



SOCIETAT CONCESSIÓ NÀRIA
SON ESPASES
HOSPITAL UNIVERSITARI

Report Non-Financial Statements 2025

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1. INTRODUCTION

The second non-financial report presented by the Sociedad Concesionaria Hospital Universitario Son Espases (hereinafter CHUSE) (Mallorca, Balearic Islands) in compliance with the provisions of Law 11/2018, of 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 2025 to 31 December 2025.

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 26 March 2026.



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Date of last version of the report: April 22, 2026.

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>		

	<p>Sterilization</p>	<p>CHUSE</p>
<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>		
	<p>Security and surveillance</p>	<p>Outsourced</p>
<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>		
	<p>Gardening</p>	<p>CHUSE</p>
<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>		
	<p>Library Service</p>	<p>CHUSE</p>
<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>		
	<p>General maintenance</p>	<p>Partially outsourced</p>
<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>		
	<p>Disinfection and rat control</p>	<p>Outsourced</p>

<p>Guarantees the correct execution of protocols in the HUSE facilities, keeping them free of animals that may compromise the normal operation of the centre</p>		
	<p>Medical Records Archive Management</p>	<p>Outsourced</p>
<p>It is responsible for the organisation and management of the hospital's health documentation.</p> <p>The process is carried out guaranteeing compliance with current regulations, especially the GDPR.</p>		
	<p>Waste Management</p>	<p>CHUSE</p>
<p>It manages its collection at the hospital in a safe, hygienic and efficient way.</p> <p>The correct execution of the processes required in the regulations is guaranteed, from the collection of waste in the final point for disposal.</p>		
	<p>Vending machines</p>	<p>Outsourced</p>
<p>It is responsible for the management of vending machines for beverages and food products.</p> <p>It has automated and modern dispensing machines, distributed in the locations with the greatest influx of users.</p>		
	<p>Parking</p>	<p>Outsourced</p>
<p>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.</p>		
	<p>Commercial Premises</p>	<p>Outsourced</p>
<p>Manage the commercial spaces available in the HUSE.</p> <p>It ensures correct access to the purchase of certain services, items or products without the need to travel outside the hospital.</p> <p>It has, among other businesses: a supermarket, a clothing store and four cafeterias.</p>		
	<p>Cleaning</p>	<p>CHUSE</p>

<p>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.</p>		
	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
<p>It provides these services in the hospital rooms and common areas through individual touch screens for each hospitalized patient.</p>		
	Printing	CHUSE
<p>Edit internal documents, photocopies and bindings required by the hospital's professional team, previously approved by the centre's management.</p>		
	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.

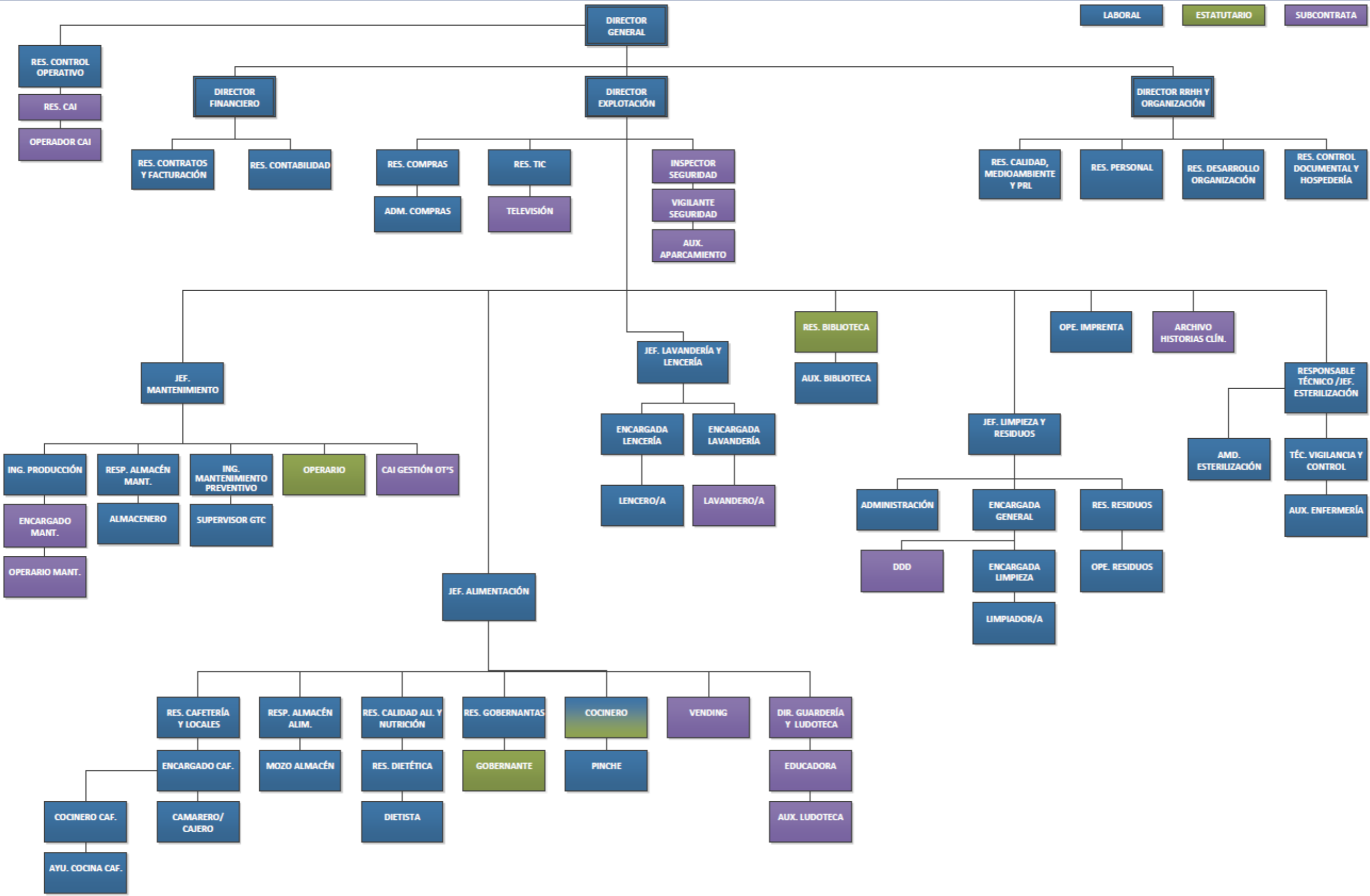
It is the Management Committee that analyzes the risks and opportunities. It is also the governing body that approves, promotes and supervises the strategy

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

- Aberdeen Infraestructure 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:

DMG01 V26/02 **Organigrama funcional**



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)
- Dolores Conti (Personnel 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. MARKETS IN WHICH IT OPERATES.

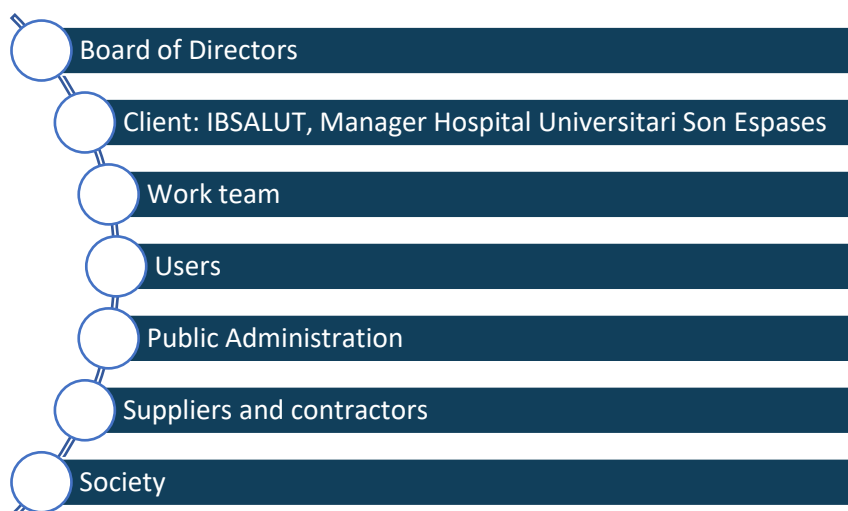
The scope of application of CHUSE is Spain, specifically in the autonomous community of the Balearic Islands.

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.

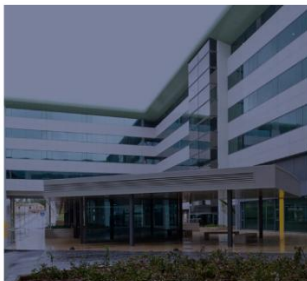
These factors affect the management of CHUSE, and its adaptation is mandatorily conditioned within the contractual framework in force with IBSALUT. This is a constant challenge for the organization in efficient management that is reflected through objectives and strategies.

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.

↖ MISION



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*), updated on 15/12/2025 and applicable from 2023. Public through the website.
- "Compliance Policy" (updated on June 06, 2025). 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 22/09/2025). 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 November 2025). Public through the website and intranet for all staff.
- "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.
- "ENS Information Security Policy", created on 06/03/2025. Public through the website and intranet for all staff.
- "Sustainability Framework Plan", created on 24/11/2025. 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.
- Compliance Penal.
- 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) Governance
- d) Human Rights
- e) Anti-corruption and bribery
- f) 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); generation of paper and cardboard waste; consumption of plastic bags (in cleaning); and generation of organic fraction (in food); consumption of paper (printing service); as well as the consumption of Hydrogen Peroxide H₂O₂ (associated with the sterilization service); and consumption of plastic strapping (lingerie).

- b) **Social:** No significant residual risks have been identified after having carried out a general assessment taking into account aspects related to the relationship with the public administration (possible breach of contract); relations with the community (mainly reputational risks); as well as possible risks associated with non-compliance by service providers (supply chain). In all cases, CHUSE has preventive measures or due diligence in place that mitigate and reduce risks significantly.
- 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 a vector analysed in the risks linked to criminal compliance (specifically that linked to articles 286 bis, 286 ter and 286 quat in relation to article 288 CP). Due to the due diligence measures and controls included in the management system, they are focused on mitigating criminal risks. There are currently no residual risks with high significance.
- e) **Personnel matters.** Linked to the analysis carried out through the risk analysis integrated in:
- a. Human Rights Risk Analysis.
 - b. Health and Safety Analysis.
- The risk assessment of the facilities and posts was updated in 2025 through the external prevention services with which agreements are available for the services-specialties.
- Several evaluations were carried out in 2025 in the services:
- a. Hygienic exposure to thermal environment in Cafeteria and Kitchen.
 - b. Evaluation of psychosocial factors in Sterilization.
 - c. Hygienic exposure to hand-arm vibrations of cleaning equipment.
 - d. Noise exposure hygiene, in the Sterilization and Kitchen services.
 - e. Hygienic lighting conditions in administrative posts with deviations detected in the 2024 assessment. A new favorable measurement was carried out in October 2025.

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

In terms of emergencies, there is a Self-Protection Plan of June 16, 2025 (with evidence in the general register of self-protection plans of the General Directorate of Emergencies).

- c. Diagnosis of the Equality Plan carried out and its monitoring through the Monitoring Committee of the same. In terms of **people** there is an Equality Plan, see [section 4.6](#). There are no relevant risks.

