

SUSTAINABILITY REPORT BARCELONA ACTIVA

ACTIVITY
SUMMARY
2023



Ajuntament de
Barcelona

 Barcelona
Activa

SUSTAINABILITY REPORT **BARCELONA ACTIVA**

ACTIVITY
SUMMARY
2023



Raquel Gil

Chair of Barcelona Activa

Councillor for Economic Promotion, Employment, Feminisms and Democratic Memory

As the chair of Barcelona Activa, it is an honour for me to be able to share with you our annual sustainability report, presenting the milestones we achieved in 2023. We have worked tirelessly to boost our city's economy by fostering talent, entrepreneurship, innovation and business growth, always with a steadfast commitment to the values of equality and sustainability. Therefore, this report reflects the dedication of many people who work together to build a better future for all Barcelona residents.

Barcelona Activa is a key organisation in our city's economic promotion and provides an extensive portfolio of services and programmes to contribute to the diversification of our productive network by providing quality job opportunities and driving the creation and growth of business projects with a major social impact. At the same time, with the goal of creating a fairer and more egalitarian Barcelona, we are working on a range of initiatives that emphasise women's inclusion in the job market and the promotion of gender equality in all spheres.

Regarding our commitment to improving the employability of Barcelona's residents, 2023 was the second year of implementation of the biannual Barcelona Agreement for Quality Employment action plan, a forum for improving our city's employment policies.

This collective effort, the result of a partnership between Barcelona Activa and Barcelona City Council, the SOC (Catalan Unemployment Office), social and economic stakeholders and more than 50 organisations in the third/social sector, has enabled us to work together on a series of measures that aim to foster the creation of a fairer and more equitable job market in our city.

This year we also focused on initiatives to diversify Barcelona's economy by backing the more traditional economic sectors and driving our city's strategic sectors, such as the blue economy, while also capitalising on the opportunity offered by Barcelona hosting the America's Cup. We have also worked hard to develop new business activity hubs in the city, one of the most significant public-private collaboration initiatives spearheaded by Barcelona City Council in recent years. It should enable us to create true hubs for attracting talent, entrepreneurship and investment and ultimately generate new economic activity.

In 2023, we also focused on economic incentives for Barcelona companies, with a particular focus on start-ups. Through the Barcelona Accelera venture capital fund and the Deep Tech fund, we contributed to injecting cash into local companies and—with Barcelona Accelera—we consolidated more than 3,000 jobs in the city.

For all these reasons, I want to express my heartfelt gratitude to Barcelona Activa's employees. Their dedication, professionalism and commitment are essential to the success of our initiatives. Thanks to their hard work, we are building a better and more inclusive Barcelona with more opportunities for everyone, which is essential for reaching our shared goals.

I encourage everyone to actively participate in Barcelona Activa's initiatives and programmes. Our success also depends on your involvement and collaboration. Together we can build a more prosperous, sustainable and egalitarian Barcelona.



Lorenzo di Pietro

Managing Director of Barcelona Activa

I am pleased to share Barcelona Activa's major milestones for 2023, which are reflected in our sixth Sustainability Report.

It was an important year for our agency; we concluded a four-year cycle with major accomplishments and contributions to the city's economy, and started a new cycle, which I have the privilege of leading as the managing director. As always, our commitment to improving the quality of life of Barcelona's residents guided us throughout this year, and we focused on people who want to improve their professional futures, entrepreneurs who want to make their business ideas feasible and companies that create quality jobs and bring value to the city's economy.

Innovation and spirit of service are the engines driving our organisation to contribute to the diversification of the city's economy and create a more sustainable, competitive and inclusive economic model where nobody is left behind. And this year's results confirm this: we supported 55,000 people, 31,800 of whom were users of our employment services (10.1% more than in 2022); we assisted 7,178 companies (3% more than the previous year), which we have helped become more resilient and employment generators. We also advised 8,900 entrepreneurs (15% more than in 2022), help them to bring their business ideas to fruition.

Therefore, I want to express my deepest gratitude to the entire Barcelona Activa team, this company's most important asset, for the dedication, effort and enthusiasm that made this possible yet another year. Their daily work is essential in fulfilling our mission and making our commitment to city residents a reality. I also want to highlight the vital importance of our collaboration with the ecosystem of organisations, companies and socio-economic stakeholders in our city. This synergy enables us to promote and roll out a wide range of public-private partnership initiatives and projects that benefit society as a whole.

And, of course, I also want to express my sincere gratitude to the residents of Barcelona, who turn to us year after year to bring their professional projects to fruition. Their trust in Barcelona Activa, support and participation are essential for our job and push us to work every day to improve our services.

Despite significant changes in Barcelona Activa's organisational structure and management team in 2023, these transformations align with its nearly 40-year legacy. This legacy has been defined by a balance between leveraging knowledge and experience and adapting to the evolving needs of individuals and businesses.

Therefore, this sixth Sustainability Report materialises our commitment to transparency and clear communication with our stakeholders and reaffirms our commitment to the Spanish Network of the United Nations Global Compact, by aligning ourselves with the 2030 Agenda and the Sustainable Development Goals. This commitment reflects our determination to contribute to a fairer and more sustainable world.

New challenges and opportunities await us, and I'm convinced that with your support, we will continue to achieve major goals and contribute to the well-being of all Barcelona residents, focusing on sustainability, innovation and social progress.

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ABOUT THIS REPORT



This is Barcelona Activa's sixth annual Sustainability Report, covering 2023 in this case, and aims to share with Barcelona Activa's stakeholders relevant, exhaustive and truthful information on the company's work and its social, environmental and economic impact.

The content and quality of the report is based on the criteria established by the **Global Reporting Initiative (GRI) in force and stipulated in Act 11/2018 on Non-Financial Information and Diversity**. Furthermore, the **2023 Non-financial Information Statement (NFIS)** is available on the Barcelona Activa [transparency portal](#), thus ensuring the maximum disclosure regarding its work.

CONTENT AND QUALITY CRITERIA:



Accuracy



Completeness



Balance



Sustainability context



Clarity



Timeliness



Comparability



Verifiability

The commitments related to Barcelona Activa's ethical, sustainable and responsible management are in line with the **10 principles of the Global Compact and the United Nations' Sustainable Development Goals (SDGs)**. In fact, Barcelona Activa is a *signatory* of the Spanish Network of the United Nations Global Compact.

For any queries or suggestions regarding the content of the Sustainability Report, please contact us at the following e-mail address: sostenibilitat@barcelonactiva.cat

01

Barcelona Activa

ABOUT US

Barcelona Activa SAU SPM, a public company wholly owned by the city government, was created on 19 December 1986 in the Municipal Council plenary meeting as provided for by Act 7/85. As an organisation **managed directly by Barcelona City Council**, it is affiliated with the Fourth Deputy Mayor's Office (Economy, Treasury, Economic Promotion and Tourism), which is currently led by Jordi Valls Riera. Within this framework, it is specifically managed by the Councillor's Office for Economic Promotion and Employment, led by Raquel Gil Eiroá, who was also appointed chair on 14 September 2023. Lorenzo Di Pietro was appointed managing director on the same date.

The Barcelona Activa Board of Directors, which includes representatives from all the political parties in the City Council, is appointed by the Governing Board pursuant to Article 8 of the organisation's articles of association. This Board, which meets two to three times per year, is accountable to the plenary session of the Municipal Council, which acts as the General Board and takes on the authorities stipulated in Articles 10 and 12 of its articles of association. Since 2015, trade unions attend the meetings of the Board of Directors as observers. The Board is also in charge of overseeing the work carried out by Barcelona Activa's Managing Director.

Below are **the members of the 2023 Board of Directors:**

Chair:

Raquel Gil Eiroá

Vice-chair:

Jordi Valls Riera

Board members:

Ramon Tremosa Balcells

Carolina Recio Cáceres

Jordi Coronas Martorell

M. Ángeles Esteller Ruedas

Gonzalo de Oro-Pulido Plaza

Albert Deusedes Perelló

Gemma Arau Ceballos

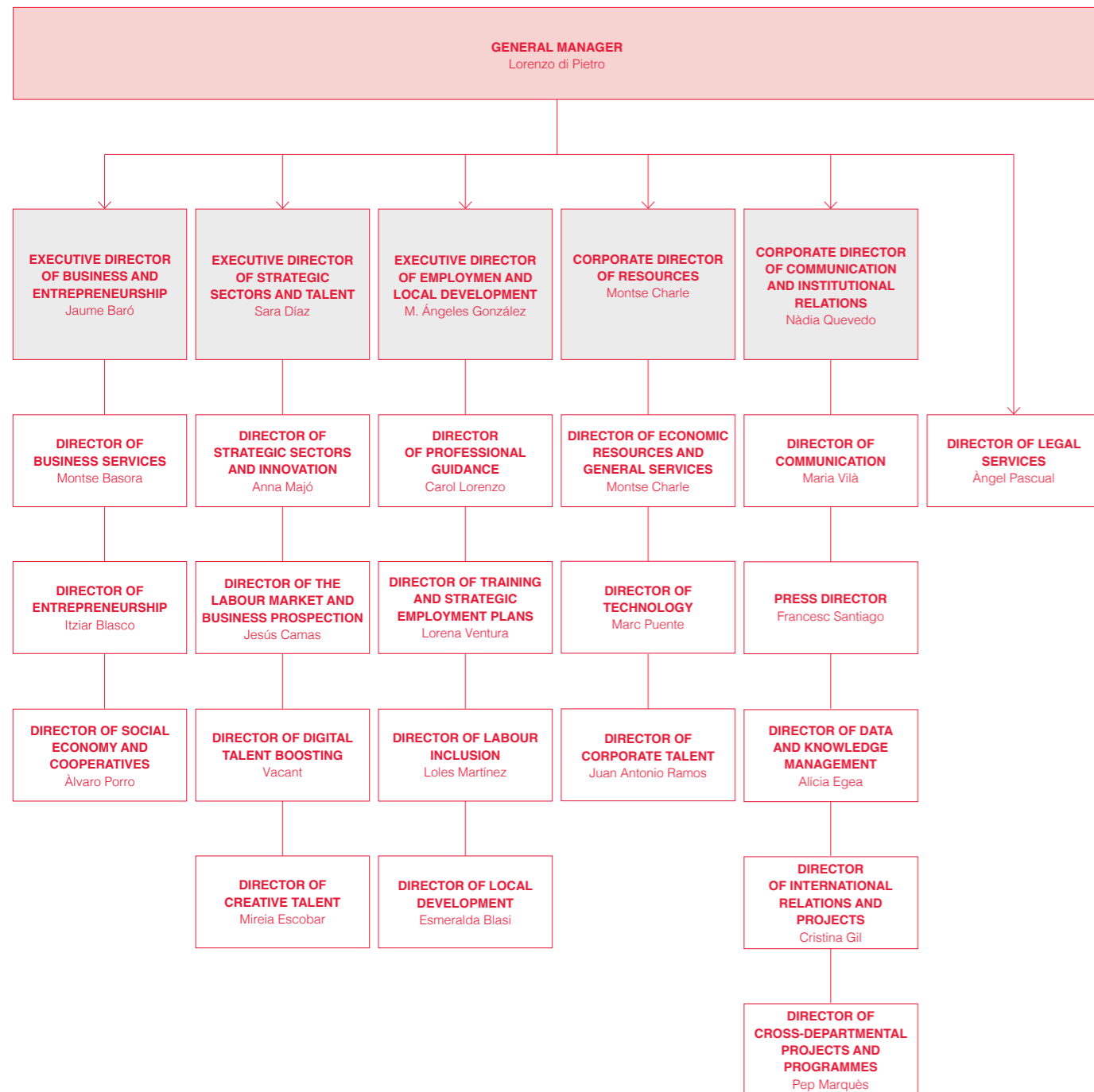
Agustí Abelaira Dapena

Laia Claverol Torres

Miquel Rodríguez Pianas

1.1 / ORGANISATIONAL STRUCTURE

In the last quarter of 2023, the Managing Director presented a new organisational chart which should facilitate better integration among Barcelona Activa's various services, work towards improving the company's internal processes and digital transformation, and drive communication that contributes to a solid corporate reputation.



1.2 / OUR STRATEGIC FRAMEWORK AND MISSION

Barcelona Activa's initiatives are based on the Barcelona Green Deal economic agenda. The goal is to boost Barcelona's economic ecosystem to **make it a more competitive, sustainable and equitable city, adapted to challenges such as the ecological and digital transitions**. This agenda, which is essential in the development of the city's economic policies, complements a **Municipal Action Plan** that prioritises the city's economic diversification by supporting existing and emerging strategic sectors, particularly those related to climate change, while also investing in science and research.

Within this context, as Barcelona City Council's economic promotion agency, **Barcelona Activa's mission** is:

To promote quality employment, entrepreneurship, business competitiveness and diversification of the productive fabric to achieve a sustainable, inclusive and fair economic model.

And its **vision** is:

To make the city a leader in employment, entrepreneurship and living with social and environmental values.

OUR VALUES:



Equal opportunities and social progress



An economy at the service of people: social and sustainable



Cooperation within the organisation and with others



The spirit of public service and professional and personal ethics

NEW STRATEGIC PLAN 2023-2027

In the last quarter of 2023, there was work on the **new Strategic Business Plan**, which defines the organisation's new lines of work for the next four years:

Barcelona Activa has defined its new **Strategic Plan 2023-2027**, focused on contributing to the economic, sustainable and inclusive development of the city of Barcelona.

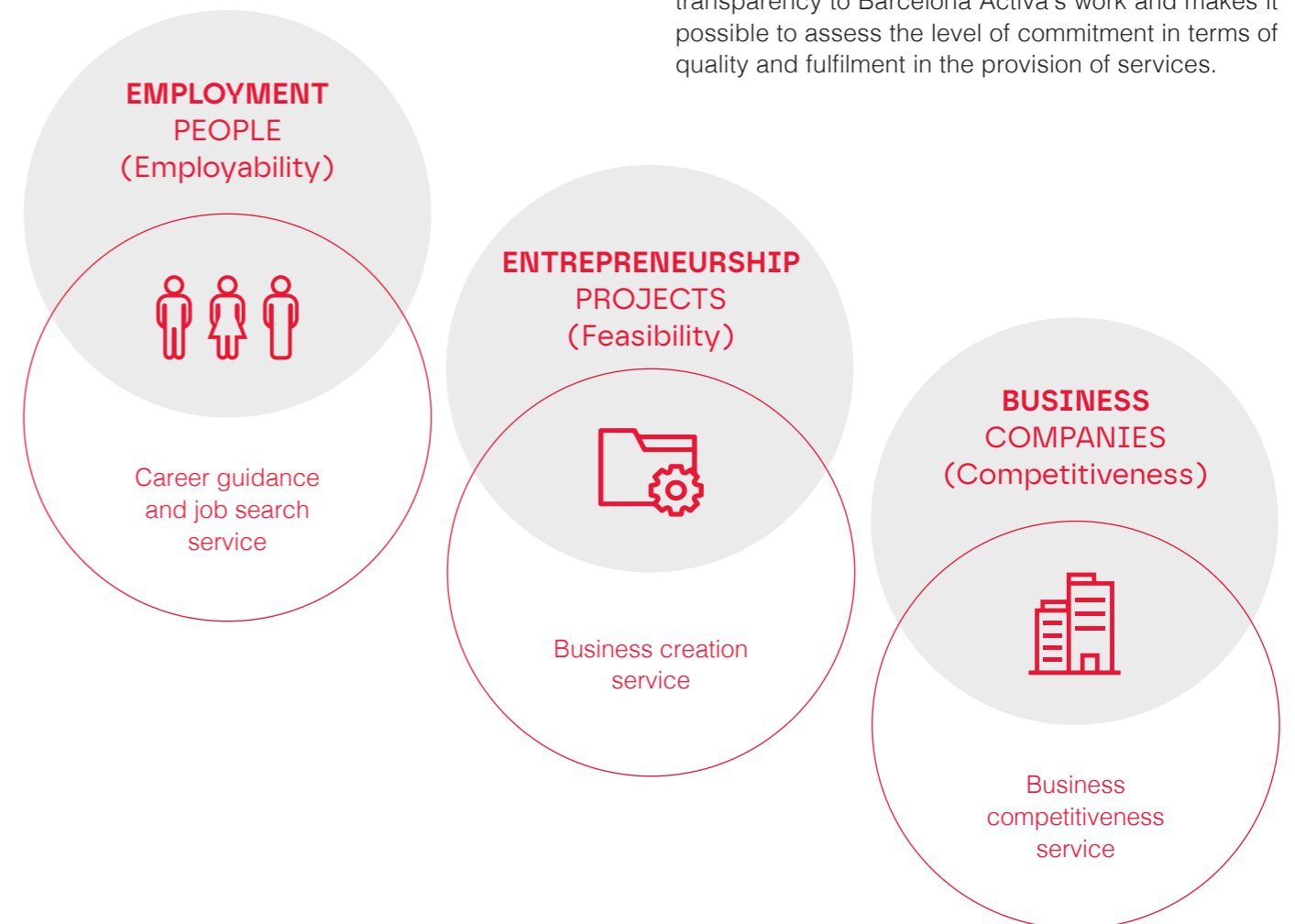
- 1 **Sustainable and inclusive economic development**
Based on a growth model that creates impact and opportunities for all.
- 2 **Diversification of the productive fabric**
Based on modernising consolidated sectors and promoting strategic sectors.
- 3 **Quality employment in an inclusive and fair labour market**
Based on dialogue between employers and employees and collaboration with stakeholders in the ecosystem, with a special focus on gender policies and promoting youth employment.
- 4 **An entrepreneurial, innovative, open and connected ecosystem**
With the ability to attract talent and investments, and to position the city on the international stage.
- 5 **Digital, creative and international talent**
As a driver of business competitiveness and an incentive for professional development.
- 6 **Local cohesion**
Based on a solid local economy that creates impactful professional and business opportunities.
- 7 **Data-driven organisational excellence**
To ensure efficient processes and effective results.
- 8 **An ideal environment for professional development**
With people and their professional goals at the heart of corporate policies.
- 9 **Promoting equality between men and women**
Integrating the gender perspective in all internal and external initiatives.
- 10 **Public-private partnerships**
To multiply the impacts of public policies and create an environment of trust.

1.3 /
LINES OF WORK AND NETWORK OF FACILITIES:
WITH THE CITY

Barcelona Activa provides its services using a **comprehensive approach** that promotes employability, enhances the feasibility of new entrepreneurial projects and boosts business competitiveness. This approach is based on **three fundamental cornerstones: employment** (offering career guidance and a job search service and thus facilitating access to the job market), **entrepreneurship** (promoting the creation of companies via advice and resources that ensure their long-term sustainability) and **business support services** (boosting their ability to be more competitive globally). The network of Barcelona Activa facilities links these cornerstones by fostering a strong, cohesive economic community within the city, and **it is geared towards building an equitable and resilient economic model.**

Barcelona Activa has 12 facilities of its own, 4 Espais Activa and a network of more than 40 activity sites throughout the city. This structure enables us to guarantee **accessible local services for individuals and companies**, which are available both **in person and virtually**. You can see them [here](#).

