



SUSTAINABILITY REPORT
2022

BALEARIA

SUSTAINABILITY
REPORT

2022

BALEARIA



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Baleària in 2022

In three minutes

6

Leading Shipping Company

34 SHIPS 1,590,000 MILES

25 ROUTES 6 COUNTRIES



Domestic presence: Balearic Islands, Canary Islands, Ceuta and Melilla.

International presence: Morocco, Algeria, France, the United States and the Bahamas.

Values



*Responsibility
Innovation
Sustainability
Solvency*

Traffic

4,770,000 PASSENGERS



1,211,000 VEHICLES



Satisfaction

94.6%
LOYALTY INDEX



8.0 SHIPS

8.2 SERVICE

Customer care

487000

REQUESTS FOR ASSISTANCE



Online channels

16,216,000
WEB VISITS



268,000
FOLLOWERS ON
SOCIAL MEDIA

Passengers

Cargo

Traffic

7,037,000

LM CARGO



76% domestic 24% international

Digitalisation

2900

CARRIER APP
DOWNLOADS



Satisfaction

96.4%
LOYALTY INDEX



8.0 SHIPS

8.3 SERVICE

Green course

Baleària is committed to eco-efficient mobility driven by more planet-friendly energies, with a view to the horizon of zero emissions by 2050.

Eco-efficient sailing



1.71
MWh/MILE
RATIO

New vessels

- Launch of the first electric ferry in Spain with 0 emissions in port.
- Construction of the second fast ferry with dual engines.

Fleet Control Tower

Real-time fleet data monitoring.



Staff

1,850
EMPLOYEES



44% SHORE



56% FLEET

Training



30,000
HOURS

Team

Social commitment

Baleària Foundation



415
ACTIONS

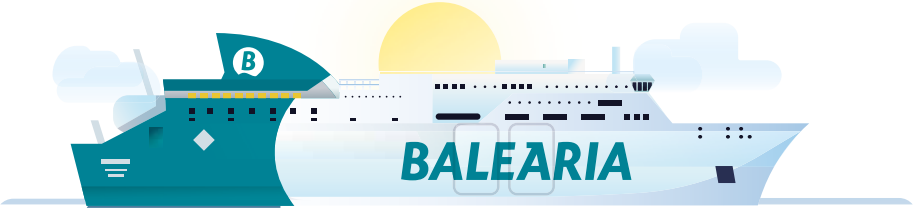
9
LLONGES DE
LA CULTURA

Suppliers



7,600
LOCAL

78%
SUPPLIERS



Letter from the Chairman

8

As we have done each year since 2010, we are presenting our Sustainability Report to all our stakeholders in line with the requirements of the United Nations Global Compact, which Baleària endorses, and in accordance with the criteria of the Global Reporting Initiative (GRI). This X-ray of the company's annual activity is a self-imposed audit. Our actions are aligned with the SDGs, innovation and we use the culture of public service as a navigational tool. This is the main commitment of a company that was born, grew and understands its future on the basis of its roots in the region. A global shipping company with a locally minded business model.

In 2022, we transported almost 5 million passengers, 1.2 million vehicles and more than 7 million linear metres of cargo. These are records that speak of the business but,

above all, of the company. These are figures that we celebrate because they reflect satisfied expectations and fulfilled dreams. This represents our participation in the life plans of many people, it is a commitment to the region, and it means fulfilling our goal of facilitating the flow of people, goods and knowledge. But it also means addressing our transcendent mission of facilitating economic, social and cultural progress. Because we understand sustainability in a holistic way, in social, economic and environmental terms. This is the only way to generate reputational capital, the fruit of trust. And generating trust is one of the cornerstones of this company's success. We provide service with passion and soul. That is why the loyalty rate of our passengers and cargo customers is around 95%.

Baleària achieved historic figures in

2022. This can be explained by the complete reopening of borders after the pandemic –we strengthened our leadership in Operation Crossing the Strait– as well as a return to normality that boosted passenger, cargo and car volumes on all routes. By stocking up on fuel purchased in advance on the futures market, we were able to cushion the impact of inflation on fuel prices (which were 125% more expensive), and this has contributed to our good results.

We believe that the company must be a key player in society, a catalyst for economic and social progress. That is why 78% of our more than 7,000 suppliers are local. As a result, our social cash flow exceeds 697 million euros.

The 1,850 people who, together with all our stakeholders, make up this extended family that is Baleària,

are proud to proclaim our values of solvency, responsibility, innovation and sustainability. But, above all, we are pleased to apply them on a daily basis. We preserve the company's future by reinvesting 90% of its profits in it. By building ever more eco-efficient ships, for example. By investing in digitalisation and in cleaner, more eco-friendly fuels. This company sails with a green heart and an innovative spirit.

We have launched the *Cap de Barbaria*, the first electric passenger and cargo ship with zero emissions in port approaches and stays. It will commence operations between Ibiza and Formentera in 2023. It has 100% electric propulsion and services and is prepared to use electricity in port.

At the end of 2022, we started building the *Margarita Salas*, a sister fast

Everyone who makes up this extended family that is Baleària, is proud to proclaim our values of solvency, responsibility, innovation and sustainability. But, above all, we are pleased to apply them on a daily basis.



ferry to the *Eleanor Roosevelt*, more powerful and efficient, with dual gas engines.

These ships are milestones that demonstrate the company's commitment to sailing on a green course and the goal of total decarbonisation by 2050. We continue to improve our eco-efficiency ratio. In 2022, the consumption of megawatts per hour and mile sailed was reduced by 4%. Our Fleet Control Tower allows us to continue making progress in this area, thanks to the traceability achieved with the sensors installed on the ships that evaluate all the consumption variables, as well as speed and cargo operations, among other things.

In the year for which we are reporting, we underlined our commitment to culture (our Foundation put on 48 exhibitions), to civic values, to

science, to modernity and to equality. In form as well as in substance. Being aware that our main assets are the women and men who work at Baleària, we provided more training (almost half a million euros were invested in 560 training activities) and we continue to be committed to the stability of our workforce, 90% of which is permanent. Job stability is a determining factor in competitiveness and team cohesion.

Our values have inspired the work in the Valencia passenger terminal that we will begin shortly. It will be 100% self-sufficient in terms of electricity. This will be generated by renewables and produced within the infrastructure itself, which will operate with zero polluting emissions.

We are addressing all our plans with the credibility that comes from 25 years of success in which we have

turned Baleària into a benchmark and leader in its field. A shipping company with local roots that has its sights set on increasing traffic in North Africa and the Caribbean. Projects that we face in the certainty that we will continue to succeed in the present and conquer the future if we continue to focus on our core concept: to continue to make sustainability our business. And we are aware that business is key, but the company is everything.

Adolfo Utor
Chairman of Baleària



LEADING SHIPPING COMPANY

A local shipping company with a green heart and an innovative spirit

Sustainable and smart mobility at sea is the driving force behind Baleària, a company inspired by innovation and care for the environment, as well as being involved in the development and well-being of people.

Baleària is the leading shipping group in Spain, with more than 25 years of history in the maritime transport of passengers, vehicles and goods, with routes that link mainland Spain with the Balearic Islands, Canary Islands, Ceuta and Melilla on a daily basis. It is also the only maritime company that connects the four islands in the Balearic archipelago. Internationally, it operates in North Africa (Morocco and Algeria), the south of France, and links the United States and the Bahamas.

SUSTAINABILITY

Our shipping company is a global benchmark in sustainability thanks to its pioneering commitment to eco-efficient mobility driven by cleaner and more eco-friendly energy sources, such as natural gas, allowing us to progress towards decarbonisation. Baleària has more than thirty ships, nine of which form

part of a fleet equipped to sail using natural gas, exemplifying the company's energy transition. Under the slogan 'Green Course', the shipping line shares its commitment and participates in projects linked to the use of renewable energies, such as green hydrogen and biomethane, with the goal of achieving zero-emission shipping by 2050.

INNOVATION

Innovation is the key to the company's identity and leadership. Baleària is developing projects that place digitalisation and technology at the service of the customer: it has a fleet of smart ships that offer a fuller and more personalised experience, exploiting the capabilities of big data to become a data-driven company, among other initiatives.

SOCIAL COMMITMENT

Baleària is a local shipping company

with an international vocation, employing more than 1,800 people, on the shore and in the fleet. The company's impact also extends through the Baleària Foundation, through which it organises and encourages social, cultural and environmental actions with the aim of promoting the development of the regions it links and improving the well-being of their inhabitants.

Mission, vision and values

Values

These are adapted to the company's new reality and to its desire to be considered a responsible corporate citizen both in the society in which it is established and in its relations with its stakeholders.

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SOCIAL RESPONSIBILITY

Baleària accepts its responsibility, that understood as being a response to the legitimate expectations of its stakeholders while remaining faithful to its values and principles.

INNOVATION

Baleària and its staff must apply their creativity, making productive use of their imaginations and knowledge, to generate value propositions that are successful among the stakeholders.

SUSTAINABILITY

Baleària must contribute to the balance between people, the planet and prosperity in the present without endangering it in the future. The company is also committed to using the 2030 Agenda and the SDGs as a roadmap, in particular in terms of eco-efficiency, sustainable mobility and the circular economy.

SOLVENCY

Baleària and its staff must be worthy of the trust placed in them by their stakeholders, they must be exemplary and must fulfil their obligations.



In 2022, Baleària approved its new values, the core of the updated Code of Ethics and Conduct to which the company is fully committed.

Mission

Baleària's mission is to build ships and open new passenger and cargo shipping lines to meet society's maritime transport needs.

Vision

Baleària's vision is to be a benchmark in the shipping sector, providing personalised, quality services and with the capacity to compete in a global world.

Main SDGs to which it contributes

SDG 9

Industry, innovation and infrastructure

SDG 11

Sustainable cities and communities

SDG 13

Climate Action



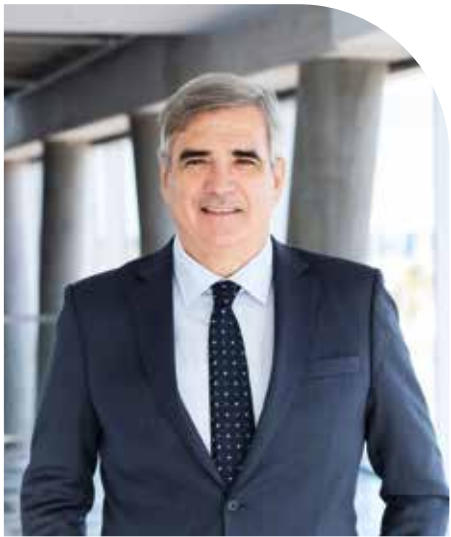
Corporate governance



BOARD OF DIRECTORS

Adolfo Utor	1998
Chairman and sole shareholder	
Georges Bassoul	2019
General Director	
Ricardo Climent	2004
Managing Director for Finance	
José Manuel Orengo	2019
General Secretary	

The company is also organised through the **Standing Committee** (composed of the Board of Directors and the Director of Operations and Exploitation, David Fernández) and the **Executive Committee** (which also includes the managers of the zones and the directors of the various departments).








ADOLFO UTOR,
CHAIRMAN OF BALEÀRIA

Adolfo Utor (Alhucemas, 1961) is the president and sole shareholder of the Baleària shipping company, whose creation he captained in 1998. In addition, Utor is president of the Social Council of the University of Alicante, a full member of the Spanish Royal Academy of the Sea, a member of the Board of Directors of the Valencian Association of Entrepreneurs (AVE) and also chairs the ANAVE Regular Shipping Lines Committee, among other things.

Fleet

14

FERRIES

						
Abel Matutes	23 kn	190 m	900	625	2,235 lm	● ●
Bahama Mama	23 kn	154 m	1,000	350	1,350 lm	● ● ●
Cap de Barbaria*	15 kn	82 m	350	14	240 lm	●
Dénia Ciutat Creativa	19 kn	150 m	399	430	1,850 lm	
Hedy Lamarr	24 kn	186 m	600	646	2,840 lm	● ● ●
Hypatia de Alejandría	24 kn	186 m	880	608	2,194 lm	● ●
Kerry**	23 kn	186 m	992	75	2,030 lm	
Marie Curie	24 kn	186 m	880	608	2,194 lm	● ● ●
Martín i Soler	23 kn	165 m	1,200	567	1,710 lm	● ● ●
Nápoles	23 kn	186 m	1,600	339	1,418 lm	● ●
Passió per Formentera	22 kn	100 m	800	105	300 lm	
Poeta López Anglada	18 kn	133 m	1,257	243	780 lm	
Posidonia	17 kn	69 m	550	90	150 lm	
Regina Baltica	19 kn	145 m	1,600	350	780 lm	
Sicilia	23 kn	186 m	1,000	481	2,030 lm	● ● ●
Volcán de Tauce**	18 kn	120 m	300		1,100 lm	
Wasa Express**	18 kn	140 m	1,560	300	1,150 lm	

AUXILIARY VESSELS





Águila Pescadora, Corb Marí, Rolón Plata Dos, Foners, Panseta.

34 SHIPS




≈ 28 owned

≈ 2 under construction

FAST FERRIES

				
Avemar Dos	34 kn	82 m	855	174
Bimini Blue Marlin	30 kn	39 m	356	-
Cecilia Payne	38 kn	86 m	800	200 ● ●
Formentera Direct	30 kn	50 m	309	36
Eco Aqua	28 kn	28 m	355	-
Eco Aire	28 kn	28 m	355	-
Eco Terra	28 kn	28 m	355	-
Eco Lux	28 kn	28 m	355	-
Eleanor Roosevelt	35 kn	123 m	1,200	450 ● ● ●
Jaume I	32 kn	78 m	623	130
Jaume II	32 kn	81 m	624	140
Jaume III	32 kn	81 m	655	140 ●
Margarita Salas*	35 kn	123 m	1,200	450 ● ●
Nixe	32 kn	63 m	546	122
Ramon Llull	32 kn	83 m	476	120 ●

ONLY CARGO

			
Miramar Express**	20 kn	153 m	1,865 lm
Virot	12 kn	64 m	117 lm

- With dual gas engines
- Smart ship
- Measuring sensors
- Electric ferry

(*) Under construction

(**) Freight

Data as of 31/12/2022. During the year, the ferry *Moby Zaza* and the cargo-only vessel *Napoli* were chartered for several months.



