



TRAINING PROGRAM  
**SUSTAINABLE  
SUPPLIERS**



ITV ICE MAKERS  
**SUSTAINABLE SUPPLIERS**



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PROGRAMA DE CAPACITACIÓN  
**PROVEEDORES  
SOSTENIBLES**



This certificate is awarded to:

**ITV Ice Makers SL**

for successfully completing the

**Training Programme:  
Sustainable Suppliers.**

**2023**

## ITV - A SUSTAINABLE SUPPLIER

ITV Ice Makers has been certified as a Sustainable Supplier by the Sustainable Supplier Training Program, a global initiative that aims to promote and encourage sustainability in our supply chain.

By joining this program, we **commit to working collaboratively with our suppliers to implement sustainable practices throughout the supply chain.** This implies looking for suppliers that share our values and are committed to environmental, social and economic sustainability.

Through this training, ITV seeks to acquire knowledge and skills related to sustainability, such as the evaluation of suppliers in terms of sustainable practices, the implementation of environmental standards in production processes and the promotion of the social and labor well-being of workers.



## RSC - ISO 26000 GUIDELINES



At itv we are **committed to the implementation and monitoring of the ISO 26000 Guidelines**. These international guidelines are fundamental to our focus on corporate social responsibility. ISO 26000 provides a solid framework that guides us in making ethical and sustainable business decisions and actions.

Through the adoption of these guidelines, we seek not only to comply with our legal obligations, but also to actively contribute to the well-being of society and the environment. **This commitment allows us to be a more transparent, ethical and aware organization of our impact on the community and the world at large**, aligning our mission with the fundamental values of corporate responsibility.

## A SHARED COMMITMENT



### Committed to our clientes

ITV Ice Makers places clients at the center of its activity, creating value for them and the environment in which they operate. We work with transparency and professional honesty, orienting all levels of the company towards the needs of the client:

- Anticipating their present and future expectations, anticipating changes in the market, adapting to their own technological and logistical transformations, allows us to define the demands they place on our company.
- Offering a competitive and high-level offer of products and services, which allows you to enjoy quality and guaranteed machines, developing your business satisfactorily.
- Quality management and a high level of involvement of our entire organization.
- Expert advice and high-quality service.
- Clean and safe technologies within an approach to sustainable development.
- Integrity and professional ethics in human and business relations

### Committed to our suppliers

The commitment to our suppliers is a fundamental pillar that drives our success and the quality of our products. We recognize that high-quality components are essential to the efficiency and durability of our machines, which is why we maintain close and long-standing relationships with our suppliers.

- We work with our suppliers from the design stage, seeking their input to improve the functionality and performance of the components that we integrate into our ice machines.
- We encourage transparency in our transactions and processes.
- We are committed to hiring local companies.
- We collaborate with suppliers that respect human rights and comply with certified quality and safety standards, ensuring that the components we use are reliable and in compliance with international regulations.

### Committed to society

At ITV Ice Makers we try to contribute to the advancement of society and the local environment in which we operate. Innovation is a fundamental pillar for manufacturing solutions that guarantee reliability and food safety. But apart from our ice machines, at ITV we support social causes, organizations and sectors with the aim of achieving a more favorable environment that contributes to improving social welfare:

- Support for NGOs.
- Food distribution to disadvantaged groups.
- Contribution to health research associations.
- Support for local women's sports teams.
- Collaboration with training centers and initiatives for the reintegration of young people into the world of education and work.
- Support for technology centers in the development of improvements in the food industry.
- Collaboration with hotel and bartending associations.





## A SHARED COMMITMENT

### Committed to our team

ITV aims to be a human and humanizing company, where we work every day to create a positive working environment of collaboration and respect

- We attract professionals with ideas who are willing to contribute and share.
- We are committed to continuous training, polyvalence and poly-competence.
- We believe in teamwork, cooperation and communication.
- We are committed to the safety and health of our employees, which is why we strive to eliminate risks and encourage sports and healthy activities.
- We have an Equality Plan and an Equality Committee for the implementation of measures to ensure real equality amongst ITV workers.
- We offer numerous social and leisure benefits: Ice For Life sports club, gym, discounts at the cinema, restaurant vouchers, fruit available to everyone, discounts at the dentist and physiotherapist, etc..
- We carry out a wide range of initiatives aimed at fostering the employee-company relationship: coffee space, relaxation and meditation space (Dreambox), open days with the family, continuous training, and so on.

