

March 30th, 2023
Secretary-General
United Nations
New York, NY 10017, USA

Dear Mr. ANTÓNIO GUTERRES,

I am pleased to confirm that **ENTERTAINMENT SOLUTIONS** supports the ten principles of the Global Compact on human rights, labor, environment, and anti-corruption. With this philosophy, **ES** has maintained its global business and is planning to be back to pre-pandemic figures, step by step. Thanks to a strong team commitment, functional redesign of IPTV code towards new architectures and successful deployments in Hospitality: **ZAFIRO Ecosystem in AWS Cloud** is available.

ES Team accelerated ZAFIRO development and pilots to support Hospitality Sector recovery plans. Thanks to our customers needs and lessons, transparent and open feedback, their new digital processes are available. We took advantage of our deep experience in previous developments to support this massive redesign. Codes that started from scratch were ready in record time, available for different environments across Sectors, to reach as maximum people as possible. This is ES contribution to **Digitalization, the 7th Commitment** raised in the 75 Anniversary UN Reports.

With this communication, we express our intent to continue our commitment and further implementation of those principles. We are committed to making the Global Compact and its principles part of the strategy, culture, and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. **ENTERTAINMENT SOLUTIONS** is a zero-tolerance of corruption company: **ES** makes a clear statement.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles and support any specialized UN Global Compact issue platform that our company may join later. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the Global Compact, and annually thereafter according to the Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the Global Compact and renewing our ongoing commitment to the initiative and its principles.
- A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption).
- A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

Sincerely yours,



Entertainment Solutions
ES

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Mr. Miguel Mora
Founder & CEO



ES Annual Report 2022

Date: 31 March 2023

Revisión: V1.5

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Financial highlights & ZAFIRO Cloud insights

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.



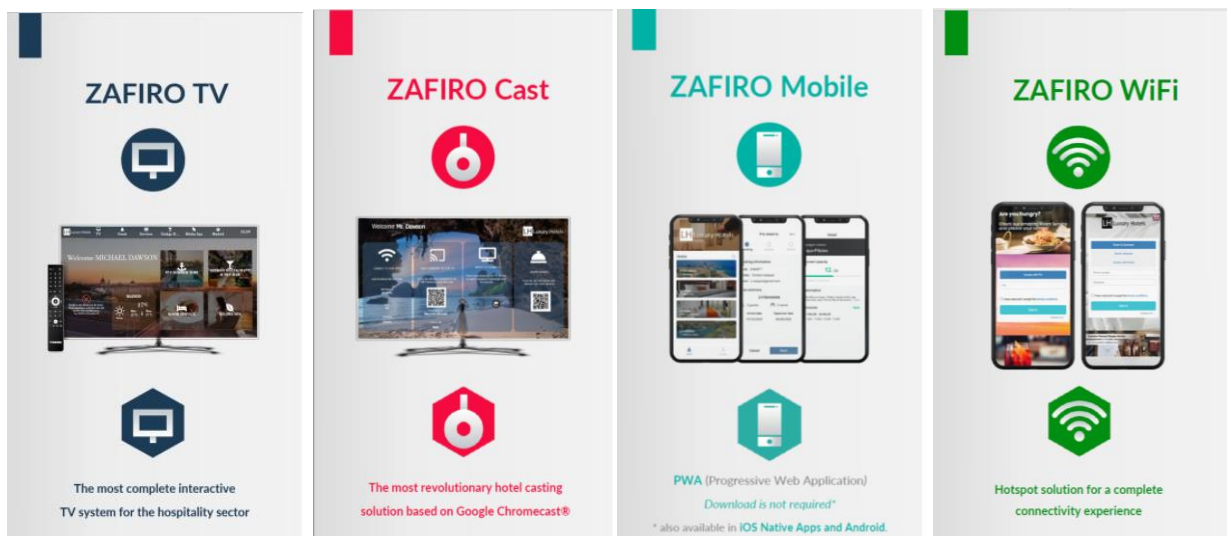
We keep our A leading position in international Duns & Bradstreet Comprehensive Report. ES Management Team minimized the Risk of Business Failure with the highest Financial Strength, best in class in Hospitality Sector. ES has been a leader in technology, in diversity and in social commitment, ever since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

Thanks to **ES Team** strong commitment and internal procedures, ZAFIRO evolves to support Hospitality customers in their digitalization path, Hotels and Hospitals teams serving population, together towards 2030 and 2050 global challenges and aligned with **UN Sustainability Development Goals**, please visit:
<http://www.unglobalcompact.org/what-is-gc/participants/77371>



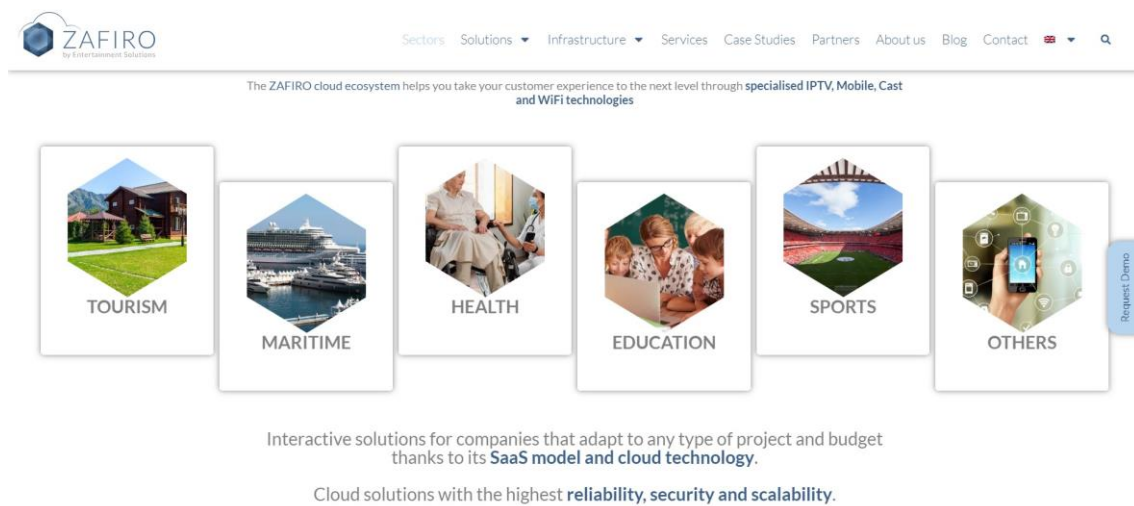
Thanks to our commitment and key resources that led the migration, **ZAFIRO Ecosystem in AWS Cloud** is ready: **ZAFIRO TV, Mobile, Cast, WiFi**, together with a complete proposal of modular functionality focusing on **Digital Signage, Channels, OnDemand, Sales, Guest, Staff, Integrations**, etc.

Click on the icons and enjoy your new ideas!



Additional CEO insights to stakeholders

ZAFIRO Ecosystem in AWS Cloud is ready to support next wave of challenges: **ZAFIRO TV, Mobile, Cast, WiFi** and a combination of functionalities like **Digital Signage, Channels, OnDemand, Sales, Guest, Staff, Integrations**, etc. are now available in the Cloud. In order to serve your teams' ideas and new processes, we tried to deliver as soon as possible a key OTT platform, we thought technology should be positioned as a global tool for key players in the Hospitality Sector. And a number of sectors that could benefit from the lessons learnt and pilot their new digital processes and medium-term vision.



The ZAFIRO cloud ecosystem helps you take your customer experience to the next level through specialised IPTV, Mobile, Cast and WiFi technologies

TOURISM MARITIME HEALTH EDUCATION SPORTS OTHERS

Interactive solutions for companies that adapt to any type of project and budget thanks to its SaaS model and cloud technology.

Cloud solutions with the highest reliability, security and scalability.



Our solutions integrate with leading hotel management systems (PMS), HSI/A, assets, home automation, keys, content, CAS, DRM and many more.

