



2021

aie

ARTISTAS INTÉRPRETES O EJECUTANTES, EGDPI

CSR report

Corporate Social Responsibility

# THE YEAR 2021 AT A GLANCE

IMMENSE EFFORT BREAKS HISTORICAL RECORDS

**€50.9 M**  
COLLECTION



**+ 13.18%**  
ADMINISTRATION DISCOUNT



HISTORICAL MINIMUM FIGURE IN ADMINISTRATION DISCOUNT AND GLOBAL COLLECTION



€151,850 in  
**BECA SAIE**  
138 SCHOLARSHIPS

## VALUES

HONESTY  
EFFICIENCY  
TRANSPARENCY  
COMMITMENT



€ 300,724 in  
**AYUDAS AIE ASISTENCIALES\***  
TO MEMBERS  
\*ASSISTANCE GRANTS

## LED

TECHNOLOGY  
AT OUR  
HEADQUARTERS



102 with 81 in 58

RECIPROCI-  
CONTRACTS

MANAGEMENT  
ENTITIES

COUNTRIES

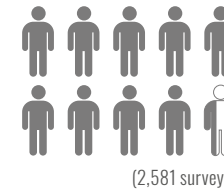
THE ENTITY IN THE WORLD WITH MOST RECIPROCI-  
CONTRACTS

MORE THAN  
**100,000**  
ARTISTS  
REPRESENTED WORLDWIDE

RENEWAL OF THE AENOR UNE-EN ISO 9001:2015 STANDARD CERTIFICATE  
**WITH 7 STRONG POINTS**  
ALL OUR OFFICES ARE INCLUDED IN THIS CERTIFICATION

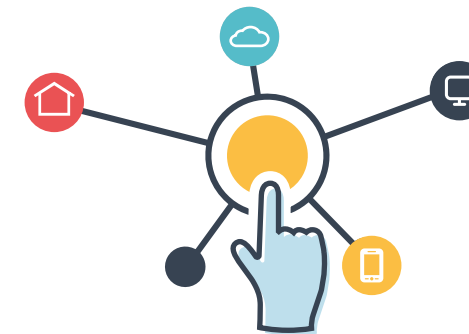
“AIE IS THE HOME OF MUSIC ARTISTS.  
AN INNOVATIVE, INTERNATIONAL  
AND TECHNOLOGICAL ORGANIZATION, COMMITTED  
TO THE DEFENSE AND PROFESSIONAL MANAGEMENT  
OF THE RIGHTS OF ARTISTS”

€31,4 M  
**DISTRIBUTED**



**9.1/10**  
MEMBER  
SATISFACTION

(2,581 surveys)



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

**99,94%**

COMPLIANCE WITH THE  
**SERVICE CHARTER**  
15,493 SERVICES PROVIDED



31,948  
**MEMBERS**

1,512 NEW AFFILIATES  
SETTING THE BENCHMARK FOR FACING THE CRISIS

**69** EMPLOYEES  
51 OF THEM WOMEN



43% OF MANAGERS ARE WOMEN



**158**  
SPONSORSHIPS  
FOR FESTIVALS AND CONCERTS

8 COLLABORATIONS FOR PROMOTIONAL TOURS ABROAD



# ESG



## ENVIRONMENT:

- Committed to the **positive impact on sustainability: €1.44 million provision for the digital transformation** of the organization from the European Union's **Next Generation funds**.
- Results of the effort in sustainability: through our **ZERO PAPEL project**, in the first year we have reduced the use of paper by 82%.
- **Reduction of our energy consumption:** 9.69% compared to 2020.
- **Collaboration in environmental projects** managed by non-profit entities.

## SOCIAL:

- **AIE continues to promote musical activity:** 206 Concerts with 59 Artists and Groups, in 115 Venues in 63 Cities and 7 Countries.
- Our strong commitment to the **expansion of the rights of artists in the digital and audiovisual field**, carrying out actions in different areas:
  - At the **World Intellectual Property Organization**
  - In the **British Parliament**
  - In Europe, promoting the **#PayPerformersderecho** campaign
- **Pioneers in managing the rights of musical artists in the video game sector.**
- **AIE was honored with the FEST 2021 award** in recognition of its work during the pandemic in favor of music and artists.

## GOVERNANCE:

- **€50.9M in Collection: Highest historical annual collection for AIE.** It confirms AIE's solid maturity as a benchmark and leading management entity.
- **Continuous Management Evaluation:** AIE has implemented a **Regulatory Compliance Program** and a **Code of Conduct** approved by the Board of Directors in December 2021, to identify hypothetical criminal risks that could affect AIE and the control measures to avoid them. The Code of Conduct sets out the principles that will regulate the ethical, responsible and transparent behavior of all people who hold positions and/or work in or for AIE.
- **AIE is internationally recognized as one of the most advanced and modern companies in terms of systems, technology and precision in the identification and distribution of rights.**



This Report is interactive, all interactive elements will change the shape of the cursor from arrow to hand.



You will also find other navigable elements such as hyperlinks, pictures, tables, etc.



# INDEX

This report has been supervised by the Management Committee and approved by the AIE Board of Directors in **2021**.

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**(GRI102-53)**  
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4

## Good Government

- President's letter
- AIE Board of Directors
- Senior management letter
- Presentation
- Good corporate governance
- Technological vanguard

14

## Transparency

- Fair practices and operations
- Quality
- Service charter
- CSR Committee
- Code of good practices and transparency

20

## Labor practices and Human Rights

- Human capital: people
- Equal opportunities
- Diversity
- Alliances

24

## Social and Environmental Commitment

- Active participation and community development
- Environmental performance
- Stakeholders
- Materiality

25

## Annexes

- GRI points



# GOOD GOVERNANCE

- › President's letter
- › AIE Board of Directors
- › Senior management letter
- › Presentation
- › Good corporate governance
- › Technological vanguard





## LETTER FROM THE PRESIDENT

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

Technological progress, innovation and internationalization continue to be priorities for AIE. We continue to advance in education, information and tools that allow us, with efficiency and humanity, to carry out the collective management aimed at the future. These purposes and challenges draw a more sustainable and friendly future, both for the public and users as well as for AIE's workers and for all of us who have something to do with the rights, administration and compliance with the rules and duties necessary to arrange the representation of music artists across the world.

It is necessary to achieve the protection of the individual against the obvious and proven temptation of the technological industry that is creating norms and consumer clichés, even though these may harm the freedoms and rights established in international treaties. A balance between technology and human rights is required.

We continue to be at the forefront of technology, pursuing excellence within the field of artist management entities,

while taking care of tradition and personal and humanized treatment, with our members first and foremost, but also with users, collaborators, with the authorities and with the organizations with which we have plans, contacts and business for the collection, distribution, maintenance and development of rights.

The commitment to technology, innovation and internationalization is working and brings credit and respect to our organization from other international entities and organizations. This, combined and in harmony with respect for the environment, family conciliation and the well-being of the employees of the AIE company, make up a strategy aimed at improving the management, employment and conditions of each and every one of the people who give us their time, their talent and their effort to achieve goals and progress.

Innovation brings us efficiency and future. Internationalization gives us a presence in the world and allows us to export the talent and rights of artists from Spain and monitor, collect and expand their rights wherever they are produced. We dedicate resources, time, and effort to this multiple and effective service. It is very encouraging to see that AIE is internationally recognized as one of the most advanced and modern companies in terms of systems, technology and precision in the identification and distribution of rights. And to celebrate the fact that now, we are also recognized as a social and corporate responsibility company, compliant with its programs.

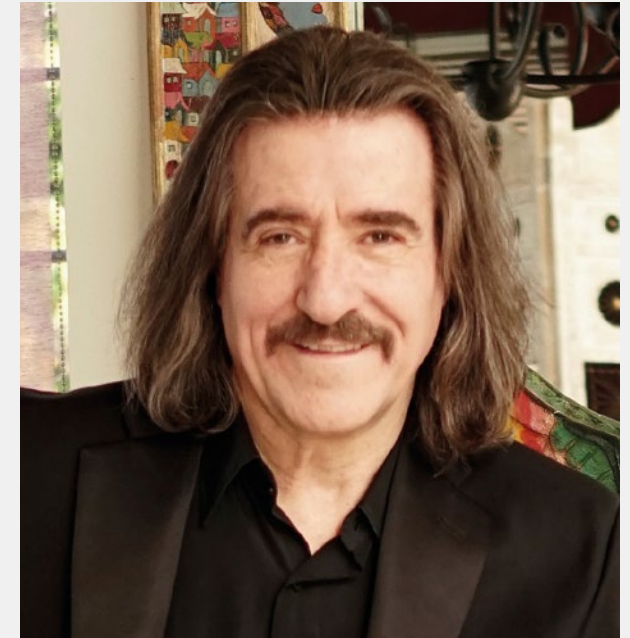
We are facing a technological, social, and economic challenge never seen before in the activity and development of intellectual property and collective management. We are torn between algorithms, Big Data, artificial intelligence, ecology, sustainable and pleasant work, the environment and pure and simple creation and interpretation, all of them fighting to prevail and, if possible, win.

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

On this journey of permanent technological transformation we should all have the same purpose: to save the rights, dignity and freedom of the individual because there is a great deal of social passiveness that is accepted in the face of the norms imposed by the Global Digital Market, gradually creating the dictatorship of technology, algorithms, applications and digital massification, fostered by large multinational corporations that do big business behind our backs, trampling rights, privacy, freedom and influencing and altering major social decisions.

It is better to ally with technological modernity by contributing with ideas and solutions than to totally and passively depend on technology.

Technological and economic progress would be useless if it does not entail a higher level of responsibility, sharing and a better distribution of wealth.



We fulfill our commitment with enthusiasm, effort and dedication.

Here, for reflection, are the monitoring and transparency, the data that are making us better and leaving an increasingly clean and sustainable footprint, within the responsibility that we have to display and manage.

Affectionately

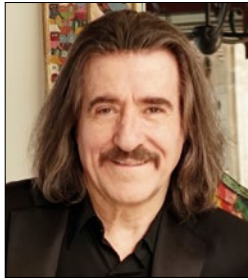
**Luis Cobos**  
AIE President





# AIE BOARD OF DIRECTORS

## PRESIDENT

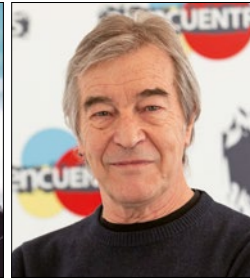


LUIS COBOS

## VICE PRESIDENT



LUZ CASAL



LUIS MENDO



NACHO GARCÍA VEGA

## SECRETARY



PEPE SÁNCHEZ

## AIE BOARD OF DIRECTORS

The President of the Society of Artists AIE, Luis Cobos, chairs the **Board of Directors**, which is the governing, management and administrative body of the organization. It is made up of 25 members elected democratically from among the active members, of AIE.



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



XACOBE MARTÍNEZ



MÓNICA MOSS



ENRIQUE PERDOMO



MONTSERRAT TERUEL



DAVID MORALES



CLAUDIO IANNI



## LETTER FROM SENIOR MANAGEMENT

**F**rom our first steps as an organization, we know that our rightful place is always with our members, listening to the difficulties they encounter in their activity and looking for the best way to support them in their artistic career. **We forge our governance style and our business vision knowing that our purpose is real and committed.**

This active listening has allowed us to understand the tremendous effort that the guild has had to make to adapt to the new rules of the music industry game. And we are here to support that effort and to be rewarded **with transparent and efficient management of their intellectual property rights.** We know the difficulties of their reality and that is why we are always studying **how to develop new lines of business that respond to the needs of the sector.** One of our main points is to take care of every step of the process of collecting and applying discounts. In the **field of education and promotion,** we promote the development of their artistic careers. In the face of difficulties, at AIE we have our own **social policy** at the service of members in vulnerable situations. **We are proud to be the home of our artists.**

With the publication of the Social Responsibility report, **we make our commitment to ESG criteria visible,** showing how we turn our commitment to **sustainability and transparency at an economic, environmental and social level into concrete actions.**

**Defending the creative work of musicians** is possible thanks to **our innovative, committed and efficient business model, also being a technological benchmark** within the field of artist management entities and **expanding our international projection** to 58 countries, through 102 reciprocity agreements with 81 entities, reaching a collection and distribution volume that has exceeded all expectations.

But it would not have been possible to get here without our **human resources,** who take their commitment very seriously and put all their professionalism and passion into meeting the new challenges we face.

