



2022



ARTISTAS INTERPRETES O EJECUTANTES, EGDPI

CSR report

Corporate Social Responsibility

THE YEAR 2022 AT A GLANCE

€ 41,8 M
IN TAKINGS

+ 7.07% THAN IN 2021

NOT COUNTING EXTRAORDINARY TAKINGS FROM MOVISTAR FOR DELAYS



16,43 %

ADMINISTRATIVE
DISCOUNT

- 14.36 % VERSUS BUDGET



151.850 € on
BECAS AIE

138 SCHOLARSHIPS



185

SPONSORSHIPS

FOR FESTIVALS AND CONCERTS

46 PARTNERSHIPS FOR PROMOTIONAL TOURS ABROAD

VALUES

HONESTY
EFFICIENCY
TRANSPARENCY
COMMITMENT



€ 273.960 in
AYUDAS AIE ASISTENCIALES*
TO MEMBERS

*ASSISTANCE GRANTS

103 | 80 | 58

RECIPROCITY
CONTRACTS

MANAGEMENT
ENTITIES

COUNTRIES

FIGURES THAT MAKE US GLOBAL LEADERS

OVER

100.000
ARTISTS

REPRESENTED AROUND THE WORLD
33.174 MEMBERS • 1.340 JOINED IN 2022

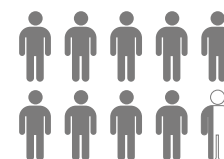
RENEWAL OF AENOR CERTIFICATION FOR STANDARD UNE-EN ISO 9001:2015

WITH 7 STRONG POINTS

ALL OUR OFFICES ARE INCLUDED IN THIS CERTIFICATION

AIE IS A HOME FOR MUSICIANS,
AN INNOVATIVE, INTERNATIONAL, TECHNOLOGICAL
ORGANISATION COMMITTED TO DEFENDING
AND PROFESSIONALLY MANAGING THEIR RIGHTS

€ 42 M
DISTRIBUTED
+ 35 % THAN IN 2021



(2.444 surveys)

9,2/10

MEMBER
SATISFACTION



DIGITALIZATION OF OUR PROCESSES TO
BE MORE ACCESSIBLE, EFFICIENT AND
RESPECTFUL OF THE ENVIRONMENT

ENERGY EFFICIENCY

- Electric vehicle charging stations
- Study on installation of solar panels
- Renewal of generator set



99,89 %

COMPLIANCE WITH THE
SERVICE CHARTER

13,563 SERVICES PROVIDED



€ 1.440.000 in
NEXT GENERATION EU FUNDS

RECEIVED BY AIE

ALLOCATED TO SIX PROJECTS:

CYBERSECURITY • MUSICTONIC • VIRTUAL OFFICE
ZERO PAPER • DALEV • WORKSTATION

73 EMPLOYEES
OF WHICH 52 ARE FEMALE



43 % OF MANAGERS ARE FEMALE



ESG



ENVIRONMENT

- **Next Generation EU Funds** to the value of 1,440,000 euros for the entity's **digital transformation**.
- **ZERO PAPER project**, we are continuing to digitalise our processes, incorporating new invoicing and reporting applications
- **Environmental actions** to reduce energy use and guarantee proper waste management, lid collection and treatment of obsolete IT and electrical material.
- **Reduction of energy use** by **10,67%** as compared to 2021 values
- **15% reduction in use of water** intended for maintaining facilities and staff consumption in comparison to average pre-pandemic use.
- Increased number of **charging points for electric vehicles** at AIE offices.



SOCIAL

- AIE continues to **promote access to culture** through scholarships, concerts and support partnerships to bring music to the most vulnerable groups.
- Our strong **commitment to the expansion of artists' rights in the digital and audiovisual field has promoted legislation that recognises a right to equitable remuneration for making it available on digital platforms**, deploying actions in different international areas.
- We are pioneers in **managing musical artists' rights in the video game industry**.
- Progressing with the Artists' Statute with specific regulations for 3 topics:
 - Compatibility between grants and artistic activity.
 - Unemployment grant.
 - Payment of self-employed Social Security contributions.
- We promote **hybrid working to benefit balancing work and family life**.



GOVERNANCE

- **7,07%** increase in takings versus 2021, reaching **€ 41.8M**
- **AIE's widespread international presence. AIE currently chairs FILAIE** (Ibero-Latin-American Federation of Performers) through its President Luis Cobos. **SCAPR Council Presidency** (the Societies' Council for the Collective Management of Performers' Rights) by its general director José Luis Sevillano.
- **Transparency:** AIE is well-known in the international sphere as one of the most advanced, modern societies in terms of systems, technology and precision in identifying rights and distributing royalties.
- Its **Regulatory Compliance Programme and Code of Conduct** set out the principles governing the **ethical, responsible and transparent behaviour** of all those who hold roles and/or work at or for AIE.
- **Commitment** to our members through updates to the **Charter of Services**.



This Report is interactive. All interactive elements will change the cursor shape from an arrow to a hand



You can also find other browsable elements such as hyperlinks, boxes, tables, etc.

AIE en 2020 (GRI 102-50), identificado **nuestros grupos de interés** (GRI 102-4) diferentes mecanismos de diálogo di en el marco de su política de igualdad.

HUNGRÍA	LITUANIA
INDIA	MÉXICO
IRLANDA	NORUEGA
ISLANDIA	PANAMÁ

INDEX

This report has been approved by AIE's Board of Directors in **2022** and supervised by the Executive Committee in 2023.

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Good management





LETTER FROM THE PRESIDENT

In this Corporate and Social Responsibility Report, we give an account of AIE's actions, duties, and commitments to individual and collective standards of conduct, directing our objectives towards a more just and sustainable world in accordance with a way of life appropriate to combine work, family, fun and the commitment of workers and managers who have accepted the challenge of leading AIE and managing performers' rights.

At AIE, year after year, we pursue the balance between technology, human rights, use and remuneration, while we promote the protection of the individuals against the insistent practice of the technology industry that creates norms and consumer clichés, without evaluating the harm that these can cause to the freedoms and rights of human beings, often ignoring what is established in international laws and treaties.

Technology, artificial intelligence, the digital economy, social networks, online businesses, streaming and any form of transmission and dissemination of music through various media and systems are welcome.

We continue at the forefront of technology whilst taking care of tradition and the personal and humanized treatment, first with our members, with our employees, and with the users, collaborators, authorities and organizations with which we have plans and collection business, distribution, maintenance and development of rights.

Innovation and internationalization combined and in harmony with respect for the environment, family conciliation and the well-being of the employees of AIE, make up a strategy aimed at improving management, employment, and the conditions of each and every one of the people who offer their time, their talent and their effort to achieve our goals and progress.

Innovation gives us efficiency and a future. Internationalization gives us presence in the world and allows us to export the talent and rights of music artists, as well as monitor, collect and expand their rights wherever they are produced.

We are very satisfied because AIE, for yet another year, is recognized as one of the most advanced and modern management organizations in terms of systems, technology and precision in the identification and distribution of rights. Now, we are also recognized as a company of social and corporate responsibility, complying with its programs.

For us, at AIE, progress is not always winning, if it is not within the parameters of balance and commercial, human and technological sustainability.

At AIE we have a clear purpose: to save the rights, dignity, and freedom of the individual, in a committed and active way, against the dictatorship of technology, algorithms, applications and digital massification.

Technological progress must lead to a higher level of responsibility, sharing and better distribution of wealth.

I am very honored to be the president of AIE, to be part of this magnificent working group, and to have the opportunity to participate directly in the most important milestones in intellectual property and artists' rights. This is arduous and, at times, somewhat frustrating because the results do not immediately respond to what was intended, but the hope of improving the lives, rights and economies of the people whose occupation is to create and perform, justifies the wait and mitigates the delay of the multiple procedures that must be carried out in order to achieve a successful job. Being president of AIE has given me the opportunity and honor to speak on behalf of musical artists, and on my own behalf, and communicate and present to the governments of the world, and to the organizations and media, that have wanted to listen and read, the position of musical artists with respect to the digital sphere, streaming platforms, artists' rights, the absence of remuneration and benefits and other less striking but also important aspects of the world that affect the artists of the world.

We fulfill our commitment with enthusiasm, effort, and dedication.

In this Report we show, for reflection, control and transparency, the data that is making us better and allows us



to leave an increasingly cleaner and more sustainable footprint, within the responsibility that we must exhibit and manage.

Affectionately

Luis Cobos
AIE President



AIE MANAGEMENT BOARD

PRESIDENT



LUIS COBOS

VICE PRESIDENT



LUZ CASAL



LUIS MENDO



NACHO GARCÍA VEGA

SECRETARY



PEPE SÁNCHEZ

AIE MANAGEMENT BOARD

The President of AIE Society of Artists, Luis Cobos, chairs the **Management Board**, which is the entity's governing, management and administration body. It is formed of 25 individuals, democratically elected from amongst AIE's active members.



JAVIER CUBEDO



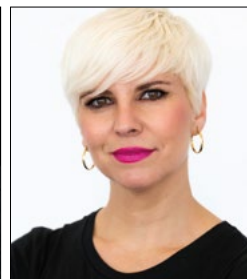
CARLOS GOÑI



MARÍA TOLEDO



BLAS CANTÓ



PASIÓN VEGA



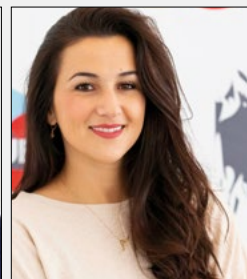
GERARDO NÚÑEZ



LAURA SIMÓ



J. LUIS CALCETEIRO



ALBA CARMONA



JAVIER CAMPILLO



ANTONI MAS



MONTSERRAT PRATDESABA



JOSÉ LUIS NIETO



SALVADOR BARBERÁ



XACOBÉ MARTÍNEZ



MÓNICA MOSS



ENRIQUE PERDOMO



MONTSERRAT TERUEL



DAVID MORALES



CLAUDIO IANNI



LETTER FROM SENIOR MANAGEMENT

Production of this report is always an exceptional occasion to **openly and transparently share** how AIE’s management team has embraced social **responsibility within its business strategy**.

In a context of constant evolution and changes, where the pressure of the crises experienced has been especially hard on our sector, **AIE commits to leading a fair transformation** that promotes **dialogue with our interest groups and innovation**. Through continuous efforts, we promote the **re-engineering of our processes from a sustainable perspective**.

The ESG criteria establish a solid framework for measuring and evaluating an entity’s performance with regard to the environment, society and governance. Climate challenges, social equality and **business ethics are central challenges faced by the world**. Artists and management entities should play an important role in securing a **collective, fulfilling, respectful and inclusive outlook**.

AIE **strengthens regulatory compliance**, guaranteeing **rigorous distribution of intellectual property royalties and transparency in its processes** through external audits. We aim for **our joint responsibility strategy to become a shared culture and a coordinated vision**, involving all the areas of our organisation. **Sustainability is not an isolated aim, but rather a broad-ranging principle** that guides each decision and action we take.