INTEGRABLE KEY ON HAND Premium MAINTENANCE

ORACLE OPERA TMS HOTELS protel SHOT AVALON prestige

Newhotel Software winhotel ACIHOTEL AMONRA ubikos MEWS

ASTRO tesipro IHI timon icotel NOMADIX

Meraki aruba ASSA ABLOY SALTO TESA CRESTRON

bittell NGTlife AMADEUS smartvel

verimatrix Active Directory 365 Calendar B-maTIC EPSON

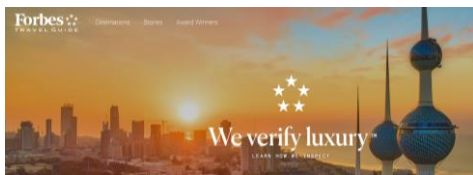
ES corporate strategy works on partnerships confidence and customer intimacy during this period, too. This policy traditionally leads into a growing number of integrations, and we are proud of external recognition to our customers and partners.

Our very best success, is to hear from a successful profit after a year of hard work at our customers. This means that ZAFIRO was the paper and the pencil that enables their teams to draw a winning picture, a great idea, a useful guest proposal.

From the awarded customers, like Royalton Luxury Resorts in Cuba (LUXlife Magazine), BLESS Collection Hotels in Spain (Luxury Lifestyle Awards), Sofitel Athens Airport (Best Venue for Product Launch), The Hotel Five Flowers & Spa Formentera (CaixaBank Hotels & Tourism),...

... To the global population protection during 2020 COVID pandemic issue and the recovery plans that came after. Hospitality Sector showed their highest commitment and professionalism. ES team response was migrating ZAFIRO to the cloud, developing the next wave of functionalities towards global challenges: ZAFIRO Ecosystem in AWS Cloud is ready... and happy to further develop!

... In 2022 we are especially proud of our customers' success and international awards: Meliá Hotels International as the highest rating in the global travel industry in the S&P Global Corporate Sustainability Assessment (CSA) 2022; BLESS Collection Hotels awarded by "Diamante de la Excelencia a la Hostelería" of the Luxury Spain Association to Palladium Hotel; Re Think Hotel Awards in Spain to four hotels of Grupo Barceló; Readers Choice Award to Best All-Inclusive Hotel Chain & Customer Service - Royalton Luxury Resorts, U.S. News and World Report 25 Best All-Inclusive Resorts in Punta Cana and 25 Best Hotels in Punta Cana to Royalton, TripAdvisor Travellers' Choice Awards to five Sunwing by Blue Diamond Resorts; etc.



... In 2021 congratulations to Meliá Hotel Group as "Top Employer" by Universum in Spain, Mexico and Dominican Republic; Meliá as a Top Company and its CEO Gabriel Escarrer as a Top Leader in Merco Ranking, Barceló Hotel Group (Top Company in Merco and World's Leading Hotel Management Company 2021 at World Travel Awards), Palladium Hotel Group (Traveler's Choice Award by Tripadvisor, "Turismo Responsable y Sostenible" at FITUR), Royalton Riviera Cancun (Condé Nast Traveler's at Readers' Choice), etc.

... In 2020 Palladium Hotel Group (Traveler's Choice Award by Tripadvisor), VP Plaza España ("Best of the Best" Prize), Barceló Hotel Group (nomination at the World Travel Awards), IHG (Green Hotel Chain of the Year by Finder Green Awards), Blue Diamond Resorts (Gold Sustainability by Green Globe in a couple of properties), Mason Pattaya (Innovative Architecture by Iconic Awards), etc.

... In 2019 Iberostar Group "Wave of Change" (International Travel & Tourism Award), BLESS Collection Hotels Madrid (National Geographic Traveler's Big Sleep Awards), Only YOU Hotels and Meliá Hotels International (Premio Hotels Tourism CaixaBank Baleares), etc.

... In 2018 Gran Meliá Palacio de los Duques (Best Heritage Hotel in Europe) and ME Milano Il Duca (Best City Hotel in Italy, both by International Hotel), The Royal Suites Yucatán (Best Entertainment by Crystal Apple), Gran Hotel Miramar (Best Luxury Hotel by Spain Luxury Hotel), etc.

... In 2017 Sofitel Athens (Guest Review by Booking), Banyan Tree Vabbinfaru (Luxury Eco Friendly Resort by Luxury Travel Guide), Hard Rock Hotel Tenerife (Best Thematic Hotel in Spain by La Razón), etc.



I am pleased to confirm that **ENTERTAINMENT SOLUTIONS** supports the ten principles of the **UN Global Compact** on human rights, labour, environment and anti-corruption. We continue our commitment and further implement those principles. We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative project which advance the broader development goals of the **United Nations**, particularly the **Sustainable Development Goals**. **ENTERTAINMENT SOLUTIONS** has zero-tolerance of corporate corruption. **ES** makes a clear statement. I would personally appreciate your continuous effort to keep this outstanding company spirit in the breaking point, supporting our customers, and further explore new sectors to deploy our knowledge and styling, to cope with massive deployments of high tech. I have the strong feeling that open collaboration frames would lead us to contribute to long term goals in our Society.

Best of luck for all of us to achieve new 2030 challenges,



Mr. Miguel Mora Marín
Founder & CEO, authorised signature
Entertainment Solutions, S.L.

I MANAGEMENT REPORT

ES position and technical milestones to support Hospitality business.

IT means change management. High Tech means vision, long term objectives and challenges. IPTV was a disruptive technology, and now, it's ready in AWS Cloud. We worked really close to the IT & Hospitality communities to develop ZAFIRO Ecosystem. Do you remember Y2K re-coding effort towards a couple or three datacentres in the world, disaster recovery plans and our strongest fears? Now, a global network of 96 AWS data processing nodes is built with the highest reliability standards; optic and satellite links transforming communications paradigm. This is about confidence, hard work and team spirit across sectors.

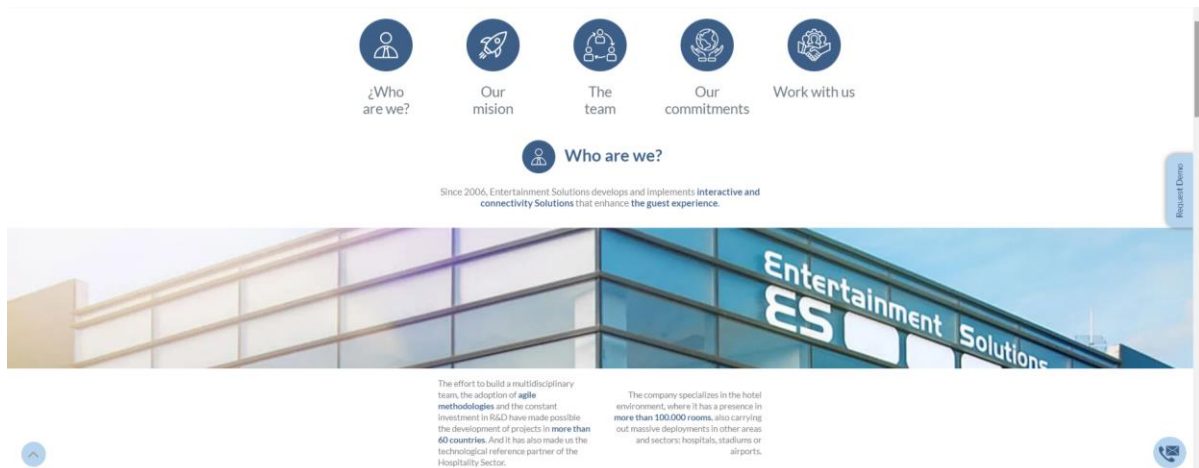
ZAFIRO by Entertainment Solutions		
Year	Schedule of disruptive milestones in the sector	First reference
2007	We are the first to launch an interactive TV system for hotels and hospitals with IPTV, the first in the sector, therefore 100% over IP .	Hotel Oasis Talavera, APR 2008.
2009	We launched a WiFi access solution through a captive portal through the interactive TV system, and Kiosk integration with means of payment.	Hospital Sanitas La Zarzuela, MAR 2010.
2010	We are pioneers in developing a 24x7 Channel Recording IP solution.	Royal House - La Zarzuela Palace, DEC 2010.
2011	We completed our first Cloud approach, allowing our systems to be served remotely from Hosting .	Hard Rock Hotel Panamá Megapolis, APR 2012.
2012	We develop a streaming encryption solution in real time .	Baltic Sar Hotel, JUL 2013.
2013	We incorporate Digital Signage functionalities for common areas, without the need for specific hardware in addition to the interactive TV system itself.	Royalton Punta Cana Resort & Casino, DEC 2013
2014	We incorporate the functionality of Streaming from mobile devices to TV (content sharing) through our STBs.	Hard Rock Hotel & Casino Punta Cana, DEC 2014.
2015	We launched a Mobile interface to access all the features of the interactive TV system from guests' mobile devices.	Sofitel Athens Airport Hotel, JUL 2015.
2016	We started working with the Google Chromecast as a possible alternative to the content sharing functionality of our STBs.	Royalton Saint Lucia Resort, FEB 2017.
2017	We arbitrate the option of Multiproperty setups with several nearby hotels running on the same systems.	Hotel Puerta América, MAR 2018.
2018	We are pioneers in launching a streaming solution from a mobile device over Chromecast for hospitality.	
2019	We incorporated a WiFi Cloud captive portal solution on OVH to replace the existing one through the interactive TV system.	
2020	We started the comprehensive refactoring of all our solutions under a pure Cloud architecture on AWS .	
2021	We passed our business model to a SaaS philosophy as a prelude to the progressive move to Cloud of all solutions.	
2021	We relaunched ZAFIRO Mobile already in the Cloud as a PWA or as a native Loyalty App.	Ailla SCBD Jakarta, FEB 2021.
2021	We relaunched ZAFIRO Cast and ZAFIRO Guest already in the Cloud , being pioneers in offering a purely Cloud streaming solution over Chromecast .	Kimpton Koh Samui, DEC 2021.
2022	We carried out the first massive Deployment of a complete hotel chain , with ZAFIRO Cast, Guest and WiFi.	Paradores de Turismo, 97 hotels from FEB till JUN 2022.
2022	We completed the development on the Google Chromecast with Google TV making it a compatible player of our platform.	
2023	We relaunched ZAFIRO TV already in the Cloud , being the first to offer a purely Cloud IPTV solution with Chromecast with Google TV as STB .	Grand Palladium Palace Ibiza Resort & Spa, MAR 2023.

