

TOUS



NON-FINANCIAL INFORMATION STATEMENT
2024

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EXECUTIVE SUMMARY

2024 MILESTONES

TOUS SCHOOL 6TH ANNIVERSARY

+668 STUDENTS

+36,468 HOURS OF TRAINING

SINCE 2018

30 COLLABORATIONS WITH UNIVERSITIES

CREATION IN COLLABORATION WITH **ELISAVA** (UNIVERSITY SCHOOL OF DESIGN AND ENGINEERING OF BARCELONA) OF THE **CREATIVE DESIGN CRAFTS CHAIR**

80% OF GOLD RECYCLED IN OUR FACTORY

31,228 HOURS OF TRAINING

+5M UNITS OF SINGLE-USE PLASTIC BAGS SAVED

LAUNCH OF THE TOUS AFTERLIFE DENIM CIRCULAR COLLECTION

99% OF WASTE MANAGED

NEW DATA POLICY

13% ENERGY SELF-CONSUMPTION IN OUR CENTERS

OBTAINING THE **ISO 50001 ENVIRONMENTAL MANAGEMENT CERTIFICATE AT OUR PLANT**

+677,000 RESTORATIONS PERFORMED BY THE AFTERSALES TEAM

OUR STEEL WATCHES ARE 100% RECYCLABLE

1,533 KG OF SILVER AND 116 KG OF GOLD RECOVERED

LAUNCH OF THE SUSTAINABILITY STRATEGY 2024-2028

€149,324.35 DONATED TO SOCIAL CAUSES

UPDATED GENERAL MANUAL FOR THE PREVENTION OF MONEY LAUNDERING AND TERRORIST FINANCING

98% OF HIDES FROM SUPPLIERS CERTIFIED BY **LWG**

01 TOUS UNIVERSE

WE ARE TOUS

**MORE THAN 600 STORES
WORLDWIDE**

**PRESENCE IN MORE
THAN 40 COUNTRIES**

OUR HISTORY

The story of TOUS dates back to 1920, when the Tous family began their adventure in the watchmaking trade. In 1965, Salvador Tous, a member of the second generation, married Rosa Oriol, whose imagination and creativity breathed new life into the family business.

That union of more than one hundred years of jewelry savoir-faire and an innovative and creative vision gave rise to what TOUS is today: a leading global group of unique, creative and carefully produced jewelry and accessories that invite self-expression.

In the 1990s, the third generation of the founding family began to gradually join the company. Currently, Alba Tous is President; Rosa Tous is Corporate Vice President and *Reach and Relevance Officer*, and Marta Tous is the group's Art Director and leads the experimental jewelry brand SUOT Studio.

Some of the milestones of this journey spanning more than a century of history are:

- **1920** Salvador Tous Blavi was already a young watchmaker apprentice in Montblanc (Tarragona).
- **1930** The family is based in Manresa, where we continue to have our headquarters, and Salvador Tous Ponsa, son of Salvador Tous Blavi, starts in the family business.
- **1965** **Salvador marries Rosa Oriol.** Both were neighbors: Rosa Oriol's family ran the shoe store that was in front of the TOUS store.
- **1970** Rosa Oriol installs a small **jewelry workshop** in the backroom so she can customize jewelry for her customers.
- **1985** **The Bear is born.** Rosa Oriol takes inspiration from a stuffed bear and creates an icon. The Bear represents affection and is a symbol of universal values that anyone can feel identified with.
- **1989** We opened the **first store in Barcelona.** Ten years later we had more than 200 stores and employed more than 1,000 people.
- **1992** The grand expansion begins with stores, with the four daughters from Tous Oriol to the family business.
- **1996** International expansion begins.
- **2000** Diversification **begins.** Today, TOUS is a multi-category brand: we have bags, perfumes, watches, glasses, baby accessories and other accessories.
- **2005** A first executive external to the founding family joins for the first time, and in 2008 Alba Tous assumes the presidency of the company.
- **2015** The Swiss fund **Partners Group** takes 25% of the capital to drive expansion and consolidate TOUS as a leading global brand.
- **2018** We launched the TOUS Jewelry and Crafts School to extend our legacy (today TOUS School).
- **2020** We turned one hundred years old, launched the documentary **Bear**, and created the archive and museum.
- **2021** We renewed our brand and corporate values to address the next hundred years of history.
- **2024** Launched **GEM Strategic Plan: Growth, Elevation, Mindset.**
- **2025** The company is once again 100% family with the purchase of the Partners Group shareholding.



Image of the iconic TOUS bear.

THE BEAR: AN ICON SINCE 1985

Since its creation in 1985, the TOUS Bear has become a **global icon and a symbol of the brand.** Inspired by a teddy bear, the Bear appeals to universal feelings and represents TOUS's approach to jewelry: through **creativity and self-expression.**

Highly recognizable and with the ability to connect with different generations, it continues to be a bestseller.

In 2021, the iconic TOUS Bear was joined by a new addition to the family: the Bold Bear, a three-dimensional reinterpretation that serves as a blank canvas for artistic expression. The TOUS Bear resides in the **Barcelona Design Museum** and the **Madrid Costume Museum**, a testament to the brand's avant-garde creativity and the cultural impact of the icon.

IDENTITY AND VALUES

At TOUS, we believe in the importance of a strong corporate culture as the key to business success. Our purpose, mission, vision, and values are fundamental to our relationships with all our stakeholders, from retaining and attracting diverse and committed talent to connecting with our customers. We work with a global approach: a *global* vision adapted to the local needs of the different markets in which we operate.

OUR PURPOSE

Our corporate purpose, *We Craft a World of Joy*, encapsulates in six words the driving force behind the company's history and its future direction. At TOUS, we create, design, and forge a world made with hands and heart. A world that inspires joy, enthusiasm, and passion to help people feel better.

WE CRAFT A WORLD OF JOY

COMMUNITY
HUMAN

ARTISANSHIP
INNOVATION
QUALITY
CARE

CONTRIBUTION
ENVIRONMENT
SUSTAINABILITY
SECTOR

FEELINGS
HAPPINESS
FUN ATTITUDE
EMPOWERMENT

OUR VISION AND VALUES

Our vision is to be *the world's most desired, successful, and committed affordable luxury jewelry brand*. Along this path, we rely on values that define us as a company and as a brand, which we renewed in 2023. Corporate values are transparency, optimism, uniqueness and social commitment. These are the elements that make us different, that guide our decisions, and that constitute the DNA of TOUS.

These values are expressed in specific brand values, which permeate the stores, communication campaigns, product and shop windows: boldness, creativity and a sense of humor.

#WeAreTransparent

Transparent, because we commit to every project, to people and our community.

#WeAreOptimistic

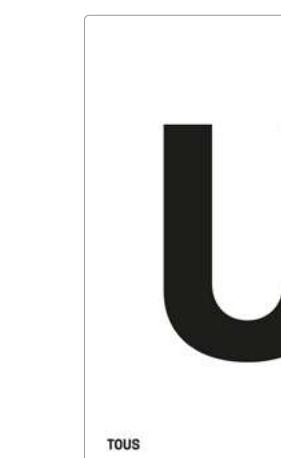
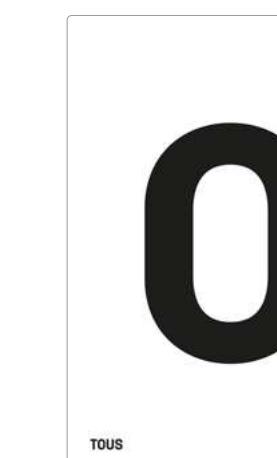
Optimistic, because we are passionate about what we do and who we do it for.

#WeAreSocial

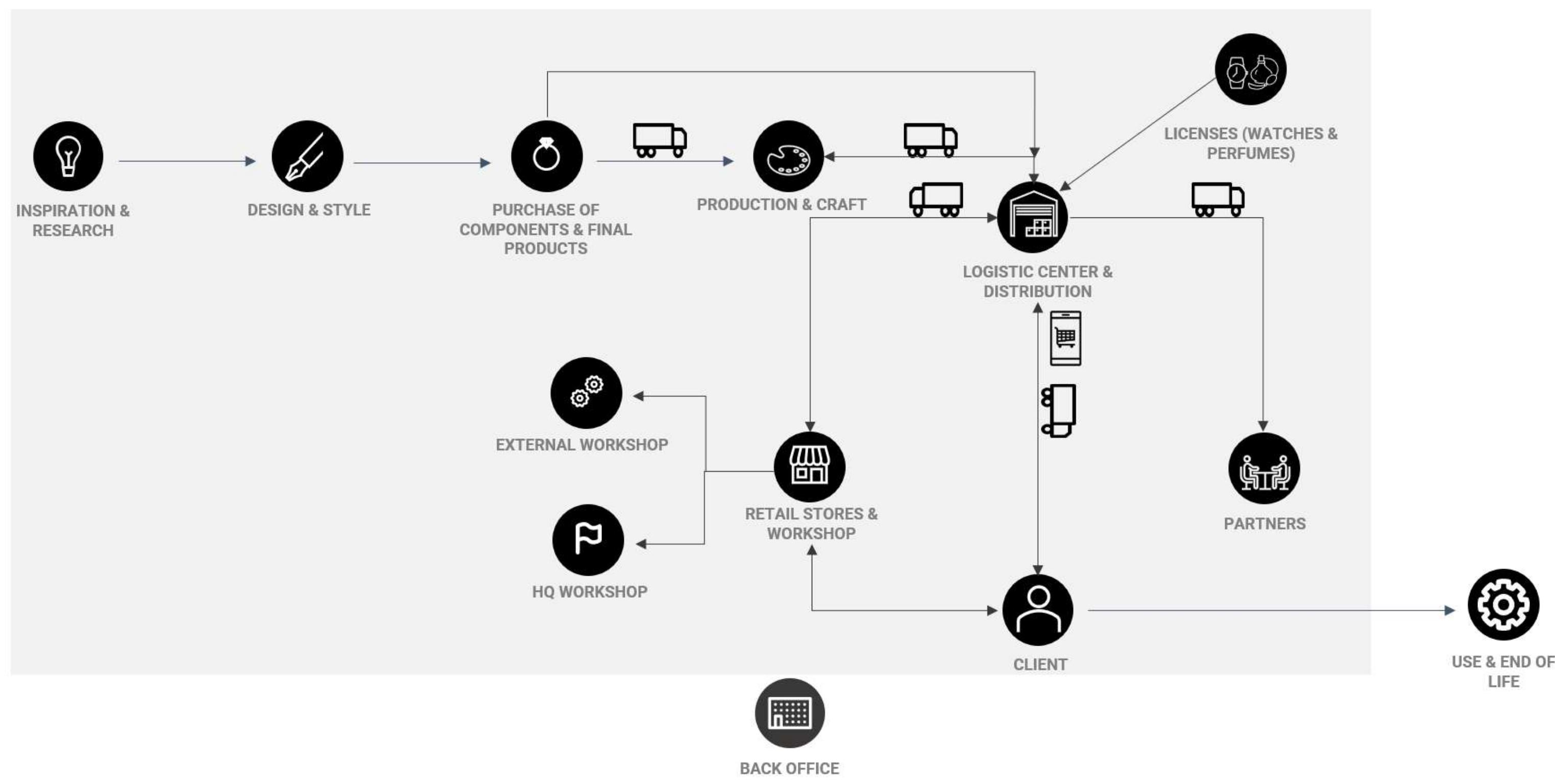
Social, because we drive collaboration and diversity.

#WeAreUnique

Unique, because we are original and bold



BUSINESS AND VALUE CHAIN



Value chain of TOUS operations.

Quality and excellence have guided us since 1920. For this reason, from the very beginning, we have been committed to a **vertically integrated** business model. We carefully manage every process, from inspiration, R&D, design, sourcing, production, and distribution, to sales and after-sales service, guaranteeing a unique result. Following this commitment to excellence, we have grown and expanded into new product categories such as accessories, perfumes, and watches, becoming a multi-category brand and expressing ourselves through diverse product lines.

Our headquarters are located in Manresa (Barcelona), the city where we opened our first store at the beginning of the 20th century. Our logistics center and leather goods workshop are also located in Manresa, while our own jewelry factory is in Sabadell. In addition, we have a photography studio and a digital hub in Barcelona, and local offices in markets such as Mexico, Poland, and Portugal. Currently, more than 4,000 people work for the TOUS brand worldwide, including our own collaborators and store staff.

At TOUS, we combine our artisan tradition with the latest technological advances, without losing sight of our commitment to quality and sustainability. We currently have a presence in more than 40 countries across three continents with a network of over 600 stores in cities such as Barcelona, New York, Miami, and Mexico City. Furthermore, since 2024, we have been reaching the entire world thanks to a new global e-commerce platform.

TOUS MILESTONES IN 2024

- Launch of the **GEM** strategic plan: *growth, elevation, mindset*.
- Creation of the **TOUS Creative Design Crafts Chair** with Elisava Faculty of Design and Engineering of Barcelona to promote research in design and business creativity.
- Presence in three fashion weeks: **New York Fashion Week** (with Ludovic de Saint Sernin), **ModaLisboa** (with Buzina) and **Colombiamoda** (with A New Cross).
- Opening of the **world's first store** with the company's three concepts (TOUS, Atelier TOUS and SUOT Studio): the TOUS Casa Patio pop-up store in Seville.
- Opening of the **first Atelier TOUS store** in New York (Rockefeller Center) and Mexico (El Palacio de Hierro León).
- Appointment of Anaïs Durand as the **new Brand Development Director**, to oversee legacy projects and connection with new cultural territories, and of Anna Sió as the **new Marketing Director**.
- Launch of **Global E**, the global e-commerce platform that allows us to reach 150 markets.
- Launch of **Project ANT**, led by the logistics center team, to improve and optimize stock management in the group.

OUR PRODUCTS

Jewelry is TOUS's core business. With the brand's success, at the end of the 20th century we began to diversify, offering a wide range of accessories: handbags, perfumes, watches, eyewear, and other accessories. Under the rigorous supervision of our company's art direction, the inspiration behind our jewelry is conveyed across all categories.



JEWELRY

Currently, jewelry represents 70.1% of our sales. In addition to our classic designs, we launch more than 35 jewelry collections a year (45 in 2024). We work with precious metals such as gold, silver, and titanium. At TOUS, we use 18kt gold (750/000), an alloy composed of 75% pure gold and 25% other metals. TOUS silver, with its characteristic and dazzling color, is the result of years of rigorous innovation. At TOUS, we use only sterling silver (925/000), crafted using techniques such as microcasting.

We combine our artisanal tradition with the latest technological advances to supply our points of sale located around the world. Among these, *electroforming* stands out, a technique that makes it possible to create coreless pieces of premium metal (gold and silver), which are therefore much lighter and free of solder. Their final finish is carefully applied by hand.

Along with the main brand, today we operate with two other concepts:

- **Atelier TOUS.** The high jewelry line within TOUS is the ultimate expression of our jewelry expertise and Rosa Oriol's creative vision. It is sold online, in select TOUS stores, and has two flagship retail locations in New York and Mexico.

- **SUOT Studio:** The ultimate expression of another of the group's values: innovation and creativity. Founded in 2021 as an ideas lab led by Marta Tous, using gems previously discarded as "imperfect," SUOT Studio is a brand that encourages experimentation, in constant dialogue with the creative community and the customer. It is sold online, in select concept stores, and in pop-up shops.

WATCHES

Watchmaking is at the heart of the company's origins, dating back to when Salvador Tous Blavi began his career as a watchmaker's apprentice. Therefore, offering a TOUS watch line is in our brand's DNA. Our range comprises collections of timeless pieces, as well as a selection of contemporary pieces in line with the latest trends. It currently represents 3.7% of our sales.

Over the years, we have incorporated measures and materials to minimize our environmental impact:

- We make Vibrant Sun watches, made with solar-powered machinery and with cases and straps made of recycled plastic.
- All our steel watches (80% of the collection) are made with 85% recycled steel and are 100% recyclable.
- We are incorporating bioceramics instead of plastics in the manufacture of some models. The bioceramic uses 100% nylon synthesized with microorganisms (biobased) from plant matter.



BAGS AND ACCESSORIES

Bags represent 17.2% of our sales across all product categories. We use only the finest materials in their creation, prioritizing sustainable sourcing. We are certified members of the Leather Working Group (LWG), which guarantees the ethical and sustainable origin of the leather we use. As a result, 98% of the leather we use for our handbag production comes from LWG-certified suppliers.

PERFUMES

After entering the world of perfumes in 2002, we are now present in this product category in more than 90 countries, with a portfolio of 5 families and more than 21 products. Positioned in the selective perfumery sector, our fragrances are distributed in TOUS stores and in the finest perfumeries.



EYEWEAR

We launch a new eyewear collection every year, both prescription and sunglasses. In keeping with our creative concept and the latest fashion trends, our sunglasses can be found in leading opticians, specialty stores, and TOUS retail locations worldwide.



TOUS BABY

The TOUS universe also includes products for the youngest consumers through TOUS Baby, a collection of clothing and accessories for babies, girls, and boys, characterized by high-quality fabrics and meticulous attention to detail.



NOTABLE CAMPAIGNS AND COLLECTIONS

In 2024, we launched several campaigns, with messages that we are proud to stand by.



MOTHER OF PEARL: FIND A TREASURE FOR HER

Inspired by mother-of-pearl and the world that revolves around it, the creative pieces in the Mother's Day campaign draw on symbolic storytelling that links mother-of-pearl—present in the selected jewelry—with unconditional maternal love and attributes such as protection and calm. Every connection between mothers and their children is as unique and special as pearls, and at TOUS, each piece of jewelry becomes a treasure to celebrate it. From this connection, TOUS presents the TOUS Grain, TOUS Gloss, and TOUS Medallions collections, where the majesty of the seabed inspires the textures and reliefs of these jewels.



MANIFEST: AN ICON OF COMMUNITY

Focusing on how the connection between the jewelry pieces in the TOUS MANIFESTO collection transcends the connection between people, creating a bond between them. Through different statements beginning with TO, the new brand manifesto is narrated: TO YOU, TO US, TO TOGETHERNESS.



HOLD: ENDLESS CREATIONS TO MATCH YOUR STYLE.

TOUS HOLD is the collection that inspires you to incorporate jewelry into your everyday styling jewelry. Chains, rings, and pendants in a variety of designs create a highly versatile selection for crafting limitless and personal styles that express each person's individuality. Both games and jewelry can be understood as forms of self-expression: both allow you to create characters, explore identities, and showcase a unique style. They also constantly evolve with new trends and styles, offering a stimulating, challenging, and rewarding experience for the consumer.



TOUS AFTERLIFE DENIM

TOUS Afterlife Denim is a collection made in collaboration with Infinite Denim, developed in part from post-consumer denim waste, recycled fibers and kapok.



TOUS 1950: IT'S A TOUS WORLD

The origin of this collection dates back to a TOUS warranty certificate for a watch sold in 1950. More than 70 years later, the first typeface used to write TOUS has inspired an alphabet of vintage-style pendants. These designs capture the reliefs of the brand's original logo, creating a tribute to its heritage. Each letter evokes the lines and tubular shapes of the text on that certificate, incorporating the iconic bear into the silhouette of each piece of jewelry through an extrusion process.

Using this extrusion technique, TOUS's most iconic motifs—the bear, the heart, and the flower—have also been reinterpreted with sculptural silhouettes and bold volumes, creating a collection of pieces that are as light as they are striking, begging to be collected. Each icon celebrates a detail of each individual's personality and story.



A (BIG) DETAIL

The detail becomes the common thread of an ironic campaign starring model Lindsey Wixon and photographed by Felicity Ingram. The campaign ranges from elaborate to more understated looks for the *holiday season*. In the pieces themselves, this (BIG) Detail becomes a symbol of TOUS's values—quality, design, and innovation—which center on lab-grown diamonds that maintain the same structure and chemical composition as natural diamonds, differing only in their origin.

MARKET TRENDS

We pay close attention to the main trends we observe in society and, by extension, in the markets and our sector. **We listen to our stakeholders** and society as a whole, and we value their input to adapt to these new realities and trends, always guided by our innovative spirit and rooted in our corporate values. We analyze all inputs, identifying the most relevant **socioeconomic trends and factors** that may affect our evolution and shape the **future of the sector**. We actively work to anticipate these trends and thus lead the transformation of the sector with a more sustainable, circular, and social vision. Below, we detail some of the factors and trends observed and how TOUS is responding to them.

Increased perception of jewelry as a fashion accessory

Increasingly, customers perceive jewelry as an accessory for everyday self-expression, not just a gift for special occasions. This has led to greater customer awareness of jewelry design and price, and a search for aspirational brands that share their values.

How TOUS responds to this

Since its inception, TOUS has been a pioneer in using jewelry as a creative avenue for self-expression. After decades in the market, we have a distinctive position in this field, which we continue to strengthen through strategic collaborations with artists and celebrities, inspiring campaigns, and unique products that customers can connect with and make their own.

Consolidation of online-offline integration

The increasing maturity of online jewelry sales necessitates the development of an integrated model between physical and online stores that guarantees a consistent experience across both environments. In a purchase with an emotional component like jewelry, the customer demands a distinctive and valuable in-store experience, complemented by the convenience offered by digital tools.

How TOUS responds to this

Throughout 2024, TOUS continued its commitment to distinctive store concepts, offering services that provide added value and transform the store into a destination. Furthermore, we continued developing digital tools to improve online-offline integration, the ongoing implementation of our Omnio system, and the development of our Data Roadmap, defined in 2022. We also launched a new platform for selling online worldwide.

Greater demand for personalization from the consumer

Today's consumer is overexposed to stimuli, which increases the paradox of choice and motivates a greater preference for personalized and relevant products and experiences from the beginning of their *customer journey*, discovery, to after-sales service and retention.

How TOUS responds to this

At TOUS, we continue to evolve our customer relationship models to offer more relevant interactions and content. To achieve this, we are working with cutting-edge analytics capabilities, integrated data management, and technological tools that allow us to personalize our approach to the customer throughout the entire *customer journey*.

Consumer demand for greater transparency and traceability in the jewelry sector

The increase in consumer demand for sustainability through the sustainability and ethics of organizations implies greater transparency and traceability, backing up claims made about products with data and ensuring that the customer has all possible information about their products throughout the entire life cycle.

How TOUS responds to this

At TOUS, we create jewelry meant to be passed down through generations, making it easy for our customers to extend the life of their pieces with services such as jewelry care, repair, personalization, and alterations. We also have our own factory in Sabadell (Barcelona), built to the highest standards of respect for the environment and people, and we are members of organizations like the Responsible Jewelry Council, which guarantees best practices throughout our entire value chain.

A sustained degree of uncertainty in the global economy

Leading analysts continue to anticipate considerable uncertainty in the global economic and geopolitical landscape. The International Monetary Fund (IMF) forecasts that global growth will remain "stable, but at disappointing rates."

How TOUS responds to this

TOUS has a diversified geographic presence, operating in forty countries worldwide, with a growing share of international sales, and Mexico as its main overseas market. Our principal territories encompass economies at varying stages of development and across diverse geographical regions. Furthermore, within the framework of our GEM (*growth, elevation, mindset*) plan, we have embarked on a new phase of our international expansion, strengthening our presence in territories such as the United States and exploring new markets.

02 OUR PATH TOWARD SUSTAINABILITY

OUR SUSTAINABILITY STRATEGY

OUR PHILOSOPHY

From its inception, TOUS has been built on a corporate philosophy and culture based on respect for the environment, people, and the community. Each year, we strive to keep these core values close to our hearts and undertake pioneering actions to continue prioritizing responsible operations that benefit both people and the environment.

Sustainability is rooted in our purpose, *We Craft a World of Joy*, and is channeled through a strategy based on three fundamental pillars: *People, Planet y Craft*, and the cross-cutting pillar of Governance, thus consolidating our commitment to sustainability in all facets of our operations.

The circular approach has been key since our origins: we believe that TOUS jewelry should be enjoyed for a lifetime and passed down from generation to generation. This philosophy guides us throughout the entire value chain, with production designed for the durability of the pieces and a portfolio of after-sales services that allow customers to enjoy their jewelry forever.

In 2024, we began implementing our Second Sustainability Strategy (2024-2028), based on our strategic pillars:

Good governance, our essence: Good governance is a cross-cutting and essential pillar to be able to promote the other three pillars, through a culture of sustainability, ethics, compliance, risk management and formalization of processes.

The planet, our home: We consider the Earth as our home and feel responsible for choosing sustainable alternatives in our operations and products to preserve this planet, our only home, with finite resources.

People, our family: We are dedicated to the care and satisfaction of our stakeholders: our employees, our customers, and the society in which we want to make a mark and generate a positive impact.

Craftsmanship, our legacy: Craftsmanship is our legacy, and for us, *craft* means care, excellence, and creativity. These values are fundamental to our journey toward sustainability, where we strive to preserve craftsmanship and promote it through synergies and innovation.

DESIGNING A PATH TOWARDS SUSTAINABILITY

The sustainability framework serves as a roadmap and foundation for the Sustainability Policy and this report. Its structure comprises three levels: pillars, strategic levers, and material issues. Each of the **four pillars** consists of three strategic levers, and each lever addresses one or more material issues.

METHODOLOGY

Each pillar has three thematic lines of action that we leverage to generate shared value for our stakeholders. Through these levers, we address various issues already identified as relevant in terms of their impact on the new **materiality assessment**, which will be presented later.

To define this strategic framework, which focuses our sustainability efforts and fosters internal reflection, an exercise was conducted to understand TOUS's starting point regarding sustainability and its peers. This exercise also helped determine the areas where we are having an impact and those where we are being impacted. This was all achieved through a market trend analysis, a maturity analysis, a materiality exercise, and the prioritization of material issues by the **Sustainability Committee**. This process enabled the definition of commitments made by TOUS in the new Sustainability Policy.

The second phase focused on the transformation and operational integration of sustainability: this involved defining the strategic framework, the sustainability governance model, and establishing an **action plan** with a roadmap detailing the initiatives to be implemented from 2024 to 2028, accompanied by specific objectives. The roadmap can be found in the 'Vision for the Future' chapter.

In this process, alignment with the Sustainable Development Goals (SDGs) and the 2030 Agenda is a fundamental pillar of our path, enabling us to align our efforts and contribute, through our activities and purpose, to shared goals. As a final result of this strategy, we are implementing a cross-departmental action plan to improve our sustainable performance in every material area and accelerate our transformation toward a business model capable of generating greater change for all. This roadmap establishes initiatives linked to specific objectives and monitoring indicators to facilitate the achievement of our commitments. This strategy was approved and validated by the **Sustainability Committee** and subsequently by the Group's Board of Directors, aligning it with the corporate strategy to promote a comprehensive and holistic vision of sustainability as a differentiating and strategic attribute of TOUS.





Our overall goal is to generate long-term value and positive impact by including ESG (Environmental, Social, Governance) aspects in our daily operations, integrating responsible behavior, accountability and transparency with all our stakeholders and adapting to the new needs of the planet and society.

The sustainability action plan defined in the Sustainability Strategy (2024-2028) will serve to generate shared value comprehensively in the daily operations of all TOUS departments. In parallel, and to monitor sustainability progress in the medium to long term, the Sustainability Committee set four major objectives in 2023, known as the *4 Big Goals*. Their current status is as follows:

BIG GOAL 1: INCREASE LOCAL AND REGIONAL PRODUCTION.

In 2024, we analyzed different scenarios regarding the opportunities and limitations of our jewelry production capacity to achieve this goal in the coming years through two initiatives: improving efficiency and expanding the production capacity of our local factory in Spain, and collaborating with a local production center in Mexico to serve the American market. This will allow us to reduce our environmental footprint, addressing quantitative objectives and decreasing intercontinental logistics operations.

BIG GOAL 2: SUPPLY CHAIN MANAGEMENT, TRACEABILITY, AND PERFORMANCE.

This objective aims to optimize the performance and traceability of our supply chain through close, trusting relationships to create a responsible chain. To achieve this, we will focus our efforts on raising awareness among our third parties regarding sustainable criteria, monitoring and supporting our critical suppliers, and continuing to expand the creation of traceable collections with Tracemark certification for the origin of diamonds, the place of production, and the CoC certification of gold.

BIG GOAL 3: CREATE IMPACTFUL COLLECTIONS WITH SUSTAINABLE VALUE.

Our goal is to launch a minimum of three innovative collections per year that contribute to sustainability by integrating ESG values into some aspect of the process. This means promoting projects that consider shared benefits with social entities, focus on environmental causes, or improve the traceability of the value chain.

BIG GOAL 4: SUSTAINABLE STORES.

The fourth objective is the creation and expansion of stores with sustainable criteria, reflecting our artisan and innovative identity to the fullest. This objective addresses various aspects such as collaboration with artisans, experiences with ESG criteria, craft spaces, and the incorporation of more sustainable furniture.

SUSTAINABILITY GOVERNANCE MODEL

Our governance model is structured in three levels: alignment and decision-making, coordination and monitoring, and operational model. Each level of governance defines the roles involved and their respective responsibilities regarding sustainability at TOUS.

ALIGNMENT AND DECISION MAKING

Board of Directors: Responsible for making final decisions at the executive level, establishing the strategic vision and corporate ambition in sustainability.

Delegated Sustainability Committee: Advises the Board of Directors on sustainability-related decision-making, promoting sustainable management practices, prioritizing milestones, and reviewing internal regulations in terms of sustainability. Approves budgets and resources, and oversees compliance with legal sustainability requirements.

ESG Director: Oversees the implementation and compliance of the Sustainability Strategy, ensuring compliance with legal requirements in sustainability.

COORDINATION AND MONITORING SYSTEM

Sustainability Manager: Integrates sustainability as a cross-cutting priority for all departments and serves as the point of contact. Ensures compliance with sustainability commitments and objectives, defines processes for the effective implementation of the strategy, and coordinates with owners, leaders, sponsors, and external advisors. Plans projects, measures progress by monitoring Key Performance Indicators (KPIs), and oversees internal and external communications on sustainability topics. Identifies new opportunities and proposes necessary policy modifications.

Sustainability Advisors: They advise on the implementation of the Sustainability Strategy and specific projects, providing support with experience and analyzing regulations, trends and best practices.

