Maintain due diligence for the prevention, detection and elimination of any inappropriate behaviour.
- Report any breaches of compliance with the Code, as well as any circumstance in which a third party induces him or her or another employee/executive of the Group to contravene the Code of Ethics.

**[MDR-P / 65 c]** The Chief Compliance Officer (CCO) is ultimately responsible for driving and overseeing that the Code is applied within the Group. All professionals within the Organisation must be familiar with, understand and apply the Code in their daily work. Responsibilities under the CCO's remit include:

- Promoting the dissemination of, knowledge of and compliance with the Code of Ethics.
- Taking the necessary steps to enforce implementation.
- Resolving doubts about interpretation of the Code of Ethics.
- Investigating and issuing decisions on potential breaches, ensuring confidentiality of all information handled.
- Commitment to ethics and business integrity.

The Group's employees and executives manifest their commitment to complying with the Code of Ethics and corporate policies by endorsing the **High Ethics Standards** and completing mandatory training on compliance. The standards contain the principles and corporate values which all Group employees and executives agree to abide by, with the level of stringency stipulated in the Code of Ethics and other internal rules and regulations.

To foster an integrity-driven culture, we develop training and communication programmes which include holding sessions on the **Ethics and Compliance Space**, as explained in section Business conduct training of chapter 4.1 *Governance*.

### Corporate policies

El Corte Inglés Group's corporate policies outline the general principles that must be upheld by all Group companies' employees and executives and that also apply to dealings with their various stakeholders. Approved by the Board of Directors as the highest governance body, these policies are reviewed regularly to ensure the correct management of the Group's material ESG topics. Section 1.5 Sustainability policies of chapter 1. *General*

*disclosures* outlines the content of the main policies governing these matters, although there are other corporate policies in place.

They are all available on the **corporate website** and can be accessed through the corporate intranet, **NEXO**. The policies are:

<b>Corporate policies</b>	<b>Date of last revision/creation</b>
Compliance	October 2024
Corporate Crime Prevention	October 2024
Anti-Money Laundering and Counter-Terrorist Financing	October 2024
Anti-Corruption and Anti-Fraud	October 2024
The three policies that implement the Corporate Anti-Corruption and Anti-Fraud Policy:	
- Gifts and Business Courtesies	October 2024
- Donations and Sponsorships	
- Relations with Public Officials and Private Entities	
Sustainability	January 2025
Human Resources	January 2025
Diversity, Equity and Inclusion	January 2025
Data Protection	October 2024
Risk Control and Management	October 2024
Information Security	October 2024
Tax	October 2024
Corporate Finance	October 2024
Internal Control over Financial Reporting System <sup>70</sup>	
Internal Control	New: October 2024
Customer Service and Care	October 2024
Competition	October 2024
Business Continuity	October 2024
Whistleblowing Channel	October 2024
Procurement	New: October 2024
Data Governance	New: October 2024

There are also other internal rules that are policy-like in nature, such as:

- Compliance Function Charter.
- Compliance Function Governance Regulations.
- Compliance and Risk Control Committee Regulations.
- Internal Audit Charter.

In 2024, both internal and external audits were performed on the UNE/ISO certified process and those subject to specific regulations as provided for in the policies below.

<sup>70</sup> This policy is not available on the corporate website as it is a tool for internal use only.

Meanwhile, the Data Protection and Internal Control over Financial Reporting System policies only underwent internal audits.

During the year, the Board of Directors adopted a series of key procedures to strengthen business conduct:

- **Internal rules of conduct:** Framed by the issuance of MARF-listed financial instruments, the Board approved these rules to ensure transparency in markets and investor protection. The rules outline specific standards to ensure compliance by the Company, the Group, the governance bodies and employees with market abuse regulations.
- **Approved and updated corporate policies:** In line with our commitment to continuously improve the criminal prevention system, we approved and/or updated the following policies:
  - **Corporate Procurement Policy:** designed to foster responsible and sustainable relationships with business partners.
  - **Corporate Internal Control Policy:** drawn up under the COSO framework, it is designed to strengthen the Group's risk control and management system.
  - **Corporate Data Governance Policy:** designed to ensure the reliability of data for decision-making.

Anti-corruption, bribery and money laundering policies (G1-3) (G1-4)

The Group has an unwavering commitment to **anti-corruption, bribery, fraud, and money laundering**, and to this end it follows a holistic approach to preventing and mitigating any potential risks related to its business. It has two policies for this:

**1. Corporate Anti-corruption and Anti-fraud Policy:**

This policy promotes a culture of ethics, transparency, and legality, establishing mechanisms to prevent, detect and eliminate unlawful practices. It's overarching objective is to establish the criteria and principles for cultivating a culture of prevention and zero tolerance of corruption and fraud and implement organisational, technical and disciplinary measures that encourage effective internal control over corruption and fraud across all areas of El Corte Inglés Group.

This policy is also implemented by three specific integrity-related policies:

- Gifts and Business Courtesies.
- Donations and Sponsorships.
- Relations with Public Officials and Private Entities

**[MDR-A / DR 68 b]** As part of this approach, all agreements and contracts with business partners and third parties include anti-corruption clauses, providing for unilateral termination in the event of non-compliance. Business partners must demonstrate behaviours that are aligned with the Group's policies, and articulate a commitment to doing so by including contractual clauses on integrity, business conduct and regulatory compliance in their contracts. They must also have control mechanisms covering government procurement in place and review them regularly to ensuring they are in conformity with prevailing regulations.

Due diligence of retailers is designed to ensure that ethical and legal standards are upheld, as well as to prevent corruption and fraud risks. The system covers the identification and assessment of potential risks, rigorous supplier and business partner analysis and the implementation of specific procedures for handling potential breaches. Elsewhere, monitoring systems and internal audits were enhanced, along with training initiatives to promote an integrity-based organisational culture.

In 2024:

- **[MDR-P / DR 65 a] [MDR-A / DR 68 a]** The Corporate Anti-corruption and Anti-Fraud Policy was bolstered with the introduction of new due diligence procedures, improved mechanisms for reporting breaches and a more robust internal and external communication strategy.
- A total of 14 reports received through the Whistleblowing Channel were received and duly analysed, and no breaches were found.
- **[G1-4 / DR 24 a, b]** No incidents of corruption directly involving the Company or its employees were recorded, nor did the Company incur any fines or non-monetary sanctions for non-compliance with relevant laws and applicable regulations.

## 2. Anti-Money Laundering and Counter-Terrorist Financing Policy (AML/CTF)

**[MDR-P / DR 65 a]** This policy underlines the Group's commitment to business integrity through principles and behaviours designed to mitigate these risks.

**[MDR-A / DR 68 b]** As part of its strategy of prevention and compliance with prevailing legislation, the Group applies due diligence measures based on an assessment of risks that factors in the customer profile, transaction type, the amount involved and the geographical location of the transaction. The measures are adjusted to minor risks related to products and transactions, and higher-risk or suspicious transactions, which are reported to the competent authority, the Executive Branch of the Commission for the Prevention of Money Launder (SEPBLAC).

**[MDR-A / DR 68 a] [MDR-A / DR 68 b] [MDR-A / DR 68 e]** In 2024, the Group submitted mandatory filings to SEPBLAC analysing 39 risk files, of which three were suspected cases of money laundering.

**[MDR-A / DR 68 e]** The Group has strict risk controls in place, which are reviewed annually by Internal Audit and external experts to ensure independence and the effectiveness of its processes.

In 2024:

- **[MDR-A / DR 68 a]** Cross-cutting modifications were introduced to ensure complete coherence and strengthen the Group's regulatory framework.
- **[MDR-A / DR 68 a] [MDR-A / DR 68 b]** To guarantee the effectiveness of the measures implemented, the Annual Anti-Money Laundering and Counter-Terrorist Financing Training Plan was drawn up, with content adapted to new legal requirements and dedicated training sessions for managers and risk areas.
- **[MDR-A / DR 68 a] [MDR-A / DR 68 b]** As a complementary training action, voluntary AML/CFT training was extended to certain sales areas on top of compulsory training under prevailing legislation. The purpose of this is to ensure that due diligence measures are applied correctly to the sale of items vulnerable to AML/CFT.

### Compliance Programme

El Corte Inglés Group's Compliance Programme comprises a series of rules, procedures, and measures designed to proactively prevent, detect, assess and manage potential breaches, especially criminal.

### Corporate Conflicts of Interest Management Procedure

This procedure outlines the mechanisms for identifying and managing potential conflicts between the personal interests of directors, managers or employees and those of the Group.

Here we define “**conflict of interest**” as a situation of potential ethical, financial or impartiality risk arising when a person's interest (their own or those of other persons/companies included in their direct or indirect personal sphere of influence) differs from those interests or objectives that they must protect in the performance of their professional or business role, or that are protected by unrelated employees who may be influenced by knowing this interest.

All Group members are obliged to notify potential conflicts to ensure integrity in decision-making and protect the Organisation's legitimate interests. Moreover, members of the **Board of Directors, Senior Management, corporate committees**, as well as the Group's other partners, must regularly present a written negative (absence of conflicts) or positive (existence of potential conflicts) conflict of interest disclosure.

### Whistleblowing Channel

**[G1-1 / DR 10 a]** El Corte Inglés Group has a Whistleblowing Channel for confidential reporting by members of the Organisation and other stakeholders. It is a tool designed to provide a definitive response to enquiries about, discrepancies over or potential breaches of the Code of Ethics, corporate policies, internal procedures or other applicable regulations and legislation.

**[MDR-P / DR 65 b]** The **Corporate Whistleblowing Channel Policy** and the **Corporate Whistleblowing Channel Management Procedure** set out how reports received through the channel must be handled. Both are mandatory and applied across the entire Group.

An **Internal Investigation Protocol** was approved to establish a clear, consistent, efficient and effective procedure for conducting investigations within El Corte Inglés Group through common guidelines for behaviour. It ensures that all investigations are impartial, efficient and confidential, and that they comply with applicable internal and external regulations. The aim is to protect the rights of all parties involved and maintain the Organisation's integrity and transparency.

**[MDR-P / DR 65 a] [MDR-A / DR 68 a]** This protocol provides the mechanisms needed to communicate and manage, on a timely basis, any report related to the scope, enforcement or interpretation of the regulations applicable to the Group.

This channel is governed by a set of principles and safeguards to ensure appropriate handling of communications:

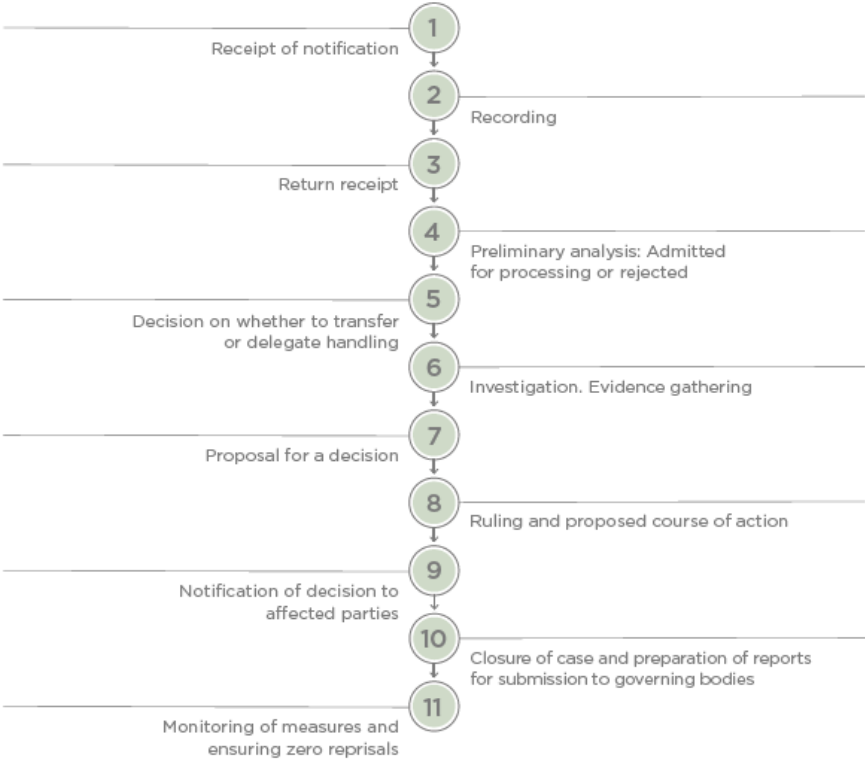
- **Mandatory reporting of breaches:** All members of the Organisation and other stakeholders are responsible for reporting any breaches or acts contrary to the Code of Ethics, internal rules and regulations or prevailing legislation through the Whistleblowing Channel. This obligation helps the Group's proper functioning by fostering collaboration.
- **Confidentiality guarantee:** The whistleblower's identity will be treated with utmost confidentiality and information concerning the whistleblower may only be disclosed to judicial or administrative authorities as part of legal proceedings. Moreover, all individuals involved in the investigation must sign a non-disclosure agreement to ensure information is protected.
- **Whistleblower protection:** The Group guarantees that retaliation against anyone reporting in good faith is prohibited, thereby promoting a safe and trustworthy environment.
- **Defence and professional secrecy:** Internal investigations are covered by the Organisation's right of defence and professional secrecy.
- **Right to access information:** Whistleblowers have the right to request information about the status of their report and know the conclusions of the resolution. Persons concerned may also be informed and heard during the investigation in a timely and appropriate manner.
- **Good faith and presumption of innocence:** All communications are presumed to have been made in good faith and all persons concerned are considered innocent until proven otherwise.
- **Diligence and promptness:** Investigations are handled with diligence and as swiftly as possible without compromising their purpose. Particularly emphasis is placed on critical cases or those affecting the employees', customers' or the Organisation's reputation.
- **Suitability, necessity, and proportionality:** Measures will be taken in investigations that are useful, appropriate and proportionate to clarify facts without causing any unnecessary harm.
- **Legality:** The Whistleblowing Channel complies with prevailing legislation, particularly with regard to data protection, privacy and relations with judicial and administrative authorities.

Conduct that should be reported through the Whistleblowing Channel includes any breach of corporate principles and values, such as:

- **Fraud, corruption, and money laundering:** actions such as bribery, fraud, embezzlement, concealment of illicit financial resources or any practice that violates principles of financial integrity.
- **Harassment and discrimination:** harassment in the workplace (systematic conduct that undermines a worker's dignity), sexual harassment (physical or verbal sexual conduct) and discrimination on the grounds of gender, race, sexual orientation, belief, disability, etc. It also includes human rights violations in own operations or operations in the value chain.