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 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

2.4.1 STRATEGIC AXES. SUSTAINABILITY FRAMEWORK PLAN

There are some transversal axes that permeate the management system and that senior management establishes blocks for the development of the entire management system. Under these axes, and transversally or thematically, the policies and commitments integrated into the management system are deployed.

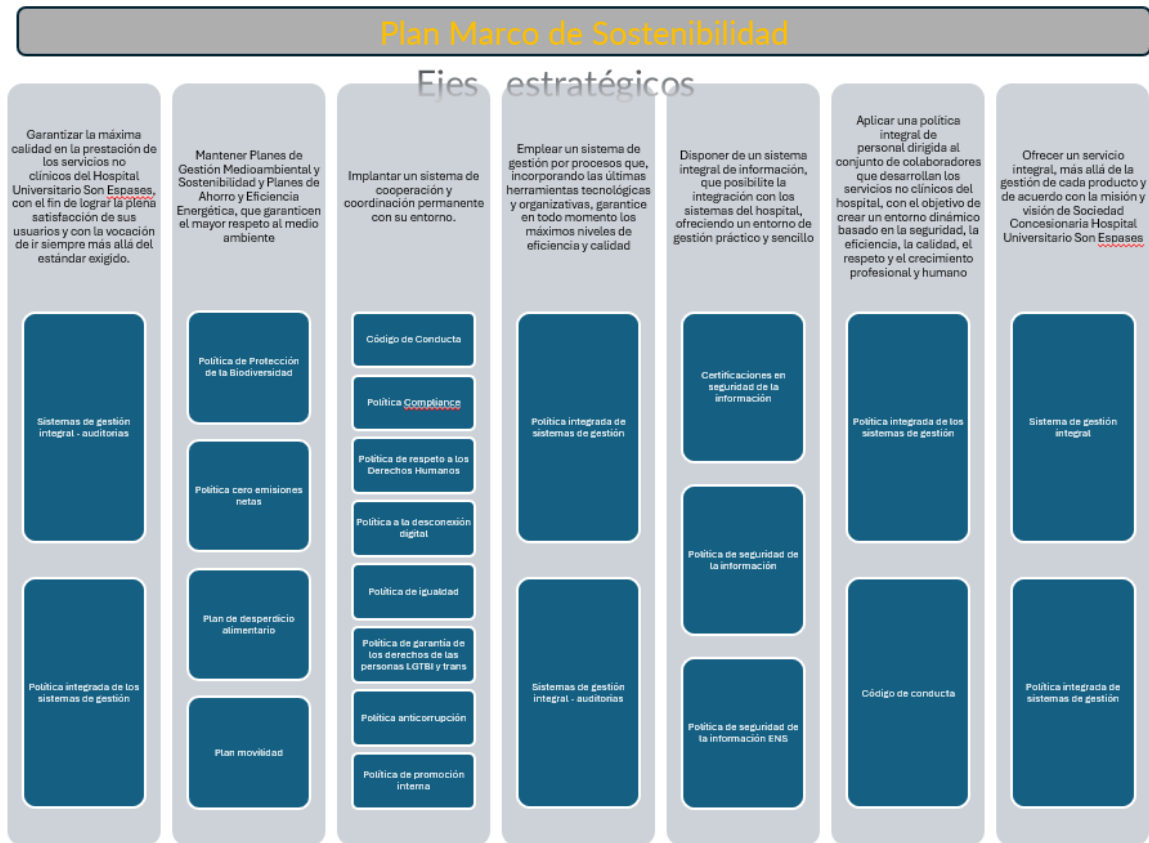
The Sustainability Framework Plan establishes the strategic lines in terms of corporate social responsibility under which the management objectives are deployed. This Plan is reviewed annually through the Annual Reports, in which the end of the year is reviewed and in which the actions for the following year are established.



Plan Marco de Sostenibilidad

Noviembre 2025

Below, we make a summary diagram of the relationships of axes and various policies:



Regarding the degree of achievement of the 2025 objectives, they are reflected in the Annual Report and are as follows:

01 – Mejora en la segregación residuos orgánicos



Acción

Incrementar un 5% la recogida de fracción orgánica en Cocina y Cafetería respecto a 2024, a pesar de la reducción del desperdicio alimentario.



Descripción

En 2025 se había fijado un objetivo de recoger 11.550 kg al mes de la fracción orgánica: residuos generados en Cocina y Cafetería. Se ha cerrado 2025 con un promedio de 11.627 kg recogidos al mes, que se han transformado en Biogás.



Indicadores

Kgs/mes recogidos fracción orgánica.



Contribución a los ODS



Resultado



Conseguido

02 – Reducción envases de un solo uso para llevar



Acción

Reducir el uso de los envases desechables para llevar del servicio de Cafetería, en un 15% respecto a 2024.



Descripción

En 2025 se había fijado un objetivo de disminuir un 15% el consumo de envases de un solo uso para llevar en el Servicio de Cafetería. Se implementó la campaña "Tráete tu tupper / taza de casa", y respecto a 2024 se consiguió reducir en 134.000 unidades de ensaladeras y vasos para llevar, lo que representa una reducción del 29,7%.



Indicadores

Σ Envases para llevar 2025 /
Σ Envases para llevar 2024.



Contribución a los ODS



Resultado



Conseguido

03 – Reducción impresiones en Imprenta



Acción

Reducir la petición de impresiones a Imprenta sobre el ejercicio anterior.



Descripción

En 2025 se había fijado un objetivo de disminuir las impresiones de documentación sobre el resultado total de 2024, que fueron 9.476 impresiones. Con la implantación de la entrega de documentación online y firma de contratos digitales, se cierra el año con un resultado de 5.823 impresiones, lo que representa una disminución del 38,6%.



Indicadores

Σ Impresiones central 2025 /
Σ Impresiones central 2024



Contribución a los ODS



Resultado



Conseguido

04 – Plan movilidad



Acción

Implantación del plan de movilidad. Estableciendo acciones para incrementar el uso de transporte público.



Descripción

En 2025 se implanta el Plan de Movilidad, y de él derivan una serie de acciones para fomentar la movilidad sostenible. Todas las iniciativas planteadas en el informe de acciones se han realizado.



Indicadores

Disponer de las acciones implementadas.



Contribución a los ODS



Resultado



Conseguido

05 – Reducción huella carbono



Acción

Reducir la evolución de la huella de carbono sobre el ejercicio anterior.



Descripción

En 2024 se emitieron 2.010 de toneladas de CO₂ equivalente y en 2025 1.958 lo que representa una disminución del 2,7%.



Indicadores

Disponer de las acciones implementadas.



Contribución a los ODS



Resultado



Conseguido

06 – Reducción consumo eléctrico



Acción

Reducir el consumo eléctrico del HUSE 3%.



Descripción

Se estableció como objetivo reducir un 3% el consumo eléctrico sobre el año anterior. Con la ISO 50.001 de Gestión de la energía, se detecta que se ha consumido un 0,2% más sobre el consumo esperado para 2025.

El incremento viene dado por varios factores: mal uso por parte del Hospital, y el consumo eléctrico derivado de las tareas de la obra de Lavandería, que aún no disponía en ese momento de contador propio.



Indicadores

Σ (Consumo eléctrico 2024) /
Σ (Consumo eléctrico 2025)



Contribución a los ODS



Resultado



Parcial

07 – Reducción consumo de gas



Acción

Reducir el consumo gas del HUSE 3%.



Descripción

Se estableció como objetivo reducir un 3% el consumo de gas natural sobre el año anterior. Se consigue el objetivo, reduciendo el consumo de gas en un 7,3% respecto al año anterior, lo que equivale a una diferencia de 159.411 m³.



Indicadores

Σ (Consumo gas 2024) /
Σ (Consumo gas 2025)



Contribución a los ODS



Resultado



Conseguido

08 – Recogida selectiva metales



Acción

Implementar la recogida selectiva de metales para su reciclaje y reaprovechamiento.



Descripción

En 2025 se han recogido un total de 6.343 kg de diferentes metales (aluminio, acero inoxidable, cobre, hierro, etc.) para su reciclaje y reaprovechamiento. En 2024 fue un total de 5.827 kg, por lo que en 2025 ha habido un aumento del 8,9%.



Indicadores

Σ Kgs de metales recogidos para su reciclaje.



Contribución a los ODS



Resultado



Conseguido

01 – Colaboración con comedor social



Acción

Disponer de la renovación del convenio de colaboración con la ONG "S.O.S Mama" para la recogida de los menús excedentes de Cafetería, para poder ofrecerlo en su comedor social.



Descripción

Colaborar con esta entidad, que acude a diario a las 16:00 h a recoger los platos que han sobrado del turno de mediodía de la Cafetería de público y personal, y ese día, es servido en el turno de cena de su comedor social.



Indicadores

Disponer del convenio firmado.



Contribución a los ODS



Resultado



Conseguido

02 – Controlar los KGs de raciones donadas



Acción

Disponer de los KGs de las raciones donadas a la ONG "S.O.S Mama".



Descripción

Se han donado un total de 24.070 raciones, lo que equivale a un promedio mensual de 2.006 raciones. Este dato ha disminuido respecto a 2024, ya que se ha optimizado la producción, para disminuir el desperdicio alimentario.



Indicadores

Σ Raciones (300g) donadas 2025 /
Σ Raciones donadas (300g) 2024*



Contribución a los ODS



Resultado



Conseguido

03 – Contratación personas en riesgo de exclusión social



Acción

Contratación de nuevas personas trabajadoras en riesgo de exclusión social.



Descripción

En diciembre de 2025 se habían contratado 132 personas de grupos vulnerables, y 2 personas de grupos de exclusión social. Esto representa el 16,3% de la plantilla.



Indicadores

Σ Contrataciones nuevas personas trabajadoras en riesgo de exclusión social /
Σ Contrataciones nuevas personas trabajadoras



Contribución a los ODS



Resultado



Conseguido

01 – Concienciación en ESG



Acción

Actualizar la formación Medioambiental incluyendo los aspectos Social y Buen Gobierno (ESG).



Descripción

Se actualiza la formación de la plataforma e-learning existente en Medioambiente y se añade los apartados de Social y Buen Gobierno, para que las personas trabajadoras de la organización dispongan de formación y concienciación en ESG.



Indicadores

Disponer de la formación.



Contribución a los ODS



Resultado



Conseguido

2.4.2 MANAGEMENT PLAN.

The strategic lines and annual objectives (Programme of Objectives and indicators in force in 2025) are set out below, as well as the degree of achievement for the year covered by this report:

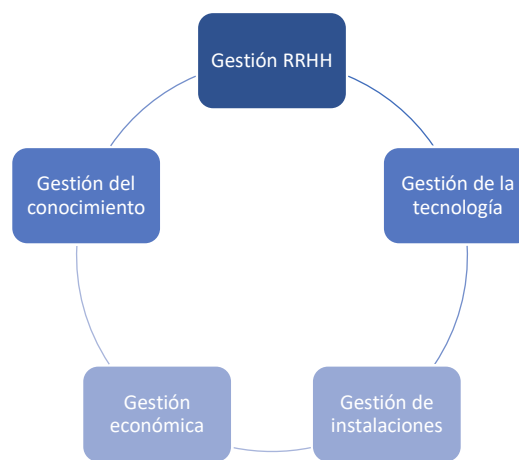
2025 ANNUAL TARGET PLANNING		
STRATEGIC LINE	OBJECTIVES	STATE
QUALITY OF SERVICE	Compliance with established service and operational quality indicators	Achieved
	Compliance with operational indicators	Partially achieved
	Audit Compliance	Achieved.
CONTROL PENAL	Implementation of improvement plans	Achieved
	Implementation of training pills on the internal information system	Achieved
	Improve the competence of the people in the organisation in criminal compliance	Achieved
HEALTH AND SAFETY	Reduction of accidents	Achieved.
	To result in the training of personnel in the field of ORP	Achieved.
SUSTAINABILITY - ESG	Reduction of the paper consumption ratio	Achieved in most services, with the exception of the Cleaning jobs at the Central.
	Decrease in battery consumption ratio	Partially achieved
	Reduction in the use of cafeteria takeaway packaging by 15% compared to 2024.	Achieved with a 30% decrease.
	To improve workers' awareness of ESG.	Achieved
	Sign a collaboration agreement with the SOS Mama soup kitchen.	Achieved
	Reduction of electricity and gas consumption.	Achieved in gas and partial in electricity.
	Have the calculation of the carbon footprint	Achieved.
	Implement the Mobility Plan and its 2025 actions.	Achieved.
	Implement the Sustainability Framework Plan.	Achieved.
	Set environmental goals for services	Achieved.