Thanks to the commitment and dedication of the Board of Directors, the CEO, and all the people who work and collaborate with AIE, we have established ourselves as a benchmark for our artists.

We work with the conviction that **social responsibility not only enriches our business model** and helps us move forward as an entity aligned with its environment, but also helps us to take responsibility for what it takes to carry out a business activity; and for this reason we are committed to taking care of the society of which we are a part and we strive **to create sustainable value in the short, medium and long term.** We also strongly believe that this **growth** should be **respectful of the environment,** and for this reason, we establish channels for an **adequate performance** of our activity. **(GRI 102-14).**

### AIE MANAGEMENT COMMITTEE

The General Director of the organization, José Luis Sevillano, heads the Management Committee, made up of the Directors of AIE's departments.



JOSÉ LUIS SEVILLANO



CARMEN ROQUE



ÁLVARO HERNÁNDEZ-PINZÓN



ROCÍO NAVARRO



CARLOS PASTOR



PEDRO GÓMEZ



MARÍA JOSÉ RUBIO





# PRESENTATION

The AIE Board of Directors strongly supports innovation in Social Responsibility (SR) and promotes the presence of ESG criteria in all lines of business and services made available to members (GRI 102-32). It is not a matter of fashion, the value and impact of these criteria have been known for years.

This report defends the firm conviction that by including these factors in our business strategy, we will be a sustainable organization due to our social, environmental and good governance commitment, without ever neglecting the financial aspects.

At AIE we believe that SR presents new opportunities to add value to our society in a sustainable and respectful way. And with the preparation of this Report we want to voluntarily make visible our practices in favor of transparency, valuing the service vocation of our entire professional team, as well as the commitment to quality present in all the lines of our entity.

For this reason, our SR policy is based on the principles established in [ISO 26000](#).

AIE's activity is articulated based on the decisions of a Board of Directors that believes in transparency and is supported by an innovative and committed management team in all aspects of management, whose ultimate goal is maximum attention to its members.

This is an annual report (GRI 102-52), the previous edition was carried out in 2020 (GRI 102-51), and at the moment, it does not

have external verification (GRI 102-56) or changes in the production regarding previous reports (GRI 102-49). It reflects the main economic, environmental and social impacts of AIE in 2021 (GRI 102-50), identified with the participation of our stakeholders (GRI 102-42, 102-43) through different dialogue mechanisms designed by AIE and applied within the framework of its quality policy.

Our multidisciplinary team specialized in SR, in which the different departments that make up the entity participate, have studied the information from our RQSA system (Claims, Complaints, Suggestions and Acknowledgments), satisfaction surveys from the different programs, coordination meetings, etc. Similarly, this team has carried out an exhaustive analysis of the expectations of each identified group and has also outlined risks and opportunities.

For the production of this report, the principles proposed by GRI in its essential modality have been taken into account, both for the definition of content and to guarantee its quality (GRI 102-54) as well as other essential characteristics in this type of report.



PRECISION



BALANCE



CLARITY



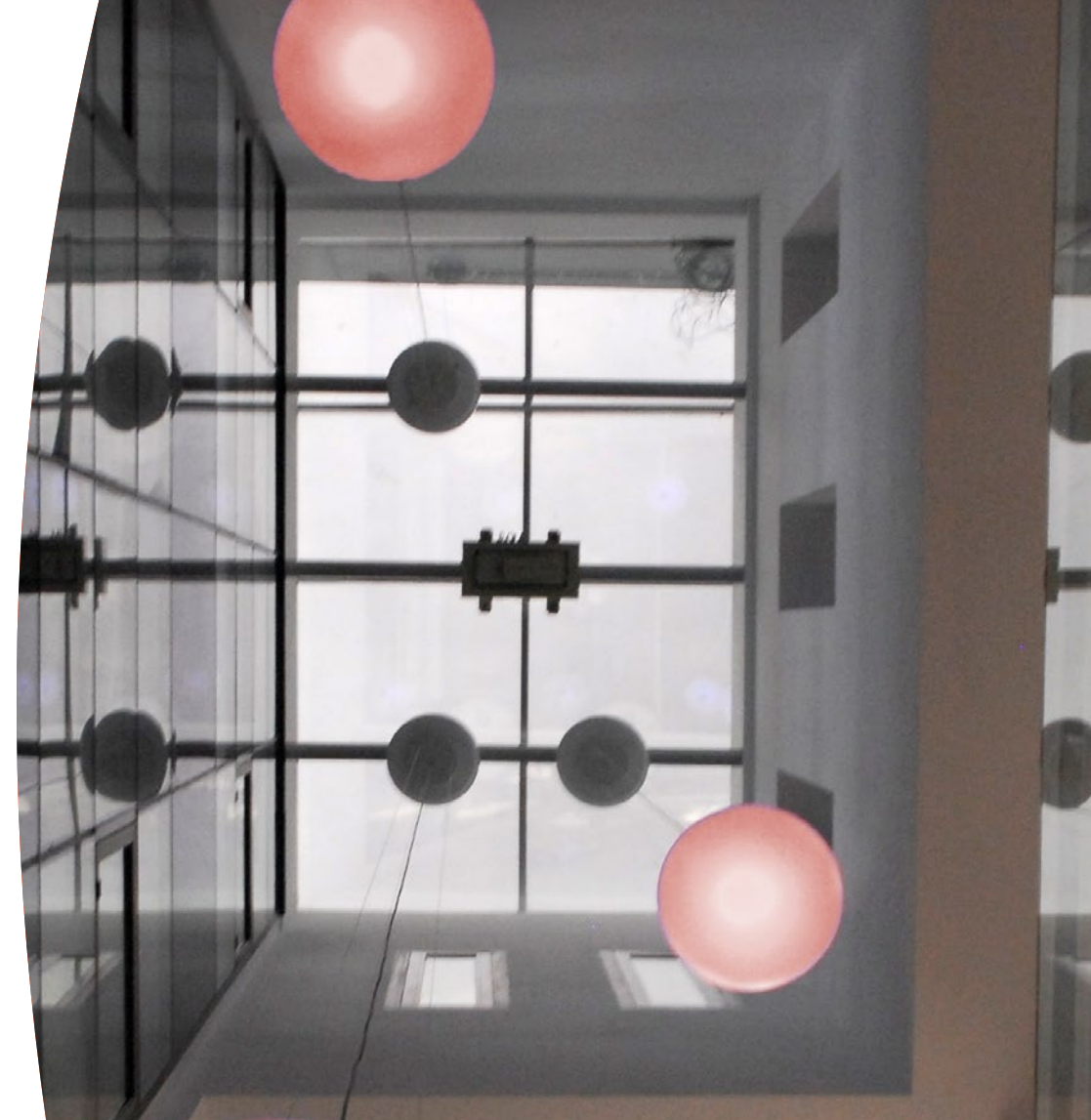
RELIABILITY



COMPARABILITY



PUNCTUALITY





## General Objectives:



### COLLECTION

Comply with the national and international collection budget



### DISTRIBUTION

Achieve the objectives set on amounts withdrawn corresponding to the year of entitlement 2021



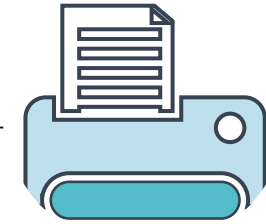
### SATISFACTION

Member satisfaction survey, StreamRights and services of the Relief Aid and Cultural Fund



### TRANSPARENCY

Compliance with the commitments of our Charter of Services and Code of Good Practices. CSR report and implementation of Criminal Compliance



### ENVIRONMENTAL AND SAVING MEASURES

Digitalization and energy saving measures. Zero Paper Project, Normadat

With this report we want to examine AIE's performance in terms of **ESG criteria**, showing the close relationship between sustainability and the organization's strategy. When defining the material topics **(GRI 102-44)**, **AIE carries out an intense job of identifying its economic, environmental and social impacts**, planning its activity based on its five general objectives that affect all of AIE's staff economically, and based on the results obtained **(GRI102-29)**.

**In addition, the entire organization has the objective of complying with all the procedures, adapted and developed in accordance with the AENOR Quality standards, with which we are certified.**

**(GRI 102-46)** The contents of our CSR report have been established **based on the study and comparison of applicable national and international standards**. In addition, a detailed **benchmarking** process has been carried out regarding leading entities from different business fields. Likewise, internal factors of the organization have been taken into account.

And at all times the following factors have been considered:

- Economic, environmental and social impact of our activity.
- Interests and expectations of our stakeholders.
- Basic issues and challenges for the future of the sector.
- Legislation, both national and international regulations.

The information that our stakeholders have sent us through the **usual channels**: member satisfaction surveys, social networks, work climate questionnaire, multidisciplinary corporate social responsibility team and through the RQSA channel. The quantitative data reflected is taken from the **AIE 2021 Activity Report**, as well as from our **website**. **(GRI 102-48)**

## Our Strategic Axis:

(GRI 102-44) Following the lines set by the Board of Directors, the AIE Management Committee draws up the organization's strategic planning based on a detailed study of the reality of the sector, identifying weaknesses, threats, strengths and opportunities (102-15), so that our Corporate Social Responsibility actions respond to each identified impact. At AIE, the risks and opportunities of the context, of the interested parties and of all the Organization's processes were analyzed, establishing actions to address them.

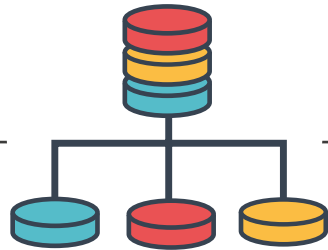
This analysis has influenced the development of the 2021-2023 strategic plan with five main lines of action: Music Fair Rights Collection Plan, International Collection Plan, DAR Improvement, Media Campaign Plan and Music Tonic. All of them duly planned and followed by the Organization's Management Committee.



**PILLAR 1**  
Music Fair Rights Collection



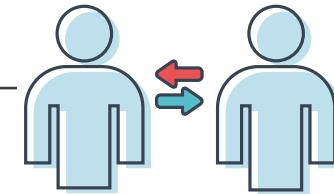
**PILLAR 2**  
International collection plan



**PILLAR 3**  
Improvement of the DAR  
(Administration and Collection Discount)



**PILLAR 4**  
Dissemination plan



**PILLAR 5**  
Music Tonic



## GOOD CORPORATE GOVERNANCE: GOVERNANCE OF THE ORGANIZATION

**A**IE is the Management Entity for the intellectual property rights of Music Performers (102-1, 102-5) and is faithful to its **collective, supportive and democratic non-profit nature**.

**AIE is the home of musicians, an innovative, international and technological organization committed to defending and professionally managing their rights (102-2).**

It focuses its activity on the management and defense of the rights of music artists in Spain, in the rest of Europe, Latin America and the Caribbean, the United States, Asia and in all the countries and regions where copyrights are respected and applied.

Artists' intellectual property. (102-04, 102-6) This makes AIE an International Management Entity (102-3, 102-6, 102-13).

In 1989 it was authorized by the Ministry of Culture of Spain, under whose tutelage it falls, to carry out these functions under the Intellectual Property Law of 1987, contained in the **Consolidated Text of the Intellectual Property Law**, approved by Royal Legislative Decree 1/96, of April 12, and modified for the last time to date by **law 2/2019, of March 1**. (GRI 102-5). AIE accepts as an essential element of its strategy a firm and determined commitment to the **principles** of ethics, **corporate responsibility, transparency** and the best practices of **good corporate governance**.



