

We create value  
for people, society  
and the planet.

**CSR**  
Report  
2018-2022





## Message from the Chairman

*“The last few years have been a major challenge for most companies and for society as a whole in terms of sustainability, efficiency and corporate social responsibility. The issues we have faced in recent times have provided an impetus and an opportunity to work on and make progress in transforming our businesses and making them more efficient and sustainable, aspects that have been fundamental for our Group from the very start. I am immensely proud that we have managed to make progress on these, practically from scratch.*

*At the end of 2017, the Gloval Group started out with a completely different situation and structure to the current one, but after the process of integrating the different companies that now comprise the Group, we have been able to grow, transform and develop other projects. We now offer services to the sector's entire value chain, from appraisal and valuation to consultancy, engineering services, data analytics and the specialisation and services Prime Yield offers to investment funds and the financial institutions that work with them. These undoubtedly make up a portfolio of cutting-edge services that are at the forefront of our customers' needs. Not to mention our ongoing strong commitment to offer our customers an extensive portfolio of green services. Across all the Group's divisions we offer sustainability-related services such as consultancy and advice on energy efficiency upgrades, identification of the energy efficiency range of the portfolios of the financial institutions involved in granting mortgages, identification of portfolios according to the climate risks linked to the location of the properties and monitoring of green loans or mortgages.*

*This extensive range of services has resulted in an increase in the number of professionals forming part of the Group and with them comes opportunities to make progress with more specific policies focused on their evolution and performance within the company. Aware of the changes in society and the commitment, talent and professionalism of everyone forming part of Gloval, we have promoted working from home as an initiative that facilitates a work-life balance. Gloval's professionals have the option to work from home up to a maximum of three days a week. With the same objective, we have also introduced the option of working from home from the 25th week of pregnancy for those pregnant women who prefer to do this. For Gloval, equal opportunities are fundamental and we wanted to put this down in black and white in our Equality Plan, which we introduced in 2020. We also wanted to go one step further and today we can proudly say that we comply with the Spanish General Law on Disability through direct recruitment, a proactive effort by Gloval that only 26% of the companies in our country achieve.*

*I am extremely pleased to be able to say that we are a diverse company, committed to talent and people, because we have no doubt that this is the recipe for our success. That is why I would like to say a few words to all those forming part of Gloval: this business would not be possible without your effort, performance, professionalism and human qualities. I would like to congratulate you all and encourage you to continue on the path that we are taking each day. I look back on these four years and I am proud of how we have been able to build CSR policies from scratch and in a proactive way, with the sole objective and urgency that comes from wanting to be a socially responsible company with all our stakeholders and with the environment in which we operate.”*

**Roberto Rey**



# Contents

01

## **We are Gloval, with a V for value**

---

INTRODUCTION TO THE COMPANY

02

## **Corporate Identity**

---

CSR ORGANISATION

03

## **Lines of action**

---

OUR CSR POLICY

04

## **Track record - CSR achievements**

---

CSR HISTORY

05

## **GREEN Services**

---

FOR SUSTAINABLE GROWTH

06

## **Our responsibility is a better future**

---

NEXT STEPS





# 01

We are Gloval,  
with a V for value

---

INTRODUCTION  
TO THE COMPANY

**GLOVAL**  
Building Value

# Gloval, with a V for Value

Gloval is today a leading supplier of comprehensive property valuation, engineering and consulting services that brings together companies with 75 years of accumulated experience.

Our leadership is based on the exhaustive and always up-to-date knowledge of the market, as well as the best practice of more than 1,000 expert professionals working for customers throughout Spain and internationally.

We are recognised as a valued and trusted partner by the main players in the real estate sector. We are the company that provides and guarantees the highest technical rigour, always at the forefront of the latest technology, offering maximum quality and efficiency and customised solutions for our customers. We are continuing to consolidate our leadership, accredited by more than 5 million valuations provided by the prestigious companies that comprise our Group.

Our growth and expansion allow us to broaden our portfolio to offer more comprehensive, compact and global services, in relation to both geographical areas and sectors.





# Gloval in numbers

## Leaders in Spain and Portugal



## Presence in 7 Countries



**+ 1000**  
Professionals



**75** years  
of experience



**5** Business units  
Service throughout the entire asset value chain

GLOVAL  
VALUATION

GLOVAL  
ENGINEERING

GLOVAL  
CONSULTING

GLOVAL  
ANALYTICS

primeyield®

**+ 5** million  
appraisals



# Our team

**75,17%** Employees with university degree

- 54% Architecture
- 11% Engineering
- 35% other

Our professionals

**59%** | **41%**  
women | men

**9,3%** Increase in the workforce in 5 years

**5** Areas managed by women  
Engineering, Technical Management, HR, Digital, CSR & Compliance

**100%** Permanent contracts  
12 years average length of service

**90%** of the Gloval workforce works from home  
60% of working week at home and 40% in the office

**2%** Recruitment of people with disabilities

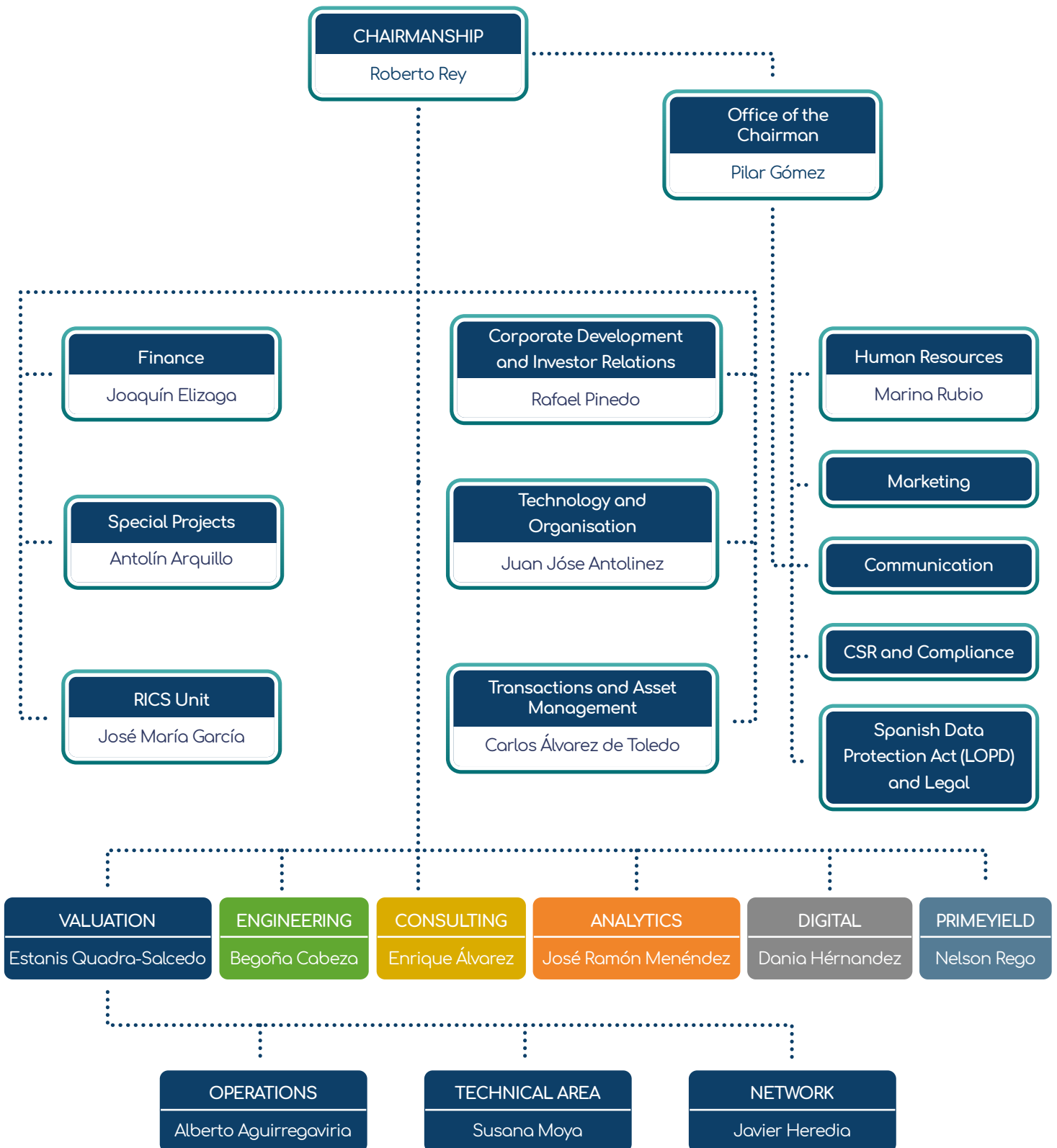
**5** Days working from home for pregnant women

## Family Plan

Support for employees who have children with a disability for their inclusion



# Global Organisational Chart



# Full range of services

Through our five business units, we provide support to the entire value chain of the real estate sector through valuation, consulting, engineering and data analytics services, operating in all sectors.