The following is a summary of the degree of achievement of the indicators that make up the Annual Programme for 2025:

2025	Nº
INDICATORS ACHIEVED	311
INDICATORS PARTIALLY ACHIEVED	31
INDICATORS NOT ACHIEVED	18

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



CERTIFICACIÓN
ISO 17021
Nº04 / C-SC304

1/1

- Environmental Management System in accordance with ISO 14.001:2015

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 14001:2015

El Sistema de Gestión se aplica a:

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

Número del Certificado:	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



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ENAC
CERTIFICACIÓN
ISO 14001
Nº03 / C-MA007

1/1

- 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:

NORMA

ISO 45001:2018

El Sistema de Gestión se aplica a:

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

Número del Certificado:	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

UNE 19601:2017

El Sistema de Gestión de Compliance Penal se aplica a:

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 50.001:2018 Energy Management System.

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 50001:2018

El Sistema de Gestión se aplica a:

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

Número del Certificado:	ES150309 - 1
Aprobación original:	04-12-2024
Auditoría de certificación/renovación:	06-11-2024
Caducidad del ciclo anterior:	NA
Certificado en vigor:	04-12-2024
Caducidad del certificado:	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



CERTIFICACIÓN
ISO 17021
Nº4 / C-96060

1/1

- National Security Scheme (ENS)



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

In 2025, a total of 9 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 audits of the existing standards ISO 45.001, ISO 9.001 and 14.001; it is carried out by the verification audit by Bureau Veritas of the Non-Financial Statements Report, required by Law 11/2018. This year, as a novelty, the first follow-up of the Zero Waste audit by Bureau Veritas is carried out, and the second internal and external audits of the first follow-up of ISO 50.001 for certified energy management at the end of 2024.

Internal Audit 2025

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

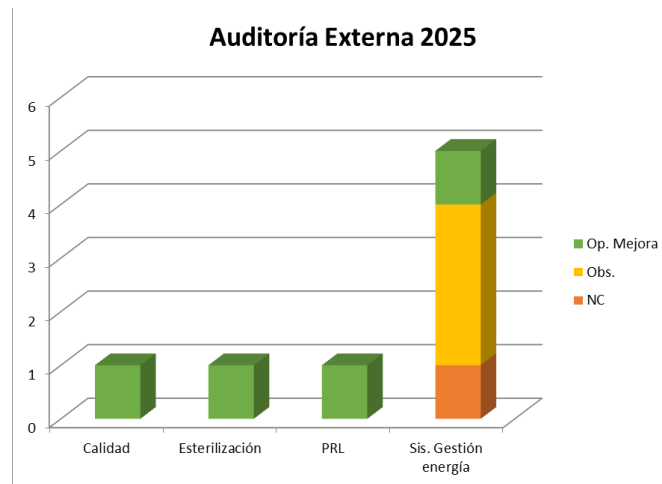
As can be seen, 50% of the NCs were detected in the Food Area and the other 50% in the Nursery Area.

Procedure	NC	%
FOOD	4	50%
QUALITY	0	0%
STERILIZATION	0	0%
NURSERY	4	50%
CLEANING	0	0%
MAINTENANCE	0	0%
Total	8	100%

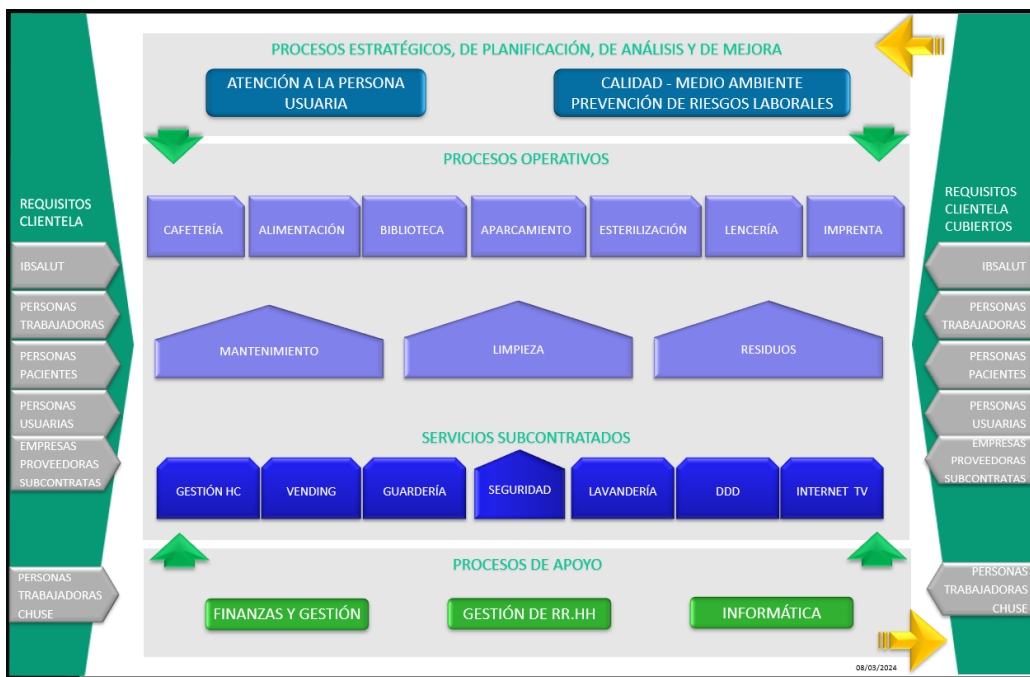
External Audits 2025

During the last quarter of 2025, all the scheduled annual external audits were carried out. All of them were successfully resolved.

Procedure	NC	%	Obs.	%	Op. Improvement	%
QUALITY			1	25%	1	25%
STERILIZATION					1	25%
PRL					1	25%
ENERGY MANAGEMENT SYSTEM	1	100%	3	75%	1	25%
Total	1	100%	4	100%	4	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 ON POLLUTION PREVENTION 2025 (amounts excluding VAT)	
Environmental consulting and audits	€25,725
Management systems consulting	€14,872.00
Internal and external audits of environmental management system	€14,805.64
E-learning training environmental awareness	55€
Waste management (ratio)	€7,218.16
TOTAL	62.676 €

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

The integrated policy published on the website includes the fight against the global climate emergency and the precautionary principle for the protection of the environment.

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

Annually, a process is carried out to evaluate the environmental impacts generated by the activities (all vectors being analyzed).

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 minimisation of environmental impacts and that remain in force throughout 2025.



Buenas prácticas Ambientales

- Cerrar los grifos cuando no los necesitamos 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 pierde 1 gota por segundo provoca un desperdicio de 30 litros de agua al día y una cisterna rota 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 estén utilizando y regular los niveles de luz según nuestras necesidades
- Apagar las luces cuando sean innecesarias, incluso en breves periodos de tiempo (es un falso mito que volver a encender las 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 limpias las ventanas para permitir la entrada de luz natural.

- Apagar los aparatos cuando termina la jornada o si van a estar inactivos durante más de 1 hora (si los móviles u otros aparatos se apagan por la noche sólo se necesitan cargar la mitad de las veces que si se mantienen 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 ladrones con interruptor que nos permitan desconectar varios aparatos a la vez.
- Recargar los equipos sólo el tiempo necesario y desenchufar los cargadores al terminar para evitar consumos excesivos (los cargadores siguen consumiendo hasta un 50% de energía aunque no están conectados al aparato).
- Configurar los equipos (ordenadores, fotocopiadoras, impresoras, faxes, etc.) en modo "ahorro de energía" si tienen esta opción, ya que se puede reducir el consumo eléctrico hasta un 50%.
- Usar pantallas planas: consumen menos energía y emiten 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 salvapantallas del ordenador ahorre energía ha de ser totalmente negro y es aconsejable configurarlo tras 10 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 insolación 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 en ningún caso contienen gases perjudiciales para la capa de ozono.
- Adecuar 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).



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 imiten 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

ENVASES METÁLICOS

BRIKS

ENVASES DE PLÁSTICO

ENVASES DE CARTÓN Y PAPEL SIEMPRE AL CONTENEDOR AZUL

ENVASES DE PAPEL

ENVASES DE CARTÓN

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

NUNCA deposites en el contenedor AZUL papel de aluminio, briks, pañales, servilletas y pañales de papel sucios, cartón y papel manchados de grasa o 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.

C-74-01-A
Rev. A
15/02/2019

Comunicación Medioambiental

Plásticos:

¿cuánto tiempo tardan en descomponerse?

Hilo de pesca	± 600 años	El mismo tiempo que hace que... Colón llegó a América (1492)
Botella	± 500 años	El mismo tiempo que hace que Nació Cervantes (1547)
Cubiertos	± 400 años	El mismo tiempo que hace que Galileo Galilei dijo: "la Tierra es redonda" (1630)
Mechero	100 años	El mismo tiempo que hace que... Se hundió el Titanic (1912)
Vaso	65- 75 años	El mismo tiempo que hace que... Terminó la II Guerra Mundial (1945)
Bolsa	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. Trae tu propia bolsa de compra.
2. Carga una botella reusable.
3. Trae tu propio termo.
4. Guarda tu comida en contenedores reutilizables.
5. ¡No a utensilios desechables!
6. Evita el uso de bolsas plásticas.
7. Evita platos desechables.
8. Usa contenedores de cristal.
9. Comparte estos tips con tus amigos.

#REUTILIZA Y OPTIMIZA TUS RECURSOS

In 2025, the following training pills have been created in the field of sustainability and the environment: Sustainable Mobility (BiciPalma), Good practices in the use of energy and ESG.

Píldoras formativas CHUSE Puntuación 0%

En este Plan formativo encontrarás las siguientes Píldoras formativas: - Píldora formativa Compliance - Píldora formativa Acoso - Píldora formativa ESG - Píldora formativa BiciPalma - Píldora formativa Desconexión Digital - Píldora formativa Accidentes In Itinere

 <p>BiciPalma</p> <p>Terminado 100%</p>	 <p>Acoso</p> <p>Terminado 100%</p>	 <p>Compliance</p> <p>Terminado 100%</p>	 <p>Desconexión digital y buen uso de tecnologías</p> <p>Terminado 100%</p>
 <p>Buenas prácticas en el uso de la energía</p> <p>Terminado 100%</p>	 <p>ESG</p> <p>Terminado 100%</p>	 <p>Accidentes In Itinere</p> <p>Terminado 100%</p>	

These pills have been taken by 298 people, which represents 71.8% of those enrolled.

