



2024 Sustainability Report



Letter of Commitment

To Our Stakeholders,

We are pleased to announce that, for the third consecutive year, ENTIDAD MAYA S.L. is renewing its commitment to preparing and communicating its 2024 Sustainability Report. We remain dedicated to embedding sustainability across all areas of the company's operations, striving each year to take further steps towards creating a positive impact on our environment and on society as a whole. Our Sustainability Report sets out our achievements and areas for improvement, guided by the Ten Principles of the UN Global Compact and the Sustainable Development Goals of the 2030 Agenda.

Yours sincerely,

Marian Bonías Alfonso

CEO

Jose Antonio Bonías Alfonso

CEO

Team



Training

100% of workforce
1.002 hours

Workforce

58 professionals
26 women
32 men

Performance



Income

14 M€

Clients

1.362

Aware



t CO₂eq

An 8% decrease
relative to 2023

Energy usage

100% renewable

Committed



Donation to the SEAQUAL Foundation

1.351,66€

Our purpose

Maya is a family-owned company founded in 1991 by Antonio Bonías.

With over three decades of experience in the hygiene sector, both domestic and professional, we develop and market a wide range of cleaning products, guided by a distinctive approach that combines innovation, design, and quality. We are firmly committed to optimising our production and operational processes, driving continuous improvement that generates a positive impact across the three pillars of sustainability: economic performance, social progress, and environmental responsibility.

We focus on the manufacture and distribution of domestic and professional cleaning products, with a strong emphasis on innovation and continuous improvement. In addition, the company has diversified its business with a new line of solutions for urban solid waste (USW) management, further strengthening its commitment to sustainability.

Maya's business philosophy centres on offering customers domestic and professional hygiene products that best meet their needs and expectations at any given time, while pursuing constant innovation to provide product and service solutions that anticipate their future requirements.

Mission, Vision and Values

Mission

We provide tailored solutions designed to meet the present and future needs of our users, continuously delivering value in a sustainable way.

Vision

We strive for excellence not only in what we do but in how we do it. Beyond innovating in products and materials, we promote the professionalisation and systematisation of our operations, while maintaining a close and trustworthy relationship with our customers.

Values

Our actions are guided by values that form the foundation of everything we do: putting our customers first, delivering exceptional service, working with passion and enthusiasm, using resources efficiently, and committing to sustainability and environmental responsibility.

Our facilities

Maya is a family-owned company from Valencia with over 25 years of experience in the domestic and professional cleaning sector. Over these more than two decades, the company has established itself as a benchmark thanks to its commitment to service quality, close customer relationships, and the ability to adapt to the evolving needs of the market. Today, the second generation has joined the management team, bringing a renewed vision that combines accumulated experience with an innovative approach focused on continuous improvement and the adoption of new techniques and working methodologies.

Our facilities

The company's headquarters are located in Ontinyent (Valencia), at Calle de les Flassades No. 5, where the offices and factory facilities occupy a built area of 16,266.55 m². Of this total, 9,880.45 m² are dedicated to the logistics and production area, strategically designed to optimise all of the company's operational processes. This area integrates both manufacturing and storage and distribution operations, with spaces specifically organised for the receipt of raw materials, quality control, production and packaging, as well as efficient inventory management and order preparation.

Our facilities

The layout and design of the logistics and production area not only maximise efficiency and safety but also ensure the traceability and quality of products at every stage of the process. In terms of capacity, this area can accommodate approximately 6,100 European pallets, allowing sufficient space for circulation and equipment manoeuvring, which highlights its significant potential to support large-scale logistics operations. Furthermore, these spaces facilitate the implementation of continuous improvement methodologies, the integration of new technologies, and the rapid adaptation to changes in market demand, ensuring that Maya can deliver agile, reliable, and competitive service. Overall, this area forms the operational heart of the company, where innovation, experience, and a commitment to excellence converge, enabling the company to maintain its leadership position in the sector and respond effectively to the needs of its customers.

BUSINESS AREAS

maya home

Household cleaning products with professional-quality results.

A commitment to the combination of effectiveness, design, and ergonomics.



maya pro

Designed for the most demanding environments in the professional sector.

Includes cleaning tools for the industrial, healthcare, hospitality, and other sectors where hygiene is essential.



maya green

A line focused on solutions for the collection and efficient management of urban waste.

Includes containers and recycling systems compliant with environmental regulations.



Aids

The company maintains a strong commitment to continuous improvement and innovation, supported by various public aid and grant programmes that enhance its competitiveness and sustainability. These initiatives enable the company to drive strategic projects in key areas such as internationalisation, digitalisation, participation in sector trade fairs, and employment promotion. Thanks to this institutional support, the organisation has been able to advance the modernisation of its processes, expand its presence in new markets, and generate a positive impact within its area of activity, in this case, the cleaning sector.

The grants received in 2024 were:

- Grants to support the internationalisation of exporting SMEs in the Valencian Community for the 2024 fiscal year. Resolution of 21 June 2024, by the Director General of LABORA Valencian Employment and Training Service, calling for subsidies to promote permanent employment of unemployed persons belonging to specific priority employment groups within the Valencian Community.
- Resolution by E.P.E Red.es calling for aid to small and medium-sized enterprises for the hiring of Advisory Services for Digital Transformation.
- Resolution of 20 July 2023 by ICEX Spain Export & Investment, E.P.E., calling for grants for grouped participation in the INTERCLEAN 2024 trade fair – Amsterdam (Netherlands) – 14 to 17 May 2024.

International Operations

Maya's main market is domestic, accounting for approximately 90% of its sales.

However, the company's philosophy and drive for innovation have enabled it to establish an international presence in over 40 countries worldwide, continuing to strive to remain a benchmark in the domestic and professional hygiene market.

Thanks to this strategy, Maya is strongly committed to internationalisation, achieving in the last three years a volume representing almost 10% of its turnover.



Trade Fair

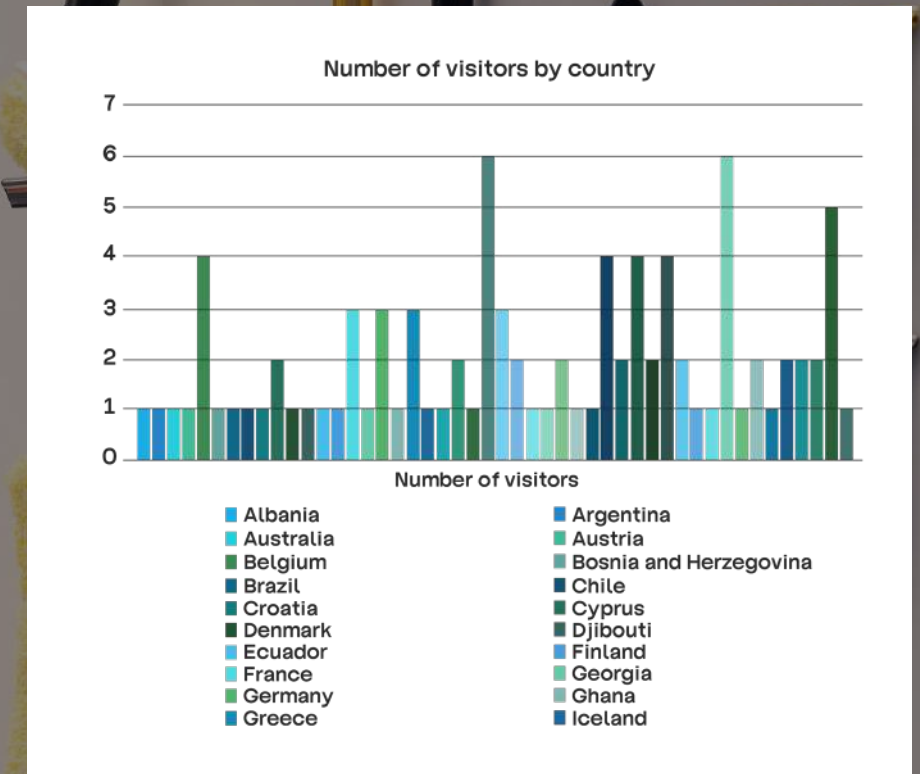
Participation in sector trade fairs represents a strategic tool to increase the company's visibility, strengthen relationships with customers and suppliers, and identify new business opportunities. These events allow companies to showcase innovations, gain first-hand insights into market trends, and generate valuable contacts that contribute to growth and internationalisation.