OPERATING MODEL

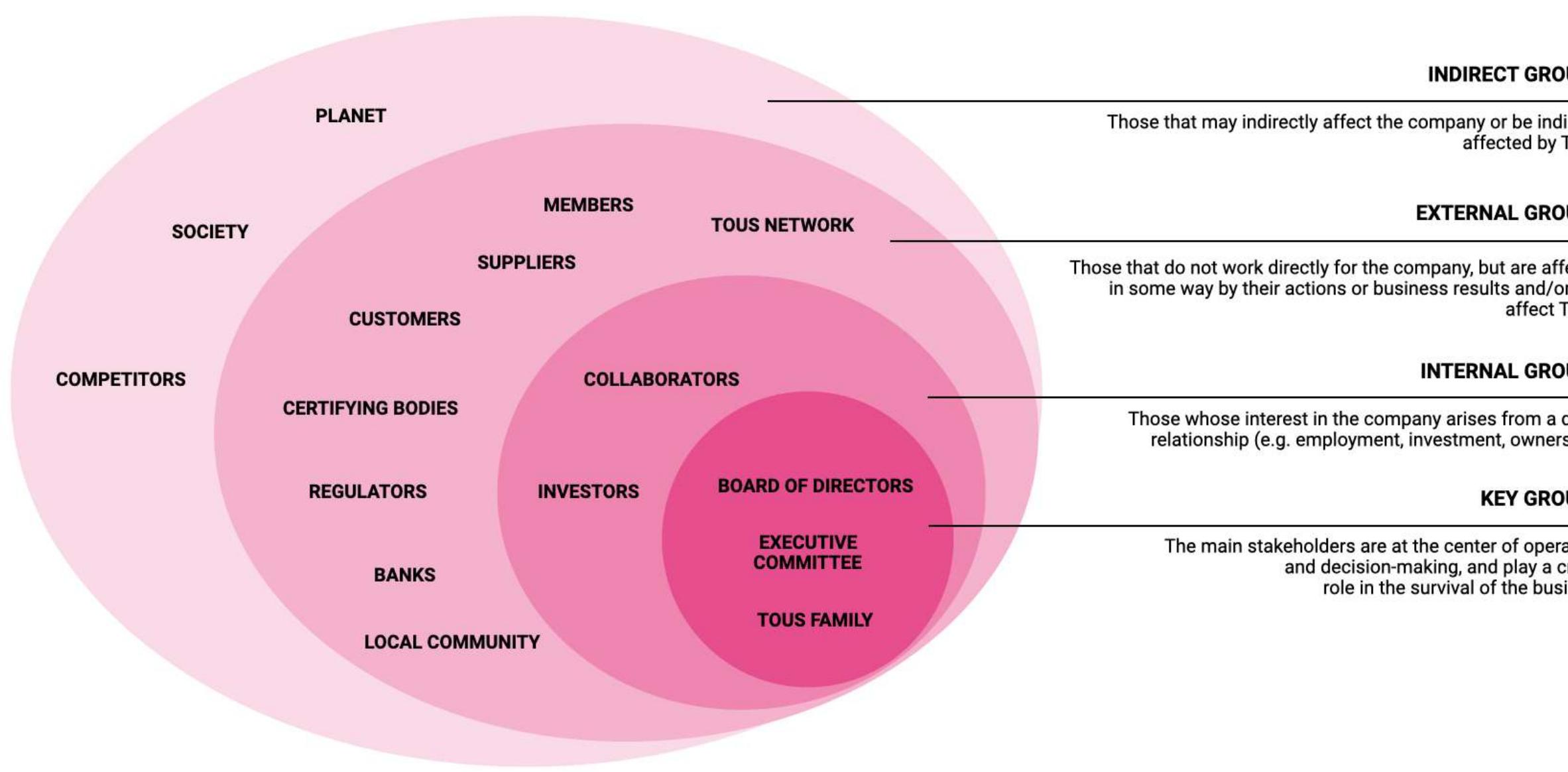
Sponsor: Advocates for sustainability in high-level decision-making, coordinating leaders to track progress across pillars.

Leader: Ensures the implementation of initiatives and tracks performance by monitoring KPIs. Plans projects, motivates owners, prepares budgets, and allocates resources.

Owner: Executes initiatives, provides expertise, and collects data to measure KPIs.

OUR STAKEHOLDERS

To conduct a materiality assessment of our strategy, we first identified our stakeholders. The Group's stakeholders are entities or individuals that interact with the company and include both internal and external stakeholders in the markets where we operate. They have been classified according to the type of relationship they have with the company, as follows:



With all of them, we maintain a communication policy based on transparency and active listening, with different levels of frequency.

KEY GROUPS

- **TOUS Family:** The Tous family, founders and principal shareholders of the company, are also involved in the executive team: Alba Tous as President; Rosa Tous as Corporate Vice President and Reach & Relevance Officer; and Marta Tous as Director of SUOT Studio. Laura Tous, for her part, manages the wealth management group.
- **Board of Directors**
- **Executive Committee**

INTERNAL GROUPS

- **Employees:** Includes people employed by the company from all departments and business areas, as well as unions.
- **Investors.**

EXTERNAL GROUPS

- **Customers:** Current and potential, through any channel.
- **Partners:** Strategic business collaborators, including franchisees, distributors, and licensees.
- **Regulators:** National and international entities responsible for overseeing regulatory compliance.
- **Banks:** Banking entities that support our financial operations.
- **Suppliers:** Providers of products and materials essential to our

operations.

- **TOUS Network:** includes legal advisors and consultants, image representatives in social networks and press, brand ambassadors, industry associations, organizations and foundations.
- **Certification bodies:** Entities that certify quality, environment and traceability in our processes and products.
- **Community:** Includes NGOs, public entities, business associations, media and other influential actors in the various markets in which we operate.

INDIRECT GROUPS

Indirect Groups are those that can indirectly affect the company or be indirectly affected by the company. This category includes:

- **Planet**
- **Society**
- **Competitors**

OUR MATERIAL TOPICS

OBJECTIVE AND METHODOLOGY

We conducted a materiality assessment to identify our key sustainability issues. This assessment also allowed us to develop a strategy focused on the areas where we have the greatest impact and the greatest potential for generating shared value for our stakeholders. This process enabled us to understand the internal and external relevance of the company's sustainability issues and to reflect on where we want to focus our efforts and which issues are priorities for TOUS. This entire process has been validated and approved by the Board of Directors.

PLANET	ARTISANSHIP (PRODUCT)	PEOPLE	GOVERNANCE
CLIMATE CHANGE	ARTISANSHIP	EMPLOYEE HEALTH AND SAFETY	COMPLIANCE AND RISK MANAGEMENT
CIRCULARITY AND USE OF RESOURCES	RESPONSIBLE SUPPLY CHAIN	TALENT MANAGEMENT	BUSINESS ETHICS AND INTEGRITY
BIODIVERSITY AND ECOSYSTEMS	PRODUCT CIRCULARITY	DIVERSITY, EQUITY AND INCLUSION	DATA PRIVACY AND SECURITY
SUSTAINABLE STORES	SUSTAINABLE PACKAGING	EMPLOYEE WELL-BEING	COMMUNICATION AND TRANSPARENCY
		CUSTOMER SATISFACTION	SUSTAINABILITY CULTURE
		COMMUNITY RELATIONSHIPS	
		RESPECT FOR HUMAN RIGHTS	

During this materiality exercise, we considered a **dual perspective**, taking into account the consequences that a company's activities can have on **people** and the **planet** for each issue (external impact), as well as the impact of each issue on the **company** itself (internal impact). This focused on sustainability issues, covering environmental, social, and governance (ESG) parameters.

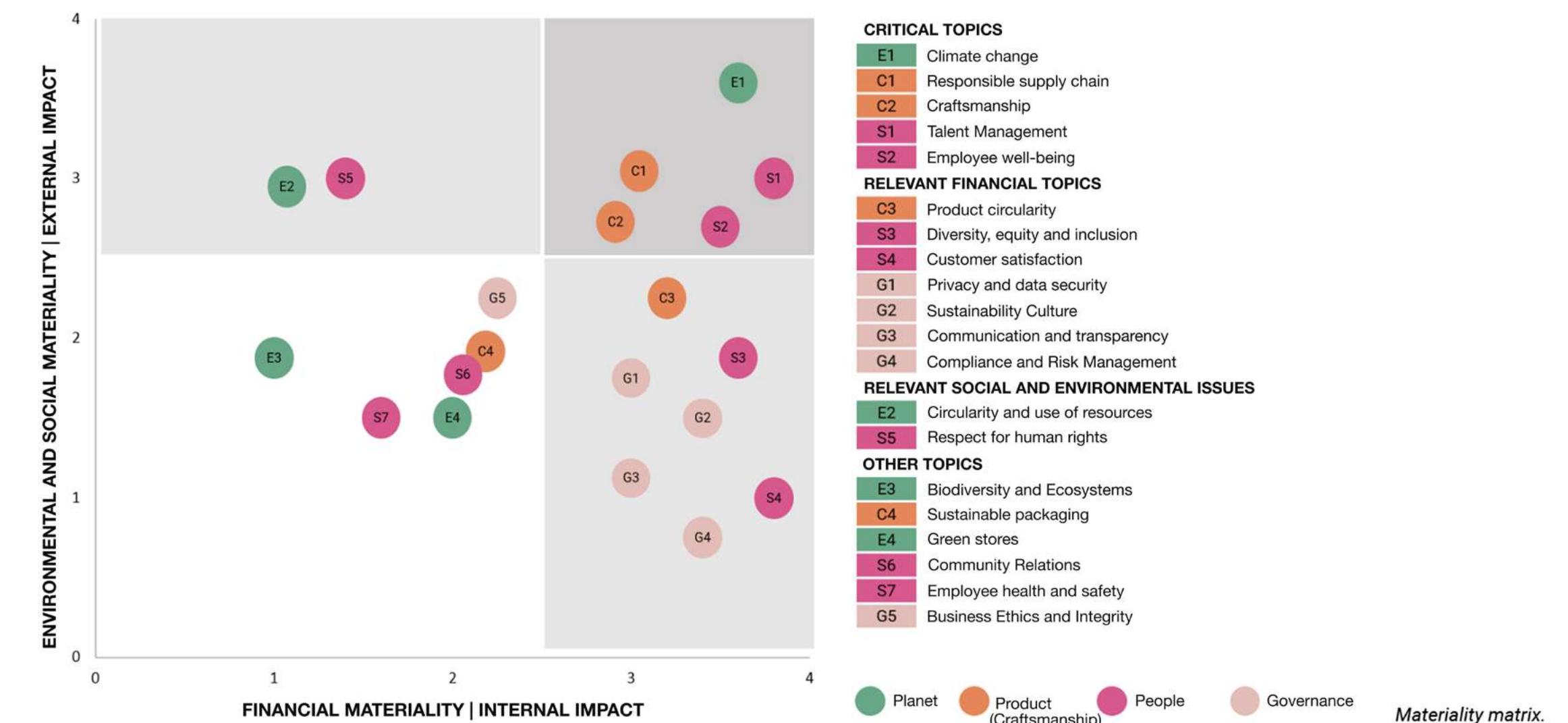
Internally, we considered sustainability aspects that could affect the company, assessing the potential **impact of ESG risks and opportunities** on the company's commercial value should they materialize. Externally, we considered how TOUS might affect environmental and social factors, evaluating the relevance of the positive and negative consequences of its business activities on people and the planet.

The development of the exercise to **prioritize** relevant issues consists of three phases: identification, evaluation, and the preparation of conclusions.

In 2025, we will continue to make progress in identifying material issues with greater precision, as well as in complying with new regulatory requirements.

MATERIALITY MATRIX

As we can see in the matrix, **five critical themes** were identified: climate change, responsible supply chain, craftsmanship, talent management, and employee well-being. On the other hand, the results show **seven relevant financial themes**, with a greater internal impact, and **two relevant social and environmental themes**, with a greater external impact. We can observe that six themes were not identified as material due to their lower relevance compared to the other themes, which were considered lower priority.



CRITICAL ISSUES

Climate change: This issue concerns us because it is a global problem for which we take responsibility. As a retail company, we are committed to aligning ourselves with European emissions reduction targets and offsetting the emissions generated by our operations. Therefore, emissions reduction and the energy transition are among our top priorities in our strategic roadmap.

Responsible supply chain: Our supply chain is very extensive because we have a wide portfolio of products, which implies the need to carry out processes of selection, evaluation and monitoring of suppliers constantly, to ensure that we create a responsible supply chain, in line with our ethics and sustainability objectives and our 4 Big Goals.

Craftsmanship: Craftsmanship is critical to us, as it is the essence and cornerstone of our business. Through this practice, we create jewelry and other products with delicacy, personalization, excellence, and high quality. Furthermore, we focus on ensuring our craft practices are sustainable, and therefore have several circularity and responsible sourcing projects.

Talent Management: Our people are our most valuable asset; without them, there would be no motivation or business. We are dedicated to attracting, developing, and retaining top talent to achieve the excellence we strive for. Therefore, we prioritize continuous improvement and provide the tools to build a team of passionate, optimistic, and enthusiastic individuals committed to the project.

Employee well-being: It is our priority to take care of our team members so they can do their work happily. Well-being is very important to us, as reflected in our fourth value, 'Social,' since we promote collaboration and diversity and nurture relationships to ensure a positive environment.

All the detailed analyses helped us to set our objectives and roadmap for sustainability from 2024 to 2028.

03 OUR SHARED VALUE

GOOD GOVERNANCE,
OUR ESSENCE

OUR COMMITMENT TO GOOD GOVERNANCE

In line with TOUS's new values, especially transparency, we developed our Good Governance model through a robust governance structure, a body of policies and procedures that govern our behavior as a company, and the commitment of all TOUS people to ensure compliance with the highest standards of Good Governance.

Driven by our corporate purpose and a firm commitment to doing the right thing, we continuously strive to be the leading affordable luxury jewelry brand, dedicated to delivering value to our customers, our employees, and society as a whole. Recognizing that our impact extends far beyond what we perceive in our daily operations, in 2024 we continued to strengthen our Corporate Governance System, ensuring the robustness, integrity, and transparency of our business model.

From our perspective, good governance requires that all stakeholders have access to truthful, detailed, understandable, and useful information. Pursuing maximum transparency in everything we do, and especially in our relationships with stakeholders, TOUS includes relevant information and communications on its corporate website and social media channels, as well as in various reports on financial and non-financial performance, and other relevant documents. We also have a dedicated section on our website to communicate our sustainability progress to our stakeholders in an accessible way.

OUR MILESTONES FOR 2024

NEW **DATA POLICY**

+31,228 HOURS OF TRAINING

HACKATHON TO PROMOTE A CULTURE OF SUSTAINABILITY WITH 48 PARTICIPANTS

INTEGRITY

CORPORATE GOVERNANCE SYSTEM

At TOUS, we have a Corporate Governance System comprised of the company's principles and values, Articles of Association, Code of Ethics, the aforementioned Corporate Policies, and internal Corporate Governance regulations, as well as all our internal procedures. Its content is inspired by and based on a commitment to best practices in Good Governance, Sustainability, and Business Ethics, taking as a reference the Code of Good Governance for Listed Companies of the Spanish National Securities Market Commission (CNMV).

The highest governing body of our company is the Board of Directors, which reinforces the fulfillment of the objectives set in its strategic plan and continues to consolidate its vision: to be the most desired and successful affordable luxury jewelry brand in the world, with the commitment to provide value to customers, our people and society as a whole.

BOARD OF DIRECTORS

Alba Tous Oriol
Proprietary Director since July 14, 1998 and President since February 14, 2008

Rosa Tous Oriol
Proprietary Director since July 14, 1998

Carlos Soler Duffo
Chief Executive Officer and Executive Director since March 1, 2019

Laura Tous Oriol
Proprietary Director since July 14, 1998

Josep Maria Bosch Castias
Executive Councilor since September 28, 2011

Andrew Deakin
Proprietary Director since October 6, 2015

Martin Brok
Independent Director as of July 24, 2023

Pierre Robert Eric Denis
Independent Director since July 24, 2023

ATENEA, LTD., represented by Patricia Sancho Ortega
Independent Director since July 24, 2023

Núria Garrós Ribera
, Secretary (non-director) and Member of the Board of Directors, since February 14, 2008

Steven Chad Davis
Independent Director since July 24, 2023

DELEGATED COMMITTEES OF THE BOARD OF DIRECTORS

As part of our Corporate Governance System, we have three committees delegated to the Board of Directors that assist it in carrying out certain functions entrusted to it, in accordance with the Group's Articles of Association.

The Appointments and Remuneration Committee: Created in 2016, it is responsible, among other things, for evaluating the Board of Directors' competence, submitting nominations of independent directors, informing the Board of Directors on gender diversity issues and director qualifications, proposing the corresponding Directors' Remuneration Policy, and verifying compliance with the Remuneration Policy.

The Audit and Compliance Committee: Created in 2017, it is responsible, among other things, for overseeing accounting and financial information, managing the Group's internal and external audit services, and monitoring compliance with legal and corporate governance requirements. There are three internal bodies that report to this Commission: the Ethics and Compliance Committee, the Data Protection Committee, and the Internal Control Body for the Prevention of Money Laundering and Terrorist Financing (AML/CFT).

Delegated Sustainability Committee: The Delegated Sustainability Commission, created in 2020, has as its main functions ensuring the integration of Sustainability into the Group's strategy so that it aligns with the Group's policy, purpose, and values, taking into account trends, regulations, and best practices in the field. This includes designing, implementing, and monitoring TOUS's strategic sustainability agenda in conjunction with the company's management bodies.

COMPOSITION OF THE DELEGATED COMMITTEES

BOARD OF DIRECTORS DELEGATED COMMITTEES



COMPOSITION OF THE OPERATIONAL COMMITTEES

OPERATING COMMITTEES



Additionally, the Group has the following operational committees: Product and Style Committee, Executive Committee, Digital Committee, and Projects Committee. Similarly, TOUS has an Equality Committee and an internal audit function to assess the adequacy and effectiveness of relevant organizational processes, monitor its activities, and manage its risks.

Independent directors also form part of the Board's delegated committees, the Product and Style Operating Committee, and the Digital Committee, in both cases since 2023. These committees have their own guide, which establishes their internal operating regulations, identifying the basic functions to be performed, in line with the standards set by the existing delegated committees.

APPOINTMENTS OF LEADERS IN 2024

New **Compliance Officers** were appointed in the TOUS Group subsidiaries in Miami (Elizabeth Mora) and in Colombia (Laura Romero Martín).

New **Compliance Mate** were appointed in response to the organizational changes that have taken place in our central services (HQ) within the departments of: Maintenance and Security (Eduard Puig), Corporate Communication and Institutional Relations (Iria Pérez) and People, Organization and Culture (Ignacio Lecha).

Likewise, at the international level, Ulises Pérez Méndez was appointed **Compliance Mate** at the Group's subsidiary in **Mexico**, as well as Elizabeth Mora in **Miami** and Laura Romero Martín in **Colombia**. For the subsidiary in **Russia**, it was deemed appropriate for the role to be linked to that of the CEO.

POLICIES AND PRINCIPLES FOR RESPONSIBLE GOVERNMENT

TOUS's activities are guided by policies, principles, and frameworks that ensure a culture of corporate responsibility in everything we do. This system of policies and principles is under constant review, with the aim of updating our governance system to meet evolving needs and guaranteeing the strictest alignment with the highest possible global and sectoral standards, as well as with the Code of Good Governance for Listed Companies.

The highest-level regulatory instrument in our regulatory structure is the Code of Ethics, which was updated this year. It forms the basis of the principles that are then developed in subsequent internal rules, policies, and procedures.

Sustainability Policy:

This policy details the company's commitments and principles for each of its material sustainability issues identified in the 2024 Materiality Assessment. We want these commitments to be embraced by all our partners and for our sustainability principles to be embedded throughout our value chain. Our franchisees have signed on to the policy, which is included as a clause in our agreements.

Human Rights Policy:

This document outlines TOUS's commitment and guidelines for action regarding respect for and promotion of internationally recognized Human Rights throughout its entire value chain.

Compliance Policy:

Specifies the Group's Compliance model with a description of the key elements, both human, organizational and documentary, existing to prevent, detect and react to the commission of infringements of the applicable regulation.

[NEW] Data Policy:

This is part of the data governance model defined by the Group. It describes the main principles and rules that will guide the organization's data management, facilitating a common understanding of how to proceed in the different areas of operation.

General Privacy Policy:

This policy establishes the rules and guidelines regarding the processing and confidentiality of personal data. In 2024, it was updated to provide greater transparency and information regarding the processing of customers' personal data. This policy was duly approved by the Data Protection Committee and has also been extended to the other subsidiaries of the TOUS Group.

General Purchasing Policy:

This policy establishes the guidelines to be followed in the TOUS Group's purchasing process, with the aim of aligning it with the principles defined in the company's Code of Ethics. In 2023, it was updated to reflect the new segregation of duties, requirements related to supplier qualification (including ESG parameters), and improvements identified in its implementation.

Code of Ethics for Manufacturers and Suppliers:

Promotes and requires manufacturers and suppliers to respect the Group's principles of action

and to share our commitment to regulatory compliance.

Anti-Corruption Policy:

Details the applicability assumptions regarding corruption and conflicts of interest, as well as the key principles for preventing, detecting and reacting to the commission of acts that could constitute this crime.

[UPDATED] General Manual for the Prevention of Money Laundering and Terrorist Financing:

Incorporates appropriate and effective internal preventive policies as mechanisms for preventing and combating money laundering and terrorist financing. It is updated periodically to incorporate applicable improvements in the field.

Customer Service Manual:

Establishes the guidelines for employees to follow regarding customer service, handling complaints, returns, and other issues.

Third Party Discount Policy:

Establishes specific guidelines for the proper use of the trade discount granted to third parties on their purchases within TOUS points of sale.

Fiscal Policy:

Establishes the framework of conduct in the fiscal and tax field based on the values and principles contained in the TOUS Group's Code of Ethics, compliance with current tax regulations, and especially on the principles of cooperation and transparency in relation to relations with authorities, regulatory bodies and Public Administrations.

Security Policy:

Establishes the principles and guidelines on which the Group is governed in matters of Information Security.

Personal Data Protection Policy:

Establishes the guidelines that all members of the Group must follow regarding data protection.

Crisis Management Manual:

This Manual describes TOUS's crisis management process to ensure that the process is effective and efficient in those crises that require special attention due to their level of urgency and their impact on our organization.

Crisis Communication Manual:

This document contains the basic guidelines for managing communication when, due to the generation of an emerging crisis situation, the company's public image is at risk of being damaged.

[UPDATED] Gifts and Hospitality Policy:

Defines in greater detail and reinforces the assumptions in which gifts are not allowed within the framework of the commercial relationships of the TOUS Group.

[NEW] Procedure for the addition and removal of directors:

This document establishes the procedure to be followed for the management of the addition and removal of directors of the Group, whether they are independent directors or non-executive directors.

[UPDATED] Employee Discount Policy:

Establishes the specific guidelines for the proper use of employee discounts.

Occupational Risk Prevention Policy:

Promotes the implementation and development of an Occupational Risk Prevention System that is integrated into all of its activities and decisions.

Internal Manual of the Ethics Channel:

In accordance with the recent regulations on the matter, it incorporates the procedure, guidelines and action guidelines to be taken into account by the Ethics and Compliance Committee for the correct management of complaints received through the Ethics Channel of the TOUS Group.

Executive Policy of the Ethics Channel:

Summary based on the Procedure for managing information received in the Ethics Channel of the TOUS Group, which complies with the requirements established by the new applicable whistleblower protection regulations.

Compliance Model Supervision and Monitoring Policy:

Determines the scheme for the supervision and monitoring of the Criminal Compliance Model, to ensure and achieve its continuous updating and validity.

Compliance Risk Assessment Policy:

Defines the parameters and methodology for assessing risk in matters of Criminal Compliance.

Procedure for Managing Information Received in the Ethics Channel:

In accordance with the recent regulations on the matter that govern the operation and scope of the Ethics Channel that the TOUS Group makes available for the communication of potentially irregular conduct that may imply a breach of regulations and/or the TOUS Group's Code of Ethics.

STATUTES AND RULES

In addition to the policies that inspire the organization, we have Statutes and corporate rules that shape the Group's Corporate Governance, among which the following stand out:

Articles of Association

Shareholders' Agreement

Regulations of the Delegated Committee on Appointments and Remuneration

Regulations of the Delegated Audit and Compliance Committee

Regulations of the Delegated Sustainability Commission

Regulations of the Ethics and Compliance Committee

Regulations of the Internal Control Body for the Prevention of Money Laundering

Regulations of the Data Protection Committee

Statute of the Audit Function

Regulations of the Product and Style Committee

Digital Committee Regulations

These documents are subject to the principle of continuous improvement, and are therefore reviewed periodically to ensure they are up-to-date and adapted to organizational changes, regulations, and trends in the field. In this regard, the Data Protection Committee Regulations were duly updated during 2024.

It is important to highlight that TOUS has a pre-established Ethics Hotline, which was adapted in 2023 to meet new regulatory requirements and is continuously being improved to comply with any other regulations that may arise locally in the countries where TOUS has subsidiaries. This adaptation included, for example, the implementation of a specific platform designed to ensure compliance. Consequently, a procedure for managing information received in the information system (Ethics Hotline) was implemented, defined in accordance with the requirements of the new Spanish whistleblower protection law (Law 2/2023), and approved by the Board of Directors. This procedure is also disseminated through the TOUS Connect / Campus TOUS platform (international subsidiaries).

Additionally, in 2024, an external specialist was hired to triage communications during the process. This was done to maximize objectivity and independence in the communications reception phase. Currently, an independent external consultant is responsible for receiving, analyzing, and initially assessing communications, generating a report with the scope and recommendations for their management by the appropriate TOUS personnel.

In 2024 we received a total of 141 communications through the Ethics Channel (64 in 2023), of which 17 were investigated by the Ethics and Compliance Committee, 61 were referred to other departments for management (6 to the Customer Service Department, 2 to Intellectual Property and 53 to Human Resources), and 43 were dismissed, either because they were not included within the scope of the channel, or because they were considered mere inquiries.

Of the 14 investigations opened by the Committee, 3 disciplinary measures were adopted, and 11 are pending and are under investigation.

NEW PROTOCOLS AND PROCEDURES IN 2024

- The TOUS Group's Code of Ethics, which has been updated during the 2024 fiscal year to adapt it to the TOUS IN image and incorporate the new corporate values, as well as to reinforce the guidelines for action aimed at preventing new criminal risks likely to generate criminal liability for legal entities, among other issues, aimed at improving the document.
- The **Global Cookie Policy** has been updated to ensure its global scope and broader coverage across all websites operated by TOUS Jewelry. This policy is accompanied by a specific project designed to guarantee traceability and provide detailed information about the cookies enabled on each site, thus complying with all applicable requirements and best practices.
- **Definition of the Corporate Model Procedure** that establishes a corporate model for the standardization of processes, Information Technology (IT) and governance in an expansion model for own markets and franchises, with the objective of being more efficient.
- **Development of specific crisis protocols** linked to the General Crisis Manual approved by the Board of Directors in 2022 and which address those crisis scenarios that are especially significant for the organization, dividing them into: Specific Protocol for Crisis Management of Purchases, Specific Protocol for Crisis Management of Sales and Specific Protocol for Crisis Management of Production.
- Updating **internal operational regulations** regarding Anti-Money Laundering within the framework of applicable continuous improvement. Examples include the new version of **Know Your Counterparty** and the **Third-Party Identification and Analysis Procedure**, as well as the **procedure for identifying subject sales made through the online channel**.
- In addition, various IT projects and upgrades are being addressed with the Systems department, with the aim of: (i) automating, digitizing and making more efficient the function of analyzing suspicious transactions, (ii) strengthening the processing of personal information requested and analyzed, as well as (iii) streamlining the sales process subject to the regulations on the prevention of money laundering, always ensuring compliance with the applicable obligations in this area.
- A new version of the **Anti-Money Laundering Manual** has been released for Spain, Mexico, the United States (Miami), and Puerto Rico. The Group's subsidiary in Russia has also revised and strengthened its corresponding manual.
- Development of the **internal regulations necessary to comply with the local requirements applicable to the recently incorporated subsidiary of the TOUS Group in Colombia**, both in the area of Compliance, as well as Prevention of Money Laundering and Protection of personal data.
- Dissemination of **periodic communications** on Compliance matters.

ETHICS AND INTEGRITY

We strive for the highest ethical standards and guarantee maximum integrity in our decision-making. That's why we ensure legal compliance, combat corruption, and respect data privacy and security.

Our ethical principles form the foundation on which our Group is built.

We consider it essential to respect these principles and to scrupulously fulfill all our ethical and legal obligations. This compliance, beyond avoiding penalties, demonstrates our Culture of Compliance and contributes to generating a positive impact by improving our company's reputation, reinforcing sustainability principles, and doing our part to be part of an ethical and exemplary business ecosystem.

WE PREVENT CORRUPTION AND BRIBERY.

The risks related to corruption and money laundering, due to our status as obligated entities under applicable regulations, lead us to define, supervise, and monitor a suitable control environment not only to ensure compliance with applicable regulations but also to enhance the knowledge and awareness of our teams, and especially those responsible for them, regarding these types of risks.

Under a zero-tolerance approach to non-compliance, the Corporate Code of Ethics, as the highest-level standard within the regulatory hierarchy, establishes principles and guidelines for action related to the prevention, detection, and response to these risks. Furthermore, given their importance, these principles are further developed by the Group's high-level internal regulations, as well as in specific procedures that effectively enable the prevention, detection, response, and monitoring of these risks. Of particular note are the Anti-Corruption Policy and the General Manual for the Prevention of Money Laundering and Terrorist Financing, which incorporates appropriate and effective internal preventive policies as mechanisms for preventing and combating money laundering and terrorist financing. This regulation is transposed to the Group's various international subsidiaries to ensure alignment with local specificities, practices, and customs.

Additionally, we have other policies that strengthen our system for fighting corruption and bribery:

POLICY OR PROCEDURE	MECHANISM FOR COMBATING CORRUPTION AND BRIBERY
General Purchasing Policy	It defines the guidelines to be followed in the Group's purchasing process, with the aim of aligning it with the principles defined in our Code of Ethics.
Gifts and Hospitality Policy	It regulates the circumstances under which gifts are allowed or not within our Group
Third-Party Discount Policy	It regulates the criteria to be applied regarding discounts to third parties in a homogeneous and objective manner.
Employee Discount Policy	It establishes the guidelines for the proper use of the trade discount for employees.
Monetary Donation Procedure	It prohibits donations to political parties or foundations linked in the name of TOUS.
Business travel policy and expense account	It reflects the travel booking process to keep business travel costs under control and reduce them.

As of the end of 2024, we have fulfilled all the initiatives set out in the annually approved Criminal Compliance Action Plan, including:

- Update of the TOUS Group's Code of Ethics to reflect organizational changes, new corporate values, and include specific guidelines for action to

prevent new criminal risks that affect the criminal liability of legal entities.

- GAP Analysis relating to ISO-UNE 19601 Criminal Compliance, intended to verify the level of alignment with this standard and assess, if applicable, a future certification.
- Implementation and supervision of training actions planned in the annual plan.
- Coordination and monitoring of internal awareness communications.
- Strengthening the internal control environment between areas and departments by holding semi-annual follow-up meetings with the various appointed Compliance Mates, as well as the annual session with all Compliance Mates.
- Monitoring the level of local compliance of the international subsidiaries of the TOUS Group.

