



**Sustainability report
2022**

Letter from the Director - Manager

A few months ago, we considered taking another step in the growth of our company and this step was not intended to expand markets or have more sales, but we wanted our company to grow as a sustainable company concerned and busy in improving its economic, social and environmental environment.

Our challenge was to implement a Corporate Social Responsibility Strategy in our company and to get all stakeholders to internalize and be part of it. It was an important challenge and it is now materialized in our first sustainability report, which is the product of the work and effort made in recent months.

Our company has always been very committed to society and the environment and we have been doing actions but until now we had not managed them.

We are sure that applying a Corporate Social Responsibility policy will bring us many benefits, but without any doubt our greatest satisfaction will be to be able to establish constant dialogues with our stakeholders and work on continuous improvement.

With this sustainability report, we want to make you participate in our performance because we are convinced that together, we can achieve what we want.

Carlos Sempere Flores
Director – Manager
Primicias Técnicas Cardí SL

About us

What do we do?

Primicias Técnicas Cardí was born in 1995 with the aim of contributing to the improvement of hygiene in public spaces through design and innovation. For 27 years we have been leading the forefront of the professional hygiene sector under the LOSDI brand.

We focus all our efforts on the design, manufacture and marketing of an extensive range of products for collectives, all of them with own designs and trending to market demands. The range of industrial hygiene dispenser products include soap dispensers, toilet paper dispensers, paper towel dispensers, centerfeed paper dispensers, hand dryers and industrial roll dispensers, among others.

Our product lines

Within this range of products, these are the three main lines of dispensers that LOSDI has launched to the market:

- **ECO-LUXE line:** Made entirely of 100% recycled plastic, it contributes to a more sustainable hygiene. Despite its striking design and ecological characteristics, it is a line of dispensers with a very competitive price.
- **ELEGANCE line:** A robust and experienced line made of ABS plastic. It has more than 35 references to create a solid and functional dispensing system with which to stand out in the market.
- **STAR line:** It is the only line on the market made of ultra-resistant polycarbonate material, which turns dispensers into virtually unbreakable products. It is a premium line with controlled dispensing and a differentiated design.

About us

From people, for people

All our products ensure excellent performance, designed both to provide added value to our customers and to facilitate hygiene to the end user, trying to achieve our goal of taking hygiene where it is necessary to safeguard people's health.



Mission, Vision, Values

Our mission

According to UNICEF data, more than 20% of the world's population lacks basic facilities for proper hand hygiene. This is the reason why LOSDI designed, developed and produced quality and comfortable dispensing systems, as well as providing the world's leading marketing agents with the aim of making hygiene affordable and accessible.

Our vision

To be leaders in the sector at national and international level with the purpose of serving society with the commitment of sustainability and social responsibility.

Our values

As for our values, we can say that they are technological innovation and quality, respect for the environment, and international projection.

Customers are a very important factor for LOSDI, so every effort is made to offer the best connections and guarantees between the company and its customers, responding to the needs of each particular case and putting all our energy into adapting to their needs.

It is very important for us to generate a commitment to delivery on orders and offer excellent treatment and after-sales customer support. Therefore, in order to guarantee this quality and dedication, we think about the greater efficiency of shipments, focused on the retail channel, developing a great relationship between customers, as well as the guarantees and specifications offered in each of the LOSDI products.

Quality policy and CSR

The Direction Board of PRIMICIAS TÉCNICAS CARDI, S.L, (LOSDI), company dedicated to the design, manufacture and marketing of industrial hygiene products, through this document aims to establish the main guidelines of the company in order to comply with the Quality Management System ISO 9001:2015 by acquiring the following commitments:

- Ensure a continuous improvement of the service provided, always satisfying both the requirements requested by customers and the regulatory and/or legal requirements that apply.
- Provide a reference framework for setting and reviewing quality objectives.
- That our customers perceive and appreciate our continuous improvement
- Achieve a high degree of loyalty of our customers.

LOSDI committed to social responsibility and sustainability, establishes its own strategy to implement actions to implement the achievement of the Sustainable Development Goals (SDGs) within the framework of the 2030 agenda, joining this global movement with its adherence to the UN Global Compact. To this end, we commit to the following SDGs:

- SDG 3; We contribute to protecting the physical and mental health of people working in our organization through a continuous training program.
- SDG 9: Introducing innovation as part of our business culture, transforming our products and production processes with sustainable criteria.
- SDG 12: Contributing to reduced consumption and sustainable production by saving raw materials and controlling suppliers.
- SDG 13: Contributing to climate change reduction through the Carbon Footprint Record.