Some of Barcelona Activa's key services are part of **Barcelona City Council's Charter of Municipal Services**. This document, for interested individuals, entities, companies and organisations, outlines the objectives and key commitments with the services that Barcelona Activa offers the city's residents. The Charter of Services contributes to keeping city residents informed about the services that Barcelona Activa provides, thus fostering greater proximity between public agencies and their users. This charter also brings transparency to Barcelona Activa's work and makes it possible to assess the level of commitment in terms of quality and fulfilment in the provision of services.



02

OUR COMMITMENT TO SUSTAINABILITY

Barcelona Activa's sustainability policy is geared towards the integration of economic, ethical, social and environmental management within the organisation. It stresses communication with stakeholders in order to generate long-term shared value.

Barcelona Activa's strategies, programmes and services are designed around the five cornerstones of this policy, considering the current and future socio-economic context and the needs of the target community and our stakeholders.

Barcelona Activa is implementing a socially responsible management model aligned with the 2030 Agenda.

Furthermore, to efficiently implement its Sustainability Policy within the organisation, in 2020 Barcelona Activa established an internal governance model with cross-departmental working committees in line with the five cornerstones of its work, thus guaranteeing the quality and efficiency of the services provided.

At the same time, it is demonstrating its steadfast commitment to the Sustainable Development Goals (SDGs) of the 2030 Agenda, enhancing its dedication to excellent management and making an active contribution to a more sustainable future.

CORNERSTONES OF THE SUSTAINABILITY POLICY:



Good governance
Ethics and transparency



Community
Impact on the surrounding area



People
Organisational culture



Value chain
Responsible recruitment



The Environment
Combating the climate emergency

Barcelona Activa is firmly committed to achieving the following SDGs:



2.1 / STAKEHOLDERS AND ALLIANCES

Below are Barcelona Activa's priority stakeholders, identified within the context of the organisation's Corporate Social Responsibility Policy.

MAIN SOCIO-ECONOMIC STAKEHOLDERS:

City Council Public institutions

Political leaders

Individual and corporate beneficiaries

Suppliers

Employees

As part of its commitment to transparency and open communication, Barcelona Activa periodically conducts materiality analyses in which it rates the most important issues for the organisation and its stakeholders. This analysis includes a rating of the priority SDGs and the most relevant aspects for our stakeholders, all revolving around the five strategic cornerstones of the organisation's sustainability policy: Community, Good Governance, People, Value Chain and Environment, thus promoting shared value.

In 2023, Barcelona Activa conducted its third materiality analysis.

Strategic SDGs for the stakeholders:

Through this same analysis, the shared strategic SDGs resulting from the materiality analysis for both the organisation and its stakeholders are the following:



The issues that emerged as the most relevant are:

THE ENVIRONMENT	STAFF	GOOD GOVERNANCE
<ul style="list-style-type: none"> • Waste • Water consumption 	<ul style="list-style-type: none"> • Work-life balance • Training • Equality • Health and safety 	<ul style="list-style-type: none"> • Companies' and users' satisfaction • Accessibility of services • Responsible supply chain • Prevention of bribery and corruption

Issue	Importance for the stakeholders
THE ENVIRONMENT	
Climate change	4.19
Energy consumption	4.21
CO ₂ emissions	4.17
Water consumption	4.38
Materials	4.42
Waste	4.32
STAFF	
Social relations	4.20
Health and safety	4.40
Equality	4.46
Work-life balance	4.37
Training	4.37
GOOD GOVERNANCE	
Responsible supply chain	4.45
Companies' and users' satisfaction	4.48
Accessibility of the services for all people	4.53
Ethics and transparency	4.43
Prevention of bribery and corruption	4.44
Whistle-blower channel	4.03
Data privacy and confidentiality	4.41
Financial resources	4.83
International outreach	4.13

CHANNELS AND FREQUENCY OF COMMUNICATION WITH STAKEHOLDERS 2023

Below we report on the stakeholders associated with Barcelona Activa used for the 2023 materiality analysis, along with the dialogue tools, the frequency, and examples of entities, companies and organisations, among others, belonging to each stakeholder group.

Stakeholder	Dialogue tools	Frequency	Examples
• Employees	<ul style="list-style-type: none"> • Committees with Works Council representatives • Internal communications • Materiality analysis • Reporting channel 	<ul style="list-style-type: none"> • As called by committees • Weekly (internal communications) • Annual (materiality survey) 	<ul style="list-style-type: none"> • Employees • Workers' representatives (Works Council and union chapters)
• City Council and public institutions	<ul style="list-style-type: none"> • Meetings of the BA Board of Directors • Meetings with Barcelona City Council Economy committees • Municipal boards and coordination groups • Materiality analysis • Reporting channel 	<ul style="list-style-type: none"> • Board of Directors (minimum 2 per year) • Monthly (Economy committees) • Annual (materiality survey) • As requested 	<ul style="list-style-type: none"> • Barcelona City Council government team • Representatives of political groups • Barcelona City Council Manager's Offices • Other municipal corporations • Barcelona Education Consortium • Barcelona Provincial Council • Government of Catalonia
• Socio-economic stakeholders	<ul style="list-style-type: none"> • Follow-up on agreements • Project-based working groups • Follow-up on the organisation of workshops and events • Materiality analysis • Reporting channel 	<ul style="list-style-type: none"> • Depending on the project and demand • Annual (materiality survey) 	<ul style="list-style-type: none"> • Trade unions • Employers' organisations • Guilds • Sectoral clusters • Professional associations • Foundations • Associations and organisations
• Socio-economic stakeholders: Universities	<ul style="list-style-type: none"> • Follow-up on agreements (e.g., chairs) • Project-based working groups • Materiality analysis • Reporting channel 	<ul style="list-style-type: none"> • Depending on the project • Annual (materiality survey) 	<ul style="list-style-type: none"> • University of Barcelona • Autonomous University of Barcelona • Polytechnic University of Catalonia • Pompeu Fabra University • Open University of Catalonia • IESE
• Individual and corporate users	<ul style="list-style-type: none"> • Newsletters • Website • Satisfaction surveys • Materiality analysis • Reporting channel • IRIS channel (complaints and suggestions) 	<ul style="list-style-type: none"> • Weekly (newsletters and satisfaction surveys) • Annual (materiality survey) • As requested 	<ul style="list-style-type: none"> • Users of Barcelona Activa's services and programmes • Companies participating in Barcelona Activa's services and programmes
• Suppliers	<ul style="list-style-type: none"> • Materiality analysis • Reporting channel 	<ul style="list-style-type: none"> • As requested • Annual (materiality survey) 	<ul style="list-style-type: none"> • Training providers • General services providers (security, maintenance, etc.) • Tech services suppliers • Consultants

MEMBERSHIP IN ASSOCIATIONS, NETWORKS AND INITIATIVES

Barcelona Activa reaffirms its commitment to social responsibility by participating actively in external initiatives and joining a range of associations, networks and projects that promote this vision. Below are several examples.

EXTERNAL INITIATIVES TO FOSTER SOCIAL RESPONSIBILITY	
Name	Objectives
Spanish Network of the United Nations Global Compact	A global initiative which promotes the implementation of the ten universal principles for furthering sustainability in areas such as human rights, labour, the environment and anti-corruption in companies' strategies and work. It has more than 12,500 members in more than 160 countries and is the largest corporate social responsibility initiative in the world.
Diversity Charter	Code of commitment signed voluntarily by companies and institutions in a country, regardless of their size, to further their commitment to diversity.
LGBTI Municipalities Network	The LGBTI Municipalities Network seeks to get all towns and cities in Catalonia to develop policies to promote respect for and recognition of all gender identities and expressions, as well as romantic and sexual orientations, while actively combating LGTBI-phobia and working collaboratively and effectively to achieve these goals.
More Sustainable Barcelona	This is a municipal initiative with a network of more than 1,000 organisations fostering environmental, social and economic sustainability for a more responsible city.



Pacto Mundial
Red Española



ACCESSION TO OTHER EXTERNAL COLLABORATION INITIATIVES	
Name	Objectives
Réseau Cités de Métiers	Network of cities with the goal of optimising municipal employment policies.
Foro de Ciudades por el Empleo (Cities for Jobs Forum)	Improve the effectiveness of employment and training policies developed by towns and cities through cooperation, training and sharing best practices.
REDEL – Red de Entidades para el Desarrollo Local (Network of Local Development Organisations)	Spanish network of local development agencies. It strives to improve organisations whose aim is to promote local development.
ANCES - Asociación Nacional de Centros Europeos de Empresas e Innovación (National Association of European Business and Innovation Centres)	The Network aims to promote economic and industrial development through the EU BICs (European Business and Innovation Centres), especially by promoting innovative SMEs.
EBN – European BIC	Network of organisations, technology parks and incubators devoted to promoting and supporting entrepreneurs and SMEs.
APTE – Asociación de Parques Tecnológicos de España (Spanish Association of Technology Parks)	Its main objective is to support the renewal and diversification of productive activity, technological progress and economic development by strengthening and promoting scientific and technological parks.
XPCAT - Xarxa Parcs Tecnològics de Catalunya (Technology Park Network of Catalonia)	Contribute to technological progress and to the economic and social development of Catalonia.
International Association of Science Parks - IASP	Connect professionals from scientific parks on an international scale and provide services that promote their growth and efficiency.
Eurocities	Presence in a network of leading European cities/local governments, with more than 200 cities and 38 countries.
SCALE Cities	Share expertise on local government support strategies for start-ups.
Alianza STEAM por el talento femenino (STEAM Alliance for Female Talent)	Alignment with ministry initiative and gathering valuable information in the STEAM field.

ACCESSION TO OTHER EXTERNAL COLLABORATION INITIATIVES	
Name	Objectives
ANDEMA - Asociación nacional para la defensa de la marca (National Association for the Defence of Trademarks)	Protection of company and organisational trademarks.
IMPACT ECOSYSTEMS NETWORK (IEN)	Promotion of entrepreneurship and business projects in the social economy sector.
Alianza España Nación Emprendedora (Alliance for an Entrepreneurial Spain)	Promotion of entrepreneurship, innovation and business productivity in Spain.
Xarxa d'Ocupació local (Local Employment Network)	Contact with other municipalities to gain information and share best practices.
Pacto Generación D (Generation D Pact)	Platform created by the Spanish government to foster the exchange and visibility of digital skills acquisition initiatives.
22@NetworkBCN	Made up of the companies and organisations located in the 22@ district of Barcelona, which believe that innovation and knowledge must be an active part of their organisation.
Círculo de Economía (Economic Circle)	A civic association that seeks to contribute to improving the quality of public discourse by issuing independent opinions on the main challenges conditioning economic, social and political progress.
AEDIPE - Asociación Española de Dirección y Desarrollo de Personas (Spanish Association of People Management and Development)	Collaborate in improving professional practice by facilitating the creation of a network of professionals and sharing information about the roles of human resources and people management in organisations.
Fundació Factor Humà (Human Factor Foundation)	Organisation that aims to improve people management in organisations.
Secartys	Spanish association for the internationalisation of electronics, computer and telecommunications companies.



For information on recognitions as a socially responsible company, you can visit the Barcelona Activa [website](#).

03

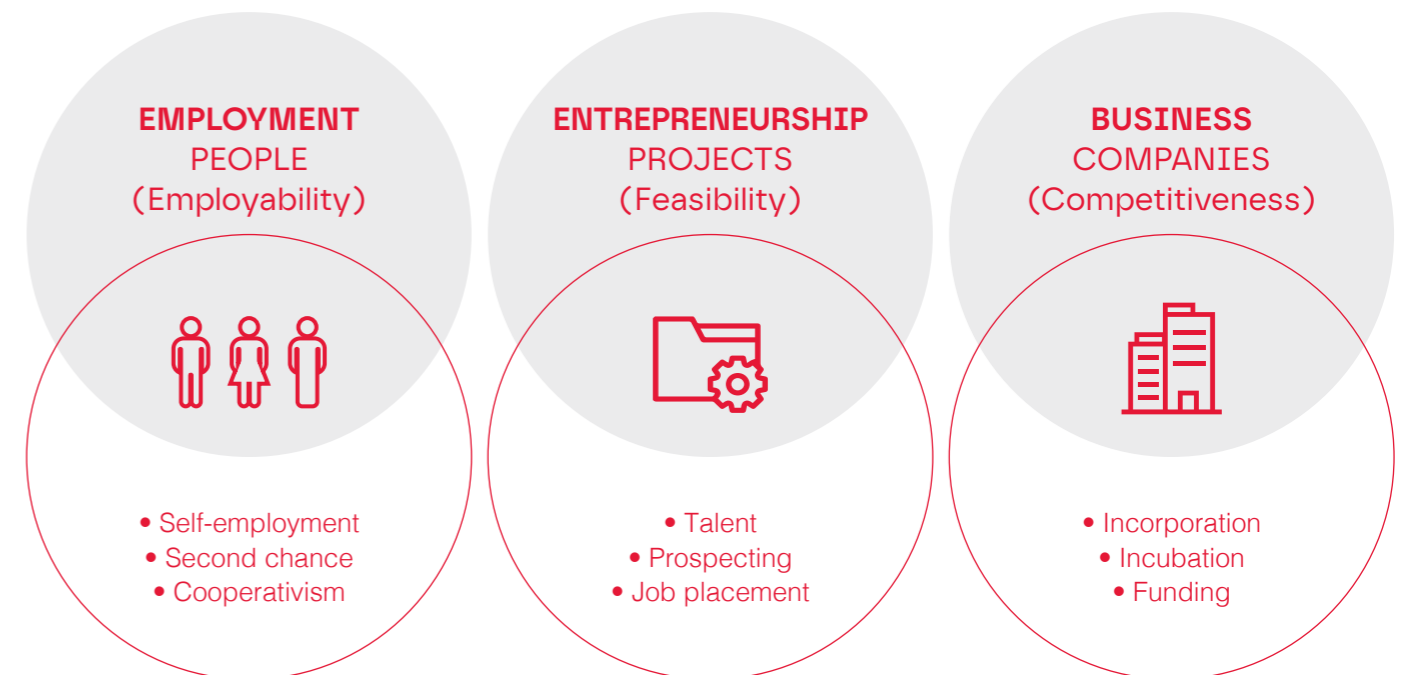


COMMUNITY

Barcelona, a city renowned for its innovation and economic vibrancy, plays a key role globally by attracting entrepreneurship, investments and international talent. The city is working towards transitioning to a diversified, innovative and socially inclusive economic model based on sustainability in its different facets: economic, social and environmental. With this purpose in mind, it prioritises the promotion of strategic sectors and innovation as the main engines of the city's growth both because of their impact on the economy and transformative city projects and their value in positioning Barcelona as an international leader.

Within this context, Barcelona Activa offers an **extensive portfolio of services** and programmes that foster Barcelona's economic development. They not only facilitate access to high-quality job opportunities but also promote the creation and growth of business projects while enhancing the innovation and the competitiveness of companies in the market. The interconnection of these services **makes it possible to offer a cohesive response to individuals' and companies' needs at different stages in their development.** Through these activities targeted at city residents, Barcelona Activa aspires to transform Barcelona into a more equitable, sustainable and competitive city. This work is part of its **vision of socially responsible view** aimed at generating a positive impact in the city. **All of the above seeks a fair model of economic growth and development** that fosters the competitiveness of the economy in order to make a significant contribution to driving the city's economy and society.

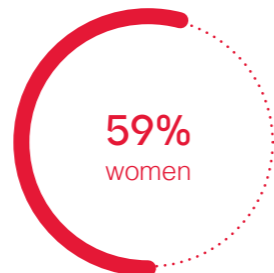
Barcelona Activa offers an extensive portfolio of services and programmes that promote economic and professional development by fostering innovation and competitiveness for fair and inclusive economic growth.



GLOBAL FIGURES
2023



55,728 people assisted by all of Barcelona Activa's services



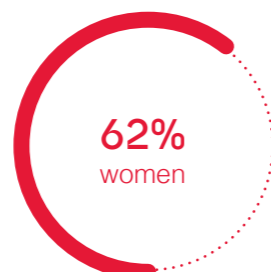
31,828 people served in the Employment services



7,178 companies served (2.8% increase compared to 2022)

18%	retail sector
13%	corporate services
12%	hospitality
10%	industrial sector
8%	ICT sector

1,401 entrepreneurial projects supported by the Entrepreneurship services (8.7% increase compared to 2022)



of supported projects are led by women

Through the business incorporation service, we have helped to create 536 companies:



52.6%
self-employed persons

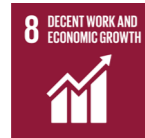


47%
companies as limited liability companies



HIGHLIGHTED INITIATIVES AND PROGRAMMES FOR 2023

3.1 / EMPLOYMENT



Analysing the employment situation at the end of 2023 shows that Barcelona had reached the lowest unemployment rate in the past 16 years, at 6.1%, with more than one million people registered with Social Security. These figures reflect the strength of the local economy despite the global challenges. Meanwhile, the number of permanent contracts has risen considerably, especially in key sectors such as technology, the creative industries, research, life sciences and health and tourism, revealing a trend towards job stability.

In 2023, Barcelona Activa strove to promote high-quality employment in the city, reflecting its ongoing commitment to promoting innovative and sustainable initiatives that meet the challenges of the current job market. Through an integrated strategy, Barcelona Activa has positioned itself as a key stakeholder in creating decent job opportunities and strengthening the local economy.

Barcelona Agreement for Quality Employment (ABOQ 2021-2030)

The **first Biannual ABOQ Action Plan**, a key initiative to improve employment policies in Barcelona, was implemented for the second year in 2023. This collective effort, the result of agreements between Barcelona Activa, the City Council, the SOC (Catalan Unemployment Service), social and economic stakeholders and more than 50 organisations from the third/social sector, drew up the **Ten Pillars of Quality Employment** with goals such as job stability, fair wages and non-discrimination in access to work.

In 2023, the 'ABOQ participation committees' were launched, creating working groups with over 260 participants to develop and monitor job quality indicators. These actions underscore the steadfast commitment to

improving job quality in the city by laying a solid basis for monitoring its development.

In 2023, the 'ABOQ participation committees' were launched, creating working groups with more than 260 participants to develop and monitor job quality indicators.

Below is a summary of some of the specific initiatives carried out in 2023 within the different employment services:

INITIAL INFORMATION AND SUPPORT

Initial information and support service

Barcelona Activa's Information Service, which provides **quick responses** to users' requests or needs, is the key to accessing the city's job resources. It serves as a vital link between people and available job opportunities, both in Barcelona Activa sites and at its locations in the city's nine districts. Available both in person and online, it includes special support for young people.



