



COMMITMENTS TO STAKEHOLDERS



Dialogue with our stakeholders

A fundamental part of our business strategy is the active listening of all our stakeholders, with which we keep different communication channels open.

STAKEHOLDERS COMMUNICATION MECHANISMS	Society	Shareholder / Board of Directors	Employees	Auditors
Corporate website and social media (YouTube, LinkedIn, Flickr)				
Transparency portal				
Non-financial information statement (NFIS)				
Isdefe annual report				
Marketing website: Catalogue of products and services				
Generic email accounts of the corporate website				
Media				
Good practice platforms of reference entities in CSR				
Social projects				
Collaboration agreements and chairs with the university				
Alliances with associations / forums				
Monthly report to the board of directors				
Regular meetings of the board of directors				
Shareholder meetings				
Corporate network				
Generic email accounts				
Argos classroom and newsletter				
Internal announcements				
Regular internal meetings				
Workers representation				
Tele innovation initiative				
RD&I recruitment programme				
Committees				
Calendar of events of interest				
Web / mobile applications				
TV screens at BdB3				
Social projects				
Employee portal				
Audit programmes				
Audit reports				



3. COMMITMENTS TO STAKEHOLDERS

STAKEHOLDERS COMMUNICATION MECHANISMS	Clients / Receiving Agenc	Providers	Partners	Regulatory Bodies
Corporate website and social media (YouTube, LinkedIn, Flickr)				
Transparency portal				
Non-financial information statement (NFIS)				
Isdefe annual report				
Marketing website: Catalogue of products and services				
Collaboration agreements and chairs with the university				
Regular meetings of the board of directors				
Generic email accounts				
Annual satisfaction survey				
Personal meetings of directors of Isdefe with agencies receiving services				
Regular meetings of Isdefe staff with agencies receiving services				
Monitoring reports				
Technical seminars				
Contractor profile on the State platform				
Tender opening				
Tactics Programme (Fundae)				





Commitments to clients

Quality, excellence and innovation

Isdefe is committed to excellence through continuous improvement of the quality of its products and services to respond to customer expectations and needs, and to be a benchmark in innovation.

All Management, Departments and Areas are responsible for achieving the quality of services and products through all phases of their execution, in accordance with the established schedule. The quality of the services and products generated by Isdefe is, therefore, the responsibility of all the company's personnel.

Isdefe has a Quality Management System (QMS) with the following certificates:

- AENOR Certification of the Quality Management System, according to the UNE-EN ISO 9001: 2015 (ER-0929/1998) standard for the activities of providing consulting and technical assistance services in the Defence and Security, Aerospace, Transport, Public Administrations, Information and Communication Technologies (ICT), and Energy sectors.
- Certification of the Ministry of Defence of the Quality Management System, according to the PECAL/ AQAP 2110 (EXP. N°-0077/03/01/01) standard for consulting services and technical assistance in systems engineering for the Ministry of Defence. Certified since 08/11/2002.

Isdefe continuously conducts surveys to determine the importance and satisfaction of different aspects of the service: understanding of needs, technical ability, fulfillment of technical objectives, fulfillment of the project calendar, ability for innovation, documentation, integration and communication, human team management, purchasing / subcontracting management, and flexibility and speed.

One of the general objectives of the company is the General Satisfaction Index (GSI), establishing a value equal to or greater than 8.5 for the year 2020.





3. COMMITMENTS TO STAKEHOLDERS

Customer satisfaction

Isdefe continuously conducts surveys to determine the importance and general satisfaction of our services and their evolution in different aspects:

In 2020, a survey was sent to all clients receiving Isdefe services (324) and the response percentage obtained was 74.7% of the surveyed clients.

In this way, the control threshold of the company in terms of participation, set at 55% for the year 2020, is met and exceeded.

Surveys	2018	2019	2020
Sent	314	317	324
Answers received	226	236	242
% Answer	73.2%	74.4%	74.7%

Commitment to our employees

Our team in figures

The workforce as of December 31, 2020 is 1,622 people, 91.6% (1,486) correspond to Operating Units and 8.4% (136) to Corporate Services.

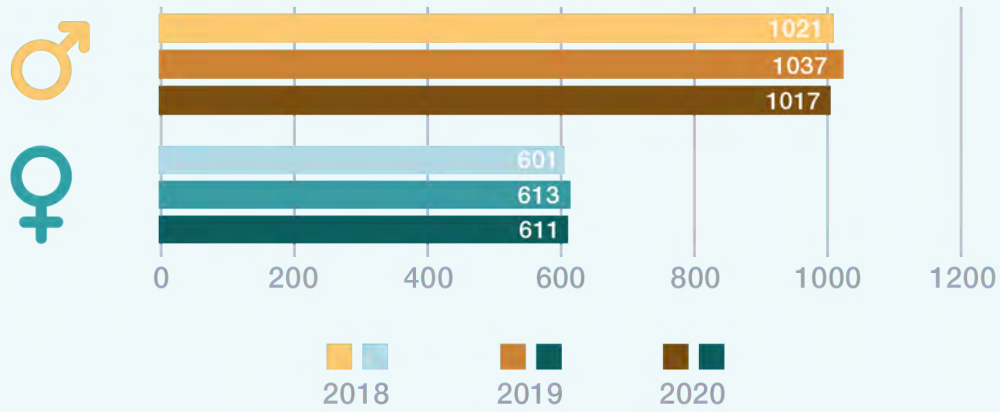
Total number and distribution of employees by age, years 2018, 2019 and 2020:

Age	2018	2019	2020
21-25	22	26	23
26-30	90	90	92
31-35	160	138	114
36-40	346	306	280
41-45	445	445	406
46-50	219	266	323
51-55	170	177	185
56-60	108	124	130
> 61	68	78	69
Total	1,628	1,650	1,622