ZAFIRO by Entertainment Solutions: disruptive IT development milestones that transforms Hospitality global challenges into success stories.

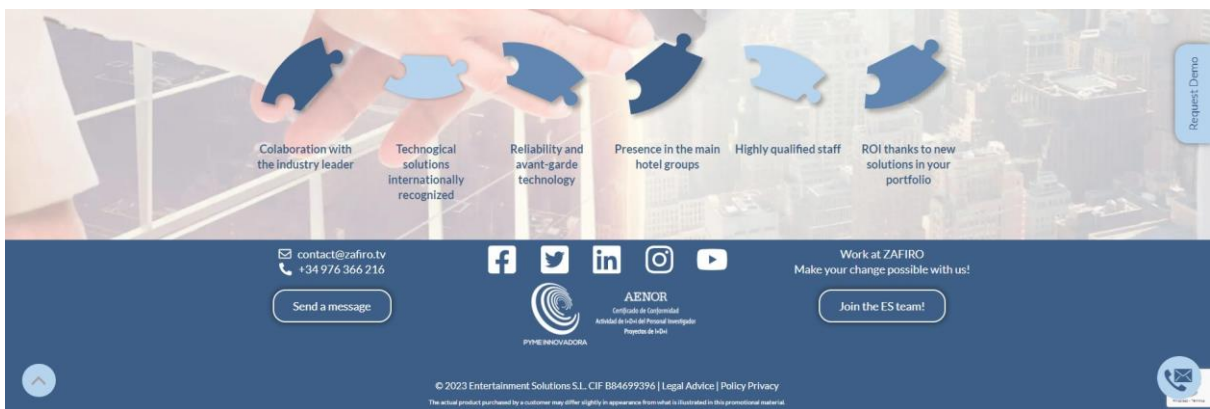
ZAFIRO functional architecture is ready in a pure AWS cloud environment, the proof of concept at national level in Hospitality is now a success story. We are ready to jump into global scenarios and last mile penetration; ready for next corporate scenarios, teams able to cope with global challenges that protect local values; ready for corporations & cities able to lead this process; ready to establish new partnerships that enhance and grow ZAFIRO Ecosystem. Ready to draw 2030 & 2050 scenarios and train children with eldest generation's stories.

External collaborations and recognitions

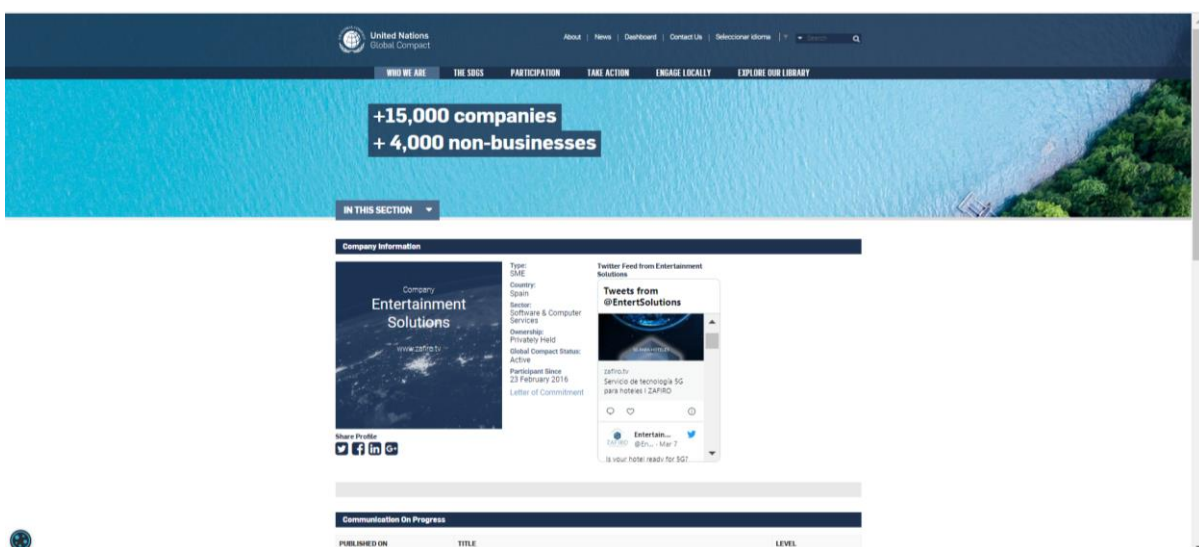
ES position in the business and economic IT environment was to keep a small corporate size with the highest value. Together with a close collaboration with trend departments of global IT players.



Please consider a quick visit to ES website & blog, where you may find latest news about ES Team, ZAFIRO products and services, an open dialogue with third parties.



Or interesting reports like Duns & Bradstreet qualification, AENOR certifications, UN Global Compact Communication On Progress, etc.



II ES TEAMS CONTRIBUTION TO ZAFIRO STRATEGY

Let's highlight main roles of the **ES Organization**, and main 2022 milestones. This is achieved thanks to every member's effort, fully aligned with the highest sustainability and responsibility standards pointed by United Nations that have been inspiring this hard global scenario:

Marketing, Sales and Business Development oversees the market development and provides awareness to the hospitality sector. They deliver the necessary information relating to the company's capabilities in terms of its products, its services and its potential.

They also work proactively to enable markets and customers, so that their orders would be able to pilot their new ideas and scenarios in the real marketplace: at their communities, at their brandings, at their corporations. According to the Ten Principles, they look for customers and partnerships who are also supporting UN strategies. This leads ES to a wide scope of deployments that could help us to further understand the trends and needs of a society, and to avoid any risk of discrimination, fraud or miss-use.



Technology, Research & Development is the key engine of the company. They are splitting into Software Development and Development Operations right now. Together with Service Operations, are the ES Technical Departments. These teams are committed to the growth of products and services, according to the highest standards of techs and reliability. They provide necessary support on daily basis, either by on-site deployments or by remote assistance. And they are also influencing all of us to improve and further develop our technical capabilities!

