



# Technology for a sustainable future

Sustainability Story

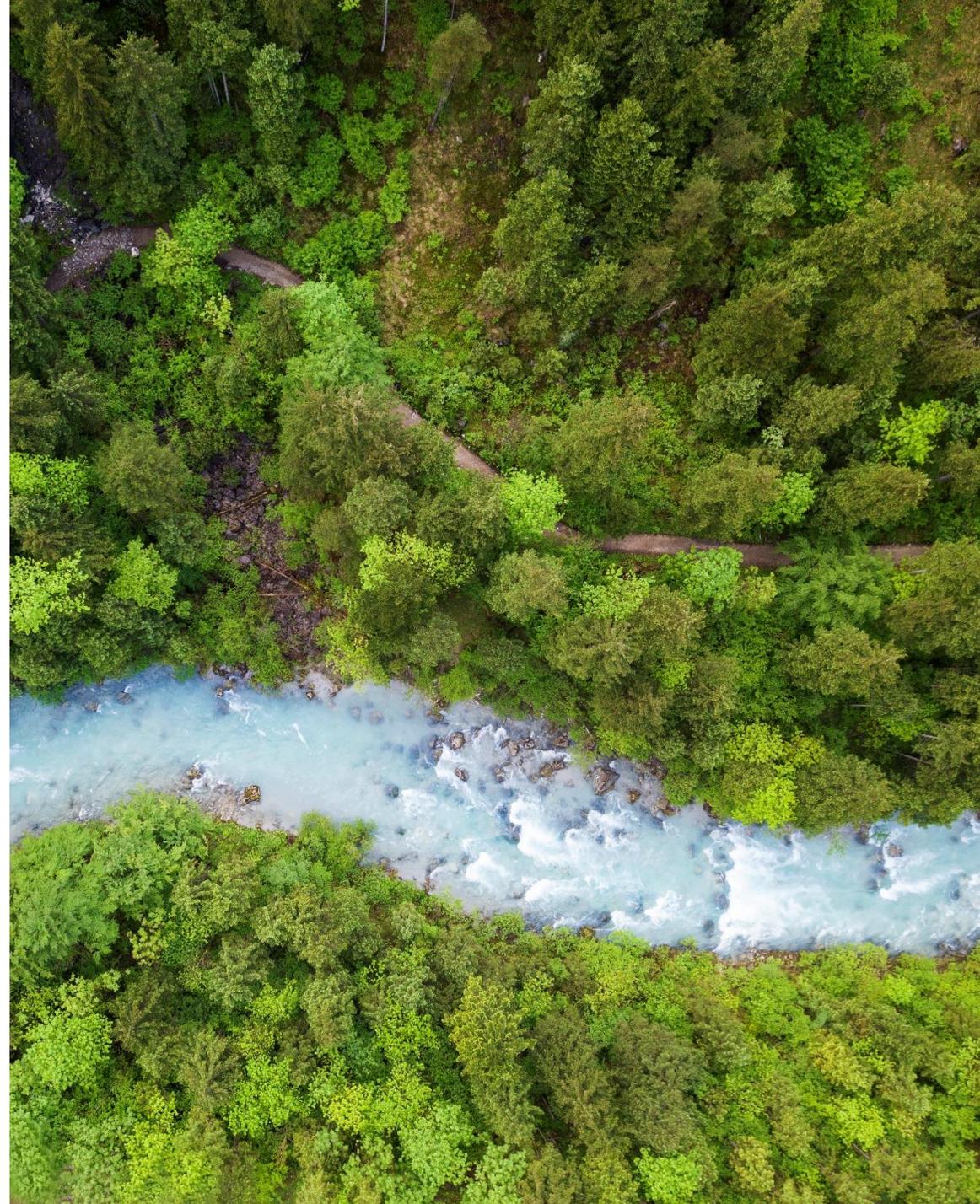
# Our purpose, our business

---

“At Indra, our purpose is to drive sustainability through technology and generate value for all our stakeholders.

This commitment to sustainability is reflected not only in the contribution we make through our products and services, but also in the way we do business.”