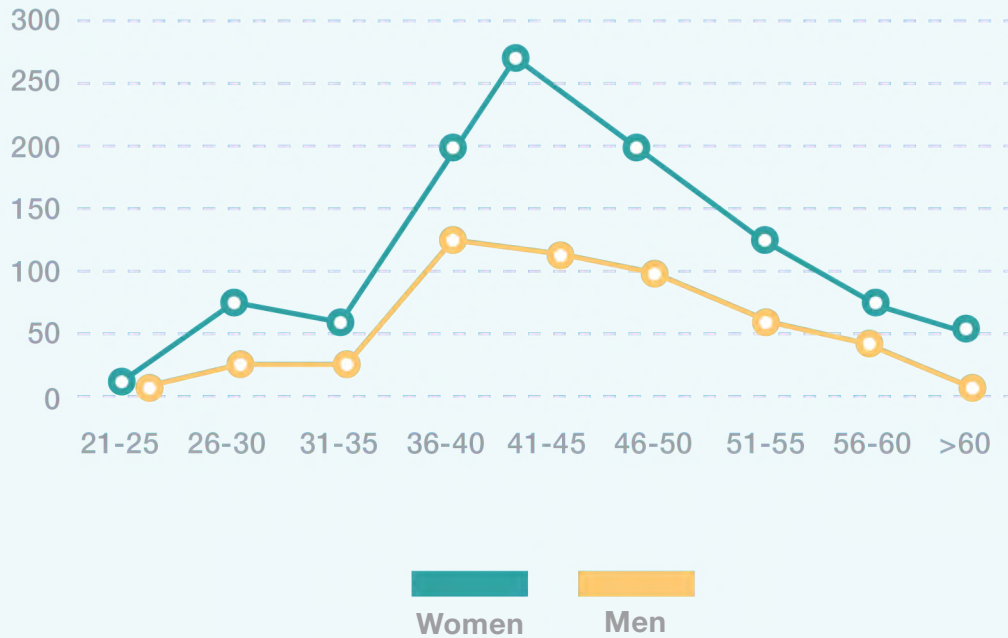




Evolution of the workforce by gender M / F (2018, 2019, 2020)



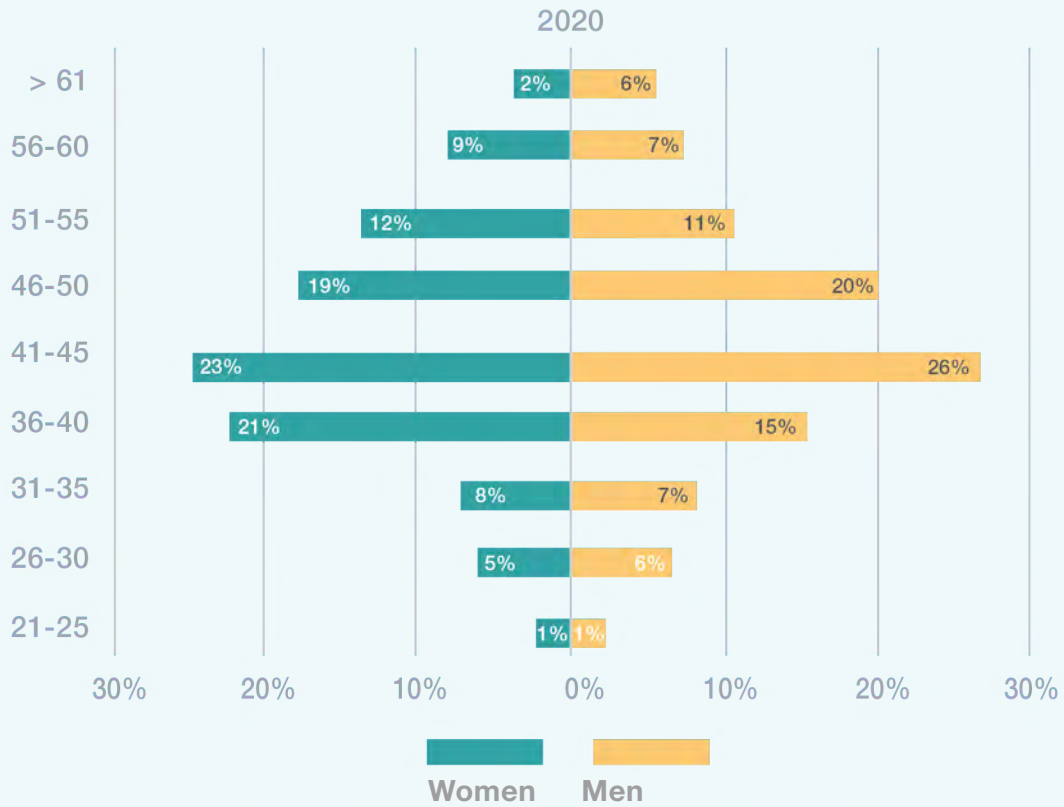
Comparison by sex and age of Isdefe employees in 2020*





3. COMMITMENTS TO STAKEHOLDERS

The population pyramid of Isdefe employees in 2020 by gender and age



Total number and distribution of employees by professional classification

Classification	2019	2020
Engineers and graduates	1,170	1,155
Technical engineers, experts and qualified assistants	231	225
Administrative and workshop heads	35	33
Unqualified assistants	89	89
Administrative officers	98	94
Basic Technicians	8	8
Administrative assistants	13	12
First and second class operators	6	6
Total	1,650	1,622



Seniority of Isdefe employees by gender and age group (2019, 2020).

	2019			2020		
	Indefinite	Temporary	Part-time	Indefinite	Temporary	Part-time
Women	493	114	6	495	100	6
Men	876	161	-	860	161	-
Total	1,369	275	6	1,355	261	6

Age	2019			2020		
	Indefinite	Temporary	Part-time	Indefinite	Temporary	Part-time
21-25	2	24		2	21	
26-30	29	61		29	63	
31-35	76	62		64	50	
36-40	239	66	1	226	53	1
41-45	407	37	1	364	42	1
46-50	249	17		301	21	
51-55	172	4	1	177	7	1
56-60	119	3	2	127	1	2
<60	76	1	1	65	3	1
Total	1,369	275	6	1,355	261	6

COVID 2019

In the month of March of the 2020 financial year, a global health emergency derived from the coronavirus (COVID-19) was declared.