At AIE, we have committed to joint social responsibility and partnerships with social impact. We know that **success should be measured not only in financial terms**, but also based on our positive impact on society. For that reason, **we promote live music, support our partners** facing difficulties, make access to **high-quality music training easier and develop new services** that professionalise our members’ activity on **both a national and international level**. (Example: StreamRights, Virtual Office).

Whilst **financial achievements** and business expansion are important goals, we have understood **that they are not enough if not combined with a firm commitment to sustainability**. For this reason, we pay special attention to **efficient management and cost saving**, developing a **solid digitalisation plan** in a clear commitment to the **innovative and efficient nature of our processes**, reducing energy use (paper and water) and installing solar panels.

None of this would be possible without the talent of our human team, which is the face of **our deep respect for equality, diversity, inclusion and work-life balance** essential elements for the entity’s future.

At AIE, our work is based on the conviction that the music industry must **progress towards a more conscious**, sustainable model that makes a lasting impact on culture and on how business is done. **(GRI 102-14).**

AIE BOARD OF DIRECTORS

The Managing Director of the organisation, José Luis Sevillano, leads the Board of Directors, formed of the directors of the departments into which AIE is organised.



JOSÉ LUIS SEVILLANO



CARMEN ROQUE



ÁLVARO HERNÁNDEZ-PINZÓN



ROCÍO NAVARRO



CARLOS PASTOR



PEDRO GÓMEZ



MARÍA JOSÉ RUBIO



PRESENTATION

In AIE’s view, social responsibility is not a minor matter. **Our Management Board firmly supports innovation in Social Responsibility (SR) and promotes the presence of the ESG criteria in all the lines of business and services made available to its members (GRI 102-32).**

The **Management Board** builds the entity’s actions from a perspective of commitment to transparency, supported by **an enterprising management team that is involved** in all aspects of management, and whose end goal is excellent service for AIE members.

SR presents new opportunities to add value to our society in a sustainable, respectful way. Each year, we produce this report to voluntarily and transparently make visible **the commitment to service of our whole professional team and the commitment to quality present in all our entity’s lines. For this reason, our SR policy is based on the principles established in**

This report is annual in nature (GRI 102-52) -the previous edition was created in 2021 (GRI 102-51)- and so far it has not been externally verified (GRI 102-56) nor have changes been made to its production as compared to previous reports (GRI 102-49). It reflects AIE’s **main financial, environmental and social impact in 2022 (GRI 102-50),**

identified **with the participation (GRI 102-42, 102-43)** through **different dialogue mechanisms** designed by AIE and applied in the framework of its quality policy.

Our **multidisciplinary team specialised in SR**, involving the different departments making up the entity, studied the information from our Claims, Complaints, Suggestions and Expressions of Gratitude system, satisfaction questionnaires from the different programmes, coordination meetings, etc. Moreover, this team carried out an **exhaustive analysis of the expectations of each identified group and also reviewed risks and opportunities.**

To produce this report, the **essential principles proposed by GRI** were taken into account, both to define its content and guarantee its quality (GRI 102-54), in addition to other fundamental characteristics of this type of report.



PRECISION



BALANCE



CLARITY



RELIABILITY



COMPARABILITY



PUNCTUALITY



General Aims:



Through this report, we would like to examine **AIE's performance** with regard to the **ESG criteria, showing the close relationship between sustainability and the organisation's strategy**. When defining key topics **(GRI 102-44)**, AIE carries out intense work to identify its financial, environmental and social impact, planning its activity based on its five general aims. **(GRI102-29)**.

Moreover, the entire entity aims to comply with all procedures, adapted and developed in accordance with the AENOR Quality standards that certify us.

(GRI 102-46) The content of our SCR report was defined **based on the study and comparison** of applicable **national and international standards**. Additionally, a detailed **benchmarking** process was carried out, comparing AIE to leading organisations in different business areas. Moreover, internal factors of the entity were taken into account. And the following elements were considered at all times:

- Financial, environmental and social impact of our activity..
- Interests and expectations of our interest groups.
- Fundamental topics and challenges for the future of the sector.
- Both national and international legislation and regulations.
- Purpose of our entity.

We took into account the information provided by **our interest groups** through the **usual channels**: member satisfaction surveys, social media, work environment questionnaire, multidisciplinary corporate social responsibility team and the Claims, Complaints, Suggestions and Expressions of Gratitude channel. The quantitative data reflected is taken from **AIE's 2022 Activities Report**, and from our **website**. **(GRI 102-48)**

Our strategic axes:

(GRI 102-44) Following the guidelines set out by the Management Board, AIE’s Board of Directors has designed the entity’s strategic planning based on a detailed study of the reality of the sector, identifying weaknesses, threats, strengths and opportunities (102-15) and allowing our corporate social responsibility actions to address each identified impact. At AIE, the risks and opportunities of the context, interested parties and all the entity’s processes were analysed, establishing actions to address them.

This analysis influenced the production of the 2021-2023 strategic plan with five main axes of action: National takings plan, International takings plan, Communication, Management discounts and Member service segmentation. All duly planned and monitored by the entity’s Board of Directors. **We are currently working on reviewing and updating these strategic axes to apply Agile methodology.**



GOOD CORPORATE MANAGEMENT: ORGANISATIONAL GOVERNANCE

AIE is an **entity managing** the intellectual property rights of music performers and executant musicians (GRI 102-1, 102-5) **which upholds its collective, supportive, democratic, not-for-profit nature.** **AIE is a home for musicians: an innovative, international, technological organisation committed to defending and professionally managing their rights.** (102-2).

It centres its activity around **managing and defending the rights of musical artists** in Spain, the rest of Europe, Latin America and the Caribbean, the United States, Asia and all countries and regions where artists' intellectual property rights are

respected and applied. (102-04, 102-6), making it a management entity which is international in nature (102-3, 102-6, 102-13).

It was authorised in 1989 by the Spanish Ministry of Culture to perform these functions under the 1987 Intellectual Property Law, contained in the [Revised Text of the Intellectual Property Law, approved by means of Royal Legislative Decree 1/96 of 12 April and amended for the last time to date by means of Law 2/2019 of 01 March.](#) (GRI 102-5). As an essential element of its strategy, AIE makes a firm, determined commitment to the **principles** of ethics, **business responsibility, transparency** and the best practices in **good corporate management**.

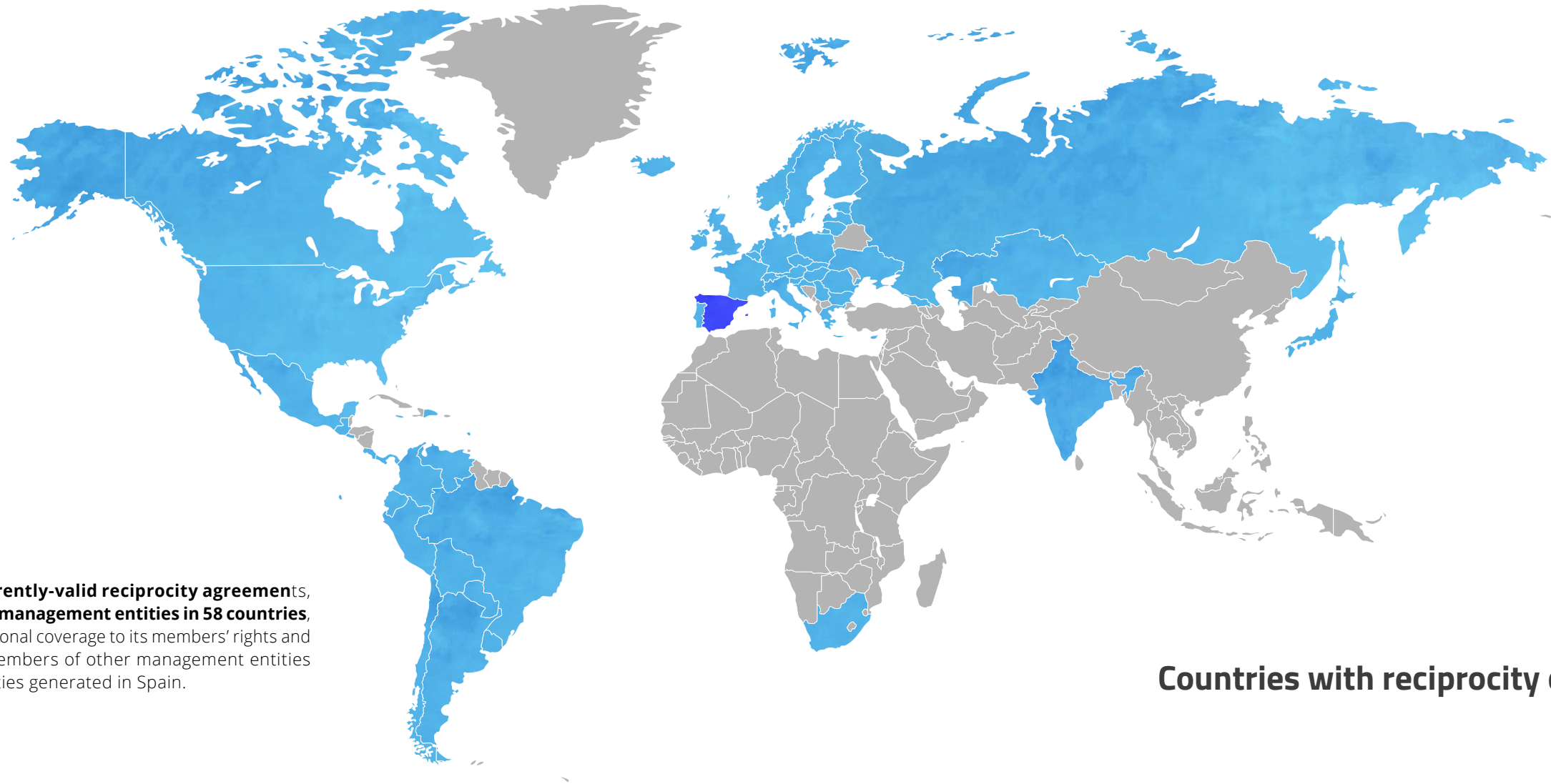


33.174
AIE MEMBERS



REPERTOIRE OF OVER
800.000
ARTISTS

AIE has more than 33,000 members and manages their intellectual property rights nationally and internationally, through its 103 currently-valid reciprocity agreements, signed with 80 management entities in 58 countries and made effective through **good corporate management** (GRI 102-6)



