



UN GLOBAL COMPACT

COMMUNICATION ON PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.



ES COP 2020 UN Global Compact

Digital Ecosystem for Hotels
ZAFIRO TV, ZAFIRO Mobile, ZAFIRO Cast, ZAFIRO WiFi
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. Due to COVID-19, **ES** volunteers launched SolidaryOS, a digital platform to support isolated people during mobility restrictions.



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. The financial figures and number of employees has doubled in the last four years; and **ES** shows figures from 10% women in 2009 to 34% women in 2020. They work in different areas with the same level of responsibility as their male colleagues, depending on their interests (Management, R&D, Technical Support, Marketing, Sales, Customer Service).

ES UN COP TARGETS FY2019-FY2020

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 Virtual Summits in different regions, ACOTUR Mexico, SolidaryOS volunteer promotion,...

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 FY2021 within Board of Directors.

Before End: December – January – February
Achievement: **100%** - 90% - 80%

Awareness Letter: share FY2020 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 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 popularization. Digitalization is a priority according to special 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 an Interactive Platform developer, a trend setter company that releases the modular IPTV platform branded ZAFIRO. 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.

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.



ANTI-CORRUPTION

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.



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, achievements, and discuss daily issues and market approach.



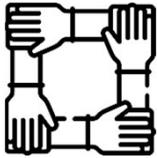
ROBUST HUMAN RIGHTS MANAGEMENT POLICIES & PROCEDURES

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 to communicate in advance the fiscal year results in an open session.



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 the product evolution itself.

ES has doubled the number of projects and IPTV Service Points deployed during the last four years in 60 countries. This is an exercise of responsibility, sustainability and performance. Sustainability is one of the responsibilities of the Corporate Relations Director, who is 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

ES is a trend setter in Interactive Platform development. Our In-house Management System helps our team to work in a paper-less mode and allows an excellent dialogue and tracking of the different process within the company. Our team is fully aware of this competitive advantage and has been explaining and training our customers in this new approach. 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 noncollaboration 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 2020

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