- **Ethical and professional conduct:** actions that violate corporate values or are contrary to the Code of Ethics, including disrespectful, discriminatory or unfair treatment, or unethical professional behaviour.
- **Regulatory breaches and intellectual property:** violations of laws, internal policies and applicable regulations, as well as unauthorised use of protected works, inventions or trademarks.
- **Data breaches and confidentiality:** unlawful processing of personal data or infringements of data subject’s privacy and rights.
- **Other breaches:** any conduct not included in the previous categories that is contrary to the Code of Ethics, internal rules or prevailing legislation.

The following chart shows the steps involved in handling reports received through the channel are:



**[G1-3 / DR 18 a, b, c]** The Compliance Function receives and manages reports submitted through the Whistleblowing Channel and conducts independent and objective internal investigations. After analysing each case, it issues a resolution and reports the data to the governance bodies and the Audit and Control Committee, and notifies the persons concerned (whistleblower and person investigated).

In 2024, a total of 338 reports were received, of which eight were ex officio initiatives and 330 were submitted via the Whistleblowing Channel. Of the latter, 219 were admitted after a preliminary analysis, i.e., 12.8% more than the year before (2023: 324 received, of which 194 were admitted).

Reports received through the Whistleblowing Channel	FY 2024	FY 2023
Number of notices declared admissible	219	194
<b>Matter</b>	% of total	% of total
Workplace or sexual harassment	23.3%	12.4%
Unethical conduct at work	19.6%	25.3%
Environmental damage	0.9%	0%
Discrimination or human rights violations	1.8%	0.5%
Fraud and corruption	4.1%	6.2%
Breaches of laws and internal regulations	8.7%	13.4%
Other	9.6%	6.7%
Business claims <sup>71</sup>	-	2.1%
Disrespectful, discriminatory or unjust treatment	31.5%	32%
Breach of intellectual and industrial property rights	0.5%	0.5%
Violation of data protection rules	0%	1%
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>

**[G1-1 / DR 10 c, e]** The **Whistleblowing Channel** is accessible in several ways, including email notifications on the corporate website, by post, phone and in-person or online meetings. All these channels ensure **whistleblower confidentiality and protection** under **Directive (EU) 2019/1937** on the protection of persons who report breaches of Union Law.

### Business conduct training

Business conduct training is designed to reinforce knowledge of internal rules and applicable regulations, ensuring that all employees, executives and partners can prevent, identify, manage and, to the extent possible, mitigate job-specific risks. These training initiatives also encourage commitment to El Corte Inglés Group's values and principles, instilling a culture based on integrity, responsibility and transparency.

<sup>71</sup> In 2024, no business claims were reported. Following different criteria from the year before, they were rejected since there is a specific mailbox for this type of reports.

**[G1 / GOV-1 / DR 5 b]** The Group promotes continuous training in business conduct so as to ensure that its governance bodies are up to date on best national and internal practices. Key topics covered by this training include anti-fraud and corruption, relations with suppliers and public authorities, and fostering a corporate culture based on transparency and responsibility.

**[G1-1 / DR 10 g]** The Group's training programme is designed to address the specific needs of different roles within the Organisation. It primarily targets executives, supervisors and control officers, as well as high-risk groups and other key positions. Moreover, the "Ethics and Compliance" space includes mandatory training for all Group staff under permanent contracts.

Several training and awareness-raising actions were carried out in 2024 to increase understanding of ethical standards and corporate compliance policies. Key initiatives included:

- Executive training sessions: training sessions were held on the "Ethics and Compliance" space on key topics such as:
  - Prevention and Corporate Security.
  - Diversity and Inclusive Leadership.
  - Anti-Trust System.
  - Corruption in business.
- **Management Board and Management Committee training:** Sessions were organised for the department store Management Boards and the Group subsidiaries' Management Committees.
- **Training days and workshops:** Talks were held on specific topics, such as oversight and implementation of controls, and key risk indicators (KRI).
  - In the area of anti-trust, in addition to an introductory session, three other hands-on sessions were held (for more specific vulnerable groups) addressing key issues (prohibited conduct, relations with public authorities, membership in industry associations).
- **Digital training and awareness initiatives:** news articles, videos and regulatory updates on compliance were provided on the corporate intranet, NEXO. The programs feature content tailored to different levels within the Organisation, including the following training modules:
  - **Group Code of Ethics and Whistleblowing Channel:** guidelines on corporate values and the standards of conduct expected.
  - **Introductory crime prevention:** module providing an overview of the applicable regulatory framework and highlighting the importance of preventing white-collar crime.
  - **Corruption and white-collar crime:** module identifying corruption and bribery risks, along with the preventive and control measures implemented. The modules developed are: 1. Consumers and products, 2. Business property and privacy, 3-4. Corruption and white-collar crime, 5. Town planning and environmental crime, and 6. Crimes against workers' rights.

- A new “**Keys to Regulatory Compliance**” course was launched during the year, introducing mandatory compliance training.

To facilitate internal dissemination, the in-person and online sessions delivered in the Ethics and Compliance space both ended with taped interviews of speakers.

**[G1-3 / DR 21 c]** Data for the reporting period on business conduct training, including anti-corruption:

<b>Key data on training in business conduct</b>		
Percentage of members of Senior Management trained		100%
Percentage of members the Board of Directors trained		100%
Percentage of functions-at-risk covered by training programmes		100%

<b>Matter</b>	<b>Total no. of training hours</b>	<b>No. of employees trained<sup>72</sup></b>
Ethics and compliance	39,645	101,839
Corruption and bribery	17,334	40,090
Anti-money laundering	1,169	1,016
<b>TOTAL</b>	<b>58,148</b>	<b>142,945</b>

**[G1-3 / DR 21 b]** A risk and control matrix for training was also created that identifies high exposure groups for specific crimes such as corruption and bribery so as to ensure that they receive targeted training. These groups include:

- Senior Management and members of corporate committees.
- Procurement employees (direct and indirect), especially those who deal directly with suppliers or public authorities.

The programmes feature one on **anti-corruption and bribery**, designed to insure high exposure groups receive the appropriate training on the prevailing regulatory framework and internal procedures.

## **Management of relationships with suppliers (G1-2; G1-6)**

### **Responsible management model**

**[G1-2 / DR 15 a]** El Corte Inglés Group actively engages and has a trusting relationship with its suppliers, aimed at developing products and services that stand out for their specialisation, quality, safety and reliability. The synergies generated drive innovation in the product range as well as responsible practices that support a more sustainable environment. The Group cements its role in creating value for both customers and society at large by working with suppliers who are committed to best management and responsible production practices.

<sup>72</sup> An employee may carry out several training sessions during the year and each counts in the total.

**[G1-2 / DR 15 b]** We have implemented a responsible management policy based on the due diligence approach. This approach focuses on identifying, preventing and mitigating negative impacts of any inadequate performance by our suppliers. The mechanisms put in place foster good ESG practices, especially when it comes to protecting and respecting human rights. This commitment is outlined in chapter [3.2 Workers in the value chain](#).

### **Payment management**

The payment management model is governed by principles of transparency and timeliness, aligning with prevailing legislation in Spain, which set a standard 30-60 day period for commercial transactions. The Group guarantees that all its suppliers are treated equally, regardless of their size or category, striving to forge relationships based on mutual respect and fulfilment of contracts.

El Corte Inglés and its subsidiaries comply with all applicable regulations related to supplier payment periods. In Spain, they abide by the Retail Trade Act (Law 7/1996 of 15 January 1996) and the Late Payment Act (Law 3/2004 of 29 December 2004 on combating late payment in commercial transactions). In Portugal, they comply with Decree-Law no 76/2021 on unfair business-to-business relationships in the agricultural and food supply chain and Decree-Law 62/2013 on combating late payment in commercial transactions. This ensures compliance with legal requirements without discriminating by type of supplier. However, there is no formal policy on SME payment periods.

**[G1-6 / DR 33 a, b]** The average supplier payment term is disclosed in the note 20.1 Supplier payment term disclosures to the consolidated financial statements and section 10 Other disclosures - Disclosures on payments to suppliers in the Consolidated Management Report.

In this regard, seven lawsuits were brought against the Group in 2024 as a result of delays in payments to suppliers, manufacturers and/or third parties and vice-versa. We continue to work on improving our management systems and minimising incidents.

## **4.2 Other topics related to business conduct**

For El Corte Inglés Group, addressing and managing other topics related to business conduct responsibly beyond the material topics is essential. These include, for instance, cybersecurity and responsible tax behaviour, two key areas underpinning our commitment to transparency, ethics and sustainability in operations.

Against this backdrop, compliance with Law 11/2018 on non-financial and diversity reporting, and other material topics arising from our business, is crucial for ensuring sound and responsible business management.

## Cybersecurity

Given the advances in service digitalisation and the constant exchange of information, cybersecurity has become an essential element for preserving trust, privacy and system integrity. As threats become more complex and frequent, protecting digital environments becomes a strategic and social issue, not just a technical matter. In the retail sector, where physical and online channels converge, cybersecurity is extremely important for protecting customer, supplier and employee data, and ensuring business continuity and a shopping experience in a secure and reliable environment.

For El Corte Inglés Group, cybersecurity constitutes a critical element for protecting its digital assets, its business continuity and regulatory compliance. Our IT infrastructure integrates advanced security controls, incident management policies, continuous monitoring and response plans, enabling us to anticipate and respond to potential threats.

### Governance and Information Security Policy

Information security is an integral part of the Company's governance and sustainability model. With this mind, we have a specific policy that lays the foundations for information security governance, management and operations, which fall to the Information Security Committee, the Information Security and Cybersecurity Department and the Security Operations Centre, respectively.

The main objectives of our **Corporate Information Security Policy** are:

- To guarantee adequate protection of information so that Group companies are prepared to prevent, detect, react to and recover from information security incidents.
- To implement the technical and organisational measures that, based on the state of technology, are needed to protect the Group's information sufficiently against any threat with the potential to compromise its confidentiality, integrity or availability.

This policy complements the **Corporate Data Protection Policy**, designed to mitigate risks related to the processing of personal data of stakeholders as described in section [Data protection](#) of chapter 3.3 *Consumers and end-users*.

Application of the Group's Corporate Data Protection Policy in Group companies is articulated within an organisational structure that integrates the cybersecurity governance, management and operation functions.

As the main governance body, the Information Security Committee is responsible for promoting and overseeing information security throughout the entire Organisation, ensuring that good security management practices are effectively and consistently applied within El Corte Inglés Group.

The Information Security and Cybersecurity Department, which reports to the Prevention and Corporate Security Officer, plays a crucial role by directing, managing, coordinating and establishing information security initiatives and essential executive measures to streamline the work done by the committee.

As the main operational support area of this department, the Security and Cybersecurity Operations Centre is tasked with detecting, assessing, analysing and responding to security incidents of cybernetic impact. In addition, as coordinator of the technical teams during security incident investigations and responses to security incidents, the centre reports to management bodies, lending the experience and insight needed to take decisions in the event significant cybernetic threats materialise.

### **Cybersecurity strategy**

The main lines of initiative pursued during the reporting period focused on reinforcing key aspects of information security. Special attention was paid to developing solutions aimed at increasing internal protection, securing devices, optimising credential and digital certificate management, and enhancing vulnerability detection and response processes. To prevent, mitigate and raise awareness about potential risks, we also performed simulations with staff.

In terms of governance, risk and compliance, we strengthened the strategic security framework by defining and updating regulatory documents, aligning them with international standards and regulations, e.g., under ISO 27001. We renewed five security management system certifications and certified two new ones, including for the El Corte Inglés customer information security management system under ISO 27001, the world's most stringent standard when it comes to best practice in information security management.

Moreover, we reinforced third-party risk management (TPRM) processes and advanced the Business Continuity and Disaster Recovery Plan (DRP) by analysing critical business services and drawing up most of the necessary DRPs. All this was aimed at strengthening operational resilience and cybersecurity incident response capability.

Regarding ID protection and management, access controls and digital identity security were strengthened by adopting advanced identity management (AIM) and privileged access management (PAM) solutions.

Elsewhere, we bolstered workstation security with disk encryption, blocking unauthorised devices and use of endpoint detection and response (EDR) and mobile device management (MDM) technologies in the systems and servers El Corte Inglés Group manages. In parallel, we reinforced perimeter protection and browsing security for these systems with solutions such as next-generation firewalls (NGFW), intrusion detection systems (IDS) and intrusion prevention systems (IPS) and secure proxies and by rolling out SASE and CASB architectures for cloud environments.

The Security Operations Centre (SOC) transitioned to a 24/7 service model following the hiring of highly skilled staff, expanding threat monitoring and response capabilities. Vulnerability management was enhanced with automated tools and continuous analysis processes. Meanwhile, we carried out forensic analyses, simulations and prepared incident response plans aligned with benchmark frameworks, such as NIST and MITRE ATT&CK.

We established a proactive and offensive approach to cyber intelligence and security strategy, encompassing specific active surface, deep and dark web surveillance and execution of specialised red teaming and advanced persistent threat (APT) simulations. Notable achievements include the reduction of attack surface through attack surface reduction (ASR) initiatives, as well the management and mitigation of phishing attacks, digital fraud and cases of identity theft.

As for security by design and digital fraud control, we adopted DevSecOps practices, along with static application security testing (SAST) and dynamic application security testing (DAST) tools and threat modelling. Among operational technology (OT) systems, security was strengthened through Network Traffic Analysis (NTA) solutions, network segmentation and threat detection in SCADA/ICS environments. We also beefed up protection of the e-commerce channel by implementing behavioural analysis, bot detection, anonymous browsing and network reputation tracking tools.

## Taxes

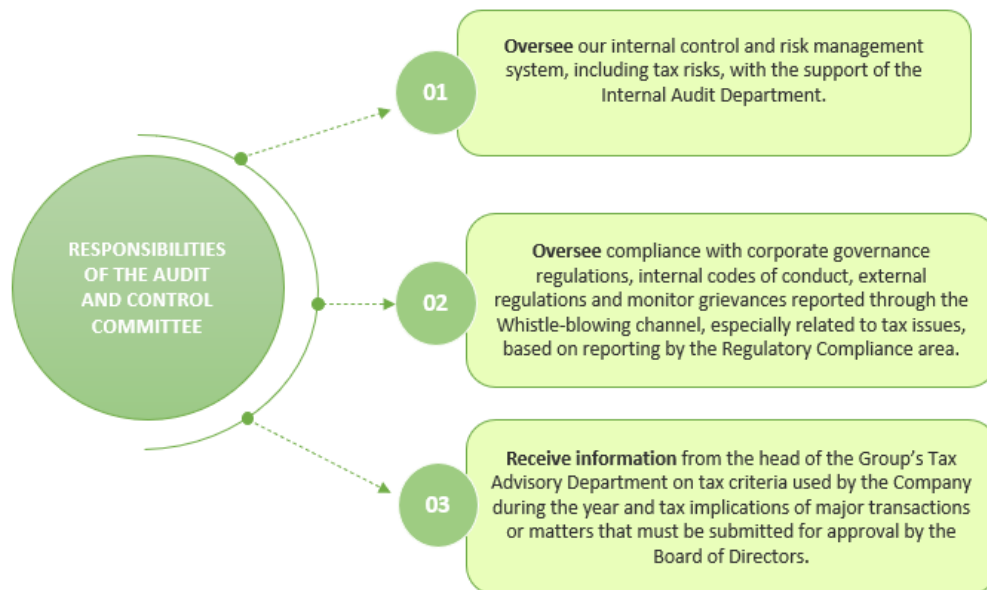
### Corporate tax strategy and policy

El Corte Inglés Group is aware of the significant impact of its operations on the business communities where it operates. It understands that honouring tax obligations is not only a legal responsibility, but also a direct show of its commitment to generating value and driving the social and economic development of the territories where it is present. We go to great lengths to ensure that all our activities are carried out correctly and in a socially responsible manner, adhering to principles of ethical conduct and transparency.