Training TRAINING PILLS 2025	Nº	%
Students with COMPLETED course	298	71,81%
Students with INCOMPLETE course	26	6,27%
Students with course NO ATTEMPT	91	21,93%
TOTAL	415	100%

Recycling training: "Sustainability, environmental awareness and energy use" and "Office waste management".

Formación reciclaje CENT/BIB/IMP 2025

En este Plan formativo encontrarás la siguiente formación: - Sostenibilidad, sensibilización ambiental y uso de energía - RGPD - PVD's



Sostenibilidad, sensibilización ambiental y uso de energía

Terminado 100%



Riesgos asociados a PVD's

Terminado 100%



Gestión de Residuos en Oficinas

Terminado 100%

A total of 319 workers have completed the retraining training. This represents 86.4% of the total number of people enrolled.

RECYCLING Training 2025	Nº	%
Students with COMPLETED course	319	86,45%
Students with INCOMPLETE course	7	1,90%
Students with course NO ATTEMPT	43	11,65%
TOTAL	369	100%

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.



Preus envasos per emportar

C-CAF-28

Precios envases para llevar

Rev. A

15/07/2024

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 cobraran 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.

During 2025, the line of dissemination of the guide to Good Practices in the use of energy (created in 2024) that affects CHUSE staff and subcontracting companies will continue.



BUENAS PRÁCTICAS en el uso de la ENERGÍA

Ref. G-63-01-A-A

Modificación:
Redacción Inicial

Fecha
31/07/2024

Revisión
A



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	Mayor nivel de eficiencia: un consumo de energía inferior al 50% de la media.
	B	Entre el 55% y el 70%.
	C	Entre el 75% y el 90%.
Est que presenten un consumo medio	D	Entre el 90% y el 100%.
	E	Entre el 100% y el 110%.
	F	Entre 110% y el 125%.
Menor consumo de energía	G	Superior al 125%.

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.

← **CÓDIGO QR**
Información producto

← **IDENTIFICADOR**
Marca y Modelo

← **ESCALA ENERGÉTICA**
De la más eficiente (A) a la menos eficiente (G)

← **CONSUMO ENERGÉTICO**
Consumo anual de energía

← **PICTOGRAMAS**
Características del producto

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:

- Calefacción.
- 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, esta 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 9 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

Página 15 de 16

- 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 desecharse 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. POLLUTION

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 2025:

- Air pollution associated with carbon footprint (refrigerant gases);
- Generation of paper and cardboard waste;
- Consumption of plastic bags (in cleaning);
- Generation of organic fraction (in feed);
- Paper consumption (printing service);
- Consumption of Hydrogen Peroxide H₂O₂ (associated with the sterilization service);
- Consumption of plastic strapping (lingerie).

Strategies are established to minimise 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 2025, no cases of environmental pollution have been generated.

3.3. CIRCULAR ECONOMY. PREVENTION, WASTE MANAGEMENT AND FOOD WASTE.

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)
Catering	Organic waste
Cleaning	Municipal Solid Waste and Hazardous Waste
Printing	Urban solid waste Hazardous waste (toner cartridges)
Maintenance	Hazardous waste

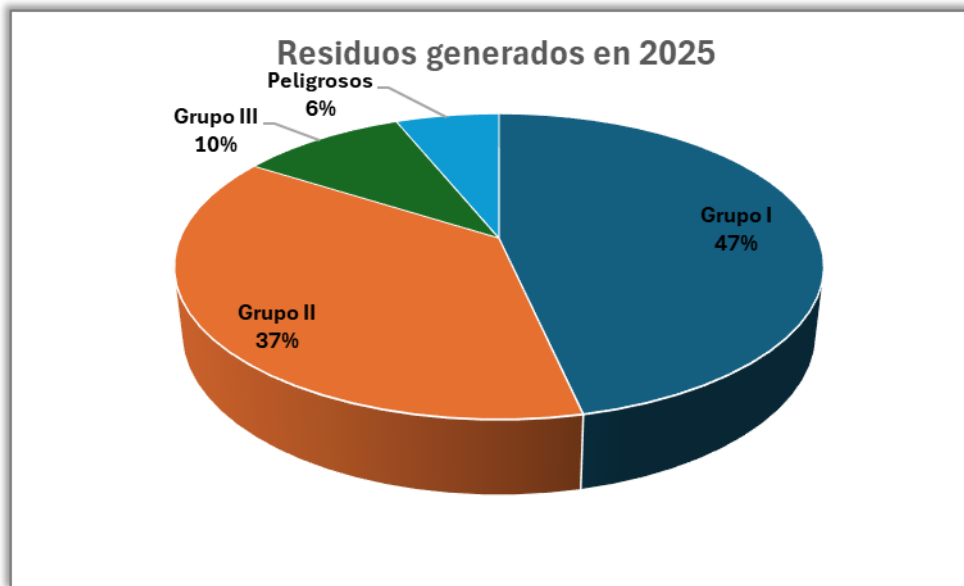
It is worth highlighting within this strategic line, on the 2025 data CHUSE has audited for the third time the **Zero Waste Management Certificate** with an Excellent commitment level (Alternative management to landfill greater than 95% of the waste generated). The certificate can be consulted in section [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 I¹, group II² and group III)³ 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 2025, there has been a decrease in the generation of all waste, linked to the decrease in activity and an improvement in segregation.

CÓDIGO	DESCRIPCIÓN	VALOR 24	VALOR 25	%var
ip12b.01	Kg promedio mensual generación residuos	179.208	178.885	-0,2%
ip12b.02	Kg promedio mensual generación G.I	83.773	83.244	-0,6%
ip12b.03	Kg promedio mensual generación G.II	64.435	67.035	4,0%
ip12b.04	Kg promedio mensual generación G.III	18.766	17.606	-6,2%
ip12b.05	Kg promedio mensual generación G. Peligrosos	12.234	11.000	-10,1%

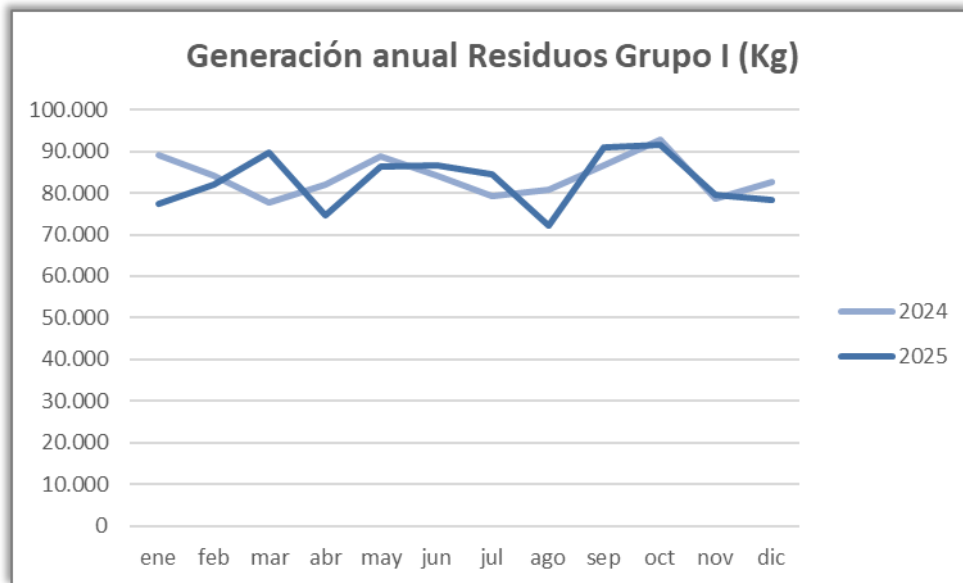
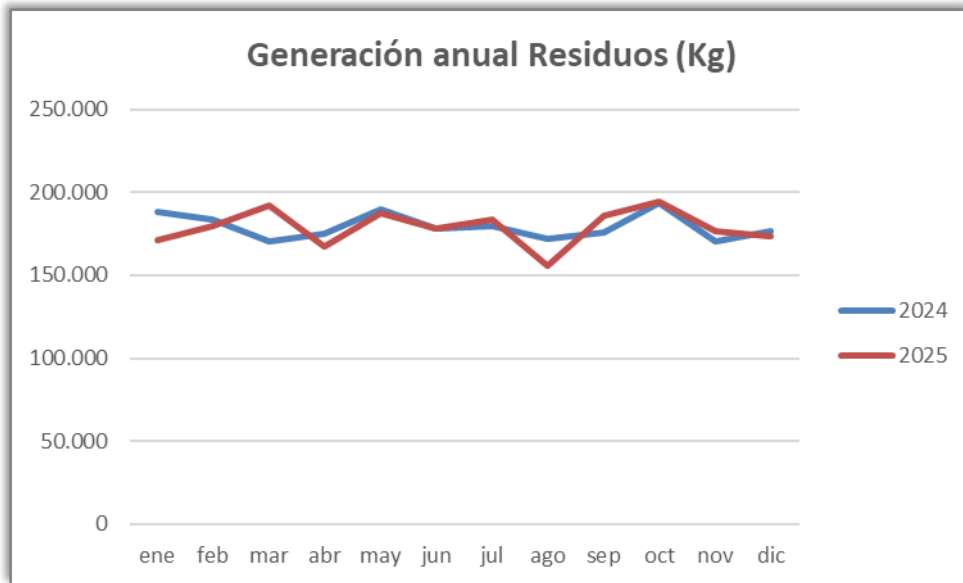