17,121 people served
(56% women)

Barcelona Activa, new information point for certifying skills

Barcelona Activa has launched a **new information and guidance space for certifying professional skills**. This programme, which is part of the **Professional Training and Qualification System (FPCAT)**, supports the 200 qualified centres in Catalonia. The service offers the possibility of earning official certifications, which can enhance employability by recognising skills acquired outside formal education or work experience. During the process, Barcelona Activa helps users to identify skill certification opportunities, while also helping to open up new job horizons and guiding them on training possibilities. The service is by appointment only, both online and in-person, at Porta22 and at the Barcelona Activa employment service points around the city.

GUIDANCE, ASSISTANCE AND SUPPORT

Career guidance for young people

The **Barcelona Activa Youth Employment Service** has been a vital point connecting young people and job resources and works closely with the city's employment ecosystem. This service aims to help young people transition to the working world by offering them tools and opportunities to reach their professional goals. Located around the city, the service works in coordination with different local and regional stakeholders such as the City Council's Department of Youth and Social Services, the Municipal Institute of Education of Barcelona (IMEB), the Barcelona Vocational Training Foundation, the Education Consortium of Barcelona, the Social Services Consortium, the Government of Catalonia's Directorate-General for Youth, and the SOC (Catalan Unemployment Service).

In 2023, we marked the **first anniversary of El Convent**, the city's hub for career guidance and job placement for young people. This event marked a milestone in support for youth and shows Barcelona Activa's commitment to including and actively supporting the professional development of young people in Barcelona.



11 service points throughout the city:
Barcelona Activa, InfoJove and Espais Joves

5,532 young people served
47% women | 21% young people under the age of 20

Inclusive Employability Service

The **Inclusive Employability Service** aims to help people in vulnerable situations to access the job market.

Users are referred from Barcelona Activa's internal services, municipal or supramunicipal areas, specialised organisations and/or the third sector.

The hallmarks of this service include its team of advisers with specific knowledge of inequality people may face due to their gender identity or sexual orientation, immigration or refugee status, ageism, health, disability, minority ethnicities, disconnection from the work world, gender (gender-based violence, sticky ground, sexual labour...), etc.

It is a local service that is readily accessible to city residents. It is complementary and works cross-departmentally with Barcelona Activa's different areas, along with municipal, supramunicipal and other organisations.

The Inclusive Employability Service also works to connect with the more protected job market, such as the social clauses: the clause on hiring unemployed people with particular job placement difficulties and/or people experiencing social exclusion, and the clause to foster diverse hiring practices.



2,245 people served
(+ 181 anonymous)

8,028 participants



Comprehensive assistance services for priority neighbourhoods

The goal of the **network of vocational integration points** is to help unemployed people, especially those who are suffering from greater vulnerability and are at risk of social and labour exclusion, to access the job market. These people live in the neighbourhoods with the greatest need for geographic and social rebalancing. Therefore, this is a district-based initiative and a comprehensive approach via personalised, high-intensity assistance that includes technical-vocational training.

The initiative is being implemented in 10 units and 14 neighbourhoods in 6 priority districts of Barcelona: Santa Caterina i Sant Pere, la Barceloneta, Raval sud (Ciutat Vella); Poble-sec, la Bordeta, la Marina de Port (Sants-Montjuïc); les Roquetes, Torre Baró and Ciutat Meridiana (Nou Barris); el Bon Pastor and Baró de Viver, la Trinitat Vella (Sant Andreu); el Besòs i el Maresme (Sant Martí), and el Coll (Gràcia).

These spaces were complemented by four new employment assistance points rolled out under the Neighbourhood Plan, which cover nine more neighbourhoods: Zona Nord (la Trinitat Nova, Vallbona and Verdum); la Verneda i la Pau; Prosperitat, el Turó de la Peira and Can Peguera, and El Carmel and Can Baró. These services work together to intervene and refer users.

✂ **1,501** people served:

55% women | **25% over the age of 54** | **39% primary education** | **44% from outside the EU** | **34% long-term unemployed**

— **46%** job placement

— **593** people in professionalising training initiatives

Celebrating 250,000 people served at Porta22 in 20 years

In March 2023, Barcelona Activa celebrated 20 years of Porta22, **its career guidance, research and employment centre**. The event looked back at its history and the centre's adaptations to the ever-changing needs of the market and its users.

✂ **More than 250,000** people served by Porta22 in 20 years

— **Support for nearly 10,000** (9,561) people served in 2023

— **Partnerships with 5,000** companies

— **Approximately 12,000** jobs offered

— **More than 8,000** contracts secured

Labour Rights Defence Points (PPDL)

In 2023, a record number of people turned to the **Labour Rights Defence Points**, making it the year with the most activity since they were opened in 2017. This service, which is available all over the city, combines in-person assistance at the local facilities in all ten districts and telephone assistance with the goal of providing all city residents with legal advice on labour rights.

✂ **3,542** people served:

65% women served | **61% Spanish nationals** | **50% people with secondary education** | **71% employees** | **18% unemployed people** | **10% people being dismissed**

— **Main inquiries:**
33% on labour rights | **18% on social security** | **13% on dismissals**

RECRUITMENT AND TRAINING

Barcelona Treball initiatives and customised projects for organisations

The Barcelona Treball programme provides short-term training activities that are updated every quarter, focused on career guidance and/or changes, job searches, learning about the job market and developing skills. It also includes training programmes and activities that use the Coaching methodology. This year, the programme was reviewed to make it simpler, and content on artificial intelligence for career guidance was added.

✂ **More than 2,200** (2,234) activities carried out

— **More than 12,000** participants

— **More than 5,477** unique individuals

Barcelona Activa works closely with various universities' professional career services to enhance career guidance for students. In 2023, in addition to partnering with the UB and the UAB, it also participated in different fairs and events, such as the UOC's Virtual Fair (with more than 450 participants), ESIC Barcelona's Meet Your Future, BIST-Career Week, the Barcelona Expat Life Job Fair, BICD-Barcelona International Community Day, UFE Spagne and JOBarcelona, among others. This was complemented by partnerships with institutions such as ESERP Digital Business & Law School and BAU College of Arts and Design, to boost its presence in and support for career guidance.

Sectoral reskilling

In 2023, Barcelona Activa spearheaded the **Sectoral Reskilling** programme, which offers specialised training in key sectors such as food, life sciences and health, retail, the blue economy, sport, tourism and restaurants, the green and circular economy, industry 4.0 and logistics. The goal is to boost the employability of workers or unemployed individuals by allowing them to reskill or update themselves professionally with the most sought-after skills in the job market. The training activities are adapted to different formats—online 24/7, live via streaming, hybrid and in-person—with 2,710 places offered which benefit 1,542 people.

✂ **More than 80** different training activities offered

— **2,710** places offered

— **1,542** participants

Training to earn professional certificates

In 2023, we enhanced our training offer with the Barcelona Education Consortium, especially in **Professional Certificates**. These are official courses to help people, especially the unemployed, certify their skills and become professionals. These courses were taught at secondary education centres approved by the SOC (Catalan Unemployment Office) and covered different professional fields. The students completed their training with internships in companies in the sector.

✂ **More than 40** ways to earn professional certificates

— **13** language courses offered

— **804** unique participants (55% women)

— **1,605** places occupied

EXPERIENCE

Comprehensive projects with hiring (Projectes integrals amb contractació-PIC)

In 2023, Barcelona Activa launched several **Comprehensive Projects with Hiring** to improve the participants' employability by combining hiring, training and job-search support after the end of the programme. These initiatives have an immediate impact, as they promote the hiring of unemployed people with difficulties getting a job and who are experiencing or at risk of a situation of social emergency. They are a key boost to help them rejoin the ordinary labour market. One important result: **50% of the participants in 2022 found a job within six months after finishing the programme.**



644 people hired

36 different professional profiles:
52% women | 78% over the age of 40 | 7% with disabilities | 79% Spanish nationals

150 projects lasting 6 to 12 months,
depending on their characteristics

More than €10 M invested

32 partner municipal areas

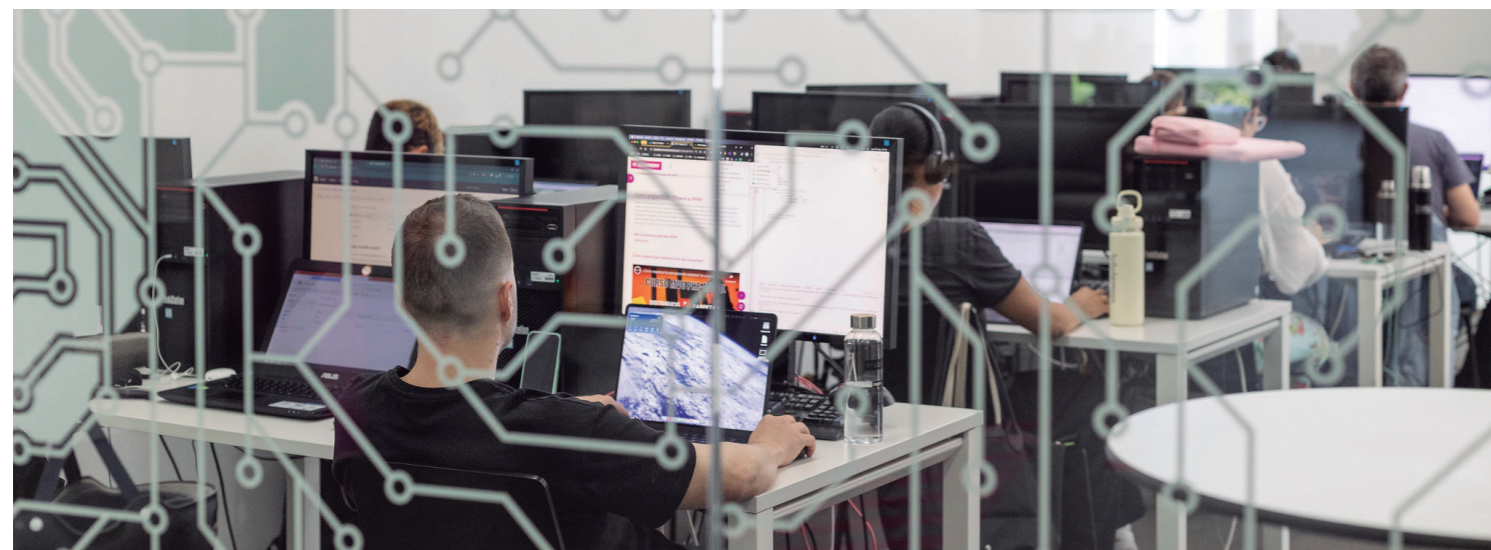
Training and employment programmes: Trades Workshops

Throughout 2023, two programmes for people under the age of 30 were launched with the goal of enhancing their professional readiness and easing their entry into the working world. These programmes, which last 12 months, combine up to 6 months of subsidised theoretical/practical training with another 6 months of work experience thanks to our partnerships with 11 municipal areas and training-compatible job contracts. The goal is that when they finish, the young people will have the skills needed to join the labour market in the fields in which they have specialised, in addition to having gained professional experience. The areas covered include the **Environment Trades Workshop**: forestry, environmental monitoring and floral decoration. The **Show Business and Creative Industries Trades Workshop**: producing and running shows, audiovisual production, sound and light technician work and others.



63 participants:
56% women | 48% under the age of 25 |
3% with disabilities | 81% Spanish nationals

70% impact in neighbourhoods with
priority groups



JOB PLACEMENT

Social Clauses Service

The service to promote the Social Clauses reflects the Mayoral Decree on Sustainable Public Procurement of 24 April 2017, by implementing key policies for inclusion and sustainability. It includes everything from facilitating the hiring of unemployed people with difficulties accessing the job market to promoting diversity in the workplace, along with partnering with companies in the social economy and applying social reserves. Barcelona Activa supports beneficiary companies in the process of filling job vacancies, **coordinating with the ecosystem of job placement organisations in the city.** This year, the management of a new clause on **'Diverse Job Contracts'** has been launched, with plans to roll it out in 2024. It also provides guidance to all the stakeholders involved in the public procurement process, from advice for municipal organisations to support for companies and organisations in the social economy in their participation in public tenders.



Hiring:

Job offer referrals to 130
organisations in the city

84 job offers processed with
41 different companies

1,390 applications sent

123 people hired

Social Reserve and clause on outsourcing
with companies in the social economy:

38 companies and organisations in the social
economy advised

16 City Council promoter units advised

Talent Management Service and recruitment events

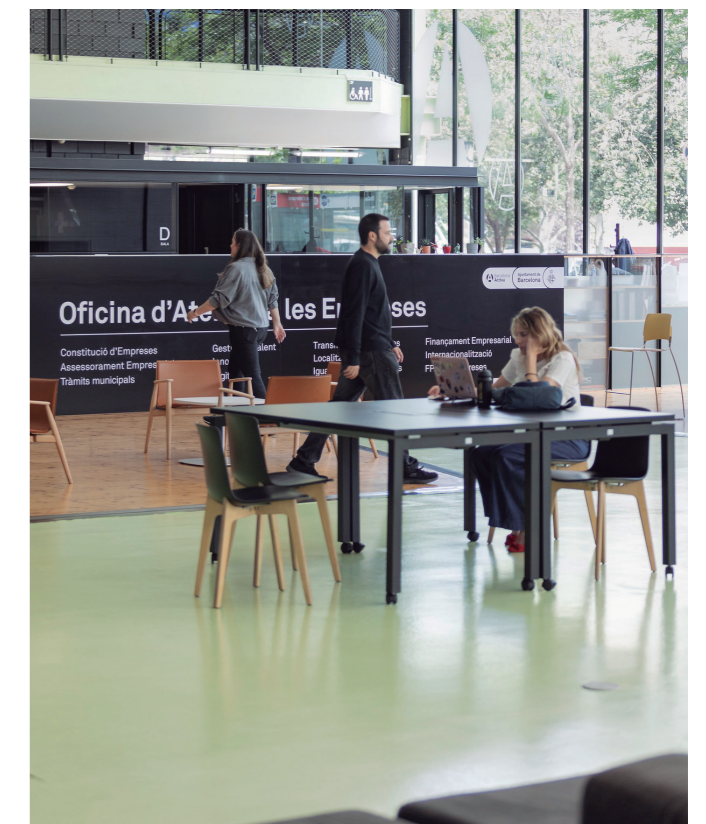
The **Talent Management Service, led by the Business Advice Office**, has been crucial in meeting the management needs of the teams from different companies by providing job consultations, resources of interest and especially connecting staff needs with suitable candidates via job offers and internships. These efforts culminated in many effective hires in the work teams.

One important facet is its **employment intermediation for recruitment and networking events**, which has been a vital tool in matching companies and candidates and has resulted in many hires. Furthermore, partnering with sectoral organisations and companies has fostered an employment intermediation service targeted at sectors with a high employment capacity, thus fostering employability and shared knowledge of the job market.



Management of almost 1,500 job offers and
270 internship offers

Hiring of 1,045 people with job contracts



CROSS-CUTTING EMPLOYMENT PROGRAMMES

AMUNT! project

This programme, which received European Union NGEU funds and was organised by the Ministry of Inclusion, Social Security and Migration, is geared at recipients of the guaranteed minimum income or other income. It provides a range of activities that improve job placement, emotional well-being, social connections and community participation.

Between January and September 2023, Barcelona Activa led three initiatives:

- **Training in digital literacy:** digital training sessions which include digital tests and group and individual activities.
- **Employment plans with work experience and skill improvement initiatives** with 6-month employment contracts and tutoring for the participants.
- **Entrepreneurship in the Social and Solidarity Economy (SSE)** programme to offer the tools and support needed to develop participants' entrepreneurial projects with modular training in social/business entrepreneurship in the Social and Solidarity Economy, social/business support for launching the project and tutoring and tracking of the evolution throughout the entire process.



Digital literacy training:

62 people: 49 women,
12 men, 1 non-binary

Employment plans with work experience
and skill improvement:

84 people: 50 women,
33 men, 1 non-binary

Entrepreneurship in the Social
and Solidarity Economy (SSE) programme:

20 people:
10 women and 10 men

CONNECTION AND EVENTS

Saló de l'Ocupació (Job Fair) and BIZ Barcelona, 2023 edition

The joint Job Fair and Biz Barcelona event **stood out for its commitment to the local economy, promoting employability**. This edition was a meeting point for people seeking new ideas, resources and opportunities to grow their businesses and develop professionally. The new features included the **Youth Zone**, designed for young people interested in career guidance and youth employment, with the support of Barcelona Activa, the Youth Department's Joves de Barcelona programme and the youth chapters of the UGT and CCOO trade unions.



Nearly **13,000**
participants

More than **7,000** visits to the
Job Fair

13,000 participants in guidance and
recruitment initiatives

More than **80** organisations involved

109 activities offered by 162 speakers

2,200 people given
personalised guidance

7th Barcelona Technical Career Guidance Workshop

In 2023, the **7th Barcelona Technical Career Guidance Workshop** was held, focusing on **Quality Employment as its theme**. The event was held in the Auditorium of the Barcelona Active headquarters, and participants will be present in person and virtually via the Barcelona Activa YouTube channel. The morning session discussed employment quality, and included a talk on the impact of job instability on health and the presentation of the '10 Pillars of Quality Employment'. It also addressed timely

issues such as mental health, the impact of artificial intelligence, administrative regularisation processes and certification of professional skills. Practical workshops were also offered. **This workshop has become an essential meeting point for employment professionals**, reaffirming the commitment to generating professional knowledge.



200 in-person
participants

Live broadcast on Barcelona
Activa's **YouTube** channel

ACADEMIC AND CAREER GUIDANCE

Barcelona STEAM Plan

Within the context of the **Barcelona STEAM Plan**, and in **collaboration with the global organisation Code.org**, the **Computational Education Observatory** was unveiled, revealing the crucial importance of teaching programming in primary and secondary school to improve the STEAM disciplines in Barcelona. This report, the result of surveys completed by members of the educational community (teachers, families and students), underscores the need to include programming as a core subject to foster equal opportunities, as it is currently not present at all schools to the same degree. Another noteworthy trend in the job market is the difficulty finding professionals trained in technology, and the persistence of gender stereotypes in the perception of programming.

This group's digital skills vary widely given that the education of professionals is quite varied and in highly specialised disciplines, especially in secondary school.



1,600 surveys completed by teachers,
families and students: **84%** in favour of
programming as a core subject | **62%** have
problems finding tech professionals | **65%**
believe that programming is more for boys than
girls (gender bias)

Projecte de Vida Professional (Professional Career Plan)

The [Professional Career Plan](#) programme provides academic and career guidance and promote entrepreneurship and work values among secondary school and baccalaureate students. It is led by Barcelona Activa in **collaboration with the Fundació Barcelona, Vocational Training, the Barcelona Education Consortium and the FEMCAT Foundation**.



Nearly **16,000** participating
students from 175 schools, most of them
in their 4th year of ESO (compulsory secondary
education)

More than **700** initiatives carried out:
on self-knowledge, exploration of the job
market, job searches and familiarity with the
productive sector | as a new service this year,
thematic sessions on transferable skills and the
Summer School for teachers.

