COSMEWAX
SKIN CARE // DEPILATORIES

# 2022

# CORPORATE SOCIAL RESPONSABILITY

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# 1. Cosmewax in figures

Cosmewax is a leading company in the development and manufacture of cosmetics at the international level. In operation since 1960, it is present in over 50 countries on 5 continents. In addition, it has a staff of more than 300 employees serving more than 100 customers.

**COSMEWAX IN FIGURES:**

Gross turnover
**34,7M€**

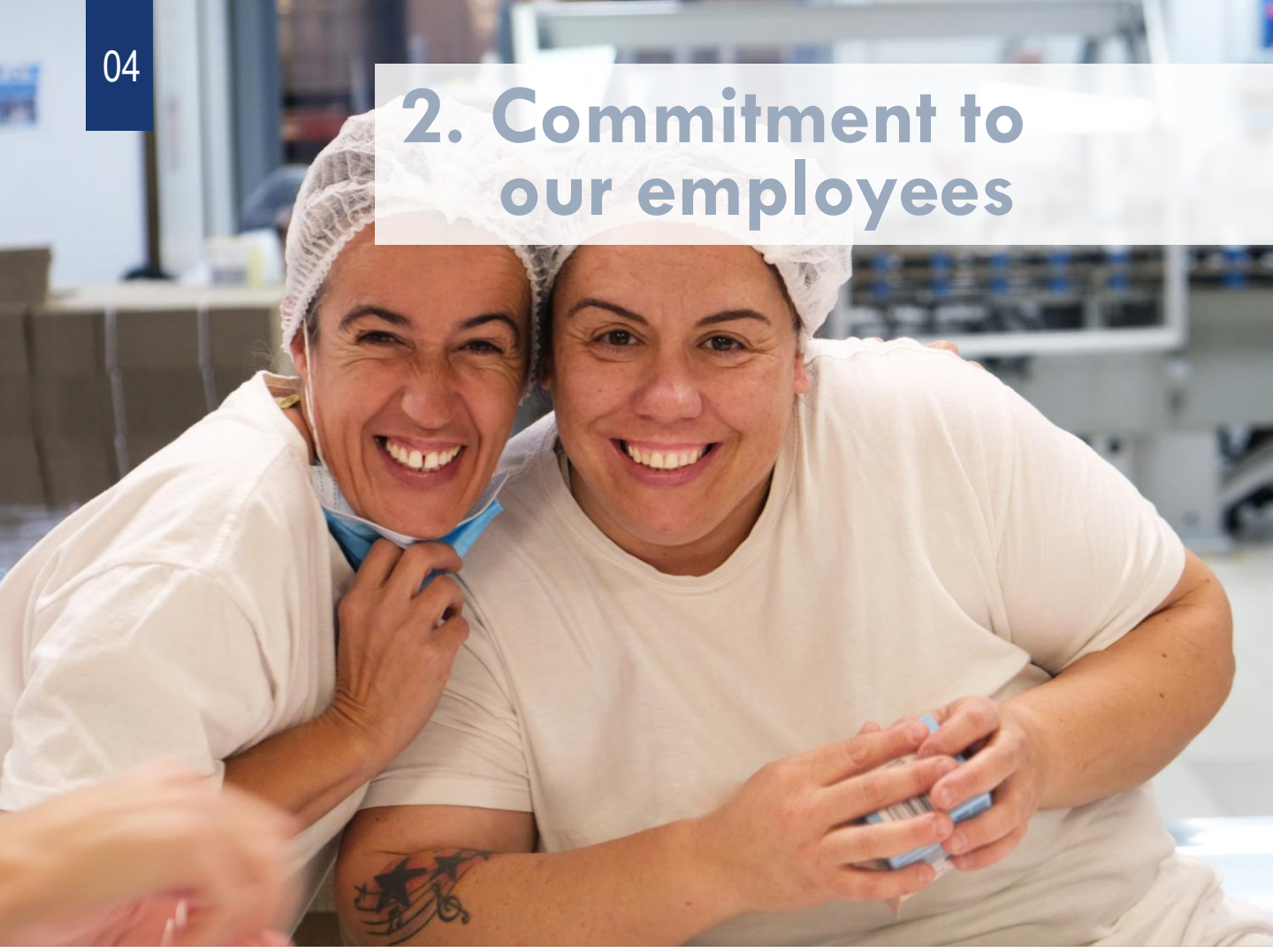
Customers
**+100**

Factories
**Jerez de la Fra**
**Valencia**

Employees
**383**

Number of products
**+1.000**

Suppliers
**+200**



# 2. Commitment to our employees

## THE PEOPLE WHO MAKE US UNIQUE

The Cosmewax team is the reflection of a company that places people at the centre of its business model—a commitment that is part of our essence and company model. We believe in diversity, equality and innovation as the main drivers for transformation, which is why we nurture the professional development of our teams to achieve growth and well-being for all.