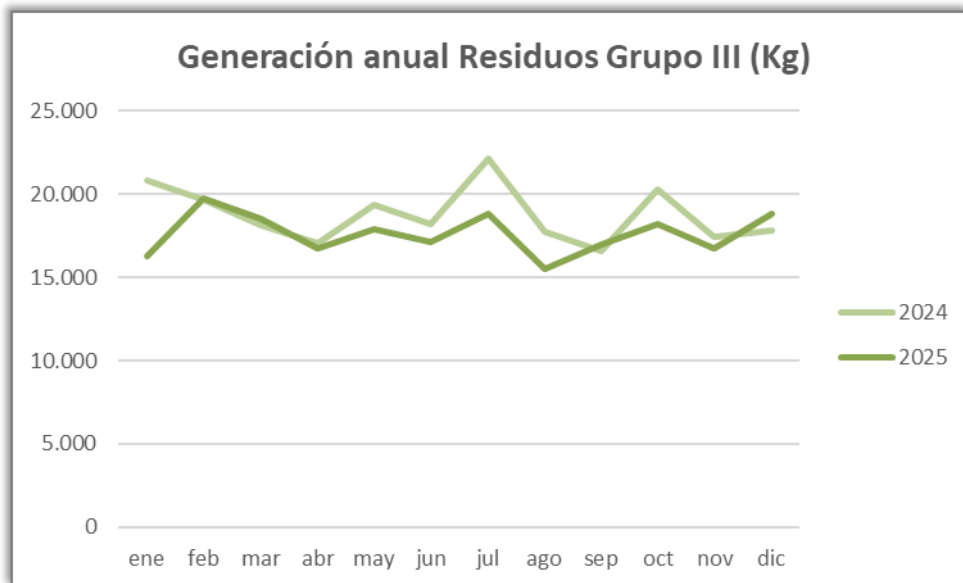
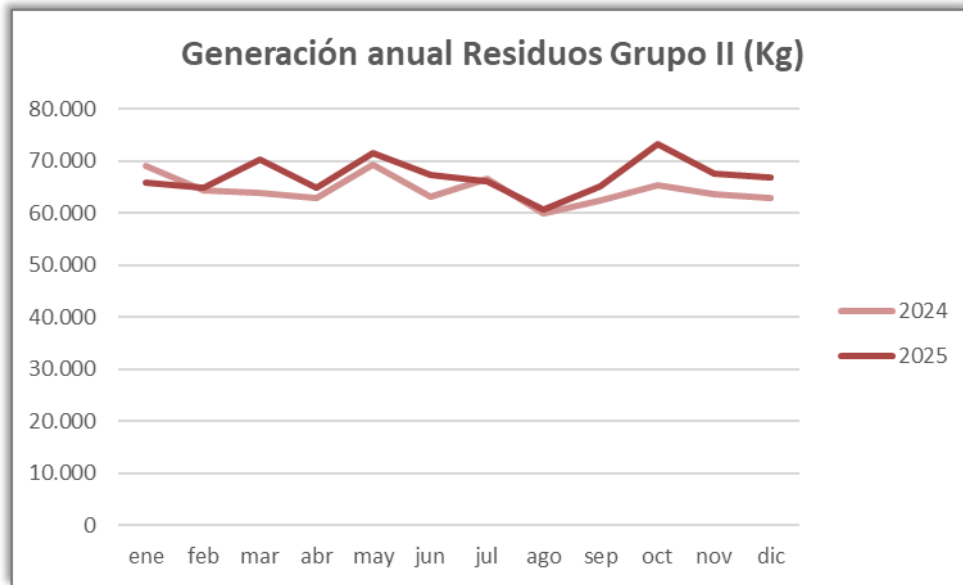
These are the data on total waste generation, including the total of the Hospital.

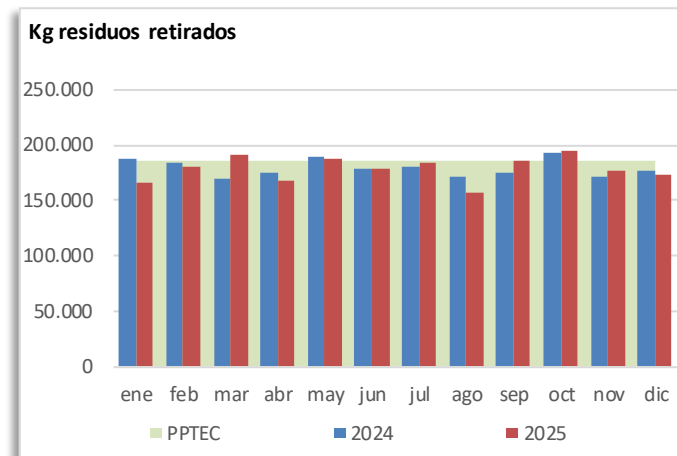
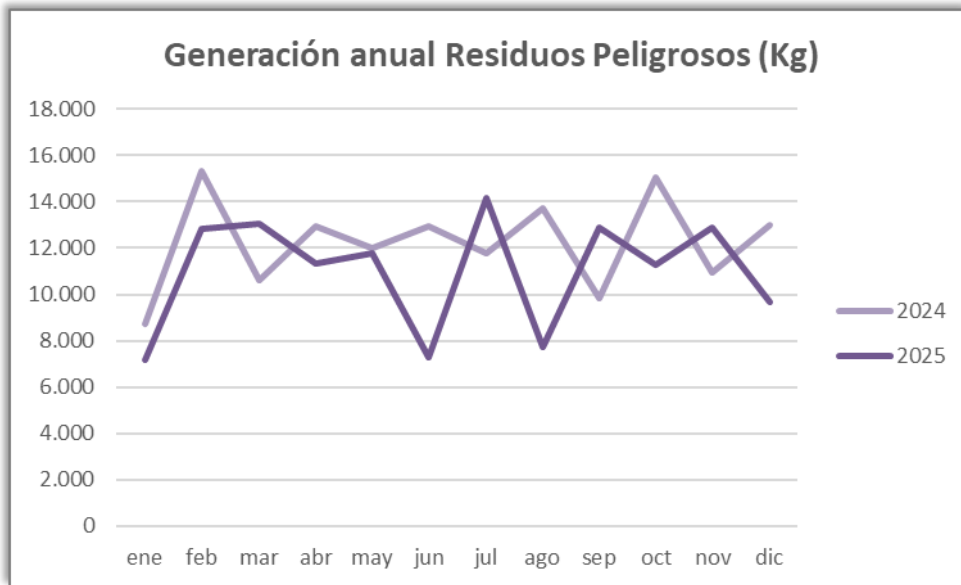
¹ They are those generated in activities that are not specifically sanitary and therefore do not require special precautions in their management. Waste similar to domestic waste is included: paper, cardboard, plastics, kitchen waste, gardening waste and waste from administrative activity.

² 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.

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





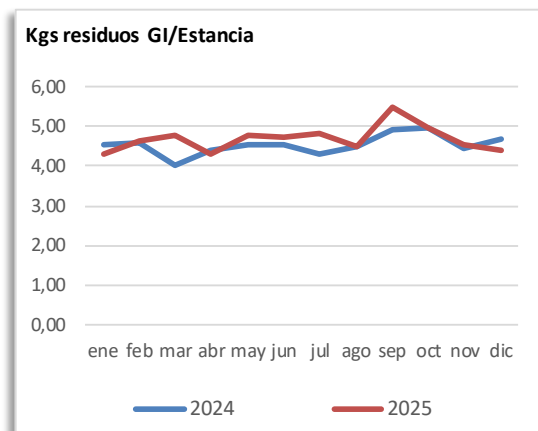


Kg residuos retirados	2024	2025	%var
Promedio mensual	179.208	178.485	-0,40%

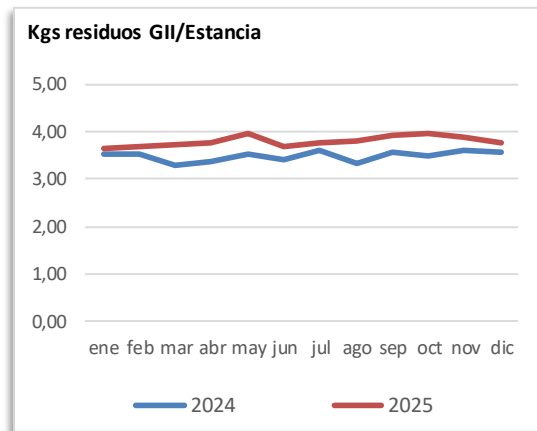
Kg residuos retirados	PPTEC	2025	%var
Promedio mensual	186.500	178.485	-4,30%

Objetivo: Actividad Real ≤ Actividad Prevista PPTEC

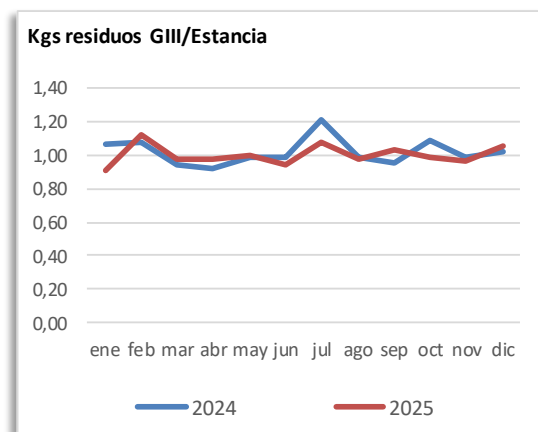
If we put the data into perspective, the ratios obtained are as follows compared to 2024:



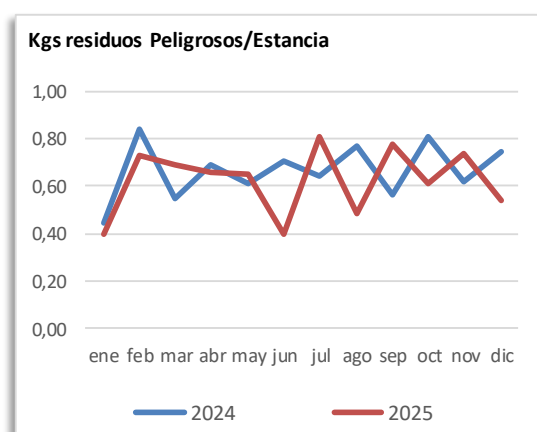
Kg res GI/Est	2024	2025	%var
Promedio mensual	4,54	4,70	3,47%



Kg res GII/Est	2024	2025	%var
Promedio mensual	3,49	3,80	8,89%



Kg res GIII/Est	2024	2025	%var
Promedio mensual	1,02	1,00	-1,75%



Kg res PELIG/Est	2024	2025	%var
Promedio mensual	0,66	0,62	-6,03%

Type	2022	2023	2024	2025
Non-hazardous	1.929,48	1.976,21	2.003,69	2.014,62
Hazardous	189,14	164,40	146,81	132,00
Waste recycled	256,55	424,10	448,22	532,83
Total	2.375,17	2.564,71	2.598,71	2.679,44

Recycling rate (%)	2022	2023	2024	2025
	10,80%	16,54%	17,25%	19,89%

It is observed that there is a reduction in the amount of hazardous and an increase in recyclables. This decrease is linked to the training actions that have been stressed in 2025 for all staff, as well as other awareness-raising actions.

Guidelines are available to avoid food waste (through the implementation in November 2025 of the **Food Waste Prevention and Reduction Plan** through which a programme 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.



Plan de Desperdicio Alimentario

Concessionària Hospital Universitari Son Espases

Revisión 2025

Modificación:
Redacción Inicial

Fecha
20/11/2025

Revisión
A



The specific objectives of the Plan have been approved in November 2025, and are to be implemented monthly in 2026:

SMART Objectives	Target indicator
Reduce the organic fraction collected in the kitchen by 5%	Kg/month collected organic fraction
Reduce the organic fraction collected in the cafeteria by 2%	Kg/month collected organic fraction
Renew the collaboration with the NGO SOS Mama, to collect the leftovers from the Cafeteria and give it to their soup kitchen	Signed Agreed

For the year 2025, as seen in [section 2.4.1](#) , within the Sustainability Goals -ESG, only the following objectives linked to Food Waste were established, both achieved with satisfactory results:

01 – Colaboración con comedor social



Acción

Disponer de la renovación del convenio de colaboración con la ONG “S.O.S Mama” para la recogida de los menús excedentes de Cafetería, para poder ofrecerlo en su comedor social.



Descripción

Colaborar con esta entidad, que acude a diario a las 16:00 h a recoger los platos que han sobrado del turno de mediodía de la Cafetería de público y personal, y ese día, es servido en el turno de cena de su comedor social.



Indicadores

Disponer del convenio firmado.



Contribución a los ODS



Resultado



Conseguido

02 – Controlar los KGs de raciones donadas



Acción

Disponer de los KGS de las raciones donadas a la ONG "S.O.S Mama".



Descripción

Se han donado un total de 24.070 raciones, lo que equivale a un promedio mensual de 2.006 raciones. Este dato ha disminuido respecto a 2024, ya que se ha optimizado la producción, para disminuir el desperdicio alimentario.



