

# Sustainability Report 2025



# 10 Years of shaping the future we want.

This year we are celebrating Klinea's tenth anniversary. It has been ten years since we launched a business venture based on a clear vision: to put knowledge, engineering, and people at the service of an industry that helps improve society's quality of life.

This first decade marks a particularly significant milestone for us. It allows us to reflect on the journey we've taken and thank those who have made it possible, but also to look ahead and consider the kind of company we want to be in the future.

Throughout 2025, Klinea has continued to grow, taking on increasingly complex projects and strengthening its presence in new markets. This growth requires us to ask ourselves not only how far we want to go, but also how we want to get there. For us, sustainability must be an integral part of how we manage projects, care for our people, engage with our community, and make business decisions.

Our new offices reflect this commitment. We have designed them as an open, sustainable, and cutting-edge space, intended to foster collaboration, creativity, and project development, as well as the well-being of the people who make up Klinea.

This same ambition drives our commitment to the B Corp movement. Being part of this community means upholding high standards of social and environmental impact and good governance. More than just recognition, it represents a rigorous framework that invites us to assess ourselves, question our assumptions, and set new challenges to keep moving forward.

As a specialized engineering firm, our ability to contribute extends beyond our own operations. Decisions made during the early stages of a project can shape its energy consumption, water and material use, efficiency, and adaptability for decades to come. Our expertise enables us to help clients make better decisions and develop facilities that are more efficient, innovative, and prepared for the future.

This report highlights the progress made in 2025 as well as the areas where we still need to improve. Because advancing

sustainability requires ambition and commitment, but also transparency and the ability to learn.

None of what we have achieved over these ten years would have been possible without the people who are and have been part of Klinea. I would like to thank them for their expertise, dedication, and commitment, as well as our clients, collaborators, and partners for their trust.

*El futuro se construye con las decisiones que tomamos cada día. Tras diez años de camino, queremos seguir diseñándolo con propósito y con la voluntad de dejar una huella positiva y duradera.*

Claudi Bellavista Nualart  
General Manager





# Table of contents.

|              |                                           |
|--------------|-------------------------------------------|
| <b>P. 04</b> | Klinea's DNA                              |
| <b>P. 05</b> | Value Proposition                         |
| <b>P. 06</b> | Strategic Alliances and Areas of Focus    |
| <b>P. 08</b> | Mission, Vision and Values                |
| <b>P. 10</b> | Our Values                                |
| <b>P. 11</b> | Strategic Pillars                         |
| <b>P. 15</b> | Sustainability Pillars                    |
| <b>P. 16</b> | Action Plan 2025–2027                     |
| <b>P. 17</b> | Ethics, Corruption, and Bribery           |
| <b>P. 19</b> | Certifications and <i>Ratings</i>         |
| <b>P. 20</b> | People                                    |
| <b>P. 21</b> | The Team, by the Numbers                  |
| <b>P. 23</b> | Work-Life Balance and Equal Opportunity   |
| <b>P. 25</b> | Employee Well-Being                       |
| <b>P. 27</b> | Skills Development                        |
| <b>P. 28</b> | Talent Satisfaction and Retention         |
| <b>P. 29</b> | Active Listening and Work Environment     |
| <b>P. 30</b> | Recognition and <i>Feedback</i>           |
| <b>P. 31</b> | Customer Focus                            |
| <b>P. 32</b> | Reducing Environmental Impact             |
| <b>P. 34</b> | Environmental Impact Through the Customer |
| <b>P. 35</b> | Value Chain Management                    |
| <b>P. 36</b> | Partnerships and Community                |
| <b>P. 37</b> | Manifest                                  |

We have established an internal governance structure that allows us to nurture, drive, and effectively monitor our Action Plan.

Throughout 2025, we have built upon and expanded the roadmap we laid out the previous year.

**Our Sustainability Action Plan**, with its specific and measurable commitments, is the tool that enables us to move forward in a consistent and sustained manner toward our goals.

## Actions Taken in 2025.

**B Corp certification** obtained in June 2025, with a score of 82 on the B Impact Assessment (BIA).

Operational launch of the **Factorial** tool for comprehensive team management (training, evaluations, absences, and internal documentation).

Conducted the **first annual workplace climate survey**, a commitment already outlined in the 2024 Annual Report.

Implementation of the **annual performance evaluation**, conducted by each manager for their team, with 100% coverage of the workforce.

Internal reorganization in the fourth quarter with the appointment of a **new CEO** and a **new model for strategic team meetings**.

Development of a **roadmap** toward version 2.x of the B Corp standard, with a target date of 2028.

## *Objectives for the coming fiscal years*

**Update** the double materiality analysis in 2026, incorporating the experience gained over two full reporting cycles.

**Formalize** the system for measuring and certifying GHG emissions (Scopes 1 and 2, and part of Scope 3), currently under development.

**Verify** the implementation of preventive measures resulting from the psychosocial risk assessment and update the assessment to reflect the current team composition.

**Implement the eNPS** (Employee Net Promoter Score) as a complementary metric to the workplace climate survey.

**Strengthen** the stakeholder map and advance the integration of ESG criteria into the supplier qualification process.

# Value Proposition.

**Klinea is an engineering firm specializing in the design of manufacturing processes for the biotechnology and pharmaceutical industries.**

**We get involved** from the earliest stages of a project, supporting our clients in feasibility studies and developing flexible, scalable engineering designs tailored to each phase and the specific needs of each initiative.

Our value proposition is based on a **unique combination of technical expertise, strategic vision, and close collaboration**. We have a highly qualified team that delivers innovative, customized solutions, committed to operational excellence and process efficiency.

Thanks to our in-depth mastery of technology and our cross-sector experience, we are able to tackle the most demanding challenges of the regulated environment. We execute every project with rigor, applying industry best practices and **ensuring strict compliance with international regulations** and standards.

Throughout our value chain, **we integrate principles of sustainability and responsible governance**: from the selection and certification of suppliers to the development of internal talent, all while delivering transformative value to our clients.

*Our business model is based on four major service areas:*

*EXPERTISE — SME Advice*

*EXCELLENCE — Engineering Design*

*EFFECTIVENESS — Project Management*

*EXPERIENCE — Technical Support*

## SME Advice

Technical, strategic, and specialized knowledge to analyze the feasibility of production processes, proposing innovative solutions optimized in terms of resources, time, and methodology.

## Engineering Design

We provide external expertise in the design of engineering processes and related specialties, in compliance with GMP regulations or other regulatory frameworks, as well as in the comprehensive technical management of production facilities.

## Project Management

Services tailored to each stage of the project: initiation, definition, and/or execution. An approach focused on construction management, commissioning, qualification, and coordination of activities, ensuring compliance with costs, deadlines, and quality standards.

## Technical Support

Openness to new technological challenges and a willingness to support growth strategies. Ongoing technical support, training, consulting, and guidance on innovation initiatives within the biotechnology and pharmaceutical sectors.



# Strategic Partnerships and Areas of Focus .

At Klinea, we believe that the complex challenges facing the pharmaceutical and biotechnology sectors require collaborative solutions. That is why we actively participate in industry associations, collaborate with academia, and work side by side with leading companies.

