



SOCIETAT CONCESSIÓ NÀRIA  
**SON ESPASES**  
HOSPITAL UNIVERSITARI

# Report Non-Financial Statements 2024



# BUREAU VERITAS CERTIFICACIÓN

## INFORME DE VERIFICACIÓN REQUERIDA EN LA LEY 11/2018

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 dos de Julio, y la Ley 22/2015 de 20 de Julio de Auditoría de Cuentas, en materia de información no financiera y diversidad.

**EMPRESA: CHUSE- CONC. HOSPITAL  
UNIVERSITARIA SON ESPASES  
FECHA: 4/4/2025 – 11/4/2025**



**BUREAU  
VERITAS**



## **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 UNIV. SON ESPASES**

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 en esta materia y los reglamentos referenciados en el alcance del informe.
- Tras la verificación muestral realizada no se ha identificado ninguna cuestión que indique que la información incluida en el reporte correspondiente al ejercicio 1- ENERO a 31- DICIEMBRE-2024 contiene incorrecciones materiales .

Fecha de emisión 11.04.2025

Fdo: Antoni Montseny García  
Validador Jefe  
**Bureau Veritas Certification**

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## 1. INTRODUCTION

The following 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 28 December, amending the Commercial Code, the revised text of the Capital Companies Act approved by Royal Legislative Decree 1/2010, is presented below. of 2 July, and Law 22/2015, of 20 July, on Auditing of Accounts, on non-financial information and diversity.

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

Throughout the document, an exhibition 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, on some occasions, such data or information cannot be segregated among the aforementioned clarifications since CHUSE's activity 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 periodicity of the non-financial report is annual, from 1 January 2024 to 31 December 2024.

All the information included has been extracted from sources from CHUSE, and is considered reliable and verifiable.

The report was approved by the Board of Directors on 20 March 2025.



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Report last version date: 02/04/2025

## 2. GENERAL

### 2.1. BRIEF 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 comprehensive provision of support services for the care, teaching and research activities of the Son Espases University Hospital, as established in the contract "Concession of public works for the 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. For this reason, it is committed to maintaining the principles of quality, food safety, environmental protection and occupational health and safety integrated into its management and processes, through certifications in the field of quality, environment and occupational risk prevention.

The fundamental principles to achieve them are:



- Commitment to comply with the requirements of the hospital and/or that the IBSALUT subscribes.
- 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 occupational health and safety.
- 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 occupational safety and health.
- Establish and maintain channels for consultation and participation of workers and their representatives.
- Guarantee the achievement of objectives, through the responsibility and involvement of the entire organisation in meeting them, through the commitment of staff and the effective management of available resources.
- Maintain continuous improvement of its management systems.
- Ensure the reduction of the number of incidents.
- Act responsibly with the environment.
- Analyze the nature, magnitude, and environmental impacts of their activities and services, and reduce them.









- Commitment to environmental protection, including pollution prevention, sustainable use of resources, and proper waste segregation.
- To 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.

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

SERVICES OF THE CONCESSIONAIRE SOCIETY OF SON ESPASES UNIVERSITY HOSPITAL		Type of management
	Hospital Food Service	CHUSE
<p>Performs the comprehensive management of the maintenance of HUSE patients.</p> <p>The service covers the entire process, from the supply of raw materials to the preparation of menus.</p> <p>More than 230,000 diets are served per year with more than 30 types of therapeutic diets.</p> <p>It guarantees nutritional and food safety criteria with the highest quality.</p>		
	Laundry & Linen	Partially outsourced
<p>It is responsible for offering correct sanitization and replacement of the garments that patients are going to use.</p> <p>It offers the supply of uniforms to all HUSE personnel.</p> <p>It has a sewing department that carries out uniform maintenance and tailor-made clothing tasks for all services that request it.</p> <p>The management of delivery and collection of clothes is managed by CHUSE, with the laundry being a subcontracted service, whose installation is outside the HUSE.</p>		



	Sterilization	CHUSE
<p>It carries out the processes of washing, disinfection, drying, packaging and making available the reusable medical devices required for patient care.</p> <p>Apply the most appropriate processes for each type of material and follow the established recommendation standards.</p> <p>It facilitates the provision of quality health care and the prevention of the development of hospital and nosocomial infections.</p>		
	Security and surveillance	Outsourced
<p>Its objective is to ensure and safeguard the order and personal integrity of the users of the hospital, including patients, employees and visitors.</p>		
	Gardening	CHUSE
<p>It is responsible for the conservation of the green areas both inside and outside the hospital.</p> <p>Periodic maintenance is carried out in accordance with the characteristics of the enclosure to preserve the environmental spaces of the HUSE.</p>		
	Library Service	CHUSE
<p>It is in charge of the hospital's document management and collaborates with the Virtual Library of Health Sciences of the Balearic Islands.</p> <p>It provides the organisation's staff with scientific and technical information for the development of their healthcare, teaching and research activity in the field of Health Sciences.</p>		
	General maintenance	Partially outsourced
<p>It carries out the comprehensive 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.</p> <p>The management is carried out by CHUSE, with the operational staff being subcontracted.</p>		
	Disinfection and rat control	Outsourced

Guarantees the correct execution of protocols in the HUSE facilities, keeping them free of animals that may compromise the normal operation of the centre



Medical Records Archive Management

Outsourced

It is responsible for the organisation and management of the hospital's health documentation.

The process is carried out guaranteeing compliance with current regulations, especially the GDPR.



Waste Management

CHUSE

It manages its collection at the hospital in a safe, hygienic and efficient way.

The correct execution of the processes required in the regulations is guaranteed, from the collection of waste in the final point for disposal.



Vending machines

Outsourced

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 greatest influx of users.



Parking

Outsourced

It includes the management and control of all the places on the hospital grounds, both for their use by the public and for the working staff.



Warehouses

Outsourced

Manage the commercial spaces available in the HUSE.

It ensures correct access to the purchase of certain services, items or products without the need to travel outside the hospital.

It has, among other businesses: a supermarket, a clothing store and four cafeterias.



Cleaning

CHUSE

It is in charge of the hygienic activity in all the spaces of the hospital, thus contributing to the correct functioning of the care and non-care activity in terms of asepsis and aesthetics.		
	Nursery and Playroom	Outsourced
<p>It carries out the care and educational management of children from 0 to 3 years of age who attend the preschool education center located in the HUSE.</p> <p>The toy library, on the other hand, is a playful space for children from 3 to 12 years old.</p>		
	Television, Telephony and Internet	Outsourced
It provides these services in the hospital rooms and common areas through individual touch screens for each hospitalized patient.		
	Printing	CHUSE
Edit internal documents, photocopies and bindings required by the hospital's professional team, previously approved by the centre's management.		
	Cafeteria – Restaurant and External Dining Room	CHUSE
<p>It provides a healthy gastronomic offer, offering users a well-kept and pleasant service and space during their stay at the HUSE.</p> <p>The cafeteria is divided into two environments in which breakfast, lunch and dinner are offered for health personnel and for the general public.</p>		

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

### 2.1.1. ORGANIZATIONAL STRUCTURE

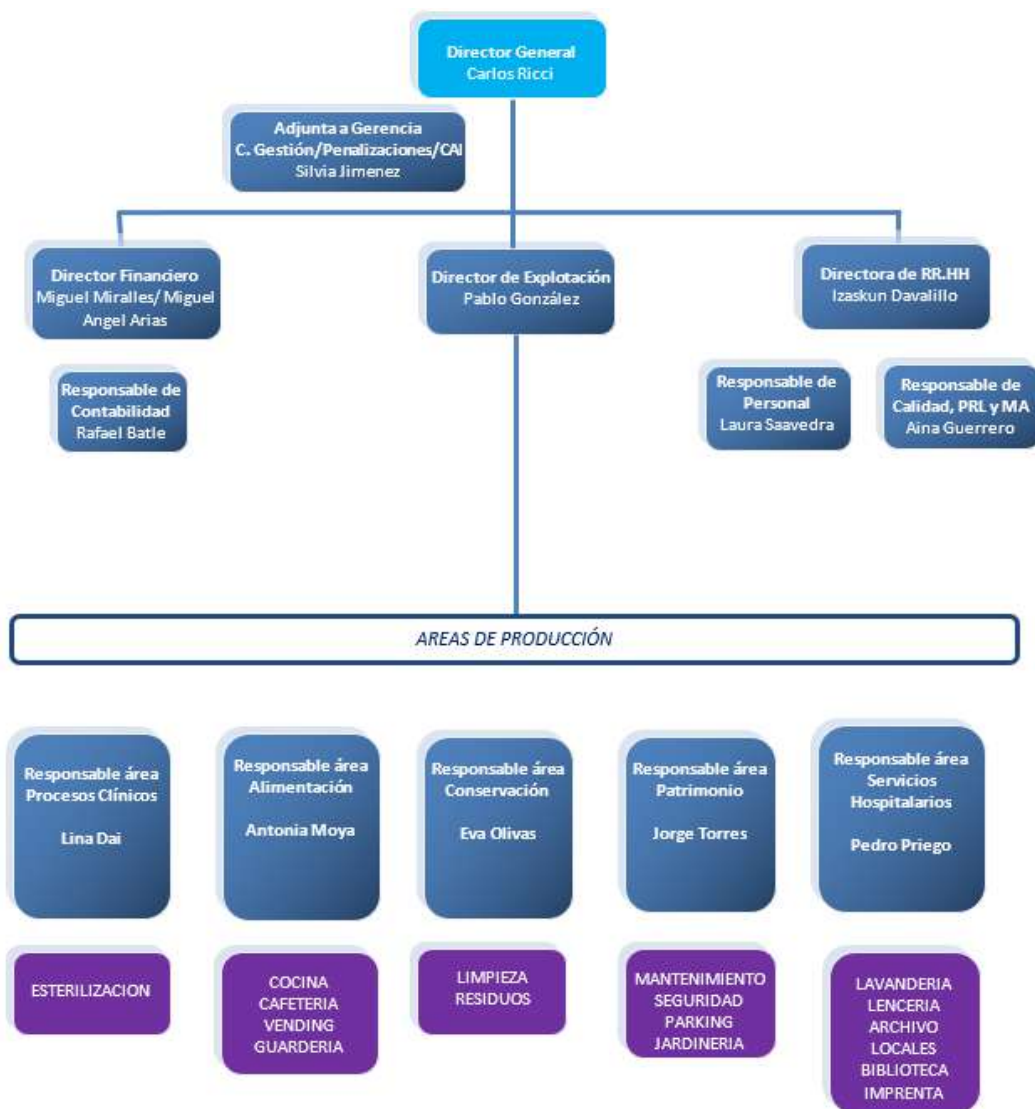
Concesionaria Hospital Universitario Son Espases, S.A. it is represented at the highest corporate level by the Management Committee.

It is the Management Committee that analyzes the risks and opportunities. It is also the governing body that approves, promotes and supervises the strategy

The composition of the shareholding of Concesionaria 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% (with the company's management authority)

The organisational chart of the organisation is as follows:



Senior Management made up of the following managements:

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

The Criminal and Regulatory Compliance Body (OCPN) 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 said system. The Criminal and Regulatory Compliance Body is appointed by the governing body: Board of Directors of the Concessionaire Company. The Criminal and Regulatory Compliance Body is a collegiate body and is made up of five members:

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

As established in Law 2/2023, of 20 February, the Criminal and Regulatory Compliance Body is the body designated by the governing body as responsible for the management of the Internal Information System. As it is a collegiate body, it delegates to the person responsible for the Human Resources Directorate the power to manage the internal information system and to process investigation files.

The Ethics Committee is in charge of compliance with and supervision of the Code of Ethics or Code of Conduct, a document that establishes and preserves the ethical values that must guide the behavior of all its employees, collaborators and business partners; in order to ensure the efficiency and professionalism of their actions in the exercise of their activity. The Ethics Committee is made up of:

1. General Directorate.
2. Operations Management.
3. HR Management
4. Financial management.

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

On the part of the social representation:

- Rosa Gómez (USO)
- Juan José López (USO)
- Eva Colmenero (USO)
- Óscar Morales (CCOO)
- Eva Pimpollo (UGT)
- Miguel Barragán (CCOO)
- Argentina de la Rosa (CCOO)
- Francisca Borrás (UGT)
- Ana María Fernández (UGT)
- Enrique Gomáriz (UGT)

For the business representation:

- Izaskun Davalillo (HR Management)
- Nekane Alcaraz (People Manager)
- Laura Saavedra (Head of training)

The Quality Committee is the highest responsible for 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 and develop the Quality Management System in CHUSE. It will be attached to the Managing Director, who presides over and leads it.

It shall consist of, at least:

1. General Directorate.
2. Operations Management.
3. HR Management
4. Financial management.
5. Head of Quality and Environment.

Specifically, and punctually, the Head of Service or Department of the CHUSE organisational structure may be integrated into the Quality Committee, as necessary in accordance with the subject matter analysed or the established quality planning.

### 2.1.2. SCOPE OF APPLICATION

The scope of application of CHUSE is Spain, specifically in the autonomous community of the Balearic Islands.

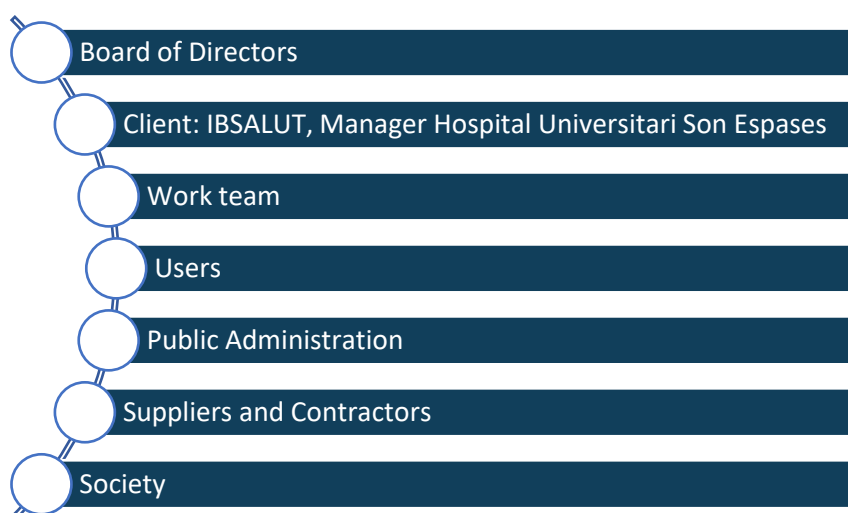
### 2.1.3. BUSINESS ENVIRONMENT

The business environment in which CHUSE operates is affected by different blocks:

- Characteristics within the framework of the concession: Specifications of Specific 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)
- Current legal framework and the ability to adapt that CHUSE must develop on the dynamic and periodic legal requirements that apply to it.
- Stakeholders: Trend regarding stakeholder demands regarding covered services. Requirements that CHUSE must meet on diverse stakeholder profiles and that it takes into account in its management system, when analysing and improving actions.

CHUSE's comprehensive management system collects periodic information from the different stakeholders (and reflected throughout this report) in order to identify their needs and expectations.

The main stakeholders with which CHUSE interacts are the following:





All these aspects make up the framework of action in which CHUSE operates with respect to the management of the development of its activity and on which the General Management determines objectives and strategies. CHUSE analyses the context of the sector, its trends including the needs and expectations of stakeholders (see [section 2.3.](#))

#### 2.1.4 FACTORS AND TRENDS THAT MAY AFFECT ITS EVOLUTION

The main factors and their trends that affect the evolution of CHUSE are of various types, but they are mainly classified as:

- Trends in the social care sector: trends regarding management, drifting towards the subcontracting of specific blocks or activities, in this context, the supervision of subcontracting becomes a relevant management process and has thus integrated it into its CHUSE management system.
- Requirements provided by IBSALUT during the provision of the service: part of the management involves the continuous monitoring and adjustments of the provision of the service based on the characteristics of the Specifications due to new or specific modifications of the requirements.
- Changes in technology: understood as the forecast of investment and the speed of change in technology and the capacity and high demand with respect to adaptation.
- Constant changes in the applicable current legislation: the periodic legal developments of recent years pose a challenge in its application.
- Based on the results of risks based on ESG (*Environmental, Social and Governance*) criteria that can determine changes in strategies.
- Assessment of opportunities carried out within the context of the organization and that are carried out periodically.

These factors affect the management of CHUSE, and its adaptation is mandatorily conditioned within the contractual framework in force with IBSALUT. This is a constant challenge for the organization in efficient management that is reflected through objectives and strategies.

## 2.2. DESCRIPTION OF POLICIES

### 2.2.1. MISSION, VISION AND VALUES

CHUSE has implemented its mission, vision and values, developing a strategy focused on its stakeholders and taking into account the market and sector in which it operates.

<https://www.chsonespases.com/>

#### ↗ MISSION



La Sociedad Concesionaria Hospital Universitari Son Espases (CHUSE), es la empresa que ha realizado la construcción del Hospital y gestiona la prestación integral de los servicios de apoyo a las actividades asistenciales, docentes e investigadoras del Hospital Universitari Son Espases, según lo establecido en el contrato de "Concesión de obras públicas para la construcción, conservación y explotación del nuevo Hospital Universitario Son Dureta" (actualmente Hospital Universitari Son Espases), que es el hospital de referencia de las Islas Baleares."

Los servicios que presta CHUSE son: Alimentación a Pacientes, Lavandería y Lencería, Esterilización, Limpieza, Seguridad, Mantenimiento, Biblioteca, Imprenta, Gestión del Archivo de Historias Clínicas y otra documentación, Gestión de Residuos, Desinsectación y Desratización, Aparcamiento, Guardería y Ludoteca, Máquinas Vending, Locales comerciales, Cafetería y Televisión, telefonía e internet.

Se definen como nuestras partes interesadas los trabajadores, pacientes y usuarios del Hospital Universitari Son Espases, el IbSalut, los proveedores, los trabajadores de CHUSE y la sociedad en general, por encontrarnos en un hospital público.

#### ↕ VISION



Nuestra visión como organización es:

- Ser un referente a nivel nacional en la gestión de los servicios de apoyo a las actividades asistenciales, docentes e investigadoras.
- Alcanzar un alto nivel de prestigio como organización, tanto dentro del hospital como en la sociedad Balear en general.
- Conseguir ser una parte integral del Hospital, implantando un sistema de cooperación y coordinación permanente.
- Lograr el máximo grado de excelencia en las actividades diarias basada en la mejora continua de los procesos.
- Ofrecer una variada cartera de servicios de calidad que se anticipen y satisfagan los deseos y necesidades de los clientes.
- Crear valor para los accionistas a la vez que se garantiza una prestación de servicios de máxima calidad

## ↑ VALORES



Se han definido los siguientes valores de la organización:

- Generar una cultura de rigor, calidad y excelencia.
- Desarrollar el plan de mejora continua a todos los niveles de la organización.
- Potenciar la colaboración y buena comunicación entre la sociedad concesionaria y el hospital.
- Fomentar la implicación y motivación de los profesionales que forman parte de nuestra organización, para que se desarrollen profesional y humanamente.
- Ser transparentes en la gestión.
- Promover un ambiente de trabajo seguro y saludable para los empleados de CHUSE, minimizando los riesgos que no se pueden evitar.

### 2.2.2. POLICIES INTEGRATED INTO THE ORGANIZATION

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

CHUSE, has an **integrated policy** (approved on 10/21/2024) in which matters 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:

*"To ensure compliance with the 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 occupational health and safety."*

*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 occupational health and safety, both for the company's workers, as well as for the workers of supplier and/or subcontractor companies."*

- Environment and energy performance through the following sections of the integrated policy:

*"Commitment to meet legal and other applicable requirements, including those related to energy efficiency, energy use and energy consumption."*

*Act responsibly with the environment, contributing as far as possible to the fight against the global climate emergency and complying with the precautionary principle for the protection of the environment."*

*To express its commitment to the 2030 Agenda for Sustainable Development and its Sustainable Development Goals, as well as to the future commitments made by the United Nations in relation to this plan."*

*Analyze the nature, magnitude, and environmental impacts of their activities and services, and reduce them."*

*Commitment to environmental protection, including pollution prevention, sustainable use of resources, and proper waste segregation.*

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

*To guarantee the achievement of energy objectives and goals, through the availability of information, the responsibility and involvement of the entire organisation in meeting them, through the commitment of workers and the effective management of available resources.*

*Support the procurement of products and services that consider the improvement of energy performance.*

*Support design activities that consider improving energy performance."*

*To comply with the precautionary principle, for the protection of the environment.*

The integrated policy is exposed to all interested parties through its website, in addition to the physical reception of the Concessionaire.

And other policies such as:

- "ESG Risk Management Policy" (*Environmental, Social and Governance*), approved on 31/12/2022 and applicable from 2023. Public through the website.
- "Compliance Policy" (updated on June 12, 2023). Public through the website and through the intranet for all staff.
- "Anti-corruption policy" (updated on 08/03/2024). Public through the website, as it is included in the Code of Conduct and through the intranet for all staff.
- "Policy on respect for Human Rights" fully updated on 27/12/2024 also includes commitments to equal opportunities; respect for diversity and non-discrimination and fair and favorable working conditions. Public through the website, as it is included in the Code of Conduct and through the intranet for all staff.
- "Politics to digital disconnection". (updated on 08/03/2024). Public through the website, as it is included in the Code of Conduct and through the intranet for all staff.
- "Equality Policy" integrated into the Code of Conduct (08/03/2024) that is published on the website
- "Remuneration Policy" (approved on 14/12/2022). Public through the website and intranet for all staff.
- "Internal promotion policy" (approved on 11/22/2022). Public through the website and intranet for all staff.
- "Policy to guarantee the rights of LGTBI and trans people" (approved on 29/12/2023). Public through the website, as it is included in the Code of Conduct and through the intranet for all staff.
- "Information Security Policy" (generated in August 2023). Public through the website.
- "Biodiversity Protection Policy", approved on 18/11/2024. Public through the website and intranet for all staff.
- "Net zero emissions policy", generated in November 2024. Public through the website and intranet for all staff.

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 subcontracted services, as well as those companies that may commit a criminal offence involving CHUSE; as well as the management staff and their business partners. The Code of Conduct has been updated in the first quarter of 2024 (08/03/2024) covers the following areas:

- Prevention of Occupational Risks.
- Environmental protection.
- Anti-corruption and bribery; as well as money laundering.
- Computer security and data protection.
- Crimes of discovery and disclosure of business secrets.
- Accounting and tax obligations.
- Intellectual and industrial property.
- Respect for human rights.
- Respect for digital disconnection.
- Criminal Compliance.
- Equality policy.
- Protocol for action in situations of workplace harassment, sexual harassment, harassment based on sex, sexual orientation and gender identity and expression.
- Policy of comprehensive guarantee of sexual freedom.
- Policy to guarantee the rights of LGBTI and trans people.

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

CHUSE communicates through its website, to all interested parties, its Code of Conduct, its procedure for reporting breaches and irregularities, as well as the procedure for investigating breaches and irregularities, and sanctioning regime, as well as the whistleblowing channel to be able to report potential breaches of this: <http://www.chsonespases.com/>

### 2.3. RISK MANAGEMENT

CHUSE has established in its "ESG Risk Management Policy" a strategic and structured approach to Risk Management for risk identification:

- a) Environmental
- b) Social
- c) Human rights
- d) Anti-corruption and bribery
- e) Personnel issues (including equal treatment and opportunities for women and men, non-discrimination and inclusion of persons with disabilities and universal accessibility)

It is essential that the incorporation of social responsibility, environmental and good governance (ESG) aspects are part of the business strategy to provide long-term value; that is why CHUSE has a clear focus on the identification, control and minimisation of risks associated with its activity. This analysis is based on the following pillars:

**1. Identify the needs and expectations of the stakeholders with whom it interacts (see [Section 2.1.3](#), where key stakeholders are indicated)**

The requirements of the interested parties 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).

**2. Risk and Opportunity Analysis**

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

The main risks identified are the following:

- a) **Environmental:** air pollution associated with carbon footprint (refrigerant gases); waste generation (mainly hazardous waste – contaminated batteries and packaging), plastic generation (film and bags); organic fraction as well as paper and cardboard.
- b) **Social:** Relationships and satisfaction with stakeholders. See subpoint 1 of this section.
- c) **Human rights.** A risk analysis has been carried out for each Human Rights vector, concluding that there are no significant material risks due to the context in which

SCHUSE carries out its activity (a country and legislative development that already covers many of the principles of Human Rights) and the preventive measures (due diligence) that it has (an example of this is the Human Rights Policy; Management system certified in Criminal Compliance).

- d) **Anti-corruption and bribery.** It is considered as an analysed vector in the risks linked to criminal compliance (specifically that linked to article 419-427 of the Criminal Code). Due to the due diligence measures and controls included in the management system, they are focused on mitigating criminal risks. There are currently no risks with high significance.
- e) **Personnel matters.** Linked to the analysis carried out through the risk analysis integrated in:
- Human Rights Risk Analysis.
  - Health and Safety Analysis
  - Diagnosis of the Equality Plan carried out and its follow-up through the Monitoring Committee of the same.

The risks identified are not significant due to the application of due diligence measures (Code of Conduct for example) and there are constant communication channels to be effective in the face of the needs of the staff.

For due diligence actions and controls, see section 6 of this document.

In terms of **health and safety** (see [section 4.3.](#)).

- The risk assessment of the facilities and posts was updated in 2023 through the external prevention services with which agreements are available for the services-specialties.
- Several evaluations were carried out in 2024 in the services:
  - Hygienic exposure to thermal environment in Cafeteria and Kitchen.
  - Ergonomic manual handling of loading of distribution trolleys in the kitchen.
  - Ergonomic manual push and pull of loads in Cleaning.
  - Hygienic ergonomic exposure to vibrations whole body of cleaning equipment.
  - Ergonomic PVD in all administrative positions.
  - Hygienic lighting conditions in all administrative positions.

In terms of **people** there is an Equality Plan, see [section 4.6.](#)



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

It is the Management Committee that supervises and approves the results obtained and consequently establishes the strategies. Every year, CHUSE carries out a review – update of the level of risk identified and its evolution.

Our main objective as a Concessionaire Society of the Son Espases University Hospital is to guarantee at all times the excellence in the service received by the user of the hospital, whether they come as a patient or as a companion or family member.

To this end, the company has extensive experience in the healthcare support services sector 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.

## 2.4. OBJECTIVES AND STRATEGIES

CHUSE's strategic lines are the axes of its management:





The strategic lines are deployed annually through the management system:






PLANNING OF ANNUAL OBJECTIVES 2024		
STRATEGIC LINE	OBJECTIVES	STATE
QUALITY OF SERVICE	Compliance with established service and operational quality indicators	Partially achieved
	Compliance with operational indicators	Achieved.
	Audit Compliance	Achieved.
CONTROL PENAL	Implementation of improvement plans	Achieved. Training actions to be carried out by 2025
	Measuring activity in the ethical channel	Achieved.
	Improve the competence of the people in the organization in criminal compliance	Canceled

HEALTH AND SAFETY	Reduction of accidents	Achieved.
	To result in the training of personnel in the field of ORP	Achieved.
SUSTAINABILITY	Reduction of the paper consumption ratio	Achieved in most services, with the exception of Printing, which is partial.
	Decrease in battery consumption ratio	Achieved.
	Reduction of packaging consumption, waste.	Partial, achieved for 60L Yellow, achieved for 30L black and partial for 60L black.
	Implement and certify ISO 50.001	Achieved.
	Sign a collaboration agreement with the SOS Mama soup kitchen.	Achieved.
	Reduction of electricity and gas consumption.	Achieved.
	Have the calculation of the carbon footprint	Achieved.
	Set environmental goals for services	Achieved.



#### 2.4.1. ALIGNMENT OF SDG GOALS

CHUSE defines its strategic lines and objectives in line with the Sustainable Development Goals (SDGs) defined by the United Nations 2030 Agenda.

Linked main SDGs	STRATEGIC LINE 2024	OBJECTIVES
	QUALITY OF SERVICE	<p>Compliance with the established service and operational quality indicators.</p> <p>Compliance with operational indicators.</p> <p>Audit compliance.</p>
	CONTROL PENAL	<p>Implementation of improvement plans.</p> <p>Measurement of activity in the ethical channel.</p>

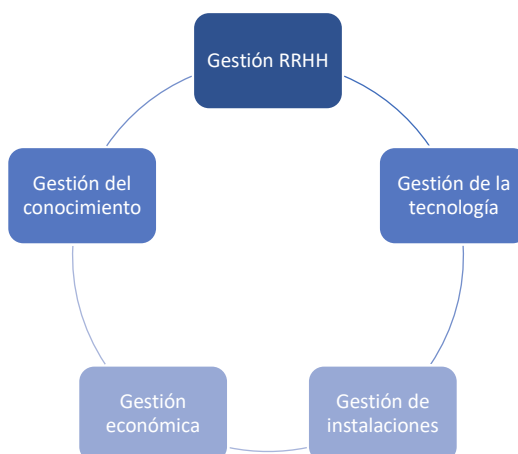
Linked main SDGs	STRATEGIC LINE 2024	OBJECTIVES
		Improve the competence of the people in the organization in criminal compliance.
	HEALTH AND SAFETY	Reduction of accidents. To result in the training of personnel in the field of ORP.
   	ENVIRONMENTAL	Reduction of the paper consumption ratio. Reduction of the battery consumption ratio. Reduction of packaging consumption, waste. Implement and certify ISO 50.001 Sign a collaboration agreement with the SOS Mama soup kitchen. Reduction of electricity and gas consumption. Have the calculation of the carbon footprint. Establish environmental objectives for services.

In addition, there are other actions aligned with the SDGs such as the following:

Linked main SDGs	POLICY/ACTION
 	Policy of respect for Human Rights. Equality Plan. Policy to guarantee the rights of LGBTI and trans people. Code of Conduct.

