



If we had to describe this 2020 with one word, that would no doubt be **"pandemic"**.

**March, the 11th 2020** was an unprecedented day in our company: for the safety of our employees, we all started working from home. That very Sunday, March the 15th, the Spanish Government declared a nationwide State of Alarm, which was extended for several weeks.

Despite uncertainty, our top priority has been, from the beginning, to protect everybody's health and, for this reason we have always implemented all the necessary safety measures, going beyond the authorities' recommendations. One of Innova's values is commitment, in this case "Commitment with our employees and their families' health, with our customers and society as a whole" **Ignacio Barahona**.

In January 2021 many are still working remotely since infection figures are much above a desirable level. We have worked to maintain our activity from the distance and the whole company has responded with caution and responsibility.

At the same time, we have made an effort for everybody to be close despite distance: we have redoubled communication both corporate and between managers and their teams.

A different year 2021 is before us, but we are ready and motivated to keep on improving the service offered to our customers, fostering our employees' careers, forging long-lasting alliances and bridging gaps between us. Besides, we hope the return to the office is not so far away.

*"At Innova we face the future with **strength** and **optimism** from the beginning. "This kind of situations make us come out of them stronger and more eager to keep on evolving and adapting to new contexts" **César L. Hernando**.*

