



ITE
CENTROTECNOLÓGICO

ANNUAL
REPORT &
2024 SUSTAINABILITY
REPORT

www.ite.es



Solutions for a smart energy world

We stand at the forefront internationally in the development of technological solutions that enable firms to make strides towards a sustainable world from an energy standpoint.



We seek out excellence in all the projects we embark upon and for this reason make strident efforts to facilitate companies' accomplishment of their technological goals.

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Letter from the President



*“Transferring
knowledge and
technology to
overcome new energy
challenges”*

Miguel Rivas

President of ITE

On the international stage, the Centro Tecnológico de la Energía (hereinafter referred to as the 'ITE') is a technological centre renowned for its commitment and enabling technology and knowledge to serve the entire entrepreneurial fabric. We find ourselves at a crossroads with regard to the transition in our society's energy model.

At ITE, we have spent the last 30 years spearheading the development of technological solutions able to overcome the challenges faced by the energy sector. Our unwavering purpose is to stride forwards alongside the industry towards the aim of achieving decarbonisation by the year 2050. It is due to the foregoing that we drive towards technological development from the standpoint of excellence, commitment, integrity and collaboration, with the aim of accomplishing deep-rooted transformation of the current energy model to attain a more sustainable one.

Well aware of the above, we wish to continue to act as trailblazer both in the sphere of research as well as the activities we are engaged in on a daily basis, collaborating closely with the companies and sectors with which we foster business-focused R&D+I. From here, we would like to express our thanks for all the support provided by the Valencian Institute for Competitiveness and Innovation (Instituto Valenciano de Competitividad e Innovación IVACE+i) thereby placing its trust in our commitment to transfer new knowledge and technology to companies.

Our technological centre has proven itself to be ideally positioned to continue to spearhead the transformation of the energy model, which enables us to maintain our contribution as key stakeholder in technological and industrial transformation, particularly with regard to the Community of Valencia.

Throughout the year, having updated our Strategic Plan 2023-2026 is worthy of special mention, thus allowing us to align the entire organisation with industry. Likewise, I would like to highlight the strengthening of our pilot plants, namely: the Battery Lab, Circular Carbon and Energy Digitisation, in their roles as specialist laboratories capable of handling the entire value chain for the manufacture of batteries and hydrogen within the Community of Valencia.

I would similarly like to thank the industry itself for the trust it has placed in ITE. Our stance places the spotlight on creating and transferring knowledge and technology as a means of tackling new energy challenges, those which we know will be relevant and wide-ranging, yet we are ready and on-hand to forge this pathway towards R&D alongside the industrial network. In order to attain this goal, we have the backing of an unmatched team formed by 121 experts from the energy sector. In unison, we will make this possible.

Miguel Rivas
President of ITE

ITE

Mission, vision and values



MISSION

Generation and transference of knowledge and technology to overcome new challenges in the sphere of energy production.

VISION

Becoming a flagship technological centre for energy transformation, becoming a watchword for excellence, science and innovation for companies' sustainable development in a collaborative and integrated manner.

VALUES

EXCELLENCE

We strive to attain excellence and innovation through professionalism, knowledge generation and ongoing improvement.

COMMITMENT

We endeavour to work with people, our clients, companies and society in a committed manner.

INTEGRITY

We act in line with professional ethics, integrity, independence and impartiality.

COLLABORATION

We love teamwork and collaborating in an open and inclusive manner to accomplish shared goals.

R&D+I

Strategic lines



1



Batteries
Battery Lab



Biotechnology
Biosensors



Energy Efficiency and Industrial Processes
Circular Carbon



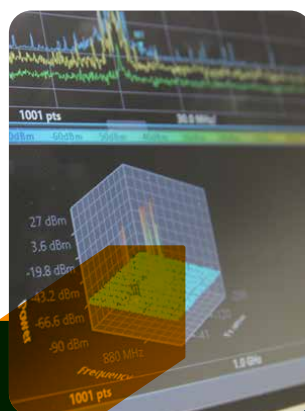
Renewable H2
H2 Pilot Plant



Sustainable Mobility
Smart Mobility Lab



Recycling and Circular Economy
Circular Carbon



Future Networks
GAMMA Lab



Batteries

Battery Lab

In its role as technological centre specialising in the entire battery value chain (ranging from raw materials to the end of their functional lifetimes), this working line is grounded on research into harnessing and increasing profitability in the manufacture and use of batteries, a line at the forefront of the energy transition entailing the use of renewable energies that enable the accomplishment of decarbonisation goals.

At ITE, we boast flagship in-house facilities in the sphere of batteries, amongst which particularly noteworthy is our 'Battery Lab' which features state-of-the-art technology and allows for us to work with all manner of batteries: ranging from tiny ones for electronic devices (cells) up to those used with electric vehicles or stationary ones (electric vehicle complete packs, including those operating at high voltage)



Biotechnology

Biosensors

At the ITE, we are well aware of the significance of investing in research into biotechnology, thus becoming the Spanish go-to partner in the biotech sector. Our goal is to foster the search for innovation in terms of quality and hasten collaboration in R&D+I activities amongst public bodies, private companies and universities.

ITE participates in biotechnology R&D+I projects at the regional, national, and European levels, where it has achieved disruptive results in biosensors and energy harvesting.



Energy Efficiency and Industrial Processes

Circular Carbon

Appraising sustainable and efficient solutions for the decarbonisation of the industry is essential to reduce the carbon footprint while reducing harmful emissions for the environment. With this strategic approach, we are making strides forward in the development of innovative technologies that allow the industrial sector to turn to more efficient and sustainable industrial processes.

The design and development of solutions for the integration and streamlining in the management of new and industrial processes resources in energy communities, hybrid networks and buildings, alongside the profiling users' energy behaviour as a means of determining the control of the demand for energy are key research factors in the field of energy efficiency



Renewable H2

H2 Pilort Plant

From within ITE, we work on the programming and streamlining of mathematical models to manage hydrogen production, coupled with its integration into industrial process models to improve its efficiency, covering the entire renewable hydrogen value chain so that the production and use of green hydrogen is increasingly efficient and profitable, since it is an energy vector for the future for multiple sectors. Specifically, we work on the development, profiling and testing of materials, integration and smart management of the production infrastructure plus the development of the hydrogen usage phases.



Sustainable Mobility

Smart Mobility Lab

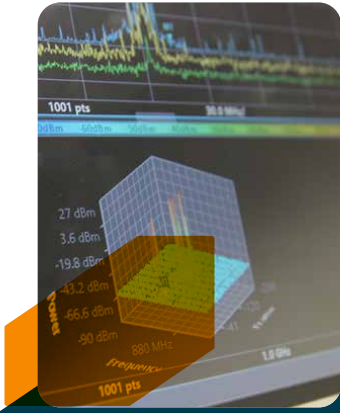
With this strategic line, we seek to advance in sustainable mobility as a means of bolstering smart mobility. That is why, in addition to designing sustainable mobility plans, we are committed to the deployment of standardized recharging infrastructures to manage and optimize recharging, but also to facilitate users and industry to increase their interest in electromobility, with the consequent economic and climatic benefit.



Recycling and Circular Economy

Circular Carbon

At ITE, we place the onus on energy optimisation during production processes, sustainable habitat and construction 4.0, revaluation and use of waste, plus the analysis of environmental impact and eco-innovation with the subsequent development of collaborative strategies. Therefore, our goal is for materials and products to remain in the economic cycle for as long as possible, reusing them and reducing waste production in order to, in this regard, contribute to a more sustainable, efficient and competitive economy. This productive and business model is garnering increased standing in the eyes of society and the industrial fabric.