WE FIGHT AGAINST MONEY LAUNDERING AND TERRORIST FINANCING.

We work continuously with the Internal Control Body for the Prevention of Money Laundering and Terrorist Financing ("OCI"), this 2024 the Committee has met on 5 occasions.

For this purpose, a General Manual for the Prevention of Money Laundering and Terrorist Financing (AML/CFT) has been developed, which describes the defined policies in this area. We also have an AML/CFT Self-Assessment Report, which describes and analyzes, in an up-to-date manner, the risk factors related to the prevention of money laundering and terrorist financing, taking into account the activities and relationships within the companies that make up the Group.

We continuously work through the organization's internal control bodies to define and implement training and dissemination plans, for which we also submit periodic reports on compliance levels, to ensure that all employees within the Group receive the necessary information and training. The guiding principle for this training is that all compliance training should be considered mandatory, and the passing rate should be no lower than 95%.

At TOUS, we firmly believe in the shift of the Compliance function from a legalistic approach, focused on formal compliance with regulations, to one geared towards the learning and ethical growth of individuals. For this reason, training and awareness are key to fostering a genuine and effective ethical culture within the company.

The training initiatives are designed with a risk-based approach, which allows for the identification of the stakeholder groups within the organization most at risk in this area. In this regard, the training focuses on middle management, store and area managers, as well as country managers of the Group's international subsidiaries.

During 2024, initiatives such as the following stand out:

- Periodic communications on TOUS Connect;
- Making the updated regulations available on TOUS Connect;
- AML/CFT Webinars for TOUS Store Staff;
- Training materials are now available to staff on TOUS Connect;
- Specific training in AML/CFT at the TOUS Group subsidiary in Colombia;
- Compliance Week in Spain, under the motto "Compliance for everyone and by everyone," almost 200 people from TOUS offices in Spain participated in the different face-to-face and online activities prepared, demonstrating a great culture of Compliance, as well as a great commitment to doing things right (and with passion);
- Worldwide online module on data protection and cybersecurity;
- Compliance Mate Annual Meeting at the end of the year to focus on the commitment of middle management.

OUR COMMITMENT TO BUSINESS ETHICS

Part of our fight against corruption and bribery, as well as our commitment to transparency and compliance with the principles that guide us, lies in having a strong business ethic, supported by a robust compliance system.

These principles are outlined in our Code of Ethics, which applies to all our employees and third parties with whom we interact. Additionally, we have a Code of Ethics for Manufacturers and Suppliers, which ensures the extension of our ethical commitments throughout our value chain. Manufacturers and suppliers are responsible for ensuring that their organizations are aware of, understand, and implement the Code. They also authorize us to monitor compliance, providing any necessary resources and documentation as required.

The body responsible for managing any breaches of these Codes and ensuring compliance with all the principles of our Compliance Model is the Ethics and Compliance Committee. In 2024, the Committee met five times.

In our commitment to the ethical and upright conduct of our business, we encourage all our employees, suppliers, franchisees, and anyone acting on behalf of TOUS to report any potential breaches of applicable legislation, the Code of Ethics, or its implementing regulations. To facilitate this, we provide a dedicated reporting channel, accessible via online platform, email, phone, mail, or in-person meeting. This channel centralizes the reporting of irregularities by all stakeholders, allowing anyone to contact the Ethics and Compliance Committee directly. This process is governed by our Procedure for Managing Information Received through the Ethics Channel, duly approved by the TOUS Board of Directors.

This channel offers all necessary legal safeguards and is strictly confidential. Furthermore, if the reporting party prefers, they are not required to identify themselves when submitting a report, thus guaranteeing their anonymity. Among the guarantees offered by this channel are not only the confidentiality of the information contained, but also protection against possible reprisals against the informant in good faith, and the presumption of innocence of the affected party.

Although the Ethics and Compliance Committee is the control body responsible for the Group's Ethics Channel, according to the internal regulations of the Delegated Audit and Compliance Committee (CAC), critical issues and concerns of special relevance must be reported to the highest Governing Body.

We also have Compliance Mates, or compliance delegates, who are responsible for directly assisting in the implementation and development of the Compliance Model within their department, area and/or business unit within our Group.

During 2024, and in line with the initiative outlined in the 2024 Action Plan, the Group's Code of Ethics has been updated to adapt the TOUS IN brand image and content to new and applicable risks and trends. Furthermore, the implementation of the training module on Criminal Compliance, which reviews the Code of Ethics and the main implementing regulations, as well as the existence of the aforementioned whistleblowing channel, continues to be monitored.

On July 2nd, 3rd, and 4th, 2024, the TOUS Group held its first Compliance Week, shifting from the previous departmental Compliance Day format to a company-wide event. This new approach

aimed for greater effectiveness by concentrating all sessions into a single week, increased involvement and visibility for Compliance Mates, and a broader audience, as this time it was geared not only towards directors and managers.

Thus, guided by the principle of "Compliance for everyone," we worked towards several objectives: (i) training and awareness in compliance matters, (ii) management leadership and commitment, (iii) the identification, analysis, and reassessment of the criminal risk map, and (iv) the supervision and monitoring of the existing control environment. All of this was undertaken under our established dynamic approach to better integrate a culture of compliance.

The 3 sessions were developed with a different theme, protagonists and dynamics, achieving a success in attendance; even launching activations via Yammer to also get the involvement of our store staff.

During the first session, our CEO introduced the day's events, reinforcing the importance of ethical and responsible compliance as key to doing things right. Following this, members of the Ethics and Compliance Committee reinforced the Top from the Top principle. This first day was led by the Head of Compliance, who addressed the "G" dimension of Governance from a transformative perspective, focused on fostering a culture of integrity, fairness, and inclusion, going beyond mere legal formalities. She challenged us to ask not only what is legal, but what is right. Therefore, the session then delved into Due Diligence and the risks arising from the supply chain, announcing that we will move beyond simply discussing corporate compliance and instead work towards extending it to our entire supply chain. This first session concluded with a dynamic review of high-level internal regulations through an interactive role-play with the attendees, featuring the Best Compliance Mates of recent years.

The second session consisted of a workshop with eight tables/teams, each focused on mitigating a specific criminal risk. These teams were made up of the Compliance Officers from the departments with the most experience in the risk in question. They were responsible for presenting the risk and how they address its prevention through the adoption of specific controls. They also tested the participants with practical case studies to ensure the message was understood and to recognize and reward the most outstanding performance.

The third and final session of Compliance Week featured external experts in ethics channels and internal investigations, who, through media and practical cases, not only highlighted the importance of these channels, but also their ethical and responsible use by everyone.

In December 2024, to conclude the year, the Compliance Mate Annual Meeting 2024 was held once again. During this meeting, we reviewed KPIs and new risks and controls to be addressed, marking the fifth edition of these sessions designed to foster collaboration and synergies between departments to improve their control environment. This final session was complemented by specific training in internal investigations, ensuring that Compliance Mates have the key concepts to support the Compliance function should they need to participate in an internal investigation, thus fulfilling their role as a second line of defense.



TOUS Headquarters in illuminated Manresa.

TAX INFORMATION

We have a Tax Policy that defines the framework for exemplary, ethical, and sustainable tax behavior, based on the principles of responsible compliance with tax obligations, prudence and integrity, transparency of tax information, transfer pricing policy, and cooperation with tax authorities. We also have a robust tax governance structure, involving the Audit and Compliance Committee, the tax department, and the Board of Directors.

COMPLIANCE AND RISK MANAGEMENT

The identification, analysis and evaluation of the risks applicable to the activity we carry out from the Group is the basis for the implementation of our criminal and data protection risk management system, as well as for the allocation of resources and the definition or improvement of appropriate processes to manage them.

In 2024, the following actions were taken in the area of risk management:

- Review and, where applicable, update of the criminal risk maps corresponding to each of the organization's departments at the Group's headquarters. This will be done in accordance with the established Supervision and Monitoring Procedure.
- External expert audit in the Prevention of Money Laundering (AML) in Spain.
- A new version of the AML/CFT Risk Self-Assessment Report has been released, which is updated periodically at the end of the fiscal year, taking into account the volume and type of transactions carried out and analyzed. Similarly, the Money Laundering and Terrorist Financing Risk Analysis Procedure has also been updated to reflect

current risk categorization and the alerts defined by the relevant Internal Control Body.

- External audit of personal data protection in Spain, Mexico and Portugal, taking a risk-based approach as these are the Group's main markets.
- Monitoring of action plans derived from the internal data protection audit carried out in 2023 in the Group's subsidiaries located in Puerto Rico and Miami.
- Risk assessment in the processing of personal data within the framework of the various corporate projects, as well as in the event of incidents or possible security breaches.
- Continued monitoring and implementation of due diligence measures related to TOUS's recent subsidiary in Colombia, in order to determine risks and control measures to be adopted to comply with local requirements. In this regard, work has been carried out on the corresponding criminal risk assessment, the definition and implementation of the SAGRILAFT minimum measures program, and, with respect to data protection, the identification and notification of data processing activities that are particularly relevant to the organization.
- Annual update of the corporate risk map by the TOUS internal audit team, reviewing the identification and assessment of each risk according to the company's current situation

RISK MAP

We update our corporate risk map annually. Risks are classified based on the following categories: strategic, IT, operational, reputational, legal, and financial.

The following table details the most relevant risks for each of the categories:

RISK CATEGORY	RISK NAME	RISK DESCRIPTION	RISK CATEGORY	RISK NAME	RISK DESCRIPTION
Strategic	Business continuity	Our Group operates in a highly competitive environment in terms of price, development of new product lines and production techniques, quality of service, digitalization and innovation or sustainability among others, which are presented as potential risks and opportunities for business disruption.	Operational	E-commerce fraud	The online retail sector can be exposed to vulnerabilities in security processes and protocols that fraudsters can exploit to commit crimes. They can even leverage the TOUS name, brand, and products to commit fraud and lure potential online victims. TOUS protects itself against this possibility with robust and effective cybersecurity mechanisms that identify and mitigate these risks.
Strategic	Attracting and retaining talent with a special focus on digital profiles	Having too high a turnover rate is a risk with economic implications (such as many hours spent on training), and at a quality level (losing experience and attracting less talent), especially in a competitive context and a volatile labor market.	Reputational	Failure to comply with ESG/sustainability commitments and/or regulations	The volatility in the Group's environment and the increasing urgency of social and climate issues require constant adaptation to the ESG regulatory framework.
Strategic	Loss of franchise customer database	When a franchise closes, there's a risk of losing customer databases due to disagreements regarding access to that information. This can lead to lost e-commerce sales, as it's impossible to re-establish relationships with those customers.	Reputational	Data integrity	We conduct our operations in an increasingly digital environment. We adopt technological improvements (use of new systems, software, or programs) that require robust data processing.
IT	Breakdown in the system that supports e-commerce	Avoid vulnerabilities in the system to be able to respond to customer needs and offer a robust e-commerce system.	Legal	Non-compliance with tax obligations (intercompany transactions)	Our Group operates in different countries, so local regulations must be applied to transactions between different subsidiaries.
Operational	Quality of the final product	Our Group's operational processes guarantee the highest quality standards in the products we offer and the services we provide. However, they can be affected by potential product risks. The company has a Quality Manual, which establishes a RACI Matrix (Responsible, Accountable, Consulted, Informed) to define all roles and responsibilities related to safety, regulatory risks, and environmental risks that could have adverse effects on the business, reputation, the Group's financial position, or the results of operations.	Legal	Breach of contractual clauses with third parties	By operating with a large number of suppliers, the Group is exposed to the possibility that some of the clauses signed with them may be breached in various ways.
Operational	Failure to meet delivery commitments to customers	The customer is at the heart of our business and responding to their needs is of vital importance.	Financial	Risk of fraud	Our Group is exposed to the risk of fraud as a result of carrying out fraudulent operations.
			Financial	Reliable financial information	The financial information presented in the accounting records and statements must be the most accurate and relevant information available.

COMPLIANCE RISK MANAGEMENT

The Group maintains a comprehensive criminal risk map, defined, reviewed, and updated by department, which allows for the identification and focus on those risks that could pose the greatest threat to the business. Each department conducts a detailed analysis of potential scenarios that could generate such risks, with particular emphasis on relationships with third parties and the sale of jewelry and watches. Additionally, the Compliance Department proactively monitors the criminal risk map. Similarly, it proactively identifies and analyzes potential operational risks to highlight them and establish appropriate mitigation measures.

The aforementioned Ethics Channel is a tool that allows the Compliance Area to detect other possible risk situations to consider and thus be able to analyze and react.

In line with the above, we have an Anti-Corruption Policy, which has been approved by the Board of Directors and has guided our actions in the fight against corruption and bribery for years. This policy, which applies to all companies within our Group, defines the circumstances under which it is applicable in matters of corruption and conflicts of interest, as well as the key principles for preventing, detecting, and responding to acts that could constitute this crime.

The results of the identification, analysis, and assessment of criminal risks are available in the dedicated Criminal Compliance software,

which is aligned with applicable national standards and enables the traceability of information related to the model. This software contains the set of controls established for the prevention, detection, and response to the identified criminal risks.

Each Compliance Mate is understood to be the compliance officer for each department and/or business area of the organization and, where applicable, for the corresponding international subsidiary. This individual is responsible for working with the Compliance department on the software to reflect the existing control environment, as well as promoting, like the directors, the highest levels of compliance within their department and/or business area.

In terms of privacy, the Group has corporate Privacy Impact Assessments (PIAs) for those data processing activities that may pose a greater risk to the protection of personal data. The PIA is aligned with best practices in this area and is available through dedicated software. This PIA is accessible on the Complylaw platform.

INTERNAL CONTROL MODEL FOR RISKS

Our internal control model, in accordance with regulatory guidelines and recommendations and international best practices, is based on the three lines of defense model, aimed at identifying, preventing and correcting risk situations inherent in the development of our activity in the areas and places where we conduct our business.

The first line of defense consists of the heads of our departments, areas, and/or business units. In this regard, the commitment and ethical leadership of our directors and heads of each department, area, and/or business unit play an essential role, since they, along with the board of directors and senior management, are the starting point for the organization's compliance culture.

The second line of defense comprises our high-level internal control structure, responsible for supervising and monitoring the risks specific to each area. This structure consists of three internal control bodies: the Ethics and Compliance Committee, the Internal Control Body for the Prevention of Money Laundering and Terrorist Financing (AML/CFT), and finally, the Data Protection Committee.

The third line of defense includes the Internal Audit function, with the responsibility of providing an objective level of oversight and assurance to the entire model.

During 2024, the company S. TOUS, S.L. underwent a GAP analysis with respect to ISO-UNE 19601:2017 on Criminal Compliance, which allowed us to know the degree of implementation of said standard, after a study and analysis of the documentation of the system in accordance with the standard, a visit to demonstrate the situation and review evidence, and the appropriate analysis of the deviations of the organization and the degree of compliance with the requirements of the standard.

The independent report resulting from this review has shown that the organization has a very mature criminal compliance model that is aligned with the reference standard.

CLOSENESS AND TRANSPARENCY

At TOUS, we strive for a close and personal culture, fostering a comfortable and connected environment. We aim to be accessible to all our stakeholders and ensure their voices are heard, which is why we maintain open communication channels. Transparency is our priority for building relationships of mutual trust.

RESPONSIBLE COMMUNICATION AND MARKETING

Caring for our customers and offering them a unique TOUS experience also means ensuring transparent, comprehensive, and sincere communication. Through our global communication campaigns, we strive to connect with our customers and embody our values. We provide information about all our products and services through our corporate website and other communication channels. We are committed to involving our customers in initiatives related to social development and environmental protection.

We condemn and avoid the use of misleading, false, discriminatory, or confusing statements, in accordance with the principles of responsible marketing to which we, as a Group, adhere. Accordingly, all our advertising activities are subject to the standards of two highly regarded associations in this field: Autocontrol and the Spanish Advertisers Association.

COMMUNICATION NEWS IN 2024

- We have continued to elevate the brand with our participation in three Fashion Weeks around the world: at New York Fashion Week (with Ludovic de Saint Sernin), at ModaLisboa (with Buzina) and at Colombiamoda (with A New Cross).
- We have continued to promote the launch of global collections in collaboration with creatives and artists such as Lea Colombo, as well as local collections such as Cachito Mío in Mexico, Yagrumo in Puerto Rico or the Eugenia Martínez de Irujo collection in Spain.
- We have continued to strengthen our social media presence, reaching 2,000,000 followers on Instagram, and increasing content related to materials such as Lab Grown Diamonds.



Collection with Lea Colombo, window display of our Passeig de Gràcia store, Barcelona.



PROACTIVITY AND RESPONSIBILITY

As a leading company in the consumer goods and fashion sector, we have a significant commitment to promoting a culture of social and environmental sustainability. At TOUS, we aspire for this commitment to be reflected in everyone who is part of our community. We are convinced that by educating, acting, and collaborating together, we can maximize our positive impact.

PROMOTING A SUSTAINABLE CULTURE

Our values drive our attitudes and our vision, which is why sustainability must be deeply ingrained in our culture. Responsible corporate sustainability management is key to moving forward on our path. The Sustainability Committee aims to ensure compliance with the commitments made in the Sustainability Policy and to implement the Sustainability Strategy across all Group operations. This is achieved by promoting sustainability values among our employees. Raising awareness and fostering a culture of sustainability helps us implement sustainability at TOUS.

To foster a sustainable culture in our company, we have various cultural measures and activities at our Headquarters.

We have the Forum Space (opened in 2022), a space designed for awareness and training sessions for the TOUS Open University program. These sessions foster conversations with our teams on current topics, sharing knowledge and opinions to encourage greater interaction.

We have bicycles available at our offices. Our headquarters is located in a unique natural setting. Any employee can use the bicycles to get around the offices, have lunch, or meet with colleagues outdoors. This initiative not only encourages greater interaction with the natural environment but also promotes healthy daily exercise habits.

As a result of the Sustainability Strategy, several actions have been carried out to promote a cultural change in terms of sustainability: access to sustainability training for all employees through the Global Compact platform and the holding of a Sustainability Hackathon.

This Hackathon presented the teams with two different challenges:

- 1) How can we convey our sustainability pillars in our stores?
- 2) How to transfer the jewelry DNA to our accessories?

The session was rated 4.74 out of 5 by participants, and over 85% would recommend it to their colleagues. As a prize, the winning teams participated in a *Sustainability Retail Safari* through the city of Madrid and had the opportunity to take part in the *Métier* project, becoming jewelers and creating their own piece for a day.

03 OUR SHARED VALUE

THE PLANET, OUR HOME

OUR MILESTONES FOR 2024

13% ENERGY SELF-CONSUMPTION IN OUR CENTERS

OBTAINING ISO 50001 IN ENVIRONMENTAL MANAGEMENT IN OUR FACTORY

SAVINGS OF 446,628 PAPER BAGS AND 814,500 SHEETS OF PAPER

98% OF HIDES FROM SUPPLIERS CERTIFIED BY LWG

99.1% OF WASTE MANAGED

OUR COMMITMENT TO THE PLANET

We are aware of the impact our activity can have on the environment. Consequently, we are taking action to minimize any potential negative impacts we may generate, extending our environmental ambition throughout our value chain to create a positive effect that builds a more sustainable sector. Our focus in 2024 has been to reduce our GHG emissions, improve our energy efficiency, and implement circular economy initiatives such as efficient waste management and the use of sustainable raw materials and packaging.

Our Sustainability Strategy includes various initiatives aimed at improving our performance in combating climate change. At the same time, we are committed to building a governance model that places environmental issues at its core. The Sustainability Committee, together with the Sustainability Department, is responsible for ensuring the integration of these issues into our business model and defining the company's Sustainability Strategy and lines of action.

In line with this, and seeking to strengthen our environmental management model, in 2024 we achieved ISO 50001 certification for the Environmental Management System of our factory (TALLERS TOUS), a fact that guarantees the robustness of this system and ensures compliance with the applicable national environmental legislation, having already achieved ISO 14001 (Environmental Management) certification in 2023 following an audit process. Furthermore, in 2024, an energy audit was conducted in accordance with the UNE-EN 16247-1-5 standard at the Group's facilities located in Spain, as well as a waste management audit.

Following this path, in 2024, a Decarbonization Plan was developed and will begin implementation next year, within the framework of the Science Based Targets Initiative (SBTi). Based on the calculation of our carbon footprint, we have established a roadmap to achieve net-zero emissions by 2030, thus fulfilling one of the objectives of our Sustainability Strategy (2024-2028).

In 2024, we also continue our commitment to reducing the use of virgin materials to ensure responsible management of natural capital and help preserve the planet's resources.

CLIMATE TRANSITION

Climate change is a real and tangible challenge that has a two-way impact: it affects us as much as we affect it. To address the risks associated with climate change, at TOUS we strive to reduce our carbon emissions, implement energy efficiency measures, and design stores according to more sustainable criteria.

CLIMATE CHANGE AND SUSTAINABLE SHOPS

We operate in accordance with international regulations to combat climate change, focusing on generating a beneficial impact and assuming the responsibility inherent in our work as a company involved in every stage of our value chain.

With our Sustainability Strategy, we have established the following commitments in our new Sustainability Policy, which set the principles on which to govern our activity in this new stage.

OUR COMMITMENTS TO CLIMATE CHANGE MITIGATION

- We are committed to combating the climate crisis in line with global frameworks to achieve a positive impact and fulfill the responsibility that comes with being a production company.
- Our priority is to reduce our greenhouse gas (GHG) emissions to achieve net zero emissions in scopes 1 and 2 by 2030 and net zero emissions for scope 3 by 2050.
- We are committed to continuing to promote the transition to 100% renewable energy through the use of photovoltaic panels in our facilities, as well as reducing our consumption and optimizing our energy use.

WE ARE LOOKING TO REDUCE OUR GHG EMISSIONS

In line with this objective, in 2024 we carried out the third global calculation of our carbon footprint, using 2022 as the baseline year and setting emissions reduction targets for the coming years. The footprint calculation followed the methodology established by the GHG Protocol.

After calculating our footprint, we conducted an analysis to identify where our greatest impact lies in terms of greenhouse gas emissions, allowing us to pinpoint optimal measures for prompt and efficient implementation. Our goal is to minimize our emissions, aiming for net-zero emissions for Scope 1 and 2 by 2030 and for Scope 3 by 2050, with an interim target of a 55% reduction by 2035.

In 2024, our total market-based scope 1 and 2 emissions reached 4,172.16 tons of CO₂ equivalent and our location-based emissions reached 2,580.68 tons.

As for direct scope 1 emissions, the emissions total 335.63 tCO₂eq, 11% less than in 2023. In this direct scope, our emissions come mainly from natural gas.

In scope 2, 3,836.53 tCO₂eq market-based and 2,245.05 tCO₂eq location-based emissions were recorded. The highest level of electricity consumption comes primarily from the Head Office, which is why in 2024 we focused on improving energy efficiency through self-consumption, air conditioning, heating, and lighting, as detailed in the following section, "Our Responsible Energy Use."

In our factory, we have implemented an environmental management system based on the requirements of the ISO 14001 standard, which will allow us to control, measure and reduce any type of air, light and noise pollution in our production stages.



OUR RESPONSIBLE ENERGY USE

Alongside the actions that may result from the reduction targets established based on the calculation of the carbon footprint, we continue to promote energy efficiency, self-sufficiency and renewable energy consumption projects, which in turn have an impact on our decarbonization goal.

In 2024, total energy consumption was **11,429,366.87 kWh**, compared to 10,322,559 kWh in 2023. Several initiatives related to self-consumption and renewable energy generation were undertaken throughout 2024.

HEADQUARTERS: AIR CONDITIONING

- The **geothermal** installation has been replaced and optimized.
- The working hours of the **air conditioning** equipment have been improved with a control system.
- The air conditioning unit on the ground floor has been replaced, adding a **free cooling** system to take advantage of the outside temperature when possible, improving the indoor climate control and air quality free of charge.
- Conducting **energy efficiency audits** (also for all stores in Spain).

LOGISTICS AND MANUFACTURING CENTER

- The conventional lighting has been replaced with **LED** lighting (in building E16).
- A new **energy management and control system** has been installed in part of the facilities.
- Conducting an **energy efficiency audit**.

TALLERS TOUS (TATO)

- Implementation of **ISO 50001 certification**, which allows us to define and monitor energy efficiency objectives.
- Implementation of **automatic ON/OFF control** in the large refrigerator.
- Implementation of a **thermostat with centralized control** for air conditioning equipment.
- Enhancement of the existing **monitoring system**.
- Installation of **thermal vinyl** in window areas.

CIRCULARITY AS A MINDSET

The circular economy has always been part of our identity and central to all our operations. In this section, we focus on the circularity of waste, materials, and other relevant resources.

CIRCULARITY AND USE OF RESOURCES

We are committed to continuing to create pieces that are passed down from generation to generation, adopting a circular approach in all creation and production processes, as well as ensuring responsible management of the materials used and waste generated.

OUR COMMITMENTS TO THE CIRCULAR ECONOMY

With our Sustainability Strategy, we have established the following commitments in our new Sustainability Policy, which set the principles on which to govern our activity in this new stage:

- We are committed to further reducing our production, consumption and use of **single-use plastics**, avoiding the use of **virgin materials**.
- We are committed to reducing **our paper usage** through the digitization of processes and the creation of intelligent systems, taking advantage of technological advances.
- We are committed to **recycling 100%** of the paper, cardboard and plastic used in our **logistics centers**, as well as recycling the wooden pallets and cardboard boxes used for domestic shipments.
- We ensure **responsible management** of the waste we generate, in collaboration with specialized companies, complying with national directives.
- We facilitate the **management and separation** of all waste through our **compactors**, including cardboard and plastic.
- We strive to **treat chemical waste and wastewater optimally** and sustainably through the insertion of treatment plants in all our factories.

WASTE MANAGEMENT AND OTHER CIRCULAR ECONOMY PROJECTS

During 2024, we continued to follow the existing methodology at the Factory, subcontracting the management, authorized transport and shipment to an authorized manager of the following waste: cyanide solutions, alkaline inorganic solutions, acidic inorganic solutions, non-halogenated solvents, absorbents (rags, papers and PPE with traces of cyanides) and empty containers of contaminated plastic.

In terms of waste management, the following recurring measures should also be mentioned:

- We are working to improve waste management. Following this approach, we have planned to conduct an impact assessment in 2025. This will allow us to prioritize the implementation of actions that will have the greatest impact on reducing waste production.
- We work together with authorized waste managers both to increase the amount of recycled materials used in our jewelry, and to recycle and reuse a greater volume of the leftover materials we use throughout the production process.
- We have compactors to facilitate the management and segregation of cardboard, plastic and general waste.

In 2024, we continued the project initiated in 2023 to achieve **sustainable resource management** by conducting audits of local workshops regarding their waste management practices. During these workshop visits, we confirmed that, similar to the tests we are conducting in the plating process at Headquarters, the chemical waste generated from jewelry plating is being managed effectively. This is achieved by **reusing the rinse water**, which allows us to reduce waste generation and save on potential waste management costs, as well as on the products used for maintenance.



An artisan handling a TOUS piece in the workshop.

ALLIES WITH NATURE

Although biodiversity has not been considered a material issue, caring for and protecting nature is an essential part of our values and purpose. For this reason, we operate and produce in the most responsible way and with the utmost respect for our environment.

BIODIVERSITY AND ECOSYSTEMS

We manage the efficiency and optimization of resources, contributing to the preservation of biodiversity and natural capital.

COMMITMENTS TO THE PRESERVATION OF NATURAL CAPITAL

With our Sustainability Strategy, we have established the following commitments in our new Sustainability Policy, which set the principles on which to govern our activity in this new stage:

- We ensure that our activity is not linked to mining with a negative impact on protected areas or areas recognized as heritage sites by UNESCO.
- We are committed to sourcing leather that complies with the Leather Working Group (LWG) certification, to avoid using leather that comes from exotic animals or industrial farms that do not respect animal welfare.
- We condemn the abuse and exploitation of animals. The animals in our supply chain are treated with respect and dignity.
- We are determined to avoid operating in key biodiversity areas (KBAs) to protect natural ecosystems.
- We establish internal controls to ensure that our activity does not pose any danger to those endangered species, identified as such by the International Union for Conservation of Nature (IUCN).
- We avoid any association with deforestation activities, which is why we prioritize the use of recycled materials such as cardboard, paper, cotton, or wood for furniture.
- We use cardboard certified by the Forest Stewardship Council (FSC) to preserve our forests and use them responsibly.



FSC certified paper bag used as packaging.

We are aware that our activities throughout our value chain can impact biodiversity. Consequently, we are fully committed to **minimizing this impact** and ensuring its **protection** wherever we operate. In this regard, and as **certified members** of the **Responsible Jewellery Council** and the **Leather Working Group**, we comply with the provisions established in their respective Codes of Conduct on biodiversity.



RESPONSIBLE
JEWELLERY
COUNCIL

OUR SHARED VALUE

PEOPLE, OUR FAMILY

OUR MILESTONES FOR 2024

**MORE THAN 30
COLLABORATIONS WITH
UNIVERSITIES**

**€149,324.35 DONATED TO
ENTITIES FOR SOCIAL CAUSES**

**279 PARTICIPANTS IN THE
WELLNESS EXPERIENCES
PROGRAM**

**HANDLING 93% OF CONSUMER
COMPLAINTS**



OUR COMMITMENT TO PEOPLE

People are the driving force behind our business, and our commitment to them stems from our four core values: Transparency, Optimism, Unity, and Sociability. People also guide us toward our purpose, because creating a world of joy (*We Craft a World of Joy*) requires the collaboration of our teams, consumers, and society as a whole. To preserve the environment, it is essential to also work toward social responsibility and human well-being.

The following chapter details our actions to ensure the well-being of the three main groups we aim to serve through **three fundamental pillars**. The first, 'Empowering Attitude,' seeks to empower and value our teams, creating an inclusive and motivating work environment. The second, 'Spreading Joy,' focuses on our loyal customers and consumers, who are the heart of our company. The third, 'Committed to the Community,' involves working with social groups and local communities, promoting sustainable development and collective well-being.

AN EMPOWERING ATTITUDE

The people who work for TOUS are one of our greatest assets. All of our company's successes would not be possible without their daily commitment. Therefore, our people occupy a central place in the management of our organization, reflecting our corporate **values** and ethical **principles**.

At TOUS, our way of attracting and retaining people is based on three fundamental pillars: talent management, culture and values, and well-being, diversity and inclusion.

- **Talent Management:** We foster personal development and growth through inspiring training programs.
- **Culture and Values:** We create a vibrant community that celebrates collaboration and shared values.
- **Well-being, diversity and inclusion:** we guarantee an inclusive and supportive environment where everyone can shine.