Countries with reciprocity contracts

103

RECIPROCITY CONTRACTS

80
MANAGEMENT
ENTITIES

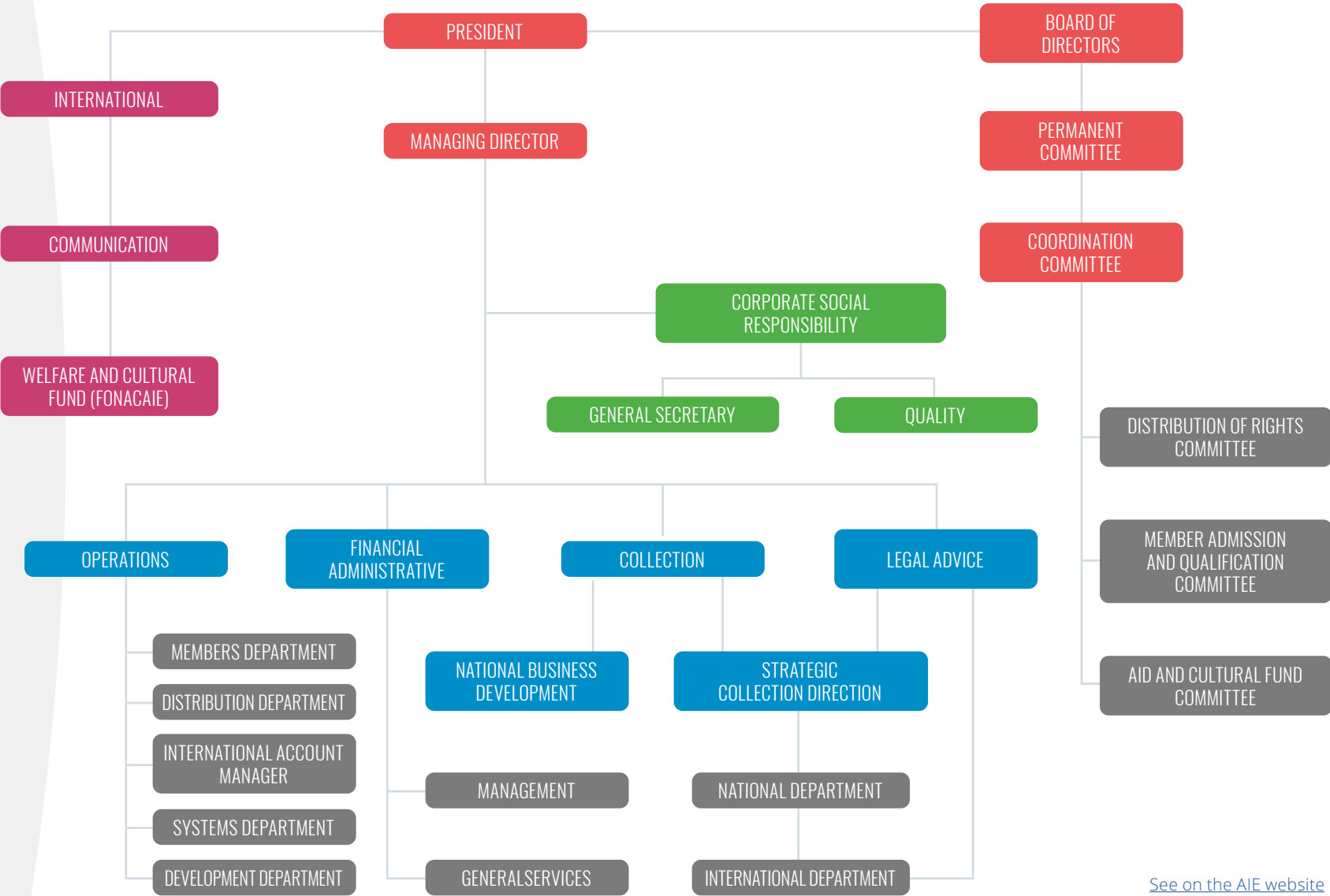
58
COUNTRIES

AIE GOVERNANCE STRUCTURE (GRI 102-18)

Governing, management and administration of the entity fall to the **General Meeting of members**, the **president**, the **Management Board**, the **Permanent Committee**, the **managing director** and the **General Secretariat**. Since 2020, it has also had an **Internal Monitoring Committee**, which supervises management of the entity's governing and administration bodies. In 2022, the Regulatory Compliance Committee was created as a monitoring mechanism to manage hypothetical criminal risks that could affect AIE. This Committee is based on a Code of Conduct and, for the purposes of guidance, has produced a Manual on Prevention of Criminal Risks. The [Annual Transparency Report](#), can also be found on our website, detailing the data on finance and financial management for the 2022 tax year.

The **Management Board** is the entity's governing, management and administration body, responsible for approving and monitoring its strategy, including financial, environmental and social aspects. It is formed of 25 individuals (chair, three vice-chairs, secretary and 20 advisers) who are democratically elected from amongst the entity's active members. (GRI 102-22, GRI 102-24, GRI 102-26, GRI 102-27)

The **president** of AIE Society of Artists is the orchestra conductor, musician and composer Luis Cobos (GRI 102-23).



[See on the AIE website](#)



The **Permanent Committee's** main work is continuous administration of the entity and its actions are executive in nature. It is formed of the society's President and six members of the Management Board.

From an organisational point of view, and for more effective operations, Management Board members are distributed across the following **working committees: Member admission and evaluation committee, Distribution committee and Support and Culture Fund Committee (FONACAIE).** The decisions made in these working committees are escalated, for their approval or rejection, to the **Permanent Committee and the Management Board**, in accordance with the stipulations of the AIE statutes. Lastly, the AIE **General Secretariat** is responsible for the storage and safekeeping of all the organisation's documentation and it has certifying powers for all types of corporate deeds and agreements.

Our **managing director (GRI 102-20), José Luis Sevillano**, leads the **Board of Directors** and the entity's organisational, technical and accounting management, in accordance with the decisions of the President and the Permanent Committee. Through his management, he promotes continuous improvement processes to make us an efficient, sustainable organisation.

The process of delegating authority for financial, social and environmental matters is carried out as per the **entity's organisation chart. (GRI 102-19).**



MISSION

To **equally, transparently and efficiently collect and distribute** the intellectual property royalties of music performers and executant musicians **across the world, through collective management** as a means of defending and developing rights for use of their scheduled performances and concerts.

VISION

AIE is an international society based in Spain that **leads the defence of artists' intellectual property rights**, sustainably using professional and human resources for this purpose; it is **committed to offering the best possible management** to the artists and entities requiring its services and it guarantees rights users **efficient, fair** access to scheduled performances.

VALUES (GRI 102-16)

Our **values** are **honesty, efficiency, transparency and commitment.**

Our maxim is **responsible work** based on respect for our members and for those who make up AIE.

Transparency in all our operations is the main method for instilling trust in all our relationships.

We are total faith in what we do and how we do it. We aim to communicate this **confidence** outwards and, as a result, to all our members, affiliates and/or collaborators.



CUTTING-EDGE TECHNOLOGY

TECHNOLOGY IS OUR ALLY

Transparency





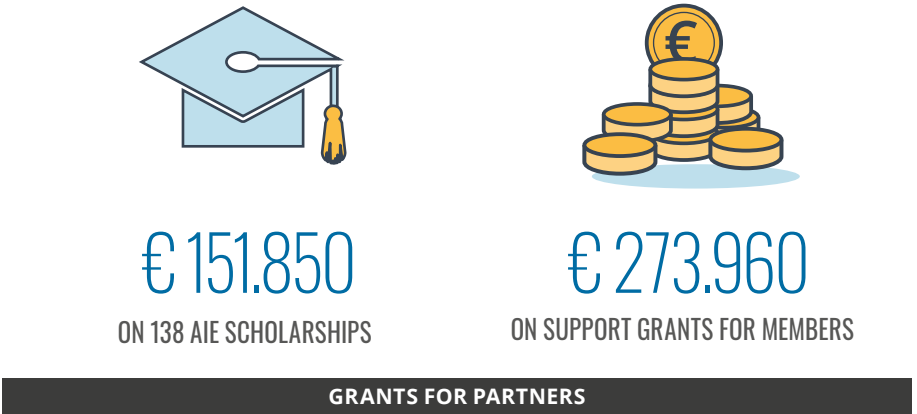
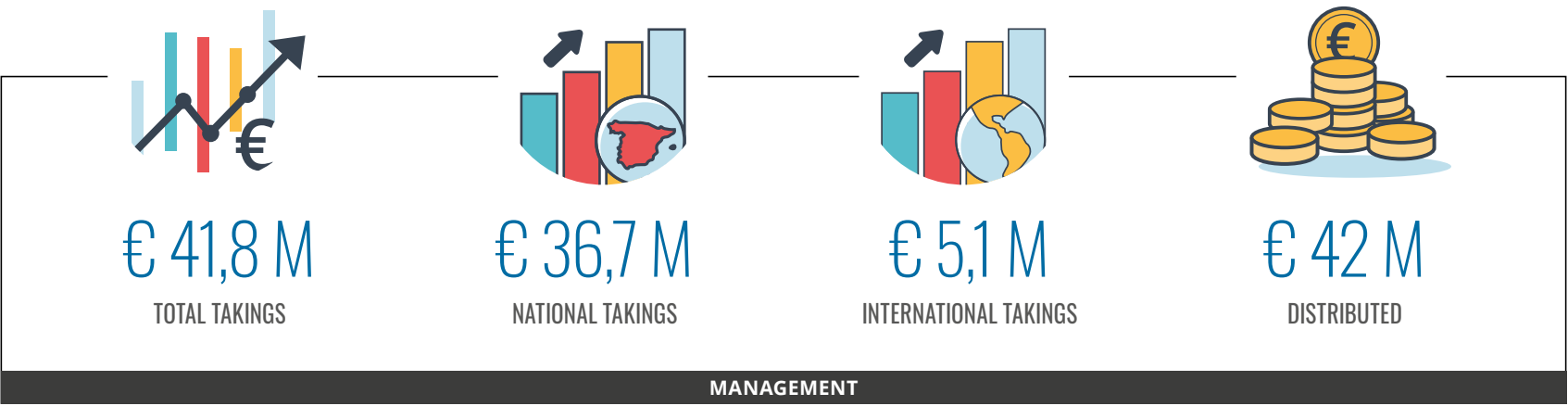
FAIR PRACTICES AND OPERATIONS

AT AIE, the ESG criteria are part of our beliefs and we strive to make them present in our services. Businesses' constant exposure to the public eye leads many companies to artificially introduce this concept into their strategies.

However, **adopting a slogan is not enough; at AIE we are true to our word and review each strategy and programme to ensure that the ESG criteria are present across the board**, in both our regular activities and those promoted by our employees.

AIE considers **sincere, correct regulatory compliance to be an essential requirement of its activity and to contribute to proper legal, political and social order**: our duty is to comply with commercial, environmental, tax and Social Security laws without seeking unfair or abusive benefits or advantages.

(GRI 102-17) At **AIE, we continuously work to develop transparency and good practice measures**. AIE makes available, to both the general public and its members, its **annual accounts and audit report for the tax year**, in addition to the administrative and takings discount for the past five years and **AIE Statutes** (GRI 102-45) (GRI 102-7) (GRI 102-12).



