



ES COP 2015
Communication Of Progress
UN Global Compact

SECTION I: ENTERTAINMENT SOLUTIONS Sustainability Information (additional information to the D&B ES Annual Report 2015)

ENTERTAINMENT SOLUTIONS has participated in the UN Global Compact since 7th October 2014, and is committed to upholding the Compact's ten principles in the current four issue areas. On top of this, **ES** activities in the long term are directly impacting on Sustainable Development Goals (SDGs) 4 (education) and 5 (gender equality). We strongly believe that our Interactive Platform would enhance current learning processes and knowledge sharing capabilities, without gender or geographic barriers.

These SDG4 and SDG5 represent an opportunity to **ES** business, as we identify in 2050 targets that **ES** Modules like INGEsuite and ZAFIRO management system would support a flexible way of presenting the existing electronic information (video, voice, text,...). This would allow Schools to improve their learning process. This would allow Hospitals to train their professionals and patients. This would allow Hotels to better interact with their guests, and go beyond the citizen limits. User masters will organize their own interactive data to different kind of user profiles, allow them the access, further improve, and deliver new results that could be easily integrated. No matter their gender or location, if Internet is available.

These SDG4 and SDG5 also represent a responsibility to **ES** business, as **ES** team commitment is to support and further enhance its customers installations and functionalities. This means that a number of releases are launched on yearly basis to references in more than 40 countries. This allows the knowledge network creation, and improvement based on experience. These SDG4 and SDG5 are in the spirit of **ES** business model, as products and services are offered, and even can be tailored by the customer, taking into account client segments. Product end of life is also managed by the **ES** Customer Service to replace with brand-new solutions in transparent way for our customers.

Brochures 2016 are attached to report growing status vs **ES** Interactive Platform 2014-2015, and the functionality behind. References brochure and F&A indicators shows that the first results are already here, growing in a sustainable way thanks to management and team commitment.

Please find below a summary of the current targets and performance indicators with measures. These are coming from the specific **ES** UN COP commitments within each UN GC CRITERIA, to be able to collect feedback and enable Board of Directors to define new actions. Marked in bold current FY2015 ES achievements:

ES UN COP TARGETS FY2015-FY2016	PERFORMANCE INDICATORS
Share COP with Stakeholders within the FY, together with official Company Data.	Before End: October – November – December Achievement: 100% - 90% - 80%.
COP Assesment by third-party, if 10 Million Turnover is achieved.	Available on: 10 Mio€ - 12 Mio€ - 15 Mio€ Achievement: 100% - 90% - 80% (Not Available)
Provide Information on the company's profile and operation, to allow international visibility and Sector Comparison.	Available on public Spanish Chamber before: July,31st – Aug, 31st – Dec 31st. Achievement: 100% - 75% - 50%.
Provide Information on the company's products and references (customers and forums), as a short term result of the ES vision.	Available on International Forums: 5 – 3 - 1 Achievement: 100% - 90% - 80% Web, HTNG, IHTF, HNME, Infocomm, Hotel Show - ...
Awareness Letter: ILO support and suppliers engagement to address labour challenges.	Before End: October – November – December Achievement: 100% - 90% - 80%
Awareness Letter: Environment commitment to customers and suppliers.	Before End: October – November – December Achievement: 100% - 90% - 80%.
Awareness Letter: Anti-Corruption commitment to business partners and internal personnel	Before End: October – November – December Achievement: 100% - 90% - 80%.
Awareness Letter: UN Goals support in specific projects to Hospitality Sector key players.	Before End: October – November – December Achievement: 100% - 90% - 80%.

Internal Sustainability Strategies and Objectives FY2017 within Board of Directors.	Before End: December – January - February Achievement: 100% - 90% - 80% (Not Available)
Awareness Letter: share FY2017 Sustainability Strategies with key Stakeholders.	Before End: January – February - March Achievement: 100% - 90% - 80% (Not Available)

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 doubled in the past 4 years.

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 30% women in 2015, further improving 2014 figures, 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 renew the communications 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	FY2015
ES Growth	-	36%
ES Energy Consumption	13.773 KWh	53.718 KWh
ES Energy Consumption per m ² offices	53 KWh/m ²	65 KWh/m ²
CO2 emissions per m ² offices (due to electrical energy)	21 T/m ²	22 T/m ²
Radioactive particles per m ² offices (due to electrical energy)	-	0,041 mg/m ²
ES Water Consumption	18 m ³	73 m ³
ES Water Consumption per m ² offices	0,163m ³ /m ²	0,088 m ³ /m ²

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 and publish in web for 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 and publish in web for customers and suppliers in FY2016, asking also for UN GC commitment if not available.