This vision is reflected in the Group's **Corporate Tax Policy**, which sets out specific guidelines and its firm commitment to social responsibility (refer to section [1.5 Sustainability policies](#) of chapter 1. *General disclosures*).

The Board of Directors is responsible for approving El Corte Inglés' Corporate Tax Policy. It is also in charge of reviewing the policy annually and updating it as needed. The Corporate Tax Policy was last updated in October 2024. This policy clearly defines the tax strategy, focusing on adopting good practices in tax-related decision-making and actions and aligning with the principles outlined in our Code of Ethics.

The **Board of Directors** must be duly informed in advance by the Audit and Control Committee of the content, implications and tax consequences related to the criteria and transactions that may be subject to approval when these play a relevant part in decision-making or involve transactions that the committee must necessarily report. The Audit and Control Committee's main tax responsibilities include:



The **Tax Advisory** department is responsible for analysing and managing the tax affairs of the various businesses and advising all Group companies on such matters, and identifying opportunities for improvement. To ensure continuity in applying the general principles of the tax strategy, we drew up a Comprehensive Training and Development Plan to ensure that the future successors of key tax-related positions are fully prepared.

El Corte Inglés promotes collaboration, mutual trust and good faith with the tax authorities and other stakeholders. The Tax Policy is aligned with society's needs and expectations so we can contribute responsibly to creating a fairer and more equitable tax framework.

Our commitment to transparency and cooperation is reflected in our **participation in Spain's Forum of Large Companies**, a space where large undertakings work together with the tax authorities. At the forum, we encourage mutual trust, facilitating knowledge-sharing and discussions on the future challenges for applying the tax system. We have endorsed the **Code of Best Tax Practices** since it was approved in 2010 and pledge to follow its recommendations.

To promote ongoing dialogue with stakeholders and social, economic and political agents, we are also members of several economic and business organisations. Together, we work to deliver solutions aligned with good governance and transparency principles. By doing so, we can be prepared to deal with potential regulatory changes and minimise the related risks and impacts.

El Corte Inglés' tax risks are compiled and analysed in the tax risk sub-map. Starting with existing controls and procedures, it determines the level of inherent and residual risk based on the effectiveness of the controls applied.

We have developed several tax-related **internal procedures** that allocate specific responsibilities for each stage of tax management and outline the necessary steps for preparing tax returns and settlements. These procedures ensure traceability and reliability of reporting and regular reviews.

Moreover, we carry out regular automatic and manual controls designed to ensure that risks are managed effectively and minimised. These controls are designed to identify and

mitigate potential threats arising from differences in interpretation of tax matters with the Government, which could give rise to contingent liabilities, fines or difficulties recovering tax assets.

These internal procedures and the controls implemented, including the system of **Internal Control over Financial Reporting (ICFR)**, are periodically assessed by a team of internal auditors. The team verifies that they are in line with the Group's current needs and comply with prevailing tax legislation to maintain a low risk profile.

Here, **corporate structures** are used responsibly and where there is good reason in keeping with our commitment to good tax practices and value creation. These structures are based on substantive business reasons and we reject any transfer of profits or value to low-tax jurisdictions. In addition, transactions among Group companies are carried out at arm's length, in line with principles of value creation and fair competition.

Our policy entails avoiding the use of legal structures for opaque tax purposes and not setting up any establishments in tax havens, uncooperative jurisdictions or similar.

Aware that tax responsibility is becoming increasingly important for businesses and, therefore, maintaining contact with key stakeholders<sup>73</sup> through the organisations noted previously, we also design and deliver **training and working arrangements** for our people. The aim of these activities is to strengthen the overall ethics and compliance culture and better identify and manage the relevant risks.

Designed to ensure compliance with the objectives and principles outlined in the Corporate Tax Policy, all these elements are framed within the Tax Compliance System. This system is driven and overseen by El Corte Inglés's Tax Compliance Officer in the Regulatory Compliance Department, responsible for promoting tax risk identification and management, along with any activities and initiatives that help prevent, detect and manage tax risks.

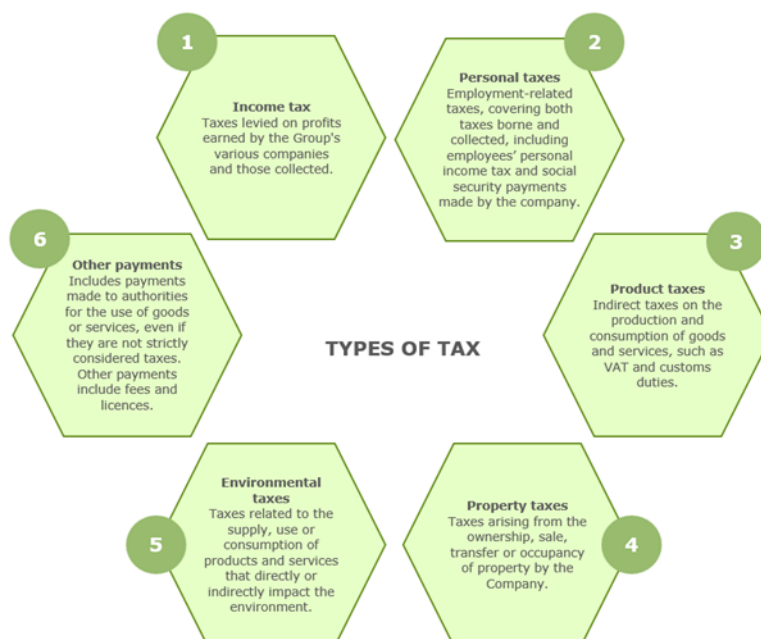
### **Tax contribution**

El Corte Inglés Group makes a sizeable contribution to government tax revenue by honouring its tax obligations. This contribution takes the form of the taxes borne and paid by our companies during the year, as well as the specific taxes levied on our economic activity and social security contributions.

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<sup>73</sup> Stakeholders include public authorities, suppliers, employees, customers and financial institutions, among others.

In 2024, the tax contribution totalled **€2.09 billion** (2023: €2.00 billion), divided into the following categories:



Breakdown of the Group's total tax contribution:

Taxes borne (€ 000)	FY 2024	FY 2023	Taxes collected (€ 000)	FY 2024	FY 2023
On profits	67,363.2	51,776.4	On profits	8,183.6	7,957.6
Personnel	603,412.1	587,137.9	Personnel	397,992.8	388,835.3
On products	61,394.9	62,014.5	On products	861,404.0	822,922.0
On property	78,952.3	79,193.0	On property	22.7	21.2
Environmental	5,964.5	1,386.8	Environmental	-	-
Other	1,973.6	2,070.8	Other	601.6	811.5
<b>TOTAL</b>	<b>819,060.6</b>	<b>783,579.4</b>	<b>TOTAL</b>	<b>1,268,204.9</b>	<b>1,220,547.6</b>
<b>Total tax contribution - 2024</b>				<b>2,087,265.4</b>	
<b>Total tax contribution - 2023</b>				<b>2,004,127.0</b>	

The Group also obtained **grants and public aid** amounting to €6.4 million (2023: €6.6 million). Of grants received, 98.7% were awarded in Spain and 1.3% in Portugal and other countries (2023: 99.9% in Spain and 0.1% in Portugal). Tax metrics by country:

4. Governance disclosures / 4.2 Other topics related to business conduct

**Country-by-country reporting (GRI 207-4)**

Society – Taxes borne (€000) | FY 2024

Country	Income tax paid	Other income tax	Employer social security contributions and other employment-related taxes	Product taxes	Property taxes	Environmental taxes	Other
Germany	-	-	14.5	-	-	-	-
Saudi Arabia	13.6	-	-	-	-	-	-
Argentina	404.9	-	0.2	4.2	-	-	0.5
Austria	-	-	-	-	-	-	-
Bangladesh	-	-	-	-	-	-	0.6
Brazil	3.6	-	-	-	-	-	-
Belgium	-	-	-	-	-	-	-
Bulgaria	-	-	-	-	-	-	-
Chile	6.4	-	114.1	743.1	51.4	43.8	-
China (Shanghai)	15.8	-	1,272.6	367.7	-	-	22.1
Cyprus	-	-	-	-	-	-	-
Colombia	5.1	-	164.1	71.6	8.8	17.9	140.5
Croatia	-	-	-	-	-	-	-
Denmark	-	-	-	-	-	-	-
Ecuador	16.3	-	21.1	28.8	-	-	16.4
United Arab Emirates	469.2	-	-	-	-	-	-
El Salvador	21.6	-	-	-	-	-	-
Slovakia	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-
Spain	1,164.0	33,310.7	580,960.6	56,177.0	78,155.2	5,902.4	1,375.9
Estonia	-	-	-	-	-	-	-
Finland	-	-	-	-	-	-	-
France	-	-	-	-	-	-	-

## 4. Governance disclosures / 4.2 Other topics related to business conduct

Country	Income tax paid	Other income tax	Employer social security contributions and other employment-related taxes	Product taxes	Property taxes	Environmental taxes	Other
Greece	-	-	5.1	-	-	-	2.8
Hong Kong	1.9	-	23.3	-	-	-	-
Hungary	-	-	-	-	-	-	-
Ireland	-	-	-	-	-	-	-
Italy	-	-	149.4	-	-	-	-
Latvia	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	-
Luxembourg	-	-	-	-	-	-	-
Malta	-	-	-	-	-	-	-
Morocco	-	-	52.9	-	-	-	2.2
Mexico	10,799.2	-	4,093.7	2,981.0	-	-	190.1
Netherlands	-	-	-	-	-	-	-
Panama	21.0	-	32.0	8.2	0.2	-	23.0
Peru	40.9	-	45.8	343.5	-	-	3.0
Poland	-	-	-	-	-	-	-
Portugal	21,037.2	-	16,236.6	640.3	720.0	0.3	194.6
Dominican Republic	-	-	-	-	0.2	-	-
United Kingdom	-	-	-	-	-	-	-
Czech Republic	-	-	-	-	-	-	-
Romania	-	-	-	-	-	-	-
Serbia	-	-	-	-	-	-	-
Turkey	-	-	154.2	-	-	-	1.6
Uruguay	4.8	-	57.0	29.4	4.8	-	0.6
USA	26.9	-	15.1	-	11.6	-	0.6
<b>TOTAL</b>	<b>34,052.4</b>	<b>33,310.7</b>	<b>603,412.1</b>	<b>61,394.9</b>	<b>78,952.3</b>	<b>5,964.5</b>	<b>1,973.6</b>

4. Governance disclosures / 4.2 Other topics related to business conduct

Society – Taxes borne (€000)| FY 2023

Country	Income tax paid	Other income tax	Employer social security contributions and other employment-related taxes	Product taxes	Property taxes	Environmental taxes	Other
Germany	-	-	8.1	-	-	-	-
Saudi Arabia	4.0	-	-	-	-	-	-
Argentina	-	-	11.2	44.9	-	-	4.1
Austria	-	-	-	-	-	-	-
Bangladesh	-	-	-	-	-	-	0.3
Brazil	-	-	-	-	-	-	-
Belgium	-	-	-	-	-	-	-
Bulgaria	-	-	-	-	-	-	-
Chile	7.0	-	77.6	723.4	44.8	41.1	-
China (Shanghai)	12.6	-	1,265.4	372.2	-	-	24.0
Cyprus	-	-	-	-	-	-	-
Colombia	-54.3	-	128.3	47.4	8.0	12.5	109.4
Costa Rica	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	-
Denmark	-	-	-	-	-	-	-
Ecuador	-	-	19.8	27.2	-	-	17.2
United Arab Emirates	-	-	-	-	-	-	-
Slovakia	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-
Spain	-	34,285.9	554,976.5	57,814.8	78,345.2	1,332.7	1,436.4
Estonia	-	-	-	-	-	-	-
Finland	-	-	-	-	-	-	-
France	-	-	160.7	-	4.8	-	2.4
Greece	-	-	242.0	-	-	-	20.5
Hong Kong	8.9	-	23.1	-	-	-	0.4

## 4. Governance disclosures / 4.2 Other topics related to business conduct

Country	Income tax paid	Other income tax	Employer social security contributions and other employment-related taxes	Product taxes	Property taxes	Environmental taxes	Other
Hungary	-	-	-	-	-	-	-
India	-	-	-	-	-	-	-
Ireland	-	-	-	-	-	-	-
Italy	30.1	-	127.5	-	-	-	-
Latvia	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	-
Luxembourg	-	-	-	-	-	-	-
Malta	-	-	-	-	-	-	-
Morocco	0.3	-	54.5	-	-	-	2.0
Mexico	11,312.0	-	3,452.0	2,624.9	-	-	179.3
Netherlands	-	-	-	-	-	-	-
Panama	23.4	-	39.1	20.5	0.5	-	10.9
Peru	115.2	-	35.9	-302.3	-	-	21.0
Poland	-	-	-	-	-	-	-
Portugal	6,009.9	-	26,500.6	613.2	758.1	0.5	240.8
Dominican Republic	-	-	-	2.4	2.7	-	-
United Kingdom	3.7	-	-	-	-	-	-
Czech Republic	-	-	-	-	-	-	-
Romania	-	-	-	-	-	-	-
Serbia	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-
Turkey	-	-	-	-	-	-	1.5
Uruguay	3.3	-	1.6	25.9	17.7	-	0.5
USA	14.4	-	14.0	-	11.2	-	-
<b>TOTAL</b>	<b>17,490.5</b>	<b>34,285.9</b>	<b>587,137.9</b>	<b>62,014.5</b>	<b>79,193.0</b>	<b>1,386.8</b>	<b>2,070.8</b>