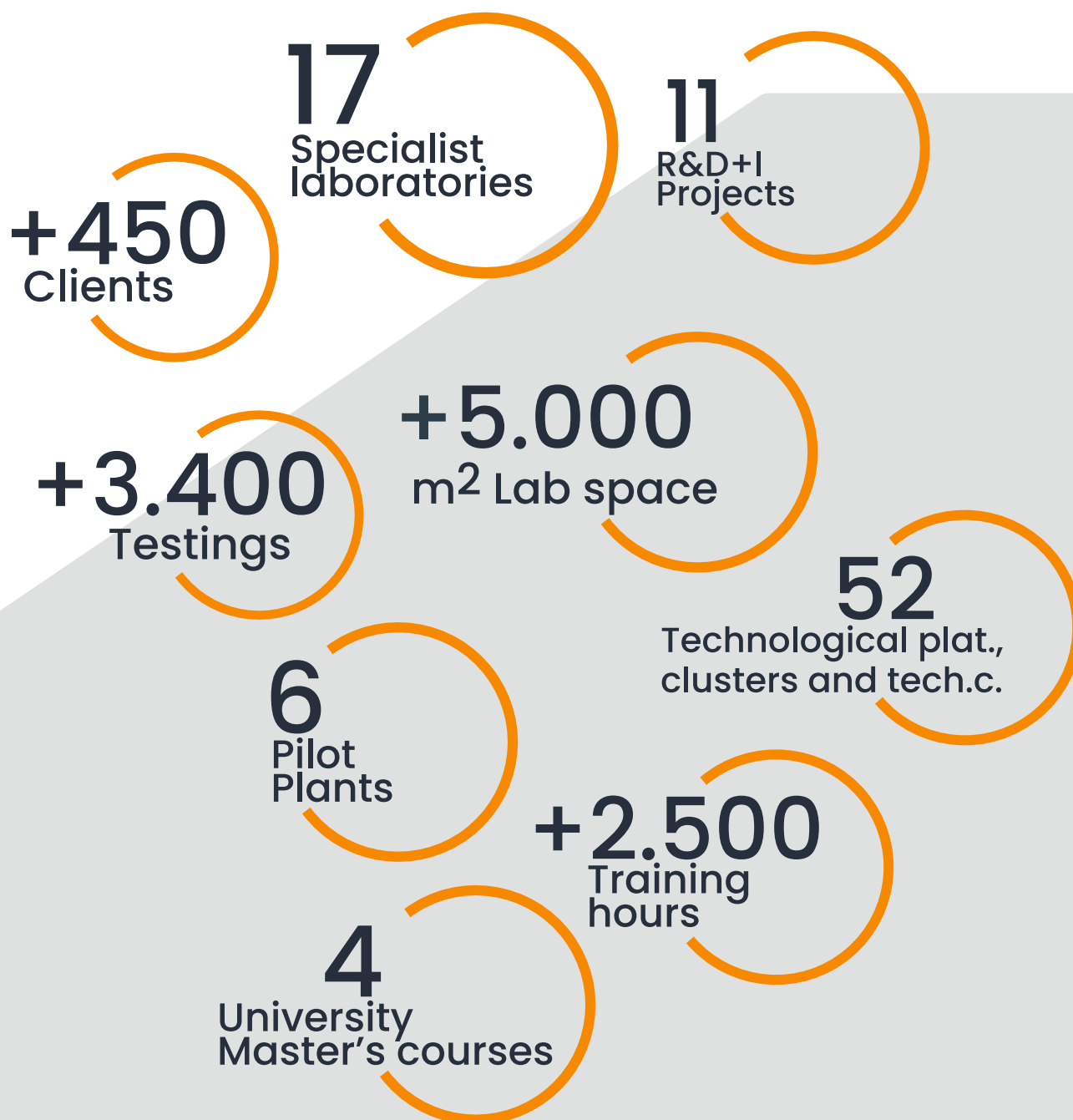


Future Networks

Smart Mobility Lab

Electricity grids increasingly evolve with sustainable alternatives such as the integration of renewable energies into the actual grid. To foresee the alterations that grids may undergo with said integration, so that there are no consumption surges that may alter its capacity, from the ITE, R+D+i projects are embarked upon with the aim of analysing failures and outages, modelling and simulating generation and/or distribution systems and auxiliary equipment, modelling and digitising assets of the electricity network in hybrid systems, charging stations or in the digitisation of network assets.

We endow companies with renowned experts and standout technology



PILOT PLANTS



GAMMA

Energy-based digitisation



BATTERY LAB

Energy storage



HIDROGEN

Renewable Hydrogen



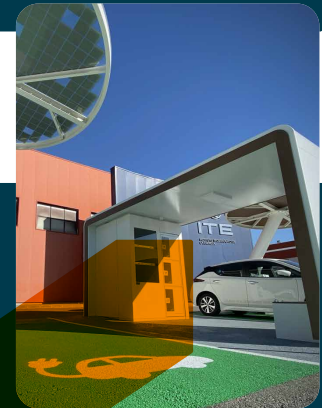
CIRCULAR CARBON

Sustainability and circular economy



ALHACENA

Energy storage



SMART MOBILITY LAB

Sustainable mobility

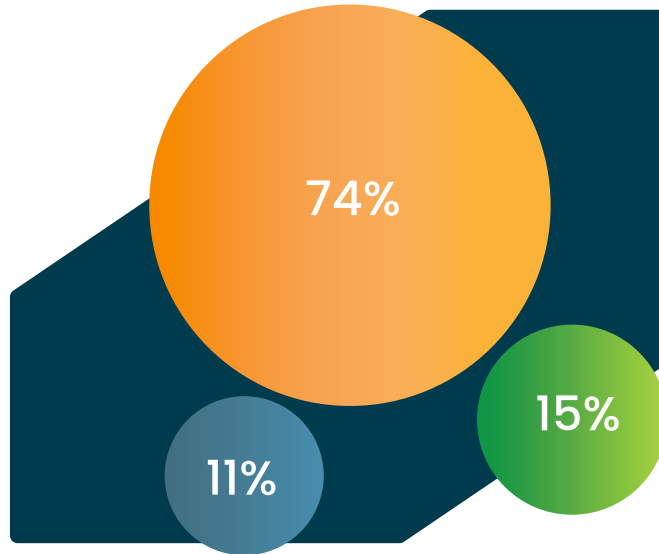
SPECIALIST LABORATORIES

SMART DEVICES
ENVIRONMENTAL TESTS
ELECTROMAGNETIC FIELDS. EMF
CALIBRATION
LEGAL METROLOGY
INTEROPERABILITY
PRIME COMMUNICATIONS CERTIFICATION
HIGH VOLTAGE
ELECTRIC ARC PROTECTION

DISC. PARTIAL AND ELECTROSTATIC
SYNTHESIS OF MATERIALS
CHARACTERISATION OF MATERIALS
BATTERY TESTING
H2 BATTERIES
MODELLING-SIMULATION
EV RECHARGING MANAGEMENT
DEMAND MANAGEMENT (GAD)

ITE STAFF

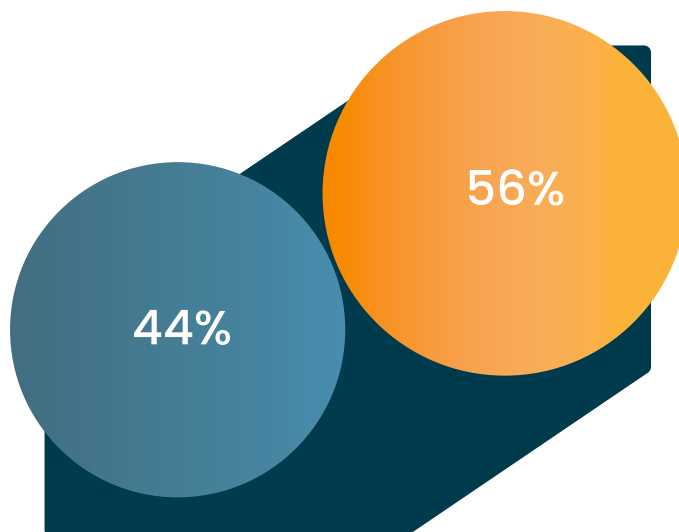
- Doctors
- University Graduates
- Vocational Training



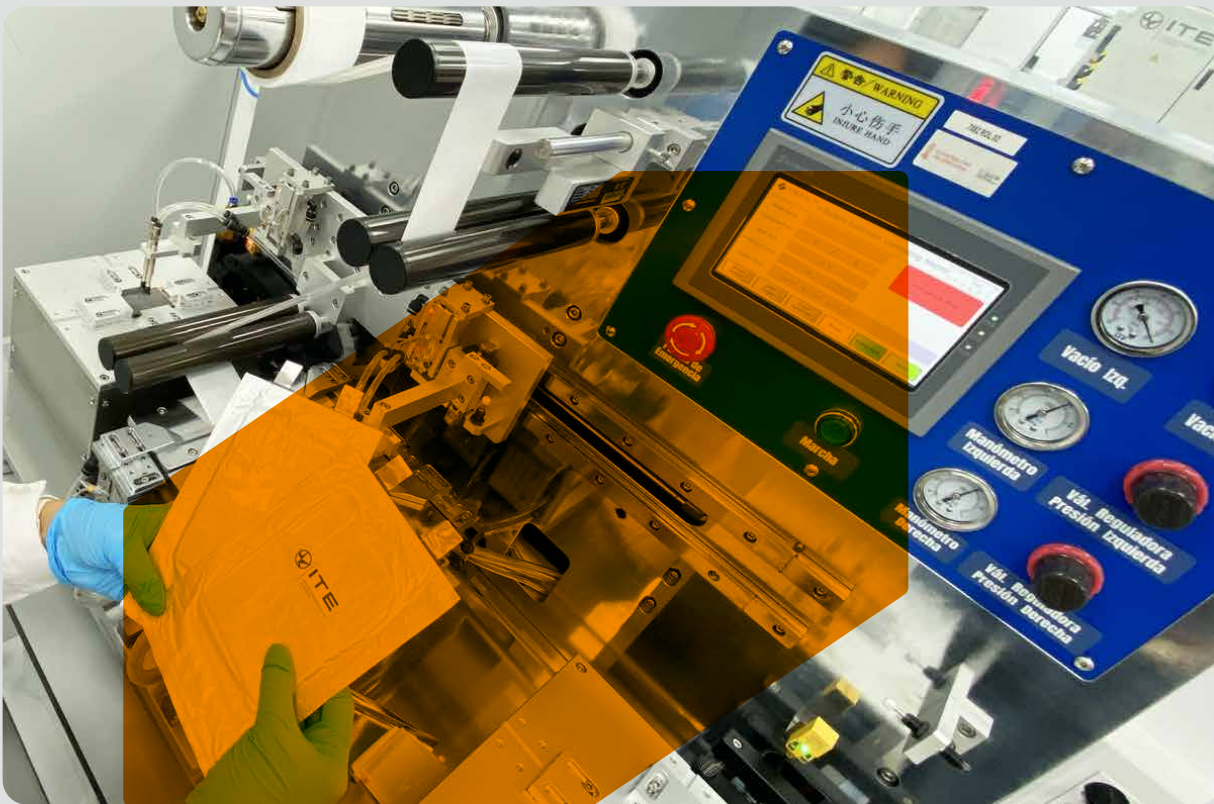
ITE is backed by a highly qualified team in all the divisions that comprise this Technological Centre, whether engaged in technological or research actions, though not limited to these. Indeed, the ITE workforce in 2024 stood at 119 employees, with a gender split totalling 56% men and 44% women.