Fostering students' digital skills: Cyberweek

As part of the **agreement between Barcelona Activa and the Barcelona Education Consortium**, **Cyberweek** was held from 12 to 15 September 2023. This educational initiative seeks to enrich the academic content of the **Barcelona Institute of Information and Communication Technologies's (ITICB) undergraduate programmes** before the start of the academic year. The goals of the week include expanding students' practical knowledge of different technologies in order to enhance their digital skills, stimulating their interest in the sciences and providing them with career guidance. It also seeks to forge lasting ties between ITICB students and the innovative lifelong learning opportunities at the Cibernàrium. Thanks to this edition's success, Cyberweek will now become an annual event. Furthermore, it has been announced that the one-day Cyberday workshop will be held midway through the school year in 2024 and will be open to other tech schools in the city.



475 participants
(12 to 15 September 2023)

3.2 / ENTREPRENEURSHIP



For the sixth year in a row, Barcelona is one of the top cities in both Europe and the world for locating start-ups in emerging sectors such as technology¹ and the blue and green economies. It also won **the 2023 European Entrepreneurial Region Award**.² With more than 1,197 start-ups receiving investments worth €871 M in 2023, the city has proven its ability to foster a vibrant entrepreneurial ecosystem that works closely with research centres and universities in order to strengthen its economic and social fabric.

Within this context, Barcelona Activa promotes an innovative, dynamic ecosystem by supporting entrepreneurship and providing digital resources to a wide range of entrepreneurs (young people, seniors, freelancers, etc.). Its services include information, advice, training and specialised programmes, in addition to spaces such as incubators and events to connect the entrepreneurial ecosystem.

Here are some of the entrepreneurship initiatives carried out:

INFORMATION

Entrepreneurship information sessions

Barcelona Activa provides an introduction to entrepreneurship via information sessions, which offer participants the basics of how to develop projects, as well as information on services and programmes. The information is provided in different districts from 9 am to 6 pm in Catalan, Spanish and English, as well as asynchronously.

↘
5,091 people served
(56% women)

ADVICE AND SUPPORT

Personalised advice for entrepreneurs

Barcelona Activa provides personalised advice for entrepreneurs, answering specific inquiries, following up on projects in the long term and offering all the services in between. Support is provided on feasibility, access to funding and other services, such as online incorporation. This support can be provided in-person, by telephone and by videoconferencing in Catalan, Spanish and English.

↘
1,401 projects supported

UXLAB, a space with technology and expert staff

With a user-centred methodology, Barcelona Activa helps companies to test and validate products, improving their market suitability and success. It has a laboratory with advanced technology and staffed with quantitative and qualitative research experts to gather feedback from users. **In 2023, it expanded its UXLab services by including advice in UXWriting and Digital Accessibility**, with more than 250 projects, training sessions and awareness-raising activities, dovetailing with Usability and Accessibility Day.

↘
More than **250** actions, training sessions and other activities

¹ [Start-up Heatmap Europe](#) (2023)

² [European Committee of the Regions](#) (2023)

Company incorporation services

Barcelona Activa offers an online service to make it easier to incorporate limited-liability companies and register as a freelancer. This service reduces the time (4-10 days for companies and immediately for freelancers) and the management costs. It includes expert advice on the documents needed to incorporate a company.

↘
536 new companies incorporated in the city: **252** limited-liability companies and **284** individual freelancers registered

District Economic Activity Help and Information Points (EAPs)

EAPs offer advice to entrepreneurs and existing businesses in the district: A total of 1,056 entrepreneurs (56% women) were served, 37% more than 2022, with a particular focus on hospitality, tourism, entertainment, industry and culture. A total of 166 companies (27% more than last year) were advised, especially in local retail and hospitality, and mainly inquiries on finding funding (47%). **In 2023, the services were expanded to Nou Barris, Ciutat Vella, Sant Andreu, Horta Guinardó, Les Corts and Sants Montjuïc.**

↘
1,056 entrepreneurs served
(56% women)

↘
166 companies advised in local retail and hospitality

TRAINING

Long-term Entrepreneurial Training Programme

Barcelona Activa provides 2- to 12-hour training sessions for entrepreneurs, covering a range of topics from generating business ideas to managing procurement, marketing, legal and administrative training and entrepreneurial skills. Sessions are offered in-person and online in Catalan, Spanish and English.

↘
2,860 people have participated in the activity
(61% women)

SPECIALISED PROGRAMMES

SECTORAL

Creamedia (creative industries)

This four-month programme supports entrepreneurial initiatives in the creative and cultural industries, offering training, mentoring, connectivity with the ecosystem, work spaces and a €5,000 prize. It is backed by the Business Development Service at the Catalan Institute of Cultural Companies, the Catalan Culture Foundation, the Carulla Foundation and PAC. **Two editions were held in 2023.**

↘
24 projects
(12 per edition)

Innofood (food)

This is a food-sector programme **in collaboration with Mercabarna**, which supports innovative projects. The fourth edition, from February to May, included 14 training, advice and networking projects and ended with 3 prize winners: first prize went to the Sorber Drinks company, which created a line of fermented non-alcoholic drinks; second prize went to the Segundo Plato company, which creates healthy meals for companies using recovered materials and social inclusion; and third prize went to the Indaga company, a participatory food laboratory.

Futurisme mentoring (tourism)

Futurisme launched a mentoring programme for innovative tourism companies in Barcelona that are one to three years old with the goal of promoting responsible and sustainable tourism. **Organised by Barcelona Activa, the Barcelona Provincial Council, ACAVe and the Hotel Guild**, the programme offers monthly 60-minute sessions over the course of six months. The format is hybrid and allows for both in-person and online sessions to consolidate companies with a positive impact on the destination.



In 2023, **8** companies participated (16 mentors)

B-Step (sports)

This is a programme to support sports and e-game start-ups by offering training, tutorials, connectivity initiatives and workspaces to validate business models and market strategies. It is located in the Barcelona Sports Hub (an initiative led by the Barcelona Institute of Sports, IBE) and partners with Decathlon. **In 2023, a five-month edition was held to support projects** such as rally simulations, sport statistics applications and B2B services for athletes or organisations in sports federations.



12 projects from the world of sport

Fet a mà (crafts)

This is **business creation programme for the crafts ran for three months (January-March 2023) and had 18 projects in ceramics, textiles, jewellery, illustration and other fields**. As part of the Fet a mà programme, in November 2023 16 craftspeople participated in a workshop aimed at activating their creativity with the goal of rethinking their products, analysing offline and online marketing strategies and strengthening their entrepreneurial skills. **Twenty-four applications** were submitted, and the participants received advice on how to optimise their products and marketing models.



18 crafts projects



24 applications

Pre-incubation (multisector)

This programme helps start-ups to validate their business model, including training and mentoring on the validation process, consulting, work spaces and a €5,000 prize. **The 2023 edition lasted seven months.**



Support for **10** start-ups

PROGRAMMES FOR SPECIFIC DEMOGRAPHICS

Idees Madures (for senior entrepreneurial talent)

This support programme **is targeted at entrepreneurs over the age of 40** who are seeking help and support to promote their business ideas.

Two editions were held in 2023, with **35 projects** by in sectors such as corporate services, training and personal well-being. It offers 107 hours of training on business plans, entrepreneurial skills and networking, in addition to six hours of individual support. The average age of the participants is 48.



35 projects



107 hours of training

Idees amb futur (for young entrepreneurial talent)

The Idees amb Futur programme **is targeted at entrepreneurs between the ages of 16 and 30** who are seeking help and support to get their business ideas off the ground. Between May and June 2023, **32 people** participated in the specific workshops to foster young entrepreneurial talent, which offered tools and expertise to help them build collaborative teams and define and validate entrepreneurial ideas.

The latest edition of the programme, which was launched in October 2023, provides 107 hours of training, networking and perspective on the initiatives of young entrepreneurs, with six hours of support for the **20 participating projects** until February 2024.



32 people



20 participating projects



EOI Coworking on entrepreneurship for young people (young entrepreneurial talent)

This is a business project creation training and support programme **for people under the age of 30 who are registered with the Youth Guarantee National System in collaboration with the Industrial Organisation School**. From February to May 2023, **18 projects** received 60 hours of training on business plans and skills, along with a coworking space.



18 projects



60 hours of training

SOCIAL/BUSINESS SUPPORT PROGRAMMES

RevESStim el Tèxtil

This programme promotes the sustainable textile sector through training, **specialised advice on sustainable textiles in the Social and Sustainable Economy and networking activities**.

In 2023, different social sewing workshops joined together to create an association to collectively fulfil large orders. The entrepreneurs also mobilised to participate in different events, such as FESC and the Responsible Consumption and SSE Fair. Likewise, the **4th annual edition of RevESStim el Tèxtil** was held, in person for the third time, in the Can N'Andalet Innoba gardens.

DEEP TECH STRATEGY PROGRAMMES

Mentor in Residence

This programme provides support for science and tech start-ups in their initial phases and six months of individualised mentoring and consulting on matters such as finance, fundraising, marketing, business development, product development and processes and operations.

- ✂ Support for **10** start-ups (Deep Tech, within the Deep Tech node)

Preacceleració (Pre-acceleration)

This is the Pre-acceleration Programme for Science or Tech Start-ups, most of them spinoffs from universities or research centres, which provides training and tutoring on marketing their expertise or product.

- ✂ Participation in **10** entrepreneurial initiatives (for 3 months)

LIDERA PROGRAMME FOR WOMEN'S PROFESSIONAL GROWTH

Lidera is Barcelona Activa's growth and networking space for all Barcelona women: professionals, executives and entrepreneurs. Within this framework, we offer a range of sub-programmes designed to cover different needs and stages in the entrepreneurial journey:

Inicia (Get Started)

Training and support for new projects.

- ✂ **7** hybrid editions
-
- 187** applications received
-
- 126** participating women
-
- 40** years old, average age



Programa de desenvolupament d'Habilitats emprenedores i directives (Programme to Develop Entrepreneurial and Managerial Skills)

Thematic workshops on developing specific skills.

- ✂ **13** in-person workshops
-
- 159** hours of group support
-
- 156** participating women

La teva empresa a la xarxa (Your business on the Internet)

Training and support to create a digital strategy.

- ✂ **24** training and support initiatives (online and in-person)
-
- Monthly programme in two formats:
- 11** 8-hour seminars
- 13** 16-hour workshops + 2 hours of personalised advice

Parlem de finances (Let's talk funding)

Workshops aimed at increasing funding for women-led projects. 3 workshops in 2023:

- ✂ **53** participating women
'All women can be investors'
-
- 49** participating women
'Women and money: How to change the relationship to grow professionally'
-
- 37** participating women
'Women and money: Learning how to plan, manage and control your finances'

Women Mentoring Programme

This programme offers women-led companies at least six months old the support of professionals with experience in the business world to consolidate and expand their projects.

- ✂ **2** editions, 6 months each
-
- 9** hours of mentoring
-
- 24** companies mentored
-
- 36** mentors

Mentoring IT Academy

This is a mentoring programme for women who have completed their training at the IT ACADEMY and are looking for tech jobs. This programme offers one 90-minute session every month for six months to help with job placement, in collaboration with NTT DATA and DECATHLON, who provide mentors from their companies.

- ✂ **NTT DATA**
- 8** participating women
- 8** mentors
-
- DECATHLON**
- 11** participating women
- 7** mentors

Meanwhile, the Espai Lidera, located in the Almagàvers Incubator, is a work and exchange space for women's organisations in Barcelona that are committed to equal opportunities in entrepreneurship and business. In 2023, 12 organisations signed an agreement to participate.

- ✂ Throughout the entire programme, Lidera has served a total of **954** women

BUSINESS INCUBATION

Business Incubator Network

Barcelona Activa provides a network of spaces for new (up to five years old) and highly innovative companies with access to unique services and programmes (support, advice, gatherings, master classes, etc.) to promote their consolidation and growth. **Preference is given to projects that bring the city value, integrate ethical management models and are women-led.** The network has three incubators at 22@: Glòries, Almogàvers and Mediàtic, the last one for Deep Tech companies.



81 different companies that have spent one year at the incubator network facilities

Technology Park Business Centre

In 2023, a new model was introduced for the Technology Park Business Centre, **designed to promote the expansion of start-ups specialising in Deep Tech (including AI, robotics, biometrics, digital identity, green algorithms, cybersecurity, etc.).** The length of the stay has been set at a maximum of five years, with the possibility of another three yearly extensions. The services offered have also been expanded with a personalised advice service which offers up to 30 hours per year to promote the companies' development.



33 different companies

InnoBAadora

The InnoBAadora **is a community for collaborative incubation in the Social and Solidarity Economy,** offering technical and community support. It includes training, specialised advice, the promotion of synergies and inter-cooperation among members and activities to discuss the social transformation, all in an effort to consolidate the organisations.



21 different companies

CONNECTION AND EVENTS

I4YFN at the Mobile World Congress

In 2023, Barcelona Activa participated in **4YFN, a leading trade fair for start-ups at Mobile World Congress, with a stand measuring 100m² where 32 start-ups were presented.** It offered its own content via the Espai Àgora, with six sessions related to services such as the ITA-academy, UXlab and Connection. It also included a food corner for food start-ups and a tech demonstration area. The participating start-ups come from the Barcelona Activa incubators (Glòries, MediaTIC and Almogàvers) and the Technology Business Centre (Technology Park), or they were associated with support programmes such as Pre-incubation, Pre-acceleration or B-Step.



32 start-ups (from the Barcelona Activa incubators)

Barcelona Deep Tech Summit

On 28 and 29 November 2023, the second edition of the Barcelona Deep Tech Summit, led by Barcelona City Council through Barcelona Activa, was held at the Barcelona Palau de Congressos. This international event is **a meeting point for companies, universities, investors, institutions and experts with disruptive solutions to solve the global challenges such as climate change.** It aims to promote scientific entrepreneurship and its integration into the market.



1,300 attendees

50 exhibitor start-ups

TechSpirit

On 12 and 13 December, the Llotja de Mar hosted the fourth edition of Tech Spirit Barcelona, organised by Tech Barcelona (the private non-profit association) to promote the city's digital and tech ecosystem. The event was supported by ACCIÓ and Barcelona City Council via **Barcelona Activa,** which **offered two panel discussions on public investment opportunities and challenges facing start-ups with industrial goods.**



140 speakers and more than **4,000** attendees



FINANCIAL AID

2023 Autòno+ aid

This programme, spearheaded by Barcelona City Council via Barcelona Activa, awards financial aid to new freelancers, with a maximum of €3,000 to help with first-year expenses.



478 aid packages awarded

A total of almost **€700,000**

The average aid amount was **€1,440**



51.5% of aid packages for women freelancers

15.4% of aid packages for young people

53.3% of recipients had higher education degrees



Distribution by districts:
Eixample **19.3%**

Sant Martí **15.6%**

Sants-Montjuïc **12.8%**



Sectors with the most recipients:

Transport **15.9%**

Corporate services **15.9%**

Retail **10.8%**

3.3 / BUSINESS



Barcelona Activa promotes the city's business community through a variety of services and programmes designed to foster growth and innovation. **In 2023, it worked to strengthen small and medium-sized enterprises, micro-enterprises, start-ups and cooperatives through advice, incubators and specialised programmes and by providing access to funding focused on technology, sustainability and the social economy.** All of this stems from the commitment to maintain Barcelona's leadership in business innovation and development.

INFORMATION

Initial Support Services in the Business Support Office

Barcelona Activa offers support for companies and individuals via different channels (in person, telephone, website). The Initial Support Services manage the initial contact and analyses the needs to ensure that the service requested is the right one, while also answering questions and processing standard inquiries. They also refer requests to the right specialised services. They stand out for the high quality and their commitment to assign requests within 48 hours.

✂ **10,593** service requests handled

ADVICE AND SUPPORT

Supporting the digitalisation processes of SMEs and self-employed individuals

In 2023, Barcelona Activa focused on promoting and helping companies develop digitalisation plans. This service assisted 942 companies (13% self-employed individuals) in 2023. In particular, Barcelona Activa has advised companies on applying for Digital Kit grants. Since the service was launched in 2022, Barcelona Activa has helped a total of 770 companies in the SME economy apply for €1,906,000 in Digital Kit grants.

Comerç a punt (Ready for Business): Personalised, individual advice for local retailers and services

Comerç a Punt serves as the gateway to the different municipal programmes and services for local businesses.

The advice provided to local retailers and services includes everything from guidance in defining the concept or strategy to business management, point-of-sale and digital marketing and customer loyalty strategies. The forms of assistance most in demand are analysis of the shop /service, digitalisation and support interacting with public agencies.

✂ **337** participating retailers
 — **74%** are self-employed individuals

Districts with the highest participation:
Eixample, Ciutat Vella and Nou Barris, followed by Sant Andreu and Sant Martí

Intensive work in the neighbourhoods:
Raval, Poble Sec and Trinitat Vella (As part of the Neighbourhood Plan)

— **Implementation of the Comerç Verd programme in the city's markets**

SAESS Empresa (Social and Solidarity Economy Advisory Service for Businesses)

Operating since 2020, this service offers tailored, free advice for initiatives within the city's Social and Solidarity Economy (SSE), no matter their legal form. It aims to reinforce and professionalise these initiatives and boost their impact. The initiatives can access the service at any time either for occasional inquiries or to develop a working plan, with unlimited sessions, flexible timetables and adapted formats. It includes personalised support with a specialised tutorial in SSE, in addition to a team of experts in different fields. In 2023, 133 different people and 124 different companies were served.

BUSINESS TRAINING

Programme on public procurement for companies in the social economy

The Advisory Service on Social Clauses provides training on public procurement for companies in the social economy that are interested in bidding on tenders. The programme covers topics such as an introduction to procurement, economic and administrative factors, social clauses, technical and economic solvency, the development of proposals and advanced financial training. After the training is over, specialised advice is offered. **The high demand has led Barcelona Activa to make this programme a permanent resource, and places fill up within one week.** In 2023, 573 training activities were held as part of the ongoing business training programme, with the participation of 2,890 individuals and 1,641 companies. Demand for the training on public procurement for companies in the social economy interested in submitting bids for tenders is so high that the programme has become a permanent resource. In 2023, two editions were offered, with 123 participants.

✂ Training activities in business management:

— **266** activities held
 — **1,284** individual participants
 — **900** companies

Training activities in the Social Economy and Cooperatives:

— **185** activities
 — **1,308** individual participants
 — **510** organisations

SPECIALISED PROGRAMMES

Connectio

In 2023, Barcelona Activa's Connectio platform was set up as a prominent open innovation platform, with 36 companies and over 100 partner organisations. Since it was launched in November 2022, 18 challenges were launched, nine with the direct support of this initiative, resulting in 44 proposals. Connectio has also led nine challenges from its partner organisations. It stood out at the main innovation fairs such as ISE, IoT, 4YFN, Advanced Factories and Smart City Expo, among others, allowing it to reach nearly 1,000 people. It has organised

trainings and the first meeting of the Connectio Club, fostering community and collaboration among companies and start-ups/SMEs. By late 2023, two project pilots had been launched as a result of these synergies.