## THE TEN PRINCIPLES OF THE GLOBAL COMPACT

Through this training program, **ITV Ice Makers commits to comply with the 10 principles of the Global Compact:**



### HUMAN RIGHTS

1. Support and respect the protection of internationally proclaimed human rights.
2. Make sure that they are not complicit in human rights abuses.



### ENVIRONMENT

7. Businesses should support a precautionary approach to environmental challenges.
8. Undertake initiatives to promote greater environmental responsibility.
9. Encourage the development and diffusion of environmentally friendly technologies.



### LABOUR

3. Uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. The elimination of all forms of forced labour.
5. The effective abolition of child labour.
6. The elimination of discrimination in respect of employment and occupation.



### ANTI-CORRUPTION

10. Work against corruption in all its forms, including extortion and bribery.

## WHAT DO WE DO AT ITV TO COMPLY WITH THE GLOBAL COMPACT AND THE SUSTAINABLE DEVELOPMENT GOALS (SDG)?

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## ITV & HUMAN RIGHTS



### HUMAN RIGHTS

### SDGs IMPACTED



ITV has a **CODE OF ETHICS**, which is at the heart of the company, and which we develop around two main axes: respect for human rights and the ethical conduct of our activities, with a 360° vision.

### We can summarize our code in ten principles:

1. Respect for the law.
2. Contribute to a safe, healthy and environmentally responsible environment.
3. Commitment to diversity and conditions of respect for all.
4. Protect and maintain ITV Ice Makers resources.
5. Avoid conflicts of interest.
6. Guarantee privacy and confidentiality.
7. Reject all forms of corruption.
8. Practice and develop fair and transparent business practices.
9. Provide reliable information.
10. Have the ICE FOR LIFE spirit and be an ambassador of our brand.

## ITV & HUMAN RIGHTS



### HUMAN RIGHTS

### SDGs IMPACTED



ITV has an **EQUALITY PLAN** to achieve equal treatment and opportunities between women and men, including the entire human team.

We understand the Equality Plan as the framework where both the commitment and the operational lines that allow progress in gender equality are established. As such, the objective is for the Plan to be a realistic and specific working guide.

### Specific goals:

- Apply the principle of effective equality between men and women.
- Reduce imbalances in terms of team participation in decision-making and management bodies at all levels of ITV Ice Makers.
- Avoid the use of sexist communications, without forgetting that the message must prevail, the phone over the form.
- Disseminate, raise awareness and train the organization in terms of equality between men and women.

## WOMEN ON ICE

At ITV we believe in more than just manufacturing ice machines. We believe in women in the industry.

**We believe in the strength of our Women On Ice..**

At ITV this is so because many of us believed in equal opportunities years before they said we should believe it. We have managed to build a coherent professional project that respects the rights of the people who work at ITV, promoting their integration on equal terms.

In the same way as manufacturing and selling ice machines, equality is part of our business strategy and the Ice For Life spirit, which we have been sharing with the entire team, customers, suppliers and collaborators for years. We are committed to developing, implementing and communicating it, aware that the commitment to equality is part of the footprint that ITV Ice Makers leaves in society, contributing to its improvement.



# ITV & HUMAN RIGHTS



## HUMAN RIGHTS

### SDGs IMPACTED



ITV believes in and is committed to **FAMILY CONCILIATION**, recognizing the importance of balancing work and family responsibilities.

ITV promotes a culture of respect and mutual support among its employees, encouraging open communication about family needs and the joint search for solutions. The company values the diversity of its employees and recognizes that each individual has unique circumstances that must be considered.



## ITV & HUMAN RIGHTS



### HUMAN RIGHTS

### SDGs IMPACTED



### ITV SOCIAL WORK

We work with numerous NGOs and Foundations that work with vulnerable groups.

- **Economic donation** on a regular basis to various solitary organizations such as Casa Caridad Valencia, AECC Foundation, Madre Petra School or Caritas.
- **Donation of food, clothing and toys** to various associations and groups such as Colegio Madre Petra, Casa Caridad Valencia, Caritas, ALPLAN Program or Cotelengo.
- **Donation of fruit and purchase of sweets** made by the nuns of the IESU COMMUNIO convent in Godella.





## ITV & HUMAN RIGHTS



### HUMAN RIGHTS

### SDGs IMPACTED



### ITV SOCIAL WORK

We work with numerous NGOs and Foundations that work with vulnerable groups.