ITE TEAM

- Women
- Men



R&D+I Projects



2

R&D+I PROJECTS

118
Projects in
2024

23
ITE-led
regional
projects

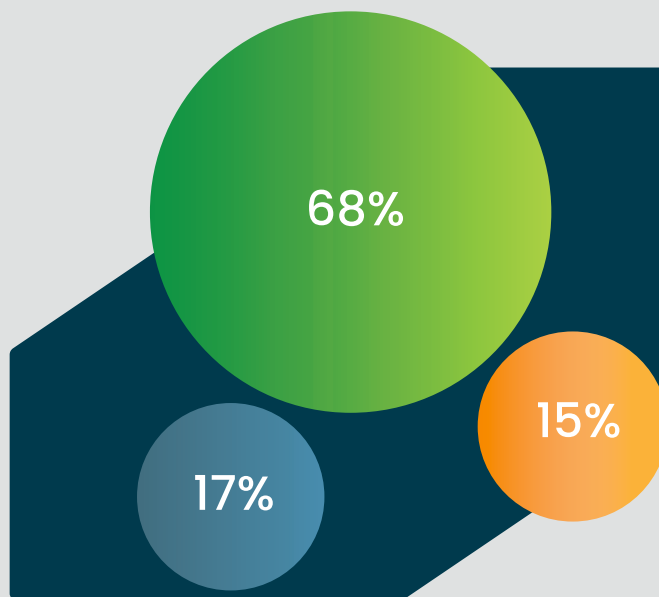
8
ITE-led
national
projects

10
ITE-led
European
projects

77
Projects
with
companies

R&D+I PROJECTS IN COOPERATION WITH RESEARCH ORGANISATIONS

- National Projects
- European and International Projects
- Regional Projects



ITE PROJECTS' SNAPSHOT 2024

SUSTAINABLE MOBILITY

IMDEEA/2024/51

TRINITYS

Technologies for Smart Recharging, Legislative Matters, Interoperability and Services

The TRYNITYS project endeavours towards innovation in electromobility within the Smart City framework, placing the onus on developing a demonstrator that can unveil how electromobility can be sustainable, sophisticated and embeddable into the urban ecosystem. This will enable an analysis into the network of interactions, needs and protocols between key stakeholders, namely electrical grid distributors and service providers, thereby tackling existing issues and unearthing new solutions. Furthermore, collaboration between companies and bodies seeking improvements in urban mobility will be fostered, thus contributing to a genuine transfer of knowledge and technology taking place.



BATTERIES

GA No. 101104204

REINFORCE

Standardised, Automated, Safe and Cost-Efficient Processing of End-of-Life Batteries for Second and Third Life Reuse and Recycling

REINFORCE has been devised to develop and unveil a comprehensive set of ground breaking solutions to streamline the value EoL batteries' value chains, ranging from electrical vehicles and stationary applications, thus fulfilling the requirements set forth in the Directive on batteries vis-à-vis a significant future increase in EoL battery usage, while enabling a second useful life of the latter as part of a circular economy in a standardised, efficient and cost-competitive manner.



IMAMCA/2024/9

SOSBAT

Implementation of advanced and sustainable battery technology for stationary applications

The SOSBAT project proposes strategical developments for renewable energy storage. On the one hand through envisaging new sustainable chemical alternatives to Li-Ion batterie, while in turn integrating these for use in a second life.



ENERGY EFFICIENCY AND INDUSTRIAL PROCESSES

IMDEA/2023/54

DECARTHERM

Decarbonisation through thermal storage systems applied to buildings and industrial processes involving elevated energy demands

This project aims to make strides towards decarbonisation in industries using high levels of energy consumption via the implementation of thermal-based storage systems. In greater detail, a systematised methodology has been devised that will enable the sizing plus the technical – economic and environmental feasibility of low impact solutions based on thermal storage. Appraising therein the appropriateness and advantages of embarking upon strategies geared towards smart management as a means of streamlining the system's energy, economic and environmental balance. All of the foregoing will be easily adaptable to usage cases in diverse building and industrial sectorial settings alongside different decarbonisation strategies in place at companies.



10113771

LIFE ELEKTRA

Circular economy applied to nitrate elimination: hydrogen generation and valorisation of residues in drinking water

The project tackles the issue facing Europe owing to the high concentration of Nitrogen (>50mg/l) in more than 18% of its subterranean water sources, thereby posing a risk both to public health as well as to biodiversity. In this regard, the project acts on the techniques employed to separate nitrates in water processing and treatment plants in which wastewater is created containing a high nitrate concentration which is ultimately dumped into the sewerage system for its subsequent cleansing in sewage treatment plants. To overcome this issue, the project offers the application of electrochemical denitrification as a treatment technique for water carrying a high nitrate load.



FUTURE NETWORKS

101120695

LIFE 22 – CET – ENCOM HUB

Energy Community HUB - Developing supporting services for the creation of Energy Communities

ENCOM HUB endeavours to tackle a structural gap in terms of skills and knowledge noticeable in public and private sector institutions in several European nations, along with the socio-economic backdrop in general, not solely with regard to technical experience, but rather in view of the shortfall in systematic knowledge – action and cultural shifts.



Co-funded by
the European Union



IMAMCA/2023/9

HEIMDAL

Design and development of analysis methodologies for security and detection of shortcomings vis-à-vis cyberattacks targeting hardware and communications between smart devices

The main objective of the HEIMDAL project is to analyze the potential cybersecurity vulnerabilities presented by current smart devices in Smart Cities and Industry 4.0, therein analysing their cybersecurity from two standpoints: firstly, to repel in-situ attacks that entail tampering with hardware while, in turn, handling attacks that interfere with their communications.



RECYCLING AND CIRCULAR ECONOMY

CONV24/DGINN/22

TEX2ENERGY

Harnessing gas synthesis energy through the use of urban and industrial waste of a textile nature.

As the part of the project, the intention is to use this waste for the generation of clean energy undergoing a thermochemical transformation which, furthermore, the process creates other products with added value (biocarbon, bio-oils)



IMDEFA/2023/54

BAT2REC – Battery Recycling

Development of advanced technologies for the recovery of metals and critical components from electric vehicles’ batteries

This project’s approach blends the regeneration of functional cathodes with a performance similar to that of new materials plus the use of selective electro dialysis to recoup lithium as LiOH, thereby streamlining resources while producing fewer residues. Additionally, this technology has been devised to be scalable.



RENEWABLE H2

IMAMCA/2024/9

HIDROREN

Energy management and appraisal of degradation as part of the renewable hydrogen production

At HIDROREN, work will be undertaken to develop and profile electrodes for PEM electrolyzers, with the aim of establishing composition – performance relationships while studying their degradation as a result of fluctuating charging conditions. Based on this degradation behaviour while at the same time adhering to the Delegated Acts adopted by the European Commission, this will lead to the creation of an energy management system to maximise control actions requiring application to low-powered PEM electrolysis equipment.



CER-20231027

H2ENRY

Strategic research and transference programme to boost renewable H2 as an energy vector for the energy transition

The Cervera H2ENRY Network came into being as a strategic research and transference programme to boost renewable H2 (H2r) as an energy vector for the energy transition. Through this Network comprising 5 Technological Centres (CIDAUT, AICIA, ITE, EnergyLab and LEITAT) the aim is to boost the development of disruptive technology for the generation, purification, cleansing, storage and transportation of renewable energy.



BIOTECHNOLOGY

IMAMCA/2024/9

ENERGYMCELL

Bio-cell for sports monitoring

ENERGYMCELL intends to develop new methods to generate clean energy to contribute to the growing trend toward decentralised personal monitoring, which requires materials featuring enhanced performance in terms of flexibility, conductivity and biocompatibility for their integration in users' daily lives. Throughout the project's working lifetime, different placement / printing methods are assessed on flexible supports for the generation of electrodes with the aforesaid properties.



GA 101017899-

WATCHPLANT

Smart biohybrid phito-organisms used for in-situ environmental monitoring

Research into new technological advances to endow biological organisms, plants, with Artificial Intelligence (AI). Thus, the aim is to create a network of self-powered sensors whose purpose is to measure both the environmental parameters, along with the physiological response status of the plants. Afterwards, we seek to integrate this development into a complex network that enables us to undertake the processing of the information uncovered in order to facilitate the decision-making process.



Innovating for growth



ITE's presence



3

ACTIONS UNDERTAKEN

At ITE, we have worked throughout 2024 inspired by our desire to continue to generate knowledge and cutting-edge technology, alongside transference to the industrial fabric as a means of being able to harness this and make strides towards sustainable business and manufacturing models embracing energy efficiency.

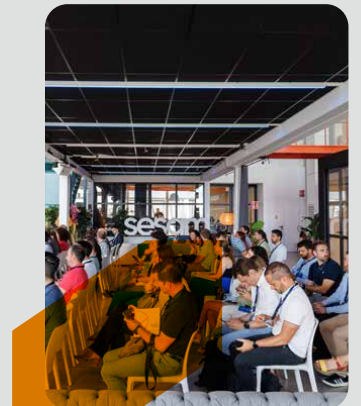
Accompanying firms on the pathway to the Energy Transition is our goal and mission. Yet in 2024, we wished to bolster our role as baseline technological partner in order for industry to feel we are by its side to tackle the demands involved in overcoming climate change challenges.

Over the year, a new infrastructure has been created geared towards serving the companies, which combine to join forces with ITE's state-of-the-art facilities. Against this backdrop, through the Smart Mobility Lab, we have progressed greatly in terms of sustainable and smart mobility.

Furthermore, our strategic lines were modified in 2024 to provide a comprehensive response to all the aspects we tackle in the energy sphere: batteries, sustainable mobility, future networks, renewable hydrogen, energy efficiency plus the manufacturing sectors, biotechnology, recycling and the circular economy.