In 2019, the General Meeting for AIE members approved new transparency measures, which are available on the AIE website for the general public to access:

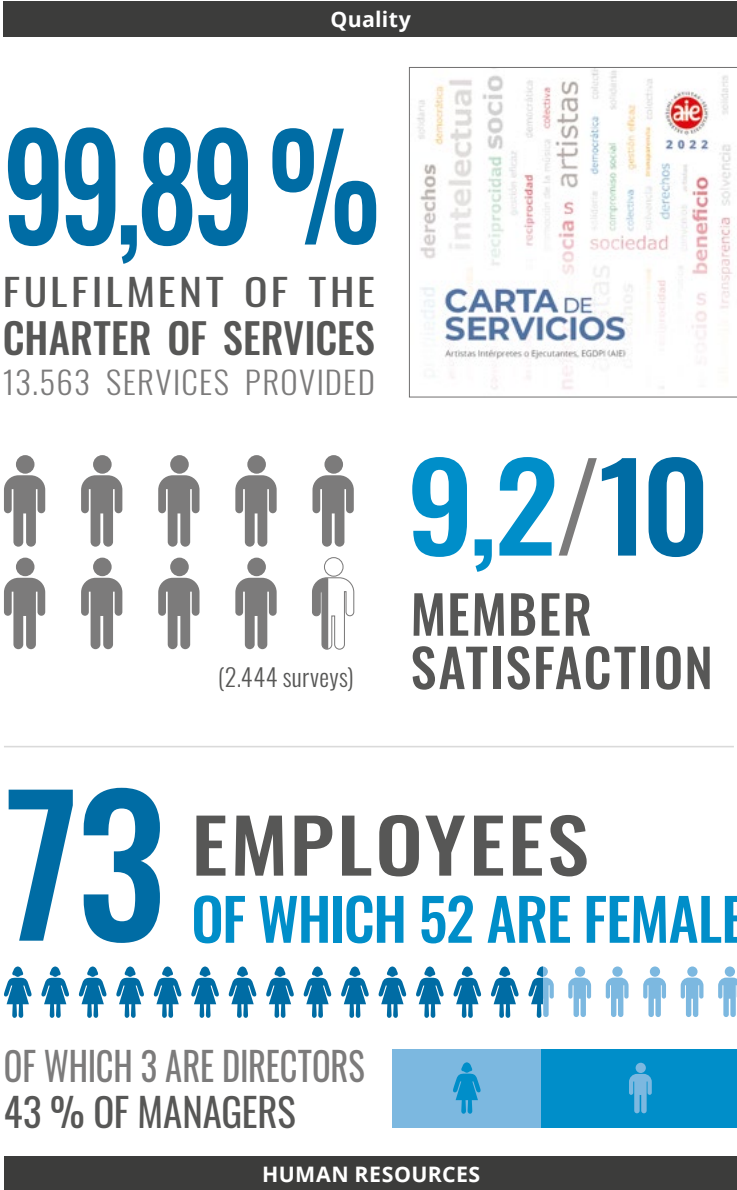
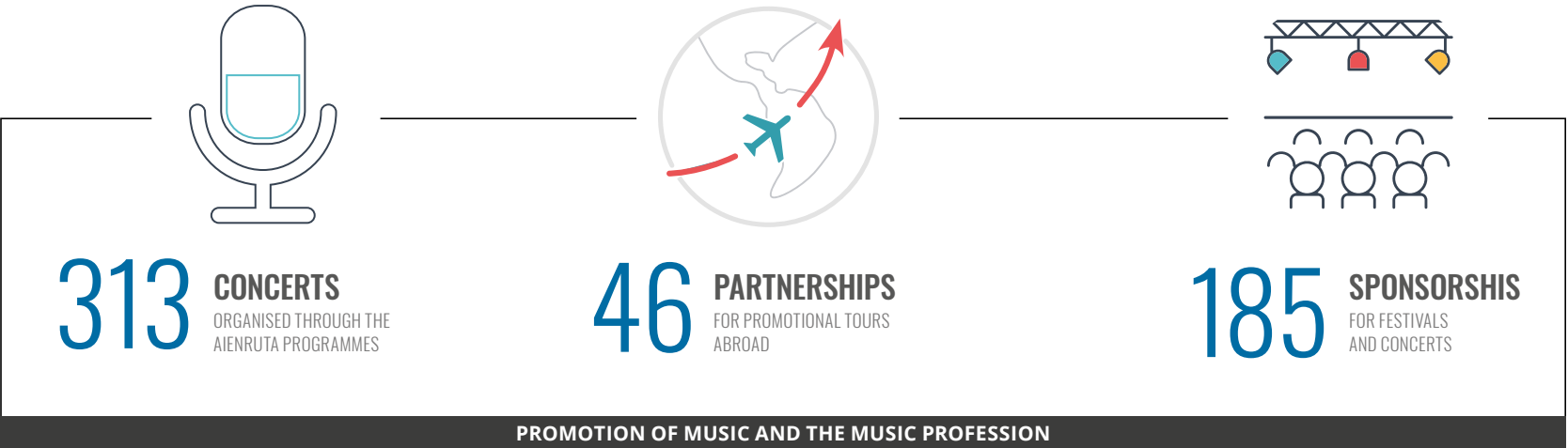
- [General policy on investment of collected royalties and of any other return derived from this investment](#), based on the new code of conduct (GRI 102-17) approved by the National Securities Market Commission.
- [General policy on deductions.](#)
- [Policy on risk control and management.](#)
- [General policy on use of amounts that cannot be distributed](#) once expired and minimum percentages intended for each of the legally-established purposes.

Transparency in all of AIE's operations is another of our fundamental values, as it is the main method for placing trust at the heart of all our relationships.

(GRI 102-25) Each year, those who make up the management entity's governing and representation bodies must make an annual declaration at the General Meeting regarding conflicts of interest, for its attendees' examination and consideration.

AIE details all its management in its **Transparency report**, which lists **the entity's** balance, profit and loss statement and **Financial report** for the **2022** tax year, approved by its members at the General Meeting. This new report reaffirms our commitment to good management and transparency in accountability. **All this information is available to members for five years on the AIE website and in their private Virtual Office area.**

Moreover, in compliance with Law 2/2019 of 01 March on Intellectual Property, AIE has an **Internal Monitoring Committee (IMC)**, democratically elected by AIE's members, which **supervises the management** for which the AIE governing bodies are responsible and is annually accountable for the exercise of its powers through **a report presented to the General Meeting of members.** The IMC is formed of Miguel Iniesta López (Coordinator), Josep Mas i Portet (Alternate Coordinator) and Rosa Cedrón Fernández (Member), who all comply with the requirements established in article 47 of the entity's statutes. Over the year, they held periodic meetings to supervise whether management of the entity fulfils the agreements adopted in the General Meeting.



QUALITY

AIE's organisational culture has always been based on continuous improvement of our processes, which is consolidated by our Quality System. (GRI 102-17)

We have been certified by AENOR for 20 years, with annual monitoring and three-yearly certificate renewal. Since 2018, all our offices have been included in the Quality Management System.

As a team, we ensure that our services meet our members' requirements. In 2022, AENOR carried out a **monitoring audit of the Quality Management System**, in line with **UNE-EN ISO 9001:2015** and other auditing criteria. Aside from detecting no deviations, **seven strong points** of our processes were highlighted:

- Implementation of different **projects** financed by European grants from **Next Generation EU Funds**.
- **Internal and external communication** actions, particularly our "**AIE Business Dissemination Plan**".
- Improvement of the **functionalities of the Virtual Office for members**.
- **Claim management** process, particularly response time-frames and evidence of analyses performed in each area.
- **High degree of integration** between the entity's strategy and all the lines of action covered in the Quality Management System (aims, process indicators, commitments in its Charter of Services, etc.).
- Exhaustiveness of the **organisation's context analysis** process.
- **Scores achieved in employee satisfaction surveys**.

In addition to the external Quality audit, **AIE has undergone external audits of its annual accounts, distribution processes and the security of its IT systems**, reinforced by internal quality and transparency audits.

Wide-ranging
implementation of the
general quality system

Improvements to
our communication channels



Identification
of risks

Rigorous
regulatory
compliance

Member
satisfaction

CHARTER OF SERVICES

AIE’s Charter of Services (GRI 102-17), implemented since 2015, **brings together** a list of the **entity’s commitments to ensure quality and transparency in its relationships with its members**. It establishes time-frames, dates and other aspects of the services offered by AIE to its members.

The services described in this list cover all the requests and grants offered to members for management of their repertoires, requests for

legal and tax consultancy, requests related to the Support and Culture Fund and Claims, Complaints, Suggestions and Expressions of Gratitude.

Since the list was implemented, many AIE services have been overhauled; therefore, in 2022, it was reviewed for the purpose of updating services and adding new commitments to the pre-existing ones. This new version of the Charter of Services will be published after the close of the 2022 financial year, in the first trimester of 2023.

Profit and loss in 2022 was **satisfactory**. Over this period, AIE provided a total of **13,563 services** and were detected; in other words, 0.11% of the total. These were all analysed in detail and the necessary corrective actions were implemented.

[See results of the Charter of Services on the WEB](#)

CSR COMMITTEE

The best way of way of drawing attention to CSR criteria throughout our structure is by working as a team. That's why in 2013 we set up the **Corporate Social Responsibility Committee**, comprising the general manager, the collections and legal advice strategy managers, financial clerk, the president's office, international and communication, operations, FONACAIE (assistance and cultural fund) coordinator, the heads of administration, the distribution department and members' area and support personnel. It meets twice a month and is headed by the Corporate Social Responsibility manager.

Its **main tasks** are:

- To **define a global plan** for corporate governance in coordination with other national and international management entities (MEs) as a tool for strategic positioning in the sector and before public authorities.
- **Define and promote the adoption of a common framework of good practices and self-regulation** among MEs at national and international level.
- Improve the **definition of objectives and indicators**.
- **Transparency and Best Practice Information sheets (BPIs)**.
- Monitoring of the **Charter of Services** and **Code of good practices**, conducting **Transparency audits**.

In addition to these tasks, the Committee **also**:

- **Guides and supervises** the activities of the Corporate Social Responsibility team.
- **Supervises and reviews** the annual Corporate Social Responsibility report.
- **Promotes awareness raising actions** to participate in socially responsible projects.
- Encourages the **integration and exchange of good practices** throughout society.
- Promotes the **carrying out of actions proposed by the AIE Staff Activities Committee (CAPA)** and the **corporate volunteering** activities proposed by the staff.
- **Monitors the employees' suggestions box**.
- Participates in the **introduction of criminal compliance**.



CULTURE OF REGULATORY COMPLIANCE

As we have shown in the different sections in this Social Responsibility Report, **AIE includes ESG criteria as a guarantee of its real commitment to responsible, respectful work.**

All the information on management of the entity is available to the public on the website www.aie.es. Our partners also have a **channel for submitting claims, complaints, suggestions and thanks in the virtual office**. In 2022, AIE managed 77 claims, five complaints, one suggestion and has received a total of 48 thanks for treatment and services provided to members.