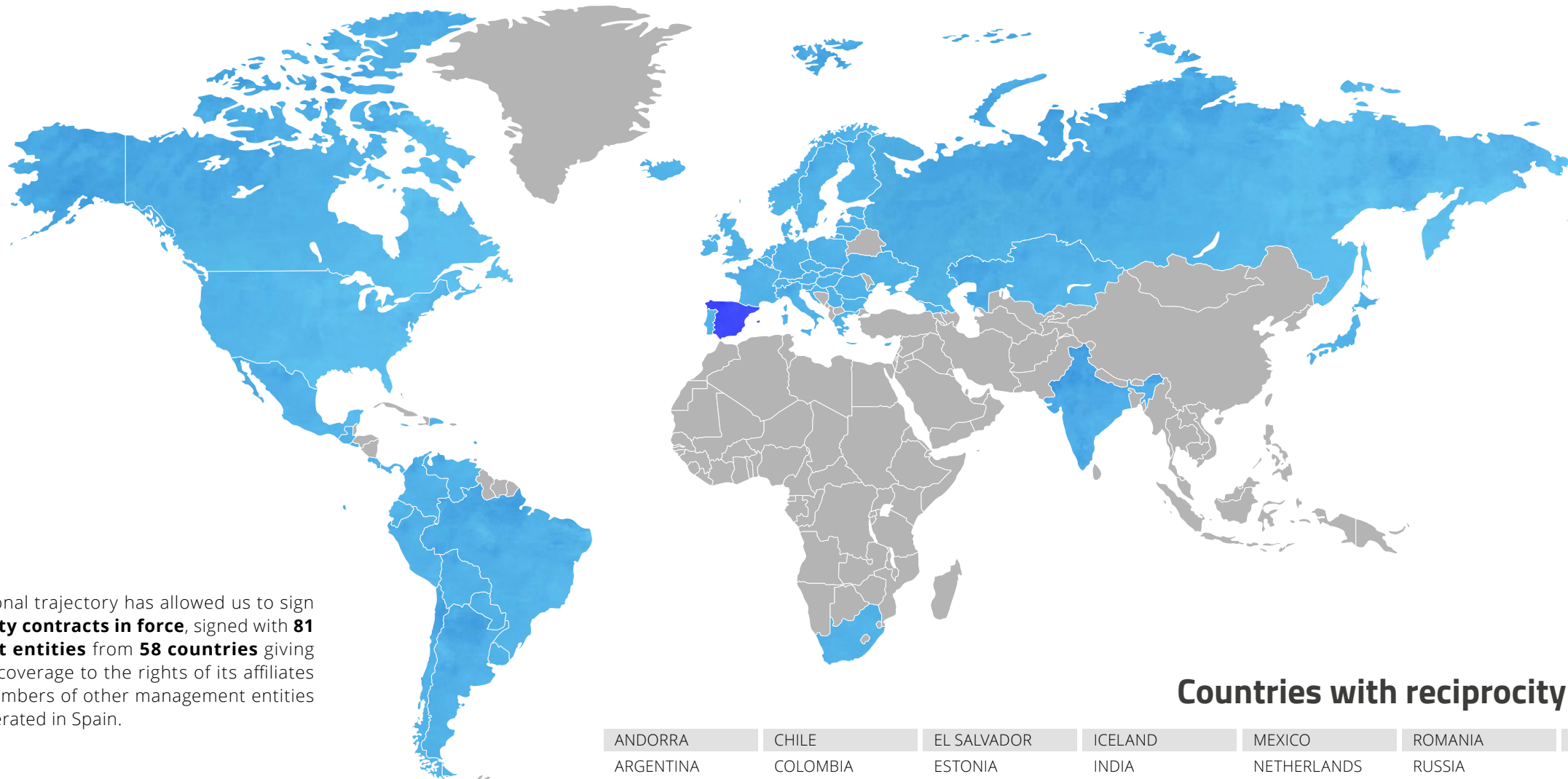
31,948  
AIE MEMBERS



REPERTOIRE OF MORE THAN  
800,000  
ARTISTS

AIE has nearly 32,000 members and manages its intellectual property rights at a national and international level, through the 102 reciprocity contracts in force, signed with 81 management entities from 58 countries, making them effective through **periodic distribution processes** (GRI 102-6)





Our international trajectory has allowed us to sign **102 reciprocity contracts in force**, signed with **81 management entities** from **58 countries** giving international coverage to the rights of its affiliates and to the members of other management entities for rights generated in Spain.

**102**  
RECIPROCITY  
CONTRACTS

**81**  
MANAGEMENT  
ENTITIES

**58**  
COUNTRIES

### Countries with reciprocity contracts

ANDORRA	CHILE	EL SALVADOR	ICELAND	MEXICO	ROMANIA	SWEDEN
ARGENTINA	COLOMBIA	ESTONIA	INDIA	NETHERLANDS	RUSSIA	SWITZERLAND
AUSTRIA	COSTA RICA	FINLAND	IRELAND	NORWAY	SERBIA	UKRAINE
BARBADOS	CROATIA	FRANCE	ITALY	PANAMA	SLOVAK REPUBLIC	UNITED KINGDOM
BELGIUM	CYPRUS	GEORGIA	JAMAICA	PARAGUAY	SLOVENIA	URUGUAY
BOLIVIA	CZECH REPUBLIC	GERMANY	JAPAN	PERU	SOUTH AFRICA	USA
BRAZIL	DENMARK	GREECE	KAZAKHSTAN	POLAND	SOUTH KOREA	VENEZUELA
BULGARIA	DOMINICAN REP.	GUATEMALA	LATVIA	PORTUGAL	CLEAR MAP	
CANADA	ECUADOR	HUNGARY	LITHUANIA	FULL LIST OF RECIPROCITY CONTRACTS		



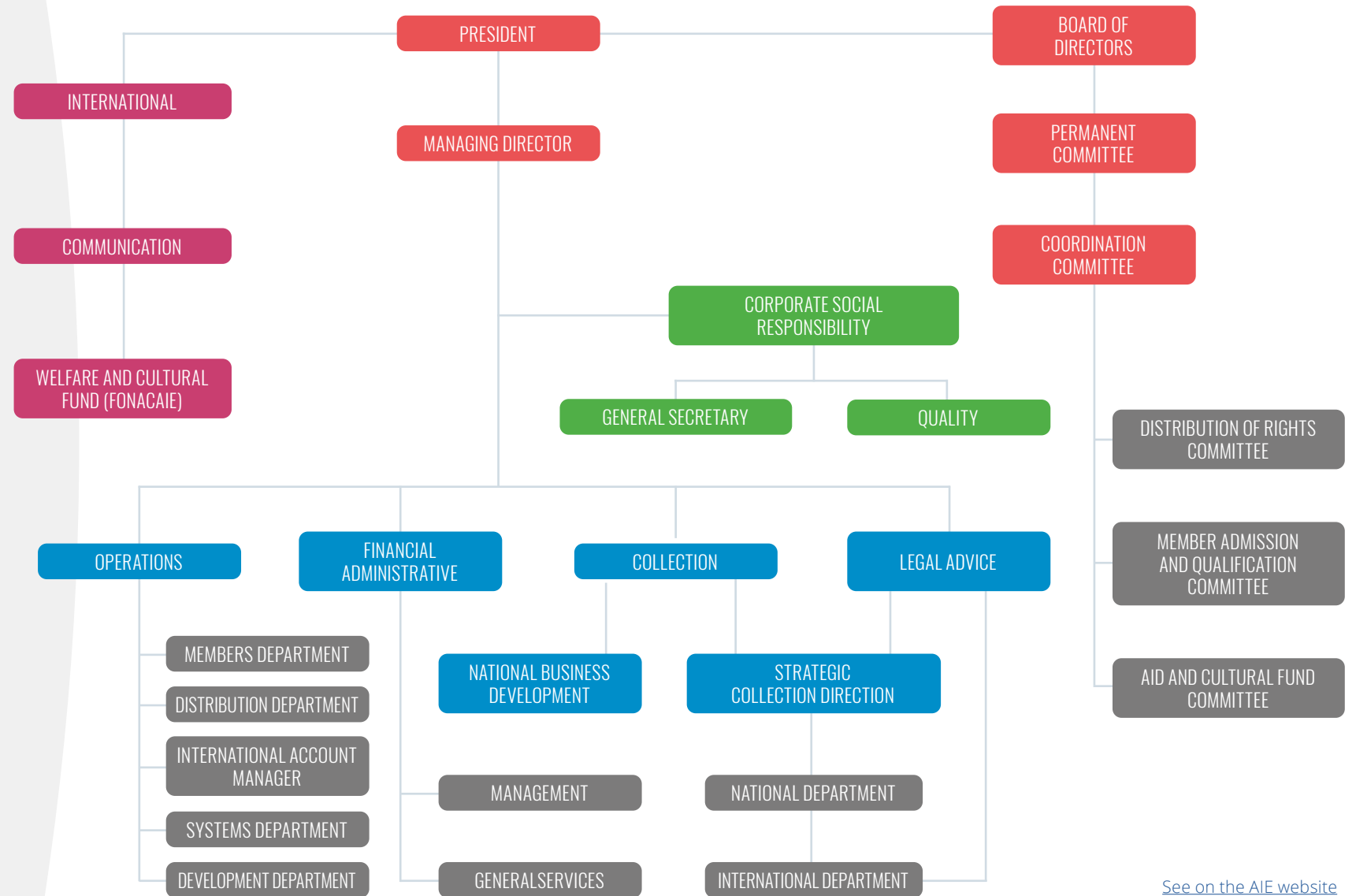
## GOVERNANCE STRUCTURE AT AIE (GRI 102-18)

[AIE has solid and transparent organizational structures that exercise their functions in strict compliance with legislation in force. \(GRI 102-10\)](#)

The government, management and administration of the Entity correspond to the General Assembly of members, the president of the Entity, the Board of Directors, the Permanent Commission, the General Director and the General Secretary. In 2020, the Assembly was held for the election of the members of the **Internal Control Commission**. This is a body that supervises the management of the Entity's governing and administrative bodies. In order to guarantee maximum transparency in the collective management of intellectual property rights, the **Annual Transparency Report**, has been published on AIE website, detailing the financial and management information for the 2021 financial year.

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

The **Board of Directors** is the Entity's governing, management and administration body, it approves and monitors the entity's strategy including economic, environmental and social aspects. It is made up of 25 members (Chairman, three Vice-Chairmen, Secretary and 20 advisers) who are active members of the entity, democratically elected. (GRI 102-22, GRI 102-24, GRI 102-26, GRI 102-27).



[See on the AIE website](#)





The **Permanent Committee's** main task is the continued administration of the Organization and it also in an executive capacity. It is made up of the President of the Company and six members of the Board of Directors.

From an organizational point of view, and for a more efficient operation, the members of the Board of Directors are divided into the following **work committees: [Member Admission and Qualification Committee](#), [Distribution Committee](#) and [Relief Aid and Cultural Fund Committees](#)**. The decisions adopted in these work commissions are submitted, for approval or not, to the **Permanent Committee and the Board of Directors**, in accordance with the provisions of the AIE Statutes. Finally, the **General Secretary** of AIE is in charge of the conservation and custody of all corporate documentation, and has the power to certify all kinds of acts and social agreements.

Our **general director (GRI 102-20), José Luis Sevillano**, oversees the **Management Committee**, heads the organizational, technical and accounting administration of the Organization, in accordance with the decisions of the President and the Permanent Committee. With his management, he integrates and promotes quality and continuous improvement processes that make us an efficient and sustainable organization that professionally addresses the emerging challenges and needs in the sector.

The process of delegation of authority for economic, social and environmental issues is carried out according to AIE's organizational chart. **(GRI 102-19)**.

## MISSION

To collect and distribute with equity, transparency and efficiency the intellectual property rights of musical performers anywhere in the world, through collective management as a means to defend and develop the rights for the exploitation of their fixed performances.

## VISION

AIE is an international company based in Spain that leads the defense of the intellectual property rights of artists, using professional and human resources in a sustainable manner, committed to offering the best management to artists and entities that require their services and they guarantee users of rights access to the fixed performances in an efficient and fair manner.

## VALUES (GRI 102-16)

Our **values** are **honesty, efficiency, transparency and commitment**. Our reference is **responsible work** based on respect for our partners and for the members who are part of AIE.

**Transparency in all operations** represents the main axis to provide trust in all our relationships.

We are fully convinced of what we do and how we do it. We want to transmit that **certainty** abroad, and therefore, to each and every one of our members, affiliates and/or collaborators.



# TECHNOLOGICAL VANGUARD

## TECHNOLOGY IS OUR ALLY

At AIE, **technology is an ally** that enables global connectivity and facilitates the exchange of information in real time, which contributes to **transparency in the processes of identification and distribution of rights**. We the management of AIE support the updating of technological processes as a basis for the sustainability and projection of the company at a national and international level

In order to maintain a high standard of competitiveness, mainly in Europe, AIE has led and has been involved in international artist identification projects (**IPD, International Performers Database**), in international rights exchange platforms (**VRDB, Virtual Recordings Database**). In addition to this, AIE actively participates in the technical, business, legal and database committees of **SCAPR** (Council of Societies for the Collective Management of Artists), of which practically all the management societies in the world are a part.