+1800
Social Media
Posts

50
Participations
in seminars



PLATFORMS AND CLUSTERS

Sustainable Mobility

NATIONAL

AEDIVE, Asociación Empresarial para el Desarrollo e Impulso del Vehículo Eléctrico
 AVVE, Asociación Valenciana del Vehículo Eléctrico

INTERNATIONAL

OCA, Open Charge Alliance
 OCPI, Open Charge Point Interface

Batteries

NATIONAL

Aepibal. Asociación Empresarial de Pilas, Baterías y Almacenamiento Energético
 BatteryPlat, Plataforma Española de Baterías
 MATERPLAT, Plataforma Tecnológica Española de Materiales Avanzados y Nanomateriales

INTERNATIONAL

BEPA, Batteries European Partnership Batteries 4 Europe
 EBA, European Battery Alliance
 EMIRI, Energy Materials Industrial Research Initiative
 ETIP. Batteries Europe. European Technology and Innovation Platform

Energy effic.and ind. processes

NATIONAL

PTE-EE, Plataforma Tecnológica Española de Eficiencia Energética

INTERNATIONAL

EIT, CLIMATE- KIC

Future networks

NATIONAL

Alianza Net-Zero MAR
 CIGRE, Consejo int. grandes sist. eléctricos
 FUTURED, Plataforma española de redes eléctricas
 CECV, Asociación Cluster De La Energía De La Comunidad Valenciana

INTERNATIONAL

Derlab. European Distributed Energy Resources Laboratories e.V
 DLMS User Association
 S3PEnergy, Energy and the Smart Specialisation Platform on Energy
 EERA, European Energy Research Alliance
 ETIP SNET, European Technology and Innovation Platform Smart Networks for Energy Transition. ETP SmartGrids
 ILPA, International Lightning Protection Association
 Meters and more association
 PRIME Alliance
 SmartEN, Smart Energy Europe

Recycling and circular ec.

NATIONAL

Aepibal. Asociación Empresarial de Pilas, Baterías y Almacenamiento Energético

BIOPLAT, Plataforma Española de la Biomasa

Mesa del Biogás del la Comunidad Valenciana

INTERNATIONAL

BEPA, Batteries European Partnership Batteries 4 Europe

Renewable H2

NATIONAL

AeH2, Agenda Sectorial de la Industria del Hidrógeno . Asociación Española del Hidrógeno

Aepibal. Asociación Empresarial de Pilas, Baterías y Almacenamiento Energético

AH2RCV. Alianza de Hidrógeno Renovable de la CV

PTE HPC, Plataforma Española de Hidrógeno y Pilas

INTERNATIONAL

Hydrogen Europe Research

European Clean Hydrogen Alliance

Biotechnology

NATIONAL

Bioval, Clúster BIO de la Comunitat Valenciana

ALINNE, Alianza por la investigación e innovación energética

RED INNOTRANSFER, Plataforma de Innovación Abierta de la CV

Smart Mobility Lab



4

The smart charger demonstrator boasts a multi-service mobility hub to serve different electric vehicles, such as cars, motorbikes and scooters, thereby creating a multi-modal space that hastens user experiences in urban, interurban and industrial settings.

This enables the validation of smart and sustainable charging solutions for diverse stakeholders in the present backdrop for electric mobility, namely charging stations, infrastructure managers (CPO), mobility

service providers (eMSP) and companies offering advanced sustainable mobility services.

This is comprised of four different charging stations supplied by four different manufacturers, whose power ratings range from 3 to 7.4 kW operating both in AC as well as DC, including three chargers for electric scooters featuring the four standardised connectors plus photovoltaic installation.



TRAILBLAZER LABORATORY

Furthermore, thanks to the Open Charge Point Protocol (OCPP) using versions 1.6 and 2.0.1, both ITE in-house creations, and duly certified by the Open Charge Alliance (OCA), the system is able to communicate with any charging station regardless of its manufacturer, in other words, connected, interoperable and renewable electrical mobility which allows for starting the charging process with the same App in any of the stations and making payment via this App. Both the App as well as the demonstrator viewer offer information on the user's added value: charging price, CO2 saving and range available up to the present time.

The Smart Mobility Lab can simulate two scenarios: Residential and Tertiary. The former boasts its own charging infrastructure and has at least one electric vehicle, a charging point up to 7.4kW and a defined contracted power. It may feature power generation and storage system in the actual residence. Plus, the tertiary user type is provided with a deployment of charging infrastructures, a CPO, for example, which is harnessed to power several electric vehicles, with a contracted power of the known installation and charging points up to 30kW.

Smart charging is performed using two types of controls:

One-way control (V1G), in other words, the charging points adapt their power rating or charge intensity to meet the settings provided by the central system.

Two-way control (V2G, V2H, V2B). In this scenario, not only the charging process is controlled, the return of electricity to the grid is also performed in the case of V2G) or the vehicles themselves act as additional power providers for the building or home (V2H or V2B). We have in place the development of technology and integration of V2G solutions.

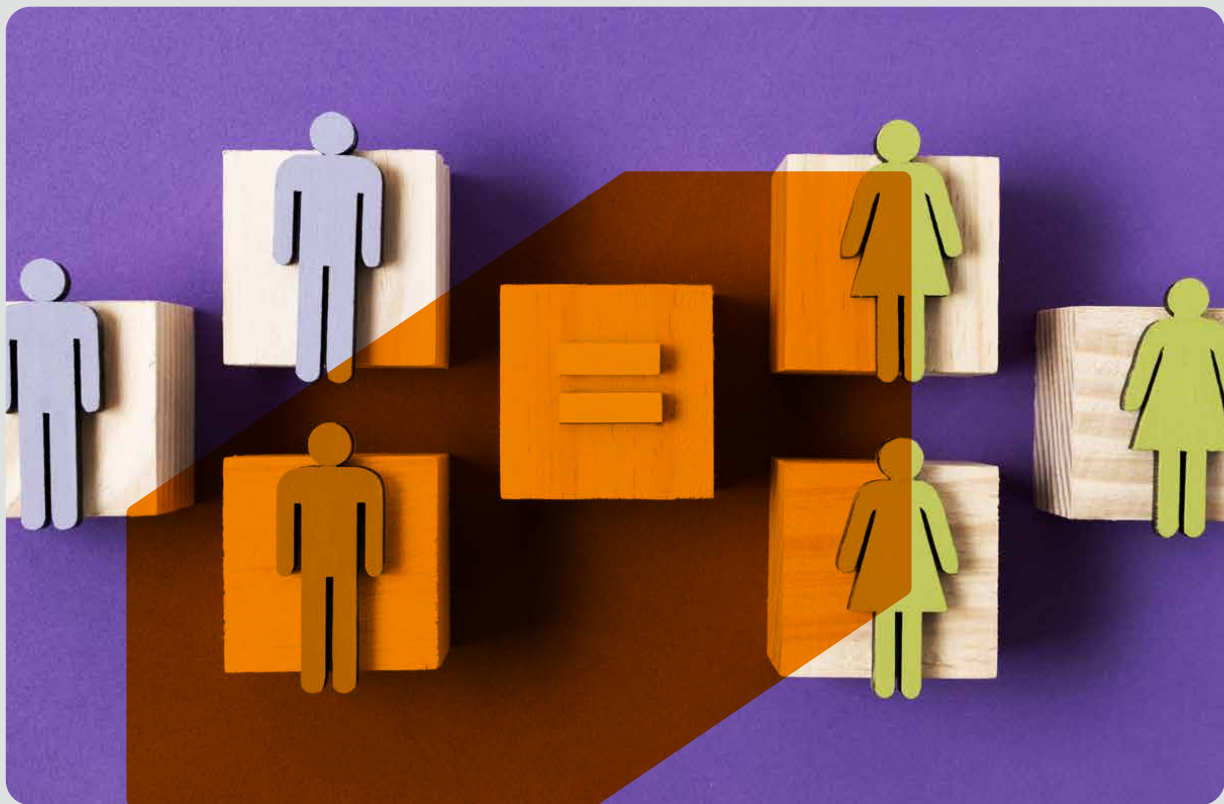
Finally, the web devised for the Charge Point Operator (CPO) allows for comprehensive oversight of the installation and its proper maintenance to be undertaken. Our platform provides key functional aspects, monitoring, charge management and streamlining of energy resources, alongside the issuance of tailor-made reports into usability and operational readiness of the charge points.





Video SMART MOBILITY LAB

Equality Plan



5

Throughout 2024, the ITE continued to foster equality amongst its employees. To achieve this, while fulfilling the legislation in force requiring companies to vouch for effective equality between females and males, as per the terms of Organic Law 3/2007, this technological centre has continued to bolster its Second Equal Opportunities Plan between Females and Males which runs from 2022 until 2026.

Amongst the main aims of this Second Equal Opportunities Plan, the following are considered particularly noteworthy:

- Fostering a culture that boosts the principle of equal treatment and opportunities.
- Ensuring equal treatment and opportunities at all levels throughout the company.
- Guaranteeing non-discrimination during selection and recruitment processes for new employee intakes.
- Enabling and encouraging access for men and women to all categories, divisions and departments forming the company, with a view to attaining balance.
- Continuing to foster conciliation

measures between family, professional and personal life, regardless of gender.

- Adopting the necessary measures to prevent imbalance in matters of equal opportunities.
- Guaranteeing and ensuring the principle of equal retribution.
- Promoting the use of inclusive language or gender-neutral language in ITE's internal and external communications.
- Guaranteeing and ensuring representative equality in the different corporate bodies.
- Prevention system in place against gender-based sexual harassment in the workplace.

Activities worthy of special mention in this sphere are listed below:

- Balance between family and working life
- Working conditions
- Eradicating gender-based violence
- Professional Training
- Remuneration
- Occupational healthcare
- Promotion
- Access to employment, selection processes and recruitment
- Outreach



Equality Plan

Profesional Training



6

To continue moving towards the energy transition, it is also necessary to advance in specialist training that allows us to prime staff to adopt the most innovative, sustainable and efficient processes. At the Energy Technology Centre (ITE), as generators of cutting-edge knowledge and benchmarks in the energy sector, we are aware that the training of both our team and workers engaged in activities related to energy efficiency is essential to foresee future scenarios that will require new knowledge to meet the demands that arise on a daily basis.

In the industrial scenario, ITE has on-hand all its expertise and technology, yet also with specialist training that allows it to address the challenges that currently arise.