Barcelona Activa's activities in the Blue Economy have been truly wide-ranging, covering employment, entrepreneurship and enterprise

Blue economy

In 2023, Barcelona continued to promote the Blue Economy, which focuses on a sustainable use of marine resources and is considered a key cornerstone in the city's economic development. It had several achievements in this regard. Below are several blue economy initiatives:

- **Creation of blue spaces:** Barcelona aims to become a leader in innovation and maritime technology with projects such as the transformation of the new Olympic Port and the launch of the Blue Tech Port.

- **BBlue entrepreneurship programme:** The second edition of the programme chose 15 projects from 30 applicants for an intensive boot camp with the goal of fostering initiatives that promote sustainable maritime activity.

- **Updating of professional profiles:** A study was performed of the Barcelona Port Community, providing opportunities for training and networking within the Blue Economy.

- **Promotion of the sector:** A space for discussion and innovation in the sector was consolidated via the Tomorrow Blue Economy event held at the Smart City Expo World Congress.

- **Promotion of innovation:** The Tech Tour Blue Economy built a bridge between investors and start-ups to encourage business development and innovation in the maritime sector.

- **Commitment to sustainability:** The success of the 2024 UN Ocean Decade candidacy and the preparations for the imminent arrival of the 37th America's Cup underscore Barcelona's commitment to marine sustainability. Meanwhile, the presence of the World Ocean Council (WOC) was consolidated when its offices moved into Barcelona's World Trade Center.

Reimaginem (Let's Reimagine) Programme

The purpose of the Reimaginem programme, created in response to the pandemic, is to support organisations in the Social and Solidarity Economy (SSE) to transform and boost their resilience at times of change. For six months, companies or organisations receive support and training to develop specific, tangible solutions. Personalised pathways are provided according to the participants' needs, including training and advice in areas such as product and service design, internal organisation, commercialisation and digitalisation.



127 participants served



109 different companies involved

Camí de la Solidesa (Path to a Solid Business)

This is a programme aimed at **strengthening SSE companies, especially those led by women or seeking to foster female leadership**. Its goal is to offer comprehensive support in strategy, management and processes. It also provides tools for the development of managerial skills and creates spaces where organisations can get to know each other. It is designed for organisations with at least two years of experience, preferably working in Barcelona or its metropolitan area, although the admission criteria are flexible. The seven-month programme combines modular training, workshops, group support and individual tutorials. In its eighth edition in 2023, nine of the 16 participating organisations vied for the prizes for best strengthening project.



SPECIALISED OFFICES

Bcn Welcome Desk and the America's Cup

The Barcelona International Welcome Desk, located in the MediaTIC building in the 22@ district, serves as a hub for attracting international talent and helping it settle in the city. It offers a unique service in Spain aimed at welcoming, retaining, and boosting international talent moving to Barcelona. This office provides information, advice and the ability to perform important procedures needed for arrival. Furthermore, in 2023 the office's activity was increased with the roll-out of a fast-track for the arrival of professionals and families associated with the 2024 America's Cup in Barcelona, which generated significant additional activity.



1,934 users



111 different nationalities



6,704 services

22@ Office

Located in the Business Support Office within the MediaTIC building, this is the site for receiving information or advice or beginning the start-of-operations paperwork in the 22@ district. It is a joint initiative of the Manager's Office for Economic Promotion, the Manager's Office for Urban Planning and Sant Martí District, and emerged from the previous administration's 22@ Government Measure.



More than **750** cases of assistance in 2023

Municipal Procedures and Information Service

The Business Advice Office offers an information and advice desk on the main municipal procedures needed to do business in the city.



More than **17,000** cases of assistance in 2023



More than **2,900** start-of-operations notifications in the city

DIGITAL TALENT

Talent Map

In March 2023, Barcelona Activa launched the Barcelona **Talent Map**, an interactive tool aimed at analysing the generation, development, attraction and retention of talent in the city. Through a summarised visual presentation, this map explores the dynamics, trends and changes in local talent recorded in LinkedIn using data from up to 2 million professional profiles in Barcelona and its metropolitan area. Barcelona is known for its ability to attract more talent than it loses. The most dynamic talent mobility sectors include the digital economy, corporate services and the social economy. This innovation at the **3rd Barcelona 2023 REACT Conference cements Barcelona Activa's position as a key organisation in the strategy to make [Barcelona a city of talent](#)**.

Creation of the new Barcelona Institute of Technology in the MediaTIC building

In 2023, the Barcelona Education Consortium and Barcelona Activa reached an agreement to promote training, attract talent and promote public vocational education in Barcelona by creating **two innovative projects**. In September 2023, the **Barcelona Information and Communication Technologies Institute (ITICB)** opened, offering 629 vocational training and continuing education places in the digital field and forging synergies with the Cibernàrium to expand vocational education students' digital training.

Training at Cibernàrium and satellites

In 2023, more than 14,000 people took **Barcelona Activa's Cibernàrium training**, including the network of spaces at the Cibernàrium satellites. This network also added a new location, bringing the total to 14 satellites in 9 districts. The catalogue of basic Information and Communication Technologies (ICT) training was expanded, with activities on the Digital Skills Test and the ACTIC certificate. The District Master Class programme was also consolidated by bringing master classes taught by experts to the satellites, with introductions to the latest trends in technology such as artificial intelligence, fake news, cybersecurity and Web 3.0.



More than **14,000** people were trained at the Cibernàrium in 2023

IT Academy

Barcelona Activa's IT Academy has become a cutting-edge information technologies (IT) training centre thanks to the support of Barcelona City Council. Its purpose is to promote the competitiveness of local companies and boost city residents' tech skills. Geared at enhancing both technical and cross-cutting skills, its training offer reflects the most sought-after skills in the job market. Part of its strategy includes collaboration with key partners and active participation in the sector's events, focusing on promoting digital talent in the city.

This includes not only events and organisations such as Mobile Word Capital, Telefónica Foundation – 42 Barcelona, Tech Barcelona, the 22@ Network, NTT Data, Vueling, Decathlon and Factoria F5, among others, **but also attendance at trade fairs and events such as MWC-4YFN, revealing a sustained effort to connect, promote and disseminate digital talent.**

Furthermore, an impact assessment showed that participating in the IT Academy programmes significantly increases participants' job opportunities, with a 16.8% increase in the likelihood of finding a job compared to people who did not participate.



1,002 participants

- **40%** women trained
- **67%** between age 30 and 49
- **48%** with a university education
- **44%** unemployed people

83% job placement rate (above 80% for the sixth year in a row)

More than **420** companies contacted

40 job offers managed

CREATIVE TALENT

Òh!pera, newly created micro-operas

Launched in 2021, this project helps talented young creators create micro-operas, furthering the practical training of students in the creative industries in Barcelona. In its second edition in 2023, four operas premiered at the Liceu, as the result of a partnership **between the Gran Teatre del Liceu, the Disseny Hub Barcelona and various design schools**, with the goal of sparking an interest in opera and attracting new audiences. 'Òh!pera (The exhibition)' also opened, showcasing the creative process of the eight micro-operas created in the first two editions of the project.



4 participating design schools
(24 students involved)

More than **1,000** audience members at the Liceu

3,820 visitors to 'Òh!pera (The exhibition)'

Barcelona Fashion Forward

In its fourth edition, Barcelona Fashion Forward, led by Barcelona Activa and the Disseny Hub, supports fashion entrepreneurs, designers and new brands that stand out for their creativity, sustainability and innovation. The programme offers training, support and assistance in marketing, communication and digitalisation. In 2023, once the programme was over, a panel of local design and fashion experts chose four winning brands based on their evolution and goals met, as well as their projects' sustainable, creative and local approach.



28 applications received

15 companies chosen for training and support

45 hours of group training held

210 hours of personalised mentoring offered (14 hours per project)



FINANCIAL AID

Crea Feina Plus 2023

The Crea Feina Plus programme promotes the hiring of unemployed people in Barcelona, especially groups that have the most difficulty entering the job market, such as young people, women, people experiencing long-term unemployment and people at risk of social exclusion. This initiative aims to integrate them into the city's business community by offering companies support for hiring them. The sectors with the most hires are hospitality/tourism/leisure, retail and corporate services. The total investment in the 2023 edition was €2.7 M.



303 participating companies



469 people hired

DISTRIBUTION OF AID:

57%	for women
44%	for people under the age of 30
32%	for people over the age of 45
61%	for people with basic education
35%	for people experiencing long-term unemployment

80% of hires in SMEs with fewer than 50 workers

89% permanent contracts

Impulsem el que Fas (We promote what you do) grants

In this 7th edition, €2,500,000 was allocated to initiatives promoted by individuals, companies and third-sector organisations that address local needs by integrating the community's potential. This year's unique feature was the diversity of both the sectors and the locations of the projects presented. Broken down by district, 30% were city-wide projects, and the districts that attracted the most projects were Ciutat Vella (20%), followed by Sant Martí (10%), Sants (9%) and Eixample (8%).

- ✂ 2023 budget spent: **€2,500,000** on initiatives
-
- 679** applications submitted
-
- 156** projects approved
-
- Scope: **30%** are city-wide projects
-
- Distribution by districts:
 - Ciutat Vella **20%** of projects
 - Sant Martí **10%** of projects
 - Sants **9%** of projects
 - Eixample **8%** of projects

Locals amb Energia (Premises with Energy) grants

Grants for energy saving aimed at ground-floor premises. The average amount per grant was €2,758. The main expenses involved the replacement of air-conditioning units, the installation of automatic doors and LED technology.

- ✂ 2023 budget spent: **€2,000,000** (grants of up to €3,000 per site)
-
- 725** establishments



FINANCIAL INSTRUMENTS FOR THE CITY'S START-UPS

Venture capital: Barcelona Accelerera

In 2021, Barcelona City Council allocated €10 M to six venture capital companies (VCCs), focused on strategic sectors with the goal of increasing investment in the metropolitan area fivefold. The VCCs chosen and the amounts committed are: Aldea Iberia Tech Fund, €3 M; 4founders Capital, €2 M; Suma Capital, €2 M; Sabadell Asabys €1 M; Invivo Ventures, €1 M; The Extension Fund €1 M.

In 2023, VCCs invested €7.1 M, or 71% of what they had committed, in 57 companies in Barcelona, injecting a total of €101.2 M. Of this total investment, €35.5 M was allocated to women-led companies. These initiatives created more than 3,000 jobs and an investment profitability of 1.11 times the amount invested. The results show the success and positive impact of the VCCs in the local economy.

 **€10 M** earmarked to Venture Capital Companies (VCCs)

—

The VCCs invested **71%** in companies in Barcelona

Venture capital fund: Barcelona Deep Tech Fund

In late 2022, a new programme was launched with €10 M to invest in VCCs, both local and international, to foster the Deep Tech ecosystem in Barcelona. For every euro invested by the City Council, the city asks for two euros to be invested in companies in this field, and the participating VCCs have to be recognised by a representative of the ecosystem. By 31 December 2023, the City Council had invested €500,000 in each of the two investment funds, Grow Seed Fund I and N Ventures 1 Incubación.

It also plans to invest in seven more funds:








-  ✂ **SC Net Zero Ventures (€1,500,000)**
-
- Sabadell Asabys Health (€1,500,000)**
-
- JME Ventures (€1,500,000)**
-
- Enzo Ventures (€500,000)**
-
- CRB Digital Health (€1,000,000)**
-
- INVIVO VENTURES (€1,500,000)**
-
- ABAC Capital (€1,000,000)**

3.4 / COMMUNICATION WITH CITY RESIDENTS

Satisfaction with Barcelona Activa's services continues to rise, with an average rating above 8.5% in 2023.

LEVEL OF SATISFACTION WITH SERVICES

Barcelona Activa systematically measures the satisfaction with, and impact of, its services and programmes. The various initiatives, especially those related to training and advice in different areas, are rated via online and in-person surveys. These give Barcelona Activa information on city residents' perception of the quality of the programmes and services offered.

Activity rating based on the results of the satisfaction surveys for participating individuals and companies:	2022	2023
 Setting up a business	8.10	8.57
 Entrepreneurship	8.73	8.81
 Digital talent	8.65	8.84
 Business services	8.53	8.75
 Employment	8.78	8.70
 Comprehensive projects with hiring ("Projectes integrals amb contractació")	8.70	8.85
 Trades Workshops ("Tallers d'Oficis")	9	8.55

COMPLAINTS AND SUGGESTIONS

Barcelona Activa receives and replies to complaints and inquiries from its individual and corporate users through the IRIS channel. IRIS can be accessed via a link on the corporate websites, and each case is given a code so it can be tracked.

Every quarter, a follow-up report is generated, which the Department of Organisation and Quality checks to identify opportunities for improvement and anticipate users' needs. All incidents and complaints are responded to and resolved within 30 days, the maximum stipulated by the IRIS rules.

TYPE	2022	2023
Expressing thanks	5	-
Inquiry	22	14
Inquiry - grant	67	90
Incidents	178	218
Service request	2	-
Suggestion	2	2
TOTAL	276	324

04

GOOD
GOVERNANCE4.1/
ETHICS AND
TRANSPARENCY

ETHICAL MANAGEMENT

In its **commitment to good governance, ethics and transparency**, Barcelona Activa pursues an organisational culture based on honesty and clarity by promoting exemplary values, rules and practices.

Regarding the quality and efficiency of the services provided, every year Barcelona Activa publishes indicators to measure the social and economic impact of its programmes and services in order to provide society with high-value services.

To this end, in June 2023, Barcelona Activa launched its new **Compliance Management System**. This system includes:

- A Code of Ethics, which stipulates the values and ethical principles that everyone in the organisation and related third parties have to follow.
- A Criminal Compliance Policy.
- An Anti-Fraud and Conflicts of Interest Policy.
- An Anti-Fraud Measures Plan.
- Its own reporting channel, approved in 2023.

Likewise, it makes Barcelona City Council's Reporting and Good Governance Channel available for any reports of corruption that may be received, and any issues that affect Barcelona Activa are forwarded to it so it can handle and respond to them.

In 2023, no reports related to Barcelona Activa's activity in this area were received.

Barcelona Activa has launched a new **Compliance Management System**, thus boosting its commitment to ethical, transparent management via the Code of Ethics, anti-fraud policies and its own whistleblower channel, available on the corporate website.

TRANSPARENCY

Barcelona Activa is subject to Spanish Act 19/2013 of 9 December on **transparency**, access to information and good governance, and Catalan Act 19/2014 of 29 December on access to public information and good governance, as well as all other sectoral regulations, such as Act 9/2017 of 8 November on public sector procurement.

Thus, Barcelona Activa manages all tenders via Barcelona City Council's E-Procurement Portal, which enables bids to be submitted electronically and ensures the principles of equality and transparency.

In 2023, it updated various sections of its website to improve transparency and handled three requests for access to public information.

On regulatory compliance matters, the Legal Services Division oversees compliance with the relevant rules. In 2023, initiatives to ensure a high legal standard included the update of the Processing Activities Register and the revision of the Security Policy.

In 2023, a high standard of regulatory compliance was reached, with no violations detected and outstanding performance in transparency and information security.

4.2 / RISK IDENTIFICATION AND MANAGEMENT

Barcelona Activa takes a systematic approach to identifying and managing the risks that affect both the provision of services and its internal organisation. This includes a periodic analysis following the **ISO 9001:2015 standard** to identify strengths and weaknesses and establish action plans. The process, which promotes continuous improvement, also encompasses workplace risks and cybersecurity.

Below is a summary of some of the main risks identified and addressed in 2023 in different fields:

HUMAN RESOURCES

In 2023, the new SAP SuccessFactors platform was implemented to make progress in the handling of human resources processes. Furthermore, regarding the negotiation of the Third Equality Plan, although talks to approve it are still ongoing, implementation of internal initiatives to promote equality between men and women within the organisation continued.

OCCUPATIONAL RISK MANAGEMENT AND PREVENTION

With the goal of preventing, eliminating or reducing the risks that could impact the Barcelona Activa team, the Prevention Service has carried out various initiatives in 2023, including:

- Assessing the occupational risk factors according to Art. 16 of the Occupational Risk Prevention Act to identify low-likelihood risks that can be controlled with the appropriate measures.
- Planning preventive activities based on the risks identified.
- Drawing up and implementing emergency plans to address risky situations.
- Investigating occupational accidents and occupational diseases to improve prevention.
- Coordinating business activities with external facilities and with external companies that have employees working at Barcelona Activa sites.

- Responding effectively to notifications of risk and staff inquiries to improve communication on security matters.
- Conducting visits and safety inspections at workplaces to prevent risks.
- Implementing procedures so staff can report dangers or risks, including addressing harassment, with communication and proposals for preventive or corrective actions.

CYBERSECURITY

This area boosted Barcelona Activa's defences against cyberattacks by implementing measures and infrastructure to prevent attacks and, if needed, restore affected systems, including hiring a cybersecurity expert in 2023.

ORGANISATION AND QUALITY

To better plan and anticipate the service quality improvements that need to be implemented, the **First Barcelona Activa Quality Plan** was implemented in 2023, including an initial analysis and calling for 27 initiatives to boost efficiency and promote internal cooperation.

RISKS ASSOCIATED WITH FACILITY MAINTENANCE

Bearing in mind the principle of precaution, Barcelona Activa performs systematic maintenance to guarantee the availability, comfort, optimisation and safety of its spaces, thus ensuring that they worked properly in 2023. **Maintenance operations encompass not only functionality and safety but also environmental protection**, minimising risks such as accidental pollution and reducing waste and energy consumption. Barcelona Activa has **liability insurance** covering the following: 'Problems stemming from water, soil and air pollution, including cleaning expenses, as long as this pollution is accidental, sudden and unforeseen.'

In 2023, comprehensive maintenance protocols were implemented in facilities to ensure their functionality, safety and environmental sustainability.

INFORMATION SECURITY

As part of our continuous improvement in information security, especially with regard to **personal data protection regulations**, the following work was carried out in 2023 to prevent, detect and address possible data protection vulnerabilities or breaches:

- Annual update of permission to access special data according to job.
- Start of the process to review access control, video surveillance and anti-intruder systems.
- Management of 1,028 requests on individuals' personal data in 2023 (92% right of rectification).
- Advisability analysis and data protection impact assessment regarding the development of a virtual *Meta-verse* environment in Barcelona Activa.

4.3 / ECONOMIC SUSTAINABILITY

Operating within business law and following the **General Accounting Plan** pursuant to Royal Decree 1514/2007 of 16 November and its subsequent updates, Barcelona Activa undertakes to faithfully represent its assets and financial and profit and loss statements, as well as the accuracy of the cash flows.

As a **public limited company owned by Barcelona City Council and with wholly municipal capital**, it operates with an near zero-profit approach, reinvesting profits back into the community and companies through services and programmes.

Barcelona Activa's funding comes primarily from two sources: direct contributions from Barcelona City Council and grants from different organisations aimed at programmes or projects in line with their strategic guidelines and the Municipal Action Plan (PAM).

