

December, 18<sup>th</sup> 2015  
H.E. Ban Ki-moon  
Secretary-General  
United Nations  
New York, NY 10017  
USA

Dear Mr. Secretary-General,

I am pleased to confirm that ENTERTAINMENT SOLUTIONS supports the ten principles of the Global Compact on human rights, labour, environment and anti-corruption. With this communication, we express our intent to 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 projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. ENTERTAINMENT SOLUTIONS will make a clear statement of this commitment to our stakeholders and the general public.

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 at a later date. 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. This is separate from our initial letter of commitment to join the Global Compact.
- 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**  
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CIF B63620196 - Tel +34 976366216  
<http://www.entertainment-solutions.eu>

Name Mr. Miguel Mora  
Acting CEO and Managing Director

## Entertainment Solutions (ES) Communication Of Progress (COP) of UN Global Compact 2014

Zaragoza, December 18th, 2015

To our stakeholders:

Fiscal Year 2014 closes in **Entertainment Solutions** with some very good news: international Duns & Bradstreet Comprehensive Report, qualifies **ES** as an A1 Company, that is the minimal D&B Risk of Business Failure with an A D&B Financial Strength, that leads to a 97% of D&B Failure Score. **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.

We would like to give thanks to everyone, to our suppliers, to our customers, and especially to our team. Their hard work and confidence in the future have turned the dream of a couple of IT professionals into a new reality, which is now available in 40 countries of the Hospitality Sector where nearly 40.000 IPTV service points 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.

This letter is also to acknowledge the strength of the spirit of UN Global Compact in our company. We identified UN GP as the key inspiration for our company behaviour in our Social Responsibility Memo 2009: in this FY2014, **ENTERTAINMENT SOLUTIONS** formerly joins the initiative, supports the Global Compact and renews our ongoing commitment to its principles.

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
- Taking Action in Support of Broader UN Goals and Issues
- Corporate Sustainability Governance and Leadership

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

Mr. Miguel Mora Marín  
CEO, authorised signature  
ENTERTAINMENT SOLUTIONS, S.L

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**ES COP 2014**  
**Communication Of Progress**  
**UN Global Compact**

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## SECTION I: ENTERTAINMENT SOLUTIONS Sustainability Information (additional information to the D&B ES Annual Report 2014)

**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.

This report describes the overall status; the year's progress according to the systems and measures we have implemented; and our achievements.

### *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 a 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.

### *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. This is why the number of company employees has grown 36% since 2009.

**ENTERTAINMENT SOLUTIONS** as a part of a responsible human resource policy, endeavours to maintain an excellent personal and professional balance among our employees. **ES** fosters a 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. **ES** shows figures from 10% women in 2009 to 24% women in 2014, they work in different areas with the same level of responsibility as their male colleagues, depending on their interests (Management, R&D, Business Development & Sales).

**ENTERTAINMENT SOLUTIONS** also looks for this commitment in our value chain, with the objective of creating a better XXI 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 issue in FY2016:

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 place”. This leads us to a long term vision “**ES** helps the hospitality sector to develop the finest guest service in the 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 2020 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	FY2009	FY2014
ES Growth	-	36%
ES Energy Consumption	13.773,00 KWh	35.405 KWh
ES Energy Consumption per m <sup>2</sup> offices	53,00 KWh/m <sup>2</sup>	43 KWh/m <sup>2</sup>
CO2 emissions per m <sup>2</sup> offices (due to electrical energy)	21 T/m <sup>2</sup>	16 T/m <sup>2</sup>
Radioactive particles per m <sup>2</sup> offices (due to electrical energy)	-	0,026 mg/m <sup>2</sup>
ES Water Consumption	18 m <sup>3</sup>	89 m <sup>3</sup>
ES Water Consumption per m <sup>2</sup> offices	0,163m <sup>3</sup> /m <sup>2</sup>	0,108 m <sup>3</sup> /m <sup>2</sup>

We strongly believe in communication as a tool to further disseminate an initiative, and our customers are improving the life style 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 among customers in FY2016, 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 40 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 among customers and suppliers in FY2016, asking also for UN GC commitment if not available.