## 2.5. CERTIFIED MANAGEMENT SYSTEM

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 Management; These are classified into strategic processes, operational processes and support processes. The management areas involved in the company are the following:



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

- Quality Management System in accordance with ISO 9.001:2015



**Bureau Veritas Certification**



## Certificación

Concedida a

**CONCESIONARIA HOSPITAL SON ESPASES, S.A.**

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:	ES141351 - 1
Fecha de certificación inicial con otra Entidad de Certificación:	26-01-2012
Auditoria de certificación/renovación:	10-11-2023
Caducidad del ciclo anterior:	26-01-2024
Certificado en vigor:	27-01-2024
Caducidad del certificado:	26-01-2027

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





- Environmental Management System in accordance with ISO 14.001:2015

Bureau Veritas Certification



## Certificación

Concedida a

**CONCESIONARIA HOSPITAL SON ESPASES, S.A.**

CTRA. VALLEMOSSA, 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:

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NORMA

## ISO 14001:2015

El Sistema de Gestión se aplica a:

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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:	ES141350 - 1
Fecha de certificación inicial con otra Entidad de Certificación:	14-09-2014
Auditoría de certificación/renovación:	10-11-2023
Caducidad del ciclo anterior:	26-01-2024
Certificado en vigor:	27-01-2024
Caducidad del certificado:	26-01-2027

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





- Occupational Health and Safety Management System in accordance with ISO 45.001:2018

Bureau Veritas Certification



## Certificación

Concedida a

**CONCESIONARIA HOSPITAL SON ESPASES, S.A.**

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:

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NORMA

## ISO 45001:2018

El Sistema de Gestión se aplica a:

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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), CAFETERIA-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:	ES141352 - 1
Aprobación original:	26-01-2021
Auditoría de certificación/renovación:	10-11-2023
Caducidad del ciclo anterior:	26-01-2024
Certificado en vigor:	27-01-2024
Caducidad del certificado:	26-01-2027

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



- Criminal Compliance Management System with the UNE 19.601:2017 standard.

Bureau Veritas Certification



**Certificación**

Concedida a

**CONCESIONARIA HOSPITAL SON ESPASES SA**

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

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 la norma:

**NORMA**

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**UNE 19601:2017**

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El Sistema de Gestión de Compliance Penal se aplica a:

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EXPLOTACIÓN DE SERVICIOS TÉCNICOS HOSPITALARIOS.

Número del certificado:	ES138559 - 1
Aprobación original:	28-07-2020
Auditoría de certificación/renovación:	26-05-2023
Caducidad de ciclo anterior:	27-07-2023
Certificado en vigor:	28-07-2023
Caducidad del certificado:	27-07-2026

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




1/1



- Zero Waste Management certification with excellent commitment (alternative management to landfill greater than 95% of the waste generated). New certificate framed in the organization's ESG commitment.



**Bureau Veritas Certification**



## Certificación

Concedida a

**CONCESIONARIA HOSPITAL SON ESPASES, S.A.**

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

Conforme con los requisitos recogidos en el estándar de Certificación de Bureau Veritas v.5

### GESTIÓN RESIDUO CERO

Ha sido evaluada y dispone de un Sistema de Control y Seguimiento de los Residuos para el alcance:


GESTIÓN DE SERVICIOS NO CLÍNICOS.

El nivel verificado de residuos es de:

Compromiso EXCELENTE

(Gestión alternativa a vertedero superior al 95 % de los residuos generados)

Número del certificado:	ES143258-1
Aprobación original:	15-01-2024
Certificado en vigor:	15-01-2024
Caducidad del certificado:	14-01-2027



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

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

1/1

- ISO 50001:2018 Energy Management System. New certificate framed in the organization's ESG commitment.

Bureau Veritas Certification



## Certificación

Concedida a

**CONCESIONARIA HOSPITAL SON ESPASES, S.A.**

CTRA. VALLEMOSSA, 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:

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**NORMA**

# ISO 50001:2018

El Sistema de Gestión se aplica a:

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LA GESTIÓN ENERGÉTICA DE LA PRESTACIÓN DE LOS SERVICIOS NO CLÍNICOS EN EL HOSPITAL UNIVERSITARIO SON ESPASES.

Número del Certificado:

Aprobación original:

Auditoría de certificación/renovación:

Caducidad del ciclo anterior:

Certificado en vigor:

Caducidad del certificado:

ES150309 - 1

04-12-2024

06-11-2024

NA

04-12-2024

03-12-2027

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, 28108 Alcobendas - Madrid, España



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

In 2024, a total of 8 Audits were carried out, including the internal and external audits of the UNE 19601 Criminal Compliance Management Systems certification. In addition to the internal and external audit of recertification of the existing standards ISO 45.001, ISO 9.001 and 14.001; the verification audit by Bureau Veritas of the Non-Financial Statements Report, required by Law 11/2018, is carried out for the third time. This year, as a novelty, the Zero Waste audit is carried out by Bureau Veritas, and the internal and external audits of ISO 50.001 on energy management, which conclude satisfactorily with the certification of the system.

#### Internal Audit 2024

Annual internal audit, which analyzes CHUSE's Integrated Management System: ISO 9.001, ISO 14.001 and ISO 45.001.

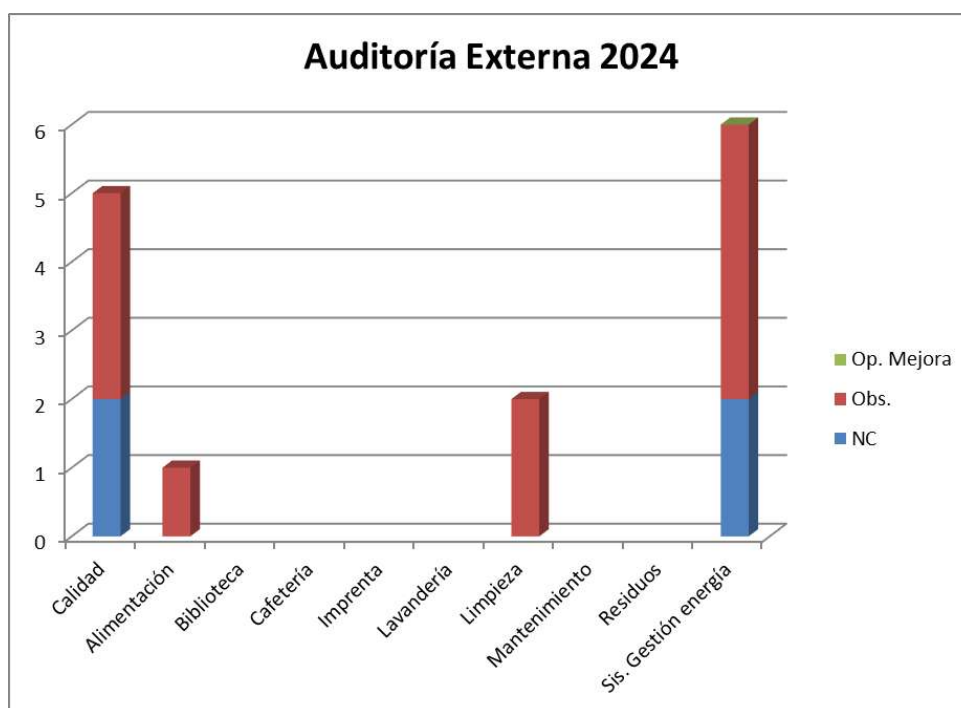
As can be seen, 28.6% of the NCs were detected in the Laundry Area.

Procedure	NC	%
FEEDING	8	19,0%
HC FILE	1	2,4%
CAFÉ	9	21,4%
QUALITY	1	2,4%
DDD	1	2,4%
LAUNDRY	12	28,6%
MAINTENANCE	2	4,8%
MACHINE. VENDING	0	0%
WASTE	8	19%
TV-TELEPHONY	0	0%
Total	42	100%

## External Audits 2024

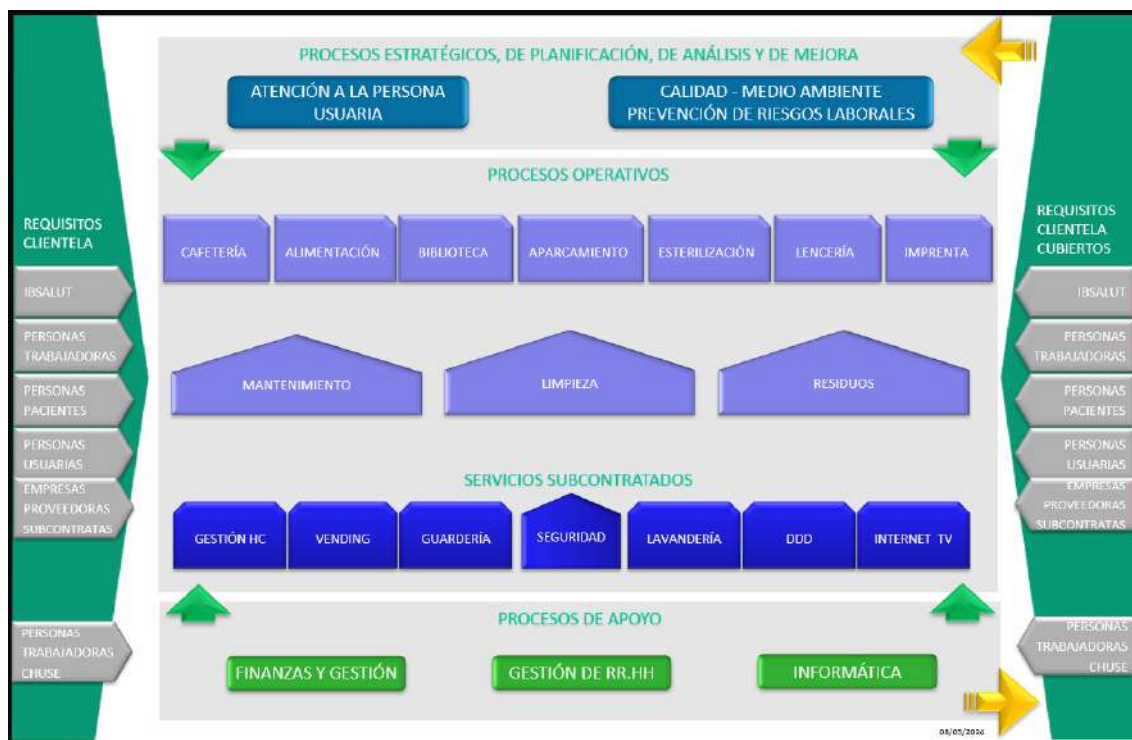
During the last quarter of 2024, all the scheduled annual external audits were carried out, to which the initial certification of the ISO 50001 standard in Energy Management was incorporated. All of them were successfully resolved.

Procedure	NC	%	Obs.	%	Op. Improvement	%
FEEDING	0	0%	1	9%	0	0%
LIBRARY	0	0%	0	0%	0	0%
CAFÉ	0	0%	0	0%	0	0%
QUALITY	2	50%	3	27%	0	0%
PRINTING	0	0%	0	0%	0	0%
LAUNDRY	0	0%	0	0%	0	0%
CLEANING	0	0%	2	18%	0	0%
MAINTENANCE	0	0%	0	0%	0	0%
WASTE	0	0%	0	0%	0	0%
SIS. ENERGY MANAGEMENT	2	50%	5	45%	2	100%
Total	4	100%	11	100%	2	100%





The requirements of the standards on which the integrated management system is based 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 the management stipulated with IBSALUT.



### 3. COMMUNITY AND ENVIRONMENT

CHUSE is certified in the UNE EN ISO 14001:2015 standard in its entirety, integrating environmental guidelines in the operations of its activity due to the fact that it is 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 SDGs with which the environmental actions developed by CHUSE are aligned are the following:



#### 3.1. DEDICATED POLLUTION PREVENTION RESOURCES

DEDICATED RESOURCES IN POLLUTION PREVENTION 2024 (amounts excluding VAT)	
Environmental consulting and audits	23.000€
Management systems consulting	€6,240.36
Internal and external audits of environmental management system	10.137€
E-learning training environmental awareness	50€
Waste management (ratio)	€7,609.32

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

Annually, a process is carried out to evaluate the environmental impacts generated by the activities (all vectors being analyzed). On a general level, it should be noted that the main impacts associated with the activity are:

- The generation of paper and cardboard waste in the facilities.
- Consumption of sanitary disinfectant in cleaning.
- Generation of contaminated empty containers in the services.

- Battery consumption in the Hospital as part of the maintenance service carried out by CHUSE.
- Consumption of plastic film in food.
- Generation of organic fraction in feed.
- Paper consumption in the operation of the printing service.
- Accidental leakage of refrigerant gases from refrigeration equipment in food, cafeteria and maintenance services

No effect on the environment and on the safety and health of people is identified due to the activity carried out by CHUSE.

CHUSE determines among its environmental objectives, measures to prevent, reduce or redress greenhouse gas (GHG) emissions that affect the environment, taking into account their scope and activity. Noise and light pollution are included in the assessment of their impacts.

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



Raising awareness of guidelines focused not only on energy consumption but also on minimizing the use of paper, water, and cleaning products....



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



Information for contractors, staff, and hospital users. Signage and other communications



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 the minimization of environmental impacts and that remain in force throughout 2024.



#### Buenas prácticas Ambientales

- Cerrar los grifos cuando no los necesitemos para no malgastar agua (una corriente de agua de 5 mm gasta 528.000 litros de agua al año).
- Avisar al servicio de mantenimiento si hay alguna avería para evitar fugas (un grifo que gotea 1 gota por segundo provoca un desperdicio de 30 litros de agua al día y una consola rca puede gastar 150 litros de agua al día).
- No usar el inodoro como si fuera una papelera (cada descarga puede gastar 10 litros de agua, en función de la capacidad del depósito).
- Utilizar el agua caliente sólo cuando sea necesario para evitar gastar energía.



- Iluminar sólo las áreas que se están utilizando y regular los niveles de luz según nuestras necesidades.
- Apagar las luces cuando sean innecesarias, incluso en breves periodos de tiempo (en un hotel esto que utilizar e encender los bombillas fluorescentes consume más que dejarlas encendidas).
- Organizar nuestro puesto de trabajo para poder aprovechar al máximo la luz natural.
- Abrir contraventanas, cortinas y persianas y mantener limpios los ventanales para permitir la entrada de la luz natural.

- Apagar los aparatos cuando termina la jornada o si van a estar inactivos durante más de 2 horas (si los móviles u otros aparatos se apagan por la noche sólo se necesitan cargar la mitad de las veces que si se recargan siempre encendidos).
- Desenchufar los alimentadores de corriente al final de la jornada, porque los equipos consumen energía incluso cuando están apagados. Para ello es útil contar con tableros con interruptor que nos permitan desconectar varios aparatos a la vez.
- Recargar los equipos sólo el tiempo necesario y desconectar los cargadores al terminar para evitar consumo excesivo (los cargadores siguen consumiendo hasta un 55% de energía aunque no estén conectados al aparato).
- Configurar los equipos (ordenadores, impresoras, faxes, etc.) en modo "ahorro de energía" si tienen esa opción, ya que se puede reducir el consumo eléctrico hasta un 50%.
- Usar pantallas planas, consumen menos energía y evitan menos radiación.
- Apagar el monitor del ordenador cuando no se está utilizando, ya que gasta un 70% del consumo energético total del equipo (un monitor medio usa 60W encendido, 6,5W en espera y 1W apagado).
- Para que el ahorro energético del ordenador ahorre energía ha de ser totalmente negro y es aconsejable configurarlo todo 30 minutos de inactividad como mínimo.



- Aprovechar la regulación natural de la temperatura antes de usar sistemas de climatización por ejemplo abriendo las ventanas para crear corriente o bajando las persianas bajadas para evitar la recepción directa.
- Programar los aparatos de climatización en las áreas ocupadas y sólo durante la jornada laboral.
- Siempre que sea posible es preferible usar ventiladores en lugar de equipos de aire acondicionado, ya que bajan 5º a 6ºC la temperatura consumiendo un 90% menos de energía y emitiendo cero emisiones gases perjudiciales para la capa de ozono.
- Ajustar los niveles de climatización dependiendo del clima y el tipo de actividad laboral: normalmente en invierno deben oscilar entre 18º y 20ºC y en verano entre 24º y 26ºC (una diferencia de temperatura con el exterior superior a 12ºC no es saludable).



- No malgastar el material fungible (el que se consume con el uso). Para evitar desperdiciar material podemos, por ejemplo, abrir un paquete sólo cuando los consumibles sobran en un paquete o apagar los bolígrafos hasta el final.
- Asegurarnos de conocer el funcionamiento y configuración de los aparatos que tengamos que usar para optimizar su uso, evitando así fallos y desperdicio de recursos.
- Conservar en buenas condiciones los materiales y aparatos para alargar su vida útil o por si se pueden reutilizar (conservar las tapas de los recipientes que podemos reutilizar).
- Minimizar la cantidad de materiales y sustancias utilizadas facilita su gestión, especialmente de recuperación o reciclaje.
- Trabajar en soporte informático para guardar documentos y revisar errores o mejoras antes de imprimir.
- Imprimir a doble cara, en calidad de borrador y en blanco y negro siempre que sea posible (evita el desperdicio de tinta y facilita la reutilización y el reciclaje del papel).
- Seleccionar el modo "ahorro de tinta" en impresoras y fotocopiedoras si existe la opción.
- Reutilizar el papel impreso sólo por una cara.
- Usar papel reciclado.



La Tierra marca los límites a nuestro desarrollo económico por lo que, para asegurar nuestro bienestar presente y futuro, debemos conseguir que los sistemas productivos limiten los procesos de ciclo cerrado de la naturaleza: deben eliminar progresivamente sus impactos ambientales negativos evitando la generación de contaminación y residuos.



#### Reciclaje

C-MA-01

Rev. A

03/04/2019

#### LATAS, BRIKS Y ENVASES DE PLÁSTICO SIEMPRE AL CONTENEDOR AMARILLO



NUNCA deposites en el contenedor AMARILLO ropa, vidrio, cortidos, orgánicos u otros objetos que no sean residuos.

#### ENVASES DE CARTÓN Y PAPEL SIEMPRE AL CONTENEDOR AZUL



NUNCA deposites en el contenedor AZUL papel de aluminio, briks, patatas, envoltorios y productos de papel sucios, cortidos y papel manchados de grasa u aceite.

Se recuerda a todo el personal que las papeleras ubicadas en cada puesto de trabajo, son exclusivamente para aquellos residuos urbanos que **NO** se pueden reciclar.

Los envases de plástico o briks deben desecharse en el contenedor amarillo.

Todos los cartones y papeles no confidenciales deben desecharse en el contenedor azul. El papel con datos confidenciales o personales debe eliminarse en la destructora.

#### ¿Sabías que?

Reciclar es una de las formas más sencillas de contrarrestar el calentamiento global, pues evitamos generar mayor contaminación.

Tirar papel a la basura es desperdiciar material para hacer nuevos productos. Por cada tonelada de papel que se recicla, se salvan 5 árboles y se ahorran 4.100 KW.

Con 4 botellas recicladas se ahorra la energía que consume un frigorífico durante 24 horas.

Una pila puede contaminar 2 millones de litros de agua por su alta cantidad de mercurio.



Comunicación Medioambiental

C-74-01-A  
Rev. A  
15/02/2018

### Plásticos:

¿cuánto tiempo tardan en descomponerse?

<b>Hilo de pesca</b>	± 600 años	El mismo tiempo que hace que... Colón llegó a América (1492)
<b>Botella</b>	± 500 años	El mismo tiempo que hace que... Nació Cervantes (1547)
<b>Cubiertos</b>	± 400 años	El mismo tiempo que hace que... Galileo Galilei dijo: "la Tierra es redonda" (1630)
<b>Mechero</b>	100 años	El mismo tiempo que hace que... Se hundió el Titanic (1912)
<b>Vaso</b>	65- 75 años	El mismo tiempo que hace que... Terminó la II Guerra Mundial (1945)
<b>Bolsa</b>	55 años	El mismo tiempo que hace que... Llegó el hombre a la Luna (1969)

A partir del próximo 01 de Marzo, **se prohíbe el uso de vasos desechables**, estos serán retirados.

Por ello, os animamos a traer un vaso/taza de uso doméstico o una botella reusable.

Gracias a todos por vuestra colaboración.



Cada pequeño granito de arena cuenta para salvaguardar el medioambiente.

#### 9 TIPS PARA VIVIR CON MENOS PLÁSTICO

**1**



Tráe tu propia bolsa de compra.

**2**



Carga una botella reusable.

**3**



Tráe tu propio termo.

**4**



Guarda tu comida en contenedores reutilizables.

**5**



O no a utensilios desechables.

**6**



Evita el uso de bolsas públicas.

**7**



Evita platos desechables.

**8**



Usa contenedores de cristal.

**9**



Comparte estos tips con tus amigos.

MENOS PLÁSTICO

#REUTILIZA Y OPTIMIZA TUS RECURSOS

In addition, in the last quarter of 2024, take-away containers in the Cafeteria began to be charged, to encourage the use of reusable containers by staff, including Concessionaire staff.



Precis envases per emportar

C-CAF-28

Precios envases para llevar

Rev. A

11/07/2023

S'informa als usuaris del servei de Cafeteria, que a partir del pròxim dia 21/10/2024, per a donar compliment a la Llei 7/2022, de residus i sòls contaminats per a una economia circular i la Llei 8/2019, de residus i sòls contaminats de les Illes Balears; es cobriran els envasos per a emportar:

- Suplement envàs beguda per emportar 0,10 € tant per a personal com a públic.
- Suplement envasos menú per emportar 0,60 € tant per a personal com a públic.

Per tal de reduir el consum d'aquest tipus d'envasos d'un sol ús, tots els usuaris tenen la possibilitat d'aportar el seu propi envàs reutilitzable de vidre o plàstic.



*Se informa a los usuarios del servicio de Cafetería, que a partir del próximo día 21/10/2024, para dar cumplimiento a la Ley 7/2022, de residuos y suelos contaminados para una economía circular y la Ley 8/2019, de residuos y suelos contaminados de las Illes Balears; se cobrarán los envases para llevar:*

- *Suplemento envase bebida para llevar 0,10 € tanto para personal como público.*
- *Suplemento envases menú para llevar 0,60 € tanto para personal como público.*

*Con tal de reducir este tipo de envases de un solo uso, todos los usuarios tienen la posibilidad de aportar su propio envase reutilizable de cristal o plástico.*



Another novelty of 2024, which affects CHUSE staff and subcontracting companies, the guide to Good Practices in the use of energy is created and implemented.



## BUENAS PRÁCTICAS en el uso de la ENERGÍA

Ref. G-43.01-AA

Modificación:  
Redacción Inicial

Fecha  
31/07/2024

Revisión  
A



Buenas prácticas en el uso de la energía

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#### APARATOS ELECTRÓNICOS

Comprar un equipo eficiente es importante y sencillo de identificar gracias a la **etiqueta energética**, pero ¿qué es la etiqueta energética?

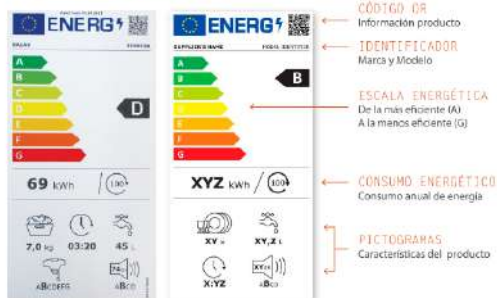
La etiqueta energética permite al comprador conocer de una manera rápida la eficiencia energética que posee el equipo que se va a comprar. Los electrodomésticos que tienen establecido el etiquetado energético son: frigoríficos y congeladores, fuentes de luz, hornos eléctricos y aires acondicionados. Las etiquetas tienen una parte común, que hace referencia a la marca, denominación del aparato y clase de eficiencia energética; y otra parte, que varía de unos electrodomésticos a otros, y que hace referencia a otras características, según su funcionalidad: por ejemplo, la capacidad de congelación para frigoríficos, o el consumo de agua para lavadoras.



#### INTERPRETACIÓN DE LAS ETIQUETAS

Las más eficientes	A	Más alta nivel de eficiencia: es necesario menos energía para obtener el mismo resultado
	B	Entre el 55% y el 75%
	C	Entre el 35% y el 55%
Los que presentan los mayores niveles de eficiencia	D	Entre el 20% y el 35%
	E	Entre el 10% y el 20%
	F	Entre el 5% y el 10%
Los menos eficientes	G	Superior al 100%

Existen 7 clases de eficiencia, que vienen identificadas por un código de colores y letras que van desde el color verde y la letra A para los equipos más eficientes, hasta el color rojo y la letra G para los equipos menos eficientes.



#### 2.3. REDUCIR EMISIONES A LA ATMOSFERA

- Llevar a cabo el mantenimiento preventivo que necesite cada maquinaria o equipo para optimizar su consumo energético y evitar emisiones asociadas al mal funcionamiento.
- Revisar los equipos de combustión antes de su puesta en marcha. Apagarlos ante cualquier anomalía en su funcionamiento.



#### 2.4. CONSIDERACIONES PARA OPTIMIZAR EL USO DE LA ENERGÍA



- Cada cosa en su sitio: el desorden o la falta de organización dentro de una empresa pueden originar ineficiencia en los trabajos y por tanto un mayor consumo de energía.

- Un buen nivel de comunicación dentro de la empresa; en el caso de que pueda tener alguna comentario o idea que ahorre el uso de energía en CHUSE, puede comunicarlo.



- La evaluación del comportamiento sobre el uso de la energía por parte de los proveedores de servicios dentro de CHUSE se realizará en las instalaciones del Hospital mediante controles por parte de CHUSE. Si un proveedor no hace un uso adecuado de la energía, se le debe informar o enseñar como usar adecuadamente la energía.

#### 2.5. CONSEJOS PARA EL ÁMBITO DOMÉSTICO

A continuación se dan una serie de consejos para un uso más eficiente de la energía en casa, desde el uso de:

- Calentación.
- Refrigeración.
- Gran y pequeño electrodoméstico.
- Consumo de agua.
- Iluminación.

#### Buenas prácticas en el uso de la energía

Página 14 de 16

- Si se forma hielo o escarcha en la nevera, este hace que use más energía para mantener la temperatura de los alimentos, por eso se recomienda comprar neveras o congeladores no frost.
- Por lo general los pequeños electrodomésticos que realizan acciones como batir o trocear, tienen potencias bajas. Por otra parte, los que producen calor (plancha, secador, tostadora, etc.) tienen potencias mayores y dan lugar a consumos importantes de energía si su tiempo de uso es prolongado.



#### AGUA Y ENERGÍA

- Es importante racionalizar el consumo de agua, no dejar los grifos abiertos si no se usan: en el afeitado, o en el cepillado de dientes, por ejemplo.
- Una ducha consume mucho menos que un baño, unas cuatro veces menos de agua y energía.
- Los goteos y fugas de grifos y cisternas pueden suponer una pérdida de 100 litros de agua al mes, y deben evitarse.
- Utilizar cabezales de ducha de bajo consumo, gastan la mitad de agua, y, por tanto, de energía.
- Para ahorrar agua y energía, también se recomienda colocar reductores de caudal, o también llamados aireadores, en todos los grifos de la vivienda.
- Los inodoros de doble descarga pueden reducir el consumo de agua hasta en un 65%. Tienen la opción para descargar 3 o 5 litros, contra los inodoros tradicionales que utilizan entre 15 y 20 litros de descarga. Otra opción es reducir la capacidad del depósito de la cisterna, al introducir, por ejemplo, una botella de agua llena, se reduce el espacio para el almacenamiento de agua de la cisterna.



#### Buenas prácticas en el uso de la energía

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- Otra forma de ahorro es con la reducción del número de veces que se descarga el inodoro. Se debe evitar tirar pañuelos, papel higiénico y/o otros desperdicios al inodoro. Estos se pueden tirar al contenedor, y si se tiran al váter, no es necesario tirar de la cadena para deshacerse de ellos rápidamente.

#### ILUMINACIÓN

- Aprovechar al máximo la luz natural apagando la luz artificial de las zonas iluminadas de manera natural.
- Se recomienda utilizar colores claros en paredes y techos: se aprovechará mejor la luz natural y se necesitará menos alumbrado eléctrico.
- No dejar luces encendidas en habitaciones que no se estén usando. Es un falso mito pensar que las luces encendidas consumen menos energía que encender y apagar el interruptor cada vez que se usan. En ningún caso y con ningún tipo de luz.
- Reducir al mínimo o eliminar la iluminación ornamental en exteriores.



- Si es posible, colocar reguladores de intensidad luminosa: ajustará el nivel de luz a las necesidades y se ahorrará energía.
- En vestíbulos, garajes o zonas comunes, es interesante colocar detectores de presencia para que las luces se enciendan y apaguen automáticamente.



In order 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, it should be noted that the Annual Training Plan also includes environmental training. The objective is to design a training plan on an annual basis so that the worker acquires the necessary knowledge to improve the performance of the functions or tasks of their jobs in addition to complying with current legislation.

### 3.2. CONTAMINATION

In environmental matters, CHUSE identifies the following aspects as the main current and foreseeable environmental risks arising from its set of services and work activity in 2024:

- Contribution to climate change derived from emissions associated with energy consumption.
- Contribution to pollution associated with the generation of waste and mainly hazardous waste.
- Contribution to the pollution associated with the 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 their activity based on awareness-raising actions for both staff and users; through the annual Training Plan; through annual objectives; through internal guidelines and purchasing policies with environmental criteria and through the preventive maintenance of the facilities. You can see these actions throughout the report.

Through the environmental risk assessment system, 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 at an indirect level due to the traffic derived from patients, staff and other users to the Hospital, as well as the laundry activity, located outside the Hospital, no actions being carried out because it is a non-significant environmental aspect. Regarding light pollution, it is related to the Energy Efficiency Plan (in force since 2019) the main action is related to the control of lighting schedules.

During 2024, no cases of environmental pollution have been generated.