TRANSPARENCY IN ALL OPERATIONS IS THE CORNERSTONE FOR BUILDING TRUST IN ALL OUR RELATIONS

In 2012 we introduced our **Code of good practices**, updated with the amendment to Spain's Intellectual Property Law (Law 2/2019, of 1 March), which aims to provide the entity with **rules and procedures** that help to **reinforce AIE's values: honesty, transparency, efficacy and commitment**. In addition, there is an annual **specific internal transparency audit**, to verify the updating and smooth operation of the measures introduced. AIE **has comfortably fulfilled all its legal obligations**, making information on management of the entity available to the public through our website and to members through the Virtual Office.

We have **developed a regulatory compliance programme** which includes a criminal risk prevention manual and a code of conduct in accordance with our values, **for the purpose of identifying hypothetical criminal risks** which could affect AIE and the corresponding means of control.

CRIMINAL RISK PREVENTION MANUAL

For this purpose, a **Regulatory Compliance Committee** has been set up, with three people (two of them from outside AIE), as well as a **consultation and reporting channel** for situations which might show a conflict of interest with the usual management of AIE, accessible to all staff.

CODE OF CONDUCT

Our policy of internal control and compliance with the applicable legislation ensures that **we have the appropriate mechanisms to support everyone directly or indirectly related to AIE in fulfilling their obligations** and in carrying out their activities according to the rules laid down in the code of conduct.



In 2015, the new **United Nations 2030 Agenda** was approved in which countries throughout the world expressed **their commitment to 17 Sustainable Development Goals (SDGs)**. It is a unique, participatory agreement which marks the road map to be followed internationally. A step further in our social development, committed to a inclusive model which promotes harmony between people and the planet and offers prosperity for everyone.

AIE has responded to this international call by incorporating the sustainable development goals, SDGs, into its value chain.

WORK PRACTICES AND HUMAN RIGHTS



HUMAN CAPITAL: PEOPLE

(GRI 102-7, GRI 102,8)

AT AIE we have put together a great technical team which prioritises the provision of professional services suited to the emerging needs of the music industry.

Our staff has state-of-the-art technological tools to secure intellectual property and guarantee the rights of our musicians, promoting the protection and social recognition that our members deserve. After 30 years of work, we are proud of the achievements of all AIE members, under the guidance of a **great management team based on a leadership style committed to a global, collaborative vision**, promoting team work and **inspiring employees to place our members at the centre of all our activity**.

With the aim of ensuring that AIE continues to be a workplace benchmark, it promotes the **personal growth and development of its employees through an ongoing training plan supported by the general management** and in particular:

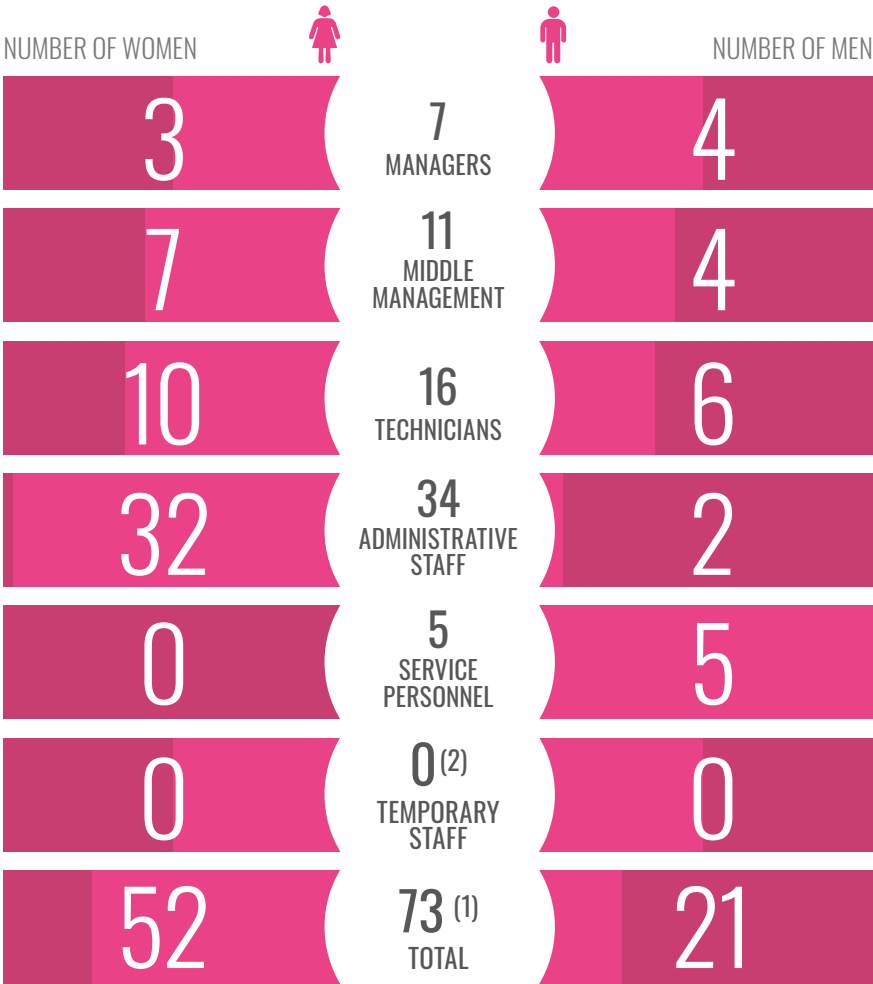


- Most training actions are offered in a hybrid format (in person + online) to enable greater participation and flexibility.
- 56 training courses have been given with 597 participants.
- Satisfaction with the courses has scored 8.5 out of 10.

The **ongoing training actions** for our employees are a basic pillar of the way we work, aimed at improving and broadening knowledge to offer our members the best, and also **to create a more cohe-sive and efficient organisation**. We are aware of the importance of training within organisations, both for the company, enabling the development of **an organisational culture, improving productivity and efficiency**, and for employees **increasing their satisfaction and dedication**.

A **Personal Development Plan (PDP)** is designed very year for employees and managers, establishing **a system of incentives based on the achievement of goals, which are planned according to the specific needs of our stakeholders**. All employees are involved in achieving these goals at their different levels: global, departmental and personal. The process for determining remuneration can reach 80%, 100% or 120% according to the fulfilment of each goal. (GRI 102-28, GRI 102-35, GRI 102-36, GRI 102-37, GRI 102-38 y GRI 102-39).

Our team’s motivation and sense of belonging are the key factors that differentiate us in the sector, that’s why we offer our employees social benefits, **promoting collegial spirit, team work** and the development of cultural activities and **good habits in our staff**.



⁽¹⁾ 5 people on reduced working hours
⁽²⁾ Temporary staff also includes work placement contracts



Since 2016, employees have participated in the organisation of these activities through a Committee which proposes cultural, family-oriented, personal growth and corporate volunteering actions. We **are convinced that a healthy life improves the work capacity of our employees** and for that reason there is an athletics team as well as various personal growth initiatives.

AIE wants to continue to attract people with the greatest potential in the industry: that means finding new ways of **identifying promising talent and recognising the inherent value that each individual** can bring to the business, developing personalised **professional development plans**. Over half our staff are university educated and all of them are included in our ongoing training plan which makes AIE an **organisation brimming with talent**. Our organisation is governed by the collective bargaining agreement for the Office sector (GRI 102-41).

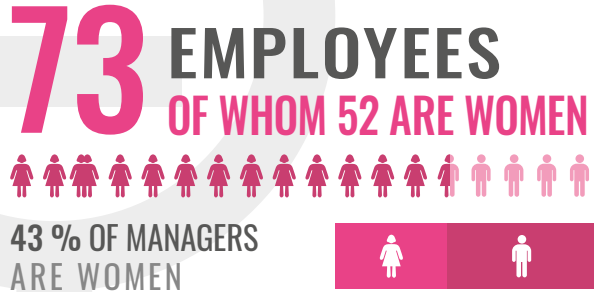


EQUAL OPPORTUNITIES AND DIVERSITY

AIE accepts its responsibility as a social agent and agent for change, we are aware of social reality and stand strong in **our commitment to equal opportunities, diversity and labour market integration**. We demonstrate that **commitment through what we do:** creating **collaborative partnerships with the third sector, including permanent positions for functionally diverse people in our workforce**, as well as a total of **73 employees** from **five nationalities** in AIE in 2022 and **43% of our managers are women**. (GRI 102-7, GRI 102-8)

STAFF SATISFACTION

Each year there is a work environment survey in which employees are asked to assess aspects such as: satisfaction with the job, with colleagues, with the manager of their department, with environmental measures, coordination between headquarters, etc. We are very proud of the fact that **87% of our workforce actively participates in this survey** and even more proud of each year's results as they encourage us to continue working along these lines.



WORK PLACEMENT PARTNERSHIPS

In 2022, we resumed our **commitment to all universities in Spain that offer a degree or master's degree course related to music management or intellectual property by signing agreements**. In the last year, AIE has had five interns from Universidad Pontificia de Comillas, Universidad Carlos III and Fundación Pons, providing the ideal place for their work placements and contributing to the professionalisation the sector needs.

Collaboration agreements for training interns and students on placements:

- Fundación PONS.
- Universidad Pontificia de Comillas.
- Universidad Autónoma de Madrid.
- Universidad Carlos III.
- Universidad Complutense de Madrid.
- Universidad de Alicante.
- COIE/UNED.

AENOR (Spanish Association for Standardisation and Certification): educational cooperation agreement for work placements in the Quality Department.

SOCIAL AND ENVIRONMENTAL COMMITMENT





ACTIVE PARTICIPATION AND COMMUNITY DEVELOPMENT

Our assistance and cultural fund - **Fondo Asistencial y Cultural (FONACAIE)**- is the greatest exponent of our **integral commitment to our members**, accompanying them at different moments in their professional career with a complex provision of services grouped in three basic areas:

- BECASAIE (AIE grants) and training
- Live music promotion
- Social welfare: social policy



BECASAIE AND TRAINING

AIE has developed its own **BECASAIE programme**, for music studies in outstanding music schools in Spain and abroad. **Our professional team provides personalised advice for candidates throughout the process.**

Transparency throughout the process is guaranteed through tribunals composed of experts outside AIE. **In 2022 a total of 138 BECASAIE grants were awarded**, representing an investment of **€ 151,850**. The programme has been highly valued by all its participants with an average score of 9.26 out of 10.

A musician's career requires ongoing training. For that reason at AIE in 2022, we offered **21 lectures at the Escuela Superior de Música Reina Sofía**, as well as **AIE training courses** for our members, supporting them with professionalising their activity and meeting the need for training in entrepreneurship and self-management of music projects. The annual programming for 2022 included the free CURSOAIE (AIE course) **"Herramientas psicosociales en el ámbito artístico y educativo"** (Psychosocial tools in artistic and educational environments) given on the REDOMI platform, to provide training for musicians who teach (or would like to teach).