Due to this health crisis, Isdefe has activated **action protocols** to face this contingency and undertake the necessary measures to mitigate its impact, highlighting:

- Widespread adoption of teleworking and promotion of flexible hours (work-life balance, etc.)
- Cancellation of trips, meetings, and face-to-face work that is neither essential nor postponable.
- Adoption of measures (individual and collective) appropriate to the situation and delivery of PPEs in face-to-face work (declared essential).



3. COMMITMENTS TO STAKEHOLDERS

Personnel

Talent Identification and Development

Since January 1, 2020, Isdefe has carried out 187 selection processes for incorporations to the company, as well as 16 for scholarships.

In the context of the 2030 Agenda, Isdefe contributes to the generation of talent through tools such as scholarships for recent graduates (CITIUS program) and extracurricular external internships in undergraduate and master's programmes, in addition to awarding prizes for the best research work.

The CITIUS scholarship program is aimed at specific and practical training in companies adhering to the Programme. It is supervised by professionals from the business and academic fields and aims to complete the training of university graduates and facilitate their initiation into the professional world.

Contribution of scholarships in 2018, 2019 and 2020



22 scholarships /
€263,022

2018

26 scholarships /
€289,222

2019

16 scholarships /
€317,202

2020

Training

Isdefe promotes the professional and personal development of all its employees, ensuring equal opportunities and fostering a corporate culture based on merit.

The detection of training needs responds to the needs of the organisation and its channelling through the training delegates. There is a training delegate in each management team, with the rank of Manager or Department Director, which allows the needs to be collected and analyzed in order to later develop training plans.

The training plan is three years, with annual reviews and updates.

In the 2018-2020 training plan, relevance has mainly been given to the online modality and internal training.



Training actions during 2020

The main training actions during 2020 have focused on aerospace technologies, cybersecurity, logistics, obtaining and maintaining certifications, and training aimed at supporting public management and developing skills and corporate policies. Actions related to new emerging technologies related to Artificial Intelligence, Data Science, Internet of Things or Blockchain have a prominent space in our Training Plan.

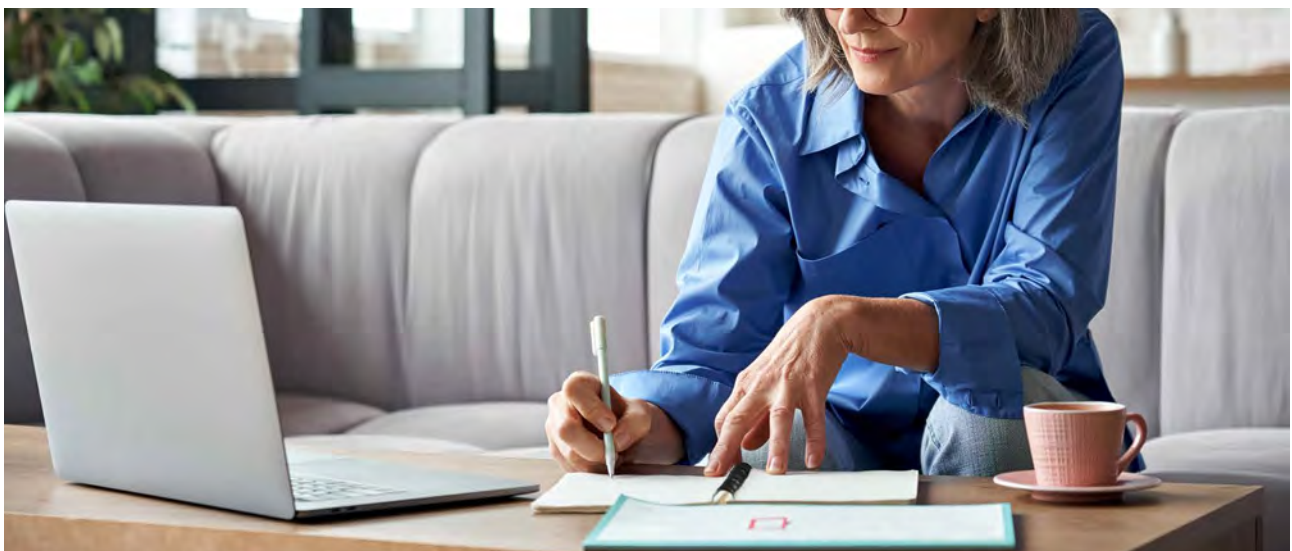
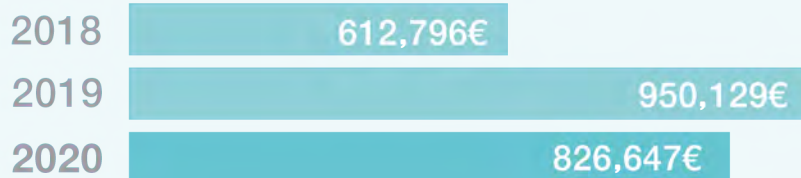
The most notable phenomenon in 2020 is the sudden and effective adaptation of the entire training catalog planned for 2020 to an online modality (e-learning, virtual classrooms, videoconferences, virtual reality, etc.), due to the global COVID-19 pandemic.

The Isdefe Virtual Campus centralizes both internal and external training, with the possibility of using Virtual Classrooms with videoconference. The entire workforce is also encouraged to participate in a wide catalog of micro e-learning courses with unlimited access to subjects in management, development of personal skills, well-being, etc.

Training and investment

The training actions are applicable to all employees and managers. Training in the Code of Ethics and Criminal Risk Prevention is carried out through periodic editions summoning new employees and those who have not yet completed it.

