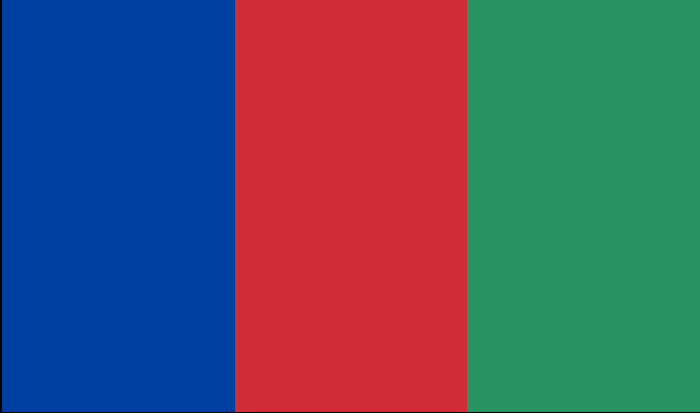


iclomet

small scale product flow



SUSTAINABILITY PROGRESS REPORT

2024

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Brand introduction and sustainability vision





Letter from our CEO

2024 was a remarkable year for iclotet, one defined by transformative growth and purposeful action. As we continue our journey toward sustainability, I am proud to see how our vision has evolved into measurable progress across every area of our business.

Sustainability is no longer a separate initiative; it has become a guiding principle in everything we do. From automating complex industrial processes to fostering diversity and well-being within our team, iclotet remains focused on creating value in ways that benefit our customers, our employees, and the planet.

Over the past year, we made significant strides forward. By adopting the B Impact Assessment, we gained deeper insight into our impact on people and the environment. These insights have driven changes that reflect our commitment to accountability, transparency, and continuous improvement. I am particularly proud of our diverse workforce. We also advanced in addressing the environmental challenges of our time.



At the same time, our “Iniciativa Comunitaria iClotet” initiative highlights our commitment to empowering communities and creating shared value beyond our operations.

Looking ahead, I see a future of continued innovation and responsibility. Our work through brands like Upandbike and Kauai demonstrates how technology can solve real-world problems while contributing to sustainable urban living and better resource management. At the same time, our core brands remain strong pillars of excellence and impact.

For the path forward, I am confident that together, we can achieve lasting change. At iCLOTET, we are building a legacy that combines innovation, sustainability, and human progress.

Thank you for being an integral part of this mission.



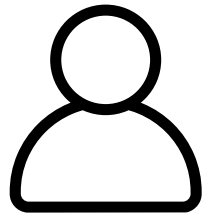
Our business

iclotet, a global leader in industrial process automation, brings over 70 years of expertise to manufacturing. The group comprises four specialized brands—iclopal, iclomeat, iclolog, and upandbike—each addressing specific industry needs while benefiting from iclotet's advanced automation technologies:

- **iclopal** focuses on pallet inspection and repair line automation. Its solutions include infeed and destacking, inspection and sorting, repair and quality control (QC), distribution, stacking, and a buffering system called BOverflow. By collaborating closely with pallet companies worldwide, iClopal enhances pallet automation and repair efficiency.
- **iclolog** addresses the automation of overhead warehouses for heavy unit loads, focusing on innovative product flow solutions. Key operations include sorting, storage, indexing, expedition, and return. These systems improve production flow, secure goods during storage, and enhance the movement of large or heavy items.
- **iclomeat** specializes in automating the transportation of pigs and cattle (up to 250 kg) through overhead systems. It offers diverse railing solutions, including manual or automatic birrail, tubular, and semicircular profile rails. Applications include stabilization chambers, rapid cooling chambers, and hook return systems, streamlining carcass movement and storage processes.
- **Upandbike** provides advanced bike parking systems that efficiently store and move bicycles. Leveraging iclotet's automation technology, Upandbike aims to promote safe, sustainable urban mobility through innovative future developments.

Through these brands, iclotet promotes automation, improving efficiency and innovation in various industries.

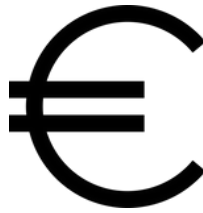
iclotet business 2024



82 workers



82 projects



+14,8% in sales



85% exportation



Our sustainability vision

iclotet has embarked on a journey towards sustainability, integrating it into our core strategy for 2024. A key component of this initiative was to redefine our company's mission and vision to encompass our commitment to sustainable practices and customer satisfaction.

Mission: “Supply automated solutions across diversified industries by delivering excellence in the process and superior and custom-engineered systems. Our highly qualified team enhances operational performance and drives sustainable growth while consistently surpassing the level of quality our customers deem adequate.”

To measure our progress and identify areas for improvement, we've adopted the B Impact Assessment. This comprehensive tool evaluates our company's impact on various stakeholders, including our employees, community, customers, and the environment. The results of this assessment have informed our sustainability strategy and will guide us towards achieving B Corp Certification.

Insights from this process guide iclotet’s sustainability efforts and its journey toward B Corp Certification. Diversity and inclusion are key priorities, with 11 nationalities represented in the workforce and 29% of leadership roles held by women. Employee well-being is also emphasized, with high satisfaction levels in work-life balance, motivation, and opportunities for professional growth.

To minimize our environmental footprint, we've developed a comprehensive environmental policy that focuses on reducing our consumption of water and energy, as well as minimizing our carbon emissions and waste. Additionally, we've established a sustainable supply chain initiative, ensuring that our suppliers adhere to strict ethical and environmental standards.

Our commitment extends beyond our internal operations. iclotet is actively involved in our community, supporting various initiatives and projects that align with our values. We've formalized a process to ensure that our future community involvement efforts contribute to a more sustainable future that will be launched in 2025, the “Iniciativa Comunitària iclotet” program.

By integrating sustainability into every aspect of our business, iclotet is not only fulfilling our corporate social responsibility but also positioning ourselves as a leader in our industry. We are confident that our efforts will contribute to a more sustainable future for generations to come.

Aligned with sustainable vision, beyond actions taken on the main brands of iclotet, the progress of the new brands Upanbike and Kauai to generate impact, which has been growing in 2024 Upanbike has consolidated in the market by launching three different models of parkings. And Kauai which has finished the prototype phase with very good results in disinfection performance.

Meanwhile, the core business, including iclopal, iclomeat, iclolog, has growth + 14% in sales and delivered the biggest project of the iclotet’s history, combined with the expansion to American continent.



Building the strategy



In order to translate our mission to action and keep serving our clients with excellence, our strategy was built based on material topics considered the most important sustainability issues for iclotet and our stakeholders.