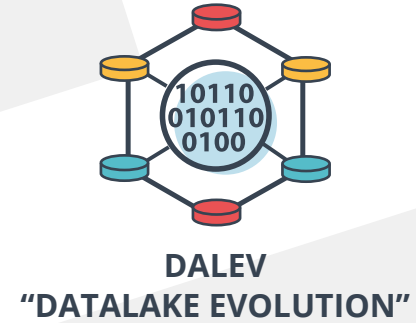
Internally, we maintain an ambitious **Systems Plan** that allows us to continuously improve all our technological platforms, for which we have deployed several projects linked to the funds of the **"Plan Next Generation EU"**, promoted by the Ministry of Culture under the umbrella of the **MANA project, which represents the change towards a new paradigm** that is committed to technology based on cloud computing, artificial intelligence / machine learning, integration by events and APIs.

Internally there are **other notable improvements in our technology:**

- 1. Technological support to FONACAIE:** managed by the Technological Tools Committee.
- 2. Improvements in the membership registration system.**

- 3. Improvements to the SAP application** for the finance department with the reinforcement of **QlikView**, a business intelligence tool (business analysis).
- 4. As a novelty, the AGILE methodology has been introduced, with an innovative approach** applicable to areas such as collection or communication management and which will have its maximum development during 2022.
- 5. The IREA report in PowerBI technology** to provide members with precise information on their income by period, their origin and top actions, among others.
- 6. We continue to expand the AIE Data Lake**, with the delivery of the new Phonogram Distribution engine and automatic identification algorithms based on Machine Learning.
- 7. New Virtual Office**, with the introduction of a powerful search engine for performances already recorded or pending declaration, and a redesign of the user experience to simplify and speed up the declaration, this was starting point for many other improvements planned for 2023.

VIRTUAL OFFICE		
	2019	2020
CONNECTIONS	22,798	34,769
NUMBER OF MEMBERS	10,108	12,837





All **our infrastructure is virtualized**, so that we are able to display it on any device and place. This means that any AIE employee can work anywhere, exactly as if they were at their office workstation. This infrastructure has allowed us to maintain all our activity remotely from the first day of the state of alarm caused by COVID, with the flexibility and efficiency that our partners needed at that time.

We have developed a **Disaster Recovery Plan** that in practice protects us from any catastrophe that could occur at our headquarters as a continuity plan for our systems and services. Technology allows us to be closer to our members around the world. AIE, in its interest in personalizing and optimizing the customer service for all its members, identifies different segments,

offering responses tailored to their specific needs: **StreamRights, Cantera y Ejecutantes TOP.**

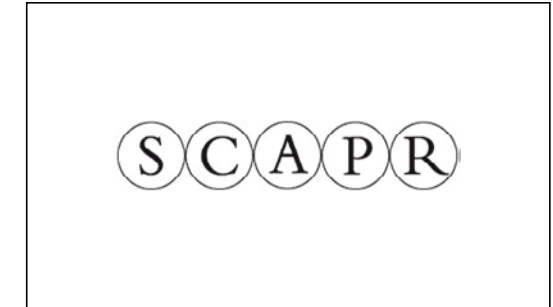
**The vast majority of Latin artists who develop their careers worldwide trust our entity to defend their rights.**

**STREAMRIGHTS** is a service aimed at **members with the greatest international careers** to optimize the collection and management of their rights through other entities at an international level, which is why its technological development is especially powerful, with a **personalized dashboard** and its own **mobile app** to offer optimal monitoring of their activity.

**In 2021, AIE converted its traditional “on-premises” architecture to a mixed structure that combines the aforementioned system with cloud infrastructure through Amazon Web Services and Microsoft Azure.**

(102-13) AIE’s **commitment to technological innovation** as part of our business strategy has allowed us to participate in various international programs.

[PayPerformers campaign. In favor of the right to remuneration for artists on the internet with the support of AIE, FILAIE, FIM and SCAPR.](#)



# TRANSPARENCY

- Fair practices and operations
- Quality
- Service charter
- CSR Committee
- Code of good practices and transparency





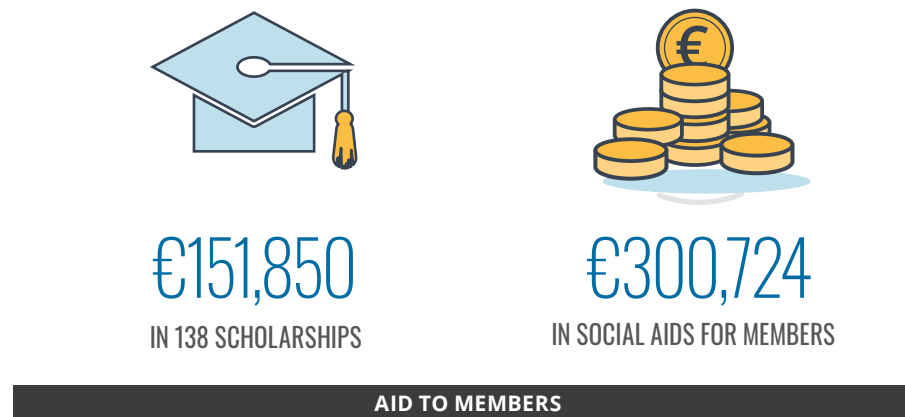
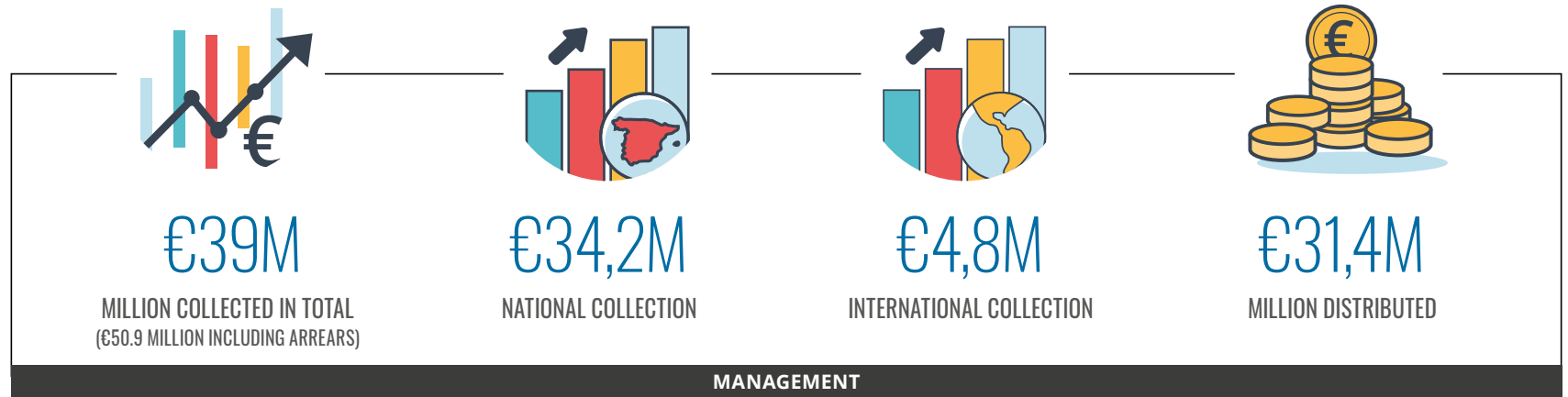
# FAIR PRACTICES AND OPERATIONS

**T**ransparency in all AIE operations is another of our fundamental values since it represents the main axis for providing trust in all our relationships. **The ESG criteria are integrated into our organization's strategic plan**, being present both in regular activities and in those promoted by the employees themselves.

AIE considers **that sincere and straightforward compliance with regulations constitutes an essential requirement of its activity and contributes to good legal, political and social order**. Therefore, it considers that its 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 work continuously on the development of Transparency and Good Practice measures**. AIE makes available to the general public, and to its members in particular, its **annual accounts and audit report for the year**, as well as the administration and collection discount for the last five years, in addition to the **AIE Statutes (GRI 102-45) (GRI 102-7) (GRI 102-12)**.

**At AIE, ESG criteria are part of our beliefs, and we strive to make them present in each of our services**. The sustainability of entities and their business is an area that is gaining more and more importance in business strategies, becoming a term that is increasingly rich in nuances. The constant exposure of companies to the public eye drives many companies to introduce this concept in their strategies in a false way. However, **it is not enough to adopt a slogan, it is necessary to demonstrate coherence by reviewing each strategy and each program to ensure that ESG criteria are present in a cross-cutting manner**.





We have been anticipating the legal mandate by establishing new transparency measures since 2018 that are specified in the preparation and approval in the Assembly of the following policies:

- **General investment policy for rights collected and any other return derived from their investment**, based on the new code of conduct (GRI 102-17) approved by the CNMV.
- **General deduction policy.**
- **Risk control and management policy.**
- **General policy for the use of amounts that cannot be distributed** once the statute of limitations has passed and minimum percentages to allocate to each of the legally established purposes.

(GRI 102-25) In addition, the members of the governing and representative bodies of the management body must make an annual declaration on conflicts of interest to the General Assembly, for examination and consideration. AIE details all its management in its **Transparency Report**, where the balance sheet, the income statement and the **Economic Report for 2021** of the

organization are laid out and approved by the members in the General Assembly. This new report reaffirms our commitment to good governance and transparency in accountability that characterizes us. **All this information is available to members on the AIE website.**

In addition, in compliance with Law 2/2019 of March 1st on Intellectual Property, AIE has had an **Internal Monitoring Committee** since the end of 2020 and which was democratically elected by AIE's members, **exercising supervisory functions over the management** entrusted to the Governing Bodies of AIE and reports annually on the exercise of its powers through **a report that is presented to the General Assembly of members**. It is made up of Miguel Iniesta López (coordinator), Josep Mas i Portet (substitute coordinator), and Rosa Cedrón Fernández (member); all of them complying with the requirements established in article 47 of the organization's Statutes. During the year, they have held regular meetings to ensure that the organization's management complies with the agreements adopted during the General Assembly.



**QUALITY**

**99.94%**

**COMPLIANCE WITH THE SERVICE CHARTER**  
15,493 SERVICES PROVIDED



**9.1/10**  
**MEMBERS' SATISFACTION**

**69 EMPLOYEES**  
**51 OF THEM WOMEN**



**HUMAN RESOURCES**

# QUALITY

AIE has a consolidated Quality System (GRI 102-77) that promotes an approach based on processes of continuous improvement of efficiency in all areas of activity. This way we ensure that our services meet the requirements of our members. In 2021, AENOR carried out the renewal audit of the Quality Management System, verifying compliance with the requirements specified in the UNE-EN ISO 9001:2015 standard and the rest of the audit criteria. In addition to not detecting deviations, **seven strong points** have been highlighted that guarantee the high degree of implementation in our processes.

- Provision of emergency AyudasAIE and increase in provisional distributions, to **respond to the impact caused by COVID-19 among the most vulnerable members.**
- Measures implemented to improve attention service, information provided and services provided to members, reflected in the **high results obtained in the different satisfaction surveys**, as well as in the 476 acknowledgments received (2020).
- **Details of the steps taken and follow-up** of aid applicants with registration forms through the FONACAIE department.
- **Progress of the Digitalization Plan** that has made it possible to adapt to the new needs caused by the pandemic situation both internally and in the interactions of members from different areas (members, FONACAIE...).
- In general, it is worth highlighting the high degree of **compliance with the objectives** established for each of the departments during 2020.
- **Degree of analysis of the risks and opportunities** associated with the organization's processes.
- **High degree of integration between the organization's strategy** and all the lines of action contemplated in the Quality Management System (objectives, process indicators, commitments in service charters, etc.).

In addition to the external Quality audit, AIE has carried out external audits of the annual accounts and distribution processes, reinforced by internal Quality and Transparency audits. **AIE has been certified by AENOR for 20 years**, carrying out annual monitoring and renewing the certificate every 3 years. Since 2018, **all our locations have been included in the scope of the Quality Management System.**



# SERVICE CHARTER

The **AIE Service Charter (GRI 102-17)**, implemented since 2015, **brings** together the **Entity’s list of commitments to ensure quality and transparency in its relationships with members**. It sets the deadlines, dates and other aspects of the services that AIE offers to its members.

The results in 2021 have been **very satisfactory**. During this period, AIE has provided a total of 15,493 services, detecting only

**10 minor incidents**, that is, 0.06% of the total, which have been analyzed in detail and have not required corrective action.

The services cover all requests and assistance aids offered to members for the management of their repertoire, requests for legal and tax advice, requests related to the Assistance and Cultural Fund and the RQSA (Claims, Complaints, Suggestions and Acknowledgments).