#### 4. Governance disclosures / 4.2 Other topics related to business conduct

##### Society – Taxes collected (€000) | FY 2024

Country	Income tax	Employee social security contributions	Other employment related taxes	Product taxes	Property taxes	Environmental taxes	Other
Germany	-	-	-	25.3	-	-	-
Saudi Arabia	-	-	-	-	-	-	-
Argentina	10.5	-	-	26.7	-	-	-
Austria	-	-	-	0.2	-	-	-
Bangladesh	-	-	-	-	-	-	-
Brazil	-	-	-	-	-	-	-
Belgium	-	-	-	10.5	-	-	-
Bulgaria	-	-	-	0.1	-	-	-
Chile	27.7	572.4	167.2	1,045.3	-	-	-
China (Shanghai)	-	631.0	211.3	-	-	-	-
Cyprus	-	-	-	0.3	-	-	-
Colombia	-	67.4	12.1	251.4	-	-	-
Croatia	-	-	-	-	-	-	-
Denmark	-	-	-	0.3	-	-	-
Ecuador	-	17.7	-	67.0	-	-	-
United Arab Emirates	-	-	-	-	-	-	-
El Salvador	-	-	-	-	-	-	-
Slovakia	-	-	-	0.1	-	-	-
Slovenia	-	-	-	-	-	-	-
Spain	8,145.4	114,379.8	262,156.8	797,977.0	-	-	149.3
Estonia	-	-	-	-	-	-	-
Finland	-	-	-	0.1	-	-	-
France	-	-	-	48.6	-	-	-
Greece	-	3.5	-	10.2	-	-	-
Hong Kong	-	23.3	-	-	-	-	-
Hungary	-	-	-	0.1	-	-	-

#### 4. Governance disclosures / 4.2 Other topics related to business conduct

Country	Income tax	Employee social security contributions	Other employment related taxes	Product taxes	Property taxes	Environmental taxes	Other
Ireland	-	-	-	12.7	-	-	-
Italy	-	-	-	1.5	-	-	-
Latvia	-	-	-	0.2	-	-	-
Lithuania	-	-	-	0.1	-	-	-
Luxembourg	-	-	-	0.4	-	-	-
Malta	-	-	-	0.2	-	-	-
Morocco	-	-	-	-	-	-	-
Mexico	-	928.1	2,644.4	5,825.5	-	-	298.5
Netherlands	-	-	-	9.5	-	-	-
Panama	-	18.4	3.5	22.4	-	-	11.9
Peru	-	0.9	119.6	517.3	-	-	-
Poland	-	-	-	0.2	-	-	-
Portugal	-	7,554.5	8,407.9	55,427.5	22.7	-	142.0
Dominican Republic	-	-	-	0.2	-	-	-
United Kingdom	-	-	-	-	-	-	-
Czech Republic	-	-	-	0.1	-	-	-
Romania	-	-	-	0.4	-	-	-
Serbia	-	-	-	-	-	-	-
Turkey	-	-	-	-	-	-	-
Uruguay	-	24.3	8.5	-	-	-	-
USA	-	14.1	26.0	122.9	-	-	-
<b>TOTAL</b>	<b>8,183.6</b>	<b>124,235.5</b>	<b>273,757.3</b>	<b>861,404.0</b>	<b>22.7</b>	<b>-</b>	<b>601.6</b>

#### 4. Governance disclosures / 4.2 Other topics related to business conduct

##### Society – Taxes collected (€000) | FY 2023

Country	Income tax	Employee social security contributions	Other employment related taxes	Product taxes	Property taxes	Environmental taxes	Other
Germany	-	5.9	-	49.2	-	-	-
Saudi Arabia	-	-	-	-	-	-	-
Argentina	1.7	7.0	0.3	58.1	-	-	-
Austria	-	-	-	4.7	-	-	-
Bangladesh	-	-	-	-	-	-	-
Brazil	-	-	-	-	-	-	-
Belgium	-	-	-	15.9	-	-	-
Bulgaria	-	-	-	2.2	-	-	-
Chile	48.6	590.5	134.7	1,063.5	-	-	-
China (Shanghai)	-	618.1	183.9	-	-	-	-
Cyprus	-	-	-	3.2	-	-	-
Colombia	-	53.6	15.9	240.9	-	-	-
Costa Rica	-	-	-	-	-	-	-
Croatia	-	-	-	2.3	-	-	-
Denmark	-	-	-	5.4	-	-	-
Ecuador	-	15.4	0.2	61.8	-	-	-
United Arab Emirates	-	-	-	2,393.1	-	-	-
Slovakia	-	-	-	1.1	-	-	-
Slovenia	-	-	-	1.4	-	-	-
Spain	7,904.9	114,816.6	243,743.3	756,507.6	-	-	172.9
Estonia	-	-	-	2.1	-	-	-
Finland	-	-	-	3.7	-	-	-
France	-	43.1	14.1	532.3	-	-	24.3
Greece	-	54.8	-	1,221.5	-	-	-
Hong Kong	-	22.7	-	-	-	-	-
Hungary	-	-	-	2.9	-	-	-

## 4. Governance disclosures / 4.2 Other topics related to business conduct

Country	Income tax	Employee social security contributions	Other employment related taxes	Product taxes	Property taxes	Environmental taxes	Other
India	-	-	-	-	-	-	-
Ireland	-	-	-	31.1	-	-	-
Italy	-	15.5	-	26.7	-	-	-
Latvia	-	-	-	3.5	-	-	-
Lithuania	-	-	-	1.5	-	-	-
Luxembourg	-	-	-	3.5	-	-	-
Malta	-	-	-	8.9	-	-	-
Morocco	-	-	-	-	-	-	-
Mexico	-	886.6	2,308.4	6,737.9	-	-	57.9
Netherlands	-	-	-	20.6	-	-	-
Panama	2.5	24.2	2.9	8.6	-	-	19.7
Peru	-	-	83.8	573.5	-	-	-
Poland	-	-	-	26.5	-	-	-
Portugal	-	14,298.4	10,862.4	52,943.0	21.2	-	536.8
Dominican Republic	-	-	-	2.0	-	-	-
United Kingdom	-	-	-	-40.1	-	-	-
Czech Republic	-	-	-	2.2	-	-	-
Romania	-	-	-	6.2	-	-	-
Serbia	-	-	-	7.1	-	-	-
Sweden	-	-	-	-	-	-	-
Turkey	-	-	-	-	-	-	-
Uruguay	-	17.2	5.3	-	-	-	-
USA	-	-13.3	23.6	386.5	-	-	-
<b>TOTAL</b>	<b>7,957.6</b>	<b>131,456.4</b>	<b>257,378.9</b>	<b>822,922.0</b>	<b>21.2</b>	<b>-</b>	<b>811.5</b>

#### 4. Governance disclosures / 4.2 Other topics related to business conduct

Revenue (€ 000) | FY 2024/25

Country	Revenue from third-party sales	Revenue from intragroup transactions with other countries	Profit/(loss) before tax and consolidation adjustments	Tangible assets other than cash and cash equivalents	Income tax accrued
Germany	539.0	12.5	23.3	-	-
Argentina	44.9	(41.2)	(1,016.6)	172.2	-
Brazil	48.3	13.2	25.4	-	(0.1)
Chile	54,619.7	1,519.8	1,942.9	4,259.5	(293.7)
China (Shanghai)	30.7	7,606.4	205.7	144.4	(11.4)
Colombia	7,153.1	353.4	(90.0)	484.9	(29.7)
Ecuador	1,180.6	2.6	60.5	31.3	(16.2)
United Arab Emirates	220,239.2	182,743.8	7,713.3	211.4	(469.2)
Spain	14,014,654.3	2,202,186.8	527,655.4	7,389,556.1	(125,549.5)
France	967.0	6.2	19.4	-	-
Greece	-	-	(295.4)	-	-
Hong Kong	0.9	1,984.6	35.3	73.3	(4.2)
Italy	2,043.1	3,070.0	259.7	7.9	-
Mexico	270,614.8	9,081.2	32,553.1	44,994.8	(8,080.7)
Panama	952.0	163.1	(368.3)	1,115.8	-
Peru	4,866.9	6.5	131.4	741.4	(3.2)
Portugal	528,204.7	160,615.3	56,050.8	309,862.7	(4,976.91)
Dominican Republic	26.2	-	20.2	-	(0.2)
United Kingdom	5,148.8	738.6	(8.9)	-	-
Russia	-	-	-	-	-
Uruguay	6,119.8	23,528.9	253.2	27.7	(4.8)
USA	15,448.6	761.9	513.9	499.5	(150.6)
<b>TOTAL</b>	<b>15,132,902.2</b>	<b>2,594,353.6</b>	<b>625,684.2</b>	<b>7,752,182.9</b>	<b>(139,590.6)</b>

#### 4. Governance disclosures / 4.2 Other topics related to business conduct

Revenue (€ 000) | FY 2023

Country	Revenue from third-party sales	Revenue from intragroup transactions with other countries	Profit/(loss) before tax and consolidation adjustments	Tangible assets other than cash and cash equivalents	Income tax accrued
Germany	30.6	538.8	10.8	-	-
Argentina	3,536.9	41.6	2,261.6	98.8	(1,394.1)
Brazil	(0.6)	0.9	(34.3)	-	-
Chile	58,235.7	2,149.7	2,299.9	4,695.6	52.5
China (Shanghai)	60.1	7,565.0	254.7	30.2	(12.7)
Colombia	12,382.1	271.9	51.0	558.7	47.5
Ecuador	3,373.7	8.3	(86.9)	341.0	-
United Arab Emirates	145,873.4	80,230.7	1,672.7	208.9	(129.0)
Spain	13,314,772.2	2,212,588.6	453,122.5	7,365,460.1	69,796.7
France	3,138.2	890.8	(305.6)	-	(5.0)
Greece	3,581.3	-	(1,543.3)	-	-
Hong Kong	29.5	2,004.7	45.2	91.5	(2.5)
Italy	2,506.1	2,511.3	97.7	10.3	(4.7)
Mexico	378,812.1	6,814.7	36,858.5	57,754.5	(10,192.8)
Panama	5,228.9	25.7	(247.0)	1,113.6	(15.0)
Peru	16,462.0	8.1	75.8	752.7	36.9
Portugal	675,568.5	8,447.3	48,474.8	311,564.3	(11,244.1)
Dominican Republic	8.9	-	49.7	-	(2.7)
United Kingdom	464.9	3,552.0	78.0	-	-
Russia	1.6	520.4	150.2	-	-
Uruguay	92,231.5	31,647.9	3,505.2	9.8	(4.8)
USA	13,408.4	696.2	290.8	483.7	304.9
<b>TOTAL</b>	<b>14,729,705.7</b>	<b>2,360,514.7</b>	<b>547,082.1</b>	<b>7,743,173.7</b>	<b>47,231.0</b>

## 5. Appendices

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**TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation**

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**TABLE 2 - Content index required under Law 7/2021 of 20 May 2021 on climate change and energy transition**

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**TABLE 3 - Content index of material disclosure requirements in the Consolidated Non-financial Statement**

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**TABLE 4 - Content index required under Law 11/2018 and Regulation (EU) 2020/852**

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**TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation**

<b>Disclosure Requirement and related datapoint</b>	<b>Benchmark Regulation on sustainability-related disclosures in the financial services sector<sup>74</sup></b>	<b>Pillar 3 reference<sup>75</sup></b>	<b>Benchmark Regulation reference<sup>76</sup></b>	<b>EU Climate Law reference<sup>77</sup></b>	<b>Section of the report</b>
<b>ESRS 2 General disclosures</b>					
ESRS 2 GOV-1 Board's gender diversity paragraph 21 (d)	Indicator number 13 Table #1 of Annex 1		Commission Delegated Regulation (EU) 2020/1816 (5), Annex II		The role of the administrative, management and supervisory bodies (p. 12 to 17)
ESRS 2 GOV-1 Percentage of board members who are independent paragraph 21 (e)			Delegated Regulation (EU) 2020/1816, Annex I		The role of the administrative, management and supervisory bodies (p. 12 to 17)

<sup>74</sup> Regulation (EU) 2019/2088 of the European Parliament and of the Council of 27 November 2019 on sustainability-related disclosures in the financial services sector (OJL 317, 9.12.2019, p.1).

<sup>75</sup> Regulation (EU) No 575/2013 of the European Parliament and of the Council of 26 June 2013 on prudential requirements for credit institutions and investment firms and amending Regulation (EU) No 648/2012 (Capital Requirements Regulation "CRR") (OJL 176, 27.6.2013, p.1).

<sup>76</sup> Regulation (EU) 2016/1011 of the European Parliament and of the Council of 8 June 2016 on indices used as benchmarks in financial instruments and financial contracts or to measure the performance of investment funds and amending Directives 2008/48/EC and 2014/17/EU and Regulation (EU) No 596/2014 (OJL171, 29.6.2016, p.1).

<sup>77</sup> Regulation (EU) 2021/1119 of the European Parliament and of the Council of 30 June 2021 establishing the framework for achieving climate neutrality and amending Regulations (EC) No 401/2009 and (EU) 2018/1999 ('European Climate Law') (OJL 243, 9.7.2021, p.1).

