SOCIETAT CONCESSIONÀRIA
SON ESPASES
HOSPITAL UNIVERSITARI

Non-financial Information Statements (EINF)

2022

Bureau Veritas Certification

declara que Según exige la

Ley 11/ 2018

Se ha verificado la información no financiera por la Entidad de Certificación de tercera parte e independiente Bureau Veritas, en lo que respecta a su estructura, contenido y fuentes de información de

CONCESIONARIA HOSPITAL SON ESPASES SA.

Y que como resultado de este proceso de verificación **Bureau Veritas Certification** expresa que

- El contenido del reporte no financiero de la organización cumple con los requisitos establecidos en la Ley 11/2018, de 28 de diciembre, por la que se modifica el Código de Comercio, el texto refundido de la Ley de Sociedades de Capital aprobado por el Real Decreto Legislativo 1/2010, de 2 de julio, y la Ley 22/2015, de 20 de julio, de Auditoría de Cuentas, en materia de información no financiera y diversidad. Sin embargo, la elaboración del contenido del estado de información no financiera (EINF) no ha considerado tomar como referencia ninguno de los marcos nacionales, marcos de la Unión Europea, o en marcos internacionales tales como GRI (GRI Sustainability Reporting Standards), u otros marcos internacionales reconocidos.

- No se verifican las obligaciones sobre información corporativa en materia de sostenibilidad prescritas por la Propuesta de Directiva Del Parlamento Europeo y Del Consejo por la que se modifican la Directiva 2013/34/UE, la Directiva 2004/109/CE, la Directiva 2006/43/CE y el Reglamento (UE) n.º 537/2014, por lo que respecta a la información corporativa en materia de sostenibilidad.

- Tras la verificación muestral realizada no se han identificado incorrecciones.

- La organización ha justificado la no inclusión de la siguiente información:
  - Remuneración de los consejeros.
  - Frecuencia y gravedad de los accidentes de trabajo desagregados por sexo.

- La organización no ha justificado la omisión de la siguiente información:
  - Número total y distribución de contratos a tiempo parcial por edad y clasificación profesional.
  - Remuneración de puestos de trabajo iguales o remuneración de media de la sociedad.
  - Remuneración de media de los directivos.
  - Inclusión de cuestiones de igualdad de género en la selección de proveedores.

Fecha de emisión 27 de marzo de 2023.

Fdo: Rut Ballesteros Gil

Validador Jefe

Bureau Veritas Certification

Bureau Veritas Certification

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1. INTRODUCTION

Below is the second non-financial report presented by the Sociedad Concesionaria Hospital Universitario Son Espases (hereinafter CHUSE) (Mallorca, Balearic Islands) in compliance with the provisions of Law 11/2018, of December 28, which modifies the Commercial Code, the revised text of the Capital Companies Law approved by Royal Legislative Decree 1/2010, of 2 July, and Law 22/2015, of 20 July, on Account Auditing, on non-financial information and diversity.

Therefore, the final purpose of this report is to provide the different stakeholders with information selected as relevant to CHUSE's performance of the perspectives covered by Corporate Social Responsibility: ESG information.

Throughout the document, a presentation of data and information is made that are focused on the scope of management of CHUSE (services indicated in section 2 of the document) and not specifically on the activity of the hospital itself. In addition, it should be noted that, in some cases, such data or information cannot be segregated between the clarification since the activity of CHUSE is established in that hospital environment, and its intrinsic nature to that of the hospital, makes it difficult to separate in some cases, the activity of one organization from the other.

The scope of application of CHUSE is Spain, specifically in the autonomous community of the Balearic Islands. And the periodicity of the non-financial report is annual.

All the information included has been extracted from sources from CHUSE, considering them reliable and verifiable.

The report is approved by the Board of Directors on 29 March 2023.

Sociedad Concesionaria Hospital Universitario Son Espases

CIF: A- 57464570

Address: Carretera de Valldemossa, 79 (Within the facilities of the University Hospital Son Espases)

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Latest Report Release Date: March 20, 2023

2. DESCRIPTION OF THE ORGANIZATION

The Sociedad Concesionaria Hospital Son Espases (CHUSE) (located in the municipality of Palma de Mallorca, Mallorca, Balearic Islands) is the company that manages the integral provision of support services to the care, teaching, and research activities of the Son Espases University Hospital, as established in the contract of "Concession of public works for construction, conservation and operation of the new Son Dureta University Hospital" (currently Son Espases University Hospital).

CHUSE has an integrated policy focused on achieving the defined objectives, as well as satisfying the expectations and needs of customers. Therefore, it is committed to maintaining integrated, in its management and in the development of its processes, the principles of quality, food safety, environmental protection and safety and health at work, through certifications in the field of quality, environment and prevention of occupational risks.

The fundamental principles to achieve them are:

- Commitment to comply with the requirements of the hospital and / or that IBSALUT subscribes.
- Always ensure compliance with applicable regulations and legislation, as well as the prevention of damage and deterioration of health, and continuous improvement of the management and performance of safety and health at work.
- Commitment to provide safe and healthy working conditions for the prevention of work-related injuries and deterioration of health, eliminating those risks that are possible or, in any case, reducing such risks to safety and health at work.
- Establish and maintain channels for consultation and participation of workers and their representatives.
- Guarantee the achievement of the objectives, through the responsibility and involvement of the entire organization in the fulfilment of these, through the commitment of the staff and the effective management of the available resources.
- Maintain the continuous improvement of its management systems.
- Ensure the reduction of the number of incidents.
- Act responsibly with the environment.
- Analyse the nature, magnitude and environmental impacts of its activities and services, and reduce them.
- Commitment to the protection of the environment, including the prevention of pollution, the sustainable use of resources, and the correct segregation of waste.
- Prevent and reduce the environmental effects of CHUSE's activities, as well as those of its suppliers, in relation to consumption and waste generation.

- Continuous training is a basic pillar of the organization, for the development of its workers, providing quality theoretical and practical training for them.

This integrated policy is understood, implemented, and kept up to date at all levels of the organization, and has the full commitment and support of the Management, who establishes, develops, and applies it through the management systems implemented.

Stakeholders are defined as the working staff, patients, and users of the Son Espases University Hospital, IBSALUT, suppliers, CHUSE working team and society in general, because we are in a public hospital.

SERVICES OF CONCESSIONAIRE OF UNIVERSITY HOSPITAL SON ESPASES	
	Hospital Food Service
Performs the integral management of the maintenance of the patients of the HUSE. The service covers the entire process, from the supply of raw materials to the preparation of menus. More than 230,000 diets are served per year with more than 30 types of therapeutic diets. It guarantees nutritional and food safety criteria with the highest quality.	
	Laundry and Lingerie
It is responsible for offering a correct sanitation and replacement of the garments that will be used by the patients. It offers the supply of uniformity to all HUSE personnel. It has a sewing department that performs uniformity maintenance tasks and tailor-made for all services that request it.	
	Sterilization
It carries out the processes of washing, disinfection, drying, packaging and making available the reusable sanitary products required for patient care. It applies the most appropriate processes for each type of material and follows the established recommendation standards. It facilitates the provision of quality healthcare and the prevention of the development of hospital and nosocomial infections.	
	Security and safety

Its objective is to ensure and safeguard the order and personal integrity of the users of the hospital, including patients, employees and visitors.

Gardening

It deals with the conservation of green areas both inside and outside the hospital.

Periodic maintenance is carried out according to the characteristics of the enclosure to preserve the environmental spaces of the HUSE.

Library Service

He is in charge of the documentary management of the hospital and collaborates with the Virtual Library of Health Sciences of the Balearic Islands.

It provides the staff of the organization with scientific and technical information for the development of their care, teaching and research activity in the field of Health Sciences.

General maintenance

It carries out the integral management of the building and its facilities in order to keep them in optimal conditions of use for patients and workers, guaranteeing compliance with the regulations at all times.

Disinfection and Deratization

Guarantees the correct execution of protocols in the HUSE premises keeping them free of animals that may compromise the normal functioning of the centre

Medical Records Archive Management

It is responsible for the organization and management of the health documentation of the hospital.

The process is carried out guaranteeing compliance with current regulations, especially the LOPD and the RGPD.

Waste Management

It carries out the management of its collection in the hospital centre in a safe, hygienic and efficient way.

The correct execution of the processes required by the regulations is guaranteed, from the collection of waste at the end to its disposal.

	Vending Machines
It is responsible for the management of vending machines for beverages and food products. It has automated and modern dispensing machines, distributed in the locations with the highest influx of users.	
	Parking
It includes the management and control of all the places in the hospital, both for the use of the public and for the working staff.	
	Warehouses
Manage the commercial spaces available in the HUSE. It ensures correct access to the purchase of certain services, articles, or products without having to travel outside the hospital. This has, among other businesses, a stationery store, a supermarket, a clothing store, a bank and four cafeterias.	
	Cleaning
It is responsible for the hygienic activity in all the spaces of the hospital centre, thus contributing to a correct functioning of the care and non-care activity in terms of asepsis and aesthetics.	
	Nursery and toy library
It carries out the care and educational management of children from 0 to 3 years old who attend the preschool education centre located in the HUSE. The toy library, on the other hand, is a playful space for children from 3 to 12 years old.	
	Television, Telephony and Internet
It provides these services in the rooms of the hospital and common areas through individual touch screens for each hospitalized patient.	
	Printing

Performs the edition of internal documents, photocopies and bindings required by the professional team of the hospital, previously approved by the Management of the centre.
Restoration
It provides a healthy gastronomic offer, offering users attention and a careful and pleasant space during their stay at the HUSE. The cafeteria is divided into two environments in which breakfast, lunch and dinner are offered for health personnel and the general public.

2.1. ORGANIZATIONAL STRUCTURE

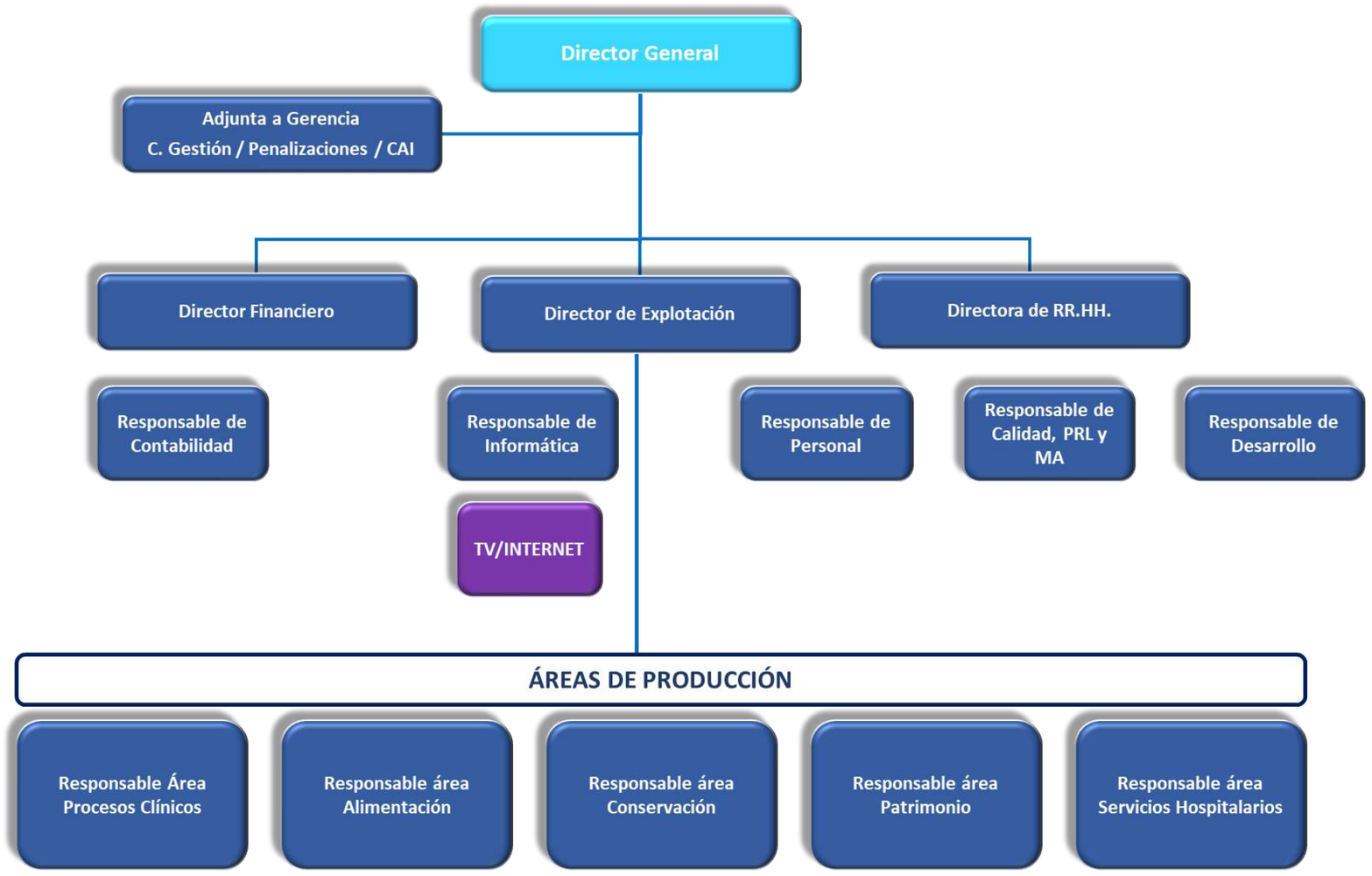
Concesionaria Hospital Universitario Son Espases, S.A. is represented at its highest corporate level by the Management Committee.

It is the Management Committee, which analyses the risks and opportunities. It is also the governing body that approves, drives, and supervises the strategy.

The composition of the shareholders of Concessionaire Hospital Universitario Son Espases, S.A. is as follows:

- Aberdeen Infrastructure B.V., 49.9%
- Gestión de Centros Sanitarios Insulares, SL, 49.5%
- Melchor Mascaró, S.A., 0.35%
- Iridium, S.L.U., 0.25%

The organizational chart of the organization is as follows:



Senior Management formed by the addresses:

- Directorate-General,
- Directorate of Operations,
- Financial management,
- HR Management

The Criminal Compliance Body (CCB) is the body endowed with autonomous powers of initiative and control entrusted with the responsibility of coordinating, developing, and supervising the operation and observance of the criminal compliance management system; It is the maximum guarantor of the supervision, surveillance, and control of the obligations of this system. The Criminal Compliance Body is appointed by the governing body: Board of Directors of the Concessionaire. The Criminal Compliance Body is a collegiate body and consists of five members:

1. Directorate-General, who will act as President of the Criminal Compliance Committee.
2. Operation Management.
3. HR Management.
4. Financial management.
5. The person responsible for quality and environment, with voice in the body, but without vote, who will act as secretary of the CCB and will be responsible for the documentation of the criminal compliance system.

The Ethics Committee is responsible for compliance with and supervision of the Code of Ethics or Code of Conduct, a document where the ethical values that should guide the behaviour of all its employees, collaborators and business partners are established and preserved; to ensure the efficiency and professionalism of its actions in the exercise of its activity. The Ethics Committee is made up of:

1. General Management.
2. Operation Management.
3. HR Management.
4. Financial management.

The Negotiating Committee of the Equality Plan is made up of:

For social representation	For business representation
• **Rosa Gómez (USO)** • **Juan José López (USO)** • **Eva Colmenero (USO)** • **Oscar Morales (CCOO)** • **Eva Pimpollo (UGT)** • **Miguel Barragán (CCOO)** • **Argentina de la Rosa (CCOO)** • **Francisca Borrás (UGT)** • **Ana María Fernández (UGT)** • **Enrique Gomáriz (UGT)**	• Izaskun Davalillo (HR Management) • Nekane Alcaraz (Personnel Manager) • Laura Saavedra (Head of training)

The Quality Committee is the head of the Quality Management System at Concesionaria Hospital Universitario Son Espases, S.A., and is a body with executive decision-making capacity and authority to coordinate, develop the Quality Management System at CHUSE. It will be attached to the Managing Director, who chairs and leads it.

It shall consist of at least:

1. General Management.
2. Operation Management.
3. HR Management.
4. Financial management.
5. Responsible for Quality and Environment.

In a specific and punctual manner, the Head of Service or Department of the organizational structure of CHUSE, which are necessary according to the subject analysed or the established quality planning, may be integrated into the Quality Committee.

3. STRATEGY AND MANAGEMENT

CHUSE has implemented its mission, vision, and values by developing a strategy focused on its stakeholders and considering the market and sector where it operates. Likewise, it deploys the plans, objectives, and processes to be able to make the defined strategy a reality.

Mission

- We take care to guarantee quality services within the reference hospital in the Balearic Islands in support of its care, teaching and research activity.

Vision

- To be a national benchmark for the management of support services for care, teaching and research activities.
- Achieve a high level of prestige as an organization, both within the hospital and in Balearic society in general.
- Becoming an integral part of the Hospital, implementing a permanent cooperation and coordination system.
- Achieve the highest degree of excellence in daily activities based on the continuous improvement of processes.
- Offer a diverse portfolio of quality services that anticipate and satisfy the desires and needs of clients.
- Create value for shareholders while ensuring the highest quality service provision.

Values

- Generate a culture of rigor, quality and excellence.
- Develop the continuous improvement plan at all levels of the organization.
- Potential collaboration and good communication between the concession company and the hospital.
- Encourage the involvement and motivation of the professionals who are part of our organization, so that they develop professionally and humanly.
- Be transparent in management.
- Promote a safe and healthy work environment for CHUSE employees, minimizing risks that cannot be avoided.
- Respect for the environment.

3.1. CONTEXT AND TRENDS

CHUSE is integrated into the contextual framework of the socio-care sector and, therefore, is influenced by the trends of the sector under the protection of the contractual framework that it has defined with IBSALUT. Beyond these characteristics, the sector is sensitive to trends in healthcare and technology.

3.2. RISK IDENTIFICATION

The organization has a clear focus on the identification, control and minimization of risks associated with its activity. This analysis is based on the following pillars:

1. **Review and analysis of the mission, vision, and values.** Working on how to materialize each value in the management system, as well as evaluating its degree of implementation.

2. **Identify the needs and expectations of the stakeholders with whom it interacts.**

The requirements of the stakeholders correspond to the contractual commitments for each of the services provided by CHUSE and transferred to: Specifications of particular Administrative Clauses that must govern the public works concession contract for the construction, conservation and operation of the Son Espases University Hospital (PCAP); Technical specifications for the construction, conservation and operation of the Son Espases University Hospital (PPTEC); Procedure Manuals approved by IBSALUT and Service Level Agreements (SLAs).

3.Context analysis: risks and opportunities from information sources

The identification of relevant stakeholder issues is periodically reviewed through the systematics defined in the management system.

For the risks associated with compliance with legal requirements, as well as prevention requirements, CHUSE has an externally contracted application, which is updated by those responsible for each area.

The organization analyses its risks and opportunities based on its "Procedure for the analysis of the context of the organization".

All this is reflected in an updated way in the format "ANX-40-01-A Organization Context".

It is the Management Committee that supervises and approves the results obtained and establishes the strategies accordingly. Annually CHUSE conducts a review – update of the level of risk identified and its evolution. The controls available to the organization are integrated into the management system and are related to addressing (mitigating and controlling) risks associated with aspects such as:

- Financial
- Operating
- Regulatory or normative
- Environmental
- Reputational
- Information Security
- Occupational health and safety
- Criminal

To mitigate risks and enhance outstanding opportunities, within the Management Committee, a series of objectives are defined, as well as the policies or actions that develop them with a clear focus framed in the management of business continuity. These strategic lines are reviewed annually and are conditioned to the indications determined with IBSALUT.

Our main objective as a Concessionaire Company of the University Hospital Son Espases is to always guarantee the excellence in the service received by the user of the hospital, whether he comes as a patient or as a companion or family member.

For this, the company has a long experience in the sector of support services in sanitary spaces and permanently incorporates the most advanced work techniques, state-of-the-art technology, and the best materials. Thus, optimizing the management of our wide portfolio of services.

The strategic lines of CHUSE are the axes of its management:

Guarantee the highest quality in the provision of non-clinical services at the Son Espases University Hospital, in order to achieve the full satisfaction of its users and with the aim of always going beyond the required standard.

Implement a permanent cooperation and coordination system with its environment.

Use a process management system that, incorporating the latest technological and organizational tools, guarantees the highest levels of efficiency and quality at all times.

Implement Environmental Management and Sustainability Plans and Energy Saving and Efficiency Plans, which guarantee the greatest respect for the environment

Have a comprehensive information system that enables integration with hospital systems, offering a practical and simple management environment..

Obtain quality certifications for each and every one of the products that make up your service portfolio.

Apply a comprehensive personnel policy aimed at the group of collaborators who develop the hospital's non-clinical services, with the aim of creating a dynamic environment based on safety, efficiency, quality, respect, and professional and human growth.

Offer a comprehensive service, beyond the management of each product and in accordance with the mission and vision of Sociedad Concesionaria Hospital Universitario Son Espases

The strategic lines are deployed annually through the management system:

PLANNING ANNUAL OBJECTIVES 2022		
STRATEGIC LINE	**OBJECTIVES**	**STATE**
QUALITY OF SERVICE	Compliance with established service and operational quality indicators	Achieved.
	Compliance with operational indicators	Achieved.
	Audit Compliance	Achieved.

CRIMINAL CONTROL	Implementation of improvement plans	Partial, not all actions could be implemented in 2022, they are scheduled for 2023.
	Measurement of activity in the ethical channel	Achieved.
	Improve the competence of the people of the organization in criminal compliance	Achieved.
HEALTH AND SAFETY	Reduction of accidents	Achieved.
	Have the automation of OHS indicators	Achieved.
	Result in staff training in OHS	Achieved.
SUSTAINABILITY	Decrease in the paper consumption ratio	Achieved.
	Decrease in battery consumption ratio	Achieved.
	Carrying out a study on the use and saving of solar panels	Achieved.
	Have the calculation of the carbon footprint	Achieved.
	Set environmental targets for services	Achieved.

3.3. STRATEGY: INTEGRAL MANAGEMENT SYSTEM

The strategy is deployed through the driving axis of CHUSE's integrated management system.

CHUSE, has an integrated policy in which issues such as:

- Training through the section within the integrated policy:

  "*Continuous training is a basic pillar of the organization, for the development of its workers, providing quality theoretical and practical training for them*."