In addition, LOSDI has an ethical code and social responsibility actions where it establishes alliances with all its parties and social agents involved.

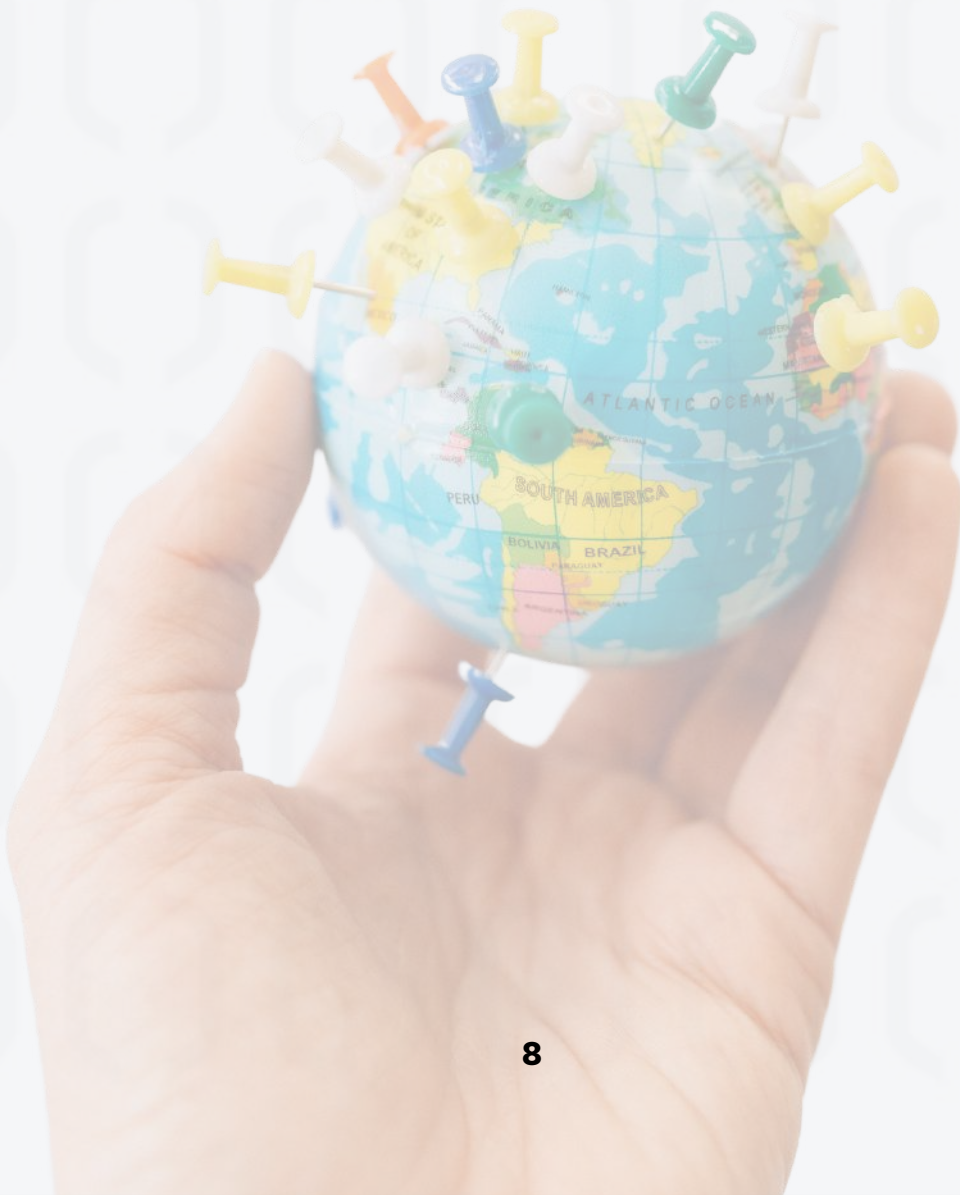
Markets

LOSDI around the world

Today, LOSDI is present in more than 45 countries worldwide thanks to the quality and constant innovation of its products.

From our production center, located in the Spanish province of Alicante, we design, manufacture and distribute all our products to countries in Europe, Africa, America and the Middle East.