Marc Murtra  
President of Indra



# A leading Consulting and Technology company

Key figures  
**2023**

**€ 4.3Bn**  
In Revenues

**+140**  
Countries

**57,000**  
Professionals

**€ 372.5m**  
In R&D

## Digital & Information Technologies

Leading firm in Digital Transformation and IT in Spain and Latin America, through its subsidiary Minsait



Defence

19% of Revenues



Air Traffic

8% of Revenues



Mobility

9% of Revenues



minsait

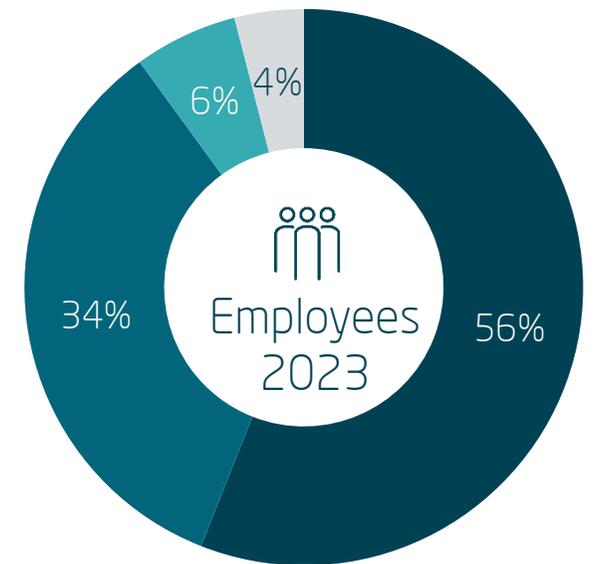
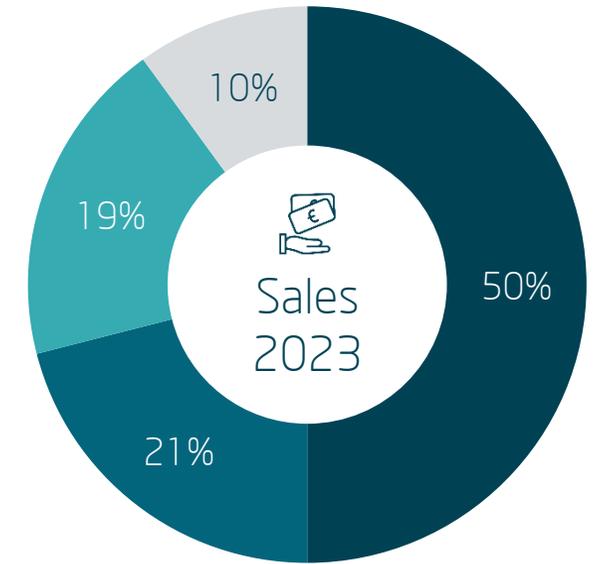
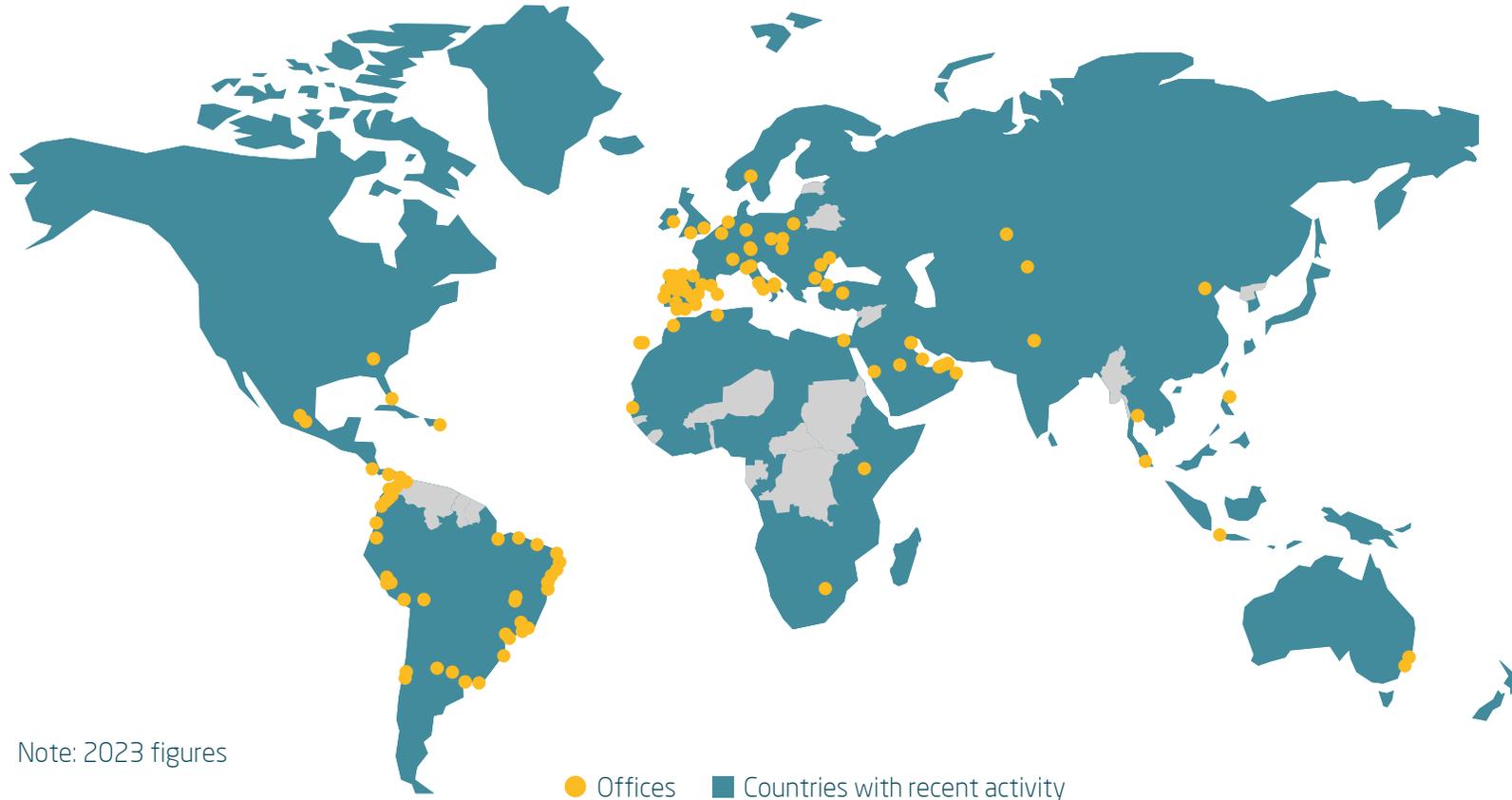
An Indra company