- Commitment to the safety and health of the organization's personnel:

  "Ensure compliance with applicable regulations and legislation at all times, as well as the prevention of damage and deterioration of health, and the continuous improvement of the management and performance of safety and health at work.

  Commitment to provide safe and healthy working conditions for the prevention of work-related injuries and deterioration of health, eliminating those risks that are possible or, in any case, reducing such risks to safety and health at work."

- Environment through the following sections of the integrated policy:

  "Act responsibly with the environment.

  Analyse the nature, magnitude and environmental impacts of its activities and services, and reduce them.

  Commitment to the protection of the environment, including the prevention of pollution, the sustainable use of resources, and the correct segregation of waste.

  Prevent and reduce the environmental effects of CHUSE's activities, as well as those of its suppliers, in relation to consumption and waste generation."

And other policies such as:

- "Anti-corruption policy"
- "Policy of respect for Human Rights" also includes commitments to equal opportunities, respect for diversity and non-discrimination and fair and favourable working conditions.
- "Policy to digital disconnection"
- "Remuneration policy".
- "Internal promotion policy".

The commitments of these policies are expanded through the **Code of Conduct** as well as in the procedures. The Code of Conduct is applicable to all staff, companies that cover outsourced services, as well as those companies that may commit a criminal offence involving CHUSE; as well as management staff and their business partners. The Code of Conduct has been updated in 2022 covers the following areas:

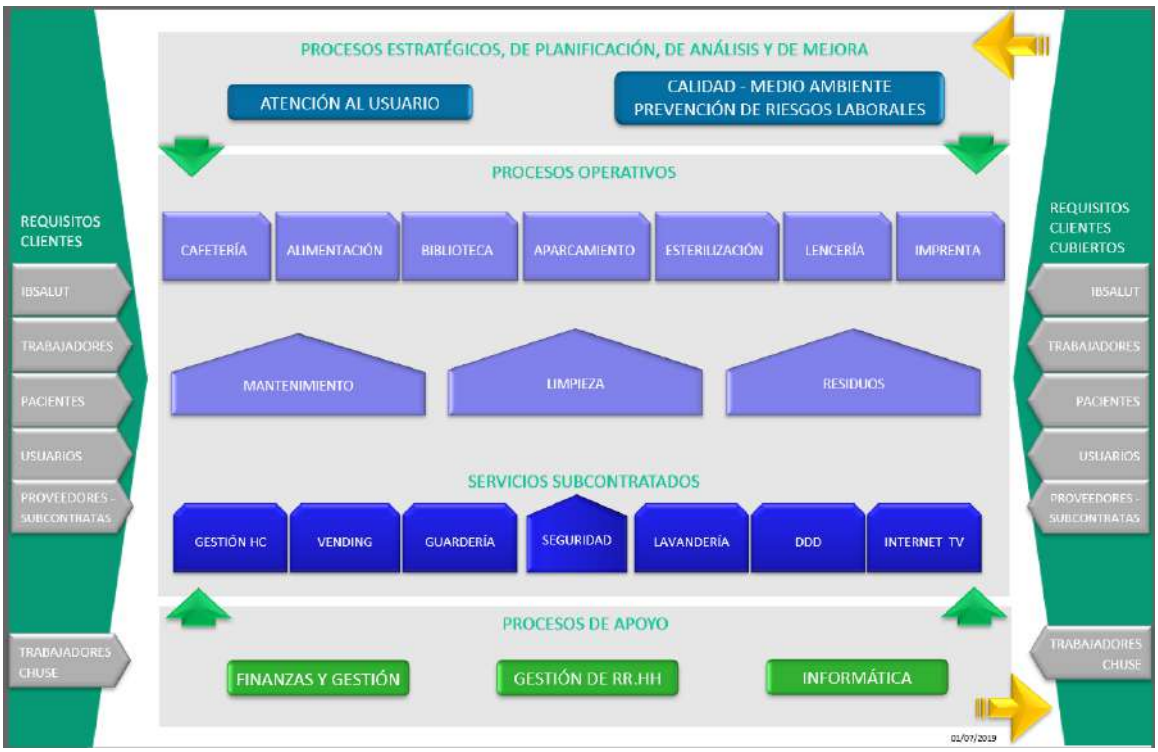
- Occupational Risk Prevention
- Environmental protection
- Anti-corruption and bribery
- IT security and data protection
- Offences of discovery and disclosure of trade secrets
- Accounting and tax obligations.
- Intellectual and industrial property
- Respect for human rights
- Respect for digital disconnection
- Criminal Compliance
- Equality policy.
- Protocol of action in situations of workplace harassment, sexual harassment, and harassment based on sex.
- Policy of integral guarantee of sexual freedom

The Code of Conduct includes the internal regulations, procedures, guidelines, and policies linked in the document. It is contributed to the incorporation and initiation of the contractual relationship with the organization.

CHUSE communicates through its website, to all stakeholders, its Code of Conduct, as well as the complaints channel to be able to report potential breaches of this: http://www.chsonespases.com/

In the Integrated Management System, the processes necessary for the development of the activity have been determined, including the processes for the activities of the Directorate; These are classified into strategic processes, operational processes, and support processes. The management areas involved in the company are the following:

All of them are materialized in the processes defined in the organization and visually reflected through the process map.



The development of CHUSE's activity includes the control and supervision of subcontracted services within the scope of management stipulated with IBSALUT. The services included in the scope are described below, indicating whether they are outsourced services or not:

PARTNERSHIP SERVICES		Type of management
	Hospital Food Service	CHUSE
	Laundry and Lingerie	Outsourced
	Sterilization	CHUSE
	Security and safety	Outsourced
	Library Service	CHUSE
	General maintenance and gardening	CHUSE
	Disinfection and Deratization	Outsourced
	Medical Records Archive Management	Outsourced
	Waste Management	CHUSE
	Vending Machines	Outsourced
	Parking	CHUSE
	Warehouses	Outsourced
	Cleaning	CHUSE

	Nursery and toy library	Outsourced
	Television, Telephony and Internet	Outsourced
	Printing	CHUSE
	Restoration	CHUSE

There are contracts detailing the characteristics of the services with each company, and their compliance is verified by CHUSE within its system established in the management system.

CHUSE is certified in the following references as continuous improvement tools, endorsed by independent entities with the aim of guaranteeing the commitments acquired:

- Quality Management System in accordance with ISO 9001:2015

Bureau Veritas Certification

Certificación

Concedida a

CONCESSIONARIA HOSPITAL UNIVERSITARI SON ESPASES SA

CTRA VALLDEMOSSA 79 – 07120 - PALMA DE MALLORCA - ISLAS BALEARES - ESPAÑA

Bureau Veritas Certification certifica que el Sistema de Gestión ha sido auditado y encontrado conforme con los requisitos de la norma:

NORMA

ISO 9001:2015

El Sistema de Gestión se aplica a:

LA GESTIÓN DE LA PRESTACIÓN DE LOS SERVICIOS NO CLÍNICOS EN EL HOSPITAL UNIVERSITARIO SON ESPASES: LAVANDERÍA, SEGURIDAD, GESTIÓN DEL ARCHIVO DE HISTORIAS CLÍNICAS, DESINSECTACIÓN Y DESRATIZACIÓN, GUARDERÍA, SERVICIOS CON INGRESOS A TERCEROS (TELEFONÍA E INTERNET, TELEVISIÓN, MÁQUINAS VENDING). LA PRESTACIÓN DE LOS SERVICIOS DE ALIMENTACIÓN A PACIENTES Y COCINA (RESTAURACIÓN), CAFETERÍA-RESTAURANTE Y COMEDOR EXTERNO, MANTENIMIENTO GENERAL, LOCALES COMERCIALES Y SERVICIOS CON INGRESOS DE TERCEROS (APARCAMIENTO), LENCERÍA, ESTERILIZACIÓN, LIMPIEZA, IMPRENTA, GESTIÓN DE BIBLIOTECA, GESTIÓN DE RESIDUOS, LUDOTECA.

Número del certificado:	ES11/6034-1
Fecha de certificación inicial con otra Entidad de Certificación:	26-01-2012
Certificado en vigor:	27-01-2021
Caducidad del certificado:	26-01-2024

Bureau Veritas Iberia S.L.

ENAC

- Environmental Management System in accordance with ISO 14001:2015

Bureau Veritas Certification

Certificación

Concedida a

CONCESSIONARIA HOSPITAL UNIVERSITARI SON ESPASES SA

CTRA VALLDEMOSSA 79 - 07120 - PALMA DE MALLORCA - ISLAS BALEARES - ESPAÑA

Bureau Veritas Certification certifica que el Sistema de Gestión ha sido auditado y encontrado conforme con los requisitos de la norma:

NORMA

ISO 14001:2015

El Sistema de Gestión se aplica a:

LA GESTIÓN DE LA PRESTACIÓN DE LOS SERVICIOS NO CLÍNICOS EN EL HOSPITAL UNIVERSITARIO SON ESPASES: LAVANDERÍA, SEGURIDAD, GESTIÓN DEL ARCHIVO DE HISTORIAS CLÍNICAS, DESINSECTACIÓN Y DESRATIZACIÓN, GUARDERÍA, SERVICIOS CON INGRESOS A TERCEROS (TELEFONÍA E INTERNET, TELEVISIÓN, MÁQUINAS VENDING). LA PRESTACIÓN DE LOS SERVICIOS DE ALIMENTACIÓN A PACIENTES Y COCINA (RESTAURACIÓN), CAFETERÍA-RESTAURANTE Y COMEDOR EXTERNO, MANTENIMIENTO GENERAL, LOCALES COMERCIALES Y SERVICIOS CON INGRESOS DE TERCEROS (APARCAMIENTO), LENCERÍA, ESTERILIZACIÓN, LIMPIEZA, IMPRENTA, GESTIÓN DE BIBLIOTECA, GESTIÓN DE RESIDUOS, LUDOTECA.

Número del certificado:	ES116036-1
Fecha de certificación inicial con otra Entidad de Certificación:	14-09-2014
Certificado en vigor:	27-01-2021
Caducidad del certificado:	26-01-2024

Este certificado está sujeto a las términos y condiciones generales y particulares de los servicios de certificación

Bureau Veritas Iberia S.L.
C/ Valportillo Primera 22-24, Edificio Caoba, 28109 Alcobendas - Madrid, España

ENAC CERTIFICACIÓN

- Occupational Health and Safety Management System in accordance with ISO 45001:2018

Bureau Veritas Certification

Certificación

Concedida a

CONCESSIONARIA HOSPITAL UNIVERSITARI SON ESPASES SA

CTRA VALLDEMOSSA 79 - 07120 - PALMA DE MALLORCA - ISLAS BALEARES - ESPAÑA

Bureau Veritas Certification certifica que el Sistema de Gestión ha sido auditado y encontrado conforme con los requisitos de la norma:

NORMA

ISO 45001:2018

El Sistema de Gestión se aplica a:

LA GESTIÓN DE LA PRESTACIÓN DE LOS SERVICIOS NO CLÍNICOS EN EL HOSPITAL UNIVERSITARIO SON ESPASES: LAVANDERÍA, SEGURIDAD, GESTIÓN DEL ARCHIVO DE HISTORIAS CLÍNICAS, DESINSECTACIÓN Y DESRATIZACIÓN, GUARDERÍA, SERVICIOS CON INGRESOS A TERCEROS (TELEFONÍA E INTERNET, TELEVISIÓN, MÁQUINAS VENDING). LA PRESTACIÓN DE LOS SERVICIOS DE ALIMENTACIÓN A PACIENTES Y COCINA (RESTAURACIÓN), CAFETERÍA-RESTAURANTE Y COMEDOR EXTERNO, MANTENIMIENTO GENERAL, LOCALES COMERCIALES Y SERVICIOS CON INGRESOS DE TERCEROS (APARCAMIENTO), LENCERÍA, ESTERILIZACIÓN, LIMPIEZA, IMPRENTA, GESTIÓN DE BIBLIOTECA, GESTIÓN DE RESIDUOS, LUDOTECA.

Número del certificado:	ES116035-1
Aprobación original:	26-01-2021
Certificado en vigor:	27-01-2021
Caducidad del certificado:	26-01-2024

Este certificado está sujeto a las términos y condiciones generales y particulares de los servicios de certificación

Bureau Veritas Iberia S.L.
C/ Valportillo Primera 22-24, Edificio Caoba, 28109 Alcobendas - Madrid, España

ENAC CERTIFICACIÓN

- Criminal Compliance Management System with the UNE 19601: 2017 standard.

Bureau Veritas Certification

Certificación

Concedida a

Concesionaria Hospital Universitario SON ESPASES, S.A.

CARRETERA VALLDEMOSSA, 79
07120 PALMA DE MALLORCA
SPAIN

Bureau Veritas Certification certifica que el Sistema de Gestión de Compliance Penal de la Organización ha sido auditado y encontrado conforme con los requisitos de:

NORMA

UNE 19601:2017

El Sistema de Gestión de Compliance Penal se aplica a:

EXPLOTACIÓN DE SERVICIOS TÉCNICOS HOSPITALARIOS.

Número del certificado:	ES112266-1
Aprobación original:	28/07/2020
Certificado en vigor:	28/07/2020
Caducidad del certificado:	27/07/2023

Este certificado está sujeto a los términos y condiciones generales y particulares de los servicios de certificación

Bureau Veritas Iberia S.L.
C/ Valportillo Primera 22-24, Edificio Caoba, 28108 Alcobendas - Madrid, España

ENAC

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The integrated management system that the organization has includes the performance of internal audits or internal supervision, as well as external audit by an accredited body, specifically by the Bureau Veritas entity that carries out annual inspections.

In 2022, a total of 4 audits were carried out, among them are the internal and external audits of the UNE 19601 certification Criminal Compliance Management Systems, the ISO 45.001 standard for occupational health and safety management, as well as the ISO 9.001 and 14.001 standards. In 2022, the first verification of non-financial information Statements was carried out as required by Law 11/2018 by Bureau Veritas.

Internal audit 2022

Annual internal audit, which analyses the CHUSE Integrated Management System: ISO 9.001, ISO 14.001 and ISO 45.001.

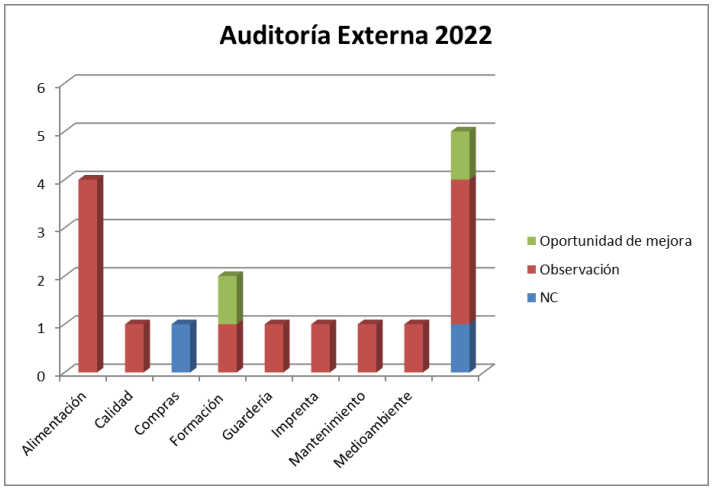
As can be seen, 22% of the NC were detected in the Maintenance Area.

Procedure	NC	%
FEEDING	5	16%
CAFÉ	6	19%
QUALITY	4	13%
NURSERY	2	6%
LAUNDRY	1	3%
MAINTENANCE	7	22%
ENVIRONMENT	2	6%
PRL	1	3%
WASTE	2	6%
SAFETY	2	6%
Total	32	100%

External audit

The second week of November was the annual external audit by Bureau Veritas. This audit also looked at the integrated management system.

Procedimiento	NC	%	Obs.	%	Op. mejora	%
Alimentación			4	31%		
Calidad			1	8%		
Compras	1	50%				
Formación			1	8%	1	50%
Guardería			1	8%		
Imprenta			1	8%		
Mantenimiento			1	8%		
Medioambiente			1	8%		
PRL	1	50%	3	23%	1	50%
Total	2	100%	13	100%	2	100%



4. ORGANIZATIONAL PERFORMANCE

4.1. INFORMATION ON ENVIRONMENTAL ISSUES

CHUSE is certified in the UNE EN ISO 14001: 2015 standard in its entire scope, integrating environmental guidelines in the operations of its activity because it represents a strategic line established by Management.

Within the processes defined in the management system, the organization integrates guidelines or action protocols focused on minimizing the environmental impacts generated and guaranteeing legal compliance both directly and indirectly.

The sustainable development goals (2030 Agenda) with which CHUSE is aligned within its environmental strategy

The environmental investments during 2022 have been as follows:

ENVIRONMENTAL INVESTMENTS 2022 (*Amounts including VAT*)	
Environmental consulting and audits	36,300€
Management Systems Consulting	12.523,50€
Internal and external audits in environmental management system	3.515,04€
E-learning training environmental awareness	150€
Environmental signage	101,70€
Waste management (ratio)	8.622,56€

CHUSE has in its civil liability insurance policy, a provision of up to 30 million euros against possible losses in environmental matters.

Annually, an evaluation process of the environmental impacts generated by the activities is carried out (all vectors being analysed). At a general level, it should be noted that the main impacts associated with the activity are pollution associated with energy consumption, Water consumption and waste generation.

CHUSE determines among its environmental objectives, measures to prevent, reduce or repair greenhouse gas (GHG) emissions that affect the environment considering its scope and activity. It is included in noise and light pollution among the assessment of its impacts.

The environmental objectives defined for 2022 are as follows:

- Decrease in paper consumption in its main services
- Follow the guidelines defined in the Energy Efficiency Plan approved by Hospital Son Espases
- Control the calculation of the carbon footprint
- Control the consumption of hydrogen peroxide in the Hospital

The current actions in environmental matters that can be highlighted are the following:

General awareness of focused guidelines in addition to energy consumption; to minimizing the consumption of paper, water, and cleaning products...

Periodic environmental audits at the facilities where the application of good environmental practices and compliance with environmental legal requirements are reviewed.

Information for subcontractors, workers and user personnel of the Hospital. Signage and other communication

Likewise, it extends its environmental commitments to third parties in order to work within the supply chain and make a greater contribution to reducing pollution.

As mentioned above, there are environmental awareness campaigns focused on both staff and users that are part of the strategy for minimizing environmental impacts.

To minimize significant environmental impacts, there are protocols for their control, monitoring, and measurement, as well as environmental guidelines, which are transmitted to all levels of the organization for compliance. On the other hand, comment that the Annual Training Plan also includes environmental training. The objective is to design a training plan on an annual basis for the working staff to acquire the

necessary knowledge to improve the performance of the functions or tasks of their jobs in addition to complying with current legislation.

4.1.1. CONTAMINATION

In environmental matters, CHUSE identifies the following aspects as the main current and foreseeable environmental risks derived from its set of services and work activity in 2022:

- Contribution to climate change from emissions associated with energy consumption.
- Contribution to pollution associated with the generation of waste and mainly hazardous.
- Contribution to pollution associated with consumption – residue of vegetable oil and plastic (in the cooking process) in the kitchen-cafeteria service.

Strategies are established to minimize the impacts derived from its activity based on awareness-raising actions for both staff and users; through the annual Training Plan; through annual targets; through internal guidelines and purchasing policies with environmental criteria and, through preventive maintenance of facilities. You can see these actions throughout the report.

Through the systematic evaluation of environmental risks, those associated with environmental noise and light pollution are also considered. Noise pollution is considered residual due to the activity generated and is only considered indirectly due to the traffic derived from patients, staff, and other users to the Hospital, as well as the laundry activity, not carrying out actions because it is a non-significant environmental aspect. Regarding light pollution, it is related in the Energy Efficiency Plan (in force since 2019) the main action is related to the control of the lighting schedule.

4.1.2. CIRCULAR ECONOMY. WASTE PREVENTION AND MANAGEMENT.

The circular economy is one in which the value of products, materials and resources are maintained in the economy for as long as possible, and in which waste generation is minimized. The concept includes, in recent years, working on all environmental vectors through various measures or strategies as established by CHUSE in its environmental management system.

The services provided by CHUSE with the greatest impact on waste generation are the following:

Services performed by CHUSE with the greatest impact on waste generation	Type of waste
Hospital Food Service	Municipal solid waste (MSW)
Restoration	Organic waste
Cleaning	Municipal Solid Waste and Hazardous Waste
Printing	Municipal solid waste Hazardous waste (toner cartridges)
Maintenance	Hazardous waste

The hospital has established a **Health and Hazardous Waste Management Plan** (in force in 2021) to which CHUSE adheres and where it defines the criteria for segregation, packaging, intermediate storage, internal transfer, final storage, external transfer, disposal or recycling, action in case of emergency and protection of the worker; and in this way, guarantee the health of the population and workers. Due to the risk characteristics of waste, the hospital must guarantee the health of the population and its workers, the defence of the environment and the preservation of natural resources. Therefore, it is necessary for the hospital to establish a studied planning that guarantees safety and asepsis in the classification, collection, and transfer to the transfer and / or treatment and disposal plants.

The scope of implementation of the internal waste management plan includes medical waste (group I, group II and group III) and hazardous waste.

On the other hand, the organization has a control of the waste removed classified by the groups mentioned above, on which a monthly follow-up is carried out. In reference to 2022, there is a significant reduction in the weight of group III and hazardous waste, over those removed in 2021.