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS 2 GOV-4 Statement on due diligence paragraph 30	Indicator number 10 Table #3 of Annex 1				Statement on due diligence (p. 23 to 24)
ESRS 2 SBM-1 Involvement in activities related to fossil fuel activities paragraph 40 (d) i	Indicator number 4 Table #1 of Annex 1	Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 (28) Table 1: Qualitative information on Environmental risk and Table 2: Qualitative information	Delegated Regulation (EU) 2020/1816, Annex II		Not applicable
ESRS 2 SBM-1 Involvement in activities related to chemical production paragraph 40 (d) ii	Indicator number 9 Table #2 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II		Not applicable
ESRS 2 SBM-1 Involvement in activities related to controversial weapons paragraph 40 (d) iii	Indicator number 14 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1818 7, Article 12(1) Delegated Regulation (EU) 2020/1816, Annex II		Not applicable
ESRS 2 SBM-1 Involvement in activities related to cultivation and production of tobacco paragraph 40 (d) iv			Delegated Regulation (EU) 2020/1818, Article 12(1)		Not applicable

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
<b>ESRS 1 Climate change</b>					
ESRS E1-1 Transition plan to reach climate neutrality by 2050 paragraph 14				Regulation (EU) 2021/1119, Article 2(1)	Net Zero Transition Plan (p. 89 to 90)
ESRS E1-1 Undertakings excluded from Paris-aligned Benchmarks paragraph 16 (g)		Article 449a, of Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453, Template 1: Banking book-Climate Change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Delegated Regulation (EU) 2020/1818, Article 12.1 (d) to (g), and Article 12.2		Net Zero Transition Plan (p. 89 to 90)
ESRS E1-4 GHG emission reduction targets paragraph 34	Indicator number 4 Table #2 of Annex 1	Article 449a, of Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453, Template 3: Banking book – Climate change transition risk: alignment metrics	Delegated Regulation (EU) 2020/1818, Article 6		Decarbonisation levers (p. 91 to 94)

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS E1-5 Energy consumption from fossil sources disaggregated by sources (only high climate impact sectors) paragraph 38	Indicator number 5 Table #1 and Indicator n. 5 Table #2 of Annex 1				Energy consumption and efficiency (p. 95 to 97)
ESRS E1-5 Energy consumption and mix paragraph 37	Indicator number 5 Table #1 of Annex 1				Energy consumption and efficiency (p. 95 to 97)
ESRS E1-6 Gross Scope 1, 2, 3 and Total GHG emissions paragraph 44	Indicator numbers 1 and 2 Table #1 of Annex 1	Article 449a, of Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453, Template 1: Banking book-Climate Change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Delegated Regulation (EU) 2020/1818, Article 5(1), 6 and 8(1)		Scope 1, 2, 3 GHG emissions (p. 97 to 101)
ESRS E1-6 Gross GHG emissions intensity paragraphs 53 to 55	Indicator number 3 Table #1 of Annex 1	Article 449a, of Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453, Template 3: Banking book – Climate change transition risk: alignment metrics	Delegated Regulation (EU) 2020/1818, Article 8(1)		Scope 1, 2, 3 GHG emissions (p. 97 to 101)

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS E1-7 GHG removals and carbon credits paragraph 56				Regulation (EU) 2021/1119, Article 2(1)	Not applicable
ESRS E1-9 Exposure of the benchmark portfolio to climate-related physical risks paragraph 66			Delegated Regulation (EU) 2020/1818, Annex II Delegated Regulation (EU) 2020/1816, Annex II		Phased-in (p. 9)
ESRS E1-9 Disaggregation of monetary amounts by acute and chronic physical risk paragraph 66 (a)		Article 449a, of Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453, paragraphs 46 and 47; Template 5: Banking book - Climate change physical risk: Exposures subject to physical risk.			Phased-in (p. 9)
ESRS E1-9 Location of significant assets at material physical risk paragraph 66 (c).					
ESRS E1-9 Breakdown of the carrying value of its real estate assets by		Regulation (EU) No 575/2013; Commission Implementing Regulation (EU)			Phased-in (p. 9)

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
energy-efficiency classes paragraph 67 (c)		2022/2453 paragraph 34; Template 2: Banking book - Climate change transition risk: Loans collateralised by immovable property - Energy efficiency of the collateral			
ESRS E1-9 Degree of exposure of the portfolio to climate-related opportunities paragraph 69			Delegated Regulation (EU) 2020/1818, Annex II		Phased-in (p. 9)
<b>ESRS 2 Pollution</b>					
ESRS E2-4 Amount of each pollutant listed in Annex II of the E-PRTR Regulation (European Pollutant Release and Transfer Register) emitted to air, water and soil, paragraph 28	Indicator number 8 Table #1 of Annex 1 Indicator number 2 Table #2 of Annex 1 Indicator number 1 Table #2 of Annex 1 Indicator number 3 Table #2 of Annex 1				Not material

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
<b>ESRS 3 Water and marine resources</b>					
ESRS E3-1 Water and marine resources paragraph 9	Indicator number 7 Table #2 of Annex 1				Not material
ESRS E3-1 Dedicated policy paragraph 13	Indicator number 8 Table #2 of Annex 1				Not material
ESRS E3-1 Sustainable oceans and seas paragraph 14	Indicator number 12 Table #2 of Annex 1				Not material
ESRS E3-4 Total water recycled and reused paragraph 28 (c)	Indicator number 6.2 Table #2 of Annex 1				Not material
ESRS E3-4 Total water consumption in m <sup>3</sup> per net revenue on own operations paragraph 29	Indicator number 6.1 Table #2 of Annex 1				Not material
<b>ESRS 4 Biodiversity and ecosystems</b>					
ESRS 2 - IRO 1 - E4 paragraph 16 (a) i	Indicator number 7 Table #1 of Annex 1				Other environmental considerations (p. 55)
ESRS 2 - IRO 1 - E4 paragraph 16 (b)	Indicator number 10 Table #2 of Annex 1				Other environmental considerations (p. 55)
ESRS 2 - IRO 1 - E4 paragraph 16 (c)	Indicator number 14 Table #2 of Annex 1				Other environmental considerations (p. 55)
ESRS E4-2 Sustainable land / agriculture practices or policies paragraph 24 (b)	Indicator number 11 Table #2 of Annex 1				Not material
ESRS E4-2 Sustainable oceans / seas practices or policies paragraph 24 (c)	Indicator number 12 Table #2 of Annex 1				Not material

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS E4-2 Policies to address deforestation paragraph 24 (d)	Indicator number 15 Table #2 of Annex 1				Not material
<b>ESRS 5 Resource use and circular economy</b>					
ESRS E5-5 Non-recycled waste paragraph 37 (d)	Indicator number 13 Table #2 of Annex 1				Breakdown of waste (p. 111)
ESRS E5-5 Hazardous waste and radioactive waste paragraph 39	Indicator number 9 Table #1 of Annex 1				Breakdown of waste (p. 111)
<b>ESRS S1 Own workforce</b>					
ESRS 2 - SBM3 - S1 Risk of incidents of forced labour paragraph 14 (f)	Indicator number 13 Table #3 of Annex I				Not material
ESRS 2 - SBM3 - S1 Risk of incidents of child labour paragraph 14 (g)	Indicator number 12 Table #3 of Annex I				Not material
ESRS S1-1 Human rights policy commitments paragraph 20	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex I				Sustainability policies (p. 56 to 60)
ESRS S1-1 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8, paragraph 21			Delegated Regulation (EU) 2020/1816, Annex II		Sustainability policies (p. 56 to 60)

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS S1-1 Processes and measures for preventing trafficking in human beings paragraph 22	Indicator number 11 Table #3 of Annex I				Sustainability policies (p. 56 to 60)
ESRS S1-1 Workplace accident prevention policy or management system paragraph 23	Indicator number 1 Table #3 of Annex I				Sustainability policies (p. 56 to 60)
ESRS S1-3 Grievance/complaints handling mechanisms paragraph 32 (c)	Indicator number 5 Table #3 of Annex I				Channels for own workforce to raise concerns (p. 146 to 147) Whistleblowing and reporting mechanisms (p. 147)
ESRS S1-14 Number of fatalities and number and rate of work-related accidents paragraph 88 (b) and (c)	Indicator number 2 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		Occupational Health and Safety System (p. 141 to 143)
ESRS S1-14 Number of days lost to injuries, accidents, fatalities or illness paragraph 88 (e)	Indicator number 3 Table #3 of Annex I				Occupational Health and Safety System (p.141 to 143)
ESRS S1-16 Unadjusted gender pay gap paragraph 97 (a)	Indicator number 12 Table #1 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		Employee remuneration and equal pay (p. 127 to 129)

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS S1-16 Excessive CEO pay ratio paragraph 97 (b)	Indicator number 8 Table #3 of Annex I				Employee remuneration and equal pay (p. 127 to 129)
ESRS S1-17 Incidents of discrimination paragraph 103 (a)	Indicator number 7 Table #3 of Annex I				Anti-harassment (p. 134)
ESRS S1-17 Non-respect of UNGPs on Business and Human Rights and OECD Guidelines paragraph 104 (a)	Indicator number 10 Table #1 and Indicator number 14 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art 12 (1)		Whistleblowing and reporting mechanisms (p. 147)
<b>ESRS S2 Workers in the value chain</b>					
ESRS 2 - SBM3 - S2 Significant risk of child labour or forced labour in the value chain paragraph 11 (b)	Indicators number 12 and n. 13 Table #3 of Annex I				Not material
ESRS S2-1 Human rights policy commitments paragraph 17	Indicator number 9 Table #3 and Indicator n. 11 Table #1 of Annex 1				Sustainability policies (p. 56 to 60)
ESRS S2-1 Policies related to value chain workers paragraph 18	Indicator numbers 11 and 4 Table #3 of Annex 1				Sustainability policies (p. 56 to 60)

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS S2-1 Policies related to value chain workers paragraph 18	Indicator numbers 11 and 4 Table #3 of Annex 1				Sustainability policies (p. 56 to 60)
ESRS S2-1 Non-respect of UNGPs on Business and Human Rights and OECD Guidelines paragraph 19	Indicator number 10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art 12 (1)		Grievance and remediation mechanisms (p. 161 to 162)
ESRS S2-1 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8, paragraph 19			Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art 12 (1)		Sustainability policies (p. 56 to 60)
ESRS S2-4 Human rights issues and incidents connected to its upstream and downstream value chain paragraph 36	Indicator number 14 Table #3 of Annex 1				Grievance and remediation mechanisms (p. 161 to 162)
<b>ESRS S3 Affected communities</b>					
ESRS S3-1 Human rights policy commitments paragraph 16	Indicator number 9 Table #3 and Indicator n. 11 Table #1 of Annex 1				Not material
ESRS S3-1 Non-respect of UNGPs on Business and Human Rights, ILO principles and OECD guidelines paragraph 17	Indicator number 10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art 12 (1)		Not material

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
ESRS S3-4 Human rights issues and incidents paragraph 36	Indicator number 14 Table #3 of Annex 1				Not material
<b>ESRS S4 Consumers and end-users</b>					
ESRS S4-1 Policies related to consumers and end-users paragraph 16	Indicator number 9 Table #3 and Indicator n. 11 Table #1 of Annex 1				3.3 Consumers and end-users (p. 163)
ESRS S4-1 Non-respect of UNGPs on Business and Human Rights and OECD Guidelines paragraph 17	Indicator number 10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art 12 (1)		3.3 Consumers and end-users (p. 163)
ESRS S4-4 Human rights issues and incidents paragraph 35	Indicator number 14 Table #3 of Annex 1				Data protection (p. 179 to 181)

5. Appendices / TABLE 1 - List of datapoints in cross-cutting and topical standards that derive from other EU legislation

Disclosure Requirement and related datapoint	Benchmark Regulation on sustainability-related disclosures in the financial services sector <sup>74</sup>	Pillar 3 reference <sup>75</sup>	Benchmark Regulation reference <sup>76</sup>	EU Climate Law reference <sup>77</sup>	Section of the report
<b>ESRS G1 Business conduct</b>					
ESRS G1-1 United Nations Convention against Corruption paragraph 10 (b)	Indicator number 15 Table #3 of Annex 1				Sustainability policies (p. 56 to 60) Anti-corruption, bribery and money laundering policies (p. 194 to 195)
ESRS G1-1 Protection of whistleblowers paragraph 10 (d)	Indicator number 6 Table #3 of Annex 1				Sustainability policies (p. 56 to 60)
ESRS G1-4 Fines for violation of anti-corruption and anti-bribery laws paragraph 24 (a)	Indicator number 17 Table #3 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II		Anti-corruption, bribery and money laundering policies (p. 194 to 195)
ESRS G1-4 Standards of anti-corruption and anti-bribery paragraph 24 (b)	Indicator number 16 Table #3 of Annex 1				Anti-corruption, bribery and money laundering policies (p. 194 to 195)

**TABLE 2 - Content index required under Law 7/2021 of 20 May 2021 on climate change and energy transition**

<b>Topic</b>	<b>Reporting criteria<sup>78</sup></b>	<b>Response included in ECI Group's Consolidated Non-financial Information Statement</b>
Governance	Governance structure of the organisation, including the roles of the various bodies in relation to the identification, assessment and management of climate-related risks and opportunities.	The role of the administrative, management and supervisory bodies (p. 12 to 17) Sustainability governance (p. 17 to 20) Integration of double materiality assessment into the Company's strategy (p. 43) Internal control procedures (p. 44)
Strategy	The strategy for managing climate-related financial risks, in terms of both climate change adaptation and mitigation, taking into account both actual (i.e., identified up to the time of writing) and potential risks that may arise in future, and determining the appropriate risk-mitigation actions at the time	Current financial effects of risks and opportunities (p. 47) Results of the double materiality assessment (p. 48 to 50) Identification of climate-related risks and opportunities (p. 82 to 88)
Impacts	Actual and potential impacts of climate-related risks and opportunities in the Organisation's activities and strategy, as well as its financial planning	Results of the double materiality assessment (p. 48 to 50) Identification of climate-related risks and opportunities (p. 82 to 88)
Risk management	The processes for identifying, assessing, controlling and managing climate-related risks and how they are integrated in the overall business risk analysis, and their integration in the Organisation's overall risk management	Identification of climate-related risks and opportunities (p. 82 to 88)
Metrics and targets	The metrics, scenarios and targets used to assess and manage material climate-related risks and opportunities and, where calculated, Scope 1, 2 and 3 emissions of its carbon footprint and how it addresses their reduction	Decarbonisation levers (p. 91 to 94) Scope 1, 2, 3 GHG emissions (p. 97 to 101)

<sup>78</sup> This column sets out the reporting criteria for the estimated financial impact of climate risks for the Company.