Routes

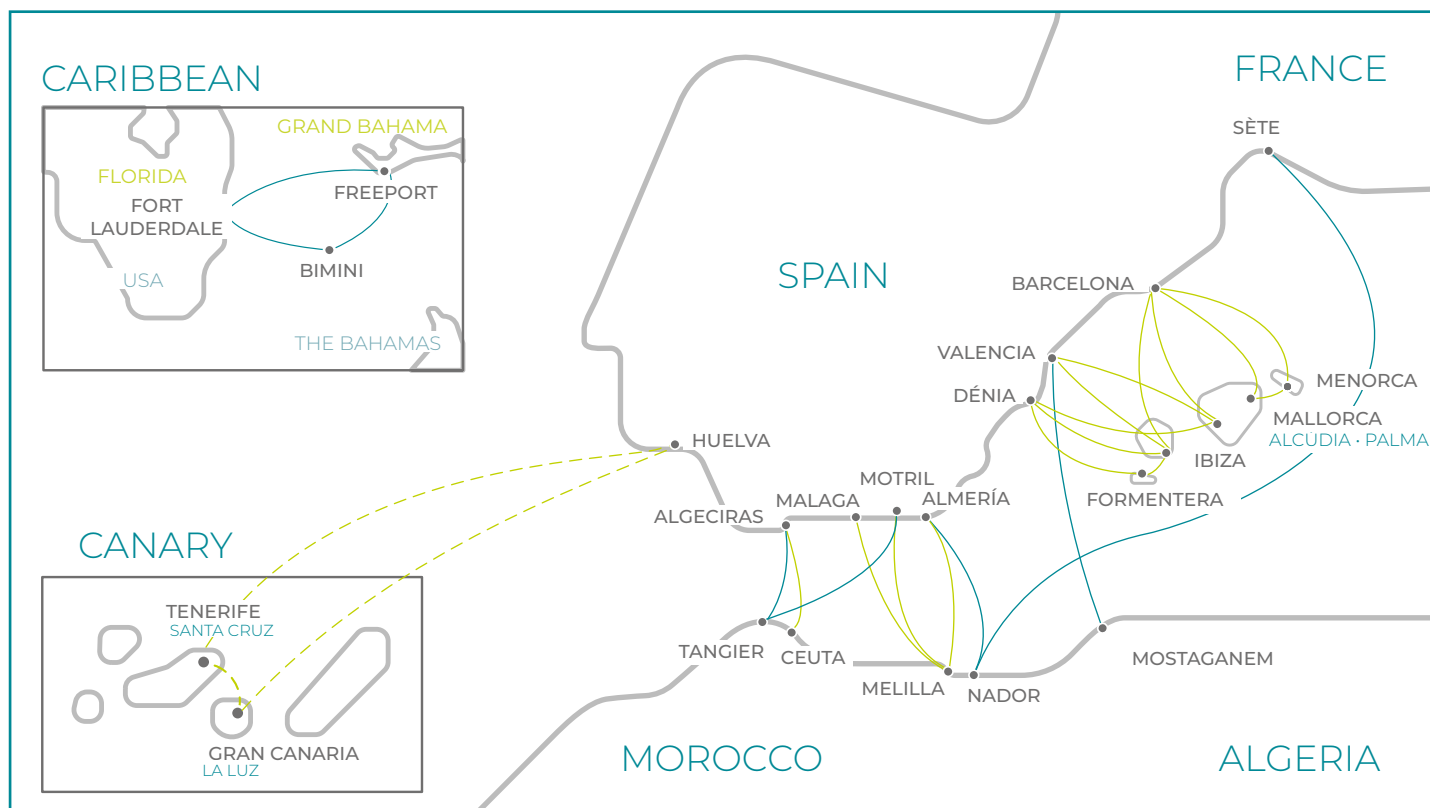
25 ROUTES

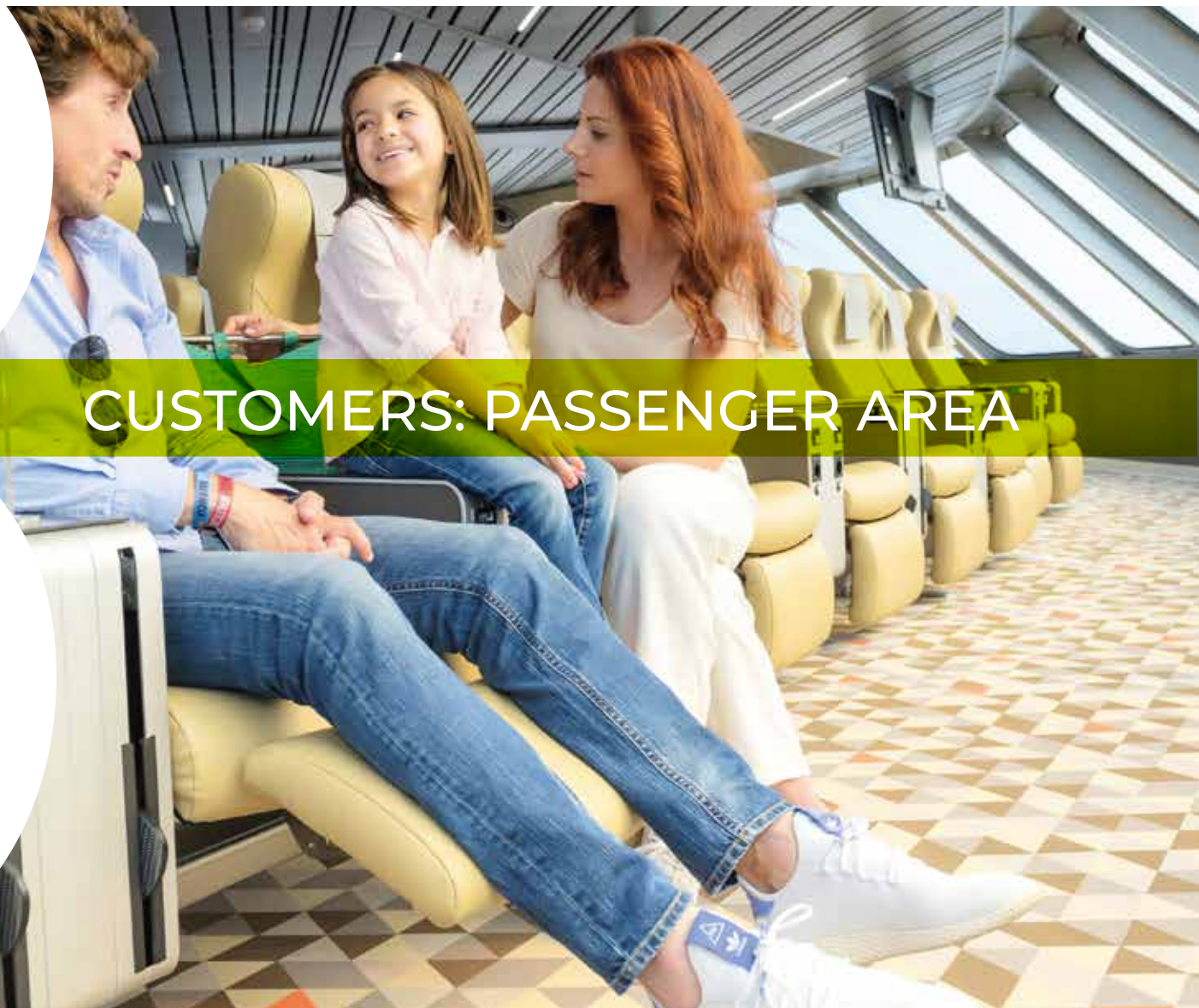
6 COUNTRIES

37,000 JOURNEYS

≈ 95% domestic
≈ 5% international

+15%





CUSTOMERS: PASSENGER AREA



“ This year, one highlight has been the reactivation of agency sales for OCS and the planning of the summer campaign well in advance so that we can provide our customers with a range of offers and promotions. In addition, we have restructured the sales department to improve our presence in all the regions where we operate. ”

Jaime de la Puente
Sales and Revenue Director



“ One of our communication priorities is to build trust and credibility in order to maintain a good reputation and image as a company. Our desire is to be accessible to our customers and other interested parties and to be able to respond satisfactorily to their needs. ”

Pilar Boix
Communications Director



“ In the digital area, we strive to ensure that our customers enjoy a differentiated experience. On the one hand, we have provided them with new digital channels, for bookings as well as to facilitate customer service and communication. On the other hand, we offer them a complete digital experience on board, with services focused on comfort and leisure. ”

Arturo Escartí
Innovation Director



“ Our commitment and obsession is to lead and focus on the customer. This year we have consolidated the Baleària Club by actively listening and monitoring the experience. This has enabled us to improve key indicators such as loyalty and satisfaction, which reaffirm the fact that the club is a customer experience element rather than a sales tool. ”

Manuel Vieira
E-commerce Director



“ Our work focuses on service excellence and anticipating passengers' expectations, without neglecting the continuous improvement of all services. We continue to train our crews to achieve our main goal: maximum customer satisfaction. ”

Hipólito Rodríguez
On-board Services Director



We have weathered a complex and volatile environment, adapting quickly and efficiently. The knowledge and links we have generated with our passenger and cargo customers have enabled us to develop solutions adapted to their needs and continue to offer them an excellent service. We have invested in improving our ships and taking care of what is fundamental to us: punctuality and reliability. Once again this year, we would like to thank the customers who have placed their trust in us and our teams, who are our most valuable asset. In 2023, we will continue to extend our leadership by focusing on innovation and technology as key competition levers.

Georges Bassoul
Managing Director of Baleària

Passenger transport

Baleària regained its pre-pandemic levels of both passengers and vehicles, sustaining a high occupancy rate in terms of domestic tourism and progressively consolidating demand from abroad.

18

DOMESTIC ROUTES

In 2022, the progressive elimination of restrictions on passenger mobility contributed to improved domestic traffic, despite the prevailing context of heightened socioeconomic complexity.

Both mainland and inter-island Balearic lines grew compared to the previous year, with Balearia consolidating its market leadership position. It is worth noting the high demand for passenger services to Mallorca and Menorca and the high occupancy rates of the high-speed ships.

The opening of the borders with Morocco also positively influenced traffic to Ceuta and Melilla over the summer period. In addition, Baleària was awarded a one-year contract to operate the public interest line between Melilla and the ports of Almeria, Motril and Malaga.

The routes between Huelva and the Canary Islands recorded a robust increase compared to the previous year, reaffirming Baleària's leadership in passenger transport.



Baleària positioned itself as the benchmark local shipping company for customers on the various routes it operates.





INTERNATIONAL ROUTES

The border reopening in May made it possible to re-establish traffic from Morocco and Algeria to the Spanish mainland, which was in high demand, especially during Operation Crossing the Strait (OCS).

In Morocco, there was a significant improvement in the number of passengers compared to the pre-pandemic period, and in Algeria there were high occupancy rates despite there being only one weekly service.

The lines operated by Baleària in the Caribbean also had a positive start post-pandemic, consolidating holiday customer traffic.

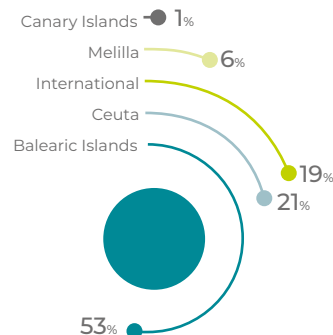
4,770,000
PASSENGERS
+64%



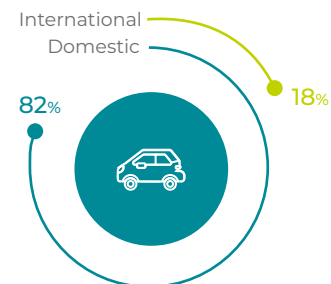
≈ **3,887,000 domestic** (+41%)

≈ **883,000 international** (+491%)

BY ZONE



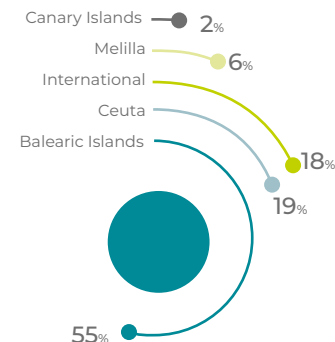
1,211,000
VEHICLES
+58%



≈ **990,000 domestic** (+35%)

≈ **221,000 international** (+552%)

BY ZONE



On-board services

≈ In its quest for continuous improvement, Baleària implements actions to improve the quality of services, offering a personalised and friendly on-board service, clearly focused on the customers.

20

Baleària is distinguished by its emphasis on the travel experience thanks to the added value provided by the numerous on-board services, as well as the comfort of its ships, which are continually being refurbished.

Improvements to the ships

Fast ferry Cecilia Payne

Complete refurbishment of the interiors, including the installation of a children's area with interactive digital games and 200 new seats, some of which are for Superior accommodation. This consists of a new model of Keyton reclining seats, adapted to fast ferries thanks to their lighter weight, and which enable this accommodation to be improved. The company plans to roll these seats out in other high-speed ships.



Fast ferry Avemar Dos

Comprehensive renovation, including replacement of floors, new tables, changes to the bar and reception area, and lighting improvements.

Fast ferry Ramon Llull

Renovation of various elements (flooring, upholstery and lighting) in the different accommodation types. In addition, new seats have been installed in tourist class.

Ferry Kerry

Conversion of a common cabin area into a Superior lounge including 148 high-end seats, with floor and ceiling refurbishment.

Ferry Sicilia

Refurbishment of the self-service restaurant and the ship's reception.

.....
1,000,000€
INVESTMENT
.....





Gastronomy

The ships offer a variety of dining options, in the cafés as well as the self-service and *à la carte* restaurants.

A corporate chef, with extensive experience in restaurant management and team building, was brought in to further improve the quality of the culinary service.

In the restaurants, the focus is on local products with Spanish designation of origin, Mediterranean cuisine and traditional recipes. On some routes, halal products are offered. The cafés are committed to supporting small producers from the Balearic Islands who offer km-zero produce, as well as products from other areas.

In addition, Baleària purchases fair trade products from Intermón Ox-

fam and collaborates with the Nova Terra and Cuina Justa foundations, which generate job opportunities for people at risk of social exclusion.

In addition, all single-use on-board equipment is made of biodegradable materials.



≈ **2,000 local products from the Balearic Islands**

≈ **200,000 Intermón Ox-fam fair trade products**

≈ **1,076,000 meals served**

EVALUATION

7.2  Food outlets

Leisure on board

Baleària wants every journey to be a fun experience.

In high season it offers magic shows, DJ sets on the terraces and supervised entertainment for children.

In 2022, entertainment was provided on several crossings to the Balearic Islands, Melilla, Huelva, the Canary Islands and, for the first time, Ceuta. In addition, the outdoor deck bars on four ships were up and running during the summer and, on the Ibiza-Formentera route, there were scheduled DJ sets on the terraces.

On some ships, we held astronomy and stargazing workshops in conjunction with the Starlight Foundation, which



endorses Baleària as the only means of transport in the Mediterranean with Starlight certification.

Smart ships also offer digitalised leisure services (see next page).

EVALUATION



Services for families

Baleària takes care of families travelling on board, offering them special services.

On most ships there are children's play areas, as well as folding cots, high chairs, baby changing tables, and so on. Children's meals are also available and in high season there are on-board activities for kids.





Pet-Friendly Shipping Company

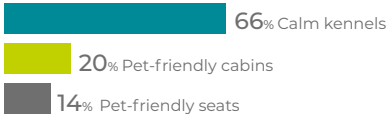
Baleària received the Travelguau 2022 award for the Best Pet-Friendly Company. The company has various accommodation options available for pets.

Pet-Friendly cabins. Passengers can travel with their pets. Equipped with vinyl floors, a drinker/feeder and a platform with a puppy pad, they also have a special cleaning protocol.

Pet-Friendly Chairs. For animals up to 8 kg, including the carrier in which they must travel at their owner's feet or on their lap.

Calm kennels, with video surveillance. All our ships have a special area dedicated to pets. In some smart ships, webcams are available

so that you can watch your furry friend from your mobile device.



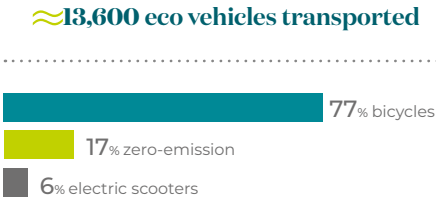
Shops

Most of the ships have an on-board store where passengers can buy drinks, snacks, gifts, books, toys, and so on.



