

- Improve communication with vulnerable groups, particularly the elderly or those with limited access to digital resources, recommending alternative channels such as certified mail for notifying customers of significant matters.

i) **Average payment period to suppliers**

The information required by the Second Final Provision of Law 31/2014, of 3 December, is detailed below:

	2025	2024
	Days	Days
Average payment period to suppliers*	25.19	26.18
Ratio of transactions paid*	25.20	25.86
Ratio of transactions pending payment*	24.79	32.77

	Amount	Amount
	(thousand euro)	(thousand euro)
Total payments made	355,516	322,842
Total payments pending	13,566	15,666

(*) When data is presented in parentheses, it refers to a negative amount. This represents either a payment speed that is, on average, faster than the maximum payment period established by law, or that pending payments are, on average, at a stage prior to said maximum period.

	2025	2024
Invoices (number)	Days	Days
Invoices paid within the legal limit	57,754	86,540
Percentage of total invoices	55.42%	78.39%
Total invoices	104,218	110,392

	Amount	Amount
Amount (thousand euro)	(thousand euro)	(thousand euro)
Monetary volume within legal limit	253,808	278,482
Percentage of total monetary payments	68.76%	82.38%
Total monetary value of invoices	369,097	338,033

The data presented in the tables above regarding the average payment period to suppliers refers to entities that, by their nature, are trade creditors for debts with suppliers of goods and services, excluding claims payments in 2025 and 2024.

The term "Average Payment Period to Suppliers" refers to the time elapsed until payment or the delay in the settlement of trade debt. This period is calculated as the sum of the ratio of transactions paid multiplied by the total amount of payments made, plus the ratio of transactions pending payment multiplied by the total amount of outstanding payments, divided by the sum of the total amount of payments made and the total amount of outstanding payments.

The ratio of transactions paid is calculated as a quotient where the numerator is the sum of the products of the amounts paid multiplied by the number of payment days (the difference between the calendar days elapsed from the end of the maximum legal payment period until the actual payment of the transaction) and the denominator is the total amount of payments made.

Similarly, the ratio of transactions pending payment is the quotient where the numerator is the sum of the products of the outstanding amounts multiplied by the number of days pending (the difference between the calendar days elapsed from the end of the maximum legal payment period until the closing date of the consolidated annual accounts) and the denominator is the total amount of outstanding payments.

In September 2022, Law 18/2022 amended the third additional provision regarding the duty to disclose information contained in Law 15/2010, which in turn amended Law 3/2004 establishing measures to combat late payments in commercial transactions. This