The very first IPTV solution in a European hotel was developed and deployed by ENTERTAINMENT SOLUTIONS. Now, these technical teams evolve ZAFIRO towards a Cloud Ecosystem, a brand new functional architecture based on AWS. ZAFIRO branding and its modular concept enables our customers to deliver excellent support to the guests at a hotel; the patient in a hospital; the employee of a company; the student at a university; etc. And why not? The citizens at their communities.



ZAFIRO Ecosystem in AWS Cloud and its Manager is a simple concept: an OTT. It also enables ES technical teams to quickly customise services, to monitor and react to issues on-line. They are the core who support the Ten Principles and provide a flexible tool to protect people and the environment wherever ZAFIRO Ecosystem is installed. This is a diverse group of highly qualified professionals that support the UN strategy wherever they work.

Service Operations & Supply Chain develops long term relationships with market players, existing and potential customers, to ensure ES vision of the sector's evolution, people's needs, and successful products in the market. As a key function for the social contribution of the company in the long term, they ensure that the ES product & service portfolio helps our customers to deliver: their best offers, to the right guest, at the right time. They integrate and support customer logistics and warehouse. In order to ensure the UN GC, they develop the right supply chain to ensure the successful country deployments in the long term, together with the right customer support for a long-term relationship.

ES understands that a long-term collaboration means having a respect for a global rule, both for people and environment. The highest standards have been supported by UN GP, this is why they proactively use the Ten Principles to search

for the right players in the marketplace to further develop the hospitality sector, and also to integrate this other feedback in the product roadmap.

In terms of UN Global Compact, this ES Team fully subscribes the Ten Principles, even going as far as to ask proactively in the sector forums for a more in-depth commitment, and short-term realisation. We are not just committed with Information Technology, but also concerned for other sectors where IT could serve, like Health, Energy, Water and Food management.

Finance & Accounting reports the economic and financial results of the company. The responsibility of our F&A is to operate and report with complete transparency, according to the national rules and to international criteria. The daily contribution of ES to our 21st century society, is to show respect to our customers, to our employees, to our shareholders and to all the agents of the marketplace in the hospitality sector.

On top of this, this central department also supports Human Resources function, that owns the highest responsibility of taking care of our employees. Recruiting processes are open and transparent, with a long-term integration of the candidates in the labour framework. HHRR allocates the right resources to the right team, respecting individual interests and specific needs of any department.

This is achieved through proactive internal and external training, flexible policies and open promotion. ES endeavours to go further than the UN GC objectives: our employees' commitment and results will lead to a new society model, where professional and family balance is a reality. This, together with social respect, and with the contribution of the individual, helps to build a sustainable model in an environmentally friendly company with a "I want to work here" commitment.

ES closes 2022 asking all of us to further explode possibilities and scenarios where ZAFIRO Ecosystem in AWS Cloud could serve society, to provide awareness, to collect feedback, challenging remote & on-site working and living capabilities. This is to achieve best in class results! In order to better support local partners and develop a global internal strategy, **ES Team** reinforces local support for customers' business cases, especially in LATAM.

THANK YOU FOR YOUR SUPPORT & GO BEYOND 2030 TARGETS!



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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.

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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
CEO & Founder, authorised signature
ENTERTAINMENT SOLUTIONS, S.L

Contact: Rosa Mora - onu@entertainment-solutions.com



ES COP 2022 UN Global Compact



ZAFIRO Ecosystem in AWS Cloud

ZAFIRO IPTV, Mobile, Cast, WiFi, Digital Signage

We make hotels a better world

SUSTAINABILITY INFORMATION



HUMAN RIGHTS

We are personally committed to observing human rights.

ES was born in Zaragoza (Spain) in 2006, and since then our team has grown in a sustainable way, according to business needs and to human rights criteria. **ES** activities in the long term are directly impacting on Sustainable Development Goals (SGDs) 4 (education), 5 (gender equality), 9 (industry, innovation & infrastructure) and 13 (climate action). As a business conduct guideline for all our team, we are personally committed to observing human rights, and to implementing the proper working-condition requirements. **ES** also uses a strict criteria for the careful selection of its suppliers, our partnership program and customer business development, in order to maintain a qualified value chain that observes these basic rights and principles.

ZAFIRO Ecosystem in AWS Cloud is ready. **ES** Teams accelerated the development to support recovery plans at Hospitality Sector. The functional architecture is now completely redesigned in AWS, ready to support hotels and hospitals' new processes and digital strategies.



LABOUR

ES fosters a gender diversity in the different departments.

ES, as a part of a responsible human resource policy, endeavors to maintain an excellent personal and professional balance among our employees. **ES** fosters gender diversity in the different departments of the company, and you can find strongly committed professional women in different areas of this high-tech company. Our expectation is positive, we were able to maintain financial figures similar to the structure that allowed us to double some years ago, with a low reduction of structure. **ES** shows figures from 10% women in 2009 to 32% women in 2022. They work in different areas with the same level of responsibility as their male colleagues, depending on their interests.

ES UN COP TARGETS FY2020-FY2021

PERFORMANCE INDICATORS

Share COP with Stakeholders within the FY, together with official Company Data.	Before End: October – November – December Achievement: 100% - 90% - 80%
COP Assessment by third-party, if 10 Million Turnover is achieved.	Available on: 10 Mio€ - 12 Mio€ - 15 Mio€ Achievement: 100% - 90% - 80% (Not Applicable)
Provide Information on the company's profile and operation, to allow international visibility and Sector Comparison.	Available on public Spanish Chamber before: July,31st – Aug, 31st – Dec 31st. Achievement: 100% - 75% - 50%
Provide Information on the company's products and references (customers and forums), as a short-term result of the ES vision.	Available on International Forums: 5 – 3 – 1 Achievement: 100% - 90% - 80% Web, Social Networks, Hotel Technology Summits in ISE and IBTM Barcelona, TIS Sevilla, HFTP Cancun, IT Phu Quoc, customer events...
Awareness Letter: ILO support and suppliers' engagement to address labour challenges.	Before End: October – November – December Achievement: 100% - 90% - 80%
Awareness Letter: Environment commitment to customers and suppliers.	Before End: October – November – December Achievement: 100% - 90% - 80%
Awareness Letter: Anti-Corruption commitment to business partners and internal personnel.	Before End: October – November – December Achievement: 100% - 90% - 80%
Awareness Letter: UN Goals support in specific projects to Hospitality Sector key players.	Before End: October – November – December Achievement: 100% - 90% - 80%
Internal Sustainability Strategies and Objectives FY2022 within Board of Directors.	Before End: December – January – February Achievement: 100% - 90% - 80%
Awareness Letter: share FY2022 Sustainability Strategies with key Stakeholders.	Before End: January – February – March Achievement: 100% - 90% - 80% (Not Applicable)



ENVIRONMENT

ES helps the hospitality sector to develop the finest guest service in the world:

“We make hotels a better world”

ES business has also been environmentally responsible, according to the different metrics we defined in terms of energy and water consumption. ES is now helping to define a 2030 society where people could access the different energy, water or other available services thanks to intelligent management and the Internet popularization. Process Digitalization is a priority according to UN 75 Anniversary Report.

ES is by definition an environmentally friendly company, a “paper-less” company that was born in the IT environment of the first years of 21st Century. The Interactive Platform has prevented the usage of tons of paper among 60 countries.

ES is a Cloud Interactive Platform developer, a trend setter company that deploys the cloud version of that disruptive modular IPTV platform: **ZAFIRO Ecosystem in AWS Cloud**. ES Management Systems help our team and our customers to be paper-less, allowing an excellent dialogue and process tracking within the company and offering integrations with external systems, too. SaaS models are now in place.

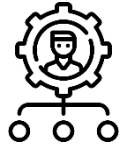
ES is proud of the overall results achieved in environmental administration, both internal and with our customers and suppliers. We want to keep on track and promote this initiative expanding our vision in Hospitality Sector. They would lead the process, they are in fact a positive impact at their communities.