## GLOVAL VALUATION

National and international standards  
ECO, RICS TEGoVA...

All purposes: mortgage financing,  
valuation of banking entities' assets,  
capital resources, investment funds  
and REITs, technical provisions,  
taxation and legal...

Automated valuations

Market studies, expert reports,  
valuations of large concessions...

## GLOVAL ENGINEERING

Project monitoring

Quality control, technical inspection  
organisation reports and technical inspections

Design of construction projects  
(urban planning or conservation)

Efficiency energy certifications and  
accreditations, efficiency audits and reports

## GLOVAL CONSULTING

Real estate and urban development  
consultancy

Audits and due diligence

Analysis of assets and investment  
feasibility

Project & Asset management

Comprehensive advisory services and  
support with transactions

## GLOVAL ANALYTICS

Portfolio analysis, valuation and optimisation

Data normalisation, review and enrichment

Valea - Real Estate Big Data

Market reports

Property indicators

Predictive models

Revised and enhanced market samples

Real estate analytical consultancy

## primeyield®

Appraisal of NPLs/REOs portfolios

Market studies

Portfolio valuation (Residential + CRE) of  
Prime Analytics (Desktop - AVM - Drive By)

Highest and Best Use Analysis  
by Argus Developer®

Research with Feasibility Analysis

# Sectors

PROPERTY	FINANCIAL	INDUSTRIAL & LOGISTICS	INSURANCE	AGRICULTURE & OTHER
Socimis/REITs Assets Individuals Developers Hotel chains ...	Banks Investment funds Financial institutions Servicers Other investors ...	Corporations and companies	Insurers Companies	Farms Infrastructures Alternative assets Pharmacies Petrol stations

	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓

Gloval is associated, accredited or approved by the following institutions and organisations:







# 02

## Corporate Identity

---

CSR ORGANISATION

# We believe in what we are

Since we were founded, more than 35 years ago now, we have always acted with responsibility, rigour and commitment. These are our essence.

Our corporate genetics influence our daily work and push us to make our mission a reality, following our own business vision and respecting the values that are our guide and hallmarks.



## MISSION

To be a benchmark in the real estate valuation and consultancy sector and through a portfolio of high added value services, with personalised support for our customers throughout the entire value chain of the asset.



## VISION

To focus on innovation and technology to provide enhanced real estate guidance, incorporating leading companies to turn them into a benchmark for the sector in Spain and abroad.



## VALUES

- Rigour • Professionalism • Ethics and Integrity
- Independence • Transparency • Excellence
- Trust



## Gloval is and will be a socially responsible company

We work to promote sustainable growth that in turn has a positive impact on people, society and the environment in order to contribute to creating a better, fairer society and a cleaner planet, based on policies that promote transparency, ethics, responsibility and a commitment to our stakeholders.

## By working together, we create more value

Employees, customers, suppliers, shareholders, everyone at Gloval shares the same corporate culture.

We have come a long way together in a short space of time when it comes to Corporate Social Responsibility. Today, Gloval is a company committed

to creating economic, social and environmental value for all its stakeholders, or through the management of a responsible business model.

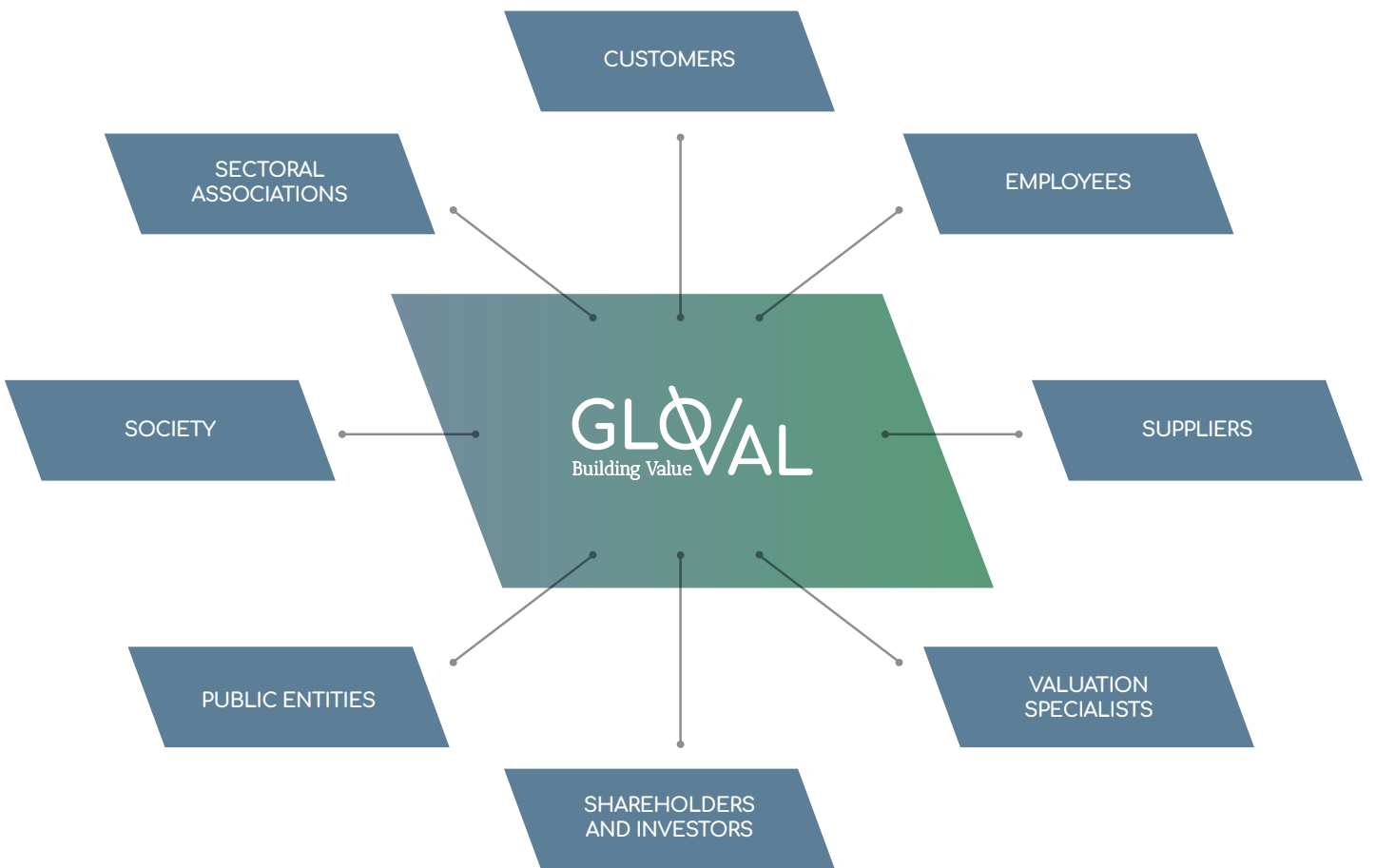


# Our Stakeholders

We need to know which stakeholders are affected by our actions before we can define our commitments to them and report these in our CSR Policy.



## 8 STAKEHOLDERS





# Our journey in building CSR

Since taking our first step in CSR, we have been very clear about the direction and goal we are aiming for. That is why, year after year, we have been steadily moving along the path of sustainability to establish our position as a civic-minded and responsible company that is a benchmark in our sector:

## 2018 - 2019

Start of the process of reflection and definition of the ESG framework



Materiality analysis and identification of stakeholders



Development of the ESG Policy



Development of the ESG Strategic Plan

## 2020

Introduction of specific initiatives into the established ESG framework



Establishment of the reporting model (general and specific)



Development of initiatives to advance in our strategic plan



Measure and report: Miura and Charme, Board of Directors, Website, Global Compact

# A history of convergence



*Starting practically from scratch, in the spring of 2018, with the beginning of the Company integration project, we simultaneously started our CSR project which was framed in a context of its growing importance to the investors of our majority shareholders, Miura and Charme, of ensuring that the companies in which they invest have an unwavering responsibility and commitment to their local surroundings, society and the environment. Our objective was therefore clear:*

***TURNING GLOVAL INTO A SOCIALLY RESPONSIBLE COMPANY.***

*The context was ideal and there was no better time for it than when the cultures of the different companies were going to be transformed through their integration, allowing us to also bring about changes in the company's social responsibility culture which would start to take hold in everyone forming part of Gloval and grow into something bigger.*





# 03

## Lines of action

---

OUR CSR POLICY



## Gloval's CSR Policy

Following a thorough analysis phase, we defined Gloval's CSR policy, whose main objective is to lay the foundations of the commitments we voluntarily make to our stakeholders and which will help us to develop Gloval's mission and vision through the values and the framework of the Code of Ethics.