Employees
**383**

Women on staff
**66.59%**

HIRED
Persons hired by 2022
**22**

Permanent contracts
**88%**

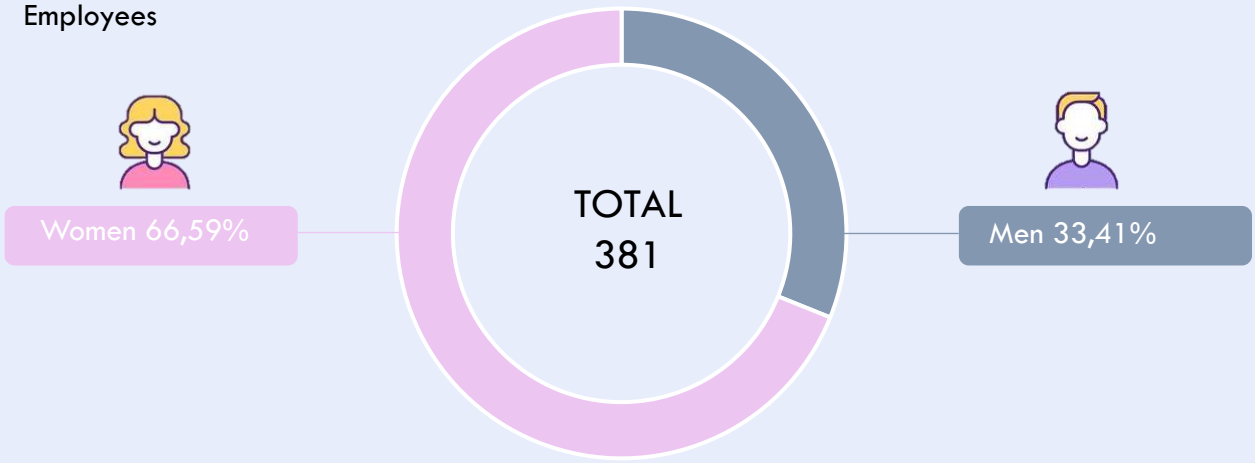
% rotation
**5%**

# 2. COMMITMENT TO OUR EMPLOYEES

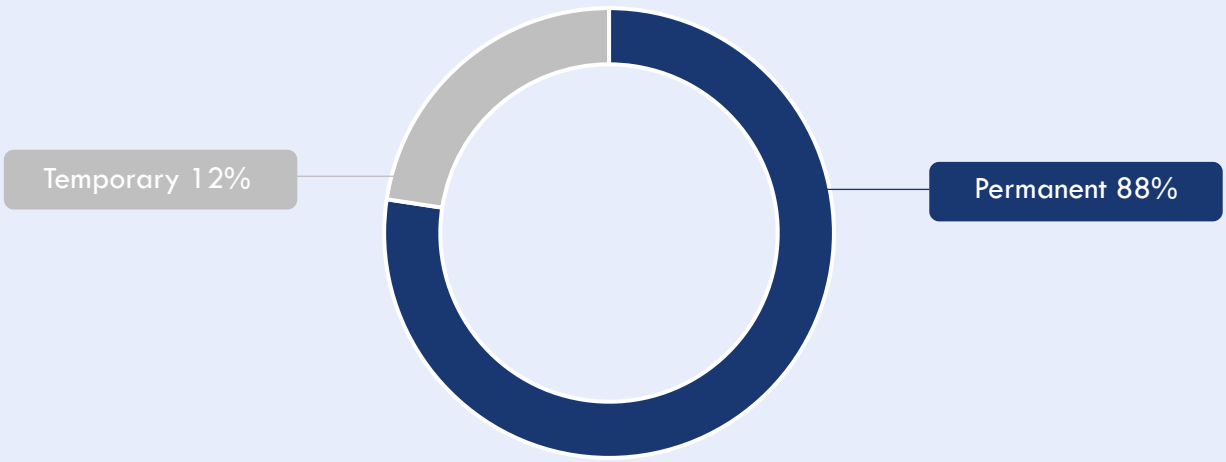
The people who make up Cosmewax are our added value: thanks to the effort and dedication of our highly trained and committed workforce, we offer a unique service tuned in to our customers' needs.