Eco vehicles

Baleària transports electric scooters and bicycles free of charge on all its routes, as well as zero-emission cars travelling to Formentera.



People with reduced mobility

Baleària takes special care of passengers with reduced mobility.

The ships are equipped with specially adapted seats and cabins, and safety anchors for wheelchairs, and other facilities.

Digitalised Services

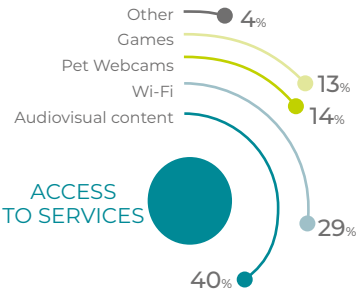
140,000
INDIVIDUAL USERS
Smart B

≈ 190,000 content viewing hours

≈ 190,000 pet webcam accesses

≈ 11,000 pet webcam users

24



≈ 5 ships with numbered seats

≈ 9 ships with QR code access to the cabins or upper saloon

12 SMART SHIPS

Numbered seats

Access to accommodation via QR code

● Cabin ● Upper saloon ● Both

À la carte leisure platform

Access to films, series, games, newspapers...

Internet

Connection using passes

WhatsApp reception

Throughout the voyage (text messages)

Pet surveillance video

Webcams in pet areas

Digital signage

Smart TV (cabins)

Online orders

In the on-board café

	Abel Matutes	Bahama Mama	Cecilia Payne	Eleanor Roosevelt	Hedy Lamarr	Hypatia de Alejandria	Jaume III	Marie Curie	Martin i Soler	Nápoles	Ramon Llull	Sicilia
Numbered seats	●		●	●		●					●	
Access to accommodation via QR code	●	●	●	●	●	●		●	●			●
À la carte leisure platform	●	●	●	●	●	●	●	●	●	●	●	●
Access to films, series, games, newspapers...	●	●	●	●	●	●	●	●	●	●	●	●
Internet	●	●	●	●	●	●	●	●	●	●	●	●
Connection using passes	●	●	●	●	●	●	●	●	●	●	●	●
WhatsApp reception	●	●	●	●	●	●	●	●	●	●	●	●
Throughout the voyage (text messages)	●	●	●	●	●	●	●	●	●	●	●	●
Pet surveillance video	●	●		●	●	●		●	●			●
Webcams in pet areas	●	●		●	●	●		●	●			●
Digital signage	●	●	●	●	●	●	●	●	●	●	●	●
Smart TV (cabins)	●	●			●	●		●	●	●		●
Online orders				●								
In the on-board café												



Baleària offers customers a seamless technological experience, from the sales process right through to boarding and the on-board experience.

Smart B

Web portal that acts as a proactive travel assistant.

This provides the passenger's boarding pass, travel information, and they can purchase extra services. It also facilitates access to all the smart ship services, as well as other functions.

Smart ships

The shipping company has 12 smart ships with digitalised services.

In 2022, Baleària added two new ships to its smart fleet. During a crossing on these ships, passengers can access various services via their mobile devices.



Digital access to the ship and accommodation

Baleària makes it easy for passengers to get on board comfortably and access their accommodation quickly.

On all domestic routes, passengers can receive boarding passes instantly in QR format via WhatsApp.

Some ships offer numbered seating or access to cabins or upper lounges via QR code. In both cases, passengers receive their accommodation number via their mobile phone a few hours before departure.

5GSA pilot project

Together with Telefónica, Baleària has developed a pilot project for 5G connectivity on maritime routes.

For the pilot test on the *Eleanor Roosevelt* fast ferry, the 5G Ship-to-Shore solution was used. This provides 5G communication via shore-based masts to ships sailing up to 100 km from land. The aim is to provide more efficient low latency communication than current satellite solutions.

Serena Chatbot

The chatbot provides relevant information to customers and guides them through their queries.

Passengers can get in touch via the web, social media, WhatsApp and Smart B. If the chatbot cannot resolve the query, passengers are referred to an agent. Chatbot conversations increased six-fold over the previous year. WhatsApp's new functionality to choose between alternatives via buttons also stands out.

881,000 CHATBOT CONVERSATIONS

≈ 92% of questions resolved
(without the need to speak to an agent)

3.8 Evaluation
★★★★☆

Customer Satisfaction



Customer opinion is the best way to gauge how Baleària is doing and what its customers expect from it, where there is room for improvement and what the best moments of the customer journey are.

45 NPS
NET PROMOTER SCORE

Would you recommend Baleària?

14%

26%

59%



NPS = %😊 - %☹️

59% Excellent
PASSENGER RATING

34,500 FEEDBACK
from clients
+38%

94.6% LOYALTY
INDEX

8.0 Evaluation
OF SHIPS

8.2 Evaluation
OF SERVICE



RESULTS

The high satisfaction rate on all ships and routes stands out, as does the satisfaction level of the personnel on board; the human capital is a great asset for the company and customers value it very highly.

METHOD

To ascertain customer satisfaction levels, Baleària uses various methods. On the one hand, annual on-site surveys are carried out on ships. On the other hand, after the trip, several waves of telephone and online surveys are conducted on an ongoing basis, providing constant and immediate feedback.

Baleària measures different indices, with periodic, ad hoc or ongoing studies, through different channels.

NPS (Net Promoter Score). Measures the likelihood that customers

will recommend the company.

CSAT (Customer Satisfaction). Satisfaction index from 1 to 10, in terms of the company in general and of the ships and their attributes.

CES (Customer Effort Score). Measures the effort required by the customer to interact with Baleària.

OMNICHANNEL CUSTOMER VOICE

Baleària wants to expand its satisfaction measurement system by collecting omnichannel feedback. For this reason, it has started to study the opinions expressed on platforms such as TrustPilot or Google My Business, so that it can continue improving and adapting its service to the needs of passengers. In addition, it also collects the analyses made by employees themselves when they travel, from a critical and knowledgeable perspective.

≈ **Baleària encourages use of the various written channels to reduce the number of calls to the contact centre and to provide customers with information quickly and conveniently.**

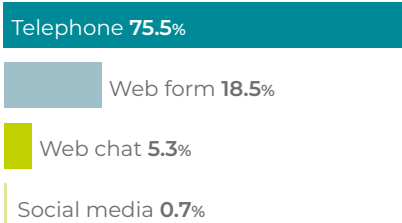
Customer care

CUSTOMER SERVICE CHANNELS

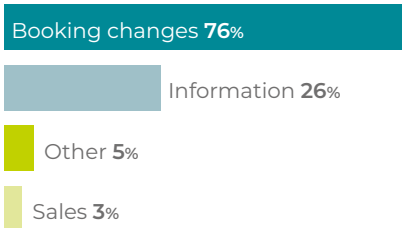
After a period of unifying the different customer service channels and creating automated responses and processes, Baleària reviewed its results and implemented improvements for the customer. Certain flows and automations were redesigned and new channels (like WhatsApp) were added to make it easier for customers to contact Baleària agents. In addition, written channels were boosted with specialised teams. These channels, both synchronous and asynchronous, avoid the customer having to queue or wait. Contacts via the web form grew by 24%.

As a novelty, the company has started to measure the quality of its agents' service: at the end of each interaction, customers can rate the experience and random listening is carried out.

CUSTOMER SERVICE CHANNELS



REASONS FOR ENQUIRY



The overwhelming reason for contact is to make changes to a booking, which the customer cannot do on their own.

487,000
REQUESTS HANDLED
+21%

≈ **70% of customer service takes place in high season (April-September)**

≈ **80% of contact queries are successfully addressed (9% more than in 2021)**

98% RESOLVED IN THE FIRST CONTACT

96% SATISFACTION IN WRITTEN CHANNELS

Customer Service of the Year Award Passenger Transport Category

Baleària was awarded the Customer Service of the Year prize in the Passenger Transport category at the 12th edition of the Líderes en Servicio competition. In total, it obtained an overall score of 8.64, the highest among the ten companies competing in this category.

The service provided by Baleària agents across the different channels was evaluated through 220 mystery shopper tests and 2,000 satisfaction surveys. The quality of the tone and the answers given by the agents was the highest rated item in all channels. According to the analysis of the qualitative comments, the satisfaction rate is 80.3% and the recommendation rate is 86%.

Sales Channels

16,216,000
WEB VISITS
+29%

28

263,000 Active APP USERS

4.2 APP Assessment
★★★★☆

65% CES FOR THE WEBSITE
CUSTOMER EFFORT SCORE*

**Users who consider the Baleària website easy to use.*

E-commerce

The new consumer in the travel sector is more digital and forward-thinking, more informed and less risk-taking. Baleària has taken these principles as a basis for increasing its development and business efforts with the aim of continuing to spearhead the digital channel. The improvements implemented have resulted in double-digit growth in the digital channels. The company is working hard to ensure that the website and the app remain at the heart of the customer experience, integrating information, customer service and sales channels, both direct and through agencies.

GROWTH OF ONLINE CHANNELS

	Sales	Visits
Baleària Webpage	28%	27%
Baleària App	31%	37%
Formentera Express Webpage	13%	14%

≈ Baleària has increased its efforts and implemented customer experience improvements in all its online channels so that it remains a leader in the digital sphere.





Revenue Area

The aim of the pricing policy is to meet the needs of customers by optimising the price of services.

Baleària personalises its fares and schedules offers and promotions adapted to each region in which it operates. In addition, advance sales mean discounts for passengers, and fare flexibility offers them the possibility of changing their ticket to deal with any unforeseen eventuality in their travel plan.

To enhance the on-board experience and meet customers' expectations, Baleària offers additional services and categorised accommodation (in 2022, interior and exterior cabins were differentiated). Matching products to customers generates positive experiences and a multiplier effect that helps to convey the authenticity

and quality of the services, build customer loyalty and maximise business revenue.

Commercial Area

Baleària restructured its sales team to increase efficiency and reach a larger number of customers.

The shipping company continued to foster a close relationship between its sales representatives and travel agencies, which saw increased sales in the aftermath of the pandemic. It stayed in constant contact with them to understand their needs and provide them with the best possible response in the shortest possible time. It also planned various *famtrips* so that the agents could get first-hand experience of Baleària's ships, the way the company works and the destinations where it operates. This helps agencies to provide their

clients with everything they need to know about the services they are contracting. It also negotiated objectives with major accounts and management groups, offering them support with campaigns, offers or by attending conferences.

Baleària continued to be a member of both the ACAVE (Corporate Association of Specialised Travel Agencies) and CEAV (Spanish Confederation of Travel Agencies), and attended various tourism fairs such as the International French & Travel Market in Paris and the International Tourism Fair in Madrid.

In 2022, group operations linked to student and Erasmus trips, company incentives, events, and so forth, were strengthened, and we continued to secure new sports agreements, agreements with associations, and so on.

Marketing



According to a brand study carried out by Kantar Media, the levels of visibility and the good positioning of Baleària in terms of its 'status' attributes stand out: it is a company committed to society, innovative and a leader.

SUMMER CAMPAIGN: COMPANY IS EVERYTHING

83,000,000
IMPACT

≈ 40,000 users (web traffic)
≈ 8,000,000 spot views

30

The claim of the summer campaign (*Company is everything*) had a double meaning: choose travel companions that will make the experience special and different, and at the same time choose the right company to go with to improve the trip. The concept was adapted to all regions according to brand coherence goals.



The media plan for this campaign pursued a more digital strategy to support the main sales channel. In addition, Baleària worked on novel formats in conventional television in a digital environment (Hybrid Broadcast Broadband TV, which combines live broadcasts with web content), and was the first advertiser on Amazon Fire TV in the travel sector.

CHRISTMAS CAMPAIGN: TOYS FROM THE SEA

La Juguetería del Mar, literally the Toy Shop of the Sea, is a collection of 150 handmade toys made from recycled plastics, some of which were collected from the sea. The initiative combines sustainability, solidarity and environmental awareness with an educational and playful approach.





Through the Baleària Foundation, the company donates the income collected in the campaign, through the sale of toys and workshops given in the various regions, to organisations dedicated to preserving marine species. The campaign was launched for Christmas 2022 and there are plans to continue it.

UNIFICATION OF THE BRAND IMAGE

As part of its branding strategy, Baleària developed a brand restyling plan, revamping the image of all ticket offices and most of the signage for the entire fleet.

Main sponsorships and agreements

Baleària developed a new sponsorship strategy to reinforce the brand image in the areas where it operates, strengthen its commitment to the regions and build stakeholder loyalty. The balance between all the regions and the different categories of sponsorship was also taken into account.

OK Mobility. Agreement to allow Ok Mobility customers to take their rental vehicles on board free of charge on Balearic Island routes in the summer months.

Sport. Marnaton eDreams Formentera by Baleària ● Marnaton eDreams Ibiza by Baleària ● Rally solidario 4L Trophy ● UD Levante ● International Race MTB Europa-África ● Elite-Chip ● 10K Ibiza-Platja d'en Bossa ● Baleària Wing Foil Spain Series

● Gumball3000 ● Rally Islas Canarias ● Copa del Rey y la Reina de Vóley Playa Menorca ● Copa del Rey de Vela Mapfre ● Fibwi Palma ● World Padel Tour Menorca ● Palma Futsal ● Titan Desert de Marruecos

Gastronomy. TaPalma 2022 ● Menorca Región Europea de la Gastronomía 2022 ● Mostra de Cuina Menorquina ● Chefs(in)

Music and leisure. Canet Rock ● Canet Rock Mallorca ● Festival Internacional de Cine de Nador ● Ibiza Swing Fun Fest ● Port Aventura ● BCN Travel Bloggers III ● Ibiza Wellness Weekend ● Menorca Music Festival ● CV Travel Bloggers

Baleària Club

The loyalty programme allows members to earn rewards for their travel through a points system, and gives them access to exclusive offers and benefits.

231,000
MEMBERS

+54%

442,000 CLUB WEBSITE
ACCESSES

+185%

≈ 35,000 rewards redeemed (+600%)

≈ 72,385,000 points awarded
(+200%)

In 2022, Baleària Club members were the company's best promoters, as the NPS of passengers who are part of the Club was 20 points higher than the general NPS; member ratings were also higher.

Offers and campaigns were increased tenfold in all regions and more rewards and benefits were added. New features included free internet access during the voyage for members who signed up on board a smart ship, as well as priority customer service for members when they communicate with the contact centre through any of its channels.

The aim is to continue adding advantages to make the Baleària Club a valuable tool for members before, during and after the trip.



Social networks



Baleària aims to communicate and interact with its stakeholders through social media, creating a community with common interests that has a place for the shipping company in its heart.

MYSTERY TOUR

A campaign was created to surprise the Baleària community on Instagram. The winners of the prize draw, accompanied by content creators, went on four organised trips to the Balearic Islands with the support of tourism organisations, to allow them to discover the islands.

≈ 7,000,000 views

≈ 1,500,000 reach

LIFE ON BOARD

A series of videos showing the daily work and the more personal side of the crews.

≈ 138,500 views

≈ 242,000 reach

WOMEN IN B

New edition of this space dedicated to the professional empowerment of women through stories told in the first person by women from the company.

≈ 110,000 views

≈ 106,500 reach

LAUNCH STREAMING

Live broadcast of the naming and launching of the first electric ferry in Spain.

≈ 4,400 views

CONTENT CREATORS

Baleària continued its commitment to its main social media promoters, who created quality content about the travel experience, among other things.