- **Association of Battered Women:** ITV collaborates with this association offering factory training and help with support for electrical appliances in shelters.
- **Humanitarian aid to Ukraine:** given the emergency situation of the Ukrainian refugees, ITV mobilized the entire team to collect and send medicines, warm clothing and food. This collection was done in collaboration with Caritas who were in charge of coordinating it.
- **La Crèche de Tangier Orphanage:** ITV has carried out an important donation of sanitary material for the children residing in the center, with the aim of providing significant support to children who find themselves in difficult situations, guaranteeing their well-being and adequate care.

# ITV & HUMAN RIGHTS



## HUMAN RIGHTS

## SDGs IMPACTED



## ITV SOCIAL WORK

We work with numerous NGOs and Foundations that work with vulnerable groups.

- **Solidarity Library of the Father Juan Schenk Foundation:**  
In a solidarity initiative to bring culture and education to those who need it most, ITV has sent books and school supplies to the Missionary Solidarity Library in Burundi, Africa. The delivery of these materials has been possible thanks to the collaboration of ITV and its commitment to access to education and culture for all.



# ITV & HUMAN RIGHTS



HUMAN RIGHTS

## SUPPORT FOR FEMALE, PARALYMPIC AND LOCAL SPORTS

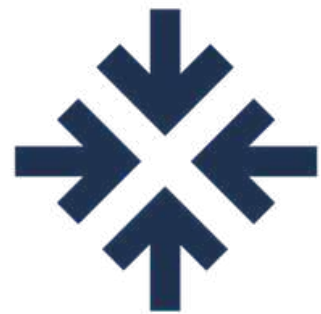
We participate, support and collaborate with numerous clubs to promote values associated with sport (effort, resilience and self-improvement) and the promotion of women's, Paralympic and local sports in the Valencian Community.

### SDGs IMPACTED

- 1 NO POVERTY
- 2 ZERO HUNGER
- 4 QUALITY EDUCATION
- 5 GENDER EQUALITY
- 10 REDUCED INEQUALITIES
- 16 PEACE, JUSTICE AND STRONG INSTITUTIONS