### TABLE 3 - Content index of material disclosure requirements in the Consolidated Non-financial Statement

Material disclosure requirement		Response included in ECI Group's Consolidated Non-financial Information Statement	
<b>ESRS 2 General disclosures</b>			
Basis for preparation	BP-1	General basis for preparation of sustainability statements	General basis for preparation of sustainability statements (p. 8 to 9)
	BP-2	Disclosures in relation to specific circumstances	Disclosures in relation to specific circumstances (p. 9 to 11)
Governance	GOV-1	The role of the administrative, management and supervisory bodies	The role of the administrative, management and supervisory bodies (p. 12 to 17)
	GOV-2	Information provided to administrative, management and supervisory bodies	Sustainability governance (p. 17 to 20)
	GOV-3	Integration of sustainability-related performance in incentive schemes	Integration of sustainability-related performance in incentive schemes (p. 20 to 23)
	GOV-4	Statement on due diligence	Statement on due diligence (p. 23 to 24)
	GOV-5	Risk management and internal controls over sustainability reporting	Risk management and internal controls over sustainability reporting (p. 25 to 26)
Strategy	SBM-1	Strategy, business model and value chain	Business model (p. 27 to 33)
			Sustainability strategy (p. 34 to 36) Value chain (p. 37 to 39)
	SBM-2	Interests and views of stakeholders	Stakeholder engagement (p. 40 a 42)
Impact, risk and opportunity management	SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Current financial effects of risks and opportunities (p. 47) Results of the double materiality assessment (p. 48 to 50)
	IRO-1	Description of the processes to identify and assess material impacts, risks and opportunities	Double materiality assessment (p. 43 to 54)
	IRO-2	Disclosure requirements in ESRS covered by the sustainability statement and their location	Appendices / TABLE 3 - Content index of material disclosure requirements in the Consolidated Non-financial Statement (p. 236 to 241)

5. Appendices / TABLE 3 - Content index of material disclosure requirements in the Consolidated Non-financial Statement

Material disclosure requirement		Response included in ECI Group's Consolidated Non-financial Information Statement
Minimum Disclosure Requirement	MDR-P	Policies adopted to manage material sustainability matters
		Sustainability policies (p. 56 to 60)
		Sustainability actions, metrics and targets (p. 61)
		Decarbonisation levers (p. 91 to 94)
	Zero waste (p. 103 to 106)	
	Engagement in new extended producer responsibility schemes (p. 106 to 107)	
	Sustainable Packaging Plan (p. 107 to 109)	
	Other circular economy projects (p. 110)	
	Best labour practices (p. 125 to 131)	
	Diversity, equality and inclusion (p. 131 to 135)	
	MDR-A	Actions and resources in relation to material sustainability matters
		Career development and talent attraction (p. 135 to 140)
		Safe and healthy working environment (p. 140 to 145)
		Own workforce engagement (p. 145 to 147)
		Responsible supply chain management: Focus on due diligence and ESG rating (p. 151 to 160)
		Diverse and top quality offering (p. 165 to 174)
		Universal accessibility (p. 174 to 176)
		Customer engagement (p. 177 to 181)
		Fostering the corporate culture (p. 191 to 201)
		Management of relationships with suppliers (p. 201 to 202)
	MDR-M	Metrics in relation to material sustainability matters
		Sustainability actions, metrics and targets (p. 61)
		<i>Responses are provided in all topical chapters.</i>
	MDR-T	Tracking effectiveness of policies and actions through targets
		Sustainability actions, metrics and targets (p. 61)
		Decarbonisation levers (p. 91 to 94)
		Zero waste (p. 103 to 106)

5. Appendices / TABLE 3 - Content index of material disclosure requirements in the Consolidated Non-financial Statement

<b>Material disclosure requirement</b>			<b>Response included in ECI Group's Consolidated Non-financial Information Statement</b>
			Sustainable Packaging Plan (p. 107 to 109)
			Promoting more women to positions of responsibility (p. 133 to 134)
<b>ESRS E1 Climate change</b>			
Governance	ESRS 2 GOV-3	Integration of sustainability-related performance in incentive schemes	Targets to which variable remuneration is tied (p. 22 to 23)
Strategy	ESRS 2 SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Identification of climate-related risks and opportunities (p. 82 to 83)
	E1-1	Transition plan for climate change mitigation	Net Zero Transition Plan (p. 89 to 90)
Impact, risk and opportunity management	ESRS 2 IRO-1	Description of the processes to identify and assess material impacts, risks and opportunities	Double materiality assessment (p. 43 to 54) Double materiality assessment / ESRS E1 <i>Climate change</i> (p. 50) Identification of climate-related risks and opportunities (p. 82 to 89)
	E1-2	Policies related to climate change mitigation and adaptation	Sustainability policies (p. 56 to 60)
	E1-3	Actions and resources in relation to climate change policies	Decarbonisation levers (p. 91 to 94)
	E1-4	Targets related to climate change mitigation and adaptation	Decarbonisation levers (p. 91 to 94)
	E1-5	Energy consumption and mix	Energy consumption and efficiency (p. 95 to 97)
	Metrics and targets	E1-6	Gross Scopes 1, 2, 3 and Total GHG emissions
E1-7		GHG removals and GHG mitigation projects financed through carbon credits	Not applicable. El Corte Inglés Group does not use carbon credits.
E1-8		Internal carbon pricing scheme	No applicable. El Corte Inglés Group has not set any internal carbon pricing scheme.
<b>Material disclosure requirement</b>			<b>Response included in ECI Group's Consolidated Non-financial Information Statement</b>
	E1-9	Anticipated financial effects from material physical and transition risks and potential climate-related opportunities	Phased-in (p. 9)

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Material disclosure requirement			Response included in ECI Group's Consolidated Non-financial Information Statement
<b>ESRS E2 Pollution — Not material</b>			
Impact, risk and opportunity management	ESRS 2 IRO-1	Description of the processes to identify and assess material impacts, risks and opportunities	Other environmental considerations (p. 55)
<b>ESRS E3 Water and marine resources - Not material</b>			
Impact, risk and opportunity management	ESRS 2 IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	Other environmental considerations (p. 55)
<b>ESRS E4 Biodiversity and ecosystems - Not material</b>			
Impact, risk and opportunity management	ESRS 2 IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	Other environmental considerations (p. 55)
<b>ESRS E5 Resource use and circular economy</b>			
	ESRS 2 IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	Double materiality assessment (p. 43 to 54) Double materiality assessment / ESRS E5 Resource use and circular economy (p. 51)
Impact, risk and opportunity management	E5-1	Policies related to resource use or circular economy	Sustainability policies (p. 56 to 60)
	E5-2	Actions and resources related to resource use and circular economy	Zero waste (p. 103 to 106) Engagement in new extended producer responsibility schemes (p. 106 to 107) Sustainable Packaging Plan (p. 107 to 109) Other circular economy projects (p. 109 to 110)
Metrics and targets	E5-3	Targets related to resource use or circular economy	Zero waste (p. 103 to 106) Sustainable Packaging Plan (p. 107 to 109)
	E5-4	Resource inflows	Not material

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Material disclosure requirement		Response included in ECI Group's Consolidated Non-financial Information Statement
	E5-5 Resource outflows	Breakdown of waste (p. 111)
	E5-6 Anticipated financial effects from resource use and circular economy-related impacts, risks and opportunities	Phased-in (p. 9)
<b>ESRS S1 Own workforce</b>		
	SBM-2 Interests and views of stakeholders	Stakeholder engagement (p. 40 to 42)
Strategy	SBM-3 Material impacts, risks and opportunities and their interaction with strategy and business model	Double materiality assessment (p. 43 to 54)
		Current financial effects of risks and opportunities (p. 48) Results of the double materiality assessment (p. 48 to 55) Workforce characteristics (p. 120)
Impact, risk and opportunity management	S1-1 Policies related to own workforce	Sustainability policies (p. 56 to 60)
	S1-2 Processes for engaging with own workers and workers' representatives about impacts	Processes for engaging with own workers (p. 145)
	S1-3 Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	Channels for own workforce to raise concerns (p. 146 to 147)
	S1-4 Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	Sustainability actions, metrics and targets (p. 61) Best labour practices (p. 125 to 131) Diversity, equality and inclusion (p. 131 to 135) Career development and talent attraction (p. 135 to 140) Safe and healthy working environment (p. 140 to 145) Own workforce engagement (p. 145 to 147)
		S1-5 Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities
Metrics and targets	S1-6 Characteristics of the undertaking's employees	Workforce characteristics (p. 120 to 125)

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<b>Material disclosure requirement</b>		<b>Response included in ECI Group's Consolidated Non-financial Information Statement</b>
S1-7	Characteristics of non-employee workers in the undertaking's own workforce	Phased-in (p. 9)
S1-8	Collective bargaining coverage and social dialogue	Collective bargaining and social dialogue (p. 125 to 126)
S1-9	Diversity metrics	Equality Plan (p. 132 to 134)
S1-10	Adequate wages	Employee remuneration and equal pay (p. 127 to 129)
S1-11	Social protection	Phased-in (p. 9)
S1-12	Persons with disabilities	Persons with disabilities (p. 135)
S1-13	Training and skills development metrics	Career development and talent attraction (p. 135 to 140)
S1-14	Health and safety	Occupational health and safety (p. 140 to 144)
S1-15	Work-life balance	Work-life balance (p. 129 to 131)
S1-16	Compensation metrics (pay gap and total compensation)	Employee remuneration and equal pay (p. 127 to 129) Equality Plan (p. 132 to 134)
S1-17	Impact, complaints and severe human rights impacts	Anti-harassment (p. 134) Channels for own workforce to raise concerns (p. 146 to 147)
<b>ESRS S2 Workers in the value chain</b>		
Strategy	SBM-2	Interests and views of stakeholders Stakeholder engagement (p. 40 to 42) Engagement mechanisms (p. 160)
	SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model Double materiality assessment (p. 43 to 55) Current financial effects of risks and opportunities (p. 48) Results of the double materiality assessment (p. 48 to 55)
Impact, risk and	S2-1	Policies related to value chain workers Sustainability policies (p. 56 to 60)

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<b>Material disclosure requirement</b>			<b>Response included in ECI Group's Consolidated Non-financial Information Statement</b>
opportunity management	S2-2	Processes for engaging with value chain workers about impacts	Engagement mechanisms (p. 160)
	S2-3	Processes to remediate negative impacts and channels for value chain workers to raise concerns	Grievance and remediation mechanisms (p. 161 to 162)
	S2-4	Taking Action on material impacts, and approaches to mitigating material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions and approaches	Responsible supply chain management: Focus on due diligence and ESG rating (p. 151 to 160)
	S2-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Sustainability actions, metrics and targets (p. 61)

**ESRS S3 Affected communities— Not material**

**ESRS S4 Consumers and end-users**

Strategy	SBM-2	Interests and views of stakeholders	Stakeholder engagement (p. 40 to 42) Permanent multi-channel communication (p. 177 to 178)
	SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Double materiality assessment (p. 43 to 55) Current financial effects of risks and opportunities (p. 48) Results of the double materiality assessment (p. 48 to 55)
Impact, risk and opportunity management	S4-1	Policies related to consumers and end-users	Sustainability policies (p. 56 to 60)
	S4-2	Processes for engaging with consumers and end-users about impacts	Customer engagement (p. 177 to 181) Permanent multi-channel communication (p. 177 to 178) Incident management (p. 178 to 179)

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<b>Material disclosure requirement</b>		<b>Response included in ECI Group's Consolidated Non-financial Information Statement</b>	
	S4-3	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	Incident management (p. 178 to 179)
	S4-4	Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	Diverse and top quality offering (p. 165 to 174) Universal accessibility (p. 174 to 176) Customer engagement (p. 177 to 181)
Metrics and targets	S4-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Sustainability actions, metrics and targets (p. 61)
<b>ESRS G1 Business conduct</b>			
Governance	GOV-1	The role of the administrative, management and supervisory bodies	Sustainability governance (p. 17 to 20) Business conduct training (p. 199 to 201)
	IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	Double materiality assessment / ESRS G1 Business conduct (p. 54 to 55)
Impact, risk and opportunity management	G1-1	Corporate culture and business conduct policies and corporate culture	Sustainability policies (p. 56 to 60) Corporate policies (p. 192 to 196)
	G1-2	Management of relationships with suppliers	Responsible management model (p. 201)
	G1-3	Prevention and detection of corruption and bribery	Fostering the corporate culture (p. 191 to 201)
Metrics and targets	G1-4	Confirmed incidents of corruption or bribery	Anti-corruption, bribery and money laundering policies (p. 194 to 195)
	G1-5	Political influence and lobbying activities	Not material
	G1-6	Payment practices	Payment management (p. 202)

**TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852**

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
<b>Business model</b>				
Description of the Group's business model	Brief description of the Group's business model, including disclosures relating to its business environment, organisation and structure, markets in which it operates, objectives and strategies, and the main trends and factors that may affect its future development.	ESRS 2 – GOV-1		The role of the administrative, management and supervisory bodies (p. 12 to 17)
		ESRS 2 – GOV 2		Sustainability governance (p. 17 to 20)
		ESRS 2 – GOV 3		Integration of sustainability-related performance in incentive schemes (p. 20 to 23)
		ESRS 2 – SBM-1		Business model (p. 27 to 33)
		ESRS 2 – SBM-2		Sustainability strategy (p. 34 to 36)
		ESRS 2 – IRO-1		Value chain (p. 37 to 39)
<b>Environmental information</b>				
Policies	Policies pursued by the Group, including due diligence processes implemented to identify, assess, prevent and mitigate significant risks and impacts and for assurance and control, as well as the measures that have been taken.	ESRS 2 - MDR-P		Corporate Sustainability Policy (p. 34)
Sustainability policies (p. 56 to 60)				
Main risks	The main risks related to those matters linked to the Group's operations including, where relevant and proportionate, its business relationships, products or services which are likely to cause adverse	ESRS 2 – MDR-A		Corporate Sustainability Policy (p. 34)
ESRS 2 – MDR-P		Sustainability policies (p. 56 to 60)		
ESRS E1 – IRO-1		Double materiality assessment (p. 43 to 55)		

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
impacts in those areas, and how the Group manages those risks, explaining the processes undertaken to detect and assess them in accordance with national, EU-based or international frameworks for each. Disclosures should be included on the impacts detected, with a breakdown of the risks, in particular the principle short medium- and long-term risks.	ESRS E1 – E1-1			Net Zero Transition Plan (p. 89 to 90)
	ESRS E1 – E1-2			Decarbonisation levers (p. 91 to 94)
	ESRS E1 – E1-3			Zero waste (p. 103 to 106)
	ESRS E5 – E5-1			Engagement in new extended producer responsibility schemes (p. 106 and 107)
	ESRS E5 – E5-2			Sustainable Packaging Plan (p. 107 to 109) Other circular economy projects (p. 109 to 110)
Effects of the undertaking's activities on the environment, health and safety	ESRS 2 – IRO-1			Double materiality assessment (p. 43 to 55) Identification of climate-related risks and opportunities (p. 82 to 89) Scope 1, 2, 3 GHG emissions (p. 97 to 101)
	ESRS 2 – SBM-3			
	ESRS E1 – SBM-3			
	ESRS E1 – IRO-1			
	ESRS E1 – E1-6			
General  Environmental assessment or certification procedures.	ESRS 2 - IRO-1			Double materiality assessment (p. 43 to 55) Identification of climate-related risks and opportunities (p. 82 to 89) Environmental certifications (p. 113 to 114)
	ESRS E1 - IRO-1			
	ESRS E2 - IRO-1			
	ESRS E3 - IRO-1			
	ESRS E4 - IRO-1			
Resources dedicated to the prevention of environmental risks.	ESRS 2 - IRO-1			Sustainability Master Plan 2025-2030 (p. 35 to 36) Decarbonisation levers (p. 91 to 94)
	ESRS 2 - MDR-A			
	ESRS E1 - E1-3			

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
	ESRS E5 – E5-2			Zero waste (p. 103 to 106) Engagement in new extended producer responsibility schemes (p. 106 to 107) Sustainable Packaging Plan (p. 107 to 109) Other circular economy projects (p. 109 to 110)
Application of the precautionary principle.		GRI 2-23		Net Zero Transition Plan (p. 89 to 90) Decarbonisation levers (p. 91 to 94)
Amount of provisions recorded or guarantees extended for environmental claims.	ESRS 2 - MDR-A ESRS E1 - E1-1 ESRS E1 - E1-3 ESRS E5 – E5-2		In 2024, the Group did not incur any fines or sanctions for non-compliance with environmental laws. El Corte Inglés has civil liability insurance covering its environmental risks.	-
Measures to prevent, reduce or repair carbon emissions that seriously affect the environment, taking into account any type of air pollution specific to an activity	ESRS 2 - MDR-A ESRS E1 - E1-1 ESRS E1 - E1-3		Emissions other than GHG into air come from specific equipment operating within regulatory limits and with no significant impact on air quality. Therefore, this indicator is not considered material.	Net Zero Transition Plan (p. 89 to 90) Decarbonisation levers (p. 91 to 94)
Pollution				
Noise and light pollution.		GRI 305-7	El Corte Inglés Group's sources of noise and light pollution are in urban areas and within regulatory limits, so we do not consider this indicator material.	-