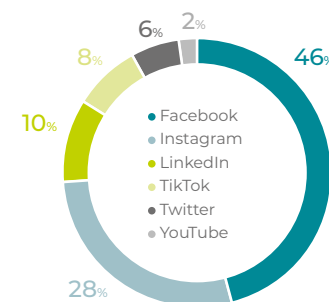
≈ 40 collaborations

≈ 8 draws with partners



268,000

FOLLOWERS +33%



'ENTREOLAS' BLOG

≈ 54,000 users

≈ 184,000 page views

Baleària stands out among the companies in the travel sector with the most positive feelings on social

According to the 1st Top Love Brands on Social Media Study, Baleària ranks first on LinkedIn, third on TikTok and eighth on Facebook.

Smart and sustainable terminals

Valencia Terminal

37 MILLION EUROS
INVESTMENT

≈ 100,000 m² of space

≈ 4 berthing lines

≈ 215 m central jetty for ferries

The Valencia Port Authority awarded Baleària the contract for the construction and operation of the public passenger terminal. It will be used for regular and cruise line traffic (managed by Global Ports Holding), with independent operations and spaces, with priority being given to the Balearic Islands service.

It will be a model infrastructure in terms of environmental and social sustainability, accessibility and new technologies, which will generate added value to the seafront and provide a service for the city. The total investment in this project is 100 million euros, of which 37 million euros will be funded by Baleària.

Heritage elements of great historical and architectural value will be preserved, and there will be a space for cultural revitalisation.

≈ Baleària is committed to the construction of maritime terminals in Valencia and Barcelona that combine two of its strategic areas: digitalisation and sustainability.

SUSTAINABILITY

The terminal will be a benchmark in sustainability: it will emit no pollutants and will be committed to the circular economy.

≈ Quayside electricity supply network for ships.

≈ 100% self-generated electricity from renewable energies (mini-aerogenerators, solar panels, water electrolysis and a hydrogen fuel cell).

≈ 100% of the organic waste recycled through a biogas generation plant.

≈ Smart consumption systems
LED technology, electric chargers in car parks and carbon footprint monitoring.





Barcelona Terminal

By 2023, all of Baleària's activity in Barcelona is scheduled to be transferred to the Moll Adossat. In addition, the construction of a new terminal with four piers and 920 linear metres of berthing is expected to be put out to tender, which will improve the services offered by the shipping company.

New office in Nador

In 2022, Baleària opened its new offices in the Port of Nador, allowing it to offer a more streamlined and pleasant service to customers along with better space for employees. It is also more contemporary and provides greater visibility.



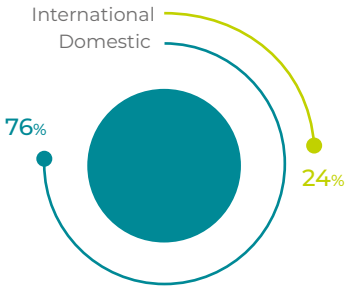
CUSTOMERS: CARGO AREA



7,037,000
LM CARGO

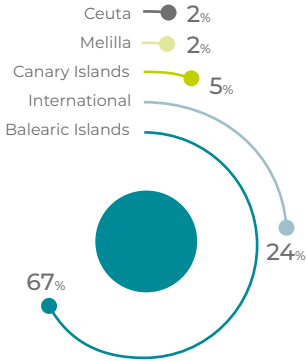
+6%

521,000 TRUCKS
(lm equivalent)

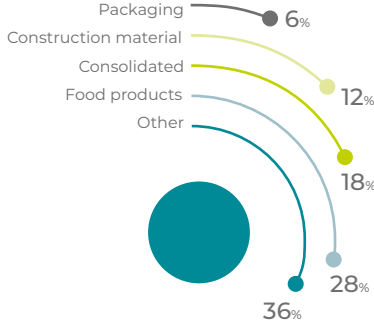


≈ 5,365,000 domestic (+6%)
≈ 1,672,000 international (+6%)

BY ZONE



COMMODITY TYPE



Our main challenge has been to guarantee connectivity in the regions where we operate while maintaining our high level of service. To achieve this, we have combined all the elements within our reach, increasing the number of ships, the frequency of services and the cargo capacity. We have also been distinguished by our flexibility and the ability to position our vessels to achieve greater efficiency. As the only local shipping company, we are more in touch with our customers and the market, and our goal is to provide reliability and stability in a competitive and unstable environment.

Maximiliano Bermejo
Cargo Director

Goods transportation

Baleària bolstered its cargo transport leadership in the Balearic Islands and consolidated its growth in the Strait of Gibraltar, the Alboran Sea and the Canary Islands. The competitiveness of the Cargo area is based on its proximity to the customers and project customisation.

38

BALEARIC ISLANDS

Baleària added new weekly services that allowed it to offer daily crossings on the nine routes it operates between the mainland and the Balearic Islands. Moreover, it remained the only company to cover all inter-island routes, with services every day of the week. In 2022, it also launched a new double-ended ferry for the Ibiza-Formentera route, with capacity for 14 trucks, which will start operating in 2023 (*more info page 46*).

OTHER ROUTES

In the Strait of Gibraltar, the Alboran Sea and the Canary Islands, Baleària managed to consolidate the growth of recent years.

At the end of 2022, the company opened a new line between Motril and Tangiers to reinforce its cargo

transport services to North Africa from the south of mainland Spain. As a result, the number of ships on the routes with Morocco was increased from two to four, with daily connections that allowed an increase in cargo capacity.

On the connections between the Canary Islands and Huelva, which it operates together with Fred.Olsen Express, Baleària bolstered its services with a weekly departure of a cargo-only vessel, in addition to the two that were already in operation.

TRANSPORTES CARGUA

Baleària reinforced the logistical response of its main Cargua customers to cope with supply chain difficulties. In addition, it expanded and renewed the equipment with which it offers a comprehensive door-to-door logistics service.



Cargo Team



There was a strategic reorganisation of the Cargo area in line with Baleària's commitment to the recognition of talent and the development of people.

CUSTOMER SERVICE TEAM

Baleària improved the Cargo Customer Service team in terms of both resources and training to optimise cargo operations and provide a high level of customer satisfaction. The team maintained direct and constant communication with the customers with a view to understanding

their needs and adapting to them, particularly in terms of streamlining, availability and flexibility.

COMMUNICATION ACTIONS

With the aim of reaching out to Cargo customers, communication actions were carried out in a number of different areas, including on social media and specialised media in the sector. In addition, a newsletter was created containing regular corporate updates, and the company participated in trade fairs, events and relevant talks in the sector.



Baleària's goods transport service is based on tight timetables, daily frequencies and high levels of reliability and competitiveness.

Digitalised services



Baleària is a leading company in terms of innovation and digital transformation in the freight transport sector, thanks to its exclusive app for carriers, the web portal for cargo customers and digital shipment control.

2,900 APP DOWNLOADS

BOARDING USING THE APP

≈ 40% overall
≈ 70% on ships with buddy selection
functionality and QR-code access to
cabins

40

MOST USED FUNCTIONALITIES

1. Wi-Fi connection
2. Series and films
3. Geolocation of the vessel
4. Dock location

3.4 APP Assessment



CARRIER APP

In 2022, Baleària continued to strengthen the digitalisation of its cargo services with a multi-function app exclusively for carriers.

- Boarding passes, information about the trip (dock, arrival time, etc.) and vessel geolocation.
- Cabin access without having to go through reception (on smart ships).
- On-board consumption control.
- Storage of legal documentation to justify breaks.
- Internet access during the crossing.
- À la carte digital leisure platform
- Cabin sharing with the most like-minded colleagues.

CARGO WEB PORTAL

For all domestic routes, Baleària has a specific portal for cargo customers, who have more autonomy in terms of managing their bookings. They can plan their logistics better thanks to real-time information on the status of their teams.

DIGITAL SHIPPING CONTROL

Port operations are more streamlined thanks to real-time information on the shipping progress.





Other services for carriers

In addition to on-board services for all passengers, other specific services are available to carriers.

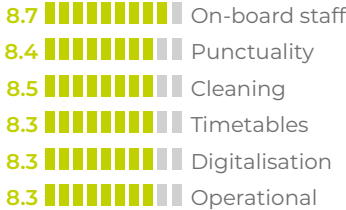
Free breakfasts. On the mainland Spain-Balearic Islands routes, one day a week a free lunch is offered to the drivers during the crossing. The lunch is based on km-0 products and is prepared by Nova Terra and Cuina Justa, two foundations that generate work opportunities for people at risk of social exclusion.

Chair massages. In high season, chair massages are offered to carriers on some ships.

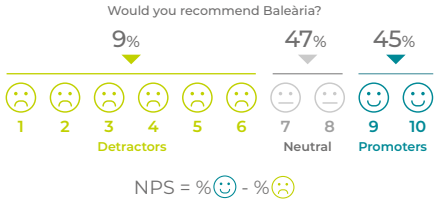
Cabin refurbishment. To improve the carriers' comfort while on board, 500 mattresses have been replaced in the cabins.

Carrier satisfaction

Baleària launched a satisfaction survey aimed at cargo drivers to detect any necessary improvements and to continue along the path of service excellence. The most highly rated points were personnel, punctuality and cleanliness.



34 NPS
NET PROMOTER SCORE



96.4% INDEX
LOYALTY

8.3 Satisfaction with
SERVICE

8.0 Evaluation
OF SHIPS

An aerial photograph of a white and blue Balearia ferry ship, the Eleanor Roosevelt, sailing on a deep blue sea. The ship is moving from the bottom left towards the top right, leaving a white wake. The name 'BALEARIA' is written in large blue letters on the side, and 'ELEANOR ROOSEVELT' is written in smaller black letters below it. The ship has a modern design with a flat deck and a blue upper section. The image is framed by a large white graphic on the left side, consisting of two semi-circular shapes pointing towards the ship. A horizontal green bar is positioned across the middle of the image, partially obscuring the ship's name.

GREEN COURSE

“A key objective of Fleet Management is to ensure that the maritime and port operations of our vessels are in line with the sustainability and efficiency standards set out in our environmental policy. We analyse the routes, the manoeuvres, the state of the hulls, engines, propellers, and so on, with a view to achieving the highest possible levels of efficiency compatible with the required service, and we adjust the operating procedures so that they are sustainable.”

Guillermo Alomar
Fleet Director



Juan Pablo Molina
Fleet Technical Director

“Our commitment to our customers obliges us to be at the cutting edge of technical advances, constantly striving for efficiency, reliability, safety and sustainability. Since its beginnings, Baleària has been and continues to be a pioneer and leader in the application of new technologies on board. We are looking to the future so that our ships remain world leaders and we continue to connect the different regions using the best product on the market.”

“Punctuality, reliability, flexibility and comfort are the values that define the commitment of both Baleària and its crew members to the highest quality passenger experience. In addition, our ships increasingly feature cutting-edge designs and state-of-the-art technology to make navigation more efficient, safer, more entertaining and eco-friendly.”

Maria Gonzalez
Captain of the 'Passió per Formentera'



Our customer focus drives us to develop and implement technical solutions, both in the vessels in our fleet and in new constructions; in all of them we add value through sustainable development measures. In terms of operational safety, we maintain the highest standards of rigour and training for our teams, constantly monitoring and auditing to minimise any risk. We aim to promote professional growth, aware that the success of our company is based on people, their work and their commitment. That is why we strive to attract and retain talent by pursuing technical excellence.

Rafael Rolo
Corporate Director
of Fleet Operations

1.71 MWh/MILE
RATIO

-4%

1,590,000 MILES
sailed
+14%

CONSUMPTION

Diesel	103,266 m³
Fuel	136,733 t
Natural gas	36,936,760 kWh

CO₂ EMISSIONS

Diesel	284,720 t
Fuel	425,841 t
Natural gas	6,678 t
Total	717,239 t

MILES SAILED

By region

Domestic	83%
International	15.5%
Subactivity	1.5%

By ship type

Ferry	70.8%
Fast ferry	29.2%

Eco-efficient sailing

In 2022, Baleària's sailing was more eco-efficient, as –despite a 14% increase in the number of miles sailed– the MWh/mile consumption ratio decreased by 4%. It is worth noting that the company improved the efficiency of its fleet, although due to the rising cost of natural gas, it limited its use to port manoeuvres and stays.

The company has nine dual-engined ships, a versatile technology that allows it to sail with different fuels. These vessels, as well as sailing with fuel oil, can be propelled by natural gas, an energy that Baleària consid-

ers to be a transitional energy –as it is the cleanest and most mature that currently exists– and whose use has had to be reduced due to recent price increases. Thanks to the technology incorporated in these ships, Baleària is prepared to sail into the future with renewable CO₂-neutral energy sources, as these engines are able to consume 100% biomethane, as well as green hydrogen mixtures of up to 25%. Baleària is involved in several projects linked to these fuels, which are considered to be the energies of the future, although the technology is currently unfeasible due to cost and availability.



Baleària is committed to eco-efficient mobility driven by more planet-friendly energies, with a view to the horizon of zero emissions by 2050.





Projects

Retrofit of the ferry Hedy Lamarr.

The company completed the latest retrofitting of six vessels in its fleet with dual gas engines.

Poseidón 4. Installation of a new, more efficient control system for the *Marie Curie* stabilisers. This is expected to deliver fuel savings of 1%.

Octopus. Fuel consumption optimisation system, to be installed on eight ferries between 2022 and 2023.

OPS (Onshore Power Supply). Adaptation of two vessels for terrestrial electricity connection during port stays. Pilot project to evaluate installations on ferries and fast ferries.








Technical working groups. Creation of working groups with specialist in-house workers, consultants, man-

ufacturers, and so on. The aim is to improve the maintenance of several ship systems (ramps, waterjets, etc.).

NEW EMISSION REGULATIONS

Baleària is prepared to comply with the new International Maritime Organisation regulations that come into force in 2023: the Energy Efficiency eXisting ship Index and the calculation of the Carbon Intensity Indicator. The company also continuously monitors EU regulations (Fit for 55).

Technical data

82 m	15.5 m	14 kn	350	240 lm
LENGTH	BEAM	SPEED	PASSENGERS	CARGO
				

The *Cap de Barbaria* will emit no polluting gases in and around the port and will be an experimental laboratory for the use of green hydrogen.

It will have an energy storage system, with state-of-the-art lithium batteries, as well as an OPS connection socket. The ship's power plant will have a smart management system to optimise its use at all times and improve its efficiency.

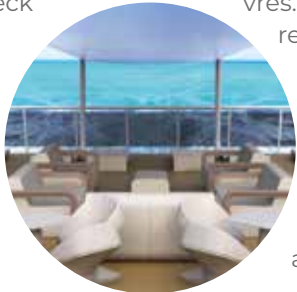
The ferry will start its services as H2 Ready, in other words, ready for the installation of a hydrogen system with a 200 kW cell, a storage capacity that will allow it to be used for 24 hours and supply 30% of the energy required by the vessel. Baleària intends to use the *Cap de Barbaria* as a test lab for the use of hydrogen.

Electric ferry 'Cap de Barbaria'

THE PLEASURE OF TRAVELLING

This ship represents a new concept of more sustainable and eco-efficient travel, focused on an enjoyable crossing.

Outdoor spaces have been prioritised to emphasise the pleasure of travelling between the two islands. On the upper deck there will be a chill-out area with canopies equipped with designer sofas and hammocks and a large bar in the centre. It will also include a lift between the passageway and garage areas.