*By 2025, we have consolidated our strategic partnerships to drive innovation, sustainability, and operational excellence.*

## Notable Collaborations in 2025.

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### **International Society for Pharmaceutical Engineering (ISPE).**

We have continued to actively lead the ISPE Sustainability Group, promoting the integration of sustainable practices in the pharmaceutical industry. Our participation facilitates the exchange of experiences and ESG best practices among companies in the sector.



**Universitat Institut Químic de Sarrià (IQS).** Our collaboration with IQS is structured around two separate agreements. The first is an ongoing agreement with the university: each year, we award a €6,000 scholarship—half the tuition cost—to a student enrolled in an IQS master's program, ensuring that the program is related to the pharmaceutical industry. The scholarship is not contingent on any affiliation with the company, and to date, none of the scholarship recipients has joined Klinea. The second agreement concerns the postgraduate program in the Pharmaceutical Industry, which Klinea organizes without receiving financial compensation and for which it pays the faculty; in exchange, the IQS reserves scholarship spots for our team, which two people filled in 2025. The master's scholarship is ongoing and will continue in subsequent fiscal years; the number of spots in the program depends on the junior talent pool each year, with management committed to maintaining at least one or two.





# Alianzas estratégicas y ámbitos de actuación.

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## Industry Events and Conferences.

In 2025, we presented at 14 industry conferences and published 11 articles and technical pieces that reinforce our position as a leading expert in the sector.

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## Asociaciones y grupos sectoriales.

We maintain active participation in key industry associations—including ISPE, Biocat, Catalonia.Health, and ASEBIO—sharing experiences and contributing to the industry's dialogue on innovation and sustainability.

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## Geographic Scope and Reporting Perimeter.

Klinea operates from its offices in Barcelona and Madrid, with active projects in various European countries. Throughout 2025, we have strengthened our international commercial presence in the European market, expanding our client base.

This Annual Report covers **Klinea Ingeniería Farmacéutica, S.L.** and its two offices, in **Barcelona and Madrid**, where our operations are conducted and where our entire team is based. The group also has a company incorporated in Denmark in December 2022, **Klinea Denmark ApS** (Hillerød, CVR 43 70 24 08), which has not conducted any operational activities or generated revenue, and whose sole registered individual is its manager, who is already part of the Klinea team.

For this reason, it does not contribute data to the indicators in this Report. The amendment of its articles of incorporation was part of the legal requirement for B Corp certification. When the company begins operations, it will be included in the reporting scope, and this will be expressly noted.





# Mission, Vision and Values.

We believe in a model of sustainable growth based on lasting relationships, constant innovation, and continuous improvement.

## Mission.

With **knowledge as our foundation and innovation as our driving force**, at Klinea we propel manufacturers in the biotechnology and pharmaceutical sectors toward the future. We design and develop processes and facilities that combine efficiency, sustainability, and a long-term vision.

*Every project we undertake is a commitment to technical excellence and positive impact: for people, for health, and for the future.*

## Vision.

We drive the evolution of process design in the pharmaceutical and biotechnology industries through **innovative and forward-thinking engineering**. Our purpose is to facilitate the advancements that transform global health and well-being.

## Specialization.

Our in-depth knowledge of the industry, combined with our team's experience and talent, enables us to offer **strategic guidance that is free from commercial constraints and aligned with each client's objectives**. We provide solutions that ensure the technical and regulatory compliance of every project, with a real impact on current operations and the future sustainability of the facilities.

## Passion.

We approach every project with **commitment and determination**, applying our knowledge to optimize processes and deliver solutions that generate tangible and sustainable improvements. We are a team of passionate professionals, driven by the ambition to discover and achieve the maximum potential of every process, in every facility, and in every challenge.



# Mission, Vision and Values.

## Prepared for the Future.

At the forefront of knowledge and innovation, we design and develop efficient, safe, and sustainable facilities, ready to meet the challenges of today and tomorrow. Our constantly evolving expertise **allows us to anticipate needs**, go beyond regulatory compliance, and create solutions that remain relevant over time.

## Adaptability.

Our commitment goes beyond simply delivering projects. Empathy, dedication, and a personal touch drive us to prioritize flexibility and responsiveness at every step of the way. **We tailor our approach with precision:** we assemble the right team, mobilize the necessary technical resources, and devise a customized plan to offer agile, effective solutions aligned with our clients' long-term goals.

## High-Value Impact.

**We deliver results that exceed expectations** and generate lasting value. We go above and beyond on every project, driven by the conviction that technical excellence must go hand in hand with a deep, strategic vision. Our knowledge, critical thinking, and high standards not only drive improvements but also bring about real transformation.

## Team.

**Our greatest strength is our team:** a multidisciplinary group united by a shared commitment to excellence and value creation. We foster a culture of support, collaboration, and respect that strengthens cohesion and multiplies the reach of our shared knowledge. The people who make up Klinea are our most valuable asset and our constant priority.

# Strategic Pillars.

The definition of our pillars forms the foundation of Klinea's sustainability strategy.

## Klinea's DNA.

- Mission, Vision, and Values
- Sustainability Commitments
- Ethics, Corruption, and Bribery
- Certifications and Ratings



## People.

- Human Resources Management Systems
- Working Conditions: Health, Well-being, and Safety
- Working Conditions: Work Hours and Work-Life Balance
- Equal Opportunity
- Employee Satisfaction and Talent Retention



## Customer Focus.

- Customers and End Users
- Value Chain Management
- Environmental Impact Through Customers