SECTION II: CRITERIA, BEST PRACTICE & EXPLANATION

IMPLEMENTING THE TEN PRINCIPLES INTO STRATEGIES & OPERATIONS

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

ROBUST HUMAN RIGHTS MANAGEMENT POLICIES & PROCEDURES



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

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

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



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

ES' departments, review every contract that is collected and monitor them in the Data Centre Management System. Any issues arising, would then be taken to the management board. Contracts with customers and with suppliers, start a proactive analysis of the behaviour of the new business relationship in terms of the respect to human rights. Until now, and due to the nature of the operations and market participants, **ES** has not detected any incidents that the company has caused or contributed to; both for internal and for external stakeholders.



To further improve current progress, **ES** would study a process to deal with incidents in 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.

CRITERION 1: Mainstreaming into corporate functions and business units.

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

CRITERION 2: Value Chain Implementation.

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

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

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

CRITERION 4: Management Systems to integrate Human Rights principles.

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

CRITERION 5: Monitoring and evaluation Mechanisms of HR integration.

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

ROBUST LABOUR MANAGEMENT POLICIES & PROCEDURES

CRITERION 6: Commitments, strategies or policies in Labour.

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



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

CRITERION 7: Management Systems to integrate Labour Principles.

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

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



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

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

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

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

ROBUST ENVIRONMENTAL MANAGEMENT POLICIES & PROCEDURES

CRITERION 9: Commitments in Environmental Area.

ENTERTAINMENT SOLUTIONS is by definition an environmental friendly company, a “paper-less” company that was born in the IT environment of the first years of XXI Century. The Interactive Platform has prevent the usage of tons of paper among 40 countries.



This was a disruptive approach to interpersonal awareness since 2006, 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).

CRITERION 10: Effective Management Systems in Environmental Area.

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



Our team is fully aware of this competitive to further improve current progress, **ES** will send out an awareness letter in 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.

CRITERION 11: Effective Monitoring and Evaluation in Environmental Area.

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

ROBUST ANTI-CORRUPTION MANAGEMENT POLICIES & PROCEDURES

CRITERION 12: Commitments in Anti-Corruption Area.

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



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.

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

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



To further improve current progress, **ES** will 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.

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

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

TAKING ACTION IN SUPPORT OF BROADER UN GOALS AND ISSUES

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

ENTERTAINMENT SOLUTIONS vision contributes to enhance 2050 society: Our purpose is “To provide IT products and services with modular and flexible design that improve our customer management and their guests lives”.

ENTERTAINMENT SOLUTIONS is fully aligned with UN GC Human Rights Issue. **ES** was born under the premise: “We make hotels a better place”. This leads us to a long term vision “**ES** helps Hospitality Sector to draw the finest citizen services in the world”. This is a model that can be popularized, spread all over people, thanks to Internet access and new emerging technologies.

CRITERION 16: Strategic social investments and philanthropy.

ENTERTAINMENT SOLUTIONS is now helping to draw a 2020 society where people could access the different services that could be available thanks to intelligent management and the Internet popularization. And is proactively working in the 2050 scenario.

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

CRITERION 17: Advocacy and public policy engagement.

ENTERTAINMENT SOLUTIONS proactively participates in Hospitality Sector forums like HITEC, HTNG, Infocomm, Hotel Show, IHTF... Together with our business partners, **ES** shows the potential of Interactive Solutions to enhance our society access to services.

As a matter of fact, we are promoting the concept of Hospitality in XXI century as the evolution from XV Century: in this 50 years World Cities will grow as much as in the previous 500 years: we may achieve a better quality Smart Cities concept thanks to the lessons learned from the Hospitality Sector. An enormous concept to be deployed to Town Halls in the so called Urban Millennium.

CRITERION 18: Partnerships and collective action.

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

ES tracks UN requests, looking for a positive scenario where our Interactive Platform could help in a direct initiative. Energy is the back bone of our civilization, and Information Technologies are key to the right access to this resource. Social health and environment care balance also depends on this availability. Awareness of the actions taken and available capacities to cover a natural disaster or a daily issue, becomes crucial to enhance popular support. This is what **ES** makes easily available in the Hospitality Sector: **ES** opens a window for communication and collaboration. **ES** supports a vision of the Hotels and Hospitals as oasis in the worst scenarios, helping the cities themselves to recover from an issue, and leading the change into the Urban Millennium.



To further improve current progress, **ES** will raise an awareness letter in FY2016, looking for active partnerships and projects.

CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP

CRITERION 19: CEO commitment and leadership.

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

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



To further improve current progress, in 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.

CRITERION 20: Board adoption and oversight.

ENTERTAINMENT SOLUTIONS born in 2006 and currently supports Interactive Service Points in 40 countries. This is an exercise of responsibility, sustainability and performance. Innovation & Strategy Director is accountable for Sustainability UN COP report.

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

CRITERION 21: Stakeholder engagement.

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



To further improve current progress, **ES** will send a request letter in 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.

Entertainment Solutions

ES



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