TALENT MANAGEMENT

Talent is our most valuable asset. Our commitment is to create an environment of excellence that fosters inspiration while contributing to our society. That's why attracting and retaining top talent is crucial.

COMMITMENTS TO TALENT MANAGEMENT

With our Sustainability Strategy, we have established the following commitments in our new Sustainability Policy, which set the principles on which to govern our activity in this new stage:

- We are committed to attracting **creative talent** through arts and youth-focused programs.
- We promote **the training and continuous learning** of our employees so that they can improve their skills and we help them to develop more complete profiles.
- We build a culture of feedback and constant improvement so that our employees can reach their **full potential** and thus establish **internal transparency for continuous growth**.
- We are dedicated to offering opportunities for promotion, development, and **professional growth** to strengthen the **loyalty of our talent**.

WE ATTRACT THE BEST TALENT

At TOUS, we prioritize top talent and support the local community, as we want to contribute to the development of local employment in the region. Our Headquarters, Logistics Center, and Factory are located in and around Manresa, as that is where we originated.

Aware of the importance of a quality, impartial selection process that ensures equal treatment and opportunities for all candidates, we have different internal policies and procedures that regulate each of the **phases of the selection process**:

- **Selection process:** This establishes standards to ensure a uniform selection process. It is divided into the following phases: application and profile definition, recruitment, resume screening and interview phase (with up to two interviews), onboarding management, notification of the new hire, and welcome.
- **Guidelines for defining profiles and publishing job offers:** This aims to standardize the process of defining requirements for job positions and publishing job offers on the various platforms where we operate, specifying the details that must be included. Furthermore, in our job postings, we also highlight our company's value proposition, emphasizing to candidates what sets us apart.
- **Data processing protocol for candidates:** This document details which data can be included in our databases and which data cannot be included under any circumstances, due to its personal nature and irrelevance to a selection process.
- **Candidate Communication Procedure:** This document has two subprocesses, one for Retail and another for Corporate, International, and Subsidiaries, but both share the same objective: to establish the communication procedure with candidates throughout the selection process. At our company, we pay attention to every detail to ensure a unique candidate experience. Therefore, we have specific procedures for communicating with candidates, ensuring they are always kept informed of the status of the selection process. This procedure, which applies to both Retail and Corporate, International, and Subsidiaries, aims to establish a clear and effective protocol that guarantees a positive and smooth experience throughout the entire process.

- **Corporate & Retail Selection and Hiring Closing Procedure:** This section details the internal communication process with the shortlisted candidate, as well as the acceptance or rejection process. This process outlines aspects such as the start date, onboarding plan, working hours, type of contract, gross annual salary (and monthly salary for Retail positions), benefits and bonuses (if applicable), and formally welcomes the candidate to TOUS.

To attract our talent, we explore various avenues for candidate recruitment. We emphasize the use of diverse **recruitment platforms**, our website, **schools and universities**, and the promotion of internal candidates to fill vacancies. Furthermore, one of our primary talent acquisition strategies is maintaining a strong presence at recruitment fairs and universities, where we communicate our project and value proposition, aiming to keep us top of mind for prospective candidates.

Furthermore, we foster young talent through our **TOUS Internship**. We have developed this program by formalizing **collaboration agreements** with **30 universities** and educational institutions:

University of Manresa	University of Vic	EUNCET Business School	ESERP Business & Law School
UAB	University of Barcelona	Pompeu Fabra University	Blanquerna – Ramon Llull
La Salle – Ramon Llull	Barcelona School of Management – UPF	Les Garrigues Study Center	Business School
European Business School of Barcelona	EAE Business School Barcelona	Integra Technology School	Nuclio Digital School
Joan Brossa Institute	Barcelona Logistics Institute	Lacetània Institute	BAU - Higher School of Design
CEDEU (University Studies Center)	Mexico Center	ELISAVA	ESCODI - Escola Superior de Comerç i Distribució
ESIC Business & Marketing School	EUDE European Business School	ICAB - Il·lustre Col·legi d'Advocats of Barcelona	IDEP - Institute of Polytechnic Studies of Barcelona
IED	IL3 - UB		

Through this program, we give young students the opportunity to gain their first work experience and begin their professional development within our organization. In 2024, 33 people participated in the TOUS Internship program in Spain, excluding participants from TOUS School.

PROFESSIONAL DEVELOPMENT

At TOUS we are clearly committed to the training and personal and professional development of our employees throughout their entire relationship with our Group.

The onboarding process is one of the most important milestones in the start and development of a professional career. Therefore, we give it the necessary importance to ensure that everything is perfectly coordinated at this stage and that the new employee always has the best possible impression of the department and the company. During the first few months, we ensure that new Corporate team members receive a series of essential training sessions: an informational meeting on labor relations, a coffee meeting with our CEO, a tour of the Head Office, Logistics Center, and Factory, a hands-on experience in the store, meetings with the people they will be interacting with most frequently, and more. In addition, we also offer a Buddy program for personalized support, a meet-and-greet to get to know the entire team, a welcome pack, and a welcome message from our CEO upon officially accepting the job offer.

This welcome is complemented by various **training programs** and courses, which are divided into three blocks:

- **Brand:** Welcome to TOUS and Corporate Culture. The goal is for the employee to become familiar with the TOUS business, our products, and our corporate culture.
- **Health and Safety:** Occupational Risk Prevention. The goal is for all employees to be aware of the preventive measures to follow in their jobs.
- **Compliance:** TOUS Compliance, Data Protection, Cybersecurity, and Anti-Money Laundering and Counter-Terrorist Financing (AML/CFT). The goal is for all employees to understand and comply with TOUS's legal regulations. The success of our teams is our success.

At TOUS, we are committed to providing a unique employee experience, enhancing and contributing to the successful integration of new hires into our culture. Therefore, in 2022, we launched a project to conduct **ongoing follow-up interviews** to reinforce the commitment and sense of belonging of new employees. This involves a survey administered to our Corporate team, which we **follow up** with between three and six months after **joining**, in addition to in-person follow-ups starting at six months. Gathering these opinions and feedback allows us to establish an action plan to continue improving the experience of our employees during the adaptation period, as well as to conduct regular follow-ups with the relevant **manager** to ensure a smooth onboarding process. Gathering these feedbacks and views enables us to develop an action plan to further enhance the experience of our employees during the adaptation period, ensuring their successful and beneficial integration for both them and the company.

For us, a warm welcome is just as important as a good farewell upon departure. Therefore, we conduct an **exit interview** in the form of a survey with all employees who are leaving the company to identify opportunities for improvement.

TRAINING

At TOUS, we promote **continuous professional development** throughout each individual's career through our annual **Training Plan**, which comprises two distinct tracks: Corporate and Retail. Each track includes training activities and initiatives tailored to the different roles within the organization. This distinction allows us to manage and enhance the **skills** of our employees, adapting to the specific **needs** of each person and position.

Additionally, **Retail** employees participate in courses grouped into the following areas: Product, Sales Management, and Team Management (the latter for managers). Corporate employees, on the other hand, can participate in **various training programs** after the **onboarding process**, including training on products and materials, Customer Relationship Management (CRM) and Customer Care Ritual, languages, adapting to change and remote work, and Smart Working skills, among others.

All employees, regardless of their position, can access their assigned training courses from anywhere thanks to the **TOUS Campus tool**. Additionally, this campus provides access to the **repository** of policies and procedures for different departments, as well as a wide **range** of courses designed to boost their personal and professional **development**. In this way, we enable a hybrid training model that is convenient and accessible from any device.

NEW TRAINING PROGRAMS DEVELOPED IN 2024:

In 2024, we have met all of our objectives set in 2023 in terms of new training programs, which have been successfully implemented and are presented below:

- **Leadership development:** We launched in 2023 and have continued with the leadership program aimed at TOUS Managers, with the objective of creating and promoting a unified leadership style in the company and developing our leaders in team management.
- **New ways of working:** We have conducted various training sessions via Teams in which we have learned to optimize our use of Microsoft 365 tools in terms of communication, collaboration and productivity.

We offer the following **Discovery Workshops** to all staff:

- **Masters of Communication:** To get the most out of MS TEAMS (1 hour duration).
- **Distraction Hunters:** Efficiency with Microsoft To Do, OneNote, Planner and Outlook (1 hour duration).
- **TOUS Open University (T.O.U.)**

We continue with this project in which we organize and offer **regular sessions** to our corporate teams on different topics:

- Meet the Product Team
- Sustainability
- Artificial Intelligence
- Creativity Master Class by Elisava

At T.O.U., we held our first session dedicated to Sustainability. Two challenges were presented: How to communicate our Sustainability pillars in our stores and How to translate our jewelry DNA into our accessories for different cross-functional teams. Both challenges were developed using an innovation methodology, and the winners enjoyed an experience as their prize.

- Other projects focused on **training and development** in 2024 include:

- **Push & Pull Learning:** LinkedIn Learning for corporate teams was launched globally.
- **Diversity and inclusion training:** Mandatory online and in-person training for all teams, with the aim of fostering an inclusive and psychologically safe work environment, in which each person feels comfortable and can express themselves as they are (for all groups).
- **Leadership Circles:** Bimonthly meetings of the team of managers from different departments with the aim of continuing the Leadership Program and creating a space for interdepartmental conversation and communication.
- **Performance Review:** This year 2024 we launched the Performance Evaluation process for our corporate teams Worldwide.
- **IQS Training - Unleash the Mindset:** Individual development and soft skills program for a group of collaborators as recognition for their good performance.
- **With free access** and selection of content by each user, at Learning we have selected **specific content** that we consider key to the **development and growth** of our people and have made it available to you:

TOUS Leader	Equality and Diversity
Microsoft 365 Basic	Emotional Intelligence
Microsoft 365 Advanced	Wellbeing and Health
Microsoft 365 Pro	

Throughout 2024, our employees completed a total of 31,228 hours of training (39,179 in 2023).



Sustainability session at TOUS Open University.

SOCIAL DIALOGUE AND LABOR RIGHTS

We abide by the labor laws of all the countries in which we operate, and that is why, by the end of 2024, 100% of our employees will be covered by Collective Bargaining Agreements in Spain and Portugal. Furthermore, to enable our employees to express their concerns more directly and personally, and to participate in the decisions that affect them, we have **Works Councils** in our centers in Málaga, Valencia, Seville, Murcia, A Coruña, San Sebastián, Barcelona, the Logistics Center, Head Office, Madrid, and Poland. Throughout 2024, these councils met on 12 occasions (2 in Madrid, 1 in Seville, 4 in San Sebastián, 1 in Barcelona, 2 in Poland, 1 at the Logistics Center, and 1 at Head Office). We strive to comply with the provisions of the fundamental conventions of the International Labour Organization (ILO) and **trade union rights**. We maintain open and honest **communication** with all legal representatives of our employees. Social dialogue is an essential asset for us to address the concerns of our employees.

SENSE OF BELONGING

At TOUS, we want our employees' experience to be enjoyable and interactive. That's why we offer a variety of experiences that facilitate **interaction, communication, and knowledge sharing** across different teams and positions.

First, our employees are connected through **TOUS Connect**, the corporate intranet launched in 2023. This **collaborative space** centralizes the most relevant company information, making it easily accessible with a single click. It allows us to share resources, key information about our **community and lifestyle** (#TOUSLifestyle), and foster employee engagement and a stronger **sense of community**. Furthermore, it's a valuable **internal communication** tool where we announce everything we believe will be of interest to our staff: events, news, initiatives, calls for participation, training, organizational updates, and more. Currently, it covers Spain (Headquarters, Logistics Center, Factory, and stores), Mexico, Colombia, Portugal, and Puerto Rico, and we will launch it in Poland and the United States in 2025.

In 2023, **TOP Management on tour**, was also created, with the aim of fostering closeness and proximity between our teams, and this has continued in 2024. This initiative consists of the



TOP Management on tour, 2024: The management team visiting TOUS stores.

management team visiting our store teams to get to know the people and processes at the point of sale firsthand and gain complete visibility of the customer service experience.

In 2024, we continued to promote initiatives that reflect our values, and **Virtual Coffee Chats** are a clear example of our commitment to transparency. This extension of Coffee Chats, which were originally aimed at the Head Office team, has expanded to our point-of-sale teams in a digital format, along with the Sales Management team.

Coffee Chats are moments designed to talk in a close way about projects, share ideas and best practices, and reinforce the trust and dialogue that makes us stronger as a team.

The success of this initiative in the Corporate teams motivated us to extend it in 2023 to our point-of-sale teams, providing them with a space to connect directly with the Commercial Management in a relaxed and friendly environment.

DIVERSITY, EQUITY AND INCLUSION

At TOUS, we have always focused on promoting diversity, equity, and inclusion for our primary stakeholder group: the people who make up TOUS. We appeal to diverse consumer groups through equitable procedures, free from unconscious bias, and that embrace diversity.

COMMITMENTS TO DIVERSITY, EQUITY AND INCLUSION

- We guarantee a workplace of **mutual respect**, equal treatment and the fight against discrimination.
- We are dedicated to **fighting for gender equality** and diversity to promote **equal opportunities** in the workplace.

WE ADVOCATE FOR GENDER EQUALITY AND AGAINST ALL DISCRIMINATION

Since our inception, we have been a company committed to equal treatment and opportunities for women and men. As evidence of this commitment, even at the highest levels of the company, the TOUS Board of Directors is also characterized by **gender equality**.

In line with our **ambitious Equality Plan**, we have continued working to expand our commitment to achieving real and effective equality for the Joyerías TOUS, S.A. (JTSA) community. This Plan aims to provide a comprehensive vision of equality, implementing **measures** to guarantee it in all relevant areas, such as recruitment, training, compensation, prevention of sexual harassment and discrimination, shared responsibility in work and personal life, and the communication we conduct at TOUS, among others.

Reinforcing this commitment and with the aim of ensuring compliance with these principles, we have a **Protocol against sexual harassment and gender-based harassment** aimed at preventing, raising awareness and eradicating sexual harassment throughout the company and in all employment relationships in which people who collaborate with us are involved.

At TOUS, we firmly oppose all forms of **discrimination**. This fundamental principle is formalized in our **Code of Ethics**, a document explained in detail in the chapter 'Citizenship and Integrity' of this Annual Report. As explicitly stated in this Code of Ethics, we **categorically reject any form of discrimination** against any person based on their ideology, religion, beliefs, race, sex, sexual orientation, illness, family status, disability, or any other form of discrimination. All our working relationships are based on the principles of mutual respect and equality.

Since 2015, we have had a **Joint Equality Committee**, whose main objective is to oversee the proper implementation of the Equality Plan and the Protocol against sexual harassment and gender-based harassment, and to monitor the actions taken to promote progress in both areas. The Committee includes representatives from the company as well as from the employees themselves. Throughout 2024, the Committee has not been active.

UNIVERSAL ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

At TOUS, we consider the social inclusion of all people, regardless of their abilities, when filling any job position, always adhering to the General Law on the Rights of Persons with Disabilities. As of the end of 2024, we have a total of 42 people with disabilities employed (30 in 2023).

Our priority is to ensure that all our **workplaces** meet the **functional and dimensional** requirements that guarantee independent mobility for people with disabilities. We implement the following measures aimed at achieving this objective:

At our headquarters, we have **ramps** adapted to facilitate mobility for everyone, as well as elevators equipped with signage and buttons in Braille. At the **Forum Space**, we have **ramps** adapted **stairs**, **elevators**, and other means of entry and exit, as well as for moving around within the premises, including fully accessible restrooms. We are working to adapt our tasks to make them **compatible with the abilities** of all our employees. Furthermore, our **stores** are properly **adapted to be accessible** to everyone, regardless of their abilities.

This 2024, we have had the support of the **Eurofirms Foundation**, whose work consists of promoting the labor integration of people with disabilities and creating environments of universal access.

NEW DEVELOPMENTS ON DIVERSITY AND EQUALITY IN 2024

In 2024, progress has been made in diversity, equity and inclusion through the development of three training actions to raise awareness among our collaborators on this issue.

- Mandatory online and in-person training for all teams, with the aim of fostering an inclusive and psychologically safe work environment, in which each person feels comfortable and can express themselves as they are (for all groups).

OUR WELL-BEING AND WORK-LIFE BALANCE

We work from a commitment to the **well-being** and **work-life balance** of our people, actively listening and constantly committed to them; we want our environment to promote their happiness and self-realization.

COMMITMENTS TO THE WELL-BEING OF PEOPLE

- We facilitate work-life balance through measures such as **flexibility**, teleworking and digital disconnection.
- We prioritize the **well-being** of our employees and promote **healthy, safe, and comfortable** work environments that minimize **workplace accidents**.

WE PROMOTE THE WELL-BEING AND WORK-LIFE BALANCE OF OUR PEOPLE

Promoting mental and physical well-being is a core value of the #TOUSLifestyle because we know that feeling good inside and out is essential for radiating energy and optimism. Therefore, we aim to provide experiences and services focused on individual mental health that can complement the work efforts of our employees.

With this objective, the **Wellness Experiences Program** was created. This new program offers a set of activities and tips designed to promote collective well-being and encourage a **healthy lifestyle**, raising awareness of beneficial habits. It is based on **three pillars** of well-being: physical, mental, and emotional.

In 2024, a total of **3 activities** were carried out as part of the health and well-being program. In 2024, 279 people from the Headquarters and the Logistics Center participated, and the overall program rating was 9.1 out of 10. In-person **activities** were designed for employees at Headquarters, the Logistics Center, and the Factory, while **informative tips** were published on Yammer for other employee groups.

One of the program's **sessions** focused on **Mental Health**, presented by the **Althatia Clinic**, part of the Manresa University Healthcare Network, and led by Yolanda Martínez Ortega, PhD in Psychology and an expert in mindfulness. Ensuring and supporting the physical and emotional well-being of our employees is a top priority on our agenda. Recognizing the fundamental role we play as a company, we implement appropriate comprehensive wellness plans that support and encourage our teams to maintain their health.

In line with this commitment to well-being, we believe that ensuring **equal work-life balance** for men and women is essential to safeguarding the **personal and professional equilibrium** of our employees. They also have access to the maternity and paternity leave provided for by local legislation, and we always advocate for a shared responsibility in achieving work-life balance.

Therefore, although working hours, **breaks**, and leave for all TOUS employees are regulated by the applicable Collective Bargaining Agreements, or in their absence, by the current legislation of the respective countries, we promote a series of measures that encourage increased **flexibility** in the workplace and **efficient time management**. In this way, we aim to create **optimal working conditions** and thus **retain the talent** we have at TOUS.

In this regard, our employees have **flexible start and end times**. All our teams have the option to work **remotely** 30% of the week, and we adapt to individual needs. We also provide optimal **digital collaboration tools** to ensure efficient, real-time remote work with the highest levels of cybersecurity for all applications, regardless of location. Furthermore, we advocate for respecting daily rest periods, achieving effective **digital disconnection** (avoiding phone calls, emails, and other **communications** outside of working hours as much as possible), and the responsible and rational use of digital work tools. To further promote respect for rest time and work-life balance, even when working on-site, we have implemented a **Lights Off Policy**, which means the lights in our Manresa headquarters are turned off at 7:00 PM.

Since 2012, we have offered the **T-Flex** program to provide maximum **flexibility** and promote **employee benefits** that contribute to optimal work-life balance for each employee. Through this program, employees have the option to choose how they wish to receive their compensation. They can decide what portion of their salary they want in monetary form and how much they wish to allocate, within established limits, to a variety of products and services we offer. These include:

- Health insurance
- Restaurant voucher
- Transportation service
- Daycare service
- Training

In addition, all our employees receive **discounts** on all TOUS product purchases. Since June 2023, our teams have been able to enjoy an **extra day off** on their **birthday** to truly unwind on their special day.

We also promote a **healthy lifestyle** during the workday. Following the renovation of our headquarters, we have added shower facilities to facilitate **exercise** and cycling near our offices, which are located in a natural setting ideal for these activities. We have also opened a **new, spacious dining area** in the **Forum Space** at headquarters, further reinforcing our commitment to healthy eating after removing vending machines in 2021. TOUS partially subsidizes the **daily meal service** for our TOUS employees at Headquarters. In 2024, **348 people** received **subsidized meals** for a balanced and healthy diet.

To ensure a **healthy and accessible lifestyle**, we also have the **Menstrual Points initiative** at our Head Office, Logistics Center, and Factory. These points provide employees with access to 100%

organic cotton tampons and sanitary pads that are hypoallergenic and free of toxic products. In addition, **voluntary training** was offered at these three work locations to employees who wanted to learn more about the topic.



Drive Sustainable Development Goals with Menstrual Point

By implementing Menstrual Point® dispensers, you impact goals of 10 of the 17 SDGs.

HEALTH AND SAFETY OF OUR PEOPLE

Creating a safe, healthy, and humane work environment for TOUS employees is a priority for our company. In this regard, a fundamental part of our commitment to our people is reflected in the initiatives we develop to ensure their physical and mental well-being in every activity within our organization.

OUR HEALTH AND SAFETY SYSTEM

The definition of the protocols that have allowed us to ensure the well-being of TOUS employees has been made possible thanks to our **Occupational Health and Safety System**. This System is based on the following four principles:

1. Comply with applicable **legislation** regarding Occupational Risk Prevention.
2. **Involve all company personnel** in the responsibility for managing occupational risk prevention.
3. Promote the **participation, information, training and consultation** of all staff, including external and temporary workers who carry out work on the premises.
4. Promote the **continuous improvement** of occupational health and safety behaviors and levels.

PREVENTION AND ACTION

Additionally, and with the aim of complying with the legislation on the matter, we developed a **Workplace Safety and Health Plan** in 2021.

We have initiated a series of actions to further improve our occupational health and safety system:

NEW OCCUPATIONAL RISK PREVENTION MEASURES IN 2024

- **Basic Level SSL Training:** one person has been trained in Basic Level Occupational Risk Prevention. This 50-hour training **qualifies** participants to act as a preventative resource in jobs or processes that involve a high **risk** or where **working conditions** may change during execution. The trained personnel work in maintenance.
- **Designation of Prevention Delegates:** Ten prevention delegates have been assigned from the team representatives in the provinces of Barcelona, Madrid, Head Office and Logistics Center.
- **Dock work procedure:** A loading and unloading procedure has been implemented at the docks of the Manresa Logistics Center, with the aim of increasing the safety of the work carried out in areas where there is a confluence of vehicles.

In line with our objectives of involving our staff in Health and Safety management and promoting participation and information on the subject, **we have four Health and Safety Committees:** one at the Logistics Center, four at the Factory (TALLERS TOUS), and two annual meetings per committee in Malaga and Madrid. These committees are responsible for conducting regular consultations and monitoring preventive activities, in coordination with the Prevention Delegates, the Works Council, Prevention Technicians, and representatives of our Group.

The Committees are composed of:

- **CSS of the Logistics Center:** 3 prevention delegates and 3 company representatives
- **CSS of Madrid:** 3 prevention delegates and 3 company representatives
- **CSS of Malaga:** 2 prevention delegates and 2 company representatives
- **CSS of the Factory (TALLERS TOUS):** 2 prevention delegates and 2 company representatives

Additionally, we have a **Prevention Delegate** in several locations in Spain: A Coruña, Valencia, San Sebastián, and Seville. No meetings have been held with the Health and Safety Delegates in 2024.

- **DSS of Coruña:** 0 meetings
- **San Sebastián DSS:** 0 meetings
- **Seville DSS:** 0 meetings
- **Valencia DSS:** 0 meetings

During 2024, training in Occupational Risk Prevention (ORP) was provided to 870 members of these CSS and prevention delegates, totaling 1,359.8 hours.

ACCIDENT AND ILLNESS MANAGEMENT

In addition to the measures outlined in the previous section, all aimed at ensuring the health and safety of employees and therefore **preventing accidents and illnesses**, we activate all the protocols we have to safeguard the physical integrity of our people.

We conduct specific training to ensure our staff can perform their work as **safe** as possible. In 2024, we provided **training on forklift operation** in the **Logistics Center** and confined spaces, electrical hazards, and working at heights for our staff who perform these particularly dangerous tasks.

In 2024, there were 36 **workplace accidents** in Spain, resulting in a total of 1,175 days of sick leave (see details in Annex III). Additionally, no occupational illnesses were reported this year.

Whenever an **accident or incident** occurs, whether or not it results in lost work time, a thorough **investigation** is conducted, and the risk that caused the accident is reassessed. Measures are then proposed to prevent its recurrence. This **periodic review** of risk assessments is an integral part of our philosophy for preventing workplace accidents and illnesses. Based on the findings, we incorporate the proposed improvements into our protocols and **corrective action plans**.

MEASURING THE HEALTH AND SAFETY OF OUR PEOPLE

Until 2022, we conducted an annual Organizational Health Index (OHI) survey among company employees to assess the level of health and well-being within our organization. In 2024, we launched the **People Pulse Survey** with the same objective: to establish concrete initiatives based on the analysis, optimizing health and well-being and creating an even healthier and more welcoming work environment.

In 2024, **five occupational health and safety assessments** were also carried out on our people.

First, two **thermal stress assessments** were carried out at the **Logistics Center and the Factory**, where the temperature conditions to which the equipment is exposed in the hottest months were assessed.

Secondly, two **Ergonomic Assessments** were carried out in the workstations of the accessories receiving dock and the accessories picking warehouse of the **Logistics Center** to identify the activities and postures that the collaborating people perform during their activity and that may pose a risk to their health.

Thirdly, 3 environmental measurements were carried out for the **Evaluation of Chemical Contaminants** in the accessories and jewelry workshop of the **Logistics Center** and in the polishing workshop of the **Manresa Headquarters**.

Fourthly, an RD1215 suitability assessment was carried out on the machines and work equipment present in the after-sales workshop, watches, 3D printing at the **Head Office** and in the accessories and jewelry workshop at the **Logistics Center**.

Fifth and lastly, an **assessment of lighting conditions** was carried out in the reverse logistics warehouse of the **Logistics Center** to verify that the lighting conditions of the facility are adequate for the type of tasks performed by the staff.

SPREADING JOY

Our customers are our most valued asset. We work tirelessly to offer them a unique, high-quality product and an excellent customer experience, aiming to increase their happiness and loyalty. We want our customers to feel connected to our products and our mission at every stage of their purchase, from entering their information to after-sales service.

CUSTOMER SATISFACTION

To promote customer satisfaction, at TOUS we have a solid foundation of systems, standards, and services tailored to consumer needs. This includes logistics, personalization, continuous digital communication, and after-sales service, ensuring an efficient value chain entirely focused on the customer.

COMMITMENT TO OUR CUSTOMERS' JOY

Through our Sustainability Strategy, we have established the following commitments in our new Sustainability Policy, which set the principles on which to govern our activity in this new stage:

- We are dedicated to **customer satisfaction**, actively listening and constantly committed to them, adapting to their demands, needs and expectations.
- We want our products to promote **happiness** and **self-expression** to celebrate life.
- We are committed to **digitization** as a lever for **accessibility** to our products.
- We strive to offer the best **customer service**, aligned with our optimistic personality and our values to treat our customers as they deserve.
- We want to build **lasting and trusting relationships** with our customers and ensure their loyalty by offering rewards for their loyalty.
- **We invest time and effort in our after-sales services**, offering customers long-term support in the care of our products.
- We guarantee respect for diversity and inclusion in our **community management**, spreading respect, affection and courtesy to lead through our example.
- We strive for maximum **transparency**, providing access to key information about our products on their labeling.

A UNIQUE EXPERIENCE

Our TOUS stores create a unique shopping experience, immersing the customer in a fun and elegant atmosphere.

To further guarantee personalized and effective service, we formalized the *Customer Care Ritual*, a guide for our store staff outlining the steps for serving customers. The Customer Care Ritual is divided into six stages: preparation, welcome, discovery, proposal and argumentation, closing the sale, and after-sales service. This ensures that our store staff, properly trained in technical aspects and **customer service**, and committed to conveying our values, provide a unique experience and personalized advice to customers from the moment they enter one of our stores and even after the sale has been completed.

OUR PORTFOLIO OF SERVICES

Below, we outline some of our most relevant customer services to generate a bond with our customers that promotes not only their satisfaction but also loyalty and interactions with TOUS.

My TOUS – Loyalty Program.

We are committed to providing our most loyal customers with exceptional service that maximizes their satisfaction and enjoyment. To this end, we offer the My TOUS program, which expanded in 2023 to Mexico, Puerto Rico, the United States, Chile, Colombia, and Poland, while maintaining its presence in Spain and Portugal. The program features three loyalty levels: Fan, Lover, and Expert. Customers can advance to higher levels by accumulating GEMS (points) earned through purchases or by acquiring brand shares. Everyone in the program enjoys some free after-sales services. They can also enjoy a number of additional benefits.

TOUS Custom – Customization Service

Our expert jewelers offer a repair and adjustment service to allow for personalization of our pieces. We understand that jewelry is a personal expression, and that's why we want each piece to reflect the customer's personality and be unique.

TOUS Life – Aftersales Service

Our experts support our customers with the best possible aftersales service to meet their needs and address all their concerns. We also offer a returns and exchange service at all our TOUS stores.

NEW FEATURES FOR 2024 TO PROMOTE CUSTOMER SATISFACTION

- **Worldwide ecommerce from Manresa:** Since 2024, we have implemented the new project to sell online in countries where we do not have points of sale.
- **Privalia direct customer integration:** From the Logistics Center, we directly serve customers who make their purchase on Privalia for an assortment of references permanently published in their marketplace, therefore, we shorten the delivery time and guarantee that the customer experience is identical to that of our website.
- **Lean Methodology** in the Logistics Center: We continue with continuous improvement in our logistics center processes, with direct impacts on productivity and therefore we improve the lead time of web orders and are faster when it comes to restocking our points of sale.



Logistics center: celebrating that this Black Friday we reached an extraordinary figure:

CONSUMER HEALTH AND SAFETY

The safety of our customers is paramount to our company. To ensure that all our products meet the required safety and quality standards, we implement a series of measures:

- We carry out **quality checks** and inspections on our products at the source and factory, and we also carry out further checks at our Head Office and Logistics Center.
- We conduct **audits** in our **workshops** to check the levels of vermeil baths and guarantee the quality of our products.
- We carry out **quality control tests** on **repairs** in the workshops.

In 2024, there were no cases of non-compliance related to the impacts of products and services on health and safety for the Group.

PROTECTION OF OUR CUSTOMERS' DATA

A fundamental aspect of ensuring customer security is having a robust cybersecurity system and protecting their data, which can sometimes be sensitive. We have continued to strengthen our policies, procedures, and systems in line with applicable legal requirements and best practices. Our commitment in this area is outlined, in particular, in our **Personal Data Protection Policy** and our **Security Policy**.