This is a comprehensive policy covering social, environmental and governance issues that always puts people at the core of the decision-making process.

Following the CSR Policy is mandatory for all Gloval professionals, as well as for its suppliers in the applicable aspects.



## Commitment to people

We promote a model of excellence in terms of responsible work practices, both internally with Gloval's talent and externally with our customers, suppliers and our network of external partners.

We base our actions on communication and transparency, ethics and integrity and risk management through compliance policies, using mechanisms that always guarantee an excellent, rigorous and independent service.





## Commitment to society

We consider what impact and repercussion our activities have on society and we behave in a way that guarantees ethics, transparency, equality, diversity, inclusion and human rights.

Through different policies and initiatives, we encourage the social commitment of our employees, supporting and advising our customers by offering more sustainable and personalised services, always with a focus on commitment, accessibility and good service.



## Commitment to the environment

We feel responsible for our environment and we work to encourage practices that promote sustainable development and guarantee efficiency in consumption, minimising the impact on climate change and GHG emissions.

We integrate social, environmental and good governance criteria into our internal work processes, into our commercial services and practices, as well as into the selection of suppliers that contribute to minimising our environmental impact.





## The facts demonstrate how we are

The lines of action in our Strategic Plan are always a reflection of our corporate culture.

Only by setting clear lines about which material and measurable CSR areas we choose can we propose effective initiatives and actions that reflect our culture. To do this, we assign each action to a department, which defines the most efficient deadlines and resources to carry them out successfully.

## The numbers speak for themselves

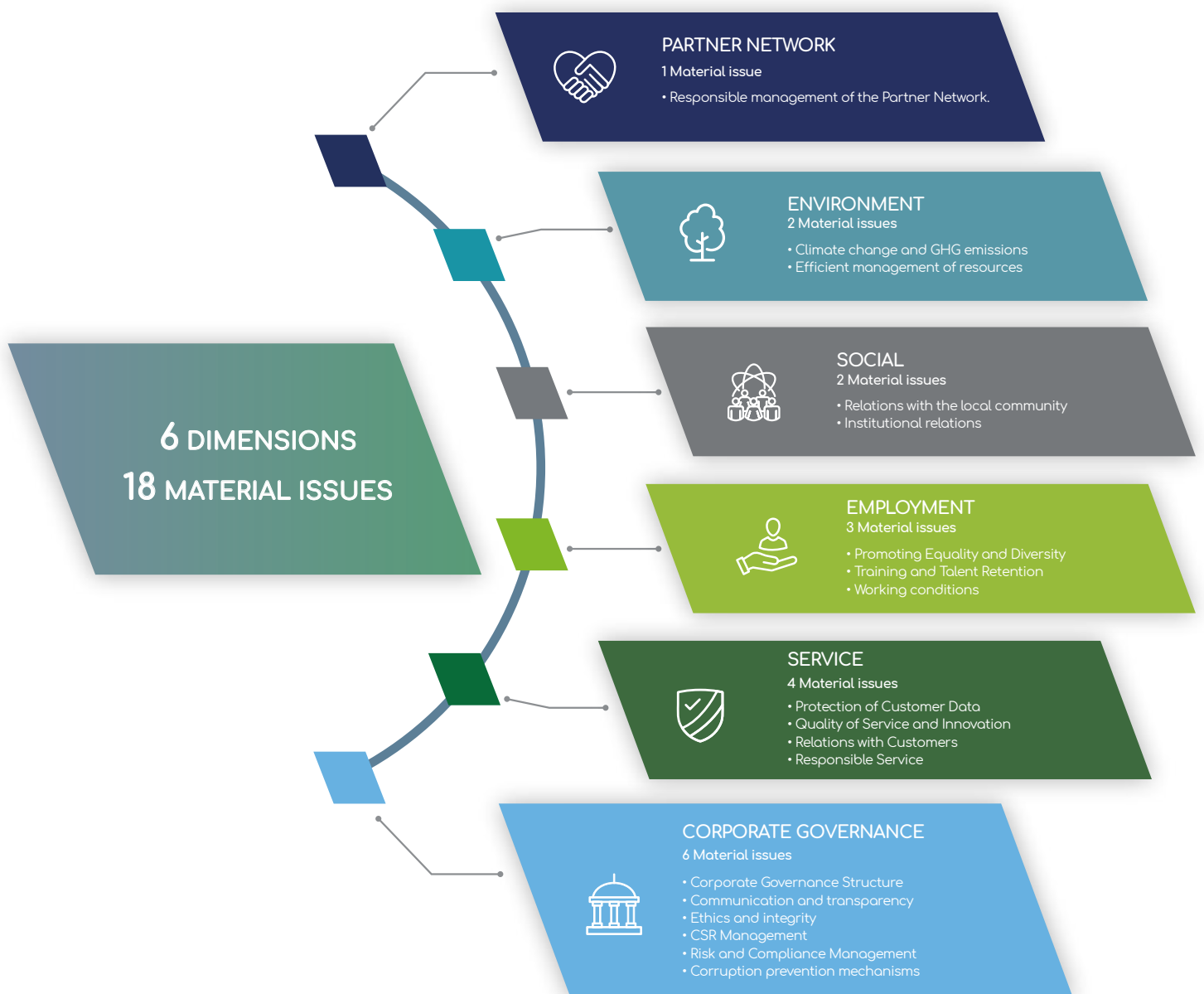
Measuring the results of our actions is fundamental. It helps us to rectify, improve and continue moving towards more optimal and sustainable growth.

Sharing this information improves our transparency and brings us together as a group. This is why we regularly report our results to the Executive Committee of our shareholders, the Board of Directors and, on an annual basis, to the Global Compact.

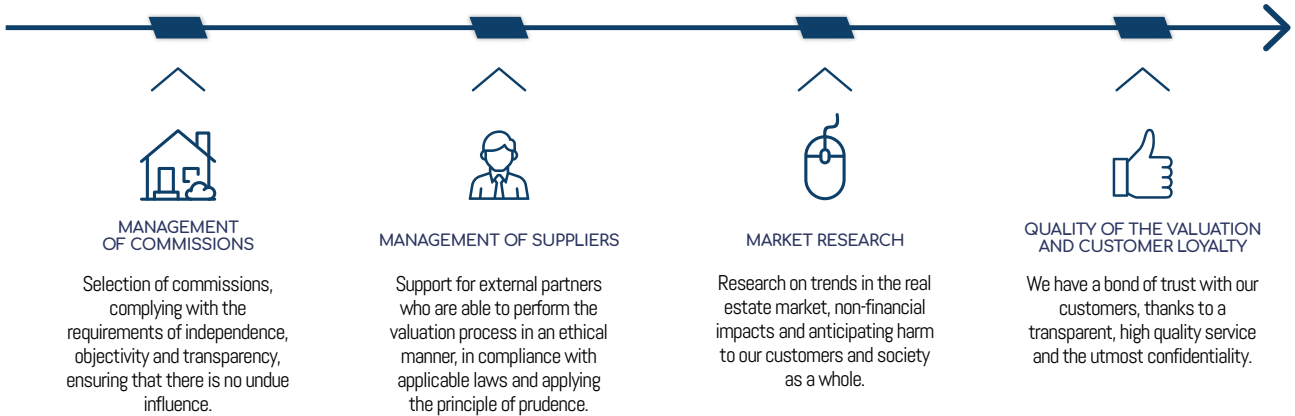


# Materiality in the value chain

In order to identify and prioritise the most relevant aspects for Gloval in terms of sustainability and CSR, we conducted a materiality study that addresses six dimensions: Corporate Governance, Service, Labour, Social, Partner Network and the Environment, and which defines eighteen material issues for action.



# How is materiality implemented in the value chain?



## CORRESPONDING SDGs



## BENEFIT OF THE INITIATIVES

INDEPENDENCE

REGULATORY COMPLIANCE

RISK MANAGEMENT

BUSINESS OPERATIONAL SUSTAINABILITY

# Our CSR commitments

## PARTNER NETWORK



We are committed to ensuring that our suppliers and external partners **apply our values in every phase** of their activities.



Corresponding  
SDGs

## Actions

- We promote compliance with our ethical principles of integrity, independence and prudence in the valuation, as well as the internal code of conduct in our network of technicians.
- We monitor compliance with the legal requirements of the region where the service is being provided, through our model for compliance, Code of Ethics and risk culture.
- Training plan for the team of technical valuation specialists.