FREIGHT TRANSPORT

It will guarantee the transport of goods and essential products to Formentera.

The double-ended design will streamline loading and unloading operations and the 360-degree azimuthal electric propulsion will facilitate port manoeuvres. This will compensate for its reduced speed. The *Cap de Barbaria* will be the vessel with the lowest consumption and emissions in the company's fleet, maintaining the cargo capacity required for the route, while ensuring its operability in all weather conditions.



Baleària launched Spain's first electric ship with zero emissions during port stays and approaches, which will operate between Ibiza and Formentera starting in the summer of 2023.



Other sustainability initiatives



Blue Carbon Offsetting

Baleària is working with a team of experts to analyse the feasibility of carrying out certifiable carbon offsetting projects in Posidonia meadows and Spanish marshland.

Sustainable financing

The shipping company has entered into the first sustainable financing agreement with CaixaBank in the maritime sector in Spain, with an interest rate linked to environmental impact indicators: the number of eco-sustainable ships with an electrical connection to the port.

Poseidon Principles

Baleària is working together with CaixaBank to fulfil the Poseidon Principles. These provide a framework for integrating climate considerations into lending concessions to drive the decarbonisation of international shipping. The Poseidon Principles

are consistent with the policies and objectives of the International Maritime Organisation, including its greenhouse gas emissions policy (which calls for a total reduction of emissions in shipping, by at least 50% by 2050).

Circular economy and recycling

The project for the on-board selective collection of plastics for recycling and transformation into furniture for the ships' terraces was resumed. In 2022, part of the furniture on the *Abel Matutes* was replaced with almost 2,500 kg of post-consumer and post-industrial material, reducing the carbon footprint by 4,500 kg of CO₂. In addition, we once again supported the Reciclos-Ecoembes project, which promotes the collection of packaging for social purposes.

Second 'fast ferry' with dual engines

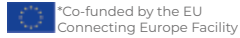
At the end of 2022, Baleària began the construction of the *Margarita Salas*, its second fast ferry with dual natural gas engines. The ship will have the same dimensions as its twin, the *Eleanor Roosevelt* (2021), which is currently the longest high-speed ship in the world. This new fast ferry will have four more powerful and more efficient dual gas engines, which will allow it to optimise its speed. Passengers will be able to enjoy the latest technological innovations on board, and the roominess and comfort of the spaces will be enhanced with a second passenger deck.



Fleet Control Tower

Vessel sensorisation

Baleària has installed real-time measuring equipment whose data is integrated in the Control Tower. Of the total number of sensorised ships, five were partially subsidised as part of the **Green and Connected Ports** project.



2020-2022

7 SHIPS
WITH SENSORS

- Flowmeters • Consumption analysis.
- Torque meters • Engine power control.
- Accelerometer • Passenger comfort analysis.
- Draught sensors • Load control and ship stability.
- Gas analyser • Measurement of gases emitted into the atmosphere.
- Integration of bridge equipment • Navigation data.
- Integration of machine equipment
- Data on motors, electrical generation...

The Fleet Control Tower allows Baleària to monitor a variety of fleet data in real time:

- Consumption
- Punctuality
- Location
- Speed
- Incidents
- Cargo operations

This digitalisation tool improves the flow of information between captains, chief engineers, regional offices and the head office in order to better adjust the shipping company's processes to its operational reality. In this way, Baleària achieves three key objectives: it optimises

consumption, increases operational efficiency and improves the safety of the fleet.

Thanks to this technology, Baleària manages to improve its consumption management, reducing unnecessary emissions to a minimum. In addition, the availability of real-time data speeds up decision-making, allowing the company to offer a better service.

By using artificial intelligence and *big data* tools, Baleària will continue to improve its Fleet Control Tower in terms of monitoring, prediction and analysis.



The Fleet Control Tower allows Baleària to make decisions in a streamlined and efficient way based on the real-time abstraction and analysis of relevant data.





Other digitalisation projects

Interconnected and Smart Systems for Intermodal Maritime Cargo Transport (SIITIM) Project

Baleària will add sensors to 7 new ships in this digitalisation project, the objectives of which are to optimise door-to-door intermodal transport planning, achieve integrated traceability, and optimise cargo loading and unloading processes in ports.



Digital Twin For Green Shipping (DT4GS) Project

Launched in 2022, this project is aimed at contributing to a 55% reduction in CO₂ emissions in maritime transport by 2030. Baleària is heading up a living lab in which a digital twin of one of the sensorised

ferries will be created to analyse data and improve efficiency. The data will then be used to identify the solutions needed to decarbonise shipping and define the zero-emission ro-pax vessel of the future.



Poseidon Project (Power Storage in D Ocean)

This will be launched in 2023, aimed at demonstrating the applicability of three innovative, fast-response ESS (Energy Storage Systems) in maritime transport.



Experts in Data Management and Algorithms

Agreement for data processing and algorithm development to improve operational efficiency, resulting in reduced emissions.

Towards zero emissions 2050

50

As an environmentally responsible company, the decarbonisation of maritime transport has always been Baleària's goal. For this reason, throughout its 25-year history, its business has also been inspired by and oriented towards the protection of its greatest asset: the sea.

≈ 2009-2010

Four next-generation ferries. Thanks to a 350-million-euro investment, these are more energy efficient.

Baleària Eco-efficiency Index. This relates pollutant emissions to vessel occupancy per mile. It allows us to monitor the eco-efficiency of the fleet and implement measures to reduce emissions.

AMOS management system for optimising and monitoring the maintenance of on-board equipment. This results in optimised equipment consumption and, consequently, reduced emissions.

≈ 2011

European R&D project Throughlife Proposal. This project examines the use of more eco-friendly materials for the construction and maintenance of ships and to extend their life cycle.

≈ 2012

Joules project of the 7th R&D Framework Programme. Optimising the energy process of ships and developing solutions that enable the use of alternative fuels, as well as measures to reduce CO₂ emissions.

≈ 2013

Spanish Association of Natural Gas for Mobility (GASNAM). Promotes its creation, together with other companies.

State-of-the-art anti-fouling systems (silicones) for hulls. Reduced impact on the marine environment and reduced fuel consumption.

≈ 2015

Trimming control system for ships. Reduces fuel consumption and air emissions.

Crew training. In the use of liquefied natural gas as a fuel.

≈ 2016

Project Innovations in re-engining technologies for ship energy efficiency and emissions control under Big Data Analytics (INNO Ship). Conducts technical studies to equip a fast ferry with a gas turbine.

≈ 2017

Horizon 2020 CleanPort project (2014-2017). Launches the first natural gas power generator for passenger ferries in Spain (reducing emissions and improving air quality).

Re-engining. More efficient and emissions-reducing latest-generation engines are installed on four ships between 2017 and 2022.

≈ 2018

Four eco-fast ferries between Ibiza and Formentera. With various innovations that reduce emissions by up to 36%.

LNGHIVE2 Green & Smart Links Project, Baleària (EU CEF 2014-2020). Re-engining of five ferries in the fleet so that they can be fuelled by natural gas. The project is rated as excellent.

≈ 2019

First shipping company to operate natural-gas-powered passenger and cargo ferries in the Mediterranean, the Strait of Gibraltar and the Canary Islands. Incorporation of two new-builds and the first fleet retrofits.

Fleet Control Tower. Obtain real-time data and monitor fuel consumption and emissions.

≈ 2020

Green and Connected Ports Project (EU CEF 2014-2020). Measurement sensors on ships to monitor, in real time, consumption parameters, emissions, navigation, etc.

EU Green Hysland project. Use of green hydrogen in the Balearic Islands.

LNGHIVE2 Vessels Demand2: Completing Green Links (EU CEF 2014-2020). Gas re-engining of a sixth vessel.

≈ 2021

First 'fast ferry' in the world with dual natural gas engines. The *Eleanor Roosevelt* is a milestone in international shipping. It is also making Europe's first decarbonised passenger ship voyage, using biomethane as a renewable fuel.

Net-Zero Sea Alliance. Baleària becomes part of this platform that promotes the decarbonisation and electrification of the maritime sector in Spain.

≈ 2022

Retrofits. Completion of the last of the six retrofits with dual gas engines, a process which has been ongoing since 2019.

Launching of the first electric ferry in Spain. With zero emissions on approach and port stays, it will have an experimental laboratory for the use of green hydrogen.

Construction of the second fast ferry with dual engines. The company commences construction of a new, upgraded unit with more powerful and efficient dual gas engines.

Digital Twin for Green Shipping Project (Horizon Programme). Twinned digital ships created for analysing data and improving efficiency.

SHYNE (Spanish Hydrogen Network). Baleària joins Spain's largest consortium to collaborate in the promotion of renewable hydrogen.

≈ 2023-2027

Electric ferry (2023). Launch of this ferry on the Ibiza-Formentera route, to boost eco-efficient and sustainable travel.

Poseidon Project. Participation in this project from the Horizon Europe Programme.

Fleet to gas. Construction and incorporation of new ships with dual gas engines.

New smart and sustainable terminals. Construction of new terminals in Barcelona and Valencia that will apply technology that has the lowest environmental impact, using renewable energies.

Reduced emissions. Programme to reduce tonnes of CO₂ equivalent (tCO₂eq) annually.

Renewable energies. Projects linked to green hydrogen and biomethane from renewable sources.



TEAM

Workforce profile

1,850 EMPLOYEES
+14%

56%
FLEET

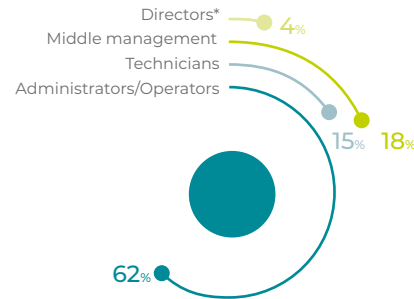
Men 86%
Women 14%





44%
ONLAND

Men 57%
Women 43%

+36% WOMEN
IN THE WORKFORCE

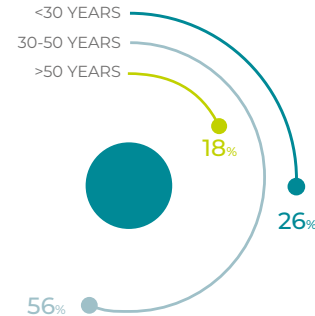
BY EMPLOYMENT CATEGORY







				
Directors*	1%	5%	3%	5%
Middle management	13%	20%	13%	22%
Technicians	16%	16%	18%	13%
Administrators/ Operators	70%	59%	65%	59%

*Includes captains.

BY AGE



				
<30 YEARS	27%	26%	24%	28%
30-50 YEARS	60%	54%	54%	58%
>50 YEARS	13%	20%	22%	15%

≈ Average age: 39 years old

BY NATIONALITY

44% INTERNATIONAL
≈ 66 nationalities
≈ 64% of the crew is from the EU

ONLAND GEOGRAPHICAL DISTRIBUTION

86%
SPAIN

14%
INTERNATIONAL

Valencian Com. 51%
Balearic Islands 19%
Andalusia 16%
Ceuta 6%
Catalonia 5%
Melilla 2%

Morocco 9%
US 3%
Bahamas 2%

Team management

Baleària made a concerted effort to incorporate talent management policies to work on the employer brand and develop the potential of its employees as a way to retain them.

54

In 2022, the challenge was to meet the sector's demands in terms of attracting and retaining talent. The maritime transport sector is very complex and there is a general shortage of qualified professionals, which makes recruitment very difficult. In addition, the reopening of the Morocco crossings and Operation Crossing the Strait, which

involves various routes and ships, led to a staff increase, mainly in high season, both in the fleet and on shore.

PAYROLL

Baleària updated the wages received in 2021 by 6.5% with respect to those established in the agreements, taking the accumulated CPI of the past year in Spain as a reference. This policy of standardising salary increases was applied to Baleària's fleet and shore employees in Spain.

In addition, Baleària implemented a new payment policy based on variable remuneration based on objectives, which incentivises the attainment of achievements and projects. This tool seeks to align the interests of employees with those of the company.

INTERNAL PROMOTIONS

Baleària is committed to internal promotion and the professional development of its employees. For this reason, when a vacancy arises that can be filled by internal staff, priority is given to publicising vacancies through the corporate app.

EMBARCA TALENTO PROGRAMME

Internal programme whereby employees themselves recommend reliable people for vacancies in the company. A points scheme is in effect that allows employees to earn rewards based on the complexity of the position when the recommended person is successfully recruited.

EXIT INTERVIEWS

A policy of monitoring voluntary departures from the company was put in place to monitor the objective causes of staff turnover. The aim is to continue to implement different





integration, selection and retention policies.

PERFORMANCE EVALUATION

As in previous years, the performance evaluation plan was implemented, which combines the employee's own self-evaluation with the evaluation of their manager in the feedback interview. In this conversation, the goals for the coming year are set with a view to the employee's professional development.

POWER & PEOPLE PROGRAMME

Annual meeting that brought together more than 70 captains and chief engineers from the company to analyse the challenges in the Fleet area.

Internal communication

1,050 **Active
USERS**

85% **MONTHLY
CONNECTIONS**

BALEÀRIA APP

The shipping company continued to promote its Be Baleària mobile app to consolidate this as the company's main internal communication channel. The strategy for this second year of operation was to increase registrations, accesses and interactions, as well as develop new content formats to get the news out in a more streamlined way. In this sense, the shipping company took advantage

of internal and external events to launch campaigns through the app to increase participation and raise awareness of the benefits of its use.

In addition to channelling corporate information and being a human resources management tool, the platform aims to promote team cohesion, encourage pride in belonging, raise the profile of people and foster bidirectional communication.

III BALEÀRIA CONVENTION

Under the slogan 'Together we sail further', around 400 employees from different offices, ships and departments gathered at the shipping company's annual convention. During the day there were talks, round tables and a team building activity.

Baleària Business School

1,724 EMPLOYEES TRAINED
+14%

56 469,000 € INVESTMENT in training
-17%

30,000 HOURS of training
+8%
≈ 557 training actions

3.6 AVERAGE RATING for training actions
(out of 4 points). ★★★★★

MAIN TOPICS

Maritime	28%
Food safety	19%
Workplace Risk Prevention	13%
Company	10%
Administration and finance	9%

AVERAGE TRAINING HOURS

≈ 17 hours per employee

Interns	18 h	Women	22 h
Admin./Operators	14 h	Men	15 h
Technicians	24 h	Shore	22 h
Middle management	23 h	Fleet	14 h
Directors	26 h		

TYPE

Online 58%
In-person 42%

TRAINING HIGHLIGHTS

Training programme through the Ethics And Compliance Committee. Programme developed internally and aimed at avoiding criminal and ethical risks, harassment, divulging professional secrets and breaking Baleària's Code of Ethics.

Power BI. In-person courses on this data analysis tool aimed at providing interactive views and business intelligence capabilities, including the link with the Baleària data lake. More than 70 employees from different areas and delegations took part.

Technologies. Training in React JS, a programming tool, as well as in Scrum and Agile project management to acquire advanced knowledge in streamlined project management techniques and apply these to develop solutions for the In-



≈ Baleària continued its commitment to online training through its e-learning platform to avoid the limitations of in-person training in terms of time availability, travel or health reasons.



novation and Digital Transformation teams.

Equality. training for 20 members of the Equality Commission, aimed at acquiring the knowledge needed to implement a gender equality plan, in accordance with the regulations in force in Spain. An introductory course on gender equality was also held.