2022: 138 AIE GRANTS FOR TRAINING or EXTENSION OF MUSIC STUDIES and HIGH SPECIALISATION.
Amount: € 151,850



LIVE MUSIC CIRCUITS FOR THE ARTISTS

Live music continues to be the natural channel of expression and promotion for our artists, and so for over 20 years, at AIE we have been providing a , where musicians of all styles can perform their repertoire in Spain and abroad. In total we have enjoyed **294 concerts, in collaboration with Spain's main concert halls, festivals and universities.** Finally, and in our desire to continue taking music to other spaces, we are very proud to continue the **agreement signed with Madrid Destino** for the **Programa 21 Distritos (21 districts programme)** which takes our AIEEnRuta Artistas circuit to cultural centres in the different districts of Madrid.

In 2022, our promotion programmes continued to score very highly, encouraging us to continue working in this direction on behalf of and for our performers (AIEEnRuta-Artistas (9.32), AIEEnRuta-Clásicos (9.24), AIEEnRuta-Flamencos (8.76), AIEEnRuta-Jazz (9.24), AIEDeNuevo (8.25).

We are very proud of our **international cultural partnerships which provide visibility for our performers beyond our borders.** We continue to **collaborate with Liverpool Institute for Performing Arts (LIPA),** one of the most valued art schools in Europe, set up by Paul McCartney. Thanks to this agreement between AIE and LIPA, every year for a decade, a Spanish musician belonging to AIEEnRUTA-Artistas has spent a week in Liverpool giving lectures to final year students and forming a group which learns the musician's repertoire. The group gives a first concert at LIPA and then goes on tour around Spain. AIE's careful cultural management enables active collaboration with **Instituto Cervantes (Spanish Government Centres for the Promotion of the Spanish Language),** and **AECID (Spanish Agency for International development Cooperation)** so that our members' music crosses all borders. In 2022, 11 artists were able to perform 19 concerts in nine countries in Europe and Africa. The score for these partnerships (9 out of 10) is just as high as that for our live music circuits. Finally, and in this line, another milestone we would also like to share is the **"The Spanish Wave"** project, thanks to the agreement signed between AIE and Live Nation España, which has promoted the **internationalisation of Spanish musical talent with** the presence of 20 Spanish artists in 12 music events.

SOCIAL WELFARE: SOCIAL POLICY

AIE's solidarity commitment has been present in its activity since it began, beyond any legal requirements. We have developed our own social policy, to accompany our members in vulnerable situations in different stages of their lives. We have designed a variety of services and programmes with a three-pronged approach:

In 2022, **176 AIE Welfare and Contingencies Grants** were awarded which have helped to alleviate situations of hardship and social exclusion for our members. Furthermore, **our information, assessment and guidance service, provided by social workers has been fundamental** in offering updated information on the various social resources in existence. **In 2022, 280 social orientations** were resolved in confidence and tailored to the individual, thereby providing **comprehensive, quality support for members.**

At AIE we work with a raw material of incalculable value: music. Beyond its artistic and cultural value, we firmly believe in its incredible potential and unique qualities as an integrating, cohesive element in the face of cultural differences and its therapeutic capacity in the context of illness. For that reason, through our welfare partnerships we bring music to those who need it most.

Welfare partnerships are another strong point in our social policy, and we have established financial collaboration with various projects in which music shows its full potential. We are especially proud and excited to know **that AIE reaches society through initiatives like:**



AIE has its own line of grants, the *Artistas en Ruta*, through which it collaborates in different cultural fairs, festivals, associations and events throughout Spain. In addition, in its tireless search to provide new opportunities for its members, since 2020 AIE has had an agreement with CREA S.G.R, the Mutual Guarantee Society, to provide access for artists to the Spanish Government's Liquidity Line for the Cultural Sector and to obtain financing for their artistic projects through bank guarantees, thus helping to improve financing conditions in the sector.

Finally, we are very proud that we were able to take part in the “Ponle Freno” race together with Atresmedia on behalf of victims of traffic accidents. AIE put music once again to the service of a solidarity cause with La La Love You and Juan Zelada, the performers who provided the entertainment for the evening.



Tito Ramírez in Urban Fest de Cultura Inquieta



Niña Polaca at Auditorio de la Radio Encendida 2022



AIE Villa de Madrid Rock Awards, San Isidro 2022



Juan Zelada on the Emilio Castelar stage



15.000 runners who took part in the Ponle Freno 2022 race



Matías Prats fired the starting pistol



La La Love You on the Colón stage

CORPORATE VOLUNTEERING

A further example of the **highly participative culture of solidarity that characterises us** are the activities organised voluntarily by our employees through the **Comité de Actividades para Personal de AIE: CAPA (AIE staff activities committee)** In 2022, we continued to collaborate as a team in very enriching actions with great social impact: in the **Gran Recogida de alimentos**, a food collection organised by the **Banco de Alimentos de Madrid** (Madrid Food Bank) in an online format; the Christmas gift donation campaigns **“Ningún niño sin juguetes”** and **“Los Mayores también creen en los Reyes Magos”** for children and adults organised by **Mensajeros de la Paz** and lid collecting on behalf of **Asociación Española de Mastocitosis y enfermedades relacionadas**. Once again, we have also provided added value to our employees’ Christmas boxes by having them prepared by **MAKRO**, a company committed to sustainability and ESG criteria.



CAPA corporate volunteering: Comité de Actividades para Personal de AIE



Donation of toys to Mensajeros de la Paz



Commitment to our core activity: managing intellectual property rights.

BRINGING MUSIC TO THE PUBLIC:
Carrying out other complementary activities, within the framework of our social policy for contributing to social progress, supported by the enormous value of music and culture as raw materials for the development of people and communities.



Collecting lids



“NUESTRA CONCIENCIA ECO”: ENVIRONMENTAL PERFORMANCE

Our planet is showing signs of exhaustion. At AIE we contribute to sustainable development and protection of the environment through efficient management and cost savings which we bring to all our activity.

The tasks we carry out at AIE are mainly administrative and so fortunately the negative impact on the environment is very small. However, we are determined to leave as small a footprint as possible and for that reason **our environmental awareness is reflected in the entity’s goals (GRI 300)**, so that **our entire human team shares this commitment.**

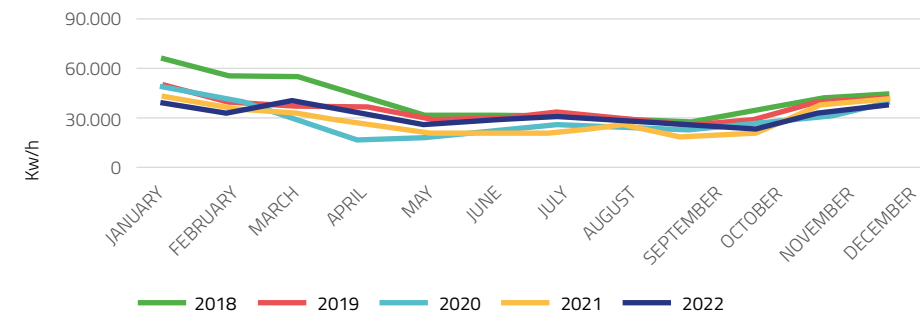
We are sure that taking care of the details helps to mark the difference and for that reason **our environmental performance** focuses on two fundamental aspects:

1. PREVENT AND CONTROL NEGATIVE IMPACTS ON THE ENVIRONMENT.

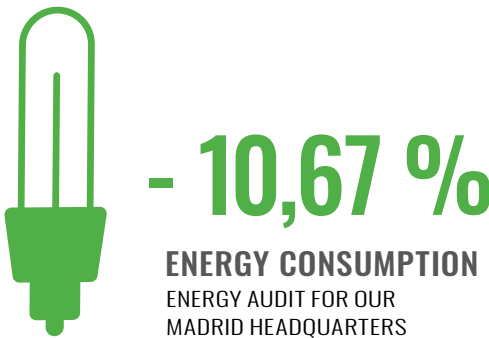
The main environmental performance indicators associated with our activity are related to **the consumption of energy, water and materials**, and also **waste management**. We systematically **inspect all consumption in order to conduct our activity in the most sustainable and efficient way, minimising our impact on the environment** In addition, as a preventive measure, there are periodic reviews of the environmental hygiene of our facilities, based on air quality (air conditioning and ventilation systems in our offices) and water supply, to ensure the correct conditions in our offices and the health and well-being of the occupants.

- In the area of **energy consumption (GRI 302.1)**, the organisation has a General Services department to ensure proper maintenance of the facilities. Various measure have also been introduced to promote energy efficiency and responsible consumption and so they help us to reduce the emission of pollutants to the atmosphere (**GRI 305.5**): we have put in place time restrictions on the lighting and air-conditioning systems, thermal regulation of the offices when the season changes, diagnosis of the energy efficiency of our facilities and work equipment, insulation of offices, etc.
- In line with our commitment to maximise reductions in energy consumption, in 2018 a variety of initiatives were started such as an energy audit which helped us to halt the trend towards growing consumption. In 2022, consumption was reduced by 10.67% compared to the values for 2021.

Annual electricity consumption



Energy consumption by built surface area (Kw/m² year)



- In addition, the results of the audit positioned us very favourably in the comparison with the building stock in the Comunidad de Madrid. Even so, there is always room for improvement and so **we use LED lighting in all our offices, as an alternative to fluorescent lights**. This measure (GRI 302.4), has enabled a reduction in energy consumption of **up to 50%** compared to conventional fluorescent light bulbs, quadrupling the lifespan of the lighting equipment (30,000 hours for LED, compared to 8,000 for fluorescent light bulbs) **with the consequent reduction in special waste generated in our facilities**.
- **Water consumption** in the offices is for maintaining the facilities and personal consumption. We continue to make changes that enable us to adjust consumption such as, for example, the gradual introduction of dual flush cisterns in the toilets and the installation of sensor taps.

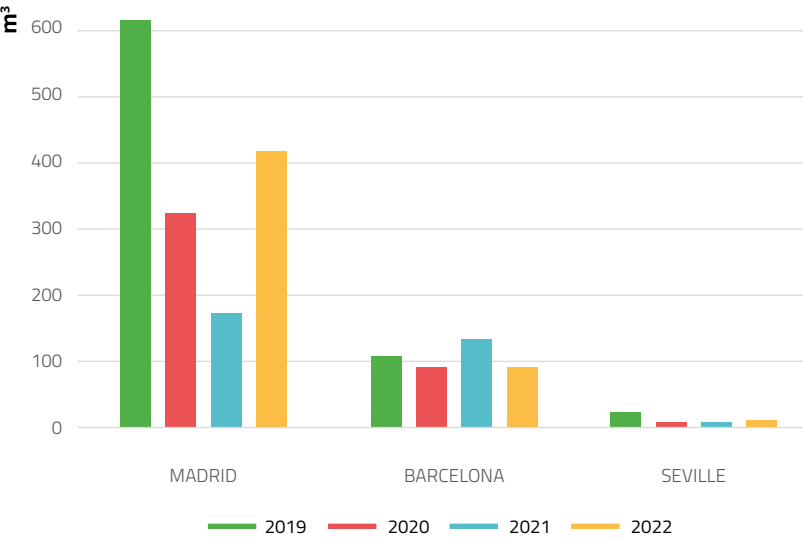
Due to the situation caused by COVID-19 and as a safety measure, in 2020 and 2021 the water fountains for employees were disconnected, which

enabled us to reduce total consumption over those years. In 2022, as the fountains were put into use again, consumption values were back in line with pre-pandemic values. Even so, there has been a 15% reduction in relation to the average consumption for 2018 and 2019, which shows that the improvements carried out in the facilities have been effective.