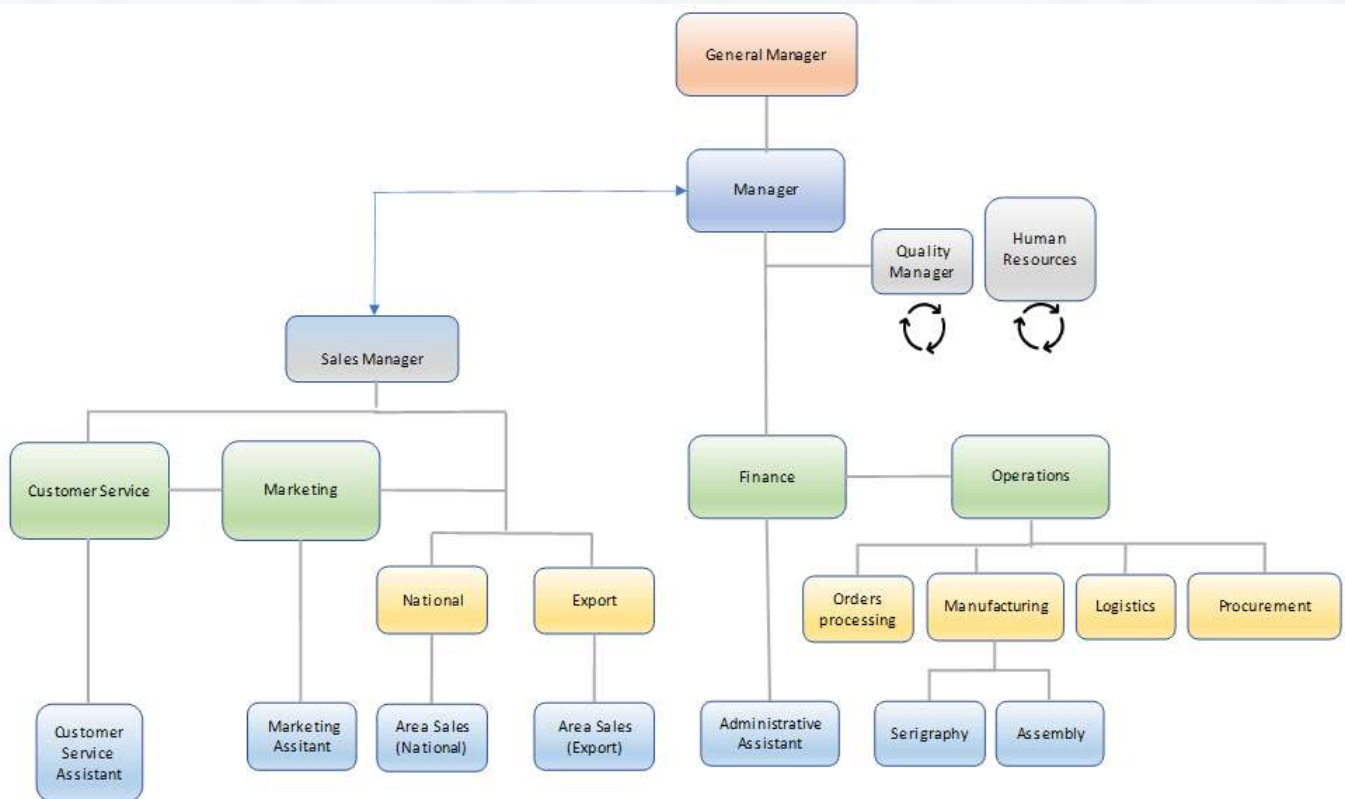
Following the maxim of "think local, act global" we try to meet the different needs of our customers located in different countries, seeking the maximum adaptability of our dispensers to the different variants of consumable with which they are used.



Team and processes

Organization chart

People are undoubtedly our most important asset. Having outstanding professionals to put them in charge of the main departments of our company is the best guarantee of success.