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
Circular economy and waste prevention and management	Measures for the prevention, recycling, reuse and other forms of recovering and eliminating waste. Actions to combat food waste.	ESRS 2 – MDR-A		Zero waste (p. 103 to 106)
		ESRS E5 - E5-2	Engagement in new extended producer responsibility schemes (p. 106 to 107)	
			Sustainable Packaging Plan (p. 107 to 109)	
			Other circular economy projects (p. 109 to 110)	
Sustainable use of resources	Water consumption and supply, in keeping with local limitations.	ESRS 2 – MDR-A		Water consumption (p. 115)
		ESRS E5 - E5-2	Engagement in new extended producer responsibility schemes (p. 106 to 107)	
			Sustainable Packaging Plan (p. 107 to 109)	
			Other circular economy projects (p. 109 to 110)	
		Consumption of raw materials and measures taken to use them more efficiently.	ESRS E1 – E1-5	
Direct and indirect energy consumption.	ESRS E1 – E1-5		Energy consumption and efficiency (p. 95)	
Energy efficiency measures taken.	ESRS E1 – E1-5		Energy consumption and efficiency (p. 95)	
Use of renewable energy.	ESRS E1 – E1-5		Energy consumption and efficiency (p. 95)	
Climate change	Greenhouse gas emissions.	ESRS E1 – E1-6		Scope 1, 2, 3 GHG emissions (p. 97 to 101)
		ESRS 2 – MDR-A		Net Zero Transition Plan (p. 89 to 90)
Measures taken to adapt for the consequences of climate change	ESRS E1 – E1-1		Decarbonisation levers (p. 91 to 94)	

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
	ESRS E1 – E1-3			
GHG emission-reduction targets.	ESRS 2 – MDR-T			Decarbonisation levers (p. 91 to 94)
	ESRS E1 – E1-4			
Biodiversity protection	Measures taken to preserve or restore biodiversity.	GRI 304–3	El Corte Inglés Group’s facilities are located on land zoned as urban and have no significant impacts on biodiversity of protected areas or areas of high biodiversity, so this indicator is not considered material.	Not material
	Impacts caused by activities or operations in protected areas.	GRI 304–2 GRI 303–2	El Corte Inglés Group’s facilities are located on land zoned as urban and have no significant impacts on biodiversity of protected areas or areas of high biodiversity, so this indicator is not considered material.	Not material
<b>Social and employee-related matters</b>				
Policies	Policies pursued by the Group, including due diligence processes implemented to identify, assess, prevent and mitigate significant risks and impacts and for assurance and control, as well as the measures that have been taken.	ESRS 2 – MDR-P		Sustainability policies (p. 56 to 60)

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report	
Main risks	The main risks related to those matters linked to the Group's operations including, where relevant and proportionate, its business relationships, products or services which are likely to cause adverse impacts in those areas, and how the Group manages those risks, explaining the processes undertaken to detect and assess them in accordance with national, EU-based or international frameworks for each. Disclosures should be included on the impacts detected, with a breakdown of the risks, in particular the principle short medium- and long-term risks.			Sustainability policies (p. 56 to 60)	
				ESRS 2 – MDR-A	Double materiality assessment (p. 43 to 55)
				ESRS 2 – MDR-P	Best labour practices (p. 125 to 131)
				ESRS 2 – IRO-1	Diversity, equality and inclusion (p. 131 to 135)
				ESRS 2 – SBM-3	Career development and talent attraction (p. 135 to 140)
				ESRS S1 – SBM-3	Safe and healthy working environment (p. 140 to 145)
Employment	Total number and breakdown of employees by gender, age, country and job category.			Own workforce engagement (p. 145 to 147)	
				ESRS 2 - MDR-M	Characteristics of the workforce (p. 121 to 123)
				ESRS S1 - S1-6	
				ESRS 2 - MDR-M	Characteristics of the workforce (p. 122 to 123)
				ESRS S1 - S1-6	
Employment	Total number and breakdown of types of employment contracts.			Characteristics of the workforce (p. 123 to 124)	
				ESRS 2 - MDR-M	
				ESRS S1 - S1-6	
				ESRS 2 - MDR-M	Characteristics of the workforce (p. 123 to 124)
Employment	Average annual number of permanent, temporary and part-time contracts by gender, age and job category.			Characteristics of the workforce (p. 124 to 125)	
				ESRS S1 - S1-6	
				GRI 401-1	
				GRI 405-2	Employee remuneration and equal pay (p. 128)
Employment	Number and breakdown of dismissals by gender, age, and job category.				
Employment	Average remuneration by gender, age, employee category or equivalent metric.				

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
Gender pay gap.	ESRS 2 - MDR-M ESRS S1 - S1-16			Employee remuneration and equal pay (p. 129)
Remuneration per equivalent job or company average.		GRI 405-2		Employee remuneration and equal pay (p. 127 to 128)
Average remuneration of directors and executives, by gender.	ESRS-2-MDR-M ESRS 2-GOV-3 ESRS-E1-GOV-3			Director and Senior Management compensation (p. 21 to 22)
Right to disconnect measures.	ESRS 2 – MDR-A ESRS S1 – S1-4			Work-life balance (p. 129 to 131)
Employees with disabilities.	ESRS 2-MDR-M ESRS S1 - S1-12			Persons with disabilities (p. 135)
Organisation of working hours.	ESRS 2 – MDR-A ESRS S1 – S1-4			Work-life balance (p. 129 to 131)
Number of hours of absenteeism.		GRI 403-9		Occupational Health and Safety System (p. 143)
Measures to facilitate work-life balance.	ESRS S1 - S1-15			Work-life balance (p. 129 to 131)
Health and safety at work.	ESRS S1 - S1-14			Occupational health and safety (p. 140 to 144)
Health and safety Number of work-related accidents by gender	ESRS S1 - S1-14			Occupational Health and Safety System (p. 143)

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

<b>Contents of Law 11/2018 on non-financial reporting</b>	<b>ESRS disclosure requirement</b>	<b>GRI</b>	<b>Comments/Scope limitations or omissions</b>	<b>Section of the report</b>
	Injury rate by gender	ESRS S1 - S1-14		Occupational Health and Safety System (p. 143)
	Severity rate by gender	ESRS S1 - S1-14		Occupational Health and Safety System (p. 143)
	Occupational diseases	ESRS S1 - S1-14		Occupational Health and Safety System (p. 144)
<b>Contents of Law 11/2018 on non-financial reporting</b>	<b>ESRS disclosure requirement</b>	<b>GRI</b>	<b>Comments/Scope limitations or omissions</b>	<b>Section of the report</b>
Management-employee relations	Organisation of social dialogue.	ESRS S1 - S1-2		Collective bargaining and social dialogue (p. 125 to 126)
		ESRS S1 - S1-8		Processes for engaging with own workers (p. 145 to 146)
	Mechanisms and procedures that the undertaking has in place to promote the involvement of workers in its management in terms of information, consultation and participation.	ESRS S1 - SBM-2		Stakeholder engagement (p. 40 to 42)
		ESRS S1 - S1-2		Collective bargaining and social dialogue (p. 125 to 126)
		ESRS S1 - S1-3		Own workforce engagement (p. 145 to 147)
		ESRS S1 - S1-8		
Percentage of employees covered by collective bargaining agreements.	ESRS S1-S1-8		Collective bargaining and social dialogue (p. 126)	
List of collective bargaining agreements with respect to occupational health and safety.	ESRS S1-S1-8		Occupational Health and Safety System (p.141 to 142)	
Training	Training policies.	ESRS 2 - MDR-P		Sustainability policies (p. 56 to 60)
		ESRS S1 - S1-1		Business conduct training (p. 199 to 201)
		ESRS G1 - G1-1		
Total training hours by employee category.	ESRS 2 - MDR-M		Training and skills development (p. 135 to 136)	

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting		ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
		ESRS S1 - S1-13			
Accessibility	Universal accessibility of people with disabilities.	ESRS 2 - MDR-A			Persons with disabilities (p. 135)
		ESRS S1 - S1-4			
		ESRS S1 - S1-12			
Equality	Gender equality measures.	ESRS 2 - MDR-A			Equality Plan (p. 132 to 134)
		ESRS S1 - S1-1			
		ESRS S1 - S1-3			
		ESRS S1 - S1-9			
Equality	Equality plans.	ESRS 2 - MDR-A			Equality Plan (p. 132 to 133)
		ESRS S1 - S1-9			
Equality	Measures to promote employment.	ESRS 2 - MDR-A			Equality Plan (p. 132 to 134)
		ESRS S1 - S1-4			
Equality	Anti-sexual/gender harassment protocols.	ESRS 2 - MDR-P			Sustainability policies (p. 56 to 60) Anti-harassment (p. 134 to 135)
		ESRS 2 - MDR-A			
		ESRS S1 - S1-1			
Equality	Anti-discrimination and diversity management policy.	ESRS S1 - S1-4			Sustainability policies (p. 56 to 60)
		ESRS 2 - MDR-P			
		ESRS S1 - S1-1			

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
<b>Respect for human rights</b>				
Policies	Policies pursued by the Group, including due diligence processes implemented to identify, assess, prevent and mitigate significant risks and impacts and for assurance and control, as well as the measures that have been taken.	ESRS 2 - MDR-P ESRS S1 - S1-1 ESRS S2 - S2-1 ESRS S4 - S4-1		Sustainability policies (p. 56 to 60)
Main risks	The main risks related to those matters linked to the Group's operations including, where relevant and proportionate, its business relationships, products or services which are likely to cause adverse impacts in those areas, and how the Group manages those risks, explaining the processes undertaken to detect and assess them in accordance with national, EU-based or international frameworks for each. Disclosures should be included on the impacts detected, with a breakdown of the risks, in particular the principle short medium- and long-term risks.	ESRS 2 – MDR-P ESRS 2 - MDR-A ESRS S1 - S1-1 ESRS S1 – S1-3 ESRS S1 – S1-17 ESRS S2 - S2-1 ESRS S2 – S2-3 ESRS S2 – S2-4 ESRS G1 – G1-1 ESRS G1 – G1-3		Sustainability policies (p. 56 to 60) Best labour practices (p. 125 to 131) Diversity, equality and inclusion (p. 131 to 135) Career development and talent attraction (p. 135 to 140) Safe and healthy working environment (p. 140 to 145) Own workforce engagement (p. 145 to 147) Responsible supply chain management: Focus on due diligence and ESG rating (p. 151 to 160) Value chain worker engagement (p. 160 to 162) Fostering the corporate culture (p. 191 to 201) Management of relationships with suppliers (p. 201 to 202)
Human rights	Implementation of due diligence processes.	ESRS 2 - GOV-4		Statement on due diligence (p. 23 to 24)

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting		ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
	Prevention and management measures of possible abuses.	ESRS S1 – S1-3			Anti-harassment (p. 134 to 135)
		ESRS S1 - S1-17			Own workforce engagement (p. 145 to 147)
		ESRS S1 – S2-3			Value chain worker engagement (p. 160 to 162)
	Reports of human rights abuses.	ESRS S1 - S1-17			Whistleblowing and reporting mechanisms (p. 147)
Promotion and compliance with ILO provisions.	ESRS 2 - MDR-P			Sustainability policies (p. 56 to 60)	
<b>Anti-corruption and bribery effort</b>					
Policies	Policies pursued by the Group, including due diligence processes implemented to identify, assess, prevent and mitigate significant risks and impacts and for assurance and control, as well as the measures that have been taken.	ESRS 2 - MDR-P			Sustainability policies (p. 56 to 60)
		ESRS G1 – G1-1			Corporate policies (p. 192 to 196)
Main risks	The main risks related to those matters linked to the Group's operations including, where relevant and proportionate, its business relationships, products or services which are likely to cause adverse impacts in those areas, and how the Group manages those risks, explaining the processes undertaken to detect and assess them in accordance with national, EU-based or international frameworks for each. Disclosures should be included on the impacts detected, with a breakdown of the risks, in particular the principle short medium- and long-term risks.	ESRS 2 – MDR-A			Fostering the corporate culture (p. 191 to 201)
		ESRS G1 – G1-3			Management of relationships with suppliers (p. 201 to 202)
		ESRS G1 – G1-4			

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting		ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
Corruption and bribery	Anti-corruption and bribery measures.	ESRS 2 – MDR-A ESRS G1 – G1-3 ESRS G1 – G1-4			Fostering the corporate culture (p. 191 to 201)
	Measures taken to combat money laundering.	ESRS 2 – MDR-P ESRS 2 – MDR-A ESRS G1 – G1-1 ESRS G1 – G1-3			Fostering the corporate culture (p. 191 to 201)
	Contributions to foundations and non-profit organisations.		GRI 2-28 GRI 201-1		Social commitment (p. 184 to 186)
<b>Information about the Company</b>					
Policies	Policies pursued by the Group, including due diligence processes implemented to identify, assess, prevent and mitigate significant risks and impacts and for assurance and control, as well as the measures that have been taken.	ESRS 2 – MDR-P			Sustainability policies (p. 56 to 60)
Main risks	The main risks related to those matters linked to the Group's operations including, where relevant and proportionate, its business relationships, products or services which are likely to cause adverse impacts in those areas, and how the Group manages those risks, explaining the processes undertaken to detect and assess them in	ESRS 2 – MDR-A			Sustainability policies (p. 56 to 60)
		ESRS 2 – MDR-P			Best labour practices (p. 125 to 131)
		ESRS 2 – SBM-2			Diversity, equality and inclusion (p. 131 to 135)
		ESRS 2 – SBM-3			Career development and talent attraction (p. 135 to 140)
		ESRS 2 – IRO-1 ESRS S1 – S1-4			Safe and healthy working environment (p. 140 to 145)