### 3.3. 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 reduced to a minimum. 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	Urban solid waste Hazardous waste (toner cartridges)
Maintenance	Hazardous waste

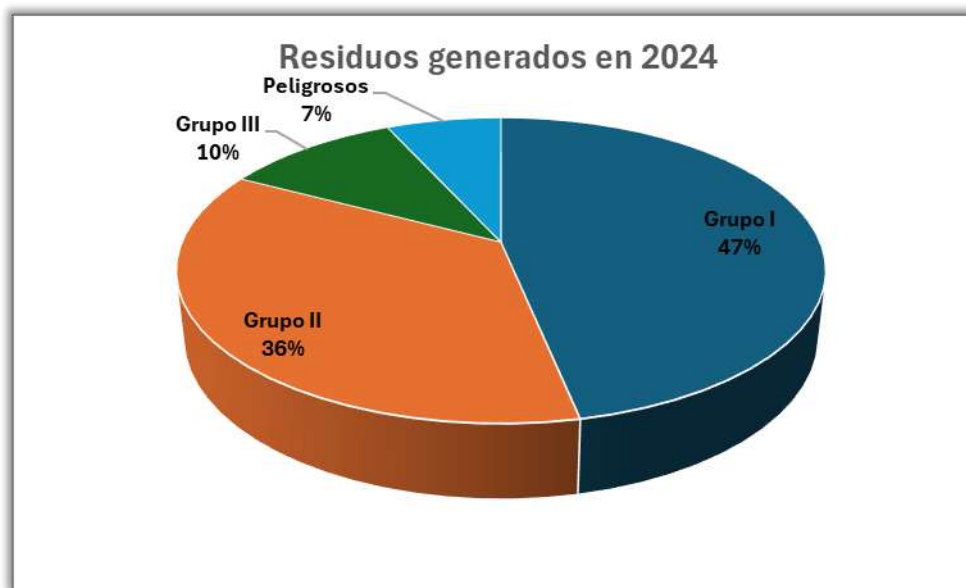
It is worth highlighting within this strategic line, on the 2024 data CHUSE has audited for the second time the **Zero Waste Management Certificate** with an Excellent commitment level (alternative management to landfill greater than 95% of the waste generated). The certificate can be consulted in section [2.4 Certified management systems](#) of this report.

The hospital has established a **Sanitary and Hazardous Waste Management Plan** (in force in 2024) to which CHUSE adheres and where it defines the criteria for segregation, packaging, intermediate storage, internal transfer, final storage, external transfer, elimination 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 defense of the environment and the preservation of natural resources. For this reason, 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 the implementation of the internal waste management plan includes medical waste (group I<sup>1</sup>, group II<sup>2</sup> and group III)<sup>3</sup> 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 monitoring is carried out. In reference to 2024, there has been an increase in the generation of all waste, linked to the increase in activity

CÓDIGO	DESCRIPCIÓN	VALOR 23	VALOR 24	%var
ip12b.01	Kg promedio mensual generación residuos	176.554	179.208	<b>1,5%</b>
ip12b.02	Kg promedio mensual generación G.I	83.256	83.773	<b>0,6%</b>
ip12b.03	Kg promedio mensual generación G.II	62.949	64.435	<b>2,4%</b>
ip12b.04	Kg promedio mensual generación G.III	18.432	18.766	<b>1,8%</b>
ip12b.05	Kg promedio mensual generación G. Peligrosos	11.918	12.234	<b>2,7%</b>

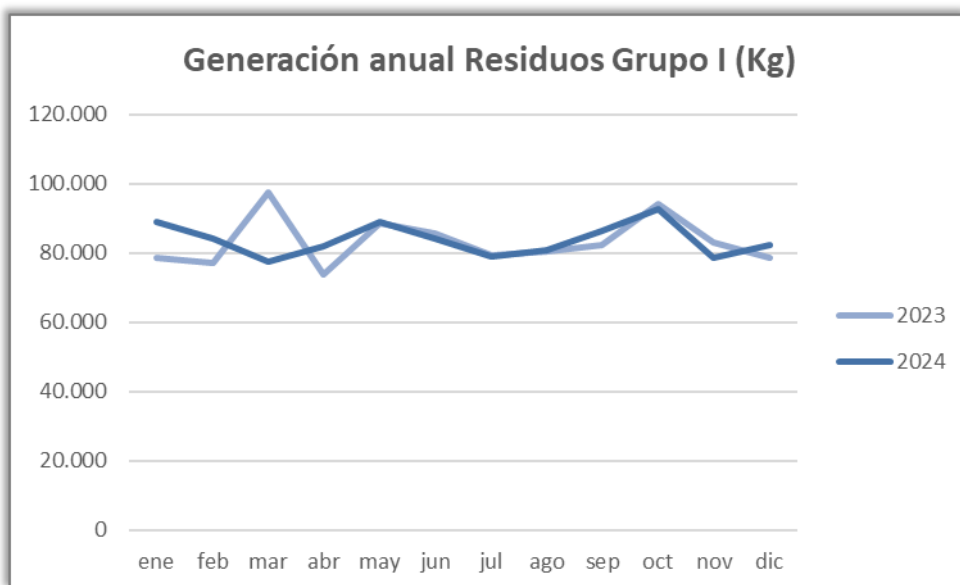
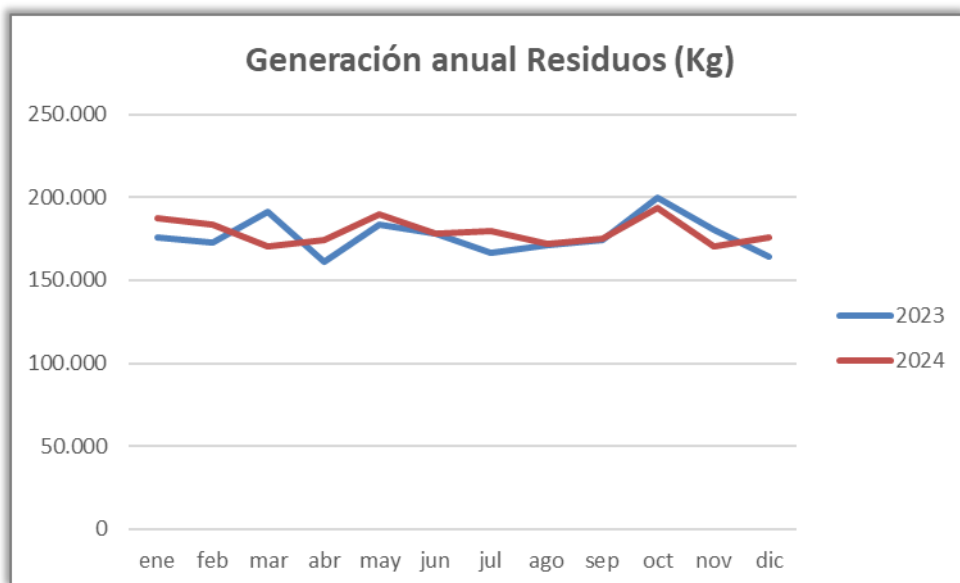


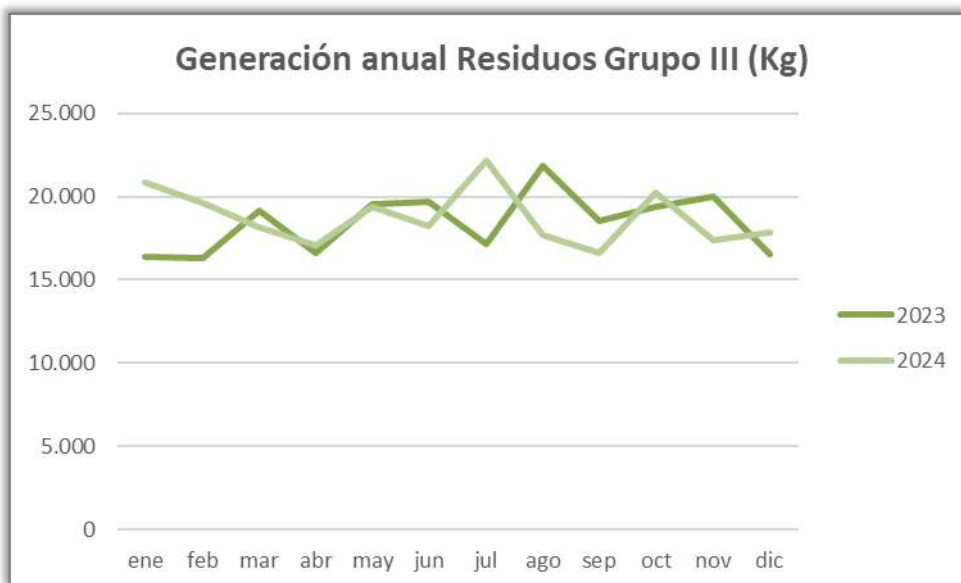
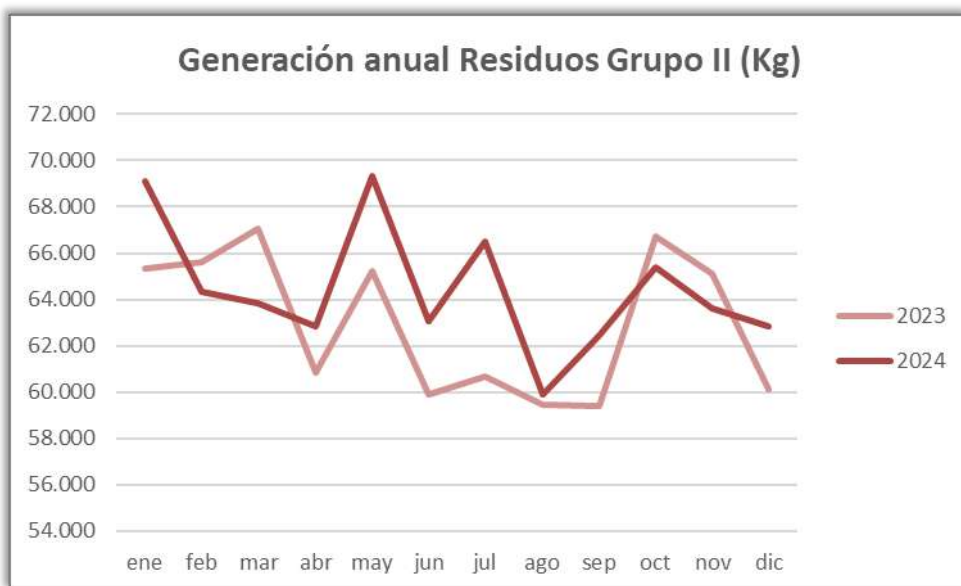
<sup>1</sup> They are those generated in activities that are not specifically sanitary and therefore do not require special precautions in their management. Waste similar to domestic waste is included: paper, cardboard, plastics, kitchen waste, gardening waste and waste from administrative activity.

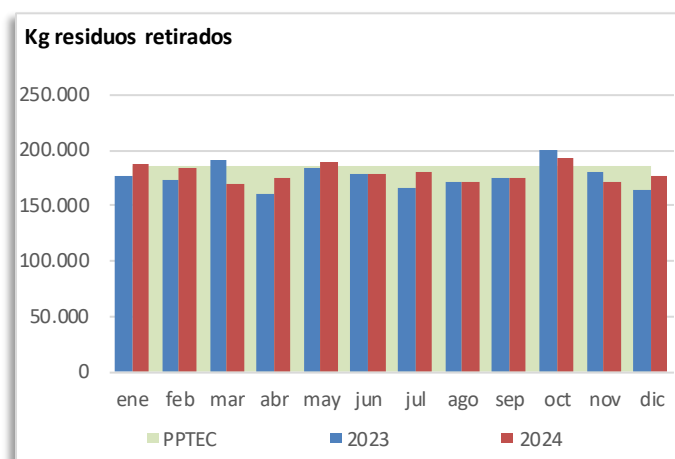
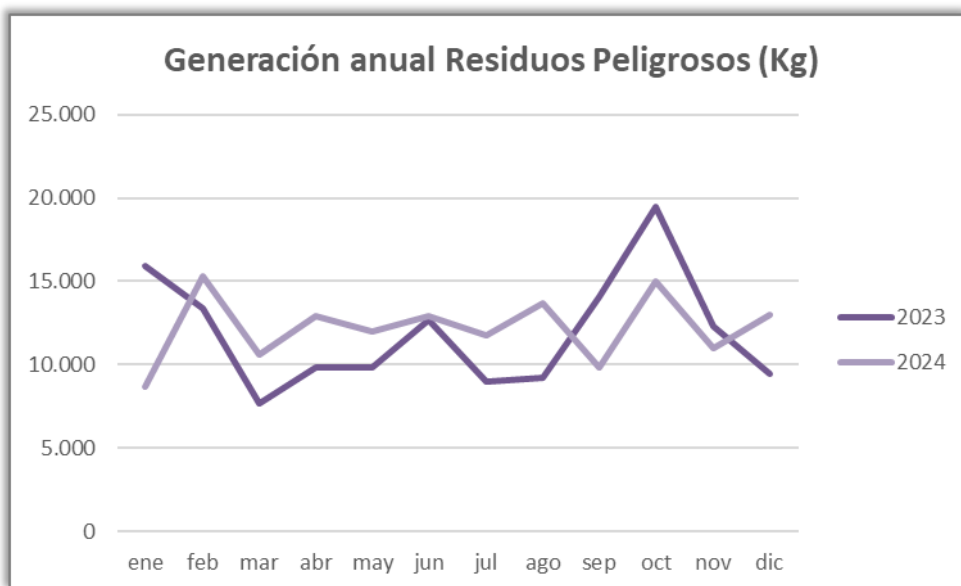
<sup>2</sup> This waste includes dressing material, plasters, clothing and single-use material contaminated with blood, secretions and/or excretions, all of which are not included within the waste classified as specific medical waste.

<sup>3</sup> Sanitary or infectious waste, anatomical waste, blood and blood products in liquid form, needles and sharp and sharp material and live and attenuated vaccines.

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







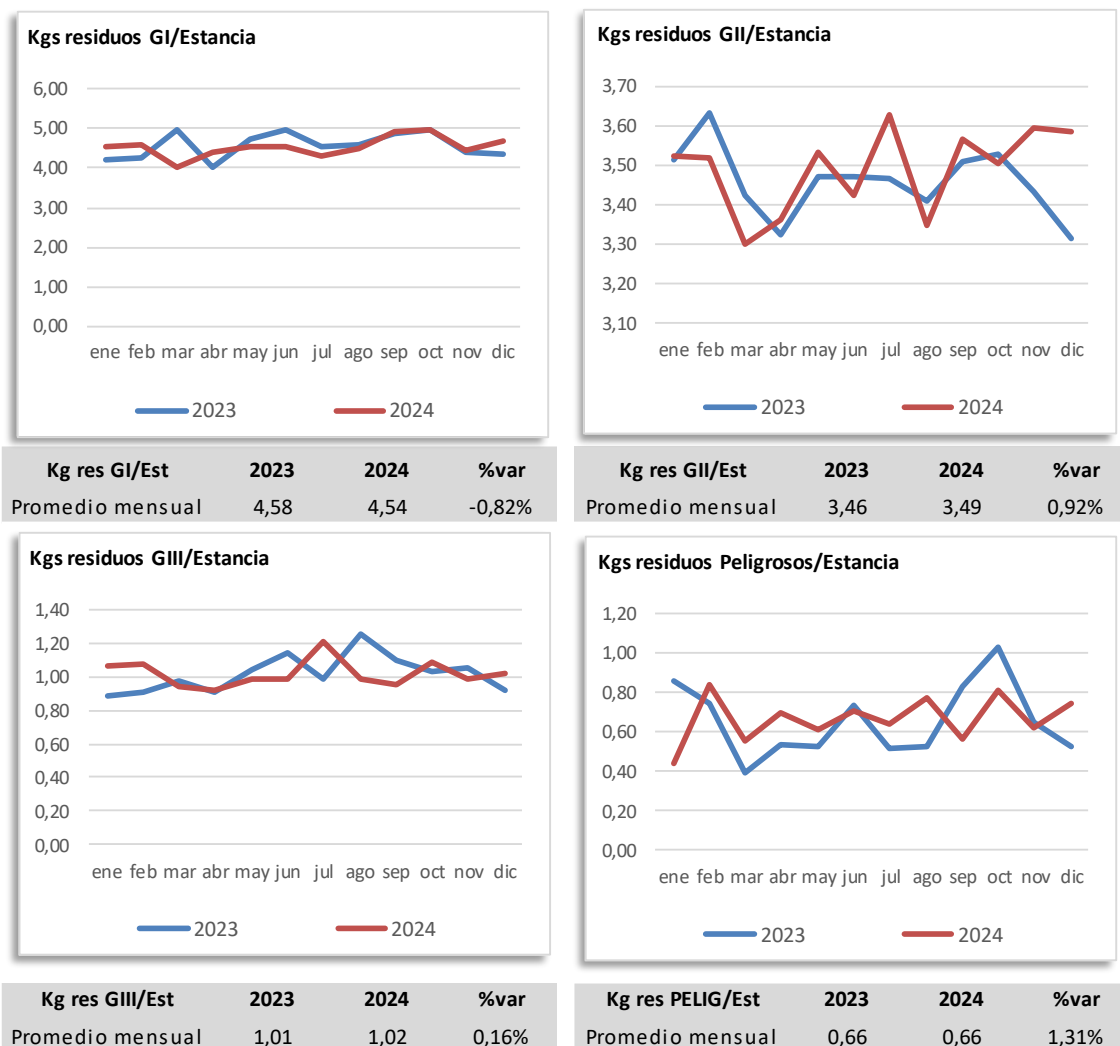
Kg residuos retirados	2023	2024	%var
Promedio mensual	176.609	179.208	1,47%

Kg residuos retirados	PPTEC	2024	%var
Promedio mensual	186.500	179.208	-3,91%

**Objetivo: Actividad Real ≤ Actividad Prevista PPTEC**

If we put the data into perspective, the ratios obtained are as follows compared to 2023:



Tipo	2022	2023	2024
No peligrosos	1.929,48	1.976,21	2.003,69
Peligrosos	189,14	164,40	146,81
Reciclados	256,55	424,10	448,22
<b>Total (tn)</b>	<b>2.375,17</b>	<b>2.564,71</b>	<b>2.598,71</b>
<b>% Reciclaje</b>	<b>10,80%</b>	<b>16,54%</b>	<b>17,25%</b>

Non-hazardous / Hazardous / Recycled. % Recycled.

Guidelines are available to avoid food waste (through the implementation during 2024-2025 of the **Food Waste Prevention and Reduction Plan** through which a program of improvement measures is deployed), these actions are related to menu planning (quantity and variety) as well as through kitchen processes. In the food service there is an annual objective to control, that no more



rations are produced than necessary, taking into account that production is carried out 3 days in advance.

CHUSE takes into account within its life cycle the concept of circular economy applied, progressively, in its lines of business. This process ranges from the inclusion in the design of proposals and solutions to the Hospital under a sustainability perspective, 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.

### 3.4. SUSTAINABLE USE OF RESOURCES.

The organization has the following points on the list of objectives of the 2024 environmental service regarding the use of paper (by default black and white and, purchase of recycled paper), batteries (AA and AAA) and other office supplies as consumption of raw materials:

- Reduce the folio consumption ratio at CHUSE's Headquarters, on the 2023 result. Objective achieved in 2024, on the set standard of 614 pages/monthly worker, the year has closed with an average of 375 pages/month. There has been a reduction of 38.9% over the standard, due to changes in work processes.
- Reduce the battery consumption ratio at the CHUSE plant, on the 2023 result. Goal achieved in 2024. On AA batteries, a standard of 0.28 batteries/person per month had been set, and the year 2024 has closed with an average of 0. For AAA batteries, a standard of 0.28 batteries/person per month had been set, and the year 2024 has closed with an average of 0.

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

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

CHUSE eliminated in previous years, the use of single-use plastic cups among personnel; 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, since the context (Mediterranean climate) in which the organization is located implies a need to establish guidelines focused on minimizing such consumption. The water footprint associated with the activity is also considered among the environmental measures planned with respect to environmental awareness.

Due to the characteristics of the Hospital building, there are only public network meters at a global level and not in a sectorized way (on which consumption could be specifically limited in the areas where CHUSE carries out its activity). For this reason, the global data are presented together with activity ratios of the services subject to the specifications developed by CHUSE and that have the greatest impact on water consumption (cooking, sterilization, cleaning, gardening). The laundry-linen service is not carried out in the facilities of the hospital grounds.

In 2025, the Department of Sustainability will propose an action plan to reduce water consumption, after two consecutive years of increasing water consumption.

Data on the total water consumption of the Hospital.

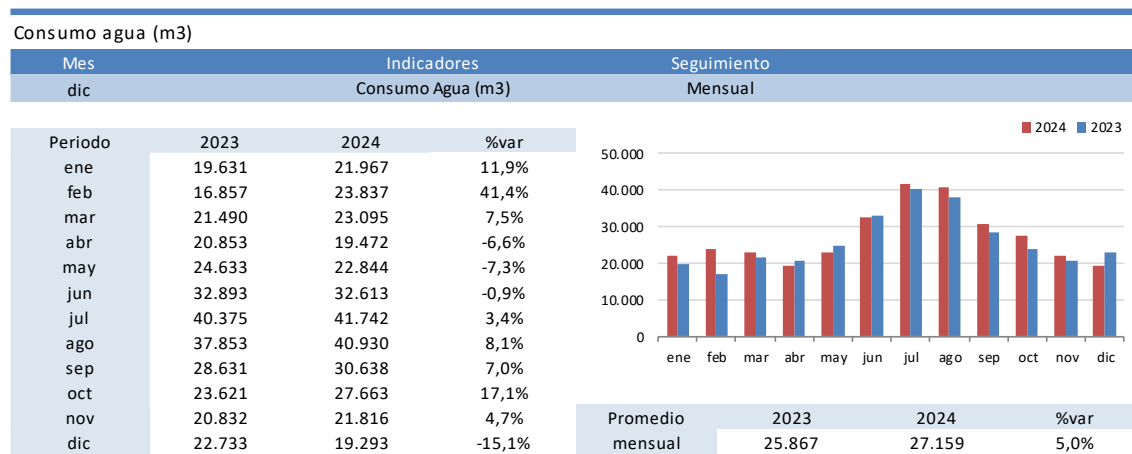


Table with water consumption, and HUSE and CHUSE activity data.

Datos 2023	Mes	Agua	Actividad HUSE	Dietas Alimentación	Menús Cafetería	OTs Mantenimiento Correctivo + Preventivo	Limpiezas	Kgs residuos retirados	Cajas y paquetes esterilizados
	Ene	19.631	68.213	73.635	12.469	9.916	5.676	176.129	33.891
	Feb	16.857	70.019	73.279	12.314	10.538	6.020	172.195	32.728
	Mar	21.490	77.497	79.710	13.544	8.782	6.041	188.007	39.004
	Abr	20.853	62.904	73.826	11.774	7.821	5.519	161.097	30.480
	May	24.633	76.962	76.948	12.796	11.993	5.990	183.822	38.624
	Jun	32.893	74.019	72.958	12.991	10.480	5.535	178.062	33.965
	Jul	40.375	65.855	74.513	11.710	10.460	5.673	166.198	31.274
	Ago	37.853	61.031	73.881	12.207	13.124	5.730	171.022	31.654
	Sep	28.631	70.201	73.257	12.319	9.706	5.763	174.164	31.115
	Oct	23.621	77.004	80.216	12.472	12.237	6.178	201.320	34.837
	Nov	20.832	75.762	79.826	10.986	12.803	6.151	180.533	34.225
	Dic	22.733	63.031	76.300	11.691	8.786	6.103	164.602	31.663
	Total	310.402	842.498	908.349	147.273	126.646	70.379	2.117.149	403.460

Datos 2024	Mes	Agua	Actividad HUSE	Dietas Alimentación	Menús Cafetería	OTs Mantenimiento Correctivo + Preventivo	Limpiezas	Kgs residuos retirados	Cajas y paquetes esterilizados
	Ene	21.967	76.222	83.451	13.168	15.112	6.320	187.705	33.774
	Feb	23.837	76.025	80.647	12.490	11.997	6.155	183.476	34.036
	Mar	23.095	71.603	82.772	12.767	10.272	5.972	170.237	34.411
	Abr	19.472	75.190	81.829	12.905	11.556	5.790	174.601	30.330
	May	22.844	80.049	81.342	13.742	13.860	6.247	189.399	37.152
	Jun	32.613	72.255	77.034	12.471	10.841	5.748	177.229	35.865
	Jul	41.742	72.521	76.673	13.001	11.635	5.836	179.149	36.337
	Ago	40.930	61.680	72.045	13.019	10.572	5.885	170.489	30.634
	Sep	30.638	72.995	71.657	13.322	14.214	5.753	172.517	30.727
	Oct	27.663	81.375	80.919	14.555	14.899	6.567	191.230	38.397
	Nov	21.816	74.471	76.667	12.521	20.406	6.035	172.290	31.715
	Dic	19.293	64.187	75.100	12.118	11.577	6.042	172.479	30.050
	<b>Total</b>	<b>325.910</b>	<b>878.573</b>	<b>940.136</b>	<b>156.079</b>	<b>156.941</b>	<b>72.350</b>	<b>2.140.801</b>	<b>403.428</b>

Table of total water consumption in 2024 corresponding to the organization and the Hospital (jointly) together with service activity ratios.

#### Ratio agua / actividad HUSE

Consumo agua / Actividad HUSE			
Periodo	2023	2024	%var
ene	0,29	0,29	0,1%
feb	0,24	0,31	30,2%
mar	0,28	0,32	16,3%
abr	0,33	0,26	-21,9%
may	0,32	0,29	-10,8%
jun	0,44	0,45	1,6%
jul	0,61	0,58	-6,1%
ago	0,62	0,66	7,0%
sep	0,41	0,42	2,9%
oct	0,31	0,34	10,8%
nov	0,27	0,29	6,5%
dic	0,36	0,30	-16,7%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	0,37	0,38	0,6%

#### Ratio agua / Dietas Alimentación

Consumo agua / Dietas alimentación			
Periodo	2023	2024	%var
ene	0,27	0,26	-1,3%
feb	0,23	0,30	28,5%
mar	0,27	0,28	3,5%
abr	0,28	0,24	-15,8%
may	0,32	0,28	-12,3%
jun	0,45	0,42	-6,1%
jul	0,54	0,54	0,5%
ago	0,51	0,57	10,9%
sep	0,39	0,43	9,4%
oct	0,29	0,34	16,1%
nov	0,26	0,28	9,0%
dic	0,30	0,26	-13,8%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	0,34	0,35	2,1%

Ratio agua / Menús cafetería

Consumo agua / Menús cafetería			
Periodo	2023	2024	%var
ene	1,57	1,67	6,0%
feb	1,37	1,91	39,4%
mar	1,59	1,81	14,0%
abr	1,77	1,51	-14,8%
may	1,93	1,66	-13,6%
jun	2,53	2,62	3,3%
jul	3,45	3,21	-6,9%
ago	3,10	3,14	1,4%
sep	2,32	2,30	-1,0%
oct	1,89	1,90	0,4%
nov	1,90	1,74	-8,1%
dic	1,94	1,59	-18,1%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	2,11	2,09	-1,2%

Ratio agua / OT's Mantenimiento

Consumo agua / OT's Mantenimiento			
Periodo	2023	2024	%var
ene	1,98	1,45	-26,6%
feb	1,60	1,99	24,2%
mar	2,45	2,25	-8,1%
abr	2,67	1,69	-36,8%
may	2,05	1,65	-19,8%
jun	3,14	3,01	-4,2%
jul	3,86	3,59	-7,1%
ago	2,88	3,87	34,2%
sep	2,95	2,16	-26,9%
oct	1,93	1,86	-3,8%
nov	1,63	1,07	-34,3%
dic	2,59	1,67	-35,6%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	2,48	2,19	-11,7%

Ratio agua / Limpiezas realizadas

Consumo agua / Limpiezas realizadas			
Periodo	2023	2024	%var
ene	3,46	3,48	0,5%
feb	2,80	3,87	38,3%
mar	3,56	3,87	8,7%
abr	3,78	3,36	-11,0%
may	4,11	3,66	-11,1%
jun	5,94	5,67	-4,5%
jul	7,12	7,15	0,5%
ago	6,61	6,95	5,3%
sep	4,97	5,33	7,2%
oct	3,82	4,21	10,2%
nov	3,39	3,61	6,7%
dic	3,72	3,19	-14,3%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	4,44	4,53	2,0%

Ratio agua / KGs residuos retirados

Consumo agua / KGs residuos retirados			
Periodo	2023	2024	%var
ene	0,11	0,12	5,0%
feb	0,10	0,13	32,7%
mar	0,11	0,14	18,7%
abr	0,13	0,11	-13,8%
may	0,13	0,12	-10,0%
jun	0,18	0,18	-0,4%
jul	0,24	0,23	-4,1%
ago	0,22	0,24	8,5%
sep	0,16	0,18	8,0%
oct	0,12	0,14	23,3%
nov	0,12	0,13	9,7%
dic	0,14	0,11	-19,0%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	0,15	0,15	3,5%

Ratio agua / Contenedores y paquetes esterilizados

Consumo agua / KGs residuos retirados			
Periodo	2023	2024	%var
ene	0,58	0,65	12,3%
feb	0,52	0,70	36,0%
mar	0,55	0,67	21,8%
abr	0,68	0,64	-6,2%
may	0,64	0,61	-3,6%
jun	0,97	0,91	-6,1%
jul	1,29	1,15	-11,0%
ago	1,20	1,34	11,7%
sep	0,92	1,00	8,4%
oct	0,68	0,72	6,3%
nov	0,61	0,69	13,0%
dic	0,72	0,64	-10,6%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	0,78	0,81	4,0%

### 3.5. 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 2024 are the following:

Services performed by CHUSE	GHG emission sources
Hospital Food Service	-Gas for cooking processes
Restoration	- Recharge refrigerant gases chambers
	-Luminaires
	-AA
Laundry & Linen	-Luminaires
	-AA
	-Boilers
Waste	- Recharge refrigerant gases chambers

The measures that have been adopted against climate change are the following:

- Preventive maintenance plan is focused on minimizing possible leaks associated with the gases necessary for the correct operation of the cold rooms associated with the cooking process as well as in the Air Conditioning (AC) equipment.
- Control of the refrigerant gas refills developed.
- Preventive maintenance plan for all installations including lighting, boilers, etc. (also focused on the prevention of refrigerant gas leaks).
- Regulatory energy audit.
- Certification in the UNE 50.001 energy management standard.

During 2024, the implementation and certification of ISO 50.001 in energy management has been carried out, for the provision of concessioned services.