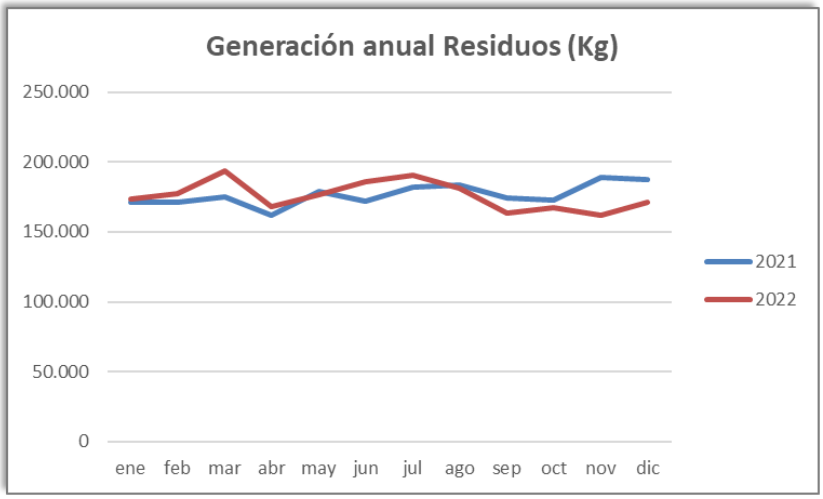
There is a strategic line associated with the improvement of waste management, which includes the following objectives:

Reduce the folios consumption ratio at the CHUSE Headquarters by 10%, over the 2021 target

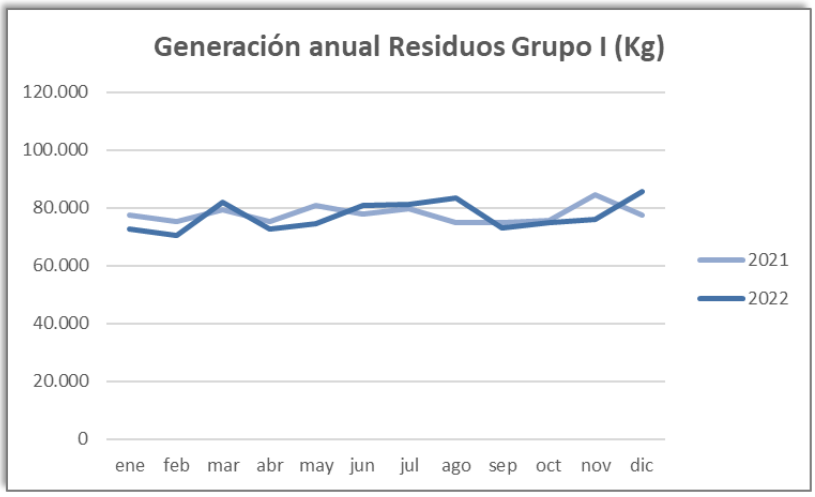
Reduce the rate of battery consumption at the CHUSE Headquarters, compared to the 2021 standard

Control compliance with the environmental objectives fo the services

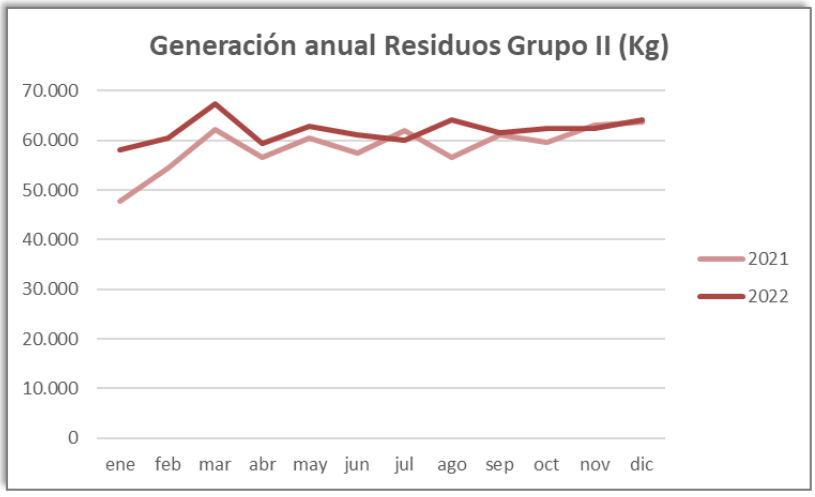
These are the total waste generation data, including the total of the Hospital.



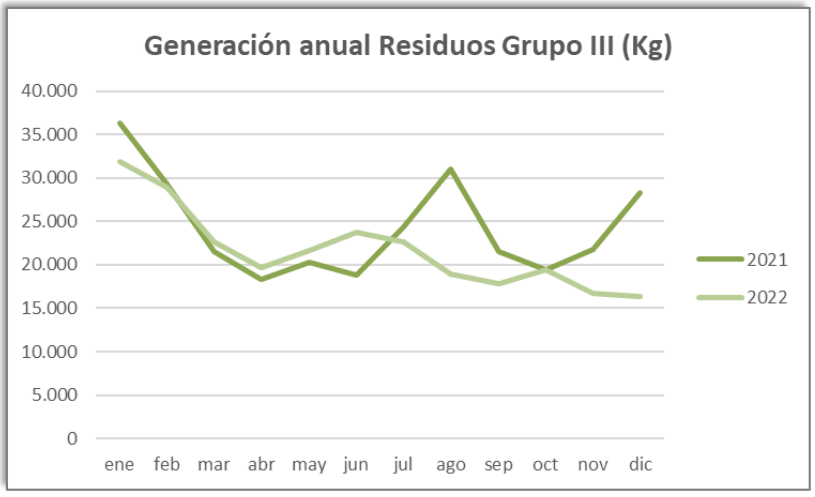
Total waste generation



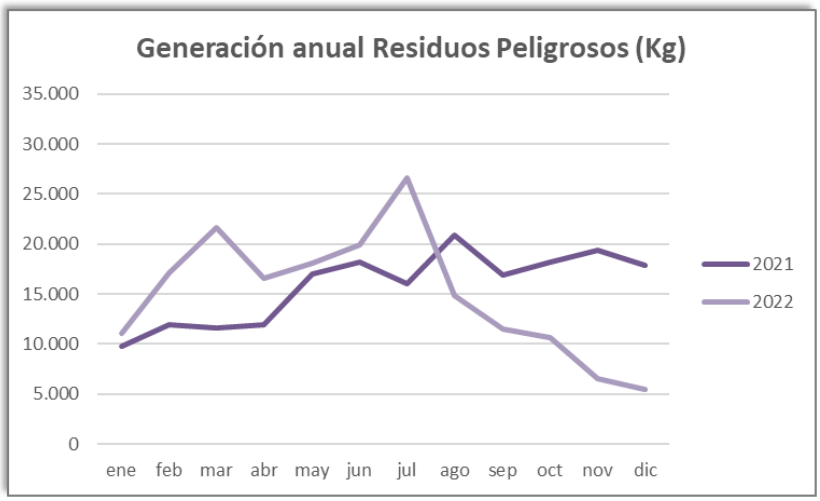
Total waste generation Group 1: domestic waste o assimilable to urban



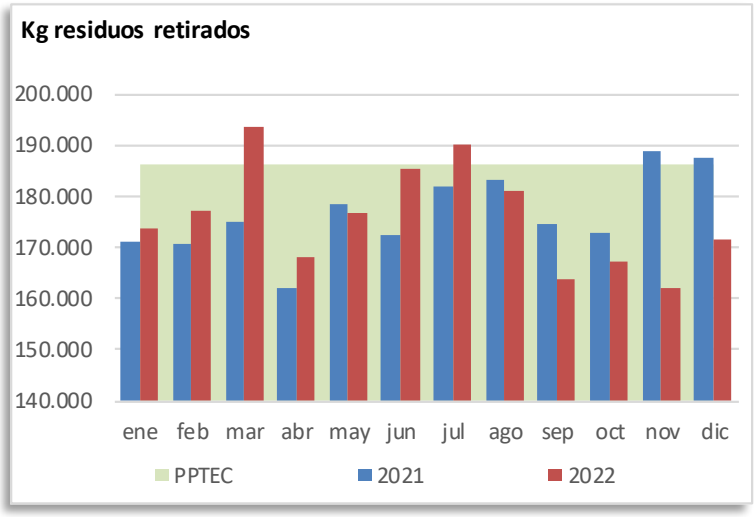
Total waste generation Group 2: non-specific medical waste



Total waste generation Group 3: specific medical waste



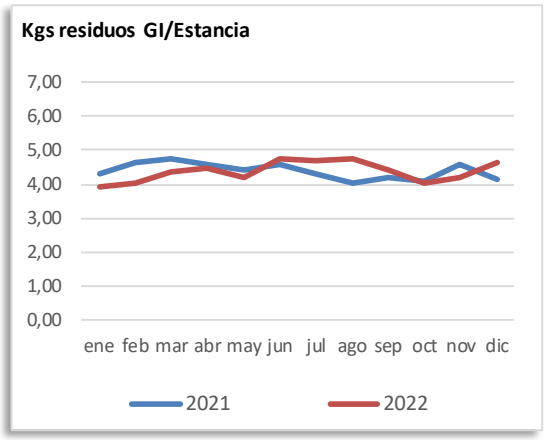
Total waste generation Group waste Hazardous

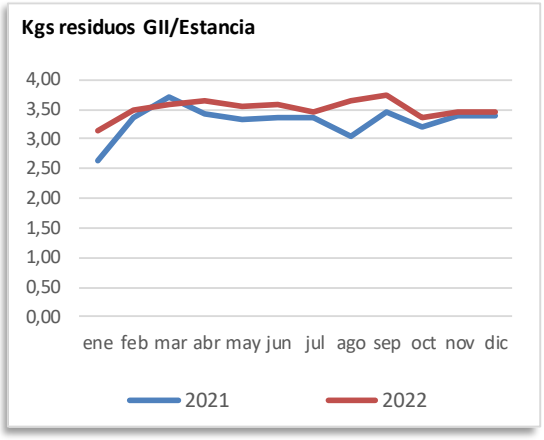


Kg residuos retirados	2021	2022	%var
Promedio mensual	176.588	175.951	-0,36%

Kg residuos retirados	PPTEC	2022	%var
Promedio mensual	186.500	175.951	-5,66%

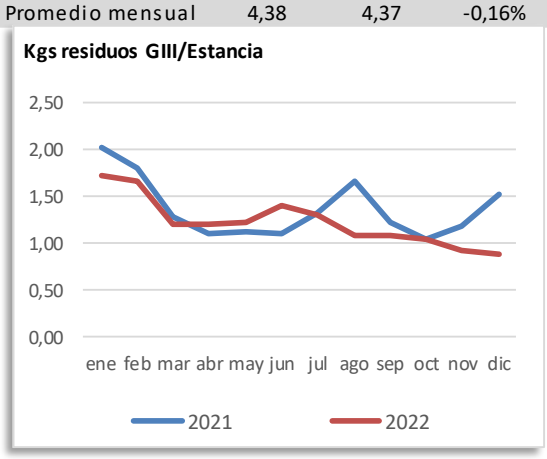
If we relativize the data, the ratios obtained (dividing waste groups by sojourn) are as follows compared to 2021:

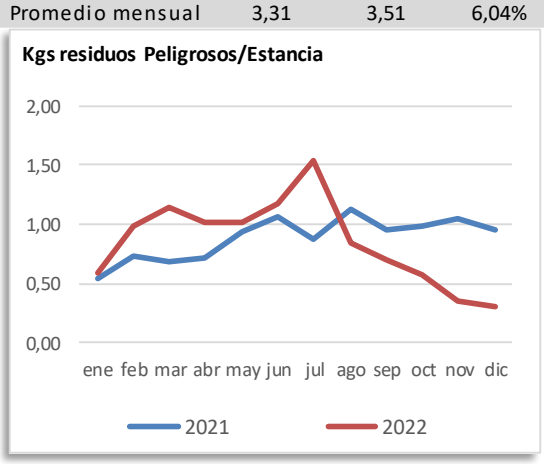




Kg res GI/Est	2021	2022	%var
Promedio mensual	4,38	4,37	-0,16%

Kg res GII/Est	2021	2022	%var
Promedio mensual	3,31	3,51	6,04%





Kg res GIII/Est	2021	2022	%var
Promedio mensual	1,36	1,23	-9,96%

Kg res PELIG/Est	2021	2022	%var
Promedio mensual	0,88	0,85	-3,48%

In addition, the implementation of the new utensils in the hospital cafeteria is being carried out because of the adaptation to the corresponding legal requirement.

Guidelines are available to avoid food waste, these actions are related to the planning of menus (quantity and variety) as well as through the processes in the kitchen. In the food service there is an annual objective to control, that no more rations are produced than necessary, considering that the production is carried out 3 days ahead.

CHUSE considers within its life cycle the concept of circular economy applied, progressively, in its business lines. This process ranges from the inclusion in the design of proposals and solutions to the Hospital from a perspective of sustainability to the care and environmental respect of environmental standards. These commitments are transferred through information and awareness actions among the staff and users of the Hospital and with direct internal environmental guidelines.

4.1.3. SUSTAINABLE USE OF RESOURCES.

The organization has the following points on the list of objectives of the environment service 2022 against the use of paper (by default black and white and from the second semester, purchase of recycled paper), batteries (A and AAA) and other office supplies as consumption of raw materials:

- Reduce by 10% the ratio of folio consumption in the CHUSE Central, on the 2021 objective. Objective achieved in 2022, on the set standard of 679 folios/monthly worker, the year has closed with an average of 414 folios/month.

- Reduce the battery consumption ratio at the CHUSE plant, above the 2021 standard. Goal achieved in 2022. On AA batteries, a standard of 0.13 batteries / person per month had been set, and the year 2022 has closed with an average of 0.00. For AAA batteries, a standard of 0.10 batteries / person per month had been set, and the year 2022 has been closed with an average of 0.0, considered a goal achieved.

CHUSE does not have a resource registry, but establishes actions or policies to minimize the use of resources, such as:

- Have minimum and maximum stock so as not to buy in excess.
- Have cards for printing control.
- Make use of digital signature.

CHUSE eliminated in previous years, the use of plastic cups among hospital staff; In this way, the company abandons the use of plastic cups as part of its commitments to the responsible use of resources and the protection of the environment.

Regarding water use

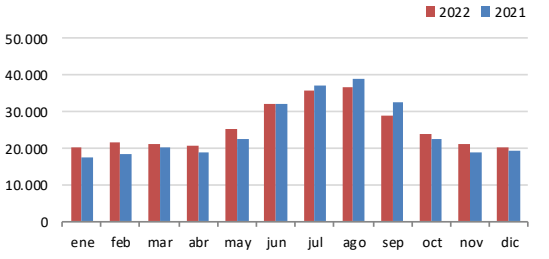
Environmental control also includes actions associated with water consumption, because the context (Mediterranean climate) in which the organization is located implies a need to establish guidelines focused on minimizing water consumption. The water footprint associated with the activity is also considered among the environmental measures foreseen with respect to environmental awareness. In 2022 the water consumption was as follows:

Table of the total water consumption corresponding to the organization and the Hospital (jointly):

Consumo agua (m3)

Mes	Indicadores	Seguimiento
dic	Consumo Agua (m3)	Mensual

Periodo	2021	2022	%var
ene	17.510	20.272	15,8%
feb	18.247	21.783	19,4%
mar	20.012	20.949	4,7%
abr	18.785	20.704	10,2%
may	22.478	25.325	12,7%
jun	32.182	31.965	-0,7%
jul	36.985	35.644	-3,6%
ago	38.764	36.768	-5,2%
sep	32.335	28.795	-10,9%
oct	22.464	23.887	6,3%
nov	18.726	21.078	12,6%
dic	19.058	20.174	5,9%



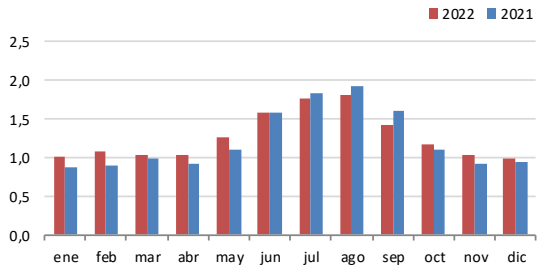
Promedio	2021	2022	%var
mensual	24.795	25.612	3,3%

Due to not being able to obtain a separate data for the organization, the information is relativized from the occupied square meters. Below is a table with the ratio of water consumption corresponding to the total water consumption / m^2 corresponding to the activity of CHUSE.

Ratio consumo agua (m3)

Mes	Indicadores	Seguimiento
dic-22	Consumo Agua (m3)	Mensual

Periodo	2021	2022	%var
ene	0,9	1,0	15,8%
feb	0,9	1,1	19,4%
mar	1,0	1,0	4,7%
abr	0,9	1,0	10,2%
may	1,1	1,3	12,7%
jun	1,6	1,6	-0,7%
jul	1,8	1,8	-3,6%
ago	1,9	1,8	-5,2%
sep	1,6	1,4	-10,9%
oct	1,1	1,2	6,3%
nov	0,9	1,0	12,6%
dic	0,9	1,0	5,9%



Promedio	2021	2022	%var
mensual	1,23	1,27	3,3%

The service with the greatest impact with respect to the water footprint is laundry-lingerie (outsourced service), cleaning along with hospital food and gardening.

4.1.4. CLIMATE CHANGE.

The main sources of greenhouse gas (GHG) emissions, including the carbon footprint, that are emitted as a result of the organization's activity in 2022 are the following:

Services performed by CHUSE	GHG emission sources
Hospital Food Service	-Gas for cooking processes
Restoration	-Luminaires
	-AA
Laundry and Lingerie	-Luminaires
	-AA
	-Boilers

During 2022, and in compliance with Decree 48/2021, of December 13, regulating the Balearic Carbon Footprint Registry, the organization has calculated and is in the process of verifying its Carbon Footprint for scopes 1 and 2 corresponding to the year 2020 (as established by the requirements of the Decree), the result being:

Carbon footprint 2020: 1,619 t CO_2 eq

The strategy for its reduction is established in the mitigation actions of its Reduction Plan.

Action	Annual energy savings (kWh/year)	Annual$_{CO2}$ emission savings (kg)
Installation of power supply optimizer system	299.912	147.857
Installation of programmable power strips for consumption elimination in stand-by mode	5.232	2.580
Switching fluorescents to LED technology	488.280	240.722
Thermal recovery of UTA's	105.569	25.051
Change to electricity marketer with zero emission energy production	0	1.848.207
TOTAL (NO CROSS-EFFECTS)	901.587	2.265.695
TOTAL (CROSS-EFFECT)*	858.037	1.864.166

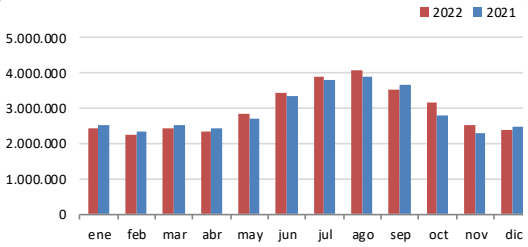
** For electricity, the switch to emission-free contracted energy has been considered.*

The following are the data on total electricity and gas consumption (combined between CHUSE and Hospital):

Consumo electricidad (Kw/h)

Mes	Indicadores	Seguimiento
dic	Consumo electricidad (kw/h)	Mensual

Periodo	2021	2022	%var
ene	2.526.356	2.439.717	-3,4%
feb	2.319.632	2.239.057	-3,5%
mar	2.501.424	2.451.013	-2,0%
abr	2.415.644	2.357.916	-2,4%
may	2.715.819	2.820.901	3,9%
jun	3.341.923	3.420.901	2,4%
jul	3.799.910	3.913.511	3,0%
ago	3.889.772	4.068.295	4,6%
sep	3.644.838	3.541.709	-2,8%
oct	2.789.634	3.162.142	13,4%
nov	2.273.883	2.532.151	11,4%
dic	2.473.208	2.393.616	-3,2%

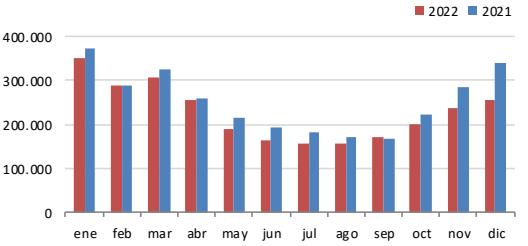


Promedio mensual	2021	2022	%var
	2.891.003	2.945.077	1,9%

Consumo gas (m3)

Mes	Indicadores	Seguimiento
dic	Consumo Gas (m3)	Mensual

Periodo	2021	2022	%var
ene	372.286	349.928	-6,0%
feb	288.751	289.354	0,2%
mar	325.880	306.837	-5,8%
abr	258.546	254.738	-1,5%
may	216.081	188.276	-12,9%
jun	192.339	164.671	-14,4%
jul	181.958	155.038	-14,8%
ago	169.651	157.803	-7,0%
sep	167.801	170.857	1,8%
oct	222.885	198.987	-10,7%
nov	285.347	235.512	-17,5%
dic	341.115	256.700	-24,7%



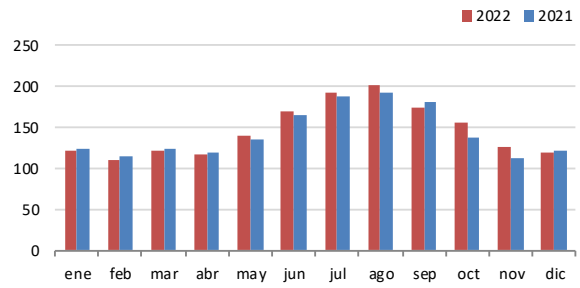
Promedio mensual	2021	2022	%var
	251.887	227.392	-9,7%

As with water consumption, the data is then relativized to obtain an estimate of energy consumption for CHUSE. The following tables show the ratio of electricity and gas consumption corresponding to the total consumption / m2 occupied to develop CHUSE's activities.