Indicadores

Σ Raciones (300g) donadas 2025 /
 Σ Raciones donadas (300g) 2024"



Contribución a los ODS



Resultado



Conseguido

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 environment service 2025 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 ratio of purchase of folios in the CHUSE Headquarters, on the 2024 result. Objective not achieved in 2025, on the standard set of 375 pages/monthly worker, the year has closed with an average of 439 pages per month. If only central people are taken into account, the standard of impressions is 286.25 impressions/person, and it has closed with 198.8 impressions/person in 2025. The deviation is given by the people of the Cleaning service who have a physical post in the central office. In its case, the standard was 1,378 impressions/person, and it has closed 2025 with 1,261 impressions/person.

	Central +1K folio consumption ratio	Central Exclusive Staff Impression Ratio	Central Cleaning Print Ratio
STANDARD	375,0	286,3	1.378,4
January	694,4	233,0	1.397,0
February	694,4	217,2	1.363,8
March	111,1	244,7	1.460,8
April	694,4	242,9	1.708,5
May	694,4	231,5	1.423,5
June	0	178,7	1.507,5
July	595,2	187,5	1.181,7
August	595,2	108,2	841,8
September	0	163,9	1.048,2
October	592,2	232,4	1.093,8
November	592,2	187,3	937,5
December	0	158,2	1.168,0
Q1	500,0	231,6	1.407,2
Q2	481,5	224,7	1.476,8
Q3	453,3	200,8	1.325,9
Q4	439,2	198,8	1.261,0
RESULT	439,2	198,8	1.261,0

- Reduce the battery consumption ratio at the CHUSE plant, on the 2024 result. Objective partially achieved in 2025. On AA batteries, a standard of 0.0 batteries/person per month had been set, and the year 2025 has closed with an average of 0.04. For AAA batteries, a standard of 0.0 batteries/person per month had been set, and the year 2025 has closed with an average of 0.14.

	AA battery consumption ratio	AAA battery consumption ratio
STANDARD	0,00	0,00
January	0,00	0,00
February	0,00	0,00
March	0,00	0,00
April	0,56	1,67
May	0,00	0,00
June	0,00	0,00
July	0,00	0,00
August	0,00	0,00
September	0,00	0,00
October	0,00	0,00
November	0,00	0,00
December	0,00	0,00
Q1	0,00	0,00
Q2	0,09	0,28
3rd TRI	0,06	0,19
4th TRI	0,04	0,14
RESULT	0,04	0,14

CHUSE does not have a resource register, but rather establishes actions or policies to minimise 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.

The consumption of those environmental aspects that have been identified for monitoring with the established objectives is presented below:

CONSUMPTION DATA 2025	Service Folios (units)	Printing Folios (units)	AA batteries (Plain.)	AAA Batteries (Plain.)	Vegetable oil cooking (liters)	Plastic film (meters)	Sanitary disinfectant (Plain.)	Hydrogen peroxide (Plain.)	Paintings (Plain.)
January	41.500	368.000	0	0	1.155	13.500	380	6	22
February	13.000	609.000	0	0	1.120	20.700	400	6	3
March	9.500	955.000	0	0	525	9.900	380	6	127
April	13.000	725.000	10	30	930	9.900	360	3	40
May	13.000	657.500	0	0	940	13.500	488	6	75
June	21.500	494.000	0	0	840	5.400	350	6	55
July	16.000	505.000	0	0	590	5.400	380	6	115
August	40.500	372.500	0	0	820	5.400	460	6	23
September	25.000	362.000	0	0	840	22.500	364	3	200
October	29.000	937.500	0	0	1.390	15.300	548	6	105
November	30.000	512.500	0	0	1.050	12.600	380	5	13
December	500	470.000	0	0	870	6.300	360	7	73
RESULT	252.500	6.968.000	10	30	11.070	140.400	4.850	66	851

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 2026, the Maintenance Department will propose an action plan to reduce water consumption, after two consecutive years of increased water consumption, since after its analysis it has been

detected that there was a problem with the cooling towers, which are excluded from the CHUSE contract and are the responsibility of the Hospital.

CHUSE does not have any restrictions on water supply either by activity or by local agreements.

Data on the total water consumption of the Hospital.

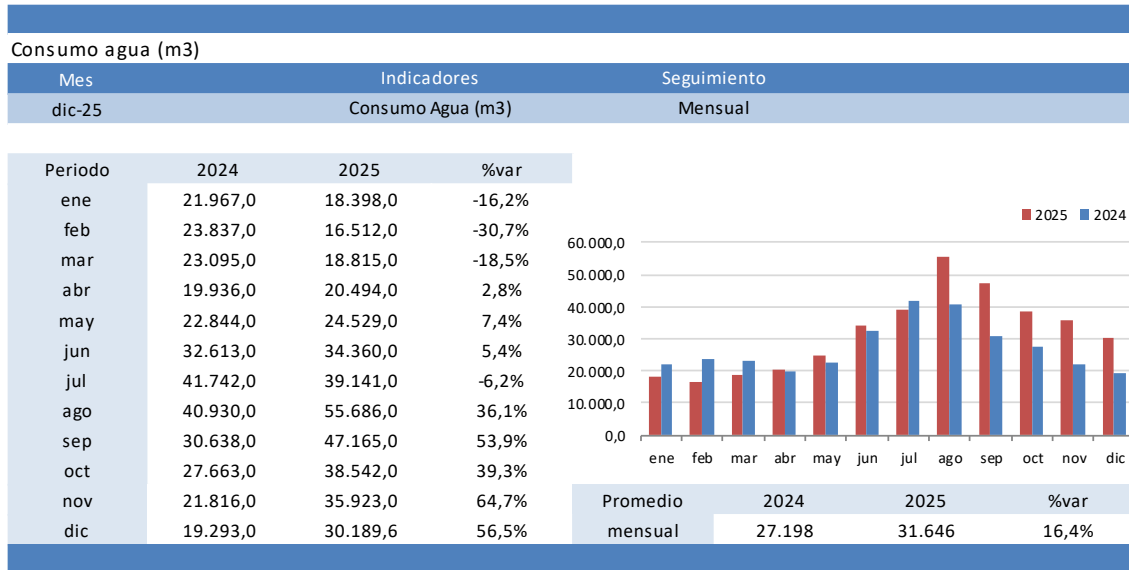


Table with water consumption, and HUSE and CHUSE activity data.

Datos 2024	Mes	Agua	Electricidad	Actividad HUSE	Diets Alimentación	Menús Cafetería	OTs Mantenimiento Correctivo + Preventivo	Limpiezas	Kgs residuos retirados	Cajas y paquetes esterilizados
Ene		21.967	2.330.381	76.222	83.451	13.168	15.112	6.320	187.705	33.774
Feb		23.837	2.272.515	76.025	80.647	12.490	11.997	6.155	183.476	34.036
Mar		23.095	2.243.103	71.603	82.772	12.767	10.272	5.972	170.237	34.411
Abr		19.936	2.297.832	75.190	81.829	12.905	11.566	5.790	174.601	30.330
May		22.844	2.513.467	80.049	81.342	13.742	13.860	6.247	189.399	37.152
Jun		32.613	2.869.595	72.255	77.034	12.471	10.841	5.748	177.229	35.865
Jul		41.742	3.537.042	72.521	76.673	13.001	11.635	5.836	179.149	36.337
Ago		40.930	3.790.323	61.680	72.045	13.019	10.572	5.885	170.489	30.634
Sep		30.638	2.976.831	72.995	71.657	13.322	14.214	5.753	172.517	30.727
Oct		27.663	2.900.637	81.375	80.919	14.555	14.899	6.567	191.230	38.397
Nov		21.816	2.296.802	74.471	76.667	12.521	20.406	6.035	172.290	31.715
Dic		19.293	2.245.079	64.187	75.100	12.118	11.577	6.042	172.479	30.050
Total		326.374	32.273.608	878.573	940.136	156.079	156.941	72.350	2.140.801	403.428

Datos 2025	Mes	Agua	Electricidad	Actividad HUSE	Diets Alimentación	Menús Cafetería	OTs Mantenimiento Correctivo + Preventivo	Limpiezas	Kgs residuos retirados	Cajas y paquetes esterilizados
Ene		18.398	2.250.066	75.251	81.931	12.973	14.479	5.832	165.993	33.514
Feb		16.512	2.148.396	72.934	76.993	12.516	14.853	5.427	179.567	31.792
Mar		18.815	2.247.577	78.424	81.550	13.527	16.335	5.717	191.588	33.467
Abr		20.494	2.155.132	69.617	78.334	12.571	11.785	5.420	167.310	30.987
May		24.529	2.592.263	78.368	81.426	13.472	14.584	5.611	187.476	33.788
Jun		34.360	3.256.555	75.229	81.742	13.131	18.482	5.489	178.209	32.477
Jul		39.141	3.967.419	72.755	80.031	13.047	12.443	5.647	183.677	32.890
Ago		55.686	3.491.794	58.279	71.435	12.587	11.409	5.126	155.925	27.282
Sep		47.165	3.314.976	73.747	73.658	13.163	17.460	5.212	185.232	30.578
Oct		38.542	2.666.539	76.944	83.868	14.048	12.429	5.696	194.113	35.881
Nov		35.923	2.352.493	71.858	80.076	13.926	16.538	5.178	176.357	31.706
Dic		30.190	2.206.071	62.646	81.422	12.812	10.790	5.241	173.532	28.163
Total		379.755	32.649.282	866.052	952.466	157.773	171.587	65.596	2.138.978	382.525

Table of total water consumption in 2025 corresponding to the organisation and the Hospital (jointly) together with service activity ratios.

Ratio agua / actividad HUSE

Consumo agua / Actividad HUSE			
Periodo	2024	2025	%var
ene	0,29	0,24	-15,2%
feb	0,31	0,23	-27,8%
mar	0,32	0,24	-25,6%
abr	0,27	0,29	11,0%
may	0,29	0,31	9,7%
jun	0,45	0,46	1,2%
jul	0,58	0,54	-6,5%
ago	0,66	0,96	44,0%
sep	0,42	0,64	52,4%
oct	0,34	0,50	47,4%
nov	0,29	0,50	70,7%
dic	0,30	0,48	60,3%
Promedio	2024	2025	%var
mensual	0,38	0,45	19,3%

Ratio agua / Dietas Alimentación

Consumo agua / Dietas alimentación			
Periodo	2024	2025	%var
ene	0,26	0,22	-14,7%
feb	0,30	0,21	-27,4%
mar	0,28	0,23	-17,3%
abr	0,24	0,26	7,4%
may	0,28	0,30	7,3%
jun	0,42	0,42	-0,7%
jul	0,54	0,49	-10,2%
ago	0,57	0,78	37,2%
sep	0,43	0,64	49,8%
oct	0,34	0,46	34,4%
nov	0,28	0,45	57,7%
dic	0,26	0,37	44,3%
Promedio	2024	2025	%var
mensual	0,35	0,40	15,0%

Ratio agua / Menús cafetería

Consumo agua / Menús cafetería			
Periodo	2024	2025	%var
ene	1,67	1,42	-15,0%
feb	1,91	1,32	-30,9%
mar	1,81	1,39	-23,1%
abr	1,54	1,63	5,5%
may	1,66	1,82	9,5%
jun	2,62	2,62	0,1%
jul	3,21	3,00	-6,6%
ago	3,14	4,42	40,7%
sep	2,30	3,58	55,8%
oct	1,90	2,74	44,4%
nov	1,74	2,58	48,1%
dic	1,59	2,36	48,0%
Promedio	2024	2025	%var
mensual	2,09	2,41	15,1%