As reported in the previous Non-Financial Information Report, in 2022 the 2020 Carbon Footprint was verified, in compliance with Decree 48/2021, of 13 December, regulating the Balearic Carbon Footprint Register. The verification was carried out in February 2023. During 2024, and in compliance with this same Decree 48/2021, of 13 December, the organization has calculated its Carbon Footprint for scope 1 (it covers all direct emissions resulting from a company's operations. It includes all emissions that are under the company's control, such as fuel combustion in the company itself, its fleet of vehicles, internal processing equipment, etc.) and Scope 2 (includes all indirect greenhouse gas emissions resulting from the purchase and consumption of electricity, heat, steam or refrigeration) corresponding to the year 2022 (as established by the requirements of Decree 48/2021), the result being:

**Carbon footprint 2022: 1,485 t CO<sub>2</sub> eq.**

A reduction in results is noted in 2021 (1,511 t CO<sub>2</sub> eq).

In 2024, the change of marketer has been implemented, although it depends on the public administration IbSalut, as the owner of the installation and responsible for the contract. In 2024, the Government of the Balearic Islands launched a framework agreement for the centralised contracting of the supply of electricity for the buildings and facilities of the Administration of the Autonomous Community of the Balearic Islands, including the IbSalut, and therefore, the Hospital.

For this contract, in the PCAP "*Framework agreement for the centralized procurement of the supply of electricity for the buildings and facilities of the Administration of the Autonomous Community of the Balearic Islands, its instrumental public sector and other adhered public bodies*" of said framework agreement, section 31.3 stipulates that 100% of the energy supplied will come from renewable energy sources.

**31.3** Además de las obligaciones legales que corresponden a todas las empresas de acuerdo a la legalidad vigente, en materia fiscal, social, laboral y medioambiental, se establecen como condiciones especiales de ejecución de carácter medioambiental, las siguientes:

a) El 100 % de la energía suministrada provendrá de fuentes de energía renovable.

Las empresas comercializadoras adjudicatarias asignarán las garantías a los clientes en sus facturas y solicitarán a la Comisión Nacional de los Mercados y la Competencia (CNMC) su cancelación por redención, para que ésta lo anote en la cuenta correspondiente y pueda incluir asimismo la información del cliente, según establece la Orden ITC/1522/2007, de 24 de mayo, por la que se establece la regulación de la garantía del origen de la electricidad procedente de fuentes de energía renovables y de cogeneración de alta eficiencia, modificada por la Orden ITC/2914/2011, de 27 de octubre y la Circular 1/2018, de 18 de abril, de la Comisión Nacional de los Mercados y la Competencia, por la que se regula la gestión del sistema de garantía de origen de la electricidad procedente de fuentes de energía renovables y de cogeneración de alta eficiencia.

Therefore, in the calculations of the Carbon Footprint from 2024, a considerable reduction in emissions will be seen.

Due to the implementation of ISO 50.001, energy targets are set for 2024:

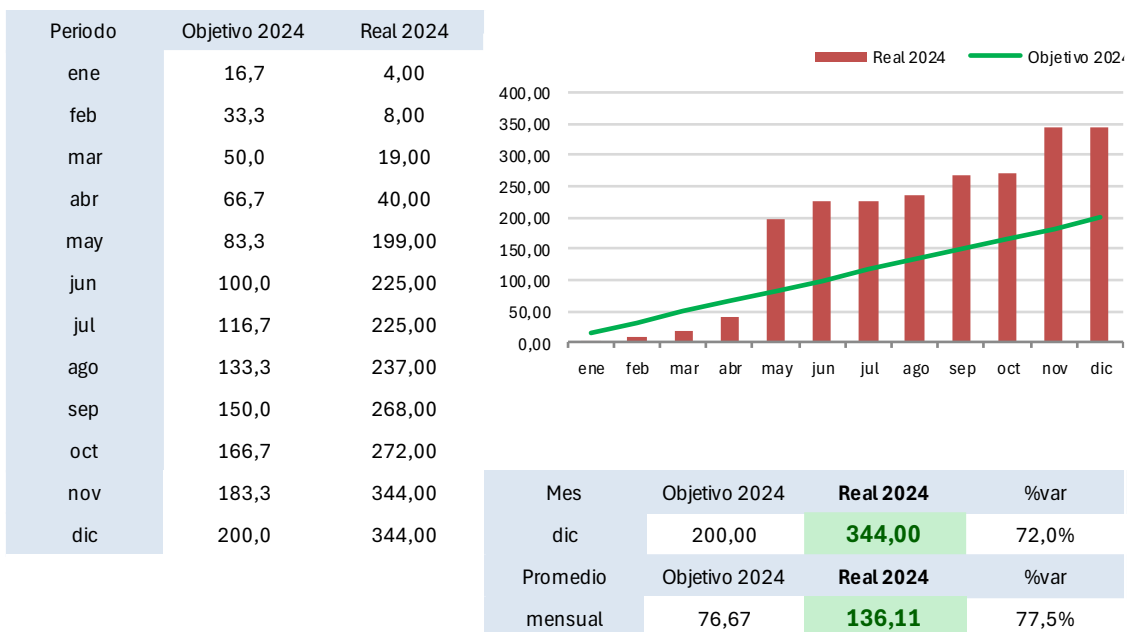


Actions	Formula	Standard	Result
Have the ISO 50.001 certificate	Yes / No	100%	<b>Achieved.</b>
Replace 200 meters of DHW pipe to avoid energy losses	$\Sigma$ (Meters of DHW pipe replaced in 2024)	16.7 meters/month	<b>Achieved.</b> 344 meters have been changed.
Monitor the electricity consumption of the HUSE, ensuring that consumption is reduced by 3% compared to 2023	$\Sigma$ (Electricity consumption 2023) / $\Sigma$ (Electricity consumption 2024)	<3%	<b>Achieved.</b> Savings of -4.9%.
Monitor the gas consumption of the HUSE, ensuring that consumption is reduced by 3% compared to 2023	$\Sigma$ (Gas consumption 2023) / $\Sigma$ (Gas consumption 2024)	<3%	<b>Achieved.</b> Savings of -11,2%.
Fluorescent switch to LED technology, to save kwh in lighting	$\Sigma$ (LED bulbs installed in 2023) / $\Sigma$ (LED bulbs installed in 2024)"	105,534 kWh/year	<b>Achieved.</b> Savings of 170,694 kwh.

Next, data and energy performance information are presented:

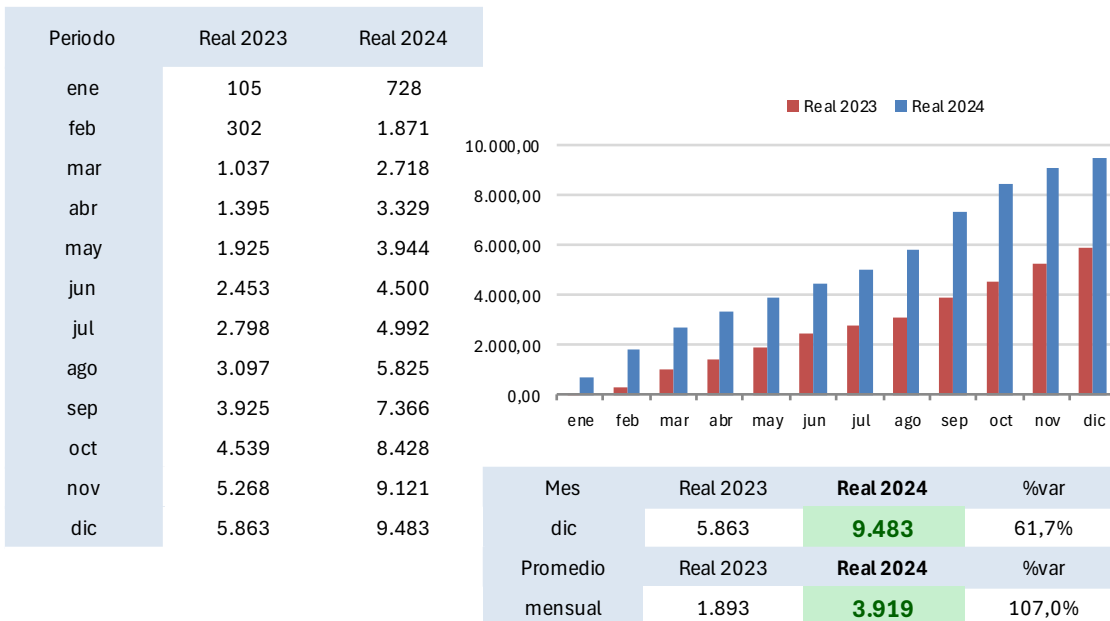
Metros cambiados de tubería de ACS por PPR Niron premium

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	<b>17</b>	Metros de tubería ACS cambiada	Mensual	si



Cambio bombillas a LED

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	-		Mensual	si



Bombillas LED cambiadas				Ahorro mensual kwh
Periodo	2023	2024		
ene	105	728		13.104,00
feb	197	1.143		20.574,00
mar	735	847		15.246,00
abr	358	611		10.998,00
may	530	615		11.070,00
jun	528	556		10.008,00
jul	345	492		8.856,00
ago	299	833		14.994,00
sep	828	1.541		27.738,00
oct	614	1.062		19.116,00
nov	729	693		12.474,00
dic	595	362		6.516,00
1er TRI	1.037	2.718	162,1%	48.924
2do TRI	2.453	4.500	83,4%	81.000
3er TRI	3.925	7.366	87,7%	132.588
TOTAL	5.863	9.483	61,7%	170.694

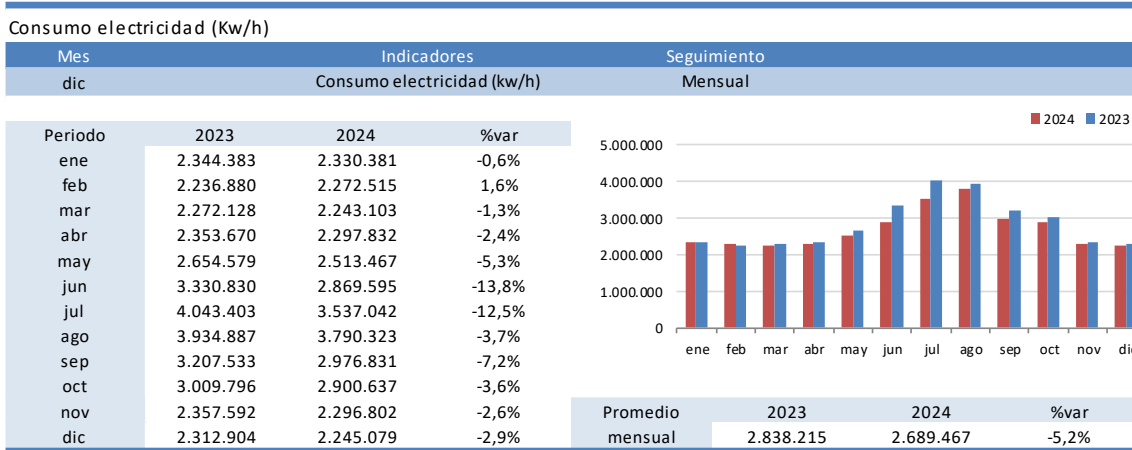
\*The average savings per LED bulb change is 18 kwh/month.

With regard to the electricity consumption data, it should be noted that, due to the characteristics of the Hospital building, there is only one meter at a global level and not in a sectorized way (on which consumption could be specifically limited in the areas where CHUSE carries out its activity).

Due to the implementation of ISO 50.001, data are available for each of the General Low Voltage Tables that depend on the meter, the data will be presented later.

For this reason, the global data are presented together with activity ratios of the services subject to the specifications developed by CHUSE and which have the greatest impact on electricity consumption (cooking and maintenance).

Data on the total electricity consumption of the Hospital.



CGBT1 - TOTAL			
Periodo	2023	2024	
ene	521.264	522.972	
feb	525.234	546.262	
mar	706.930	692.786	
abr	632.242	555.962	
may	753.834	684.814	
jun	1.749.318	1.290.860	
jul	2.062.544	1.520.866	
ago	1.851.776	2.209.658	
sep	1.499.496	1.101.624	
oct	1.364.800	985.308	
nov	610.318	778.205	
dic	675.300	531.515	
1er TRI	<b>1.753.428</b>	<b>1.762.020</b>	0,5%
2do TRI	<b>4.888.822</b>	<b>4.293.656</b>	-12,2%
3er TRI	<b>10.302.638</b>	<b>9.125.804</b>	-11,4%
<b>TOTAL</b>	<b>12.953.056</b>	<b>11.420.832</b>	-11,8%

CGBT2 - TOTAL			
Periodo	2023	2024	
ene	822.668	814.464	
feb	888.880	859.956	
mar	972.372	980.300	
abr	795.956	773.404	
may	820.784	801.356	
jun	1.039.776	1.007.180	
jul	851.484	872.068	
ago	908.308	1.056.188	
sep	808.124	823.036	
oct	996.248	851.536	
nov	798.996	960.655	
dic	992.204	875.817	
1er TRI	<b>2.683.920</b>	<b>2.654.720</b>	-1,1%
2do TRI	<b>5.340.436</b>	<b>5.236.660</b>	-1,9%
3er TRI	<b>7.908.352</b>	<b>7.987.952</b>	1,0%
<b>TOTAL</b>	<b>10.695.800</b>	<b>10.675.960</b>	-0,2%

CGBT3 - TOTAL			
Periodo	2023	2024	
ene	774.048	769.900	
feb	835.958	772.330	
mar	895.830	959.446	
abr	771.344	748.622	
may	808.782	767.960	
jun	1.032.922	1.007.096	
jul	823.682	807.324	
ago	827.336	1.006.310	
sep	839.936	805.910	
oct	976.712	829.606	
nov	808.170	940.015	
dic	957.424	827.465	
1er TRI	<b>2.505.836</b>	<b>2.501.676</b>	-0,2%
2do TRI	<b>5.118.884</b>	<b>5.025.354</b>	-1,8%
3er TRI	<b>7.609.838</b>	<b>7.644.898</b>	0,5%
<b>TOTAL</b>	<b>10.352.144</b>	<b>10.241.984</b>	-1,1%

Table with water consumption, and HUSE and CHUSE activity data.

Datos 2023	Mes	Electricidad	Actividad HUSE	Dietas Alimentación	Menús Cafetería	OTs Mantenimiento Correctivo + Preventivo	Limpiezas	Kgs residuos retirados	Cajas y paquetes esterilizados
	Ene	2.344.383	68.213	73.635	12.469	9.916	5.676	176.129	33.891
	Feb	2.236.880	70.019	73.279	12.314	10.538	6.020	172.195	32.728
	Mar	2.272.128	77.497	79.710	13.544	8.782	6.041	188.007	39.004
	Abr	2.353.670	62.904	73.826	11.774	7.821	5.519	161.097	30.480
	May	2.654.579	76.962	76.948	12.796	11.993	5.990	183.822	38.624
	Jun	3.330.830	74.019	72.958	12.991	10.480	5.535	178.062	33.965
	Jul	4.043.403	65.855	74.513	11.710	10.460	5.673	166.198	31.274
	Ago	3.934.887	61.031	73.881	12.207	13.124	5.730	171.022	31.654
	Sep	3.207.533	70.201	73.257	12.319	9.706	5.763	174.164	31.115
	Oct	3.009.796	77.004	80.216	12.472	12.237	6.178	201.320	34.837
	Nov	2.357.592	75.762	79.826	10.986	12.803	6.151	180.533	34.225
	Dic	2.312.904	63.031	76.300	11.691	8.786	6.103	164.602	31.663
	<b>Total</b>	<b>34.058.585</b>	<b>842.498</b>	<b>908.349</b>	<b>147.273</b>	<b>126.646</b>	<b>70.379</b>	<b>2.117.149</b>	<b>403.460</b>

Datos 2024	Mes	Electricidad	Actividad HUSE	Dietas Alimentación	Menús Cafetería	OTs Mantenimiento Correctivo + Preventivo	Limpiezas	Kgs residuos retirados	Cajas y paquetes esterilizados
	Ene	2.330.381	76.222	83.451	13.168	15.112	6.320	187.705	33.774
	Feb	2.272.515	76.025	80.647	12.490	11.997	6.155	183.476	34.036
	Mar	2.243.103	71.603	82.772	12.767	10.272	5.972	170.237	34.411
	Abr	2.297.832	75.190	81.829	12.905	11.556	5.790	174.601	30.330
	May	2.513.467	80.049	81.342	13.742	13.860	6.247	189.399	37.152
	Jun	2.869.595	72.255	77.034	12.471	10.841	5.748	177.229	35.865
	Jul	3.537.042	72.521	76.673	13.001	11.635	5.836	179.149	36.337
	Ago	3.790.323	61.680	72.045	13.019	10.572	5.885	170.489	30.634
	Sep	2.976.831	72.995	71.657	13.322	14.214	5.753	172.517	30.727
	Oct	2.900.637	81.375	80.919	14.555	14.899	6.567	191.230	38.397
	Nov	2.296.802	74.471	76.667	12.521	20.406	6.035	172.290	31.715
	Dic	2.245.079	64.187	75.100	12.118	11.577	6.042	172.479	30.050
	<b>Total</b>	<b>32.273.608</b>	<b>878.573</b>	<b>940.136</b>	<b>156.079</b>	<b>156.941</b>	<b>72.350</b>	<b>2.140.801</b>	<b>403.428</b>

Table of total water consumption in 2024 corresponding to the organization and the Hospital (jointly) together with service activity ratios.

#### Ratio electricidad / actividad HUSE

Consumo electricidad / Actividad HUSE			
Periodo	2023	2024	%var
ene	34,37	30,57	-11,0%
feb	31,95	29,89	-6,4%
mar	29,32	31,33	6,8%
abr	37,42	30,56	-18,3%
may	34,49	31,40	-9,0%
jun	45,00	39,71	-11,7%
jul	61,40	48,77	-20,6%
ago	64,47	61,45	-4,7%
sep	45,69	40,78	-10,7%
oct	39,09	35,65	-8,8%
nov	31,12	30,84	-0,9%
dic	36,69	34,98	-4,7%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	<b>40,92</b>	<b>37,16</b>	<b>-9,2%</b>

#### Ratio electricidad / Dietas Alimentación

Consumo electricidad / Dietas alimentación			
Periodo	2023	2024	%var
ene	31,84	27,93	-12,3%
feb	30,53	28,18	-7,7%
mar	28,50	27,10	-4,9%
abr	31,88	28,08	-11,9%
may	34,50	30,90	-10,4%
jun	45,65	37,25	-18,4%
jul	54,26	46,13	-15,0%
ago	53,26	52,61	-1,2%
sep	43,78	41,54	-5,1%
oct	37,52	35,85	-4,5%
nov	29,53	29,96	1,4%
dic	30,31	29,89	-1,4%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	<b>37,63</b>	<b>34,62</b>	<b>-8,0%</b>

Ratio electricidad / Menús cafetería

Consumo electricidad / Menús cafetería			
Periodo	2023	2024	%var
ene	188,02	176,97	-5,9%
feb	181,65	181,95	0,2%
mar	167,76	175,70	4,7%
abr	199,90	178,06	-10,9%
may	207,45	182,90	-11,8%
jun	256,40	230,10	-10,3%
jul	345,29	272,06	-21,2%
ago	322,35	291,14	-9,7%
sep	260,37	223,45	-14,2%
oct	241,32	199,29	-17,4%
nov	214,60	183,44	-14,5%
dic	197,84	185,27	-6,4%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	231,91	206,69	-10,9%

Ratio electricidad / OT's Mantenimiento

Consumo electricidad / OT's Mantenimiento			
Periodo	2023	2024	%var
ene	236,42	154,21	-34,8%
feb	212,27	189,42	-10,8%
mar	258,73	218,37	-15,6%
abr	300,94	198,84	-33,9%
may	221,34	181,35	-18,1%
jun	317,83	264,70	-16,7%
jul	386,56	304,00	-21,4%
ago	299,82	358,52	19,6%
sep	330,47	209,43	-36,6%
oct	245,96	194,69	-20,8%
nov	184,14	112,56	-38,9%
dic	263,25	193,93	-26,3%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
<b>mensual</b>	271,48	215,00	-20,8%



### Ratio electricidad / Limpiezas realizadas

Consumo electricidad / Limpiezas realizadas			
Periodo	2023	2024	%var
ene	413,03	368,73	-10,7%
feb	371,57	369,21	-0,6%
mar	376,12	375,60	-0,1%
abr	426,47	396,86	-6,9%
may	443,17	402,35	-9,2%
jun	601,78	499,23	-17,0%
jul	712,75	606,07	-15,0%
ago	686,72	644,07	-6,2%
sep	556,57	517,44	-7,0%
oct	487,18	441,70	-9,3%
nov	383,29	380,58	-0,7%
dic	378,98	371,58	-2,0%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
mensual	486,47	447,79	-8,0%

### Ratio electricidad / KGs residuos retirados

Consumo electricidad / KGs residuos retirados			
Periodo	2023	2024	%var
ene	13,31	12,42	-6,7%
feb	12,99	12,39	-4,7%
mar	12,09	13,18	9,0%
abr	14,61	13,16	-9,9%
may	14,44	13,27	-8,1%
jun	18,71	16,19	-13,4%
jul	24,33	19,74	-18,8%
ago	23,01	22,23	-3,4%
sep	18,42	17,26	-6,3%
oct	14,95	15,17	1,5%
nov	13,06	13,33	2,1%
dic	14,05	13,02	-7,4%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
mensual	16,16	15,11	-6,5%

### Ratio electricidad / Contenedores y paquetes esterilizados

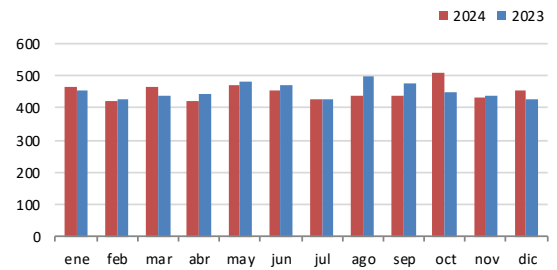
Consumo electricidad / KGs residuos retirados			
Periodo	2023	2024	%var
ene	69,17	69,00	-0,3%
feb	68,35	66,77	-2,3%
mar	58,25	65,19	11,9%
abr	77,22	75,76	-1,9%
may	68,73	67,65	-1,6%
jun	98,07	80,01	-18,4%
jul	129,29	97,34	-24,7%
ago	124,31	123,73	-0,5%
sep	103,09	96,88	-6,0%
oct	86,40	75,54	-12,6%
nov	68,89	72,42	5,1%
dic	73,05	74,71	2,3%
<b>Promedio</b>	<b>2023</b>	<b>2024</b>	<b>%var</b>
mensual	85,40	80,42	-5,8%

Below is the data on gas consumption broken down by the Cafeteria and Kitchen services because it is the service provided by CHUSE for which there is a specific meter for this activity.

Gas consumption of the Cafeteria and Kitchen service:

Consumo gas (m3) Cafetería		
Mes	Indicadores	Seguimiento
dic-24	Consumo Gas (m3)	Mensual

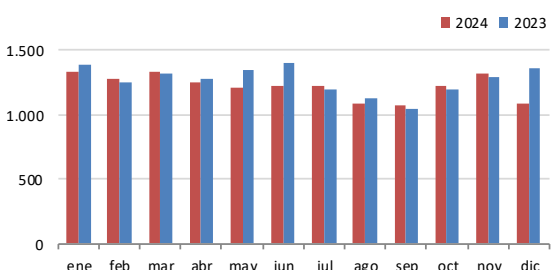
Periodo	2023	2024	%var
ene	455	467	2,6%
feb	428	419	-2,1%
mar	438	467	6,6%
abr	446	422	-5,4%
may	482	469	-2,7%
jun	473	457	-3,4%
jul	429	426	-0,7%
ago	498	438	-12,0%
sep	477	438	-8,2%
oct	449	509	13,4%
nov	436	435	-0,2%
dic	425	456	7,3%



Promedio	2023	2024	%var
mensual	453	450	-0,6%
Acumulado	2023	2024	%var
Anual	5.436	5.403	-0,6%

Consumo gas (m3) Cocina		
Mes	Indicadores	Seguimiento
dic-24	Consumo Gas (m3)	Mensual

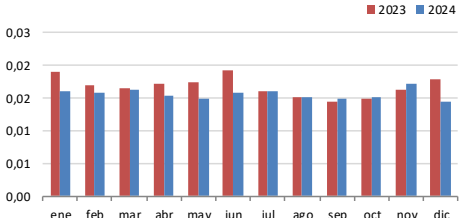
Periodo	2023	2024	%var
ene	1.393	1.338	-3,9%
feb	1.248	1.278	2,4%
mar	1.319	1.338	1,4%
abr	1.274	1.251	-1,8%
may	1.344	1.214	-9,7%
jun	1.400	1.222	-12,7%
jul	1.189	1.224	2,9%
ago	1.124	1.091	-2,9%
sep	1.051	1.070	1,8%
oct	1.195	1.224	2,4%
nov	1.296	1.323	2,1%
dic	1.355	1.083	-20,1%



Promedio	2023	2024	%var
mensual	1.266	1.221	-3,5%
Acumulado	2023	2024	%var
Anual	15.188	14.656	-3,5%

The gas consumption data for the Kitchen and Cafeteria activity are then relativized.

Ratio consumo gas COCINA (m3)

Mes	Indicadores			Seguimiento	
dic-24	Consumo gas COCINA / Dietas elaboradas			Mensual	
Periodo	2023	2024	%var		
ene	0,019	0,016	-15,2%		
feb	0,017	0,016	-7,0%		
mar	0,017	0,016	-2,3%		
abr	0,017	0,015	-11,4%		
may	0,017	0,015	-14,6%		
jun	0,019	0,016	-17,3%		
jul	0,016	0,016	0,0%		
ago	0,015	0,015	-0,5%		
sep	0,014	0,015	4,1%		
oct	0,015	0,015	1,5%		
nov	0,016	0,017	6,3%		
dic	0,018	0,014	-18,8%		
Promedio mensual			2023	2024	%var
			0,017	0,016	-6,9%

Ratio consumo gas CAFETERÍA (m3)

Mes		Indicadores		Seguimiento																																							
dic-24		Consumo gas CAFETERÍA / Menús servidos		Mensual																																							
Periodo	2023	2024	%var	<table><thead><tr><th>Mes</th><th>2023</th><th>2024</th></tr></thead><tbody><tr><td>ene</td><td>0,038</td><td>0,036</td></tr><tr><td>feb</td><td>0,036</td><td>0,034</td></tr><tr><td>mar</td><td>0,034</td><td>0,038</td></tr><tr><td>abr</td><td>0,038</td><td>0,033</td></tr><tr><td>may</td><td>0,037</td><td>0,034</td></tr><tr><td>jun</td><td>0,037</td><td>0,037</td></tr><tr><td>jul</td><td>0,037</td><td>0,033</td></tr><tr><td>ago</td><td>0,041</td><td>0,034</td></tr><tr><td>sep</td><td>0,039</td><td>0,033</td></tr><tr><td>oct</td><td>0,036</td><td>0,035</td></tr><tr><td>nov</td><td>0,040</td><td>0,035</td></tr><tr><td>dic</td><td>0,037</td><td>0,039</td></tr></tbody></table>	Mes	2023	2024	ene	0,038	0,036	feb	0,036	0,034	mar	0,034	0,038	abr	0,038	0,033	may	0,037	0,034	jun	0,037	0,037	jul	0,037	0,033	ago	0,041	0,034	sep	0,039	0,033	oct	0,036	0,035	nov	0,040	0,035	dic	0,037	0,039
Mes	2023	2024																																									
ene	0,038	0,036																																									
feb	0,036	0,034																																									
mar	0,034	0,038																																									
abr	0,038	0,033																																									
may	0,037	0,034																																									
jun	0,037	0,037																																									
jul	0,037	0,033																																									
ago	0,041	0,034																																									
sep	0,039	0,033																																									
oct	0,036	0,035																																									
nov	0,040	0,035																																									
dic	0,037	0,039																																									
ene	0,04	0,04	-2,8%																																								
feb	0,03	0,03	-3,5%																																								
mar	0,03	0,04	13,1%																																								
abr	0,04	0,03	-13,7%																																								
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ago	0,04	0,03	-17,5%																																								
sep	0,04	0,03	-15,1%																																								
oct	0,04	0,03	-2,9%																																								
nov	0,04	0,03	-12,5%																																								
dic	0,04	0,04	3,5%																																								
Promedio mensual		2023	2024	%var																																							
		0,04	0,03	-6,3%																																							

### 3.6. PROTECTION OF BIODIVERSITY.

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

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

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

In 2024, to ensure this commitment, the Biodiversity Protection Policy is created and implemented.

**Política de Protección a la Biodiversidad**  
10 noviembre 2024  
Página 2 de 6

#### 1. INTRODUCCIÓN

Concesionaria Hospital Universitari Son Espases, en adelante CHUSE, como empresa reconoce la importancia de la biodiversidad para el bienestar ambiental, social y económico.

La presente Política tiene como finalidad establecer un marco de referencia para integrar la protección y el fomento de la biodiversidad en la estrategia, y definir los principios de actuación para el desarrollo de un modelo de negocio sostenible y que contribuya a una sociedad positiva con la naturaleza, de forma que las actividades de CHUSE protejan y promuevan el desarrollo y el crecimiento del patrimonio natural, incluyendo, en particular, la protección a los animales, como seres vivos dotados de sensibilidad.

La degradación de los ecosistemas y el declive sin precedentes de la diversidad biológica señalados de forma unánime por la comunidad científica como consecuencia directa del impacto de las actividades humanas, conllevan graves riesgos ambientales, económicos y sociales, lo que urge a la acción para la reversión de la pérdida de biodiversidad.

Este compromiso se alinea con los Objetivos de Desarrollo Sostenible (ODS) seis, trece, catorce, quince y diecisiete aprobados por la Organización de las Naciones Unidas (ONU).

**6** AGUA LIMPIA Y SANEAMIENTO

**13** ACCIÓN POR EL CLIMA

**14** VIDA SUBMARINA

**15** VIDA DE ECOSISTEMAS TERRESTRES

#### 2. OBJETIVO

Esta política tiene como objetivo establecer los compromisos que permitan velar por la protección y conservación de la biodiversidad y tomar las medidas para minimizar sus impactos en la misma, promoviendo las medidas necesarias para la gestión del entorno de sus operaciones. Por ello, CHUSE se compromete a adoptar prácticas responsables que contribuyan a la conservación y protección de los ecosistemas en los que opera, minimizando el impacto ambiental de sus actividades y promoviendo un uso sostenible de los recursos naturales.