# 99.94%

COMPLIANCE WITH THE SERVICE CHARTER IN 2021  
15,493 SERVICES PROVIDED



MANAGEMENT SERVICES	COMMITMENT	INDICATOR	TOTAL	UNFULFILLED	% RESULT
ADMISSION APPLICATION	Start of verification of the documentation provided to process the admission and sending of acknowledgment of receipt, <b>within a maximum period of 5 business days</b> .	Percentage of acknowledgments of receipt of application for admission processed on time.	574	8	98.61%
		Publication on the website of expected dates for admissions during the year.	1	0	100.00%
REPERTOIRE STATEMENT	Recording of the repertoire <b>within a maximum period of 30 calendar days from receipt (15 calendar days online)</b> .	Percentage of repertoire declarations processed on time (manual repertoire in less than 30 days). Publication on the website of expected dates for admissions during the year	8	0	100.00%
		Percentage of repertoire declarations processed on time (online repertoire in less than 15 days).	13,678	0	100.00%
MEMBERS' REQUESTS	Management of requests (changes of personal data, withholding certificate and repertoire listings) <b>within a maximum period of 5 business days</b> .	Percentage of affiliates requests (changes of personal data, Internet passwords, withholding certificate, travel assistance card and repertoire listings) processed within the deadline.	713	1	99.8%
ANNUAL DISTRIBUTION CALENDAR	Publication in the virtual office of members, in the first month of each financial year, of the annual calendar of distributions and compliance with the dates established therein.	Degree of compliance with the deadline established for the publication of the calendar of annual distributions on the AIE website.	1	0	100.00%
		Degree of compliance with the dates established for distributions in the annual calendar published on the AIE website.	1	0	100.00%

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



## CSR COMMITTEE

The **Corporate Social Responsibility Committee** was created in 2013 and is made up of the General Director, the strategic directors of collection and legal advice, financial administration, the president's office, the international and communication departments, operations, the FONACAIE coordinator, the heads of the administration, distribution and members departments and support staff. It meets every two months. The person in charge is the director of Corporate Social Responsibility.

Its **main tasks** are:

- Establishing of a **global plan** in terms of Corporate Governance coordinated with other national and international management entities (EEGG), as a tool for strategic positioning in the sector and with public administrations.
- **Setting out and promoting the adoption of a common framework of good practices and self-regulation** among the EEGGs at the national and international level.
- Improving the **definition of Objectives and Indicators**.
- **Transparency and BPIs**.
- Monitoring of the **Service Charter** and **Code of Good Practices**, carrying out **Transparency audits**.

In addition to these tasks, it **also** performs:

- **Guidance and supervision** of the activities carried out by the Corporate Social Responsibility team.

- **Monitoring and review** of the annual Corporate Social Responsibility report.
- **Promotes awareness actions** to participate in socially responsible projects.
- Promotes the **integration and exchange of good practices** throughout the organisation.
- Promotes the **development of actions proposed by the AIE Staff Activities Committee (CAPA) and corporate volunteer activities** proposed by staff.
- **Monitoring of the employee suggestion box**.
- Participation in the **implementation of Criminal Compliance**.

During 2021, the Crisis Committee, created in 2020 due to the pandemic, has continued to function. Its main objective has been to **ensure compliance with the regulations established by the Government in terms of health and safety issues in the workplace**. We have tried to be especially attentive to compliance with security and preventive measures in relation to capacity and social distancing, paying **special attention to people in high risk groups**. As a result of the above, **AIE has implemented a hybrid model between work in the office and work at home**.



# CODE OF GOOD PRACTICES AND TRANSPARENCY

As we have been showing in the different sections of this Social Responsibility Report, **AIE includes ESG criteria as a guarantee of its real commitment to responsible and respectful work towards our members and other associates that are part of AIE.**

All information relating to the organization's management is available to the public on the website [www.aie.es](http://www.aie.es). Our members also have a **channel to bring submit claims, complaints, suggestions and acknowledgments in the virtual office.** During 2021, AIE managed 73 claims, 8 complaints, 7 suggestions and received a total of 57 acknowledgments related to the treatment and services provided to members.

**TRANSPARENCY IN ALL OPERATIONS IS THE MAIN AXIS FOR PRODUCING TRUST IN ALL OUR RELATIONSHIPS.**

The **Code of Good Practices**, implemented by AIE in 2012 and updated with the modification of the Intellectual Property Law (Law 2/2019, of March 1st), aims to provide the organization with standards and procedures that contribute to reinforcing **AIE's values: honesty, transparency, efficiency and commitment.** In addition, **a specific internal transparency audit** is carried out annually to check that the implemented measures are up to date and that they are working properly. Among other actions, information regarding the management of the entity has been made available to the public on the website, and to members in the Virtual Office. This way, **AIE has fully complied with the obligations established by law.**

Our corporate culture of compliance is very solid, which is why a **Regulatory Compliance Program has been developed** that includes a manual for the prevention of criminal risks and a code of conduct that corresponds to our values,

**CRIMINAL RISKS PREVENTION MANUAL**

**CODE OF CONDUCT**

which allow us to identify hypothetical criminal risks that could affect AIE and the corresponding means of monitoring.

This program reflects our commitment to the principles of ethics, corporate responsibility, transparency and the best practices of good corporate governance.

Our policy of internal control and compliance with applicable regulations guarantees that we have the appropriate mechanisms to support all people directly or indirectly related to AIE in the fulfillment of their obligations and in the development of their activities in accordance with the established regulations in the code of conduct.



In 2015 the new **United Nations 2030 agenda** was approved, in which countries from all over the world expressed their **commitment to the 17 Sustainable Development Goals.** It is a unique participatory agreement, which marks the roadmap to follow at an international level. One more step in our development as a society, opting for an inclusive model that promotes harmony between people and the planet, and that offers prosperity for all.

AIE responds to this international appeal by making the Sustainable Development Goals part of its value chain.



# LABOR PRACTICES AND HUMAN RIGHTS

- › Human capital: people
- › Equal opportunities
- › Diversity
- › Alliances





# HUMAN CAPITAL: PEOPLE

(GRI 102-7, GRI 102,8)

**A**t AIE we have set up a great technical team whose priority is to offer professional services adapted to the emerging needs of the music sector. 2020 was a year marked by a digital acceleration and 2021 has been focused on consolidating our new way of working, with the reinvention of services and the creation of new forms of interaction both with members and among the workers themselves.

**Our staff has the most advanced 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 made in a stimulating environment **supported by a great management team that guides us**, supported **by a leadership style that is committed to a global and collaborative vision**, that promotes teamwork and **inspires workers to place our members at the center of all our activity**.

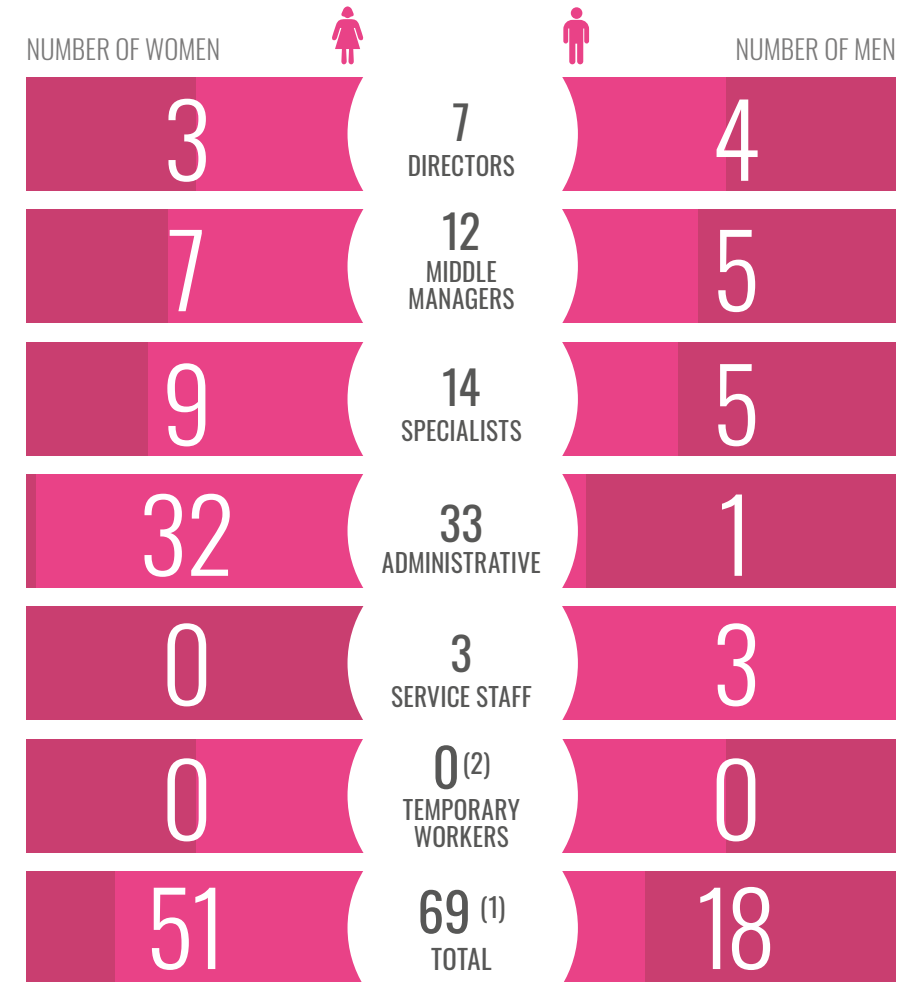
In order for AIE to continue to be a benchmark as a workplace, **the growth and development of its employees is encouraged through a continuous training plan supported by the general management**, highlights of which include:

- After the pandemic we have been able to resume in-person training activities bit by bit, and following all the health recommendations. Although it is true that the online option has been maintained to allow greater participation and flexibility for workers.

- 73 training courses have been given with 378 attendees.
- The satisfaction related to the courses is 8.6 out of 10.

The **training actions** offered to our employees are aimed at improving the way of working and expanding knowledge to offer the best to our members, but also **to create a more cohesive and efficient organization**. Through intradepartmental courses we are aware of the tasks and news of other departments, the achievements of our colleagues and the legal updates that affect our sector. We are aware of the importance of training within organizations, both for the company, through the development **of an organizational culture improving productivity and efficiency, and for employees, increasing their satisfaction and dedication**. That is why continuous training will continue to represent for AIE a fundamental pillar of our way of working.

To optimize the talent and effort of our staff, including our managers, **a Personal Development Plan (PDP) is designed annually, establishing an incentive system based on the achievement of objectives, which are planned based on 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 the remuneration allows amounts of 80%, 100% or 120% to be reached depending on the fulfillment of each objective. **(GRI 102-28, GRI 102-35, GRI 102-36, GRI 102-37, GRI 102-38 and GRI 102-39).**



<sup>(1)</sup> 5 people with reduced working hours

<sup>(2)</sup> In temporary workers, internship contracts have been included



**Motivation and feeling of belonging of our team are essential keys that differentiate us within the sector**, which is why we offer our workers social benefits, **promoting team spirit, teamwork** and the development of cultural activities that encourage **good habits among our staff**.

Since 2016, employees have organized these activities in a participatory manner through a Committee that proposes cultural, family, personal growth and corporate volunteering actions. We are convinced that a **healthy life improves the work capacity of our employees** and, therefore, there is an athletics club and the possibility of going to morning yoga sessions to face each day full of energy.

**AIE wants to continue attracting the highest potential people in the industry:** this means finding new ways to **identify promising talent and recognizing the inherent value that each individual** can bring to the business, developing personalized career **development plans**. More than half of our staff has higher education and all of them are included in our continuous training plan, which makes AIE an organization full of talent. Our organization follows the collective agreement of the Offices sector (**GRI 102-41**).

## STAFF SATISFACTION

Every year we carry out a work environment survey in which our employees' views are requested regarding aspects such as: satisfaction with the job, with colleagues, with the Director of their department, with environmental measures, coordination between locations, etc. We are very proud that 87% of our staff actively participate in this survey, and even more proud of the results obtained each year, as they strengthen our resolve to continue working the way we do.



## EXCEPTIONAL MEASURES DURING COVID-19

Naturally, **AIE has coordinated in detail the adaptation of the way of working of all its departments to adjust to the new circumstances**. From the very first moment, **the technical means to work from home** were made available to all employees, a measure that is still in force. In 2021, a staggered turnaround was begun to avoid crowds in the office, training all employees in labor risk prevention. Of course, special flexibility has been offered to all those people with a pathology, in order to avoid any risk. All the adaptations to the new protocols have meant **important advances in terms of work-life balance** that the workers have considered very favorable, **scoring them 9.1 in the satisfaction survey**.