## 2.1. OUR TEAM IN FIGURES

Employees




We aim to offer stable and high-quality employment.



No. of employees
2021: 341
2022: 383

No. Of CVs received
2022: 3.613

Average increase in workforce by **42 employees compared to 2021** despite the pandemic.

No. of people promoted in
2022: 5

## 2.2. AWARDS AND ACKNOWLEDGEMENTS

A total of 23 prizes have been awarded in 7 different categories.

### BEST BUDDY AWARD

**3 EMPLOYEES**

These employees go above and beyond to support their colleagues, demonstrating their teamwork and camaraderie.

### CHAMALEON AWARD

**2 EMPLOYEES**

The winners demonstrate flexibility and optimism, always looking on the bright side without resisting to change.

### DA VINCI AWARD

**4 EMPLOYEES**

These employees react quickly and analyse situations from other points of view.

### MR/MS WOLF AWARD

**5 EMPLOYEES**

The winners of this award find effective solutions to problems.

### DIGITAL FREAK AWARD

**2 EMPLOYEES**

These prize-winners dive headfirst into digital transformation, using digital tools to work more efficiently.

### RISING STAR AWARDS

**3 EMPLOYEES**

These employees stand out for their positive impact on the team, demonstrating a desire to learn and improve as well as their motivation and commitment to Cosmewax.

### JUST KEEP SWIMMING AWARD

**4 EMPLOYEES**

These winners take charge, thriving in the face of adversity and spreading their enthusiasm to the team, encouraging colleagues to move forward and achieve results.

## 2.3. STABLE, HIGH-QUALITY EMPLOYMENT

Cosmewax firmly believes in the potential of the people who work for us, which is why we strive every day to improve our employment strategy by focusing on 4 main axes.

### Talent selection and retention

**Internal dialogue channels**

- HR Intranet: Bizneo.
- Email.
- Notice board.
- Suggestion box.
- Screen.

**Policies and initiatives**

- Training plan.
- Performance measures.

### Promoting flexibility

**Policies and initiatives**

- Option of teleworking during the hardest months of the pandemic.
- 1 additional MONTH of maternity or paternity leave.
- Maternity / paternity flexitime
- Digitisation of HR processes.

### Promoting health and safety

**Policies and initiatives**

- Flu vaccines.
- Regular medical check-ups
- Internal safe working procedures.
- Safety audits.
- Regular hygiene assessments.
- Annual ethical and social audit.
- Training in safety equipment.
- Contingency plan

### Promoting diversity

**Policies and initiatives**

- Diversity plan.
- Education.
- Communication and awareness-raising.
- Transparent and objective promotion and selection processes.

### People & Culture

As part of our commitment to fostering our team's development, we have created a new department called People & Culture. This area will be focused on recruiting, retaining and developing internal talent, encompassing:

- Requesting new personnel needs for structure and management of selection processes.
- Training and professional development activities plan.
- Implementing organisational changes in the company: creating new positions, new departments, updating the organisational chart. Describing job posts.
- Conducting performance evaluations.
- Defining and implementing staff policies.
- Internal communication.
- Working environment.

## 2.4. A FIRM COMMITMENT TO HIGH-QUALITY TRAINING

Cosmewax promotes all its staff to have access to knowledge that will help them to strengthen their professional profile and feel more motivated in their day-to-day work within the company.

| No. of courses | Training hours |
|---|---|
| 68 | 3.877 |

## 2.5. SATISFACTION SURVEY 2022

### what our employees value

People who feel recognised for their work:

**82,5%**

Las principales fuentes de motivación son el **horario laboral y el ambiente de trabajo y relación con los/as compañeros/as.**

# 3. Commitment to our customers

## QUALITY AND EXCELLENCE IN CUSTOMER SERVICE

We develop our activity by offering our clients an excellent, safe and committed service.