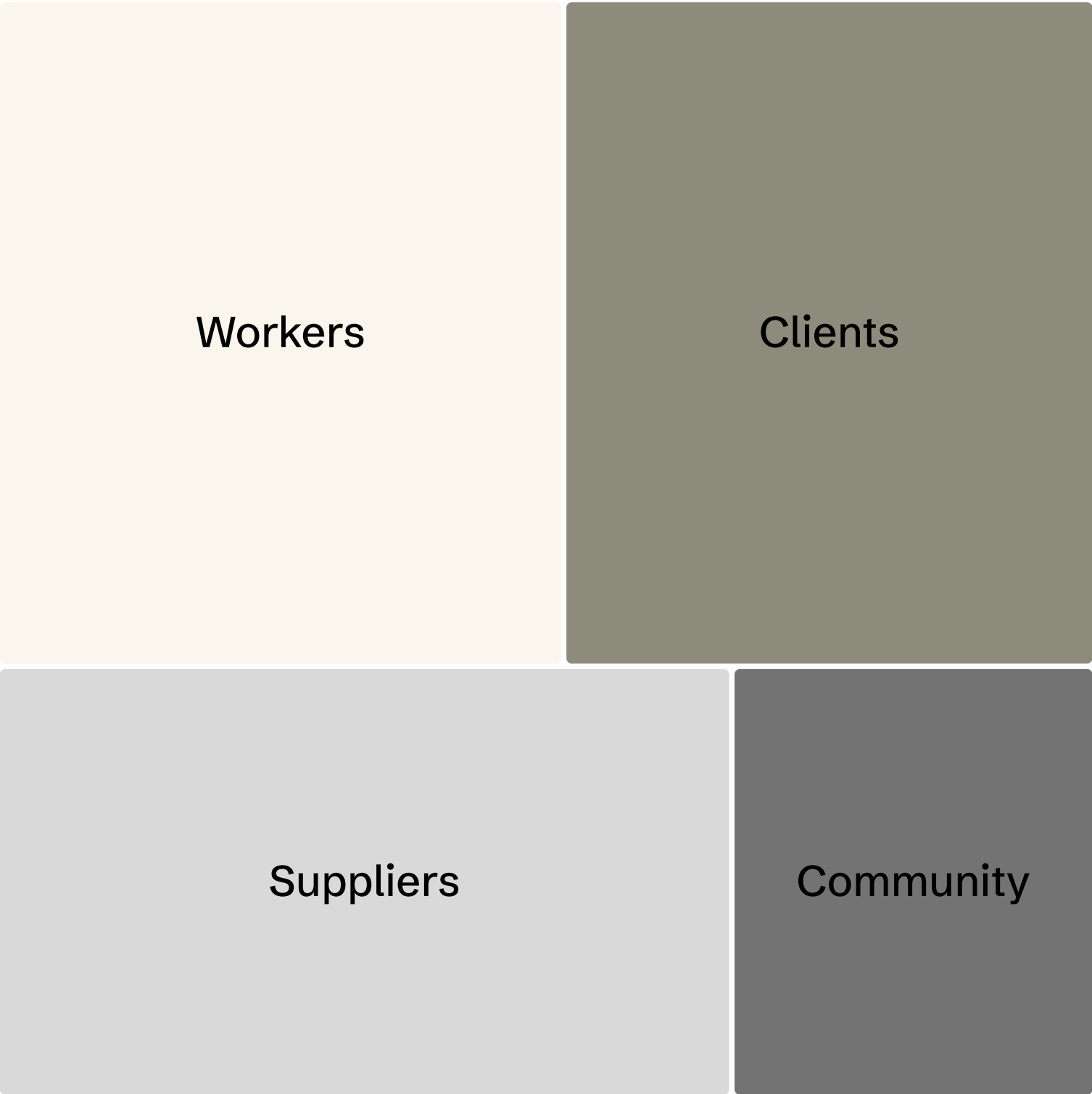
Materiality analysis

iclotet’s materiality analysis represents an ongoing dialogue with our stakeholders, where we listen to their expectations and concerns. By integrating ESG aspects into this analysis, we prioritize those issues that are most relevant to our business and to society. This information allows us to make strategic decisions that align our business objectives with sustainability principles, generating shared value in the long term.

Methodology

To conduct this materiality analysis, iclotet adopted a methodology that combined the study of best business practices and was divided into two stages, the first with a quantitative survey of our stakeholders. Through a structured questionnaire, composed of 29 questions distributed in 4 main areas of the ESG structure: Environmental Management; Governance and Strategic Direction; Human Talent and Organizational Culture; Social Responsibility and Impact and Value Proposition and Customer Satisfaction. Using a 5-point Likert scale, respondents expressed the relative importance of each aspect where 0 is “Low Importance” and 5 “High Importance”, which allowed us to identify and identify the most important issues for our organization.

Participation





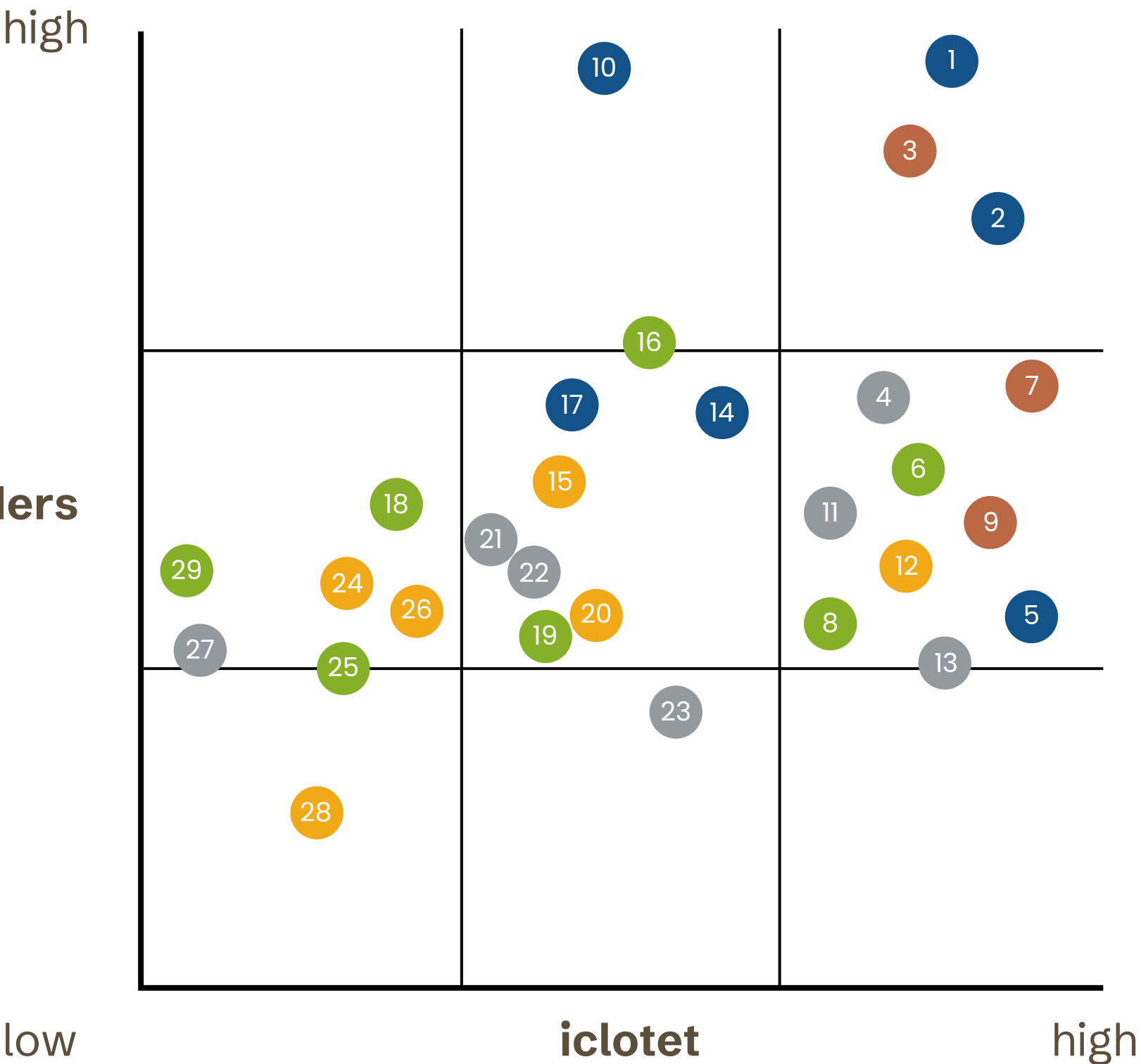
Important issues

Based on the quantitative analysis, the topics were categorized into three groups: high priority (>4.6), medium priority (between 4.6 and 4), and low priority (<4). As a result of this classification.