Performance appraisal interviews. Training for managers and middle management on how to approach and conduct feedback interviews, where the view of the work done is shared with the employee and development objectives are set.

Industrial relations and labour reforms. Internal course to expand knowledge of labour and recruitment issues deriving from the recent labour reform, aimed at 63 manag-




ers in charge of personnel.

Maritime training. A total of 163 crew members were trained, with a particular focus on training related to certifying crew members operating on IGF Code vessels.

Professional training in the field of maritime transport. Of the 20 Moroccan students trained in 2019, 11 worked in the summer campaign. This is a project developed together with the Spanish Agency for International Development Cooperation (AECID), and the Spanish Ministries of Education, Tourism and Transport, as well as the Office of Vocational Training and Work Promotion (OF-PPT).

Employment Policies

90% PERMANENT STAFF

			
Full time	88%	94%	93%
Part-time	12%	6%	7%

≈ 994 new recruits

69%  31% 

≈ 61 interns

35  26  20  41 

FLEET SOCIAL FUND

1.3 % of the payroll is earmarked for social improvements provided by the company and managed by the employees' representatives.



The background image shows a large, dimly lit hall with a high, vaulted stone ceiling. A large audience is seated in the foreground, facing a stage at the far end. On the stage, there is a large projection screen displaying a presentation slide. The slide features a blue background with a white line diagram and the word "ALGERIA" in the top right corner. The stage is flanked by stone walls, and the overall lighting is a mix of blue and green, creating a modern, high-tech atmosphere.

SOCIAL COMMITMENT

“As a local shipping company with deep roots in the regions we work in, we collaborate continuously and closely with the institutions and authorities in these places, as part of our commitment to society.”

Antoni Mercant
Institutional Relations Director



Lydia del Canto
ESG Director

“People, the land and its culture are at the heart of the way we understand business. We are a responsible company, we recognise that we are part of the societies in which we operate, and we want to contribute to their improvement through our daily work.”

“Balearia’s social, cultural and environmental commitment is reflected in the work of its Foundation. The main goal of every collaborative action carried out in all three areas is to improve the lives of the people in the regions in which the company is present.”

Sandra Pilato
Manager of the Foundation



Working in a healthy environment based on loyalty and commitment is one of Balearia’s key principles. Ensuring the best possible legal, institutional and social conditions is the way we understand our daily work. We provide legal certainty, assess risks and offer our stakeholders the confidence they need. A passion for high standards and providing the best possible service to our employees, customers and stakeholders is what guarantees our business success. A success that we measure not only in terms of results, but also in terms of values. Being sustainable is our priority and our main commitment to the coming generations.

José Manuel Orengo
General Secretary

Baleària Foundation



The aim of the Baleària Foundation is to carry out activities to enhance social cohesion, culture and environmental sustainability in the regions.

415 COLLABORATIONS
AND ACTIONS

737,000 euros
BUDGET

220 ORGANISATIONS
organisations

BALEÀRIA CULTURAL

Llonges de la Cultura

These are spaces that facilitate the exchange of cultural expressions from the regions in which Baleària operates. In 2022, the Baleària Foundation managed programmes in nine venues: five in the Valencian Community, three in the Balearic Islands and one in Ceuta. In addition, sculptures by a number of artists were exhibited at Dénia's maritime station.

9 LLONGES DE
LA CULTURA

48 EXHIBITIONS

20,000 VISITS

Concerts

Six acoustic concerts were held as part of the A Cau d'Orella programme, in addition to other musical performances.

Dénia Humanities Festival

The Baleària Foundation helped organise this event, which brought together world-class thinkers from scientific and artistic disciplines.

Other collaborations

The Foundation collaborated in cultural activities including exhibitions, cinema, theatre, music, dance and literature events.





BALEÀRIA SOLIDARITY

Aid for Ukraine

Baleària put itself at the disposal of its more than 70 Ukrainian crew members and activated solidarity initiatives, such as arranging travel and accommodation for 25 refugees, relatives of the workers. The Foundation channelled the proactive fundraising efforts of employees and organised an internal clothing and food drive. It also managed the transport of more than 150 Ukrainian refugees and 125 volunteers from 13 organisations in the Balearic Islands.

SolidarizARTE Programme

Sale of organic cotton *tote bags* and cups to raise funds for the Associació Pro Deficients Psíquics de Dénia i Comarca. The design, by Ana Politakis, depicts a starfish symbolising the diversity of marine life.

≈ 400 products sold.



Charity concerts

Events were held in Dénia, Valencia and Barcelona for charitable purposes.

Other initiatives

Collaboration with social entities including Amarac, Amunt Contra el Càncer, Extiende Tu Mano, and Jesús Aban-donado de Motril soup kitchen.

ECO BALEÀRIA

Sightings of marine species

The Tursiops association joined the ship-based marine species monitoring programme, in which the Catalan

Government's Marine Fauna Rescue Network and the Pelagicus organisation also participate.

Marine animal rescue

The company facilitates the urgent transport of injured marine animals to the care facilities at the Palma Aquarium recovery centre. We



also collaborate in workshops and beach clean-ups on the islands.

≈ 25 transfers (sea turtles, catsharks and a dolphin).

Other organisations.

The Foundation collaborated in scientific studies with various organisations: Universitat de les Illes Balears, Gen-Gob, Imedea, Magic&Nature, etc.



HEALTHY BALEÀRIA

Sports teams.

The Foundation supports local clubs in the regions where it operates so that they can participate in national competitions, and it collaborates in various sporting events.

Healthy routes

Excursion programme aimed at company employees and their families.



Transparency, ethics and compliance



The Ethics and Compliance Committee, set up in 2019, ensures that all departments comply with current legislation and are aligned with the ethical values and social responsibility of Baleària; it also promotes improvements in these areas.

STAKEHOLDERS	COMMUNICATION CHANNELS	● occasional ● constant ●
	yearly	
Customers (Passage)	● Ticket office and on-board staff, contact centre, website, social media, satisfaction surveys, <i>newsletters</i> , advertising campaigns and news in the media. ● <i>Entreolàs</i> magazine ● Sustainability Report	
Customers (Cargo)	● Sales visits, phone calls, emails and media reports. ● Sustainability Report	
Employees	● Internal communication network, internal communications, email, meetings and instant messaging. ● Sustainability Report	
Travel agencies	● Satisfaction surveys ● Sales visits, Contact Centre, newsletters and agency websites. ● Sustainability Report	
Suppliers	● Approval questionnaire ● Email address ● Sustainability Report	
Society	● Events, conventions, agreements and website . ● Communications to the press ● Sustainability Report	
Mass media	● Press releases, press conferences, presentations, social media, emails, phone calls, website. ● Sustainability Report	
Public authorities	● Email, website, media communications. ● Sustainability Report	
Shareholders	● Shareholders' meeting and Sustainability report. ● Communications to the press	

INTEGRATED MANAGEMENT MODEL

The Ethics and Compliance Committee continued to work on the Integrated Ethics and Compliance Management Model (MIGEC), the main tool for monitoring compliance, including the company's internal code of conduct. This management model includes other tools such as the risk matrix and quarterly and annual reports, which inform senior management of the actual status of risk control and drive further risk-mitigation action.

EQUALITY PLAN

Together with the Personnel area, the Committee initiated the updating and adaptation of the Baleària Equality Plan (from 2013) to current regulations and the company's new values. Senior management signed the company's commitment to equality, a preliminary diagnosis was carried out and a negotiating table

was set up, comprising company and trade union representatives. These are the first steps towards drafting and approving the new equality plan in 2023.

DIVERSITY AND INCLUSION POLICY

In 2022, the company approved its diversity and inclusion policy, which reflects its willingness to be respectful and not allow discrimination based on gender, gender identity or expression, sexual orientation, race, ethnicity, origin or different abilities, as well as other characteristics. This new transversal policy will be the basis for Baleària to develop procedures and implement initiatives in areas such as personnel selection and training.

For the sixth consecutive year, the Global Compact Spanish Network classified Baleària's 2021 sustainability report at the highest level (Advanced).

Suppliers

77.8% LOCAL SUPPLIERS

7,649 TOTAL Suppliers

SUPPLIERS BY ZONES

Balearic Islands	18%
Alicante	16%
Madrid	12%
Valencia	11%
Barcelona	11%
Cádiz	7%
Other	35%

≈ 255 new suppliers
≈ 96% approved suppliers

The Purchasing Department evaluates new suppliers to determine whether these are approved, and annually re-evaluates them according to any possible incidents (punctuality, product or service quality, incidents, etc.) as well as improvements in commercial dealings.

SUPPLY CHAIN

Requests for the purchase of a product or service must be approved by the person in charge (or approved by the Purchasing Committee for amounts over €1,000). The purchasing department compares the different suppliers (which must be approved) and places the order with the most suitable one. Orders are received at one of the warehouses and distributed.

≈ Baleària is an economic driver in the regions in which it operates, committed to local suppliers who share the same values as the shipping company.



Relationships with society

Awards

Outstanding Shipowner and Vessel

The 6th Edition of the **FINE Awards** honoured Baleària as Outstanding Shipowner, and the fast ferry *Eleanor Roosevelt*, built at the Armon shipyard, as an Outstanding Vessel.

Outstanding Shipbuilding

The *Eleanor Roosevelt* fast ferry was awarded the 2021 Most Outstanding Shipbuilding Award by the **Spanish Association of Naval and Ocean Engineers** and the **Official Association of Naval Engineers**.

Best Shipping Company in the Balearic Islands

Gaceta del Turismo, the leading news publication in the tourism sector, recognised Baleària as the best

Customer Service

Baleària was awarded the Customer Service of the Year prize in the Passenger Transport Category in the **Líderes en Servicio** competition.

Excellence

The specialist magazine *Cadena de Suministro* recognised the president of Baleària as one of the ten most outstanding and influential people in the logistics sector.

Ruta 1.400

Thanks to its connections with the Canary Islands, Baleària was honoured as the Ruta 1.400 shipping company that most contributes to the growth of the port of Huelva, at the **III Premios de Logística de Huel-**



In its 2022 ranking, the specialist publication 'Shippax Market' placed Baleària among the top 20 ro-pax operators in the world, it being the best-ranked Spanish company.



Main corporate events

PRESENTATION OF THE 2022 REPORT

More than 350 of the shipping company's stakeholders, including representatives of public authorities and ports, attended the presentation of the 2021 Sustainability Report in Palma. The company reaffirmed its leadership and status as a local company as the main guarantee of maritime connectivity.

I BALEÀRIA FORUM IN TANGIERS

Baleària brought together more than 200 people from the maritime and economic sectors in Tangiers to analyse the context following the border reopening and to share Baleària's plans for the future in Morocco.

ELECTRIC FERRY LAUNCH

The company celebrated the launching and naming of the electric ferry *Cap de Barbaria*, at the Armon Vigo shipyard.

EUROPEAN COMMISSION

The Director-General took part in a debate in the European Parliament on the maritime sector's strategy for transitioning to alternative energies.

Organisations

Since 2017, Baleària has been a member of the Spanish Global Compact Network, the largest corporate sustainability initiative promoted by the United Nations. It is also a member of other business and maritime organisations (see GRI-102-13).

ROYAL ACADEMY OF THE SEA

The chairman of Baleària, Adolfo Utor, delivered his acceptance speech as a new full member of the Royal Academy of the Sea. In the presence of the main players in the Spanish maritime sector, he stressed the strategic nature of the shipping sector and called on the State to adopt the necessary measures so that Spanish shipping companies can compete on an equal footing with those in the rest of the European Union.

Main forums and conferences

ECONOMY AND BUSINESS

Course 'Who can be an entrepreneur' from the Chair of Business Culture of the University of Valencia | Round table 'The renewable challenge of the Valencian Community' by Prensa Ibérica | VI Forum of El Económico 'Views of a War'

MARITIME SECTOR

61st Congress of Marine Engineering and Maritime Industry | Annual Conference of the Spanish Association of Promotion of Short Sea Shipping | International Shipbuilding Industry Fair in Vigo | Green Gas Mobility Summit 2022 | Sustainability and Innovation Conference at the Saló Nàutic de Barcelona | La Vanguardia Talks, at the IX Nautical Congress of the National Association of Nautical Companies | Maritime Transport Efficiency Conference | Energy Transition and Sustainable Ports Round Table, at the SIL Barcelona Congress

TOURISM

Sustainable Destinations Summit from Fundació Mallorca Turisme and the World Tourism Organisation | Sustainable Tourism Transition

Forum of Exceltur | II TurEspana Convention | IX Tourism Meeting of Benidorm | ACAVe Sustainable Tourism Transformation Meeting

OTHER

Round table on 'Sustainable mobility: the opportunity of the change of paradigm' of the II Cimera Illes Balears - Valencian Community | Talk on Environmental Commitment, by EFCA | Effective Communication Day, from the Association of Advertisers in the Valencian Community | Conference 'Keys for the intelligent specialisation of the Valencian Community regions' | Conference 'Climate crisis and action in the region. Risks and opportunities' | Round table 'Internal communication and employer branding' from the Association of Communication Managers | Valencian Telecommunications Night

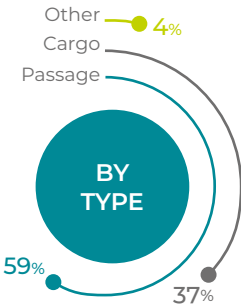
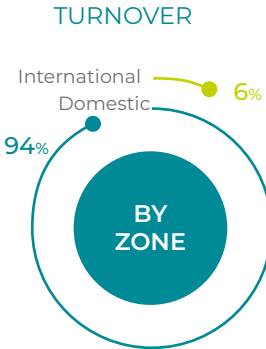


FINANCIAL DATA

563 MILLION EUROS
OPERATING
REVENUE
+42%

140 MILLION EUROS
EBITDA
+36%

67 MILLION EUROS
RESULTS FOR
THE YEAR
+34%



697 MILLION EUROS
SOCIAL CASH
FLOW
+21%

Main investments

As in previous years, the main investments were linked to the fleet, both in improvements to the vessels and to have a more eco-efficient fleet (retrofitting of the *Hedy Lamarr* ferry, as well as construction of the *Margarita Salas* fast ferry and the *Cap de Barbaria* electric ferry.

≈61 million euros



Correctly managing the commodity risk, through positions in derivatives with very cheap strike prices, has allowed the company to mitigate the 2022 price hike in oil derivatives. This, together with a very significant increase in passenger demand –especially in the holiday segment– and the reopening of the Moroccan market, plus tight control of the company’s investments, have enabled Baleària to obtain a record result.

Ricardo Climent
Managing Director for Finance

Milestones

● Adolfo Utor heads up the **creation of Baleària** together with other former employees of the recently bankrupt Flebasa shipping company. The company operates the **Dénia-Ibiza-Palma** and **Ibiza-Formentera** routes.

● The *Federico García Lorca* starts operating on the **Dénia-Ibiza-Palma** route. It represents a **revolution in maritime connections with the Balearic Islands**, for the first time linking them with the mainland in just two hours

● It starts operating its **first international route**: **Algeciras-Tangiers (Morocco)**. ● It offers comprehensive daily services **from Barcelona to all the Balearic Islands**, with new routes to **Alcúdia, Ciutadella, Ibiza and Maó**.

● The merger by takeover of Umafisa, the **Matutes Group's shipping division**, improves the company's competitiveness. ● The company remains committed to **high speed**.