For this reason, in 2024, ITE taught more than 2,500 hours of training courses, with 390 students, 16 specialist courses, 4 university master's degrees in collaboration with the Universidad Cardenal Herrera CEU while 38 students carried out internships in the company. The teaching team is comprised of highly qualified ITE researchers with extensive experience. Finally, as an added value, students have been able to take multiple courses in the state-of-the-art facilities available at this Centre.

+390
Students

+2500
Hours
taught

38
Company
internships

16
Specialist
courses

4
Officially
recognised
Master's courses

COURSES AND MASTERS

Master's Degree in Project Management and Energy Installations (face-to-face).

Master's Degree in Energy Facility Management and Project Internationalisation (distance learning).

Master's Degree in Environmental Management (blended learning).

Master of Continuing Education in Battery Technologies (distance learning).

Specialist Course in energy storage.

Specialist Course in Energy Communities.

Specialist Course in Green Hydrogen, a vector for the future.

Specialisation Course in Solar Thermal Energy.

Storage systems Course on Batteries (Labora).

Specialisation Course in Battery Handling and Safety.

Specialisation Course in Partial Downloads.



ITE LIAISON WITH THE WORLD OF WORK

Furthermore, throughout the 2024 financial year, on-demand and tailor-made courses were also held for companies. Theoretical and practical training actions in the field of Batteries on components, materials and applications, as well as in the sphere of hydrogen on project assessment and facility safety. For example, Gridforming and Gridfollowing courses in the field of energy communities (CELSn) have similarly been taught.

Our training actions are envisaged to train professionals of the present and future, thus allowing companies to recruit profiles with the knowledge required in the energy

sector, an area that is advancing in the same way as the path towards the energy transition. With this in mind, a sizable number of students who enrol on our training programmes ultimately enter the workplace.

Precisely through identifying the medium-term needs of the industrial fabric in terms of its equipment is essential to prepare training aimed at responding to the new profiles that are emerging. Therefore, through tailor-made master's degrees, courses and training, both companies and students alike can benefit.



Master's Degree in Project Management and Energy Installations - 16^º ED
master.ite.es

MEPIE 



Master's Degree in Energy Facility Management and Project Internationalisation - 10^º ED
masteronline.ite.es

MOPEI 



Master's Degree in Environmental Management - 6^º ED
mastergestionambiental.ite.es

MOMA 



Master of Continuing Education in Battery Technologies
mbatt.uv.es

MBATT



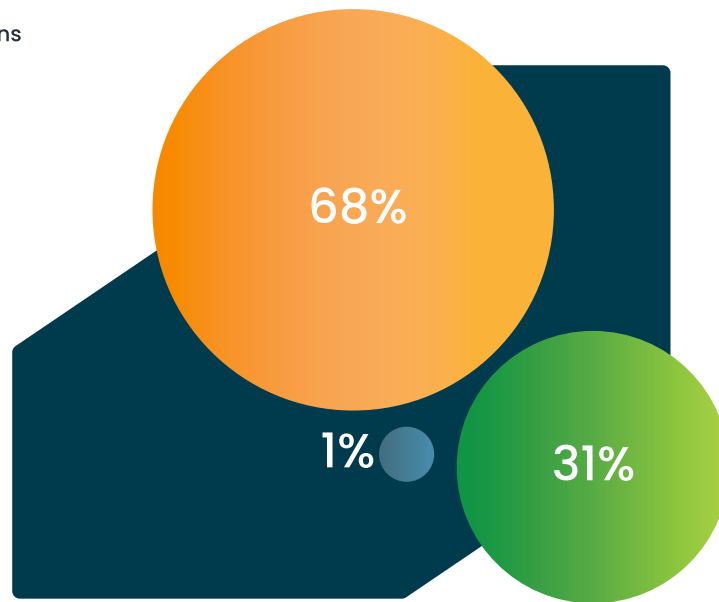
Economic information



7

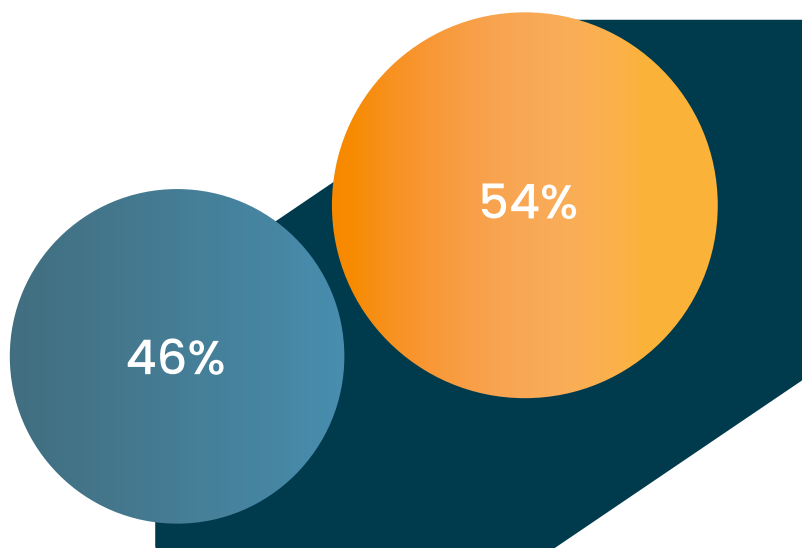
REVENUE ITEMISED BY ACTIVITY TYPE

- Fees and subscriptions
- R&D+I Projects
- Advanced Services, testing procedures and professional training