Ratio consumo electricidad (Kw/h)

Mes	Indicadores	Seguimiento
dic-22	Consumo electricidad (kw/h)	Mensual

Periodo	2021	2022	%var
ene	124,8	120,6	-3,4%
feb	114,6	110,6	-3,5%
mar	123,6	121,1	-2,0%
abr	119,4	116,5	-2,4%
may	134,2	139,4	3,9%
jun	165,1	169,0	2,4%
jul	187,8	193,4	3,0%
ago	192,2	201,0	4,6%
sep	180,1	175,0	-2,8%
oct	137,8	156,3	13,4%
nov	112,4	125,1	11,4%
dic	122,2	118,3	-3,2%

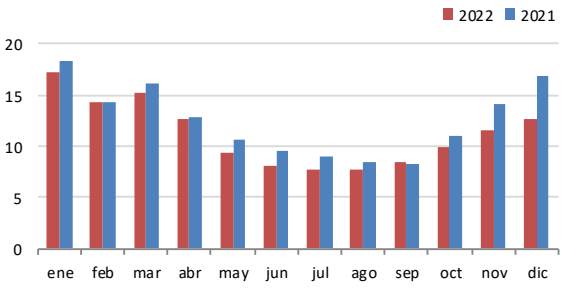


Promedio	2021	2022	%var
mensual	142,9	145,5	1,9%

Ratio consumo gas (m3)

Mes	Indicadores	Seguimiento
dic-22	Consumo Gas (m3)	Mensual

Periodo	2021	2022	%var
ene	18,4	17,3	-6,0%
feb	14,3	14,3	0,2%
mar	16,1	15,2	-5,8%
abr	12,8	12,6	-1,5%
may	10,7	9,3	-12,9%
jun	9,5	8,1	-14,4%
jul	9,0	7,7	-14,8%
ago	8,4	7,8	-7,0%
sep	8,3	8,4	1,8%
oct	11,0	9,8	-10,7%
nov	14,1	11,6	-17,5%
dic	16,9	12,7	-24,7%



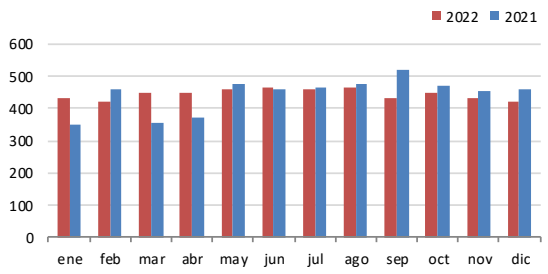
Promedio	2021	2022	%var
mensual	12,4	11,2	-9,7%

In the specific case of gas for the Cafeteria and Hospital food service (Kitchen service):

Consumo gas (m3) Cafetería

Mes	Indicadores	Seguimiento
dic-22	Consumo Gas (m3)	Mensual

Periodo	2021	2022	%var
ene	349	434	24,3%
feb	458	420	-8,2%
mar	356	449	26,2%
abr	375	447	19,3%
may	478	459	-4,0%
jun	462	466	0,9%
jul	464	462	-0,4%
ago	476	467	-1,9%
sep	520	430	-17,3%
oct	469	447	-4,7%
nov	456	434	-4,8%
dic	460	422	-8,3%

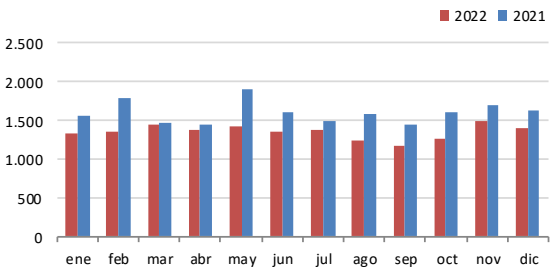


Promedio	2021	2022	%var
mensual	444	445	0,3%
Acumulado	2021	**2022**	%var
Anual	5.322	5.337	0,3%

Consumo gas (m3) Cocina

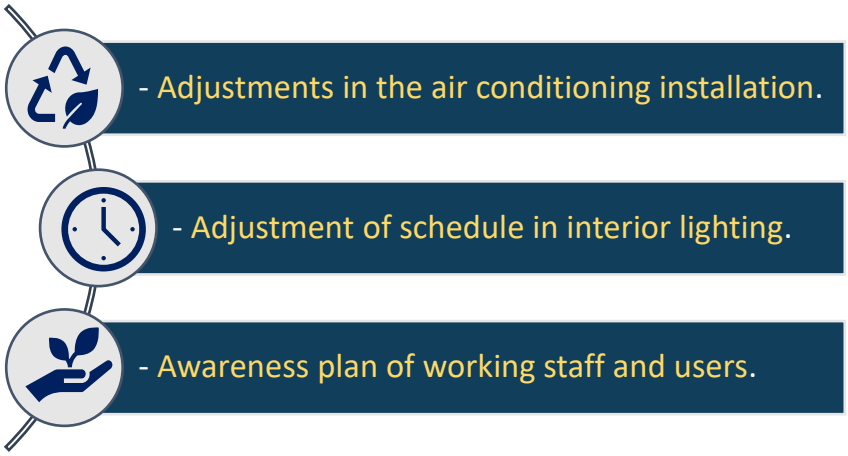
Mes	Indicadores	Seguimiento
dic-22	Consumo Gas (m3)	Mensual

Periodo	2021	2022	%var
ene	1.557	1.335	-14,3%
feb	1.797	1.351	-24,8%
mar	1.464	1.440	-1,6%
abr	1.451	1.382	-4,8%
may	1.907	1.428	-25,1%
jun	1.606	1.347	-16,1%
jul	1.496	1.368	-8,6%
ago	1.577	1.227	-22,2%
sep	1.444	1.169	-19,0%
oct	1.595	1.261	-20,9%
nov	1.695	1.483	-12,5%
dic	1.618	1.388	-14,2%



Promedio	2021	2022	%var
mensual	1.601	1.348	-15,8%
Acumulado	2021	**2022**	%var
Anual	19.207	16.179	-15,8%

The organization in 2019 designed an **Energy Efficiency Plan** for the Hospital which is based on the analysis of the energy situation of the infrastructure (2018) and the future energy proposals that will allow adjusting the consumption of the Son Espases Hospital for 2019 and following; this being the medium and long-term strategy. The main proposals for improving energy efficiency are related to:



The objective of the energy saving plan is the analysis of the energy situation of the infrastructure and the approach of a future strategy that allows adjusting the consumption of the Son Espases University Hospital, thus making it more energy efficient.

The organization has a study on the use and saving of solar panels. The study is prepared pending the award by the Hospital Son Espases (Objective established for 2021).

4.1.5. PROTECTION OF BIODIVERSITY.

The Hospital is not located in the vicinity of a protected area.

The Hospital of Son Espases has an extension of land occupation 212,000^{m2}. Of this total, the constructed area is approximately 172,000km2.

The organization manages, among its competences, the maintenance of the green areas that are included in the Hospital complex. These areas cover an area of 74,087^{m2}. The maintenance of green areas is derived to a subcontracted company specialized in this activity and certified in an environmental management system.

4.2. INFORMATION ON SOCIAL AND PERSONNEL ISSUES

The sustainable development goals (2030 Agenda) with which CHUSE is aligned within its management strategy with its workforce

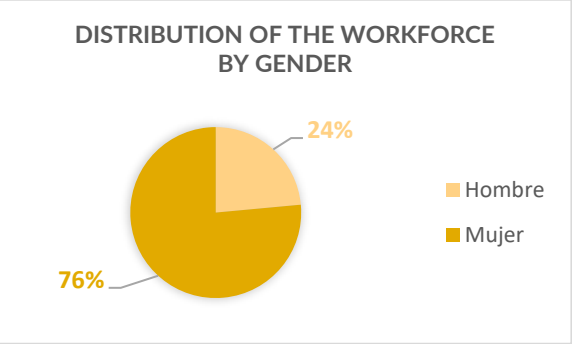
People management is done through the HR department that plans and supervises the management of the people who work at CHUSE. The processes that are controlled through the department are the following:

- Selection and recruitment
- Formation
- Payroll Management
- Retribution
- Equality
- Health & Safety

There are different procedures in the management system that have a direct implication on the overall people management process. These procedures regulate from the selection-incorporation; training and talent management; occupational risk assessment; as well as operational control (management of protective material; health surveillance; information and training in prevention; control and supervision of transversal policies; absenteeism program; equality program, ...).

The Sociedad Concesionaria Hospital Universitario Son Espases has an average workforce of 468 professionals, according to the information collected in December 2022. The information is then presented by blocks of categories (due to the great diversity of categories it has been grouped with the aim of improving understanding); type of contracts, age, nationality and sex.

Distribution of the workforce according to gender	Number of people	%
Man	156	23,53%
Woman	507	76,47%
Total	663	100,00%



Distribution of the workforce according to type of contract	Man (*Hombre*)	%	Woman (*Mujer*)	%
Discontinuous fixed	14	32,56%	29	67,44%
Fixed	118	27,63%	309	72,37%
Supplemented	1	100,00%		
Substitution	27	14,75%	156	85,25%
Temporary	23	15,97%	121	84,03%
TOTAL	156	23,53%	507	76,47%

Distribution of the workforce according to working hours	Man	%	Woman	%
40 hours	75	11,31%	137	20,66%
From 20 to 35 hours	4	0,60%	85	12,82%
36 to 39 hours	75	11,31%	284	42,84%
Less than 20 hours	2	0,30%	1	0,15%
Total	156	23,53%	507	76,47%

Distribution of the workforce according to age	Man	%	Woman	%
Less than 20 years	10	58,82%	7	41,18%
20-29 years	39	33,33%	76	66,67%

30-45 years	63	23,95%	200	76,05%
46-55 years	31	16,85%	153	83,15%
56-63 years	12	15,38%	66	84,62%
64 years or older	2	28,57%	5	71,43%
TOTAL	156	23,53%	507	76,47%

Distribution of the workforce according to seniority	Man	%	Woman	%
Less than 6 months	34	23,61%	110	76,39%
From 6 months - 1 year	6	13,95%	37	86,05%
From 1-3 years	21	23,86%	67	76,14%
From 3-5 years	17	21,25%	63	78,75%
From 5-10 years	34	29,82%	80	70,00%
More than 10 years	23	18,25%	103	18,00%
TOTAL	156	23,53%	507	81,75%

Distribution of the workforce according to professional category (summarized)	Man	Woman
Address	4	1
Middle managers	19	25
Operational staff	129	461
Administrative staff	2	10
Technical staff	2	10
TOTAL	156	507

Distribution of the workforce according to Nationality	Man	% Men	Woman	% Women
Argentina	1	0,15%	2	0,30%
Bolivia	2	0,30%	5	0,75%
Brazil	0		1	0,15%
Bulgaria	0		3	0,45%
Colombia	3	0,45%	10	1,51%
Cuba	0		3	0,45%
Ecuador	3	0,45%	7	1,06%
Spain	138	20,81%	441	66,52%
Italy	1	0,15%	3	0,45%
Morocco	2	0,30%	4	0,60%
Moldova	0		2	0,30%
Nicaragua	0		1	0,15%
Nigeria	1	0,15%	0	
Paraguay	0		3	0,45%
Peru	0		4	0,60%
Poland	0		1	0,15%
Portugal	0		2	0,30%
Dominican Republic	4	0,60%	5	0,75%
Romania	0		1	0,15%
Ukraine	0		2	0,30%
Uruguay	0		2	0,30%
Venezuela	1	0,15%	5	0,75%
TOTAL	156	23,53%	507	76,74%

Dismissals by sex, age and occupational classification:

Category	Man	Woman
Specialist	1	0
Pawn	1	0
Administrative	0	1
Aux. Infirmary	0	1
Manager	0	1
Lingerie	0	1
Cleaner	0	2
Total	2	6

Ages	Man	Woman
Less than 20 years	0	1
From 20-29 years old	0	2
From 30-45 years old	1	3
From 46-55 years	1	0
Total	2	6

Type of contract	Man	Woman
Discontinuous fixed	0	1
Fixed	2	3
Substitution	0	2
Total	2	6

Average earnings and their evolution by sex, age, and occupational classification

The data corresponding to the average remunerations have been obtained by selecting those contracts with a seniority equal to or greater than one year. They have also been considered by type of contract, whether indefinite or temporary, selecting those that are full-time regardless of the percentage of working hours worked.

Average remuneration and its evolution: permanent full-time contracts:

- **According to sex**

AVERAGE ANNUAL REMUNERATION	MEN	WOMEN	TOTAL
LESS THAN 10,000	0,00%	0,00%	0,00%
FROM 10,000 TO 20,000	9,72%	29,53%	39,25%
FROM 20,000 TO 30,000	11,03%	35,33%	46,36%
FROM 30,000 TO 40,000	1,12%	6,17%	7,29%
MORE THAN 40,000	2,62%	4,49%	7,10%
TOTAL	**24,49%**	**75,51%**	**100,00%**

- **According to age**

REMUNERACIÓN MEDIA ANUAL	MENOS DE 30 AÑOS	30-45 AÑOS	46-55 AÑOS	56-63 AÑOS	64 O MAS	TOTAL
MENOS DE 10.000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
DE 10.000 A 20.000	8,04%	16,26%	10,65%	4,30%	0,00%	39,25%
DE 20.000 A 30.000	7,66%	14,39%	15,33%	6,92%	2,06%	46,36%
DE 30.000 A 40.000	0,56%	2,24%	2,06%	1,68%	0,75%	7,29%
MAS DE 40.000	0,37%	2,80%	2,24%	0,93%	0,75%	7,10%
TOTAL	**16,64%**	**35,70%**	**30,28%**	**13,83%**	**3,55%**	**100,00%**

Average annual remuneration (Les than 30 years, 30-45 years, 46-55 years, 56-63 years, 64 or more).

- **According to professional classification**

REMUNERACIÓN MEDIA ANUAL	PERSONAL TÉCNICO	PERSONAL ADMINISTRATIVO	MANDOS INTERMEDIOS	PERSONAL OPERARIO	TOTAL
MENOS DE 10.000	0,00%	0,00%	0,00%	0,00%	0,00%
DE 10.000 A 20.000	4,49%	0,19%	0,00%	34,58%	39,25%
DE 20.000 A 30.000	7,85%	2,43%	0,75%	35,33%	46,36%
DE 30.000 A 40.000	1,12%	0,37%	0,37%	5,42%	7,29%
MAS DE 40.000	0,93%	0,00%	2,43%	3,74%	7,10%
TOTAL	**14,39%**	**2,99%**	**3,55%**	**79,07%**	**100,00%**

Average annual remuneration (Technical staff, Administrative staff, Middle managers and Operating staff).

Average remuneration: temporary full-time contracts:

- **According to sex**

AVERAGE ANNUAL REMUNERATION	MEN	WOMEN	TOTAL
LESS THAN 10,000	0,00%	0,00%	0,00%
FROM 10,000 TO 20,000	6,78%	36,44%	43,22%
FROM 20,000 TO 30,000	8,47%	36,44%	44,92%
FROM 30,000 TO 40,000	0,85%	5,93%	6,78%
MORE THAN 40,000	0,00%	5,08%	5,08%
TOTAL	**16,10%**	**83,90%**	**100,00%**

- **According to age**

REMUNERACIÓN MEDIA ANUAL	MENOS DE 30 AÑOS	30-45 AÑOS	46-55 AÑOS	56-63 AÑOS	64 O MAS	TOTAL
MENOS DE 10.000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
DE 10.000 A 20.000	8,00%	21,19%	10,17%	3,39%	0,00%	43,22%
DE 20.000 A 30.000	16,95%	16,95%	7,63%	3,39%	0,00%	44,92%
DE 30.000 A 40.000	0,00%	2,54%	3,39%	0,85%	0,00%	6,78%
MAS DE 40.000	1,69%	1,69%	0,85%	0,85%	0,00%	5,08%
TOTAL	**27,12%**	**42,37%**	**22,03%**	**8,47%**	**0,00%**	**100,00%**

Average annual remuneration (Les than 30 years, 30-45 years, 46-55 years, 56-63 years, 64 or more).

- **According to professional classification**

REMUNERACIÓN MEDIA ANUAL	PERSONAL TÉCNICO	PERSONAL ADMINISTRATIVO	MANDOS INTERMEDIOS	PERSONAL OPERARIO	TOTAL
MENOS DE 10.000	0,00%	0,00%	0,00%	0,00%	0,00%
DE 10.000 A 20.000	1,69%	0,00%	0,00%	41,53%	43,22%
DE 20.000 A 30.000	4,24%	0,85%	0,00%	39,83%	44,92%
DE 30.000 A 40.000	0,00%	0,00%	0,00%	6,78%	6,78%
MAS DE 40.000	0,00%	0,00%	0,00%	5,05%	5,08%
TOTAL	**5,93%**	**0,85%**	**0,00%**	**93,22%**	**100,00%**

Average annual remuneration (Technical staff, Administrative staff, Middle managers and Operating staff).

- **Average remuneration of the head of service and management:**

AVERAGE ANNUAL REMUNERATION	MEN	WOMEN	TOTAL
LESS THAN 10,000	0,00%	0,00%	0,00%
FROM 10,000 TO 20,000	0,00%	0,00%	0,00%
FROM 20,000 TO 30,000	0,00%	0,00%	0,00%
FROM 30,000 TO 40,000	0,00%	0,00%	0,00%
MORE THAN 40,000	80,00%	20,00%	100,00%
TOTAL	**80,00%**	**20,00%**	**100,00%**

The remuneration of the CEOs corresponds to each of the companies to which they belong (see section 2.1. organizational structure)

Wage gap

To analyse a possible wage gap between women and men, the data analysed in terms of average annual remuneration according to indefinite contracts and temporary contracts both full-time have been taken into account, the data of people with a permanence equal to or less than one year in the company have been discarded.

As for full-time permanent contracts, we observe that the highest percentage of women is in the band of 10,000 to 20,000 euros, followed by the band of 20,000 to 30,000 euros. This trend is also repeated in men. However, in the bands of 30,000 to 40,000 euros and more than 40,000 euros, the percentages of men are higher than those of women.

In the case of temporary full-time contracts, the percentage of women in all pay bands is higher than that of men.

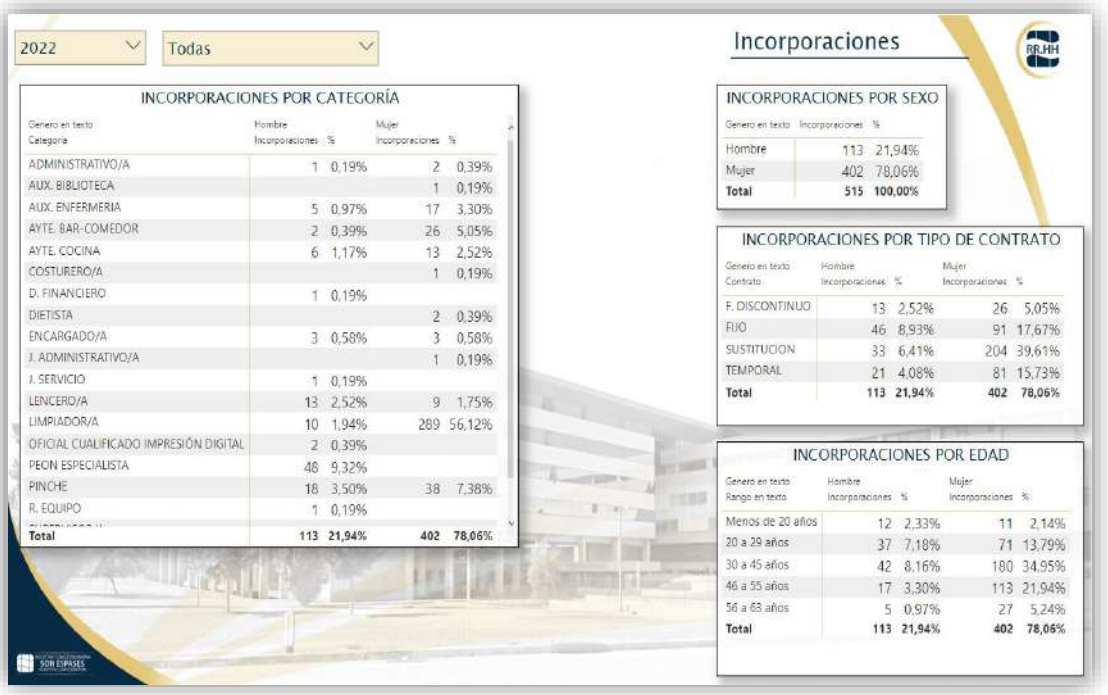
Based on the analysed data taken from the salary audit, the existing wage gap is estimated at 6.27%.

The trend between 2021 and 2022 is the reduction of the gap, therefore, it is positive:

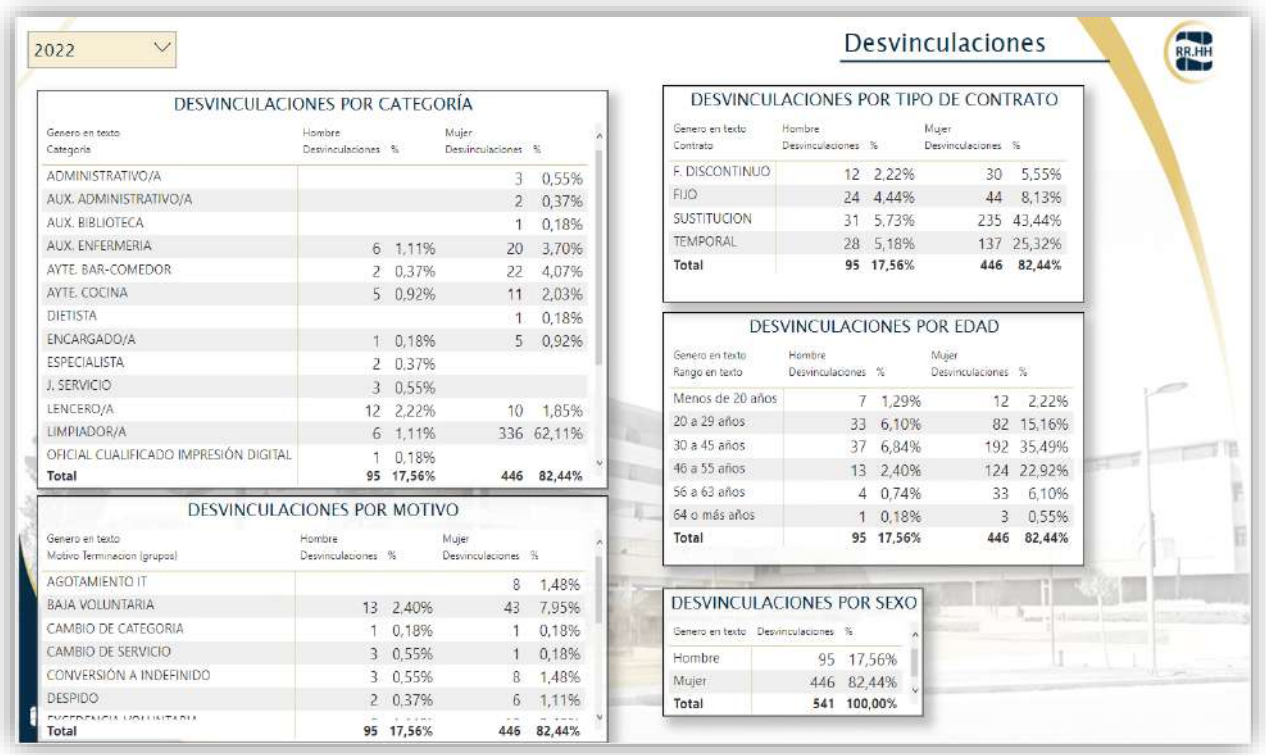
Year	Wage gap
2021	8%.
2022	6,27%.

