



## Entertainment Solutions (ES) Communication on Progress (COP) - UN Global Compact 2020

Zaragoza, March 10<sup>th</sup>, 2021

### To our stakeholders:

Fiscal Year 2020 closes in **Entertainment Solutions** with a hope message: COVID-19 global pandemic issue has just raised the respect flag for those fighters that cope with the same issue once and another, century over century. We must do the same right now, reapplying learnings from the past: listen carefully to those experts that could find the right approach in record time, provide them our best solutions, protect our closest environment, and offer our vision to the rest of the teams.

With this philosophy, **ES** maintains its global business with a sustainable cost of structure growth, to consolidate the process that doubled the financial figures in the last four years, thanks to the successful deployment of the FY2018 defined branding: ZAFIRO, ZAFIRO Cast, ZAFIRO WiFi and the new ZAFIRO Mobile and Cloud migration. We keep our leading position in international Duns & Bradstreet Comprehensive Report. A minimal Risk of Business Failure with the highest Financial Strength, best in class in comparison with our Sector. **ES** has been a leader in technology, in diversity and in social commitment, ever since the very first IPTV deployment in a European hotel in 2007.

On top of ZAFIRO new functionalities, a group of volunteers also developed **SolidaryOS**, a digital platform to support isolated people during mobility restrictions. The code was starting from scratch and ready in record time, available for organizations like Red Cross, Pharma or Food Sectors, to reach as maximum people as possible. This is 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 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 GP as the key inspiration for our company behaviour and we have been further working under this paradigm since 2014: In this FY2020, **ENTERTAINMENT SOLUTIONS** formerly renews our ongoing commitment to its principles and asks you as Stakeholder to proactively support the Global Compact initiative.

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 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 CO<sub>2</sub> 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, in order to 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 Hospitality Sector key players to find the opportunity to demonstrate the potential of our Sector in this area. Following this commitment, a group of ES Volunteers started to work in SolidaryOS platform due to #covid19, to support international organizations like Red Cross, helping population to volunteer in a safe and reliable way, to minimize movements while helping their closest people in risk to #StayHome.

We are got in use 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 the travellers during the last 500 years during a long trip, a short visit... And to start from scratch in the worst situations, too. Keep in mind the example of the Hoteliers commitment during natural disasters, or even in conflict areas, supporting the international help distribution to affected population.

On top of this, ES fully supports UN messages during COVID-19 pandemic issue: ES Team is ready to further develop ZAFIRO to enhance digitalization processes across Sectors and geographies. Let us 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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