

## RESPONSIBLE MANAGEMENT

# The People and the Planet: A Key Link

At Santillana, we are aware that change starts from within. That is why we are committed to responsible management, both of human resources, which constitute our most valuable asset, and of the materials we use in our daily activities. Taking care of people and the planet is one of our major commitments.



## Connecting Talents



To offer the highest quality education, it is essential to have the best talent. Therefore, at Santillana we have a **team of highly qualified professionals**, who devote their effort, creativity and commitment to promote education.

Currently, our workforce comprises **3,453 employees**, who work in the 19 Latin American countries where Santillana works, as well as in Spain, where our head office is located. This allows us to understand the local reality and to have a global vision that enriches all of our projects.



Due to this wide variety of both cultures and languages, our Code of Ethics is committed to protect the **diversity** of our staff, so that everyone can work with equal opportunities.

At the same time, we encourage internal communication so that all our professionals are well connected. We have different communication channels, including **Santillana Conecta**, a weekly newsletter we launched in 2024 that is a meeting point for professionals from different countries.

46% Men 54% Women



# 3.453

Professionals



*Santillana employees in Argentina*

## Encouraging Personal and Professional Development

Following the last **organizational climate survey**, conducted at the end of 2023, action plans have been implemented in different countries to improve the obtained results and make Santillana a better place to work.

As a result of this effort to guarantee a good work environment, in 2024 Santillana was recognized, in Mexico and Ecuador, as one of the companies that promote a good work environment and support the well-being of its employees, according to Great Place to Work, the world authority on work culture.



*“The Organizational Climate Survey is a key part of the Group’s strategy, as it allows us to listen to our employees, evaluate work environments, and make Santillana the best place to work”.*



Nuria Quevedo. Global Director of Human Resources

Another milestone in 2024 was the implementation of a performance evaluation system, an essential tool to communicate with employees that facilitates feedback and helps enhance their professional growth. In 2024, **2,372 performance evaluations** have been conducted. Our goal is to evaluate 100% of the workforce by 2026 to better identify internal talent and provide opportunities for development.

Training is key to achieve it. In 2024 we offered **53,531 hours of training** to our employees. Two sustainability courses stand out, one aimed at all employees and one specifically addressed to managers.

**53.531**  
*training hours for  
our employees in 2024*



*Santillana employees in Ecuador.*



**FEATURED PROJECT**

## Santillana Conecta

In 2024, Santillana worked on improving one of the major company's internal communication channels: the Boletín al Día newsletter. The goal of this renovation was to strengthen the connection with all employees and promote global communication that highlights the company's talent in all countries.

To this end, a survey was conducted among all employees to identify possible areas of improvement. After analyzing the results, the Daily Newsletter became "Santillana Conecta", a weekly newsletter, available in Spanish and Portuguese.

This change meant a renewal of both the graphic line and the contents. Santillana Conecta features interviews with company employees, infographics to visually explain issues that are relevant to the company, success stories and reports on the history and the culture of Santillana. It is a channel that gives a voice to employees and provides them with information about the most relevant issues for Santillana.

## Reconnecting with the Planet



Besides addressing climate change and environmental challenges through our educational content, we are committed and responsible to apply sustainable development criteria in our management to make it more efficient and environmentally friendly day after day.

In 2024, we have implemented an **Environmental Management Plan**. The main milestone of the Plan is the development of a tool to control the different environmental vectors (water, energy, waste and emissions) as well as other parameters, such as mobility or logistics.

While the carbon emissions produced by the Group's operations do not have a significant environmental impact, we are currently working to minimize them. To this end, a Net Zero **roadmap** was created in 2023. For the first time, in 2024, concrete targets have been set for scopes 1-2 and 3, both in the short term and for 2050. The targets aim to ensure that the temperature of the planet does not rise more than 1.5°C, as stated by the Paris Agreement.

## Sustainable Energy and Materials

Currently, 97.1% of the paper (printing and office) used by Santillana is of certified sustainable origin. In addition, 31% of the office paper globally used by Santillana comes from sugar cane.

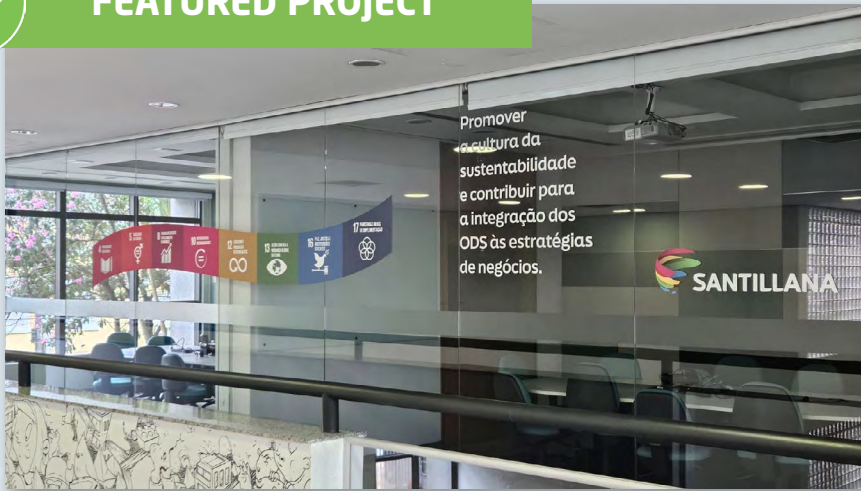
On the other hand, Santillana has made progress in the use of clean energy in 2024. 21% of the company's global energy consumption is of Renewable Origin. In 2024, the global consumption of this type of energy increased 424% compared to the previous year. Last year, Santillana Brazil powered 100% of its operations in the country using clean energy.







## FEATURED PROJECT



## Santillana Brazil Operates 100% Using Renewable Energy

Santillana Brazil's commitment to sustainability has reached a new milestone: since April 2024, 100% of its operations in the country are powered by clean energy. After transitioning to renewable sources in its São Paulo office, the company has extended this initiative to its Distribution Center in Guarulhos, thus achieving fully sustainable operations.

This change will prevent the emission of approximately **138 tons of CO<sub>2</sub>eq in three years**, which is equivalent to planting 956 trees. It also reinforces Santillana's global strategy to reduce its carbon footprint and achieve climate neutrality.

Along with this energy transformation, Santillana Brazil has implemented efficiency measures such as the use of **LED lighting**, temperature sensors in air conditioning systems and **transparent tiles** to use natural light, further reducing the environmental impact.

With this initiative, Santillana reasserts its commitment to sustainable development and the fight against climate change, aligning with the Sustainable Development Goals (SDGs) and its ESG strategy.