We participated in InterClean Amsterdam, the most prominent international trade fair in the professional cleaning and hygiene sector. Held from 14 to 17 May 2024 at the RAI Amsterdam centre, this edition became the largest to date, bringing together 875 exhibitors and over 30,000 visitors from 143 countries.

This professional and innovative environment enabled the company to strengthen its sector presence, establish new strategic contacts, stay up to date with the latest technological trends, and consolidate its commitment to innovation and sustainability.

From InterClean 2024, we obtained approximately 100 contacts, of which 68% responded with information requests following the event.

Below is a chart showing the distribution of visitors by country at our stand.



Aligned with the SDGs



As a result of our commitment to sustainability, we have been members of the United Nations Global Compact since 2021, an initiative that supports companies in establishing strategies and objectives aligned with the Ten Principles of the Global Compact and actively contributing to the achievement of the Sustainable Development Goals (SDGs) of the 2030 Agenda. Each year, we submit a Sustainability Report to the Global Compact, detailing our progress in sustainability. To continue advancing and improving annually, we implement policies aligned with our corporate sustainability strategy.

At Maya, we decided to go a step further regarding the 2030 Agenda by obtaining AENOR certification for our Sustainability Strategy and contribution to the SDGs. The aim is to have a certification framework for sustainability management aligned with the 2030 Agenda, communicate our commitment to stakeholders, and integrate this model into our Management System.

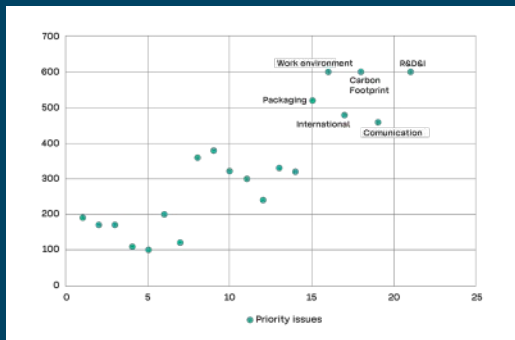
This certification, together with the annual Global Compact Progress Report, demonstrates Maya's genuine and transparent commitment to sustainability.

Materiality Assessment

To identify the topics that are a priority for the company, a materiality assessment must be carried out:

1.- Identification of relevant material topics

Data is collected from the company on various economic, social, and environmental aspects. Key indicators, market demands, legislative regulations, and any other relevant information are taken into account.



2.- Prioritisation

Everything that is a priority for the organisation or is included in its Strategic Plan is considered, along with its relevance to stakeholders. Positive impacts on the organisation's performance are also taken into account.

3.- Stakeholder Consultation

It is necessary to understand the opinions and perspectives of stakeholders regarding relevant topics. The most commonly used method is a quick questionnaire, but surveys have also been conducted with international clients at trade fairs. Employees receive the questionnaire through the Factorial HR platform.



4.- Communication

Based on the document identifying risks and opportunities within the framework of the implemented management standards, and using the results from the questionnaires and stakeholder consultations, the identified topics are scored according to their relevance.

By considering the number of stakeholder groups that assess each topic as significant, a final score is obtained for the prioritisation of topics, establishing six material topics as high priority.

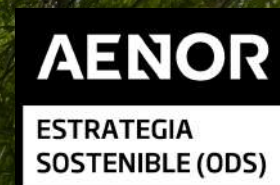
Key Topics



Sustainability Strategy

The implementation of sustainability within companies is key to achieving social transformation towards sustainable economic models, with objectives that positively impact the three dimensions: economic, environmental, and social. By integrating sustainability criteria into all of the company's production processes, we generate a positive impact on the planet, society, and the economic development of a country, providing an opportunity for profitability in line with social and environmental responsibility.

Maya is a company with a long-standing history, currently undergoing a generational transition with a clear objective: to integrate sustainability into its business performance and embed it as part of its corporate culture.



At Maya, we ensure the quality of our products and services, as well as respect for the environment, through the implementation of ISO 9001, ISO 14001, and ISO 50001 certified systems, setting new improvement objectives and indicators each year.

In addition, we hold AENOR certification for our Sustainability Strategy and promote good practices throughout our supply chain through SEDEX and SMETA audits. Our sustainable management is also recognised by EcoVadis, where in 2024 we were awarded a Bronze Medal, and we continue to improve our performance.

Corporate Governance Structure

The company's main governing body is the Board of Directors, composed of the company's founder, Antonio Bonías Grau, and his two children, the current managers of the company: José Antonio Bonías Alfonso and Marian Bonías Alfonso.



Ethical Management and Transparency

In the area of Ethical Management and Transparency, Maya is guided by two regulatory instruments: the Code of Ethics and the Transparency Policy.

Maya's Transparency Policy reflects its commitment to **integrity and transparency** in business activities. Senior Management promotes these values through the Integrity and Transparency Management System and its associated policies. The company is governed by principles of good governance, respecting the law and the dignity of individuals; it ensures integrity by preventing any external influence on its professional activities; and it guarantees transparency by providing access to annual accounts and reporting on its actions in human rights, labour standards, the environment, and anti-corruption measures through the United Nations Global Compact Annual Report.

The Maya Group Code of Ethics is aligned with the **10 Principles of the UN Global Compact** and the **Sustainable Development Goals (SDGs)**, serving as a framework for the organisation's values and behavioural guidelines. It reinforces principles related to **human rights, labour standards, the environment, and anti-corruption**, in accordance with the **Universal Declaration of Human Rights and ILO standards**. The Code promotes direct contribution **to the fight against corruption** (Principle 10 of the Global Compact and SDG 16), encouraging transparency and ethical practices within the business ecosystem. Maya Group expects its stakeholders to adopt and apply these values as a foundation of their corporate governance, guided by **transparency, integrity, and respect for the law**.

A person in a blue uniform is painting a wall with a brush. The background is a blurred image of a person in a blue uniform painting a wall.

Anti-Corruption and Bribery Measures of the Organisation

The prevention of corruption and bribery is a fundamental pillar of the organisation's ethical and responsible management. Implementing robust measures in this area not only ensures compliance with applicable legislation but also strengthens the trust of customers, suppliers, employees, and other stakeholders. The organisation recognises that transparency, integrity, and business ethics are essential for building sustainable relationships and ensuring corporate development aligned with the highest standards of good governance.

Maya has implemented an Integrity and Transparency System, which is based on the commitment of management and each member of the human team. At the same time, the company has an Integrity Policy and a Code of Ethical Conduct, which are mandatory for all employees.

Labour Management

Maya has an **External Prevention Service** that annually evaluates and plans the **Occupational Health and Safety System**, in compliance with current legislation. Since 2021, the company has maintained an **Equality Plan**, valid until 2025, which ensures equal treatment and opportunities for all employees.

The company is committed to protecting the health and safety of its employees, addressing preventable workplace accidents and illnesses through a continuous improvement approach that includes risk identification and control, adapting work to the individual, training, communication of deficiencies, and coordination between departments. Maya also has a **Protocol against workplace, sexual, and gender-based harassment**, promoting equality and non-discrimination.