Ratio agua / OT's Mantenimiento

Consumo agua / OT's Mantenimiento			
Periodo	2024	2025	%var
ene	1,45	1,27	-12,6%
feb	1,99	1,11	-44,0%
mar	2,25	1,15	-48,8%
abr	1,73	1,74	0,8%
may	1,65	1,68	2,0%
jun	3,01	1,86	-38,2%
jul	3,59	3,15	-12,3%
ago	3,87	4,88	26,1%
sep	2,16	2,70	25,3%
oct	1,86	3,10	67,0%
nov	1,07	2,17	103,2%
dic	1,67	2,80	67,9%
Promedio	2024	2025	%var
mensual	2,19	2,30	5,1%

Ratio agua / Limpiezas realizadas

Consumo agua / Limpiezas realizadas			
Periodo	2024	2025	%var
ene	3,48	3,15	-9,2%
feb	3,87	3,04	-21,4%
mar	3,87	3,29	-14,9%
abr	3,44	3,78	9,8%
may	3,66	4,37	19,5%
jun	5,67	6,26	10,3%
jul	7,15	6,93	-3,1%
ago	6,95	10,86	56,2%
sep	5,33	9,05	69,9%
oct	4,21	6,77	60,6%
nov	3,61	6,94	91,9%
dic	3,19	5,76	80,4%
Promedio mensual	2024	2025	%var
	4,54	5,85	29,0%

Ratio agua / KGs residuos retirados

Consumo agua / KGs residuos retirados			
Periodo	2024	2025	%var
ene	0,12	0,11	-5,3%
feb	0,13	0,09	-29,2%
mar	0,14	0,10	-27,6%
abr	0,11	0,12	7,3%
may	0,12	0,13	8,5%
jun	0,18	0,19	4,8%
jul	0,23	0,21	-8,5%
ago	0,24	0,36	48,8%
sep	0,18	0,25	43,4%
oct	0,14	0,20	37,3%
nov	0,13	0,20	60,9%
dic	0,11	0,17	55,5%
Promedio mensual	2024	2025	%var
	0,15	0,18	17,1%

Ratio agua / Contenedores y paquetes esterilizados

Consumo agua / KGs residuos retirados			
Periodo	2024	2025	%var
ene	0,65	0,55	-15,6%
feb	0,70	0,52	-25,8%
mar	0,67	0,56	-16,2%
abr	0,66	0,66	0,6%
may	0,61	0,73	18,1%
jun	0,91	1,06	16,3%
jul	1,15	1,19	3,6%
ago	1,34	2,04	52,8%
sep	1,00	1,54	54,7%
oct	0,72	1,07	49,1%
nov	0,69	1,13	64,7%
dic	0,64	1,07	67,0%
Promedio mensual	2024	2025	%var
	0,81	1,01	24,6%

During 2025 there was an increase in water consumption in the Hospital due to incidents in the maintenance service of the refrigeration system that is directly controlled by the Hospital; such increased consumption is outside CHUSE's operational limits.

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 2025 are the following:

Services performed by CHUSE	GHG emission sources
Hospital Food Service	-Gas for cooking processes
Catering	- 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:

- a) 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.
- b) Control of the refrigerant gas refills developed.
- c) Preventive maintenance plan for all installations including lighting, boilers, etc. (also focused on the prevention of refrigerant gas leaks).
- d) Regulatory energy audit.
- e) Certification in the UNE 50.001 energy management standard.

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 organisation 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 cooling) corresponding to the year 2023 (as established by the requirements of Decree 48/2021), the result being verified:

The current trends and data on the calculation of the Carbon Footprint are as follows:

Year	t CO2 eq	Status
2021	1,511 t CO2 eq	Verified and registered CAIB Registration
2022	1,485 t CO2 eq	Verified and registered CAIB Registration
2023	1,276.47 t CO2 eq	Verified and registered CAIB Registration
2024	2,010 t CO2 eq	Pending verification (within 2026 in compliance with CAIB Registration)
2025	1,958 t CO2 eq	Pending update of emission factors contemplated in the methodology (expected in 2026)

In 2024, the change of marketer was implemented, although IbSalut, as the owner of the facility and responsible for the contract, depends on the public administration. 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 centralised 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.

On the other hand, in compliance with Royal Decree 214/2025, the organisation, in addition to having calculated the Carbon Footprint for the 2025 financial year, has the Emissions Reduction Plan formalised in December 2025 and valid for 2026-2031. The Reduction Plan is closely linked to the actions derived from the UNE EN ISO 50.0001 certification.

The requirements derived from the Energy Management standard are implemented transversally as a prevention and reduction measure.

Excerpt from the Reduction Plan (2026-2031):

REDUCTION TARGET 1 (SCOPE 1): 5% REDUCTION IN SCOPE 1 EMISSIONS (SCOPE 1 TARGET)

MEASUREMENT	DEADLINES	ESTIMATED REDUCTIONS
Reduction of gas consumption - Reduce the gas consumption of the HUSE by 5%. (Objective 07 of the Sustainability Plan)	2025	3% in 2025 on 2024 data
	2027	5% on 2024 data
Monitoring of sectorised consumption (gas) and operational control	2030	1%

REDUCTION TARGET 2 (SCOPE 2): REDUCTION IN ESTIMATED SCOPE 2 EMISSIONS (2%). (GOAL SCOPE 2)

MEASUREMENT	DEADLINES	ESTIMATED REDUCTION
Close the windows of all the Hospitalization rooms to avoid energy losses	2025	0.5%
Carrying out training actions on energy matters	Annual	Cross-sectional – no estimation
Reduce estimated electricity consumption in CHUSE	2028	2%
Maintenance of UNE EN ISO 50.001 certification	During the term of the Plan	2%

In relation to the requirements of UNE EN ISO 50.001, energy objectives for 2025 are established:

Actions	Formula	Standard	Result
Install a Biogas plant, to reduce gas consumption.	Yes / No	100%	Cancelled. The study has been carried out and the gas could not be used for the laundry machines.
Close the windows of all hospitalization rooms to avoid energy losses.	Yes / No	100%	Achieved. All windows have been closed
Replace 271 meters of DHW pipe to avoid energy losses.	\sum (Meters of DHW pipe replaced in 2025)	22.6 meters/month	Achieved. 1,334 meters have been changed.
Monitor the electricity consumption of the HUSE, ensuring that consumption is reduced by 3% compared to 2024	\sum (Electricity consumption 2024) / \sum (Electricity consumption 2025)	<3%	Achieved. Savings of 5.4% have been made in baseline over expected consumption, and in absolute terms there has been a consumption greater than 0.2%.
Monitor the gas consumption of the HUSE, ensuring that consumption is reduced by 3% compared to 2024	\sum (Gas consumption 2024) / \sum (Gas consumption 2025)	<3%	Achieved. Savings of -5,2%.
Fluorescent switch to LED technology, to save kwh in lighting	\sum (LED bulbs installed in 2024) / \sum (LED bulbs installed in 2025).	132,588 kWh /year	Not achieved due to the initial approach to the objective Savings of 62,622 kwh. Having changed more LED bulbs in previous years, their lifespan is longer, so they are replaced less frequently.

There are no carbon footprint emissions of gravity on the environment.

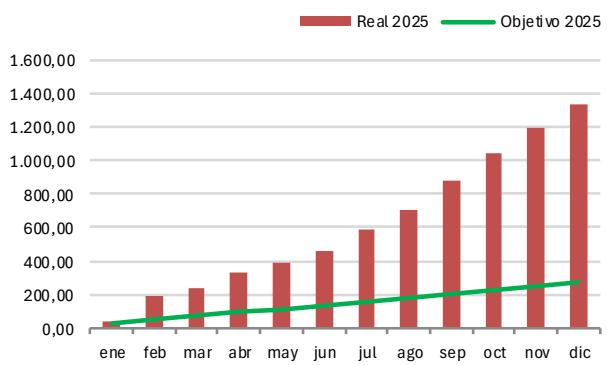
Next, data and energy performance information are presented:

03.A

Metros cambiados de tubería de ACS por PPR Niron premium

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	271	Metros de tubería ACS cambiada	Mensual	si

Periodo	Objetivo 2025	Real 2025
ene	22,6	34,90
feb	45,2	187,50
mar	67,8	238,50
abr	90,4	333,10
may	113,0	387,10
jun	135,6	452,90
jul	158,2	582,50
ago	180,8	701,50
sep	203,4	882,50
oct	226,0	1.047,00
nov	248,6	1.193,60
dic	271,2	1.333,90



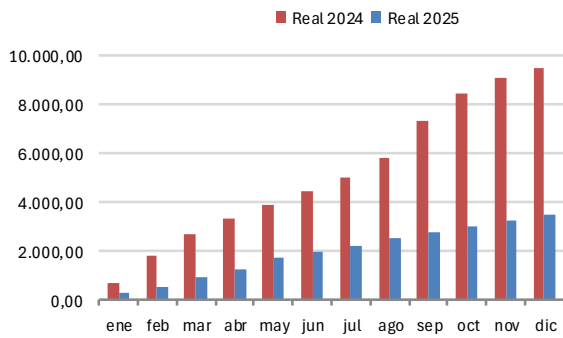
Mes	Objetivo 2025	Real 2025	%var
dic	271,20	1333,90	391,9%
Promedio mensual	Objetivo 2025	Real 2025	%var
	22,60	111,16	391,9%

03.A

Cambio bombillas a LED

Mes	META	Indicadores	Seguimiento	¿conseguido?
dic	-		Mensual	no

Periodo	Real 2024	Real 2025
ene	728	308
feb	1.871	528
mar	2.718	924
abr	3.329	1.286
may	3.944	1.719
jun	4.500	2.008
jul	4.992	2.251
ago	5.825	2.517
sep	7.366	2.805
oct	8.428	3.051
nov	9.121	3.272
dic	9.483	3.479



Mes	Real 2024	Real 2025	%var
dic	9.483	3.479	-63,3%
Promedio	Real 2024	Real 2025	%var
mensual	790	290	-63,3%

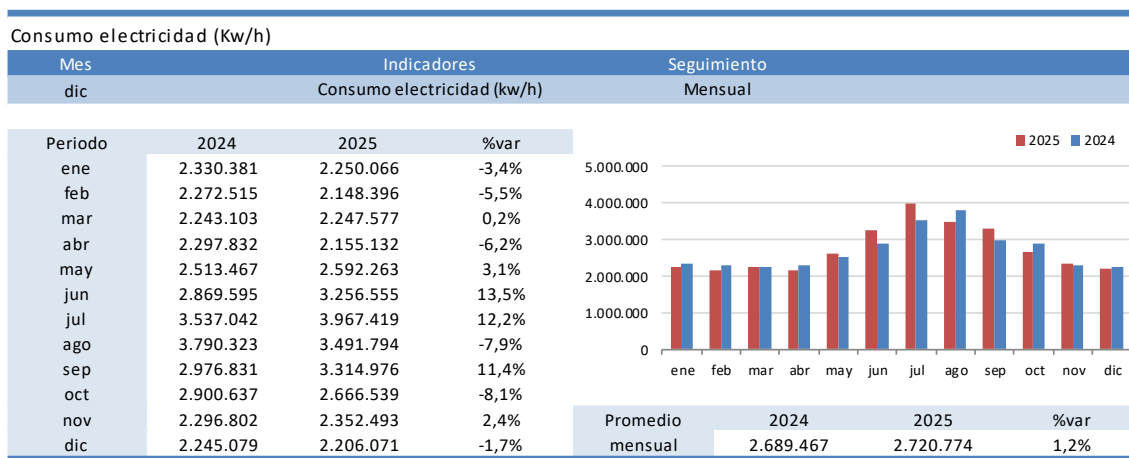
Bombillas LED cambiadas				Ahorro mensual kwh
Periodo	2024	2025		
ene	728	308		5.544,00
feb	1.143	220		3.960,00
mar	847	396		7.128,00
abr	611	362		6.516,00
may	615	433		7.794,00
jun	556	289		5.202,00
jul	492	243		4.374,00
ago	833	266		4.788,00
sep	1.541	288		5.184,00
oct	1.062	246		4.428,00
nov	693	221		3.978,00
dic	362	207		3.726,00
1er TRI	2.718	924	-66,0%	16.632
2do TRI	4.500	2.008	-55,4%	36.144
3er TRI	7.366	2.805	-61,9%	50.490
TOTAL	9.483	3.479	-63,3%	62.622

*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.