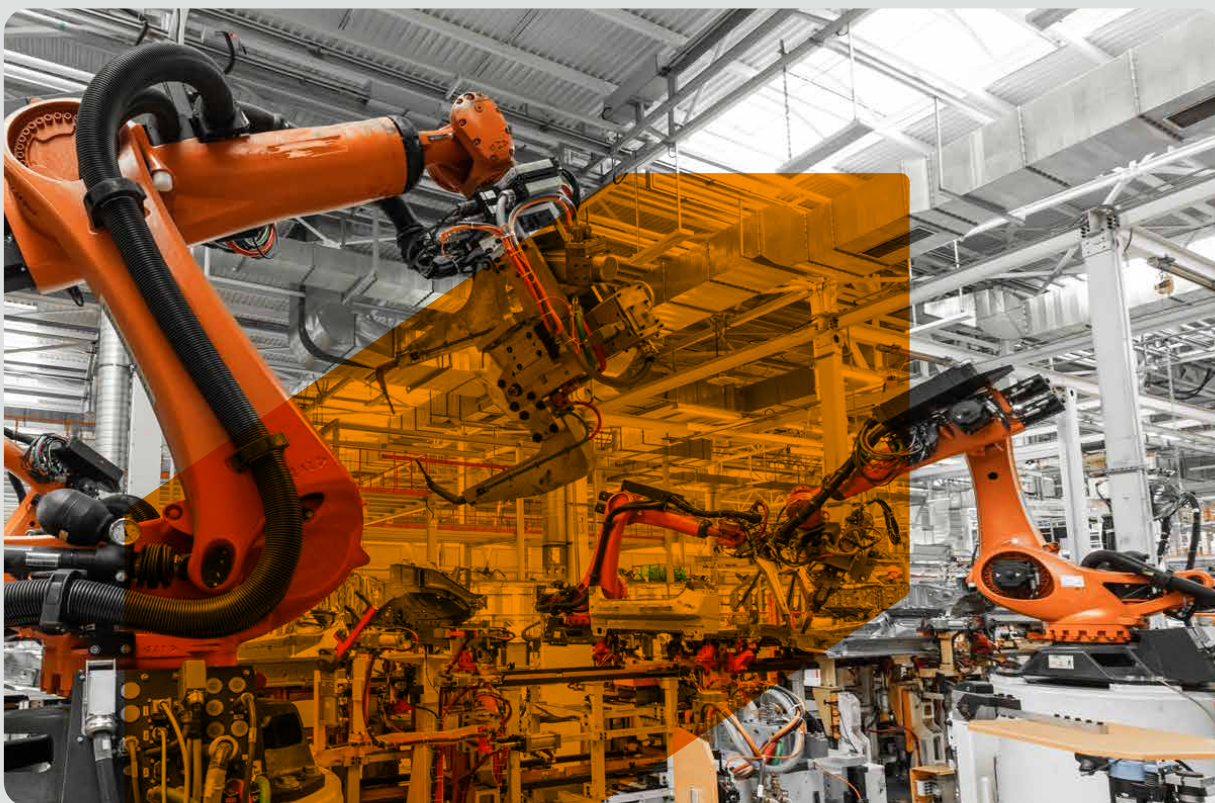


BREAKDOWN BY REVENUE TYPE

- Total private revenue
- Development subsidies

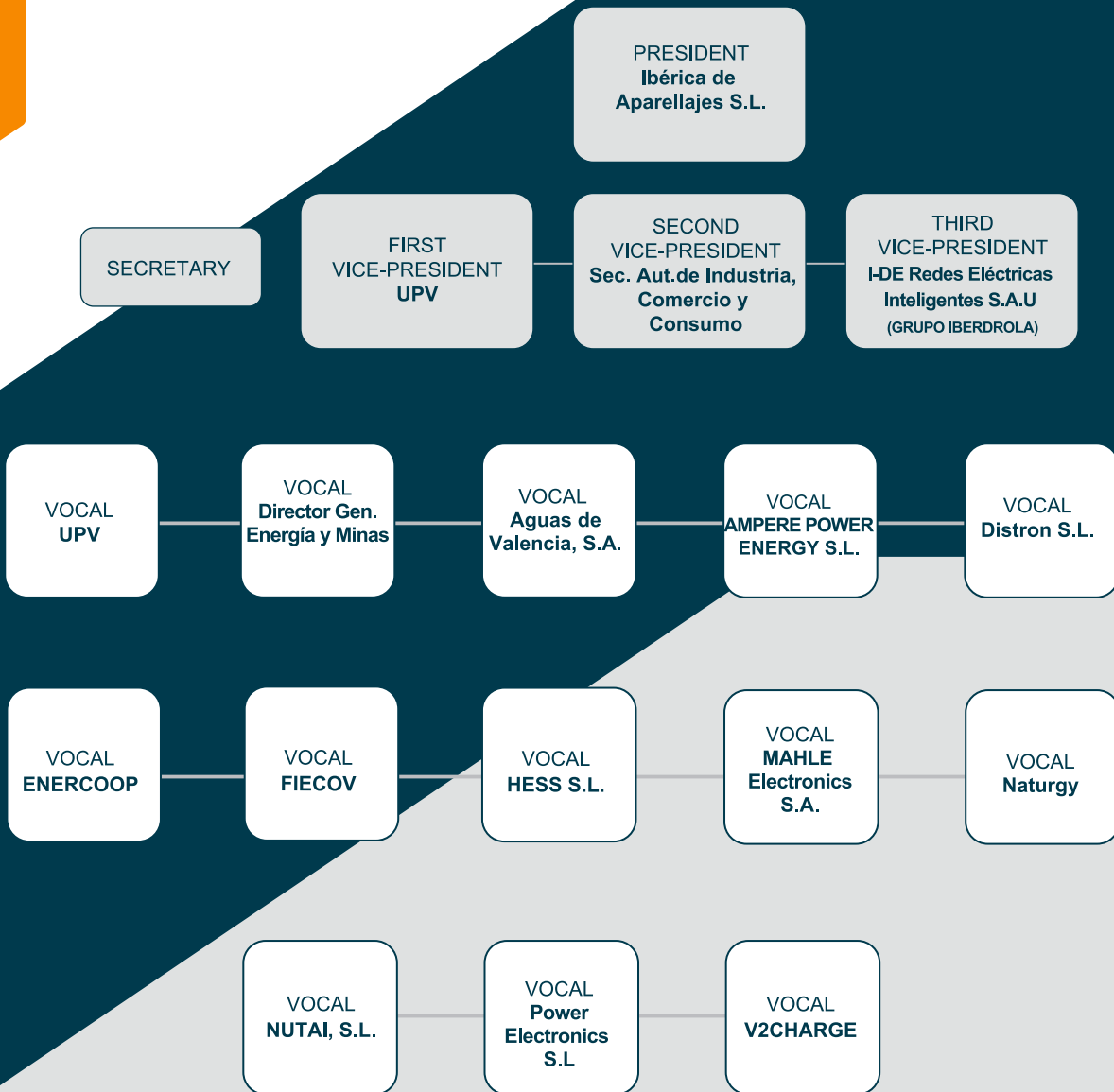


Our companies



8

BODIES OF GOVERNANCE



ASSOCIATE PARTNERS

ABERVIAN SL
 ABO WIND ESPAÑA, S.A.U.
 ABSORBECO2
 AGUAS DE VALENCIA, S.A.
 AIDITEC SYSTEMS S.L.
 AKTRION IBERIA SL
 AKUO RENOVABLES ESPAÑA SL
 ALGINET DISTRIBUCIÓN ENERGÍA ELÉCTRICA, S.L.U
 AMARA SOLAR RENOVABLES SA
 AMPERE POWER ENERGY, S.L.
 ANTONIO LÓPEZ GARRIDO, S.A. (ALG)
 APLICACIONES TECNOLÓGICAS, S.A.
 APLIQUEM MICROONES, 21. S.L.
 ATERSA-APLICACIONES TÉCNICAS DE LA ENERGÍA, S.L.
 AUDITESA, S.L.
 BALEÀRIA EUROLINEAS MARÍTIMAS, S.A.
 BASOR ELECTRIC S.A.
 BATTERYFLY SMART ENERGY, S.L.
 BOLTEST TXFY SL
 BP ENERGÍA ESPAÑA, S.A.U.
 CEMER PLAY, S.L (PROTOTECH)
 CIRCUTOR S.A.
 CLAVE DENIA S.A.U.
 COLEG. OFIC. INGENIEROS TEC. INDUSTRIALES ALICANTE
 COLEGIO OFICIAL DE INGENIEROS INDUSTRIALES DE LA
 COMUNITAT VALENCIANA
 COLEGIO OFICIAL DE INGENIEROS TÉCNICOS INDUSTRIALES DE
 VALENCIA
 COMPAÑÍA LEVANTINA DE REDUCTORES (CLR)
 COOPERATIVA ELÉCTRICA BENÉFICA DE SAN FRANCISCO DE
 ASIS, COOP.V.
 COOPERATIVA VALENCIANA DE TAXISTAS S.C.V
 COVER VERIFICACIONES ELÉCTRICAS, S.A.
 DERECTIO INGENIERÍA ENERGÉTICA SL
 DISEÑOS ARTÍSTICOS E INDUSTRIALES S.L
 DISMUNTEL, S.L
 DISTRON S.L.
 EDISTRIBUCIÓN REDES DIGITALES, S.L.- UNIPERSONAL.
 EIFFAGE ENERGÍA SLU
 ELECNOR SERVICIOS Y PROYECTOS S.A.U.
 ELÉCTRICA DE CALLOSA DE SEGURA, C.V.L.
 ELECTRICIDAD ALCACER, S.L.
 ELECTRICIDAD VEGA Y GALINDO, S.L
 ELECTRICIDAD VIALA, S.L.
 ELECTROMETER SPAIN SLU
 ENDURANCE MOTIVE, S.A.
 ENERGY PROSPECT TECHNOLOGIES S.L
 ENGITEC PROJECTES D'ENGINYERIA, S.L.
 EQUIPO VESTEL INGENIEROS, SLU.
 ETRA INVESTIGACION Y DESARROLLO, S.A. (ETRA I+D)
 EVOLUTIA ACTIVOS S.L
 FIECOV
 FONDO DE ENERGIAS RENOVABLES, S.A. (FOENER)
 FRANCISCO MARTINEZ GRUPO TECNOLÓGICO, S.L.
 FRV X GLOBAL SERVICES S.L
 FUTURE MOTORS IBERIA, S,L
 GAS TO MATERIALS TECHNOLOGIES, S.L. (G2MTECH)
 GERMANIA DE INSTALACIONES Y SERVICIOS, S.L.
 GH ELECTROTERMIA, S.A
 GREENB2E BUSINESS TO ENERGY, S.L.
 GREENE ENTERPRISE, S.L.
 HEMP TRADING, S.L.U
 HIDROGENO CIRCULAR S.L.U.
 HIVE ENERGY LIMITED
 HYBRID ENERGY STORAGE SOLUTIONS, S.L. (HESS)
 I-DE REDES ELÉCTRICAS INTELIGENTES, S.A.L. (GRUPO
 IBERDROLA)
 I.E. ELECTROMATIC S.L.
 IBÉRICA DE APARELLAJES, S.L.
 IMASD ELECTRIC, S.L.
 INDITEX, S.A.
 INDUSTRIAS ALEGRE S.A.
 INDUSTRIAS TAYG, S.L.U.
 INGENIERÍA Y MARKETING, S.A (GRUPO DOMINGUIS ENERGY
 SERVICES-GDES)
 INNOVATIVE FIRE SOLUTIONS S.L
 INSTALACIONES TÉCNICAS AUBACH S.L.
 INSTITUTO VALENCIANO DE COMPETITIVIDAD EMPRESARIAL
 (IVACE)
 ISTOBAL, S.A.
 ITERA SOLUCIONES DE INGENIERÍA S.L
 J.A. MARTINEZ ETAYO S.L.
 JOSÉ LUIS SERRA SEGUI
 LABORATOTIO PRINT3D SOLUTIONS CLM SL

ASSOCIATE PARTNERS

LANDIS & GYR, S.A.U
 LUIGI TECHNOLOGY SL
 M.D. ELECTROTECNIA Y PROTECCIÓN, S.L.
 MAHLE ELECTRONICS, S.L.U
 MATRICERIA Y ESTAMPACIÓN F. SEGURA, S.L.U
 MATTECO TEAM SL
 MERCADONA, S.A
 MIDSUN IKM GMBH
 MIGUEL ÁNGEL RIPOLLÉS VEREA
 MONTAJES ELECTRÓNICOS DORCAS, S.L.
 NEGOCIOS INTELIGENTES 7EXPERIENCE, S.L.
 NEPTURY TECHNOLOGIES, S.L.
 NUEVAS TÉCNICAS DE AUTOMATIZACIÓN INDUSTRIAL, S.L.
 OBREMO S.L.
 OCEAN WINDS S.L
 OMRON ELECTRONICS IBÉRIA, S.A.
 ORMAZABAL MEDIA TENSIÓN, S.L.U
 PORCELANAS INDUSTRIALES, S.A.
 PORTALÁMPARAS Y ACCESORIOS SOLERA
 POWER ELECTRONICS ESPAÑA, S.L.
 PROEMISA, S.L.
 PSR S.L. (PARARRAYOS SALVADOR ROMERO S.L.)
 RED ELÉCTRICA DE ESPAÑA, S.A.U
 REFRIVAL, S.A.
 RENAULT RETAIL GROUP VALENCIA, S.A.
 ROMUR RENOVABLES, S.L
 SCHNEIDER ELECTRIC ESPAÑA, S.A.
 SERTEVAL ELÉCTRICA S.L.
 SERVICIOS Y APLICACIONES INEL, S.L.
 SIEMENS S.A.
 SLUSH & BEVERAGE EQUIPMENT V AIR S.L.U
 SMARTENERGY SPAIN SL
 SOCIEDAD IBÉRICA DE CONSTRUCCIONES ELÉCTRICAS, S.A.
 SOLAR EARTH INNOVACIÓN Y TECNOLOGÍA SES, S.L.
 SUPLIMED,SL
 TECHNOLOGY SOLUTIONS EXPERTS S.L
 TELECONTROL STM, SL
 TERA BATTERY RECYCLING, S.L
 TRAFFIC FUTURA 2007, S.L
 TURELECTRIC LINE, S.L.
 UFD DISTRIBUCIÓN ELECTRICIDAD, S.A.
 UMBRELLA SOLAR INVESTMENT, S.A.
 UNIVERSIDAD POLITÉCNICA DE VALENCIA
 UVAX CONCEPTS, S.L.
 VARESER 96 SL
 VERESCENCE LA GRANJA, SLU
 VERIFICACIONES DEL SURESTE S.L
 VERSA DESIGN S.L.
 XIAMEN GALAXY ENERGY TECHNOLOGY CO., LTD
 ZELEROS GLOBAL, S.L.
 ZIGOR CORPORACIÓN S.A.
 ZIV APLICACIONES Y TECNOLOGIA S.L.U.