Priority	Number of Themes
High priority	13
Medium priority	10
Low priority	6

- Sustainability and the Environment
- Responsibility and impact
- Human talent and culture
- Customer satisfaction and value
- Governance and strategy

Stakeholders





ESG material topics

	Environment	Social			Governance
Focus areas	Sustainability and environment	Human talent and organizational culture	Value proposition and customer success	Social responsibility and impact	Governance and business strategy
Sustainability Aspects	<ul style="list-style-type: none">Waste Management (Responsible Waste Management).Promote circular economy, waste minimization, and reuse.	<ul style="list-style-type: none">Employee safety and health.Employee training and professional development.Talent attraction and retention.	<ul style="list-style-type: none">Innovation and safety.Customer satisfaction measurement.Improve customer efficiency.	<ul style="list-style-type: none">Create supply chain sustainability.Human rights.	<ul style="list-style-type: none">Data security and IT.Anti-corruption.Financial performance.Anti-competitive behavior.Legal Compliance.
SDGs	<div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>14 LIFE BELOW WATER</div><div>13 CLIMATE ACTION</div></div>	<div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</div></div>			<div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div></div>



High priority material issues

Waste Management

Promote circular economy, waste minimization, and reuse

Employee safety and health

Employee training and professional development

Talent attraction and retention

Innovation and safety

Customer satisfaction measurement

Improve customer efficiency

Create supply chain sustainability

Human Rights

Data security and IT

Anti-corruption

Financial performance

Anti-competitive behavior

Legal Compliance

Targets

Climate and circularity

People

Responsible business

Commitments

- Promoting circularity in our operation and clients operation
- Promoting employee safety and health
- Being reference in innovation and efficiency to our clients
- Building a sustainable supply chain
- Sustainable business
- Impacting through new business (upandbike & Kauai)

Goals

- Operational waste treatment rate 100%
- Satisfaction rate clients average 7,5 points
- Work-life balance rate to 70% of workers
- Zero work-accidents
- 70% of significant suppliers comply with the supplier policy
- 100% of workers trained in Ethic code
- Growth of 15% in sales
- Growth of 100% to Upanbike sales



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Progress on ESG





Highlights from 2024

- **Sustainability initiatives:** launched programs to promote sustainable practices, including UPANDBIKE and “Iniciativa Comunitària iclotet”.
- **Control of resources usage:** having control to design initiatives to optimize natural resources.
- **Employee well-being:** prioritized employee well-being through mental health initiatives and professional development opportunities.
- **Transition to renewable energy:** switched to 100% renewable energy sources.
- **Carbon footprint calculation:** initiated the process of calculating Scope 1 and 2 emissions.
- **Reduced water consumption:** implemented water-saving measures to reduce water usage.
- **Waste reduction and recycling:** reduced waste generation and increased recycling efforts.
- **Diversity and inclusion:** conducted diversity mapping and employee well-being studies.
- **Sustainability policy:** developed and implemented a comprehensive environmental policy.
- **Continuous improvement:** regularly assessed and refined sustainability strategies.
- **Community engagement:** collaborated with stakeholders and supported local communities through the design the Iniciativa comunitaria iclotet.
- **Stakeholder engagement:** engaged with stakeholders to incorporate their perspectives into sustainability initiatives.





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Environment and circularity





Commitments and goals

Environmental Impact Measurement: accurately measure iclotet’s environmental footprint

We will identify our environmental impacts, establish data collection systems, conduct baseline assessments, and develop a monitoring and reporting system to conduct regular environmental audits, and collaborate with external experts to validate data and provide technical guidance.

Climate Action: reduce carbon emissions and mitigate climate change

To reduce GHG emissions, we will transition to cleaner energy sources and ensure compliance with environmental regulations. We will also conduct regular compliance audits to ensure adherence to Catalan Law 20/2009 and other relevant regulations.

Sustainable Consumption and Production: promote environmentally friendly practices throughout the value chain.

To foster a culture of environmental responsibility, we will source raw materials responsibly, implement energy-efficient practices, minimize waste generation, conserve water, reduce chemical use, optimize packaging, educate employees and customers, and encourage sustainable consumption habits.

FY24 summary progress

- Implementation of environmental policy: Creation and publication of Environmental Policy.
- Measurement and reduction of environmental impact: tracked and data controlled for the company's environmental footprint.
- Collaboration with stakeholders: engaged with various stakeholders to advance sustainability initiatives through Materiality Analysis.
- Continuous improvement: regularly assess and refine sustainability strategies.

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Climate

The iclotet is committed to sustainable development. Therefore, we have implemented environmental and social initiatives in our operations.

We are aware that our operations may pose environmental risks in the areas of energy, CO2 emissions from production, transportation of products and raw materials, water consumption, and waste management. For this reason, we have implemented actions in our Environmental Policy to record, control, and define challenges to reduce the negative impact on the environment, and we are supporting these initiatives.

Part of iclotet's sustainability strategy is to extend the conditions of the Environmental Policy to our main suppliers, thus building a more sustainable supply chain.

The Supplier Policy is currently being implemented and includes environmental and social topics.





Energy

Energy consumption	2023		2024	
	Consumption KWh	Environmental Impact CO2 kg/KWh	Consumption KWh	Environmental Impact CO2 kg/KWh
Total fuel and purchased energy input	56.092	10.881,85	71.050	8.19
Total purchased electricity	56.092	10.756,6	61.158	
Non-renewable	56.092	10.756,6		
Renewable			61.158	



Commitments and goals

Transition for 100% renewable energy

Tracking energy consumption and maintaining 100% green energy from a local provider

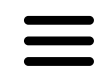
FY24 summary progress

- Transition to 100% Renewable Energy: Switched to a 100% green energy supply.
- Calculated Carbon Footprint: Determined the carbon footprint associated with the company's energy consumption.
- Implementation of Energy-Efficient Measures: Continued to implement energy-saving practices.



Su consumo proviene de
ENERGÍA 100% VERDE
Certificado por:
 CNMC

Emisiones de
dióxido de carbono
media.
0.00 Kg
Kg de CO₂ Por kWh



Water

Water consumption	2023	2024
Total water consumption (m3)	647	620

Consumption reduction in 4%





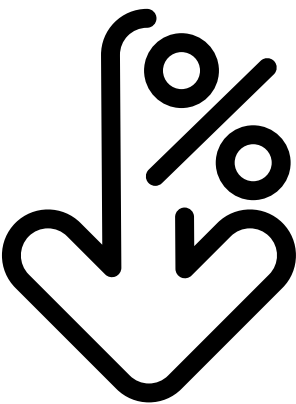
Commitments and goals

Reduce water consumption:

We will conduct regular water audits to identify areas of high usage and potential leaks. We will upgrade to low-flow fixtures and install smart irrigation systems to optimize water usage. Additionally, we will educate employees through awareness campaigns and incentivize water-saving behaviors to foster a culture of conservation.

FY24 summary progress

- Reduced water consumption: achieved a 4% reduction in water consumption compared to 2023.
- Implemented water-efficient infrastructure: upgraded plumbing fixtures and irrigation systems.





Waste management

Waste management is a key part of iclotet’s environmental management strategy. It begins with a preference for using more sustainable packaging and raw materials. This is applied in the implementation of the Supplier Policy, where iclotet supports its main suppliers in their sustainability initiatives.

Once the materials have been analyzed before entering iclotet’s operations, the concept of the 5 Rs is applied internally: Reduce, Repair, Recover, Reuse, and Recycle. In this way, we manage both the waste from our suppliers and that generated during the product life cycle.

Material	Quantity (Tn)
Metals	10,4
Paper and cardboard	2,2
Plastics	1,2
Wood	1,4
Electric and electronic equipment and cables	0,8
Mixes of ceramic materials	0,25
Others	0,31
Total general	16,58



Commitments and goals

iclotet is committed to sustainable waste management practices throughout its operations and supply chain. We will prioritize the 5 Rs (Reduce, Repair, Recover, Reuse, Recycle) to minimize our environmental impact

Minimise the use of materials and maximize reuse: this objective includes both reducing the initial use of materials and reusing them whenever possible.

To minimize waste and environmental impact, we will focus on the study of product design to reduce the use of material and prioritize reusable packaging. We will also collaborate with suppliers to optimize packaging and promote sustainable practices throughout the supply chain. For materials that cannot be reused, we will prioritize recycling to divert waste from landfills.

Extend the useful life of the products by repair and maintenance.

