

RESPONSIBLE MANAGEMENT

# Change from within

True transformations begin with oneself. At Santillana, we want to establish our commitment to sustainability through responsible management that involves and mobilizes all our professionals.



# Talent development



Our social commitment begins in our relationship with each of the 3.366 people who are part of Santillana.

We seek to contribute to the personal and professional development of each one of them and to the development of their talent, promoting diversity and equal opportunities, and generating a good working environment, where the employee's well-being is the priority.

46% Men      54% Women



**3.366**  
professionals

The courses were oriented to different competencies and skills, such as leadership, and to reinforce our corporate culture.

## A diverse and committed team

Diversity is fundamental in a company like Santillana, where professionals are spread across more than 20 countries with different cultures and even languages. Our commitment, embodied in **our Code of Ethics**, is to protect this diversity in our teams so that everyone can work with equal opportunities.

In 2023, we launched a **course dedicated to diversity, respect and equal opportunities**, available to all employees through our 'Training Paths' platform.

This was one of the actions carried out as part of our commitment to training as a way to enhance the development and well-being of our professionals.

According to the **"Employee Benefits Trends Report"** conducted by Cobee in 2024, **nine out of ten employees consider it necessary to take training courses.**

*In response to this reality, we offered more than 50,000 hours of in-house training in 2023 (+14% vs. 2022).*



*Training is essential for employees and for the company. For the former, because it allows them to grow and expand their knowledge and skills. For the company, having employees with better knowledge and skills gives it the possibility to be more competitive.*



NURIA QUEVEDO. GLOBAL HUMAN RESOURCES DIRECTOR.

## Seeking employee welfare

In addition to theory, in 2023 we wanted to take action: we have launched the **first corporate volunteer program**, with activities available in Colombia, Brazil and Spain for our employees and those of the rest of the Group.

On the other hand, we offer flexibility and different measures for work-life balance and well-being, depending on the legislation and needs of each country. In addition, in 2023 we conducted a **global work climate survey**, in which more than 80% of our employees participated.

*More than 80% of employees participated in the 2023 Work Climate Survey.*



★ **FEATURED PROJECT**



## Your opinion counts

At Santillana, we firmly believe in the importance of maintaining a positive and healthy work environment in order to move forward and continue improving. For this reason, in 2023 we conducted a survey of all our professionals to listen to their opinions, evaluate the work environment, assess the working environment and identify areas for improvement.

In this way, we have begun to measure indicators related to the work environment in order to have a comprehensive view of the employees' perception of their work environment, with the aim of planning it on an annual basis.

The initiative was announced through a video in which the various country Human Resources directors invited employees to participate.

81% of Santillana's employees responded to the work climate survey. Their responses will now be used to develop action plans and effectively advance our overall commitment to make Santillana a better place to work.

*More than 80% of employees participated in the Work Climate Survey.*



See Work Climate Survey - Santillana Latinoamérica





FEATURED PROJECT



## Take action

On December 5, 2023, coinciding with International Volunteer Day, PRISA presented its first Corporate Volunteering program, called "Ponte en Acción", aimed at employees of Santillana, PRISA Corporativo and PRISA Media.

The objective of this program is to generate social impact through the voluntary and supportive participation of our professionals, specifically in four areas that respond to the core and interests of the company:

1. Education and technology (media literacy and digital inclusion).
2. Human rights and social justice
3. Social and humanitarian assistance
4. Environment

In the first phase, the program focuses on three cities: Bogota, Madrid, and Sao Paulo. There are currently 28 volunteer activities that will be carried out and monitored throughout 2024.



See Volunteering program - "Ponte en Acción".

## Changing the course of the Planet



At a time when climate urgency is increasingly visible, we are aware that, as a company, we must act responsibly, minimizing the impact of our activity on the environment and acting proactively for its conservation.

## Towards climate neutrality

Although the education sector does not have a major impact on the environment, we are committed to the fight against climate change and are joining the fight by reducing our emissions and increasing our consumption of renewable energy.

In accordance with the roadmap set out in the Sustainability Master Plan 2022-2025, the Group has worked during 2023 on the design and implementation of an **Environmental Management Plan**, aligned with the Environmental Policy and PRISA's commitment to the fight against climate change. The aim of this project is to diagnose and plan environmental management and to draw up the Group's Net Zero roadmap.

**Energy efficiency** is one of the key lines of work to reduce our environmental management impact.

*By 2023, we have increased our biofuel consumption by 11%, reaching a consumption of approximately 248 thousand liters.*

We are currently analyzing the possible purchase of green energy at different company sites. As a first step, a contract will be signed in 2024 at the offices in Brazil, our main market, so that all the electricity generated there will come from renewable energies.





FEATURED PROJECT



## Our Environmental Management Plan

One of the actions set out in PRISA’s Sustainability Master Plan 2022-2025 is the project to **build an environmental management model** for the Group. The aim is to improve our environmental management, especially in relation to the fight against climate change.