ANTI-CORRUPTION

ES does not accept corruption as a way of conducting bussiness.

As a matter of fact, no legal issues have been reported in our small enterprise since 2006, working in the most important hotel chains in 60 countries, with the highest standards of legal responsibility. ES also tries to deliver to our customers the best tools to prevent fraud or miss-use in the ever-increasing information technologies of the 21st Century.



CHIEFS OF STAFF AND BOARD OF DIRECTORS MANAGEMENT

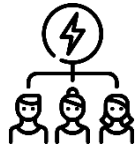
Our company was born in 2006 as an IT initiative and grew in a sustainable way. Thanks to this strategy, ES recovery plans are successfully leading us towards pre-pandemic figures. Chiefs of staff meet at least once a year to review the current status and set up overall objectives in the short and long term, defining and supporting the company initiatives.

ES Board of Directors meets regularly on a monthly basis to review targets and achievements and discuss daily issues and market approach.



ROBUST HUMAN RIGHTS MANAGEMENT POLICIES & PROCEDURES

ES is committed to comply with all applicable laws and to respect internationally recognized human rights, wherever the company operates. We fully support the Universal Declaration of Human Rights, and the Guiding Principles on Human Rights. Any issues arising, would then be taken to the management board. Contracts with customers and with suppliers, start a proactive analysis of the behavior of the new business relationship in terms of the respect to human rights.



ROBUST LABOUR MANAGEMENT POLICIES & PROCEDURES

ES follows the international labour standards and uses an external company to monitor the employees labor risks. In the case of women, **ES** policy has attracted an increasing number of high qualified professionals. **ES** management review on monthly basis the achievements and feedback from their teams. **ES** uses team building activities and communicates in advance fiscal year results in open sessions.



CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP

ES supports the principles of UN GP from all areas of the company. Our speaking opportunities in forums are led by one of the **ES** founders. Our customer presentations and training reflect the CEO commitment and leadership on this topic, deployed to the rest of the team and product evolution itself.

ES has reached the 100,000 rooms, a significant IPTV Service Points deployed in 60 countries. This is an exercise of responsibility, sustainability and performance. Sustainability is one of the responsibilities of Corporate Relations, also responsible for UN GP follow up and COP reporting, before CEO signature.

ES identifies engagement with its customers, suppliers and employees as being key to this UN GP development.



ROBUST ENVIRONMENTAL MANAGEMENT POLICIES & PROCEDURES

Again, **ES** is a trend setter. **ZAFIRO Ecosystem in AWS** is a successful development. An already proven concept at a corporation that spreads its 6,000 rooms in 97 premises at different locations, a proof of concept at national level, proving that these global projects in the cloud could be also successful. Our customers are now deploying, in close collaboration with our teams.

As explained before, ES Management Systems help our teams and customers to be paper-less: our team is fully aware of this competitive advantage and has been explaining and training our customers in this approach since the very beginning. The management board is responsible for this activity, and studies the potential savings for our customers in terms of internal costs and environmental impact. **ES** feels very comfortable with the overall results achieved in the area of environmental administration, not only internally but also with our customers, and with suppliers' integration. We want to further promote this initiative, expanding our vision in the hospitality sector.

ES is a company with a zero-tolerance of corruption. Both internally and in the marketplace, **ES** shows a very high standard of respect to law, as D&B shows in its report. **ES** management board is accountable for anti-corruption, so if a legal issue arose concerning this topic, our management board would be directly involved in solving it. **ES** management board proactively monitors possible legal issues. Although no incident has been detected so far, external legal support is prepared in case of any eventuality.



CONFLICT AREAS

ES is committed to its way of doing business with a non-collaboration policy towards corruption, human rights violations or conflicting attitudes in politics. **ES** also understands the importance of UN tenders, and periodically studies the possibility of starting projects in case of collaboration is technically feasible.



Please, let us know your requirements:

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ES CERTIFICATE – UN GC COP 2022

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ES COP 2022

UN Global Compact



ZAFIRO Ecosystem in AWS Cloud

ZAFIRO IPTV, Mobile, Cast, WiFi, Digital Signage

We make hotels a better world

SECTION I:

ENTERTAINMENT SOLUTIONS Sustainability Information

ENTERTAINMENT SOLUTIONS has participated in the UN Global Compact since 7th October 2014 and is committed to upholding the Compact's ten principles in the current four issue areas. On top of this, **ES** activities in the long term are directly impacting on Sustainable Development Goals (SDGs) 4 (education), 5 (gender equality), 9 (industry, innovation & infrastructure) and 13 (climate action). We strongly believe that our Interactive Platform would enhance current learning processes and knowledge sharing capabilities, without gender or geographic barriers. These SDG4, SDG5, SDG9 and SDG13 represent an opportunity to **ES** business. We identify in 2050 targets a flexible way of presenting the existing electronic information (video, voice, text...), thanks to **ES** new architecture in the Cloud.

Hospitality Sector is back after global pandemic issue and **ES** team keeps commitments. ZAFIRO modules have been completely redesigned, **ZAFIRO Ecosystem in AWS Cloud is ready**: ZAFIRO IPTV, ZAFIRO Cast, ZAFIRO Mobile, ZAFIRO WiFi and ZAFIRO Digital Signage, together with our Management Systems. This new environment is already deployed in a corporation, ready for Hoteliers' process redesign and new guest experiences, to go beyond the citizen limits. At hotels, at schools, etc: at any corporation redefining its digital proposal. User masters will organize their own interactive data to different kind of user profiles, allowing them the access, further improve, and deliver new results that could be easily integrated. No matter their gender or location if Internet is available.

These SDG4, SDG5, SDG9 and SDG13 also represent a responsibility to **ES** business, as **ES** team commitment is to support and further enhance its customers installations and functionalities. This means that several releases are launched on yearly basis to references in more than 60 countries. This allows the knowledge network creation, and improvement based on experience. These SDG4, SDG5, SDG9 and SDG13 are in the spirit of **ES** business model, as products and services are offered, and even can be tailored by the customer, considering client segments. Product end of life is also managed by the **ES** Customer Service to replace with brand-new solutions in transparent way for our customers.

Brochures show protective **ES** ZAFIRO status vs previous growing status, and growing functionality. References and F&A indicators shows that the first results will be coming soon, expectations of growing in a sustainable way again, thanks to management and team commitment. Please find below a summary of the current targets and performance indicators with measures. These are coming from the specific **ES** UN COP commitments within each UN GC CRITERIA, to be able to collect feedback and enable Board of Directors to define new actions. Marked in bold current FY2022 **ES** achievements:

ES UN COP TARGETS FY2020-FY2021	PERFORMANCE INDICATORS
Share COP with Stakeholders within the FY, together with official Company Data.	Before End: October – November – December Achievement: 100% - 90% - 80%
COP Assessment by third-party, if 10 Million Turnover is achieved.	Available on: 10 Mio€ - 12 Mio€ - 15 Mio€ Achievement: 100% - 90% - 80% (Not Applicable)
Provide Information on the company's profile and operation, to allow international visibility and Sector Comparison.	Available on public Spanish Chamber before: July, 31st – Aug, 31st – Dec 31st. Achievement: 100% - 75% - 50%
Provide Information on the company's products and references (customers and forums), as a short-term result of the ES vision.	Available on International Forums: 5 – 3 – 1 Achievement: 100% - 90% - 80% Web, Social Networks, Hotel Technology Summits in ISE and IBTM Barcelona, TIS Sevilla, HFTP Cancun, IT Phu Quoc, customer events...
Awareness Letter: ILO support and suppliers' engagement to address labour challenges.	Before End: October – November – December Achievement: 100% - 90% - 80%
Awareness Letter: Environment commitment to customers and suppliers.	Before End: October – November – December Achievement: 100% - 90% - 80%
Awareness Letter: Anti-Corruption commitment to business partners and internal personnel.	Before End: October – November – December Achievement: 100% - 90% - 80%
Awareness Letter: UN Goals support in specific projects to Hospitality Sector key players.	Before End: October – November – December Achievement: 100% - 90% - 80%
Internal Sustainability Strategies and Objectives FY2022 within Board of Directors.	Before End: December – January – February Achievement: 100% - 90% - 80%
Awareness Letter: share FY2022 Sustainability Strategies with key Stakeholders.	Before End: January – February – March Achievement: 100% - 90% - 80% (Not Applicable)

ISSUE 1: Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

ENTERTAINMENT SOLUTIONS was born in Zaragoza (Spain) in 2006, and since then our team has grown in a sustainable way, according to business needs and to human rights criteria. When employing new staff, our Human Resources Department looks carefully for candidates who show high respect for this critical issue. As a business conduct guideline for all our team, we are personally committed to observing human rights, and to implementing the proper working-condition requirements.