64% of Revenues

# Strong international presence

Local presence in +50 countries

Business operations in +140 countries



# Firmly committed with a sustainable future

We integrate  
sustainability into our  
business model

**Sustainability Committee** in the Board  
of Directors since 2019

**Sustainability Master Plan 2023-  
2026** inspired by the UN Sustainable  
Development Goals (SDGs)



**Compensation Policy for Directors**  
links compensation to the attainment of  
sustainability objectives since 2020

 [More information on the  
Sustainability Report 2023](#)

We promote  
and ensure responsible  
business practices

**Sustainability Policy** inspired by the  
UN Sustainable Development Goals, last  
updated and approved by the Board in  
2024



**Global Compact**  
signatory since  
2004

Our **Code of Ethics**  
establishes the  
corporate principles of  
integrity,  
professionalism and  
respect



**Human Rights  
Policy** based on the  
United Nations  
Guiding Principles on  
Business and Human  
Rights and last  
updated and approved  
by the Board in 2023

 [More information on Indra's  
sustainability strategy](#)

# Best in class sustainability performance

## Recognized by most relevant ESG ratings

Indra

**Top 1%**  
S&P Global Corporate Sustainability Assessment (CSA) Score 2023

S&P Global CSA Score 2023: 87/100  
Score date: February 7, 2024  
The S&P Global Corporate Sustainability Assessment (CSA) Score is the S&P Global ESG Score without the inclusion of any modeling approaches.  
Position and scores are industry specific and reflect exclusion screening criteria.  
Learn more at <https://www.spglobal.com/esg/yearsbookmethodology>