Additionally, we have a series of policies and procedures designed to support our commitment to data protection. These are subject to the principle of continuous improvement to ensure they are properly updated in response to any regulatory, organizational, or other changes. In this regard, it is worth highlighting: the **Privacy by Design and Default Privacy Procedure**, the **General Privacy Policy**, the **Employee Privacy Policy**, the **Candidate Privacy Policy**, the **Security Incident Management Procedure**, the **Procedure for responding to data subject rights requests**, the **Document Disposal and Media Destruction Policy**, and the **Employee Onboarding and Offboarding Procedure**, among others.

We also have a Personal Data Protection Committee, whose Chair also formally serves as the **Data Protection Officer (DPO)** for TOUS. The DPO is the organization's representative on privacy matters and is responsible for facilitating communication between departments, subsidiaries, and external collaborators who process personal data in the course of their work on behalf of TOUS.

The **Personal Data Protection Committee** is responsible for overseeing and ensuring compliance with the aforementioned policies and procedures, as well as the regulations applicable to our Group. To this end, a training and communication plan is defined annually, as this is key to fostering a genuine and effective ethical culture within the company. We consider the European General Data Protection Regulation (GDPR) to be our corporate standard for compliance in this area, given its high level of requirements and the fact that its requirements extend to the various countries where we operate.

In 2024, the composition of the **Data Protection Committee** changed. The Global Retail Operations Director joined as a member, replacing the Global Sales Director, and the Director of Transformation and Innovation was also added, reflecting a shift towards a more customer-centric and technology-focused approach. The Committee's Rules of Procedure were also reviewed and updated to address identified areas for improvement.

DATA PRIVACY NEWS IN 2024

- Submission to **independent external data protection audits** in the Group's main markets of activity: Spain, Mexico and Portugal.
- Monitoring the implementation of the improvements identified above in the Group's subsidiaries in Miami and Puerto Rico.
- Update of the **Record of Processing Activities** corresponding to the subsidiaries in Miami and Puerto Rico.
- A new version of the **General Privacy Policy** has been published to align it with the new business operations and to provide maximum **transparency** and information regarding the processing of customers' personal data. This policy has been duly extended to the other subsidiaries of the Group.
- New version of the **Cookies Policy** to give it a global scope that allows it to cover all sites operated by TOUS, under the Group's standards; as well as monitoring a specific project for the adaptation, identification, monitoring and control of cookies.
- Approval of the **Procedure for the addition and removal of board members**.
- Monitoring the activity carried out by the **Cybersecurity** area with regard to the prevention,

detection and reaction to risks related to information security.

- Approval of a **Data Policy** as part of the data governance model, establishing the key principles and standards to guide the correct management of data within the organization.
- Working collaboratively across all relevant departments, we are committed to meeting the requirements of the new regulations on Artificial Intelligence and implementing best practices in the field. To this end, the Board of Directors has already approved the first **Ten Principles of Artificial Intelligence** to regulate its responsible use.
- Extension of the appointment of the corporate Data Protection Officer to the Colombian subsidiary, as well as definition and mandatory notification of the Register of **Data Protection Processing Activities** in the new Colombian subsidiary (Universo 2023, SAS) to the local supervisory authority.
- Launch of a new **Data Protection and Cybersecurity** training module that will be part of TOUS' Global Welcome Pack for new hires.
- Periodic communications on data protection and cybersecurity.

CLAIM AND COMPLAINT RESOLUTION SYSTEMS

We constantly strive to understand our customers' level of **satisfaction** and provide them with the necessary tools to contact TOUS whenever they need to. To this end, we conduct monitored satisfaction surveys via phone, chat, and WhatsApp.

Along these same lines, we continue to measure our **Net Promoter Score (NPS)** in Spain, Portugal, Mexico, Puerto Rico, Chile, and Poland, and since 2023 also in the USA. The global NPS score for 2024 is **74.3 points**, representing a **2.6% increase** compared to 2023. We remain at an excellent level of customer satisfaction on the global NPS scale, with areas for improvement still being in-store service and issues with online shipments. This data is obtained through a survey of all our customers who have made a purchase in the last month.

Additionally, we offer our clients various **ways** to send us their **recommendations, concerns, or reasons for dissatisfaction**. These channels are: telephone, website contact form/email (dedicated channel), WhatsApp (currently only available in Spain and Portugal), LiveChat, and social media (Instagram, Twitter, Facebook, and TikTok). Since 2022, we have used **Salesforce** to integrate these **channels** and streamline customer service management.

Seeking to optimize our **customer service** as well, we have set as our goal to increase our First Contact Resolution (FCR), that is, the ratio of customer queries that are **resolved** on the first call or contact with us.

In order to guarantee a satisfactory resolution of these and to standardize the process of managing any type of complaint or claim that our clients send us, we have a **Claims Management Manual** that was updated in 2022.

In 2024, we received a total of **16,773 complaints**, compared to 7,751 in 2023, of which 17,088 have been resolved, representing a resolution rate of **98.99%**.

The distribution of claims received by channel is as follows:

- Email:** 4,365 (26%)
- Telephone:** 5,120 (31%)
- LiveChat:** 1,507 (9%)
- WhatsApp:** 4,100 (24%)
- Social Networking:** 923 (6%)

- Specific channel:** 407 (5.24%)
- Stores:** 0 (-%)
- Others:** 22 (0.28%)

COMMITTED TO THE COMMUNITY

Our third stakeholder group with whom we can contribute and generate impact is society and the diverse communities that comprise it. For us, philanthropy is vital to helping communities in need or at risk of exclusion, fostering local development, preserving architectural and artistic heritage, and upholding human rights throughout our entire value chain.

RELATIONSHIP WITH THE COMMUNITY

We work to generate a positive impact on society through dialog with our stakeholders, alliances, sponsorships, memberships, events, and collaborations with renowned institutions and entities that share our desire to contribute something positive, in order to actively collaborate toward social and environmental causes linked to our purpose.

OUR COMMITMENTS TO SOCIETY

With our Sustainability Strategy, we have established the following commitments in our new Sustainability Policy, which set the principles on which to govern our activity in this new stage:

- We maintain an open **dialog** with our local communities to meet **social demand needs**.
- We build **collaborations** and **co-creation** opportunities with NGOs and emerging brands to maximize our impact and generate social benefit.
- We seek to promote **local employment** and increase accessibility to contribute to the development of local communities.
- We participate in **charitable actions**, sponsorships, and donations in line with our purpose and values.
- We are committed to making a **positive impact** on society by actively advocating for social and environmental causes, through philanthropy and corporate volunteering.
- We protect our **cultural assets**, such as **heritage architecture**, to preserve local traditions and the local economy.
- We strengthen our **social commitment** through partnerships with **universities** and the awarding of **scholarships** to students who want a future as artists, acquiring the craft of artisanship.

OUR IMPACT ON LOCAL DEVELOPMENT

As a family company, we strive to have a positive impact on the communities in which we operate, with programs and initiatives that contribute to the **development of creativity** and the **preservation of the jewelry craft** in the main territories where we are present.

We generate a **positive impact** wherever we operate, fostering the social and economic development of local communities, helping to create jobs, and preserving a cultural asset like the jewelry-making craft. This **commitment** to growing alongside our communities is essential for sustainable growth. Therefore, we undertake initiatives designed to create this positive impact and, in turn, strengthen our ancient craft.

In our commitment to **preserving our craft** and our connection with the world of **culture** and all forms of art, we implement measures to ensure that our business is enriching for local communities.

AN OPEN DIALOG WITH LOCAL COMMUNITIES

We maintain an open dialog with local community stakeholders and seek new ways to collaborate with them. In this regard, we work with key opinion leaders in the crafts and business sectors to identify collaborative projects in countries such as Spain and Mexico.

Our commitment to local communities is also reflected in our Sustainability Strategy, within which we highlight two initiatives we are already working on:

- The foundations are being laid for a **Corporate Social Responsibility** (CSR) program with a **volunteering** program, studying which model will work for TOUS and which will be launched in 2025.
- We collaborate with **ELISAVA – Barcelona University School of Design and Engineering** for the final degree projects of some of its students.

PARTNERSHIP, SPONSORSHIP AND DONATION ACTIONS

As part of our commitment to local communities, we collaborate directly with various organizations and institutions. TOUS supports diverse social causes, mostly within Spain. In addition to ongoing partnerships such as those with Hospital Sant Joan de Déu and People in Red, in 2024 we made a special donation to the Red Cross to help rebuild the areas affected by the devastating storm that struck Spain in October of that year.

This commitment will be formalized through donations, which we make to NGOs, **associations**, and institutions of which we are members, to improve the lives of people at risk of **social exclusion** and to preserve the environment, culture, and our profession. In 2024, our financial contribution to social causes totaled €242,664.34, of which 61.54% went to non-profit organizations and 38.46% to memberships and sponsorships of institutions and entities.

Specifically, donations for social causes to external entities totaling €149,324.35 have been made. In 2023, €181,440.85 was donated. Donations and contributions to entities and institutions encompass four key areas: Artisanship, Sustainability, Talent, and Innovation.

This amount includes different **types of donations**:

- Donations to non-profit organizations
- Emergency humanitarian donations
- Business collaboration agreements with non-profit entities

- Donations to educational centers for a social cause

The **entities and institutions** that have received a **monetary donation** from TOUS in 2024 are:

Sant Joan de Déu Foundation	Spanish Red Cross
People in Red	MACBA
Querer Foundation	Lacetània Private Foundation
EUROFIRMS Private Foundation	ELISAVA – Educational Program
School of Fine Arts of San Juan, Puerto Rico	

At TOUS, we firmly believe in the power of collaboration. That's why we have a network of institutional agreements grouped around our three axes of communication, brand, business and community, and around four strategic territories: creativity and innovation, jewelry and craft, business and people.

In 2024, a total contribution of €93,339.99 was allocated to memberships and sponsorships for social causes.

In 2024, we have established the following alliances and memberships at the institutional level:

MACBA Foundation	ELISAVA – Chair
ACME – ASSOCIATION OF FASHION CREATORS OF SPAIN	RJC – RESPONSIBLE JEWELLERY COUNCIL
AEJPR – SPANISH ASSOCIATION OF JEWELRY, SILVERWARE AND WATCHMAKING	SPANISH GEMOLOGICAL INSTITUTE
CERCLE D'ECONOMIA	ANDEMA – ASSOCIATION FOR THE DEFENSE OF THE BRAND
CÍRCULO FORTUNY	JORGC – OFFICIAL COLLEGE OF JEWELERS, GOLDSMITHS, WATCHMAKERS AND GEMOLOGISTS OF CATALONIA
FMRE – FORUM OF RENOWNED SPANISH BRANDS	DIRSE – SPANISH ASSOCIATION OF SUSTAINABILITY MANAGERS

FAMILY BUSINESS INSTITUTE (Catalonia – ASCEF)

CUMPLEN – ASSOCIATION OF REGULATORY COMPLIANCE PROFESSIONALS

FAMILY BUSINESS INSTITUTE (Spain)

ASCOM – SPANISH COMPLIANCE ASSOCIATION

LEATHER WORKING GROUP

UN GLOBAL COMPACT

INTA – INTERNATIONAL ASSOCIATION OF TRADEMARK OWNERS

ADIGITAL

Apart from these donations, a **social investment** has also been made to help the student as part of a TOUS School **educational program**, which is detailed below in the section 'Innovating through artisanship' to cover student expenses related to lodging, transportation, diets and others.

In order to ensure that the funds that we allocate to **donations**, funding projects, sponsorship and/or patronage, organization or sponsorships of events, or participation in any other social, cultural, scientific, charitable or similar project, are used for the agreed purpose, in the Group's **Anti-Corruption Policy** a protocol was determined to verify the destination of such contributions in 2023.

WE CARE FOR ARCHITECTURAL HERITAGE

Buildings are also one of the main cultural assets we want to preserve. For this reason, we have undertaken restoration projects for century-old jewelry stores located in buildings of significant heritage value. For example, in 2012 we carried out extensive **restoration and architectural and artistic recovery work** on the historic Ourivesaria Aliança store, an iconic Lisbon jewelry shop and considered one of the city's most exclusive establishments.

Similarly, in 2007 we moved our Corporate Headquarters to a former textile factory built in 1870 in El Guix (Manresa, Barcelona province). To do so, we undertook a restoration of the factory, applying 21st-century environmental **sustainability criteria** while respecting the essence and character of this historic building. This **textile factory** is currently the oldest in the region that remains standing with the same structure and appearance it had when it was first built.



Hands joined with TOUS jewelry, representing the collaboration.

RESPECT FOR HUMAN RIGHTS

Our Human Rights Policy reflects our commitment and guidelines for action in relation to respect for and promotion of Human Rights internationally recognized by the International Labour Organization (ILO) throughout our entire value chain.

Internally, our **Code of Ethics** promotes respect for Human Rights by including the following principles applicable to all employees of our Group:

- Right to **equality** and mutual **respect** in all labor relations.
- Obligation for all work within the company to comply with the **health** and **safety** requirements set by occupational **risk prevention regulations**.
- Prohibition of implementing **labor** or **social security conditions that harm, eliminate or restrict the rights that teams have recognized by legal provisions, collective agreements** or individual contracts.
- Respect for the right to **privacy** of individuals who, in their relationship with our company, provide their **personal data**, and mechanisms to **protect** this data.

To prevent and raise awareness about this issue, all new hires complete a specific Compliance training module that integrates the Group's main high-level internal regulations. This module includes a specific section on Human Rights and the Human Rights Policy. The internal regulations governing these aspects have been distributed to all teams and are also available on the TOUS Campus and TOUS Connect platforms.

In addition to the above, the Group has a general Purchasing Policy, approved by the Board of Directors and subject to periodic review, which is mandatory and incorporates requirements related to this area. At the same time, work is underway to strengthen its internal due diligence and certification procedures to organically integrate aspects related to respect for human rights throughout the value chain, in relation to the third parties with whom it interacts.

Externally, we require this same commitment from our suppliers through our **Manufacturers and Suppliers Code of Ethics**, in order to minimize the risk of human rights violations throughout our supply chain. Our **Manufacturers and Suppliers Code of Ethics** includes the following human rights requirements:

- Mutual **respect, equal treatment** and **non-discrimination** on the grounds of ideology, language, religion or beliefs, ethnicity, race or nationality, sex, sexual orientation, family situation, illness or disability, or holding legal or union representation of our people.
- **Express rejection** of any form of **child labor** and prohibition of the implementation of labor or Social Security conditions that harm, suppress or restrict the rights that collaborators have recognized by legal provisions, collective agreements or individual contracts.
- **Express prohibition** of any manifestation of **violence, abuse of**

authority, **harassment** or conduct that creates an intimidating or offensive environment, as well as the use of forced labor.

- **Obligation** to recognize and respect the right of TOUS people to **freedom of association, collective bargaining and the creation of trade union organizations**, without being subject to retaliation.

We also have a **specific human rights risk map**, which includes both a social and environmental perspective, because we are aware that it is precisely along our **supply chain** where the greatest risks of human rights violations may exist. We identified 4 environmental risks, 4 security risks, 2 indigenous rights risks, 3 property and economic risks, 3 stakeholder engagement risks, 21 labor risks, 4 non-discrimination risks, 4 business integrity risks, 3 product management risks, and 2 privacy risks.

Regarding existing controls for mitigating these risks, within the framework of the decentralized compliance model in place within the organization, each department works to incorporate measures for respecting human rights, strengthening purchasing and supplier approval processes, requiring adherence to the corporate Code of Ethics or compliance with specific standards, as well as conducting third-party due diligence processes when the relationship may pose a greater risk to the organization. Additionally, third-party reassessment and audit controls are incorporated, taking into account the inherent risk of the relationship.

Furthermore, our certification as members of the Responsible Jewellery Council (RJC), as well as the **certifications** required of our diamond or leather suppliers, further this objective and guarantee the protection of **Human Rights** throughout our entire **value chain**.

03 OUR SHARED VALUE

ARTISANSHIP, OUR LEGACY

OUR MILESTONES FOR 2024

**OVER
677,000 RESTORATIONS AND
95% ON-TIME DELIVERY**

**98% OF LEATHERS
CERTIFIED BY LWG**

**80% GOLD RECYCLED IN
OUR FACTORY**

**91% OF SUPPLIERS
EVALUATED WITH
MEDIUM OR HIGH AUDIT
PERFORMANCE**

**TOUS SCHOOL'S PRESENCE
IN 5 COUNTRIES AND
12 EDUCATIONAL CENTERS**

OUR COMMITMENT TO ARTISANSHIP

Artisanship has been our legacy since the very beginning of our story, when Salvador Tous Blavi, watchmaker and artisan, founded our business driven by his skill and manual creativity. Since then, we have kept our origins alive, continuing to create our pieces with care, quality, and a deep respect for people and the environment—values inherent to our craft. For this reason, we have integrated sustainability across all our artisanal practices, a process we detail in this chapter. We approach artisanship responsibly, starting with the circularity of our products, continuing with a supply chain comprised of responsible suppliers, and finally, fostering innovation and education in our craft: artisanship.

EXTENDING THE LIFE OF OUR PRODUCTS

We are committed to employing circular economy principles throughout our value chain to extend the lifespan of our pieces and products, generating the least possible environmental impact in accordance with our values. This section addresses the measures we have in place to guarantee the sustainability, quality, and durability of our products, the use of sustainable raw materials in creation and design, sustainable packaging, storage, distribution, and circular actions in sales and after-sales service.

THE SUSTAINABILITY OF OUR PIECES

The sustainability of our pieces and products has been inherent to the essence of TOUS since our origins, as we have always championed and promoted sustainable practices of **durability, reuse, repair, and reduction**. We work with raw material efficiency, eco-design, piece restoration, packaging with sustainability criteria, and also with the durability of pieces through high-quality metals and gems to achieve circular operations.

COMMITMENTS TO PRODUCT CIRCULARITY

- We ensure that leftover precious metals and minerals are reused to give them a second life.
- We are committed to integrating ecodesign principles into the early stages of our products' value chain.
- We are committed to repairing damaged products through after-sales services in order to extend their useful life.
- We are organizing second-hand services and programs to promote the circularity of all our products and thus optimize their life cycle.

We consider the entire **product lifecycle and value chain**, from product **design** to end-of-life, and develop initiatives at each stage, with circularity being a key tool for advancing our **vision** of a more sustainable world. We work towards process **efficiency**, resource **minimization**, and ensuring the proper end-of-life management of each of our products.

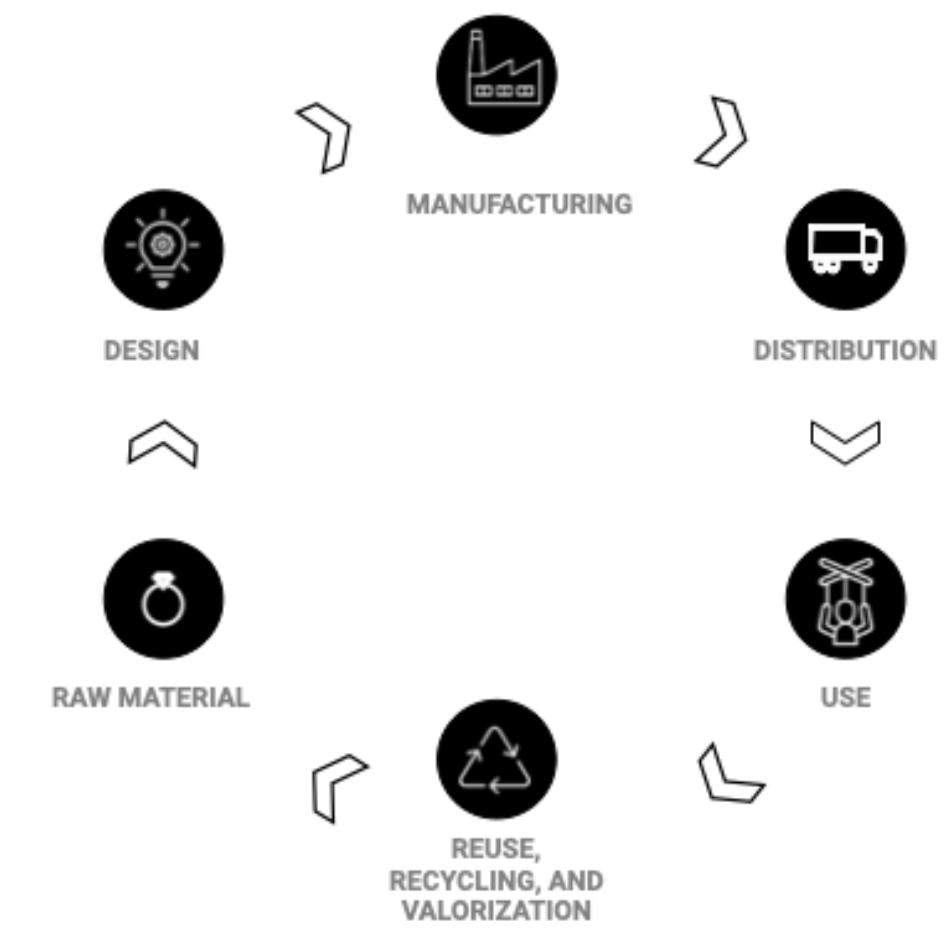


Diagram of our circularity flow in the stages of the value chain.

Based on this, we understand that a product must meet **4 characteristics** to be considered sustainable, and we work throughout the entire product life cycle to ensure that these are met:

1. **Minimal environmental impact**, from its creation to its end of life.
2. To be the end result of a 100% ethical and transparent process.
3. To guarantee the **safety** of the products for their use and enjoyment by our customers.
4. Meet the highest **standards of quality** and **durability**, including criteria for ease of **repair** and **reuse**.



Escape from our store on Rambla Cataluña (June 2024) with our AFTERLIFE project bags.

OUTSTANDING PRODUCT SUSTAINABILITY INITIATIVES

We are **certified members** of the following organizations:

RESPONSIBLE JEWELLERY COUNCIL (RJC)

Since 2020, we have been certified members of the RJC, whose certification guarantees that we craft our jewelry according to strict sustainability standards, with a focus on business ethics and a responsible supply chain. All the metals, diamonds, and gems we purchase come from verified, responsible sources, and we audit our suppliers to ensure they meet these standards. Our membership and certification were renewed in 2023.

LEATHER WORKING GROUP (LWG)

LWG identifies the **best practices** in sustainability and environmental care in the **leather industry**, so having their certificate is a guarantee that the leather used in our bags meets the best sustainability standards, from its origin to the entire supply chain.

Likewise, in the **questionnaire** we send to suppliers, we ask them to **comply** with the following **certifications** and we guarantee that the materials we use are certified by these **standards**:

GLOBAL RECYCLING STANDARD

This international standard allows us to verify that the **recycled content** of our products is truly recycled, **sustainable**, and of **high quality**.

KIMBERLEY PROCESS CERTIFICATION SCHEME

This certification system, created by the **UN** and with **international and sectoral recognition**, guarantees that the **diamonds** we use for our jewelry do not come from **conflict zones** and that we do not finance wars or any **human rights** abuses with their purchase.

For more information about our relationship with our suppliers and sustainability requirements, please see the section 'Working hand in hand with our suppliers' in this report.

TOUS AFTERLIFE SECOND COLLECTION: A NEW LIFE FOR JEANS

TOUS AFTERLIFE is a project that seeks to explore new materials with a lower environmental impact and a social component, to respond to our Big Goal 3.

In 2023, this materialized with a collection of handbags produced from canvases used in previous TOUS campaigns. In 2024, this project continued with another initiative: the **TOUS Afterlife Denim** collection. In collaboration with Infinite Denim, we developed a collection using post-consumer denim and kapok, demonstrating how creativity and design can transform the old into something entirely new.

WE GUARANTEE THE QUALITY AND DURABILITY OF OUR PARTS

Quality is key to ensuring the **durability** of our parts. This is a priority in terms of circularity in the creation of our products, making them sustainable and increasing their strength to provide a longer lifespan. We take the following actions to ensure this.

All our gold and silver jewelry comes with the guarantee of the **Official Assay Laboratory**, which consists of a **mark** that certifies **compliance** with the **law** in the piece.

All TOUS jewelry meets the **highest certification** and guarantee standards for precious metals. This is physically reflected on the pieces through the hallmarks established by Spanish **regulations** for objects made with precious metals.

- **Identification and origin verification:** Identification carried out in our certified workshops or suppliers that identifies us as manufacturers or importers.

- **Guarantee mark:** A mark made with a punch by an official or authorized laboratory, duly empowered to perform this task. The laboratories selected by TOUS are accredited by the National Accreditation and Certification Entity (ENAC), and guarantee the highest quality standards.

- **The punches** used by laboratories to mark our pieces are manufactured exclusively by the **National Mint and Stamp Factory** and are provided to them through the competent management center of the Ministry of Industry and Energy.

- **Lifetime maintenance service** prioritizing the repair of worn parts and giving them a second life. This service is free within the default warranty period; outside of this period, it is subject to the loyalty program.

OUR PROCESS OF CREATING AND DESIGNING PIECES

We apply ecodesign principles when choosing the materials for our products, always seeking greater durability and recyclability, as well as materials that guarantee minimal waste. The use of **sustainable raw materials** is fundamental to us.



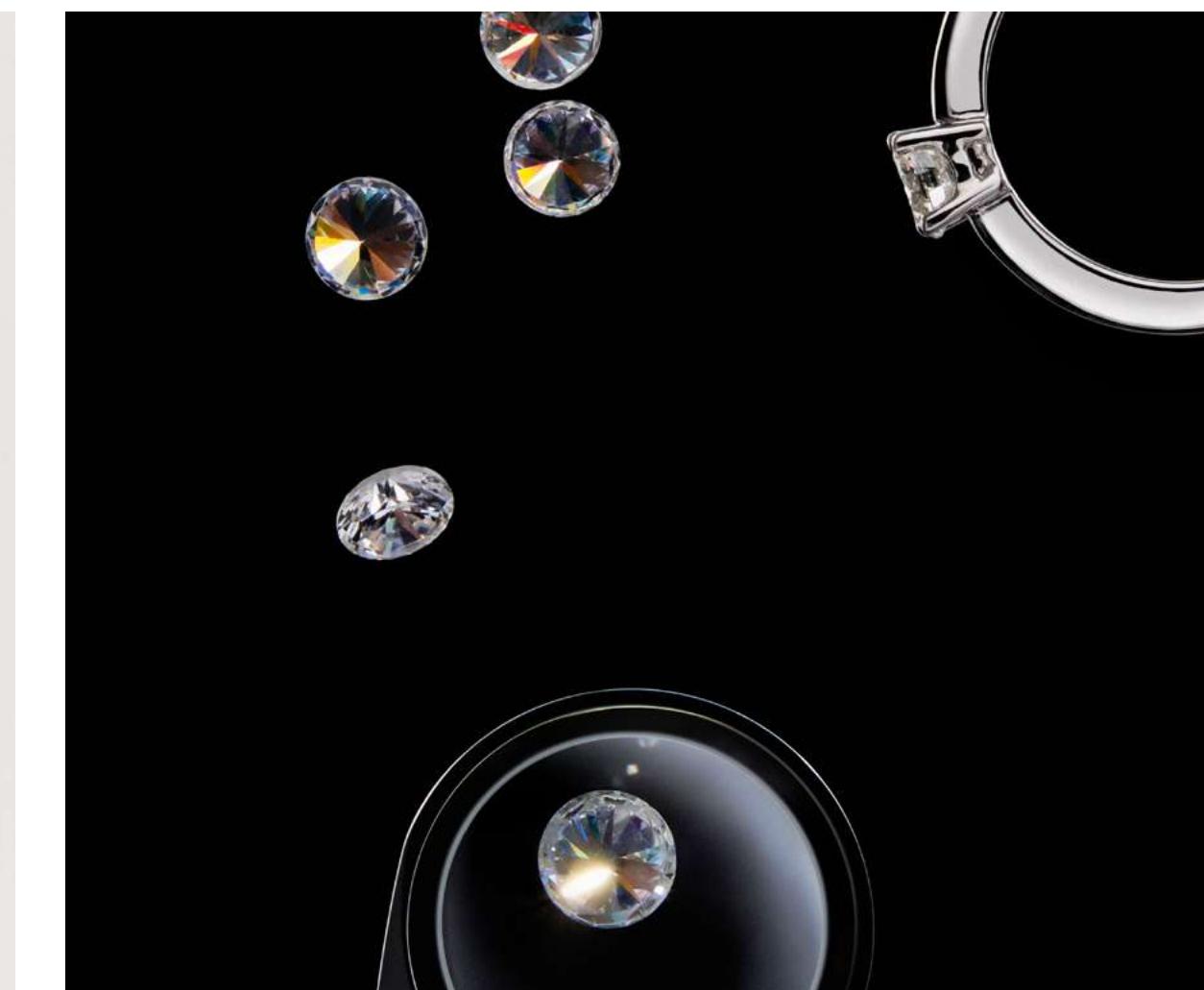
METALS

To ensure the sustainability of our metals, our precious metal suppliers must be certified by the Responsible Jewellery Council. We use recycled gold whenever possible, which has a significantly lower environmental impact than virgin gold. We recently began using Chain of Custody (CoC) certified gold in our electroforming and gold plating production at the Factory (TATO). Similarly, the gold we use for casting is also CoC. We are developing a Blockchain pilot project, implemented in 2023, to verify the percentage of CoC gold used in these processes. This platform collects all the information related to the components of the gold items produced and allows us to know what gold is recycled in each batch, as the material comes with a document certifying this. In 2024, we recycled 80% of the gold used at TATO.