4.2.1. EMPLOYMENT

During 2022, the breakdown of employment is as follows: (*Incorporations by category, Incorporations by gender, incorporations by type of contract and incorporations by age*).



On the other hand, regarding cessations during 2022, the data are as follows: (*Terminations by category, Terminations by reason, Terminations by type of contract, Terminations by age ant Terminations by gender*).



For CHUSE, the dynamization of job stability is an essential part, as well as ensuring compliance with the working conditions established in the applicable collective agreements.

People management at CHUSE is supervised by the HR department. The different sub-processes are protocolized and controlled.

For CHUSE, transparency and fluid communication with staff are essential, therefore, and adding to the different communication channels, the HR department has staff to attend to issues associated with people management.

CHUSE has an internal policy that contains a series of actions to promote the right of workers to digital disconnection once their working day is over, thus enhancing respect for their rest time, their private and family life and promoting healthy habits in this regard.

This policy defines the principles of the exercise of the right to disconnection and determines a series of preventive measures to promote the reasonable use of digital instruments intended for CHUSE workers to protect their health from new risks arising from technological overexposure in the work environment.

As part of the action, training and awareness actions on digital disconnection are included in the company's 2022 Training Plan.

Regarding the commitment to promote employment, CHUSE includes a series of measures based on collaboration with training centres and a scholarship program, as well as other entities or institutes: Girasol, Amadip-Esment, Patronato Obrero, Cruz Roja, among others.

CHUSE actively collaborates with social entities that are responsible for facilitating the labour incorporation of personnel in social exclusion or victims of gender violence. It facilitates the realization of regulated practices in the courses for the incorporation to the labour market.

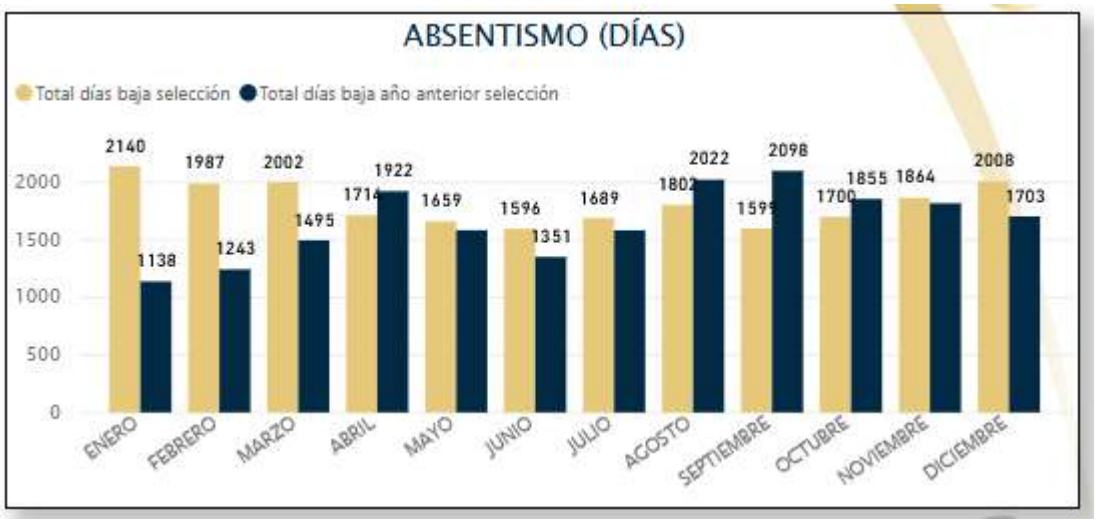
Likewise, CHUSE collaborates with secondary education institutes and training centres, facilitating the incorporation of trainee personnel in the cafeteria, kitchen, dietetics, sterilization, financial and computer services. During the year 2022, the practices have been facilitated to 25 students in the different services.

4.2.2. ORGANIZATION OF WORK

The organization of work is determined according to the provisions of the applicable collective agreement and the specification of schedules by each of the departments.

There is a control of attendance and compliance with working hours as marked in current legislation. Within the management system there is an indicator associated with absenteeism control.

Absenteeism (days)



**Data updated as of March 16, 2023.*

The trend between 2021 and 2022 is as follows:

Year	Days absenteeism IT-AT-ANL	Absenteeism hours
2021	21.596	172.768
2022	21.760	174.080

The data are similar, being only the increase of 0.75%

In 2022, the % of absenteeism due to Temporary Disability broken down are as follows, (***monthly breakdown by service: Cafeteria, Hospital Food service, Sterilization, Printing, Laundry, Cleaning and waste management service***):

Mes	CAFETERIA	COCINA	ESTERILIZACION	IMPRENTA	LENCERIA	LIMPIEZA	RESIDUOS
ENERO	8,00 %	8,73 %	2,74 %		0,63 %	14,78 %	12,92 %
FEBRERO	6,22 %	7,81 %	8,10 %		0,18 %	13,43 %	13,33 %
MARZO	3,71 %	7,78 %	5,06 %		3,51 %	15,11 %	12,16 %
ABRIL	5,71 %	4,77 %	5,12 %		6,33 %	15,31 %	11,76 %
MAYO	5,74 %	5,82 %	5,24 %		5,45 %	15,45 %	12,92 %
JUNIO	5,71 %	5,65 %	4,07 %	4,44 %	5,91 %	13,72 %	11,59 %
JULIO	4,90 %	10,19 %	1,15 %		5,61 %	13,83 %	15,69 %
AGOSTO	4,95 %	11,90 %	1,07 %		5,15 %	14,61 %	13,96 %
SEPTIEMBRE	3,87 %	10,56 %	3,70 %	2,22 %	7,46 %	12,71 %	11,11 %
OCTUBRE	4,05 %	12,36 %	0,64 %		7,50 %	11,80 %	11,48 %
NOVIEMBRE	3,15 %	8,65 %			5,00 %	10,39 %	7,22 %
DICIEMBRE	6,58 %	11,74 %			5,08 %	12,86 %	5,17 %

On the other hand, in relation to the measures aimed at the enjoyment of conciliation and co-responsibility, CHUSE has measures set out in the applicable agreements and actions included in the current Equality Plan. In addition, it should be noted that in the field of management (State collective agreement for consulting companies and market and public opinion studies) the following measures are also applied:

- Flexibility in check-in time (8-9h)
- Flexibility in the meal schedule (reduction of half an hour), to be able to finish the day earlier.
- The intensive summer day
- Friday departure time (14h) for administration staff.

For more information on the Equality Plan, see section 5.2.7.

The organization has a digital disconnection policy included in the Code of Conduct.

4.2.3. HEALTH AND SAFETY

CHUSE has a firm and permanent commitment to safety and health at work, as well as to scrupulous compliance with all applicable regulations in the matter, so that this commitment constitutes an essential value in the development of its activities. The company provides all its staff with the necessary means and resources so that they can carry out their work tasks safely.

CHUSE is certified according to ISO 45001:2018, demonstrating a firm commitment to health and safety in the work environment. The commitment to minimizing health and safety risks is in line with the policy; the objectives, as well as the controls and supervision carried out. The certification in matters of safety and health supposes the realization of actions beyond what is strictly regulated by the current legislation on the prevention of occupational risks.

Regarding the preventive modality, it should be noted that the organization has two contracts with external prevention services (the technical modalities of safety at work, industrial hygiene, and ergonomics and psychosociology; and occupational medicine on the other) and also has two techniques on staff, as well as 6 people trained in preventive resource (beyond mandatory prevention training among staff).

The safety and health objectives set are as follows:

HEALTH AND SAFETY	Reduction of accidents	Got.
	Have the automation of OHS indicators in PowerBi	Got
	Result in staff training in OHS	Got.

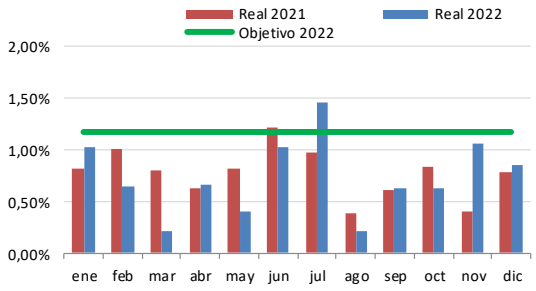
Below are the 2022 safety and health performance data:

Reduce the number of work accidents by 10% compared to 2021 (1,31%)

PR.01A Reducir un 10% el número de accidentes de trabajo respecto 2021 (1,31%)

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	**1,18%**	% Accidentes trabajo	Mensual	si

Periodo	Real 2021	Real 2022
ene	0,81%	1,02%
feb	1,00%	0,64%
mar	0,80%	0,21%
abr	0,62%	0,66%
may	0,81%	0,41%
jun	1,22%	1,02%
jul	0,98%	1,46%
ago	0,39%	0,21%
sep	0,61%	0,63%
oct	0,83%	0,64%
nov	0,41%	1,06%
dic	0,78%	0,85%



Mes	Real 2021	**Real 2022**	%var
dic	0,78%	**0,85%**	9,6%
Promedio mensual	Real 2021	**Real 2022**	%var
	0,77%	**0,73%**	-5,1%

Regarding the distribution between men and women, the distribution between accidents occurred in 2022, the distribution is 80.95% of women and 19.05% of men. Below is the breakdown of accidents 2022.

Work accidents in 2022, total workers and work accidents by gender: man / women.

	Accidentes		Sexo	
Periodo	Accidentes de trabajo 2022	Personas trabajadoras	Hombre	Mujer
ene	5	491	1	4
feb	3	471	1	2
mar	1	472	0	1
abr	3	458	0	3
may	2	491	0	2
jun	5	490	0	5
jul	7	480	2	5
ago	1	472	0	1
sep	3	474	0	3
oct	3	472	1	2
nov	5	473	1	4
dic	4	468	2	2
Total	42	5.712	8	34

Professional contingency (PC) and common contingency (CC) data are presented. Provided by the Mutual accident insurance company.

Accidents 2022 of the **Cleaning and Waste** service:

		CP		CC	
		Datos empresa	Datos mercado *	Datos empresa	Datos mercado *
Índice de Absentismo		1,17	0,63	0,00	2,28
Duración Media		15,08	38,32	9,46	20,77
Índice de Prevalencia		1,13	0,65	0,00	1,80
Índice de Incidencia		14,70	4,86	0,00	34,31
Nº de bajas	Totales	43		70	
	Iniciadas ej.	41		62	
Días de baja		1.305		619	
Días de baja (sin IT directa)		1.187		619	
Media diaria trabajadores de baja		3,25		1,70	
Trab. pendientes de alta (últ. día estudio)		3		0	
Grado lesión (casos iniciados)		Leve	Grave	Leve	Grave
		41	0	62	0
		Muy grave	Fallec.	Muy grave	Fallec.
		0	0	0	0
In itínere	Casos iniciados / % s. total	6	14,63%		
	Días baja transcurridos / % s. total	169	14,24%		
Acc.tráfico	Casos iniciados / % s. total	5	12,20%		
	Días baja transcurridos / % s. total	160	13,48%		
Nº Accidentes sin baja		24			
Riesgo embarazo	Casos iniciados	3			
	Días baja transcurridos	163			
Cuidado menores	Casos iniciados	2			
	Días baja transcurridos	126			

	Año en curso			
Contingencias profesionales				
Tipo de Expediente	**Casos**	**% s/total**	**Días**	**% s/total**
Accidente de trabajo	37	90,24%	662	84,76%
Recaída Accidente de trabajo	0	0,00%	0	0,00%
Enfermedad profesional	3	7,32%	102	13,06%
Recaída Enfermedad profesional	1	2,44%	17	2,18%
Total	**41**		**781**	
Lugar del Accidente	**Casos**	**% s/total**	**Días**	**% s/total**
Centro de trabajo	31	83,78%	493	74,47%
En otro centro de trabajo	0	0,00%	0	0,00%
In Itinere	6	16,22%	169	25,53%
Accidente de tráfico	5	83,33%	160	94,67%
Desplazamientos en jornada	0	0,00%	0	0,00%
Accidente de tráfico	0	0,00%	0	0,00%
Total	**37**		**662**	
Casos sin baja	**Casos**	**% s/total**		
Accidente de trabajo	22	91,67%		
Enfermedad profesional	2	8,33%		
Total	**24**	**36,92%**	sobre total casos CB+SB	

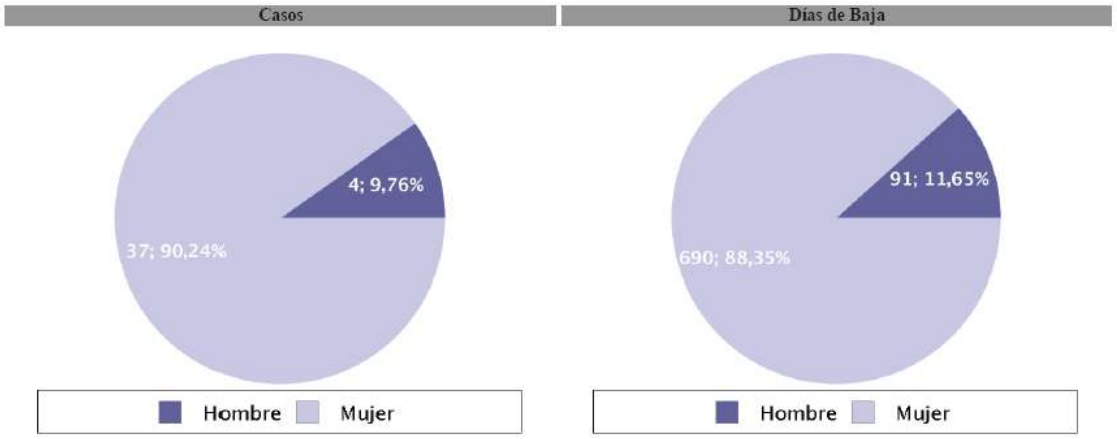
Professional Contingency Analysis:

4.2.1.1 Análisis bajas según la forma

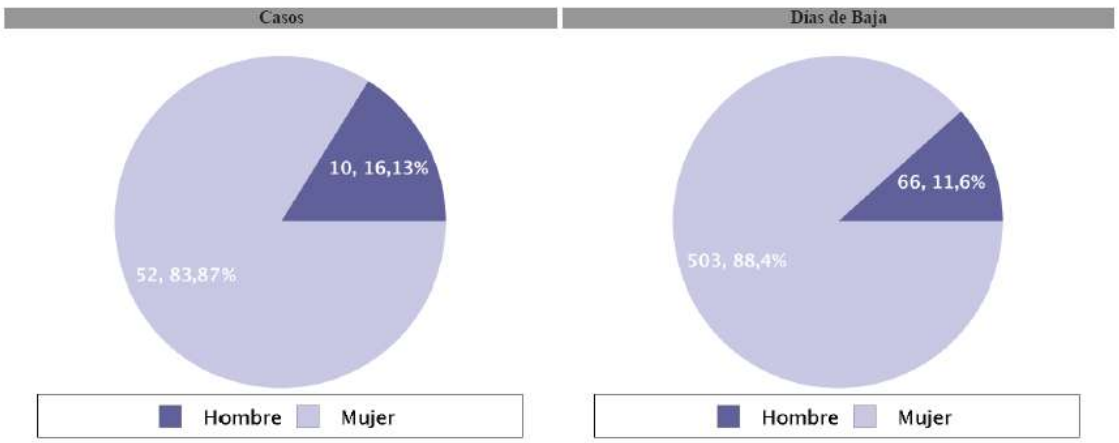
Año en curso	Casos	% s/Total	Días	% s/Total
Golpe sobre o contra resultado de una caída del trabajador	10	27,03	150	22,66
Sobresfuerzo físico - sobre el sistema musculoesquelético	6	16,22	101	15,26
Contacto con sustancias peligrosas - a través de la piel y de los ojos	5	13,51	45	6,80
Contacto con un Agente material cortante- cuchillo, hoja, etc.	4	10,81	18	2,72
Choque o golpe contra un objeto - que cae o se desprende	3	8,11	222	33,53
Choque o golpe contra un objeto, incluidos los vehículos - trabajador inmóvil	3	8,11	102	15,41
	37		**662**	

Únicamente aparecen los casos en que el % de casos o de días es igual o superior al 10 %.

Analysis of absenteeism by gender and day of the week:



Common Contingencies Analysis by gender and day of the week:



Professional contingency (CP) and common contingency (CC) data. Provided by the Mutual accident insurance company.

Patient **Food and Cafeteria** Service Accidents:

		CP		CC	
		Datos empresa	Datos mercado *	Datos empresa	Datos mercado *
Índice de Absentismo		2,04	1,09	0,00	3,98
Duración Media		15,00	25,65	8,64	16,82
Índice de Prevalencia		2,27	1,13	0,00	4,01
Índice de Incidencia		9,02	13,14	0,00	75,39
Nº de bajas	Totales	13		22	
	Iniciadas ej.	11		18	
Días de baja		909		172	
Días de baja (sin IT directa)		909		172	
Media diaria trabajadores de baja		2,49		0,47	
Trab. pendientes de alta (últ. día estudio)		3		0	
Grado lesión (casos iniciados)		Leve	Grave	Leve	Grave
		11	0	18	0
		Muy grave	Fallec.	Muy grave	Fallec.
		0	0	0	0
In itínere	Casos iniciados / % s. total	2	18,18%		
	Días baja transcurridos / % s. total	31	3,41%		
Acc.tráfico	Casos iniciados / % s. total	1	9,09%		
	Días baja transcurridos / % s. total	8	0,88%		
Nº Accidentes sin baja		8			
Riesgo embarazo	Casos iniciados	3			
	Días baja transcurridos	490			
Cuidado menores	Casos iniciados	1			
	Días baja transcurridos	61			

	Año en curso			
Contingencias profesionales				
Tipo de Expediente	**Casos**	**% s/total**	**Días**	**% s/total**
Accidente de trabajo	11	100,00%	179	100,00%
Recaída Accidente de trabajo	0	0,00%	0	0,00%
Enfermedad profesional	0	0,00%	0	0,00%
Recaída Enfermedad profesional	0	0,00%	0	0,00%
Total	**11**		**179**	

Lugar del Accidente	**Casos**	**% s/total**	**Días**	**% s/total**
Centro de trabajo	9	81,82%	148	82,68%
En otro centro de trabajo	0	0,00%	0	0,00%
In Itínere	2	18,18%	31	17,32%
Accidente de tráfico	1	50,00%	8	25,81%
Desplazamientos en jornada	0	0,00%	0	0,00%
Accidente de tráfico	0	0,00%	0	0,00%
Total	**11**		**179**	

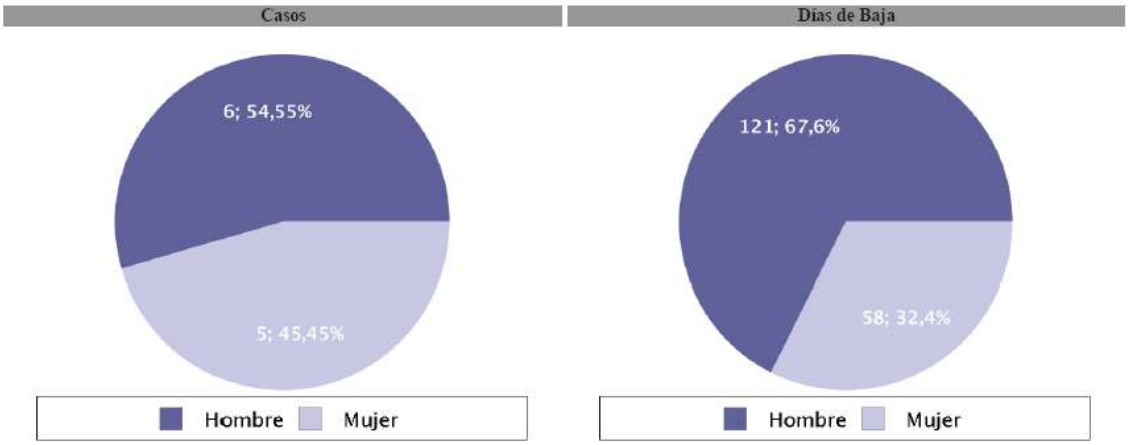
Casos sin baja	**Casos**	**% s/total**	
Accidente de trabajo	5	62,50%	
Enfermedad profesional	3	37,50%	
Total	**8**	**42,11%**	sobre total casos CB+SB

Analysis of Professional Contingencies, by factors, gender and day of the week:

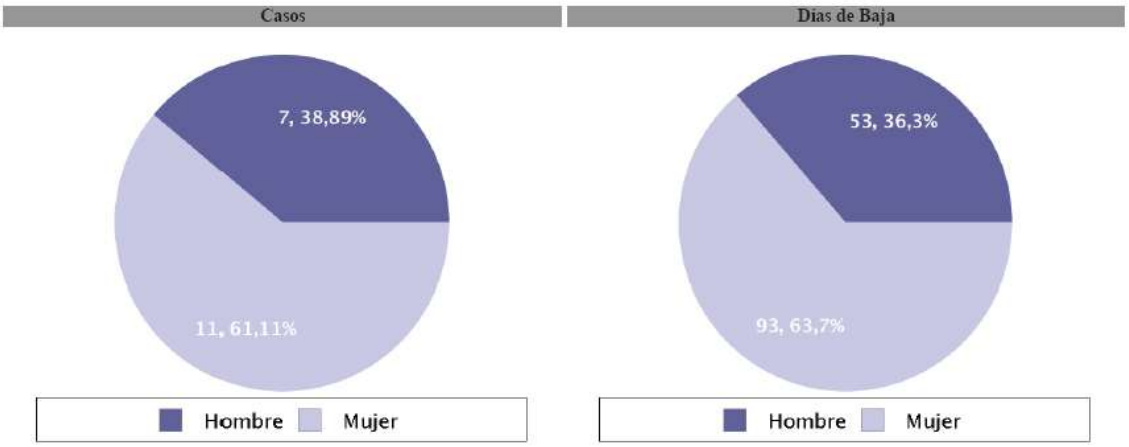
4.2.1.1 Análisis bajas según la forma

Año en curso	Casos	% s/Total	Días	% s/Total
Golpe sobre o contra resultado de una caída del trabajador				
	4	36,36	73	40,78
Contacto con un Agente material cortante- cuchillo, hoja, etc.				
	3	27,27	32	17,88
Sobresfuerzo físico - sobre el sistema musculoesquelético				
	2	18,18	68	37,99
	11		**179**	

Únicamente aparecen los casos en que el % de casos o de días es igual o superior al 10 %.