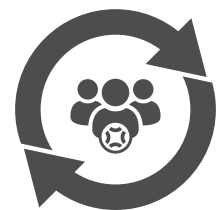


# Pillars of Sustainability.

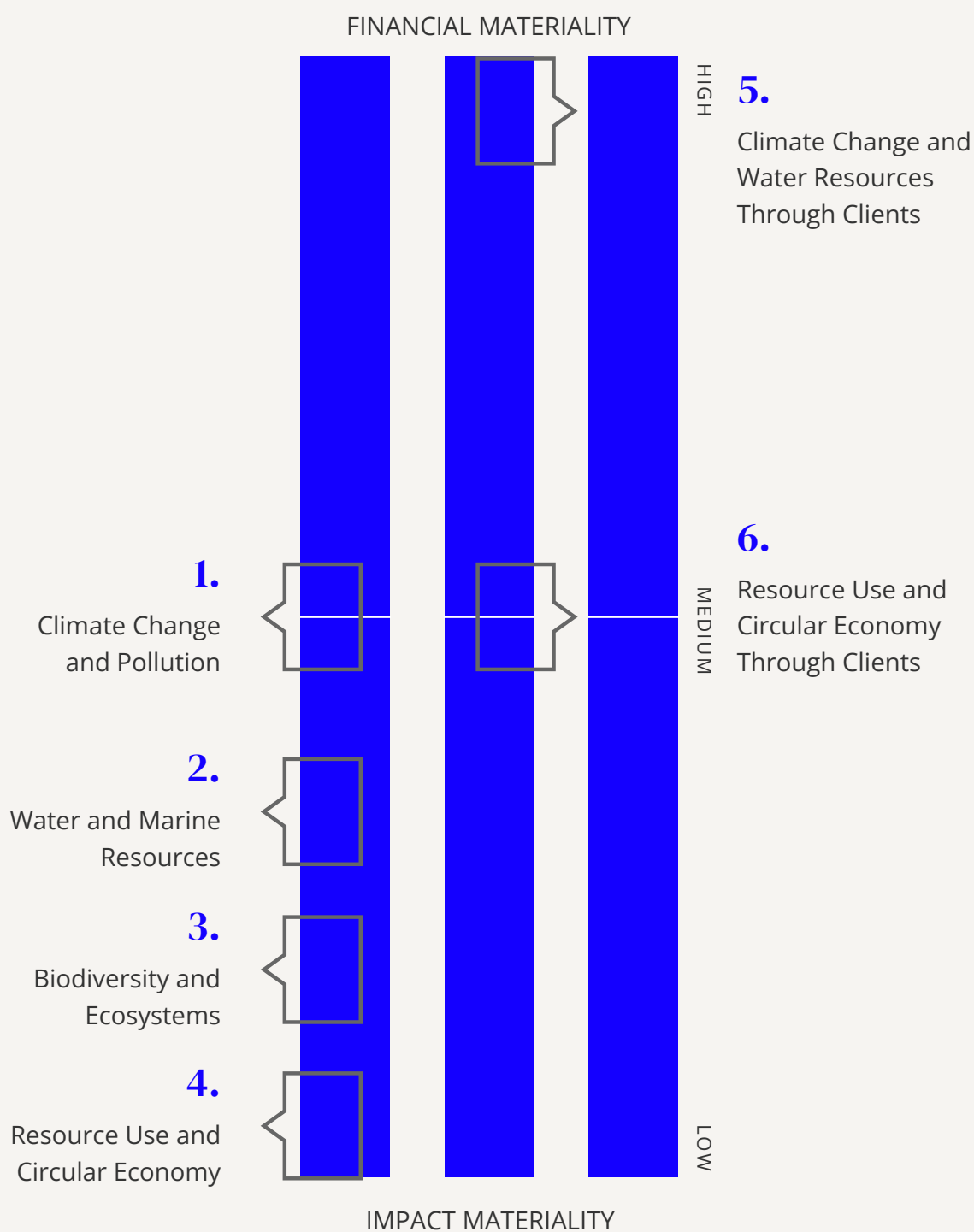
Combining internal and external perspectives has allowed us to develop a comprehensive and aligned view of the social, environmental, and governance issues that are relevant to Klinea and its environment.

In November 2024, we organized an internal participatory session to **identify and prioritize** the most relevant sustainability issues for Klinea. In addition, **we incorporated the perspectives of our stakeholders**—particularly customers, competitors, and industry leaders—by analyzing the issues they are prioritizing in their own strategies.

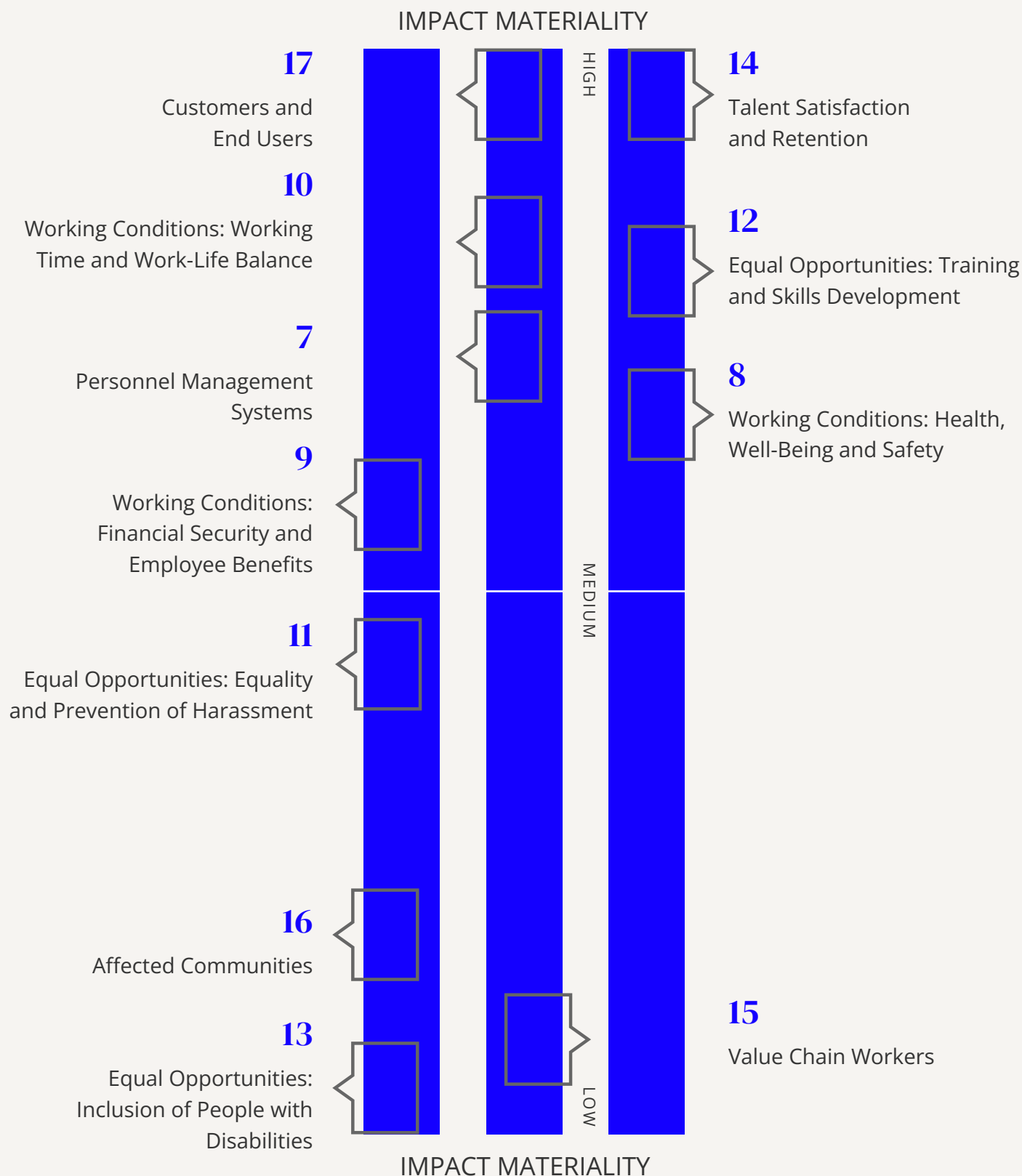
The **double materiality analysis** conducted in 2024 remains the framework upon which we have built the 2025 Report. We plan to update it in 2026, incorporating the lessons learned from two full reporting cycles.