ENTERTAINMENTS SOLUTIONS also uses strict criteria for the careful selection of its suppliers, in order to maintain a qualified Logistics & Supply Chain that observes these basic rights and principles. We also keep in mind these principles in our Partnership Programme, and Customer Business Development.

ZAFIRO Ecosystem in AWS Cloud is ready. Thanks to ES Teams, that accelerated the development to support recovery plans at Hospitality Sector. The functional architecture is now completely redesigned in AWS, ready to support hotels and hospitals' new processes and digital strategies.

ISSUE 2: Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: The elimination of all forms of forced and compulsory labour;

Principle 5: The effective abolition of child labour; and

Principle 6: The elimination of discrimination concerning employment and occupation.

ENTERTAINMENT SOLUTIONS recognises these basic Principles about labour. We strongly believe that the freedom of our employees to adhere and fit to this UN GP is basic to guarantee the stability of the company. Therefore, the number of company employees is back on track to pre-pandemic figures, step by step.

ENTERTAINMENT SOLUTIONS as a part of a responsible human resources policy, endeavours to maintain an excellent personal and professional balance among our employees. ES doubles financial figures in these last four years, and at the same time, fosters a gender diversity in the different departments of the company. You can find strongly committed professional women in different areas of this high-tech company. **ES** shows figures from 10% women in 2009 to 32% women in 2022, they work in different areas with the same level of responsibility as their male colleagues, depending on their interests.

ENTERTAINMENT SOLUTIONS also looks for this commitment in our value chain, with the objective of creating a better 21st social environment towards long term 2050 objectives and a growing 9.000 million worldwide population.

To further improve current progress in Issue 1 and Issue 2, **ES** will renew the communications in FY2023:

- An awareness & acknowledgement letter among employees.
- An awareness letter among suppliers, asking also for UN GC commitment if not available.

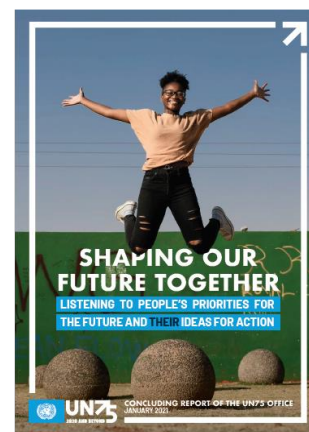
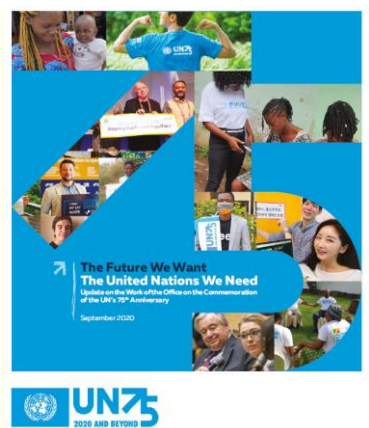
ISSUE 3: Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: Undertake initiatives to promote greater environmental responsibility; and

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

ENTERTAINMENT SOLUTIONS is by definition an environmentally friendly company, a “paper-less” company that was born in the IT environment in the first years of the 21st Century. Our purpose is “To provide IT products and services with modular and flexible design that improves our customer management and the lives of their guests”. **ES** was born under the premise: “We make hotels a better world”. This leads us to a long-term vision “**ES** helps the hospitality sector to develop the finest guest service in the world”, and now: “Digital Ecosystem for Hotels”.



UN 75 Anniversary report highlights the importance of digitalization to prevent a new social breakdown, in fact is commitment number 7 of 12, according to the definitive version, available at <https://www.un.org/en/un75>

ES growth has also been environmentally responsible, according to the different metrics we defined in terms of energy and water consumption. **ES** is now helping to define a 2030 society where people could access the different energy, water or other available services thanks to intelligent management and the Internet popularisation.

Environmental care and people care are now linked to the same platform: respect and diversity around the globe is a must to build a new society able to further develop the new 2050 challenging scenario.

ENVIRONMENTAL PROTECTION	FY2020*	FY2022
ES turnover	2.3 Mio€	3.7 Mio€ (F&A pending to confirm)
ES avg energy consumption	61.553 KWh	60.355 KWh
ES avg energy consumption per m² offices	93 KWh / m ²	91 KWh / m ²
CO2 avg emissions in Kg per kWh (due to electrical energy)	0,31	0,20
Radioactive particles avg in mg per kWh (due to electrical energy)	0,71	0,72
ES avg water consumption per employee (m³)	1,99	3,24
ES Team at HQ at year end	38	39

** Due to FY20 & FY21 restrictions, current figures do not consider overall ES Team effort (remote working).*

We strongly believe in communication as a tool to further disseminate an initiative, and our customers are improving the lifestyle in the communities they operate. **ES** platform allows the hospitality sector to proactively provide awareness of the environmental protection initiatives to their guests: showing the value of respect and promoting actions to preserve nature and resources. Our team trains customers to promote their initiatives according to their existing capabilities in the **ES** Interactive IPTV Platform.

To further improve current progress, **ES** will issue an awareness letter and publish in web for customers in FY2022, asking also for UN GC commitment if not available.

ISSUE 4: Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

ES does not accept corruption as a way of conducting business. As a matter of fact, no legal issues have been reported in our small enterprise since 2006, working in the most important hotel chains in 60 countries, with the highest standards of legal responsibility. **ES** also tries to deliver to our customers the best tools to prevent fraud or miss-use in the ever-increasing information technologies of the 21st Century.

To further improve current progress, **ES** will issue an awareness letter and publish in web for customers and suppliers in FY2023, asking also for UN GC commitment if not available.

SECTION II:

CRITERIA, BEST PRACTICE & EXPLANATION:

IMPLEMENTING THE TEN PRINCIPLES INTO STRATEGIES & OPERATIONS

The 10 Principles are in the spirit of the vision, objectives and taken actions of the Company:

CHIEFS OF STAFF AND BOARD OF DIRECTORS MANAGEMENT

Our company was born in 2006 as an IT initiative and has grown since then in a sustainable way. Chiefs of staff meet at least once a year to review the current status and set up overall objectives in the short and long term, defining and supporting the company initiatives.

ES board of directors meets regularly on a monthly basis to review targets and achievements and discuss daily issues and market approach.

CORPORATE FUNCTIONS:

- **Marketing, Sales and Business Development** oversees the market development and provides awareness to the hospitality sector. They deliver the necessary information relating to the company's capabilities in terms of its products, its services and its potential.

They also work proactively to enable markets and customers, so that their orders would be able to pilot their new ideas and scenarios in the real marketplace: at their communities, at their brandings, at their corporations. According to the Ten Principles, they look for customers and partnerships who are also supporting UN strategies. This leads ES to a wide scope of deployments that could help us to further understand the trends and needs of a society, and to avoid any risk of discrimination, fraud or miss-use.

- **Technology, Research & Development** is the key engine of the company. They are splitting into Software Development and Development Operations right now. Together with Service Operations, are the ES Technical Departments. These teams are committed to the growth of products and services, according to the highest standards of techs and reliability. They provide necessary support on daily basis, either by on-site deployments or by remote assistance. And they are also influencing all of us to improve and further develop our technical capabilities!

The very first IPTV solution in a European hotel was developed and deployed by ENTERTAINMENT SOLUTIONS. Now, these technical teams evolve ZAFIRO towards a Cloud Ecosystem, a brand new functional architecture based on AWS. ZAFIRO branding and its modular concept enables our customers to deliver excellent support to the guests at a hotel; the patient in a hospital; the employee of a company; the student at a university; etc. And why not? The citizens at their communities.