# Our CSR commitments

## ENVIRONMENT



We are committed to **reducing the environmental impact** in the communities in which we operate and also to **quality**, seeking **more sustainable services**.



## Actions

- We promote a **responsible and efficient consumption** of supplies and resources.
- We fight against climate change, promoting the use of metrics and tools to **monitor and reduce our carbon footprint** inside and outside the organisation.
- We **minimise waste** and have authorised waste managers for its recycling or disposal.
- We are committed to **digital content**, avoiding the use of paper as a format for our reports.
- We designed a **Travel Plan** for staff and collaborators.
- We are working to obtain the ISO 14001 Certification for our offices.

## Corresponding SDGs



## SOCIAL



We are committed to generating value for society by promoting **good real estate practices** within the framework of Sectoral Associations, collaborating with the relevant regulatory bodies.



Corresponding  
SDGs

## Actions

- We develop a **proactive relationship with the community** in which we operate and work constructively to manage the issues arising in our business that have an impact on the community.
- We encourage our employees to put their skills to work for the good of society and perform **pro-bono activities** in line with the group's values.
- We promote a **culture of giving back**: Intranet and Social Impact Day.
- We have widened the group that can report to the whistleblowing channel.
- We are members of the **Global Compact**.
- We attend and participate in **sectoral events**.



# Our CSR commitments

## EMPLOYMENT



We are committed to creating **quality jobs** and **developing talent**.



Corresponding  
SDGs

## Actions

- We seek to attract and retain talent through continuous **promotion as well as an attractive salary policy and social benefits**.
- **Diversity and Equality Policy** to prevent any kind of discrimination.
- We have a **Flexibility and Work-Life Balance Plan** that provides the necessary tools to help our employees balance work and family life.
- We have a **Health and Safety** procedure to create a **safe and pleasant working environment**, promoting the health and well-being of our professionals.
- We have **Training Plans**.
- We follow a **performance evaluation** model.
- We maintain **fluid** and open **communication** in our work.



## SERVICE



We are committed to the **quality** of our service and offer our customers **all-round guidance** in real estate matters.



## Actions

- We seek to ensure the **profitability** of our business by following our principles, with the aim of generating value for our shareholders and customers.
- We build a bond of **trust** with our customers by encouraging transparent relationships tailored to their needs.
- **We reject** all commissions where we may be exposed to **undue influence**, which threatens the final quality of the service and our reputation.
- **We assess the non-financial impacts** of our operations and anticipate, as far as possible, any harm to our customers and the general public.
- We ensure the **utmost confidentiality** of information assets in our internal procedures and over our customers' information.
- **We strengthen the control and security** of our management processes and are committed to constant **innovation** for an efficient service provision.
- **We measure** customer satisfaction through surveys.

## Corresponding SDGs



# Our CSR commitments

## CORPORATE GOVERNANCE



We are committed to **performing our business ethically and transparently**, complying with the regulations and always adhering to our values.



## Actions

- We establish a **common framework for ethical behaviour** in our services through corporate policies and internal codes.
- We strengthen our **strict compliance with the current regulations**. We continuously
- Supervise and proactively **monitor** this in order to anticipate possible changes that could have an impact on our business.
- We maintain a **risk management policy**, complying with the criteria of **independence, objectivity and prudence** in each valuation process.
- We have **zero tolerance** for corruption.
- We **promote transparency** through the active management of communication channels with stakeholders and the publication of corporate policies.
- We **promote CSR widely** throughout the organisation and monitor the degree of progress in our commitments.
- We report on **non-financial indicators**.

## Corresponding SDGs





# 04



## Track record - CSR achievements

---

CSR HISTORY

# Our timeline in CSR

*Since taking our first step in CSR, we have been very clear about the direction and goal we are aiming for. That is why, year after year, we have made steady progress in establishing Gloval as a leading company in its sector in terms of Corporate Social Responsibility and as a strategic partner in Sustainability solutions and Green services.*

## 2018 - 2019

Process of reflection and definition of the ESG framework



## 2018 - 2019

Introduction of specific initiatives into the established ESG framework



### The motivation of building from scratch.

Starting practically from scratch, in 2018, this CSR & Compliance project started at the same time as the beginning of the process for integrating the companies. It was framed in a context of the growing importance to the investors of our majority shareholders, Miura and Charme, of ensuring that the companies in which they invest had an unwavering responsibility and commitment to their local surroundings, society and the environment.

Our objective was therefore clear:  
TURNING GLOVAL INTO A SOCIALLY RESPONSIBLE COMPANY

The context was ideal and there was no better time for it than when the cultures of the different companies were going to be transformed through their integration, allowing us to also bring about changes in the company's social responsibility culture which would start to take hold in all the people forming part of Gloval and grow into something bigger. We set out, first, to analyse and define our mission, vision and values which guide us in our decisions, actions and behaviour, and to identify Gloval's Stakeholders, understanding that our actions can have an impact on one or, alternatively, on more than one stakeholder group at a time. From there, we defined a series of commitments that are set out in our CSR Policy and that help us to put into practice Gloval's mission and vision through the values and the framework of the Code of Ethics.



One of the first decisions we took in the integration process was the unification of our offices into a single space. It was clear to us that this would be the first action demonstrating Gloval's commitment as a socially responsible company, so it was essential to define what these spaces needed to be like: places that encourage the blending of different corporate cultures and that met certain requirements based on the importance to our Company of being in open communal spaces with clean lines, without barriers, using glass to promote the value of transparency, and with an office model that was efficient in terms of consumption and recycling. Printing is reduced to a minimum and the "paperless office" concept has been introduced. This was the situation from the start and it has also led to us no longer sending customers printed reports. This raises awareness both among us as employees and also among customers that paper is not that necessary in today's digital era.

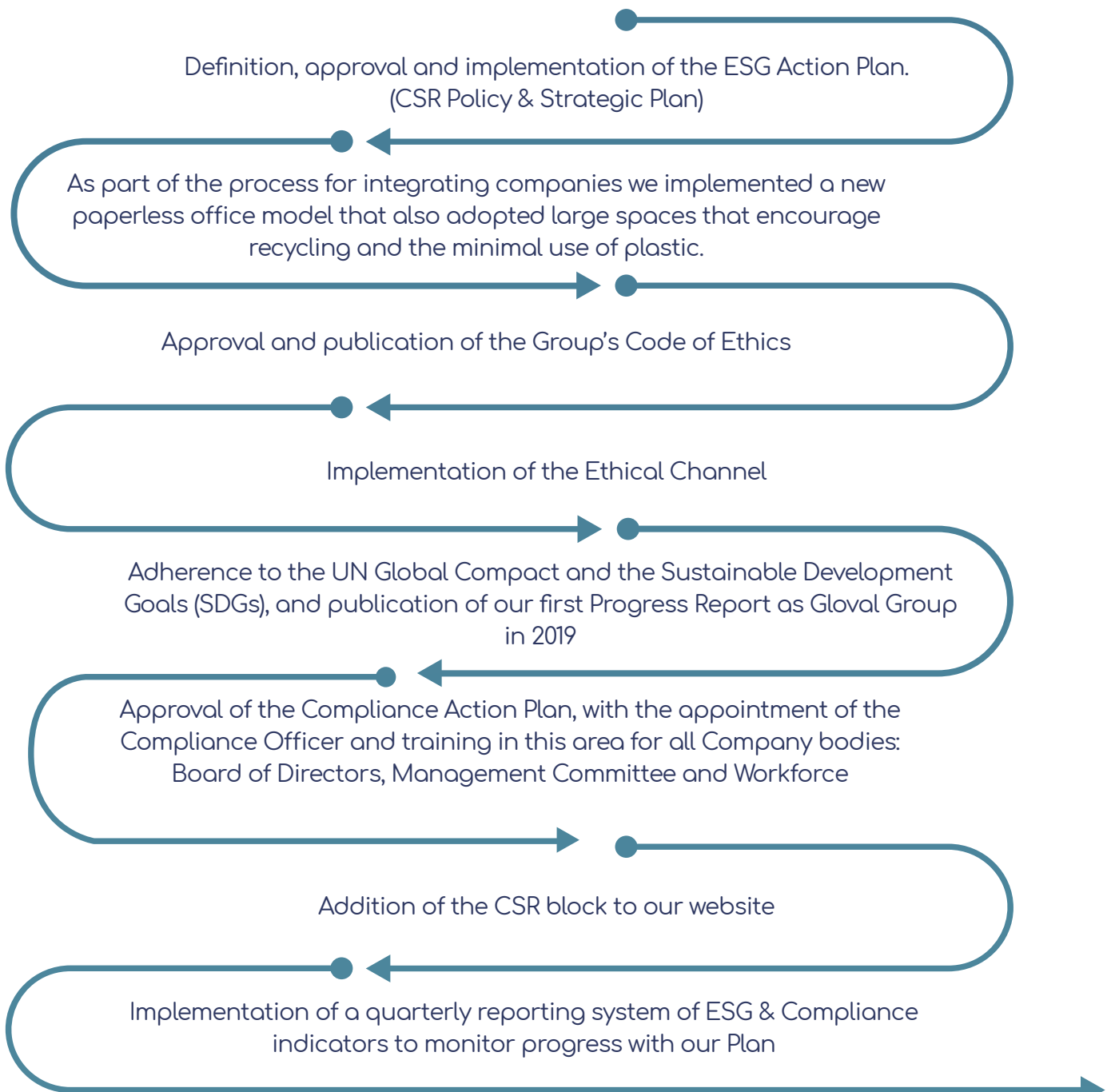
During 2018 and 2019, we put together our strategic plan and strengthened our reporting and performance measurement model.