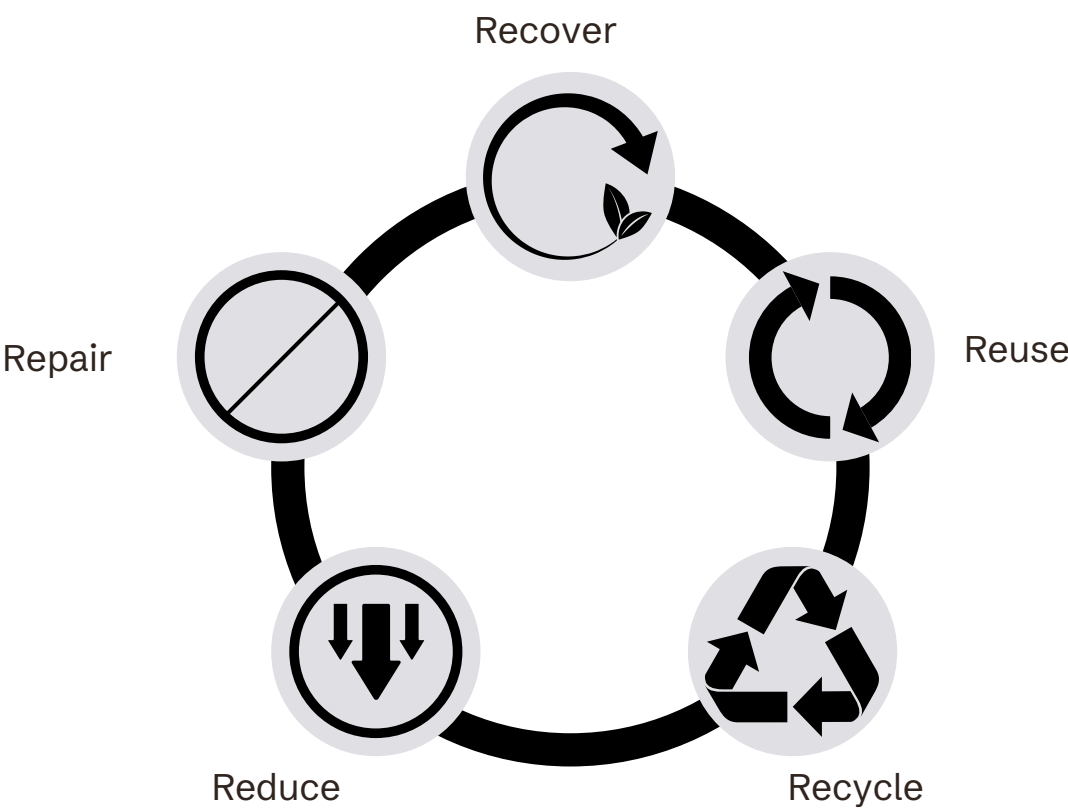
To extend the useful life of our products, we will offer repair services and develop maintenance programs. This will help to reduce waste and keep our products out of landfill.

Recycle waste that cannot be reduced, repaired or reused.

To reduce waste, we will implement recycling programmes for all types of waste, set targets to reduce the amount of waste generated and carry out periodic waste audits to identify opportunities for improvement. This will help us minimise our environmental impact.

FY24 summary progress

- Implementation of waste management monitoring in order to define reduction targets and projects of improvement to reduce the waste production of our process.





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GHG Emissions





Commitments and goals

Monitoring the GHG Emissions

We will annually calculate Scope 1 and 2 (market-based) emissions to establish a baseline. We will analyze the feasibility of energy-saving measures like efficient lighting and HVAC systems, and maintain sustainable energy sourcing.

Promote sustainability: support sustainable initiatives and projects aligned with SDGs.

To foster employee engagement and promote sustainable mobility, we will educate and incentivize employees to adopt sustainable practices, including supporting initiatives like cycling. Additionally, we will contribute to local development through projects aligned with the Sustainable Development Goals through our Iniciativa Comunitària iclotet.

FY24 Summary Progress

SCOPE 1

46,9 tons of CO2

SCOPE 2

0 tons of CO2

GHG Emissions Calculation: Completed the initial calculation of Scope 1 and 2 emissions.

- We conducted an initial assessment to calculate Scope 1 and 2 emissions for the first time, considering emissions from vehicles, manufacturing processes, and buildings. This assessment established a baseline for future reduction targets.

Sustainability initiatives: keeping innovating through Upandbike new models and launched programs like Iniciativa Comunitària iclotet.

- We continued the research and development of our new product, Upandbike, a secure and automated bicycle parking system. Additionally, we initiated the manufacturing process for our first product. We also designed and established the structure of our new Iniciativa Comunitària iclotet program, which aims to support innovative projects aligned with our values and contribute to local development. This program will provide financial support to eligible entities implementing projects that positively impact sustainable development, innovation, entrepreneurship, education, skills development, and local communities.

AGRUPEM Project:

- The Catalan Traffic Service is conducting a study on mobility in the Pla d'Urgell region to understand current patterns and propose improvements. One area of particular interest is mobility related to commuting.
- For this reason, they have created a short survey and have requested the collaboration of our partners to administer it.



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Social





Our team

At iclotet, we’ve cultivated a team united by shared values: Compromise, ambitious, bravery, rigorous, innovative, fair, celebration of work well done and, people-centered.

Our team is dedicated to driving sustainable growth and shared prosperity by leveraging technological innovation to create transformative industrial solutions.

We empower global communities, nurture exceptional talent, and foster a sustainable future.





Commitments and goals

We are committed to creating a positive impact on the world by nurturing exceptional talent, fostering a sustainable future, enhancing employee well-being, and celebrating diversity and inclusion. We will achieve this by investing in our employees, prioritizing environmental sustainability, promoting a positive work environment, and creating an inclusive workplace. Through technological innovation, sustainable practices, and a people-centric approach, we will continue to invest in our employees, our communities, and our planet.

Nurture exceptional talent: attract, develop, and retain top talent.

To attract and retain top talent, we will implement a comprehensive talent strategy focused on global recruitment, mentorship programs, effective performance management, and a people-centered culture that celebrates diversity, development, and achievement.

Foster a sustainable future: prioritize environmental sustainability and social responsibility.

Foster social responsibility by getting employees involved or acknowledged of projects/initiatives that Iclotet is participating. It includes, communicate better the partnerships and initiatives of the community.

Enhance employee well-being: promote employee satisfaction, health, and career development.

To promote employee welfare, we will offer welfare programs, flexible labor agreements, employee recognition and mental health support services. This will help to create a positive and supportive working environment.

FY24 summary progress

- Diversity mapping: analyzing the demographics of our workforce to identify areas for improvement and foster inclusion.
- Employee wellbeing study: assessing employee health and satisfaction to improve work-life balance, job satisfaction, and mental health.
- Results presentation: sharing findings from a project or study through data visualizations and clear explanations.
- Regular employee meetings: fostering open communication and employee engagement by discussing workplace issues and suggestions.



Diversity, equity and inclusion

The Diversity and Inclusion project is an integral part of iclotet's transition to a sustainability strategy. It aligns closely with the social aspect of sustainability.

iclotet recognizes that creating a more inclusive workplace for everyone is essential for building a stronger business. A diverse team fosters greater creativity, resilience, and adaptability ([Mckinsey, 2023](#))





Commitments and goals

Enhance cultural and age diversity:

We will enhance and foster a diverse and inclusive culture: implement inclusive hiring process. We will encourage open and honest communication among employees and offer conferences that promote cultural inclusivity, an example this is the presentation of results and actions. Also, celebrate the diversity by recognizing different religious dates.

Advanced gender equality:

To increase the representation of women in leadership positions and promote gender equity, we will advertise job openings on a variety of platforms and create a mentorship program that pairs women with other women in leadership positions.

Foster an inclusive culture:

To strengthen our company's culture of inclusivity, respect, and fairness, we will encourage open and honest communication among employees and offer conferences that promote cultural inclusivity.