As part of this initiative, Santillana and the rest of the business units have carried out an initial analysis to understand the needs of our environmental management and, thus, be able to establish an integral system.

**The diagnosis and planning** allowed us to gain an in-depth understanding of how environmental management was being addressed so far, to assess the level of compliance with environmental legislation and to analyze the requirements defined by the international standard ISO 14001:2015.

In the first diagnostic phase, the **different environmental vectors** (water, energy, waste, and emissions) were analyzed in order to identify the environmental impacts generated by the organization and to know how they were being managed. In addition, other parameters included in environmental management such as **mobility, training, and internal as well as external communication**, among others, were evaluated.

The ultimate goal is to continue advancing along the roadmap set out in the Master Plan until **climate neutrality** is achieved.



**FEATURED PROJECT**



## Environmental measures in Brazil

Santillana’s offices in Brazil are becoming increasingly sustainable, following the implementation of a series of measures that are having a positive impact on the environment and also on work organization.

Currently, 100% of the waste generated at the São Paulo office is reused, which positions the unit as a ‘Zero Landfill.’ Organic waste is converted into fertilizer, recyclable waste is returned to the industry and non-recyclable waste is used to generate energy or raw material for cement.

**11.2**

*tons of organic waste, which generated 2.3 tons of fertilizer.*

**22.4**

*tons of recyclables collected, of which 12.2 tons were returned to the industry \*\*.*

**19.1**

*tons of other waste, which generated 55,916 kW/h of energy fuel.*

*\* The volume mainly considers the operation of the company’s office, plus the volume of the Distribution Center in December, when we started the project in the unit.*

*\*\*The difference between the volume of material collected and recycled is due to contamination of the bags. The non-recycled material became “waste” and contributed to the generation of energy fuel.*

In addition, the contract signing system has been digitalized, which has allowed us to **stop using 1,181,988 sheets of paper** in 44 months, which is equivalent to a saving of 142 trees, around 511 thousand liters of water, 5 tons of solid waste and 15 tons of CO<sub>2</sub>.

\*These figures were calculated based on the resources that would be needed to produce the volume of paper saved.

On the other hand, **all the paper purchased by Santillana Brasil is certified for responsible forest management**, which guarantees that the raw material is of sustainable origin. In addition, all its suppliers are certified by national or international seals, such as FSC and PEFC.

Finally, 4.5 tons of electronic waste and 243.5 kg of lamps were recycled in 2023. The correct disposal of these materials ensures that their heavy metals do not cause soil and groundwater contamination, in addition to contributing to the generation of local income.



*“From an environmental standpoint, this was a pivotal year in our sustainability strategy. The company’s commitment to reduce its carbon footprint was advanced with the design of an environmental management plan, which will allow us to further advance our international SBTi (Science Based Targets initiative) commitment. Initiatives such as the use of sustainably sourced paper, waste and discard management and the increased use of clean energy sources demonstrate that the company is increasingly committed to being an example of seriousness and commitment to environmental goals.”*

**Luciano Monteiro**

Global Director of Communication and Sustainability

## Paper management

Due to the type of activity we carry out, another of our priority areas is paper management. We promote the digitalization of our processes and responsible paper consumption in our offices by reducing the number of available printers.

*In 2023, we reached our own consumption of paper and cardboard of 38,196.5 tons, achieving a percentage of certified sustainable raw material equivalent to 99.2%.*

This year we have introduced improvements in the measurement methodology, also incorporating consumption data via printing companies (third parties). The objective is to be able to reflect paper consumption in the total of our activity.

Considering this new measurement, the result is that in 2023 we have recorded a total consumption of paper and cardboard, both our own and that of third parties in our value chain, of 43,551.7 tons, 97.8% of which corresponds to sustainable raw materials.

*99.2% of the paper we used in 2023 for our own consumption was sustainably sourced.*



## Change, throughout the supply chain

### Improving ESG supply chain management

The supply chain is an area of strategic importance, being one of the priorities of the Group's Sustainability Master Plan 2022-2025.

Since 2022, we have had a **Supplier Code of Ethics and Conduct** that sets out the behavior expected of suppliers in terms of legislation, human and labor rights, business ethics and anti-corruption measures, environmental protection, and confidentiality and privacy.







Compliance with this code is required both in the negotiation specifications of the purchasing processes and in the contracts signed with the awarded companies.

Likewise, through the **Purchasing Policy and bidding documents**, we seek to know what procedures and controls suppliers have in place to manage the social and environmental impacts of their activities.

*In 2023, 86% of our purchases were from local suppliers.*

In addition, as part of our commitment to our suppliers and the communities in which we operate, **we give priority to local purchasing**. In this way, we contribute to the economic progress of the territories in which we are present.