The year 2020 was undoubtedly dominated by the pandemic, where Gloval continued to make progress in consolidating its CSR purpose. The most important milestones were the implementation of the Code of Ethics and the Whistleblowing Channel, the Group's Compliance Model, the approval and registration of our Equality Plan, and progress in the area of employment for people with a disability (Spanish General Act on Disability), with the obtaining of our certificate of exemption and the signing of the agreement with the Adecco Foundation.

Likewise, in the particularly difficult year that was 2020, we did not forget to do our bit through different donations to Foundations and NGOs that collaborate with the most disadvantaged.

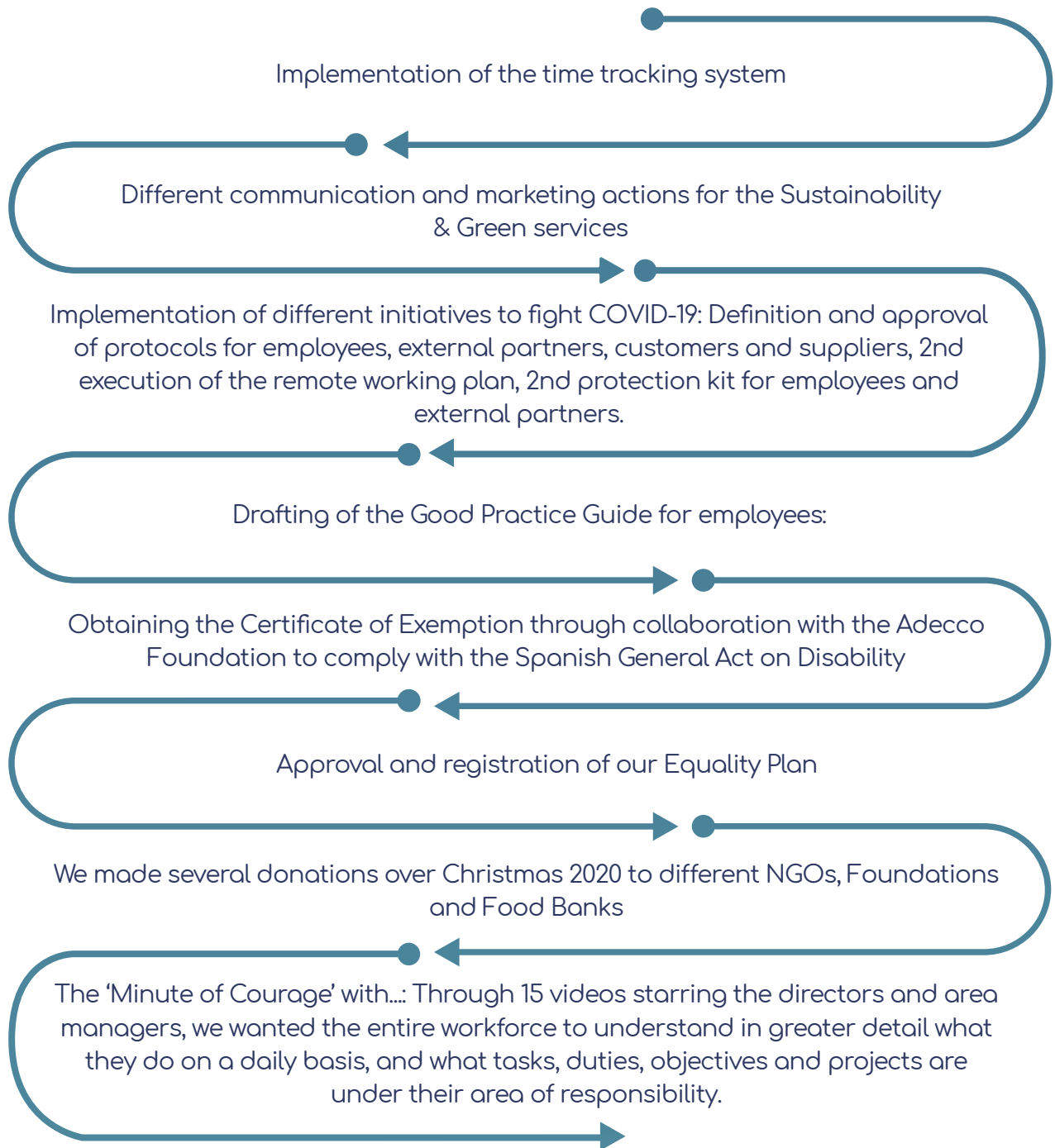


# Main actions worth highlighting in 2018, 2019 and 2020





# Main actions worth highlighting in 2018, 2019 and 2020



# 2021

## A year of gradual return to normality

Leaving behind a tough 2020 dominated by the pandemic, we entered 2021 focussing on strategic projects in the area of People.

We achieved very important milestones and one of those we are most proud of is the final implementation of a Teleworking Policy at Gloval. We had a very positive experience when, for health reasons, all Gloval professionals worked remotely for almost 18 months. Our service, commitment, dedication and productivity did not suffer in the slightest. After the return to the offices, we decided to permanently implement a Teleworking Policy throughout the Group, achieving a milestone that we had been promising to our staff since the end of 2019; to provide all our professionals with greater flexibility and balance between their professional and personal lives, not forgetting the positive contribution of this measure to the environment, with a significant reduction in our carbon footprint.

As a result, today we are the only company in the sector that has managed to implement working from home at all its offices, benefiting more than 300 people

around the world. At the same time, we continued to make progress on other projects that contribute value to transforming Gloval into a much more efficient company in terms of its processes and policies, such as the implementation of an HR ERP with the Cezanne tool, the unification and approval of a single Gloval variable remuneration policy following the integration of the different companies comprising the Group and the analysis and definition of the Job Map for the entire company.

And without a doubt, another of the projects we have been committed to from the beginning and that is still continuing today is our Family Plan, which, together with the Adecco Foundation, we launched in 2021. The aim of this programme is to promote the autonomy and employability of people with disabilities and it is targeted at the families of Gloval employees, with the company covering 100% of the advice and therapies of the people signed up to this plan.



## Main actions worth highlighting in 2021

Implementation of the Group's Teleworking Policy. Option to work up to a maximum of 60% of the working week remotely and 40% in the office. Additionally, Gloval, as a socially responsible company and in exceptional situations, temporarily allows employees in exceptional family and particularly vulnerable situations to work from home 100% of the time. (Extreme medical situations, palliative care, for the duration of the situation, etc.)

Launch of the Family Plan to help employees who have children with disabilities, which includes advice from medical professionals and coverage of various therapies focused on the social and workplace integration of the children

De-escalation plan for the return to working from the office

Gloval's special focus on raising awareness about International Women's Day and World Cancer Day. On both days, the company runs different initiatives that contribute to supporting these two days in particular

Redefinition of the Performance and Skills Evaluation model

Implementation of the Digital Disconnection Protocol

We continued our commitment to the SDGs and the Global Compact and published our Progress Report for the financial year 2021

Donation of furniture following the process of adjustment and closure of non-representative offices

Gender equality and harassment prevention training. Various training courses on this subject for Gloval's Equality Committee

We continued with our Christmas donations to different organisations, foundations and food banks

# 2022

## A year of consolidation of Gloval's ESG plan

The year 2022 established Gloval as one of the sector's leading companies in terms of sustainability and corporate social responsibility, thanks to all the milestones achieved and which translated into the consolidation of our initial purpose, which is the guiding theme of our entire project, namely, to turn Gloval into a socially responsible company.

In 2022, our main objective was focused on strengthening the ESG management model and consolidating a strong ethical and social responsibility culture that will be the travelling companion of our business and that will continue to resonate with all our stakeholders, who we hope will strongly identify us with this, something that Gloval is already achieving.