ZAFIRO Ecosystem in AWS Cloud and its Manager is a simple concept: an OTT. It also enables ES technical teams to quickly customise services, to monitor and react to issues on-line. They are the core who support the Ten Principles and provide a flexible tool to protect people and the environment wherever ZAFIRO Ecosystem is installed. This is a diverse group of highly qualified professionals that support the UN strategy wherever they work.

- **Service Operations & Supply Chain** develops long term relationships with market players, existing and potential customers, to ensure ES vision of the sector's evolution, people's needs, and successful products in the market. As a key function for the social contribution of the company in the long term, they ensure that the ES product & service portfolio helps our customers to deliver: their best offers, to the right guest, at the right time.

They integrate and support customer logistics and warehouse. In order to ensure the UN GC, they develop the right supply chain to ensure the successful country deployments in the long term, together with the right customer support for a long-term relationship. ES understands that a long-term collaboration means having a respect for a global rule, both for people and environment. The highest standards have been supported by UN GP, this is why they proactively use the Ten Principles to search for the right players in the marketplace to further develop the hospitality sector, and also to integrate this other feedback in the product roadmap.

In terms of UN Global Compact, this ES Team fully subscribes the Ten Principles, even going as far as to ask proactively in the sector forums for a more in-depth commitment, and short-term realisation. We are not just committed with Information Technology, but also concerned for other sectors where IT could serve, like Health, Energy, Water and Food management.

• **Finance & Accounting** reports the economic and financial results of the company. The responsibility of our F&A is to operate and report with complete transparency, according to the national rules and to international criteria. The daily contribution of ES to our 21st century society, is to show respect to our customers, to our employees, to our shareholders and to all the agents of the marketplace in the hospitality sector.

On top of this, this central department also supports Human Resources function, that owns the highest responsibility of taking care of our employees. Recruiting processes are open and transparent, with a long-term integration of the candidates in the labour framework. HHRR allocates the right resources to the right team, respecting individual interests and specific needs of any department.

This is achieved through proactive internal and external training, flexible policies and open promotion. ES endeavours to go further than the UN GC objectives: our employees' commitment and results will lead to a new society model, where professional and family balance is a reality. This, together with social respect, and with the contribution of the individual, helps to build a sustainable model in an environmentally friendly company with a "I want to work here" commitment.

ES closes 2022 asking all of us to further explode possibilities and scenarios where ZAFIRO Ecosystem in AWS Cloud could serve society, to provide awareness, to collect feedback, challenging remote & on-site working and living capabilities. This is to achieve best in class results! In order to better support local partners and develop a global internal strategy, **ES Team** reinforces local support for customers' business cases, especially in LATAM.

ES closes the loop of the value chain when our team collects issues, and requests feedback from our customers, from our suppliers, from our employees and from the sector forums. **ES** seeks for the highest perception of the different agents of the hospitality marketplace. **ES** respects the UN GC strategies to reinforce its own value chain. **ES** strongly believes in confidence and transparent relationships with customers that could lead into a long-term collaboration, based on the commitment to the UN-GC-Ten Principles.

Our best way to track and measure the results of this strategy is in the international D&B report itself, with the predefined ratios:

- **ES** keeps on track towards pre-pandemic figures, both in terms of employees and turnover. Customers and external partners are also growing towards pre-pandemic situation, in terms of support, renewals and new projects that are coming. Which is more, we are supporting extended initiatives that may lead into a broader scope, the corporate deployment at national level is now a worldwide fact proving the concept.
- **ES** is a Spanish SME (Small Medium Enterprise) that shows excellent results in terms of profitability, financial status, assets utility and employment stability, thanks to an open and transparent spirit of collaboration.
- **ES** thanks again to our customers confidence, and the adherence to a policy of transparency, to the commitment of our team, and to all the participants of our marketplace: 105.000 rooms figure is the result of an excellent Team hard work. Dear Hospitality & IT Sectors, thanks so much for your confidence, your hard work and requirements during all these years.

ROBUST HUMAN RIGHTS MANAGEMENT POLICIES & PROCEDURES

<http://www.un.org/Overview/rights.html>

http://www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf

ENTERTAINMENT SOLUTIONS is committed to comply with all applicable laws and to respect internationally recognised human rights, wherever the company operates. We fully support the Universal Declaration of Human Rights, and the Guiding Principles on Human Rights.

ES Management and Procedures ensure that the comply mechanisms will be legitimate, accessible, predictable, equitable, transparent, rights compatible, a source of continuous learning, and based on engagement and dialogue.

ES' departments, review every contract that is collected and monitor them in the Data Centre Management System. Any issues arising, would then be taken to the management board. Contracts with customers and with suppliers, start a proactive analysis of the behaviour of the new business relationship in terms of the respect to

human rights. Until now, and due to the nature of the operations and market participants, **ES** has not detected any incidents that the company has caused or contributed to; both for internal and for external stakeholders.

To further improve current progress, **ES** would study a process to deal with incidents in FY2023 and include a measure in the DC Management System to easily track performance. **ES** would ensure that the comply mechanisms will be legitimate, accessible, predictable, equitable, transparent, rights compatible, a source of continuous learning, and based on engagement and dialogue.

CRITERION 1: Mainstreaming into corporate functions and business units.

CEO leads sustainability strategy and communicates on yearly basis the company progress, internally and externally. Management Board is responsible for this execution across functions, to ensure no conflict. Every member of the team escalate to managers.

CRITERION 2: Value Chain Implementation.

Value Chain comms are highly integrated within the **ES** Team Processes. Customer specifications and experience are directly integrated in the Service Operations and R&D Teams. Marketing and Sales Teams work closely with Forum organizers, Distributors and Customers.

CRITERION 3: Commitments, Strategies or Policies in Human Rights.

ES CEO and company are committed to social international laws, wherever it operates. Statement of policy and UN GC respect is publicly available at website, and internal announcements are made on yearly basis, as a kind reminder for stakeholders.

CRITERION 4: Management Systems to integrate Human Rights principles.

As soon as the company number of employees raise to 100, **ES** will show progress in a build-in HHRR Policy MS new module. This is currently raised by CEO & Management Board communications. **ES** reports that no issues are detected so far.

CRITERION 5: Monitoring and evaluation Mechanisms of HR integration.

ES System to monitor HR policies is based on initial contract reviewing process, plus follow-up on periodic basis of the different actors' activities. CEO and Management Board are committed on this, supported by the rest of teams.

ROBUST LABOUR MANAGEMENT POLICIES & PROCEDURES

CRITERION 6: Commitments, strategies or policies in Labour.

ENTERTAINMENT SOLUTIONS follows ILO international labour standards, to ensure the right understanding and individual commitment. Women case is critical in Spanish IT Sector, **ES** policy has attracted an increasing number of high qualified professionals.

To further improve current progress, **ES** will distribute an awareness letter in FY2023 supporting the ILO ([introduction to international labour standards/conventions and recommendations](#)). A written company policy to obey national labour law; to respect principles of the relevant international labour standards in company operations worldwide; and engage in dialogue with the representative organisation of the workers (international, sectoral, national). In the supplier qualification process, contracts with suppliers and other relevant business partners will include references to the principles contained in the relevant international labour standards.

CRITERION 7: Management Systems to integrate Labour Principles.

ENTERTAINMENT SOLUTIONS monitors the employees labour risks with an external company, to ensure understanding and individual commitment in managers and employees. Every year, the external company issues a Risk Report with an official letter to sign.

A technical & medical test is also offered to every employee, providing an open mechanism to report any issue or grievance. Our company organisation allows a direct dialogue between employees and the management team, to regularly discuss and review company progress, and to address labour standards. The human resource manager is directly responsible and accountable for this issue within the organisation.

To further improve current progress, **ES** will distribute an awareness letter in FY2023, for an active engagement with suppliers to address labour-related challenges.

CRITERION 8: Effective Monitoring and Evaluation Mechanisms of Labour Principles.