Training expenses



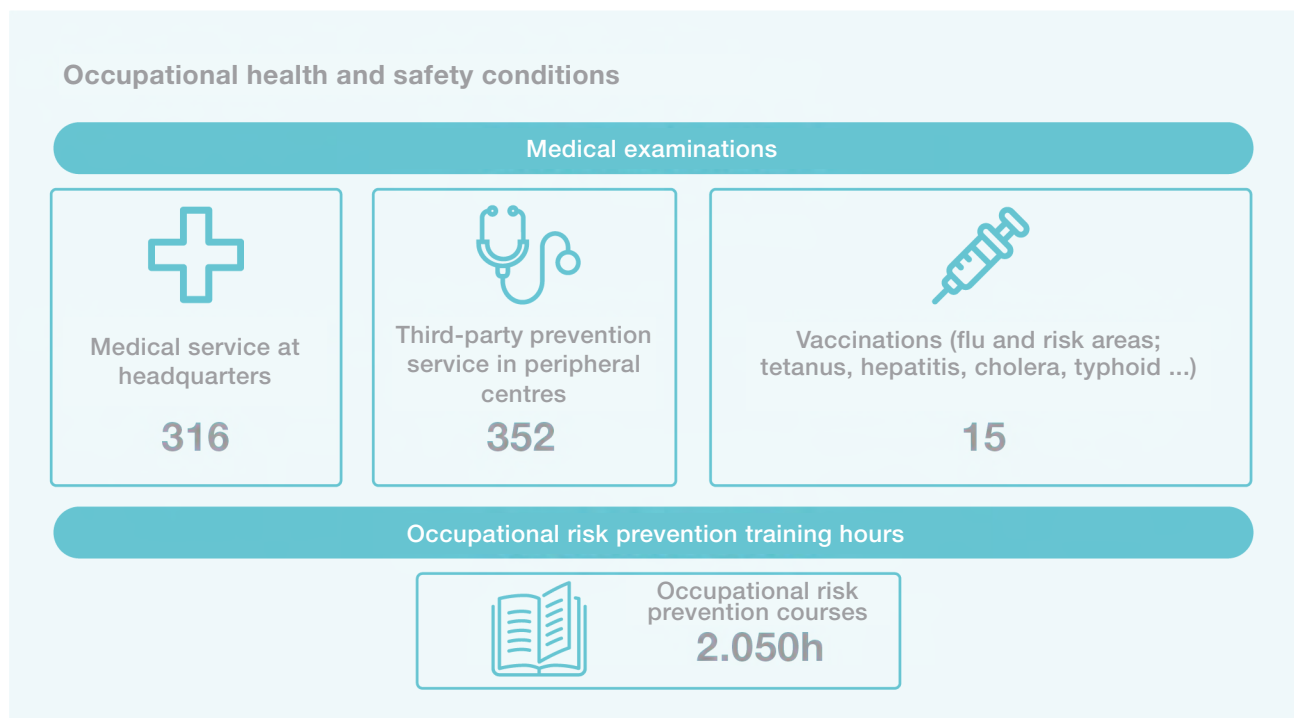


3. COMMITMENTS TO STAKEHOLDERS

Safety, Health and Well-being (mindfulness workshops, health committee ...)

Isdefe has a **Medical Service, at its headquarters, which assumes Health Surveillance** with a programme of mandatory and voluntary medical examinations in order to guarantee and protect the health of all workers in the work environment, as well as vaccinations and campaigns for the improvement of health.

In order to control against the COVID pandemic, the activity was adapted and focused fundamentally on assistance, information, tracing, and monitoring.



2020 prevention plan

The technical area of the Prevention Service has promoted **initiatives** aimed at improving the health and safety conditions of Isdefe workers, especially in 2020, focused on prevention against the COVID pandemic, such as:

- The adaptation of the Systematized Management of PPEs for the management of COVID material.
- Control visits for COVID conditions.
- Safety and ergonomics at workstations.
- Information and training on COVID.
- Carrying out self-evaluations of telework derived from the requirements of Royal Decree Law 8/2020 of March 20, campaigns and dissemination of information on the adoption of good practices against COVID according to activities.
- Management of stress and emotional well-being during lockdown as well as evaluations of the risks derived from this new risk factor.



Specific actions carried out due to the pandemic:

- Drafting and application of an internal procedure for action against COVID-19 (with 581 cases followed).
- Adaptation of the case management and work contacts procedure for COVID-19 and its weekly monitoring
- Carrying out COVID-19 antibody reintegration tests (408 tests performed)
- Processing and carrying out of diagnostic tests for active infection due to the requirement of national and international procedures for the coordination of business activities and air navigation (with 82 tests)
- Implementation and internal adaptation of the evaluation procedure for especially sensitive / vulnerable personnel against SARS-COV2 (with 94 files evaluated by the medical service).





3. COMMITMENTS TO STAKEHOLDERS

Isdefe, through its Prevention Plan, communicates to the entire workforce the preventive organisation and the participation of different company agents, such as its Own and Third-Party Prevention Service, Health and Safety Committees, Prevention Delegates, designated workers, and preventive resources.

Said Plan is periodically updated as changes occur in the Preventive Management System and is published through the Isdefe website to all employees.

2020 Prevention Planning

Among the objectives of the year 2020 was the training and retraining of workers with specific risks, as well as the beginning of the review of risk assessments of all jobs that will be concluded in 2021, and the review of assessments derived from factors of industrial hygiene.

This Preventive Management System is completed with the Legal Audits carried out every two years, deriving from the latter a satisfactory result and defining the management of the system as effective according to an audit carried out by the company AENOR in 2019, whose observations and improvements have also been worked on during the year 2020.



Workshops and seminars (wellness)

Accidentality

There have been no occupational diseases in 2019 or 2020.

The total accident frequency rate for every 100,000 hours worked was equal to 0.37.

In 2020 there has been one death from an occupational accident *in itinere*.