## ITV & LABOUR



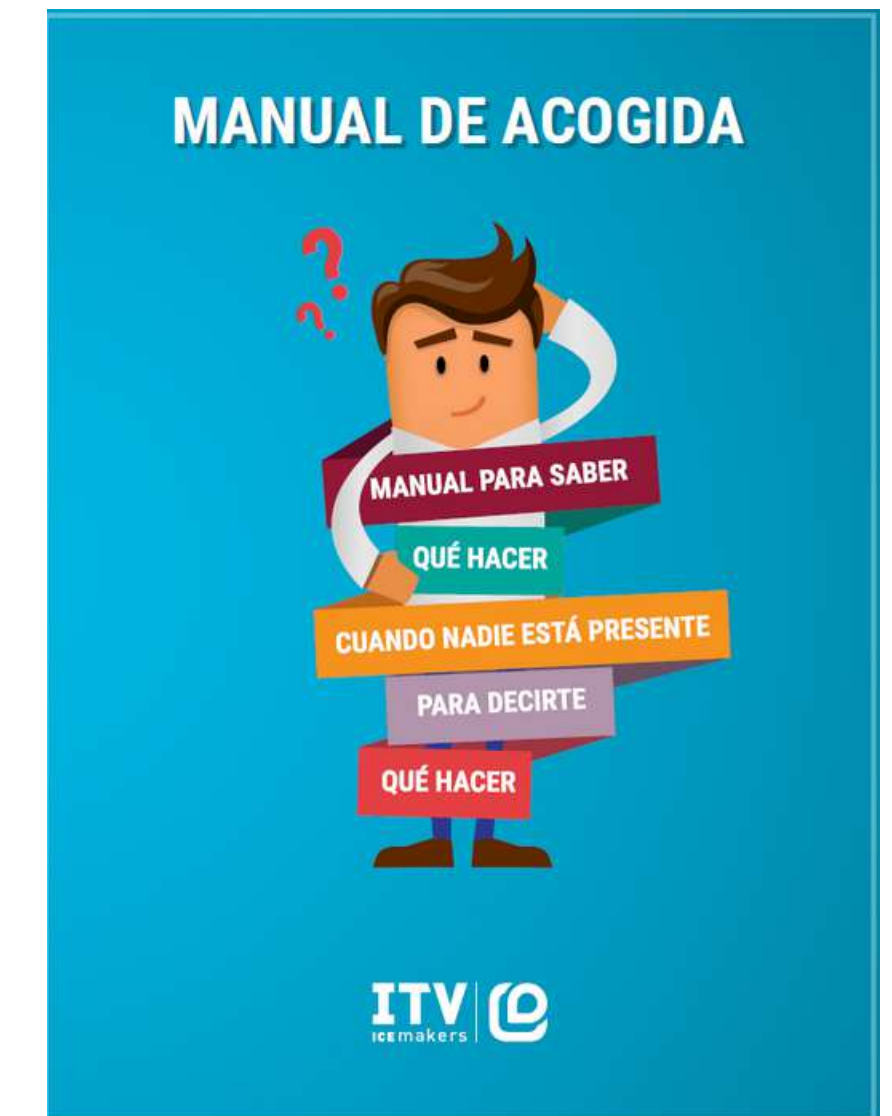
LABOUR

### SDGs IMPACTED



ITV gives to each worker a **WELCOME MANUAL** upon arrival, so that they are informed of:

- The Ice For Life spirit with the company's values.
- Social and leisure benefits for workers.
- History of the company, concepts and key data to work at ITV.
- The commitment to sustainability and care for the environment.
- Rules of life and coexistence in the company.
- Occupational health and safety policy
- Action protocol in case of fire



## ITV & LABOUR



### SDGs IMPACTED



ITV has a manual and offers training in **OCCUPATIONAL RISK PREVENTION**. With this formation it is intended:

- Inform about the risks of each job.
- Create awareness among employees about the importance of safety and health at work.
- Provide guidelines and procedures on how to carry out the tasks of each position safely.
- Promote regulatory compliance with regulations and occupational health and safety standards in force in the industry and in the country.



## ITV & LABOUR



LABOUR

### SDGs IMPACTED



Together with the **EQUALITY PLAN**, ITV has prepared a **BULLYING PREVENTION GUIDE AND AN ACTION PROTOCOL**, accessible from our website, so that workers know how to act in case of suffering it.

In addition, a **COMPLAINTS CHANNEL** has also been set up both virtually through the web and physically through a notice board in the factory. Any employee can anonymously report a situation of sexual or psychological harassment and an **EQUALITY COMMITTEE** created for this purpose is in charge of evaluating and resolving the situation

HAVE YOU SUFFERED OR DETECTED ANY TYPE OF SEXUAL, PHYSICAL OR PSYCHOLOGICAL HARASSMENT?


Report it through the following form and our equality committee will contact you as soon as possible.  
The information will be treated with complete confidentiality, for the sole purpose of helping you.

Name

Email  Phone

Message

New Field

I have read and accept the privacy policy 

**Do you have any question?**

You can get information through the guide for the prevention of sexual harassment, harassment based on gender and psychological harassment. We also indicate, in the action protocol, which steps you should follow to report or inform the Equality Committee of your situation.

In the event of any situation of harassment, **get informed and take action.**

[Bullying prevention guide](#)

[Action protocol](#)

## ITV & LABOUR



### SDGs IMPACTED



### ICE FOR LIFE SPORTS CLUB

ITV offers its employees the possibility of bringing us their shirt to participate in sports activities and ITV pays them in exchange for putting the logo on it. We also pay registrations in sports competitions.

### The Ice For Life Club has participated in numerous competitions such as:

- New York marathon
- Valencia Marathon and Half Marathon
- Castellón Half Marathon
- Almansa Half Marathon
- Riba-Roja Trail
- Great Massanasa Fund
- Rise to the Peloto
- Valencian companies career
- Bearded Vulture Cycling Race
- Rompepiernas cycling march
- Cycling march 7 peaks of Requena
- Chóvar and Elida Mountain Race
- Jávea Olympic Triathlon

...