Common Contingencies Analysis by gender and day of the week:



Professional contingency (CP) and common contingency (CC) data. Provided by the Mutual accident insurance company.

Accidents 2022 of the **Sterilization service.**

		CP		CC	
		Datos empresa	Datos mercado *	Datos empresa	Datos mercado *
Índice de Absentismo		0,00	0,68	0,00	4,32
Duración Media		0,00	32,12	9,56	16,89
Índice de Prevalencia		0,00	0,77	0,00	3,79
Índice de Incidencia		0,00	6,44	0,00	84,57
Nº de bajas	Totales	0		9	
	Iniciadas ej.	0		9	
Días de baja		0		86	
Días de baja (sin IT directa)		0		86	
Media diaria trabajadores de baja		0,00		0,24	
Trab. pendientes de alta (últ. día estudio)		0		0	
Grado lesión (casos iniciados)		Leve	Grave	Leve	Grave
		0	0	9	0
		Muy grave	Fallec.	Muy grave	Fallec.
		0	0	0	0
In itínere	Casos iniciados / % s. total	0	0,00%		
	Días baja transcurridos / % s. total	0	0,00%		
Acc.tráfico	Casos iniciados / % s. total	0	0,00%		
	Días baja transcurridos / % s. total	0	0,00%		
Nº Accidentes sin baja		1			
Riesgo embarazo	Casos iniciados	1			
	Días baja transcurridos	111			
Cuidado menores	Casos iniciados	0			
	Días baja transcurridos	0			

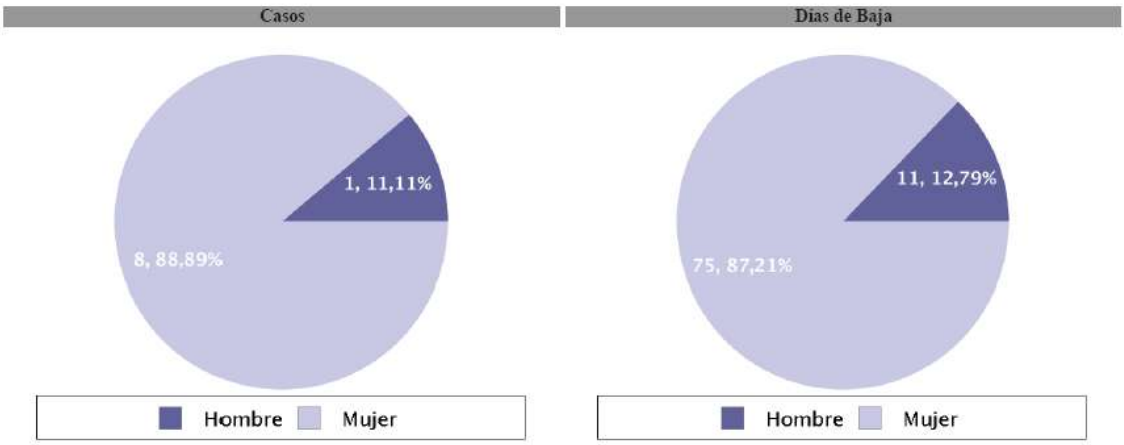
	Año en curso			
Contingencias profesionales				
Tipo de Expediente	**Casos**	**% s/total**	**Días**	**% s/total**
Accidente de trabajo	0	0,00%	0	0,00%
Recaída Accidente de trabajo	0	0,00%	0	0,00%
Enfermedad profesional	0	0,00%	0	0,00%
Recaída Enfermedad profesional	0	0,00%	0	0,00%
Total	**0**		**0**	

Lugar del Accidente	**Casos**	**% s/total**	**Días**	**% s/total**
Centro de trabajo	0	0,00%	0	0,00%
En otro centro de trabajo	0	0,00%	0	0,00%
In Itínere	0	0,00%	0	0,00%
Accidente de tráfico	0	0,00%	0	0,00%
Desplazamientos en jornada	0	0,00%	0	0,00%
Accidente de tráfico	0	0,00%	0	0,00%
Total	**0**		**0**	

Casos sin baja	**Casos**	**% s/total**	
Accidente de trabajo	1	100,00%	
Enfermedad profesional	0	0,00%	
Total	**1**	**100,00%**	sobre total casos CB+SB

There is no analysis of Professional Contingencies because there have been no cases.

Common Contingencies Analysis by gender and day of the week:

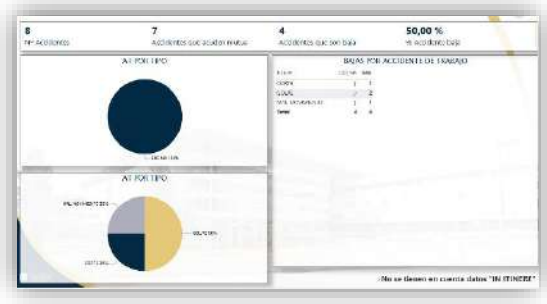


For the rest of the activities there were no accidents in 2022.

Given that the accident reports provided by the Mutual accident insurance company, do not provide information on the severity indices disaggregated by sex, only the number of cases and the days of absence are provided, the rates calculated by CHUSE itself are presented.

Summary of accidents work of Feeding to Patients and Cafeteria

Women: **Men:**



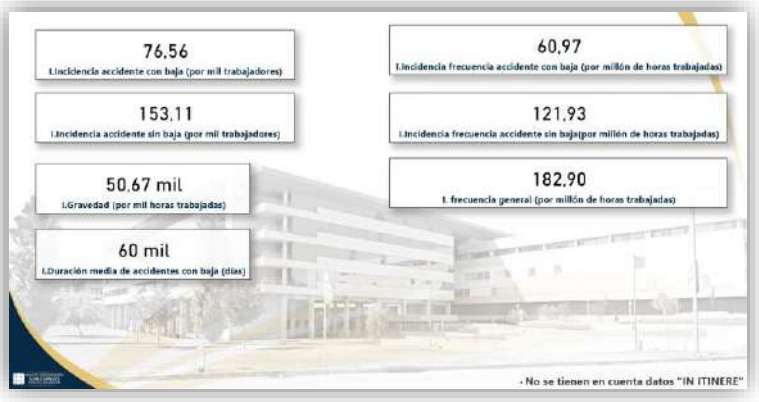
Total:

Food and Cafeteria accident rates:

Women:

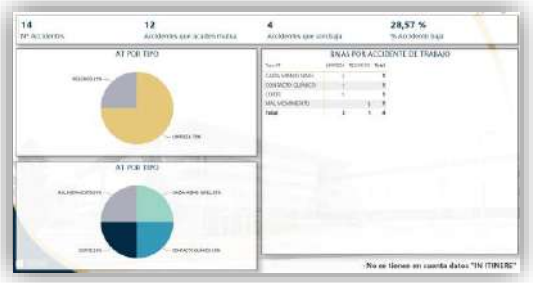
Men:

Total:



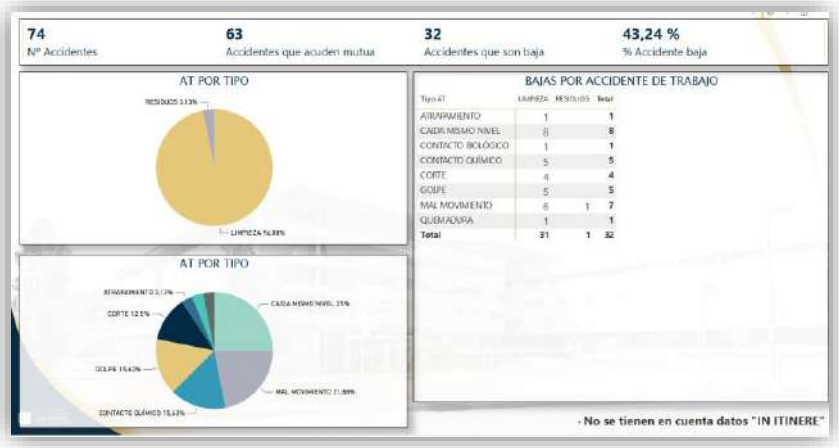
Summary of accidents work of Cleaning and Waste

Women:



Men:

Total:



Accident rates Cleaning and Waste

Women

Men

Total:

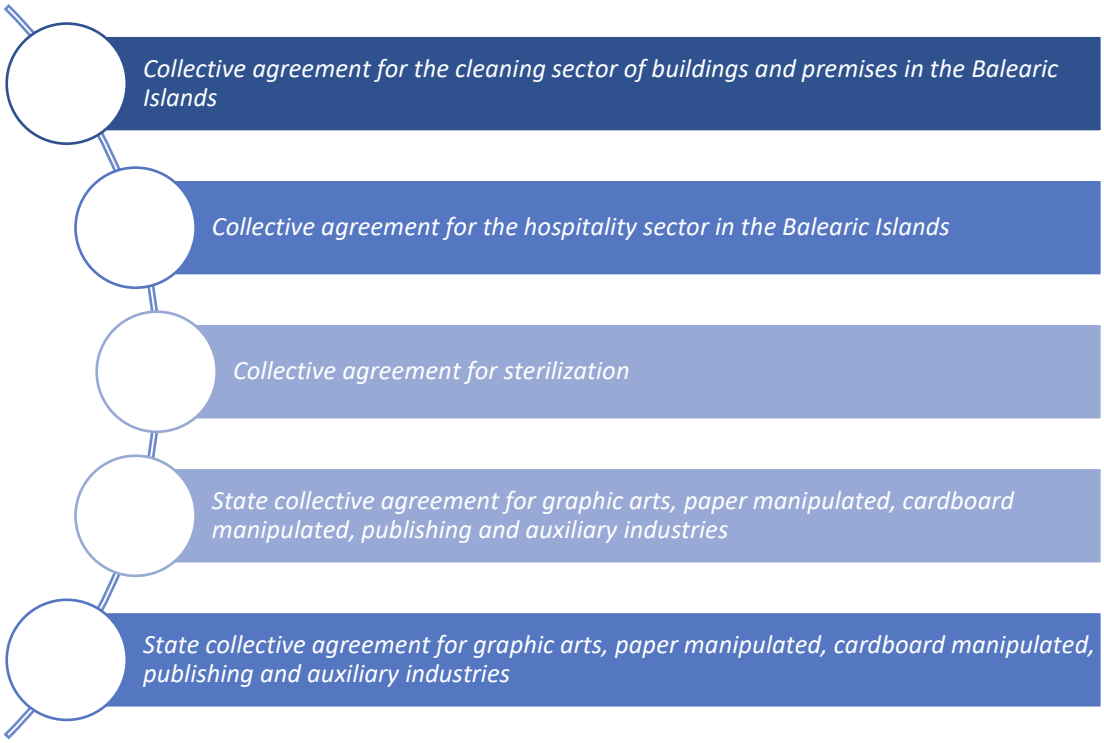
Currently 12 workers have a diagnosed occupational disease, 10 women and 2 men. This difference is due to the high feminization of the company. Data disaggregated by contribution account and sex are presented.

	Men	Women	Total
Food and Cafeteria	1	2	3
Cleaning and Waste	1	8	9
Total	2	10	12

On the other hand, as mentioned above in the employment section, CHUSE has an internal policy to protect the health of working personnel from the new risks derived from technological overexposure in the work environment.

4.2.4. SOCIAL RELATIONS

The staff of the Concessionaire Company of the University Hospital of Son Espases is governed by the following agreements:



100% of CHUSE staff is covered by any of the aforementioned agreements.

The distribution of the company's social (union) representation in 2022 is presented below:

Year	Women	%	Men	%	Total
TOTAL	17	77,2	5	22,7	22

CHUSE maintains a fluid dialogue with the various participation and consultation bodies that it has in force. Regarding the social dialogue bodies in force in 2022:

Works Council	There are both figures applied for the collective agreement of the sector of the cleaning of buildings and premises of the Balearic Islands, as well as for the collective agreement of the hospitality sector of the Balearic Islands
Safety and Health Committee	

In relation to works councils, the main issues dealt with are related to shifts and staff holiday management, as well as changes in relation to collective working conditions.

Regarding the safety and health committees, meetings were held focused on prevention measures; management of personal protective equipment (PPE) risk assessments.

In addition, the organization has the Negotiating Committee of the Equality Plan.

4.2.5. FORMATION

The CHUSE Training Department is responsible for carrying out an annual process of identification and analysis of training needs, consisting of analysing what the company needs to improve or what the working team must learn to carry out their task in the best possible way, resulting in the design of the 2022 Training Plan. The strategic objectives defined by the plan are the following:

- That the training reaches the maximum number of workers, making the training compatible with the demands of the services in terms of organization and availability, establishing dates and times that favour the participation of all the personnel to whom the training plan concerns.
- Encourage involvement in continuous improvement at all levels of the organization. Ensure that training is not a mere obligation to be fulfilled, but provides added value to workers (protection, health, and motivation) and to the organization (productivity and quality of service provision).

The training, focused on learning new skills or updating and/or recycling on the different subjects, is classified into welcome, continuous, and recycling training; and these are aimed at the entire CHUSE workforce.

The following is information related to the training developed throughout 2022:

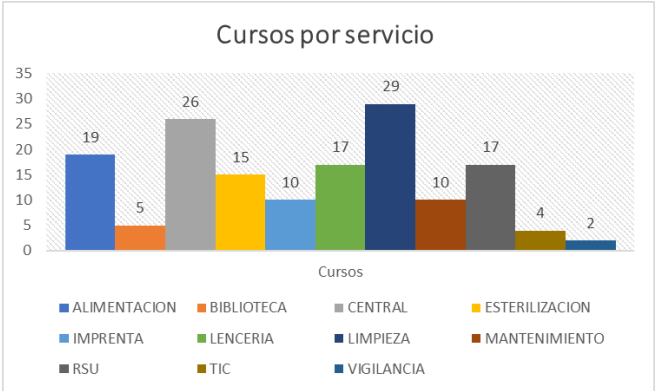


Figure 1. Indicates the number of courses that have been completed in each service.

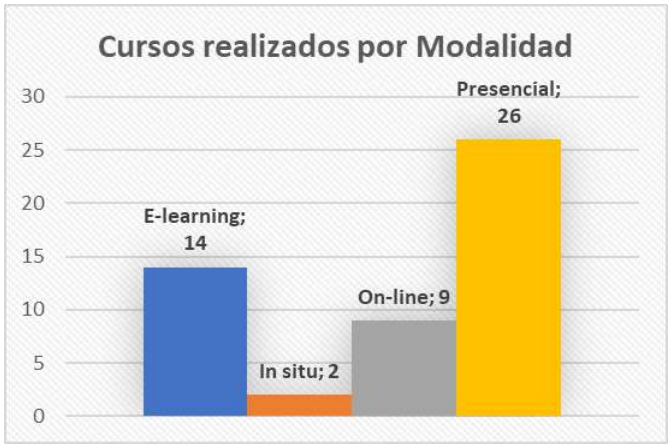


Figure 2. Indicates the modality of the courses taken.

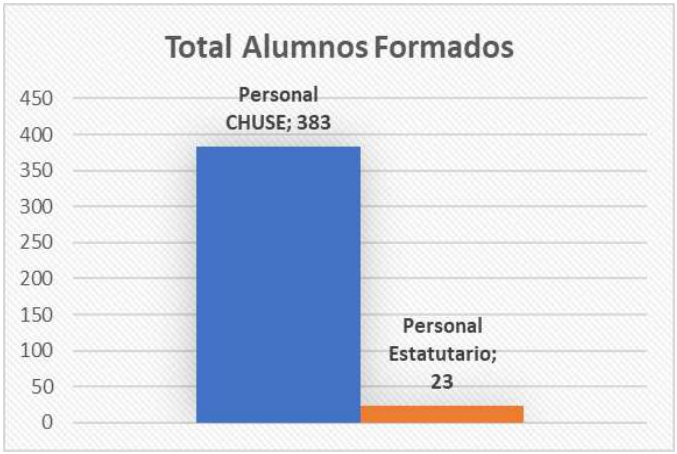


Figure 3. Indicates the number of trainees trained between CHUSE staff and external staff.

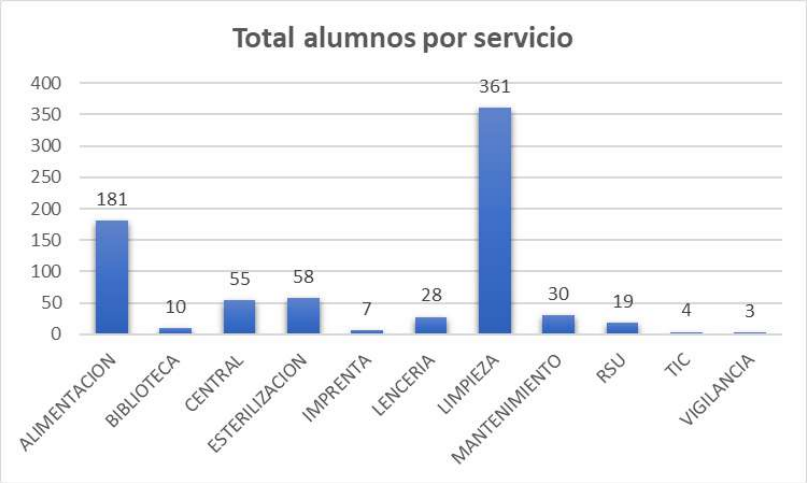


Figure 4. Classification of the total number of students trained by service.

The training hours during 2022 are presented by blocks of professional categories and gender:

Horas de formación por categoría

Genero en texto	Dirección	Mandos intermedios	Operarios	Personal administrativo	Personal técnico	Total
Hombre	**90,00**	**608,50**	**435,50**	**51,00**	**3,00**	**1.188,00**
Calidad	5,00	27,50	10,00	7,50		**50,00**
Gestión económica	7,00					**7,00**
Operativa	54,50	473,00	83,00	9,00		**619,50**
PRL	7,00	67,50	315,00	4,50	3,00	**397,00**
Recursos informáticos	16,00			30,00		**46,00**
RRHH	0,50	40,50	27,50			**68,50**
Mujer	**0,50**	**264,00**	**553,00**	**146,50**	**22,50**	**986,50**
Calidad		20,00		10,00		**30,00**
Operativa		14,00	223,50	19,00	7,50	**264,00**
PRL	0,50	87,50	304,50	12,00	9,00	**413,50**
RRHH		142,50	25,00	105,50	6,00	**279,00**
Total	**90,50**	**872,50**	**988,50**	**197,50**	**25,50**	**2.174,50**

The comparison between 2021 and 2022 indicates a decrease since in 2021 it was necessary to continue with the investment in training associated with requirements and measures against COVID (investment in training actions in risk prevention):

Year	Total hours spent on training
2021	2.916,50
2022	2.174,50

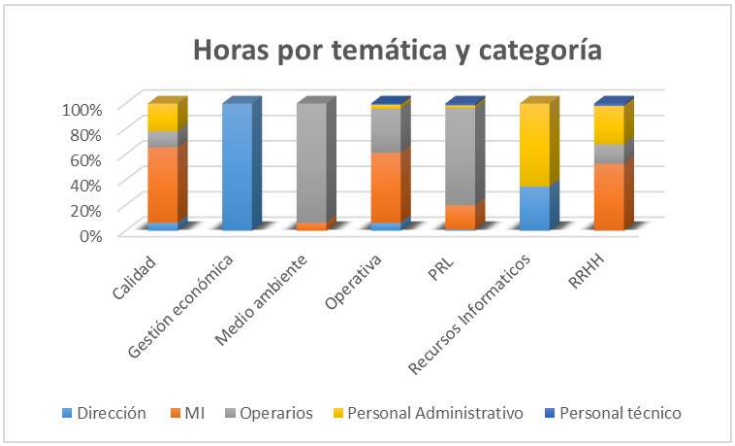


Figure 5. Training hours by subject and category

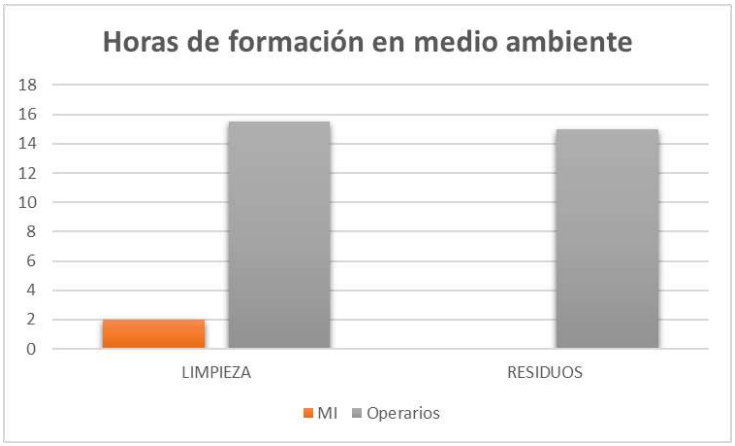


Figure 6. Environmental training hours by service and category

Figure 7. Training hours in Compliance and GDPR Policy by service and category

4.2.6. ACCESSIBILITY

CHUSE has among its professional's staff with different physical and sensory abilities, specifically it has 3.2% (calculated % with the total staff as of December 31, 2022), distributed as follows:

PERSONAL POR DISCAPACIDAD

Ejercicio	2022			Total
Discapacidad grupo	Hombre	Mujer	Total	
33%	**4**	**1**	**5**	**5**
Menos de 20 años	1		**1**	**1**
20 a 29 años		1	**1**	**1**
46 a 55 años	2		**2**	**2**
56 a 63 años	1		**1**	**1**
>33% y <66%	**2**	**8**	**10**	**10**
30 a 45 años		3	**3**	**3**
46 a 55 años	1	4	**5**	**5**
56 a 63 años	1	1	**2**	**2**
Total	**6**	**9**	**15**	**15**

The trend between 2021 and 2022 is positive, with an increase:

Year	% personal disability *
2021	2,6%
2022	3.2%

Within the framework of accessibility, there is a commitment to the progressive adaptation or inclusion of the criterion of adaptation of the facilities, although the management is not carried out by the concessionaire company since the building (hospital) is owned by IBSALUT; as well as the full integration of personnel with disabilities in the company, depending on the skills and profiles of the job.