Furthermore, it generates a small amount of its own revenue from managing spaces such as incubators and auditoriums.

Barcelona Activa turns resources into value for the community and companies by focusing on their social return.

Amounts and lines of public funding	2022	2023
Barcelona City Council	€39.84 M (81%)	€42.4 M (72%)
Catalan Government	€8 M (16%)	€10.97 M (19%)
European Regional Development Fund	€926.798 (2%)	€758,284 (1%)
Other EU lines of funding	€139,877 (0.29%)	€1.16 M (2%)
Other institutions	€29,516	€101,565

MANAGEMENT OF FINANCIAL RESOURCES

The municipal funding that Barcelona Activa receives is used to:

- Cover operating expenses.
- Co-financing and covering possible deficits in subsidised programmes.
- Fund specific activities in line with the employment, entrepreneurship, business and city promotion strategies.

These funds are managed following the principles of budgetary stability, with planning and detailed tracking by Barcelona City Council. They are distributed according to the needs of the different executive and operational departments and are reviewed monthly to ensure that they match real needs and that the budget is being properly implemented.

The annual budget reflects each department’s action plan and objectives, which are approved by the Board of Directors along with the annual budget.

In 2023, €2.8 M was invested in facilities and information systems to promote growth and digitalisation.

INVESTMENTS IN INFRASTRUCTURE AND SERVICES

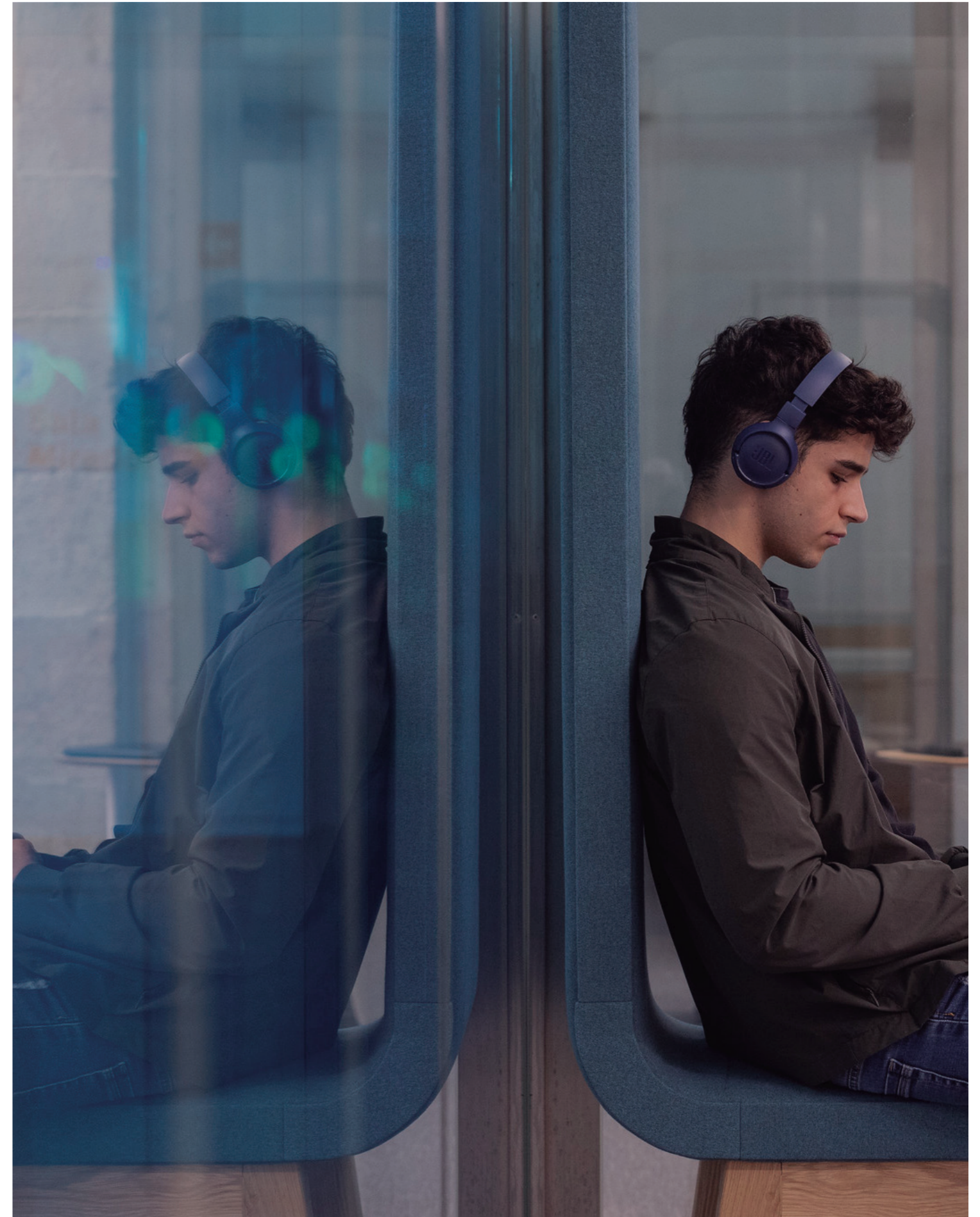
Barcelona Activa makes investments aimed at meeting the organisation’s specific needs, after having prepared a detailed description and received approval from Barcelona City Council’s Government Commission.

As part of the Municipal Investment Plan (PIM) for 2023, €2.8 M was allocated, divided between two main areas: the acquisition of facilities and the development of information systems.

Furthermore, it also benefits from external grants, such as the ones from the European Union’s **European Regional Development Fund (ERDF)**, which contributed €0.12 M in 2023.

The purpose of these investments is to adapt spaces, create applications and foster other types of investments that promote business growth and the digitalisation of public services, directly benefiting entrepreneurs, companies and city residents as a whole.

Direct economic value generated and distributed	2022	2023
Direct economic value generated: Revenue	€52,567,937	€59,066,190
Economic value distributed: Operating costs	€25,650,378.99	€28,622,512
Economic value distributed: Employee salaries and benefits	€26,671,298	€30,200,574
Economic value distributed: Payments to the government	€141,176.33	€62,294.87
TOTAL economic value distributed	€52,476,644	€58,885,380
Economic value retained	€91,293	€180,810



05

OUR TEAM

5.1 /
STAFF PROFILE

In the information shown below, we distinguish between employees and users of active employment policies. Employees are people who provide their services for Barcelona Activa's daily work, whereas users are people who are hired within the framework of active employment policy programmes with the aim of improving their employability.

These latter do not usually work at Barcelona Activa.

For more detailed information on the Barcelona Activa team, you can [check the 2023 Non-Financial Information Statement](#), which was drawn up following the guidelines of Act 11/2018 on non-financial information.

EMPLOYEES

Distribution of the staff by type of contract, sex and age, on 31/12/2023

Type of contract	18-29		30-39		40-49		50-60		60 and over		Total women	Total men	Total
	W	M	W	M	W	M	W	M	W	M			
Full-time permanent	3	4	20	13	112	26	107	26	19	2	261	71	333
Full-time internship	8	8	2	1	1	1					11	10	19
Full-time temporary	1		5	1	3	1	2	1	1		12	3	15
Part-time temporary			2				1		4		7	0	8
Grand total	12	12	29	15	116	28	110	27	24	2	291	84	375

Distribution of the staff by sex and professional category 2023

Professional category	Women	Men	Total
Senior management	0	2	2
Group 1	132	51	183
Group 2	98	15	113
Group 3	1	3	4
Group 4	60	13	117
Total	291	84	375

The professional categories included are: Senior management; Group 1: S.L. 1 Directors; S.L. 2 Supervisors; and S.L. 4 Senior technicians; Group 2: S.L. 5 Mid-level technicians; Group 3: S.L. 6 Expert teaching staff; Group 4: S.L. 7 Executive secretaries; S.L. 8 Administrative staff; and S.L. 9 Junior administrative staff.

In 2023, the overall equalised wage gap of employees remained steady at 1%, just as in 2022.

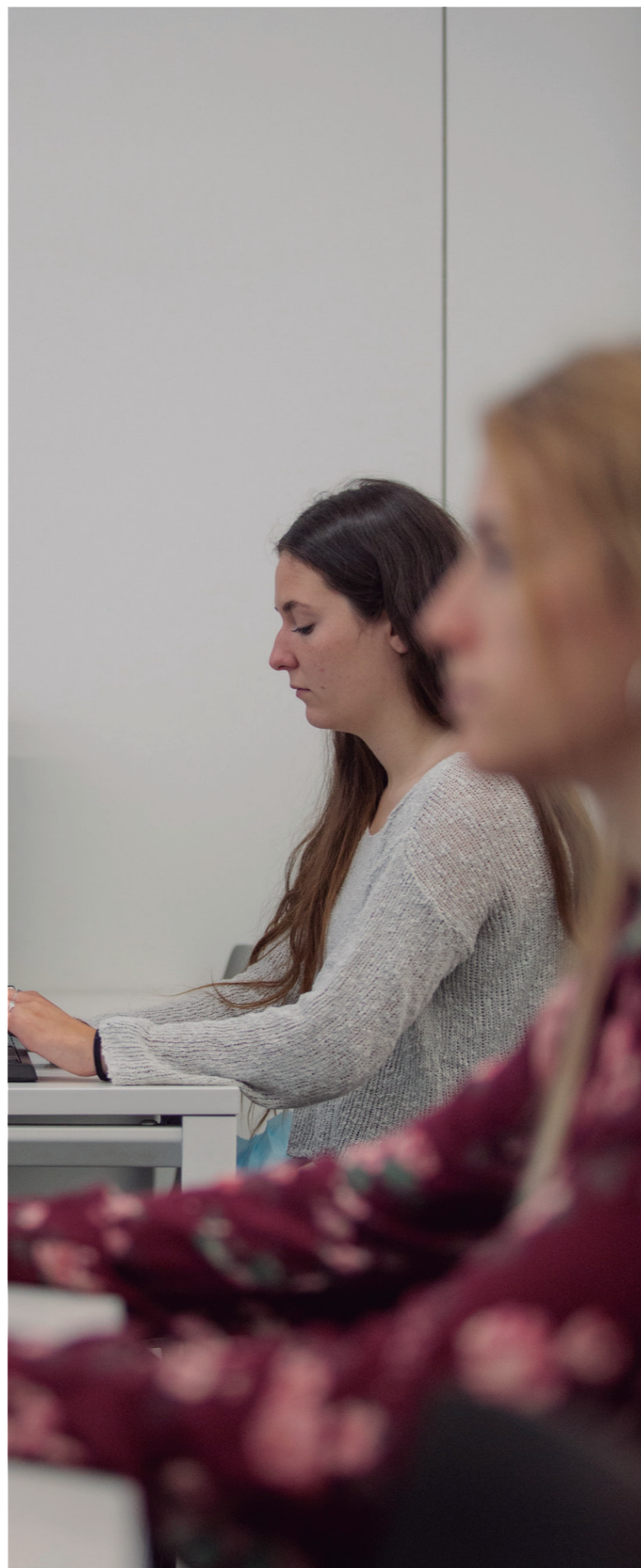
Integration and universal accessibility of employees with disabilities

Barcelona Activa is firmly committed to managing and integrating the diversity that exists in society, which is why it hires people with different disabilities.

Employees with disabilities by sex and professional category on 31/12/2023

Professional category	Women	Men	Total
Senior management	0	0	0
Group 1	3	1	4
Group 2	5	0	5
Group 3	0	0	0
Group 4	1	1	2
Total	9	2	11

The professional categories included are: Senior management; Group 1: S.L. 1 Directors; S.L. 2 Supervisors; and S.L. 4 Senior technicians; Group 2: S.L. 5 Mid-level technicians; Group 3: S.L. 6 Expert teaching staff; Group 4: S.L. 7 Executive secretaries; S.L. 8 Administrative staff; and S.L. 9 Junior administrative staff.



USERS OF ACTIVE EMPLOYMENT POLICIES

The data presented in this section on users of active employment policies were obtained by calculating the annual average for 2023.

Annual average users of active employment policies by type of contract, sex and age 2023

Type of contract	18-29		30-39		40-49		50-60		60 and over		Total women	Total men	Total
	W	M	W	M	W	M	W	M	W	M			
Training	13.58	7.50	0.42	1.58	0.00	0.00	0.00	0.00	0.00	0.00	14.00	9.08	23.08
Temporary Full-time	8.42	7.08	28.00	21.50	47.33	34.25	63.17	80.67	25.58	34.17	172.50	177.67	350.17
Temporary Part-time	0.00	0.00	1.00	0.00	4.33	1.50	3.00	0.50	1.50	0.00	9.83	2.00	11.83
Grand total	22.00	14.58	29.42	23.08	51.67	35.75	66.17	81.17	27.08	34.17	196.33	188.75	385.08

Average annual number of active employment policy users by sex and salary category 2023

Professional category	18-29		30-39		40-49		50-60		60 and over		Total women	Total men	Total
	W	M	W	M	W	M	W	M	W	M			
Assistant Technician 1U	1.83	0.83	8.58	4.58	14.75	4.08	17.58	14.92	5.50	6.83	48.25	31.25	79.50
Misc. officials 2U		0.50	2.08	2.17	4.17	6.83	2.17	16.58	2.50	7.67	10.92	33.75	44.67
Misc. Office Assistants 3U	6.58	5.75	18.33	14.75	32.75	24.83	46.42	49.67	19.08	19.67	123.17	114.67	237.83
Cases d'Ofici programme student/worker 4U	13.58	7.50	0.42	1.58							14.00	9.08	23.08
Grand total	22.00	14.58	29.42	23.08	51.67	35.75	66.17	81.17	27.08	34.17	196.33	188.75	385.08

In 2023, the overall equalised wage gap among users of active employment policies was 5%, compared to 6% in 2022.

Number of disciplinary dismissals of users of active employment policies in 2023: 9 people.

Integration and universal accessibility of users of active employment policies with disabilities

Users of active employment policies with disabilities by sex and professional category 2023*

Professional group	Women	Men	Total
Assistant Technician 1U	3.83	3.25	7.08
Misc. officials 2U	1.08	2	3.08
Misc. Office Assistants 3U	16.08	13.42	29.5
Cases d'Ofici programme student/worker 4U	0.83		0.83
Total	21.83	18.67	40.5

*Data obtained from the calculation of the annual average for 2023



5.2 / ORGANISATION OF WORK

In 2023, Barcelona Activa promoted work-life balance and achieved a 100% return and retention rate after birth leaves.

PROMOTING A WORK-LIFE BALANCE

Barcelona Activa is a company that is committed to its staff's well-being. For example, it has a document available to everyone that lists over 40 measures adopted to facilitate a work-life balance and shared responsibility in personal, work and family life among its employees. In addition to complying with the laws in force, this do-

document also includes improvements beyond what is legally required. These improvements were developed by the Equality Plan's Equality and Diversity Committee, made up of representatives from both the companies and society.

Employees benefiting from work-life balance measures

Work-life balance measure	2022		2023	
	M	W	M	W
Reduced working hours in the first year for childcare at 100% pay	11	3	3	9
Reduced working hours to care for children <12 years old	5	47	6	42
Reduced working hours to care for a dependent family member	0	2	0	3
Unpaid leave to care for family members	0	0	0	0
Unpaid leave for 6 months	0	3	1	4
Leaves of absence for childcare	0	2	1	3
Leaves of absence to care for family members				1
Partial retirement	1	3	1	3
Total individuals	17	60	12	65

Maternity and paternity leave, return rate and retention rate by sex

Work-life balance measure category	2022		2023	
	M	W	M	W
Employees with the right to birth leave	7	9	2	5
Employees who have taken birth leave	7	9	2	5
Employees who returned to work after birth leave	7	9	2	5
Employees who returned to work after birth leave and who are still at work 12 months later	7	8	2	5
Return to work rate	100.00%	100.00%	100.00%	100.00%
Retention rate	100.00%	88.89%	100.00%	100.00%

5.3 / HEALTH AND SAFETY

In partnership with an external prevention service, Barcelona Activa plays a key role in promoting a safe work environment, covering areas such as safety, industrial hygiene, ergonomics and psychosociology, in addition to health checks. In 2023, notable initiatives included:

- Effective coordination of the **external prevention service**.
- Design and implementation of preventive plans and programmes.
- Identification and periodic assessment of risks, along with investigation of occupational accidents and diseases.
- Ongoing staff training on occupational risks and emergencies, with additional staff development courses at no cost and during the workday.
- Creation of communication channels to detect risks and propose improvements, as well as the distribution of preventive information in the onboarding process.
- Management of prevention via the Health and Safety Committee, with quarterly meetings and active collaboration on prevention plans.
- Implementation of a specific procedure to safely coordinate business activities, including the exchange of documentation on risks and verification of regulatory compliance on prevention.

Barcelona Activa's "Activa't fent salut" programme promotes well-being via activities such as yoga and mindfulness, integrating a gender perspective and specific health support.

PROMOTING HEALTH

Barcelona Activa promotes the health and well-being of its employees with the 'Activa't fent salut' programme, which includes:

- Physical activity and ergonomic habits: It offers workshops on stretching, yoga, mindfulness and conscious movement.
- Anti-smoking campaigns: To foster a healthy, smoke-free lifestyle.
- Emotional health: Initiatives to improve emotional well-being.
- Healthy eating: Promotion of good eating habits.
- Sleep quality: Tips and strategies for proper sleep.
- This programme integrates a gender perspective in all its work.

Various specific medical check-ups are also provided:

- TSH test: For women over the age of 35 every five years to detect thyroid disorders.
- PSA (prostate-specific antigen) test: For men over the age of 50, every year, as a marker of prostate cancer.
- FOB (faecal occult blood): For early colorectal cancer detection in men and women over the age of 50, every two years.

It also promotes annual flu vaccines, with a particular focus on high-risk groups, by covering the costs and providing easy access during work hours.

OCCUPATIONAL DISEASES

Barcelona Activa proactively addresses the risks of occupational diseases, including injuries from the constant use of screens, with a comprehensive strategy that includes risk assessments, notifications for employees and in-depth investigations of accidents. Through preventive measures, training and information distribution, it works to create a healthier work environment, focusing on ergonomics.

Occupational accidents among employees

Occupational accidents during the workday Structure	2022		2023	
	M	W	M	W
Occupational accidents during the workday	1	0	0	0
Incidence rate*	1,265.82	0	0	0
Occupational accidents travelling to/from work Structure	2022		2023	
	M	W	M	W
Accidents travelling to/from work	2	2	1	2
Incidence rate*	2,531.65	657.89	826.45	600.6

*Number of accidents resulting in medical leave in the period for every 100,000 employees exposed to risk. The figures and incidence rate for accidents during the workday and the figures and index for accidents travelling to/from work are shown.