Prevention management is organised in three phases: legal compliance, development of preventive procedures, and continuous improvement. The aim is to ensure a **safe and respectful work environment**, prioritising the protection of people and fostering a culture of prevention.

Additionally, we are in the process of implementing ISO 45001, with the objective of creating a safer and healthier workplace, strengthening the preventive culture, ensuring compliance with regulations, and generating added value for our corporate image. The work-life balance measures implemented include:

Flexible Holiday
Arrangements

Reduced Working
Hours

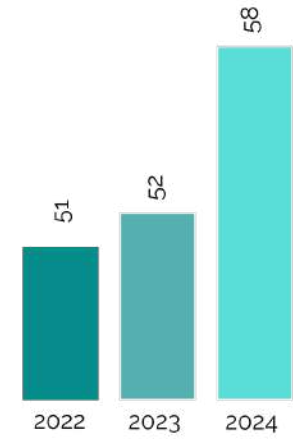
Flexible Working
Hours

Remote Work

Employment



Number of Employees



Gender Distribution



Age Distribution



Category Distribution



At Maya, we maintain a strong commitment to workplace equality and inclusion. During 2024, we employed 2 people with functional diversity.

Working hours:

OFFICES:

08:00 – 16:00
Flexible hours: 07:30 – 15:30

LOGISTICS:

07:30 – 16:00
July/August: 06:30 – 15:00

PRODUCTION:
06:30 - 15:00



Work–Life Balance Flexibility Measures – Applicable to Office Staff:

Employees with children under 12 or dependent family members may start work as late as 9:00 a.m. upon request. Optional flexibility is available on Fridays, during the summer months (July/August), and on specific days defined in the calendar, allowing a 30-minute flexibility at the start and end of the working day (within the 07:30 – 16:30 timeframe).

Onboarding Plan:

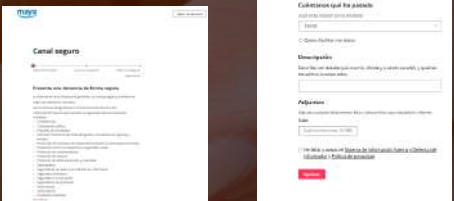
When a new employee joins, on their first day, the Human Resources manager explains how the employee portal works, the time tracking system, and gives a tour of the facilities. In addition, the employee is shown where to access all company regulations.

Internal Communication:

Suggestion Board (Physical)



Whistleblowing Channel
(Employee Portal)



Training

At Maya, we maintain a permanent commitment to staff training to enhance not only their technical skills but also their managerial, social, analytical, and health and safety abilities.

Total training hours in 2024: 1,002 hours

Percentage of employees trained: 100%Some of the training carried out includes:

Area: Healthy and Safe Work Environment

Training	Start Date	End Date	Year	Duration	Attendees	Modality
Forklift training	03/05/2024	03/05/2024	2024	3	6	In-person
First aid course PPAA	14/05/2024	14/05/2024	2024	2,25	10	In-person
Occupational risk prevention (ORP) training on the job	11/09/2024	11/09/2024	2024	1,5	5	In-person
Specialist in Integrated Management Systems: Quality, Environment, Energy and OHS (250 hours)	13/11/2024	04/04/2025	2024	250	1	Online

Other Areas:

Design Thinking:

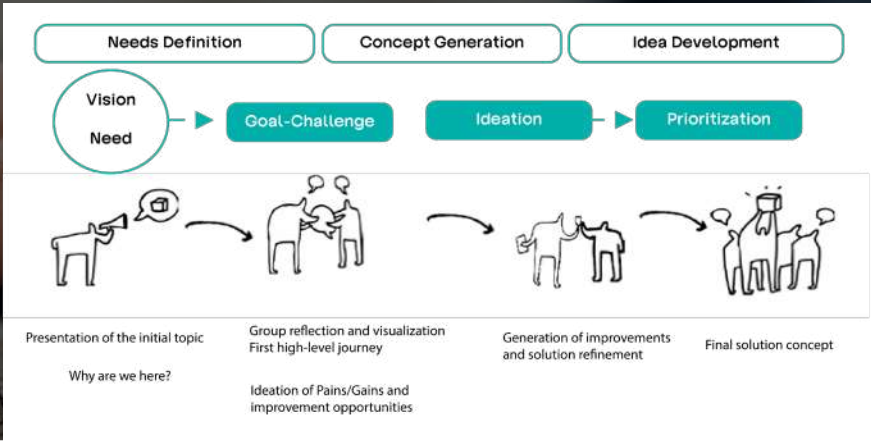
For employees, aimed at improving their innovation skills, problem-solving abilities, and process and product improvement.

Advanced Postgraduate in Sales Management:

For managers and sales leaders, designed to enhance the development of their commercial management activities.

Advanced Postgraduate in Logistics:

For staff looking to develop their professional career in logistics management.



Health and Safety

Maya takes responsibility for protecting the health and safety of its team, firmly believing that workplace accidents and illnesses can be prevented. For this reason, it promotes continuous improvement in prevention, integrating measures for protection, emergencies, task adaptation, equipment selection, corporate coordination, and regulatory compliance.

Our commitments are:

- Comply with current legislation and implement measures for the identification, assessment, and control of risks.
- Involve management in the implementation of preventive and corrective measures.
- Encourage the reporting of deficiencies or improvement proposals to ensure safe working environments.
- Provide training and information to all staff on risks and preventive measures.
- Integrate prevention with the same level of importance as other corporate policies.
- Plan preventive management considering technical, environmental, organisational, and social factors.
- Maintain a Prevention Plan that is known to all employees.

As mentioned in the previous section, staff have received training in creating a healthy and safe work environment.



Employee Relations

At Maya, we promote Corporate Social Responsibility (CSR) activities within our community.

Volunteering initiatives are organised in collaboration with non-profit organisations.

In November 2024, a corporate volunteering event was held with the Ontinyent Cancer Association (ANIMA), where they presented the services they provide and the various activities they run for people affected by the disease. In addition, together with the centre's psychologist, a meditation workshop—regularly offered free of charge to patients—was conducted. This workshop serves as a preventive and therapeutic tool during treatment. The session was held exclusively for Maya Group staff, to help them understand how they can support patients throughout the course of their illness.

Regular meetings are held between middle management and their teams, or between middle management and senior management. In some cases, all-staff meetings are organised to communicate information considered important to be delivered directly.

Meetings play a crucial role in team consolidation, providing a space to share and communicate the information necessary to achieve the company's objectives. They are also a forum for decision-making, resolving doubts, and exchanging ideas to improve processes and meet the organisation's challenges.



Employee Relations

At Maya, an annual employee satisfaction survey is conducted, which includes questions on occupational risk prevention and workplace climate, as well as whether employees feel valued, motivated, or have suggestions for improvement.

These questionnaires are completed via the employee platform, an HR software system, where responses are completely anonymous to allow employees to express themselves freely.

Regarding the employee satisfaction survey, which covers topics such as motivation, overall satisfaction with the company, and workplace safety, 67.8% of employees responded. Overall, the survey results are positive and largely consistent with those of previous years.

Employee Relations

Through the employee portal, best practices on healthy living are shared.

The World Nutrition Day is celebrated with audiovisual and interactive materials designed to test employees' knowledge. In addition, a basket with a variety of seasonal fruits is made available to employees. Good habits are promoted, along with advice to follow during periods of extreme temperatures.

Awareness is also raised on World Health and Safety Day through campaigns and the dissemination of informative materials.



Sensibilización en el Día Mundial de la Seguridad y la Salud en el Trabajo

Actuemos juntos para conseguir un entorno de trabajo seguro y saludable.