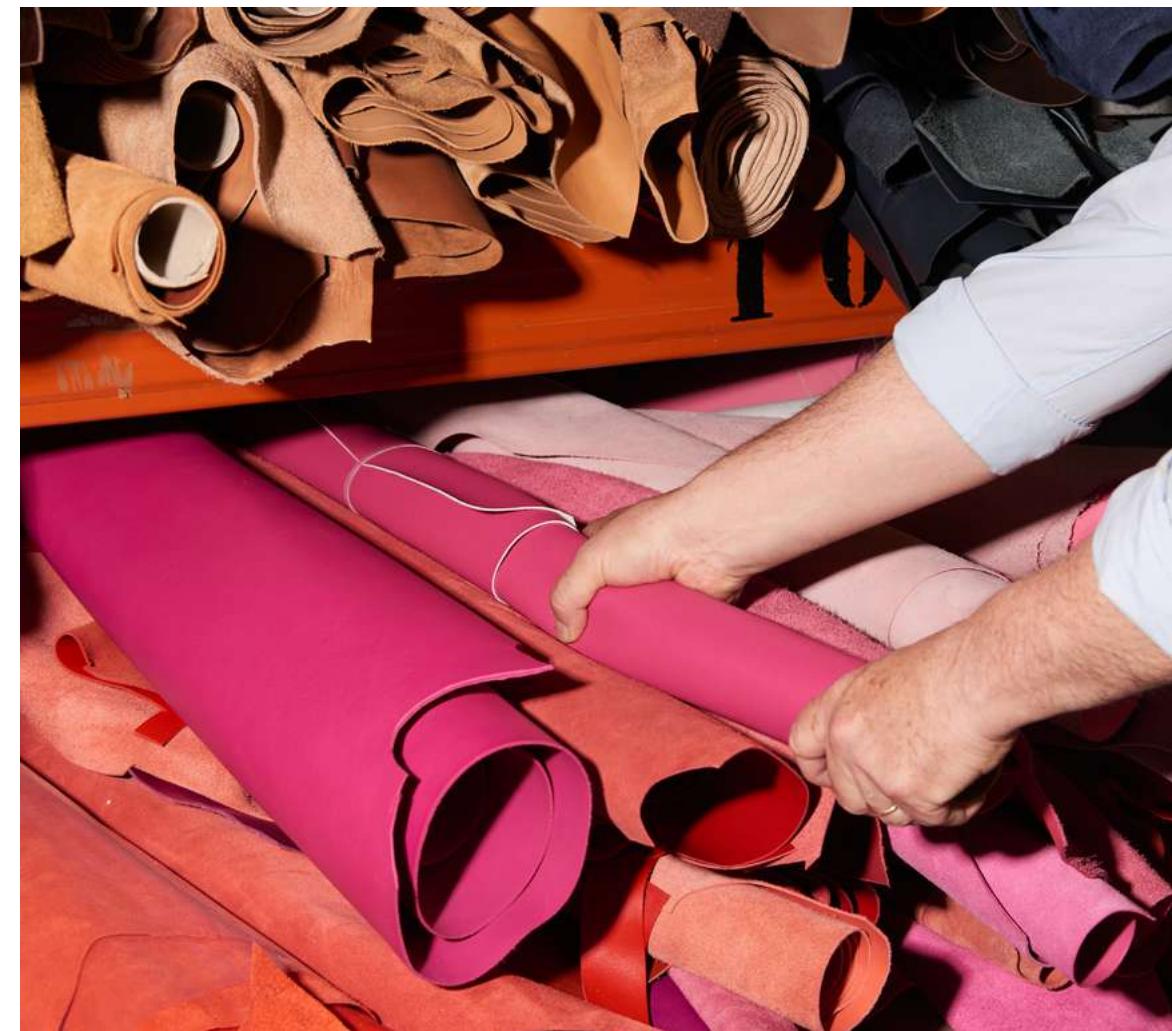
GEMS

All our processes involving gems are **validated** by the Responsible Jewellery Council and therefore comply with the best practices in sustainability and responsibility.



DIAMONDS

In order to guarantee our customers that, by purchasing these diamonds, they are not indirectly **financing** armed conflicts or **human rights** violations, at TOUS we always require our **suppliers** to adhere to the standards stipulated in the **Kimberley Process**, a system promoted in 2005 by the UN.



Collection launched in physical stores in Spain: Charms – upcycling.

PEARLS

Most of the pearls we sell are **cultured**, which have the same quality as **naturally occurring pearls**, but avoid the overfishing of oysters that is causing the destruction of many marine ecosystems.

LEATHERS

At TOUS, we use **natural and synthetic leathers** to make our bags and accessories. The natural leathers we use come mostly from farm-raised animals with certificates of origin, primarily cowhide, and are certified by our suppliers as being free of harmful chemicals.

Since 2020, we have held LWG certification, which verifies the origin and sustainability of the main raw material used in the production of our handbags and accessories. We also encourage our accessory manufacturers to use LWG-certified raw materials. As a result, 98% of the leather we use for our handbag production comes from LWG-certified suppliers.

ALTERNATIVE MATERIALS

We are searching for **alternative materials** for our products that meet our circularity and quality requirements. Furthermore, through **upcycling**, we reuse waste to manufacture new, higher-value products, such as the Charms collection launched in the 2024 Christmas campaign.

On the other hand, we are committed to using **lab-grown diamonds**, which maintain the same properties as natural diamonds and allow us to create novel shapes and colors.

MANUFACTURING OUR PIECES

After the conceptualization and design phase of our pieces, we emphasize ensuring an efficient and sustainable manufacturing and distribution process for our products.

Throughout the manufacturing process, waste containing precious metals is generated. This waste, along with jewelry that has imperfections, is sent for recovery and reintegration into the supply chain. Thanks to this initiative, metal was recovered, resulting in the sale of 116.00 kg of gold and 1,533.00 kg of silver in 2024.

In 2024, we created a new eco-friendly design for the birthday gift that our customers will receive from this year onwards: a wallet made from recycled plastic bottles, which includes product information and a description of the recycled material on the gift tag.



SUSTAINABLE PACKAGING

We work to improve the environmental impact of our packaging, incorporating ecodesign principles and prioritizing waste prevention.

COMMITMENTS TO SUSTAINABLE PACKAGING

- In packaging and labeling, we are committed to **reducing the use of polluting materials**, replacing them with non-virgin renewable alternatives, and ensuring that they can be reused through returns.
- We strive to adapt and **redesign our packaging** to reduce the use of paper in bags and envelopes.

In 2022 we calculated our **packaging** footprint in order to analyze the most consumed packaging and materials and locate shipping flows to reduce our **impact** and consumption of packaging, especially **plastic**.

This study analyzed all our packaging **flows**, both direct (purchased by TOUS) and indirect (packaging that accompanies the **final products** and raw materials we buy). This allows us to understand how to **reduce waste** and use more sustainable materials in our packaging.



TOUS

STORAGE AND DISTRIBUTION OF OUR PRODUCTS

At every stage of our products' life cycle, including their reception, storage in the Manresa Logistics Center and distribution to regional logistics centers, stores or e-commerce customers, we implement sustainable measures to minimize our environmental impact.

- As a measure to **reduce single-use plastic**, we have introduced reusable zip-lock bags. These replace cellophane bags, bringing circularity to the product used for internal jewelry transport within our facilities. A total of 5,165,000 zip-lock bags have been purchased, which can be reused an average of 5 times.
- In the online channel we have opted for a Paperless model (already implemented in 2021) and a Packless model (fully developed in 2022) for orders prepared from the Center.
 - **Paperless:** We have eliminated the printing of delivery notes for online orders. Thanks to the implementation of this model, in 2024 we saved the use of **446,628** sheets of A4 paper (2.89 tons of paper) and **446,628** document folders (10.35 tons of paper).
 - **Packless:** We've added an option to the website allowing customers to indicate if an order is a gift. If it isn't, we eliminate the printing of certificates (customers can download them online), certificate holder folders, and embossed gift bags. This initiative has saved us **814,500** bags (18.69 tons of paper) and **814,500** certificates (4.52 tons of paper).
- The **e-commerce shipping boxes** we send to our customers have a double seal, ensuring that the customer can reuse the box for its return to our warehouse. If the box is defective, we return it to the supplier to be reused as raw material for the production of new boxes. All return packaging, if in good condition, is returned to our system for reuse.
- Our **jewelry tags** now have a **cardboard base**, replacing the plastic previously used. This change also speeds up the packaging of online orders, as the tag no longer needs to be removed (since it's visually appealing to our customers), and makes it easier to identify the product in case of returns.

LOGISTICS INNOVATIONS TO OPTIMIZE PROCESSES BY 2024

- **New layout in accessory shipments**, improving ergonomics in workstations (ergonomic tables, conveyor belts to avoid handling weights).
- **New containers for domestic shipments** to retail stores, eliminating the plastic cable tie closure and more resistance, thus extending their useful life and generating less plastic waste.
- **New composition label sewn** from supplier to accessory product in all required languages, replacing the use of paper labels.
- We eliminated the **cardboard support for the earrings** (earring holder) for internal use, using the same support from the supplier that is delivered in the packaging for the end customer.

- **Increased percentage of triangular trade operations** from the supplier to Mexico (Turkey-Mexico, Vietnam-Mexico, China-Mexico). The result is a reduction in overall product arrival time to the Mexican market, savings in transportation costs, and a reduction in carbon emissions.

SALES IN OUR STORES AND USE:

Since 2021, we have offered the option of sending purchase receipts to our customers **digitally** via email. We have also **eliminated** the use of **physical delivery notes** for internal shipments between our stores and the logistics center. Additionally, we work with **Ecoembes** for the recycling of our paper bags and cardboard boxes, which bear the **Green Dot** symbol, ensuring compliance with our obligation to manage them properly and **encouraging** our customers to **recycle them**. Our pieces are designed to be **lasting** and passed down through **generations**. The design phase focuses on the use of **durable materials** to ensure this, allowing our customers to use and enjoy them for many years and generating **less waste**.

AFTER-SALES AND END-OF-LIFE:

Along these lines, and in addition to product maintenance, we implement several initiatives aimed at **extending the lifespan** of our products. In this sense, at TOUS we offer a **workshop service** to carry out **restorations and adjustments** to the pieces, guaranteeing immediate **customer satisfaction** and the option of repairing jewelry, accessories or other products to give them a second life.

In addition, our in-store teams provide customers with information on how to care for jewelry and offer after-sales service for **cleaning, maintenance, restoration and repair**, as well as custom orders for personalization and design to the customer's liking.

In this regard, in 2024 we carried out a total of 677,676 restorations (495,000 in Spain) with an average delivery time of 14.2 days (10.4 in Spain) and meeting the date informed to the customer 95% of the time (83% in Spain).

HAND IN HAND WITH OUR SUPPLIERS

At TOUS, we are aware of the environmental, social, and human rights risks directly associated with our sector. Many of these risks can materialize throughout the supply chain, which is why we work with our suppliers to build an increasingly responsible and traceable supply chain.

OUR SUPPLY CHAIN MANAGEMENT

We believe it's essential to make a positive impact through our relationships with our suppliers. To achieve this, we have a rigorous selection and approval process to ensure compliance with social and environmental criteria, standards, a traceability system, and local sourcing requirements.

COMMITMENTS TO OUR SUPPLIERS

Through our Sustainability Strategy, we have established the following commitments in our Sustainability Policy, which set the principles on which to govern our activity in this new stage:

- We are committed to ensuring due diligence of our suppliers, assessing their **environmental and social safeguards, in accordance with Human Rights**.
- We are committed to studying the **traceability** of our materials and being **transparent** about the origins of each product, as reflected in our *Tracemark collection*.
- We work with suppliers who provide us with **certified raw materials**, particularly precious stones and metals.
- We seek suppliers who align with our **values**, respect our **Code of Ethics**, and ensure excellence to achieve the high standard of quality we seek.
- Committed to increasing our local purchases, boosting our **local sourcing**, to support local suppliers.
- We adhere to the principles and practices of the **Responsible Jewellery Council (RJC)** as audited members since 2020, and we are committed to obtaining the certifications required by our stakeholders.

POLICIES AND STANDARDS IN OUR RELATIONSHIP WITH OUR SUPPLIERS

When establishing business relationships with our suppliers, we abide by principles and guidelines set out in our policies, which the suppliers adhere to and work in the same way as we do.

General Purchasing Policy:

The Policy establishes the obligation that any purchasing process must comply with the principles set out in the Code of Ethics, and establishes the requirements for supplier approval and evaluation, including the consideration of corporate social responsibility issues.

Code of Ethics for Manufacturers and Suppliers:

By accepting this code, suppliers commit to respecting current legislation and contractual obligations, conducting business ethically and transparently, and promoting the protection of human rights, business ethics, and social and environmental responsibility.

Supplier Approval Policy and Strategy:

Updated in 2022, it defines the following principles for the selection and approval of suppliers for production purchases:

- **Sustainability:** Respect for the social and environmental surroundings is considered vital, ensuring the existence of a series of mechanisms that allow compliance with the requirements of volume no. 1 of the TOUS Manual, Compliance Guidelines.
- **Quality:** Products must adhere to the Brand's standards and comply with current regulations

regarding precious metal alloys and restrictions on the use of heavy metals. Therefore, our suppliers must follow the manufacturing standards defined in Volumes 2 and 3 of the TOUS Standards Manual or TOUS Handbook, as well as the material quality standard agreed upon during the sample approval process.

- **Cost:** We expect to receive the costs in a transparent and clear manner.
- **Service and reliability:** Delivery times and commitment to delivery dates are essential to meet marketing campaigns and specific launches, as well as to respect the efficiency and processes required at TOUS.

The information that suppliers must provide and on which they will be evaluated is also outlined, highlighting the following **ESG issues**:

- Acceptance of the commitment to the **Compliance Guidelines** (in accordance with what was discussed in the Sustainability principle above).
- Adherence to the **Group's Code of Ethics**.
- **Intellectual property rights**.
- **Non-disclosure agreement (NDA)**.
- **TOUS Hazardous Metals Regulation**.
- Agreement and commitment regarding the **origin and quality of the diamonds** (if applicable).
- Certificate of **origin of the hides** in the case of accessories (if applicable).

AUDIT AND SUPERVISION SYSTEMS FOR OUR SUPPLIERS:

Once suppliers have been deemed suitable in our **assessment**, we conduct annual **audits** to ensure compliance with the contract. We perform these audits on the main **tiers** or levels of our value chain (*plating factories, gem factories, PVC and polyurethane manufacturers, metal accessory manufacturers, among others*).

WE CONDUCT TWO TYPES OF AUDITS:

Technical Audits:

These audits, carried out by our team, measure aspects such as adherence to the TOUS Code of Ethics, the **license to operate**, **intellectual and industrial property rights**, **compliance practices**, **tax compliance**, the existence of **certifications** such as LWG (if applicable), **confidentiality agreements**, and compliance with our regulations regarding the management of hazardous metals, among other aspects. An on-site visit is also conducted to verify the supplier's technical capacity to carry out production.

Intertek's Working Conditions Assessment (WCA) audits:

They are based on **five axes** related to ESG issues:

- **Working conditions:** Child labor, labor exploitation, discrimination, workplace harassment, freedom of association, etc.
- **Wages and working hours:** Salaries, benefits and working time.
- **Health and safety:** Emergency response, workplace accidents, machine safety, hazardous chemicals, etc.
- **Management systems:** Documentation, files, audits, corrective action processes.
- **Environment:** Environmental compliance, environmental management systems, emissions and waste management.

CORRECTIVE ACTION PLANS

After detecting non-conformities, we implemented actions including:

- Conduct on-site **audits** (in cases where non-compliance is more pronounced).
- Conduct a **desktop review** or document follow-up with the supplier.
- Develop **corrective action plans** with deadlines and **key indicators** for re-inspection.

WE INSPECT OUR PARTS

To ensure best practices wherever we operate, **we have local teams deployed in our main production centers outside of Spain** (8 people in China and 2 people in India, plus a Manager in Hong Kong). Their objective is to ensure product quality and compliance with our suppliers' policies. The main functions of these teams are as follows:

- To assist in the **selection** process of the best suppliers based on each criterion and requirement.
- **Quality control** at the source.
- **Evaluate** the suppliers.

Currently, we **inspect parts** at their origin in **India, China, and Thailand**. A second inspection is then carried out at our Logistics Center to increase the number of parts inspected.

Parts **inspection** is an activity that extends beyond the parts we manufacture in Asia. Specifically, at our Sabadell facility, the Factory (TATO), we have a team of **seven professionals** who **inspect** all parts. For production in the rest of Spain and Europe, teams from Headquarters travel periodically to conduct **random inspections** and monitor production processes. All these parts, both those produced at the Factory (TATO) and those manufactured elsewhere, are received at our Headquarters for further inspection.

AUDIT RESULTS

Throughout 2024, we conducted fewer supplier audits than in 2023 due to a change in our supplier evaluation and audit system. In total, we performed 12 audits, 4 of them with Intertek through a Working Conditions Assessment (WCA), and the remainder with another external auditor.

From the audits carried out with WCA, an action plan has been developed in a total of 3 due diligence initiatives to mitigate risks detected in the assessment.

As for the rest of the audits, 2 suppliers achieved a **High Performance result**, 9 of them **Medium Performance** and only 1 obtained a **Very Low Performance**.

TOWARDS GREATER TRACEABILITY

We believe in traceability as a method to further our understanding of the impact of products throughout the supply chain, as well as to increase transparency for our stakeholders.

TOUS GRAIN: A FIRM STEP TOWARDS JEWELRY TRACEABILITY.

In 2024, TOUS is taking a decisive step towards greater traceability for its jewelry by collaborating with Faced, along with *Tracemark technology*, to guarantee the complete traceability of jewelry pieces. This collaboration strengthens our commitment to ensuring the origin of all our jewelry, embodied in the commitment that all our lab-grown diamonds over 0.5 carats are fully traceable. Each of these pieces has its own Tracemark certificate, which guarantees the origin of the gold and diamond materials, as well as the place of manufacture. From the origin of the raw materials to the end consumer, complete traceability provides transparency, legitimacy, and responsible sourcing.

Customers can verify the origin of the materials, the manufacturing process behind each piece of jewelry, and its certifications via a QR code. We want to reflect our commitment to traceability and demonstrate the sustainable sourcing of our materials, especially in the case of metals like recycled gold. Innovation and technology are essential drivers for achieving this goal.



0.7ct lab-created platinum solitaire ring from the Sweet Diamonds collection.

INNOVATING THROUGH ARTISANSHIP

We are artisans. Artisanship is an element of our DNA, synonymous with care, excellence, and creativity. Therefore, our goal is not only to preserve it, but also to use it as a catalyst for growth, to continue promoting it, and thus differentiate ourselves and innovate.

ARTISANSHIP, THE VALUE OF THE INTANGIBLE.

We believe that artisanship is not just a **trade**, but a paradigm for creating **beauty**, and a very specific business vision with intangible values that TOUS upholds. We want to share this **passion**, and that is why we are firmly committed to showcasing contemporary artisanship by giving **visibility** to **emerging artists**, building **co-creation spaces**, and generating **collaborative synergies**.

OUR COMMITMENTS TO ARTISANSHIP

Through our Sustainability Strategy, we have established the following commitments in the new Sustainability Policy, which set the principles on which to govern our activity at this stage:

- We strive to achieve **authenticity and excellence** in our products through artisanship in the **design and creation phases**.
- We work to **keep alive the essence and legacy of artisanship**, recovering traditional practices to merge them with modern approaches.
- We are committed to a **culture of innovation** through **technological advancements** to improve our creation methods.
- We guarantee high standards of **durability, quality and safety** of our products, through our free warranty.
- We continue working to improve processes in our **workshops** to extend the life cycle of our products and opt for more **circular alternatives**.
- We provide students with access to **training, education, and workshops** to stimulate **innovation in the sector** and support those pursuing a career in crafts. All of this is offered through our TOUS School, where we provide vocational training.
- We strive to give **visibility** to the value of artisanship by supporting **emerging local artists** and the exchange of knowledge within the industry.
- We foster **creative collaborations and synergies** with designers or other brands that share our passion for artisanship.

WE SHARE OUR PASSION FOR ARTISANSHIP

As a family company, we strive to have a **positive impact on the communities** in which we operate, with programs and initiatives that contribute to the **development of creativity and the preservation of the jewelry craft** in the main territories where we are present.

Specifically, TOUS develops three **socio-educational projects** with an impact on different communities: TOUS Jewelry School, Creative Design Crafts and TOUS Future Talent.

- **TOUS Jewelry School:** encompasses fourteen agreements with schools in Spain, Mexico, Portugal, Poland, Puerto Rico and Colombia, which joined in 2024. Throughout its history, which began in 2018, the school has provided more than 20,600 hours of training to more than 340 students.
- Furthermore, in 2024 TOUS signed an agreement with ELISAVA – Barcelona University School of Design and Engineering to create the Creative Design Crafts chair, which was created with the aim of promoting academic excellence, knowledge transfer and research in the field of design and creativity.
- In its first phase, TOUS Creative Design Crafts takes shape through three 24-hour training programs (one of which has already been developed in 2024), which will be accompanied by talks from top-level international experts and workshops.
- **TOUS Future Talent** is an initiative through which the company seeks to create spaces for dialog and exchange with schools of creativity and jewelry. Within this framework, two agreements have currently been signed: one with CENTRO University in Mexico City and the other with Istituto Marangoni Miami.

These programs include scholarships so that students can access training programs and internships at the TOUS workshop in Manresa (Barcelona), as a prize for a jewelry competition organized among the students.





TOUS SCHOOL: THE TOUS SCHOOL OF JEWELRY AND CRAFT TRADES

In 2018, we inaugurated our own **TOUS School of Jewelry and Artisan Crafts (TOUS Jewelry School)**. This initiative is part of our commitment to preserving traditional crafts and generating a positive impact on employment and development in local communities. It is a **comprehensive vocational training program** that we conduct in collaboration with leading craft and design schools in Spain, Mexico, and Portugal. Students from around the world with prior jewelry experience delve deeper into the art of jewelry making. The program combines theoretical and practical knowledge.

The School has a transformative mission. We have observed that over 13% of the students who participated in the 2019 edition obtained employment, either directly at the Factory or indirectly at external workshops that work with the Brand or in other businesses that require jewelry restoration specialists. As a result of this commitment to the craft and training, in 2022 TOUS School received the 'Sustainable Company' award from *Forbes Spain* magazine, sponsored by Credit Suisse, and the Artisan Crafts award from *Lifestyle Magazine*.

This 2024 it has expanded to Colombia, where we have opened an agreement with the local jewelry school, *Escuela Colombiana de Alta Joyería (EALFI)*, and this February 2025 several students will begin classes.

Since the School's founding in 2018, we have had over 668 students who have delivered more than 36,368 hours of training. In its sixth edition, TOUS School has had a presence in 5 countries, collaborating with 12 educational institutions. This year, 2024, we have had a total of 324 students who have delivered more than 15,822 hours of training.



TOUS MÉTIER

Tous Métier is an initiative focused on transparency and connection to our essence: artisanship. Based on our purpose, "We Craft a World of Joy," we believe it's crucial to experience and appreciate artisanship. This experience consists of an **in-house workshop** where you **create your own personalized piece of jewelry**. The ability to make your own piece is a gift, and when you experience it firsthand, you truly appreciate the value of each of our pieces. In 2024, we opened this **program** to TOUS employees and others as a reward for their participation in various company projects. We are exploring ways to extend this experience to other stakeholders by 2025.

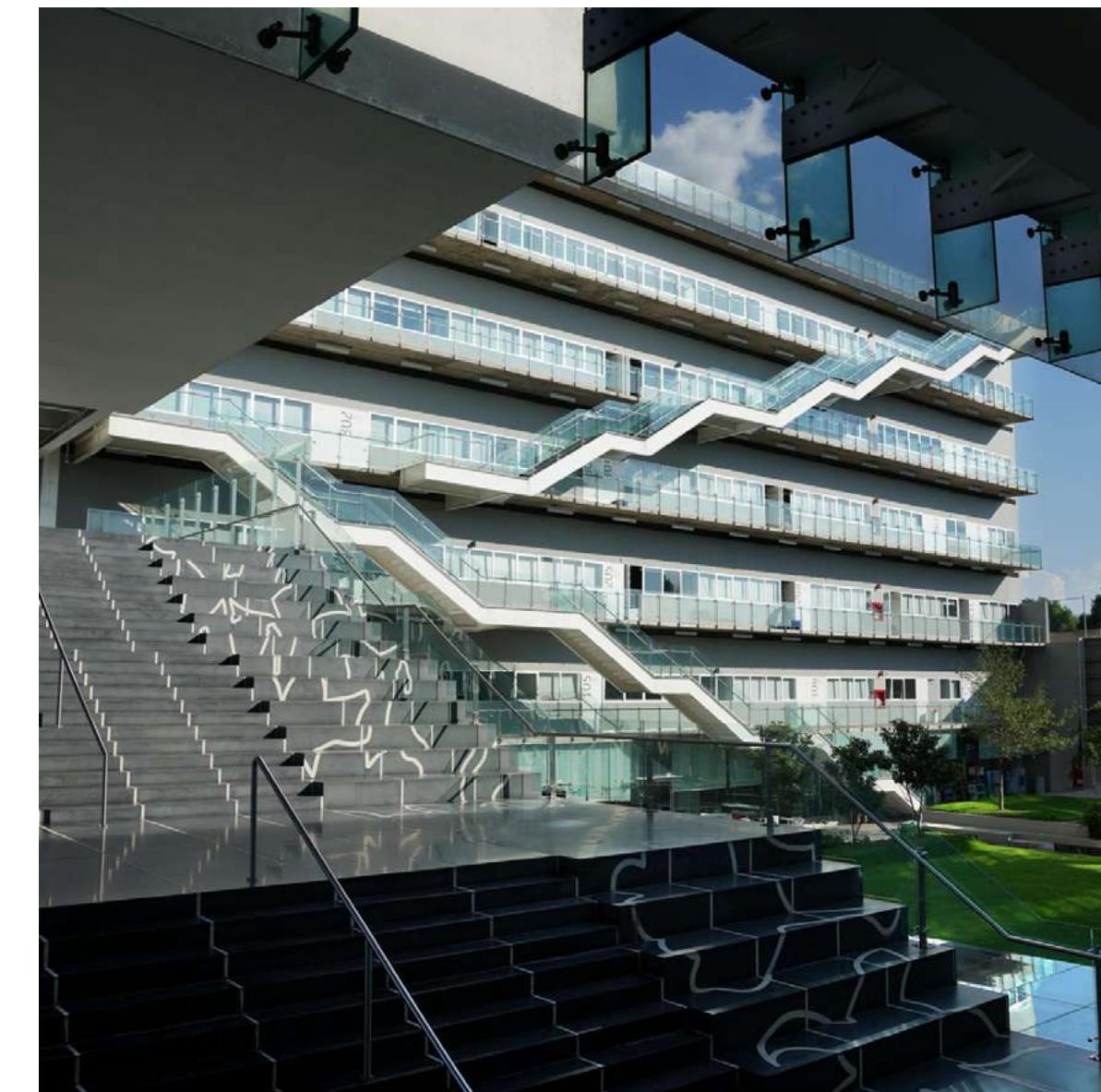


An exhibition at the TOUS Museum.

TOUS HERITAGE

TOUS Heritage is a space for **sharing, experimenting, and building connections** among our stakeholders, while celebrating and commemorating our **history**. We seek to promote new economic, social, and cultural uses for our historical and cultural heritage, preserving its **identity** and memory, while also disseminating and fostering knowledge about the design, manufacture, and use of **iconic products**. This project focuses on preserving the legacy of our 100-year history through a rigorous archiving and classification system. Through this project, we aspire to generate a positive impact on society, promoting culture and highlighting the value of jewelry as both a **craft and an art form**.

The project has a dual aspect: a physical space, **our museum**, open to the **public** physically and equally **accessible** globally through a virtual space that can be found on our website, and an archive of great value in terms of **historical-cultural heritage**, and enhanced by a management subsystem of all the documentation, objects, jewelry and semi-active and historical accessories of our company.



TOUS FUTURE TALENT

With the aim of continuing to support design and creativity and to promote jewelry artisanship, TOUS works with several design and creativity schools internationally. We launch various education and training programs dedicated to promoting jewelry within design and creative communities.

We work with the CENTRO school in Mexico City on a 360° knowledge dissemination program, supporting the local community with various workshops. We also collaborate with the MARANGONI MIAMI school on a jewelry collection competition for students, created by and for the Miami community.



Two students from the Chair.

TOUS CÁTEDRA – CREATIVE DESIGN CRAFTS

In October 2024, TOUS and the Barcelona University School of Design and Engineering, ELISAVA, launched TOUS Creative Design Crafts, a **unique chair in Spain** created with the aim of **promoting academic excellence, knowledge transfer and research** in the field of design and creativity.

This milestone represents a consolidation of the alliance between both institutions, which began last June with a pilot test and has already sparked great interest among the academic community in its first months.

In its first phase, TOUS Creative Design Crafts takes shape through three 24-hour training programs, which will be accompanied by talks from top-level international experts and workshops.

04 VISION FOR THE FUTURE

OUR ROADMAP

Our path towards sustainable growth, a distinctive brand and an inspiring culture is based on the new GEM Strategic Plan, whose acronym addresses the concepts of Growth, Elevation and Mindset.

Growth drives us to continue growing and consolidating our market position by investing in local talent, technological innovation, personalized customer experiences, organizational efficiency, and the optimization of production and logistics processes.

Elevation focuses on enhancing our product through differentiation, quality, and innovation to achieve an emotional connection with our consumers.

Mindset centers on our team, the corporate culture we cultivate to create an inspiring environment for constant growth and evolution, and the integration of sustainability as a fundamental variable in our decision-making.

In line with the ambition set by GEM, we have structured our Sustainability Strategy for the period 2024–2028, which defines a clear path towards a more environmentally friendly future and one more committed to people's well-being. Our action plan focuses on achieving specific targets for each pillar and fulfilling our four Big Sustainability Goals: a responsible and traceable supply chain, collections designed with ESG criteria, local production, and the development of stores with sustainable criteria. To demonstrate our commitment to the Sustainability Strategy and as a gesture of transparency towards our stakeholders, we have decided to present the most relevant lines of action from our roadmap. This action plan details the initiatives to be implemented in each pillar and for each strategic lever, ensuring that we also cover all our material issues and future regulatory requirements. Each initiative is scheduled, has an assigned manager, and is accompanied by a KPI that measures performance and establishes the target to be achieved.