**Política de Protección a la Biodiversidad**  
10 noviembre 2024  
Página 3 de 6

#### 3. PRINCIPIOS RECTORES

Para lograr la puesta en práctica de su compromiso con la biodiversidad, CHUSE se guiará por los siguientes principios básicos de actuación, que se aplican a todas sus actividades:

- ❖ Cumplir con la normativa ambiental y las leyes de protección a la biodiversidad en todas las jurisdicciones que opere CHUSE.
- ❖ Identificar, evaluar y minimizar los impactos ambientales de las actividades de CHUSE, asegurando que sus operaciones no alteren significativamente los ecosistemas locales ni pongan en peligro a especies vulnerables, así como se identifiquen los riesgos potenciales a la biodiversidad y se diseñen estrategias de mitigación.
- ❖ Promover prácticas sostenibles que fomenten la conservación de los recursos naturales, evitando su sobreexplotación o deterioro.
- ❖ Sensibilizar a las personas trabajadoras, así como a las personas de empresas subcontratadas que presten sus servicios en el Hospital, sobre la importancia de la biodiversidad y fomentar comportamientos responsables hacia el medioambiente.
- ❖ Participar en el desarrollo de proyectos de investigación, conservación, educación y sensibilización, colaborando comunidades locales, ONDs y/u organismos gubernamentales y otros Grupos de interés en cuestiones de biodiversidad y relacionadas con la lucha contra el abandono, la violencia, el maltrato, el abuso y el tráfico ilegal de animales; y que por tanto, apoyen la conservación de la biodiversidad.
- ❖ Adoptar medidas que reduzcan las emisiones, el consumo de agua y energía, contribuyendo a la sostenibilidad de los recursos.
- ❖ Identificar, cuantificar y valorar, de manera continuada y durante todo el ciclo de vida de la organización, los impactos y las dependencias de las actividades de CHUSE en el capital natural, incluyendo la diversidad y la protección de animales silvestres, especies protegidas y vulnerables, promoviendo su respeto en todas las líneas de actuación.
- ❖ Evitar la localización de nuevos proyectos en espacios protegidos por su valor ecológico, biológico, cultural y/o paisajístico o áreas catalogadas de alto valor para la biodiversidad cuando el valor de esas áreas se viera afectado, a menos que no existan soluciones alternativas viables.

#### 4. INFORMATION ON SOCIAL AND PERSONNEL ISSUES

The sustainable development goals (2030 Agenda) with which CHUSE is aligned within its management strategy with its staff are the following.



People management is carried out 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 hiring
- Formation
- Payroll Management
- Retribution
- Equality
- Health and safety

There are different procedures in the management system that have a direct implication on the general process of managing people. These procedures regulate from selection-incorporation; training and talent management; the evaluation of occupational risks; as well as operational control (management of protective material; health surveillance; information and training on prevention; control and supervision of cross-cutting policies; absenteeism programme; equality programme, ...).

##### 4.1. EMPLOYMENT

Sociedad Concesionaria Hospital Universitario Son Espases has an average workforce of 475 professionals, according to information collected in December 2024. Next, the information is 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 by type of contract

Genero en texto _Contrato activo en fecha	Hombre Nº Empleados	%	Mujer Nº Empleados	%
F. DISCONT	3	14,29%	18	85,71%
FIJO	113	26,59%	312	73,41%
SUPLIDO	1	100,00%		
SUSTITUCIO	25	16,89%	123	83,11%
TEMPORAL	6	31,58%	13	68,42%
<b>Total</b>	<b>148</b>	<b>24,10%</b>	<b>466</b>	<b>75,90%</b>

\*Data updated and extracted from PowerBi as of April 11, 2025

### Age distribution

DISTRIBUCIÓN DE LA PLANTILLA POR EDAD				
Genero en texto Rango en texto	Hombre Nº Empleados	%	Mujer Nº Empleados	%
Menos de 20 años	9	56,25%	7	43,75%
20 a 29 años	33	40,24%	49	59,76%
30 a 45 años	59	24,69%	180	75,31%
46 a 55 años	28	14,36%	167	85,64%
56 a 63 años	17	23,29%	56	76,71%
64 o más años	2	22,22%	7	77,78%
<b>Total</b>	<b>148</b>	<b>24,10%</b>	<b>466</b>	<b>75,90%</b>

\*Data updated and extracted from PowerBi as of April 11, 2025



### Distribution by type of contract and age

Edad	Menos de 20 años		20 a 29 años		30 a 45 años	
Tipo Contrato	Nº Empleados	%	Nº Empleados	%	Nº Empleados	%
F. DISCONT	1	0,16%	5	0,81%	11	1,79%
FIJO	1	0,16%	42	6,84%	165	26,87%
SUPLIDO						
SUSTITUCIO	11	1,79%	30	4,89%	58	9,45%
TEMPORAL	3	0,49%	5	0,81%	5	0,81%
<b>Total</b>	<b>16</b>	<b>2,61%</b>	<b>82</b>	<b>13,36%</b>	<b>239</b>	<b>38,93%</b>

Edad	46 a 55 años		56 a 63 años		64 o más años	
Tipo Contrato	Nº Empleados	%	Nº Empleados	%	Nº Empleados	%
F. DISCONT	4	0,65%				
FIJO	147	23,94%	62	10,10%	8	1,30%
SUPLIDO			1	0,16%		
SUSTITUCIO	40	6,51%	8	1,30%	1	0,16%
TEMPORAL	4	0,65%	2	0,33%		
<b>Total</b>	<b>195</b>	<b>31,76%</b>	<b>73</b>	<b>11,89%</b>	<b>9</b>	<b>1,47%</b>

\*Data updated and extracted from PowerBi as of April 16, 2025

### Distribution by type of contract and category

Categoría	Mandos intermedios		Operarios		Personal técnico	
Tipo Contrato	Nº Empleados	%	Nº Empleados	%	Nº Empleados	%
F. DISCONT			21	3,42%		
FIJO	1	0,16%	415	67,59%	9	1,47%
SUPLIDO			1	0,16%		
SUSTITUCIO			146	23,78%	2	0,33%
TEMPORAL			19	3,09%		
<b>Total</b>	<b>1</b>	<b>0,16%</b>	<b>602</b>	<b>98,05%</b>	<b>11</b>	<b>1,79%</b>

\*Data updated and extracted from PowerBi as of April 16, 2025

### Distribution according to working hours

DISTRIBUCIÓN DE LA PLANTILLA POR JORNADA(...				
Genero en texto	Hombre		Mujer	
Rango en texto	Nº Empleados	%	Nº Empleados	%
Menos de 20 horas	4	0,65%	6	0,98%
De 36 a 39 horas	57	9,28%	272	44,30%
De 20 a 35 horas	4	0,65%	64	10,42%
40 horas	83	13,52%	124	20,20%
<b>Total</b>	<b>148</b>	<b>24,10%</b>	<b>466</b>	<b>75,90%</b>

\*Data updated and extracted from PowerBi as of April 11, 2025

### Distribution according to seniority

DISTRIBUCIÓN DE LA PLANTILLA POR ANTIGÜEDAD				
Genero en texto	Hombre		Mujer	
Texto	Nº Empleados	%	Nº Empleados	%
Menos de 6 meses	55	8,96%	183	29,80%
De 6 meses a 1 año	13	2,12%	41	6,68%
De 1 a 3 años	41	6,68%	104	16,94%
De 3 a 5 años	10	1,63%	23	3,75%
De 5 a 10 años	14	2,28%	50	8,14%
Más de 10 años	15	2,44%	65	10,59%
<b>Total</b>	<b>148</b>	<b>24,10%</b>	<b>466</b>	<b>75,90%</b>

\*Data updated and extracted from PowerBi as of April 2, 2025

### Distribution according to professional category

Cargo (grupos)	Hombre	Mujer
AUX. INFOR	1	
C. ECONOMI		1
DIRECCIÓN	4	1
INGENIERO/	2	
J. ALMACEN	2	
MANDOS	13	22
OPERARIOS	121	418
P. ADMINISTRATIVO	2	8
P. TÉCNICO	3	16
<b>Total</b>	<b>148</b>	<b>466</b>

\*Data updated and extracted from PowerBi as of April 11, 2025

### Distribution by nationality

	Hombre		Mujer	
	Nº Empleados	%	Nº Empleados	%
Argentina			11	1,79%
Bolivia			5	0,81%
Brasil			3	0,49%
Bulgaria			3	0,49%
Chile			2	0,33%
Colombia	6	0,98%	24	3,91%
Cuba			2	0,33%
Ecuador	2	0,33%	7	1,14%
El Salvador			1	0,16%
España	127	20,68%	372	60,59%
Honduras			1	0,16%
Marruecos	3	0,49%	7	1,14%
Moldavia			1	0,16%
Nicaragua			1	0,16%
Nigeria	1	0,16%	1	0,16%
Paraguay			3	0,49%
Perú			4	0,65%
Polonia			1	0,16%
Portugal			1	0,16%
República Dominicana	6	0,98%	4	0,65%
Rumanía	1	0,16%	1	0,16%
Senegal	2	0,33%	1	0,16%
Ucrania			2	0,33%
Uruguay			5	0,81%
Venezuela			3	0,49%
<b>Total</b>	<b>148</b>	<b>24,10%</b>	<b>466</b>	<b>75,90%</b>

\*Data updated and extracted from PowerBi as of April 11, 2025

Dismissals by sex, age and professional classification:

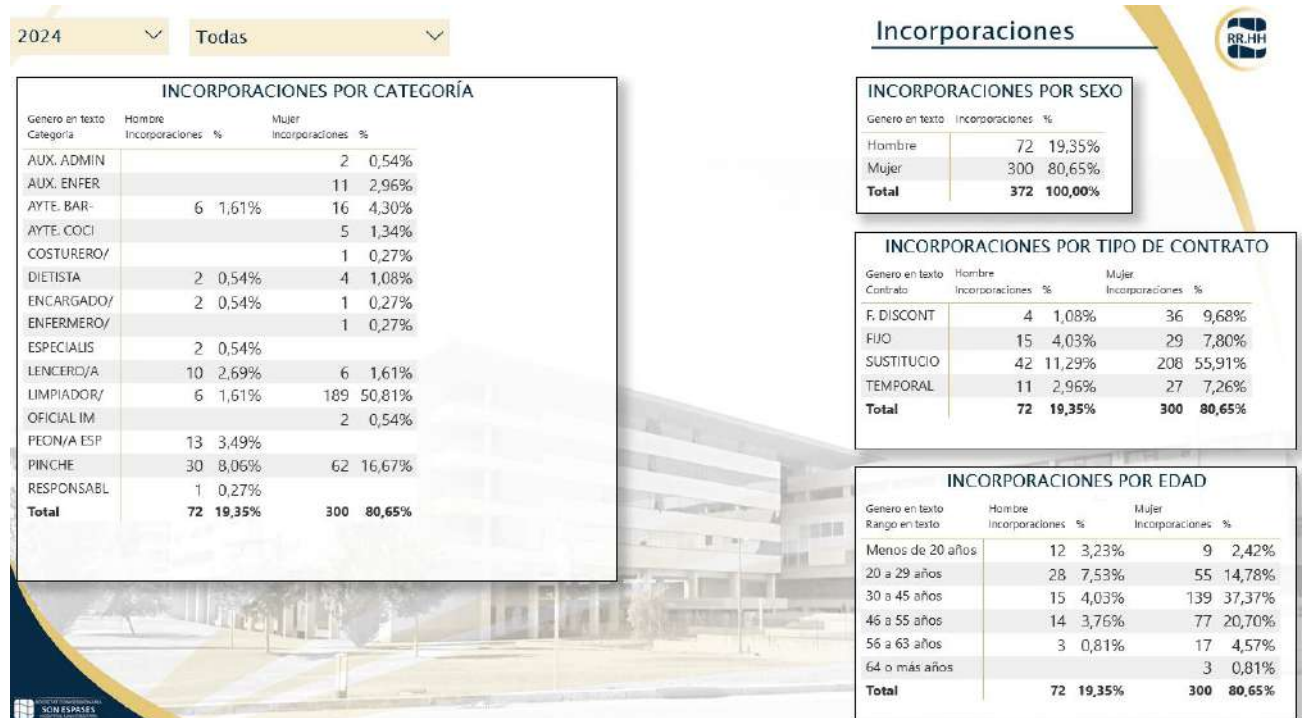
Categoria	Hombre	Mujer
<b>AYTE. BAR-</b>	<b>1</b>	
12144	1	
<b>ENCARGADO/</b>	<b>1</b>	
10083	1	
<b>LENCERO/A</b>	<b>1</b>	
12218	1	
<b>LIMPIADOR/</b>	<b>2</b>	<b>3</b>
11964		1
12149		1
12173		1
12210	1	
12270	1	
<b>PEON/A ESP</b>	<b>4</b>	
11086	1	
12134	1	
12142	1	
12145	1	
<b>PINCHE</b>	<b>2</b>	<b>1</b>
12135		1
12228	1	
12295	1	
<b>Total</b>	<b>11</b>	<b>4</b>

\*Data updated and extracted from PowerBi as of April 2, 2025

DESVINCULACIONES POR EDAD					
Genero en texto	Hombre		Mujer		
Rango en texto	Desvinculaciones	%	Desvinculaciones	%	
Menos de 20 años	3	20,00%	1	6,67%	
20 a 29 años	5	33,33%	1	6,67%	
30 a 45 años	2	13,33%	2	13,33%	
46 a 55 años	1	6,67%			
<b>Total</b>	<b>11</b>	<b>73,33%</b>	<b>4</b>	<b>26,67%</b>	

\*Data updated and extracted from PowerBi as of February 25, 2025

During 2024, the generation of employment broken down is as follows:



\*Data updated and extracted from PowerBi as of April 2, 2025.

On the other hand, regarding layoffs during 2024, the data are as follows:

Categoria	Hombre	Mujer
ADMINISTRA	1	
AUX. ADMIN		2
AUX. ENFER		13
AYTE. BAR-	7	19
AYTE. COCI		3
CAMARERO/A		1
COSTURERO/		1
DIETISTA	1	3
ENCARGADO/	2	1
ENFERMERO/		1
JEFE/A ADM		1
JEFE/A DE	1	
LENCERO/A	8	3
LIMPIADOR/	5	217
MEDICO/A E	1	
OFICIAL IM		2
PEON/A ESP	14	1
PINCHE	31	59
RESPONSABL	1	1
<b>Total</b>	<b>72</b>	<b>328</b>

DESvincULACIONES POR TIPO DE CONTRATO					
Genero en texto	Contrato	Hombre	%	Mujer	%
		Desvinculaciones		Desvinculaciones	
F. DISCONT		4	1,00%	36	9,00%
FIJO		14	3,50%	40	10,00%
SUSTITUCIO		40	10,00%	225	56,25%
TEMPORAL		14	3,50%	27	6,75%
<b>Total</b>		<b>72</b>	<b>18,00%</b>	<b>328</b>	<b>82,00%</b>

DESvincULACIONES POR EDAD					
Genero en texto	Rango en texto	Hombre	%	Mujer	%
		Desvinculaciones		Desvinculaciones	
Menos de 20 años		10	2,50%	9	2,25%
20 a 29 años		30	7,50%	56	14,00%
30 a 45 años		16	4,00%	149	37,25%
46 a 55 años		11	2,75%	89	22,25%
56 a 63 años		3	0,75%	18	4,50%
64 o más años		2	0,50%	7	1,75%
<b>Total</b>		<b>72</b>	<b>18,00%</b>	<b>328</b>	<b>82,00%</b>

DESvincULACIONES POR SEXO		
Genero en texto	Desvinculaciones	%
Hombre	72	18,00%
Mujer	328	82,00%
<b>Total</b>	<b>400</b>	<b>100,00%</b>

Motivo Terminacion (grupos)	Hombre	Mujer
20		1
AGOTAMIENTO IT		10
BAJA VOLUNTARIA	13	68
CAMBIO DE CATEGORIA	2	2
CONVERSIÓN A INDEFINIDO	7	18
DESPIDO	11	4
EXCEDENCIA CUIDADO DE HIJOS		1
EXCEDENCIA VOLUNTARIA	1	15
FIN CONTRATO	28	192
JUBILACIÓN	3	3
NO SPP A INSTANCIAS DE LA EMPRESA	7	13
NO SPP A INSTANCIAS DEL TRABAJADOR		1
<b>Total</b>	<b>72</b>	<b>328</b>

\*Data updated and extracted from PowerBi as of April 2, 2025.



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 in addition 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 promoting 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 disconnect and determines a series of preventive measures to promote the reasonable use of digital instruments for CHUSE workers to protect their health from the new risks arising from technological overexposure in the work environment.

As part of the action, training and awareness-raising actions on digital disconnection are included in the company's 2025 Training Plan.

Regarding the commitment to promote employment, CHUSE includes a series of measures based on collaboration with training centers and a program of scholarship staff, as well as other entities or institutes: Gira-sol, Amadip-Esment, Patronato Obrero, Red Cross, among others.

CHUSE actively collaborates with social entities that are responsible for facilitating the incorporation into the labor market of personnel in social exclusion or victims of gender violence. It facilitates the completion of regulated internships in the courses for incorporation into the labor market.

CHUSE also collaborates with secondary schools and training centers, facilitating the incorporation of trainees in the cafeteria, kitchen, dietetics, sterilization, financial and IT services. During the year 2024, internships have been facilitated for 19 students in the different services.

#### **Average salaries and their evolution according to sex, age and professional classification**

The data corresponding to average remuneration 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 permanent or temporary, selecting those that are full-time regardless of the percentage of working hours worked.

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

○ **By sex**

Average annual remuneration	Men	Women	Total
Less than 10,000	0,0%	0,0%	0,0%
From 10,000 to 20,000	5,73%	21,78%	27,51%
From 20,000 to 30,000	19,20%	46,13%	65,33%
From 30,000 to 40,000	1,43%	2,01%	3,44%
More than 40,000	2,29%	1,43%	3,72%
<b>Total</b>	<b>28,65%</b>	<b>71,35%</b>	<b>100,00%</b>

○ **By age**

Remuneration annual average	Under 30 years old	30-45	46-55	56-63	64 or more	Total
Less than 10,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
From 10,000 to 20,000	0,86%	8,02%	12,89%	4,58%	1,15%	27,51%
From 20,000 to 30,000	7,74%	22,35%	17,77%	14,33%	3,15%	65,33%
From 30,000 to 40,000	0,86%	2,01%	0,29%	0,29%	0,00%	3,44%
More than 40,000	0,29%	1,43%	1,43%	0,29%	0,29%	3,72%
<b>Total</b>	<b>9,74%</b>	<b>33,81%</b>	<b>32,38%</b>	<b>19,48%</b>	<b>4,58%</b>	<b>100,00%</b>

○ According to professional classification

Remuneration annual average	Middle management	Administrative staff	Sales and sales staff	Technical staff	Operators	Total
Less than 10,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
From 10,000 to 20,000	0,00%	0,00%	0,00%	0,29%	27,22%	27,51%
From 20,000 to 30,000	4,87%	3,44%	0,00%	8,88%	48,14%	65,33%
From 30,000 to 40,000	2,29%	0,00%	0,00%	0,29%	0,86%	3,44%
More than 40,000	3,72%	0,00%	0,00%	0,00%	0,00%	3,72%
<b>Total</b>	<b>10,89%</b>	<b>3,44%</b>	<b>0,00%</b>	<b>9,46%</b>	<b>76,22%</b>	<b>100,00%</b>

Average remuneration: full-time temporary contracts:

○ By sex

Average annual remuneration	Men	Women	Total
Less than 10,000	0,0%	0,0%	0,0%
From 10,000 to 20,000	4,88%	35,37%	40,24%
From 20,000 to 30,000	18,29%	35,37%	53,66%
From 30,000 to 40,000	0,00%	6,10%	6,10%
More than 40,000	0,00%	0,00%	0,00%
<b>Total</b>	<b>23,17%</b>	<b>76,83%</b>	<b>100,00%</b>

○ By age

Remuneration annual average	Under 30 years old	30-45	46-55	56-63	64 or more	Total
Less than 10,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
From 10,000 to 20,000	8,54%	18,29%	10,98%	1,22%	1,22%	40,24%
From 20,000 to 30,000	12,20%	14,63%	19,51%	6,10%	1,22%	53,66%
From 30,000 to 40,000	2,44%	3,66%	0,00%	0,00%	0,00%	6,10%
More than 40,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
<b>Total</b>	<b>23,17%</b>	<b>36,59%</b>	<b>30,49%</b>	<b>7,32%</b>	<b>2,44%</b>	<b>100,00%</b>

○ According to professional classification

Remuneration annual average	Middle management	Administrative staff	Sales and sales staff	Technical staff	Operators	Total
Less than 10,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
From 10,000 to 20,000	0,00%	0,00%	0,00%	0,00%	40,24%	40,24%
From 20,000 to 30,000	0,00%	0,00%	0,00%	0,00%	53,66%	53,66%
From 30,000 to 40,000	0,00%	0,00%	0,00%	0,00%	6,10%	6,10%
More than 40,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
<b>Total</b>	<b>0,00%</b>	<b>0,00%</b>	<b>0,00%</b>	<b>0,00%</b>	<b>100,00%</b>	<b>100,00%</b>

Average remuneration of the head of service and management:

Total remuneration	Men	Women	Total
Less than €10,000	0,0%	0,0%	0,0%
From €10,000 to €49,000	13%	13%	25%
From €50,000 to €99,000	37%	37%	75%
More than €100,000	0%	0%	0%
<b>Total</b>	<b>50%</b>	<b>50%</b>	<b>100%</b>

\*Variable remuneration, allowances, compensation, payment to long-term savings pension systems as well as any other perception have been included in the average remuneration.

Average remuneration by sex and category\*

Distribution of the workforce according to professional category	Men	Women	Other	Not disclosed
Middle management	€41,066.65	€37,026.18	0	0

<b>Operational Staff</b>	€21,484.50	€21,296.28	0	0
<b>Administrative staff</b>	€23,828.74	€24,844.89	0	0
<b>Technical staff</b>	€23,176.84	€25,111.41	0	0

*\*It should be noted that the data includes 5 different agreements and are being reviewed annually in the Equality Plan.*

Remuneration for jobs complies with the provisions of the applicable collective agreements, therefore, corresponds to what is established in the company.

#### Average remuneration for job evaluation by company

JOB EVALUATION	Average salaries 2024	INE Data 2022*	Difference (CHUSE-INE)/CHUSE
BASE OPERATORS	€13,502.24	€14,665.40	-8,6%
AUXILIARY	€20,967.81	€17,168.88	18,1%
SPECIALISTS	€24,344.75	€25,304.77	-3,9%
ADMINISTRATIVE CHIEFS.	€28,864.63	€27,402.90	5,1%
TECHNICAL	€27,672.68	€31,899.95	-15,3%
RESPONSIBLE	€27,848.23	€26,948.87	3,2%
HIGHER GRADUATES	€48,835.02	€41,382.28	15,3%
OPERATIONAL MANAGERS	€84,916.57	€59,478.63	30,0%
DIRECTORS	€53,396.75	€59,478.63	-11,4%
<b>All occupations</b>	<b>€36,705.41</b>	<b>€26,948.87</b>	<b>26,6%</b>

\* Data source: INE. "Table Average salaries by type of working day, type of job position and decile". The last closed year available as of the date of this report is 2022. The data is extracted from: <https://www.ine.es/jaxiT3/Tabla.htm?t=66248>

The remuneration of the CEOs corresponds to each of the companies to which they belong ([see section 2.1. Organizational structure](#))

#### Wage gap

To analyze a possible wage gap between women and men, the data analyzed in terms of average annual remuneration according to permanent 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.

With regard to full-time permanent contracts, we observe that the highest percentage of women is in the 20,000 to 30,000 euro band, followed by the 10,000 to 20,000 euro band. This trend is also repeated in men. However, in the 30,000 to 40,000 euro band, the percentage of women is higher than that of men.

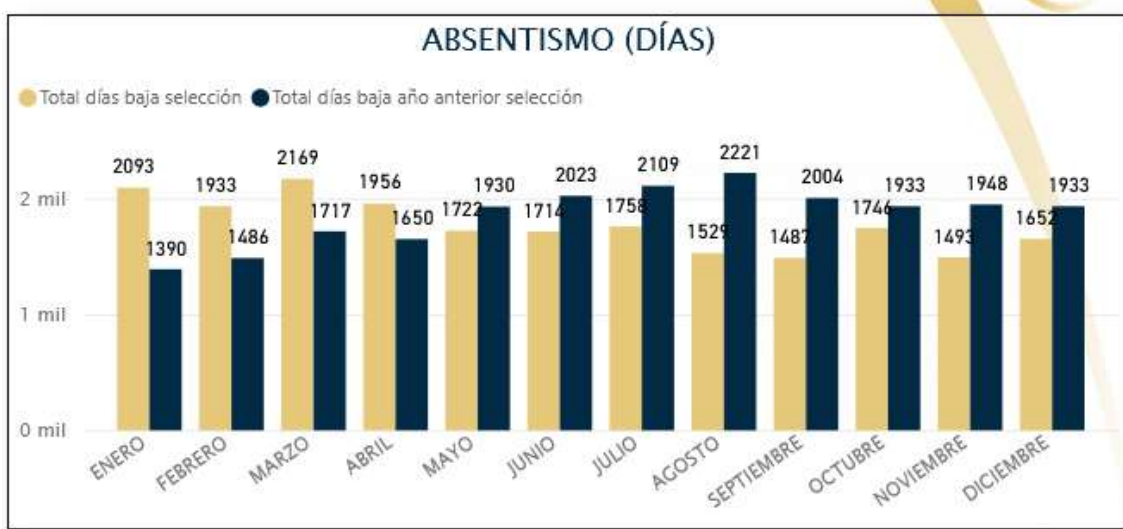
In the case of full-time temporary contracts, the percentage of women in all salary bands is higher than that of men.

Based on the analyzed data taken from the salary audit, the existing wage gap is estimated at -4.28%.

Year	Wage gap
2021	8%
2022	6,27%
2023	-0,2%
2024	-4,28%

#### 4.2. ORGANIZATION OF WORK

The organization of work is determined according to the provisions of the applicable Collective Agreement and the specification of working hours by each of the departments.



\*Data updated and extracted from PowerBi as of April 2, 2025.

The trend between 2021, 2022 and 2023 is as follows:

Year	Days absenteeism IT-AT-ANL	Absenteeism hours
2021	21.596	172.768
2022	21.760	174.080
2023	22.344	178.752
2024	21.252	170.016

The data have suffered a decrease, around 4.89%

In 2024, the % of absenteeism due to Temporary Disability broken down are as follows:

ABSENTISMO (SEGÚN SELECCIÓN)						
Mes	CAFETERIA	COCINA	ESTERILIZACION	IMPRENTA	LENCERIA	LIMPIEZA RESIDUOS
ENERO	11,43 %	10,12 %	6,45 %		5,97 %	18,82 % 8,27 %
FEBRERO	11,60 %	11,07 %	2,34 %		7,06 %	18,43 % 6,90 %
MARZO	10,28 %	13,38 %	0,60 %		14,75 %	18,46 % 2,42 %
ABRIL	10,54 %	13,92 %	1,07 %		7,46 %	17,03 % 6,67 %
MAYO	5,81 %	11,92 %			6,96 %	15,58 % 2,28 %
JUNIO	4,11 %	11,35 %	0,86 %		11,93 %	15,58 % 2,78 %
JULIO	2,80 %	8,30 %	0,69 %		17,42 %	15,46 % 6,27 %
AGOSTO	3,12 %	7,30 %	0,72 %		20,82 %	13,20 % 5,88 %
SEPTIEMBRE	9,90 %	9,00 %			20,95 %	12,10 % 6,47 %
OCTUBRE	11,86 %	12,90 %			13,74 %	13,35 % 6,99 %
NOVIEMBRE	11,01 %	12,87 %	3,21 %		15,42 %	11,27 % 6,27 %
DICIEMBRE	12,90 %	12,27 %	7,69 %		21,55 %	12,49 % 5,88 %

*\*Data updated and extracted from PowerBi as of April 2, 2025.*

On the other hand, in relation to the measures aimed at the enjoyment of work-life balance 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 consultancy and market and public opinion research companies) the following measures are also applied:

- Flexible check-in time (8-9 am).
- The working day continues all year round.

For more information on the Equality Plan, [see section 4.6.](#)



The organization has a digital disconnection policy included in the Code of Conduct, which includes measures related to:

- Preference for creating emails in draft mode or using the deferred sending system if you are outside of working hours.
- Use of automatic responses in the absence of the worker.
- Awareness of the reasonable and efficient use of technological tools.
- Establishment of surveillance devices.
- Good practices in the use of email.

Below is a summary table of the use of available measures regarding the organization of time by staff:

Service	Covenant	Work shifts	Vacation	Contract working day	Work on weekends or holidays
Feeding Patients	Hotel and Catering Agreement of the Balearic Islands	Morning – Afternoon	35 calendar days	40 hours	Yes
Café		Morning – Afternoon	35 calendar days	40 hours	Yes
Lingerie		Morning - Afternoon	35 calendar days	40 hours	Yes
Cleaning	Agreement on Cleaning of Buildings and Premises of the Balearic Islands	Morning – Afternoon – Evening	30 calendar days	39 hours	Yes
Waste		Morning Afternoon	30 calendar days	39 hours	Yes
Sterilization	Sterilization Agreement	Morning – Afternoon – Evening	30 calendar days	37.45 hours	Yes
Printing	Agreement for graphic arts, paper handling, cardboard handling and auxiliary industries	Morning – Afternoon	30 calendar days	40 hours	No
Central Library Maintenance	Agreement of consulting companies and market and public opinion studies	Library: Morning – Afternoon. Central and Maintenance: Morning	23 working days	40 hours	No

#### 4.3. HEALTH AND SAFETY

CHUSE has a firm and permanent commitment to occupational health and safety, as well as to scrupulous compliance with all applicable regulations in this area, so that this commitment is 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 in safe conditions.