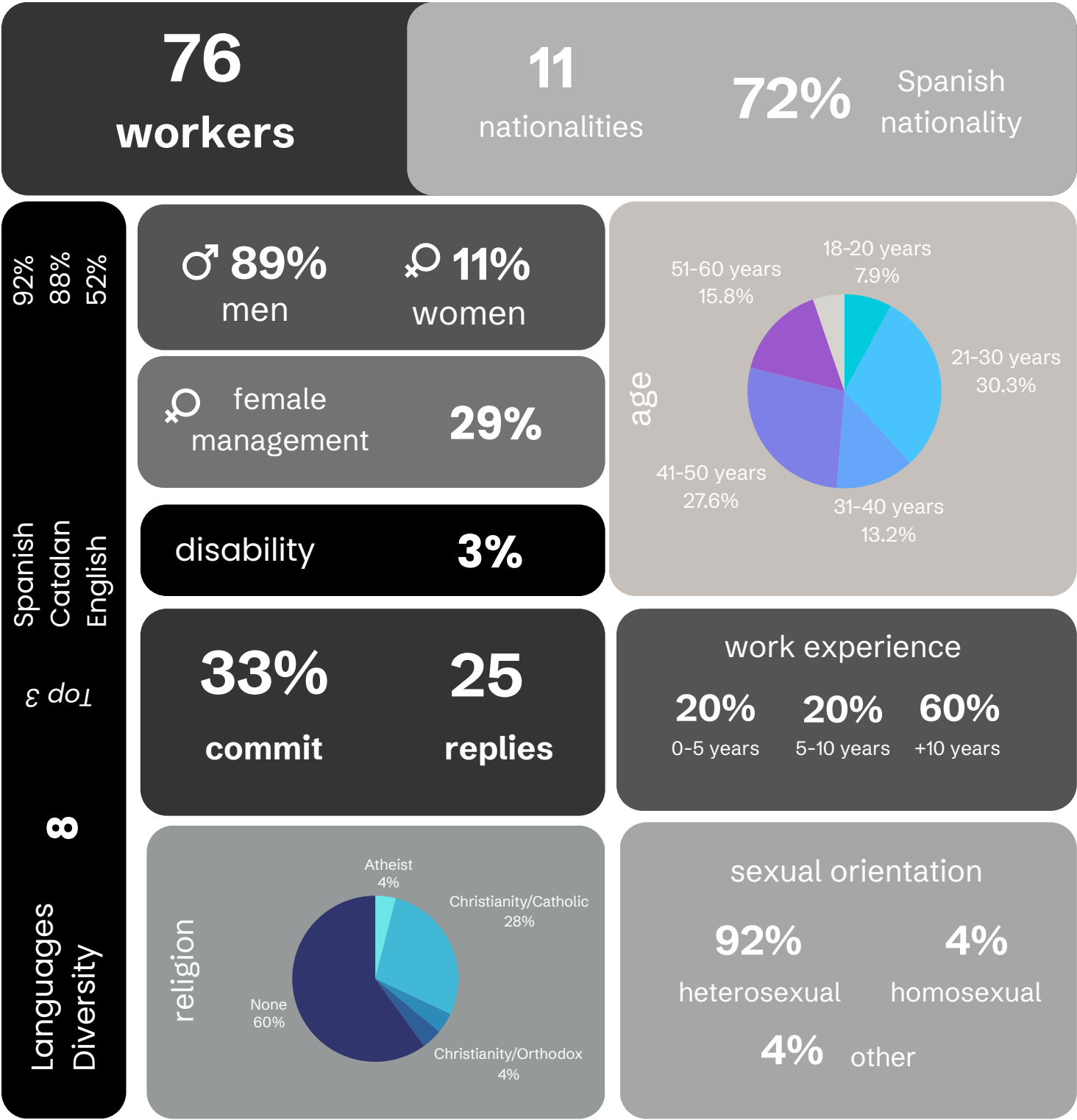
Address perceived biases:

To address any perceived biases or discrimination, we will implement a reporting system that allows employees to report any instances of discrimination or perceived bias.

Measure progress:

We will regularly assess our progress towards our diversity and inclusion goals and make adjustments as needed. We will also annually review and report on the company's diversity and inclusion goals.

2024 progress summary





FY24 summary progress

Key points identified

- Cultural diversity: The high representation of different cultures across 11 nationalities demonstrates a commitment to global diversity.
- Age diversity: Integrating age ranges contributes to a multigenerational workforce with diverse perspectives.
- Women in leadership: Having 29% of leadership positions held by women is a positive indicator of gender equality.
- Inclusive culture: The majority of workers feeling safe to discuss diversity and perceiving the company as more open to diversity compared to others suggests a positive workplace culture.
- Lack of perceived prejudice: The absence of reported prejudice related to career development is a positive sign of a fair and equitable environment.

88%

feel comfortable discussing issues related to diversity and inclusion in the workplace

68%

believe iclotet is more open to diversity compared to other companies

76%

believe that opportunities for professional advancement are not limited due to prejudice

96%

answered they have never been denied an opportunity due to prejudice



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Occupational health and safety





Commitments and goals

Minimize workplace accidents and injuries.

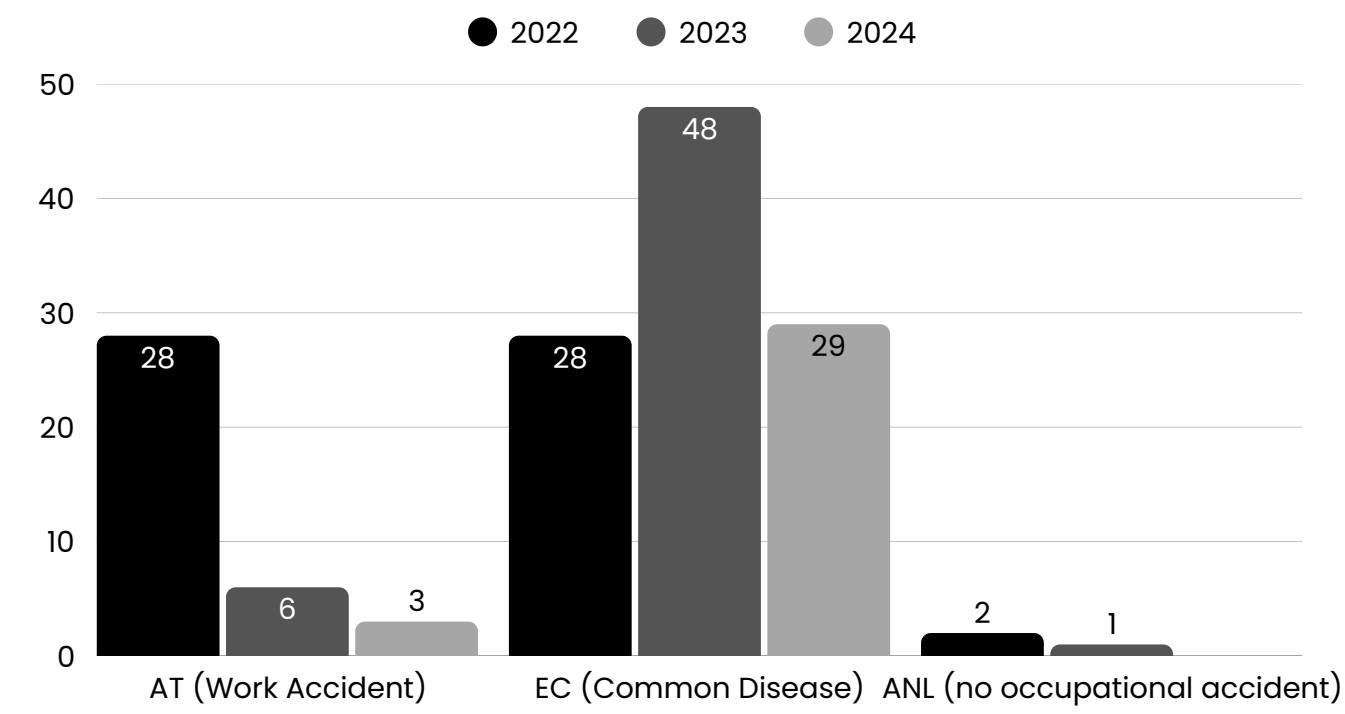
The company will establish a comprehensive safety program to ensure a safe work environment. This will involve data collection, hazard identification, safety training, incident investigation, equipment maintenance, and ergonomic practices. The goal is to promote a safety culture and prevent accidents and injuries. Our target is to achieve zero Work Accidents.

Create a safe and responsible work environment.

The company will implement several safety measures to maintain a safe and healthy work environment. These include regular safety inspections, training, communication of safety information, provision of PPE, enforcement of safety rules, and promotion of mental health. The overall goal is to create a safe and supportive workplace.

FY24 summary progress

- icloteť prioritizes the health and well-being of our employees.
- All of our employees are covered by a comprehensive healthcare system, supplemented by private health insurance that provides access to consultations, tests, and high-quality treatments.
- We promote wellness and occupational health programs, including regular check-ups and vaccination campaigns.
- Between 2023 and 2024, we achieved a significant 40% reduction in work-related accidents that resulted in absences.
- Additionally, we saw a decrease in the number of "common injuries," from 48 to 29.