Occupational accidents among users of active employment policies

Occupational accidents during the workday Users	2022		2023	
	M	W	M	W
Occupational accidents during the workday	6	4	9	13
Incidence rate*	3,592.81	1,739.13	2,678.57	3,448.28
Occupational accidents travelling to/from work Users	2022		2023	
	M	W	M	W
Accidents travelling to/from work	1	2	0	9
Incidence rate*	598.8	869.57	0	2,387.27

*Number of accidents resulting in medical leave in the period for every 100,000 employees exposed to risk. The figures and incidence rate for accidents during the workday and the figures and index for accidents travelling to/from work are shown.

5.4 / LABOUR RELATIONS

At Barcelona Activa, all staff except senior management are covered by a collective labour agreement - currently being negotiated - which is available in both the Official Journal of the Government of Catalonia and on the [transparency website](#). There is a Works Council comprised of 13 designated individuals who meet regularly every quarter and hold special meetings as needed.

Currently, union representation includes the UGT, Intersindical-CSC and CCOO, and negotiations and talks continue in an effort to reach a consensus for the new agreement prior to 2024.

REVIEW OF THE COLLECTIVE LABOUR AGREEMENTS

Every quarter, representatives of Barcelona Activa's management and Works Council review aspects related to the staff, salaries, new hires, people on leave, absenteeism and financial figures, among other indicators.

Likewise, there are regular meetings of the following committees: Health and Safety; Equality and Diversity; Pension Plan; Hiring Processes and Working Conditions; and Training, Aid and Social Benefits.

In 2023, 32 meetings were held with workers' representatives, broken down as follows:

- 9 meetings with the plenary session of the Works Council.
- 7 meetings with the Health and Safety Committee.
- 3 meetings with the Barcelona Activa collective labour agreement negotiating committee.
- 5 meetings with the Equality Committee and the negotiating committee for the company's Third Equality Plan.
- 4 meetings with the Pension Plan Monitoring Committee.
- 2 meetings with the Training, Aid and Social Benefits Committee.
- 2 meetings with the Hiring Processes and Working Conditions Monitoring Committee.

PAYMENT TO LONG-TERM PENSION SCHEMES AND ANY OTHER SEX-DISAGGREGATED PAYMENTS

On 26 July 2006, Barcelona Activa's management and employees agreed to create a pension plan funded by contributions from the company and the participating employees. To join this plan, the employees must have been in the company for two years, and to make contributions they must prove at least three years of seniority.

No contributions were made to the plan in 2023 due to discrepancies on the restrictions of the 2022 Spanish budget. By the end of 2023, the plan had 370 participants, 303 women and 67 men.

5.5 / IN-HOUSE TRAINING AND PROFESSIONAL DEVELOPMENT

SuccessFactors, a new corporate talent management platform including an in-house training module (Learning Management System), was introduced in 2023 and is scheduled to be fully operational in 2024. This tool will provide access to courses, registration, assessments and monitoring of the training impact. The Training Plan is divided into two sections covering technical and personal topics to foster employees' comprehensive development.

CROSS-CUTTING AND SPECIFIC TRAINING

Barcelona Activa's training initiatives promote the acquisition of key skills to improve job efficiency. Most of the courses are for groups, and some of them are compulsory while others depend on each position's specific needs.

In 2023, 32 cross-cutting and 22 specific trainings were conducted.

Figures on participation in training

	2022	2023
Only total attendance hours equal to or higher than 75% are counted as training hours		
Training initiatives	83	54
Participants	2,215 (1,867 women and 348 men)	2,510 (2,031 women, 466 men and 13 not reported)
Total training hours attended *	8,951.50 (7,460 women and 1,491.5 men)	9,089.57 (7,750.07 women, 1,316.76 men and 22.74 not declared)
Average satisfaction rating	8.36 (8.46 women and 8.16 men)	8.71 (8.70 women, 8.22 men and 9.00 not reported)

Professional group Salary level 2023

Position	Average hours				Training hours			
	Female	Male	Not reported	Total	Female	Male	Not reported	Total
Senior management	0.0	28.04		28.04		56.08		56.08
Group 1 S.L. 1 Directors	45.3	16.3		37.8	770.71	97.57		868.28
Group 1 S.L. 2 Supervisors	52.9	31.9		46.1	1,216.95	351.4		1,568.35
Group 1 S.L. 4 Senior Technicians	23.0	15.4	4.3	20.09	1,954.32	463.03	4.33	2,421.68
Group 2 S.L. 5 Mid-level technicians	20.4	7.6		18.6	2,546.38	158.55	8.08	2,713.01
Group 3 S.L. 6 Expert teaching staff	42.8	21.8	10.3	23.1	42.83	108.82	10.33	161.98
Group 4 S.L. 7 Executive Secretaries	26.1			26.1	130.66			130.66
Group 4 S.L. 8 Administrative staff	19.9	7.0		18.3	1,032.73	48.74		1,081.47
Group 4 S.L. 9 Junior administrative staff	6.6	3.6		5.0	52.49	32.57		85.06
Group 5 S.L. 10 Asst. administrative staff	3			3	3			3
Total	24.4	14.3	22.7	22.2	7,750.07	1,316.76	22.74	9,089.57

5.6 / EQUALITY AND DIVERSITY

Barcelona Activa reaffirms its commitment to equal opportunities as a cornerstone of its people management and one of its key values. With the goal of incorporating this vision across the board, the organisation developed the **Second Equal Opportunities Plan 2017-2020**, which has currently been extended and is under renewal, although as of 31 December 2023 no definitive agreement had been reached. The main areas covered in the new plan are:

- Equality policy and culture.
- Internal organisation and working conditions.
- Remuneration policy and wage gap.
- Hiring, recruitment and promotion policies.
- Training and professional development.
- Work-family/personal life balance.
- Prevention of occupational risks with a gender perspective.
- Fight against gender harassment and violence.
- Equal and non-sexist communication.

In the last quarter of 2023, Barcelona Activa worked on drafting a Communication Guide for Equality with the goal of encouraging sexism-free communication.

Equality initiatives were stepped up **internally** in 2023, with major **awareness-raising initiatives** such as:

- Training in the **gender perspective**: *Tools to include the gender perspective in plans, programmes and projects: Verification table* for all supervisory staff in the company and members of the Equality Committee, which was rated 8.9.
- The **Protocol to Prevent Sexual and Gender Harassment** was activated. The equality agent advised two people and took the action needed to resolve the situations.



- A **talk/workshop on health with a gender perspective was offered** in collaboration with the Prevention Service and internal training, and as part of the Activa't Fent Salut programme. Sport and physical activity are promoted as ways to improve self-knowledge and personal, social and work life.

- Drafting of a **Communication Guide for Equality** in the last quarter of 2023, aimed at improving communication and labour relations, while respecting diversity and combating sexism. Twenty-five people participated in workshops (eight hours in total) led by an outside expert, the guide, who promoted a change in communication to eliminate gender biases. It will be published in the first half of 2024.

- **Update of work-life balance measures by the Equality and Diversity Committee**, including new leaves of absence approved by law during the year. The final document will be presented by the team in the first quarter of 2024.

Externally, in 2023 Barcelona Activa led several initiatives to foster women's employment, focusing on eradicating gender inequalities as a cornerstone of its strategy:

- **LIDERA Programme**: It promotes entrepreneurship, networking and professional women's associations, in addition to combating the glass ceiling to help women to access executive posts.

- **Labour Rights Defence Points**: They focus on combating job insecurity and violations of labour laws, while promoting quality jobs and decent work, particularly focused on women.

- **Som Dones, Som Urbanes programme**: The goal is to eliminate horizontal segregation and foster women's employment in areas where they are underrepresented.

- **Barcelona STEAM Plan, IT Academy**: Initiatives to spark an interest in STEAM disciplines among girls and women, with the goal of eliminating the digital gender gap.

- **Coaching for Women**: Targeted at empowering women in the job market, especially vulnerable women.

- **Crea Feina Plus**: Programme providing incentives to hire unemployed people, with specific initiatives for women.

- **Report on the employment situation of women** in Barcelona, drafted jointly with Barcelona City Council's

Department of Studies: for International Women's Day, the report entitled *The Situation of Women in the Labour Market in 2022* was published, highlighting gender inequalities.

- Barcelona Activa has participated in municipal measures and plans, including the **Gender Justice Plan, the Strategy against the Feminisation of Poverty and the Forging Alliances: Barcelona against Gender Violence** government measure, among other initiatives to combat gender violence.

COMMITMENT TO DIVERSITY AND NON-DISCRIMINATION

Barcelona Activa staff were offered two online trainings as part of its **First Plan for the Internal Management of Sexual and Gender Diversity 2023-2026**. They were organised by the Government of Catalonia's Department of Feminisms and the LGBTBI Community and focused on raising awareness of the integration of sexual and gender diversity in companies:

- **LGTBI diversity: an opportunity to improve the workplace**, focused on how LGBTBI diversity can enrich the work environment. Seventy percent of the staff participated and gave it an overall rating of 8.0.

- **Management of LGBTBI diversity in companies: benefits and opportunities**, targeted at Human Resources staff and people in charge of managing staff hiring processes. Sixty-nine percent of the staff participated and gave it an overall rating of 8.2.

The United Nations Global Compact to promote the Sustainable Development Goals (SDGs) highlighted Barcelona Activa's best practice in this field in the campaign held on 25 September as part of the eighth anniversary.

Furthermore, **in 2023, there were meetings with the Municipal Institute for People with Disabilities to further improve the accessibility of Barcelona Activa's facilities, programmes and services for people with disabilities.**

Another notable initiative regarding diversity and the recognition of differences was the implementation of the **internal protocol to reserve individual hearing loops for people with auditory difficulties** at large events to guarantee everyone is included and can participate in Barcelona Activa's activities.

06

VALUE CHAIN

6.1 / OUTSOURCING AND SUPPLIERS

As a public enterprise, Barcelona Activa applies **procurement policies** that prioritise bids with a good price-quality balance, with a **focus on social and environmental responsibility**. To the extent possible, it pledges to incorporate social suppliers that use environmentally friendly materials, in alignment with Barcelona City Council's objectives of sustainability and ethical and social responsibility.

- It is subject to the Public Sector Contracts Act as regards the procedure for awarding and entering into contracts.
- It must follow the existing municipal instructions and adhere to Barcelona City Council's framework agreements.

In 2023, 83.44% of suppliers contracted were local. In this way, Barcelona Activa promotes responsible procurement, prioritising quality, sustainability and a positive social impact in its decisions.

Invoicing and % of local suppliers

	2022	2023
% of invoicing from local suppliers	78.44%	77.86%
% of local suppliers over total number of suppliers	84.55%	83.44%

6.2 / INTEGRATION OF SOCIAL AND ENVIRONMENTAL CRITERIA

Throughout 2023, Barcelona Activa implemented subrogation clauses, collaboration with the social economy and gender parity to boost its social and labour commitment.

INTEGRATION OF ENVIRONMENTAL CRITERIA

In accordance with Barcelona City Council's regulations and guidelines, Barcelona Activa has incorporated the following environmental and sustainability criteria into its tenders, depending on the type of contract:

- In construction contracts, waste treatment by the participating companies is assessed as a criterion to award the contract, along with proposals that improve energy efficiency, respect for the environment and sustainability.
- For the restaurant service at Barcelona Activa's Technology Park, both environmental and social criteria are taken into account:
 - The adoption of environmental practices in relation to the food offered.
 - Collaboration with Special Employment Centres, social-inclusion companies or other organisations in the social economy sector.
 - The recruitment of unemployed people with significant barriers to job placement or who are experiencing social vulnerability.
- IT suppliers are asked to include features such as Auto EcoView or equivalent systems to automatically adjust the brightness to the ambient lighting conditions, and compliance with these standards is checked before the contract is awarded.

INTEGRATION OF SOCIAL CRITERIA

Barcelona Activa follows Barcelona City Council's regulations, social directives and Code of Ethics by including social clauses in its contracts, especially in services and employment.

This commitment to social responsibility is reflected in many measures included in the general terms and conditions for contracts:

- inclusive communication.
- payment of outsourced companies.
- maintenance of favourable working conditions.
- workplace inclusion of people with disabilities.

It has also incorporated other special performance conditions depending on their direct connection to the specific purpose of the contract, possibly including:

- gender equality measures.
- combating harassment.
- fostering work-family/personal life balance.



In 2023, all the suppliers chosen via tender satisfactorily met Barcelona Activa's social criteria, and no risks of a significant negative social impact were detected.

Award and Monitoring Criteria:

We prioritise the following award and monitoring criteria:

- Better salary than the salary of the reference agreement.
- Gender equality.
- Work-life balance.

Compliance with these measures is checked via:

- Salary checks.
- Job stability.
- Assignment of personnel to the project in accordance with the bid.
- Verification of the Equality Plan and work-life balance measures.
- The submission of a declaration of compliance proving fulfilment of the payment timeframes with the outsourced companies.

07

THE ENVIRONMENT

7.1 / POLLUTION

Barcelona Activa demonstrates its environmental responsibility with its conscientious resource management and efficient waste treatment, thus making a decisive contribution to the fight against climate change.

Maintaining this commitment to the environment, in 2023 **Barcelona Activa** implemented initiatives to reduce air, noise and light pollution, including by replacing lights with LED technology, promoting sustainable mobility with electric-charging points and promoting reuse and recycling. Even though its business **does not generate significant air pollution**, the organisation works on lowering its environmental impact and fights the climate emergency in a proactive, responsible way.

In 2023, Barcelona Activa maintained its **environmental commitment with initiatives in relation to LED lights, electric mobility and recycling.**



7.2 / CIRCULAR ECONOMY, WASTE PREVENTION AND MANAGEMENT

Sustainable resource use and sound resource management reflect Barcelona Activa’s commitment to contribute to decarbonising the city’s economy and using resources efficiently and responsibly. Waste management is governed by legal regulations and Barcelona City Council’s guidelines. The sustainability policy aims to **minimise the environmental impact** of consuming certain materials with actions such as:

- Prioritising the reuse of functional furniture before buying new items.
- Using office supplies more than once.
- Only purchasing recycled paper.
- Reducing the amount of paper purchased by encouraging digitalisation in procurement management and implementing electronic invoicing, among other measures.
- Implementing a printing system that optimises the consumption of materials.
- Replacing plastic stirrers with compostable ones.
- Replacing water dispensers with filtered drinking water fountains supplied by the mains. In the Cibernàrium facility, this improvement was added, making it one of the facilities where it was feasible, from a technically perspective, to implement this type of water fountain.
- Use of compostable cups and glass jugs in the meeting rooms.

The waste Barcelona Activa generates that cannot be reused is treated according to the regulations in force, and paper, toner, batteries and fluorescent bulbs are recycled in specific containers. These materials are taken to recycling plants and are tracked via certificates from the waste management companies.

Other waste is sorted and removed by **certified waste management** companies to ensure that it is treated properly. This waste is managed by **companies in the social economy**, fostering a social return of recycling practices.

In 2023, measures were taken to manage the impacts of the waste generated:

- Management of single-use waste according to current regulations.
- Promotion of recycling with informative posters.
- Replacing individual waste baskets with shared bins to improve waste sorting, this year at the central headquarters, Porta 22 and the Glòries Incubator. This had been done at Ca n’Andalet in 2022.
- Promotion of environmental best practices via stickers in our facilities’ spaces.
- Tracking waste management by type in order to study optimisation measures to improve management and/or reduction.

Regarding **food waste**, Barcelona Activa has chosen to adjust its catering services to avoid surpluses; thus, management approval is needed for any order and the importance of reducing waste is promoted among the catering companies.

In 2023, Barcelona Activa implemented different strategies to minimise its environmental impact, including management of non-reusable waste via the social economy, fostering a social return on recycling practices.

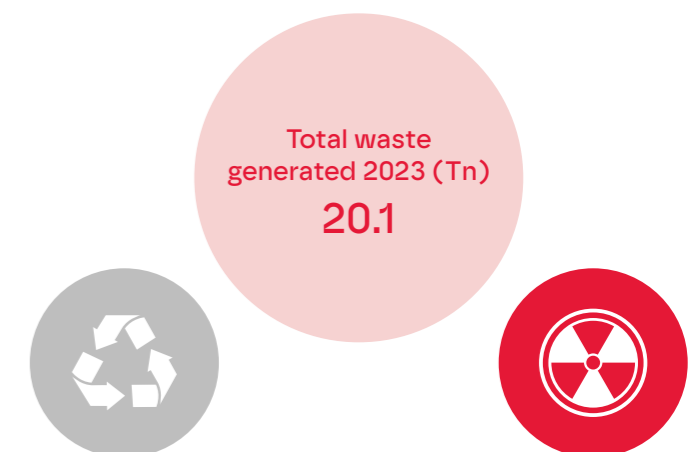


WASTE BY TYPE AND TREATMENT

Non-hazardous waste and treatment			
Non-hazardous waste	Treatment	Wt(Tn) 2022	Wt(Tn) 2023
Paper	Recycling	6.87	6.44
Miscellaneous materials	Landfill	26.29*	13.42
Total weight of non-hazardous waste		33.16	19.86

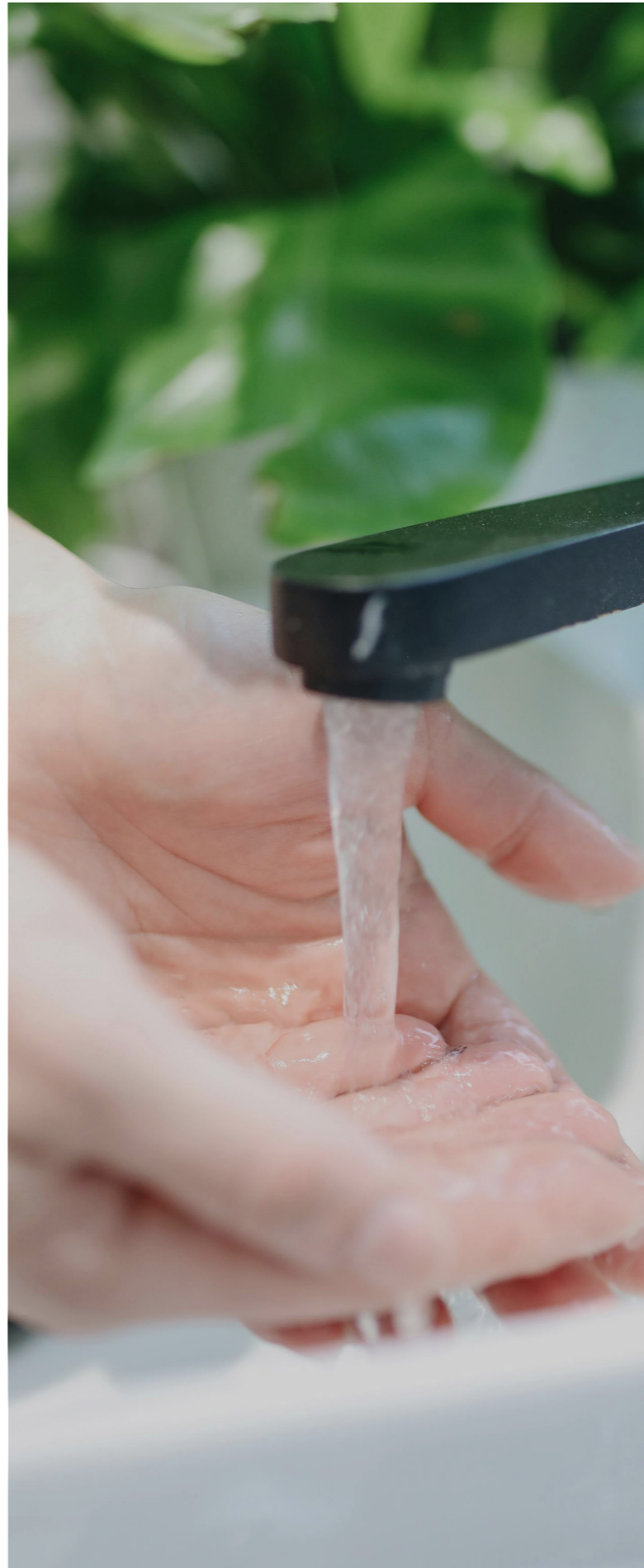
*Miscellaneous materials in 2022 include the necessary removal of material for the remodelling of the Technology Park auditorium, the remodelling of the Convent, the closure of Can Jaumandreu and the change of use of Ca n’Andalet.