GOOD GOVERNANCE

CITIZENSHIP AND INTEGRITY

MAIN OBJECTIVE	.Lines of Action	INITIATIVES
Anticipation of the regulatory framework for sustainability	Comply with the new CSRD reporting directives and requirements	3
	Increase our commitment and involvement with third parties	6

(Material Topic: Compliance and Risk Management)

MAIN OBJECTIVE	.Lines of Action	INITIATIVES
Alignment with the paradigm of responsible business conduct	Adherence to international standards and integrity and prevention certifications	2
	Evaluation of employees' perception of corporate ethics	1

(Material Topic: Business and Integrity Ethics)

CLOSENESS AND TRANSPARENCY

MAIN OBJECTIVE	.Lines of Action	INITIATIVES
Promoting transparency as a corporate value	Increase product transparency and traceability	3
	Communicating responsibly to highlight the value of sustainability	6

(Material Topic: Communication and Transparency)

PROACTIVITY AND RESPONSIBILITY

MAIN OBJECTIVE	.Lines of Action	INITIATIVES
To promote a cultural transformation and commitment to sustainability	Increase internal participation and cooperation in sustainability	2
	Promote innovation and measure social and environmental impact	2

(Material Topic: Culture of Sustainability)

PLANET

CHALLENGING CLIMATE CHANGE

MAIN OBJECTIVE	.Lines of Action	INITIATIVES
To be carbon neutral by 2030 and net zero by 2050	Reduce our emissions and set concrete decarbonization targets	4
	Aligning operations with climate change regulatory requirements	3
	Reducing negative environmental impacts and promoting climate risk mitigation	3
	Building greener and more energy-efficient stores	3

CLIMATE CHANGE AND SUSTAINABLE SHOPS

CIRCULARITY AS A MINDSET

MAIN OBJECTIVE	.Lines of Action	INITIATIVES
Closing the loop of resource flows in our value chain	Reduce the waste produced and sent to landfills	2
	Prioritize and raise awareness about the responsible use of resources, creating a culture without plastic or paper.	2
	Increase the circularity of all processes in the value chain	2

(Material Topic: Circularity and Resource Use)

ALLIES OF NATURE

MAIN OBJECTIVE	.Lines of Action	INITIATIVES
Reduce the negative impact on biodiversity	Working to preserve the ecosystems where we have a presence	3

(Material Topic: Biodiversity and Ecosystems)

PEOPLE

AN EMPOWERING ATTITUDE

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Strengthen talent attraction and retention	Strengthen talent retention mechanisms and collaborate with universities	4
	Enhance talent development through continuous training	2
	Create a feedback culture	5

(Material topic: Talent Management)

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Empowering diversity and inclusion as key corporate assets	Reducing gender inequality and closing the wage gap	2
	Addressing the risk of employment discrimination	3
	Increase the accessibility and adaptability of communication channels for all	1

(Material theme: Diversity, equity and inclusion)

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Maximize the well-being and health of employees	Increase ability to disconnect from work, flexibility and work-life balance	3
	Increase health, well-being, and satisfaction	5
	Strengthening the internal connection between TOUS work centers	2

(Material topics: Safety, health and well-being of employees)

SPREADING JOY

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Strengthen customer satisfaction	Increase customer loyalty and satisfaction	5

(Material Topic: Customer Satisfaction)

INVOLVING COMMUNITIES

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Increase corporate social responsibility action	Corporate social responsibility program	3
	Creating synergies with diverse social and artisanal causes	3
	Expand internal human rights due diligence procedures	3

(Material topics: Relationship with communities & Human Rights)

ARTISANSHIP (CRAFTS)

EXTENDING THE LIFE OF OUR PRODUCTS

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Increase the circularity and eco-design of our products to reduce their environmental footprint	Increase the eco-design of our pieces	4
	Extending the life of our products and prioritizing durability	4
	Design sustainable packaging alternatives	2

(Material Topic: Customer Satisfaction)

HAND IN HAND WITH OUR SUPPLIERS

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Working towards a responsible supply chain	Increase the number of suppliers audited using ESG criteria	2
	Expand responsible and local sourcing	2
	Improve supply chain traceability	3

(Material Topic: Responsible Supply Chain)

INNOVATING THROUGH ARTISANSHIP

MAIN OBJECTIVE	LINES OF ACTION	INITIATIVES
Capitalizing on artisanship as a differentiating attribute of authenticity	Attracting talented artisan artists and driving innovation	3
	Sharing craft knowledge through education	3

(Material theme: Artisanship)

ANNEX I

ABOUT THIS REPORT

REPORT CONTEXT

The development of the Annual Report of S. TOUS, S.L. and its subsidiaries (hereinafter, TOUS) has been carried out to meet the Non-Financial Information and Diversity requirements set forth in Law 11/2018 of December 29, in each of its sections (environmental, social, personnel, human rights, anti-corruption and anti-bribery, and corporate). Additionally, the content design has been aligned with the Global Reporting Initiative (GRI). With this, the Group aims to demonstrate its commitment to strengthening transparency with its stakeholders and to fully adapting its report to the requirements of both frameworks in future fiscal years.

This report has been approved by the Group's Board of Directors and the point of contact for matters relating to the report or the information presented is our Sustainability Department.

DISCLOSURE PRINCIPLES FOLLOWED IN THE STATEMENT OF NON-FINANCIAL INFORMATION

PRINCIPLES FOR CONTENT COLLECTION

In order to guarantee both the correct collection of information and its quality and treatment, the following principles have been taken into account.

Stakeholder Engagement:

This Sustainability Report has been prepared taking into account the expectations of stakeholders regarding the Group's business activities and its main strategic lines. The chapter of the report dedicated to 'Our Stakeholders' provides information on who the stakeholders are, the relationship with them, and how their expectations are identified and considered.

Sustainability context:

An assessment has been carried out on how the Group's activities, services, and products interact with the economic, environmental, and social context in which the Group operates. This analysis has been taken into account in the design of the content of the Annual Report.

Exhaustiveness:

Once the material aspects were identified, sufficient information about them was communicated, thus providing a complete picture of TOUS in the reference period, so that stakeholders could understand the evolution, results and current situation of the Group.

PRINCIPLES FOR THE PROCESSING AND QUALITY OF INFORMATION

Balance:

This report reflects both the positive and negative aspects of the Group's performance, and provides an objective and comprehensive view of the Group's current overall evolution.

Comparability:

To facilitate the analysis by its stakeholders of the evolution of the Group's performance in recent years and to compare it with that of other organizations, information has been compiled for the period 2020 (and, in some cases, 2019) and has been included in the contents of this report.

Accuracy:

The information included is presented accurately and in detail to meet the expectations expressed by stakeholders.

Punctuality:

TOUS will publish an annual update of the contents of this Report, in order to facilitate its Stakeholders' periodic access to information about the Group's performance.

Clarity:

In order to avoid misleading information due to inaccuracies or the omission of significant information, the Group presents information about its situation in an accessible and clear manner for all its stakeholders.

Reliability:

The Group has detailed throughout this Sustainability Report the process followed for its preparation, laying the groundwork so that the content included can be subjected to an external review and evaluation that allows the quality of the information to be assessed.

INFORMATION PERIMETER

This report presents the Consolidated Statement of Non-Financial Information of S. TOUS, S.L. and its subsidiaries (hereinafter, TOUS) for the fiscal year ending December 31, 2024. It includes 100% of the Group's information and 100% of its employees. Specifically, it includes information from the following companies:

- S. TOUS, S.L.
- Joyería TOUS, S.A.
- Tallers TOUS, S.L.U.
- TOUS Joyeros Canarias, S.L.
- TOUS Portugal, Lda.
- TOUS (Dong Guan) Trading Co., L
- TOUS Poland SP Z.O.O.
- TOUS Japan, Ltd.
- TOUS Puerto Rico LLC
- TOUS USA Inc.
- LATAM Logistics S de RL de CV
- TOUS Shanghai co, Ltd.
- TOUS Miami LLC
- TOUS International, Ltd.
- Russkiy Roznichniy Holding/Russian Retail Holding LLC
- Universo 2023, SAS

ANNEX II:

TABLE LAW 11/2018

Scope	Contents of Law 11/2018	GRI Standard	Reference
GENERAL INFORMATION			
Business model	A brief description of the business model, including its business environment, organization, and structure	GRI 2-6 Activities, value chain and other business relationships	Chapter I: TOUS UNIVERSE Business and Value Chain
	Markets in which it operates	GRI 2-1 Organizational Details	Chapter I: TOUS UNIVERSE Business and Value Chain
	Organization's objectives and strategies	GRI 2-6 Activities, value chain and other business relationships	Chapter I: TOUS UNIVERSE Business and Value Chain
		GRI 2-1 Organizational Details	Chapter I: TOUS UNIVERSE
		GRI 2-22 Statement on the sustainable development strategy	We are TOUS & Business and Value Chain
	Key factors and trends that may affect its future evolution	GRI 3-3 Management of material issues (management approach to each material area within the Economic, Environmental and Social dimensions)	Chapter I: TOUS UNIVERSE Market trends
	Reporting framework used	GRI 1 Foundations	Annex I: About this Report
	Principle of materiality	GRI 3-1 Process of determining material topics	Chapter II: OUR PATH TOWARD SUSTAINABILITY
		GRI 3-2 List of material topics	Our material issues

Scope	Contents of Law 11/2018	GRI Standard	Reference
INFORMATION ON ENVIRONMENTAL ISSUES			
Management approach	A description of the policies applied by the group regarding the management of each material issue, which will include: 1) the due diligence procedures applied for the identification, assessment, prevention, and mitigation of significant risks and impacts. 2) the verification and control procedures, including what measures have been taken.	GRI 3-3 Management of material issues (management approach to each material area of the environmental dimension)	Chapter III: OUR SHARED VALUE The planet, our home
	The main risks related to these issues linked to the group's activities, including, where relevant and proportionate, its business relationships, products, or services that could have negative effects in these areas, and how the group manages these risks, explaining the procedures used to identify and assess them in accordance with the relevant national, European, or international frameworks for each matter. Information on any impacts identified should be included, providing a breakdown, particularly of the main short-, medium-, and long-term risks.	GRI 3-3-Management of material issues (management approach to each material area of the environmental dimension)	Chapter III: OUR SHARED VALUE The planet, our home
Management approach	Key non-financial performance indicators that are relevant to the specific business activity and that meet the criteria of comparability, materiality, relevance, and reliability. To facilitate the comparison of information, both over time and between entities, non-financial key performance indicator standards that can be generally applied and that comply with the European Commission's guidelines on this matter and the Global Reporting Initiative standards will be used. The report must specify the national, European, or international framework used for each item. Non-financial key performance indicators must be applied to each section of the non-financial information statement. These indicators must be useful, taking into account the specific circumstances, and consistent with the parameters used in the company's internal risk management and assessment procedures. In any case, the information presented must be accurate, comparable, and verifiable.	General or specific GRI standards for the Economic, Environmental and Social dimensions that are reported in the following blocks and that are material to the company	Chapter III: OUR SHARED VALUE Good governance, our essence The planet, our home People, our family Artisanship, our legacy

Scope	Contents of Law 11/2018	GRI Standard	Reference
INFORMATION ON ENVIRONMENTAL ISSUES			
General information about the environment	Current and foreseeable effects of the company's activities on the environment and, where applicable, on health and safety		
	Environmental assessment or certification procedures	GRI 3-3 Management of material issues (management approach to each material area of the environmental dimension)	Chapter III: OUR SHARED VALUE The planet, our home
	Resources dedicated to the prevention of environmental risks		
	Application of the precautionary principle	GRI 2-23 Commitments and Policies	Chapter III: OUR SHARED VALUE The planet, our home
	Provisions and guarantees for environmental risks	GRI 3-3 Management of material issues (management approach to each material area of the environmental dimension)	Chapter III: OUR SHARED VALUE The planet, our home
		GRI 2-27 Compliance with legislation and regulations	Annex IV: Non-financial information
Climate Change	Greenhouse gas emissions generated as a result of the company's activities, including the use of goods and services it produces	GRI 305-1 Direct GHG emissions (scope 1)	Chapter III: OUR SHARED VALUE
		GRI 305-2 Indirect GHG emissions associated with energy (scope 2)	The planet, our home: Challenging climate change
	Measures taken to adapt to the consequences of climate change	GRI 3-3 Management of material issues (emissions management approach)	Chapter III: OUR SHARED VALUE The planet, our home: Challenging climate change
	Voluntarily established medium- and long-term reduction targets to reduce greenhouse gas emissions and the means implemented for this purpose	GRI 3-3 Management of material issues (emissions management approach)	Chapter III: OUR SHARED VALUE The planet, our home: Challenging climate change
Pollution	Measures to prevent, reduce or repair emissions that seriously affect the environment; taking into account any form of air pollution specific to an activity, including noise and light pollution	GRI 3-3 Management of material issues (emissions management approach)	Chapter III: OUR SHARED VALUE The planet, our home: Challenging climate change

Scope	Contents of Law 11/2018	GRI Standard	Reference
Circular economy and waste prevention and management			
	Prevention measures, recycling, reuse, other forms of recovery and waste disposal	GRI 306-1 Waste generation and significant waste-related impacts	Annex IV: Non-financial information
	Actions to combat food waste	GRI 306-3 Waste generated	Annex IV: Non-financial information
		Not applicable, it's not a material matter	N/A
Sustainable use of resources			
MATERIALS			
	Consumption of raw materials and measures taken to improve the efficiency of their use	GRI 3-3 Materials Management (Materials Management Approach)	The planet, our home: Circularity as a mindset
		GRI 301-1 Materials used by weight or volume	Artisanship, our legacy: Extending the life of our products
			Annex IV: Non-financial information
ENERGY			
Sustainable use of resources	Direct and indirect energy consumption	GRI 302-1 Energy consumption within the organization	Annex IV: Non-financial information
	Measures taken to improve energy efficiency	GRI 3-3 Management of material issues (energy management approach)	Chapter III: OUR SHARED VALUE
	Use of renewable energies	GRI 302-1 Energy consumption within the organization	The planet, our home: Challenging climate change
			Chapter III: OUR SHARED VALUE
WATER			
Sustainable use of resources		GRI 303-5 Water consumption	Annex IV: Non-financial information

Scope	Contents of Law 11/2018	GRI Standard	Reference
Biodiversity Protection	Measures taken to preserve or restore biodiversity	GRI 3-3 Management of material issues (biodiversity management approach)	Chapter III: OUR SHARED VALUE The planet, our home: Allies with nature
		GRI 3-3 Management of material issues (biodiversity management approach)	Chapter III: OUR SHARED VALUE
	Impacts caused by activities or operations in protected areas	GRI 304-2 Significant impacts of activities, products and services on biodiversity	The planet, our home: Allies with nature

Scope	Contents of Law 11/2018	GRI Standard	Reference
INFORMATION ON SOCIAL AND PERSONNEL MATTERS			
Management approach	Policies applied by the group, including the due diligence procedures applied for the identification, assessment, prevention and mitigation of significant risks and impacts, and for verification and control, as well as the measures that have been adopted	GRI 3-3 Management of material issues	Chapter III: OUR SHARED VALUE People, our family
	The main risks related to these issues linked to the group's activities, including, where relevant and proportionate, its business relationships, products, or services that could have negative effects in these areas, and how the group manages these risks, explaining the procedures used to identify and assess them in accordance with the relevant national, European, or international frameworks for each matter. Information on any impacts identified should be included, providing a breakdown, particularly of the main short-, medium-, and long-term risks.	GRI 3-3 Management of material issues	Chapter III: OUR SHARED VALUE People, our family

Scope	Contents of Law 11/2018	GRI Standard	Reference
Employment	Total number and distribution of employees by country, sex, age and professional classification	GRI 405-1 Diversity of governing bodies and employees	Annex IV: Non-financial information
	Total number and distribution of employment contract types and annual average of permanent contracts, temporary contracts and part-time contracts by sex, age and professional classification	GRI 2-7 Employees	Annex IV: Non-financial information
	Number of layoffs by sex, age and professional classification	GRI 401-1 Hiring new employees and staff turnover	Annex IV: Non-financial information
	Average remunerations and their evolution disaggregated by sex, age and professional classification or equal value	GRI 3-3 Management of material issues (diversity and equal opportunities management approach)	Annex IV: Non-financial information
	Wage gap, the remuneration of equal or average jobs in society	GRI 3-3 Management of material issues (diversity and equal opportunities management approach)	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude - Annex IV: Non-financial information
	Average remuneration of directors and managers, including variable remuneration, allowances, compensation, payments to long-term savings plans and any other income, broken down by sex	GRI 405-2 Ratio between basic salary and remuneration of women and men	Annex IV: Non-financial information
	Number of employees with disabilities	GRI 2-19 Remuneration Policies	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude - Annex IV: Non-financial information
		GRI 405-1 Diversity of governing bodies and employees	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude

Scope	Contents of Law 11/2018	GRI Standard	Reference
Work organization	Implementation of work disconnection policies	GRI 3-3 Management of material issues (employment management approach)	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude
	Organization of working time	GRI 3-3 Management of material issues (employment management approach)	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude
	Number of hours of absenteeism	GRI 3-3 Management of material issues (employment management approach)	Annex IV: Non-financial information
	Measures aimed at facilitating the enjoyment of work-life balance and promoting the shared responsibility of both parents in exercising this right.	GRI 3-3 Management of material issues (employment management approach)	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude
Health and Safety	Health and safety conditions at work	GRI 3-3 Management of material issues (health and safety management approach)	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude
	GRI 403-9 Work-related injuries		
	Work accidents, in particular their frequency and severity, as well as occupational illnesses; disaggregated by sex		Annex IV: Non-financial information
	GRI 403-10 Occupational illnesses and diseases		
Social relationships	Organization of social dialog including procedures for informing and consulting staff and negotiating with them	GRI 3-3 Management of material issues (management of worker-management relations approach)	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude
	Percentage of employees covered by collective agreement by country	GRI 2-30 Collective bargaining agreements	Annex IV: Non-financial information

Scope	Contents of Law 11/2018	GRI Standard	Reference
Social relationships	Assessment of collective agreements, particularly in the field of health and safety at work	GRI 3-3 Management of material issues (management of worker-management relations approach)	Chapter III: OUR SHARED VALUE
	403-4 Worker participation, consultation and communication on occupational health and safety		People, our family: An empowering attitude
	Mechanisms and procedures that the company has in place to promote employee involvement in the management of the company, in terms of information, consultation and participation	GRI 3-3 Management of material issues (management of worker-management relations approach)	CHAPTER III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity
Training	Policies implemented in the field of training	GRI 404-2 Programs to develop employee skills and transition support programs	CHAPTER III: OUR SHARED VALUE Good governance, our essence: Proactivity and responsibility
	Total number of training hours per professional category	GRI 3-3 Management of material issues (training and teaching management approach)	CHAPTER III: OUR SHARED VALUE People, our family: An empowering attitude
	GRI 404-1 Average training hours per year per employee		Annex IV: Non-financial information

Scope	Contents of Law 11/2018	GRI Standard	Reference
Universal accessibility	The integration and universal accessibility of people with disabilities	GRI 3-3 Management of material issues (diversity management approach and equal opportunities and non-discrimination)	
	Measures adopted to promote equal treatment and opportunities between women and men	GRI 3-3 Management of material issues (diversity management approach and equal opportunities and non-discrimination)	
Equality	Equality plans, measures adopted to promote employment, protocols against sexual harassment and harassment based on sex	GRI 3-3 Management of material issues (diversity management approach and equal opportunities and non-discrimination)	Chapter III: OUR SHARED VALUE People, our family: An empowering attitude
	Policy against all types of discrimination and, where applicable, diversity management	GRI 3-3 Management of material issues (diversity management approach and equal opportunities and non-discrimination) GRI 406-1 Cases of discrimination and corrective actions taken	

Scope	Contents of Law 11/2018	GRI Standard	Reference
INFORMATION ON RESPECT FOR HUMAN RIGHTS	INFORMATION ON RESPECT FOR HUMAN RIGHTS		
	Application of due diligence procedures	Application of due diligence procedures in the field of human rights and prevention of risks of human rights violations and, where appropriate, measures to mitigate, manage and remedy possible abuses committed	GRI 2-23 Commitments and Policies Chapter III: OUR SHARED VALUE People, our family: Engaging Communities
Management approach	Complaints regarding cases of human rights violations	GRI 406-1 Cases of discrimination and corrective actions taken	Annex IV: Non-financial information
	Measures implemented for the promotion of and compliance with the provisions of the fundamental ILO conventions relating to respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labor; the effective abolition of child labor	GRI 3-3 Management of material issues (human rights and non-discrimination assessment management approach)	407-1 Operations and suppliers where the right to freedom of association and collective bargaining could be at risk Chapter III: OUR SHARED VALUE People, our family: Engaging Communities
INFORMATION RELATING TO THE FIGHT AGAINST CORRUPTION AND BRIBERY	GRI 408-1 Operations and suppliers with significant risk of child labor cases	GRI 409-1 Operations and Suppliers with significant risk of forced or compulsory labor cases	
	The main risks related to these issues linked to the group's activities, including, where relevant and proportionate, its business relationships, products, or services that could have negative effects in these areas, and how the group manages these risks, explaining the procedures used to identify and assess them in accordance with the relevant national, European, or international frameworks for each matter. Information on any impacts identified should be included, providing a breakdown, particularly of the main short-, medium-, and long-term risks.	A description of the policies applied by the group regarding the management of each material issue, which will include: 1) the due diligence procedures applied for the identification, assessment, prevention, and mitigation of significant risks and impacts; 2) the verification and control procedures, including what measures have been taken.	GRI 3-3 Management of material issues (anti-corruption management approach) Chapter III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity

Scope	Contents of Law 11/2018	GRI Standard	Reference
INFORMATION RELATING TO THE FIGHT AGAINST CORRUPTION AND BRIBERY			
Fight against corruption and bribery	Measures taken to prevent corruption and bribery	GRI 3-3 Management of material issues (anti-corruption management approach)	
		GRI 2-23 Commitments and Policies	
		GRI 2-26 Mechanisms for requesting advice and raising concerns	
		GRI 205-2 Communication and training on anti-corruption policies and procedures	
		GRI 205-3 Confirmed corruption incidents and measures taken	Chapter III: OUR SHARED VALUE
	Measures to combat money laundering	GRI 2-15 Conflicts of interest	Good governance, our essence: Citizenship and integrity
		GRI 3-3 Management of material issues (anti-corruption management approach)	
		GRI 2-23 Commitments and Policies	
		GRI 2-26 Mechanisms for requesting advice and raising concerns	
		GRI 205-3 Confirmed corruption incidents and measures taken	
		GRI 205-2 Communication and training on anti-corruption policies and procedures	
INFORMATION ABOUT THE SOCIETY			
Management approach		Policies applied by the group, including the due diligence procedures applied for the identification, assessment, prevention and mitigation of significant risks and impacts, and for verification and control, as well as the measures that have been adopted.	GRI 3-3 Management of material issues
		The main risks related to these issues linked to the group's activities, including, where relevant and proportionate, its business relationships, products, or services that could have negative effects in these areas, and how the group manages these risks, explaining the procedures used to identify and assess them in accordance with the relevant national, European, or international frameworks for each matter. Information on any impacts identified should be included, providing a breakdown, particularly of the main short-, medium-, and long-term risks.	Chapter III: OUR SHARED VALUE
			People, our family: Engaging Communities
			GRI 3-3 Management of material issues
Company commitment to sustainable development		The impact of the company's activity on employment and local development	GRI 3-3 Management of material issues (local community management approach and indirect economic impacts)
			Chapter III: OUR SHARED VALUE
			People, our family: An empowering attitude
			Chapter III: OUR SHARED VALUE
			Artisanship, our legacy: Innovating through artisanship
		The impact of the company's activity on local populations and the territory	GRI 3-3 Management of material issues (local community management approach and indirect economic impacts)
			Chapter III: OUR SHARED VALUE
			People, our family: Engaging Communities
			GRI 3-3 Management of material issues (local community management approach and indirect economic impacts)
		The relationships maintained with actors in local communities and the modalities of dialog with them	Chapter III: OUR SHARED VALUE
			People, our family: Engaging Communities
		Contributions to foundations and non-profit organizations	GRI 2-28 Association membership

Scope	Contents of Law 11/2018	GRI Standard	Reference	Scope	Contents of Law 11/2018	GRI Standard	Reference
Subcontracting and suppliers	Inclusion of social, gender equality and environmental issues in purchasing policy	GRI 3-3 Management of material issues (Supplier environmental and social assessment management approach)	Chapter III: OUR SHARED VALUE Artisanship, our legacy: Hand in hand with our suppliers	Consumers	Measures for the health and safety of consumers	GRI 3-3 Management of material issues (product health and safety management approach)	Chapter III: OUR SHARED VALUE
	Consideration of social and environmental responsibility in relationships with suppliers and subcontractors	GRI 2-6 Activities, value chain and other business relationships			Complaint systems, complaints received and their resolution	GRI 417-1 Requirements for product and service information and labelling	People, our family: Spreading joy
		GRI 308-1 New suppliers that have passed selection filters according to environmental criteria	Chapter III: OUR SHARED VALUE Artisanship, our legacy: Hand in hand with our suppliers			GRI 3-3 Management of material issues (marketing management approach and labeling and customer privacy)	
		GRI 414-1 New suppliers who have passed selection filters according to social criteria				416-2 Non-compliance cases relating to the impacts of product and service categories on health and safety	Chapter III: OUR SHARED VALUE
	Monitoring and auditing systems and their results	GRI 2-6 Activities, value chain and other business relationships	Chapter III: OUR SHARED VALUE Artisanship, our legacy: Hand in hand with our suppliers			GRI 417-2 Non-compliance cases related to product and service information and labelling	People, our family: Spreading joy
		GRI 407-1 Operations and suppliers where the right to freedom of association and collective bargaining could be at risk				GRI 418-1 Substantiated claims regarding breaches of customer privacy and loss of customer data	
	Measures implemented for the promotion of and compliance with the provisions of the fundamental ILO conventions relating to respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labor; the effective abolition of child labor	GRI 408-1 Operations and suppliers with significant risk of child labor cases	Chapter III: OUR SHARED VALUE Artisanship, our legacy: Hand in hand with our suppliers				
		GRI 409-1 Operations and Suppliers with significant risk of forced or compulsory labor cases					
Tax Information	The benefits obtained country by country	GRI 3-3 Management of Material Issues (Economic Performance Management and Taxation Approach)	Annex V: Tax Information				
	Taxes paid on profits	GRI 3-3 Management of Material Issues (Economic Performance Management and Taxation Approach)	Annex V: Tax Information				
	Public subsidies received	GRI 201-4 Financial assistance received from the government	Annex V: Tax Information Regarding public grants received.				

ANNEX III

OTHER GRI INDICATORS

GRI STANDARD	REFERENCE
FUNDAMENTALS AND GENERAL CONTENTS	
GRI 2-2 Entities included in sustainability reporting	Annex I: Scope and methodology used in the development of the sustainability report
GRI 2-3 Reporting period, frequency and point of contact	Annex I: Scope and methodology used in the development of the sustainability report
GRI 2-4 Information Update	Annex I: Scope and methodology used in the development of the sustainability report
GRI 2-5 External Verification	Independent verification report
GRI 2-9 Governance structure and composition	Chapter III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity
GRI 2-10 Designation and selection of the highest governing body Regarding the process of designating and selecting members of the highest governing body.	Chapter III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity
GRI 2-11 President of the highest governing body	Chapter III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity
GRI 2-12 Role of the highest governing body in overseeing impact management	Chapter II: OUR PATH TOWARD SUSTAINABILITY Sustainability Governance Model
GRI 2-13 Delegation of responsibility for managing impacts	Chapter II: OUR PATH TOWARD SUSTAINABILITY Sustainability Governance Model
GRI 2-14 Role of the highest governing body in sustainability reporting	Chapter II: OUR PATH TOWARD SUSTAINABILITY Our material issues Annex I: Scope and methodology used in the development of the sustainability report

GRI 2-16 Communicating critical concerns	Chapter III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity
GRI 2-17 Collective knowledge of the highest governing body	Chapter III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity
GRI 2-24 Incorporation of commitments and policies	Chapter IV: VISION FOR THE FUTURE Our roadmap
GRI 2-25 Processes for remedying negative impacts	Chapter III: OUR SHARED VALUE Good governance, our essence: Citizenship and integrity

ANNEX IV

TABLES OF NON-FINANCIAL INFORMATION

GREENHOUSE GAS EMISSIONS (T CO2EQ)								
	2024	2023						
SCOPE 1	335.63	376.51						
SCOPE 2 (MARKET-BASED)	3,836.53	3,606.74						
SCOPE 2 (LOCATION-BASED)	2,245.05	2,816.8						
TOTAL EMISSIONS (MARKET-BASED)	4,172.16	3,983.25						
TOTAL EMISSIONS (LOCATION-BASED)	2,580.68	3,193.31						
SELF-CONSUMPTION OF ENERGY								
	2023	2024						
TOTAL energy consumption (kWh)	11,429,366.87	11,077,553.71						
Self-consumption (kWh)	390,243.48	430,316.10						
% of renewable energy	3.4%	3.9%						
Renewable energy consumption only includes self-consumption (photovoltaic solar energy).								
ENERGY CONSUMPTION PER CENTER (KWH)								
	2024		2023					
	Total energy consumption (kWh)	Self-consumption energy (kWh)	Renewable energy usage ratio (%)	Total energy consumption (kWh)	Self-consumption energy (kWh)			
TALLERS TOUS	982,197.00	109,925.82	11.2%	1,008,091.884	132,207.1	13.1%		
CENTER	564,694.59	102,334.39	18.1%	583,839.89	90,640.05	15.5%		
HEADQUARTERS	1,668,712.13	218,055.89	13.1%	1,708,194.57	167,396.33	9.8%		
RETAIL	7,861,949.99	0	-%	8,114,399.53	0	2.9%		
ENERGY CONSUMPTION BY SOURCE (KWH)								
	2024		2023					
ELECTRICITY	9,307,939.29		9,737,572.53					
SELF-CONSUMPTION	430,316.1		390,243.48					
DIESEL A	341,688.56		375,742.934					
DIESEL B	210,637.2		234,671.84					
NATURAL GAS	545,716		551,804					
GASOLINE	241,256.65							

TOTAL	11,077,553.8	11,290,034.784
MATERIAL CONSUMPTION		
CYANIDES FOR ELECTROLYTE SOLUTION	0.70	0.31
ELECTROLYTIC BATH SOLUTION	1.22	1.18
SILVER GRANULES FOR ELECTROPLATING	1.07	0.46
VARIOUS POLISHES	0.48	0.20
HYDROCHLORIC ACID	6,617.00	6,600.00
NITRIC ACID	3.00	64.00
SODIUM HYPOCHLORITE	6.00	5.60
FERRIC CHLORIDE	2.89	0.17
METAL: GOLD, SILVER (CAST GOLD AND SILVER)	3.81	1.65
CAUSTIC SODA	1.25	1.25
SHEETS OF METHACRYLATE	6.19	NOT REPORTED
SILVER CYANIDE	0.09	NOT REPORTED
GOLD CYANIDE	0.34	NOT REPORTED
WATER CONSUMPTION AND WATER WITHIN THE ORGANIZATION (MEGALITERS)		
	2024	2023
Total consumption in all areas	14.34	15.99
Total consumption in all water-stressed areas	0.00	8.81
Change in water storage	0.00	0.00
WASTE GENERATED (TONS)		
	2024	2023
DANGEROUS	34.271	32.957
NOT DANGEROUS	337.089	302.46
TOTAL	371.36	335.417

*Data calculation methodology: Sum of invoices from the main centers and stores, with estimates based on the square meters of surface area for which consumption data is unavailable. For 2024, consumption in water-stressed areas has not been calculated.