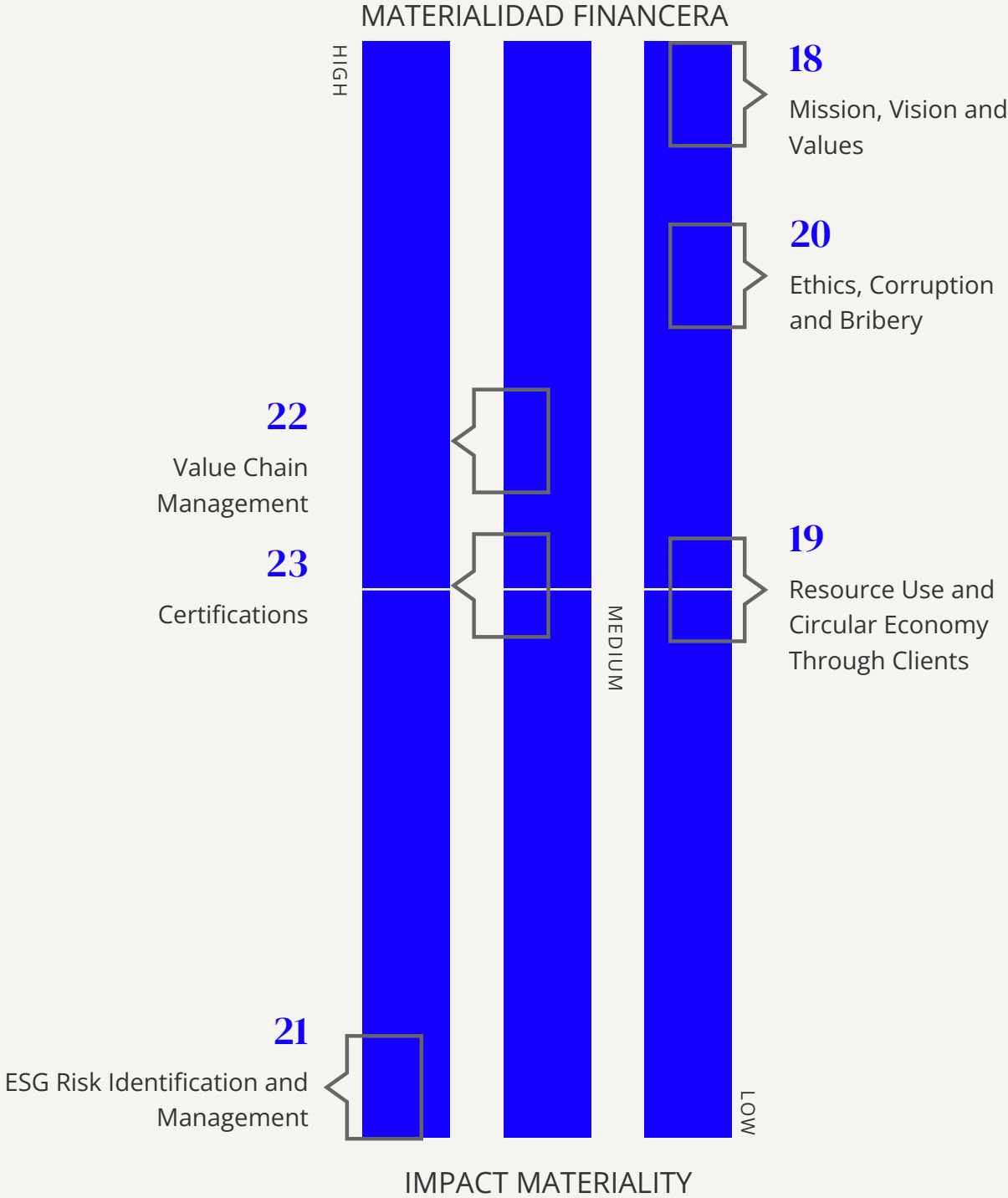
# Enviromental pillars.



# Social pillars.



# Governance pillars.



# 2025–2027 Action Plan.

A realistic and ambitious roadmap that allows us to move forward in an orderly and impactful way toward an increasingly conscious, consistent, and committed Klinea.

Based on the defined strategic pillars, and following a process of internal dialogue to assess the feasibility and scope of each line of work, **we shaped the Sustainability Action Plan for the 2025–2027 period.**

By the end of 2025, **we had achieved 14 of the Plan's 21 annual objectives**, making significant progress in the areas of People, Governance, and Customer Focus. The remaining objectives are on track for the 2026–2027 period.

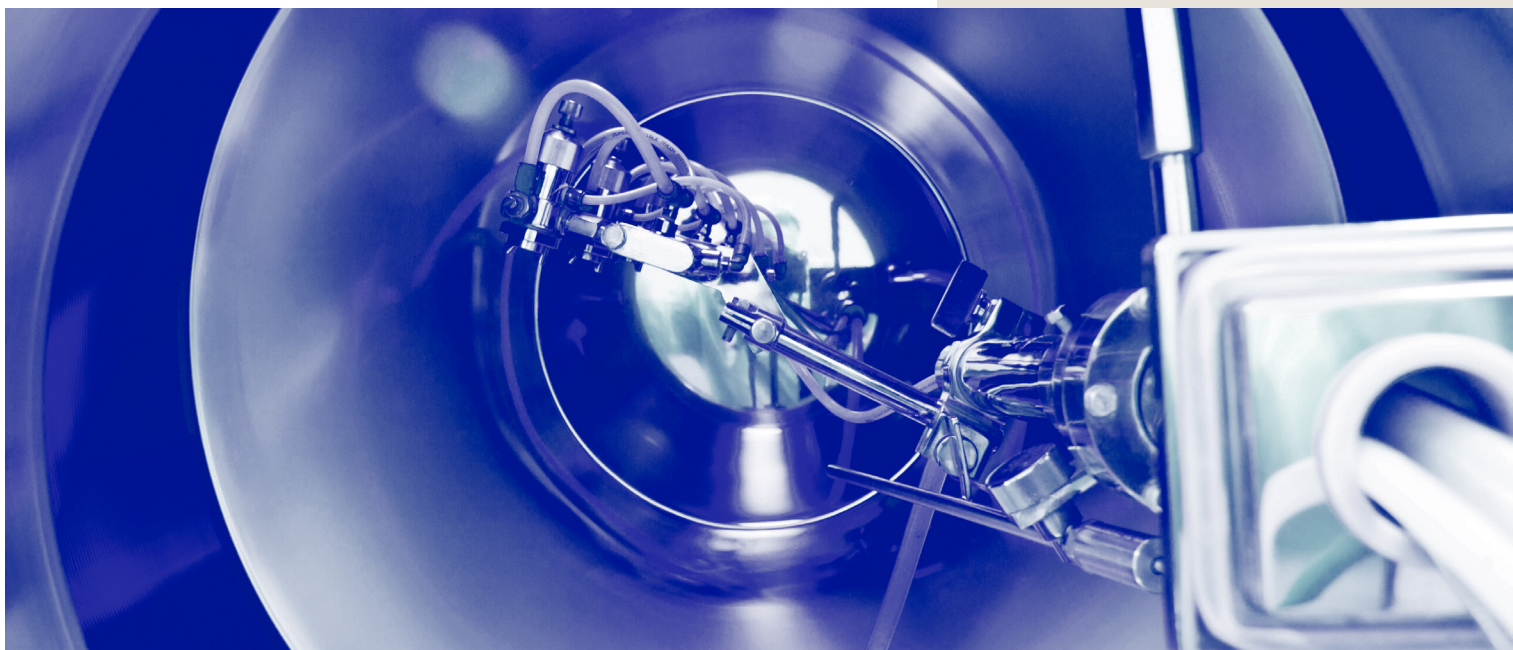
**21**  
specific  
actions



**21**  
measurable  
goals



**14**  
goals  
achieved



# Financial Data and Business Model.

**Sustainable growth reflects the trust placed in us by our clients, the commitment of our team, and the strength of our business model.**

The 2025 fiscal year confirmed Klinea's **sustained growth trend**, in line with industry trends and the consolidation of our international presence. Annual revenue totaled **€8,786,620**, resulting from our team's work on engineering projects for the pharmaceutical, biotechnology, and healthcare sectors.