We would especially like to highlight the great satisfaction of being part of that small percentage of companies in Spain that comply with the Spanish General Act on Disability through direct recruitment,

not forgetting that we have maintained our Family Plan for another year, continuing the support programme for employees who have children with disabilities, employees who have been our best spokespeople and have collaborated with great enthusiasm and generosity in the recording of testimonials recounting their experience.

Special mention should be made of the great coordination work of the CSR, Compliance and HR areas in drawing up our first NFIS (Non-Financial Information Statement) report, which from now on will accompany the Group's Audit report, and which will add value to our Company in terms of transparency, independence and rigour.



# Main actions worth highlighting in 2022

Compliance with the Spanish General Act on Disability by directly recruiting 2% of people with disabilities. Only 26% of the companies in Spain comply with this requirement and Gloval is one of them

Preparation of our first NFIS (Non-Financial Information Statement for the financial year 2021), which from now on will be included as an appendix in our financial statements. This report also includes environmental, sustainability and social indicators, etc

New ECOEFY service: a new report, aimed at customers who request their valuation online, which shows energy information in the area and how much investment would be required to renovate their home to improve its rating and obtain greater energy savings

Reporting of the 2021 Progress Report to the Global Compact, where we follow the new reporting system within the new Early Adopter platform

First year of our Climate Survey

Development of the Talent Identification project

Assessment project for the Group's Management Committee

Option for pregnant employees, from the 25th week of pregnancy, to work 100% of their working week from home

Attendance at the 3rd edition of the Rafael del Pino Foundation's 'Go! SDG' awards

Collaboration with the Adecco Foundation to raise awareness of social inclusion on World Down Syndrome Day



## Main actions worth highlighting in 2022

Sponsorship of the charity challenge "El camino de ADACE" (The way of ADACE). Over 2,000 kilometres by bicycle to raise awareness of Acquired Brain Injury

CSR training workshop: "¡Tú cuentas!" (You count!) Workshop to promote ethics, responsibility and sustainability in organisations

Workshop on the future of electricity. Analysis and consequences of the current situation

Creation of the Internal Compliance Committee that, as of mid-2022, took on the role of Compliance Officer with the law firm Écija as advisor

G-Talk Next Generation Funds and Residential Energy Rehabilitation (RER) Plan

Participation in the Sustainability round table at SIMAPRO Meetings

Food collection at GLOVAL to donate to the Food Bank located in the same place as our offices

GlovalChef competition: Christmas competition for employees based on the creation of recipes where the concept is cooking to make the most of and not waste food

4 days of training in Emotional Wellbeing



# 05



## GREEN Services

---

FOR SUSTAINABLE  
GROWTH

## Towards a more sustainable business model

The world has changed a lot in recent years and the real estate business has been transforming and adapting to this change. At Gloval, we are committed to a new business model that supports competitive and sustainable development that is more balanced and responsible from an economic, social and environmental point of view.





# Sustainability and financial products

At Gloval, we collaborate with Financial Institutions in a commitment to a more responsible future, offering them our services in the implementation of their new, greener and more sustainable financial products:

## Asset Financing:

- Sustainable loans
- Sustainable credits
- Green mortgages

## Investment funds:

- Green investment funds
- Social investment funds
- Mixed investment funds

## Passive financing:

- Green bonds
- Social bonds
- Sustainable bonds





## We are preparing for tomorrow's potential risks

The BIG DATA revolution is here. At Gloval, we use quality data to analyse the market and the financial risks derived from climate change. We always work with granular data that covers a suitable time horizon and allows us to measure, control and manage risks with great accuracy.

The approach to risk requires observing, identifying, describing and assessing the relevant characteristics of the assets and to do so it is essential to visit the property and subsequently interpret and weight it to determine its valuation. To do this, we perform the following actions:

- Data collection (visit + public sources + own sources).
- Incorporation of essential data contained in the Energy Efficiency Certificate (EEC) and others.
- Assessment and/or measurement of parameters selected as determining factors.
- Weighting of the time horizon.
- Classification of parameters.
- Assessment.



## Climate change and supervisory bodies

An increasing number of organisations are focusing on sustainability: central banks and supervisory bodies are putting the spotlight on climate change risks.

Institutions must consider these climate and environmental risks in their collateral valuations. Institutions are expected to pay particular attention to the physical location and energy efficiency of commercial and residential real estate and include these considerations in the collateral valuation process and in regular reviews.



# Sustainable financing in the real estate market

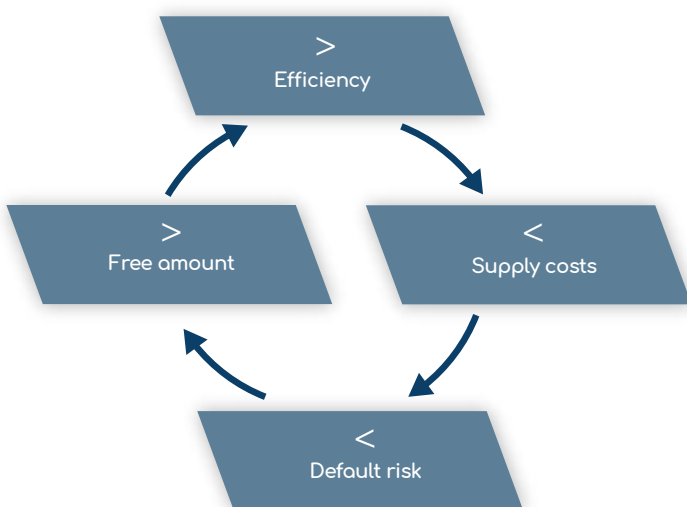
## We drive the financing objectives of individuals and companies

- Finance the purchase, construction and/or renovation of energy-efficient properties.
- Offer incentives to improve energy efficiency or purchase more energy-efficient homes.

## Requirements

Must be set by the Financial Institutions. Some examples are:

- Nearly Zero Energy Buildings.
- Buildings with Sustainable Certifications that are subject to an accreditation process such as LEED, BREEAM, VERDE, WELL, PASSIVHAUS...
- Homes with a high energy rating (A or B certified).
- Homes demonstrating that their energy consumption is better than required by building regulations by a certain %.
- Works that represent a pre-determined % improvement in energy consumption after a renovation or refurbishment.



## Types

### Financing of Energy Efficient Properties:

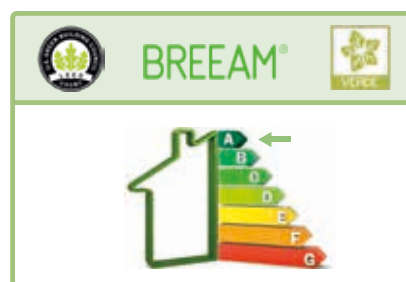
- Facilitate the purchase of energy-efficient new build homes/buildings.
- New homes/buildings.
- Developer Loan.
- Second-hand homes with a high energy rating.

### Mortgage/Loan for Energy Improvement Renovations:

- Provide the necessary funds to renovate or refurbish properties to improve their energy efficiency.
- Existing homes/buildings.
- Energy efficiency refurbishment.

### Securitisations:

- Revitalise the market for financing green projects, giving priority in capital to the financing of sustainable projects or those without a carbon footprint. The aim is to make the bank loan portfolio increasingly sustainable.



BREEAM®. Building Research Establishment Environmental Assessment Methodology is the worldwide independent reference method for the evaluation and certification of the sustainability of a building.

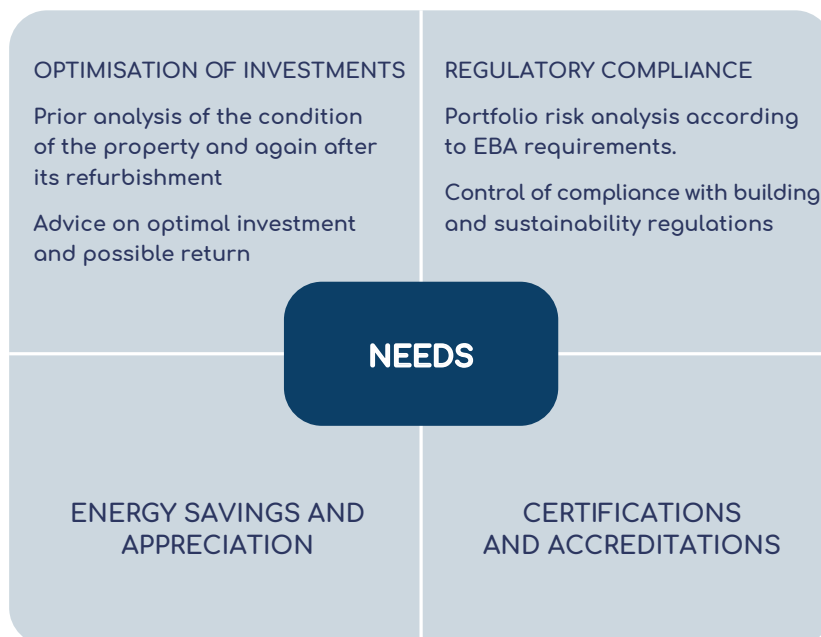
# Our sustainability services proposal

Sustainable real estate development seeks to minimise its negative impact on the environment and its surroundings through the efficient and intelligent use of the space and energy.