WASTE GENERATED NOT INTENDED FOR DISPOSAL (TONS)	
	2024
PAPER AND CARDBOARD	228.68
CONTAINERS AND CANS	3.868
GLASS	1.184
COOKING OILS AND FATS	0
WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT	2.16
CHEMICAL PRODUCT CONTAINERS	1.56
METAL CONTAINERS	0
PEWTER	1,778
BANAL WASTE	75.869
ALKALINE SOLUTIONS	0
UNCONTAMINATED PLASTIC	9.64
ACIDIC INORGANIC SOLUTIONS	0.04
SOLVENTS	0.29
WOOD	0
SEWAGE SLUDGE	20.3
SEWAGE SLUDGE CONTAINING PRECIOUS METALS	1.52
BATHROOM WASTE	0.67
WASTE CLOTHS FOR METAL RECOVERY	8.23
SOLID WASTE FOR METAL RECOVERY	2.458
METALS	3.1
BIODEGRADABLE WASTE FROM KITCHENS AND RESTAURANTS	6.05
POLLUTING RAGS AND ABSORBENTS	0.15
EXPIRED CHEMICALS	0.28
PERSPEX	0.26
TOTAL	368.087

*Due to data availability, the waste generated only includes the Head Office, Logistics Center and TOUS Workshops.

WASTE GENERATED DESTINED FOR DISPOSAL (TONS)	
	2024
PAPER AND CARDBOARD	1.187
POLLUTING RAGS AND ABSORBENTS (150202)	0.095
OTHER BASES (110105)	0.99
OTHER ACIDS (60106)	0.57
RUBBER SPRINGS	0.442
TOTAL	3.284

*Due to data availability, the waste generated only includes the Head Office, Logistics Center and TOUS Workshops.

		GROUP STAFF (HEADCOUNTS)							
		2024							
		Gender	Age	Qualified and senior managers	Mid-level executives	Middle managers and supervisors	Administrative officers	Non-administrative officers	Assistant workers and subordinates
SPAIN	Women	Women	≤30	0	29	24	2	445	86
			31-50	12	89	210	31	413	83
		Men	>50	7	26	53	18	125	60
			≤30	0	14	0	1	40	30
			31-50	8	40	36	4	26	16
		Men	>50	5	9	15	3	18	11
			TOTAL	32	207	338	59	1,067	286
			Women	19	144	287	51	983	229
			Men	13	63	51	8	84	57
			≤30	0	0	15	0	135	0
PORTUGAL	Women	Women	31-50	0	1	34	0	20	0
			>50	1	0	3	0	0	0
		Men	≤30	0	0	0	0	2	0
			31-50	0	0	1	0	0	0
			>50	0	0	0	0	0	0
		TOTAL	1	1	53	0	0	157	0
		Women	1	1	52	0	0	155	0
		Men	0	0	1	0	2	0	0
		≤30	0	0	11	0	67	0	0
		31-50	1	1	11	0	15	0	0
PUERTO RICO	Women	Women	>50	0	0	1	0	0	0
			≤30	0	0	2	0	1	0
		Men	31-50	0	0	0	0	1	0
			>50	0	0	0	0	0	0
			TOTAL	1	1	25	0	84	0
		Women	1	1	23	0	0	82	0
		Men	0	0	2	0	2	0	0
		≤30	0	24	14	0	129	0	0
		31-50	2	26	57	2	77	0	0
		>50	0	2	6	0	6	0	0
MEXICO	Women	Women	≤30	0	6	15	0	73	0
			31-50	1	13	34	0	20	0
		Men	>50	0	0	0	0	0	0
			TOTAL	3	71	126	2	305	0
		Women	2	52	77	2	212	0	0
		Men	1	19	49	0	93	0	0
		≤30	0	0	3	0	0	0	0
		31-50	0	3	12	0	0	0	0
		>50	0	0	0	0	0	0	0
		≤30	0	0	0	0	0	0	0
RUSSIA	Men	Men	31-50	1	0	2	0	0	0
			>50	0	1	0	0	0	0
		Women	TOTAL	1	4	17	0	0	0
			Women	0	3	15	0	0	0
			Men	1	1	2	0	0	0
		≤30	0	2	150	0	0	0	0
		31-50	0	1	120	0	0	0	0
		>50	0	0	12	0	0	0	0
		≤30	0	0	6	0	0	0	0
		31-50	0	0	5	1	0	0	0
POLAND	Men	Men	>50	0	0	0	0	0	0
			TOTAL	0	3	293	1	0	0
		Women	Women	0	3	282	0	0	0
			Men	0	0	11	1	0	0
			≤30	0	2	150	0	0	0
		31-50	0	1	120	0	0	0	0
		>50	0	0	12	0	0	0	0
		≤30	0	0	6	0	0	0	0
		31-50	0	0	5	1	0	0	0
		>50	0	0	0	0	0	0	0

		GROUP STAFF (HEADCOUNTS)							
		2024							
		Gender	Age	Qualified and senior managers	Mid-level executives	Middle managers and supervisors	Administrative officers	Non-administrative officers	Assistant workers and subordinates
COLOMBIA	Women	Women	≤30	0	0	11	0	40	0
			31-50	0	0	15	0	18	0
		Men	>50	0	0	1	0	0	0
			≤30	0	0	3	0	19	0
			31-50	0	0	4	0	1	0
		TOTAL	0	0	0	34	0	78	0
		Women	0	0	0	27	0	58	0
		Men	0	0	0	7	0	20	0
		≤30	0	0	1	1	0	0	0
		31-50	0	0	2	1	0	0	0
JAPAN	Women	Women	>50	0	0	5	0	0	0
			≤30	0	0	0	0	0	0
		Men	31-50	0	0	0	0	0	0
			>50	0	0	1	0	0	0
			TOTAL	0	0	9	2	0	0
		Women	0	0	0	8	2	0	0
		Men	0	0	0	1	0	0	0
		≤30	0	0	0	0	0	0	0
		31-50	0	0	6	1	1	0	0
		>50	0	0	0	0	0	0	0
CHINA	Women	Women	≤30	0	0	0	0	0	0
			31-50	0	0	0	0	0	0
		Men	>50	0	0	0	0	0	0
			≤30	0					

TOUS Group	3,092	273
TYPES OF CONTRACTS (HEADCOUNTS) BY AGE, GENDER AND PROFESSIONAL CATEGORY		
2023	Permanent contract	Temporary contract
SEX		
Women	2,447	235
Men	446	26
TOUS Group	2,893	261
AGE		
≤30	1,024	183
31-50	1,484	62
>50	385	16
TOUS Group	2,893	261
PROFESSIONAL CATEGORY		
Managers and senior executives	35	—
Mid-level executives	200	7
Middle managers and supervisors	569	8
Administrative officers	261	5
Non-administrative officers	1,562	207
Assistant workers and subordinates	266	34
TOUS Group	2,893	261
EVOLUTION OF THE TYPE OF WORKDAY		
	2024	2023
FULL	59.8%	67.6%
PARTIAL	40.2%	32.4%
WORKING HOURS (HEADCOUNTS) BY AGE, GENDER AND PROFESSIONAL CATEGORY		
2024	Full time	Part time
SEX		
Women	1,587	1,277
Men	424	77
TOUS Group	2,011	1,354
AGE		
≤30	682	766
31-50	1,007	510
>50	322	78
TOUS Group	2,011	1,354
PROFESSIONAL CATEGORY		
Managers and senior executives	35	3
Mid-level executives	277	20
Middle managers and supervisors	687	225
Administrative officers	59	10
Non-administrative officers	779	984
Assistant workers and subordinates	174	112
TOUS Group	2,011	1,354

WORKING HOURS (HEADCOUNTS) BY AGE, GENDER AND PROFESSIONAL CATEGORY			
2023	Full time	Part time	
SEX			
Women	1,726	956	
Men	407	65	
TOUS Group	2,133	1,021	
AGE			
≤30	701	506	
31-50	1,097	449	
>50	335	66	
TOUS Group	2,133	1,021	
PROFESSIONAL CATEGORY			
Managers and senior executives	34	1	
Mid-level executives	199	8	
Middle managers and supervisors	488	89	
Administrative officers	255	11	
Non-administrative officers	913	856	
Assistant workers and subordinates	244	56	
TOUS Group	2,133	1,021	
AVERAGE REMUNERATION BY SEX			
2024	Women	Men	
2023	€25,339.00	€38,912.00	
2024	€20,775.00	€24,710.00	
AVERAGE REMUNERATION BY AGE			
	≤30	31-50	>50
2023	€17,560.60	€24,786.00	€33,163.70
2024	€17,021.00	€23,367.00	€34,084.00
AVERAGE REMUNERATION BY PROFESSIONAL CATEGORY			
2023	MANAGERS AND SENIOR EXECUTIVES	MID-LEVEL EXECUTIVES	MIDDLE MANAGERS AND SUPERVISORS
2024	€143,671.00	€35,507.00	€28,413.00
2024	€172,368.00	€29,551.00	€22,803.00
	ADMINISTRATIVE OFFICERS	NON-ADMINISTRATIVE OFFICERS	ASSISTANT WORKERS AND SUBORDINATES
2023	€22,970.80	€17,891.70	€20,489.80
2024	€22,786.00	€17,427.00	€22,154.00

In fiscal year 2024, members of the management team have received, with an extraordinary nature, variable remuneration of an exceptional nature. Below are the data related to your average remuneration, including this remuneration concept.

AVERAGE REMUNERATION BY CATEGORY						
MANAGERS AND SENIOR EXECUTIVES						
2023	€143,671.00	€143,671.00				
2024	€350,337.00	€350,337.00				
AVERAGE REMUNERATION BY SEX BY COUNTRY						
2024	WOMEN	MEN				
SPAIN	€24,767.00	€37,088.00				
PORTUGAL	€13,782.00	€16,099.00				
PUERTO RICO	€28,566.00	€27,535.00				
MEXICO	€9,447.00	€9,930.00				
RUSSIA	€4,640.00	€18,977.00				
POLAND	€15,310.00	€23,299.00				
COLOMBIA	€6,640.00	€6,506.00				
JAPAN	€6,486.00	€648.00				
CHINA	€31,503.00	€30,082.00				
USA	€36,114.00	€35,838.00				
AVERAGE REMUNERATION BY SEX BY COUNTRY						
2023	WOMEN	MEN				
SPAIN	€25,339.00	€38,912.00				
PORTUGAL	€13,060.00	€14,313.00				
PUERTO RICO	€25,856.80	€29,603.00				
MEXICO	€11,073.00	€11,569.00				
RUSSIA	€12,248.00	€20,451.00				
POLAND	€13,287.00	€17,786.00				
COLOMBIA	€8,772.00	€6,440.00				
JAPAN	€14,670.00	— €				
CHINA	€23,182.00	€29,664.00				
USA	€40,321.00	€56,076.00				
AVERAGE REMUNERATION BY AGE BY COUNTRY						
2024	≤30	31-50	>50			
SPAIN	€22,160.00	€27,121.00	€35,936.00			
PORTUGAL	€12,372.00	€16,906.00	€47,798.00			
PUERTO	€26,296.00	€35,895.00	€48,460.00			
MEXICO	€7,197.00	€12,579.00	€14,574.00			
RUSSIA	€8,815.00	€6,383.00	€4,048.00			
POLAND	€13,207.00	€19,417.00	€16,682.00			
COLOMBIA	€5,225.00	€8,782.00	€7,387.00			
JAPAN	€9,208.00	€4,163.00	€6,516.00			
CHINA	— €	€31,066.00	— €			
USA	€29,314.00	€42,439.00	€46,013.00			
AVERAGE REMUNERATION BY AGE BY COUNTRY						
2023	≤30	31-50	>50			
SPAIN	€22,939.00	€30,110.00	€34,832.00			
PORTUGAL	€11,972.00	€16,160.00	€40,351.00			
PUERTO	€21,405.60	€42,993.60	€44,367.00			
MEXICO	€6,497.40	€12,430.90	€11,988.40			
RUSSIA	€9,965.00	€16,822.00	€3,983.00			
POLAND	€13,783.70	€18,331.50	€11,985.00			
COLOMBIA	€5,294.00	€13,530.00	€5,914.00			
JAPAN	— €	€41,448.20	€15,719.00			
CHINA	— €	€27,823.00	— €			
USA	€30,628.70	€48,826.00	€47,298.00			
AVERAGE REMUNERATION BY PROFESSIONAL CATEGORY BY COUNTRY						
2024	MANAGERS AND SENIOR EXECUTIVES	MID-LEVEL EXECUTIVES	MIDDLE MANAGERS AND SUPERVISORS			
WOMEN	MEN	WOMEN	MEN			
SPAIN	€164,446.00	€204,233.00	€30,900.00	€34,259.00	€31,615.00	€51,759.00
PORTUGAL	€121,673.00	— €	€22,400.00	€50,000.00	€19,338.00	€18,213.00
PUERTO RICO	€197,576.00	— €	€28,924.00	— €	€38,890.00	€38,084.00
MEXICO	€108,857.00	€136,370.00	€16,458.00	€13,870.00	€14,434.00	€14,630.00
RUSSIA	— €	€73,220.00	€6,303.00	€2,687.00	€4,338.00	— €
POLAND	— €	— €	€19,102.00	— €	€15,273.00	€23,531.00
COLOMBIA	— €	— €	€21,868.00	€12,807.00	€11,807.00	€13,946.00
JAPAN	— €	— €	— €	— €	€6,745.00	€648.00

CHINA	– €	– €	€26,928.00	€30,082.00	€47,095.00	– €
USA	– €	– €	– €	€56,886.00	€56,251.00	€58,273.00
ADMINISTRATIVE OFFICERS			NON-ADMINISTRATIVE OFFICERS		ASSISTANT WORKERS AND SUBORDINATES	
WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	
SPAIN	€24,002.00	€21,191.00	€20,829.00	€25,611.00	€22,147.00	€22,423.00
PORTUGAL	– €	– €	€11,907.00	€12,498.00	– €	– €
PUERTO RICO	– €	– €	€25,751.00	€24,521.00	– €	– €
MEXICO	€11,200.00	€14,864.00	€6,674.00	€6,971.00	– €	€11,248.00
RUSSIA	– €	– €	– €	– €	– €	– €
POLAND	– €	€19,122.00	– €	– €	– €	– €
COLOMBIA	– €	– €	€5,354.00	€4,863.00	– €	– €
JAPAN	€6,605.00	– €	€2,614.00	– €	– €	– €
CHINA	€27,772.00	– €	– €	– €	– €	– €
USA	€27,995.00	– €	€32,528.00	€20,407.00	– €	– €
AVERAGE REMUNERATION BY PROFESSIONAL CATEGORY BY COUNTRY (PREVIOUS YEAR)						
2023	MANAGERS AND SENIOR EXECUTIVES		MID-LEVEL EXECUTIVES		MIDDLE MANAGERS AND SUPERVISORS	
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
SPAIN	€141,407.00	€181,690.00	€35,431.00	€38,973.00	€34,456.00	€49,342.00
PORTUGAL	€96,984.00	– €	€22,089.00	€50,000.00	€17,709.00	€17,610.00
PUERTO RICO	€105,270.00	– €	€31,151.00	€33,916.00	€41,291.00	€40,308.00
MEXICO	€48,188.00	€110,683.00	– €	€11,019.70	€15,673.00	€16,099.00
RUSSIA	– €	– €	– €	– €	€23,649.00	€47,021.00
POLAND	– €	– €	– €	– €	€19,350.00	€23,223.00
COLOMBIA	– €	– €	– €	– €	€19,418.00	€10,164.00
JAPAN	– €	– €	€14,210.00	– €	€30,021.00	– €
CHINA	– €	– €	€25,018.00	€26,768.40	€29,580.00	– €
USA	– €	– €	€33,440.00	€59,326.00	€66,915.00	€68,837.00
ADMINISTRATIVE OFFICERS		NON-ADMINISTRATIVE OFFICERS		ASSISTANT WORKERS AND SUBORDINATES		
WOMEN		MEN		WOMEN		MEN
SPAIN	€27,008.00	€26,181.00	€23,520.00	€24,984.00	€22,433.00	€25,413.00
PORTUGAL	– €	– €	€11,321.00	€11,670.00	– €	– €
PUERTO RICO	– €	– €	€29,085.00	€24,423.00	– €	– €
MEXICO	€12,928.00	€12,448.00	€7,874.00	€8,631.00	– €	€10,265.00
RUSSIA	€7,924.00	€2,738.00	€4,378.00	– €	– €	– €
POLAND	€17,779.00	– €	€11,786.00	€12,893.00	– €	– €

COLOMBIA	– €	– €	€5,015.00	€5,509.00	– €	– €
JAPAN	– €	– €	€12,777.00	– €	– €	– €
CHINA	€20,455.00	– €	€11,468.00	– €	– €	– €
USA	– €	– €	€33,978.00	€37,689.00	– €	– €

AVERAGE REMUNERATION OF BOARD MEMBERS AND SENIOR MANAGERS						
	2024			2023		
	BOARD MEMBERS	SENIOR EXECUTIVES	BOARD MEMBERS	SENIOR EXECUTIVES		
WOMEN	€100,000.00	Included in the category 'Managers and senior executives'	€100,000.00	Included in the category 'Managers and senior executives'		
MEN	€100,000.00	Included in the category 'Managers and senior executives'	€100,000.00	Included in the category 'Managers and senior executives'		

WAGE GAP BY COUNTRY		
	2024	2023
SPAIN	33%	35%
PORTUGAL	14%	9%
PUERTO RICO	–4%	13%
MEXICO	5%	4%
RUSSIA	76%	40%
POLAND	34%	25%
COLOMBIA	–2%	–36%
JAPAN	–901%	– %
CHINA	–5%	22%
USA	–1%	28%

*Wage gap: (average salary for men–average salary for women)/average salary for men) x 100.

	MANAGERS AND SENIOR EXECUTIVES	MID-LEVEL EXECUTIVES	MIDDLE MANAGERS AND SUPERVISORS	ADMINISTRATIVE OFFICERS	NON-ADMINISTRATIVE OFFICERS	ASSISTANT WORKERS AND SUBORDINATES
2024						
SPAIN	19.48%	9.80%	39.82%	–13.27%	18.67%	1.23%
PORTUGAL	– %	55.20%	–6.18%	– %	4.73%	– %
PUERTO RICO	– %	– %	–2.12%	– %	–5.02%	– %
MEXICO	20.18%	–18.66%	1.34%	24.65%	4.26%	– %
RUSSIA	– %	–134.57%	– %	– %	– %	– %
POLAND	– %	– %	35.09%	– %	– %	– %
COLOMBIA	– %	–70.75%	15.34%	– %	–10.10%	– %
JAPAN	– %	– %	–940.90%	– %	– %	– %
CHINA	– %	10.48%	– %	– %	– %	– %
USA	– %	– %	3.47%	– %	–59.40%	– %

2023	MANAGERS AND SENIOR EXECUTIVES	MID-LEVEL EXECUTIVES	MIDDLE MANAGERS AND SUPERVISORS	ADMINISTRATIVE OFFICERS	NON-ADMINISTRATIVE OFFICERS	ASSISTANT WORKERS AND SUBORDINATES
SPAIN	22.17%	9.09%	30.17%	–3.16%	5.86%	11.73%
PORTUGAL	– %	55.82%	–0.56%	– %	2.99%	– %
PUERTO RICO	– %	8.15%	–2.44%	– %	–19.09%	– %
MEXICO	56.46%	– %	2.65%	–3.86%	8.77%	– %
RUSSIA	– %	– %	49.71%	–189.41%	– %	– %
POLAND	– %	– %	16.68%	– %	8.59%	– %
COLOMBIA	– %	– %	–91.05%	– %	8.97%	– %
JAPAN	– %	– %	– %	– %	– %	– %
CHINA	– %	6.54%	– %	– %	– %	– %
USA	– %	43.63%	2.79%	– %	9.85%	– %

*Wage gap: (average salary for men–average salary for women)/average salary for men) x 100.

AVERAGE TOTAL NUMBER OF CONTRACTS BY SEX, ACCORDING TO TYPE OF WORK SCHEDULE AND CONTRACT TYPE

	PERMANENT		TEMPORARY	
	PARTIAL	FULL	PARTIAL	FULL
WOMAN	825.3	1,644.2	78.8	137.3
MALE	48.5	413.6	6.6	12.6
TOTAL	873.8	2,057.8	85.4	149.9
				3,166.9

Average total number of contracts by age, according to type

AVERAGE TOTAL NUMBER OF CONTRACTS PER PROFESSIONAL CATEGORY, ACCORDING TO TYPE OF WORK

SCHEDULE AND CONTRACT TYPE

CONTRACT	FIXED		TEMPORARY		TOUS
	PARTIAL	FULL	PARTIAL	FULL	
MANAGERS AND SENIOR EXECUTIVES	57.3	153.5	7.8	26	244.6
INTERMEDIATE-LEVEL GRADUATES	2.3	34.8	0	0	37.1
MIDDLE MANAGERS AND SUPERVISORS	171.30	731.20	1.9	11.8	916.2
ADMINISTRATIVE OFFICERS	9	56.3	0	3.7	69
NON-ADMINISTRATIVE OFFICERS	619.8	822.7	75	102.1	1,619.6
ASSISTANT WORKERS AND SUBORDINATES	14.3	259.2	0.7	6.3	280.5
TOTAL	874	2,057.7	85.4	149.9	3,167

NUMBER OF LAYOFFS BY SEX

	2024	2023
WOMEN	247	154
MEN	43	24

NUMBER OF LAYOFFS BY AGE

	2024	2023
≤30	168	93
31-50	103	72
>50	19	13

NUMBER OF LAYOFFS BY PROFESSIONAL CATEGORY

	2024	2023
MANAGERS AND SENIOR EXECUTIVES	3	1
MID-LEVEL EXECUTIVES	19	5
MIDDLE MANAGERS AND SUPERVISORS	60	36
ADMINISTRATIVE OFFICERS	1	4
NON-ADMINISTRATIVE OFFICERS	198	120
ASSISTANT WORKERS AND SUBORDINATES	9	12

TRAINING HOURS BY PROFESSIONAL CATEGORY

	MANAGERS AND SENIOR EXECUTIVES	MID-LEVEL EXECUTIVES	MIDDLE MANAGERS AND SUPERVISORS
2023	124.2	1,072.97	9,182.99
2024	260.7	3,174.8	6,766
	ADMINISTRATIVE OFFICERS	NON-ADMINISTRATIVE OFFICERS	ASSISTANT WORKERS AND SUBORDINATES
2023	466.01	25,564.06	2,769.51
2024	531.20	18,964.50	1,531.50

*It should be noted that there have also been 104.4 hours of training corresponding to TOUS internship trainees who do not fall within any of the professional categories identified for Group collaborators.

PERCENTAGE OF EMPLOYEES COVERED BY COLLECTIVE AGREEMENT BY COUNTRY

	2024	2023
SPAIN	100%	100%
MEXICO	0%	100%
POLAND	0%	0%
RUSSIA	0%	0%
PORTUGAL	100%	100%
USA	0%	0%
PUERTO RICO	0%	0%
CHINA	0%	0%
JAPAN	0%	0%
COLOMBIA	0%	0%

HOURS AND RATE OF ABSENTEEISM AT WORK

	2024	2023
TOTAL HOURS OF ABSENTEEISM	938,204.65	598,403.27
ACTUAL HOURS WORKED	4,544,854	5,208,640
ABSENTEEISM RATE	20.64%	11.49%

*Absence rate: (total hours of absence/actual hours worked) x 100.

*Includes hours for paternity/maternity leave.

NUMBER OF MATERNITY AND PATERNITY LEAVES

	2024	2023
MATERNITY LEAVE	97	103
PATERNITY LEAVE	11	7
TOTAL	108	110

HEALTH AND SAFETY: ACCIDENT RATE

	2024	2023	Men	Women	Men	Women
Number of work accidents resulting in lost days	6	28	14	52		
Number of days lost due to work accidents	119	983	149	1,153		
Total hours worked	760,061	3,784,793	838,533	4,370,107		
Accident frequency index	7.89	7.40	10.733030	10.5260580		
Accident severity index	0.16	0.26	—	—		
Number of occupational illnesses	0	0	1	0		
Number of days lost due to occupational illnesses	0	0	52	—		
Number of fatalities	0	0	—	—		

*Frequency index: (number of work accidents with sick leave/number of actual hours worked by employees) x 1,000,000.

*Severity index: (number of lost days/number of actual hours worked by employees) x 1000.

*2023 data excludes the US for which no data is available.

Cases linked to corruption and bribery
Cases of non-compliance with environmental regulations
Cases of privacy and data security breaches involving customers
Reports of human rights violations
Discrimination and Harassment

In 2024, five cases related to corruption, bribery, and/or conflicts of interest were detected, along with three cases of money laundering. These cases have been investigated and resolved through the adoption of corrective measures (action plans) and, where applicable, sanctions. These measures have been, or are being, duly implemented by the affected departments.

During 2024, the Group had no cases of non-compliance with environmental regulations.

In 2024, the Group identified five cases of privacy and security breaches of customer data that we have effectively managed.

Throughout 2024, we have received 0 cases of complaint for violation of Human Rights.

In 2024, there was only one case of discrimination and harassment, confirmed after an investigation. It was handled internally and resulted in a warning, strengthened procedures, and the employee's contract being transferred.

ANNEX V

TAX INFORMATION

INCOME TAX (IN THOUSANDS OF EUROS)		
	2024	2023
SPAIN	12,901.90	6,083.50
MEXICO	604.40	2,037.10
POLAND	99.40	223.50
PORTUGAL	180.10	406.30
USA	0	0
PUERTO RICO	93.90	41.60
CHINA	0	0
RUSSIA	5.80	110.20
JAPAN	0	0
COLOMBIA	81.04	
OTHERS	0	0

REVENUE EARNED BY COUNTRY (IN THOUSANDS OF EUROS)		
	2024	2023
SPAIN	69,346	13,107
MEXICO	3,618	1,888
POLAND	1,036	728
PORTUGAL	1,034	661
USA	775	766
PUERTO RICO	676	502
CHINA	-44	-285
RUSSIA	-3,260	-5,385
JAPAN	-75	-184
COLOMBIA	-707	
OTHERS	212	-168

Public subsidies received by country (in thousands of euros)

	2024	2023
Spain	35	6

Portugal 0 42

The Board of Directors of the company S. TOUS, S.L. on March 27, 2025, in compliance with the requirements established in Law 11/2018, of December 28, on non-financial information and diversity, prepare the Consolidated Non-Financial Information Statement for the annual period ending December 31, 2024, which forms part of the Consolidated Management Report that accompanies the Consolidated Annual Accounts and is presented as a separate document as provided for by current legislation, which is constituted by the document preceding this letter, which consists of the attached sheets numbers 1 to 177.

Ms. María Alba Tous Oriol

President

Mr. Carlos Soler Duffo

Board member and CEO

Ms. Rosa María Tous Oriol

Member

Ms. Laura Tous Oriol

Member

Mr. Josep María Bosch Castias

Member

Mr. Martin Brok

Member

Joyería Tous, S.A.

Represented by Ms. María Alba Tous Oriol

Tallers Tous, S.L.

Represented by Ms. María Alba Tous Oriol

Mr. Steven Chad Davis

Member

Mr. Pierre Eric Robert Denis

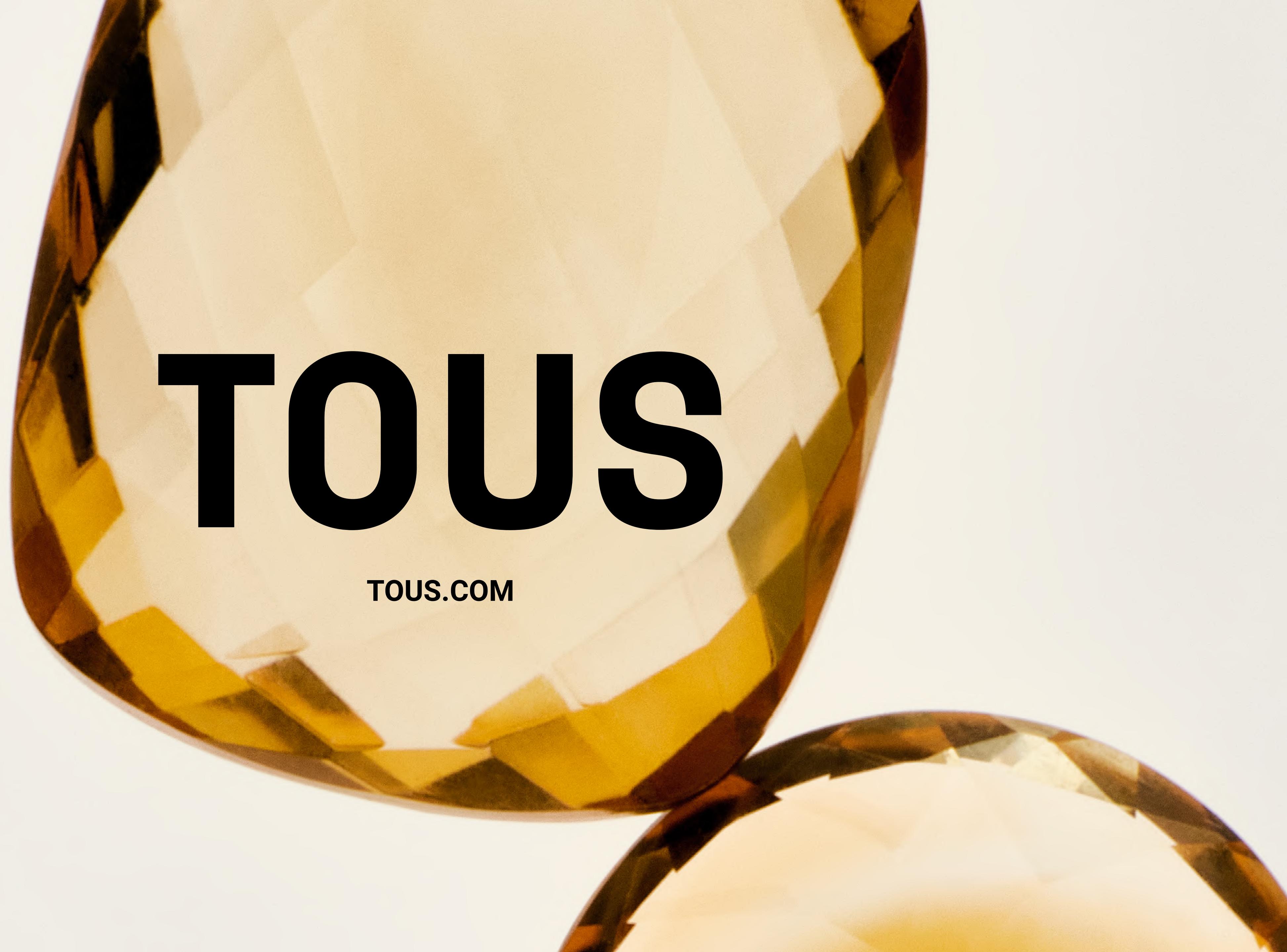
Member

Atenea, Ltd.

Represented by Ms. Patricia Sancho
Ortega

Member

The Board of Directors empowers the Non-Board Member Secretary Ms. Núria Garrós Ribera, who accepts, the signing of all the sheets of the Non-Financial Information Statement for the year ended December 31, 2024 preceding this document (sheets 1 to 177 both inclusive).



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