FY24 summary progress

Type of accident	2022	2023	2024
AT (work accident)	28	6	3
EC (common disease)	28	48	29
ANL (no occupational accident)	2	1	0
Total	58	55	32

Type of accident	2022	Average lost days	2023	Average lost days	2024	Average lost days
AT (work accident)	28	9	6	22	3	28
EC (common disease)	28	11	48	21	29	13
ANL (no occupational accident)	2	43	1	10	0	
Total	58		55		32	



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Wellbeing





Commitments and goals

Improve employee well-being: enhance employee satisfaction, reduce stress, and prevent burnout.

To prioritize mental health, we will raise awareness of mental health policies and resources, provide accessible mental health support. Additionally, we will regularly assess our progress towards an annual survey

Foster a positive work environment: create a workplace free from harassment, bullying, and discrimination.

To foster a positive and inclusive workplace culture, we will implement zero-tolerance policies for harassment, bullying, and discrimination, and encourage open communication. We will reinforce the Iclotet's code of conduct and channels to communicate any harassment, bullying, and discrimination.

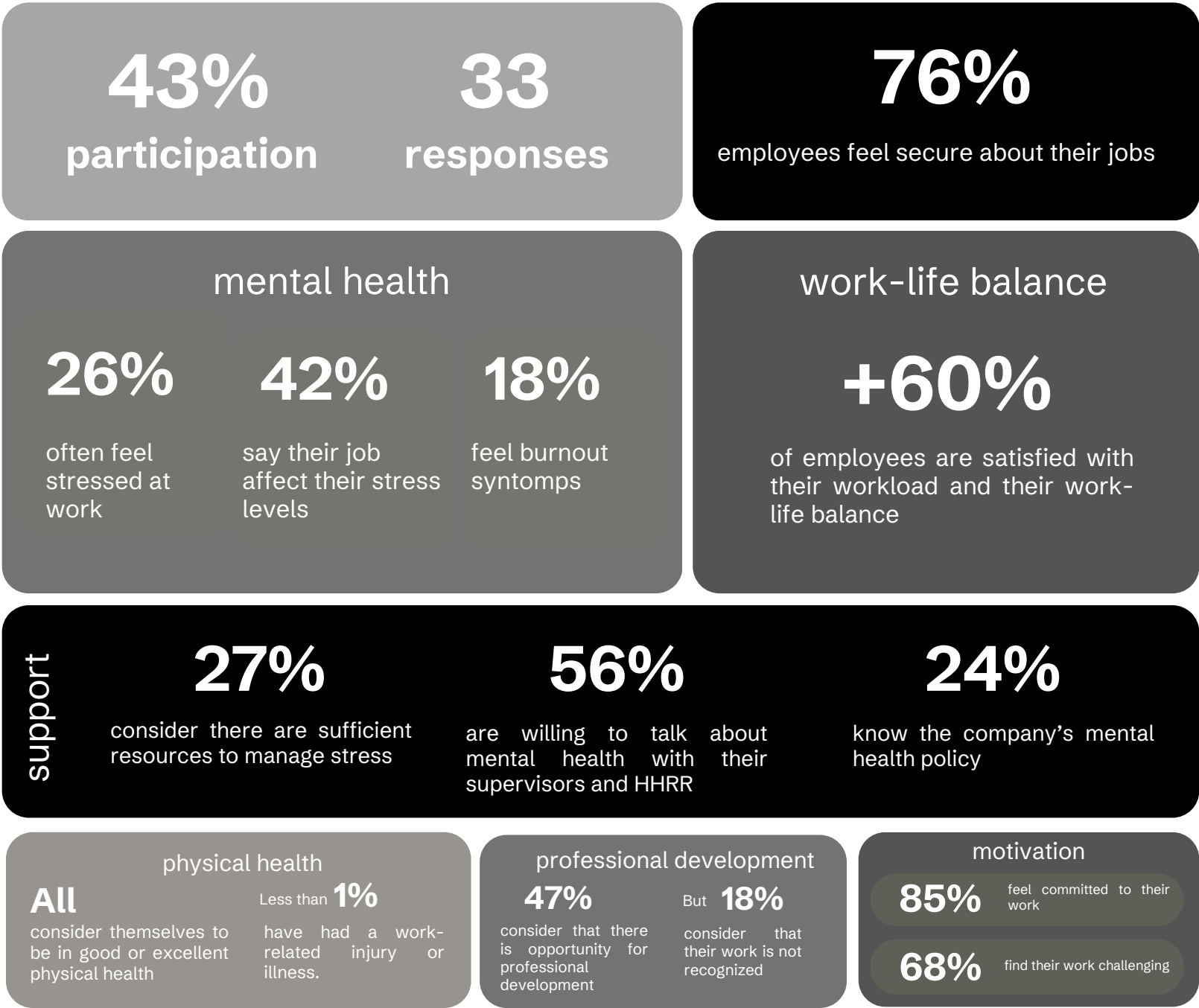
Enhance employee recognition: recognize and appreciate employee contributions.

To recognize and appreciate employee contributions, we will design and implement formal and informal recognition programs, promote leadership training, and provide a feedback system.

FY24 summary progress

- Professional development opportunities:** offer training programs, mentorship, and career development opportunities.

- Presentation of well-being survey results:** In 2024, we restructure the satisfaction survey for the employees, including also mapping on physics and mental health, career development and motivation. The results and plan action to 2025 were presented to employees





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Development of our workers





Commitments and goals

iclotet wants to contribute to the development of its workers. We understand the combination between formal education applied to the professional experience and challenges of working in an innovative company is the way to develop people.

The onboarding stage is experienced by all the people joining the company and covers mainly the history and culture of iclotet. Thereupon, we go into operations onboarding, for which we narrow down the contents and direct learning to the dynamics of position tasks.

After this process, iclotet in partnership with other institutions, offers courses that match with needs of the position. It includes technical courses, languages, management, etc.

Promote professional development: provide opportunities for employee growth and advancement.

To foster professional development, we will continue to provide opportunities for growth and advancement, offer training and development programs to enhance employee skills and knowledge, and recognize and appreciate employee contributions.

Progress summary of 2024

In 2024, iclotet sponsored specific courses for 37 people, including 3 masters in project management and administration. Apart from masters, other courses totaled more than 204h of courses.

Hours of development course taken by the organization’s employees by job category	Hours
Management and Masters (leaders, coordinators)	158 h
Operation (metal, machinery)	46 h
Total	204 h



Way we serve clients

iclotet is a specialist in the design and manufacture of solutions for industrial process automation. Our team, made up of qualified professionals in different fields, allows us to offer solutions all over the world, as well as to focus personally on each project; from design to start-up, taking care of the customer during all the phases of the process.

Project Manager

We offer our customer the services of an expert in project management who can help them with planning, setting goals, and implementing solutions or changes.

Technical Office

R&D, product design, project definition and development, benchmarking, software programming, continuous software enhancement and development.

Manufacture

All our installations are factory tested; we make sure that the installations are in perfect working order before shipment.