S&P Global Sustainable1

---

Indra

**Sustainability Yearbook Member**  
S&P Global Corporate Sustainability Assessment (CSA) Score 2023

S&P Global CSA Score 2023: 87/100  
Score date: February 7, 2024  
The S&P Global Corporate Sustainability Assessment (CSA) Score is the S&P Global ESG Score without the inclusion of any modeling approaches.  
Position and scores are industry specific and reflect exclusion screening criteria.  
Learn more at <https://www.spglobal.com/esg/yearsbookmethodology>

S&P Global Sustainable1

**N°1 company** of the **IT Services** sector by **Dow Jones Sustainability World Index 202, 2022 and 2023**

**Highest ranking** by **S&P Global** in the **Sustainability Year Book 2020, 2021, 2022 and 2023**

**MSCI** 

**AA** (2<sup>nd</sup> best score)

 **SUSTAINALYTICS**

**Low ESG risk** in the **Software and IT Services** sector



FTSE4Good

Listed as **member** and **percentile 85** of the **Technology** sector



**Leadership** level on **climate change**

**We aim to be the key technology partner to drive our clients' sustainability**

# Holistic approach to sustainability

A key priority in the strategic plan **Leading the Future 2024-2026**

 [More information on the Sustainability Master Plan 2024-2026](#)



## Governance & business integrity

Acting with integrity and transparency



## Employees, clients & other stakeholders

Attracting STEM talent and improving customer satisfaction



## Planet and climate action

Contributing positively to the planet



## Responsible products & services

Pioneering responsible products and services



# Ethics and compliance

**Code of Ethics and Legal Compliance** last approved by the Board in 2023

- **Applies to all** subsidiaries, suppliers and other third parties who provide services or act on behalf of Indra, independent of the country in which they are operating

## Anti-bribery Management System

certified by the ISO 37001 in Spain, Italy, Brazil, Mexico and Peru

Main KPI:

- **0 incidents on corruption**
- **98% staff trained in ethics, competence and anti-corruption**
- **100% of suppliers informed of our Code of Ethics**



**GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS**



UNITED NATIONS

# Human Rights

We respect the **dignity and rights of all people** and work proactively to prevent any abuse related to our activities or those of our partners.

Our **due diligence** is based on the **Guiding Principles for Business and Human Rights** of the **United Nations**.

Our **Human Rights Policy** last approved by the Board in 2023 reinforces our commitment to **fair and inclusive development**.

Main KPI:

- **0 incidents on Human Rights** (forced labour, human trafficking, child labour)
- **0 incidents on collective bargain**

# Information Security and privacy by design

---

We treat information as a critical asset that must be protected

 [More information on Information Security and Privacy policies](#)

**indra**

Our **information security** and **data protection policies** comply with **UE 679/2016 General Data Protection Regulation** (GDPR), and have been approved by the Board

**Data Protection Office** in place since 2010

We promote a strong **information security culture** among our staff and suppliers

Main KPI:

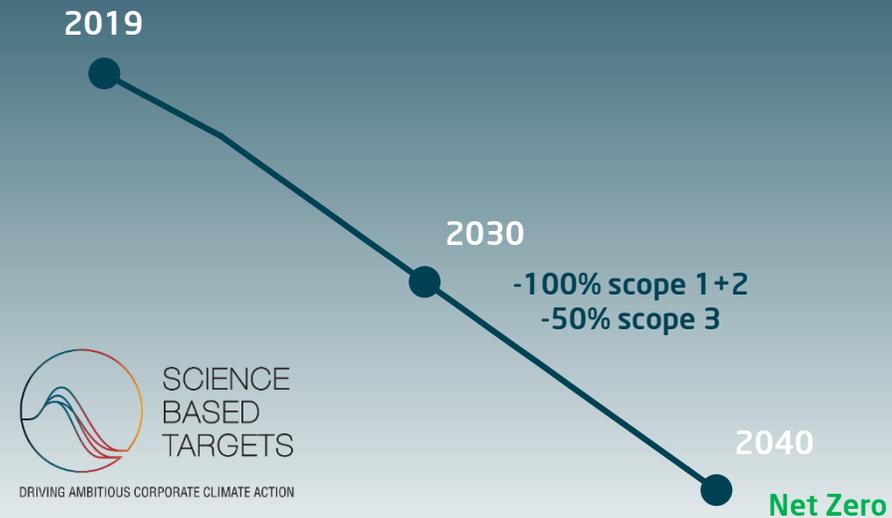
- **96%** group's infrastructure certified with **ISO 27001**
- **97% professionals trained** in information security and data privacy
- **0 information security incidents** with critical impact