Quality system

ISO 9001:2015

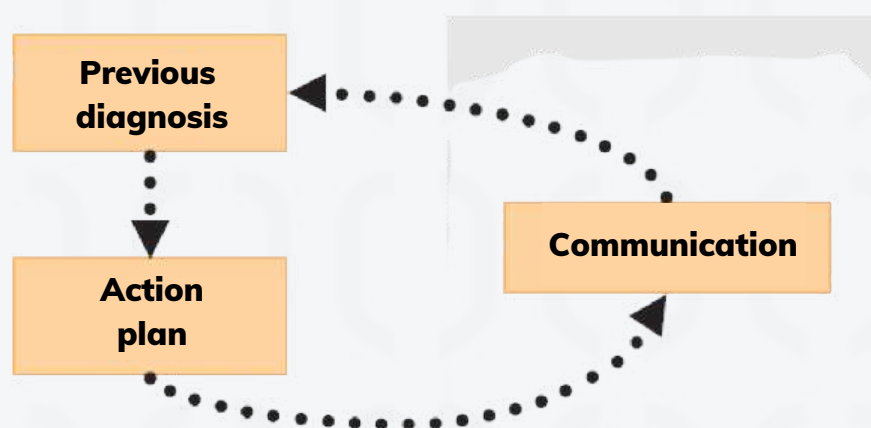
ISO 9001:2015 is a quality management systems (QMS) standard that focuses on all the quality management elements that an organization must have in order to have an effective system that allows it to manage and improve its products and services. Its objective is the continuous supervision and management of quality throughout the company, allowing to identify possible areas for improvement.

LOSDI has made the following commitments in order to comply with the Quality Management System ISO 9001:2015:

- Ensure a continuous improvement of the service provided, always satisfying both the requirements requested by customers as well as the regulatory and/or legal requirements that apply.
- Provide a framework for setting and reviewing quality objectives.
- That our customers perceive and appreciate our continuous improvement
- Achieve a high degree of loyalty of our customers.

This report has been prepared with the aim of communicating our economic, social and environmental performance.

Responsibility is a Cycle of Continuous Improvement where communication is its central axis:



Quality system

ISO 9001:2015

Customers are at the core of our business strategy. Their full satisfaction is our main challenge and we strive every day to offer the best service and the best quality in customer service.

We think it's not only important to open new markets and get new customers, but it is even more important to be able to retain the customers that we already have because we are committed to lasting business relationships that generate trust between the parts establishing partnerships.

We have staff with vocation of customer service, empathy and ability to work in order to offer the maximum professionalism to our clients.

Our customer profile is the chemical manufacturer, tissue paper manufacturer and distributors and purchasing centers.

We work through our own commercial staff of LOSDI and agents.

Our relationship with our suppliers is one of continuous collaboration. We are aware that without close collaboration with our suppliers, it would be much more difficult to achieve the levels of quality and management we want for our company.

In recent months, we are working on new manuals that manage our relationship with our suppliers to optimize resources, improve management and develop better conditions for both parts.



Quality system

ISO 9001:2015 - Stakeholders

Our employees are the most important capital that our company owns.

We are concerned that they feel identified and involved with our project, their well-being, their safety and health (for this we adopt a program of prevention of occupational risks according to the current regulations), and their motivation.

Human capital is an asset that must be managed and for this we have applied since 2016 new human resources management measures such as: training our employees in health, new techniques of selection and reception of new employees, training and technical development plans, job classification, etc.



Quality system

ISO 9001:2015 - Stakeholders

Our staff consists of 35 people, of whom 65% are men and 35% are women. 80% of employees have an indefinite contract.

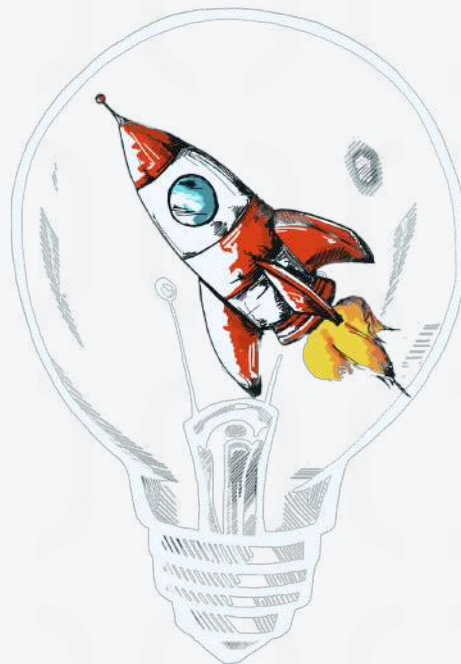
The average age of our staff is 43.29 years, it is therefore a young and dynamic staff.