On the other hand, for the integration and accessibility of people with disabilities, the necessary support is provided in the reception process. The associate tutor indicates the needs to be considered to carry out the adaptation that the situation requires. On those occasions where this is not necessary, the process is carried out normally.

Continuing with the commitment to equality, in the internal policy of the company in relation to Human Rights, the following sections are included:

- Equal opportunities through its policy of selection, management, promotion, and development.

- Respect for diversity and an environment free of discrimination based on race, age, sex, disability, marital status, sexual orientation, ideology, political or trade union opinions, religion, socioeconomic status or any other personal, physical, or social condition.

CHUSE actively collaborates with social entities that are responsible for facilitating the labour incorporation of personnel in social exclusion or victims of gender violence. It facilitates the realization of regulated practices in the courses for the incorporation to the labour market. The collaboration is mainly carried out with the Red Cross, Patronato Obrero and Amadip-Esment.

4.2.7. EQUALITY

The organization rejects any type of discrimination and exposes it through the commitment to equality and through the development of its Code of Conduct; and its commitment to human rights (section 5.3).

Throughout the chain of command, the commitment to equality in the broadest sense is extended, and therefore CHUSE's management is also committed to maintaining the working environment free from discrimination. Under this premise, CHUSE will not tolerate any type of discrimination based on race, nationality, social origin, age, sex, disability, marital status, sexual orientation, ideology, political or trade union opinions, religion, socioeconomic status or any other personal, physical, or social condition.

CHUSE manages diversity profiles according to the needs identified through existing communication channels and mainly the main profile is that of gender developed from the Equality Plan and conciliation measures.

Conciliation measures are communicated and promoted to all. The organization does not carry out specific promotional actions in terms of co-responsibility among the groups with less use of these.

The organization has established a general strategy on equality specified in the Equality Plan 2022 – 2026, adapted to the new requirements derived from Royal Decree 901/2020, regulating equality plans and their registration, and *Royal Decree 902/2020*, on equal pay between women and men.

These measures in force in the Equality Plan in force in 2022 are described below:

Chapter 1: Corporate Social Responsibility: Culture and Objectives of the Organization.

Measurement
Internal and external campaign to publicize the measures of the Equality Plan and the priority objectives pursued by it.
Communicate to the companies with which CHUSE has contracted or subcontracted a certain part of the services its commitment to equal opportunities and the existence of an Equality Plan that will be applicable to all personnel in the Company.

Chapter 2: Selection and Hiring Process

Measurement
In situations in which in an external recruitment or internal promotion process the final decision on equal terms is between a man and a woman, priority will be given to the underrepresented sex within the department for which the selection process is carried out.
Commitment to writing CHUSE's job offers with the use of inclusive language.
Continuation with respect to the Technical Instruction for CV management that prevails in CHUSE, where the actions to carry out a good management of the candidatures are defined.
Indicate to the companies with which CHUSE subcontracts various services that include the perspective of equality in the selection of candidates.
Ensure that in the selection processes for more feminized departments in CHUSE there is, at least, one (1) male CV for each vacancy or hiring need, regardless of the urgency for its coverage.
Advertised job offers will use non-sexist language and imagery.
If the company outsources or subcontracts any of its personnel selection activities, it will require the contracted companies to comply with current legislation on equality.
Obtain gender-disaggregated data on selection and recruitment processes
Inform the Equality Commission that monitors the Equality Plan of the statistical data related to the selection processes
Maintain a database disaggregated by sex regarding the distribution of men and women by department, type of contract, position, and professional group.
Inform the Equality Commission that monitors the Equality Plan, of the statistical data relating to the distribution of men and women by departments, by type of contract, position, and professional group.

Selection interviews will be conducted considering the qualifications required for the post and candidates will be assessed solely on the basis of their skills, knowledge and experience, regardless of their gender or aspects of personal content.
Incorporate in the welcome manuals for new workers express mention of the company's commitment to equal opportunities, as well as the CHUSE Equality Plan

Chapter 3: Professional Classification

Measurement
Promotion of the presence of women at the hierarchical higher levels of the organization
Establish a periodic evaluation of the professional framework that allows to correct possible situations that may be motivated by an undervaluation of work and, especially, that of women.

Chapter 4: Training

Measurement
Promote training at all levels in the field of equality within the Company.
Provide training on equality to people involved in selection processes
Ensure training and professional retraining for people who are or were on leave for family care or in the exercise of public office.
Include a clause in the contracts made with external training companies, requesting the review from the gender perspective of the contents and materials used in the training courses so that they do not contain stereotypes or gender connotations.
Include an equality module in the reception training aimed at the new staff
Carry out specific training on equality and gender for HR staff and service managers.
Train the people who make up the Ethics and Monitoring Committee of the Plan, in matters of equality, sexual harassment and based on sex
Ensure that all company personnel have at their disposal the questionnaire to identify individual training needs and that they know the way to request training that contributes to their development.

Chapter 5: Career Advancement

Measurement
Introduction of indicators of professional advancement and representativeness, disaggregated by sex.
Preparation of annual reports on internal professional promotion, clarification and communication to the staff of the promotion criteria.
Create an internal promotion policy.
Maintain the criterion that promotions are carried out internally, only going to the external call if there are no people in conditions of suitability in the profiles sought within the company.
Train those responsible for evaluating candidates specifically on gender and equal opportunities between men and women.

Chapter 6: Working conditions and occupational health.

Measurement
Periodic review of the company's existing digital disconnection policy
Preserve the protection of pregnancy and maternity through safety and health at work. Enable job changes in the event of risk.
Continue to disseminate the company's action procedure in situations of risk due to pregnancy.
Report to the Monitoring Committee that is responsible for monitoring the Plan on accidents and occupational diseases disaggregated by gender.
Continue to disseminate the harassment protocol to all workers to maintain a work environment free of harassment situations
Include in mandatory reception training a module on harassment prevention that includes sexual and gender-based harassment.

Chapter 7: Conciliation: co-responsible exercise of the rights of personal, family and work life

Measurement
Reception programme for staff returning from leave or long-term leave.
Guarantee that people who take advantage of any of the rights related to the reconciliation of family and work life (leave, reductions in working hours ...), do not see the development of their professional career or their possibilities of promotion slowed down
Report periodically to the Monitoring Committee on the enjoyment of the different licenses and permits related to the reconciliation of family and work life.

Chapter 8: Underrepresentation of women

Measurement
Measures to facilitate women's access to positions of responsibility.

Chapter 9: Remuneration

Measurement
Elaboration of a remuneration policy related to concepts not foreseen by convention.
Analysis of the patterns of service provision in schedules / days that involve an increase in remuneration (overtime, night, holidays, etc.)
Report to the Monitoring Committee responsible for monitoring the Plan the average remuneration of women and men by hierarchical level. If inequalities are detected (same value, same wage structure, work and conditions), corrective measures will be assessed.

Chapter 10: Prevention of Sexual Harassment on the Basis of Sex

Measurement
Continue to disseminate the protocol of "Action in situations of Violence and Harassment at Work" that exists within the Company.

Chapter 11: Gender-based Violence

Measurement
Continue to disseminate the procedure established in the company called "Protocol in cases of gender violence".

Chapter 12: Internal and External Communication. Image and language.

Measurement
Use of inclusive language, both in the internal and external communication of the company.

In addition, the company has a **protocol for action in situations of workplace harassment, sexual harassment and harassment based on sex** where it defines the actions to be developed in case of filing a complaint for alleged workplace harassment. Once the process of prior analysis, communication,

mediation, and research has been carried out; the Advisory Committee prepares a report with the final conclusions and proposes the appropriate corrective measures and their corresponding implementation deadlines. If there are indications of the existence of a possible criminal act, the competent authorities will be informed.

In addition, CHUSE has a protocol for action in situations of violence and harassment at work to carry out the necessary procedure in case of filing a complaint for workplace harassment.

4.3. INFORMATION ON RESPECT FOR HUMAN RIGHTS

The company has a firm commitment to Human Rights and reflects this in its Human Rights policy, where it periodically analyses matters related to its activity and implements due diligence processes to assess the risk of non-compliance in order to propose, if necessary, prevention or correction measures. In addition, it maintains and disseminates communication or complaint mechanisms for those directly affected to report on any human rights event.

CHUSE has a Code of Ethics in which a drop-down of the blocks and standards to be considered in the organization is made, including aspects associated with:

- Occupational Risk Prevention
- Environmental protection
- Information Security
- Intellectual and industrial property
- Respect for human rights

CHUSE has an ethical channel aimed at receiving notifications related to irregular conduct or activities that allow working staff to submit, with total confidentiality, any query on this and other issues.

The supervision of compliance with the Human Rights Policy corresponds to the Ethics Committee, carrying out monitoring and evaluation through the Committee and through the Ethical Channel that allows irregular conduct, or any breach of the rules contained in the Code of Conduct to be reported.

In 2022, 7 notifications of complaints have been received, of which after the previous analysis, none prospered. No breaches have been detected in this regard either.

The mechanisms put in place to minimize the risk of bad practices related to Human Rights are the following:

- Develop information initiatives on ethics, integrity and Human Rights through the Code of Conduct in the process of being received.
- Promote and encourage suppliers, subcontractors and collaborating companies to formalize their commitment in this area and, if they do not have their own policy, subscribe to CHUSE's.

On the other hand, the company's Code of Conduct includes the action guide for compliance with the Human Rights Policy based on the commitment in relation to the following matters:

4.4. INFORMATION RELATING TO CRIME PREVENTION

The sustainable development goals (2030 Agenda) with which CHUSE is aligned within its strategy in the fight against corruption and bribery

CHUSE condemns corruption in all its forms and has procedures and tools to prevent its activities, directly or indirectly, from inciting or promoting corruption, in accordance with the provisions of its Criminal Compliance Policy. Likewise, there is a description of the Criminal Compliance Manual describing the implementation of the system, as well as the controls that are included.

Here are some of these controls:

- Compliance culture transmitted from senior management and as a common axis at all levels (jobs -roles and responsibilities-) and management bodies of the company.
- Application of procedures of the integral management system.
- Audits of procedures / operations by third parties, including the audit of accounts.
- Oversight bodies.
- External or certification audits.
- Through the procedure applied PG COMP 73 Due diligence
- Communication channels -complaint.

On the other hand, the Criminal Compliance Management System is certified based on the UNE-EN 19601: 2017 standard.

In addition, in terms of prevention measures against corruption and bribery, the company is committed to a constant policy of awareness, as well as carrying out a significant investment in continuous training for all staff.

The organization determines a procedure for the identification and evaluation of criminal risks (which includes money laundering) being reviewed annually the results and the degree of compliance with the plans and programs developed within the integral management system within the framework of the objectives of the system.

All members of the Board of Directors are trained. Within 2022, training has been carried out for the entire workforce on criminal risks.

4.5. INFORMATION ABOUT THE COMPANY

The sustainable development goals (2030 Agenda) with which CHUSE is aligned within the commitment to society

CHUSE's commitment to society is reflected through the following themes:

- Sustainable development
- Supply chain/services (suppliers and subcontracting)
- Consumers
- Through transparency and tax information.

4.5.1. THE COMPANY'S COMMITMENTS TO SUSTAINABLE DEVELOPMENT

CHUSE understands the interaction with stakeholders as a key piece in the possible success of the strategies and challenges set. Their feedback is therefore a process of continuous improvement that is measured in a range ranging from annual (customers) to triennial (people, suppliers, and other groups).

For some of them, the information has been broken down throughout the present report; therefore, this chapter expands information related to the commitments and impact of the activity carried out by CHUSE on society and local development.

The impact of CHUSE in 2022 can be summarized in the following information:

Eployment generation	• 515 people hired in 2022: 402 women and 113 men
Generation of wealth in the supply chain.	• 47% services provided are outsourced
Procurement and subcontracting policies in the supply chain	• Through the procedures and commitments transferred to suppliers. Purchasing policies are in place
Global and local environmental commitments	• Through environmental certification (ISO 14001) as the axis • Most of the suppliers are local
Commitments to comply with labor and service minimums in the sector	• Through the Equality Plan • Through the channels of collective dialogue with the staff • Commitmens through the Code of Conduct
Collaboration in acts, entities and social actions to contribute to the social benefit	• The contribution to the Management and training of the Son Espases University Hospital Choir for a value of €2.000 is maintained during 2022. • In 2022, €120.000 will be invested in actions related to innovation and researchl, both in labor costs and in advisors for IT developments. • CHUSE has not made sponsorships. • We have collaborated in the race organized by the Hospital through the contribution of part of the food during the race. • CHUSE does not belong to any association. • Meetings with IBSALUT and the Hospital Management.
Promotion of compliance with Human Rights between the staff and the complaints channel	• 100% of the staff knows the commitment to Human Rights • 0 breaches of the Code of Conduct and Human Rights •The complaints channel is included on the website: canaletico@chsonespases.com

4.5.2. SUBCONTRACTING AND SUPPLIERS

Due to the different activity profiles of CHUSE with respect to the services it provides to the Hospital, there are several processes regarding subcontractors or suppliers:

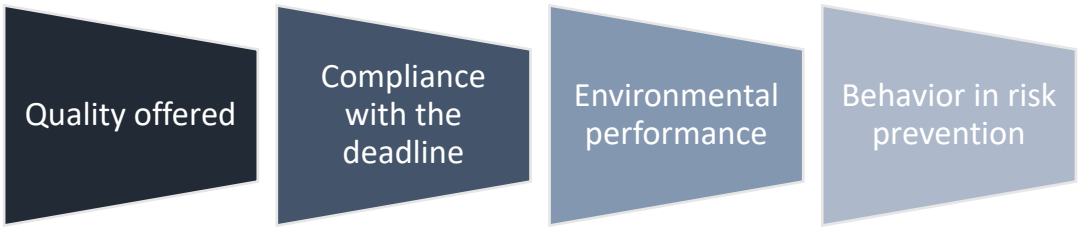
- Suppliers regarding the supply of material See PG-81-01 Instruction contracting material purchases.
- Service contracts subject to the specifications See IT-CON-01 Management of the subcontracting of non-clinical services.
- Outsourced services See PG-08-01 Management of external service needs.

Next, a summary description of the systems carried out by the organization regarding the management of suppliers and contracts is made.

CHUSE has criteria for choosing material suppliers based on criteria of quality offered, compliance with deadline, environmental performance, and prevention behaviour; and strict compliance is required related to the coordination of business activity, as well as the contractual commitment in compliance with the compliance policy and the Code of Conduct.

CHUSE plans to expand the requirements to contractors primarily in 2023.

The classification of suppliers according to the evaluation includes the following criteria:



Most of the suppliers are local due to the characteristics of the environment or context (insular area).

The relationship with each of them is made directly through each department that requires the services, which determines the necessary requirements at the operational level after the general ones determined by the procedure.

For all suppliers, an evaluation-satisfaction survey is launched for suppliers (R74-01-I).

In the case of subcontracted companies subject to the specifications, there is a link through a contract in which the terms and conditions of the services are specified. In addition, subcontracted companies are required to adhere to compliance with the compliance system as an extension of the legal commitment. By 2022, 100% of our suppliers and subcontractors are adhered to compliance.

With regard to the subcontracting companies associated with the object of the specifications, the company subjects them to two internal audits and at least one external audit.

And, thirdly, the services contracted externally that are not the subject of the specifications must be initially justified with respect to their need by being previously authorized according to the requirements defined in the procedure previously indicated.

4.5.3. CONSUMERS

The current and foreseeable effects on the safety and health of consumers (CHUSE staff, hospital staff, users, and patients) is mainly reflected through the kitchen-cafeteria service and, specifically, derived from the risk in terms of food safety.

Therefore, CHUSE has a food safety system based on the requirements of the HACCP system, as well as the associated controls (internal audits).

There have been no complaints from the Hospital or consumers.

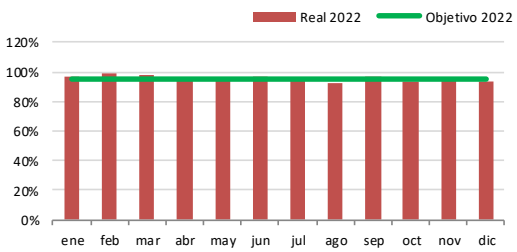
Regarding the food safety system, safety protocols are applied, and controls and supervision are carried out, as well as monthly analysis to verify the cleaning and disinfection protocols in the kitchen and catering processes.

Compliance with the integral HACCP System. (Objective 2022 and Real 2022).

ALI.02.O2.A Cumplimiento del Sistema integral de APPCC

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	**95%**	Ratio Checkins realizados con correcto/ Ratio Puntos totales ckeckins	Mensual	**si**

Periodo	Objetivo 2022	Real 2022
ene	95%	97%
feb	95%	99%
mar	95%	98%
abr	95%	95%
may	95%	96%
jun	95%	97%
jul	95%	95%
ago	95%	92%
sep	95%	97%
oct	95%	94%
nov	95%	96%
dic	95%	93%



Promedio	Objetivo 2022	**Real 2022**	%var
mensual	95%	**96%**	0,8%

Comentarios:

The company has a complaint and/or suggestions management system where the methodology to be followed for the reception, processing, and closure of these actions in the concessionaire company is defined (Complaints Management Procedure – suggestions).

It also has a complaint and/or claim management system that includes the necessary process for the development of these procedures, from their reception to internal distribution, treatment, response, monitoring, and control (Complaints Management Procedure – claim).

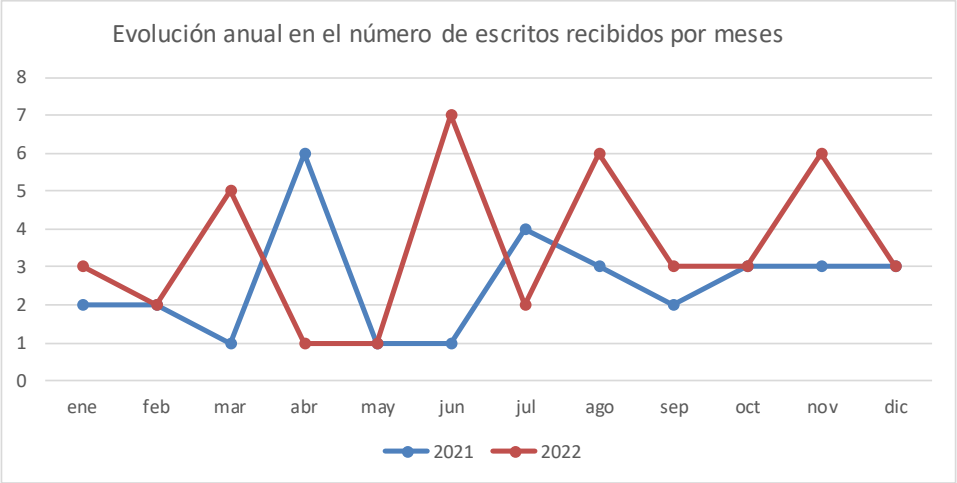
Claims and complaints

Throughout 2022, a total of 45 letters have been received to the User Service Department, including complaints, claims, suggestions, and thanks. 14.8% more compared to 2021.

Monthly evolution of the number of writings received (period 2021-2022)

These are the data regarding the writings received at a general level:

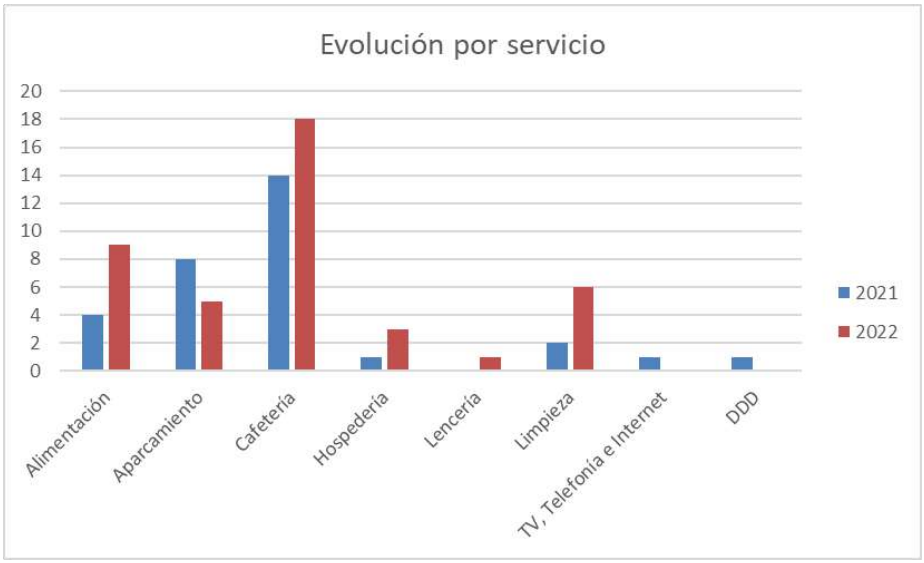
Total escritos	2021	2022
ene	2	3
feb	2	2
mar	1	5
abr	6	1
may	1	1
jun	1	7
jul	4	2
ago	3	6
sep	2	3
oct	3	3
nov	3	6
dic	3	3
Total general	**31**	**42**



Evolution number of writings received by service

The service that has received the most writings during the year 2022, has been the Cafeteria, with 43% of the total writings received. In 2021 the service with the most writings was also Cafeteria with 39% of the total.

	Total		%	
	2021	2022	2021	2022
Alimentación	4	9	13%	21%
Aparcamiento	8	5	26%	12%
Cafetería	12	18	39%	43%
Hospedería	1	3	3%	7%
Lencería		1	0%	2%
Limpieza	2	6	6%	14%
TV, Telefonía e Internet	1		3%	0%
DDD	1		3%	0%
Cafetería_	2		6%	0%
Total general	**31**	**42**	**100%**	**100%**



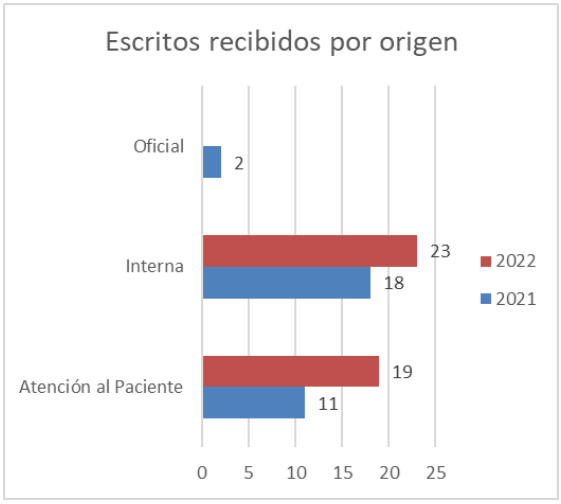
Evolution by service (Food service, Parking, Cafeteria, Hospitality, Laundry, Cleaning, TV-Telephony and internet, and DDD).