Con motivo del Día Mundial de la Seguridad y la Salud en el Trabajo que se celebra el próximo 28 de Abril, os adjunto información de interés con el objetivo de dar a conocer algunos de las repercusiones del cambio climático en la seguridad y la salud en el trabajo.

Este material informativo que llega de la mano de UMIVALE, se compone de dos fichas informativas:

- REPERCUSIONES DEL CAMBIO CLIMÁTICO EN LA SEGURIDAD Y LA SALUD EN EL TRABAJO.
- ENFERMEDADES TRANSMISIDAS POR VECTORES.

Nuestro compromiso como empresa en materia de seguridad y salud es la prevención, entre algunas de nuestras acciones con la divulgación de información y sensibilizando a nuestro personal mediante campañas informativas que esperamos, como siempre, resulten de vuestro interés.

¡Que tengáis un Feliz Día!

Repercusiones del cambio climático en EHS en el trabajo.pdf

Enfermedades transmitidas por vectores.pdf

Mari Ferr Llopis — 28 de abril de 2024



Obsequio Eco-Sostenible

Como todos los Lunes, llega la cesta de fruta ecológica por parte de la empresa MES QUE HORTA, y en el día de hoy nos obsequian a tod@s con una **bolsa reutilizable y lavable** que contiene unas pequeñas hortalizas.

Podéis encontrarlas en ambos comedores y en el hall de oficinas.

¡Apostemos por productos sostenibles! 🌱

Mari Ferr Llopis — 9 de septiembre de 2024

39 Visitas



Employee Relations

In addition, the employee portal is also used to communicate environmental messages aimed at raising awareness among staff. Below are excerpts from the portal publications.



Semana Mundial del Agua

Desde el 2015, en Estocolmo, esta semana, se celebra la Semana Mundial del Agua.

En este foro se reúnen expertos de todo el mundo para debatir y encontrar soluciones para resolver los desafíos hídricos que afronta nuestro planeta.

El agua es indispensable para la vida

Desde Maya queremos aprovechar para sensibilizar a nuestros empleados en un consumo responsable del agua, nuestro bien más preciado.

El agua es el elemento fundamental para poder vivir, pero también es necesaria para llevar a cabo una serie de actividades durante el día. Sin embargo, en ocasiones, nos olvidamos durante la práctica de nuestras rutinas, de la importancia que tiene ahorrar agua para evitar su despilfarrar.

Si evitamos un consumo excesivo de agua lograremos proteger el medio ambiente y, en consecuencia, la vida que se desarrolla en éste.

Recuerda

Hagamos un uso responsable del agua.

¡El futuro está en nuestras manos!

En el documento adjunto podrá consultar una recopilación de datos sobre algunos problemas hídricos.

[Datos preocupantes agua.pdf](#)



Buenos hábitos

Queremos recordar que debemos hacer un uso responsable de la energía.

Para ello, una de las prácticas que es necesaria llevar a cabo es apagar las luces al acabar la jornada.

Aquellas personas que sigan en las instalaciones, aunque haya acabado la jornada laboral, deben asegurarse de que en su planta no haya nadie y por tanto apagar las luces.

Es un pequeño gesto que evita un malgasto energético.

Aprovechamos este comunicado para recordar también que antes de salir debemos asegurarnos de: cerrar ventanas, apagar dispositivos electrónicos, aires acondicionados, grifos y cierre de puertas (calle).



Día Mundial de la Salud Ambiental

Hoy 26 de septiembre, se celebra el Día Mundial de la Salud Ambiental.

¿Qué es la salud ambiental?

La salud ambiental es un concepto referido a aquellas enfermedades derivadas por condiciones ambientales inadecuadas.

Grupo Maya

Queremos señalar la repercusión que tiene esta fecha. Es un día que sirve para poner en valor la importancia de la sostenibilidad de los ecosistemas y así asegurar la salud de las generaciones actuales y futuras.

Desde Grupo Maya estamos comprometidos con el medio ambiente y su protección. Todas nuestras actividades, productos y servicios se desarrollan, buscando siempre la mejora continua, desde la perspectiva de la satisfacción al cliente en las mejores condiciones de prevención de riesgos y contaminación ambiental.

EVERSEA®

Tal día como hoy es necesario destacar nuestro proyecto EVERSEA® y el impacto positivo que tiene sobre la salud ambiental.

La recuperación de la basura marina reduce la contaminación de las aguas, fomentando la conservación de la biodiversidad marina. También, se evita la posibilidad de que estos fragmentos se descompongan en microplásticos con riesgo de llegar a la cadena alimenticia de las personas.

Maya colabora con la mejora de la Salud Ambiental.

La Tierra es nuestro hogar. Si cuidamos al planeta, nos cuidamos a nosotros.



Día Mundial de la Protección de la Naturaleza

Tal día como hoy, 18 de octubre, se celebra el Día Mundial de la Protección de la Naturaleza.

Grupo Maya

Queremos remarcar la importancia de esta fecha. Es un día que sirve para poner en valor la importancia de la naturaleza y la conservación de esta.

Acciones Grupo Maya

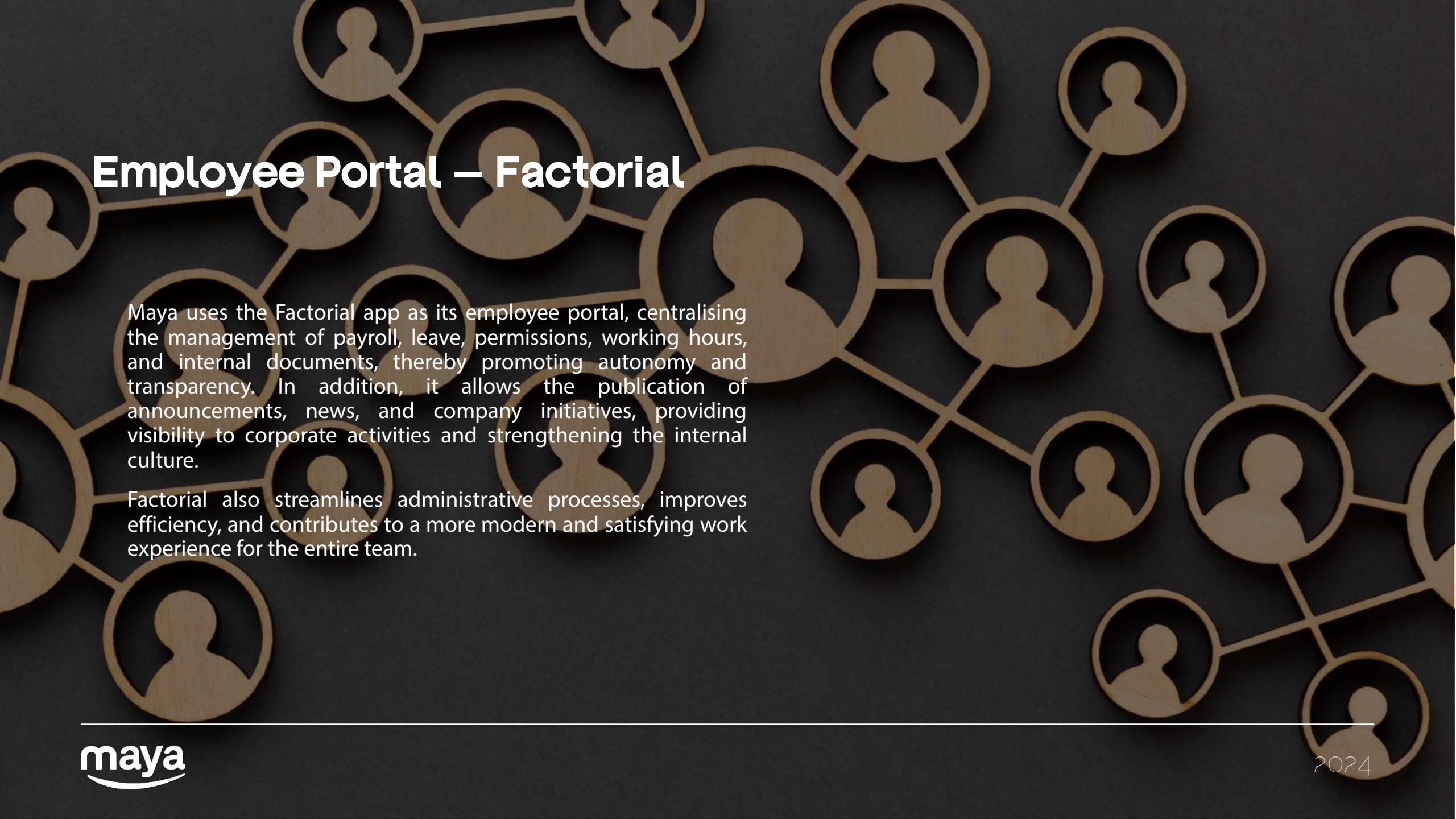
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Algunas de nuestras acciones para conservar el medio ambiente son:

- Adhesión a Pacto Mundial, iniciativa líder de Naciones Unidas que busca soluciones a los desafíos globales a partir de los Objetivos de Desarrollo Sostenible.
- Certificado de Desarrollo Sostenible y ISO 14001 e ISO 26000.
- Proyecto EVERSEA® y el impacto positivo que tiene sobre el medio marino.
- Material reciclado en racks de escobas.
- Packaging más sostenible en nuestras fregadoras.
- Cálculo Huella de Carbono y proyectos de compensación.
- Energía consumida: 100% de Origen Renovable, con cero emisiones de CO2.

Maya colabora con protección de la naturaleza.

Cuando protegemos la naturaleza, estamos salvaguardando nuestra propia existencia. Actuemos con responsabilidad.



Employee Portal – Factorial

Maya uses the Factorial app as its employee portal, centralising the management of payroll, leave, permissions, working hours, and internal documents, thereby promoting autonomy and transparency. In addition, it allows the publication of announcements, news, and company initiatives, providing visibility to corporate activities and strengthening the internal culture.

Factorial also streamlines administrative processes, improves efficiency, and contributes to a more modern and satisfying work experience for the entire team.

Work–Life Balance

At Maya, we understand the importance of employee well-being and work–life balance.

The work–life balance measures implemented are:

Flexible Holiday
Arrangements

Employees can freely choose their vacation days, subject to approval from their manager to ensure team organisation. Only the production area observes a two-week shutdown in August.

Flexible Working Hours

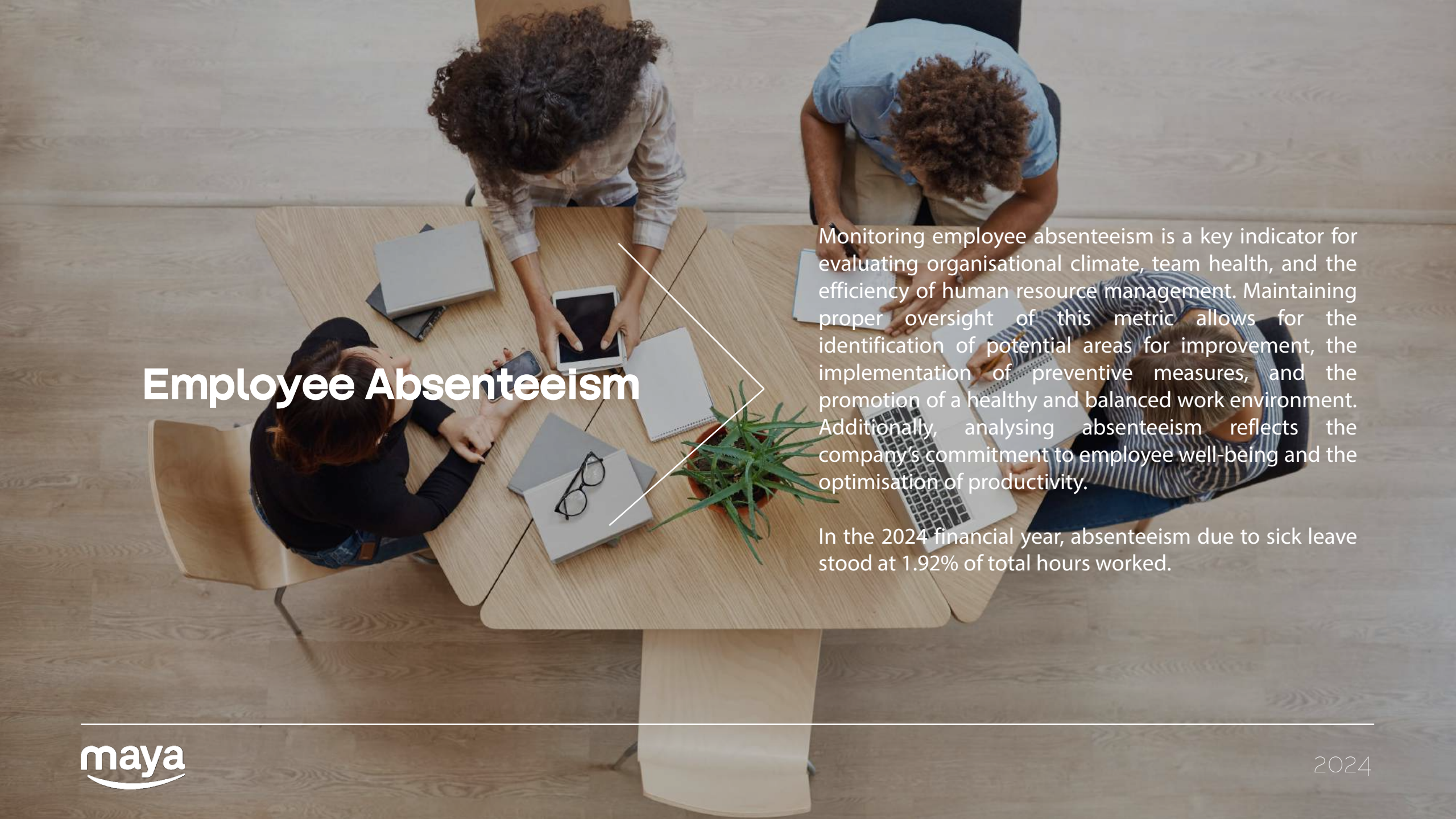
Offices: Standard working hours are 08:00 – 16:00, with the option to start at 07:30 and finish at 16:30. On Fridays and during July and August, employees may choose to work from 07:30 – 15:30. Logistics: Working hours are 06:30 – 15:00. In addition, employees with children under 12 or dependent family members may start work as late as 09:00.

Reduced Working Hours

Reduced working hours are made available to employees who need them for family reasons, thereby ensuring work–life balance.

Leave

Leave for serious illness of first-degree relatives is extended by two days, supporting employees in accompanying family members during critical situations.



Employee Absenteeism

Monitoring employee absenteeism is a key indicator for evaluating organisational climate, team health, and the efficiency of human resource management. Maintaining proper oversight of this metric allows for the identification of potential areas for improvement, the implementation of preventive measures, and the promotion of a healthy and balanced work environment. Additionally, analysing absenteeism reflects the company's commitment to employee well-being and the optimisation of productivity.

In the 2024 financial year, absenteeism due to sick leave stood at 1.92% of total hours worked.

