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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 UNGC 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 formerly 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

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