	2019			2020		
	Total	With Leave	Without Leave	Total	With Leave	Without Leave
Women	15	6	9	2	0	2
Men	14	6	7	8	5	3
Total	29	12	16	10	5	5

Accidents



Workers' representatives in the Health and Safety Committees

Centres	Committees	Delegates
Madrid	1	5
Torrejón	1	3
Robledo	1	2
Villafranca / Cebreros	1	1
Maspalomas	0	1

Equality

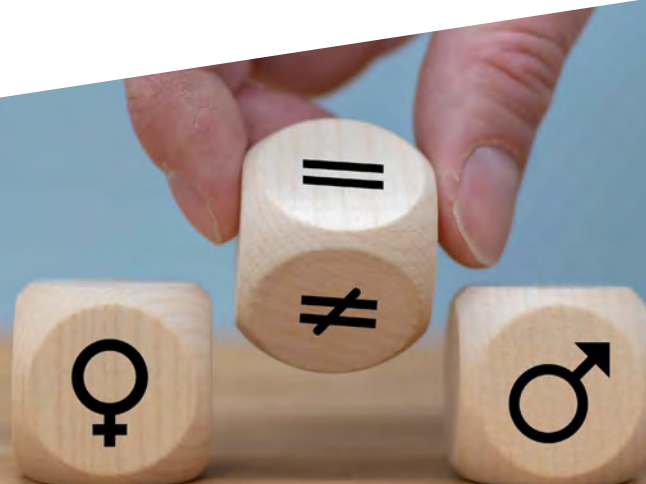
Isdefe's Equal Opportunities Plan, approved by the Management in 2018, was drawn up within the Equality Commission then in force, made up equally of the Management and Workers' Representatives.

The content deals with a set of measures in relation to the following matters:

- Culture of Equality and Visibility of the Plan.
- Internal and External Communication.
- Recruitment and Staff Selection.
- Training and Professional Development.
- Professional Classification and Remuneration.
- Professional Promotion.
- Work-life Balance.
- Sexual Harassment and Harassment on the basis of Sex.

This Plan has been the subject of a judicial resolution that determines that the Commission did not have the mandate to negotiate the Plan and, therefore, it is void. Said resolution is under appeal.

Currently, the internal regulations on Equal opportunities between women and men **are in the process of being adapted to the new regulations approved by Royal Decree 901/2020, of October 13, which regulates equality plans and their registration and which modifies Royal Decree 713/2010, of May 28**, on registration and deposit of collective work conventions and agreements, and by Royal Decree 902/2020 of October 13, on equal pay between women and men are modified.





3. COMMITMENTS TO STAKEHOLDERS

Work-life balance

We have established a series of measures aimed at facilitating the conciliation of personal, family and work life of our staff:

- Time flexibility of 1 hour and 30 minutes.
- Continuous work:
 - Parents with children under 12 years of age.
 - Dependent relatives with disabilities.
- Cumulative Lactation Leave.

In addition, the measures contemplated in the Mecuida Plan (approved by Royal Decree-Law 8/2020, of March 17) have been applied in the face of exceptional circumstances related to the actions necessary to prevent the community transmission of COVID-19.

- Reduction of working hours.
- Adaptation of the working day:
 - Shift change.
 - Schedule alteration.
 - Flexible schedule.
 - Split or continued workday.
 - Change of workplace.
 - Change of functions.
 - Change in the form of work delivery, including the provision of remote work.
 - Dependent relatives with disabilities.
- Cumulative Lactation Leave.
- And any other change in conditions that is available in the company or that could be implemented in a reasonable and proportionate way, taking into account the temporary and exceptional nature of the measures contemplated, which is limited to the exceptional period of duration of COVID-19.

CONCILIA PROYECT

Isdefe's conciliation policy aims to help people balance their personal and professional lives. With this vocation in mind, Isdefe's project was created in 2020 to help staff and their families.

At the same time, with this project, Isdefe and its staff contribute and promote the integration in the workplace of people with functional, sensorial or intellectual diversity, given that the services are managed by a specific Job Center.





Equality plans

Through Royal Decree 1615/2009, of October 26, the granting and use of the “Equality in the Company” (DIE) distinctive is regulated, included in article 50 of the Law for the effective equality of women and men. Recognition that Isdefe obtained in 2010 and that, since then, Isdefe has ratified it, obtaining in 2020 the 3rd extension of the validity of this Distinctive.

The Equality Plans are aimed at eliminating obstacles that may exist, in order to achieve real and effective equality, which is a priority commitment for Isdefe.

Universal accessibility for persons with disabilities

Isdefe promotes the right to equal opportunities and treatment, as well as the real and effective exercise of rights by persons with disabilities on equal terms with other citizens, in accordance with the provisions of the Royal Legislative Decree 1/2013, of November 29, approving the Consolidated Text of the General Law on the rights of persons with disabilities and their social inclusion.



Isdefe establishes a tie-breaking clause in the Specifications that benefits companies that have the highest percentage of permanent workers with disabilities in their workforce.

The Isdefe building is adapted to the necessary measures for the access of personnel with mobility difficulties, in accordance with the provisions of Royal Legislative Decree 1/2013, of November 29, which approves the Consolidated Text of the General Law rights of persons with disabilities and their social inclusion.

Anti-harassment protocols

Isdefe has a protocol regulated in the Standards of Action against Harassment and Discrimination, which includes moral and sexual harassment, and discriminatory treatment at work.

Under this protocol, in 2020 there were no complaints.

Nondiscrimination

Isdefe treats all its personnel and people with whom it interacts with absolute impartiality.

Isdefe does not accept any type of discrimination in the workplace or professional setting based on birth, age, race, sex, religion, ideology, social origin or disability, or for any other reason, or any manifestation of physical, psychological, moral, or sexual harassment, abuse of authority, as well as any other conduct that may generate an intimidating or offensive environment against the rights of people, both among its employees, and in its relationships with clients, potential clients or suppliers.



3. COMMITMENTS TO STAKEHOLDERS

Social relationships

Social dialogue in ISDEFE is carried out through its five company committees and staff delegates, as well as the six constituted union sections. Isdefe is related to this representation of workers and trade unions through the information, consultation and negotiation processes provided for in the Workers' Statute and the Collective Agreement of the engineering sector and technical studies offices.