Writings received according to their origin

As for the origin of the writings, most of the writings that reach the User Service Department, exactly 55% of the writings received, are of an internal nature collected through the internal complaint records. In 2022 there has been a 28% increase in the number of writings received through the Patient Care Service, compared to 2021.

Evolution according to their origin (User Service Department, Intern and Official).

	2021	2022	Total
Atención al Paciente	11	19	30
Interna	18	23	41
Oficial	2		2
Total	**31**	**42**	**73**



Distribution of the writings received according to their typology (Acknowledgments, Complaint or Suggestion)

Servicio	Agradecimiento	Queja	Sugerencia	Total
Alimentación		9		9
Aparcamiento		5		5
Cafetería	1	15	2	18
Hospedería	2	1		3
Lencería		1		1
Limpieza	1	5		6
Total	**4**	**36**	**2**	**42**

The type of writings that have been received the most during the year 2022 in the User Service Department are Complaints 86%, followed by Acknowledgments with 4% and Suggestions with 2%.

Comparative annual evolution of the writings received according to their typology

In 2022 there has been an increase in the number of complaints from 19 in 2021 to 36 in 2022, as well as thanks from 1 in 2021 to 4 in 2022.

	2021	2022	% diferencia
Agradecimiento	1	4	300,0%
Queja	19	36	89,5%
Reclamación	10	0	-100,0%
Sugerencia	1	2	100,0%
Total	**31**	**42**	

Distribution of the writings received according to their typology (Acknowledgments, Complaint or Suggestion) and its gaps from the previous year.

Subject matter of pleadings received

In 2022, the most repeated issues, which each represent 17% of the total writings received, are: Quality of food for patients and Waiting time in the cafeteria.

	Feeding	Parking	Café	Lingerie	Cleaning	Hospice	Total
Thank you for a service			1		1	1	3
Thank you to a worker			1			1	2
Personal cafeteria			1				1
Quality of cafeteria food			3				3
Quality of food for patients	7						7
Quality of cafeteria service			1				1
Damage to vehicle caused by a third party in the absence of the driver		2					2
Damage to a vehicle related to the operation or maintenance of any parking structure		2					2
Inadequate diets	1						1
Optional menu choice on TV	1						1
Hospice						1	1
Shoplifting in patient room					1		1
Cleaning of patient rooms					1		1
Cleaning of common areas					2		2
COVID Passport			1				1
Loss of personal property				1			1
One worker is left			3		1		4
Theft/theft of the contents of the interior of the vehicle		1					1
Waiting time in the cafeteria			7				7
Total	**9**	**5**	**18**	**1**	**6**	**3**	**42**

Regarding patient satisfaction surveys, they are scheduled to be carried out throughout 2023.

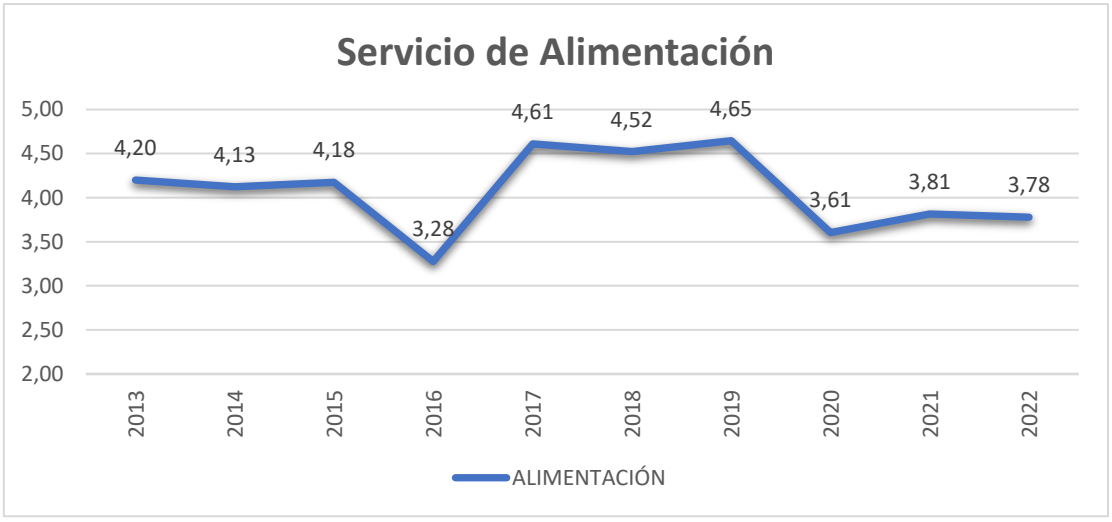
Inpatient surveys

Report on the results of the survey carried out to the patients of the Son Espases University Hospital throughout the year 2022, from January to December, in relation to the services provided by the Concessionaire in the areas of cleaning, laundry, linen, television, food and parking.

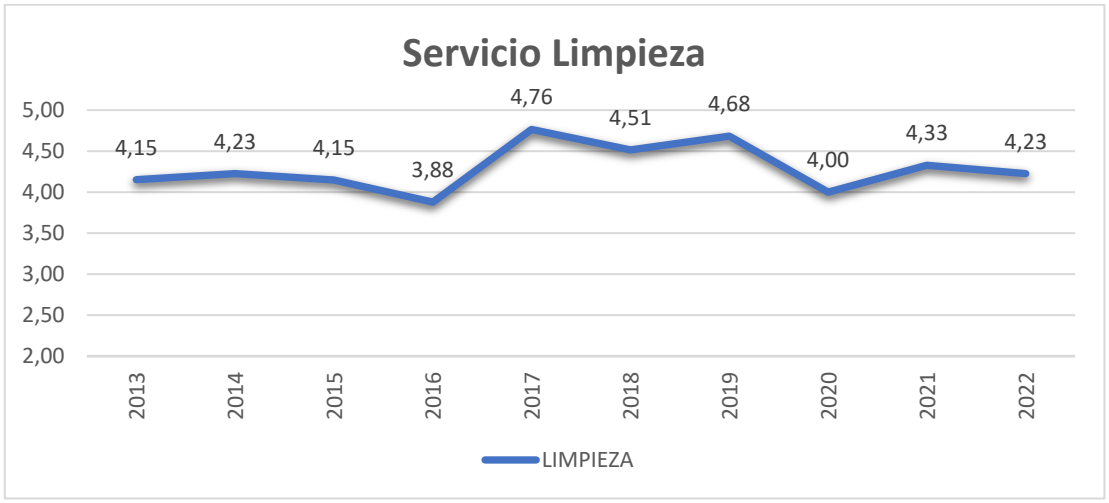
Likewise, an assessment is requested on the state of conservation of the facilities, the response time to incidents and the treatment received by the cleaning and television staff.

This year, following the Google Surveys format introduced in 2020, surveys have been available from televisions in patient rooms throughout the year.

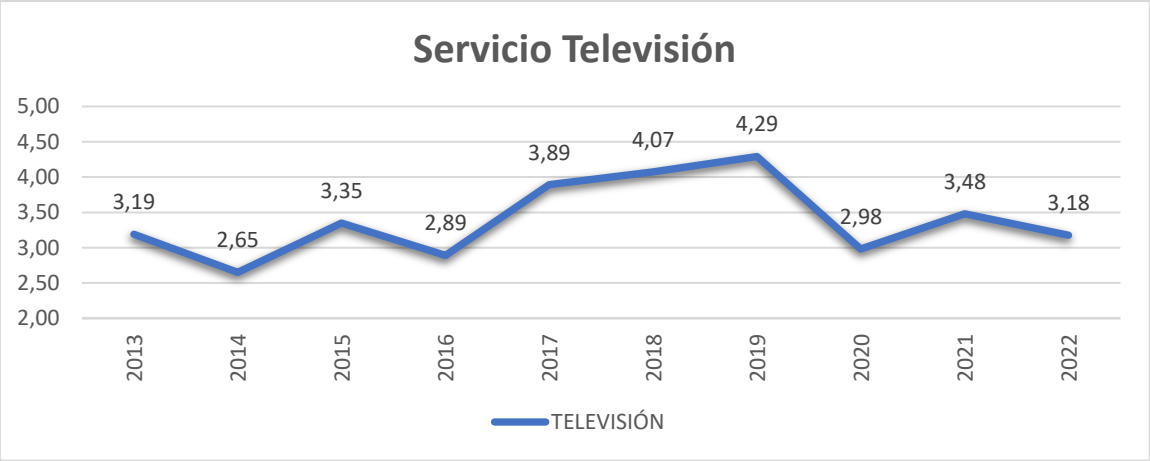
Summary of services evolution



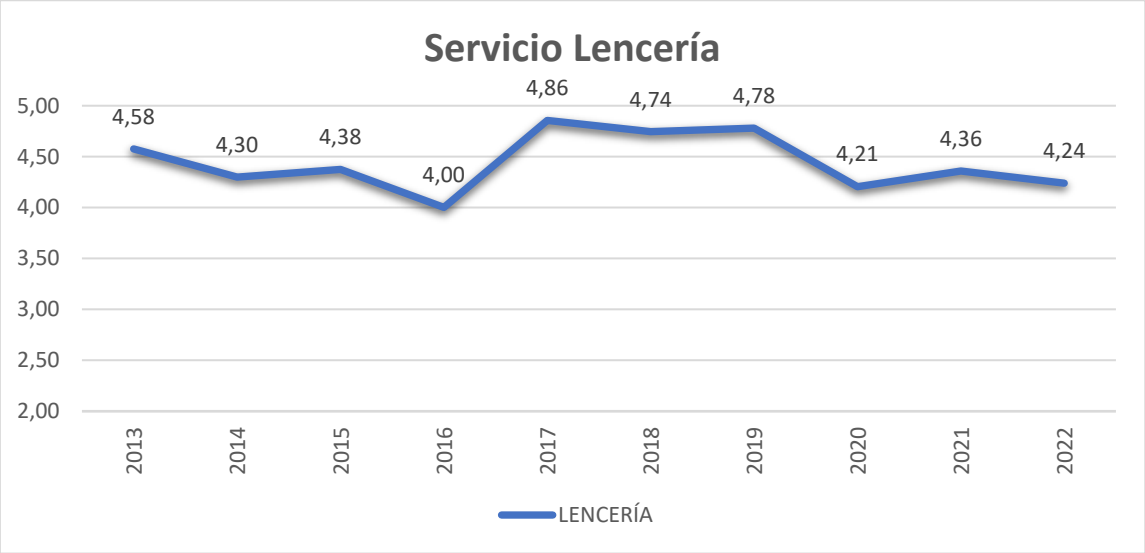
Hospital Food Service



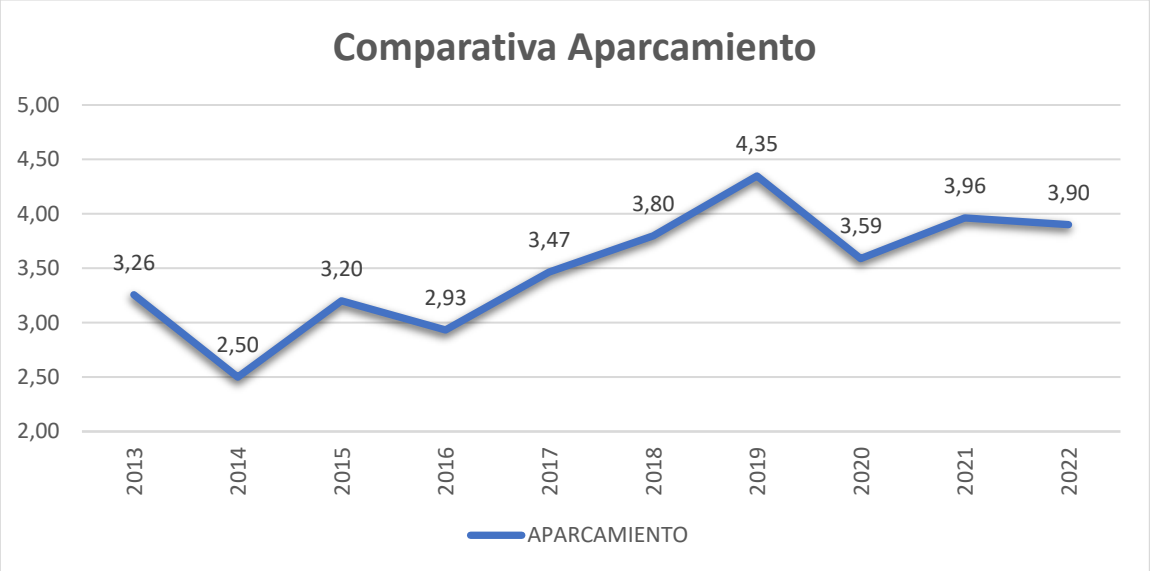
Cleaning



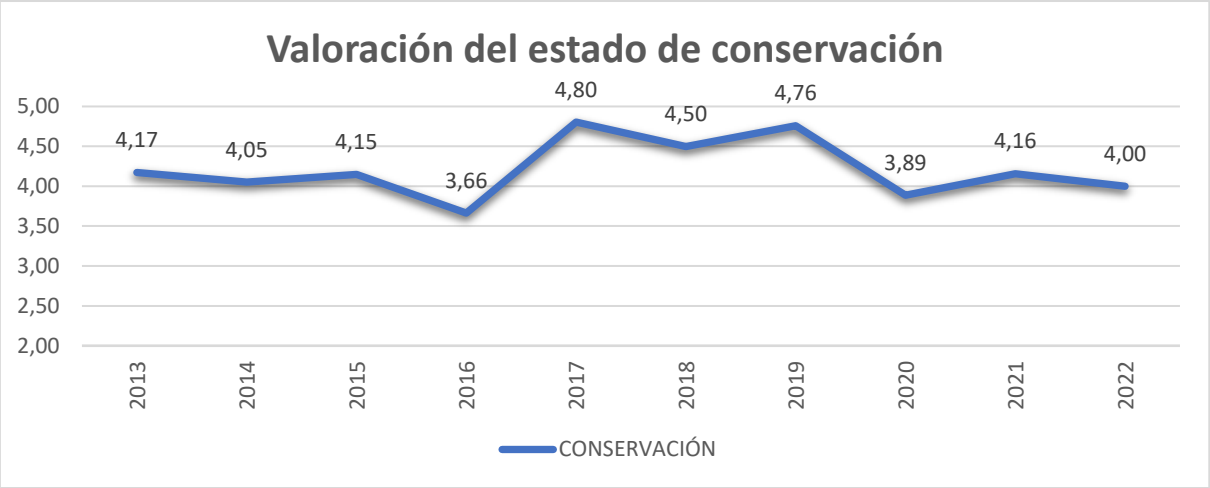
Television



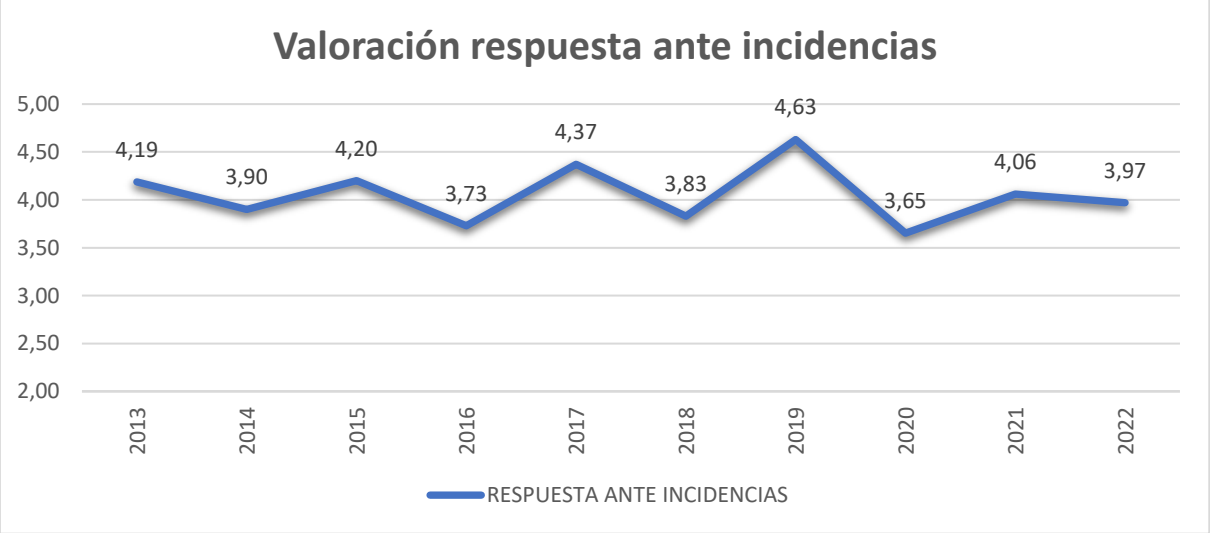
Laundry



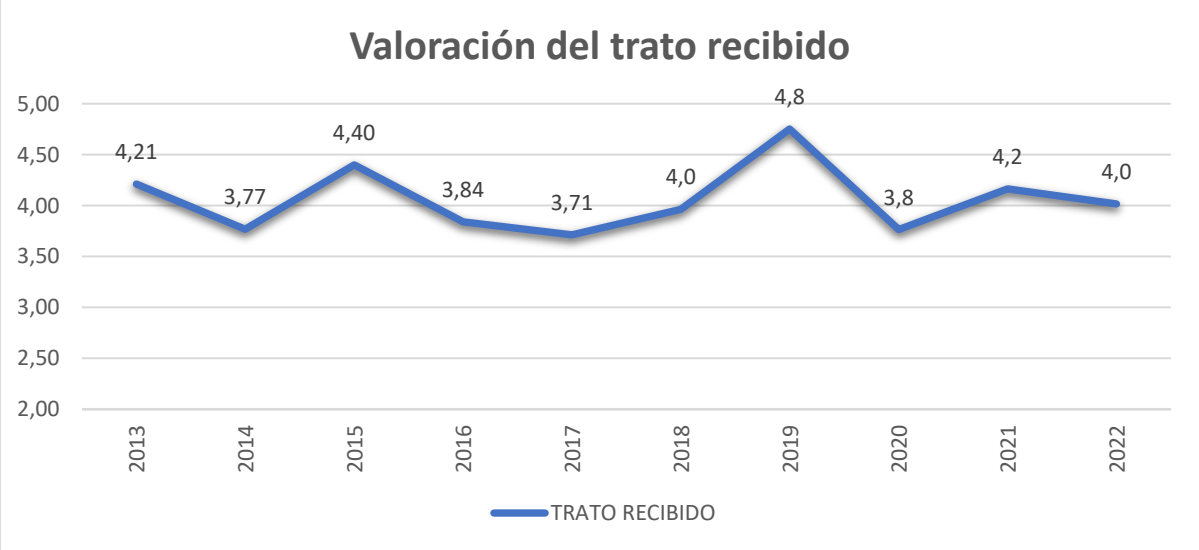
Parking



Assessment state of conservation



Incident response assessment



Evaluation of the treatment received

Summary evolution average valuation 2016-2022

Servicio	oct-16	16 vs17	sep-17	17 vs18	oct-18	18 vs 19	sep-19	19 vs 20	dic-20	20 vs 21	dic-21	21 vs 22	dic-22
ALIMENTACIÓN	3,3	40,72%	4,6	-1,93%	4,52	2,77%	4,65	-22,40%	3,61	5,77%	3,81	-0,95%	3,78
LIMPIEZA	3,9	22,84%	4,8	-5,25%	4,51	3,70%	4,68	-14,53%	4,00	8,16%	4,33	-2,96%	4,20
TELEVISIÓN	2,9	34,66%	3,9	4,69%	4,07	5,30%	4,29	-30,57%	2,98	16,83%	3,48	-8,77%	3,18
LAVANDERÍA	4,0	21,33%	4,9	-2,28%	4,74	0,72%	4,78	-11,98%	4,21	3,64%	4,36	-2,73%	4,24
APARCAMIENTO	2,9	18,11%	3,5	9,57%	3,80	14,50%	4,35	-17,42%	3,59	10,33%	3,96	-1,54%	3,90
MANTENIMIENTO	3,7	31,14%	4,8	-6,36%	4,50	5,82%	4,76	-18,32%	3,89	6,93%	4,16	-3,78%	4,00
RESPUESTA	3,7	17,22%	4,4	-12,44%	3,83	20,92%	4,63	-21,11%	3,65	11,21%	4,06	-2,26%	3,97
TRATO	3,8	-3,33%	3,7	6,77%	3,96	19,88%	4,75	-20,77%	3,76	10,58%	4,16	-3,55%	4,02
PROMEDIO	3,5	22,19%	4,3	-1,55%	4,24	8,67%	4,61	-19,52%	3,71	8,88%	4,04	-3,24%	3,91

As can be seen, compared to the previous year, despite the fact that the overall average has fallen from 4.04 in 2021 to 3.91 global average in 2022, it is still a global ranking of **Excellent**.

4.5.4. TAX INFORMATION

The economic dimension of the sustainability approach that governs the organization affects the impact of the organization on the economic conditions of its stakeholders and economic systems in the geographical framework where it operates.

The organization has financial controls in place as a preventive measure against possible crime in the areas of procurement, payment policy, as well as annual financial audits.

CHUSE is subject to compliance with Law 11/2018, of December 28; It is therefore that complete information at the fiscal level can be found in the report of the audit of accounts.

Next, the fiscal information is reported as a transparency exercise, in the report regarding the following indicators:

Benefits obtained	Taxes on profits paid	Turnover	Public subsidies received
2.562.306€	875.540,80€	35.310.748,21€	Not received

Investment in fixed assets	Actions in innovation	Environmental investments
1.001.562€	120,000€	58,352€

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