## SECTION II: ES – review of UN Global Compact Criteria

### IMPLEMENTING THE TEN PRINCIPLES INTO STRATEGIES & OPERATIONS

The 10 Principles are in the spirit of the vision, objectives and taken actions of the Company (please note that there is just 1 unique Business Unit):

#### 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:

- **Innovation & Strategy**, provides long term 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, I&S ensures that the **ES** product & service portfolio itself could help our customers to deliver their best offers to the right guest at the right time.  
In terms of UN Global Compact, I&S fully subscribes the Ten Principles, even going as far as to ask proactively in the sector forums for a more in depth commitment to, and short term realisation of; not only information but also health, energy, water and food management; thanks to the availability of new emerging technologies.
- **Business Development & Sales**, is in charge of the market development, and provides awareness to the hospitality sector. BD&S delivers the necessary information relating to the company's capabilities in terms of its products, its services and its potential. It also works proactively to achieve that the customer orders are able to pilot the new scenarios in the real marketplace. According to the Ten Principles, BD&S looks 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.
- **Technical Support, Research & Development**, as the key engine of the company, our T-R&D team are committed to the growth of products and services, according to the highest standards of techs and reliability. They provide necessary support on a daily basis, either by on-site deployments or by remote assistance. The first IPTV solution in a European hotel was developed and deployed by **ENTERTAINMENT SOLUTIONS**. Now, our T-R&D team evolve on a daily basis towards a better modular IPTV platform that can enable our customers to deliver excellent support to: the guests at a hotel; the patient in a hospital; the employee of a company; or the student at a university. A very robust platform and a simple management, enables the T-R&D to customise services, to monitor, and to react to issues on-line. T-R&D are the core which support the Ten Principles, and provide a flexible tool to protect people and the environment wherever the IPTV platform is installed. T-R&D are a diverse group of highly qualified professionals that support the UN strategy wherever they work, either at **ES** HQ or Customer Premises.
- **Customer Service & Logistics**, this function integrates and supports the supply chain; customer logistics; warehouse; and customer service. In order to ensure the UN GC, this department develops 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 the CS&L Department proactively uses 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.
- **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.

- **Human Resources**, has 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. Human resources allocates the right facility to the right team, respecting individual interests and the specific needs of a 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.

**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 pre-defined ratios:

- **ES** is growing, even though our country is in an atmosphere of crisis. In terms of people: there is an increasing number of employees and collaborating external parties. In terms of customers: support, renewals and new projects are coming. In terms of turnover and benefits: economic and financial figures are also growing.
- **ES** is a Spanish SME (Small Medium Enterprise) that shows excellent results in terms of profitability, financial status, assets utility and employment stability.
- **ES** has doubled the number of IPTV Service Points in 3 years. Thanks again to the adherence to a policy of transparency; to the commitment of our team; and to all the participants of our marketplace.

In Criterion 1 and Criterion 2, **ES** is now at the right time to define by the next COP 2015, to fulfill this corporate function criterion, including: goals, timelines, metrics, and responsible staff. Also, for further implementation of the value chain, **ES** will communicate policies and expectations to suppliers and other relevant business partners and **ES** will implement monitoring and assurance mechanisms for external compliance (e.g. audits/screenings).

## ROBUST HUMAN RIGHTS MANAGEMENT POLICIES & PROCEDURES



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

[http://www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR\\_EN.pdf](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.



To further improve current progress, **ES** would publish on the website the official UN message, and issue an awareness letter to its employees, and to its customers and suppliers in FY2016..

**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 FY2016, 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.

## ROBUST LABOUR MANAGEMENT POLICIES & PROCEDURES

**ENTERTAINMENT SOLUTIONS** follows the international labour standards, and uses an external company to monitor the employees laboral risks. In the case of women, **ES** policy has attracted an increasing number of high qualified professionals.



To further improve current progress, **ES** will distribute an awareness letter in FY2016 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

**ES** monitors the employees laboral risks with an external company to ensure the right understanding and individual commitment in managers and employees. Every year the external company sends the risk review document 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 FY2016, for an active engagement with suppliers to address labour-related challenges.

**ES** reviews on a monthly basis, the metrics of the company, where the management board summarises the achievements and feedback from their teams. **ES** uses Christmas events as a time for team building activities, and to communicate in advance the fiscal year results in an open session.



To further improve current progress, **ES** will raise an awareness letter in FY2016, for an active engagement with suppliers to address international labour standards challenges.

## ROBUST ENVIRONMENTAL MANAGEMENT POLICIES & PROCEDURES

**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 the 21st century. The interactive platform has saved the unnecessary use of tons of paper across 40 countries.



To further improve current progress, **ES** will raise an awareness letter in FY2016, 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).

**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.



To further improve current progress, **ES** will send out an awareness letter in FY2016, 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.

**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.



To further improve current progress, **ES** will raise an official statement in FY2016 for business partners, and include this specific topic in the internal communication.

**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.



To further improve current progress, **ES** will formally advise in FY2016, 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.

**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.

## TAKING ACTION IN SUPPORT OF BROADER UN GOALS AND ISSUES

**ENTERTAINMENT SOLUTIONS** is fully aligned with UN GC Human Rights Issues: our purpose is "To provide IT products and services with a modular and flexible design that will improve our customer management and their guests lives". From our initial premise of: "We make hotels a better place", our new long term vision is: "**ES** helps the hospitality sector to provide the finest guest service in the world".