During the fiscal year, **we strengthened our commercial efforts in the European market**, expanding our client base and reinforcing Klinea's presence in new geographic markets.

Our business model, based on specialized process engineering, continues to revolve around **four major service pillars** (Expertise, Excellence, Effectiveness, and Experience) and a diverse client portfolio comprising both established pharmaceutical and biotechnology companies as well as startups and scaleups in early stages of growth.

The specific amount invested in R&D&I is not reported separately in this Annual Report; however, knowledge, continuous training, and technological innovation are cross-cutting themes that form the core of our daily activities.

**8,79**M€  
revenue  
2025

**2 sedes**  
Barcelona  
& Madrid

**71**  
team  
members



# Ethics, Corruption, and Bribery.

This approach reinforces the culture of good governance that we aim to establish at Klinea.



We have a **Code of Ethics** that sets forth the principles and values that guide our day-to-day conduct, both internally and in our relationships with clients, suppliers, and other stakeholders. This document **sets out our expectations** regarding professional conduct, conflicts of interest, confidentiality, equal treatment, and regulatory compliance.

**100%**  
Code of  
Conduct training

Throughout 2025, **we have remained committed** to implementing internal awareness and training initiatives on professional ethics. 100% of our workforce has received training on the Code of Conduct, reinforcing our corporate culture based on integrity and accountability. Our anti-corruption policy, which is integrated into the Code of Ethics itself, has been approved and communicated to the entire team.

**0**  
Confirmed  
cases of  
corruption

**0**  
Regulatory  
sanctions  
received





# Ethics, Corruption, and Bribery.

## Communication and Reporting Channel.

We are working to improve and formalize this mechanism to ensure a secure, accessible, and **confidential channel**, in line with the requirements of Directive (EU) 2019/1937 and Law 2/2023 on the protection of whistleblowers.

Reported cases are handled diligently by management, **based on criteria of impartiality, confidentiality, and a commitment to continuous improvement**. During fiscal year 2025, no complaints were received through this channel, nor are there any pending cases from previous years. Furthermore, no cases of corruption were identified, and no regulatory sanctions or fines were imposed during the fiscal year.

## Governance Structure.

We continue to consolidate the governance structure of the **Sustainability Action Plan**, which was launched in 2024. The Sustainability Committee will be formally established—including its membership, functions, and meeting schedule—during the first half of 2026, in accordance with B Corp requirements.

**Klinea has an internal and direct communication channel for reporting any situation or conduct that is not aligned with the organization's values.**



# Certifications and *Ratings*.

Certifications are a strategic tool for driving improvement, strengthening credibility, and reliably meeting our customers' expectations.

## ISO 9001.

This certifies our quality management system, ensuring that our processes meet the highest international standards for operational efficiency, traceability, and customer focus. **The certification remains valid and fully operational.**

## EcoVadis.

**We have an active EcoVadis profile**, with a score of 65/100 in the 2025 assessment. This registration allows us to meet specific client requirements and maintain continuous traceability of our sustainability performance.

## B Corp.

In June 2025, we reached a key milestone for our organization: **B Corp certification, with a score of 82 points on the B Impact Assessment (BIA)**. This recognition—the most ambitious international certification for purpose-driven companies—reinforces our commitment to the highest standards of social and environmental performance.

During the second half of the year, we developed a roadmap toward the new B Corp standard (V2.x), with a target date of 2028, which will guide our upcoming improvement cycles.

## Certifications Not Currently Held.

As of the end of 2025, we do not hold specific certifications in the areas of environmental management (ISO 14001) or occupational health and safety (ISO 45001). Both will be considered as **potential milestones in future cycles**, depending on the evolution of our operations and the expectations of our stakeholders.

As of the end of 2025, we hold the following valid certifications and ratings that attest to our commitment to quality, sustainability, and good governance.



ecovadis

Empresa



Certificada



## At Klinea, we understand that sustainability starts with people.

From day one, new hires at Klinea have the opportunity to **work alongside experts** in their field, participate in meaningful projects, and develop their potential in a dynamic environment. We foster a collaborative and flat organizational structure, where initiative is valued and professional growth is supported through real challenges, continuous learning, and a strong connection to the organization's purpose.

Our value proposition for the team is based on a **collaborative and flexible culture** that prioritizes continuous learning, technical excellence, and the real impact of our work. At Klinea, we understand that the development of our business goes hand in hand with the growth of the people who make it possible.

### Actions Taken in 2025.

Operational launch of the **Factorial** tool to centralize team management (contracts, absences, training, evaluations).

Conducted the first **annual workplace climate survey** (commitment made in 2024).

Implemented **annual performance evaluations**, conducted annually and covering the entire workforce.

**Consolidated** the leadership of the ISPE Sustainability Group.

100% of the team received **training** (+3 percentage points compared to 2024).

**100%**  
Workforce  
trained

**4.519**  
Total training  
hours

**63,6**  
Hours per  
person



### *Objectives for the coming fiscal years*

#### **Implement the eNPS**

(Employee Net Promoter Score) as a complementary metric for active listening.

Verify the implementation of preventive measures resulting from the psychosocial risk assessment and update the assessment to reflect the team's current composition.

#### **Quantify internal promotions**

and talent mobility in the next reporting cycle.

#### **Consolidate the new model for strategic team meetings**

promoted by General Management.

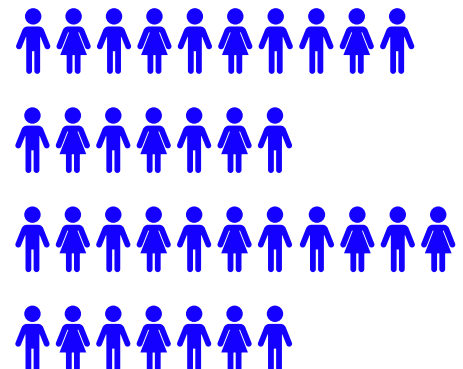


# The Team, by the Numbers.

As of the end of 2025, Klinea consists of a team of 71 people—a net increase of 8 people compared to the previous fiscal year—who combine technical expertise, strategic vision, and a strong commitment to sustainability and innovation in the biotechnology and pharmaceutical sectors.

## Gender breakdown.

At the end of the fiscal year, the team consists of **27 women (38.0%) and 44 men (62.0%)**, a ratio virtually identical to that of 2024 (24 women out of 63 people, or 38.1%). The net increase of 8 people consisted of 3 women and 5 men, meaning the team's composition has remained unchanged. This stability, rather than an achievement, represents a starting point that we aim to change. On the 10-member executive committee, there is 1 woman, representing 10%. We are not satisfied with this figure. It reflects an imbalance that we share with the broader field of engineering applied to the pharmaceutical industry, where women remain a minority among those holding technical degrees and their representation narrows even further as one moves up the organizational hierarchy. The context explains our starting point, but it does not excuse us: acknowledging the figure is the first step toward correcting it, and that is why we are publishing it.