Some of the measures have included:

- Mandatory tests for the in-person return to the offices
- Specific training on COVID-19
- Creation of a COVID-19 Committee to handle any unforeseen
- Preparation of protocols
- Disinfection of the air conditioning installation
- Supply of gel, masks, litter bins with lids, traffic lights for the use of toilets, disinfectant mats at entrances. etc.





## EQUAL OPPORTUNITIES AND DIVERSITY

We are sensitive to social reality and firm in **our commitment to equal opportunities, diversity and workforce integration. We demonstrate it with facts:** we have created collaboration **alliances with third sector entities** that have been put in practice with the **incorporation of five people with functional diversity in a stable manner in our workforce**, in addition a total of **69 employees of five nationalities** made up AIE in 2021 and 43% of our managers are women. (GRI 102-7, GRI 102-8)

AIE has collaborated in previous years with FAMMA COCEMFE MADRID, receiving trainees from its training and employment program as **RECEPTIONIST AND MANAGEMENT ASSISTANT**. The fantastic experience encourages us to resume new cooperation alliances that continue to enrich us as an organization and as people.

**69 EMPLOYEES**  
**51 OF THEM WOMEN**



**43% OF MANAGERS ARE WOMEN**



Collaboration in AIE with FAMMA COCEMFE

## WORKING INTERNSHIPS

Despite the fact that 2021 has been a very complicated year to carry out in-person internship programs as in previous years, **the commitment has been maintained with all universities nationwide that offer a degree or master's degree related to music management or intellectual property through the signing of agreements.** Over the past year, AIE has had five interns from the Pontifical University of Comillas, the Carlos III University and the Pons Foundation, offering a privileged space to carry out their internships and contributing to the professionalization that the sector needs.

Collaboration agreements for the training of interns:

- 5 interns in the Legal Department from the different universities with which we have agreements.

Universities with which we have collaboration agreements:

- PONS Foundation.
- Comillas Pontifical University.
- Autonomous University of Madrid.
- Carlos III University.
- Complutense University of Madrid.
- University of Alicante.
- COIE/UNED.

AENOR: educational cooperation agreement for internships in the Quality department.

# SOCIAL AND ENVIRONMENTAL COMMITMENT

- ▶ Active participation and community development
- ▶ Environmental performance
- ▶ Stakeholders
- ▶ Materiality







# ACTIVE PARTICIPATION AND COMMUNITY DEVELOPMENT

AIE has a Corporate Social Responsibility Committee created in 2013 promoted by the governing bodies, in which senior management and the different departments actively participate to ensure that a socially responsible culture is present in each of the areas in which we operate.

Our Assistance and Cultural Fund (FONACAIE) is the maximum indicator of our comprehensive commitment to our members, accompanying them at different moments of their professional career through a complete offer of services that are grouped into three fundamental areas:



## SCHOLARSHIPS AND TRAINING

We consider training to be a fundamental pillar and the organization is proud to be able to offer the **BECAIAE program**, for musical studies at leading music schools both in Spain and abroad. **Our professional team advises applicants individually throughout the entire process.** The transparency of the entire process is guaranteed by committees made up of experts from outside the AIE. **In 2021, a total of 138 BECAIAE grants were awarded**, which again represents an investment of **€151,850**. It is a program highly valued by all its participants with an average score of 8.96 out of 10.

This year, in addition, saw the creation of 8 SCHOLARSHIPS for traditional Catalan musical instruments (cobla) at the Conservatori de Girona.

Training is a continuous feature of a musician's career. In 2021 AIE offered 18 **master classes at the Reina Sofía School** as well as **AIE training courses** aimed at our members, supporting them in the professionalization of their activity, thus, responding to the need for training in entrepreneurship and self-management music projects. The 2021 annual programming that could not be carried out due to the limitations of the pandemic, will be rescheduled when conditions allow.

**2021: 138 AIE SCHOLARSHIPS FOR TRAINING or ADDITIONAL MUSIC STUDIES and HIGH SPECIALIZATION. Amount: €151,850**





## PROMOTION OF LIVE MUSIC

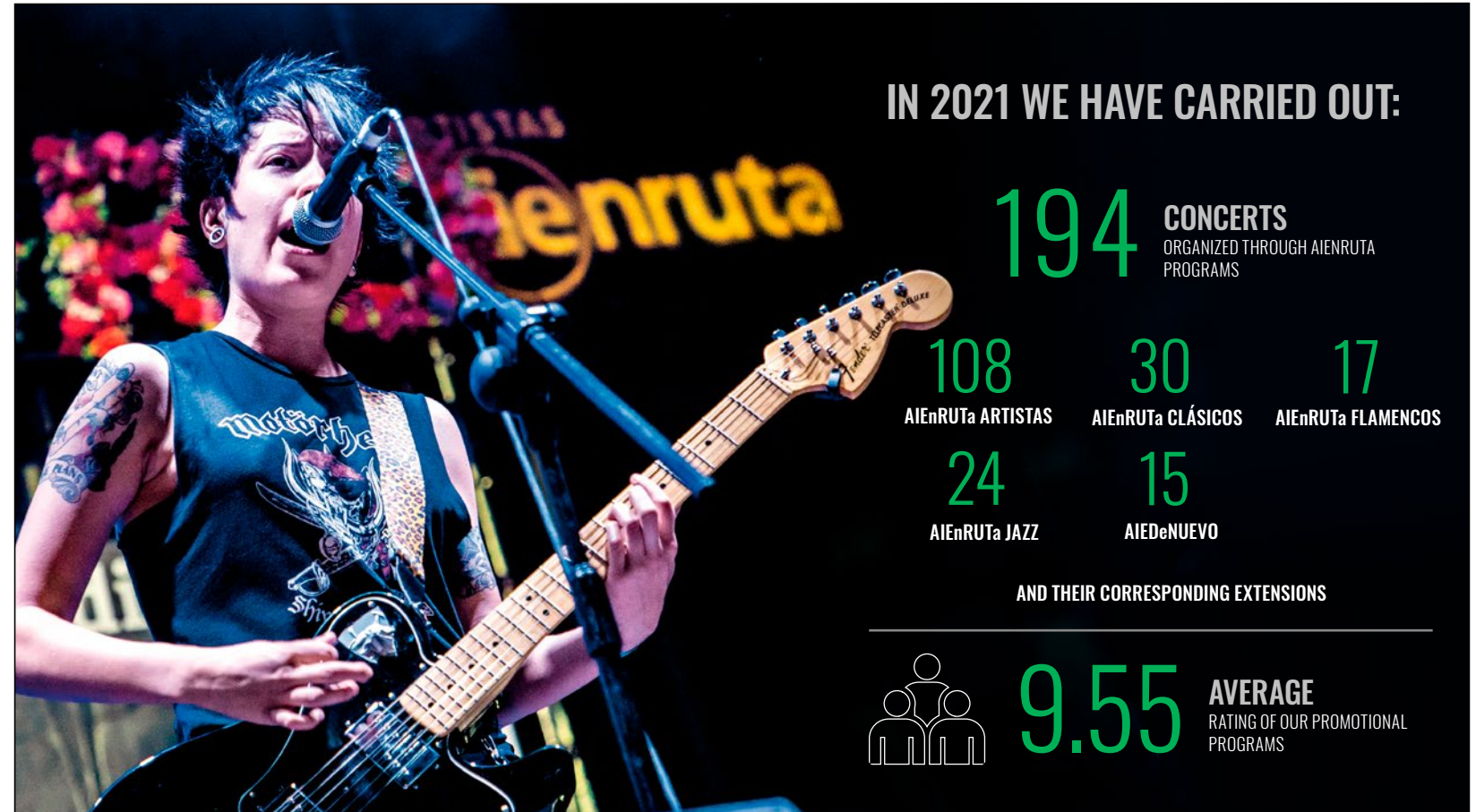
**Live music continues to be the natural channel of expression and promotion for our artists.** That is why at AIE we have been offering for more than 20 years a **careful variety of circuits** where musicians of all genres can perform their repertoire nationally and internationally.

The pandemic has hit live music hard, causing a reduction in the number of concerts on our circuits. In total we have been able to enjoy **194 concerts, in collaboration with the main venues and universities in the country:** Complutense University of Madrid, University of Alcalá de Henares, University of Santiago de Compostela, University of Castilla la Mancha, University of Valladolid, University of Seville, University of Cuenca, etc. Finally, and in our desire to continue taking music to other spaces, we are very proud of the **agreement signed with MADRID DESTINO for the 21 Districts Program** that brings our circuit of AIEnRuta Artistas closer to the cultural centers of the different neighborhoods of Madrid.

Despite the difficult circumstances, **the satisfaction of all our promotional programs continues to obtain very high scores in 2021 that encourage us to continue working along these lines, by and for artists** (AIEnRuta Artistas (9.29), Clásicos (9.96), Flamenco (9.49), Jazz (9.46).

**In its tireless search to offer new opportunities to its members,** since 2020 **AIE has had an agreement with CREASGR,** the Reciprocal Guarantee Society, to access the Covid-19 Culture Liquidity Line and be able **to obtain financing for its artistic projects through bank guarantees,** thus achieving an improvement in the financing conditions of the sector.

We are very proud of our **international cultural alliances.** The careful cultural management carried out by AIE allows us to actively collaborate with the **CERVANTES INSTITUTE,** as well as with **AECID,** making the music of our members cross all borders. In 2021, 10 artists have been able to perform 12 concerts in 8 European countries and the satisfaction with these alliances remains as high (9.6) as that of our live music circuits.





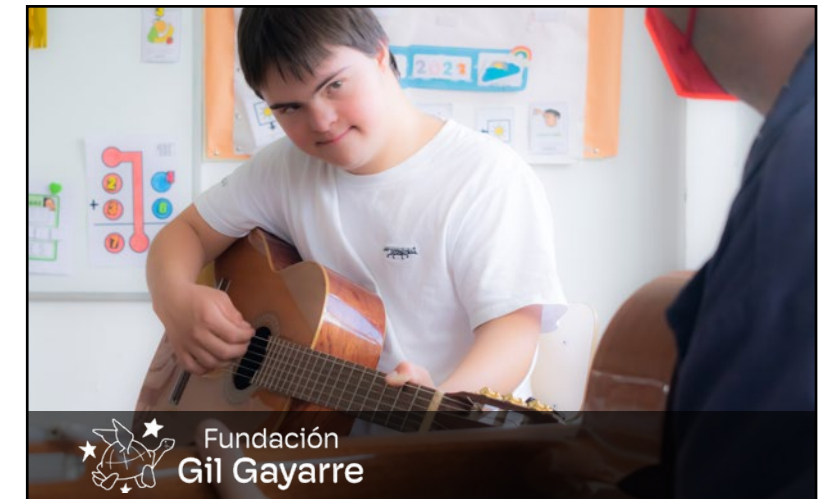
## SOCIAL ASSISTANCE: SOCIAL POLICY

AIE's solidarity commitment has been present in its activity since its inception, beyond the legal requirements. We have developed our own social policy to accompany our members in situations of vulnerability at different stages of their lives. We have designed various services and programs with a triple approach: [preventive, promotional and assistance](#).

In 2021, 211 **Assistance and Contingency Aids** have been granted, which have contributed to alleviating situations of helplessness and social exclusion of our members. In addition, **our information, assessment and guidance service, attended by social workers, has been fundamental** in offering up-to-date information on the different existing social resources. **During 2021, 294 social orientations were resolved** in a confidential and personalized manner, thus **offering comprehensive and quality care to members**.

At AIE we have worked on a raw material of incalculable value: music. Beyond its artistic and cultural value, we are convinced of its incredible potential and its unique qualities as an integrating and cohesive element in the face of cultural and therapeutic differences in the context of disease. That is why through our assistance alliances we bring music closer to those who need it most.

**Assistance alliances** are another of the strong points of our social policy, establishing economic collaboration with various projects in which music shows its full potential. We feel especially proud and excited **knowing that AIE reaches out to society through initiatives such as:**







In addition to the projects described above, AIE has also collaborated with other charitable initiatives so that they can continue their activity, such as the MusicAvanza Association, promoted by professional musicians with acquired brain damage who use music as a tool for social reintegration.

We are looking forward to the pandemic situation stabilizing so that we can once again present the music of our members in initiatives such as World Autism Day, or the “Ponle Freno” solidarity race, the Zurich Malaga Marathon and the “Big Sleep Out” international solidarity event, in collaboration with Atresmedia, sharing our awareness of the important challenges and difficulties faced by many people in our country.