● It acquires the shipping company **Buquebús España** and consolidates its presence in the Strait of Gibraltar. ● It sets up a based in the port of **Valencia**, from where it operates a daily route to Mallorca.

It incorporates **two more state-of-the-art** ferries. ● It develops the **Baleària Eco-efficiency Index** to monitor its fleet. ● It implements its **Code of Business Conduct and Ethics**.

68

1998 1999 2000

● The ferry Manuel Azaña is incorporated into the fleet, and the company **builds its first ship**, the innovative fast ferry *Federico García Lorca*, which will be the company's flagship for years to come.



2001 2002

● To cope with its growth, the shipping company begins **professionalising the management team**.

2003 2004

● The **Baleària Foundation** is created to strengthen relations between the regions where the shipping company operates. ● **Baleària Cargua** is created, offering a comprehensive freight transport service.



2005 2006

● It starts operating new routes, in the Strait of Gibraltar (**Algeciras-Ceuta**) and the Balearic Islands: **Barcelona-Palma** with a high-capacity ferry, and the first direct fast ferry line between **Dénia and Formentera**.

2007 2009

● It incorporates two of the **four** state-of-the-art ferries, which are more efficient and have a greater cargo capacity, which focus on the experience of the journey. ● It produces its first **Sustainability Report**.



2010 2011

● It takes a further step in its internationalisation by commencing operations between the **United States and the Bahamas**. ● It is awarded the contract for the **Algeciras-Ceuta public interest line**.



● It launches **Baleària Fun&Music**, a programme that combines on-board services with leisure and entertainment options.

2012

2013

● It drives a pioneering project in Spain to develop the **first natural gas engine** for passenger ferries.

2014

● Obtains **US** Government licences to operate with **Cuba**.
● To cope with its **expansion**, it launches a new fleet plan, involving chartering and new construction.

2015

● It starts operating in **Algeria**, with a route between Valencia and Mostaganem.
● It opens new routes from **Melilla** to Almeria and Malaga.
● It celebrates the first **Baleària Convention**. ● It takes on the **UN SDGs** as a roadmap.

2016

● It starts operating its fourth international route, **Almería-Nador (Morocco)**.
● **Construction starts on two dual-engined ferries**.
● It becomes a member of the **Spanish Global Compact Network**.

2017

● It incorporates four **eco fast ferries** on the routes between Ibiza and Formentera, incorporating emissions-reducing innovations.
● It joins forces with Fred. Olsen Express to operate jointly between **Huelva and the Canary Islands**.

2018

● Thanks to new constructions and re-engining, it becomes the **first shipping company to operate natural-gas-powered ferries** in the Mediterranean, the Strait of Gibraltar and the Canary Islands. ● The conversion of the vessels into **smart ships**, the **digitalisation of the Cargo area** and the **Fleet Control Tower** with real-time data are all initiated. ● New routes opened in the **Bahamas**.

2019

● Despite the context of uncertainty due to the pandemic, the company continues with its plans for a gas-powered fleet and starts incorporating **measurement sensors** into the ships. ● It launches a new international route between **Sète (France) and Nador**.

2020

● Launch of the first **fast ferry in the world with dual natural gas engines**.
● The chairman and founder of Baleària, Adolfo Utor, becomes the company's **sole shareholder**.

2021

● Launching of the electric **first ferry** in Spain. ● Construction of a second dual-engined **fast ferry** starts.
● The company is awarded the contract for the construction and operation of the **Valencia terminal**. ● Operations begin between **Motril and Tangiers**.

2022

● It celebrates **25 years of history** as the leading shipping company in Spain. A company committed to the regions in which it operates, with a vocation for public service and which considers sustainability and innovation to be indispensable.

2023



Indicators

Global Reporting Initiative (GRI) Sustainable Development Goals (SDGs)

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I. BASIC GENERAL CONTENT	
1. Profile of the organisation	
102-1	Name of the organisation► <i>Baleària</i>
102-2	Activities, brands, products and services► <i>P. 11 and 15</i>
102-3	Location of headquarters► <i>Dénia (Alicante)</i>
102-4	Location of operations ► <i>P. 15</i>
102-5	Ownership and legal status► <i>Grupo Baleària</i>
102-6	Markets served► <i>P. 11 and 15</i>
102-7	Size of the organisation► <i>P. 6 and 7</i>
102-8	Information on employees and new workers► <i>P. 52-57</i> ► SDG 5, SDG 8
102-9	Supply chain► <i>Materials are delivered by the suppliers to the company's onshore warehouses and are transported whenever possible with their own vans via the ships. Where this is not possible, land or air transport is used. ►</i>
102-10	Changes in the organisation and supply chain► <i>The only significant change is the opening of the Motril-Tangiers route. ► P. 6 and 7</i>
102-11	Precautionary principle or approach► <i>Baleària has established protocols, both on shore and on board its vessels, to prevent any potentially serious damage to the environment. For this purpose, it has emergency control plans in accordance with its Environmental Management System and SOPEP plans to prevent pollution at sea. In addition, Baleària conducts drills at specific times to familiarise its staff with any possible environmental emergencies that may arise.</i>
102-12	External initiatives► <i>P. 58-65</i> ► SDG 17

102-13	Membership of associations► <i>Alianza Net-Zero MAR Asociación para el Progreso de la Dirección Asociación de Ingenieros Navales y Oceánicos Asociación Naviera Española Asociación Valenciana de Empresarios BatteryPlat Cámara de Comercio de Alicante Cátedra de Cultura Empresarial ADEIT CEO por la Diversidad Círculo de Empresarios de la Marina Alta Comité Naval Español de Bureau Veritas Comunidad por el Clima Confederación Empresarial Valenciana Consell Social de la Universitat d'Alacant Código Ético del Turismo Valenciano Exceltur Fundación Conexus Fundación EDEM Fundación Empresa y Clima Fundación Ètnor Fundación LAB Mediterráneo Gasnam Instituto Tecnológico de la Energía Mesa del Turismo Nacional Real Academia del Mar Real Liga Naval Española Red Española del Pacto Mundial Empresas Sana+Mente Responsables Sistema Integrado de Calidad Turística en Destinos ► SDG 17</i>
2. Strategy	
102-14	Declaration by senior executives► <i>P. 8-9</i>
102-15	Main impacts, risks and opportunities► <i>After the pandemic, the price of fuel (natural gas and diesel) sky-rocketed as a result of the existing international conflicts. This fuel price increase represents a very significant cost in the company's operating account. The increase in the number of competing companies in the sector, with new foreign companies entering the market, is also seen as a risk.</i>
3. Ethics and integrity	
102-16	Values, principles, standards and norms of conduct► <i>Not in the report but available at https://issuu.com/balearia/docs/codi_conducta_v2015_espanol</i>
102-17	Advisory mechanisms and ethical concerns► <i>Not in the report but available at https://issuu.com/balearia/docs/codi_conducta_v2015_espanol</i>
4. Governance	
102-18	Governance structure► <i>Appointment of Rafael Rolo as Technical Director of the Fleet and Lydia del Canto as ESG Director. César Rodríguez departs. ► P. 13</i>
102-19	Delegation of authority► <i>The supreme governing body delegates authority through the Executive Committee to each person responsible for social, environmental or economic matters.</i>

102-20	Executive-level responsibility for economic, environmental and social issues ► <i>The Executive Committee is responsible for coordinating the planning and implementation of the company's strategy, as well as monitoring its opportunities, risks and impacts. This body is responsible for making decisions on economic, social and environmental issues, where responsibility for these issues is held by three committee members. These people report directly to the supreme governing body, or this committee, where authority is also delegated to those persons responsible for these matters by the supreme governing body.</i>	102-26	Function of the supreme governing body in the selection of aims, values and strategies ► <i>The supreme governing body has the function of approving the mission, vision and values, as well as developing the strategies, policies and objectives connected with these matters.</i>
102-21	Stakeholder consultation on economic, environmental and social issues► <i>No stakeholder consultation was carried out in 2022. The last one was carried out in 2019, the results of which are reflected in the 2020 report and are considered valid.</i>	102-27	Collective knowledge of the supreme governing body► <i>The supreme governing body has in place specific training actions allowing it to develop and enhance its knowledge.</i>
102-22	Composition of the supreme governing body and its committees► <i>Appointment of Rafael Rolo as Fleet Technical Director and Lydia del Canto as ESG Director. César Rodríguez departs.</i> ► P. 13	102-28	Performance evaluation of the supreme governing body► <i>Information not available.</i>
102-23	Chairman of the supreme governing body► P. 15	102-29	Identification and management of economic, environmental and social impacts► <i>The Executive Committee is responsible for identifying and managing economic, environmental and social impacts.</i>
102-24	Appointment and selection of the supreme governing body► <i>Art. 26 Company Articles of Association Composition of the Board and number of directors. The Board of Directors shall be made up of at least 3 and no more than 13 members. Determination of the specific number of directors required to make up the Board at any given time, in all cases within the minimum and maximum referred to in this article, is the responsibility of the General Shareholders' Meeting. Shareholder status is not required for election to the Board. The appointment of the members of said Board shall necessarily be performed by means of the proportional system governed by Article 137 of the Public Limited Liability Companies Act and the provisions in development thereof. Art. 27. Directors shall be appointed for a term of five years. They may be re-elected by the General Meeting on one or more occasions, and for periods the same maximum duration. Consideration is given to diversity, independence and experience in economic, environmental and social matters.</i>	102-30	Efficacy of risk management processes► <i>The supreme governing body addresses risk management processes at monthly meetings.</i>
102-25	Conflicts of Interest► <i>The body in charge of managing conflicts of interest is the Ethics and Compliance Committee and these conflicts of interest are expressed in the Code of Conduct. The contracting of personnel or suppliers dependent on members or governing bodies is strictly forbidden, unless authorised by this committee.</i>	102-31	Evaluation of economic, environmental and social issues► <i>Monthly</i>
		102-32	Function of the supreme governing body in generating sustainability reports► <i>Review and final approval.</i>
		102-33	Communication of critical concerns► <i>The concerns of the company are expressed in its mission.</i> ► P. 9
		102-34	Nature and total number of critical concerns► <i>Information not available. If there are any critical concerns these are conveyed directly to the management and addressed immediately.</i>
		102-35	Remuneration policies► <i>A proposal for a remuneration policy was presented to the standing committee, establishing salary bands, criteria for applying the bands and a variable remuneration system, which will be applied progressively over the coming years.</i>
		102-36	Process for determining remuneration► <i>The company Willis Towers Watson conducted a market positioning analysis.</i>
		102-37	Involvement of stakeholders in remuneration► <i>This is determined according to the agreement, both in terms of salary tables and the variable part of the fleet.</i>
		102-38	Total annual compensation ratio► <i>The ratio of the highest paid person's annual compensation to the median is 5.86. This represents a reduction of 0.21 points.</i>
		102-39	Percentage total annual compensation increase ratio► <i>Information not available.</i>

5. Participation of stakeholder groups

102-40	List of stakeholder groups►P. 62
102-41	Collective bargaining agreements►100% of the staff
102-42	Identification and selection of stakeholders►P. 62
102-43	Approach to Stakeholder Engagement►The participation of each stakeholder group was not analysed. Apart from the employees directly involved, no other stakeholders were involved in the preparation of the report.
102-44	Key issues and concerns mentioned►No survey of key issues and concerns was carried out in this financial year.

6. Report generation practices

102-45	Entities included in the consolidated financial statements►Baleària Group (Transportes Cargua, Kanalion Marine Company, Compañía Marítima Alborán, Gondans, Naviera Barayo y Canary Bridge Seaways) + GESNA + BALUSA.
102-46	Definition of the content of the reports and topic coverage►The content of these reports is defined on the basis of the principles set out by the GRI (Inclusion of stakeholders, sustainability context, materiality and completeness). To guarantee the quality of these reports, the principles of accuracy, balance, clarity, comparability, reliability and timeliness are applied.
102-47	List of material issues►No study of material issues was carried out in this exercise.
102-48	Restatement of information►Expressed on a case-by-case basis, where applicable.
102-49	Changes in reporting►There have been no changes in reporting.
102-50	Reporting period►2022
102-51	Date of last report►2021
102-52	Report preparation cycle►Annual
102-53	Point of contact for questions about the report►canal.etico@balearia.com
102-54	Statement on the preparation of the report in accordance with GRI standards►This report has been prepared in accordance with the comprehensive option of the GRI standards. This report reflects the economic and social (workforce) performance in the 2022 financial year (1 November, 2021 - 31 October, 2022). All other data refer to the calendar year.
102-55	GRI table of contents►p. 70-75
102-56	External verification►Not performed

II. THEMATIC CONTENT

ECONOMIC

201. Economic performance

201-01	Direct economic value generated and distributed►P. 67 ►SDG 9
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201-02	Financial implications and other risks and opportunities arising from climate change► New IMO regulations: 1. EEXI & SEEMP-PART III (CII), approved in 2021, entry into force in 2023, Agreement with RINA for Calculation and Verification. (p. 44) 2. EEXI = Energy Efficiency eXisting ship Index Applicable from 01/01/2023 to vessels of >400 GT (23 ships in the fleet will be affected). Approved. 3. SEEMP-PART III (Ship Energy Efficiency Management Plan Part 3) CII = Carbon Intensity Index. Applicable from 01/01/2023 to vessels >5,000 GT (15 ships in the fleet will be affected). Approved. 4. EU standard (Fit For 55). Although it is not clear when this will come into force, Baleària is monitoring the new developments and has been working on simulations, as the regulation advances. 5. FUEL EU MARITIME regulation for vessels >5,000 GT (for the time being). Forward-looking regulation that aims to increase the use of sustainable alternative fuels in European shipping and ports.►SDG 9
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201-03	Obligations of the defined benefit plan and other retirement plans►This only includes medical insurance actions for fleet personnel and training actions for maritime qualifications. Some provincial agreements provide for retirement incentives.
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201-04	Financial assistance received from the government►In 2022 Baleària received the following grants from the European Union: i. CEF funds: 3,551,569.73 euros for the five retrofits of the Abel Matutes, Martín i Soler, Sicília, Nápoles and Bahama Mama + 18,389.71 euros for the ship sensorisation project for emissions control. Horizon 2020 funds: 2,495.50 from the Green Hysland hydrogen project. Horizonte Europa: 148,031 euros per project for a digital twin of one of the smart ships in the fleet. Total 3,720,485.94 euros.
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202. Market presence

202-01	Ratio of standard entry level wage by sex to local minimum wage►The ratio of the standard entry level wage by sex to the local minimum wage is 1.027 for both men and women.►SDG 5
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202-02	Proportion of senior executives recruited from the local community►There has been no recruitment from the local community.►SDG 8
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203. Indirect economic impacts

203-01	Investment in infrastructure and supported services►P. 43-49 ►SDG 9, 11
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203-02	Significant indirect economic impacts►Information not available.
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204. Acquisition practices

204-01	Proportion of expenditure with local suppliers►The proportion of local suppliers is 77.8%.►SDG 8
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205. Anti-corruption

205-01	Operations evaluated for corruption-related risks►The company has a Criminal Offences Prevention Manual and appointed a committee for this purpose.
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205-02 Communication and training on anti-corruption policies and procedures ► *The entire company was informed of the existence of the new Ethics Channel through which to report any irregularities, and of the training offer related to compliance policies, including several courses, including 'Protection of Business Secrets', in which 153 employees were trained, for a total of 76.5 hours.*