**71**  
Team  
members



**+8**  
Net increase  
vs 2024



**67**  
Average headcount  
in 2025



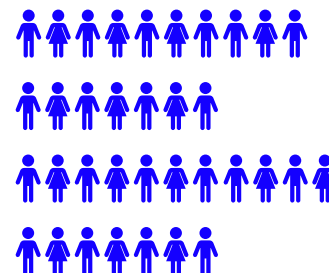
# The Team, by the Numbers.

## Age Distribution.

The average age of the team is **37.4 years**, with an average tenure of 2.86 years (approximately 34.3 months), reflecting a young team with stable employment relationships.

The distribution by age group as of the end of 2025 is as follows:

| Age group    | People | % 2025 |
|--------------|--------|--------|
| Under 30     | 20     | 28,2%  |
| 30 to 39     | 20     | 28,2%  |
| 40 and older | 31     | 43,7%  |



## Contract Type and Work Schedule.

Our stable model reflects our commitment to long-lasting, fair employment relationships based on mutual growth:

- **95.8%** permanent contracts (68 out of 71 employees).
- **4.2%** internship contracts (3 employees).
- **93.0%** of the team works full-time (66 out of 71).
- The remaining **7.0%** consists of part-time or internship positions (three interns working 5 hours per day, one person working 50% of full-time hours, and another working 30% of full-time hours).

## Diversity and Nationalities.

The team includes two nationalities: Spanish and Italian. We continue to work toward strengthening diversity as a driver of innovation and talent.



# Work-Life Balance and Equal Opportunity.

Klinea's culture is based on trust, autonomy, and collaboration.

We foster safe, healthy, and flexible work environments where each person can grow at their own pace and give their best.

## Factorial Tool Now Operational.

In 2025, we completed the operational rollout of Factorial, the SaaS solution that allows us to centralize and streamline key Human Resources processes. Thanks to this platform, we have improved efficiency in managing contracts, vacation time, absences, performance reviews, and internal documentation, enhancing traceability and reducing the administrative burden. Factorial provides us with up-to-date and accessible data that serves as the basis for making more informed decisions regarding our people, and supports initiatives such as tracking training plans, the structured feedback system, and the annual workplace climate survey.



FAC-  
TO-  
RIAL.

## Equality and Non-Discrimination.

Our equality policy is **integrated across all key processes**: hiring, promotion, training, and working conditions. We apply criteria of equal pay and non-discrimination at all levels of the organization.

*We offer flexible hours, adapting to the personal and family needs of each team member.*





# Work-Life Balance and Equal Opportunity.

Klinea has an **Equality Plan**, registered with the Registry and Repository of Collective Bargaining Agreements (REGCON) by resolution dated July 27, 2026. The registration took place after the end of the fiscal year, and we report it as a material fact. The resolution itself states that the plan must be negotiated once a negotiating committee can be properly established; we consider this a pending step for 2026. We also have a specific protocol for addressing harassment and violence against LGBTIQ+ individuals, drafted in June 2025 in accordance with Law 4/2023 and Royal Decree 1026/2024, the negotiation and training rollout of which we will also complete in 2026.

In 2025, we calculated the gender pay gap for the first time based on the compensation registry prepared in accordance with Royal Decree 902/2020. The gap stands at 22.89%, measured based on annualized compensation adjusted to full-time equivalents for all 78 individuals on the payroll during the fiscal year. This scope is broader than that of the 71 individuals comprising the team as of December 31, because the registry also includes those who left the company during the year.

We are publishing the figure without qualification. The 22.89% figure falls below the 25% threshold that Article 28.3 of the Workers' Statute associates with the obligation to justify the difference in writing, but that does not make it a comfortable figure: it describes a company in which women's average pay is nearly a quarter lower than men's. The gap does not measure pay discrimination for the same position; it measures composition: where women are located within the organizational structure, in which occupational groups, and with what length of service. That is why the commitment for 2026 is not to simply repeat the calculation, but to break it down by occupational group and by length-of-service bracket—which is where action can be taken.



# Employee Well-being.

## Occupational Health and Safety.

We have all the necessary **occupational risk prevention (ORP)** services properly outsourced and managed, ensuring regulatory compliance and the safety of our team in their day-to-day work. For projects involving access to construction sites or industrial environments, we have a specific, current, and active Safety Plan that reinforces prevention and protection measures tailored to each context.

In 2025, we maintained—for yet another year—an **excellent safety and health record**:

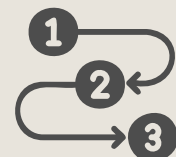
**O** Accidents resulting in lost time  
Accidents without lost time  
*Commuting incidents*

This result reflects a safe and well-managed work environment from a preventive standpoint. The absenteeism rate is not currently measured; however, no significant incidents in this area were detected during the fiscal year.

The psychosocial risk assessment has been completed. It was conducted using the INSST's FPSICO 4.1 methodology, with fieldwork carried out in April 2024 and the report signed in June 2024, achieving an 81.96% participation rate among the workforce. The results indicate that two factors fall into the unfavorable range: workload and participation/supervision. The report includes a plan for preventive measures related to both.

We state this with the necessary precision: until the preparation of this report, we had considered this work to be pending. The report had existed since June 2024 but was not located in our document archive. This was a failure of internal traceability, not of compliance, and we are correcting it here. For 2026, our commitment is twofold: to demonstrate the implementation of the planned measures for the two unfavorable factors, and to update the assessment to reflect the current scope, which has expanded from the 61 people in the original scope to 71 as of the end of 2025.

A healthy, safe, and cohesive work environment not only improves the quality of work but also strengthens the sense of belonging.





# Bienestar del personal.

## Team Cohesion and Emotional Well-being.

Throughout 2025, we have promoted **two main initiatives focused on well-being and team cohesion**:

- A multi-day event dedicated entirely to team **cohesion and strengthening** the sense of team spirit.
- The step challenge, a continuation of the initiative launched in 2024, which combines **healthy habits** with teamwork and fun.

These initiatives are part of our ongoing commitment to the team's emotional and physical well-being, and we will continue to expand them in the coming years.

# Skills Development.

In constantly evolving sectors such as pharmaceuticals and biotechnology, continuous learning is a necessity.

At Klinea, **skills development** is an essential part of our internal value proposition: we are committed to professional growth as a tool for motivation, retention, and value creation for our clients, our team, and the business itself.

The 2025 data reflect a sustained improvement over the previous fiscal year. Compared to the 2024 average of 57 hours per person, we reached 63.6 hours per person in 2025—a total of 4,519 hours across the 71-person team at year-end—with 100% of the workforce covered. The Factorial tool now allows us to rigorously track and trace this information.

## Training Formats.

We are committed to solid technical training, but also to cross-functional skills—communication, leadership, strategic vision—that help build well-rounded professionals prepared for the industry's challenges. We combine different formats:

- **Internal training:** led by experts from within our own team.
- **Specialized external training:** focusing on regulations, industry tools, and sustainability.
- **Academic programs:** Klinea organizes the IQS graduate program in the Pharmaceutical Industry and provides faculty at no cost to the university. In exchange, IQS reserves scholarship spots for our team: in 2025, two people enrolled in the program.
- **Annual evaluation:** 100% of the team has participated in the formal annual performance evaluation process, in line with our professional development model.