*Ice for Life*

## ITV & LABOUR

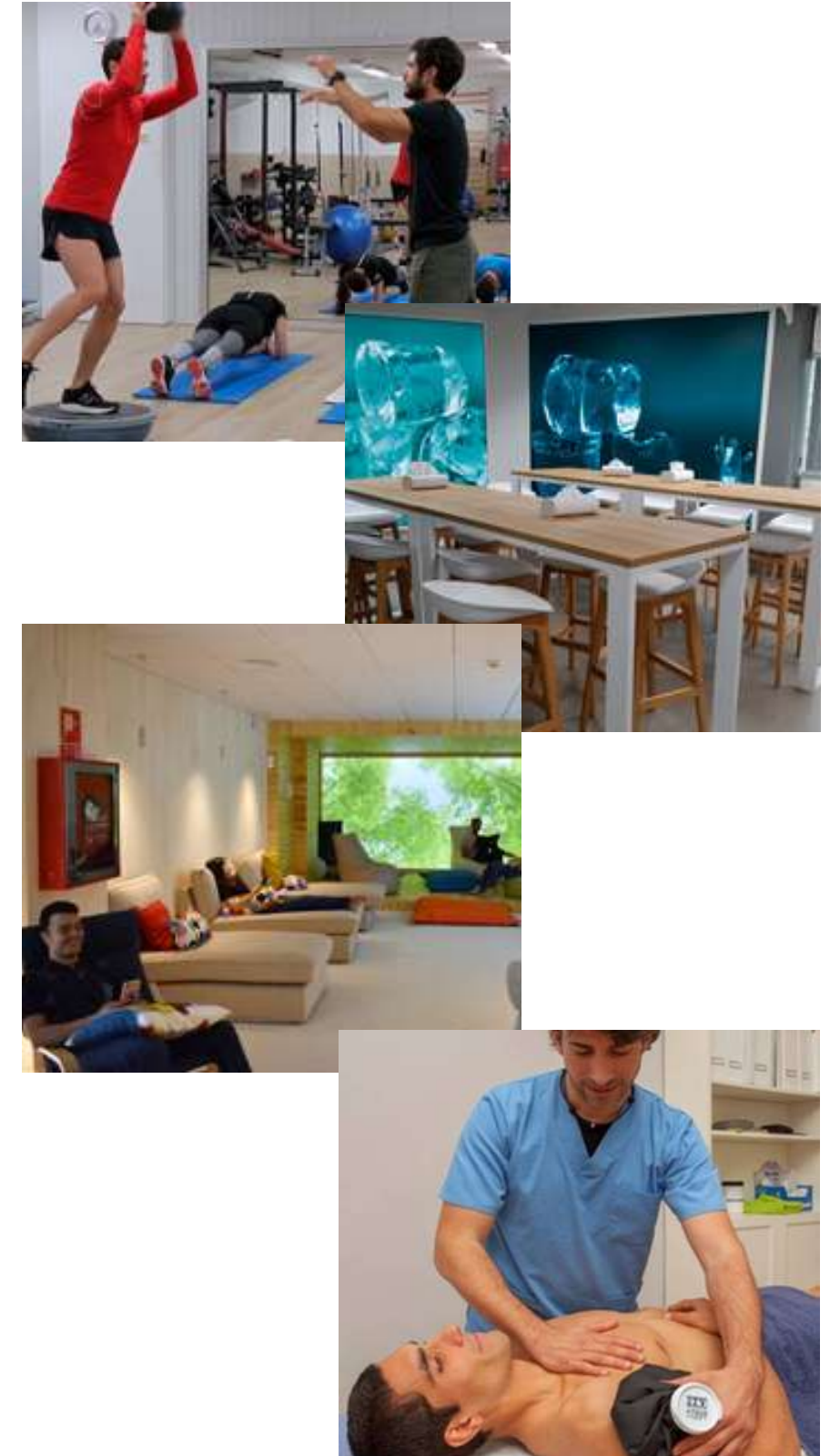


### SDGs IMPACTED



### EMPLOYEE SOCIAL BENEFITS

- Gym with personal trainer
- Cafeteria and dining room
- Restaurant vouchers
- Dreambox, a space for rest and disconnection.
- First visit of each year of free physiotherapy and 10% discount on the rest of the sessions.
- We give away an annual check-up and dental cleaning, and 20% on the rest of the treatments.
- Discount of 10% discount at the pharmacy.
- Arrangement of fresh seasonal fruit in the cafeteria.
- Discounts at the cinema
- Open days with the family
- Continuous training to improve their skills in their areas of responsibility and also to raise awareness on issues such as Gender Equality or sustainability.





## ITV & LABOUR



**COLLABORATION WITH DUAL TRAINING PROGRAMS** with educational centers and business schools for factory visits and training practices in different departments.

We should highlight the collaboration with the **JOVE OPORTUNITAT** programme, an initiative financed by the European Social Fund that seeks to re-engage young people between the ages of 16 and 20 who are neither studying nor working in education.