**ANNUAL
REPORT
2024**



ITE
CENTROTECNOLÓGICO



SUSTAINABILITY

REPORT

2024





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Introduction



1

INTRODUCTION

ITE boasts a robust and constantly reviewed regulatory framework, which guarantees consistency between the ethical principles in place at the organisation and its daily operations. The Second Equality Plan 2022-2026, fully in force, continues to be the backbone of actions on equal opportunities. Alongside this, the body features a structured inventory of internal policies that cover key aspects such as risk management, stakeholder relationships, information security or openness.

This report includes the activity carried out by the Energy Technology Centre during the 2024 financial year. The analysis covers the three operational centres forming ITE: the Headquarters, the Centre at the Valencia Polytechnic University (UPV) and the Electric Arc Laboratory.

It is worthwhile stressing that, both in the centre located in the UPV and in the Electric Arc Laboratory, energy and water consumption are overseen by outsourced bodies, which hinders the availability of direct data. For this reason, the reflected environmental indicators correspond only to the Headquarters.

The drafting of this report responds to the commitment to transparency and continuous improvement, and has been carried out in compliance with the principles set forth in DECREE 200/2022, ensuring the traceability, veracity and representativeness of the information compiled.



[See the ITE 2024 Sustainability Report](#)



Sustainability Markers



2

2.1 ENVIRONMENT

QUALITY POLICY

ITE is highly committed to caring for the environment and sustainable development at all levels, and tackles its environmental commitment by ensuring compliance with the applicable legislation in force in all its operational areas, for which purpose it assumes the commitment to undertake its activities with the greatest respect for the environment and offsetting the negative effects that, eventually, those might entail.

Alongside the foregoing, ITE has implemented an **environmental management system compliant with Standard 14,001 and is certified with an accredited certification body**. It adheres to an integrated management policy for the different standards implemented and certified.

ENVIRONMENTAL COMPLIANCE

At ITE, the applicable legislation in force is periodically identified and updated. These tasks are formally documented in the record PG-IT-39_ANNEX I. The legal requirements in environmental matters are graded into the

following categories:

Water.
Air quality
Noise pollution.
Integrated Pollution Control.
Emissions to the atmosphere.
Environmental assessment.
Environmental Taxes
Waste prevention and management.
Environmental liability

ENVIRONMENTAL RISK ASSESSMENT

In 2024, no significant aspects were identified, although follow-up controls were established on:

Waste electrical and electronic equipment.
Waste oil minerals.
Solvent residues.
Electricity consumption.

CONTAMINATION

The measures that have been implemented throughout 2024 to mitigate carbon emissions are:

- Professional Training: We believe that training is the engine of change to achieve decarbonisation and the energy transition. We are engaged in different programmes.
- ITE has carried out control policies to manage recharging and its optimisation.
- Design of the sustainable mobility plan and deployment of infrastructure for recharging.
- Testing and design of stations. Sustainable mobility focuses on different R&D+i projects aimed at reducing greenhouse gas emissions
- Regarding the recharging of electric vehicles, ITE offers cutting-edge solutions to ensure smart simultaneous recharges.
- Batteries and renewable hydrogen are key pillars in this field. ITE actively undertakes research into efficiency, manufacture and use of batteries.
- ITE boasts state-of-the-art infrastructures and laboratories that make it an international flagship centre.
- In the field of renewable hydrogen, ITE works on the development, testing and integration of materials and infrastructures, while also involved in energy digitisation to implement smart management.

2.1 ENVIRONMENT

CARBON FOOTPRINT

FINAL YEARLY RESULTS CALCULATION FOR 2024

	t CO ₂	kg CH ₄	kg N ₂ O	t CO ₂ e
DIRECT EMISSIONS	4,68	0,47	0,04	4,71
INDIRECT EMISSIONS THROUGH PUR. ENERGY	-	-	-	168,53
TOTAL	4,68	0,47	0,04	173,24

CARBON FOOTPRINT CALCULATION

As part of its commitment to sustainability while similarly fulfilling its regulatory requirements in environmental matters, the centre has calculated its carbon footprint in accordance with the principles set forth in ISO 14064-1 and the emission factors published by the Ministry for the Ecological Transition and the Demographic Challenge. This analysis quantifies the greenhouse gas emissions (GED) associated with the centre's activities, enabling thus for the main sources of emissions to be identified as to establish action lines for their reduction while bolstering the organisation's contribution to the fight against climate change.

A slight overall improvement in the figures has been recorded, reducing the total carbon footprint from 173,253 kg CO₂ in 2023 to 173,233 kg CO₂ in 2024.

SUSTAINABLE RESOURCE MANAGEMENT

We actively encourage the use of digital documents rather than physical printouts.

We collaborate with an outsourced company for the proper management of obsolete or unused electronic equipment.

We set up our printers according to paper and ink saving criteria.

We have in place recycling containers distributed throughout ITE's facilities.

2.1 ENVIRONMENT

ENERGY EFFICIENCY AND RENEWABLE ENERGY DISTRIBUTION

With the aim of improving energy efficiency and moving towards the use of renewable energy sources, which will contribute to reducing energy consumption and, therefore, mitigating the environmental impact of our business activities, ITE plans to develop specific measures, namely the:

Progressive implementation of electronic elements with better energy ratings.

Progressive migration to LED luminaires to reduce energy consumption.

Prioritising the use of natural light in workspaces.

Expansion of the current solar photovoltaic installation for further generation.

Development of a smart charging infrastructure pilot for electric vehicles (EVs).

Plan for the use of electric scooters for mobility within the Technology Park

CONSUMPTION OF RAW MATERIALS

ITE fosters the use of sustainable and responsible materials, giving its backing to efficiency and reducing the environmental impact derived from resource consumption. Along these lines, several initiatives have been implemented that combine functionality, awareness and sustainable design, these include:

Use of recycled paper cups in water sources to reduce consumption of single-use plastics.

Distribution of reusable corporate cups among staff to encourage sustainable habits in the work environment.

Distribution of corporate bottles to reduce the use of disposable packaging and promote responsible water consumption.

Preparation of reusable bags made with recycled fabrics for disclosure of in-house R&D projects, as an example of applied circularity.

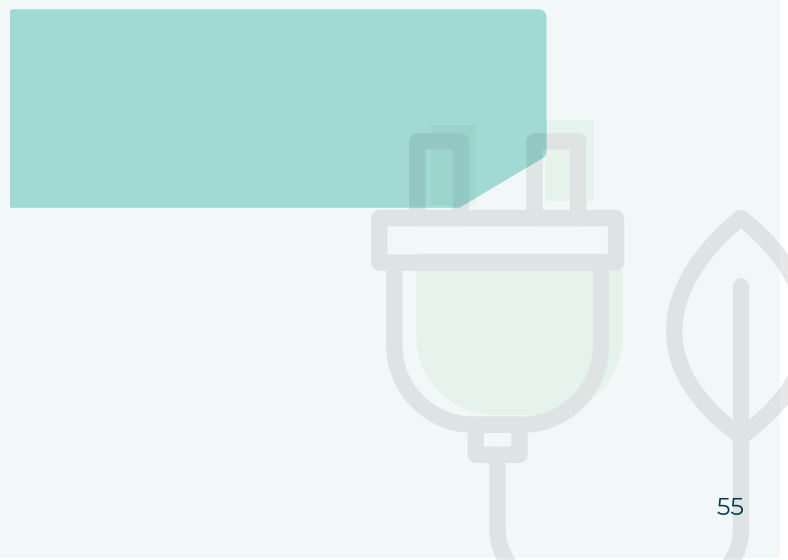
Collaboration with AUARA, a social enterprise that markets water in sustainable containers, contributing to projects to access drinking water.

Acquisition of certified and environmentally friendly paper for administrative and documentary use.

Incorporation of corporate pens made with recycled or biodegradable materials, as part of our promotional material.

Distribution of compostable paper cups for events and internal training programmes, replacing traditional plastic cups.

Design and acquisition of corporate T-shirts made from organic cotton, used in informative events or activities with external impact.



2.2 SOCIETY AND PEOPLE

At the ITE, people are the fulcrum of its organisational strategy.

Talent management, industrial well-being and equal opportunities are the fundamental grounding to consolidate a solid, cohesive and professional development-based organisational culture.

In the 2024 financial year, human resources policies have intensified in terms of conciliation, training, diversity and inclusion.

ITE promotes a safe, collaborative and respectful work environment, in which participation, personal growth and co-responsibility are encouraged.

ETHICAL COMMITMENT AND CULTURE OF INTEGRITY

ITE grounds its activity on solid social and ethical values, integrated in all its areas of action. These principles come into being through multiple dimensions: from internal employment relations, through the promotion of equality and conciliation, to a commitment to the environment and society, especially from a sustainable and supportive perspective. This ethical basis not only bolsters the centre's management model but moreover generates a healthy work environment committed to the common good.

ITE guarantees a transparent, reliable and accessible communication systems, making this available to its multiple stakeholders to lodge complaints or make inquiries:

- Digital platform on the Ethical Channel: a secure, anonymous and encrypted tool managed by a specialist technological company, accessible from the ITE website and intranet.
- Postal mail addressed to the Ethics Committee at the ITE headquarters.
- Specific email (comiteetico@ite.es) for ethical reports.
- Face-to-face meetings, upon request, to facilitate personal accompaniment during the process.
- Furthermore, specific channels have been put in place to manage communications regarding discrimination, workplace or sexual harassment, accessible both through the Ethics Channel and through direct contact with the Equality Committee or members of the Ethics Committee. These communications are processed in accordance with the provisions of the "Protocol for action against harassment".