AIE periodically carries out calls for [AIE Grant Activities](#) aimed at external musical projects for the promotion and dissemination of music in its different forms, prioritizing those that benefit the largest possible number of members.



Santero y los Muchachos, the Ponle Freno race - 2019



E-GIPSY at the 10th Zurich Malaga Marathon - 2019



Guillermo Rayo on the Emilio Castelar stage, Ponle Freno race - 2019



Maika Makovski “Big Sleep Out” - 2019



Juanita Banana, the Ponle Freno race - 2019



Depedro “Big Sleep Out” - 2019



Laura Simó during her performance at the concert during the “Big Sleep Out” - 2019



## CORPORATE VOLUNTEERING

Another example of the solidary and highly participatory culture that characterizes us are the activities organized voluntarily by our employees through the AIE Staff Activities Committee: CAPA. In 2021, we maintained the team building activities, adapted to the working-from-home format.

In addition, we are proud to have continued to collaborate in actions of great social impact which were highly enriching as a team, such as the Great Food Collection organized by the Food Bank of Madrid in an online mode, the Christmas gift donation campaigns “No child without toys” and “The Elderly also believe in the Three Wise Men” of Mensajeros de la Paz, the collection of lids in favor of the Spanish Association of Mastocytosis and related diseases or the collection of office supplies in favor of the Dravet Syndrome association. In 2021 we once again gave added value to our employees’ Christmas hampers by commissioning them from MAKRO, a company committed to sustainability and the ESG criteria which, during the pandemic, collaborated with the Spanish Agency for Medicines and Health Products (AEMPS) and the Military Emergency Unit (UME), the Madrid Health Service and the Spanish Federation of Food Banks.



CAPA Corporate Volunteering: Activities Committee for AIE Employees



Donation of toys in favor of Mensajeros de la Paz

Commitment to the impeccable performance of our core activity: the management of intellectual property rights.

BRINGING MUSIC CLOSER TO CITIZENS: Development of other complementary activities, framed in our social policy to contribute to social progress, supported by the great value that music and culture have as raw material for the development of people and communities.



Collection of office supplies



Lids collection



# “OUR ECO CONSCIOUSNESS”: ENVIRONMENTAL PERFORMANCE

**Our planet is showing signs of exhaustion.** At AIE we are convinced that all organizations can, and must, contribute to sustainable development and protection of the environment, regardless of the activity we carry out.

The tasks that we perform at AIE are mainly administrative, so fortunately, the negative impact on the environment is very low. However, we are determined to leave as small a footprint as possible and, for this reason, **our eco-awareness is reflected in the entity’s objectives (GRI 300), so that our staff share this commitment.**

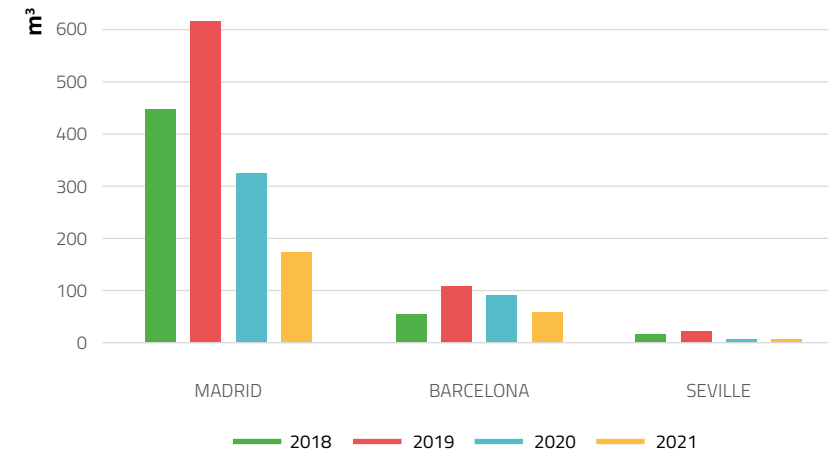
We are sure that taking care of the details helps to make a difference, and that is why our environmental performance focuses on two fundamental aspects:

## 1. PREVENTING AND MONITORING NEGATIVE IMPACTS ON THE ENVIRONMENT

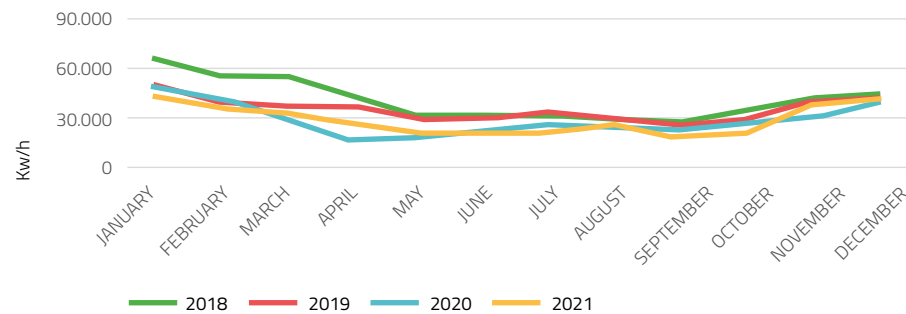
The main environmental performance indicators associated with our activity are related **o consumption of energy, water and equipment and/or office supplies, as well as waste treatment.** We systematically carry out **checks on all consumption in order to carry out our activity in the most sustainable and efficient way, minimizing our impact on the environment.**

- With regards to **energy consumption (GRI 302)**, the organization has a General Services department that guarantees proper maintenance of the facilities.

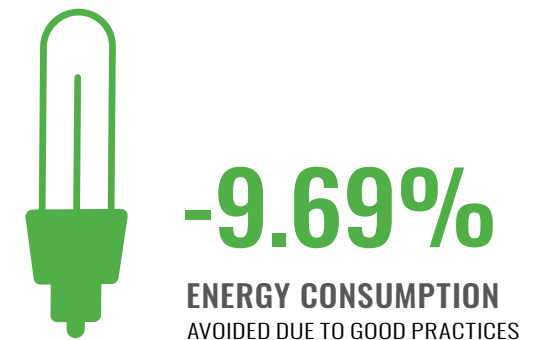
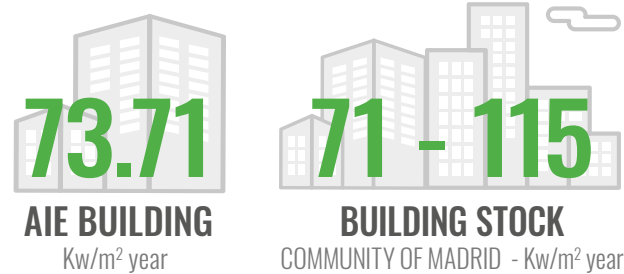
Water consumption at our facilities



Annual electricity consumption



Energy consumption per built area (Kw/m² year)





- In addition, different measures have been implemented that favor **energy efficiency** and **responsible consumption** and, therefore, help us **reduce the emission of pollutants into the atmosphere (GRI 305.5)**: offices at each change of season, diagnosis of the energy efficiency of our facilities and work teams, thermal insulation of the different offices, etc.

In line with our commitment to reducing energy consumption as much as possible, different initiatives have been launched since 2018, such as carrying out an **energy audit**, which allowed us to curb a trend of growing consumption, avoiding 22.01% of spending in 2020 (excluding the 3 months of lockdown, in which the offices remained closed, and taking into account that only 30% of the workforce went to the office daily). Following the recommendations of the energy auditors, **in 2021 it has been possible to reduce consumption by 9.69% over the forecast made at the beginning of the year.**

Additionally, the result of the audit positioned us very favorably within the comparison with the Building Stock of the Community of Madrid. Even so, there is always room for improvement, **which is why LED lighting is used in all our locations**, as an alternative to fluorescent lamps. This measure allows a significant reduction in energy consumption (GRI 302.4), **up to 50%** compared to conventional fluorescent bulbs, and, in addition, quadruples the useful life of lighting equipment (30,000 hours for LEDs vs. 8,000 for the fluorescent ones) **with the consequent reduction special waste generated in our facilities.**

- **Water consumption** at our offices is used for the maintenance of the facilities and for consumption. We continue to make changes that allow us to adjust consumption, such as the gradual replacement of double-loading cisterns in the sinks or the installation of activation sensors for taps.

In 2020, due to the situation caused by COVID-19, we disabled the fountains for water consumption, which has caused a slight reduction in consumption that has been maintained during 2021.



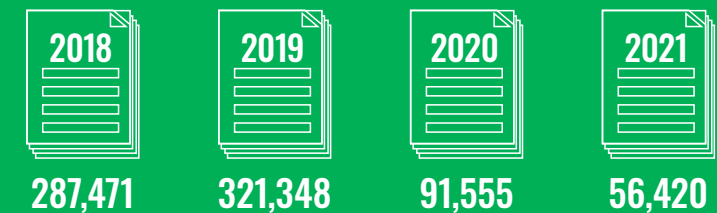
- Another aspect of great importance is the **consumption of materials** necessary in order to properly carry out our activities (GRI 301-1). Due to our administrative activity, the main consumption we have is paper and toner for printing. Therefore, the use of recycled paper is prioritized and, if this is not possible, we use white paper from responsible manufacturing sources.

Furthermore, every year, **we review our processes in order to implement improvements that help us reduce the use of paper and printing in our internal procedures**, emphasizing the importance of avoiding unnecessary printing, prioritizing double-sided and black and white printing, reusing sheets printed on one side, etc.

AIE has decided to implement an ambitious **“Zero paper”** project in order to digitalize practically all of our processes. This project, which will be carried out progressively over the next few years, began in 2020 with the modification of several of the organization’s fundamental processes:

- **Electronic voting in our General and Legislative Assemblies**, where not only does it avoid wasting a huge amount of paper, but it has also streamlined processes for our members.
- **Automation of calls for General and Legislative Assemblies** via email, allowing a reduction of up to 540,000 paper print-outs.
- **Online application for BECASAIE** that the entity offers every year to the most talented young people to continue training in the musical field.
- Elimination of the paper version of the **Activities Report**, maintaining its **digital version** through the AIE website, allowing us to save more than 28,000 paper copies.
- **Online Application for Affiliation as an AIE member**, implements, among other measures, an integrated digital signature system and a new documentation back-office, which minimizes the use of paper. **After a year using this affiliation system, it has been possible to avoid the consumption of approximately 532 kg of paper, which would have meant cutting-down 13 trees, a water consumption of 316,939 l. and an energy consumption of 1,549 MW.**

**Total AIE Print-outs:**

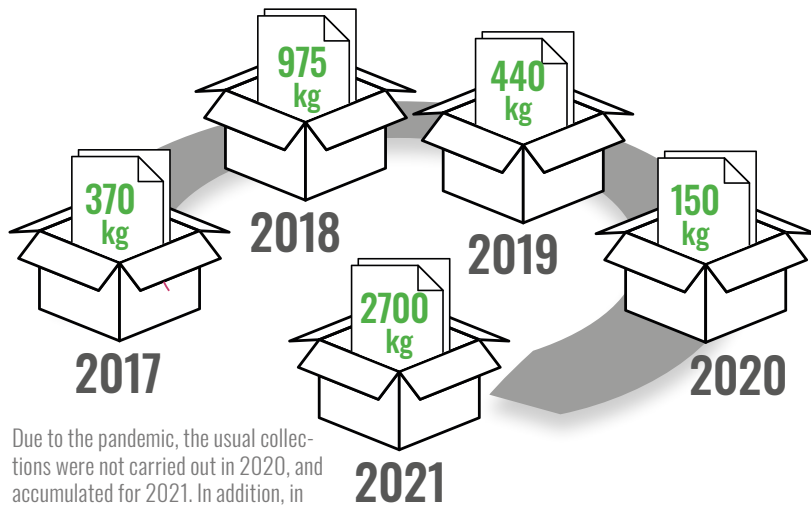


Little by little, our goal of Zero Paper and our ECO awareness are entering the organization, **achieving a reduction of 82.44% compared to 2019 and 38.38% compared to 2020.**



## WASTE MANAGEMENT

Our commitment to responsible management extends to all aspects of our activity, which is why we have the means to properly manage all the waste we generate at our three locations. Since paper consumption is one of our main environmental aspects, we have the support of an external company with which we carry out proper management of used paper, achieving a high volume of recycling.



Due to the pandemic, the usual collections were not carried out in 2020, and accumulated for 2021. In addition, in parallel to the Zero Paper project, we delved into the cleaning of files.