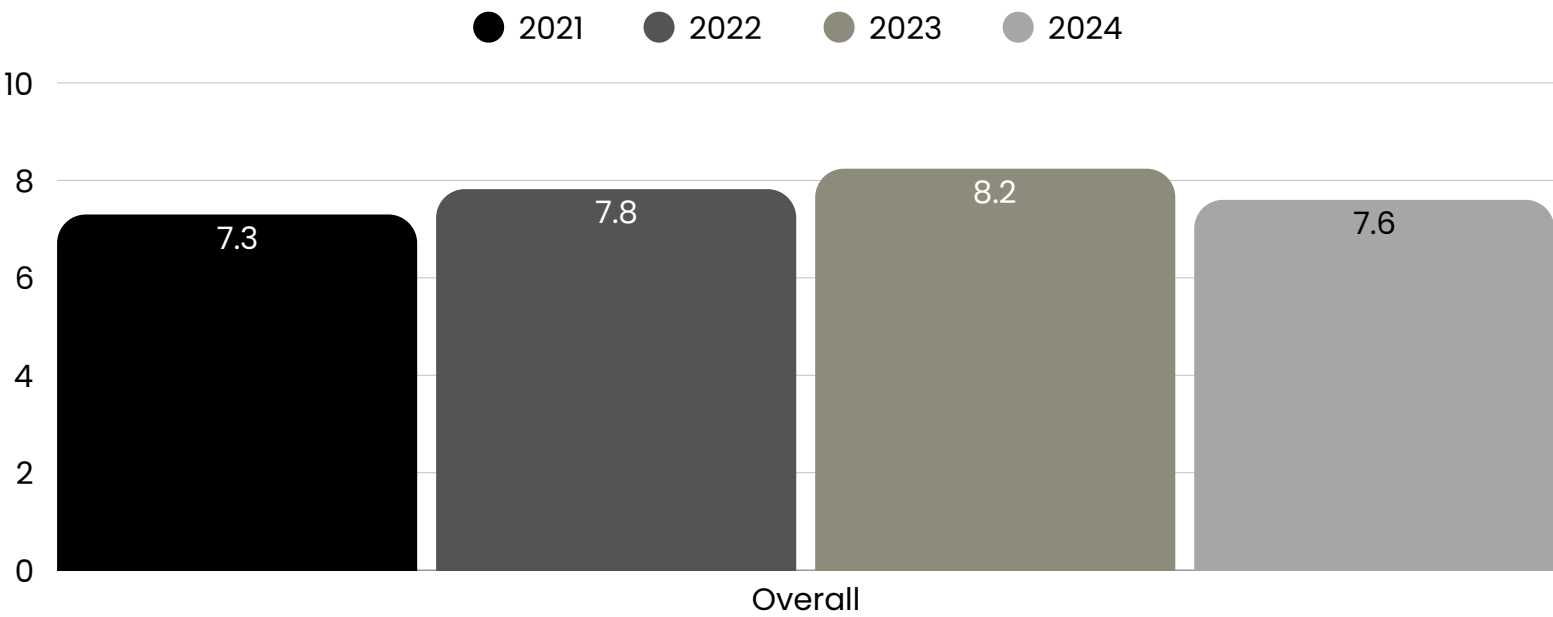
After-sales

Assembly team
Online support 24/7
Warranty
IC+ preventive maintenance service
Production reports

Service quality and rating

To ensure the highest quality service for our clients, every team member is trained in customer success processes and best practices. To gauge customer satisfaction, we conduct surveys to evaluate their perception of eight key aspects, including: initial technical-economic studies, project manager-customer care interactions, delivery timeliness, in-process support, alignment with expected results and quality standards, training effectiveness, pricing transparency, and overall customer service.

The goal for 2025 is to reach the average of 7.5.





Commitments and goals

iclotet has always been involved in projects within the community, supporting different initiatives.

In 2024 iclotet was involved in 15 projects within the community, through 14.000 euros in donation and collaboration through volunteer hours.

Involvement with community

iclotet will keep some of the partnerships with associations and project from the community.

For the next year, we want to formalize the partnerships through launching of “Iniciativa Comunitària iClotet” program in order to prioritize projects and make sure they are aligned with iclotet values and goals. Besides, to be able to measure the impact of these projects on the community.





FY24 summary progress

[> Project in mobility](#)

iclotet is also involved in mobility projects, acting as sponsor or part of an organization which is working to improve the mobility for the people and planet, by exploring greener options.

[Cycling industries Europe \(CIE\)](#) is an example of an association that iclotet joined. Its purpose is to demonstrate the benefits of the whole cycling ecosystem including the supply chain and service industries, and to include all dimensions of cycle use from mobility to recreation and sport.

iclotet is actively involved in projects with Consell URBIS (Amec) and Junta Light Mobility. These initiatives aim to promote sustainable urban mobility, smart city solutions, and foster connections among companies that share a vision for a more sustainable future.

Bicipla is one such project, where iclotet’s CEO as a volunteer has been helping to redesign the city to improve cycling infrastructure for both commuting and recreational purposes.

[> Projects involving economic development of the region](#)

[> Projects in sports](#)

[> Projects water related](#)

[>Summer job](#)





FY24 summary progress

> [Project in mobility](#)

> [Projects involving economic development of the region](#)

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iclotet has been collaborating with entities which support economic development through Catalan business.

AMEC Positive Industry fosters the internationalization of companies and exportation of Catalan solutions, besides monetary collaboration, the iclotet’s CEO acts in the executive committee, as volunteer. The impact of their activities is presented in their annual report on their website.

Collaboration with **CEQUIP**, which has a mission to support companies of goods moving forward in innovation by connecting companies to join in technological projects, and by providing education. iclotet also provides monetary support and volunteer hours from the CEO.

FEMCAT is another partner in projects along iclotet, its mission is to make Catalonia competitive, open to the world, with entrepreneurial and innovative capacity, social cohesion, and which is sustainable in the long term. FEMCAT activities are focused on entrepreneurship and innovation, competitiveness, showcasing Catalonia and social cohesion, involving academics, government and community in order to boost Catalan companies and provide a positive impact on Catalonia. Some of the impact can be checked on their report. For FEMCAT iCLOTET also contributes with monetary value and volunteer hours.



There is also a collaboration with **AGRUPEM**, which has the mission to foster collaboration and promote local economic development. We aim to enhance the competitiveness of member companies through cooperation, knowledge and resource sharing, and joint activities, always considering sustainability and corporate social responsibility within the region. The iclotet’s CEO Joan Caba acts as a president of this institution as a volunteer. Some of the initiatives of AGRUPEM that have a social and environmental impact include:

- Education: with a project to include young people in the job market. By connecting industry, and education institutions.
- Training: from specific topics as energy transition to languages, masters and doctorate.
- Social: action to promote a diverse and healthy workplace, including workshops, training and guidelines.

These collaborations contribute to iclotet’s mission of developing community through responsible and innovative business, many of the actions organized by these associations have an impact on iclotet.





FY24 summary progress

> [Project in mobility](#)

> [Projects involving economic development of the region](#)

> [Projects in sports](#)

> [Projects water related](#)

> [Summer job](#)

iclotet is also committed to sports, in collaboration with [Xafatolls](#), the Athletic center of Mollerussa city, which promotes sports activities for the community.





FY24 summary progress

[> Project in mobility](#)

[> Projects involving
economic development
of the region](#)

[> Projects in sports](#)

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[>Summer job](#)

iclotet is also part of Catalan Water Partnership association, which is made up of companies and knowledge centers that have been operating in the sector of sustainable water use since 2008 and whose mission is to improve competitiveness overall of its associates.





FY24 summary progress

[> Project in mobility](#)

The program is temporary, full-time work opportunities during the summer break, allowing students to gain hands-on experience in a chosen field without academic distractions. These internships provide immersive experiences, skill development, networking opportunities, and a chance to explore career options.

In 2024 iclotet had two students for the summer job program, both had worked for 3 months in marketing and in a sustainability project.

“Personally, I have learned to use the Elementor program and to interact with people professionally. That is, everything that is experienced in an office: sending emails, holding meetings, meeting deadlines. I believe that working during the summer helps to be able to get a job, either in our company or in another one through the knowledge that we have acquired during this time. I feel that being able to work during the summer has made me learn and grow a lot as a person; it was a very good experience.”

Ada Caba



[> Projects involving economic development of the region](#)

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Responsible business





Governance

Sustainability is an integrated part of our business and is led from a holistic perspective aligned with iclotet’s values. Ignasi Clotet is Sociedad Limitada Unipersonal (SLU) which means is a limited liability company in which all shares are owned by a single individual or entity. In other words, an SLU is a company owned by one person that is committed to a responsible business.

Code of Conduct

Our code of ethics is our compass, guiding all employees of Ignasi Clotet S.L.U. to conduct business with integrity, respect, and professionalism. It outlines the principles and behaviors that ensure we operate in compliance with all laws and regulations and maintain the highest ethical standards in our interactions with colleagues, customers, and all stakeholders."