**ES** is now helping to prepare a 2020 society in which different services could be available thanks to intelligent management and to the popularisation of the Internet. Furthermore, we are working towards the 2050 scenario to define a world with 9.000 million people that would guarantee the same opportunities for all the citizens in a diverse natural environment. In terms of UN Global Compact, **ES** fully subscribes the Ten Principles, asking proactively in the sector forums for a more in depth commitment, not only in terms of information but also in health, energy, water and food management.

**ES** proactively participates in hospitality sector forums like HITEC, IHTF, and HTNG, among others. Together with our business partners, we show the potential of the interactive solutions to enhance our society's access to services. We are promoting the concept of hospitality in the 21st century as the evolution from the 15th century: in the next fifty years, world cities will grow as much again as they have done in the previous 500 years. From the advances made, the hospitality sector could contribute to achieve a better quality of city, such as the Smart City concept.

**ES** supports those members of the board, that actively spread knowledge through different sector forums. We also support energy scarcity objectives and information management. This is 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 back bone of our civilisation, and information technologies are key to the right access to this resource. Social health and environmental care, also depend on this availability. Awareness of the actions taken and available capacities to cover a natural disaster or a daily issue, are 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 hotels and hospitals as an 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 FY2016, looking for active partnerships and projects.

## CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP

**ENTERTAINMENT SOLUTIONS** 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.



To further improve current progress, in FY2016, **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.

**ES** nearly supports 40.000 Interactive Service Points in 40 countries. This is an exercise of responsibility, sustainability and performance. Sustainability is one of the responsibilities of the Innovation & Strategy Director, who is also responsible for UN GP follow up and COP reporting, previous to CEO signature.

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



To further improve current progress, **ES** will send a request letter in FY2016, 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, even in conflict areas.

## CRITERION ANNEX: CONFLICT AREAS

**ENTERTAINMENT SOLUTIONS** 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.



To further improve current progress, **ES** will study the diligence definition in the internal procedures in FY2016. We plan further study of the UN tenders to identify a project opportunity, to approach shareholders, and to engage civil society and international organisations.



# Entertainment Solutions

## ES



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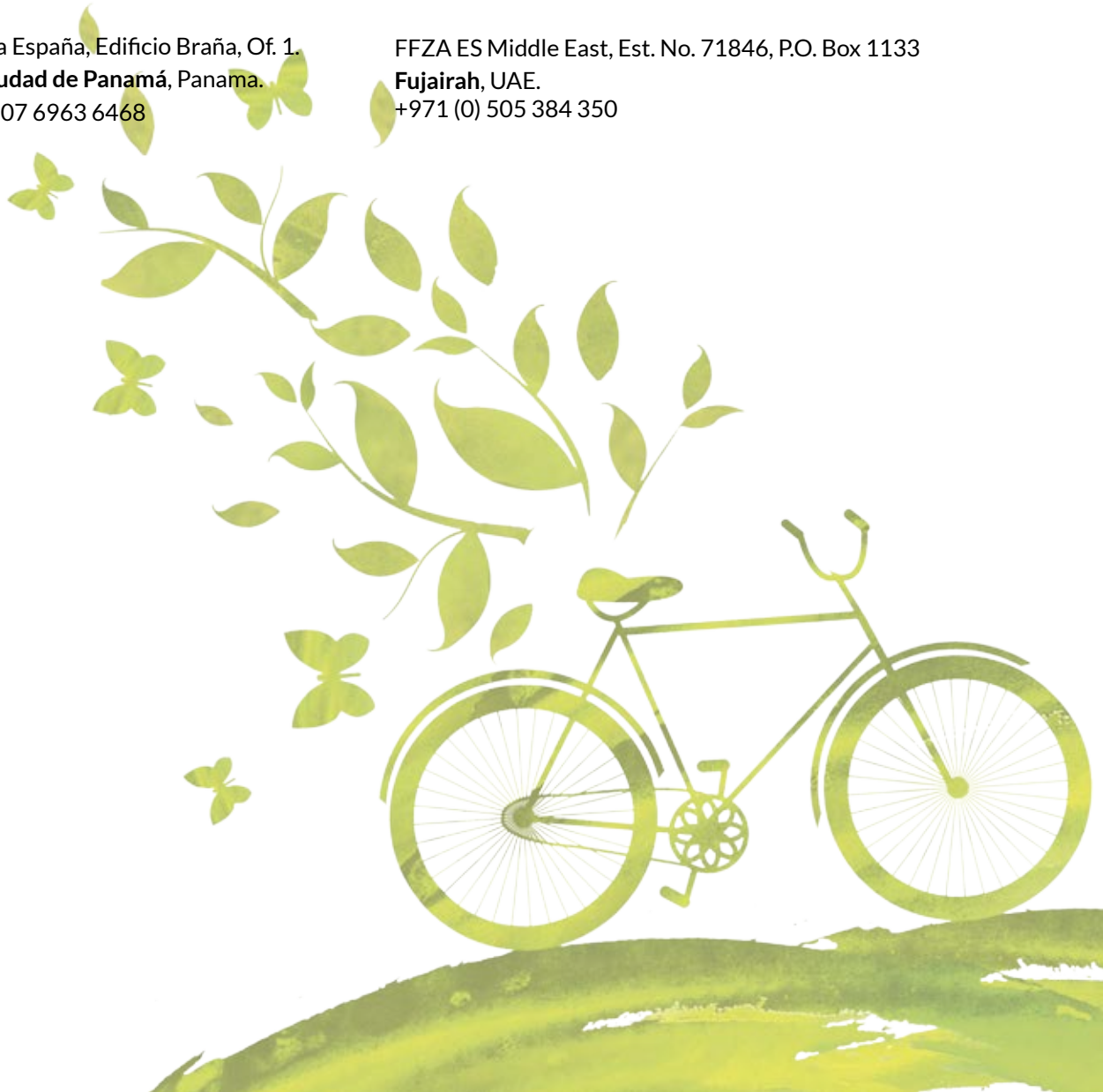
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## Robust Labour Management Policies & Procedures