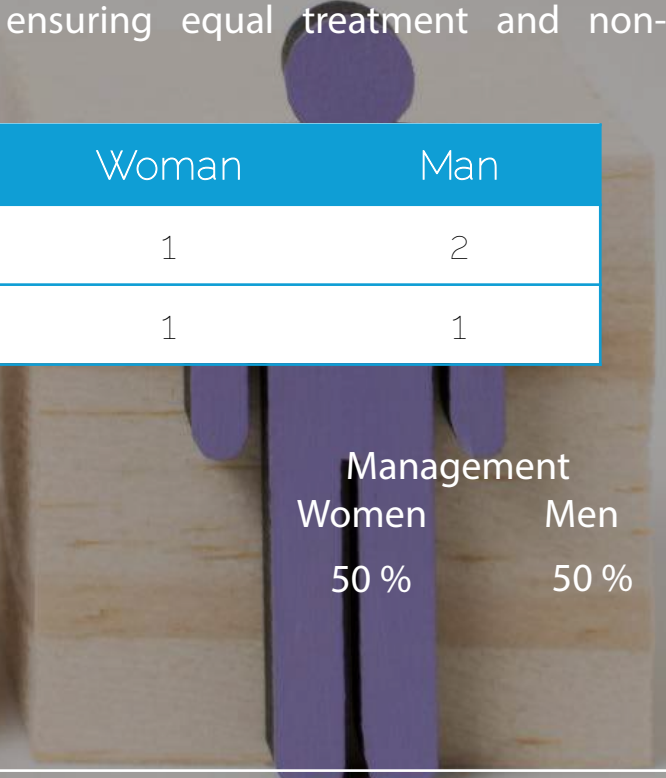
Equality

Our first Equality Plan was developed in 2021, with an expiry date set for 2025.

Additionally, at Maya we have a Protocol for Protection Against Workplace, Sexual, and/or Gender Harassment, ensuring equal treatment and non-discrimination for LGTBI individuals.



Category	Woman	Man
Board of Directors	1	2
Management	1	1



Board of Directors	
Women	Men
33,33 %	66,66 %

Management	
Women	Men
50 %	50 %

Clients

An annual customer satisfaction survey is conducted, including questions about the quality of service provided.

The feedback has been very positive.

Between 2023 and 2024, there was a 0.29% increase in the number of customers. Customer visits to our facilities are organised, during which they also receive training to showcase the products through an immersive experience.

All customer complaints and incidents are systematically recorded and analysed. Management is carried out through the ERP system, where relevant details are logged, including information and visual material to facilitate resolution. The decisions made and actions taken are also documented in the ERP.

Clients

Transparency is one of the fundamental pillars in our relationship with customers, as it strengthens trust, fosters credibility, and ensures a fair and responsible experience. Clearly, accurately, and accessibly communicating all information regarding products, services, terms, and corporate policies allows customers to make informed decisions and strengthens the long-term trust relationship. In this regard, the company is committed to providing complete and up-to-date information, ensuring honest treatment aligned with the principles of sustainability, social responsibility, and regulatory compliance.

Customers receive clear and accurate information about:

Policies, Products, and Services

- Detailed information on product characteristics and available alternatives.
- Service terms, including details of guarantees.
- Complaints and returns procedures.
- Transparency in pricing and conditions.
- Delivery terms and timelines.
- Catalogues, datasheets, and technical specifications.
- Compliance with legal requirements.

Privacy Policy

- Information on changes and updates in the product and service catalogue.
- Information on quality standards in service delivery.
- Contact details and access to the Back Office team.
- Information on the company's Corporate Social Responsibility (CSR) initiatives.

Suppliers

Our Integrated Quality and Environmental Management System includes a supplier evaluation procedure. For supplier assessment, information is requested regarding the quality aspects of raw materials, products, or services, and, in parallel, suppliers are asked to provide information on Corporate Social Responsibility (CSR) aspects.

The following classification is established within the procedure integrated into the Quality System:

- Raw Material and Finished Product Suppliers
- Service Providers
- Transport Companies

Depending on the type of supplier, they are required to comply with specific criteria in addition to the general requirements applicable to all suppliers.

The Integrated Management System incorporates a Purchasing and Supplier Evaluation Procedure, detailing purchase requirements, supplier classification, evaluation, order management, stock, and follow-up.

The Purchasing Manager is responsible for registering a new supplier, with the approval of senior management.

All purchase orders are issued in writing, specifying the purchase conditions (quantity, price).

Suppliers



At Maya, we believe that maintaining strong and lasting relationships with our suppliers is a key element in achieving our strategic objectives. These relationships provide stability, mutual trust, and a solid foundation for continuous improvement and joint growth. We have a well-established network of suppliers, many of whom have been collaborating with us for decades, particularly at the regional level, thereby reinforcing our commitment to local economic development.

Promoting sustainability in the supply chain is very important to Maya and is communicated to our suppliers as a key point for maintaining long-term relationships. In our sustainability strategy, no one is left behind. Maya communicates its CSR-related policies to suppliers and conducts a diagnostic survey to understand the CSR actions being implemented by its suppliers.

Local Community



Engagement with the local community is a fundamental pillar of the company's sustainability strategy. Generating value in the immediate environment not only promotes economic development in the area, but also strengthens social cohesion and reinforces the organisation's roots in its municipality. Through job creation, collaboration with local suppliers, and support for social and sports initiatives, the company consolidates its role as an active agent in improving the quality of life of the community in which it operates.

Maya contributes to the economic development of the local community through its business activities in the municipality of Ontinyent.

Currently, around 90% of employees are residents of the municipality, with the remainder from neighbouring towns. 31% of suppliers are from the Valencian Community, of which 15.71% are from the local community. Furthermore, Maya participates with local associations, such as the Ontinyent Triathlon Club, of which it is a sponsor.

R&D&I Development

Investment in digital tools for the company's digital transformation, such as the new ERP and CRM systems, the establishment of the Innovation Committee, and the development of innovative projects, generates greater efficiency in production processes while consolidating more sustainable infrastructures.

Innovation in process improvement and digitalisation aims to bring Maya into a new stage of company-wide digital transformation, covering production, logistics, and all other areas. Reliable data will support a stronger organisation capable of facing future challenges.

Furthermore, product innovation includes a new project employing a technique that improves product quality, increases efficiency in the manufacturing process, and enhances sustainability in the supply chain, as production is now carried out locally.

There has also been a transition to recycled materials for product packaging. In addition, in compliance with Royal Decree 1055/2022, end users are informed of the disposal instructions, separating waste according to material type and discarding it in the appropriate coloured containers, using standard symbols.

Example:



Towards Sustainable Management

Corporate sustainability is essential for driving social transformation towards responsible economic models that generate benefits in economic, environmental, and social dimensions. By integrating sustainable criteria into all production processes, a positive impact is achieved on the planet, society, and the economy, demonstrating that profitability and responsibility can go hand in hand.

Maya, with a long-standing history and undergoing a generational transition, aims to consolidate sustainability as a core part of its corporate culture and business performance. To ensure the quality of our products and services while respecting the environment, we operate an Integrated Quality and Environmental Management System certified under ISO 9001 and ISO 14001, with annual reviews of objectives and improvement indicators. These standards have been implemented since 2018.

Additionally, we have recently obtained ISO 50001 certification in energy management, enabling us to optimise energy consumption and strengthen our competitiveness.

Currently, we maintain a Comprehensive Policy covering Quality, Environment, Energy Efficiency, and Health & Safety.

Our commitment is also reflected in our adherence to the United Nations Global Compact, aligning our strategies with its Ten Principles and with the Sustainable Development Goals (SDGs) of the 2030 Agenda. Each year, we prepare a Sustainability Report outlining the progress achieved. To further strengthen this commitment, we have obtained AENOR certification in Sustainability Strategy and Contribution to the SDGs, ensuring a management model aligned with the 2030 Agenda and fully integrated into our management system.