Key points emphasized:

- Guiding principle: The code of ethics serves as a fundamental guideline for all employees.
- Comprehensive scope: It covers daily work, resource utilization, and interactions with various stakeholders.
- Ethical foundation: The code is rooted in respect for corporate values and ethical business principles.
- Legal compliance: It ensures that all actions align with laws and regulations.
- Reputation enhancement: The goal is to establish the company as a benchmark for ethical business practices.

[Code of conduct iclotet](#)

Data Security Policy

This privacy policy covers any data processing that may occur when browsing or interacting with any of our web pages or social media sites in which we may have a presence (Facebook, Twitter, Instagram, etc.). Special information is specified at the bottom of this document in the case of social media use. It shall also apply to any internal company procedure that requires the collection of data, whether on paper forms or any other format.

[Data Security Policy](#)

Legal notice

In compliance with the duty of information contained in article 10 of Law 34/2002, dated July 11, 2002, on Information Society Services and Electronic Commerce, we inform you that the Website and the Internet portal <https://www.iclotet.com/> (hereinafter, the “Website”) is property of IGNASI CLOTET, S.L.U., with registered office at Avda. Canal 19, Mollerussa with CIF number B-25033259. The present legal warning regulates the conditions of use of the mentioned Internet portal.

[Legal notice](#)



Commitments and goals

Establish a strong governance structure: integrate sustainability practices into core business operations and align them with iclotet’s values.

To establish a strong governance structure, we will integrate sustainability into our long-term strategic planning, create a dedicated sustainability committee, set specific sustainability goals and targets, assign clear responsibilities, regularly review and update sustainability policies and procedures, and collaborate with stakeholders to build consensus on sustainability initiatives.

Promote ethical conduct: foster a culture of integrity and professionalism among employees.

To uphold respectful and ethical interactions, we will implement a company-wide Code of Ethics that will serve as a guiding principle for all employees, covering daily work practices, resource utilization, and interactions with various stakeholders.

Ensure legal compliance: conduct all business activities in accordance with relevant laws and regulations.

To ensure legal compliance, we will conduct regular legal audits, provide regular legal training, consult with legal experts, maintain up-to-date records, monitor regulatory changes, and establish a confidential compliance hotline. By taking these proactive measures, we will identify and address potential legal risks and ensure that our business practices align with current standards.

FY24 Summary Progress

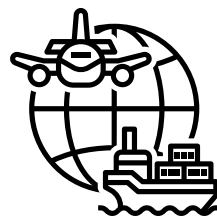
- Develop and launch a training program on the Code of Ethics for all employees.
- Conduct a review of current data security practices and update the policy if necessary.
- Complete a legal audit to ensure compliance with all applicable laws and regulations.



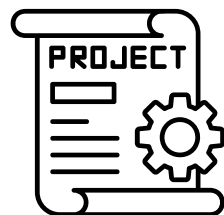
Financial results



+14,8% projects



85% exportation



32 projects



America as a new market

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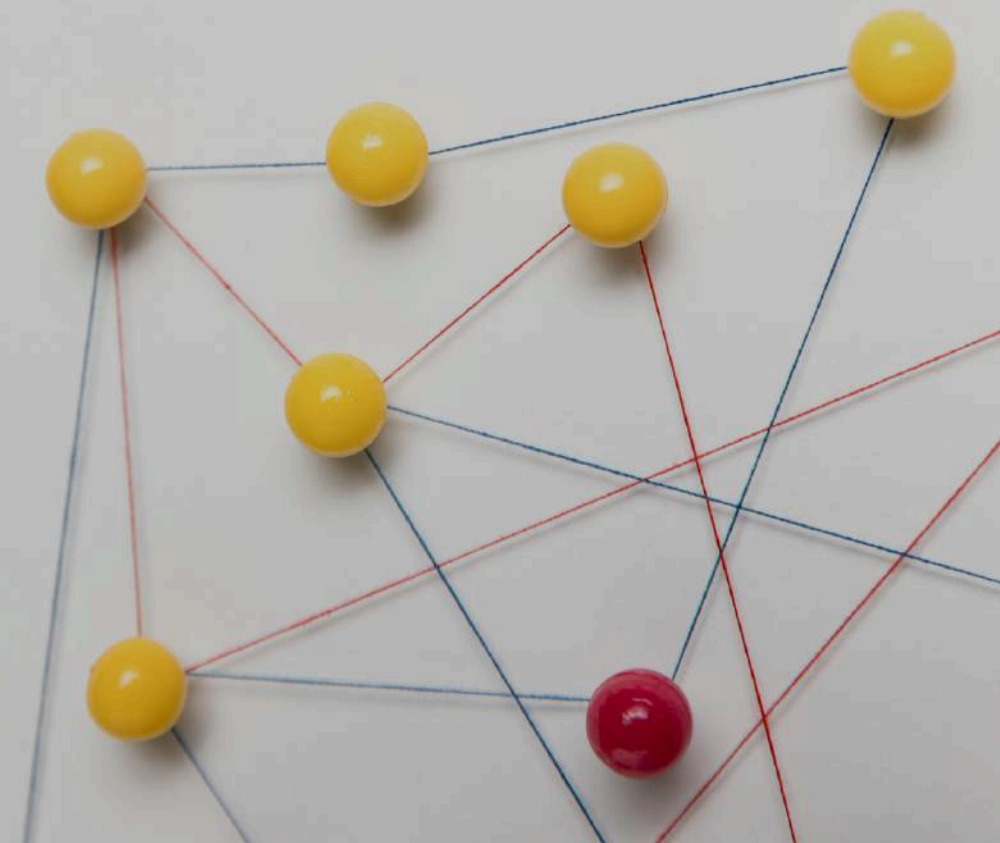
Supplier relations

iclotet's transition for sustainability strategy goes beyond the company's walls. iclotet wants to act closer to its stakeholders, including its suppliers. In 2024, iclotet started covering supplier's operations into its sustainable impact management.

Commitments and goals

Our plan is, bit by bit, to incorporate suppliers into the decision making and projects to transform the entire supply chain. The first steps were: mapping all suppliers, coming with 20 suppliers of material and 15 suppliers of services. Which we identify 13 as the main ones in terms of impact, being 54% local suppliers. And write the iclotet's Supplier Policy, in order to guarantee the alignment between supplier and iclotet's sustainable commitments, from the significant suppliers 46% has adhered to the policy.

iclotet has as a goal to cover 70% of significant suppliers who complain to the policy until 2025, and starting the mapping of sustainable initiatives that can contribute to the positive impact of iclotet. Also, iclotet already joined in the Extended Responsibility of the Producer (in spanish RAP Responsabilidad ampliada del productor) for packing project, aligned to the "Real Decreto 1055/2022 de envases y residuos de envases" to 2025.





Future goals and conclusions






Goals 2025


Our vision for 2025 builds on the progress made in 2024, with a focus on driving measurable impact and sustainable growth. Key goals include:

Climate and circularity




100% operational waste treatment rate


People



Satisfaction rate clients average 7,5 points.



Zero work-accidents



Work-life balance rate to 70% of workers

Responsible business



Growth of 15% in sales



100% of workers trained in Ethic code



Growth of 100% to Upanbike sales



70% of significant suppliers comply with the supplier policy



Conclusion

As we close this report, it is clear that 2024 was a transformative year for iclotet, marked by significant strides in embedding sustainability across all aspects of our business. By prioritizing environmental stewardship, fostering inclusivity, and enhancing governance, we have laid a strong foundation for continued growth that benefits not just our stakeholders but the broader community and planet.

Our achievements—such as reducing energy consumption, increasing circularity, enhancing diversity, and launching impactful initiatives like the Iniciativa Comunitaria iclotet —reflect our commitment to measurable progress. These efforts were bolstered by innovative advancements through Upandbike and Kauai, as well as growth across our core brands, including the delivery of the largest project in our history.

As we look to 2025 and beyond, our focus remains on scaling these successes. With ambitious goals, such as achieving zero workplace accidents, increasing client satisfaction, and ensuring 100% compliance with our Supplier Policy, we are confident in our ability to drive lasting impact.

Together with our employees, partners, and communities, iclotet is poised to lead in innovation and sustainability, building a future where operational excellence aligns seamlessly with environmental and social responsibility.



iclomet -

small scale product flow