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

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

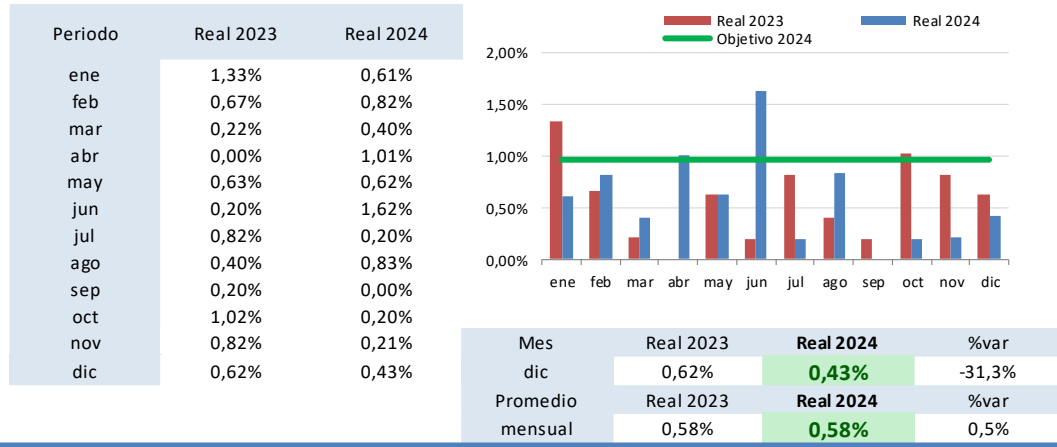
The health and safety objectives set are as follows:

	Reduction of accidents	Got.
HEALTH AND SAFETY	To result in the training of personnel in the field of ORP	Got.

Below are the data on health and safety performance in 2024:

**PR.01A** Reducir en un 10% los accidentes de trabajo sobre el objetivo de 2023 (1,06%)

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	<b>0,96%</b>	% Accidentes trabajo	Mensual	si



Regarding the distribution between men and women, the distribution between accidents that occurred in 2024, the distribution is 76.47% of women and 23.53% of men. Below is the breakdown of accidents for 2024.

Periodo	Accidentes		Sexo	
	Accidentes de trabajo 2024	Personas trabajadoras	Hombre	Mujer
ene	3	488	1	2
feb	4	488	1	3
mar	2	497	0	2
abr	5	494	2	3
may	3	481	1	2
jun	8	493	3	5
jul	1	496	0	1
ago	4	481	0	4
sep	0	483	0	0
oct	1	488	0	1
nov	1	484	0	1
dic	2	467	0	2
<b>Total</b>	<b>34</b>	<b>5.840</b>	<b>8</b>	<b>26</b>

Occupational contingency (PC) data are presented. Provided by Mutua. 2024 Accidents of the Cleaning and Waste Service:

		CP	
		Datos empresa	Datos mercado *
Índice de Absentismo		1,15	0,59
Duración Media		39,39	38,89
Índice de Prevalencia		0,75	0,52
Índice de Incidencia		8,93	4,50
Nº de bajas	Totales	30	
	Iniciadas ej.	25	
Días de baja		1.178	
Días de baja (sin IT directa)		1.178	
Media diaria trabajadores de baja		3,22	
Trab. pendientes de alta (últ. día estudio)		2	
Grado lesión (casos iniciados)		Leve	Grave
		25	0
		Muy grave	Fallec.
In itinere	Casos iniciados / % s. total	0	0
	Días baja transcurridos / % s. total	5	20,00%
Acc. tráfico	Casos iniciados / % s. total	109	9,25%
	Días baja transcurridos / % s. total	2	8,00%
Nº Accidentes sin baja		77	6,54%
Riesgo embarazo	Casos iniciados	27	
	Días baja transcurridos	1	
Cuidado menores	Casos iniciados	202	
	Días baja transcurridos	2	
		1.201	

\* Datos mercado: empresas de más de 250 trabajadores y CNAE 81

Año en curso				
<b>Contingencias profesionales</b>				
<b>Tipo de Expediente</b>	<b>Casos</b>	<b>% s/total</b>	<b>Días</b>	<b>% s/total</b>
Accidente de trabajo	24	96,00%	317	88,30%
Recaída Accidente de trabajo	0	0,00%	0	0,00%
Enfermedad profesional	1	4,00%	42	11,70%
Recaída Enfermedad profesional	0	0,00%	0	0,00%
<b>Total</b>	<b>25</b>		<b>359</b>	
<b>Lugar del Accidente</b>	<b>Casos</b>	<b>% s/total</b>	<b>Días</b>	<b>% s/total</b>
Centro de trabajo	19	79,17%	208	65,62%
En otro centro de trabajo	0	0,00%	0	0,00%
In Itinere	5	20,83%	109	34,38%
Accidente de tráfico	2	40,00%	77	70,64%
Desplazamientos en jornada	0	0,00%	0	0,00%
Accidente de tráfico	0	0,00%	0	0,00%
<b>Total</b>	<b>24</b>		<b>317</b>	
<b>Casos sin baja</b>	<b>Casos</b>	<b>% s/total</b>		
Accidente de trabajo	25	92,59%		
Enfermedad profesional	2	7,41%		
<b>Total</b>	<b>27</b>	<b>51,92%</b>	sobre total casos CB+SB	

Professional Contingency Analysis:

4.2.1.1 Anàlisis bajas según la forma				
Año en curso	Casos	% s/Total	Días	% s/Total
Golpe resultado de un tropiezo sobre o contra un objeto inmóvil	9	37,50	85	26,81
Golpe sobre o contra resultado de una caída del trabajador	5	20,83	61	19,24
Colisión con un objeto, vehículo o persona - trabajador en movimiento	3	12,50	80	25,24
Choque o golpe contra un objeto - que cae o se desprende	2	8,33	43	13,56
Otro Contacto conocido del grupo 4 pero no mencionado anteriormente	1	4,17	25	7,89
Sobresfuerzo físico - sobre el sistema musculoesquelético	1	4,17	14	4,42
Choque o golpe contra un objeto - en balanceo o giro	1	4,17	3	0,95
Choque o golpe contra un objeto, incluidos los vehículos - trabajador inmóvil	1	4,17	3	0,95
Quedar atrapado, ser aplastado - bajo algo en movimiento	1	4,17	3	0,95
	24		317	

4.2.1.2 Anàlisis bajas según el lugar del accidente				
Año en curso	Casos	% s/Total	Días	% s/Total
Centros sanitarios, clínicas, hospitales, centros geriátricos	19	79,17	208	65,62
Lugares públicos, vías de acceso, de circulación, aeropuerto, estación, etc.)	3	12,50	38	11,99
Medio de transporte terrestre: carretera o ferrocarril - privado o público	2	8,33	71	22,40
	24		317	

4.2.1.5 Anàlisi baixes segun segun parte lesionada

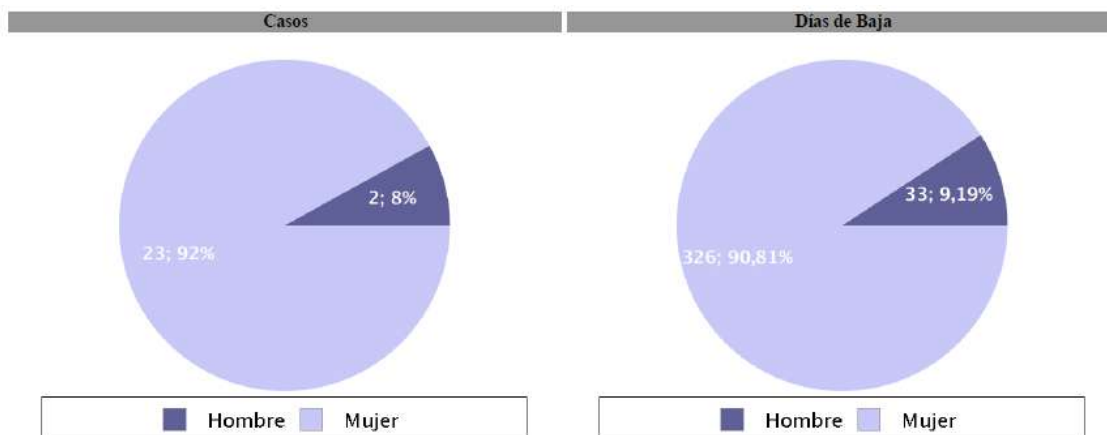
Año en curso	Casos	% s/Total	Días	% s/Total
Mano	3	12,50	16	5,05
Múltiples partes del cuerpo afectadas	2	8,33	77	24,29
Brazo, incluida la articulación del cúbito	2	8,33	31	9,78
Tobillo	2	8,33	27	8,52
Pie	2	8,33	17	5,36
Espalda, incluida la columna y las vértebras dorsolumbares	2	8,33	15	4,73
Pierna, incluida la rodilla	2	8,33	8	2,52
Dedo(s)	2	8,33	7	2,21
Cuello, incluida la columna y las vértebras cervicales	1	4,17	40	12,62
Muñeca	1	4,17	25	7,89
Tronco, otras partes no mencionadas anteriormente	1	4,17	24	7,57
Dedo(s) del pie	1	4,17	21	6,62
Cabeza cerebro, nervios craneanos y vasos cerebrales	1	4,17	3	0,95
Espalda, otras partes no mencionadas anteriormente	1	4,17	3	0,95
Caja torácica, costillas, omóplatos y articulaciones aroclaviculares	1	4,17	3	0,95
	24		317	

4.2.1.6 Anàlisi baixes segun descripción de la lesión

Año en curso	Casos	% s/Total	Días	% s/Total
Lesiones internas	10	41,67	166	52,37
Esguinces y torceduras	9	37,50	138	43,53
Dislocaciones y subluxaciones	2	8,33	6	1,89
Otros tipos de dislocaciones, esguinces y torceduras	2	8,33	4	1,26
Otros tipos de conmoción y lesiones internas	1	4,17	3	0,95
	24		317	



Absenteeism analysis by gender and day of the week:



Absenteeism analysis by day of the week:

Análisis absentismo por día de la semana		
	Casos	% s/Total
Lunes	6	24,00%
Martes	5	20,00%
Miércoles	1	4,00%
Jueves	7	28,00%
Viernes	4	16,00%
Sábado	0	0,00%
Domingo	2	8,00%
	25	

Professional contingency data. Provided by Mutua. 2024 Accidents of the Food Service to Patients and Cafeteria:

		CP	
		Datos empresa	Datos mercado *
Índice de Absentismo		1,88	1,18
Duración Media		13,94	30,36
Índice de Prevalencia		1,45	1,22
Índice de Incidencia		11,11	11,55
Nº de bajas	Totales	18	
	Iniciadas ej.	15	
Días de baja		927	
Días de baja (sin IT directa)		927	
Media diaria trabajadores de baja		2,53	
Trab. pendientes de alta (últ. día estudio)		2	
Grado lesión (casos iniciados)		Leve	Grave
		15	0
		Muy grave	Fallec.
		0	0
In itinere	Casos iniciados / % s. total	1	6,67%
	Días baja transcurridos / % s. total	5	0,54%
Acc.tráfico	Casos iniciados / % s. total	0	0,00%
	Días baja transcurridos / % s. total	0	0,00%
Nº Accidentes sin baja		10	
Riesgo embarazo	Casos iniciados	1	
	Días baja transcurridos	206	
Cuidado menores	Casos iniciados	0	
	Días baja transcurridos	732	

\* Datos mercado: empresas de entre 25 y 250 trabajadores y CNAE 56

Año en curso				
<b>Contingencias profesionales</b>				
<b>Tipo de Expediente</b>	<b>Casos</b>	<b>% s/total</b>	<b>Días</b>	<b>% s/total</b>
Accidente de trabajo	15	100,00%	160	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%
<b>Total</b>	<b>15</b>		<b>160</b>	
<b>Lugar del Accidente</b>	<b>Casos</b>	<b>% s/total</b>	<b>Días</b>	<b>% s/total</b>
Centro de trabajo	14	93,33%	155	96,88%
En otro centro de trabajo	0	0,00%	0	0,00%
In Itinere	1	6,67%	5	3,12%
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%
<b>Total</b>	<b>15</b>		<b>160</b>	
<b>Casos sin baja</b>	<b>Casos</b>	<b>% s/total</b>	sobre total casos CB+SB	
Accidente de trabajo	10	100,00%		
Enfermedad profesional	0	0,00%		
<b>Total</b>	<b>10</b>	<b>40,00%</b>		

#### Professional Contingency Analysis:

4.2.1.1 Análisis bajas según la forma				
Año en curso	Casos	% s/Total	Días	% s/Total
Choque o golpe contra un objeto - en balanceo o giro	3	20,00	72	45,00
Contacto con un Agente material cortante- cuchillo, hoja, etc.	2	13,33	25	15,62
Sobresfuerzo físico - sobre el sistema musculoesquelético	2	13,33	18	11,25
Golpe resultado de un tropiezo sobre o contra un objeto inmóvil	2	13,33	11	6,88
Contacto con llamas directas u objetos o entornos con elevada temperaturas	1	6,67	12	7,50
Choque o golpe contra un objeto o fragmentos - proyectados	1	6,67	7	4,38
Golpe sobre o contra resultado de una caída del trabajador	1	6,67	5	3,12
Choque o golpe contra un objeto - que cae o se desprende	1	6,67	4	2,50
Contacto con sustancias peligrosas - a través de la piel y de los ojos	1	6,67	3	1,88
Otro Contacto conocido del grupo 3 pero no mencionado anteriormente	1	6,67	3	1,88
<b>15</b>			<b>160</b>	

4.2.1.2 Anàlisis baixes segùn el lloc de l'accident

Año en curso	Casos	% s/Total	Días	% s/Total
Centros sanitarios, clínicas, hospitales, centros geriátricos	14	93,33	155	96,88
Lugares públicos, vías de acceso, de circulación, aeropuerto, estación, etc.)	1	6,67	5	3,12
	15		160	

4.2.1.3 Anàlisis baixes segùn segùn la actividad física realizada

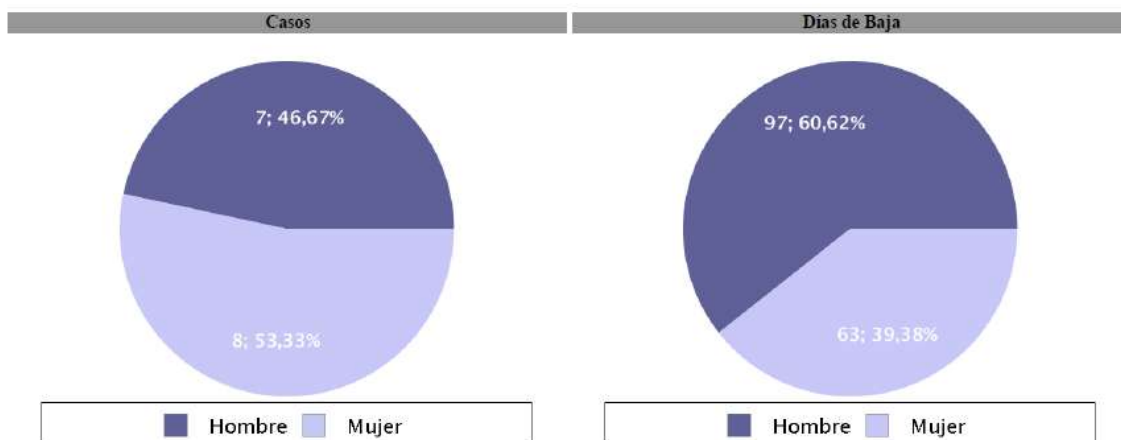
Año en curso	Casos	% s/Total	Días	% s/Total
Coger con la mano, agarrar, sujetar, poner - en un plano horizontal	5	33,33	44	27,50
Transportar horizontalmente - tirar de, empujar, rodar, etc. un objeto	3	20,00	20	12,50
Hacer movimientos en un mismo sitio	2	13,33	7	4,38
Abrir, cerrar (una caja, un embalaje, un paquete)	1	6,67	65	40,62
Trabajar con herramientas manuales sin motor				

Año en curso	Casos	% s/Total	Días	% s/Total
Otra Actividad física específica del grupo 6 no mencionada anteriormente	1	6,67	12	7,50
Andar, correr, subir, bajar, etc.	1	6,67	5	3,12
Levantarse, sentarse, etc.	1	6,67	4	2,50
	1	6,67	3	1,88
	15		160	

4.2.1.5 Anàlisis baixes segùn segùn parte lesionada

Año en curso	Casos	% s/Total	Días	% s/Total
Caja torácica, costillas, omóplatos y articulaciones acromioclaviculares	2	13,33	16	10,00
Dedo(s)	2	13,33	15	9,38
Ojo(s)	2	13,33	10	6,25
Pierna, incluida la rodilla	2	13,33	10	6,25
Brazo, incluida la articulación del cúbito	1	6,67	13	8,12
Pie	1	6,67	4	2,50
Espalda, otras partes no mencionadas anteriormente	1	6,67	3	1,88
Cuello, incluida la columna y las vértebras cervicales	1	6,67	2	1,25
	15		160	

Analysis of Common Contingencies by gender and day of the week:



Absenteeism analysis by day of the week:

Análisis absentismo por día de la semana		
	Casos	% s/Total
Lunes	2	13,33%
Martes	3	20,00%
Miércoles	1	6,67%
Jueves	2	13,33%
Viernes	4	26,67%
Sábado	3	20,00%
Domingo	0	0,00%
	15	

Professional contingency data. Provided by Mutua. Accidents 2024 of the **Sterilization service**.

		CP	
		Datos empresa	Datos mercado *
Índice de Absentismo		0,01	0,70
Duración Media		3,00	35,27
Índice de Prevalencia		0,00	0,83
Índice de Incidencia		0,00	4,82
Nº de bajas	Totales	1	
	Iniciadas ej.	0	
Días de baja		1	
Días de baja (sin IT directa)		1	
Media diaria trabajadores de baja		0,00	
Trab. pendientes de alta (últ. día estudio)		0	
Grado lesión (casos iniciados)	Leve	0	Grave
			0
	Muy grave	0	Fallec.
			0
In itinere	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		3	
Riesgo embarazo	Casos iniciados	1	
	Días baja transcurridos	170	
Cuidado menores	Casos iniciados	0	
	Días baja transcurridos	0	

\* Datos mercado: empresas de entre 25 y 250 trabajadores y CNAE 86

Año en curso				
<b>Contingencias profesionales</b>				
<b>Tipo de Expediente</b>	<b>Casos</b>	<b>% s/total</b>	<b>Días</b>	<b>% s/total</b>
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%
<b>Total</b>	<b>0</b>		<b>0</b>	
<b>Lugar del Accidente</b>				
<b>Casos</b>	<b>% s/total</b>	<b>Días</b>	<b>% s/total</b>	
Centro de trabajo	0	0,00%	0	0,00%
En otro centro de trabajo	0	0,00%	0	0,00%
In Itinere	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%
<b>Total</b>	<b>0</b>		<b>0</b>	
<b>Casos sin baja</b>				
<b>Casos</b>	<b>% s/total</b>			
Accidente de trabajo	3	100,00%		
Enfermedad profesional	0	0,00%		
<b>Total</b>	<b>3</b>	<b>100,00%</b>	sobre total casos CB+SB	

Professional Contingencies Analysis: there have been no cases with sick leave in 2024.

4.2.1.1 Análisis bajas según la forma				
Año en curso	Casos	% s/Total	Días	% s/Total
4.2.1.2 Análisis bajas según el lugar del accidente				
Año en curso	Casos	% s/Total	Días	% s/Total
4.2.1.3 Análisis bajas según la actividad física realizada				
Año en curso	Casos	% s/Total	Días	% s/Total
4.2.1.4 Análisis bajas según agente material				
Año en curso	Casos	% s/Total	Días	% s/Total
4.2.1.5 Análisis bajas según parte lesionada				
Año en curso	Casos	% s/Total	Días	% s/Total
4.2.1.6 Análisis bajas según descripción de la lesión				
Año en curso	Casos	% s/Total	Días	% s/Total



For the rest of the activities there were no accidents in 2024.

## Food and Cafeteria Accident Rates:

### Women:



### Men:



\*Data updated and extracted from PowerBi as of April 2, 2025.

## Cleaning and Waste Accident Rates:

### Women:



### Men:



\*Data updated and extracted from PowerBi as of April 2, 2025.

Currently, 22 workers have been diagnosed with an occupational disease: 20 women and 2 men. This difference is due to the high feminization of the company. The data are disaggregated by contribution account and sex.

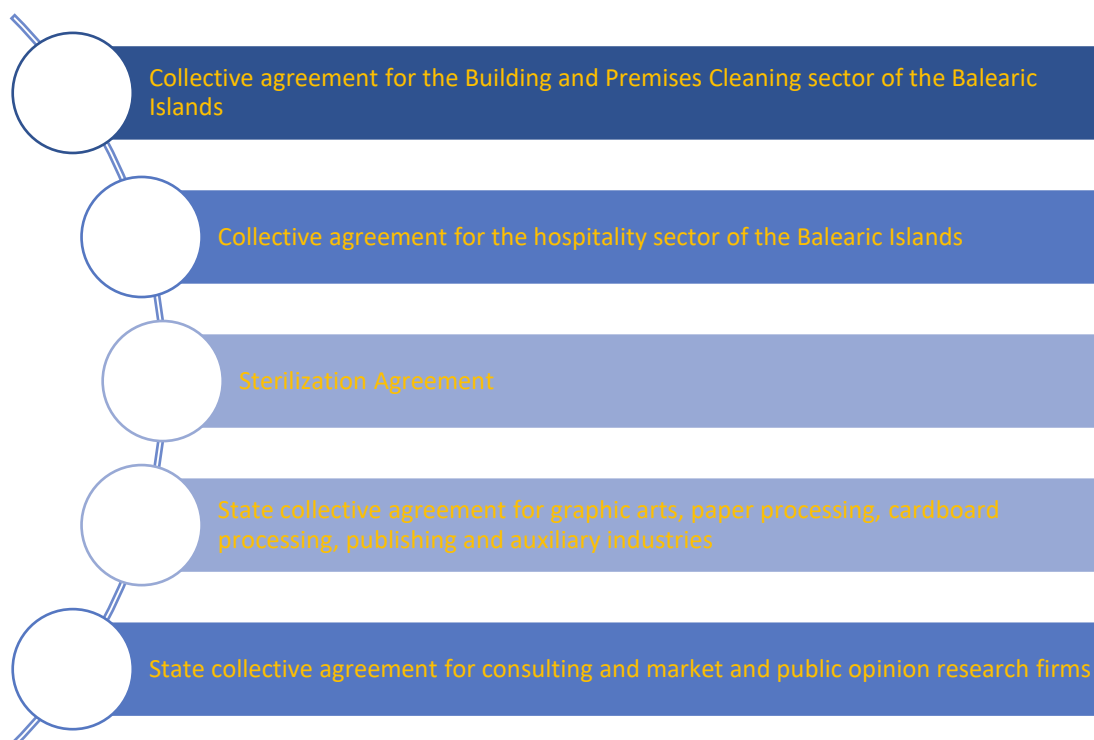
	Men	Women	Total
Food & Cafeteria	1	5	6
Cleaning and Waste	1	15	16
Total	2	20	22

Likewise, of these people, 13 of them do not currently have work adaptations, derived from their occupational disease.

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 arising from technological overexposure in the work environment.

#### 4.4. SOCIAL RELATIONSHIPS

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



100% of CHUSE's staff is covered by one of the aforementioned agreements.

Summary table of head coverage as of 31/12/2024.

Agreement	Total	%
Collective agreement for the Building and Premises Cleaning sector of the Balearic Islands	274	58,8%
Collective agreement for the hospitality sector of the Balearic Islands	139	29,8%
Sterilization Agreement	26	5,6%
State collective agreement for graphic arts, paper handling, cardboard handling, publishing houses and auxiliary industries.	3	0,6%
State collective agreement for consultancy and market and public opinion research companies	24	5,2%
<b>Total</b>	<b>466</b>	<b>100%</b>

The distribution of the company's social (union) representation in 2024 is presented below:

Year	Women	%	Men	%	Total
<b>TOTAL</b>	13	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 2024:

Works Council	Both figures are applied to the Collective Agreement for the Building and Premises Cleaning sector of the Balearic Islands, as well as for the Collective Agreement for the Hospitality sector of the Balearic Islands
Health and Safety Committee	

In relation to works councils, the main issues discussed are related to shifts and management of staff vacations, as well as changes in relation to collective working conditions.

Regarding the Health and Safety Committees, meetings were held focused on prevention measures; management of personal protective equipment (PPE) and risk assessments.

In addition, the organisation has the Equality Plan Negotiating Committee.

No complaints or records of internal complaints-suggestions have been received, nor risk communications in the field of occupational risks.

**Procedure for communication and participation and consultation.**



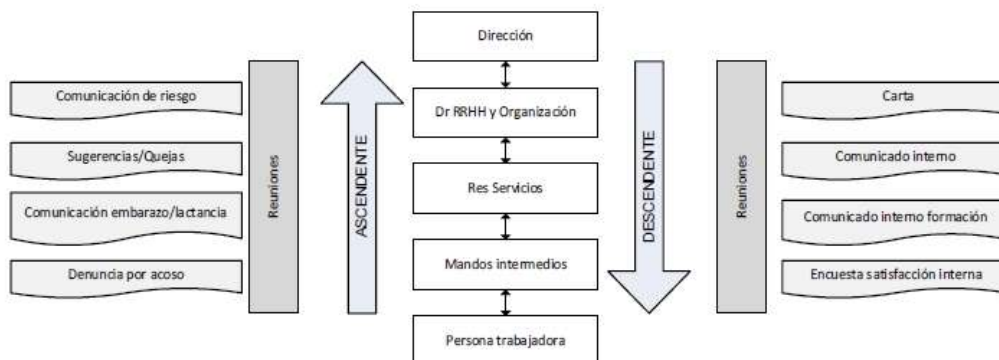
## Procedimiento General 7.4 – Comunicación Participación y Consulta

*Concesionaria Hospital Universitari Son Espases, S.A.*

Revisión	Fecha	Modificación
00	12/01/2010	Redacción inicial.
01	18/10/2011	Inclusión de la sistemática para la participación y consultas internas de reuniones mensuales del Equipo de Concesionaria.
13/03	07/03/2013	Modificación completa del procedimiento, debido a la internalización de servicios que ha supuesto superar 50 trabajadores y constitución del Comité de Seguridad y Salud.
13/08	16/08/2013	Integración de Sistema CHUSE y CAPSA
E	15/11/2017	Actualización completa del Procedimiento.
F	15/02/2019	Anexo de comunicado de los aspectos significativos, recodificación del procedimiento, actualización de los diagramas, inclusión de la tabla de Comunicación.
G	12/12/2019	Inclusión de la UNE de Sistemas de gestión de Compliance penal.
H	23/08/2022	Inclusión de los puntos específicos de la ISO 45001:2018 referentes a comunicación y participación, 5.4 y 7.4
I	15/04/2024	Anular anexo comunicación Aspectos ambientales significativo. Forma de comunicación de los aspectos ambientales significativos en la tabla de punto 3 de la relación de comunicaciones
J	31/07/2024	Forma de comunicación ascendente para los comentarios o mejora en el SGen (punto 5.2. y en la tabla de comunicación del punto 3)

Diagram of internal communication flows and their associated records.

#### COMUNICACIÓN INTERNA



#### 4.5. TRAINING

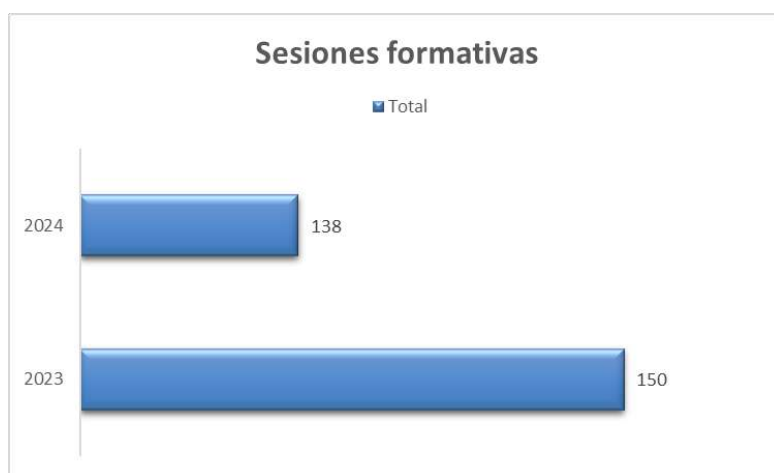
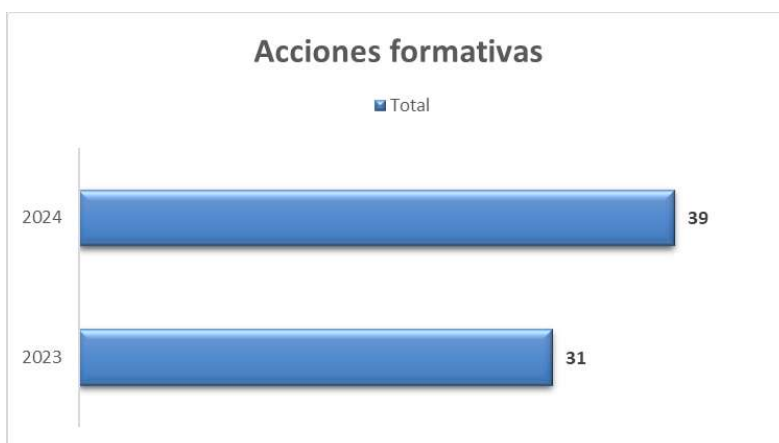
CHUSE's Training Department is responsible for carrying out an annual process of identification and analysis of training needs, consisting of analysing what the company needs to improve or what the team needs to learn to carry out their task in the best possible way, resulting in the design of the 2024 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 encourage the participation of all the personnel concerned by the training plan.
- Encourage involvement in continuous improvement at all levels of the organization. To ensure that training is not a mere obligation to be fulfilled, but that it provides added value to workers (protection, health and motivation) and to the organisation (productivity and quality of service provision).

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

Below is information related to the training carried out throughout 2024:

This year 2024, 39 training actions have been carried out in a total of 138 training sessions.



These have been attended by a total of 319 workers (200 active and 119 non-active) and 11 external workers (between statutory kitchen workers and subcontracted companies), which gives a total of 330 students trained.