At Maya, we consider it essential to share our best practices with our stakeholders, fostering a collective culture of sustainability throughout the supply chain. For this reason, we are members of SEDEX (Supplier Ethical Data Exchange) and have successfully passed the SMETA 4-Pillar ethical audit.

We also hold EcoVadis certification, which evaluates our performance in environment, human rights, labour practices, ethics, and sustainable procurement. In 2024, we were awarded the bronze medal, a recognition that motivates us to continue improving.

Carbon Footprint

The corporate carbon footprint has been calculated to identify reduction measures, following the parameters below.

- Organisational boundary: Operational control of our facilities.
- Operational boundary: Direct emissions (Scope 1) and indirect emissions from electricity consumption (Scope 2).



Scope 1
29,91 tCO₂eq

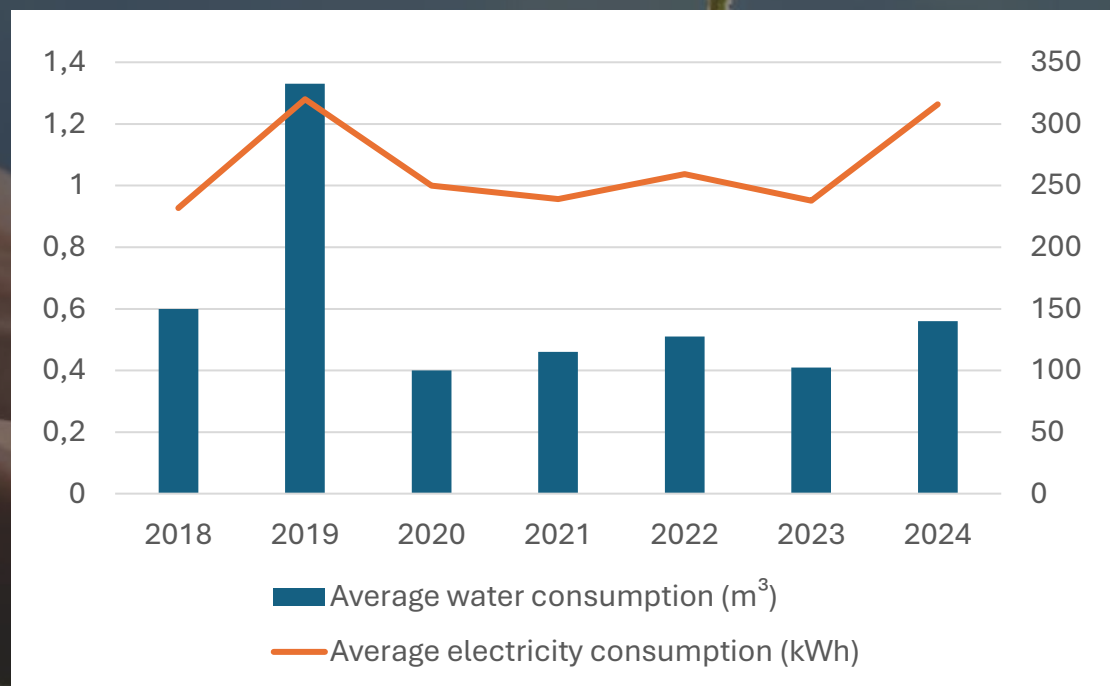
-8% reduction in Maya's carbon footprint in 2024 compared with 2023

Scope 2
0 tCO₂eq (100% renewable energy)

Nearly all emissions generated under Scope 1 come from fuel consumption by Maya's commercial fleet, although it is worth noting that all vehicles are hybrids. The electric motor supports the diesel engine to operate more efficiently, especially during acceleration and braking, which reduces fuel consumption and emissions. While these are not fully electric vehicles or plug-in hybrids, they do improve fuel efficiency, lowering fuel use and therefore emitting fewer greenhouse gases.

We have been measuring our carbon footprint since 2021.

Other purchases



As part of our commitment to sustainability and the efficient management of resources, we have monitored the average annual consumption of water and electricity for the period 2018–2024. This analysis helps us identify trends and variations in the use of both resources, providing key insights to support decision-making aimed at reducing environmental impacts and improving operational efficiency.

Overall, the data shows a continued effort to optimise resource consumption, although there remain opportunities to further strengthen a more consistent trend in line with our sustainability objectives.

It is worth highlighting that all the energy consumed comes from 100% renewable sources—partly from our solar panels and the remainder from the grid, backed by a renewable energy guarantee of origin.

Implemented initiatives and results achieved in reducing energy consumption



The measures adopted are as follows:

- One of the reduction measures implemented during 2023 was replacing R-410A refrigerant with R-32 for the company's air conditioning systems. This new refrigerant offers greater energy efficiency and a lower GWP.
- Additionally, the organisation has succeeded in reducing both the number of vehicles in use and fuel consumption, lowering diesel and petrol use by 1.19% compared with 2022.
- Another ongoing reduction initiative, maintained since 2021, is partial self-consumption of electricity through the installation of solar panels at the company's headquarters.

The company also carries out offsetting. In 2022 and 2023, it achieved CO₂ neutrality. Both offsetting projects were conducted in collaboration with Galicia Rexenera. The project focuses on restoring areas degraded by forest fires through reforestation with native coniferous and broadleaf species.

Circular Economy. EVERSEA®

Currently, there is a growing demand in the professional hygiene sector for innovative and sustainable solutions that enhance product efficiency and are manufactured using recycled raw materials. Additionally, manufacturers must comply with a range of environmental protection requirements and measures. Consequently, this trend represents a competitive advantage for companies that meet the current demand for these types of products, which should primarily meet the following criteria:

Products developed according to eco-design principles: there is increasing environmental awareness in this sector, and consumers prefer products that have the lowest environmental impact while remaining effective. Products aligned with international regulations and standards: this means companies must design products with reduced plastic use, incorporate recycled materials, and feature characteristics that enable efficient water consumption.

Innovative products: The development of R&D&I is key to the company's growth and international expansion, ensuring it stays ahead in the market.

MAYA is a member of the SEAQUAL INITIATIVE, a collaborative community working to combat marine pollution by recovering plastic and giving it a second life. This community brings together local communities, fishermen, NGOs, local authorities, organisations that manage and valorise recovered waste, and manufacturers who transform plastic recovered from oceans, seas, and coastlines into marketable products.



Circular Economy. EVERSEA®

Thus was born the EVERSEA® collection, which includes both textile and plastic products, manufactured entirely from recycled materials. Maya is the first company in the world to produce cleaning tools using marine plastic recovered from the sea.

EVERSEA® is a Circular Economy project that recovers plastic waste that negatively impacts the oceans to manufacture cleaning products. In this way, it gives a second life to waste deposited in seas, oceans, and beaches—waste that would otherwise cause serious environmental problems, such as the loss of marine biodiversity and water contamination with microplastics, reducing the risk of it entering the human food chain.

Currently, two items from this collection—the mop and the floor cloth—have been awarded the EU Ecolabel. Both are manufactured according to eco-design principles, offering products that meet the highest quality standards while minimising environmental impact, making them the first textile cleaning tools to be certified in Spain.



EU Ecolabel: ES-V/016/001

Circular Economy. EVERSEA®



The challenge with EVERSEA® was to develop a product that stood out in the market and met a set of key criteria: being manufactured entirely from recycled materials, generating a positive environmental impact, being produced with minimal environmental footprint, and being eligible for eco-labelling as a guarantee for the customer.

MAYA has achieved its primary goal: promoting a circular economy model that inspires its stakeholders and raises awareness about the fight against marine pollution. EVERSEA® demonstrates that quality and sustainability can go hand in hand.