- Another hugely important aspect is the **consumption of materials** required to carry out our activities properly (GRI 301-1). For our administrative activity, the main consumption is paper and toner for printing. We prioritise the use of recycled paper and where that is not possible, we use responsibly manufactured white paper.

In addition, each year, **we review our procedures in order to introduce improvements that help us to reduce the use of paper and printing in our internal procedures**, emphasising the importance of avoiding unnecessary printing, prioritising double-sided and black and white printing and paper re-use, among other measures.

Water consumption at our offices



ZERO PAPER

AIE is promoting an ambitious “**Cero papel**” (Zero paper) project with the aim of digitalising our procedures and eliminating the use of paper in all our offices. This project, which began in 2020 and will be carried out gradually over the coming years, is enabling us to improve several of the company’s fundamental procedures:

- **Electronic voting at our General and Statutory Meetings**, avoiding the unnecessary expense of paper and streamlining the procedure for our members.
- Development of an **application for managing the entity’s human resources and objectives**.
- A new **document manager** and improvements to the digitised invoice processing accounting application.
- Improvements to the **digital signature** systems, which permit internal authorisation or authentication of the signatures of third parties in their transactions with AIE.

- **Automated dispatch of calls to general and statutory meetings** by email, enabling a reduction of up to 540,000 paper copies per year (2,160,000 since 2020).
- **Online application for BECASAIE**.
- Reduction in the printed version of the **Activities Report**, keeping the **digital version** on the website, leading to a saving of more than 28,000 paper copies.
- **Online Application for new membership of AIE** introduces, among other measures, an **integrated digital signature system**, and a new **back-office** for documentation, maximising the reduction in the use of paper.

With all of this we have managed to prevent an annual consumption of approximately 532 kg of paper, the manufacture of which

is the equivalent to the felling of 13 trees, water consumption of 316,939L and energy consumption of 1,549 MW



321.348



91.555



56.420



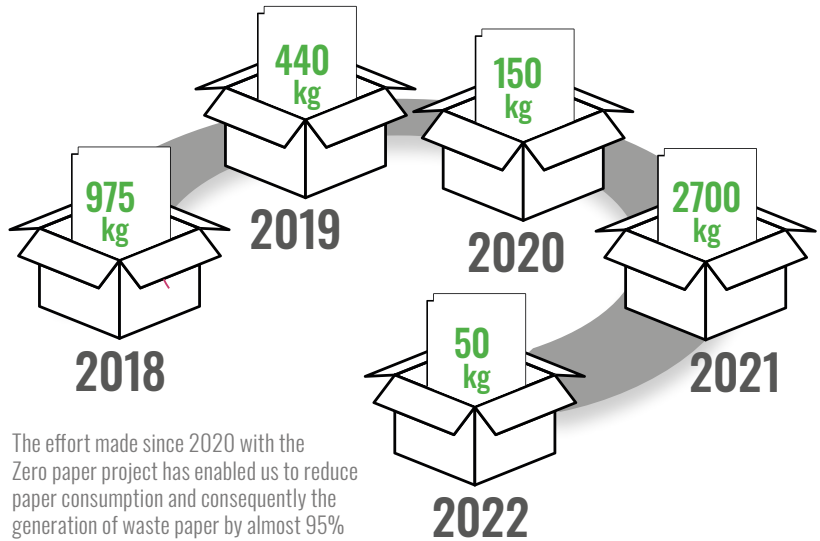
51.865

Total printed copies at AIE:

Our “Zero paper” objective and our ENVIRONMENTAL awareness are gradually permeating through the entity, **and in 2022 achieved a reduction of 83% compared to 2019.**

WASTE MANAGEMENT

Our commitment to responsible management extends to all aspects of our activity, and to that end **we have resources** for the **proper management of all the waste we generate in our three offices**. Given that paper consumption is one of our main environmental impacts, we have the support of an outside company for the correct management of waste paper, achieving a high volume of recycling.



The effort made since 2020 with the Zero paper project has enabled us to reduce paper consumption and consequently the generation of waste paper by almost 95% compared to the average over the last five years.

Thanks to collaboration with **ECOEMBES**, we have containers, correctly identified for each type of waste (paper, packaging and organic waste), to enable all our staff to separate waste correctly for recycling.

Nor have we forgotten about the special waste generated in our offices, where we facilitate **selective collection** of toner, batteries, fluorescent lights,

sanitary bins, etc. We promote the **reuse of computer and electronic equipment** used at our facilities, through a company that collects the equipment, certifies the destruction of hard disk data and recycles and recovers the raw materials.

Water filtering equipment has also been installed in our Seville office. The osmosis water fountain has **eliminated the consumption of bottled water for daily use**, offering better quality water by reducing chlorine, balancing the pH and mineralising water from the tap.

2. PROMOTING A CULTURE OF ENVIRONMENTAL SUSTAINABILITY.

Aware that the best waste is that which is not produced, we promote the **involvement of our staff, our members and our suppliers**:

- a) **All our staff** assume their responsibility for reducing consumption and waste generation in the entity's every day tasks. **The environmental objectives** are promoted by the corporate organs and shared by the entire human team with gestures such as the **use of glass bottles and ceramic cups** (produced by Fundación Juan XXIII Roncalli in its employment and social inclusion programme for people with intellectual disabilities.)



EVERY 22 PET PLASTIC BOTTLES (1.5L)
NOT MANUFACTURED = SAVING OF 3.5 KG IN CO2 EMISSIONS

Our main paper suppliers, Steinbeis and Grupo Iberpapel are also conscious of sustainability and carry out a variety of CSR initiatives: [STEINBEIS](#) and [GRUPO IBERPAPEL](#)



Furthermore, being aware of the issue of **global warming**, mainly caused by the use of fossil fuels, at AIE **we promote the use of collective transport**, and **electric and non-polluting vehicles**, providing parking for bicycles and providing employees with nine **electric vehicle charging stations**, six of them installed in 2022.

Together with the strategic measures designed by the management team, we are always **attentive to new proposals for improvement on environmental matters** and we have a variety of channels (**GRI 102-21** y **GRI 102-43**) for receiving **suggestions and innovative ideas**: like our annual satisfaction questionnaire for employees and the suggestions box on the entity's internal portal.

We periodically publish **blogs on social responsibility** and **“healthy pills”** with which we promote circular participation in this area, from the company to employees and vice versa, to promote the exchange of opinions, initiatives and ideas on environmental matters, corporate volunteering, etc.

b) Our members can request paperless notifications. Every year we produce our Activities Report with the aim of involving all our members in our achievements and activities. The report is available in digital format on **AIE’s website** and at the **Virtual Office**.





Nuestros colaboradores y proveedores de servicios están comprometidos con la sostenibilidad.

We also provide an online **mailbox** for all queries, comments and proposals for improving our environmental performance.

c) Our partnerships: At AIE we believe **that sustainability must be a commitment shared** by everyone (**GRI 102-29, GRI 102-31,**

GRI 102-9). Therefore we try to prioritise suppliers whose commitment to the environment is demonstrated by having a certified Environmental Management System (according to standard UNE-EN ISO 14001), because they sell products with eco-labelling (produced on the basis of ecological criteria) and use high energy-efficiency electrical and electronic equipment.

CAPA develops corporate volunteering initiatives of an environmental nature, which strengthen our commitment to sustainability and environmental protection and help us nourish our environmental awareness.

Since 2016 we have collaborated with a variety of corporate volunteering projects to collect and recycle plastic lids. We are currently collaborating with the **Spanish Association of Mastocytosis and Related Conditions**, which promotes research into the condition and the development of patient care. In 2022, our human team collaborated with almost 55kg of lids.





OUR AIM: STAKEHOLDERS AND MATERIAL ISSUES

Our good reputation in the sector together with the transparency of our procedures are our most important assets. We are very clear about what our aim is: **AIE is the home for musicians, an innovative, international and technological organisation committed to the defence and professional management of their rights.** We strive to go beyond economic results and legal obligations, assuming ethical and environmental commitments with our stakeholders. At AIE we consider ourselves to be **upstanding ESG agents**, because **we act according to a set of values and principles which are shared by all our employees and inspire our identity.**

At AIE, we carefully analyse the areas of our activity which can generate positive or negative impacts and delve deeply into them. (GRI 102-46), (GRI 102-43) To produce this report, we have based ourselves on the **methodology of stakeholder reporting**, consisting in identifying their needs and demands (through different channels), prioritising (according to their relevance and materiality) and responding to them (establishing the necessary resources and measures).

In this way, we have defined our **material issues (GRI 102-47)** and we have been able to identify our relevant stakeholders (GRI 102-40). After the events of recent years, we have reviewed and reinforced aspects such as:

- Digitisation and environmental awareness.
- Safety, health and well-being at work.
- Initiatives with social impact.





RELEVANT STAKEHOLDERS: (GRI 102-40)

- Members/clients/users.
- Partners, collaborators and suppliers.
- Society/environment.
- Professional team.
- Public authorities and regulatory bodies.

We want to continue caring for our business so that it continues to grow sustainably, which means **encouraging real dialogue and actively listening to our stakeholders**, and so we have defined **various channels for participation** for each one of them (GRI 102-21):

AIE has **offices for in-person attention in Madrid, Barcelona and Seville**. We also provide: **a web-site, Virtual Office, social media, Activities report** and a meticulous **claims, complaints, suggestions and thanks system**.

USERS: Personalised attention, (in person, by phone, post and email), active participation in forums, **seminars and multi-sector meetings** to present the reality of IP and listen to the demands made of our sector. **Virtual Office:** service and communication channel, a complementary feature to support members, from a digital environment 24/7.

	2019	2020	2021	2022	LIST OF SERVICES
VISITS TO OUR OFFICES	1290				ALL PROCEDURES HAVE BEEN RESOLVED ON TIME, IN COMPLIANCE WITH OUR SERVICES CHARTER.
SURVEYS DISPATCHED	2884	3.797	2.581	2.444	
CLAIMS	33	70	73	77	
COMPLAINTS	4	21	8	5	
SUGGESTIONS	8	15	7	1	
THANKS	64		57	48	
CONSULTATIONS AT THE VIRTUAL OFFICE	403	738	611	773	

PARTNERS AND COLLABORATORS: Partnerships with other entities at national (OCR, VUD, Instituto Cervantes...) and international levels (SCAPR, AEPO ARTIS, FILAIE, etc.) We share **good practices** and establish **framework agreements for collaboration**.