Below is the **annual attendance percentage** per service:



The service that has trained the most workers is the Cleaning service, 159 workers, 58% of the workforce, followed by the Food service that has trained 91 workers, 76% of the workforce.

SERVICIO	TOTAL ALUMNOS FORMADOS	PROMEDIO ANUAL CABEZAS	% PERSONAL FORMADO
ALI	91	119	76%
BIB	-	3	-
CENT	11	15	73%
EST	21	27	78%
IMP	3	3	100%
LEN	11	21	52%
LIM	159	273	58%
MANT	6	7	86%
RSU	10	17	59%
<b>TOTAL</b>	<b>312</b>	<b>485</b>	<b>64%</b>



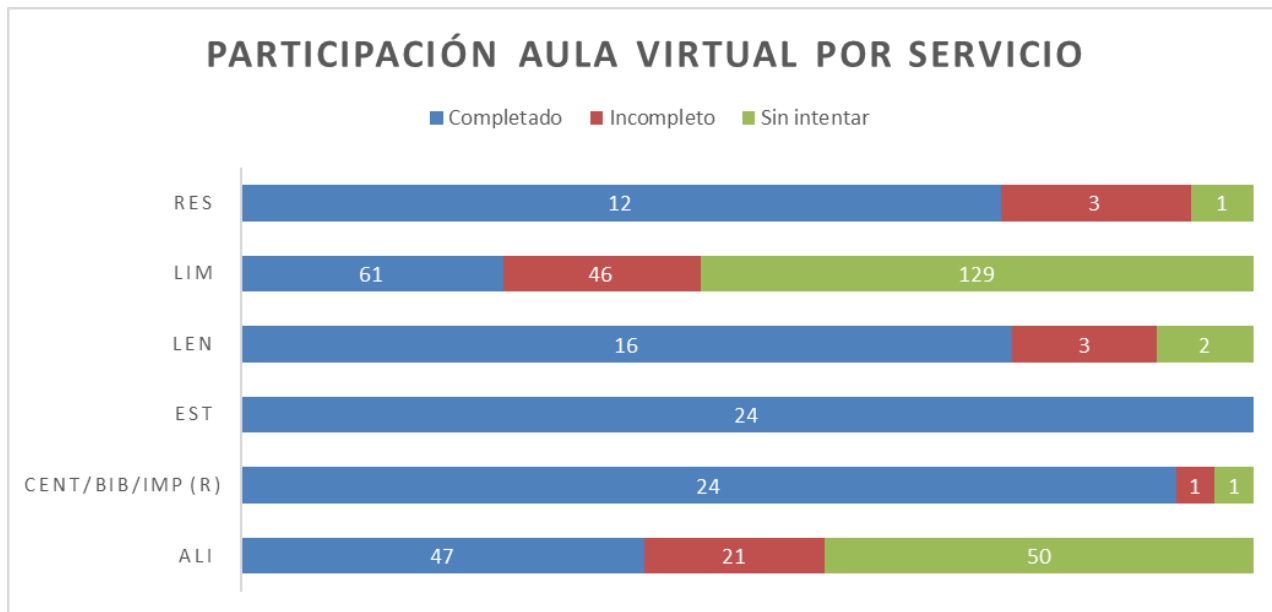
### Virtual classroom

Since 2021, internal training has been provided through a training platform in the VIRTUAL CLASSROOM modality.

The following graph shows the percentage of participation in 2024 of the 430 workers enrolled in the VIRTUAL CLASSROOM.



This graph shows the percentage of participation in the Virtual Classroom by SERVICE:

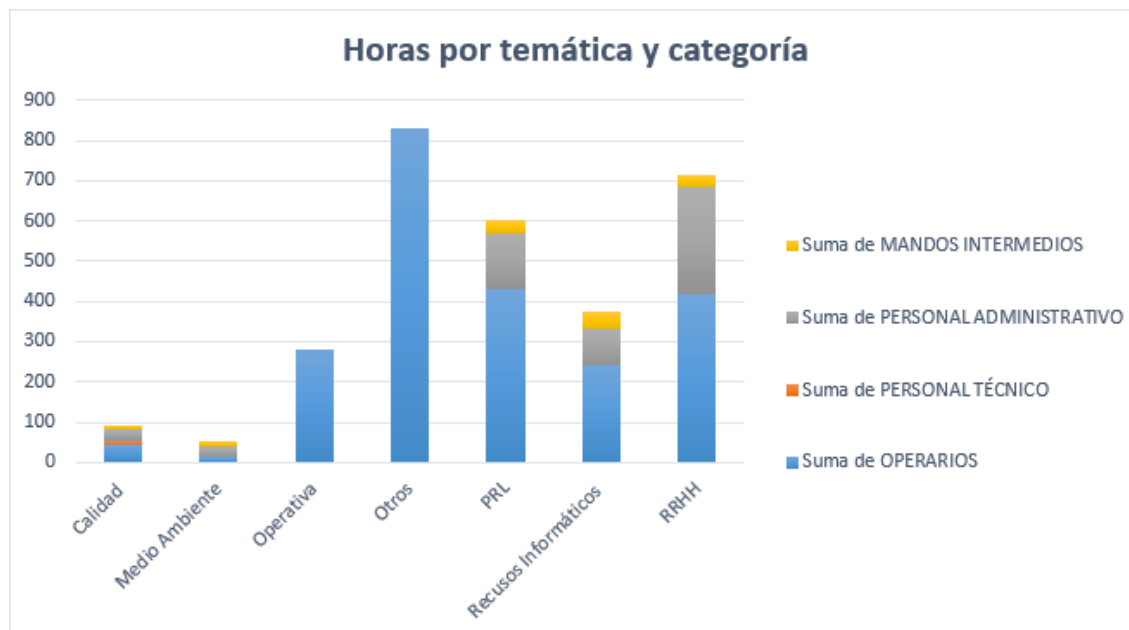


The training hours during 2024 are presented by blocks of professional categories:

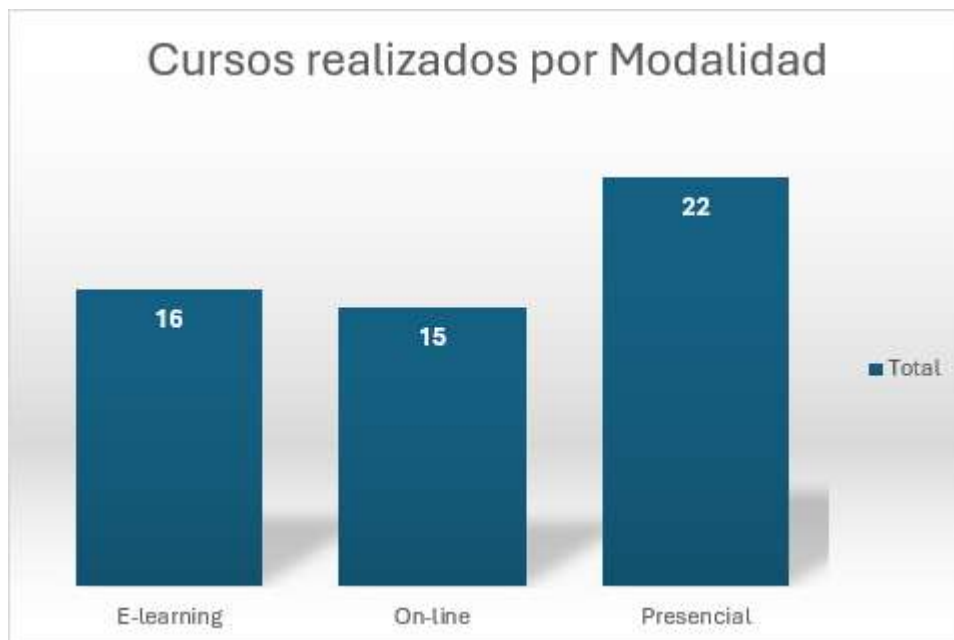
Genero en texto	Operarios	Personal técnico	Total
<b>Hombre</b>	<b>686,00</b>	<b>5,50</b>	<b>691,50</b>
Calidad	8,00		8,00
Medio Ambiente	17,00		17,00
Operativa	161,00		161,00
Otros	240,00		240,00
PRL	118,00	5,50	123,50
Recursos informáticos	142,00		142,00
<b>Mujer</b>	<b>1.689,00</b>	<b>18,50</b>	<b>1.707,50</b>
Calidad	38,00	8,00	46,00
Medio Ambiente	38,00		38,00
Operativa	194,50		194,50
Otros	588,00		588,00
PRL	312,50	10,50	323,00
Recursos informáticos	102,00		102,00
RRHH	416,00		416,00
<b>Total</b>	<b>2.375,00</b>	<b>24,00</b>	<b>2.399,00</b>

\*Data updated and extracted from PowerBi as of April 14, 2025.

### Training hours by topic and category



### Courses taken by modality



### Compliance Training Hours by Service and Category



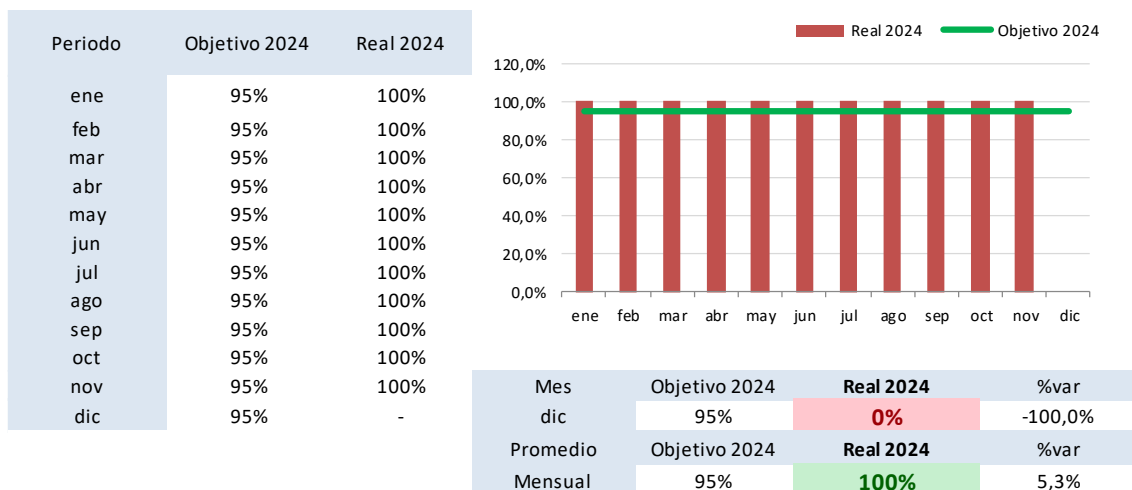
### Environmental Training Hours by Service and Category



Satisfaction of workers with respect to the training provided.

Conseguir que el índex de satisfacció global de los trabajadores con las acciones formativas sean  $\geq 3$

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	<b>95%</b>	% Trabajadores $\geq 3$	Mensual	si



Encuestas trabajadores		
Periodo	Encuestas con media $\geq 3$	Encuestas totales
ene	9	9
feb	12	12
mar	35	35
abr	14	14
may	17	17
jun	32	32
jul	25	25
ago	12	12
sep	27	27
oct	6	6
nov	13	13
dic	-	-

#### 4.6. EQUALITY

The organisation rejects any type of discrimination and exposes it through its commitment to equality and through the development of its Code of Conduct; and its commitment to Human Rights ([section 5.](#)) as well as with its Policy on Guaranteeing the Rights of LGBTI and Trans People.

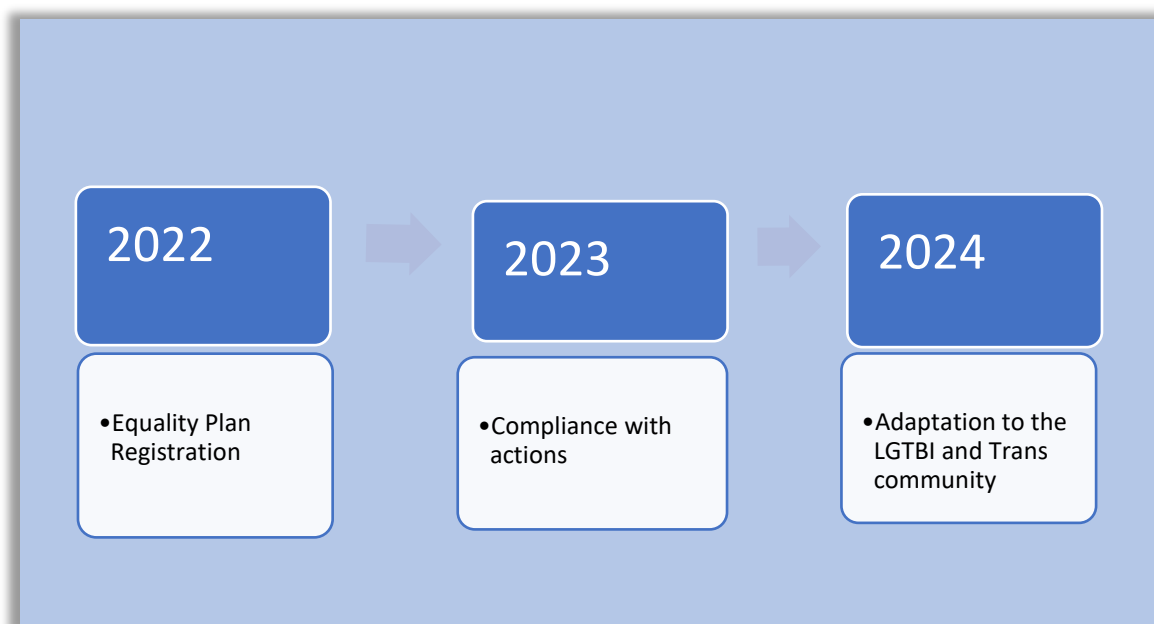
Throughout the chain of command, the commitment to equality in the broadest sense is extended and, for this reason, CHUSE's management is also committed to maintaining the working environment free from discrimination. Under this premise, CHUSE will not tolerate any type of discrimination based on race, 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 the diversity profiles according to the needs identified through the existing communication channels and mainly the main profile is that of gender developed from the Equality Plan and the conciliation measures.

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

The organisation has established a general strategy on equality specified in the **Equality Plan 2022 - 2026**,





The actions carried out in 2024 are described below

Measurement	Indicators
To inform the Equality Commission that monitors the Equality Plan, of the statistical data relating to the distribution of men and women by department, by type of contract, position and professional group.	On a quarterly basis, the hiring data will be analysed by sex and department, so that the evolution of women and men in new hires is analysed, as well as the evolution of the composition of the departments based on the balance between sexes.
Promotion of the presence of women at the hierarchically higher levels of the organization	Number of women recruited at senior levels in relation to vacancies that occur.
To promote training at all levels in the field of equality within the Company.	Number of equality training courses offered in the company.  At the end of the sessions, a satisfaction questionnaire will be carried out among the attendees.
Preparation of annual reports on internal professional promotion, clarification and communication to the staff of the promotion criteria.	Evolution of professional promotion indicators.
Inform the Monitoring Committee that is responsible for monitoring the Plan on accidents and occupational diseases disaggregated by gender.	Minutes of the meetings with the Monitoring Committee
To ensure that people who avail themselves of any of the rights related to the reconciliation of family and work life (leave, reductions in working hours, etc.) do not see their professional career development or their chances of promotion hindered	Number of people who enjoy conciliation rights in relation to the number of people promoted and by gender.
Measures to facilitate women's access to positions of responsibility.	Periodic review of the number of women in positions of responsibility in order to check the evolution and impact of the rest of the measures on greater female representation.
To report to the Monitoring Committee in charge of monitoring the Plan on the average remuneration of women and men by hierarchical level. If inequalities are detected (same value, same salary structure, work and conditions), corrective measures will be assessed.	Minutes of the meetings with the Monitoring Committee

Measurement	Indicators
Continue to disseminate the procedure established in the company called "Protocol in cases of gender violence".	Record of Delivery of Information
Use of inclusive language, both in the company's internal and external communication.	Analysis of the language used by the company in internal and external communications

#### 4.7. ACCESSIBILITY – DIVERSITY

CHUSE has among its professionals staff with different physical and sensory abilities, specifically 3.4% (calculated as a % with the total number of staff as of 31 December 2024), distributed as follows:

PERSONAL POR DISCAPACIDAD				
Ejercicio	2024		Total	
Discapacidad grupo	Hombre	Mujer	Total	
<b>33%</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
20 a 29 años	1	1	1	1
46 a 55 años	1	1	1	1
56 a 63 años	2	2	2	2
<b>&gt;33% y &lt;66%</b>	<b>3</b>	<b>9</b>	<b>12</b>	<b>12</b>
30 a 45 años		3	3	3
46 a 55 años	2	5	7	7
56 a 63 años	1	1	2	2
<b>Total</b>	<b>7</b>	<b>9</b>	<b>16</b>	<b>16</b>

\*Data updated and extracted from PowerBi as of April 11, 2025.

The trend between 2021, 2022, 2023 and 2024 is positive, with a slight increase:

Year	% disability staff *
2021	2,6%
2022	3.2%
2023	3,7%
2024	3,4%

Within the framework of accessibility, there is a commitment to the progressive adaptation or inclusion of the criteria for adapting the facilities, even if 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 taken into account in order to carry out the adaptation that the situation requires. On those occasions where this is not necessary, the process is carried out normally.

Therefore, through the Human Rights policy and the reception protocol, the organisation develops the principle of equal treatment and opportunities as well as the principle of non-discrimination and inclusion of people with disabilities and universal accessibility.

In terms of equal treatment and opportunities between women and men, the following sections are included in the company's internal policy in relation to Human Rights:

- Equal opportunities through its selection, management, promotion and development policy.
- Respect for diversity and an environment free of discrimination on the basis of 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 incorporation into the labour market of personnel in social exclusion or victims of gender violence. It facilitates the completion of regulated internships in the courses for incorporation into the labour market. The collaboration is mainly carried out with the Red Cross, Patronato Obrero and Amadip-Esment.

#### 4.8. PREVENTION OF DISCRIMINATION AGAINST THE LGBTI AND TRANS COMMUNITY

The Policy on Guaranteeing the Rights of LGBTI and Trans People aims to guarantee and promote the right to real and effective equality and non-discrimination of lesbian, gay, trans, bisexual and intersex people.

The Company will provide accompaniment, support and protection during the transition process to trans people who make the gender transition, to avoid any type of discrimination or harassment in the workplace. To this end, the following measures will be taken:

- The relevant labour measures will be adopted to facilitate the accompaniment of trans people during the transition process and after its completion.
- Whenever required by the medical needs that arise during the transition process, the Company may agree with the trans worker to request a temporary adaptation of their working hours.
- Provide psychological support to trans people who request it, especially while they are going through the transition period.
- Use of the gender felt and the name chosen by the trans person, regardless of the data that appears in the official identification documentation, as long as the person decides to do so and formally communicates it to the HR management.
- Communication, training and awareness to their work team, senior managers and staff in their charge, as long as the trans person agrees.

**Objective:** respect for the rights of LGTBI and Trans people will be part of the personnel selection criteria, especially for Trans women.

##### Measurement

The measures to be adopted that refer to women are not limited to cisgender women but also include transgender women who have rectified the registry mention relating to sex before the Civil Registry.

Specific training for HR staff HR not to discriminate against trans people during personnel selection

### Measurement

Provide psychological support to trans people who request it, especially during the transition period.

Collaboration with LGBTI associations to provide awareness-raising training on Trans people.

## 5. INFORMATION ON RESPECT FOR HUMAN RIGHTS



The company has a firm commitment to Human Rights and this is reflected 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 so that the people directly affected can report on any event in the field of Human Rights.

CHUSE has a Code of Ethics (updated in 2024) in which a drop-down list of the blocks and standards to be taken into account in the organization is made, including aspects associated with:

- Occupational Risk Prevention
- Environmental protection
- Information Security
- Intellectual and industrial property
- Respect for human rights
- Digital disconnection policy.
- Equality policy.

- Policy of comprehensive guarantee of sexual freedom.
- Policy to guarantee the rights of LGBTI and trans people.

In 2024, a complete update of the Human Rights Policy was carried out, in which all commitments in this area are expanded and specified.

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

The supervision of compliance with the Human Rights Policy is the responsibility of 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.

#### 5.1. HUMAN RIGHTS DUE DILIGENCE AND PREVENTION OF RISKS OF VIOLATION

CHUSE has due diligence and prevention procedures in place to ensure that human rights are not violated within its activity.

The mechanisms are as follows:

- Human Rights Policy
- Code of Conduct
- Information initiatives on ethics, integrity and human rights through the Code of Conduct in the process of being welcomed.
- Promote and encourage suppliers, subcontractors and collaborating companies to formalise their commitment in this area and, if they do not have their own policy, to subscribe to CHUSE's.
- With regard to the childcare service, there is an annual verification of the certificate of criminal charges in sexual matters for the workers in the service.
- Protocols for prevention and action against harassment
- Equality Plan
- Policy to guarantee the rights of LGBTI and trans people

Compliance certification (see [section 6](#)) Code of Conduct

- In 2023, an adaptation to Law 2/2023 was made, thus establishing the internal Communication Channel, available on the website. In addition, associated with this legal compliance, two documents are displayed and presented that are accessible on the web.

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

HUMAN RIGHTS ACCORDING TO HS 8000 AND ILO CONVENTION	10 PRINCIPLES OF THE GLOBAL COMPACT	DUE DILIGENCE/ PREVENTIVE MEASURE
<b>General</b>	<p>Principle 1 Businesses should support and respect the protection of internationally recognized fundamental human rights within their sphere of influence</p> <p>Principle 2: Companies must ensure that their companies are not complicit in human rights violations</p>	<p>Integrated Policy</p> <p>Human Rights Policy</p> <p>Code of Conduct</p> <p>ESG Risk Management Policy</p>
<p><b>Child labour</b></p> <p><b>Convention 138 on Minimum Age</b></p> <p><b>Convention 182 on the Worst Forms of Child Labour</b></p>	<p>Principle 5: Businesses should support the elimination of child labour</p>	<p>Human Rights Policy</p>
<p><b>Forced labor</b></p> <p><b>Convention 29 on Forced Labour</b></p> <p><b>Fair and favourable working conditions</b></p> <p><b>Convention 105 on the Abolition of Forced Labour</b></p>	<p>Principle 4: Enterprises should support the elimination of all forms of forced or coerced labour</p>	<p>Human Rights Policy</p> <p>Remuneration policy</p> <p>Equality Policy</p>
<p><b>Occupational health and safety at work</b></p>		<p>Integrated Policy</p> <p>Code of Conduct</p>
<p><b>Freedom of association and the right to collective bargaining</b></p> <p><b>Convention 87 on Freedom of Association and Protection of the Right to Organise</b></p> <p><b>Convention 98 on the Right to Organize and Collective Bargaining</b></p>	<p>Principle 3 Freedom of association and effective recognition of the right to collective bargaining</p>	<p>Human Rights Policy</p>
<p><b>Discrimination:</b></p> <p><b>Equal Opportunities</b></p>	<p>Principle 6</p>	<p>Human Rights Policy</p> <p>Equality Policy</p> <p>Remuneration policy</p>



HUMAN RIGHTS ACCORDING TO HS 8000 AND ILO CONVENTION	10 PRINCIPLES OF THE GLOBAL COMPACT	DUE DILIGENCE/ PREVENTIVE MEASURE
<b>Regarding diversity and non-discrimination</b> <b>Convention 100 on Equal Remuneration</b>  <b>Convention 111 on Discrimination in Employment and Occupation</b>	Businesses should support the abolition of discriminatory practices in employment and occupation	Policy to guarantee the rights of LGBTI and trans people
<b>Fight against corruption</b>	Principle 10 Companies must work against corruption in all its forms, including extortion and bribery	Anti-corruption policy Compliance Policy Information Security Policy
	Principles 7-8-9 Environment	Integrated Policy Code of Conduct Biodiversity Protection Policy Net zero emissions policy

In 2024, 3 notifications of complaints have been received, of which, after previous analysis, none prospered. Nor have any breaches been detected in this regard. In 2024, the protection protocol against cases of gender-based violence against a working woman was not activated.

## 6. INFORMATION ON THE FIGHT AGAINST CORRUPTION AND BRIBERY

### 6.1. FIGHT AGAINST CORRUPTION AND BRIBERY.

CHUSE condemns corruption in all its forms and has procedures and tools in place 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 implementation of the system, as well as the controls that are included, in the Criminal Compliance Manual.



CHUSE, within its strategy in the fight against corruption and bribery, is aligned with goal 16.

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 integrated management system.
- Audits of procedures/operations by third parties, including the audit of accounts.
- Supervisory bodies.
- External or certification audits.
- Through the PG COMP 73 Due Diligence Procedure Applied
- Communication channels -complaint. (See [5](#))
- Differentiated training in compliance between the different positions, depending on the risk of being able to commit criminal acts.
- Documented controls associated with relevant risks.

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), with the results being reviewed annually and the degree of compliance with the plans and programs developed within the comprehensive management system within the framework of the system's objectives.

All members of the Board of Directors are trained. Within 2024, the training on criminal risks for the workforce has been updated, both the training for specially exposed personnel (e-learning), and the Training Guide in the prevention of criminal offences that is delivered to all workers.



## Formación en Prevención de Riesgos Penales

*Concessiò nària Hospital Universitari Son Espases, S.A.*

Ref. G-COMP-01-A

Modificaci3n:	Fecha	Revisi3n
Redacci3n Inicial.	14/03/2018	A
Codificaci3n.	01/08/2019	B
Actualizaci3n punto 4.	22/10/2019	C
Inclusi3n de los puntos 5 y 6.	12/12/2019	D
Actualizaci3n formato y puntos 4 y 5.	19/12/2024	E



There have been no complaints or communications regarding criminal compliance during 2024.

### 6.2. CONTRIBUTIONS TO FOUNDATIONS AND NON-PROFIT ENTITIES.

The contribution to the Direction and training of the Choir of the University Hospital of Son Espases worth €2,000 is maintained during 2024

On the other hand, it should be noted that CHUSE has not made sponsorships during the 2024 financial year.

We have collaborated in the race organized by the Hospital through the contribution of part of the food during the race: *VIII Race Son Espases* (February 2024).

## 7. INFORMATION ABOUT THE COMPANY

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

- Sustainable development
- Supply Chain/Services (Suppliers & Subcontracting)
- Consumers
- Through transparency and tax information.

The sustainable development goals (2030 Agenda) with which CHUSE is aligned within its commitment to society, are reflected in the Integrated Policy, updated in 2024.

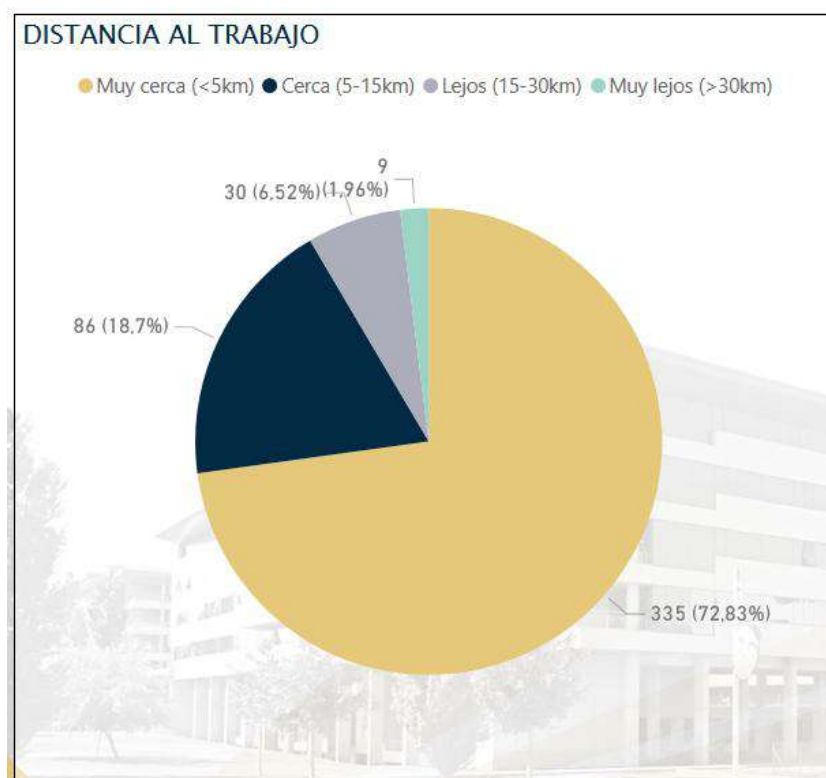


### 7.1. THE COMPANY'S COMMITMENTS TO SUSTAINABLE DEVELOPMENT

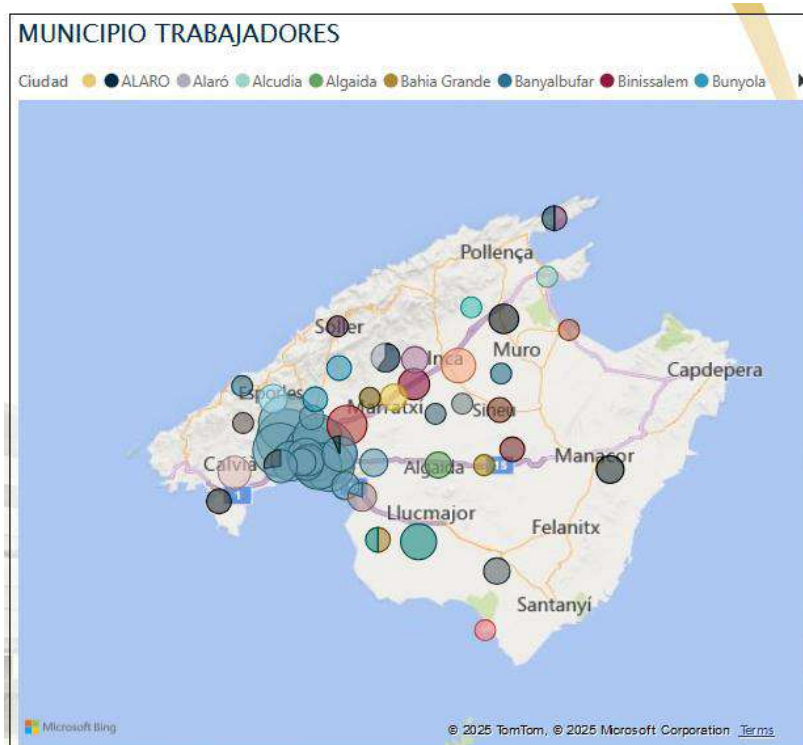
CHUSE makes visible its commitment to sustainable development through the following actions:

- a) Job creation.
- 372 incorporations in 2024, of which 80.65% were women.
  - Regarding local development, 98.05% live within 50 km.