We are committed to a wide range of services that respond to this new

transformation of the real estate market towards efficiency and sustainability.

We help our customers make decisions based on rigour, professionalism and experience, and build a relationship of trust and mutual respect with them.



# Individuals and homeowners' associations

## What are their needs?



### Saving energy:

Optimise the energy demand and consumption of their building or home



### Energy rating:

When selling, renting, renovating or applying for subsidies, it is necessary to have an EEC



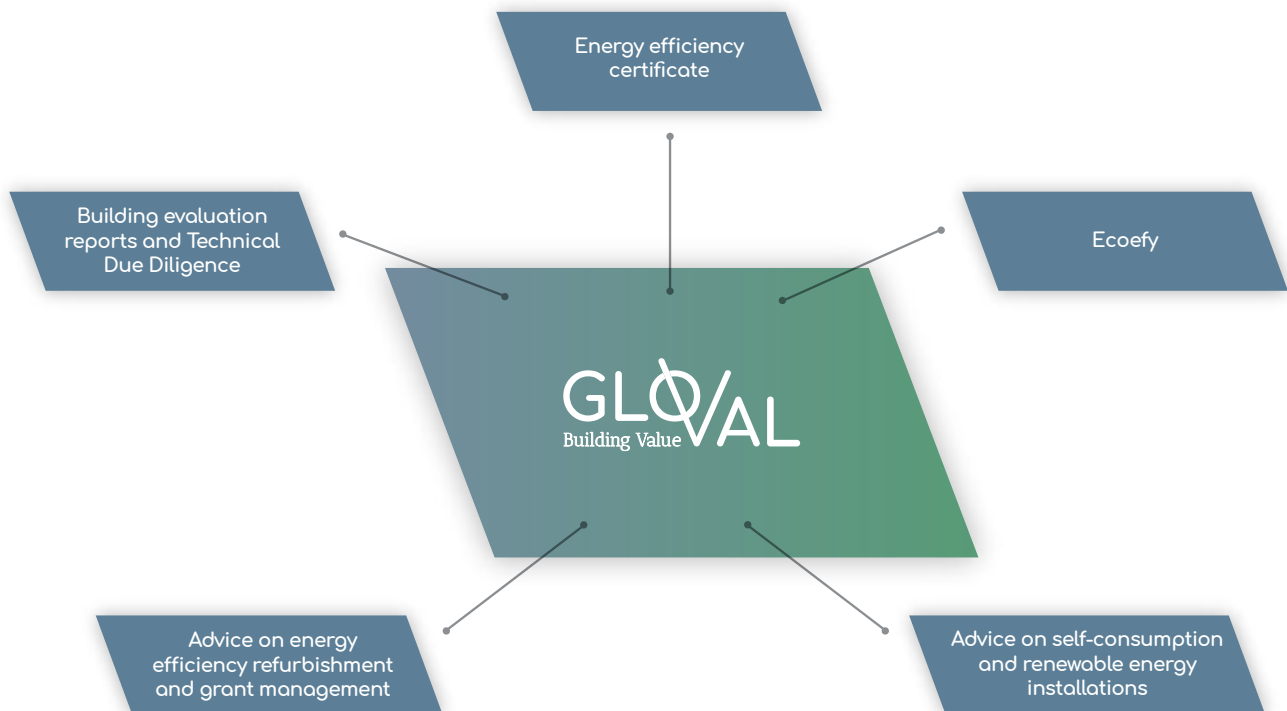
### Self-consumption and renewable energies:

Properties with a large roof or land for solar installations



### Update the building:

In buildings that are over 50 years old and do not have an updated building evaluation report





# Companies, entities and investors

## What are their needs?



### Energy savings and optimisation:

Achieve a reduction in the energy demand and consumption of their assets



### Certifications and Accreditations in sustainability seals:

Classify and accredit assets under internationally recognised sustainability standards



### Regulatory compliance and risk mitigation:

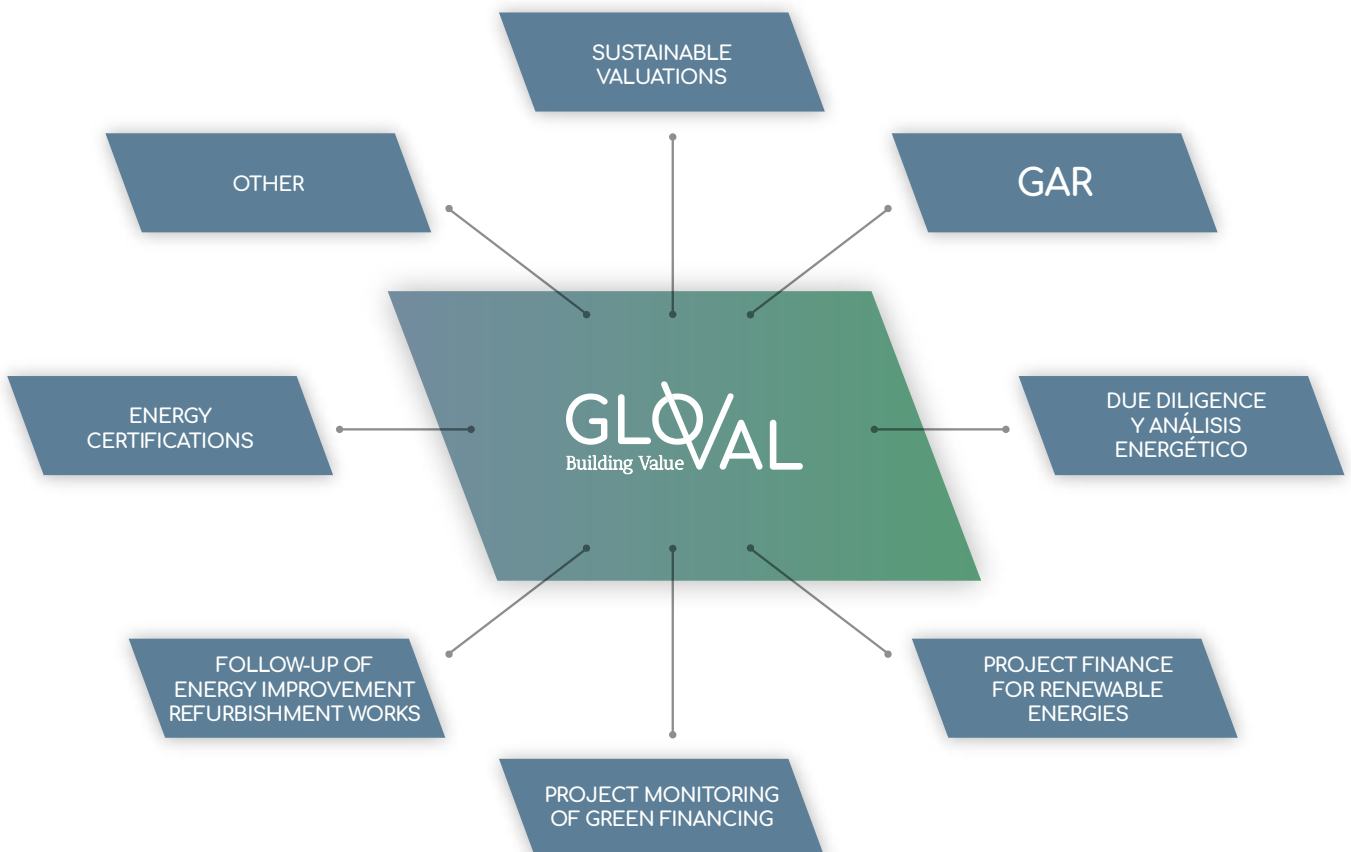
Demonstrate the adaptation of assets to European regulations and taxonomy



### Monitoring and control of sites:

Monitoring and control of sites:

We act as an independent third party, verifying and validating that the sustainable construction requirements are met during construction



# Portfolio analysis

## Energy efficiency analysis

We conduct a study on the sustainability parameters that affect the asset, such as energy efficiency data, emission values and energy consumption.

## Environmental risk analysis

We identify and analyse the physical risks due to the possible impact of natural phenomena, extreme weather events (such as heat waves or floods), gradual long-term changes (changes in rainfall patterns or rising sea levels, among others), as well as social risks, taking into account any demographic, economic, residential and social perception parameters that may arise.