ENTERTAINMENT SOLUTIONS reviews on monthly basis the company metrics, the management board recaps achievements and feedback from their teams, to come back with the overall result. **ES** communicates internally an advance of Fiscal results in December.

ES takes the opportunity of the Christmas **ES** Event for this results and achievements communication, an open session for the **ES** team, together with some team building activities.

ROBUST ENVIRONMENTAL MANAGEMENT POLICIES & PROCEDURES

CRITERION 9: Commitments in Environmental Area.

ENTERTAINMENT SOLUTIONS is by definition an environmentally friendly company, a “paper-less” company that was born in the IT environment of the first years of 21st Century. The Interactive Platform has prevented the usage of tons of paper among 60 countries.

This was a disruptive approach to interpersonal awareness since 2006. To further improve current progress, **ES** will raise an awareness letter in FY2023, to show the company’s policy on environmental stewardship, and the minimum environmental standards in contracts with suppliers and other relevant business partners (controlling CO2 emissions during our operations, for example).

CRITERION 10: Effective Management Systems in Environmental Area.

ENTERTAINMENT SOLUTIONS is an Interactive Platforms developer trend setter. Our In-house Management System also helps our team to work in a paper-less mode, allowing an excellent dialogue and tracking of the different process within the company.

Our team is fully aware of this competitive to further improve current progress, **ES** will send out an awareness letter in FY2023, demonstrating to our customers the savings in 5 years of paper-less procedures, in terms of cost, environment, and in promotion of social responsibility awareness.

CRITERION 11: Effective Monitoring and Evaluation in Environmental Area.

ENTERTAINMENT SOLUTIONS is proud of the overall results achieved in environmental administration, both internal and with our customers and suppliers. We want to keep on track and promote this initiative expanding our vision in Hospitality Sector.

ROBUST ANTI-CORRUPTION MANAGEMENT POLICIES & PROCEDURES

CRITERION 12: Commitments in Anti-Corruption Area.

ENTERTAINMENT SOLUTIONS is a zero-tolerance of corruption company, as stated in our CEO commitments. **ES** shows very high standards of respect to law, internally and in marketplace. **ES** supports legal frameworks such as the UN Convention against Corruption.

To further improve current progress, **ES** will raise an official statement in FY2023 for business partners and include this specific topic in the internal communication.

CRITERION 13: Effective Management Systems to integrate anti-corruption principle.

ENTERTAINMENT SOLUTIONS Management Board is accountable for anti-corruption, as a strong commitment with our society. If a legal issue would arise concerning this topic, our Management Board would be directly involved to face and solve it.

To further improve current progress, **ES** will formally advise in FY2023, of a human resources procedure to support the anti-corruption commitment. This procedure will be distributed both internally and with our business partners, and will involve training for all employees, internal checks and balances to ensure consistency with the anti-corruption commitment, and steps to encourage business partners to implement anti-corruption commitments.

CRITERION 14: Effective monitoring and evaluation mechanisms for Anti-Corruption.

ENTERTAINMENT SOLUTIONS Management Board proactively monitors possible legal issues. No incident has been detected so far. External legal support is foreseen just in case.

TAKING ACTION IN SUPPORT OF BROADER UN GOALS AND ISSUES

CRITERION 15: Core business contributions to UN goals and issues.

ENTERTAINMENT SOLUTIONS vision contributes to enhance 2050 society: Our purpose is “To provide IT products and services **with a modular and flexible design that improves** our customer management and their guests lives”. **ENTERTAINMENT SOLUTIONS** is fully aligned with UN GC Human Rights Issue. **ES** was born under the premise: “We make hotels a better place”. This leads us to a long-term vision “**ES** helps Hospitality Sector to draw the finest citizen services in the world”. This is a model that can be popularized, spread all over people, thanks to Internet access and new emerging technologies: a Cloud environment is now ready for Hospitality Sector.

On top of this, ES fully supports UN messages and ES Team is ready: ZAFIRO Ecosystem in AWS Cloud is a tool to deploy new functionalities, to enhance digitalization processes across Sectors and geographies. 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”.**

CRITERION 16: Strategic social investments and philanthropy.

ENTERTAINMENT SOLUTIONS is now helping to draw a 2030 society where people could access the different services that could be available thanks to intelligent management and the Internet popularization. And is proactively working in the 2050 scenario.

ES long term vision is proactive to define a world with 9.000 million people population that guarantees the same opportunities for all the citizens in a diverse natural environment. In terms of UN Global Compact, Corporate Relations fully subscribes the Ten Principles, even asking proactively in the Sector Forums to a more in-depth commitment and short-term realization in terms of not only information but also health, energy, water and food management, thanks to the availability of new emerging technologies.

CRITERION 17: Advocacy and public policy engagement.

ENTERTAINMENT SOLUTIONS proactively participates in Hospitality Sector forums to support recovering needs and overall situation: we keep on our activities at Web, Social Networks, Hotel Technology Summits in ISE and IBTM Barcelona, TIS Sevilla, HFTP Cancun, IT Phu Quoc, customer events...

... Together with our business partners, **ES** shows the potential of Interactive Solutions and a disruptive Ecosystem in the cloud to enhance our society access to services.

As a matter of fact, we are promoting the concept of Hospitality in 21st century as the evolution from 15th Century: in this 50 years World Cities will grow as much as in the previous 500 years: we may achieve a better-quality Smart Cities concept thanks to the lessons learned from the Hospitality Sector. An enormous concept to be deployed to Town Halls in the so-called Urban Millennium. Today more than ever, our highest respect to those generations and generations of great people that were developing hospitality concept. Because they built hotels-hospitals able to prevent illness, hunger or irreparable damages during our lives' journeys.

CRITERION 18: Partnerships and collective action.

ENTERTAINMENT SOLUTIONS supports the role of some members of the Board, that actively spread knowledge in different Sector forums, supports energy scarcity goals and info management, fully aligned with the UN goals about Human Rights responsibilities.

ES tracks UN requests, looking for a positive scenario where our Interactive Platform could help in a direct initiative. Energy is the backbone of our civilization, and Information Technologies are key to the right access to this resource. Social health and environment care balance also depends on this availability. Awareness of the actions taken and available capacities to cover a natural disaster or a daily issue, becomes crucial to enhance popular support. This is what **ES** makes easily available in the Hospitality Sector: **ES** opens a window for communication and collaboration. ES supports

a vision of the Hotels and Hospitals as oasis in the worst scenarios, helping the cities themselves to recover from an issue, and leading the change into the Urban Millennium.

To further improve current progress, **ES** will raise an awareness letter in FY2023, looking for active partnerships and projects.

CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP

CRITERION 19: CEO commitment and leadership.

ENTERTAINMENT SOLUTIONS supports the principles of UN GP from its company definition, from foundation and current CEO, Management Board and **ES** team. Our speaking opportunities in forums are led also by one of the **ES** founders.

ES customer presentations and trainings reflect the CEO commitment and leadership on this topic, deployed to the rest of the team and the product evolution itself.

To further improve current progress, in FY2023, **ES** will define specific internal objectives for sustainability criteria and UN Global Compact principles. These will be incentive schemes for the CEO and the executive management team.

CRITERION 20: Board adoption and oversight.

ENTERTAINMENT SOLUTIONS born in 2006 and currently supports Interactive Service Points in 60 countries. This is an exercise of responsibility, sustainability and performance. Corporate Relations Director is accountable for Sustainability UN COP report.

CR Director seeks for a realizable long-term vision, and is also responsible for Sustainability, where a critical issue is the UN GP follow up and COP reporting, previous to CEO signature.

CRITERION 21: Stakeholder engagement.

ENTERTAINMENT SOLUTIONS identifies its customers, suppliers and employee's engagement as key for this UN GP development, this is why the UN COP follow up is broadly communicated, both internally and externally on regular basis.

To further improve current progress, **ES** will send a request letter in FY2023, to define sustainability strategies, goals and policies in consultation with key shareholders. The overall expected result is to launch projects where UN issues are a priority.



Please, let us know your requirements:

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ES CERTIFICATE – UN GC COP 2022

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