Hazardous waste and treatment			
Hazardous waste	Treatment	Wt(Tn) 2022	Wt(Tn) 2023
Florescent tubes	Recycling	0.094	0.13
Batteries	Recycling	0.04	0.04
Toner	Recycling	0.006	0.058
Total weight of hazardous waste		0.14	0.228



7.3 / SUSTAINABLE RESOURCE USE

Barcelona Activa shows its profound commitment to optimising resources by using them efficiently and managing them responsibly. This commitment materialised in different initiatives in 2023, which **add value to the circular economy strategies** previously implemented. First, work on greening of the service conditions continued from previous years. This includes implementing sustainable uniforms for cleaning and security teams; certificates with standards such as OEKO 100, Made in Green or equivalent; and replacing service vehicles with others with better environmental certifications. Likewise, we have calculated our greenhouse gas emissions (Scope 1 and 2), a key initiative for identifying and implementing effective reduction measures and thus combating climate change.



In 2023, Barcelona Activa reduced its water consumption with efficient technologies and the use of groundwater, thus reaffirming its commitment to sustainability.

WATER CONSUMPTION

Barcelona Activa is committed to constantly improving its water use following the city's standards for rational water use. The goal is to optimise water consumption in its facilities via a range of initiatives:

- Monthly monitoring of water consumption to identify any excesses.
- The installation of diffusers on taps and dual-flush toilets to reduce water use.
- Using groundwater for irrigation systems and toilets at headquarters.
- Upgrading the irrigation system in Ca n'Andalet to a drip system to improve water efficiency.

Water consumption in megalitres	
2022	2023
6.15*	6.12**

Target facilities of the measures: Almogàvers Incubator, Glòries Incubator, Can Andalet, Nou Barris Activa, Technology Park, Porta 22 and headquarters.

* Water consumption increased in 2022, mainly due to the increase in the number of people returning to work on-site, especially for events in auditoriums, and the consumption of irrigation water as a result of the ongoing high temperatures and dry period from spring until well into the autumn.

**On 31 December 2022, Barcelona Activa left the Can Jaumandreu facility.

ENERGY EFFICIENCY MEASURES

Barcelona Activa pursues a continuous improvement policy aligned with municipal standards in order to optimise energy consumption. The initiatives carried out to increase energy efficiency in 2023 included:

- Gradual replacement of HVAC devices at Ca n'Andalet with more efficient models.
- Installation of air curtains in the Technology Park lobby to maintain thermal comfort.
- Implementation of a 20 kW photovoltaic solar plant at the Technology Park and expansion of the existing one from 40 to 100 kW.
- Use of electric vehicles for courier services.
- Installation of 8 electric vehicle charging stations in its car parks: 4 at headquarters, 2 in Almogàvers and 2 outside the Technology Park.
- Environmental criteria in the conditions for landscaping and courier services, prioritising sustainable vehicles.
- Vehicles with an environmental label higher than B in logistics services.
- Implementing the final project for the 10 kW photovoltaic solar plant at Sant Agustí Convent.
- Replacement of solar protection slats in the Glòries Incubator.

To choose improvements, **periodic energy audits are conducted**. Furthermore, progress has been made in replacing previous lighting fixtures with LEDs and automating them with motion sensors, as well as updating the Scada programme to regulate the HVAC system and lighting in the communal areas.

In 2023, Barcelona Activa maintained its energy efficiency certification in all its facilities, thus reinforcing its commitment to minimising energy consumption.

ENERGY CONSUMPTION

Barcelona Activa's fuel consumption is limited to natural gas at the Technology Park, and no other fossil fuels are used. Diesel is not taken into account, as it is only used in power generators during incidents.

Consumption of natural gas in kWh	
2022	2023
675,172	358,772

*The calculation takes into account the heat capacity of natural gas using 1m3 = 11.70 kWh as the equivalent for the higher heating value of natural gas.

Type of consumption (kWh)		
	2022	2023
Electricity consumption (1*)	2,532,767	2,262,504
Heating consumption (2*)	794,000	558,000
Cooling consumption (3*)	804,400	751,300
Total electricity, heating and cooling consumption	4,131,167	3,571,804

(1*) Buildings: Headquarters, Technology Park, Glòries Incubator, Almogàvers Incubator, Sant Agustí Convent, Ca n'Andalet, Nou Barris Activa, Business Advice Office and Altell, Cibernàrium and the Mediàtic Incubator.

(2*)(3*) Buildings: Headquarters, Glòries Incubator, Almogàvers Incubator.

In 2023, the data from 2022 were further updated and adjusted by adding the electricity consumption of the Business Advice Office and Altell, the Cibernàrium and the Mediàtic Incubator, located in the Mediàtic building, as the outcome of an internal data systematisation process.

TOTAL ENERGY CONSUMPTION

The measures translated into monthly tracking based on direct meter readings.

Total energy consumption in kWh	
2022	2023
4,806,339	3,930.526

7.4 / CLIMATE CHANGE

MEASURES TAKEN TO ADAPT TO THE CONSEQUENCES OF CLIMATE CHANGE

Barcelona Activa's [Sustainability Policy](#) includes a commitment to the environment: reduce the environmental impact associated with the organisation's activity in order to help to combat the climate emergency.

Emissions are calculated on an annual basis in April or May, when the Government of Catalonia updates the GHG calculator, and so the 2023 data will be available later. Despite similar consumption levels between 2021 and 2022, the increase in indirect emissions may be due to the changes in the calculation method, especially in electricity purchased. Since 1 August 2018, all the energy provided has been renewable. Furthermore, in 2023 the information was updated with data on the photovoltaic solar plants and the Districlima energy.

Greenhouse gas emissions in tonnes of CO ₂ equivalents		
	2021	2022
Direct Scope 1 emissions*	134.49	123.44
Indirect Scope 2 emissions**	47.38	78.96
Total emissions	181.87	202.40

*From natural gas consumption at the Technology Park.
**From electricity consumption, heating and cooling.

The facilities included are the headquarters, Porta22, Technology Park, 42Barcelona (since 2022), Glòries Incubator, Almogàvers Incubator, Sant Agustí Convent, Ca n'Andalet, Nou Barris Activa, Business Advice Office and Altell, Cibernàrium and the Mediàtic Incubator.

Barcelona Activa's sustainability policy: commitment to reducing its environmental impact and contributing to the decarbonisation of the economy.



7.5 / PROTECTING BIODIVERSITY

Barcelona Activa's facilities are in urban areas and are not located in or near protected areas or areas of high biodiversity value.

08

ANNEXES

GRI, SDG AND GLOBAL COMPACT TABLE OF CONTENTS

Barcelona Activa has written this sustainability report in accordance with the GRI standards for the period spanning 1 January and 31 December 2023.

GRI (2021 foundations)	SDGs	Global Compact	Section of the report
GRI 2: GENERAL CONTENT			
THE ORGANISATION AND ITS REPORTING PRACTICES			
2-1 (2021) Organisational details	SDGs 16 and 10	Principle 10	01. About us
2-2 (2021) Entities included in the organisation's sustainability reporting	SDGs 16 and 10	Principle 10	0. About this report
2-3 (2021) Reporting period, frequency and contact point	SDGs 16 and 10	Principle 10	0. About this report
ACTIVITIES AND EMPLOYEES			
2-6 (2021) Activities, value chain and other business relationships	SDG 8	Principles 1 to 6	1.3 / Lines of work and network of facilities: With the city 06. Value chain
2-7 (2021) Employees	SDG 8	Principles 1 to 6	5.1 / Staff profile
GOVERNANCE			
2-9 (2021) Governance structure and composition	SDGs 16 and 10	Principle 10	01. About us 1.1 / Governance structure and composition
2-10 (2021) Nomination and selection of the highest governance body	SDGs 16 and 10	Principle 10	01. About us
2-11 (2021) Chair of the highest governance body	SDGs 16 and 10	Principle 10	01. About us
2-16 (2021) Communication of critical concerns	SDGs 16 and 10	Principle 10	02. Our commitment to sustainability 4.2 / Risk identification and management
STRATEGY, POLICY AND PRACTICES			
2-22 (2021) Statement on sustainable development strategy	SDGs 12 and 17	All principles	02. Our commitment to sustainability
2-23 (2021) Policy commitments	SDG 16	All principles	All sections of the report
2-24 (2021) Embedding policy commitments	SDG 16	All principles	All sections of the report
2-26 (2021) Mechanisms for seeking advice and raising concerns	SDG 16	Principle 10	3.4 / Communication with city residents
2-27 (2021) Compliance with laws and regulations	SDG 16	Principle 10	4.1 / Ethics and transparency 06. Value chain
2-28 (2021) Membership associations	SDG 17	Principles 1 to 9	2.1 / Stakeholders and alliances

GRI (2021 foundations)	SDGs	Global Compact	Section of the report
GRI 2: GENERAL CONTENT			
STAKEHOLDER ENGAGEMENT			
2-29 (2021) Approach to stakeholder engagement	SDGs 16 and 17	All principles	2.1 / Stakeholders and alliances
2-30 (2021) Collective bargaining agreements	SDG 8	Principle 3	5.4 / Labour relations
THEMATIC GRI: MATERIAL CONTENT			
GUIDANCE TO DETERMINE MATERIAL TOPICS AND CONTENT ON MATERIAL TOPICS			
3-1 (2021) Process to determine material topics	SDGs 12 and 17	All principles	2. Our commitment to sustainability 2.1 / Stakeholders and alliances
3-2 (2021) List of material topics	SDGs 12 and 17	All principles	2. Our commitment to sustainability
GRI 200: ECONOMIC TOPICS			
MATERIAL TOPIC: ECONOMIC COMPLIANCE			
3-3 (2021) Management of material topics	SDG 17	All principles	4. Good Governance
201-1 (2016) Direct economic value generated and distributed	SDG 8	Principle 10	4.3 / Economic sustainability
201-4 (2016) Financial assistance received from government	SDGs 8 and 9	Principle 10	4.3 / Economic sustainability
203-1(2016) Infrastructure investments and services supported	SDGs 9 and 11	Principles 7, 8 and 9	4.3 / Economic sustainability
203-2 (2016) Significant indirect economic impacts	SDG 8		4.3 / Economic sustainability
MATERIAL TOPIC: ANTI-CORRUPTION, TAXATION			
3-3 (2021) Management of material topics	SDG 16	Principle 10	4. Good Governance
204-1 Proportion of spending on local suppliers	SDGs 8 and 12	Principles 1 to 6	6.1 / Outsourcing and suppliers
205-1 (2016) Operations assessed for risks related to corruption	SDG 16	Principle 10	4.1. / Ethics and transparency
205-2 (2016) Communication and training about anti-corruption policies and procedures	SDG 16	Principle 10	4.1. / Ethics and transparency
205-3 (2016) Confirmed incidents of corruption and actions taken	SDG 16	Principle 10	4.1. / Ethics and transparency

GRI (2021 foundations)	SDGs	Global Compact	Section of the report
GRI 300: ENVIRONMENTAL TOPICS			
2-25 (2021) Processes to remediate negative impacts	SDG 13	Principles 7, 8 and 9	7. The Environment
3-3 (2021) Management of material topics	SDG 12	Principles 7, 8 and 9	7. The Environment
MATERIAL TOPIC: MATERIALS			
3-3 (2021) Management of material topics	SDG 12	Principles 7, 8 and 9	7. The Environment
301-1 - Materials used by weight or volume	SDG 12	Principles 7, 8 and 9	7.2 / Circular economy, waste prevention and management
301-2 - Recycled input materials used	SDG 12	Principles 7, 8 and 9	7.2 / Circular economy, waste prevention and management
MATERIAL TOPIC: ENERGY			
3-3 (2021) Management of material topics	SDG 7	Principles 7, 8 and 9	7. The Environment
302-1 (2016) Energy consumption within the organisation	SDG 7	Principles 7, 8 and 9	7.3 / Sustainable resource use
302-2 (2016) Energy consumption outside of the organisation	SDG 7	Principles 7, 8 and 9	7.3 / Sustainable resource use
(302-4 (2016) Reduction of energy consumption	SDG 7	Principles 7, 8 and 9	7.3 / Sustainable resource use
MATERIAL TOPIC: WATER			
3-3 (2021) Management of material topics	SDG 13	Principles 7, 8 and 9	7. The Environment
303-5 Water consumption	SDG 13	Principles 7, 8 and 9	7.3 / Sustainable resource use
MATERIAL TOPIC: BIODIVERSITY			
304-2 Significant impacts of activities, products, and services on biodiversity	SDGs 15 and 16	Principles 7, 8 and 9	7.5 / Protecting biodiversity
304-3 Habitats protected or restored	SDGs 15 and 16	Principles 7, 8 and 9	7.5 / Protecting biodiversity
MATERIAL TOPIC: EMISSIONS			
3-3 (2021) Management of material topics	SDG 13	Principles 7, 8 and 9	7. The Environment
305-1 (2016) Direct (Scope 1) GHG emissions	SDG 13	Principles 7, 8 and 9	7.4 / Climate change
305-2 (2016) Energy indirect (Scope 2) GHG emissions	SDG 13	Principles 7, 8 and 9	7.4 / Climate change
305-6 (2016) Emissions of ozone-depleting substances (ODS)	SDG 13	Principles 7, 8 and 9	7.4 / Climate change

GRI (2021 foundations)	SDGs	Global Compact	Section of the report
MATERIAL TOPIC: WASTE			
3-3 (2021) Management of material topics	SDG 12	Principles 7, 8 and 9	7. The Environment
306-2 (2020) Management of significant waste-related impacts	SDG 12	Principles 7, 8 and 9	7.2 / Circular economy, waste prevention and management
306-3 (2020) Waste generated	SDG 12	Principles 7, 8 and 9	7.2 / Circular economy, waste prevention and management
306-4 (2020) Waste diverted from disposal	SDG 12	Principles 7, 8 and 9	7.2 / Circular economy, waste prevention and management
306-5 (2020) Waste directed to disposal	SDG 12	Principles 7, 8 and 9	7.2 / Circular economy, waste prevention and management
MATERIAL TOPIC: ENVIRONMENTAL COMPLIANCE			
2-27 (2021) Compliance with laws and regulations	SDGs 8, 12 and 16	Principle 10	6. Value chain
3-3 (2021) Management of material topics	SDGs 8, 12 and 16	Principles 7, 8 and 9	6. Value chain
308-1 New suppliers that were screened using environmental criteria	SDG 12	Principles 7, 8 and 9	6.2 / Integration of social and environmental criteria
308-2 Negative environmental impacts in the supply chain and actions taken	SDG 12	Principles 7, 8 and 9	6.2 / Integration of social and environmental criteria
SOCIAL TOPICS			
MATERIAL TOPIC: EMPLOYMENT			
3-3 (2021) Management of material topics	SDG 8	Principles 1 to 6	5. Our team
401-1 (2016) New employee hires and employee turnover	SDGs 5 and 8	Principles 1 to 6	5.1 / Staff profile
MATERIAL TOPIC: EMPLOYEE - COMPANY RELATION			
3-3 (2021) Management of material topics	SDG 8	Principles 1 to 6	5. Our team
402-1 (2016) Minimum notice periods regarding operational changes	SDG 8	Principles 1 to 6	5.4 / Labour relations
MATERIAL TOPIC: SAFETY AND HEALTH AT WORK			
3-3 (2021) Management of material topics	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-1 (2018) Occupational health and safety management system	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-2 (2018) Hazard identification, risk assessment, and incident investigation	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-3 (2018) Occupational health services	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-4 (2018) Worker participation, consultation and communication on occupational health and safety	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety 5.4 / Labour relations

GRI (2021 foundations)	SDGs	Global Compact	Section of the report
403-5 (2018) Worker training on occupational health and safety	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-6 (2018) Promotion of worker health	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-7 (2018) Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-9 (2018) Work-related injuries	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
403-10 (2018) Work-related ill health	SDGs 3 and 8	Principles 1 to 6	5.3 / Health and safety
MATERIAL TOPIC: TRAINING AND EDUCATION			
3-3 (2021) Management of material topics	SDGs 4 and 8	Principles 1 to 6	5. Our team
404-1 (2016) Average hours of training per year per employee	SDGs 4 and 8	Principles 1 to 6	5.5 / In-house training and professional development
MATERIAL TOPIC: DIVERSITY AND EQUAL OPPORTUNITIES			
3-3 (2021) Management of material topics	SDG 5	Principle 6	5.6 / Equality and diversity
405-1 (2016) Diversity of governance bodies and employees	SDGs 4 and 10	Principle 6	5.1 / Staff profile
406-1 Incidents of discrimination and corrective actions taken	SDG 5	Principle 6	5.6 / Equality and diversity
MATERIAL TOPIC: LOCAL COMMUNITIES			
3-3 (2021) Management of material topics	SDGs 11 and 17	Principles 1 and 2	3. Community
413-1 (2016) Operations with local community engagement, impact assessments and development programmes.	SDGs 11 and 17	Principles 1 and 2	3. Community
MATERIAL TOPIC: SOCIAL ASSESSMENT OF SUPPLIERS			
GRI 2-6 Activities, value chain and other business relationships	SDG 8	Principle 10	6. Value chain
GRI 2-27 Compliance with laws and regulations	SDGs 8, 12 and 16	Principle 10	6. Value chain
3-3 (2021) Management of material topics	SDG 8	Principle 10	6. Value chain
414-1 New suppliers that were screened using social criteria	SDG 8	Principles 1 to 6	6.2 / Integration of social and environmental criteria
414-2 Negative social impacts in the supply chain and actions taken	SDG 8	Principles 1 to 6	6.2 / Integration of social and environmental criteria





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