### Criterion 6: The COP describes robust commitments, strategies or policies in the area of labour

Indicate which of the following best practices are described in your COP:

- ☒ Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies
  - 1 While the 10 Global Compact principles are based on international conventions, organizations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles' underlying meaning.
- ☐ Reflection on the relevance of the labour principles for the company
  - 1 The company should reflect on (1) significant labour-related social and economic impacts of the enterprise and (2) whether such impact could substantively influence the assessments and decisions of the organization's stakeholders.
- ☐ Written company policy to obey national labour law, respect principles of the relevant international labour standards in company operations worldwide, and engage in dialogue with representative organization of the workers (international, sectoral, national).
- ☐ Inclusion of reference to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners
- ☒ Specific commitments and Human Resources policies, in line with national development priorities or decent work priorities in the country of operation
  - 1 Examples: Inclusion of vulnerable/discriminated groups in the workforce (e.g., women, disabled, migrant, HIV/AIDS, older/younger workers); equal pay for work of equal value; contribution to national strategies to eliminate child/forced labour, etc.
- ☐ Participation and leadership in wider efforts by employers' organizations (international and national levels) to jointly address challenges related to labour standards in the countries of operation, possibly in a tripartite approach (business - trade union - government).
- ☐ Structural engagement with a global union, possibly via a Global Framework Agreement
- ☐ Other established or emerging best practices
  - 1 Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - 1 This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 7: The COP describes effective management systems to integrate the labour principles

Indicate which of the following best practices are described in your COP:

- ☒ Risk and impact assessments in the area of labour
- ☒ Dialogue mechanism with trade unions to regularly discuss and review company progress in addressing labour standards
- ☒ Allocation of responsibilities and accountability within the organization
- ☐ Internal awareness-raising and training on the labour principles for management and employees

- ☐ Active engagement with suppliers to address labour-related challenges
- ☒ Grievance mechanisms, communication channels and other procedures (e.g., whistleblower mechanisms) available for workers to report concerns, make suggestions or seek advice, designed and operated in agreement with the representative organization of workers
- ☐ Other established or emerging best practices
  - 1 Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - 1 This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration

Indicate which of the following best practices are described in your COP:

- ☒ System to track and measure performance based on standardized performance metrics
- ☒ Dialogues with the representative organization of workers to regularly review progress made and jointly identify priorities for the future
- ☐ Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards
- ☒ Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve workplace practices
- ☐ Outcomes of integration of the Labour principles
  - 1 To report main incidents involving the company disclosure that your organization had no labour-related abuses in the past year satisfies this best practice where providing details may be counterproductive.
- ☐ Other established or emerging best practices
  - 1 Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - 1 This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

## Robust Environmental Management Policies & Procedures

### Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship

Indicate which of the following best practices are described in your COP:

- ☒ Reference to relevant international conventions and other international instruments (e.g. Rio Declaration on Environment and Development)
- ☒ While the 10 Global Compact principles are based on international conventions organisations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles' underlying meaning.
- ☒ Reflection on the relevance of environmental stewardship for the company
- ☒ In making that determination, the company should consider (1) if it has potentially significant environmental impacts and (2) whether such impact could substantively influence the assessments and decisions of the organisation's stakeholders.
- ☒ Written company policy on environmental stewardship
- ☐ Inclusion of minimum environmental standards in contracts with suppliers and other relevant business partners
- ☐ Specific commitments and goals for specified years
- ☐ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 10: The COP describes effective management systems to integrate the environmental principles