### 3.1. 2022 SATISFACTION SURVEY RESULTS

Overall average satisfaction with Cosmewax
**9**

Overall average satisfaction with Cosmewax products
**9**

Technical support assessment
**9,1**

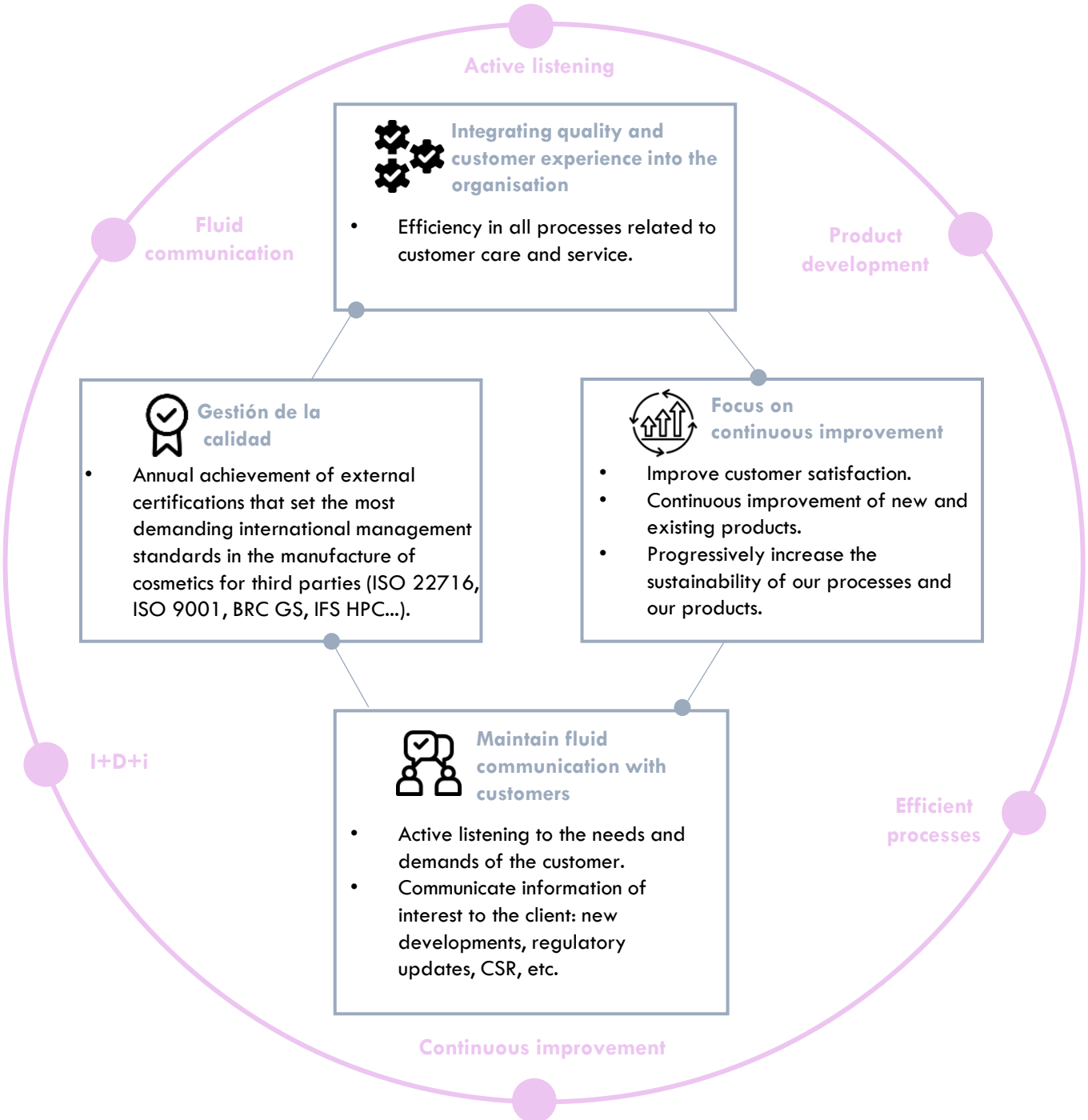
Quality assurance assessment
**9,3**

Assessing sales team support
**9,2**

Assessing project development support
**9**

## 3.2. EXCELLENT SERVICE MANAGEMENT

For Cosmewax, the quality of our services is our hallmark and the key to our relationship with customers. That is why we use a quality and customer experience management approach based on continuous improvement along four main lines of action.