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report
accordance with national, EU-based or international frameworks for each. Disclosures should be included on the impacts detected, with a breakdown of the risks, in particular the principle short medium- and long-term risks.	ESRS S2 – S2-4			Own workforce engagement (p. 145 to 147)
	ESRS S2 – S4-4			Responsible supply chain management: Focus on due diligence and ESG rating (p. 151 to 160)
				Value chain worker engagement (p. 160 to 162)
				Diverse and top quality offering (p. 165 to 174)
				Universal accessibility (p. 174 to 176)
				Customer engagement (p. 178 to 181)
				Social action and sponsorships (p. 182 to 187)
Commitment of the Company to sustainable development	Impact of the undertaking's activities on society in terms of employment and local development.	ESRS 2 – SBM-3		Results of the double materiality assessment (p. 48 to 50)
				Social action and sponsorships (p. 182 to 187)
	Impact of the undertaking's activities on society in terms of local communities and territories.	ESRS 2 – SBM-3		Results of the double materiality assessment (p. 48 to 50)
				Social action and sponsorships (p. 182 to 187)
Engagement with local communities.	ESRS 2 – SBM-2 ESRS 2 – SBM-3		Stakeholder engagement (p. 40 to 42)	
			Our engagement with society (p. 183 to 184) Social commitment (p. 184 to 186)	
Association or sponsorship actions.		GRI 201-1		Social action and sponsorships (p. 182 to 187)
Subcontracting and suppliers	Inclusion in the procurement policy of social, gender equality and environmental matters.	ESRS 2 – MDR-P ESRS S2 – S2-1		Sustainability policies (p. 56 to 60)

5. Appendices / TABLE 4 – Content index required under Law 11/2018 and Regulation (EU) 2020/852

Contents of Law 11/2018 on non-financial reporting	ESRS disclosure requirement	GRI	Comments/Scope limitations or omissions	Section of the report	
Consideration of social and environmental responsibility concerns in relations with suppliers and subcontractors.	ESRS 2 – MDR-A			Responsible supply chain management: Focus on due diligence and ESG rating (p. 151 to 160)	
	ESRS S2 – S2-4				
Supervision and audit systems and their outcomes.	ESRS 2 – MDR-P			ESG monitoring and audits (p. 155 to 159)	
	ESRS 2 – MDR-A				
	ESRS S2 – S2-1				
	ESRS S2 – S2-2				
	ESRS S2 – S2-3				
Consumer health and safety measures.	ESRS 2 – MDR-A			Diverse and top quality offering (p. 165 to 174)	
	ESRS S4 - S4-4				
	Complaint and grievance management system.	ESRS S4 - S4-2			Permanent multi-channel communication (p. 177 to 178)
		ESRS S4 - S4-3			Incident management (p. 178 to 179)
Profit or loss by country		GRI 201-1		Country-by-country reporting (p. 217 to 218)	
		GRI 207-4 (2019)			
Income tax paid.		GRI 201-1		Country-by-country reporting (p. 209 to 216)	
		GRI 207-4 (2019)			
Government subsidies received.		GRI 201-4		Tax contribution (p. 207)	

## **6. Independent Assurance Report**

**Independent Limited Assurance  
Report on the Consolidated Non-  
Financial Information Statement  
and Sustainability Information  
for the year ended  
February 28, 2025**

**EL CORTE INGLÉS, S.A. AND  
SUBSIDIARIES**



The better the question.  
The better the answer.  
The better the world works.



Shape the future  
with confidence



Shape the future  
with confidence

Ernst & Young, S.L.  
C/ Raimundo Fernández Villaverde, 65  
28003 Madrid

Tel: 902 365 456  
Fax: 915 727 238  
ey.com

## INDEPENDENT LIMITED ASSURANCE REPORT ON THE CONSOLIDATED NON-FINANCIAL INFORMATION STATEMENT AND SUSTAINABILITY INFORMATION

*Free translation from the original in Spanish. In case of discrepancy, the Spanish language version prevails*

To the shareholders EL CORTE INGLÉS, S.A.:

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### Conclusion of limited assurance

In accordance with article 49 of the Commercial Code, we have conducted a limited assurance engagement on the Consolidated Non-Financial Information Statement ("NFIS") and Sustainability Information for the year ended February 28, 2025 of EL CORTE INGLÉS, S.A. (the "Entity") and subsidiaries (the "Group"), which is part of the Group's Consolidated Management Report.

The content of the NFIS contains information in addition to that required by prevailing company law in respect of non-financial information, specifically the Sustainability Information prepared by the Group for the year ended February 28, 2025 (the "Sustainability Information") in accordance with Directive (EU) 2022/2464 of the European Parliament and of the Council of 14 December 2022, as regards corporate sustainability reporting (the "CSRD"). The sustainability information was also subject to limited verification.

Based on the procedures applied and the evidence obtained, no matter has come to our attention that would cause us to believe that:

- a) The Group's NFIS for the year ended February 28, 2025 has not been prepared, in all material respects, in accordance with the contents required by prevailing company law and the criteria selected in European Sustainability Reporting Standards ("ESRS"), as well as other criteria described above, as explained for each matter in the Annex 5 "Table of contents pursuant to Commission Delegated Regulation (EU) 2023/2772, of 31 July 2023, supplementing Directive 2013/34/EU of European Parliament and of the Council as regards Sustainability reporting standards" of the NFIS.
- b) The Sustainability Information, taken as a whole, has not been prepared, in all material respects, in accordance with the sustainability reporting framework applied by the Group and identified in the accompanying in subsection "BP - 1: General basis for preparation of the sustainability statement", including:
  - That the description of the process for identifying the Sustainability Information to be disclosed included in subsection "IRO-1: Description of the processes to identify and assess material impacts, risks and opportunities" is consistent with the process implemented and that it enables the identification of the material information to be disclosed in accordance with the requirements of ESRS.
  - Compliance with ESRS.
  - Compliance with the disclosure requirements included in subsection "Disclosure of information under Article 8 of Regulation (EU) 2020/852: Taxonomy of the European Union" on the environment in the Sustainability Information with Article 8 of Regulation (EU) 2020/852 of the European Parliament and of the Council on the establishment of a framework to facilitate sustainable investment.



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## Basis of conclusion

We have performed our limited assurance engagement in accordance with generally accepted professional standards applicable in Spain and specifically with the guidelines contained in the Guidelines 47 (revised) and 56 issued by the Spanish Institute of Chartered Auditors on non-financial information assurance engagements and considering the contents of the note issued by the Spanish Accounting and Auditing Institute (ICAC) on December 18, 2024 (the "generally accepted professional standards").

The procedures in a limited assurance engagement are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in limited assurance engagement is lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Our responsibilities under those regulations are further described in the *Practitioner's responsibilities* of our report.

We have complied with the independence and other ethics requirements laid down in the International Code of Ethics for Professional Accountants (including international standards on independence) of the International Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behavior.

Our firm applies the International Standard on Quality Management (ISQM) 1, which requires the firm to design, implement, and monitor a system of quality management that includes policies and procedures covering compliance with its ethics requirements, professional rules and applicable legal and regulatory requirements.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our conclusion.

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## Directors' responsibilities

The preparation of the NFIS in the Group's consolidated management report is the responsibility of the directors of EL CORTE INGLÉS, S.A. The NFIS has been prepared in accordance with the content required by prevailing company law and in conformity with the selected ESRS criteria, as well as other criteria described for each matter in table "Annex 5 Table of contents pursuant to Commission Delegated Regulation (EU) 2023/2772, of 31 July 2023, supplementing Directive 2013/34/EU of European Parliament and of the Council as regards Sustainability reporting standards" of the NFIS.

This responsibility also includes the design, implementation, and maintenance of such internal control as considered necessary to ensure that the NFIS is free of material misstatement, due to fraud or error.

The directors of EL CORTE INGLÉS, S.A. are also responsible for defining, implementing, adapting, and maintaining the management systems from which the necessary information for preparing the NFIS is obtained.



In relation to the sustainability disclosures, the entity's directors are responsible for developing and implementing a process for identifying the disclosures to be included in the Sustainability Information in accordance with the CSRD, the ESRS and Article 8 of Regulation (EU) 2020/852 of the European Parliament and of the Council, of 18 June 2020, and for disclosing information about this process in the Sustainability Information in subsection "IRO-1: Description of the processes to identify and assess material impacts, risks and opportunities. This responsibility includes:

- ▶ Understanding the context in which the Group carries out its activities and business relationships, as well as its stakeholders, in relation to the Group's impact on people and the environment.
- ▶ Identifying the actual and potential impacts (both negative and positive), as well as risks and opportunities that could affect, or could reasonably be expected to affect, the Group's financial position, financial performance, cash flows, access to financing, or cost of capital in the short, medium or long term.
- ▶ Assessing the materiality of the identified impacts, risks and opportunities.
- ▶ Making assumptions and estimates that are reasonable under the circumstances.

The directors are also responsible for the preparation of the Sustainability Information, which includes the information identified by the process, in accordance with the sustainability reporting framework used, including compliance with the CSRD, the ESRS, and the disclosure requirements, included in subsection "Disclosure of information under Article 8 of Regulation (EU) 2020/852: Taxonomy of the European Union" of the section on the environment in the Sustainability Information with Article 8 of Regulation (EU) 2020/852 of the European Parliament and of the Council on the establishment of a framework to facilitate sustainable investment.

This responsibility includes:

- ▶ Designing, implementing and maintaining such internal control as the directors consider relevant to enable the preparation the Sustainability Information that is free from material misstatement, whether due to fraud or error.
- ▶ Selecting and applying appropriate methods for the presentation of Sustainability Information and the basis of assumptions and estimates that are reasonable, considering the circumstances, about specific disclosures.

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### **Inherent limitations in the preparation of the information**

In accordance with ESRS, the entity's directors are required to prepare forward-looking information on the basis of assumptions and hypothetical assumptions, which must be included in the Sustainability Information, about potential future events and possible future actions, if any, that the Group could take. Actual results may differ significantly from estimated results, as the reference is to the future and future events frequently do not occur as expected.

In determining the disclosures in the Sustainability Information, the entity's directors interpret legal and other terms that are not clearly defined and that may be interpreted differently by others, including the legal conformity of such interpretations, which, accordingly, are subject to uncertainty.



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## Practitioner's responsibilities

Our objectives are to plan and perform the assurance engagement to obtain limited assurance about whether the NFIS and Sustainability Information are free from material misstatement, whether due to fraud or error, and to issue a limited assurance report that includes our conclusions. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this information.

As part of a limited assurance engagement, we exercise professional judgment and maintain professional skepticism throughout the engagement. We also:

- ▶ Design and perform procedures to assess whether the process for identifying the disclosures to be included in the NFIS and Sustainability Information is consistent with the description of the process followed by the Group and enables, where appropriate, the identification of the material information to be disclosed as required in the ESRS.
- ▶ Perform risk procedures, including obtaining an understanding of internal control relevant to the engagement, to identify disclosures where material misstatements are likely to arise, whether due to fraud or error, but not for the purpose of providing a conclusion on the effectiveness of the Group's internal control.
- ▶ Design and perform procedures responsive to disclosures in the NFIS and Sustainability Information where material misstatements are likely to arise. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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## Summary from the work performed

A limited assurance engagement involves performing procedures to obtain evidence as a basis for our conclusions. The nature, timing and extent of procedures selected depend on professional judgment, including the identification of disclosures where material misstatements are likely to arise, whether due to fraud or error, in the NFIS and Sustainability Information.

Our work consisted of making inquiries of management and of the Group's various business units and components that participated in the preparation of the NFIS and Sustainability Information, reviewing the processes used for compiling and validating the information presented in the NFIS and Sustainability Information, and applying certain analytical procedures and sample review tests as described below:

For assurance of the NFIS:

- ▶ Holding meetings with Group personnel to obtain an understanding of the business model, the policies and management approaches applied, and the main risks related to these matters and to gather the information needed to perform the independent assurance work.
- ▶ Analyzing the scope, relevance and completeness of the content of the 2024 NFIS based on the materiality assessment performed by the Group and described in subsection "IRO-1: Description of the processes to identify and assess material impacts, risks and opportunities" of the NFIS, considering the content required in prevailing company law.



- ▶ Analyzing the processes used to compile and validate the data presented in the 2024 NFIS.
- ▶ Reviewing the disclosures relating to the risks, policies and management approaches applied with respect to the material matters presented in the 2024 NFIS.
- ▶ Checking, through sample testing, the information underlying the content of the 2024 NFIS and whether it has been adequately compiled based on data provided by information sources.

For assurance of the Sustainability Information:

- ▶ Making inquiries of Group personnel:
  - To understand the business model, the policies and management approaches applied and the main risks related to these matters and to gather the information needed to perform the independent assurance work.
  - To know the source of the information used by management (e.g., interaction with stakeholders, business plans and documents on strategy) and review the Group's internal documentation on its process.
- ▶ Obtaining, through inquiries of Group personnel, insight into the entity's processes for gathering, validation, and presenting relevant information for the preparation of its Sustainability Information.
- ▶ Assessing whether the evidence obtained in our procedures on the process implemented by the Group for determining the disclosures to be included in the Sustainability Information is consistent with the description of the process included in that information, as well as assessing whether that process implemented by the Group enables identification of the material information to be disclosed in accordance with the requirements of the ESRS.
- ▶ Assessing whether all the information identified in the process implemented by the Group for determining the disclosures to be included in the Sustainability Information is effectively included.
- ▶ Evaluating whether the structure and presentation of the Sustainability Information is consistent with ESRS and the rest of the sustainability reporting framework applied by the Group.
- ▶ Performing inquiries of relevant personnel and analytical procedures on the disclosures in the Sustainability Information, considering those where material misstatements are likely to arise, whether due to fraud or error.
- ▶ Performing, as appropriate, substantive procedures through sampling of selected disclosures in the Sustainability Information, considering those where material misstatements are likely to arise, whether due to fraud or error.
- ▶ Obtaining, as appropriate, reports issued by accredited independent third parties accompanying the consolidated management report in response to the requirements of European regulations and, in relation to such information and in accordance with generally accepted professional standards, verification, exclusively, of the accreditation of the practitioner and that the scope of the report issued corresponds to that required by European regulations.



- ▶ Obtaining, as appropriate, the documents containing the information incorporated by reference, the reports issued by auditors or practitioners on such documents and, in accordance with generally accepted professional standards, verification, exclusively, that in the document to which the information incorporated by reference refers, the requirements described in ESRS for the incorporation by reference of information in the Sustainability Information are met.
- ▶ Obtaining a representation letter from the directors and management regarding the NFIS and Sustainability Information.

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### Other information

The persons in charge of the entity's governance are responsible for other information. Other information comprises the consolidated financial statements and the rest of the information included in the consolidated management report but does not include either the auditors' report on the consolidated financial statements or the assurance reports issued by accredited independent third parties required by European Union law on specific disclosures contained in the Sustainability Information and attached to the consolidated management report.

Our assurance report does not cover other information, and we do not express any form of assurance conclusion on it.

Our responsibility in connection with our engagement to assure the Sustainability Information is to read the other information identified and consider whether it is materially inconsistent with the Sustainability Information or the knowledge we have obtained during the assurance engagement that could indicate material misstatements in the Sustainability Information.

ERNST & YOUNG, S.L.

(Signature on the original in Spanish)

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Francisco Rahola Carral

May 30, 2025



El Corte Inglés