Indicate which of the following best practices are described in your COP:

- ☒ Environmental risk and impact assessments
- ☒ Assessments of lifecycle impact of products, ensuring environmentally sound management policies
- ☒ Allocation of responsibilities and accountability within the organisation
- ☒ Internal awareness-raising and training on environmental stewardship for management and employees
- ☐ Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) for reporting concerns or seeking advice regarding environmental impacts
- ☒ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship

Indicate which of the following best practices are described in your COP:

- ☐ System to track and measure performance based on standardized performance metrics
- ☒ Leadership review of monitoring and improvement results
- ☐ Process to deal with incidents
- ☐ Audits or other steps to monitor and improve the environmental performance of companies in the supply chain
- ☐ Outcomes of integration of the environmental principles
- ☒ To report main incidents involving the company, disclose that your organization had no environmental incidents in the past year satisfies this best practice. Suggested GRI Indicators: EN 1-3, 5-6, 8, 10, 13, 16, 18-20, 26-27.
- ☐ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.



## Robust Anti-Corruption Management Policies & Procedures

- ➊ Criteria and best practices under Anti-Corruption implementation have been modified to reflect the **Anti-Corruption Reporting Guidance**. Best practices reflect specific reporting elements of the guidance, either Basic (numbers starting with B) or desired (numbers starting with D).

### Criterion 12: The COP describes robust commitments, strategies or policies in the area of anti-corruption

Indicate which of the following best practices are described in your COP:

- ☒ Publicly stated formal policy of zero-tolerance of corruption (D1)
- ☒ Commitment to be in compliance with all relevant anti-corruption laws, including the implementation of procedures to know the law and monitor changes (B2)
- ☒ Statement of support for international and regional legal frameworks, such as the UN Convention against Corruption (D2)
- ☐ Detailed policies for high-risk areas of corruption (D4)
- ☐ Policy on anti-corruption regarding business partners (D5)
- ☐ Other established or emerging best practices
- ➋ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ➌ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle

Indicate which of the following best practices are described in your COP:

- ☒ Support by the organization's leadership for anti-corruption (B4)
- ☒ Carrying out risk assessment of potential areas of corruption (D3)
- ☐ Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees (B5 + D8)
- ☐ Internal checks and balances to ensure consistency with the anti-corruption commitment (B6)
- ☒ Actions taken to encourage business partners to implement anti-corruption commitments (D6)
- ☒ Management responsibility and accountability for implementation of the anti-corruption commitment or policy (D7)
- ☐ Communications (whistleblowing) channels and follow-up mechanisms for reporting concerns or seeking advice (D9)
- ☒ Internal accounting and auditing procedures related to anticorruption (D10)
- ☐ Other established or emerging best practices

- ➋ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ➌ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption

Indicate which of the following best practices are described in your COP:

- ☐ Leadership review of monitoring and improvement results (D12)
- ☒ Process to deal with incidents (D13)
- ☐ Public legal cases regarding corruption (D14)
- ☐ Use of independent external assurance of anti-corruption programmes (D15)
- ☐ Outcomes of integration of the anti-corruption principle
- ➍ Outcomes of assessments of potential corruption (D3) and mechanisms for seeking advice/reporting (D9). Procedures supporting anti-corruption policy. Disclosure that your organization had no incidents suffices where providing details is counterproductive. GRI indicators SO2-4.
- ☐ Other established or emerging best practices
- ➎ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ➏ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

## Taking Action in Support of Broader UN Goals and Issues

⊕ "Broader UN Goals and Issues" refers to an array of global issues—based on the most acute or chronic global challenges—including:

Peace & Security	Migration
Millennium Development Goals	Food Security
Human Rights	Sustainable Ecosystems and Biodiversity
Children's Rights	Climate Change Mitigation and Adaptation
Gender Equality	Water Security and Sanitation
Health	Employment and Decent Working Conditions
Education	Anti-Corruption
Humanitarian Assistance	

For a list of further Global Issues that are relevant to the work of the UN as well as business, please refer to [business.un.org](http://business.un.org)

### Criterion 15: The COP describes core business contributions to UN goals and issues

Indicate which of the following best practices are described in your COP:

- ☐ Align core business strategy with one or more relevant UN goals/issues
- ☒ Develop relevant products and services or design business models that contribute to UN goals/issues
- ☐ Adopt and modify operating procedures to maximize contribution to UN goals/issues
- ☐ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 16: The COP describes strategic social investments and philanthropy

Indicate which of the following best practices are described in your COP:

- ☒ Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy
- ☐ Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors
- ☐ Take responsibility for the intentional and unintentional effects of funding and have due regard for local customs, traditions, religions, and priorities of pertinent individuals and groups
- ☐ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 17: The COP describes advocacy and public policy engagement

Indicate which of the following best practices are described in your COP:

- ☒ Publicly advocate the importance of action in relation to one or more UN goals/issues
- ☒ Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals/issues
- ☐ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 18: The COP describes partnerships and collective action

Indicate which of the following best practices are described in your COP:

- ☒ Develop and implement partnership projects with public or private organizations (UN entities, government, NGOs, or other groups) on core business, social investments and/or advocacy
- ☐ Join industry peers, UN entities and/or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company's positive impact on its value chain
- ☐ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.