This project has received two awards. The first was from ECODES, as part of the 10+10 Business Examples #PorElClima, recognising Maya as an SME that actively promotes a genuine decarbonisation roadmap for its operations.

Circular Economy. EVERSEA®



The second award for EVERSEA® was the AITEX Business Awards, where it received 3rd Prize for Textile Innovation. This award highlights our commitment to the environment and to a more responsible future. It was also a great honour for MAYA to be recognised by AITEX (Textile and Cosmetic Industry Research Association), a leading centre at the forefront of innovation, research, and technological development in Spain, and one of the top five in Europe, with over 40 years of experience.

Circular Economy. EVERSEA®

From this relationship with the Seaqual Initiative, another collaboration was born—this time with VeryNile, facilitated through Seaqual.

The partnership between the two organisations was formalised in 2022, when Seaqual Initiative joined forces with VeryNile to support its efforts to clean the Nile River.

VeryNile is an Egyptian initiative founded in 2018 by the social enterprise Bassita, dedicated to removing plastic waste from the Nile, promoting a circular economy, and empowering local communities. Its approach combines waste collection with the creation of recycled products and the generation of sustainable income for fishermen and women in areas such as Qursaya Island in Cairo. The organisation also runs awareness events and educational campaigns to reduce single-use plastic.

The new project currently underway within EVERSEA Technology involves producing the fibres for our brooms from PET bottles collected from the Nile.



Circular Economy. EVERSEA®



The bottles are collected by Nile fishermen who are part of the NGO VeryNile, which is in turn partnered with the Seaqual Initiative, with whom we already collaborate through our EVERSEA® project.

By incorporating recycled plastic fibres into our brushes, we are generating a triple impact: environmental, economic, and social, promoting a responsible and collaborative production model.

The following outlines each of the positive impacts in detail.

Circular Economy. EVERSEA®



Environmental Impact:

We contribute to reducing plastic waste. Using recycled PET from bottles collected from the Nile helps decrease plastic pollution in rivers and oceans, improving water quality and protecting aquatic wildlife and ecosystems.

This also promotes the circular economy, reducing the demand for virgin raw materials and the associated carbon emissions.



Economic Impact:

Collecting PET bottles creates jobs for local communities, particularly fishermen, improving their livelihoods.

Using recycled materials also generates long-term cost savings, as recycling is generally less expensive than using virgin raw materials.

Moreover, the use of recycled materials enhances a company's reputation, providing access to markets that prioritise environmentally responsible products.



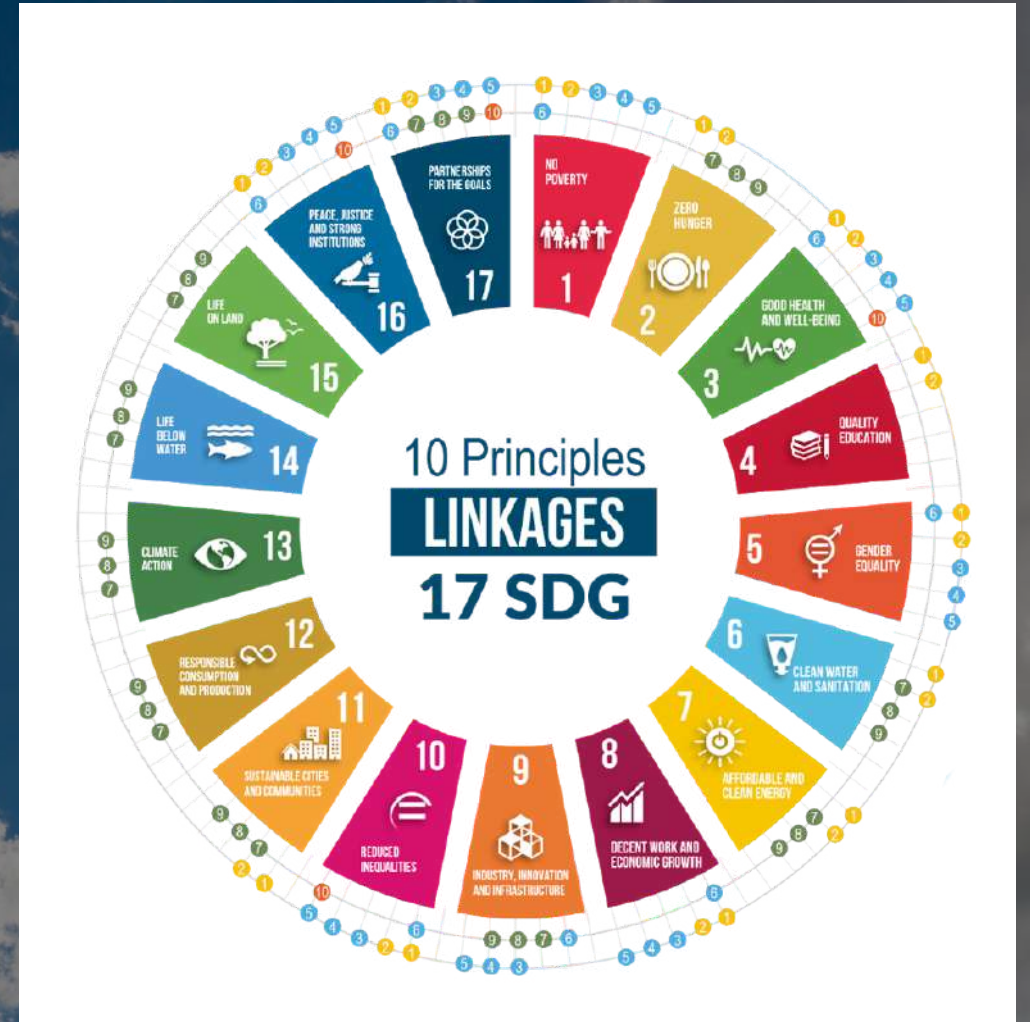
Social Impact:

This initiative provides employment to vulnerable communities, helping to improve their quality of life while participating in conservation efforts.

The project raises environmental awareness by highlighting the importance of cleaning rivers and oceans, encouraging other communities to engage in similar initiatives.

Local empowerment: Involving fishermen in the collection and recycling process strengthens community ties and provides new skills, promoting social participation in environmental solutions.

ANNEX I. Table of Relations: UN Global Compact Principles + GRI



	Principle	SDG's	GRI
CLIENTS			
Transparency Towards Customers	10	16	418
	1	8	401
International Expansion	9	9	301-306
	1	17	205
EMPLOYEES			
Clima laboral saludable	4	3	403
Promoting Environmental Awareness	7	6	303
	8	13	
Employee Training	1	4	404
	1	8	401
Work–Life Balance	6	5	405
	1	5	
Gender Equality and Workforce Diversity	1	8	405
	1	10	
Fighting Corruption and Bribery Within the Organisation	10	16	205
SUPPLIERS			
R&D&I Development	9	9 12 13	301-306
Hiring Suppliers That Comply with CSR Criteria	2	8 13	401 302-306
Long–Term Relationships with Suppliers	1	8 9 12 17	401 308 205
Supplier Sustainability Awareness	2	8 12	401 308

	Principle	SDG's	GRI
COMMUNITY			
Internal and External Communication	8	11	404
	1	1	
Company Contribution to Local Development	1	8	413
	1	17	
Commitment to Human Rights	1	1	405-410
ENVIRONMENTAL			
Carbon Footprint Reduction		7 8 13 15	302 401 303 304
Circular Economy Measures Recyclable Product Packaging	7-9	12	306
Environmental Performance		15	304

The background of the image is a close-up, high-resolution shot of water ripples. The ripples are concentric and spread across the entire frame, creating a textured, shimmering effect. The color is a consistent light blue, with variations in tone due to the play of light and shadow on the water's surface.

maya