Workplace	Legal representation of workers	Members of the Works Council
Madrid Headquarters	Works council	23
Torrejón de Ardoz	Works council	9
Robledo de Chavela	Works council	5
Canary Islands	Staff Delegates	3
Villafranca del Castillo / Cebreros	Works council	5
Cartagena	N/A	0
Total		45

Union sections		
UGT-FeSP	CSIF	USE
CCOO - COMFIA	CGT	SOMOS



Negotiations

- Agreement on the remuneration increase contemplated in the General State Budget Law 2019, as well as on the additional increase of 0.25% also contemplated in the same legal standard for 2019.
- Agreement on the general increase of 2% included in the General State Budget Law 2020.
- Publication of work calendars.
- Agreement on the recovery of paid leave determined in Royal Decree Law 10/2020, of March 29, between the Management of Isdefe and the Madrid and Torrejón Works Councils.



Information processes

Through Royal Decree 1615/2009, of October 26, the granting and use of the “Equality in the Company” (DIE) distinctive is regulated, included in article 50 of the Law for the effective equality of women and men. Recognition that Isdefe obtained in 2010 and that, since then, Isdefe has ratified it, obtaining in 2020 the 3rd extension of the validity of this Distinctive.

The Equality Plans are aimed at eliminating obstacles that may exist, in order to achieve real and effective equality, which is a priority commitment for Isdefe.



Other non-periodic information

- Establishment and monitoring of general objectives.
- Basic copies of employment contracts. Extension Notices.
- Overtime hours.
- Application in the company of the right to equal treatment and opportunities between women and men: reduction and changes of working hours for the care of children or relatives.
- Training grants.
- Penalties imposed for very serious offenses.
- Company decisions that could cause relevant changes in terms of work organisation and employment contracts in the company.
- Information and consultation on the adoption of possible preventive measures, especially in the case of risk to employment.





3. COMMITMENTS TO STAKEHOLDERS

Collective agreements

“Article 21 of the XIX Collective Agreement of the engineering companies sector on the Prevention of occupational hazards refers to the Occupational Health and Safety Commission, and the Prevention Delegates.

1. [...] the importance of preserving human life and the right to physical integrity of all those who intervene with their work in the productive process of this sector [...].
2. [...] pays attention to the addressees of this Agreement, so that they comply with and enforce the occupational risk prevention standards established by current legislation on the matter [...].
3. [...] Election of prevention delegates when there are no legal representatives of the staff [...].
4. [...] Constitution of the Sectoral Commission on Safety and Health at Work, which is made up of four representatives from each of the two parties to this Agreement [...].”

Workers' representatives in formal Health and Safety Committees		
Centres	Committees	Delegates
Madrid	1	5
Torrejón	1	3
Robledo	1	2
Villafranca / Cebberos	1	1
Maspalomas	0	1





Commitments to society

Featured participation in 2020

- Virtual day on the European Defence Action Plan: EDIDP-EDF.
- Virtual Day of the Civil Guard “In the Prevention and Fight Against New Criminal Modalities Related to COVID-19: National and International Perspective.”
- VIII National Congress of R&D in Defence and Security (DESEi+d 2020).
- Isdefe's support for the establishment of the national military airworthiness authority in the United Arab Emirates (UAE) and Spain.
- Virtual sessions: "The Present and Future of In-House Technical Service Providers”.
- Virtual annual course: The Antonio Remón y Zarco del Valle General Engineer Chair of the Higher Centre for National Defence Studies (CESEDEN) and the Polytechnic University of Madrid (UPM).
- Recognition Act 5th call for the Isdefe RD&I ideas acquisition and management programme.



Virtual annual course



DESEi+d 2020



Virtual day of the Civil Guard



EDIDP-EDF Conference



United Arab Emirates and Spain



Virtual sessions: "The Present and Future of In-House Technical Service Providers”.



Virtual sessions: "The Present and Future of In-House Technical Service Providers”.



Dissemination of knowledge of Isdefe

Express Internal Tele-iNOVATION Contest



<https://www.youtube.com/watch?v=NJ2rN0XGdC4>

Christmas campaign

Isdefe employees extend Christmas greetings with all their affection, in a very special and difficult year for everyone due to COVID-19, in which we have brought out all our best values, our generosity, effort, collaboration, understanding, understanding, and everyone joining together to keep moving forward.





Social action programme

Isdefe has a **social action programme** whose objective is to contribute to the achievement of the 2030 Agenda for Sustainable Development, through the **participation** and undertaking of social initiatives carried out with the collaboration of foundations and NGOs.

Initiative February 11: International Day of Women and Girls in Science

In 2020, Isdefe participated once more in the “Feb 11 Initiative”, a platform that makes the role of women in science visible and encourages a scientific calling among younger women.

The objective of this initiative is to break down the barriers faced by women and girls in the technological and scientific field and to inspire and promote scientific and technological careers in this genre, encouraging from an early age the access of women to the field of science, technology, engineering and mathematics (STEM), through the experience of our professionals.

Sixteen Isdefe volunteers gave talks in 30 Educational Centres and their voice reached more than 2,000 boys and girls, from early childhood education and young people from primary and secondary school, who, thanks to their generosity and drive, will have a benchmark in this area.

SDG 4 “Quality Education”, SDG 5 “Gender Equality”, and SDG 9 “Industry, Innovation and Infrastructure”.

One of the general objectives of the company is the General Satisfaction Index (GSI), establishing a value equal to or greater than 8.5 for the year 2020.

#STEMPILLS campaign for confinement

Campaign launched during home confinement, caused by COVID-19, to promote interest in science and technology among the younger members of Isdefe families, by conducting live webinars taught by professional Isdefe volunteers.

The purpose of the STEMPills or STEM Pills had a double objective: take advantage of Isdefe's human capital in order to educate and arouse curiosity about science, and, in turn, contribute to the reconciliation of the employees' families during the months of confinement.

For this, we had the collaboration of six volunteers and a schedule of webinars was drawn up, which gathered the interest of 310 families, under the following titles: “There is SPACE for everyone”, “The Universe at your fingertips”, “What does an Isdefe engineer do?” “Do you dare to find out?”, “Shall we fly?”, “When I grow up I want to be an engineer”, and “A trip back in time ... every day!”.



SDG 4 “Quality Education” and SDG 9 “Industry, Innovation and Infrastructures”.