SOCIETY/ENVIRONMENT: Active participation in **multi-sector forums and meetings**. Press presence: announcements of grants, press releases. Promotion of live music circuits enriching the cultural offering. **Partnerships with non-profit entities to make music and culture more accessible to collectives in situations of social disadvantage**.

PROFESSIONAL TEAM: Internal structure organised into various work committees. There are also **departmental and team meetings**. Other channels for participation are: the work environment survey, the employee portal, personal development plans (PDPs), **the suggestions box and channel for communicating queries and reports** (regulatory compliance programme).

PUBLIC AUTHORITIES AND BODIES: We maintain coordination with **Ministerial Departments and Regional Governments**. We provide our experience and knowledge of the sector in the production of the **Statute for Artists** and to start up projects financed with NextGenerationEU funds. We form part of the ADEPI (Association for the development of Intellectual Property) Music Table.

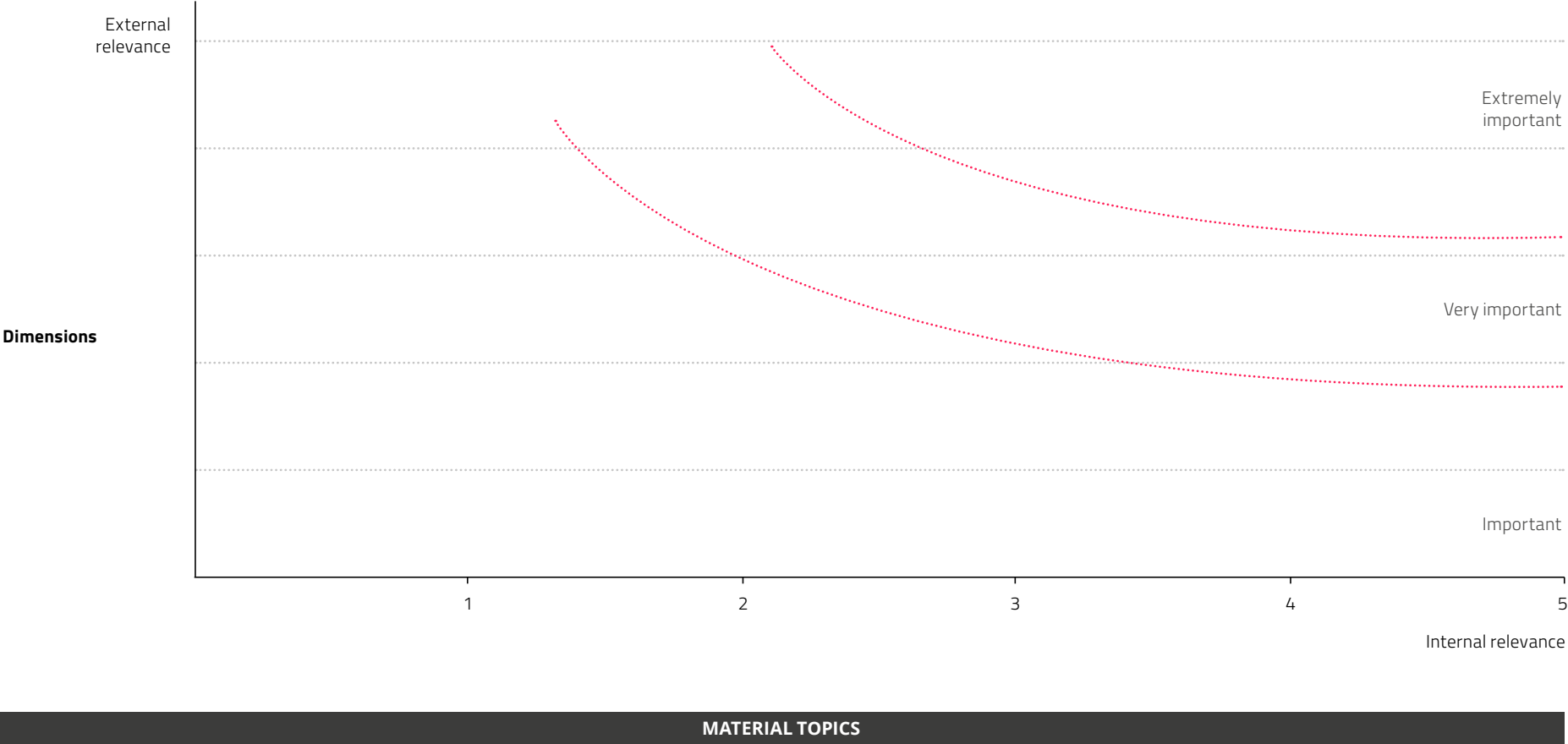


INTEREST GROUPS

MATERIALITY

The most significant aspects to include in this Report were evaluated by taking into account the size of the company (fewer than 100 employees), its activity and its financial, social and environmental impact.

Materiality was determined by taking into account external factors (such as the national and international legislative framework, risks, impacts, etc.) and internal factors (stakeholders' expectations, management system, objectives, competences, etc.) for the entire business cycle, and then prioritise according to our entity's values and goals.



APPENDICES



FOLLOW-UP GRI POINTS

Epigraph of the GRI	GRI Requirements Outline	Chapter	Section	Notes
GENERAL DISCLOSURES				
102-1	Name of the organization	Chapter 1	Good corporate governance	
102-2	Activities, brands, products, and services	Chapter 1	Good corporate governance	
102-3	Location of headquarters	Chapter 1	Good corporate governance	
102-4	Location of operations	Chapter 1	Good corporate governance	
102-5	Ownership and legal form	Chapter 1	Good corporate governance	
102-6	Markets served	Chapter 1	Good corporate governance	
102-7	Scale of the organization	Chapter 2	Fair practices and operations	
		Chapter 3	Labor practices and Human Rights	
102-8	Information on employees and other workers	Chapter 3	Human capital: people	
102-9	Supply chain	Chapter 4	Environmental performance	
102-10	Significant changes to the organization and its supply chain			Not applicable to the current year
102-11	Precautionary Principle or approach			Study pending
102-12	External initiatives	Chapter 2	Fair practices and operations	
102-13	Membership of associations	Chapter 1	Good corporate governance Technological vanguard	
STRATEGY				
102-14	Statement from senior decision-maker	Chapter 1	Senior management letter	
102-15	Key impacts, risks, and opportunities	Chapter 1	Presentation	

FOLLOW-UP GRI POINTS

Epigraph of the GRI	GRI Requirements Outline	Chapter	Section	Notes
ETHICS AND INTEGRITY				
102-16	Values, principles, standards, and norms of behavior	Chapter 1	Good corporate governance	
102-17	Mechanisms for advice and concerns about ethics	Chapter 2	Fair practices and operations, Quality, Service charter	
GOVERNANCE				
102-18	Governance structure	Chapter 1	Good corporate governance	
102-19	Delegating authority	Chapter 1	Good corporate governance	
102-20	Executive-level responsibility for economic, environmental, and social topics	Chapter 1	Good corporate governance	
102-21	Consulting stakeholders on economic, environmental, and social topics	Chapter 4	Environmental performance, Stakeholders and material topics	
102-22	Composition of the highest governance body and its committees	Chapter 1	Good corporate governance	
102-23	Chair of the highest governance body	Chapter 1	Good corporate governance	
102-24	Nominating and selecting the highest governance body	Chapter 1	Good corporate governance	
102-25	Conflicts of interest	Chapter 2	Fair practices and operations	
102-26	Role of highest governance body in setting purpose, values, and strategy	Chapter 1	Good corporate governance	
102-27	Collective knowledge of highest governance body	Chapter 1	Good corporate governance	
102-28	Evaluating the highest governance body's performance	Chapter 3	Human capital: people	
102-29	Identifying and managing economic, environmental, and social impacts	Chapter 1 Chapter 4	Presentation, Environmental performance	
102-30	Effectiveness of risk management processes			Specific document published on the website on RISK CONTROL AND MANAGEMENT POLICY

FOLLOW-UP GRI POINTS

Epigraph of the GRI	GRI Requirements Outline	Chapter	Section	Notes
GOVERNANCE				
102-31	Review of economic, environmental, and social topics	Chapter 4	Environmental performance	
102-32	Highest governance body's role in sustainability reporting	Chapter 1	Presentation	
102-33	Communicating critical concerns			
102-34	Nature and total number of critical concerns			
102-35	Remuneration policies	Chapter 3	Human capital: people	
102-36	Process for determining remuneration	Chapter 3	Human capital: people	
102-37	Stakeholders' involvement in remuneration	Chapter 3	Human capital: people	
102-38	Annual total compensation ratio	Chapter 3	Human capital: people	
102-39	Percentage increase in annual total compensation ratio	Chapter 3	Human capital: people	
STAKEHOLDER ENGAGEMENT				
102-40	List of stakeholder groups	Chapter 4	Stakeholders and material topics	
102-41	Collective bargaining agreements	Chapter 3	Equal opportunities	
102-42	Identifying and selecting stakeholders	Chapter 1	Presentation	
102-43	Approach to stakeholder engagement	Chapter 1 Chapter 4	Good corporate governance Stakeholders and material topics Environmental performance	
102-44	Key topics and concerns raised	Chapter 1	Good corporate governance	

FOLLOW-UP GRI POINTS

Epigraph of the GRI	GRI Requirements Outline	Chapter	Section	Notes
REPORTING PRACTICES				
102-45	Entities included in the consolidated financial statements	Chapter 2	Fair practices and operations	
102-46	Defining report content and topic boundaries	Chapter 1 Chapter 4	Presentation Stakeholders and material topics	
102-47	List of material topics	Chapter 1 Chapter 4	Presentation Stakeholders and material topics	
102-48	Restatements of information	Chapter 1	Presentation	
102-49	Changes in reporting	Chapter 1	Presentation	
102-50	Reporting period	Chapter 1	Presentation	
102-51	Date of most recent report	Chapter 1	Presentation	
102-52	Reporting cycle	Chapter 1	Presentation	
102-53	Contact point for questions regarding the report	INDEX		
102-54	Claims of reporting in accordance with the GRI Standards	Chapter 1	Presentation	
102-55	GRI content index	Annexes		
102-56	External assurance	Chapter 1	Presentation	
ECONOMY				
200	Transparency	Chapter 2		

FOLLOW-UP GRI POINTS

Epigraph of the GRI	GRI Requirements Outline	Chapter	Section	Notes
MATERIALS				
301-1	Materials used by weight or volume	Chapter 4	Environmental performance	
ENERGY				
302-1	Energy consumption within the organization	Chapter 4	Environmental performance	
302-4	Reduction of energy consumption	Chapter 4	Environmental performance	
EMISSIONS				
305-5	Reduction of GHG emissions	Chapter 4	Environmental performance	



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