It is based on the assessment of the potential impact of each of the aforementioned risks on each of the properties, facilitating the management and mitigation of those risks. The results

are grouped according to the needs of the requesting party (by area, province, type of property, etc.), which allows them to be analysed and tackled from different perspectives.

## Ecoefy

Ecoefy is a document that allows a comparison to be made between the efficiency of a property and that of the area in which it is located, as well as a range of the amounts that have been spent on similar properties in the same area of study to allow them to improve their energy efficiency.

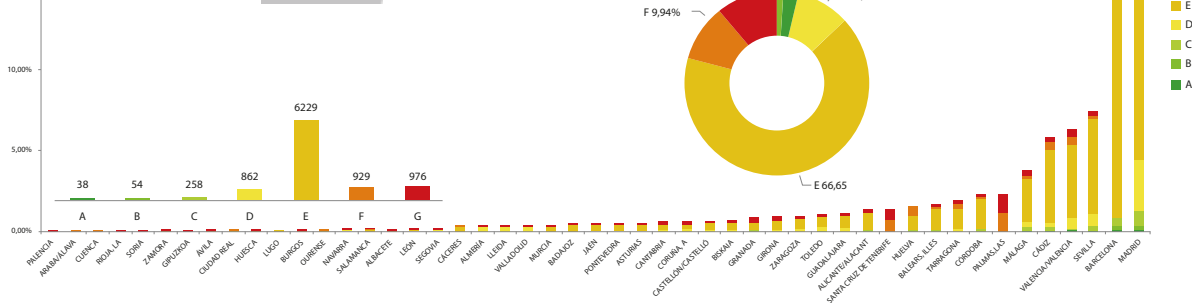
It also makes it possible to analyse the increases in value detected when one property is more efficient than another.

### Energy Rating of the Property (Main Indicator, Emissions)



The energy rating scale (Main Indicator, Emissions) is based on CO2 emissions per m2 of Surface associated with heating, cooling, DHW, ventilation and lighting services (only business buildings).

It is made up of the letters, from A to G, and is the result of the relationship between the emissions of the building in question and a building with similar characteristics and that meets either the requirements related to the Technical Building Code (CTE).



Posible % de ahorros energéticos conseguidos en las viviendas que han mejorado la eficiencia energética según el salto de letra.

	A	B	C	D	E	F
B						
C	>60%	38% - 60%				
D	>74%	60% - 74%	36% - 58%			
E		74% - 87%	58% - 80%	35% - 68%		
F			80% - 82%	68% - 72%	51% - 57%	
G				57% - 72%	11% - 57%	0% - 11%

	A	B	C	D	E	F
B						
C	55 - 66€	33 - 39€				
D	66 - 80€	52 - 62€	40 - 48€			
E		61 - 73€	59 - 71€	50 - 60€		
F			66 - 79€	62 - 74€	42 - 51€	
G				58 - 70€	53 - 63€	50 - 60€

# Energy efficiency refurbishment services

## Energy efficiency renovation and refurbishment:

We prepare energy analysis reports on a property to determine the percentage improvement in consumption and emissions, and we carry out Technical Due Diligence on the refurbishment of developments: including an energy analysis report on the halted development to determine the percentage improvement in consumption and emissions in the completion proposal. We analyse compliance with the parameters set by the Financial Institutions for their processing as a Green Mortgage.

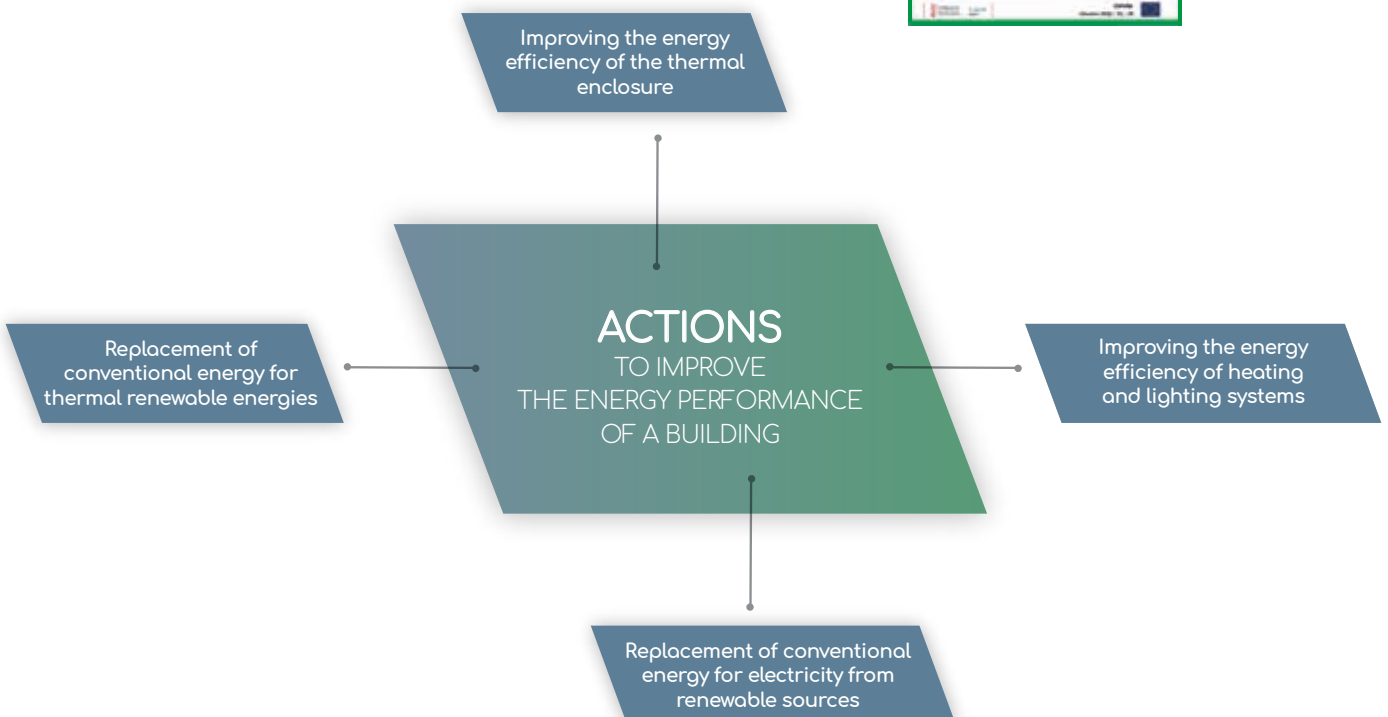
## Monitoring of renovation works

We conduct an initial study to check whether the proposed renovation will achieve the energy efficiency improvement set by the Financial Institutions and we check, during the execution of the works, that the budgeted materials and on-site installation are being used. Once the final result has been analysed, we verify that the planned

improvement is achieved so that the Financial Institutions can consider the loan as green.

## ENERGY CERTIFICATIONS

We issue the certification in accordance with Spanish RD 235/2013 with objective information on energy efficiency and corrective measures to reduce consumption and greenhouse gas emissions. In existing homes we carry out the Energy Certification that allows us to check whether it meets the rating requirement needed by the Financial Institutions to be eligible for a green loan. And in homes to be renovated, we carry out the first EC, and once the renovation work has been completed, we carry out the second EC to verify the energy improvement.



## Services on new builds

### Project monitoring in new construction sites

We conduct a study of compliance with the parameters established by the Financial Institutions (rating, emissions, consumption, sustainable accreditation level, etc.) and check that the standards are being met at the initially pre-set milestones: materials and on-site installation to ensure that the planned rating is met. We also analyse the final result to check that the expected rating (emissions, consumption, sustainable accreditation level, etc.) is as initially forecast, so that the Financial Institutions can consider the loan as green.

### Energy accreditations

We provide advice on obtaining accreditations and recognised energy seals, as well as exhaustive monitoring of the conditions established for obtaining the accreditation during the execution of the works.

### Project finance for renewable energies

We draw up financial and technical reports on the construction and operation of renewable energy plants, for green project bonds.



# 06



Our responsibility  
is a better future

---

NEXT STEPS



# Results to be proud of and to keep moving forward with

## We want to continue to be the best workplace

Through teleworking, flexibility, training, talent, equal opportunities, inclusion, ethics and social commitment.

## We want to become a benchmark in the ESG industry

Growing in our positive social impact by enhancing our contribution to all stakeholders

## We want to be your Green partner

Because Gloval offers extensive experience and a portfolio of services focused on sustainability, with personalised advice for each customer







Avenida de Manoteras 44, 4º Planta  
28050 Madrid  
Tel: +34 915 613 388  
[www.gloval.es](http://www.gloval.es)