Mobility plan data for CHUSE workers according to the address provided.



\*Data updated and extracted from PowerBi as of April 11, 2025.



\*Data updated and extracted from PowerBi as of April 11, 2025.

- b) Local development and impact on local populations and territory.
- Contribution to the local circular economy. Zero waste certificate. (See [Certifications section](#) )
  - Contribution through the supply chain. Local suppliers and subcontractors. 57.0% of companies are local (Mallorca – Balearic Islands), and 43% national. There are no international suppliers.
- c) Relations maintained with local community actors and the modalities of dialogue with them. The local actors with which CHUSE interacts in its activity are:
- IBSALUT as a client and in relation to the management derived from local public administration that may be derived from administrative procedures.
  - Hospital patient - citizens (See [section 7.3.](#))
  - Hospital user - citizens (See [section 7.3.](#))
  - Suppliers – subcontractors – contractors (See [section 7.2.](#))
- d) Partnership and sponsorship actions. (See [Section 6.2.](#))

## 7.2. OUTSOURCING 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 with respect to the supply of subcontracted material and services See PG-84-01 Purchasing management procedure (control of processes, products and services supplied externally).

CHUSE has criteria and levels of authorisation in the process that are defined in the procedure. •

Prior to starting the contractual relationship, all the commitments to which the company must subscribe will be provided and the necessary documents applicable according to the requirements of the integrated management system will be required.

- Service contracts subject to the specifications See PG-84-00-A Management of the subcontracting of non-clinical services.

Next, a summary description of the systems carried out by the organization with respect to the management of suppliers and contractors is made.

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

CHUSE has developed a Due Diligence procedure, both for individuals who are part of the organization and for third parties, as can be seen in procedure **PG-COMP-73 Due Diligence**. In those cases where, business partners who present a criminal risk greater than low, those who are linked in a stable or significant way with the company or who do not have a Code of Ethics or Conduct; a contractual formula is included that incorporates the formal declaration of conformity with the values of the CHUSE Code of Ethics, in addition to sending the Compliance **Policy** and, if necessary, a specific addendum to the contract in terms of *Compliance*.

The relationship with each of them is carried out 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 suppliers and subcontractors, Level IV and V (whose turnover amount is greater than €15,000 per year), and, in addition, that more than 1 purchase is made per year, an evaluation of these is carried out annually taking into account:

- a) Degree of dependence
- b) Service rating
- c) Product Rating
- d) After-sales Service

For all companies where there is a risk of committing a crime on behalf of CHUSE, such as subcontracted services or advisors with access to confidential information; are established in the contracts and/or documents of adhesion to compliance with the compliance system and the Code of Conduct.

The control system in the case of subcontracted companies associated with the object of the specifications extends not only through periodic evaluation, but also through the company subjecting them to two internal audits and at least one external audit.

### 7.3. CONSUMERS

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



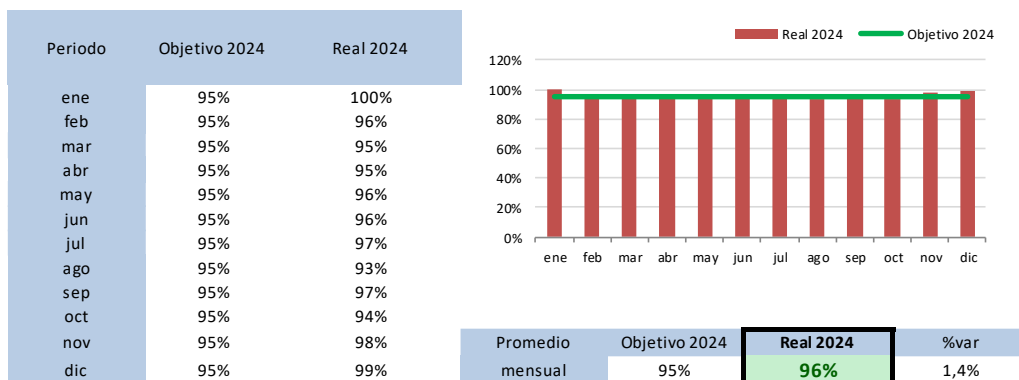
CHUSE therefore has a food safety system based on the requirements of the HACCP system, as well as the associated controls (internal audits); monthly analyses were carried out, and no criticism was detected.

There have been no complaints from the Hospital or from consumers.

With regard to the food safety system, safety protocols are in place and controls and supervision are carried out, as well as monthly analyses to verify cleaning and disinfection protocols in the cooking and catering processes.

**ALI.02.02.A** Cumplimiento del Sistema integral de APPCC

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	<b>95%</b>	Ratio Checkins realizados con correcto/ Ratio Puntos totales checkins	Mensual	si



Comentarios:

The company has a complaints and/or suggestions management system that defines the methodology to be followed for the reception, processing and closure of these actions in the concessionaire company (Complaint Management Procedure – suggestions).

There have been no incidents in terms of food safety.

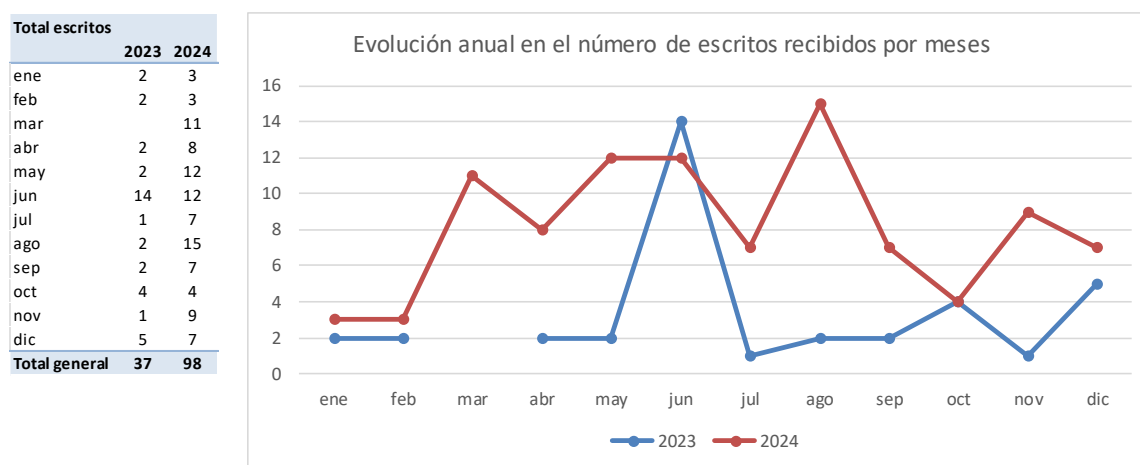
It also has a complaints and/or complaint management system that includes the necessary process for the development of these procedures, from their receipt to internal distribution, processing, response, monitoring and control (**Complaints Management Procedure – complaint**).

## Claims and complaints

Throughout 2024, a total of 98 letters have been received to the User Service Department, including complaints, claims, suggestions and thanks. 165% more than in 2023, with 37 writings. At the time of writing, all are in "closed" status.

### Monthly evolution of the number of writings received (period 2023-2024)

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



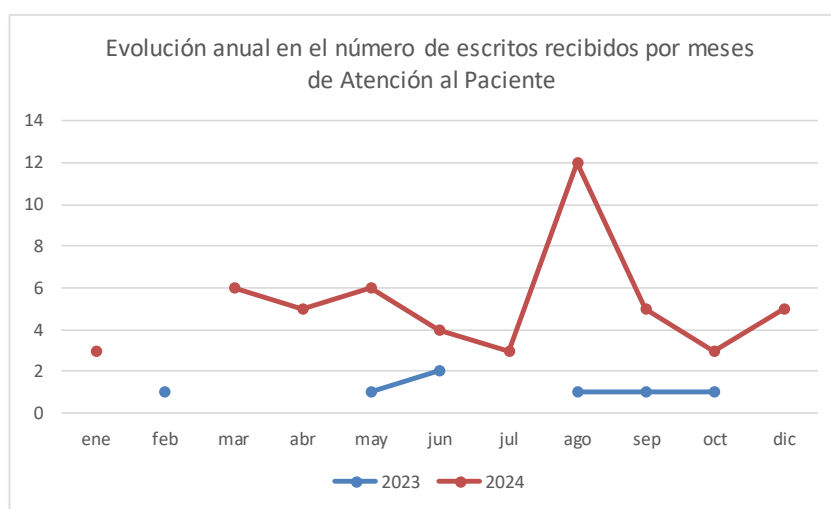
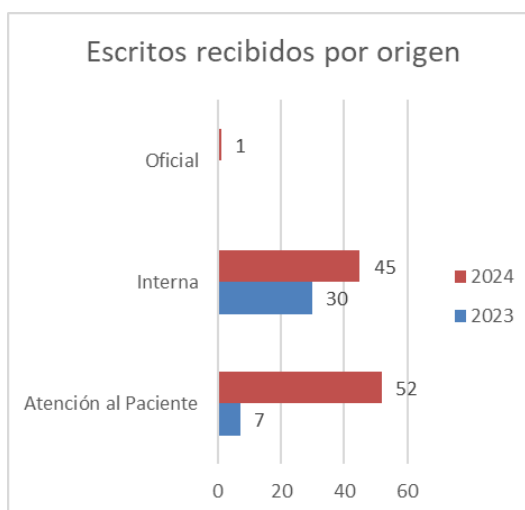
As for the origin of the writings, the vast majority of the writings that reach the Department are from Patient Care, exactly 53% of the writings received, and 46% are of an internal nature collected through the internal complaint registers. In 2024 there has been a 643% increase in the number of writings received through the Patient Care Service, compared to 2023, going from 7 writings in 2023 to 52 in 2024. This trend is due to the change of the Head of the USC, who filtered the complaints of Patient Care before sending them to CHUSE, with the change of person in February, the trend increases as can be seen in the following graph.

## Distribution by ORIGIN

	2023	2024	dif.
Atención al Paciente	7	52	643%
Interna	30	45	50%
Oficial		1	-
<b>Total</b>	<b>37</b>	<b>98</b>	<b>164,9%</b>

### Patient Care Service / Intern / Official

Atención al Paciente		
Total escritos	2023	2024
ene		3
feb	1	
mar		6
abr		5
may	1	6
jun	2	4
jul		3
ago	1	12
sep	1	5
oct	1	3
dic		5
<b>Total general</b>	<b>7</b>	<b>52</b>

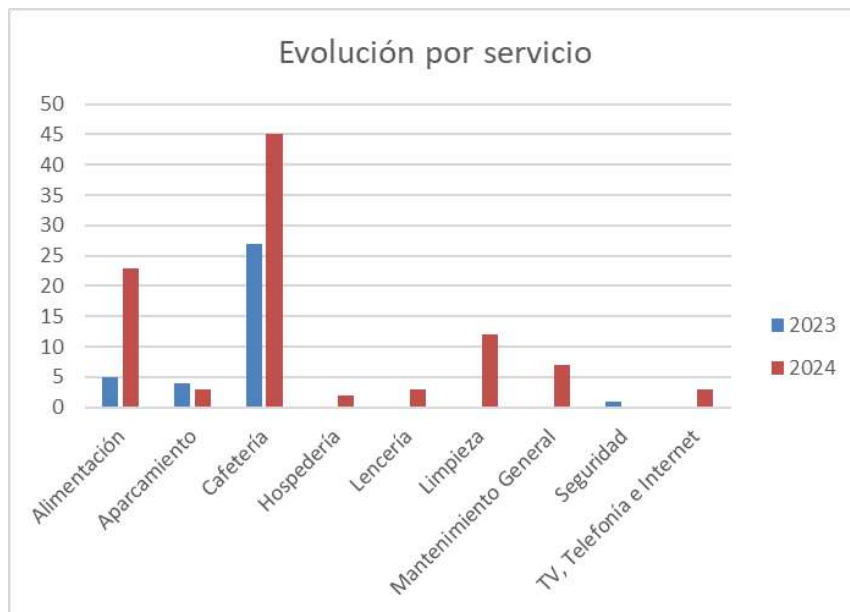


## Evolution of the number of writings received by service

The service that has received the most writings during 2024 has been the Cafeteria, with 46% of the total writings received. In 2023, the service with the most writings was also Cafeteria with 73% of the total.

	2023	2024	2023	2024
Alimentación	5	23	13,51%	23,47%
Aparcamientc	4	3	10,81%	3,06%
Cafetería	27	45	72,97%	45,92%
Hospedería		2	0,00%	2,04%
Lencería		3	0,00%	3,06%
Limpieza		12	0,00%	12,24%
Mantenimiento General		7	0,00%	7,14%
TV, Telefonía e Internet		3	0,00%	3,06%
Seguridad	1		2,70%	0,00%
<b>Total general</b>	<b>37</b>	<b>98</b>	<b>100,00%</b>	<b>100,00%</b>

*Feeding patients, Parking, Cafeteria, Hospice, Lingerie, Cleaning, Maintenance, TV-Telephony and Security*



#### Distribution of the letters received according to their type and service

	Agradecimiento	Queja	Reclamación	Sugerencia	Total
Alimentación		23			23
Aparcamiento		3			3
Cafetería	5	36		4	45
Hospedería	2				2
Lencería		3			3
Limpieza	2	9	1		12
Mantenimiento General		7			7
TV, Telefonía e Internet		3			3
<b>Total</b>	<b>9</b>	<b>84</b>	<b>1</b>	<b>4</b>	<b>98</b>

The type of writings that have been received the most during 2024 in the User Service Department are complaints with 85.7% of the total, followed by Thank You with 9.2%.



### Comparative annual evolution of the writings received according to their typology

In 2024 there has been an increase in the number of complaints from 23 in 2023 to 84 in 2024, as well as acknowledgements from 3 in 2023 to 9 in 2024.

	2023	2024	% diferencia
Agradecimiento	3	9	200,0%
Queja	23	84	265,2%
Reclamación	0	1	-
Sugerencia	11	4	-63,6%
<b>Total</b>	<b>37</b>	<b>98</b>	

*Gratitude, Complaint, Claim, Suggestion*

### Matters of the letters received

In 2024, the most repeated issues, each representing 20.4% of the total number of letters received, are: Quality of cafeteria food, followed by Quality of food for patients with 13.3% of the total.

	Feeding	Parking	Cafeteria	Lingerie	Cleaning	Maintenance	TV, Telf.	Hospice	Total
Thank you for a service			3		2			2	7
Thanking a worker			2						2
Personal Cafeteria			1						1
Cafeteria Food Quality			20						20
Food Quality for Patients	13								13
Quality cafeteria service			4						4
Conservation or maintenance of any element of the hospital						1			1
Damage to a vehicle related to the operation or maintenance of any element of the car park infrastructure		2			1	1			4
Bodily injury from falling			1			1			2
Material damage allegedly caused by a worker's misconduct					1				1
Inadequate diets	7								7
Optional menu choice on TV	3								3
Medical Students			2						2
Lack of clothing				2					2
Hospice						1			1
Cleaning of patient rooms					2				2
Cleaning of common areas					2	1			3
Electric car spaces		1							1
Complaint to a service			2		2	2			6
Complaint to a worker			6		2				8
Suggestion to a service			2						2
TV/Internet cards							2		2
Television							1		1
Waiting time in the cafeteria			2						2
Lingerie uniformity				1					1
<b>Total</b>	<b>23</b>	<b>3</b>	<b>45</b>	<b>3</b>	<b>12</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>98</b>

## INPATIENT SURVEYS

Report on the results of the survey carried out on patients at the Son Espases University Hospital throughout the year 2024, 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.

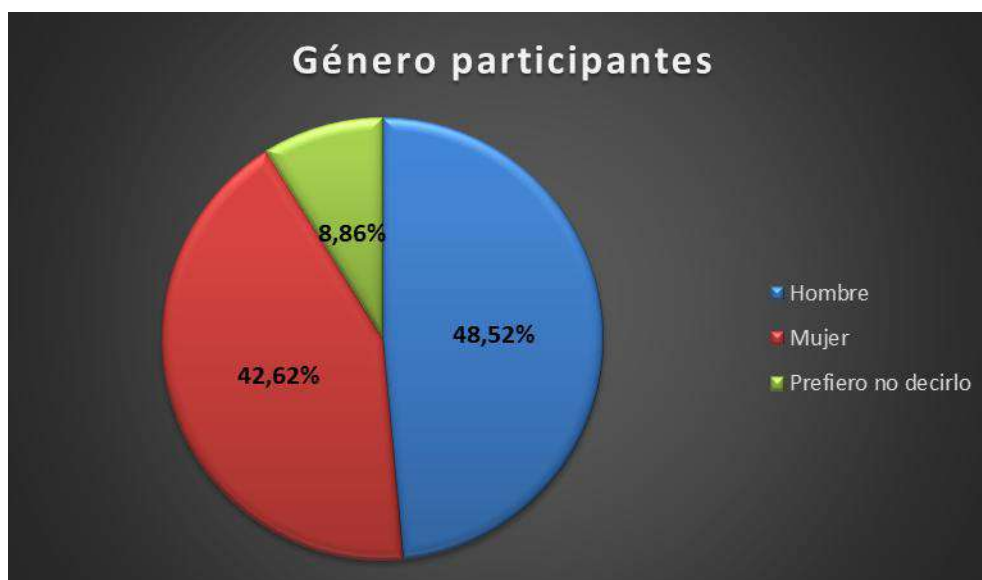
This year, following the Google Surveys format established in 2020, the surveys have been available from the televisions in the patient rooms throughout the year.

### **Summary of the participants**

As a result of the Quality Committee of 30/05/2024, questions are added to find out the unit of entry, age range, nationality and gender of the person surveyed. Therefore, the data represented here do not correspond to 100% of the participants.

Once the format has been modified, 237 surveys are collected, which represents 56.4% of the people who have participated in 2024. For the remaining 43.6%, no data is available.

Of the 56.4% of the participants, 48% correspond to Men, 43% to Women, and the remaining 9% prefer not to indicate it.



Of the 56.4% of the participants, 27.4% corresponded to the age range between 50 and 59 years, followed by 15.61% corresponding to the range of 40 to 49 years.





Of the 56.4% of the participants, 86.08% are of Spanish nationality, followed by 1.69% who correspond to the British.

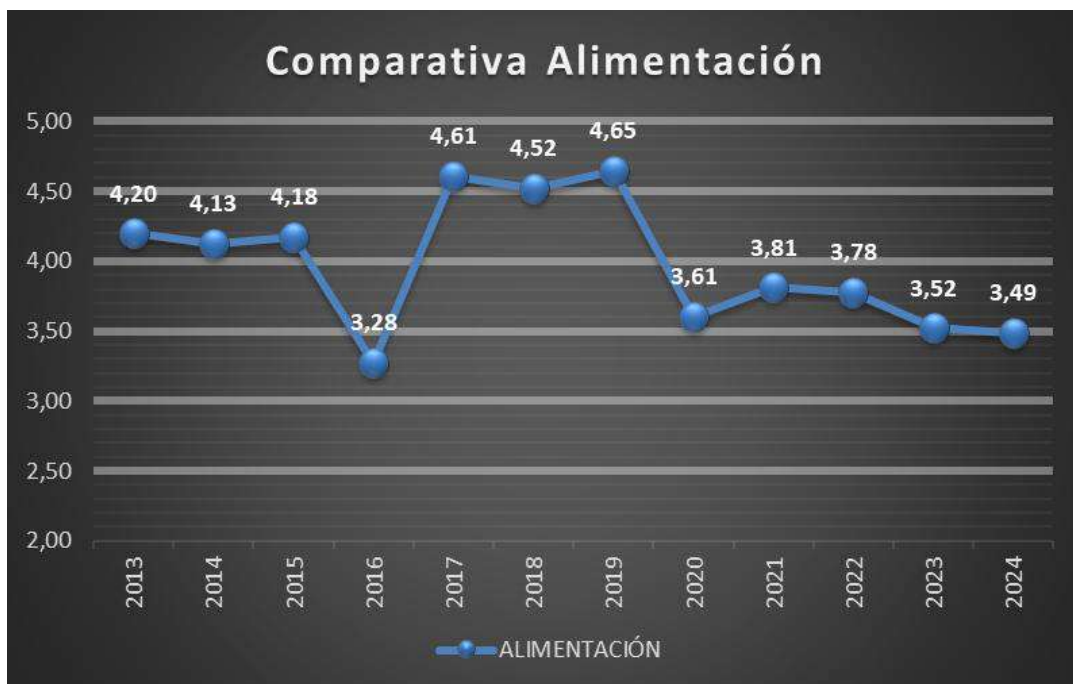
Nationality	Total	% of total
German	1	0,42%
Argentina	2	0,84%
Australian	1	0,42%
Bolivian	1	0,42%
Briton	4	1,69%
Bulgarian	2	0,84%
China	1	0,42%
Colombian	3	1,27%
Croatian	1	0,42%
Ecuadorian	1	0,42%
Spaniard	204	86,08%
European	1	0,42%
Spanish-Israeli	1	0,42%
Dutch	1	0,42%
Italian	2	0,84%
Moroccan	1	0,42%
No answer	2	0,84%
Pole	1	0,42%
Portuguese	2	0,84%
Romanian	2	0,84%
Russian	1	0,42%
South american	1	0,42%
Venezuelan	1	0,42%
<b>Total</b>	<b>237</b>	<b>100,00%</b>

Of the 56.4% of the participants, 19.83% do not know/do not answer the service where they are admitted, followed by 10.13% who are hospitalized patients in paediatrics.

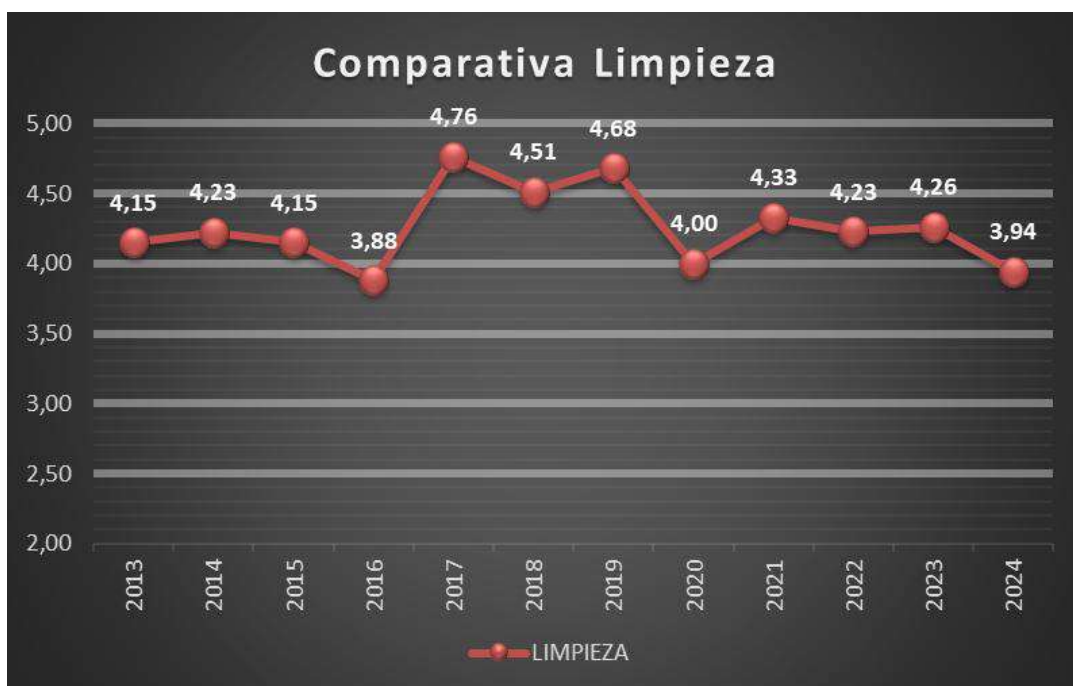
Service / Unit	Total	% of total
Cardiology	11	4,64%
General surgery	2	0,84%
Plastic surgery	2	0,84%
Thoracic surgery	3	1,27%
Digestive	6	2,53%
Epilepsy	1	0,42%
Gynaecology	3	1,27%
Haematology	1	0,42%
Adult Hospitalization	4	1,69%
Motherhood	6	2,53%
Maxillofacial	1	0,42%
Internal Medicine	5	2,11%
Internal Medicine and Trauma	1	0,42%
Nuclear medicine	1	0,42%
Pneumology	9	3,80%
Neurosurgery	6	2,53%
Neurology	11	4,64%
NS/NC	47	19,83%
Ophthalmology	1	0,42%
Oncology	12	5,06%
Paediatrics	24	10,13%
Floor Plan - Module M	4	1,69%
Floor Plan - Module N	5	2,11%
Floor 0	2	0,84%
Floor 0 Module N	5	2,11%
Floor 0 Module P	1	0,42%
Floor 1	2	0,84%
Floor 1 Module M	2	0,84%
Floor 1 Module O	2	0,84%
Floor 1 Module P	2	0,84%
Floor 2	2	0,84%
Floor 2 Module M	2	0,84%
Floor 2 Module N	1	0,42%
Floor 2 Module O	1	0,42%
Floor 3	1	0,42%
Floor 3 Module M	1	0,42%
Floor 3 Module N	2	0,84%
Floor 3 Module P	1	0,42%
Psychiatry	1	0,42%
Child psychiatry	1	0,42%
Lung and heart	2	0,84%
Radiology	1	0,42%
Traumatology	13	5,49%
UCE	1	0,42%
ICU	5	2,11%
Stroke unit	3	1,27%
Emergency	9	3,80%
Urology	7	2,95%

Service / Unit	Total	% of total
Vascular Surgery	1	0,42%
<b>Total</b>	<b>237</b>	<b>100,00%</b>

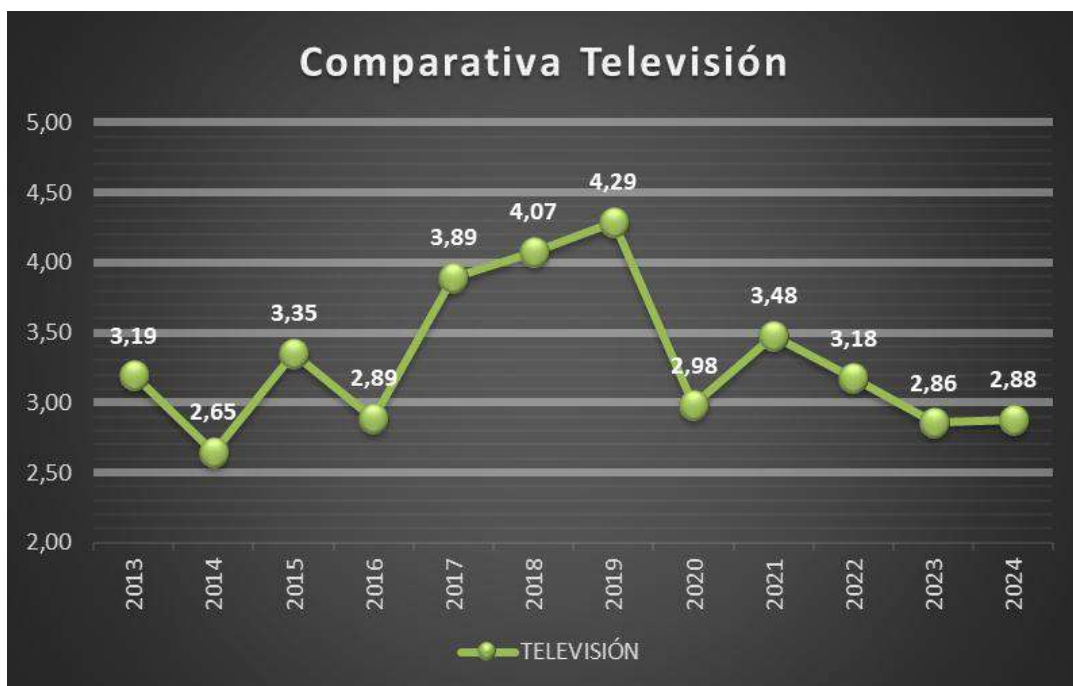
### Summary of the evolution of services



### Feeding Patients



### Cleaning



Television



Lingerie



*Parking*



*State of conservation*
















































*Incident response*



*Treatment received*

### Summary of the evolution of the average rating 2020-2024

Servicio	dic-22		22 vs 23	dic-23		23 vs 24	dic-24
ALIMENTACIÓN	 3,78		-6,75%	 3,52		-0,91%	 3,49
LIMPIEZA	 4,23		0,79%	 4,26		-7,43%	 3,94
TELEVISIÓN	 3,18		-10,08%	 2,86		0,78%	 2,88
LAVANDERÍA	 4,24		-1,30%	 4,19		-2,87%	 4,06
APARCAMIENTO	 3,90		-6,15%	 3,66		-3,38%	 3,54
MANTENIMIENTO	 4,00		-2,00%	 3,92		2,04%	 4,00
RESPUESTA	 3,97		-1,51%	 3,91		-4,39%	 3,74
TRATO	 4,02		-2,99%	 3,90		-4,29%	 3,73
PROMEDIO	 3,91		-3,50%	 3,78		-2,74%	 3,67

As can be seen, compared to the previous year, the overall average has decreased from 3.78 in 2023 to a global average of 3.67 in 2024, this is still a global ranking of Excellent.



#### 7.4. 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 the 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 28 December; It is therefore that the complete information at the tax level can be found in the report of the audit of accounts.

The fiscal information is then reported as an exercise in transparency, in the report with respect to the following indicators:

Benefits obtained in Spain	Taxes on benefits paid	Turnover	Public subsidies received
1.914.582 €	601.218 €	€37,325,495.63	N/A

Fixed Asset Investment	Innovation actions	Environmental investments
1.836.664 €	172.970 €	24.200 €

It should be noted that no relevant aspects or qualifications are detected in the Report resulting from the Audit of Annual Accounts.

### Contact

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