We collaborate with the Polytechnic University of Valencia in its internship program, incorporating young students to our company in order to train them and provide them with professional experience.

We are responsible for training new employees and enhancing the capabilities of our entire workforce. We highly value teamwork and choose to create a pleasant and healthy working environment.

Our company is committed to innovation. It seeks innovation both in internal management processes, in manufacturing, and in the marketing of our products.

We have also developed new products that are innovative in the market, which have helped us to consolidate ourselves as a national benchmark within our sector.



Quality system

ISO 9001:2015 - Stakeholders

Regarding to our social action, we are committed to the social causes that are being raised in our environment.

We collaborate with charitable donations, as an example we have collaborated with the Spanish Association Against Cancer to make shirts on the occasion of the day of breast cancer.

Our commitment is to continue collaborating with such initiatives.



Quality system

ISO 9001:2015 - Stakeholders

The main stakeholders we have identified for our company and with whom we are actively working are the following:



Customers are one of the most relevant stakeholders for our company. We strive to offer them quality services and products and provide optimal customer service. We have a team of professionals who contribute their skills to the management of clients.



Employees are another of the most important stakeholders for our company. We want to enhance the human capital we have and take advantage of all their talent and know-how, while involving them in our business project.

Quality system

ISO 9001:2015 - Stakeholders

Our main goals for 2022 are:

Human Resources



Improve the management of the company's HR through new actions: management by competencies, training plan, performance evaluation etc.

Quality



Adapt our quality management system to the new ISO 9001:2015 standard.

Environment



Develop a manual of good environmental practices for the correct management by the company.

Quality system

ISO 9001:2015 - Stakeholders

Our main goals for 2022 are:

Society



Implement a social programme with specific actions to be carried out.

Customers



Encourage analysis and measurement of customer satisfaction.

Markets



Consolidate our presence in international markets where we do not yet have a prominent presence.

Quality system

ISO 9001:2015 - Stakeholders



Our competitors are undoubtedly an interest group to be reckoned with. We are committed to fair, moderate and positive competition.



Public Administrations are another interest group of particular relevance. They are the ones that establish the laws and regulations that can affect our sector. We value a collaboration with administrations to defend and bet on our interests as a sector.



Suppliers are collaborators of our company. We seek long-term strategic alliances and trust generation. We apply vendor management measures to improve vendor management and strengthen contractual relationships.



Society and environment are another important interest group to consider. Companies must give back to society and the environment what they bring to us. Our commitment is serious and firm to carry out actions that benefit our social and environmental environment.

That is why since 2021 we have been working with PLAN OF ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS.

CSR and SDG

Social responsibility and sustainability

SUSTAINABLE DEVELOPMENT GOALS



TRAINING PROGRAMME



EXPANSION
NEW DESIGNS



CARBON FOOTPRINT



REDUCTION
PLASTIC CONSUMPTION
(ECO-LUXE)

CSR and SDG

Social responsibility and sustainability



SDG 3: GOOD HEALTH AND WELL-BEING

Ensuring a healthy life and promoting well-being for all people is essential for sustainable development.

Today, the world faces an unprecedented global health crisis; COVID-19 is spreading human suffering, destabilizing the global economy and drastically changing the lives of billions of people around the world.

This has generated important mental and emotional health problems that need to be worked and cared for from all walks of life. From private companies we can provide employees programs to reduce stress and anxiety, helping them to combine professional and personal life.

LOSDI

At LOSDI we take care of the health of our employees, offering them training programs that guide them to establish healthy habits, reducing their stress and strengthening their capacities.

To this end, we establish the following Training Program:

- Emotional management in sales.
- Time management in administrative tasks.
- Stress reduction with Mindfulness.
- Personal leadership.
- Building teams on values.
- Healthy habits.

CSR and SDG

Social responsibility and sustainability



SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE

Build resilient infrastructure, promote sustainable industrialization and foster innovation.

Once the acute phase of the COVID-19 crisis is over, governments will have to invest in infrastructure more than ever in order to accelerate economic recovery, create jobs, reduce poverty and stimulate productive investment. The pandemic has highlighted the urgent need for resilient infrastructure. Innovation and technological progress are key to discovering lasting solutions to economic and environmental challenges, such as increasing energy and resource efficiency.

In this, companies play a fundamental role, developing products taking into account sustainable aspects in the design of products, procurement of raw materials and transport.