Thanks to the agreement with **ECOEMBES**, we have bins, correctly identified for each type of waste (paper, packaging and organic), which allow all our staff to correctly separate recycling.

**Nor do we forget the special waste that is generated** in our offices, facilitating the **selective collection** of toners, batteries, fluorescent lamps, hygienic containers, etc. We promote the reuse of computer and electronic material used in the facilities, through a company that collects the equipment, destroys the information contained in the hard drives in a certified manner, and performs the recycling and recovery of raw materials.

Aware that **the best waste is the one that is not produced**, in all our offices we are **eliminating single-use plastics**, distributing glass bottles and cups to our employees made by the Juan XXIII Roncalli Foundation through its social and labor inclusion program for people with intellectual disabilities

In addition, at our offices in Seville, a water filtering system has been installed. With the osmosis source, the consumption of bottled water for daily use is eliminated, also facilitating higher quality water, by reducing chlorine, balancing the pH and mineralizing tap water.

### PROMOTE A CULTURE OF ENVIRONMENTAL SUSTAINABILITY.

For our environmental commitment to achieving the desired results, it is necessary to have the **involvement of our staff, our members and our suppliers:**

- a) **All our staff** take on personal responsibility for reducing consumption and waste generation in the daily tasks of the organization. The environmental objectives are promoted by the governing bodies and shared by all members of staff with measures such as the incorporation of 100% compostable and biodegradable items for use by employees in the dining room, as a continuation of the initiative to use glass bottles and ceramic mugs.



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

Furthermore, aware of the problem of **global warming**, caused mainly by the use of fossil fuels, at AIE we **promote the use of public transport**, as well as **electric and non-polluting vehicles**, facilitating parking for bicycles, and making available three electric car charging bays.



Together with the strategic measures designed by the management team, we are always attentive to new **proposals for improvement in environmental matters**, and we take advantage of different channels ([GRI 102-21](#) and [GRI 102-43](#)) to receive **suggestions and innovative ideas**: such as our annual questionnaire on employee satisfaction or the suggestion box on the organization's internal website.

Through the proposals received in this suggestion box, and the blogs on social responsibility that the organization publishes periodically, we ensure that participation in this area is circular, from the company to the workers and from the workers to the company, so that opinions, initiatives and ideas on environmental issues and awareness are shared, such as corporate volunteering actions or the publication of internal blogs on good environmental practices and information on the UN Sustainable Development Goals.

**b) Our members:** Every year we publish our Activities Report with the desire to inform all our members the achievements and activities that we carry out. [Our Report is available to all members in digital format through the AIE website](#) as well as the Virtual Office. In addition, those members who do not wish to receive any type of communication on paper can request it. We also have set up an online mailbox to receive all their comments and proposals to improve our environmental performance.

**c) Our alliances:** At AIE we believe that sustainability should be a commitment shared by all ([GRI 102-29](#), [GRI 102-31](#), [GRI 102-9](#)), and in order to promote it we consider it essential to create alliances with entities and suppliers that we feel are as involved as us with regards to the protection of the environment.



For this reason, we try to prioritize those that are environmentally committed: certified in an Environmental Management System according to the UNE-EN ISO 14001 standard or those that offer products with eco-labels (produced based on ecological criteria) or electrical and electronic equipment with high energy efficiency.

Our **AIE Staff Activities Committee** develops **corporate volunteering initiatives of an environmental nature** that strengthen our **commitment**



**to sustainability and environmental protection and help us feed our eco-awareness.**

Since 2016 **we have collaborated with different corporate volunteer projects on the collection and recycling of plastic lids**. We are currently collaborating with the [Spanish Association of Mastocytosis and Related Diseases](#), (AEDM, which promotes research into the disease and the development of patient care. In 2021 our staff contributed almost 40kg of lids.

On another note, since 2018 our staff have participated in a project to collect and recycle used writing material, in favor of the [Dravet Syndrome Foundation](#).





# OUR PURPOSE: STAKEHOLDERS AND MATERIAL ISSUES

Our good reputation within the sector, together with the transparency of our processes, constitute the most important assets we have. We are very clear about our purpose: **AIE is the home of musicians, an innovative, international, and technological organization committed to defending and professionally managing their rights.** We strive to go beyond economic results and legal obligations, taking on ethical and environmental commitments with our stakeholders. At AIE we consider ourselves **honest ESG agents**, since we act **following a set of values and principles that are shared by all our employees and which inspire our identity.**

At AIE we identify and analyze the areas of our activity that can generate positive or negative impacts, delving into them. (GRI 102-46), (GRI 102-43) To prepare this report we have **applied the stakeholder reporting methodology**, consisting of identifying the needs and demands of our stakeholders (through different channels), prioritizing (according to their relevance and substance) and responding (establishing the necessary resources and measures).

In this way we have defined our **material topics** (GRI 102-47) and we have been able to identify our relevant **stakeholders** (GRI 102-40). The effect of the pandemic has made us revise and reinforce our efforts in aspects such as:

- Digitalization and eco awareness.
- Occupational health and safety, and welfare.
- Initiatives with social impact.







**RELEVANT STAKEHOLDERS: (GRI 102-40)**

- Members/customers/users
- Allies, collaborators, and suppliers
- Society/environment
- Professional teams
- Public administrations and regulatory bodies

We want to continue taking care of our business in order to continue growing in a sustainable way and this means **nurturing a real dialogue and actively listening to our interlocutors**, which is why we have established **various participation channels** for each of them (GRI 102-21):

**MEMBERS/CUSTOMERS:** AIE has offices in Madrid, Barcelona and Seville, which gives us a decentralized character in the attention to our members throughout the national territory. We put at their disposal updated information on our website and virtual office, social networks, activities report, in addition to a careful system of RQSA (Claims, Complaints, Suggestions and Acknowledgments).

**USERS:** Personalized attention (telephone, postal mail, email), provision of all the information necessary for the regularization of rights, active participation in forums, seminars and multisectoral meetings to expose the reality of IP and listen to the demands that fall on our sector.

	2019	2020	2021	SERVICE CHARTER
VISITS TO OUR FACILITIES	1,290	*	*	ALL PROCEDURES RESOLVED ON TIME AND COMPLYING WITH OUR SERVICE CHARTER
SENT SURVEYS	2,884	3,797	2,581	
CLAIMS	33	70	73	
COMPLAINTS	4	21	8	
SUGGESTIONS	8	15	7	
ACKNOWLEDGMENTS	64	476**	57	
QUERIES IN THE VIRTUAL OFFICE	434	???	639	

**VIRTUAL OFFICE:** service and communication channel, a complementary element to customer service, from a 24/7 digital environment.

**ALLIES AND COLLABORATORS:** Alliances with other entities at a national level (OCR, VUD, Instituto Cervantes...) and internationally (SCAPR, AEPO ARTIS, FILAIE, etc...). We work on the exchange of information on good practices with other entities and on the signing of collaboration framework agreements.

**SOCIETY/ENVIRONMENT:** Active participation in multisectoral forums and meetings to discuss the reality of IP and listen to the demands that fall on our sector. Press releases. Calls for scholarships in the press and specialized magazines.

**PROFESSIONAL TEAM:** Departmental and team meetings. General meetings to monitor overall objectives. Work climate survey (annual). Employee portal with departmental blogs. PDP (seen in the HR section). Annual strategic meeting of the management team.

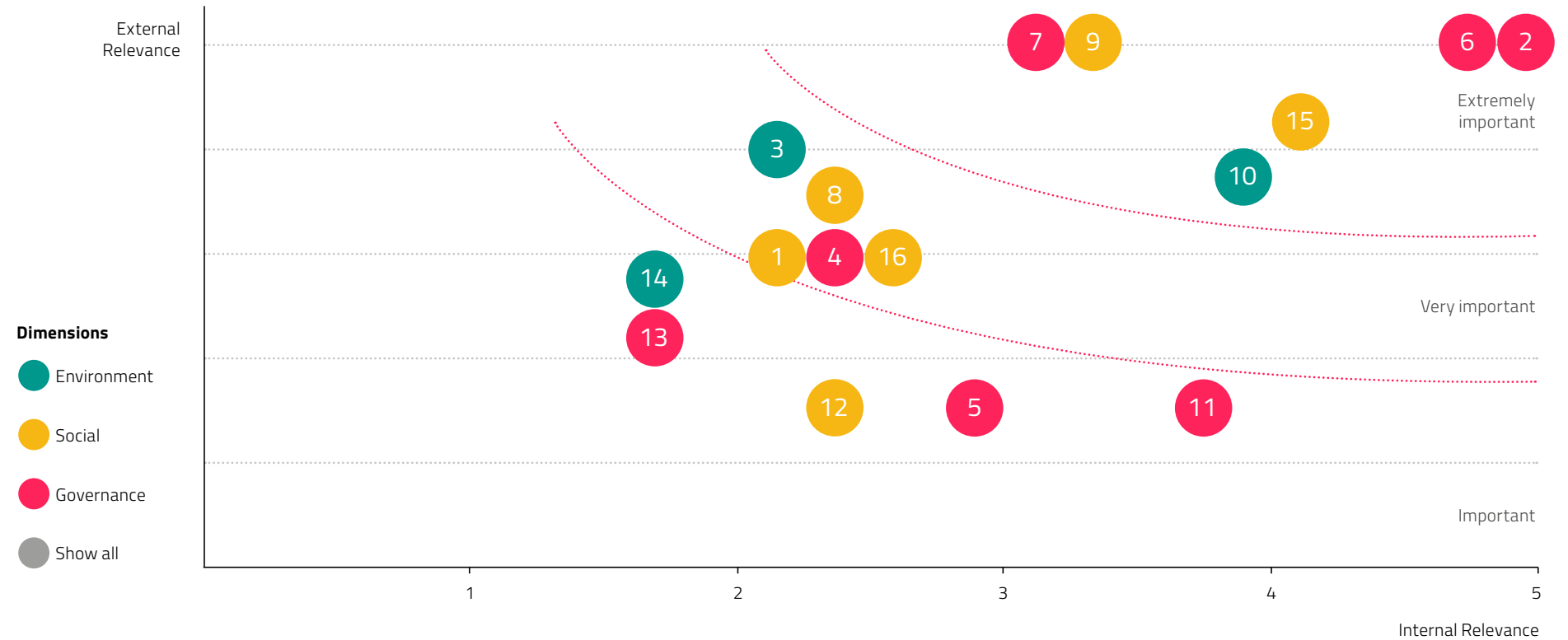
**PUBLIC ADMINISTRATIONS AND BODIES:** Music Table, ADEPI... legislative initiatives... international European Parliament. Coordination with Ministries and Regional Governments.



# MATERIALITY

The evaluation of the most significant aspects to be included in this report has been established considering the size of the SME - an entity with less than 100 employees, its activity and its impact on an economic, social and environmental level.

To determine materiality, both external factors (such as the national and international legislative framework, risks, impacts, etc.) and internal factors (expectations of stakeholders, management system, objectives, skills, etc.) have been taken into account, from the entire business cycle, to then prioritize based on our values and purpose as an organization.



MATERIAL TOPICS		
EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT
2 Activities within the regulatory framework	3 Innovation and efficiency	14 Digitalization eco awareness
6 Rigorous distribution	8 Defense and development of rights	13 Stability and communication
9 Fair rates	16 Occupational safety, health and labor wellbeing	12 Human resources policy. Work-life balance and flexibility
7 Transparency	1 Social co-responsibility	5 Solvency
15 Initiatives with social impact (COVID-19)	4 Sustainable alliances	11 Relevant information for decision making
10 Efficient management, cost savings	SHOW ALL	



# ANNEXES

› Follow-up GRI Points





# FOLLOW-UP GRI POINTS

Epigraph of the GRI	GRI Requirements Outline	Chapter	Section	Notes
<b>GENERAL DISCLOSURES</b>				
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 Chapter 3	Fair practices and operations 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	
<b>STRATEGY</b>				
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
<b>ETHICS AND INTEGRITY</b>				
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	
<b>GOVERNANCE</b>				
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 <a href="#">RISK CONTROL AND MANAGEMENT POLICY</a>

## FOLLOW-UP GRI POINTS

Epigraph of the GRI	GRI Requirements Outline	Chapter	Section	Notes
<b>GOVERNANCE</b>				
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	
<b>STAKEHOLDER ENGAGEMENT</b>				
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
<b>REPORTING PRACTICES</b>				
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	
<b>ECONOMY</b>				
200	Transparency	Chapter 2		

## FOLLOW-UP GRI POINTS

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



## Corporate Social Responsibility

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