### SDGs IMPACTED



## ITV & ENVIRONMENT



### ENVIRONMENT

### SDGs IMPACTED



We are a company committed to the environment, which has taken a big step in the **SUSTAINABLE DEVELOPMENT OF THE MANUFACTURE OF ICE MACHINES** with the highest energy efficiency.

- We use **environmentally friendly R290 and R744 refrigerant gases**.
- We produce machines with **lower electrical consumption** and a lower refrigerant gas charge.
- **90% of the material** in our machines is recoverable.
- We have a **solar plant** that produces clean energy, enough to run all the machines in the factory.
- **Sustainable packaging** made with recycled and recyclable materials.
- Hydrolysis welding.



## ITV & ENVIRONMENT



### ENVIRONMENT

### SDGs IMPACTED



**DIGITALISATION** and **"ZERO PAPER"** policy.

We have completely eliminated "paperwork" from the plant, thanks to the digitization of processes. This has allowed us:

- **Reduction of paper consumption:** minimizing the use of paper in administrative and operational processes contributes to conserving the biodiversity of ecosystems.
- **Waste reduction:** Digitization can help optimize production planning and minimize waste.
- **Energy savings:** The digitalization of processes allows the automation and remote monitoring of the production plant, carrying out a more efficient management and in real time.
- **Life Cycle Management:** Through the use of digital tools, it is possible to track and monitor the life cycle of products and components. This facilitates the implementation of circular economy strategies, such as recycling and reuse, reducing the need for new resources and the generation of waste.



# ITV & ENVIRONMENT



## ENVIRONMENT

### SDGs IMPACTED



ITV has been carrying out different actions for years to promote the **CIRCULAR ECONOMY** and reduce the consumption and waste of raw materials, water and energy sources.

- **Renewal Plan** to encourage users to replace their old models with new ones that are respectful of the environment.
- Installation of a tank for the treatment and reuse of water that has allowed us to **reduce water consumption by 500%** and the reduction of residual oils from the process and management by authorized companies.
- For the development of these circular economy actions, the company is based on an **R&D policy** that has allowed continuous innovation in processes and products. Currently, ITV is recognized by the Ministry of Economy and Competitiveness of the Government of Spain as an Innovative SME.

ITV Ice Makers has received the **EcoRiba Circular award** that rewards those companies that have implemented significant actions in the field of circular economy, both in energy efficiency and in reduction, reuse and recycling of waste or reduction of CO2 emissions.

## ITV & ENVIRONMENT



ENVIRONMENT

### SDGs IMPACTED



ITV Ice Makers cares every year about getting the **ISO 14001:2015 and ISO 14067:2018 CERTIFICATIONS**



- **ISO 14001:2015, Environmental Management System:** reflects the dedication of ITV Ice Makers to constantly assess, manage and improve its practices and processes in relation to the environment. This certification validates your ability to identify significant environmental aspects, establish improvement objectives and carry out concrete actions to minimize negative impacts.
- **ISO 14067:2018, Carbon Footprint:** underlines ITV Ice Makers' commitment to understanding and reducing its contribution to greenhouse gas emissions. Through this certification, the company demonstrates its focus on measuring and managing the carbon footprint of its operations, products and services, thus contributing to the mitigation of climate change.

## ITV & ENVIRONMENT



### ENVIRONMENT

### SDGs IMPACTED



We periodically carry out **AWARENESS CAMPAIGNS** for our team to promote environmental awareness, concern for the environment and sustainability

- Recycling campaigns
- Good environmental practices in the office
- Efficient use of water
- Beach cleaning and environmental protection
- Reduction of plastics and paper



## ITV & ANTI-CORRUPTION



**ANTI-CORRUPTION**

### SDGs IMPACTED



ITV carries out various measures to fight corruption such as:

- **Transparency** in its actions with the different interest groups: customers, suppliers, society and its employees.
- **Crime Prevention Plan** with the objective of exhaustively analyzing the behavior and operation of the organization, process by process, activity by activity to identify weak aspects and emphasize them.
- **Provision of a Code of Ethics** based on the United Nations Global Compact and the principles of the Sustainable Development Goals (SDG).
- **Elimination of gift policies.**
- **External control audits** of the company's management and production processes. In this sense, ITV renews **ISO 9001:2015** every year, which guarantees the quality of Management Systems.



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