Note: 2023 figures



# Our climate goal: net zero emissions by 2040

## Decarbonisation roadmap to achieve our Net Zero commitment with a 1.5°C ambition



### Main lines of action



Energy eco-efficiency in workplaces



Use of green energy



Eco-design of products and services



Responsible sourcing



Sustainable mobility



[More information on carbon footprint reduction initiatives](#)

# Decarbonisation strategy and 2023 highlights



The Group's **Science Based Targets** are monitored by the **Board of Directors** through the **Sustainability Committee**



Medium-term remuneration of **top management** is linked to **GHG emission reduction targets**



Tackling **Climate Change** with **innovative products and services**



✓ **-64% scope 1 and 2 emissions reduction** and **-16% scope 3** in **2023 vs 2019**

✓ **88% green energy** at global level

✓ **Internal carbon pricing**



✓ Disclosure of **climate change risks and opportunities** under **TCFD**

Note: 2023 figures

# People and Talent

We promote talent development, ensure respect for labour rights and foster a culture based on employee well-being



## Attracting the best talent

Diversity as a value (age, gender, culture)

- 33% women
- +120 nationalities
- +14k new hires, 31% women and 50% professionals with less than 30 years and

## In-house talent development

Encouraging continuous learning

- ~1Mh of training
- Continuous performance assessment
- 26% professionals promoted

Note: 2023 figures

## Talent retention as a priority

Modern and flexible working environment

- 93% fixed contracts
- ~ 1,800 vacancies covered internally
- Supporting well-being and mental health at work

# Trusting our partners and suppliers

We aim to ensure that those with whom we work adhere to the same rigorous ethical standards that we apply to ourselves

 [More information on supply chain](#)

Our **Code of Ethics** and our **Sustainability Policy for Suppliers** apply to all our partners and suppliers and are included in our **General Contract Terms and Conditions**

