

Entertainment Solutions (ES) Communication on Progress (COP) - UN Global Compact 2022

Zaragoza, March 30th 2023

To our stakeholders:

Fiscal Year 2022 closes in Entertainment Solutions with a growing figure towards pre-pandemic results. Process redesign and digitalization was a must in Hospitality Sector, and we took the right decision supporting those experts that were asking for disruptive tools in the cloud. Accelerating ZAFIRO architecture redesign and development in record time in the AWS Cloud was the right approach.

ZAFIRO Ecosystem in AWS Cloud was ready to welcome guests during the year and developing new functionalities to be deployed ad hoc. A number of global companies were also exploring the concept to align corporate vision with local insights: disruptive tailor-made proposals for the guest covering global expectations, at the same time local values were at their disposal.

A new deployment of 16.000 ZAFIRO Cast rooms in the cloud was ready during this year. A national paradigm was ready at the beginning of summer, to provide Hospitality Sector a proof of concept for 6.000 rooms spread all over a country. Etc. Etc. Etc. From these **105.000 rooms in 60 countries** deployment, ZAFIRO cares of digital solutions, protect our closest environment and offer our vision to the rest of the global teams.

We keep our A leading position in international Duns & Bradstreet Comprehensive Report. ES Management Team minimized the Risk of Business Failure with the highest Financial Strength, best in class in Hospitality Sector. ES has been a leader in technology, in diversity and in social commitment, ever since the very first IPTV deployment in that European hotel in 2007.

Thanks to our commitment and key resources that leaded the migration, ZAFIRO Ecosystem in AWS Cloud is ready: **ZAFIRO TV, Mobile, Cast, WiFi**, together with a complete proposal of modular functionality focusing on **Digital Signage, Channels, OnDemand, Sales, Guest, Staff, Integrations**, etc.

It's ES contribution to Digitalization, the 7th Commitment raised in the 75 Anniversary UN Reports.

We would like to thank again to everyone, to our suppliers, to our customers, and especially to our team. ZAFIRO, that Hospitality Interactive Platform is now widely deployed in more than 60 countries. Our IPTV service points in key references allow people to experience a better place (available in Hotels, Hospitals and Corporations). This is all down to: connectivity; availability of services; information access; plus management and customer orientation.

To further commit with the strength of the spirit of UN Global Compact in our company, we identified UN GC as the key inspiration for our company behaviour and we have been further working under this paradigm since the very first UN COP ES 2014 Report: In this FY2022, **ENTERTAINMENT SOLUTIONS** formerly renews our ongoing commitment to its principles and asks you as Stakeholder to proactively support the Global Compact initiative. A corporate deployment of **ZAFIRO Ecosystem in AWS Cloud** is the proof of concept in a country, ready to explode new models at international level.

Please let us also inform you about **ES** efforts to implement the principles of the United Nations (UN) Global Compact in our company; to describe some practical actions; and to give a measurement of outcomes (or expected outcomes if still on-going) in each of the four issue areas: human rights, labour, environment, and anti-corruption. If possible, **ES** trends to qualify for the advanced criteria:

- Implementing the 10 Principles into Strategies & Operations.
- Support with our company products a couple of Sustainable Development Goals: education (4), gender equality (5), industry, innovation & infrastructure (9) and climate action (13).
- Taking Action in Support of Broader UN Goals and Issues.
- Corporate Sustainability Governance and Leadership.
- Let me also take the opportunity of this letter to kindly ask you all for UN GC broader support and use it as a communication vehicle to deliver the **ES** Awareness. It would be very useful for **ES** Team if you could deliver further feedback on these topics.

1. ES Awareness: ILO support and suppliers' engagement to address labour challenges.

ES supports the ILO standards and obey national labour law, respect principles of the relevant international labour standards in company operations worldwide and engage in dialogue with **ES** employees. Please note that **ES** would consider a key criteria in the Supplier Qualification process an inclusion of reference to the principles contained in the relevant international labour standards, both in contracts with suppliers and other relevant business partners.

2. ES Awareness: Environment commitment to customers and suppliers.

Please note that **ES** company policy on environmental management is to deliver products that help our customers to save environmental costs thanks to process optimization (papers, energy...), and also track the energy mix of our suppliers to reduce CO₂ emissions during our operations.

* **CUSTOMERS:** Could you please make a quick exercise within your organizations to understand just the paper cost savings thanks to the Interactive Platform usage for one year? And if you extend it to the 10 years window that you would get advantage of your upgraded Interactive Solutions? Huge, right? It would be a pleasure for ES Team to implement your suggestions in new functionalities to protect our 2050 world.

* **SUPPLIERS:** ES would study and consider environmental standards or proactive initiatives in contracts with suppliers and other relevant business partners.

3. ES Awareness: Anti-Corruption commitment to business partners and employees.

Please note that **ES** is a zero-tolerance of corruption company. We strongly believe in sustainable behaviours and would not support any issue detected in this area. There are already internal procedures & checks to reinforce this anti-corruption commitment. **INTERNAL:** Please note that any possible issue detected internally **MUST** be escalated to the Management Board, in order to take the appropriate actions. Board of Directors would go further, to further improve training for employees, internal checks and balances to ensure consistency.

EXTERNAL: **ES** strongly encourages business partners to implement anti-corruption commitments and let us also know if any issue is detected, or a best approach could be implemented.

4. ES Awareness: UN Goals support in specific projects in Hospitality Sector.

Please note that **ES** would be glad to participate in any specific project that supports UN Goals, and strongly encourages key players to find the opportunity to demonstrate Hospitality Sector's potential in this area. Hope we could help also to cope with digital strategies with **ZAFIRO Ecosystem in AWS**.

We are willing to travel and to find a safe and clean place to rest, where a smile welcomes you, no matter who you are or where you are coming from. Hospitality Sector supports this vision during the last 500 years during a long trip, a short visit... And this time, is recovering from another hard scenario, too. Let's highlight a couple of messages in the UN 75 Anniversary reports:

"Across the world, respondents of all origins, genders and age groups, are remarkably unified in their fears and hopes for the future".

"Hard work towards Universal Access to Digital Tec, equitable shift to digital and online education".

Thanks again for your support and confidence in our team and solutions,



Mr. Miguel Mora Marín
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ENTERTAINMENT SOLUTIONS, S.L

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