**4.519**  
Total training  
hours

**63,6**  
Hours per person  
(+6,6h p.p.)

**100%**  
Staff trained  
(+3 p.p.)





# Employee Satisfaction and Talent Retention.

**Sustainability starts with people: that is why we actively work to enhance the team experience.**

In 2025, we recorded a total turnover rate of 22.4%, calculated according to the GRI 401-1 methodology (total departures divided by average headcount).

It is important to note that 100% of departures during the fiscal year were voluntary: there were no layoffs at Klinea, resulting in an involuntary turnover rate of 0%. **This figure reflects a stable, healthy employment relationship model focused on mutual development.**

**22,4%**

Total turnover  
(GRI 401-1)

**0%**

Unwanted  
turnover

**2,86**

Average years of  
service

At the end of the fiscal year, the team's average length of service was 2.86 years (approximately 34.3 months), calculated from the hire date of the 71 active employees.

## Methodology.

**The standard Global Reporting Initiative (GRI 401-1) formula** is applied: number of departures during the fiscal year (15) divided by the average headcount for the period (67.0 people). This explicit statement of methodology allows us to achieve greater transparency and comparability with other organizations in the sector.





# Active Listening and Workplace Climate.

**El** The launch of the first workplace climate survey in 2025 allows us to supplement qualitative feedback with structured data.

## First Workplace Climate Survey (2025).

In 2025, we fulfilled the commitment made in the 2024 Annual Report and launched the **first annual workplace climate survey for the entire workforce**. This tool enables us to periodically measure team satisfaction levels, identify internal trends, and prioritize improvements in talent management.

As of the end of the fiscal year, the detailed survey results are pending receipt and consolidation. They will be shared with the team and incorporated as a baseline for fiscal year 2026, as well as in the next Sustainability Report.

## Direct Dialogue and Coordination Forums.

Beyond the survey, we remain committed to direct and frequent dialogue between the team and management as a natural part of Klinea's culture of openness. **"One-on-One" meetings**, informal interactions, and coordination forums allow us to identify concerns, detect opportunities for improvement, and make more informed decisions.

## New Model for Strategic Team Meetings.

During the first half of 2025, we continued **"Breakfasts with Pau Santamans"** as a forum for open, quarterly dialogue between senior management and the team. In the final quarter of the fiscal year, following the internal reorganization and with the appointment of Claudi as the new CEO, the format was redesigned: **currently, the new CEO holds structured meetings with the various teams**, focusing on actively seeking new business opportunities and ensuring strategic alignment. This evolution strengthens the link between strategy and the team and establishes a permanent space for listening and participation.



## Goals for 2026

- Consolidate the analysis of the results from the first workplace climate survey and implement a specific action plan.
- Implement the eNPS (Employee Net Promoter Score) as a complementary and comparable metric.
- Expand the new model of strategic team meetings and evaluate its impact on team cohesion and business generation.

*This evolution strengthens the connection between strategy and the team, while consolidating a permanent space for listening and participation.*



# Recognition and Feedback Mechanisms.

**We reinforce our feedback culture with an annual evaluation that now covers the entire workforce.**

At Klinea, we have developed a structured feedback process that plays an active role in our professional development strategy. Throughout the fiscal year, 100% of **our team members participated in the formal annual evaluation**, which includes:

- **Written guidance** on career development.
- **Definition** of clear and achievable goals, aligned with individual interests and company priorities.

We complement this process with **monthly team meetings**, which allow us to track progress, share lessons learned, and strengthen internal cohesion. The frequency and consistency of these meetings contribute to fluid, horizontal communication focused on continuous improvement.

## Annual Performance Evaluation

In 2025, we implemented the annual performance evaluation, covering 100% of the workforce: each manager evaluates the members of their team, providing written guidance on career development and defining goals aligned with individual interests and the company's priorities. The commitment outlined in the 2024 Annual Report to implement a comprehensive 360° feedback process—which also incorporates input from colleagues and self-assessment—has been partially fulfilled: the annual evaluation framework is already operational, and the expansion to a 360° model remains pending the consolidation of the current model.





# Customer Focus.

We view our relationship with our clients as a bond of mutual trust, based on technical expertise, active listening, and the ability to adapt to complex challenges.

Our approach is focused not only on meeting the standards required by the pharmaceutical and biotechnology sectors, but also on going a step further by **supporting companies on their journey toward more sustainable, efficient, and responsible business models**. We work with both large, established companies and startups and scaleups operating in highly regulated environments, which requires us to be agile and rigorous, tailoring our services to the needs and level of maturity of each organization.

## Incident Management and Improvement Protocol.

When a rating falls below 4 out of 5, an **improvement protocol is triggered** that includes the development of specific action plans to address the identified issues. No improvement protocol was triggered in 2025, as no ratings fell below the threshold. In terms of formal complaints, we received 2 complaints during the fiscal year—the same number as in 2024 and 2023—reflecting great stability in our customer relationships.

## Client Satisfaction.

**Client satisfaction is one of the key indicators of success at Klinea.** To track this metric, we conduct satisfaction surveys upon completion of key projects, and the results are shared internally with the team.

In 2025, **we doubled the number of satisfaction surveys** compared to 2024 (22 vs. 11), with an average rating of 4.6 out of 5, slightly higher than the previous year's (4.5). The customer repeat business indicator—clients who have once again entrusted Klinea with new projects—reached 64% in 2025, an internal metric that reinforces the positive assessment of our long-term relationship with our clients.

### *Commitments for 2026*

**Implement** the Customer NPS (Net Promoter Score) as a metric comparable to international standards.

**Report** the percentage of surveys with a rating of 4/5 or higher.

**Expand** the scope of repeat business analysis by customer segment and project type.



22

Surveys  
conducted

4,6/5

Average rating

64%

Client repeat  
business



# Reducing Environmental Impact.

Although our direct impact is minimal, we take our role in the transition toward a more sustainable model seriously.

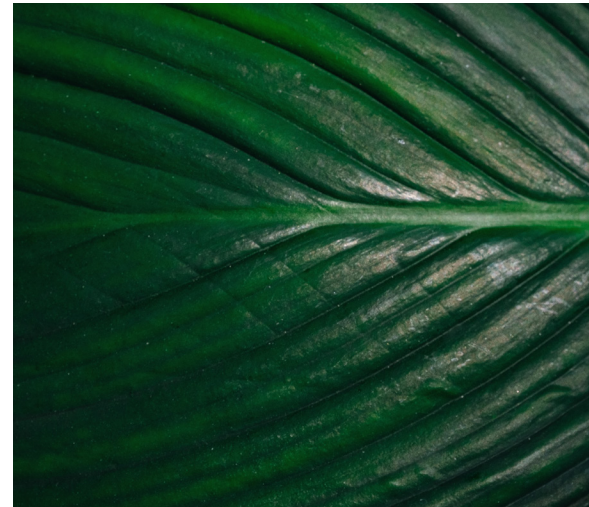
At Klinea, due to the nature of our work as an engineering firm, **the direct environmental impact of our operations is limited**. Even so, we promote internal measures to minimize our environmental footprint and support our clients in implementing responsible practices.