## Corporate Sustainability Governance and Leadership

### Criterion 19: The COP describes CEO commitment and leadership

Indicate which of the following best practices are described in your COP:

- ☒ CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact
- ☐ CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards
- ☒ CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation
- ☐ Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team
- ☐ Other established or emerging best practices
  - Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 20: The COP describes Board adoption and oversight

Indicate which of the following best practices are described in your COP:

- ☒ Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance
- ☒ Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability.
- ☒ Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)
- ☐ Other established or emerging best practices
  - Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

### Criterion 21: The COP describes stakeholder engagement

Indicate which of the following best practices are described in your COP:

- ☒ Publicly recognize responsibility for the company's impacts on internal and external stakeholders
- ☐ Define sustainability strategies, goals and policies in consultation with key stakeholders
  - Regular stakeholder consultations in the area of human rights, labour, environment and anti-corruption. List of stakeholder groups engaged by the organization. Develop process for identifying key stakeholders and report on outcomes of consultation.
- ☐ Consult stakeholders in dealing with implementation dilemmas and challenges and invite them to take active part in reviewing performance
- ☐ Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect 'whistle-blowers'
- ☐ Other established or emerging best practices
  - Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

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## ANNEX: Business & Peace

The COP describes policies and practices related to the company's core business operations in high-risk or conflict-affected areas

Indicate which of the following best practices are described in your COP:

- ☐ Information on how policies, strategies and operating practices have been adapted to the specific high-risk/conflict context based on due diligence
- ☒ Adherence to best practices even where national law sets a lower standard, including in the management of security services
- ☒ Management of the supply chain to avoid contributing to conflict through purchasing decisions and practices
- ☐ Other established or emerging best practices
  - ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

The COP describes policies and practices related to the company's government relations in high-risk or conflict-affected areas

Indicate which of the following best practices are described in your COP:

- ☒ Assessment of opportunities for constructive engagement with government actors in order to support peace
- ☒ Measures undertaken to avoid complicity in human rights violations by government actors
- ☒ Management practices aimed at preventing corrupt relationships with government officials
- ☐ Other established or emerging best practices
  - ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

The COP describes local stakeholder engagement and strategic social investment activities of the company in high-risk or conflict-affected areas

Indicate which of the following best practices are described in your COP:

- ☒ Stakeholder engagement mechanisms across company and contractor operations
- ☐ Approaches to stakeholder engagement involving civil society, international organizations, etc
- ☐ Actions toward constructive and peaceful company-community engagement
- ☐ Sustainable social investment projects
- ☐ Other established or emerging best practices
  - ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
  - ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.



# Entertainment Solutions COP 2014

Please enter a short title for your submission.

The Communication on Progress is in the following format:

- ☐ Stand-alone document
- ☐ Part of a sustainability or corporate (social) responsibility report
- ☒ Part of an annual (financial) report

What is the time period covered by your COP? **FY 2014**

Does your COP contain a statement by the CEO (or equivalent) expressing continued support for the Global Compact and renewing your company's ongoing commitment to the initiative and its principles? **Y**

Does your COP contain a description of actions and policies related to the following issue areas?

Human Rights	Labour	Environment	Anti-Corruption
Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>
No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>

Does your COP contain, if relevant, a description of policies and practices related to your company's operations in high-risk and/or conflict-affected areas? **Y** (N.A.)

- If yes, see additional questions in the Annex. The Global Compact - PRI Guidance on Responsible Business and Investment in Conflict-Affected & High-Risk Areas defines "high-risk" or "conflict-affected" areas as:
- o those that are not currently experiencing high levels of armed violence, but where political and social instability prevails;
  - o those in which there are serious concerns about abuses of human rights and political and civil liberties, but where violent conflict is not present;
  - o those that are currently experiencing violent conflict, including civil wars, armed insurrections and other types of organized violence, and those that are in transition from violent conflict to peace, often referred to as "post-conflict" (where there may be a risk of falling back into violent conflict).

Does your COP include qualitative and/or quantitative measurement of outcomes illustrating the degree to which targets/performance indicators were met? **Y**

How does your organization share its COP with stakeholders?