205-03 Confirmed cases of corruption and actions taken ► *No cases of corruption have been detected. Baleària has an email address so that employees or suppliers can report any illicit behaviour they detect.*

206. Unfair competition

206-01 Legal actions connected with unfair competition, monopolistic and anti-trust practices ► *There are no ongoing proceedings in this regard.*

ENVIRONMENTAL

301. Materials

301-01 Materials used by weight or volume ► *18,048,823 ecological consumables used (cutlery, glasses, plates, chopsticks, napkins, etc.). 30% more than in 2021. All these consumables are plastic-free.*

301-02 Recycled materials used. ► *The organisation has no recycled material used.*

301-03 Reused products and packaging materials ► *The organisation has no reused products and does not use packaging materials.*

302. Energy

302-01 Energy consumption within the organisation. ► *Electricity consumption - 1,340,822 kWh // Water consumption - 97.260m³ // Diesel consumption - 97,892,41m³ // Fuel consumption - 136,732,86 t // LNG consumption - 36,936,760 kWh // Photovoltaic installation EM Valencia - 13,224,59kWh ► P. 17.*

302-02 Energy consumption within the organisation. ► *Information not available.*

302-03 Energy intensity. ► *Ratio tCO₂/mile: 0.451. The ratio increased by 9.73% compared to the previous period due to a decrease in LNG consumption and an increase in miles travelled. ► SDG 13*

302-04 Reduction of energy consumption. ► *The energy consumption of the maritime stations increased by 28%, from 1,040Mw to 1,340 Mw in this period, due to the increase in the number of passengers and employees, taking into account the high temperatures in the summer period. ► P. 17.*

302-05 Reduction of energy requirements for products and services. ► *Energy consumption in this period increased due to the extra fuel used, as the miles travelled also increased. Electricity consumption increased by 28%, partly due to the increase in passenger numbers. ► SDG 12*

303. Water

303-01 Water extraction by source. ► *The company obtains the water that it uses from the municipal mains supply in the various locations where it operates. Water consumption in regional offices in this period was 7,779 m³. The water supply to vessels either by barge or through the municipal network was 89,556.41 m³.*

303-02 Water sources significantly affected by water extraction. ► *The sources used (municipal networks) are not affected.*

303-03 Recycled and reused water. ► *Baleària does not use recycled water and has no resources in place for water recycling.*

304. Biodiversity

304-01 Operational sites owned, leased or managed, located within or adjacent to protected areas or zones of high biodiversity value outside protected areas. ► *Baleària does not have any operational sites located within or adjacent to protected areas or zones of high biodiversity value.*

304-02 Significant impacts of activities, products and services on biodiversity. ► *The significant impacts identified by Baleària in connection with its activities are the: emission of combustion gases from engines; generation of solid urban waste; generation of hazardous waste; and consumption of natural resources (fossil fuels and water). To reduce these impacts, Baleària implements various initiatives, including the use of natural gas, thereby reducing CO₂ and NO_x emissions, and virtually eliminating the generation of SO_x and particles. A new electric vessel is under construction, with zero emissions during port stays and approaches.*

304-03 Protected or restored habitats. ► *Participation in the following initiatives: Plàstic 0 in the Ses Salines Natural Park - Formentera. / Sightings of birds and marine fauna in the Mediterranean. / UIB: Research into entomological fauna –study of parasitism in birds in Menorca and especially butterflies and bees– in Formentera. / UIB: Biobidol butterflies in the S'Albufera Menorca Natural Park. Sampling of nocturnal butterflies in Menorca (COLIAS Project). Monitoring of nocturnal lepidoptera in Menorca and Ibiza. / UIB: I Balearic toad monitoring campaign in Menorca, Ibiza and Formentera. / *Pernon gibbesi* project: Atlas of the distribution of the "Sally Lightfoot" crab, an introduced species. / IMEDEA: Monitoring of storm petrels on Benidorm Island. / UA: *Xylella fastidiosa* Project/Cleaning of the Port of Sant Antoni, Ibiza. / Ibiza Botanico Biotecnológico: SOS Salvem sa Sargantana Pitiusa campaign. / Magic and nature: Save the Kentish Plover. / GEN GOB: *Posidonia marina* studies. ► SDG 14*

304-04 Species on the IUCN Red List and national conservation lists whose habitats are within areas affected by operations ► *26 vulnerable and 10 endangered species.*

305. Emissions

305-01 Direct GHG emissions (scope 1). ► *P. 44. ► SDG 13*

305-02 Indirect GHG emissions through energy generation (Scope 2). ► *On ships, on-board electricity is produced through the use of auxiliary engines or shaft generators (through the operation of the main engines), so this indicator is directly related to the consumption of the main and auxiliary engines. This is answered in Indicator "305-1 - Direct greenhouse gas emissions (Scope 1)", through the consumption tables for mileage, diesel, fuel oil and natural gas ► SDG 13*

305-03 Other indirect GHG emissions (3). ► *Information not available. These are not measured and are not expected to be calculated in the short term.*

305-04	GHG emissions intensity ▶ <i>Data for the 2021 financial year are taken into account. To calculate the greenhouse gas (GHG) emission intensity, the unit of transport activity (t - mile) is used as the denominator. This GHG emissions intensity is known by Balearia as the Balearia Eco-efficiency Index (BEI), which was 0.451 tCO₂/mile (an increase of 9% compared to the previous year, mainly due to the decreased use of LNG). Even so, the ratio MWh/mile = 1.71 shows that the organisation sailed more efficiently. (p. 44) ▶ SDG 13</i>
305-05	Reduction of GHG emissions ▶ P. 44 ▶ SDG 13
305-06	Emissions of ozone-depleting substances (ODS) ▶ <i>Information not available. These are not measured.</i>
305-07	Nitrogen oxides (NO _x), sulphur oxides (SO _x) and other significant air emissions ▶ <i>Information not available. These are not measured.</i>
306. Effluent and waste	
306-01	Discharge of water in accordance with quality and destination ▶ <i>Waste water is generated by the company's ships and handed over at the different ports via the MARPOL service. Waste water discharged by marine stations comes from human use and goes into the sewage system. 8,291 m³ of bilge water was generated, which was removed from the vessels by authorised companies for subsequent treatment.</i>
306-02	Waste by type and disposal method ▶ <i>22,182 m³ of MARPOL V category waste was generated on board the ships, which was removed in port by different authorised companies.</i>
306-03	Significant spills ▶ <i>These are measured through the reporting of such incidents by ships and port authorities. One incident was recorded: 07/10/2022 Overflow from the Passió por Formentera.</i>
306-04	Hazardous waste transport ▶ <i>Baleària is not involved in the transportation of hazardous waste. Any hazardous waste that might be carried by Baleària is shipped as freight and transported on self-propelled vehicles operated by waste managers, without the shipping company interacting with this type of merchandise at any time.</i>
306-05	Water bodies affected by water discharge and/or run-offs ▶ <i>Baleària does not perform water discharges or run-offs. The waste water generated by its ships is delivered to on-land treatment facilities.</i>
307. Environmental compliance	
307-01	Breach of environmental regulations and legislation ▶ <i>No notices received of proceedings in this regard.</i>
308. Environmental evaluation of suppliers	
308-01	New suppliers that have passed evaluation and selection filters in accordance with environmental criteria ▶ <i>21.3% (+3% from the previous year) of the suppliers evaluated apply environmental criteria as required by the company (information on certified environmental management systems).</i>

308-02	Negative environmental impacts on the supply chain, and measures taken ▶ 78.7% of the suppliers evaluated do not have a certified environmental system. <i>Relations with them have not been terminated, although work is underway to offer improvements. The negative environmental impacts in the supply chain are the CO₂ emissions emitted during the transport of the material to the company's regional branches. It should also be noted that, in order to reduce these emissions, priority is given to local suppliers.</i>
SOCIAL	
Work-life balance (material issue)	
103-1	Work-life balance is an issue of particular importance for employees, who would like the company to offer measures to achieve such a balance, with the organisation playing a fundamental role through direct actions. A work-life balance plan has been drawn up for this purpose setting out measures, in addition to others that have already been implemented, and which describes the company's current policies, commitments, objectives and goals, resources, programme and initiatives. For the purposes of assessing the cost-effectiveness and efficiency of this matter, the absenteeism rate will be evaluated, among other points.
103-2	
103-3	
401. Employment	
401-01	New employee recruitment and staff turnover ▶ <i>There were 994 new hires; a total turnover of 34.97% and a voluntary turnover of 9.68%.</i>
401-02	Benefits for full-time employees not given to part-time or temporary employees ▶ <i>The social benefits apply equally to all workers, irrespective of their working hours. All employees receive incapacity and disability cover and parental leave. Life insurance in accordance with collective agreement and special terms for medical insurance.</i> ▶ SDG 8
401-03	Parental leave ▶ <i>There were a total of 43 parental leaves, 20 of them for women and 23 for men.</i> ▶ SDG 5
402. Worker-company relations	
402-01	Minimum notice periods for operational changes ▶ <i>As established by current legislation.</i>
403. Health and safety at work	
403-01	Worker representation in formal worker-company health and safety committees ▶ <i>100% of the workers are represented by the Health and Safety Committee, which is governed by the provisions of Articles 38 and 39 of Law 31/1995 on the Prevention of Occupational Risks.</i>
403-02	Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of fatalities due to work-related accidents ▶ <i>There were 23 occupational accidents, involving 17 men and 5 women, excluding cases in itinere. The reasons were overexertion (3); fall to the same level (1); collision with moving objects (1); collision with immobile objects (5); entrapment between objects (1); blows and cuts by objects or tools (3); accident due to wave break (0); being run over or hit by vehicles (0); fall to a different level (1); stepping on objects (7); projection of fragments or particles (1); in itinere (9). With respect to accident rates, the incidence rate was 24.02, the frequency rate was 11.71, the severity rate was 0.30 and the average duration was 25 days. A total of 104,288 hours of absenteeism were recorded. Common contingencies accounted for 4.48% and occupational contingencies for 0.61%. There were no occupational diseases or deaths from work-related accidents.</i>

403-03	Workers with high incidence or high risk of illnesses connected with their activity ▶ <i>None.</i>
403-04	Health and safety issues dealt with in formal agreements with trade unions ▶ <i>Within the Health and Safety Committee, 100% of the issues regarding the prevention of occupational risks are addressed, and agreements are reached on this matter.</i>
404. Training and education	
404-01	Average hours of training a year per employee ▶ <i>P. 56-57</i> ▶ SDG 8
404-02	Programmes to improve employee skills and transition support programmes. ▶ <i>P. 56-57</i> ▶ SDG 10
404-03	Percentage of employees receiving regular performance and career development reviews ▶ <i>100% of employees had the option to undergo the performance appraisal process.</i>
405. Diversity and equal opportunities	
405-01	Diversity in governing bodies and employees ▶ <i>P. 53</i> ▶ SDG 5
405-02	Ratio of basic salary and remuneration of women versus men ▶ <i>Information not available.</i> ▶ SDG 5
406. Non-discrimination	
406-01	Cases of discrimination and corrective actions taken ▶ <i>A total of 11 complaints of discrimination were received. Following investigations, 3 were sanctioned, 4 were closed and the rest are in the process of being investigated.</i> ▶ SDG 5
407. Freedom of association and collective bargaining	
407-01	Operations and suppliers with a significant risk of cases of child labour ▶ <i>The company supports the right of freedom of association and recognition of collective bargaining. No centres or suppliers have been identified in this regard.</i>
408. Child labour	
408-01	Operations and suppliers with significant risk of child labour ▶ <i>Not applicable</i>
409. Forced or bonded labour	
409-01	Operations and suppliers with significant risk of forced or bonded labour ▶ <i>Not applicable</i>
410. Security practices	
410-01	Security personnel trained in human rights policies or procedures ▶ <i>The organisation does not have in-house security personnel, although it does subcontract security personnel and requests information from the provider on whether this criterion is met.</i>
411. Rights of indigenous peoples	
411-01	Cases of violations of the rights of indigenous peoples ▶ <i>Not applicable.</i>
412. Human rights assessment	
412-01	Operations subject to human rights impact reviews or evaluations ▶ <i>None performed</i>

412-02	Training of employees on human rights policies or procedures ▶ <i>A total of 41 employees participated in the courses 'Human Rights', 'Introduction to Gender Equality', 'Gender Equality Plan' and 'Introduction to Sustainable Development Goals', for a total of 684 hours of training.</i>
412-03	Significant investment contracts and agreements with human rights clauses or subject to human rights evaluation ▶ <i>None performed.</i>
413. Local communities	
413-01	Operations involving the local community, impact assessments and development programmes ▶ <i>P. 60-65</i>
413-02	Operations with significant real or potential negative impacts on local communities ▶ <i>Company activities that could generate negative impacts on local communities are those connected with the noise generated by the ships' engines when they are in port.</i>
414. Social evaluation of suppliers	
414-01	New suppliers passing through selection filters in accordance with social criteria ▶ <i>42% of the suppliers evaluated applied the social criteria required by the company (voluntary certification of their occupational risk prevention system (OHSAS 18001/45001 or other)) and understand and apply the criteria included within the Baleària Code of Conduct and Ethics.</i>
414-02	Negative social impacts on the supply chain and measures taken ▶ <i>58% of the suppliers evaluated could have some type of negative social impact, although these are not significant. The relationship has not been terminated with any of these. The negative social impacts that could occur in the supply chain are those that depend on manufacturers in Asian countries, which provide services to Baleària's suppliers, and may be involved in child or forced labour practices, etc.</i>
415. Public policies	
415-01	Contribution to political parties and/or representatives ▶ <i>Baleària made no contribution in this regard.</i>
416. Customer health and safety (material issue)	
103-1	<i>Maritime safety is an aspect of overriding importance for Baleària, with a direct impact on the services it provides. The Safety Management System covers the entire fleet and for this purpose, the company has the DPA and an area dedicated to fulfilling all the requirements relating to this aspect. The Management System is based on the company's maritime safety and environmental protection policy, which establishes a clear commitment to implementing policies to eliminate and/or minimise risks to personal health, damage to the environment, equipment and vessels, as well as compliance with the laws and legal regulations in force at the national and international levels, complying with the requirements of the ISM Code. This system is continuously reviewed by the company by conducting internal inspections and audits, and is also audited once per year by the authority in order to guarantee compliance.</i>
103-2	
103-3	

416-01	Evaluation of impacts on health and safety in the product or service categories►Through its Safety Management System, safety committees, audits and management tools, Baleària continuously evaluates compliance with the applicable health and safety measures and promotes the continuous improvement of these measures on board its ships and in its facilities.►SDG 3
416-02	Cases of non-compliance related to health and safety impacts in the product and service categories None received.►SDG 3
417. Marketing and labelling	
417-01	Requirements for information and labelling of products and services ► Baleària uses its website to inform customers as to control and safety measures established for embarkation on its ships. On board, passengers are also provided with information cards on the various methods of evacuating the ship they are sailing on, and they are informed how to use these, should they be needed, by means of a video shown when the crossing begins.
417-02	Cases of non-compliance connected with information and labelling of products►None received.
417-03	Cases of non-compliance related to marketing communications►None received in this regard.
418. Client privacy	
418-01	Substantiated complaints regarding breaches of customer privacy and loss of customer data►Two information injunctions were received from the AEPD which were closed after the relevant submissions.
419. Socioeconomic compliance	
419-01	Breach of laws and regulations in the social and economic spheres►None in the economic sphere. In social terms these are insignificant.

CREDITS

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