



Dear readers,

It is a pleasure to address all of you for another year to present Kao Chemicals Europe's performance in non-financial information throughout 2020, an exercise full of challenges, which we have successfully overcome thanks to the unconditional work of our team and the collaboration of our stakeholders.

2020 has been an unprecedented challenge worldwide for humanity, which has affected us and continues to affect us in all areas of life: personal, family, social and economic, and whose consequences are, even today, unpredictable.

It is at times like this when we value even more the relevance of the 'Kao Way', as well as the values and principles inherent in the philosophy of the Kao Group.

The circumstances experienced in all the companies of the KCE group have highlighted the importance of these values and the effort that has meant adapting against the clock to this new reality to ensure the activity of the company, considered as an essential service.

Our priority has been and is at all times to ensure the safety and health of our

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staff and our employees, as well as to give a quick response to those sectors of society that, because of their involvement in the health crisis or their vulnerability, have been seriously affected.

As a result of the materiality analysis carried out, and following the methodology established by our parent company, Kao Corporation, the essential aspects of this report are focused on the areas of Ethics and Compliance, Climate Change and Energy Efficiency, Circular Economy and Waste Management, pollution reduction, occupational health and safety and contingency plan for emergencies or natural disasters.

However, Kao's commitment is invariable over time, which is why in 2020 we have continued our actions to contribute to sustainable development, carefully taking care of the conservation of the environment and the safety of people, with the conviction that we will be able to overcome this complex moment, in close cooperation with our stakeholders.

Daisuke Hamada, [President of KCE](#)