2.3 ETHICAL VALUES

ETHICAL GOVERNANCE MODEL

ITE is governed by an Ethical Code that constitutes the reference framework for the comprehensive behaviour of all members of the organisation. Its aim is to uphold the centre's reputation, consolidated during years of responsible work while adhering to the principles of legality, equity, transparency and integrity.

In order to prevent any irregular conduct or conduct contrary to these principles, ITE has established an Internal Information System, of which the Ethics Channel forms part, implemented in 2017 as an essential tool for continuous improvement and the adoption of a compliance culture.

This system enables both staff as well as outsourced professionals linked to ITE (suppliers, collaborators, etc.) to be able to notify in a confidential and safe manner any type of incident, improper, dubious behaviour, as well any reasonable suspicion of breach, whether of a legal or internal nature.

GUARANTEES OF THE ETHICAL SYSTEM

The communications protected by this system are granted full guarantees. Amongst the principles that govern their functioning, worthy of special mention are:

- Legality and transparency: all actions comply with the law, the ITE Code of Ethics and internal regulations.
- Accessibility: the channels are visibly available on the web, intranet and corporate documents.
- Independence: the management of the system falls on an autonomous body from the rest of the ITE structure.
- Traceability and security: each communication is fully recorded and stored under strict digital security protocols.
- Confidentiality: only authorized personnel access the information; its use is limited to what is strictly necessary.
- Guaranteed anonymity: whenever desired, especially through the digital channel. -Protection of the complainant: no reprisals will be taken against people who act in good faith.
- Good faith and truthfulness: honesty is expected in all communications.
- Rights and guarantees: the presumption of innocence, the right of defence and the protection of the honour of the people involved are duly respected.

2.3 ETHICAL VALUES

HUMAN RIGHTS EQUALITY AND DIVERSITY

These markers outline the degree of commitment ITE has with the defence of human rights, the active promotion of gender

equality and the development of diverse and inclusive working environments.

Marker Ref	Marker name	Description	2024	2023
SL1	Breaching Human Rights	Percentage of cases of conviction for breach of Human Rights with respect to the total workforce.	0	0
SL2	Training in Human Rights	Ratio of employees trained in human rights policy per thousand employees.	100%	100%
SL3	Salary equality	Ratio of average female salary against that of males. This reflects pay equity.	1,07	1,11
SL4	Equality in employment	Percentage of women among the total number of employees of the organisation.	39,61%	35%
SL5	Equality in Management	Percentage of women appointed to management post (including middle-managers)	61,53%	58%
SL6	Equality Plan	Existence and validity of an Equality Plan institutionally implemented and publicly accessible.	In force 2022-2026	In force 2022-2026
SL7	Equality on the Board of Directors	Percentage of women holding posts on the Board.	10%	11%
SL8	Anti-harassment plan	Existence of a protocol and plan against sexual or gender-based harassment, in force and applicable.	Sí	Sí
SL9	Equality for new recruitment	Ratio of female hiring in the last three years with respect to the total of new recruits.	32,86%	32,86%
SL12	Diversity Policy	Existence of specific policies for the management and promotion of diversity.	Sí	Sí
SL13	Declaration of non-discrimination	Public and formal declaration of non-discrimination integrated into the Equality Plan.	Sí	Sí

2.3 ETHICAL VALUES

STABILITY AND EMPLOYMENT QUALITY

These markers display the degree of professional security, payment conditions, the

representativeness of the different collectives and boosting inclusive employment within the ITE

Marker Ref	Marker name	Description	2024	2023
SL10	Equality in professional stability	Comparison between the turnover rate of women and the total turnover of the organisation.	3,28%	8%
SL14	Youth employment	Percentage of employees under 30 years of age on the total workforce.	8,44%	28%
SL15	Employment in the over-50s bracket	Percentage of employees over 50 years of age on the total workforce.	4,55%	5%
SL16	Accessibility	Degree of accessibility of infrastructures and digital channels for people with impaired mobility.	100%	100%
SL17	Employment stability	Percentage of employees with permanent contracts with respect to the total.	68,83%	78%
SL18	Proper remuneration	Relationship between the lowest salary and the current SMI. This measures alignment with fair working conditions.	1	1
SL19	Salary-gap difference	Difference between the highest and lowest salary in the organisation.	4,06	4,29
SL20	Return-to-work rate	Percentage of employees who return after parental leave on which they are due to return that same year.	100%	100%
SL21	Retention rate post leave of absence for childbirth	Percentage of employees reinstated after parental leave who remain in the organisation 12 months later.	100%	100%
SL22	Turnover rate	Percentage of people leaving the company with regard to the total number of employees (this figure incl. voluntary redundancy, dismissals, etc)	17,53%	22%

PROFESSIONAL TRAINING, OCCUPATIONAL PREVENTION AND SAFETY

This block encompasses the markers aimed at encouraging ongoing professional

development, ensuring good occupational health and preventing risks in the workplace:

Marker Ref	Marker name	Description	2024	2023
SL11	Equality in professional training	Percentage of training hours devoted to women compared to the total hours taught.	40,68%	32%
SL23	Training hours per person	Average number of hours' training received per person employed over the year.	19,66%	23,21%
SL24	Training in the prevention of occupational risks	Percentage of employees trained in prevention compared to the total workforce.	100%	100%
SL25	Occupational absenteeism	Percentage of days not actually worked compared to those scheduled, for any reason.	3,95%	4,10%
SL26	Accident rate leading to sick leave	Number of accidents requiring sick leave per 1,000 average employees over the year.	17,36%	25,21%
SL27	Accident rate in the workplace	Number of deaths attributable to occupational reasons measured against the number of hours worked	0	0

2.3 ETHICAL VALUES

ETHICAL GOVERNANCE, RISKS AND ANTI-CORRUPTION

This section outlines the main markers relating to institutional ethics, the fight against corruption, analysis of non-financial

risks and responsible relations with suppliers and clients.

Marker Ref	Marker name	Description	2024	2023
ET1	Body of Governance	Existence of an officially created Governing Board in place	Yes	Yes
ET2	Number of Meetings held on the Governing Board and Assembly	Supervision frequency for the Body of Governance	5 meetings CR + 3 assemblies	6 meetings CR + 1 assemblies
ET3	Number of members of the Governing Board	Total number of persons comprising the main Body of Governance	20	19
ET4	% age of independent board members	This represents the Body of Governance's powers of self-determination	100%	100%
ET5	Ethical code published and in force	This reflects whether an approved, accessible and published code of conduct has been implanted.	Yes	Yes
ET6	Identification of ESG risks	This indicates whether a formal methodology has been applied in order to appraise ESG risks.	Implementation underway	Implementation begun
ET7	Inclusion of the supply chain in the ESG analysis	This appraises whether risks linked to suppliers have been included.	Implementation underway	Implementation begun
ET8	Actions geared towards mitigating ESG risks	This confirms whether the body implements measures vis-à-vis risks identified.	Yes	Yes
ET9	Existence of an ESG contingency plan	This states whether plans have been designed to tackle the appearance of ESG risks.	Implementation underway	Implementation begun
ET10	Publication of the verified report on the web	This states whether the ESG Dossier will be published following its verification.	Yes (Annual Report)	Yes (Annual Report)
ET11	Monthly internal accounts audit	Internal financial review performed on a monthly basis.	Yes	Yes
ET12	Employee training course on anti-corruption	This outlines whether all employees have been given training in ethics and anti-corruption measures.	Yes	Yes
ET13	Senior management training course on anti-corruption	Specific training course on integrity devised for management staff.	Yes	Yes
ET14	Governing Board training course on anti-corruption	Professional training in matters in the fight against corruption devised for Board members.	Yes	Yes
ET15	Plan to tackle the fight against corruption	Existence of an institution-wide strategy to prevent and respond to corruption cases.	Yes	Yes
ET16	Number of confirmed corruption cases	This measures the existence of proven corruption incidents.	0	0

ITE boasts a sturdy governance structure backed by an independent and active Governing Board, contained within a thorough ethical framework that is disclosed to the entire organisation. It states its commitment through ongoing training courses in matters of integrity and its proactive

involvement in internal supervision. The body has put in place actions to offset the effects of ESG risks and has embarked upon procedures to move towards more structured methodologies that bolster its preventative and sustainability-based culture.

2.3 ETHICAL VALUES

RELATIONS WITH SUPPLIERS, CLIENTS AND ACCESS TO INFORMATION

ITE displays its desire to be client-based, thereby solving efficiently 100% of any complaints received. The latter can be seen in a model of receptive and resolute customer care. Furthermore, it ensures accessibility to its web site and upholds an unwavering commitment to openness and transparency through the disclosure of its ESG dossier. The organisation works responsibly in the field of payments to suppliers and currently has a

process to expand upon social and environmental criteria in its value chain underway, thus strengthening its commitment to more sustainable management processes.

Marker Ref	Marker name	Description	2024	2023
ET18	% age of complaints successfully resolved	Ratio of customer claims that have been positively dealt with	100%	100%
ET19	Average payment terms to suppliers (operative calculation)	Average number of days in which payment is made based on true operations ratios.	30,73 days	33,28 days
ET20	Accessibility to the corporate web page	This confirms whether the web is accessible to persons with functional diversity	Yes	Yes
ET21	Posting of the annual accounts on the web	This states whether the organisation publishes its annual accounts on the web or in Public Registries	Yes	Yes
ET22	Posting of the ESG Dossier on the web	This verifies whether the organisation publicly informs of its ESG activity	Yes	Yes



SUSTAINABILITY
REPORT
2024



ANNUAL REPORT 2024

Solutions for a smart energy world

www.ite.es