3. COMMITMENTS TO STAKEHOLDERS

Campaign #IsdefeDona

Aware of the food emergency caused by the COVID-19 crisis, Isdefe launched the #IsdefeDona campaign, from which several initiatives were launched aimed at alleviating the vulnerable situation of many families. Among these initiatives, the project **“Sodexo against COVID-19”** stands out, the purpose of which was to obtain donations through the Sodexo Restaurant card to support 1,400 families in need, in collaboration with the NGO Ayuda en Acción. The project was very well received by the employees, raising an amount of €6,475.

Another solidarity initiative was the delivery by Isdefe, in May, of **300 liters of milk to the Madrina Foundation** for later distribution to the population of different neighborhoods of Madrid, responding to the SOS call made by the president of the Foundation to cater for the growing number of families who are being supplied food on a daily basis.

Likewise, Isdefe also participated in the solidarity action **“Healthy cure, Healthy food”**, undertaken by the B&O restaurant near the company's headquarters, whose purpose was to support healthcare workers and security forces in their daily work, providing them with food, during the declaration of the state of alarm. The distribution of meals was carried out at the Central Hospital of the San José and Santa Adela Red Cross, at the San Carlos Clinical Hospital, and at the Madrid Police Headquarters. Thanks to the donations, a total of 800 meals were delivered. Many Isdefe employees participated with donations in the initiative and Isdefe doubled the amount of the contributions made by its workers.

SDG 4 “End of poverty” and SDG 2 “Zero hunger”.

Donation of computer equipment with the EMAD Operations Command

During the months of March, April, and May, the delivery of computer and health equipment, donated by Isdefe, through the Operations Command (MOPS), took place in the international missions of the Spanish Armed Forces, located in Gabon, Lebanon, Mali, and Senegal.

For more than 10 years, Isdefe has had a solidarity programme for the reuse of computer equipment, which is no longer useful for its employees due to obsolescence, for educational and humanitarian purposes. This has allowed for a solidarity-based collaboration with the MOPS that has materialized in recent years through different donations.

On this occasion, Isdefe has donated a total of **174 laptops, 80 screens and computer equipment** (docks, mice and wiring), along with medical supplies, with the aim of contributing to the development, progress and technological training of the local communities wherever Spanish forces are deployed.

The MOPS manages donations in the Operations Zone through its Civil-Military Cooperation units in order to achieve local support for the mission through cooperation and coordination between the military command and the civilian environment.

SDG 4 “Quality Education” and SDG 9 “Industry, Innovation and Infrastructures”.



Isdefe against the digital divide

With the aim of reducing the digital divide derived from the COVID-19 crisis and avoiding the digital disconnection of young people with few resources, Isdefe **promoted the donation of computer equipment in two schools in the Community of Madrid.**

The COVID-19 crisis evidenced the difficulty many students have to continue distance schooling and to make the most of the school year with good results.

Isdefe received, through several employees, a call for digital solidarity and, in response to this demand, laptops were prepared and refurbished for reuse in order to alleviate the digital divide and help the most disadvantaged students.

SDG 4 “Quality Education” and SDG 9 “Industry, Innovation and Infrastructures”.

Abilities Race with the Adecco Foundation

On Sunday, September 27, 37 Isdefe volunteers and family members participated in the eleventh edition of the Abilities Race, which was held telematically due to the pandemic and in which our company collaborated.

The initiative organised by the Adecco Foundation is a social event that is held to unite people with disabilities, the associative fabric, and employees representing different companies around a common goal: labor inclusion of people with disabilities in ordinary companies.



SDG 10 “Reduction of inequalities”.

Collaboration with the Civil Guard Solidarity Association

Isdefe has continued to collaborate in 2020 with the “Civil Guards Solidarity Association”, made up of active civil guards -experts in rescues, civil protection, and rescue operations-, aimed at collaborating with people and entities in need of humanitarian aid.

SDG 4 “End of poverty” and SDG 2 “Zero hunger”.



3. COMMITMENTS TO STAKEHOLDERS

Great Food Drive

Within the framework of corporate volunteering, Isdefe joined the “Great Food Drive 2020” of the Madrid Food Bank Foundation, during the third week of November.

The solidarity of Isdefe employees, plus the company's contribution, resulted in a final collection of €8,402 contributed to “Operation Kilo”, equivalent to 4,861 kg. The money raised is destined to the purchase of basic foodstuffs to avoid lack of stock in the Food Bank warehouses.

The food crisis caused by COVID-19 continues and this operation supports the work of the Foundation, which serves 190,000 people, including 33,000 children and 10,000 infants.



SDG 4 “End of poverty” and SDG 2 “Zero hunger”.

Christmas Solidarity Campaign

In December, the thirteenth Isdefe Christmas Solidarity Campaign was held, in which various initiatives were launched with the aim of bringing Christmas to the most vulnerable groups. Through the “Fundación Madrina” and the “Asociación Reyes Magos de Verdad”, the staff had the opportunity to collaborate with the goal of not leaving any child without a toy on such special holidays.

SDG 4 “End of poverty” and SDG 2 “Zero hunger”.

Collecting Solidarity Caps

Isdefe continues to collaborate with the “Fundación SEUR” in the project “Caps for a new life”, started in 2012.

Through the collection of plastic bottle caps, which employees deposit at the company headquarters, funding is obtained for medical and orthopedic treatment of girls and boys, not covered by the public health system. In addition, the project has an environmental sustainability aspect through the recycling of caps.



SDG 3 "Health and Well-being", SDG 10 "Reduction of inequalities", and SDG 13 "Climate action".



Commitments to our suppliers

Isdefe is considered to be an Adjudicator in accordance with the provisions of Law 9/2017, of November 8, on public sector contracts, which transposes the directives of the European Parliament and the Council 2014/23/EU and 2014/24/EU into the Spanish legal system, therefore submitting all its contracting processes to the principles of **freedom of access to tenders, publicity, transparency, non-discrimination and equal treatment among bidders, implementing the principle of integrity in all its procedures.**

Outsourcing and suppliers

The general principles of public contracting are included in the specifications of each of the procedures that are published in the profile of the Isdefe contractor, hosted on the **Public Sector Procurement Platform (<https://contrataciondelestado.es>)**, where all the information regarding the contracting of suppliers by Isdefe is published.