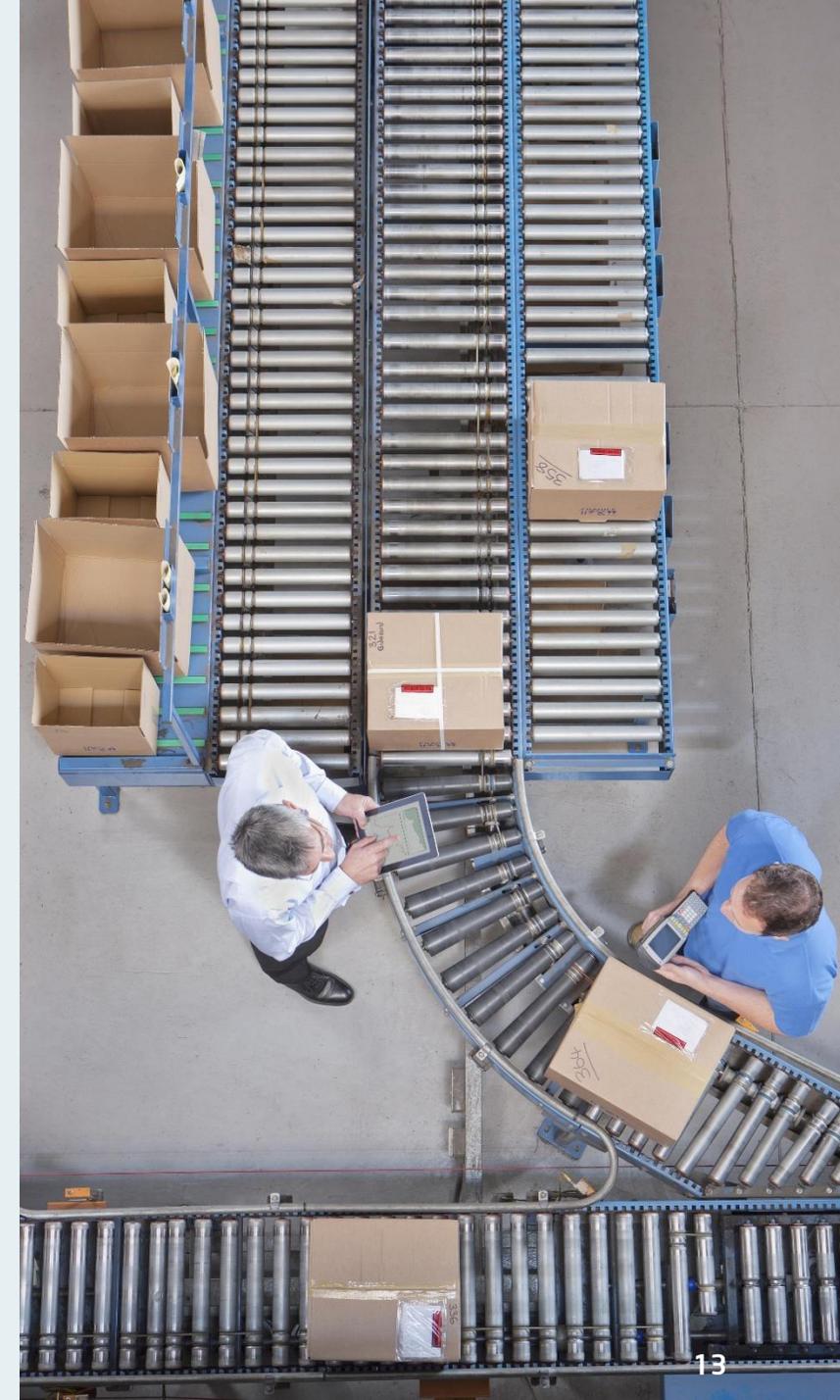
We contribute to the development and growth of the business network in **local communities**

- **+10k suppliers** in **+80 countries**
- **78% local suppliers**
- **80% critical suppliers** with **ESG evaluation**

**ESG requirements** for **suppliers**:

- ✓ Respect for legislation, **ethics** and compliance
- ✓ Respect for **people**
- ✓ Respect for the **environment**

Note: 2023 figures



# Supporting local communities

We contribute to the sustainability and socio-economic development of the communities in which we operate

With the help of our **volunteers** we use innovation and technology to maximize our **social impact**.

These are our **key priorities**:

- **STEM vocations**
- **Accessible Technologies**
- **Environmental protection**
- **Groups at risk of exclusion and support for infancy**

Main KPI:

- **1M EUR** investment
- **+1,200** volunteers
- **+300k** direct beneficiaries

Note: 2023 figures

 [More information on initiatives to support local communities](#)



# Our technology contributes to achieve the SDGs



## Sustainable mobility

Our air traffic systems reduce emissions from aviation, and our intelligent transport systems improve road and rail traffic flow and reduce accidents.



## Energy transition

Indra's network and customer management solutions help utility and energy companies meet the challenges of the energy transition.



## Sustainable cities

With more than 120 smart city projects, we are reducing the environmental impact of cities, boosting the circular economy and improving services for citizens.



## Citizen participation

Indra is a world leader in the organization of electoral processes, improving the reliability and availability of the results. In the future, our technology will improve accessibility and public participation.



## Digital transformation

We increase sustainability by transforming the interaction of people with the physical world. We digitalize business and processes across numerous sectors, including public administrations



## Protection

Indra's technology is used to guarantee safety and security for people, critical infrastructure and natural environment.

**indra**  
At the core