## EFFICIENT SUPPLY CHAIN:

Although 2022 was a very difficult year, with transport strikes, an energy crisis and a raw material and component shortage, our firm-order fulfilment percentage within the delivery timeframe was:

**95%**

# 4. Commitment to our suppliers

## THE BEST TRAVEL COMPANIONS

We have the best team of suppliers and collaborators to offer the highest quality standards.

We foster a business relationship with our suppliers based on mutual respect, responsibility, ethics and transparency.

Number of suppliers

**+200**

## PARTNERSHIP RELATIONS WITH OUR SUPPLIERS

We are looking for suppliers interested in collaborating with us on our projects in order to establish long-lasting business relationships.

**What do we look for in a supplier?**

- PROACTIVENESS
- COMPETITIVE PRICES
- QUALITY
- FLEXIBLE DELIVERY TIMES
- INNOVATION
- SUPPORT IN PROJECT DEVELOPMENT
- AGILE AND EFFICIENT AFTER-SALES SERVICE
- UP-TO-DATE DOCUMENTATION

### OUR SUPPLIERS ARE 0 KM

Our commitment to the planet means that each year we collaborate with more national suppliers, with the aim of protecting the environment by reducing transport pollution.

National suppliers

**80,4%**

# 5. Commitment to innovation

## INNOVATION AS A GUARANTEE OF IMPROVEMENT

We are always ready to offer innovative products and solutions that are adapted to the new needs of our customers and promote respect for the environment.

Products launched in 2022

**+100**

New development projects launched in 2022

**+400**

**RECOGNITION:**

**SERUMS WITH ENCAPSULATED VITAMINS BY COSMEWAX, A TREND AT COSMOTRENDS 2022**

- Cosmoprof Bologna 2022: BEAUTYSTREAMS included Orange Blossom and Roses Serum in the Cosmotrends report.
- Cosmoprof Asia selected Instant Radiance Pearls Primer as trending product in CosmoTrends as well.

## 5.1. LIMITLESS INNOVATION

Cosmewax is able to innovate quickly and rigorously. We are capable of formulating new products in record time under strict requirements and parameters.

**INGREDIENT POLICY MANAGEMENT**
We can adapt our products to the ingredient policy of our customers.

**SUSTAINABLE FORMULAS**
In 2022 we increased the number of formulas containing natural, vegan; and clean beauty ingredients, as well as biodegradable raw materials.

**PROACTIVOS DEVELOPMENTS**
Annual innovation plan based on trend analysis, market monitoring and new raw materials.

**PACKAGING IMPROVEMENTS**
In 2022 we added more packaging with recycled content, increased the PCR percentage of some of our packaging and worked on incorporating natural options for supports and improving the recyclability of flexible packaging.

## 5.2. LOVERS TEST PROGRAMME

To ensure the excellence of our products, we use a testing programme where we ask consumers about our products before launching them on the market.

**161**
Test developed in 2022

# 6. Commitment to the environment

## TEAM COMMITTED TO SOCIETY AND THE PLANET

We are aware of our responsibility to the environment around us and, therefore, we comply with the legal and ethical requirements associated with our activity, limiting all those actions and processes that may damage the environment.

## 6.1. ENVIRONMENTAL POLICY

### COMMITMENTS

**Water**: More efficient consumption is promoted both in our offices and in production. Monitoring and control of water use.

**Atmosphere**: At Cosmewax we calculate our carbon footprint annually and register it in the National Carbon Footprint Registry, participating in offsetting and carbon dioxide absorption projects, in order to reduce consumption and Greenhouse Gas (GHG) emissions.

**Energy consumption**: We work to reduce our energy consumption. Definition of new measures to consume energy from renewable energy sources.

**General consumption**: We prioritise purchasing sustainable office supplies and encourage recycling.

**Waste**: We work to identify and reduce hazardous and non-hazardous waste.

**Biodiversity**: Biodiversity protection is promoted when purchasing raw materials.

**Employees**: Our employees should feel included in the company's improvement processes, starting with training and awareness-raising on environmental respect.