Isdefe requires the economic operators with whom it is going to contract the same capacity and solvency requirements that the Administration requires and the accreditation of not incurring a cause of prohibition and incompatibilities in the terms established in Law 9/2017.

With the entry into force of Law 9/2017, Isdefe has reinforced its commitments in social and environmental matters, establishing the following measures in a transversal way for all its procedures:

- Extension and compliance of its environmental policy to suppliers by including an environmental clause in all its specifications. <https://www.isdefe.es/gesti-n-medioambiental>.
- Obligation for all its suppliers to respect the current regulations on labor, social security, social integration of persons with disabilities, and prevention of occupational risks, as well as respect for the Collective Agreements of application, through the inclusion in all their specifications of a clause of labor and social obligations.
- Cause of resolution in all its specifications, associated with the breach of the obligations in environmental, social, or labor matters.
- Tie-breaking clause that benefits companies that have the highest percentage of permanent workers with disabilities in their workforce, with a lower percentage of temporary contracts in their workforce, or with a higher percentage of women employed in their workforce in the case of offers which obtained the same score.

Depending on the contract, we establish criteria for **reducing the level of greenhouse gas emissions; the use of energy saving and efficiency measures and the use of energy from renewable sources during the execution of the contract.**



3. COMMITMENTS TO STAKEHOLDERS

For the electrical energy contracts that we have put out to tender, the bidders who offer energy from renewable sources or from high-efficiency cogeneration sources have been rated with the highest score.

Relations with suppliers and subcontractors

Isdefe ensures that the design of the award criteria makes it possible to obtain high-quality works, supplies and services, by including qualitative, environmental, social and innovative aspects linked to the object of the contract. The most significant being the following:

- The expense automation service has been hired to optimise their management automatically and reduce paper consumption.
- The food voucher contract has been modified to replace the paper vouchers with an electronic card for the payment of the service by the employees.
- Environmental requirements have been established in the tendering of computer equipment, specifically: low halogen content and the requirement to provide the device's carbon footprint.
- The lowest CO₂ emission from vehicles has been established as an evaluation criterion in the safety tender at the Cebreros and Robledo stations, valuing the blue DGT label “zero emissions” with the highest number of points for the vehicles used in the service.
- Social measures for the personnel who will perform the service have been established as an evaluation criterion in the security tender in BdB3, such as: proven salary equality between men and women of the same category and functions, female recruitment, measures for family and work conciliation of staff, and improvement of working conditions and salaries of staff.
- Different environmental and social criteria such as measuring the carbon footprint, the lowest CO₂ emissions, a commitment to assign the same workers for the entire duration of the contract except for just cause, and compliance with the STAGE V emission regulations for machinery used in earthmoving have been established in work tenders within the Deep Space Control Centre of Robledo de Chavela.
- The paper circulation of the company's annual report has been reduced, promoting the digital format and dynamic consultation through the link on the Isdefe website.

Finally, it should be noted that during 2020 the electronic contracting of all open procedures in Isdefe has become widespread, including the electronic processing of all minutes and contracts and receipt of offers via the Public Sector Procurement Platform (PLCSP). This has meant the elimination of the use of paper by 100% both for Isdefe and for the bidders, resulting in considerable savings in toner, electricity, paper, USB storage devices, CDs, and DVDs, among others, which involved the physical reception of offers and internal processing thereof.



Supervision and audits, and their results

Isdefe is subject to the controls that the Administration itself wishes to exercise over it, through its control bodies. In this sense, Isdefe complies with all the principles of transparency and diligently complies with the obligation to Submit all its contracts to the Court of Auditors.

In this sense, third-party contracting with Isdefe is generally regulated in the Orders received and in any case the partial benefits that Isdefe may contract with third parties will not exceed 50% of the amount of the Order.

It should be noted that Isdefe was valued with 77.6 points in the Contracting Area in the International Transparency Index of public companies in 2018, resulting in the second best valued entity in this field. During 2020, the good practices that led to this result have been continued and reinforced.



Isdefe has implemented a system of supervision and internal control of the work carried out by its suppliers, by assessing the quality of the services, supplies, and works executed in the year. This control is part of the quality indicators, with the satisfaction index in 2020 being 99.3%, exceeding the established target of 95%.

Isdefe's policy is that all personnel acting within the framework of its hiring procedures are obliged to take appropriate measures to fight against fraud, favoritism, and corruption, in addition to preventing, detecting, and effectively solving the conflicts of interest that may arise in tender procedures in order to avoid any distortion of competition and guarantee transparency in the procedure and equal treatment of all candidates and bidders.



3. COMMITMENTS TO STAKEHOLDERS

In particular, Isdefe points out to its staff that the concept of conflict of interest will cover, at least, any situation in which the staff at the service of the Contracting Authority who also participate in the development of the tender procedure or who may influence its result, directly or indirectly have a financial, economic, or personal interest that could appear to compromise their impartiality and independence in the context of the tender procedure.

Any person participating in the Contracting Process who identifies any fact in any of the bidding companies, which may be affected by the Code of Ethics or be capable of being classified as one of the practices listed above, must state so in a letter addressed to the Area of Recruitment.

The contractual obligation to know and respect Isdefe's code of ethics during all phases of the procedure is included in all the specifications.

Isdefe makes communication channels available to entities interested in contracting procedures where interested parties can direct any questions or communication, through the public sector contracting platform and by direct email (unidadcontratacion@isdefe.es).



During this fiscal year, 100% of the doubts raised through the Public Sector Procurement Platform were answered by Isdefe's Contracting Department.

Isdefe, being a state-owned public company and being considered an in-house technical service provider, is subject in all its contracting to the controls that the Administration exercises over its own units through its control bodies (IGAE and Court of Auditors).

Among them, there is the obligation to send all their contracts and the Annual Accounts to the Court of Auditors, and the publication of all the awards in the Transparency Portal.