- ☐ Through the UN Global Compact website only
- ☒ COP is easily accessible to all interested parties (e.g., via its website)
- ☐ COP is actively distributed to all key stakeholders (e.g., investors, employees, consumers, local community)
- ☐ Both b) and c)

How is the accuracy and completeness of information in your COP assessed by a credible third-party?

- ☒ Note that assessment of the accuracy and completeness of information in your COP by a credible third-party became a requirement of COPs at the GC Advanced level as of 1 January, 2014. The Global Compact recognizes that there are various options in terms of external assessment. High-quality external assessment should ideally encompass qualitative and quantitative information and performance data in the COP, as well as an explanation of the management systems and processes that foster their credibility. A credible third party is defined as groups or individuals external to the reporting organization who are demonstrably competent in both the subject matter and assurance practices. For optional guidance on the assurance process, companies may refer to p. 41 of the GRI Guidelines (version G3.1).

Information is reviewed by multiple stakeholders (e.g., representatives of groups prioritized in stakeholder analysis)

- ☐ Information is reviewed by a panel of peers (e.g., members of the same industry, competitors, benchmarked leaders, others organized via Global Compact Local Network)
- ☐ Information is assured by independent assessors (e.g., accounting or consulting firm) using their own proprietary methodology
- ☐ Information is assured by independent assessors (e.g., accounting or consulting firm) against recognized assurance standard (e.g., ISAE3000, AA1000AS, other national or industry-specific standard)
- ☐ Other established or emerging best practices

- ☒ Please use the text box below to publicly share any other best practices. 255 characters or less, including spaces.

The COP describes any action(s) that the company plans to undertake by its next COP to have the credibility of the information in its COP externally assessed, including goals, timelines, metrics, and responsible staff

The COP incorporates the following high standards of transparency and disclosure:

- ☐ Applies the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines
- ☐ Qualifies for Level B or higher of the GRI G3 or G3.1 application levels
- ☐ Is 'in accordance - core' with GRI G4
- ☒ Is 'in accordance - comprehensive' with GRI G4

Provides information on the company's profile and context of operation

- ☒ Such as: Legal, group and ownership structure. Countries and scale of operation. Markets served (geographic/sector breakdown, types of customers/beneficiaries). Primary brands/products/services. Supply chain. Commitments to external initiatives.





## Summary of Criteria

### Implementing the Ten Principles into Strategies & Operations

- Criterion 1: The COP describes mainstreaming into corporate functions and business units
- Criterion 2: The COP describes value chain implementation

#### Robust Human Rights Management Policies & Procedures

- Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights
- Criterion 4: The COP describes effective management systems to integrate the human rights principles
- Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration

#### Robust Labour Management Policies & Procedures

- Criterion 6: The COP describes robust commitments, strategies or policies in the area of labour
- Criterion 7: The COP describes effective management systems to integrate the labour principles
- Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration

#### Robust Environmental Management Policies & Procedures

- Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship
- Criterion 10: The COP describes effective management systems to integrate the environmental principles
- Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship

#### Robust Anti-Corruption Management Policies & Procedures

- Criterion 12: The COP describes robust commitments, strategies or policies in the area of anti-corruption
- Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle
- Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption

### Taking Action in Support of Broader UN Goals and Issues

- Criterion 15: The COP describes core business contributions to UN goals and issues
- Criterion 16: The COP describes strategic social investments and philanthropy
- Criterion 17: The COP describes advocacy and public policy engagement
- Criterion 18: The COP describes partnerships and collective action

### Corporate Sustainability Governance and Leadership

- Criterion 19: The COP describes CEO commitment and leadership
- Criterion 20: The COP describes Board adoption and oversight
- Criterion 21: The COP describes stakeholder engagement

## Criteria, Best Practices and Explanation

### Implementing the Ten Principles into Strategies & Operations

@ The term 'value chain', for purposes of this self-assessment, refers to an organization's business partners both upstream (including suppliers and subcontractors) and downstream (e.g. for transport of finished products).

#### Criterion 1: The COP describes mainstreaming into corporate functions and business units

Indicate which of the following best practices are described in your COP:

- ☒ Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc) ensuring no function conflicts with company's sustainability commitments and objectives
  - ☐ Align strategies, goals and incentive structures of all business units and subsidiaries with corporate sustainability strategy
  - ☐ Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary
  - ☒ Design corporate sustainability strategy to leverage synergies between and among issue areas and to deal adequately with trade-offs
  - ☒ Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts
  - ☐ Other established or emerging best practices
- Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff

● This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

#### Criterion 2: The COP describes value chain implementation

Indicate which of the following best practices are described in your COP:

- ☒ Analyze each segment of the value chain carefully, both upstream and downstream, when mapping risks, opportunities and impacts
- ☐ Communicate policies and expectations to suppliers and other relevant business partners
- ☐ Implement monitoring and assurance mechanisms (e.g. audits/screenings) for compliance within the company's sphere of influence
- ☒ Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners
- ☐ Other established or emerging best practices

- Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

## Robust Human Rights Management Policies & Procedures

- ⊕ Criteria and best practices under human rights implementation have been modified to reflect the Guiding Principles on Business and Human Rights: Implementing the United Nations "Protect, Respect and Remedy" Framework (the Guiding Principles), as well as the Human Rights COP Reporting Guidance. Best practices reflect specific reporting elements of the latter guidance, either Basic (numbers starting with BRE) or Advanced (numbers starting with ARE).

**Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights**  
Indicate which of the following best practices are described in your COP:

- ☒ Commitment to comply with all applicable laws and respect internationally recognized human rights, wherever the company operates (e.g., the Universal Declaration of Human Rights, Guiding Principles on Human Rights) (BRE1 + ARE1)
- The Guiding Principles suggest that this should include a commitment to treat the risk of causing or contributing to gross human rights abuses as a legal compliance issue wherever the company operates
- ☐ Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company (BRE 1 + BRE5 + ARE 1 + ARE 5)
- ☐ Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services (BRE 1)
- ☒ Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties (BRE 1 + BRE 5 + ARE 1 + ARE 5)
- ☐ Other established or emerging best practices
- Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

**Criterion 4: The COP describes effective management systems to integrate the human rights principles**  
Indicate which of the following best practices are described in your COP:

- ☐ Process to ensure that internationally recognized human rights are respected
- ☐ On-going due diligence process that includes an assessment of actual and potential human rights impacts (BRE 2 + BRE 3 + ARE 2 + ARE 3)
- The Guiding Principles suggest that the assessment:
  - Include the risk of impacts the business enterprise may be involved in through its own activities, business relationships, and country and/or industry context
  - Involve meaningful consultation with potentially affected groups and other relevant stakeholders to assess actual and potential impacts as well as risks
  - Be ongoing and evolving, adapted to size and complexity
  - Be included in risk management systems

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The Guiding Principles also suggest that risks should not be limited to the risks to the company itself (material) but should also include risks to right-holders. Lastly the Guiding Principles suggest that findings from impact assessments should be integrated across relevant internal functions and processes.

- ☐ Internal awareness-raising and training on human rights for management and employees
- ☐ Operational-level grievance mechanisms for those potentially impacted by the company's activities (BRE 4 + ARE 4)
- ☐ Allocation of responsibilities and accountability for addressing human rights impacts
- ☐ Internal decision-making, budget and oversight for effective responses to human rights impacts
- ☐ Processes to provide for or cooperate in the remediation of adverse human rights impacts that the company has caused or contributed to (BRE 3+ BRE 4 + ARE 3 + ARE 4)
- ☐ Process and programs in place to support human rights through: core business; strategic philanthropic/social investment; public policy engagement/advocacy; partnerships and/or other forms of collective action (BRE 6 + ARE 6)
- ☐ Other established or emerging best practices
- ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff

☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.

## Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration

Indicate which of the following best practices are described in your COP:

- ☒ System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain (BRE3 + ARE3)
  - ☒ The Guiding Principles also suggest that such monitoring should be based on qualitative and quantitative indicators
  - ☐ Monitoring drawn from internal and external feedback, including affected stakeholders
  - ☐ Leadership review of monitoring and improvement results
  - ☐ Process to deal with incidents the company has caused or contributed to for internal and external stakeholders (BRE 4 + ARE 4)
  - ☐ Grievance mechanisms that are legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue (BRE4 + ARE4)
  - ☐ Outcomes of integration of the human rights principles
  - ☐ - Outcomes of due diligence process
- Suggested GRI Indicators: HR2 Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken. HR10 Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.)*
- External and formal reporting of operations or operating contexts that pose risks of severe human rights impacts. The Guiding Principles suggest that communications should:
    - (a) Be of a form and frequency that reflect an enterprise's human rights impacts and that are accessible to its intended audiences;
    - (b) Provide information that is sufficient to evaluate the adequacy of an enterprise's response to the particular human rights impact involved;
    - (c) In turn not pose risks to affected stakeholders, personnel or to legitimate requirements of commercial confidentiality.
  - Disclosure of main incidents involving the company. The Global Compact Office acknowledges that providing such details may be counterproductive for various reasons related to the protection of human rights, and that confidentiality may, at times, be more effective in alleviating human rights abuses.
  - Outcomes of remediation processes of adverse human rights impacts (Suggested GRI Indicator: HR11 Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.)
- ☐ Other established or emerging best practices
  - ☒ Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).

- ☐ Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff
- ☒ This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.