Integration of environmental factors into strategic decision making

Knowledge and application of regulations

Stakeholder awareness raising and training

Joint search for useful solutions

Clear and transparent communication

### PILLARS OF ACTION

## 6.2. RELATIONSHIP BETWEEN ECONOMIC GROWTH AND ENVIRONMENTAL PROTECTION

**In 2022, we achieved the ISO 50001 certification for the first time, with the aim of continuously improving our energy performance and energy efficiency as well as identifying additional opportunities to cut energy usage.**

## 6.3. QUALITY AND SUSTAINABILITY MILESTONES IN 2022

### COMMITTED TO QUALITY AND SUSTAINABILITY

- Cosmewax renewed all its main certifications again: ISO 9001, ISO 14001, ISO 22716, BRC, IFS, ECOCERT/COSMOS, SMETA 4 Pillars.
- All production centres are RSPO-certified, and we achieved, for the first time, certification for our energy-efficiency management system based on the ISO 50001:2018 standard, helping us to improve our climate change strategy.
- In 2022 we had a total of **26** audits at all our locations.
- Alignment with the Sustainable Development Goals (SDGs). Thanks to our efforts to make sustainability one of the pillars of our long-term business strategy, Cosmewax was awarded a Gold Medal by Ecovadis in recognition of its achievements in SUSTAINABILITY.

### REDUCING WATER CONSUMPTION

- **23.20%** reduction in our Depilatories Division.
- **10%** reduction in our Skin Care Division.

### REDUCING NATURAL GAS

- We have reduced the use of natural gas by **18%**.

## COMMITTED TO HEALTH AND SAFETY

- We have reduced accidents by **40%** in total compared to 2021.
- We have conducted emergency and environmental drills.
- We have conducted periodic hygienic noise assessments and psychosocial assessments for all centres.
- Quarterly meetings of the Health and Safety Committee.
- Internal and external safety training.

## 6.4. WASTE GENERATION

At COSMEWAX we foster environmental protection and are committed to continuously improving environmental management in all our centres through efficient waste segregation and by betting on sustainability.

Waste is managed in line with current legislation in an effort to prevent pollution.

We take all necessary measures to prevent and minimise pollution.

COSMEWAX has specific containers for each type of waste, which are segregated for proper recycling by authorised management companies.

**92.3%** of the waste generated is non-hazardous.

## 2022 VS. 2021 RESULTS

### PAPER AND CARDBOARD

In 2022 we have reduced

**32,5%**

### PLASTIC

In 2022 we have reduced

**31,4%**

### HAZARDOUS WASTE

In 2022 we have reduced

**28,5%**

# Política Cosmewax

## MISSION

For over 60 years, Cosmewax has been offering the most effective and highest-quality cosmetic, health and personal care products, providing value and helping our clients succeed worldwide.

We ensure that our processes, products, services and employees generate value, satisfy the client and comply with legal and other relevant requirements, as well as being environmentally friendly.

## VISION

Our vision is to grow by providing innovative, safe products that will charm consumers of the world's leading cosmetics brands, offering a competitive price and excellent service to all our clients.

## VALUES

Commitment, self-criticism, innovation, quality, improvement, care for people and the planet.

## PEOPLE

We have committed, qualified professionals focussed on running a flexible organisation adapted to the client's needs. We ensure optimal health, safety and welfare conditions for our employees.

## SUSTAINABILITY

We strive to prevent pollution, minimise waste, optimise our consumption, improve efficiency and foster continuous improvement, as well as minimise our environmental impact. To achieve this, we involve all our suppliers, clients and staff.

*General Management is committed to complying with and maintaining an integrated management system based on ISO 9001, ISO 14001, ISO 22716, BRCGS, IFS, RSPO, ISO 50001 and continuous improvement.*

Antonio Ruiz
CEO
Rev.12
10/11/2022

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# ABOUT COSMEWAX

COSMEWAX is a company with three headquarters, two located in Jerez de la Frontera (Cádiz) and the other in Massalfassar (Valencia). We are leaders in the manufacturing and sale of hair removing and cosmetic products for third parties. COSMEWAX exports 95% of its products to over 50 countries on five continents. For more information, visit[www.cosmewax.com](http://www.cosmewax.com)

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Approved by Antonio Ruiz Ledo,
CEO of Cosmewax S.A.

Date revised: 31/03/2023

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