## Energy Consumption.

In 2025, we consumed **21,915 kWh** of electricity across all our offices (Barcelona and Madrid), representing a **0.94% reduction** compared to the 22,123 kWh consumed in 2024. This is a modest yet significant figure, as we have grown as a team without increasing our energy footprint. It is important to clarify the scope of this figure: it includes the electricity supply contracted directly by Klinea and does not include air conditioning or the common areas of the business centers where we operate, for which the building manager does not bill us separately. Expanding the scope of measurement to reflect the consumption that is truly attributable to us is one of our goals for 2026.

The Barcelona office has a **100% renewable electricity supply contract** through Octopus Energy, continuing the commitment made in previous years. In the case of the Madrid office, the energy source is currently being verified to determine the exact percentage of renewable energy, with the goal of reporting it in full in the next Annual Report.

Klinea **does not consume natural gas nor does it have its own vehicle fleet**. Virtual meetings are prioritized as standard policy to reduce unnecessary travel.



**21.915**  
kWh consumed



**0,94%**  
reduction vs 2024



**100%**  
renewable energy  
in Barcelona





# Reducing Environmental Impact.

## Water consumption.

Klinea operates out of **shared business centers** and does not receive a direct water bill. This situation prevents us from having individualized water consumption data. We maintain an internal policy of raising awareness among the team about responsible water use.

## Waste.

We operate in shared business centers, which prevents us from measuring the volume or weight of municipal-type waste generated on a daily basis (paper, cardboard, plastic, glass, and metal), although we do ensure its proper and responsible separation. Hazardous waste, on the other hand, is measured and documented: In 2025, 20 kg of waste electrical and electronic equipment (WEEE) was collected through an authorized waste management operator—15 kg of WEEE (LER 200136) and 5 kg of laptops (LER 200135\*)—with a certificate of receipt and management issued on March 5, 2025. Inks are also managed through regulated channels. Our goal for 2026 is to extend this traceability to all other waste streams.

In addition, we promote the **use of office supplies based on sustainable criteria and share environmental** best practices with the team.

## GHG Emissions Inventory.

Throughout 2025, we are **developing a systematic, regulated framework to measure and certify greenhouse gas emissions from Scope 1** (fuels and refrigerants), Scope 2 (electricity), and part of the Scope 3 categories. This methodology will provide a rigorous inventory of our carbon footprint starting in fiscal year 2026, along with intensity metrics relative to revenue.

A climate plan with measurable targets aligned with the SBTi is considered a potential future milestone, depending on the evolution of the system and the expectations of our stakeholders.

## *Complementary Environmental Practices*

**Virtual meetings** as the preferred option to reduce travel.

**No company-owned** vehicle fleet.

**Active recycling** (paper, cardboard, plastic, glass, metal).

**Regulated management** of hazardous waste (WEEE, inks).

Office supplies selected based on **sustainability criteria**.

**100% renewable electricity contract** with Octopus Energy in Barcelona.



# Environmental Impact Through the Client.

**Klinea's greatest potential for positive environmental impact lies in our ability to influence production processes in the pharmaceutical and biotechnology sectors.**

For each project, we conduct a technical analysis aimed at identifying solutions with the lowest environmental impact, evaluating design alternatives in terms of energy efficiency, water consumption, waste generation, and associated emissions. This analysis is presented in various scenarios that are shared with the client company, assessing not only their technical and economic feasibility but also their contribution to sustainability.

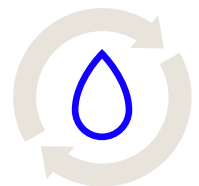
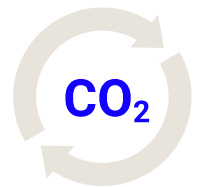
## Internal Quantification Tool.

In 2025, we implemented an **internal tool for quantifying the environmental impact of projects**, fulfilling the commitment made in the 2024 Annual Report. The tool allows us to simulate different scenarios based on the type of plant and equipment selected, automatically generating metrics related to energy consumption (kWh) and CO<sub>2</sub> emissions.

By the end of 2025, sustainable scenario analyses had been applied to four projects, integrating this tool into the standard workflow. Expanding the scope—to include water consumption, packaging materials, solid waste, and packaging—is planned for fiscal year 2026, with the goal of providing a comprehensive view of the environmental impact associated with each technical decision.

## Rebumping and Partial Redesign.

This line of work is also carried out at existing facilities, proposing **viable improvements through rebumping or partial redesign**. Although the final decision rests with the client company, at Klinea we are committed to actively proposing strategies with lower environmental impact, even if they are not always the option ultimately selected.





# Value Chain Management.

The way we select and collaborate with our suppliers has a direct impact on the quality of our services and our ability to move toward a more equitable and sustainable business model.

## Integration of ESG Criteria

In keeping with the commitment made in the 2024 Annual Report, during 2025 we integrated the first ESG criteria into the supplier certification process. This integration will be rolled out progressively in future iterations of the process, with special attention to those categories that are most critical in terms of volume, risk, or indirect impact. This includes aspects such as:

Preference for suppliers with recognized **environmental or social certifications**.

Inclusion of **ethical clauses** in contracts (partially implemented; currently being rolled out).

Assessment of the **environmental impact** of contracted products or services.

**Analysis** of circularity, recyclability, and the origin of materials.

In fiscal year 2025, 2 out of 47 suppliers were formally assessed against ESG criteria. The goal for 2026 is to significantly increase this ratio.

## Support and Awareness-Raising

We believe in a relationship model based on collaboration. Therefore, rather than simply making demands, we seek to support our suppliers in their own improvement process. We are continuing to use the **Environmental and CSR Best Practices Document** shared with our key suppliers, and we plan to roll out structured awareness-raising and training initiatives specifically tailored to our supply network in 2026.

As of the end of 2025, Klinea has 47 active suppliers, 17 of which are considered key or critical to the development of our services.

100% of our key suppliers are certified based on criteria related to quality, regulatory compliance, and ethics.

47

active suppliers

17

key suppliers

100%

certification of key suppliers

# Partnerships and Community.

## Positive impact is also built through networking.

By 2025, we have consolidated our role in the industry ecosystem, with a particular focus on:

Active leadership of the **ISPE Sustainability Group**.

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Organizing and teaching the IQS graduate program in the Pharmaceutical Industry, with two team members enrolled in the program on scholarships, and an annual scholarship of €6,000 awarded to a master's student from outside the company.

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Active participation in **industry associations** (ISPE, Biocat, Catalonia.Health, ASEBIO).

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**14 presentations** by our own staff at industry conferences and forums.

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**11 publications** and technical articles.

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## Social Action and Volunteering

In 2025, we organized a collective charity and wellness activity—the step challenge—that combines healthy habits with teamwork. The team also participated in the Sabadell Breast Cancer Run, with the company covering registration fees and making a financial contribution of €500. We round out this initiative by purchasing goods and services from organizations that employ people in the third sector, an approach we aim to formalize and quantify in the next reporting cycle.

Klinea also collaborates with **educational institutions** to bring in young talent through internship agreements. Detailed information on this area will be compiled for the next Annual Report.



# Manifest.

**Klinea is the leading engineering partner for manufacturers in the biotechnology and pharmaceutical sectors seeking to optimize their processes with efficient and sustainable solutions tailored to the challenges of the future.**

**Our team combines technical expertise, strategic vision, and a deep understanding of the regulatory framework to tackle complex challenges with competence and precision.**

**Every project is an opportunity to make a real and lasting impact, delivering value through our expertise, close collaboration, and commitment.**



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