LOSDI

At LOSDI we have been introducing innovation as part of our business culture for years, transforming our products and production processes with sustainable criteria. With our commitment to responsibility and sustainability we take new actions taking into account environmental criteria of proximity, raw materials, efficiency and reduction of resources.

To this end, we establish the following actions:

- New approach of ECO-design in the 3 ranges.
- Replacing components and accessories with more sustainable and less polluting products.
- Creation of an ecological line (ECO-Luxe).
- Update of European standards in all our references, including the latest technological advances.
- Design and creation of new products specific to the pandemic avoiding imports.
- Purchase of raw materials from local suppliers.

CSR and SDG

Social responsibility and sustainability



SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION

Global consumption and production depend on the use of the natural environment and resources in a manner that continues to have destructive effects on the planet.

Sustainable consumption and production consist of doing more and better with less. It also seeks to decouple economic growth from environmental degradation, increase resource efficiency and promote sustainable lifestyles.

Manufacturing companies can design products and work efficiently to reduce consumption from their production.

LOSDI

At LOSDI we contribute to the reduction of consumption through a sustainable production of our dispensers, designing and manufacturing efficiently, reducing both the packaging and the raw material of the product itself.

To this end, we establish the following actions:

- Reduced consumption of virgin plastic in products.
- Replacement of virgin raw material by 100% recycled plastic.
- Consumption of less polluting and more efficient materials.
- Application of environmental criteria to subcontractors and suppliers in their production process by reusing materials left over from other productions.
- Replacement of virgin cardboard with recycled cardboard in all packaging.

CSR and SDG

Social responsibility and sustainability



SDG 13: CLIMATE ACTION

Take urgent action to combat climate change and its effects.

Although greenhouse gas emissions were reduced in 2020 due to movement restrictions and economic recessions resulting from the COVID-19 pandemic, this improvement is only temporary. Climate change is not going to stop. Once the global economy begins to recover from the pandemic, emissions are expected to return to higher levels.

Urgent action is needed to address both the pandemic and the climate emergency in order to save lives and livelihoods. And there, companies are primarily responsible for taking action for the climate.

LOSDI

LOSDI has launched its own CO₂ emission reduction plan as a commitment to improving climate change.

Actions:

- Calculation and reduction of the Carbon Footprint.
- Carbon Footprint Record.
- Compensation of emitted CO₂.
- Actions to minimize electricity consumption.
- Actions to reduce fuel consumption on commercial routes.
- Replacement of electrical components in products by others with greater energy efficiency.

CSR and SDG

Social responsibility and sustainability



CARBON FOOTPRINT RECORD

Registro de huella de carbono, compensación y proyectos de absorción de CO₂ del Ministerio para la Transición Ecológica y el Reto Demográfico

La organización:

PRIMICIAS TÉCNICAS CARDI, S.L.

Ha inscrito su huella de carbono en la sección a) de Huella de carbono y de compromisos de reducción de las emisiones de gases de efecto invernadero, con los siguientes datos:

Año de cálculo	2020
Alcances	1 + 2
Límites de la organización incluidos en el cálculo	Se incluyen las actividades de diseño, fabricación y comercialización de productos de higiene industrial desarrolladas en su única sede situada en Alcoy (Alicante).

y se le otorga el derecho al uso del siguiente sello:

A circular seal with the year '2020' in the center. The words 'REDUCCO', 'COMPENSO', and 'CALCULO' are written around the perimeter of the circle. A large number '2' is positioned to the right of the seal. Below the seal is the logo of the Spanish Government and the Ministry for the Ecological Transition and Demographic Challenge.

Valvanera U

Valvanera Ullargui Apericio
Directora General
Oficina Española de Cambio Climático
Ministerio para la Transición Ecológica y el Reto Demográfico

Fecha de inscripción: 03 - 11 - 2021
Código: 2021-a1027

A large version of the carbon footprint seal described in the previous block, featuring the year '2020' and the words 'REDUCCO', 'COMPENSO', and 'CALCULO' around a central circle, with a large '2' to the right. Below the seal is the logo of the Spanish Government and the Ministry for the Ecological Transition and Demographic Challenge.

GOBIERNO DE ESPAÑA

MINISTERIO PARA LA TRANSICIÓN ECOLÓGICA Y EL RETO DEMOGRÁFICO



CLOSE
TO YOU

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