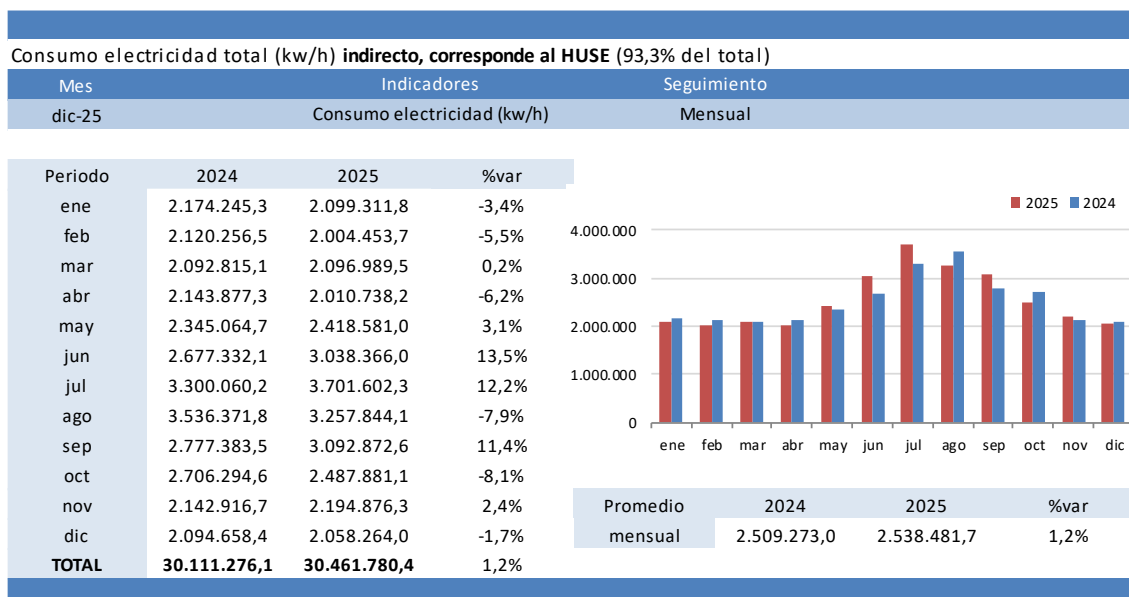
For this reason, the global data are presented together with activity ratios of the services subject to the specifications developed by CHUSE and which have the greatest impact on electricity consumption (cooking and maintenance).

Data on the total electricity consumption of the building.

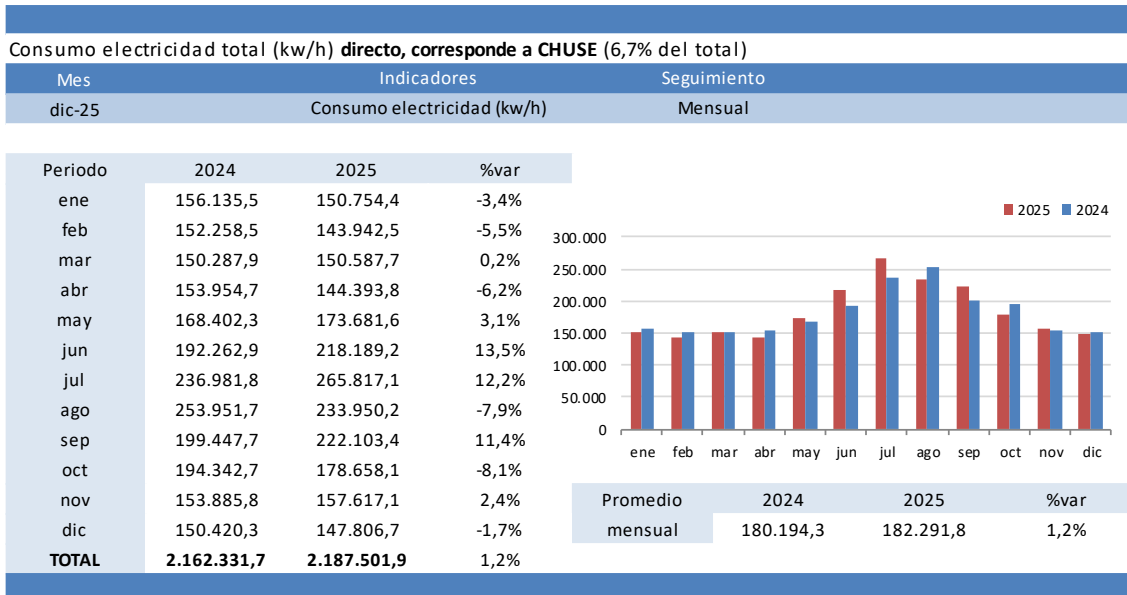


The following is the electricity consumption data for CHUSE's own electricity consumption based on the application of the indicated parameter by the Hospital:

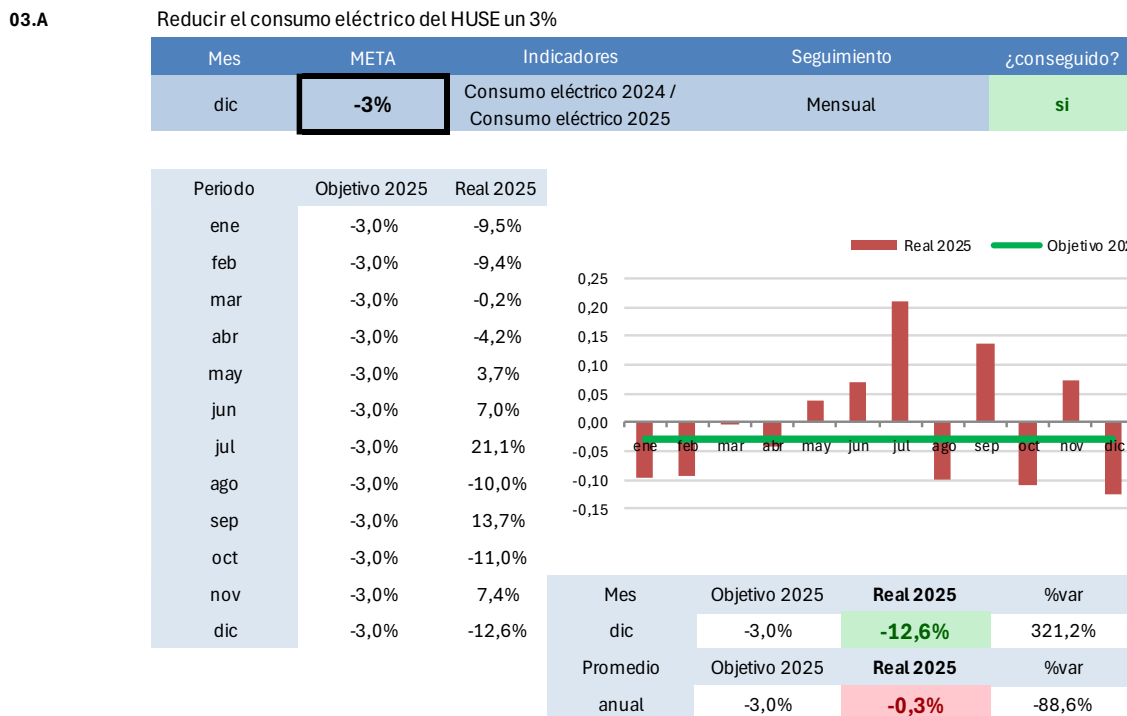
Indirect energy consumption, which corresponds to HUSE (93.3%) of total consumption



Direct energy consumption, which corresponds to CHUSE (6.7%) of total consumption



Annual target set for the reduction of electricity consumption by 2025.



	C. REAL	C. ESPERADO	Diferencia	
Diferencia entre real y esperado	32.399.257,00	34.257.423,67	-1.858.166,67	kwh
Promedio Mejora del desempeño	2025	-5,42%		

Consumo electricidad (kw/h)				Datos sampol		
Periodo	2024	2025		2025	dif	
ene	2.107.336	1.906.630		2.316.885	21,5%	
feb	2.178.548	1.973.542		2.074.685	5,1%	
mar	2.632.532	2.628.264		2.276.810	-13,4%	
abr	2.077.988	1.990.582		2.260.254	13,5%	
may	2.254.130	2.336.904		2.583.919	10,6%	
jun	3.305.136	3.538.076		3.314.886	-6,3%	
jul	3.200.258	3.876.758		3.819.846	-1,5%	
ago	4.272.156	3.843.061		3.724.049	-3,1%	
sep	2.730.570	3.103.763		3.366.543	8,5%	
oct	2.666.450	2.372.836		2.770.935	16,8%	
nov	2.678.875	2.876.426		2.296.186	-20,2%	
dic	2.234.797	1.952.415		2.193.352	12,3%	
1er TRI	6.918.416	6.508.436	-5,9%	6.668.380	2,46%	
2do TRI	14.555.670	14.373.998	-1,2%	14.827.439	3,15%	
3er TRI	24.758.654	25.197.580	1,8%	25.737.877	2,14%	
TOTAL	32.338.776	32.399.257	0,2%	32.998.350	1,85%	

Data from manual readings versus data from supplier Sampol.

CGBT1 - TOTAL				CGBT2 - TOTAL			
Periodo	2024	2025	desviación	Periodo	2024	2025	desviación
ene	522.972	465.722	-10,9%	ene	814.464	738.420	-9,3%
feb	546.262	448.934	-17,8%	feb	859.956	780.532	-9,2%
mar	692.786	606.436	-12,5%	mar	980.300	1.041.636	6,3%
abr	555.962	525.106	-5,6%	abr	773.404	769.360	-0,5%
may	684.814	721.736	5,4%	may	801.356	822.788	2,7%
jun	1.290.860	1.599.736	23,9%	jun	1.007.180	999.672	-0,7%
jul	1.520.866	1.999.752	31,5%	jul	872.068	984.402	12,9%
ago	2.209.658	1.946.966	-11,9%	ago	1.056.188	991.663	-6,1%
sep	1.101.624	1.452.220	31,8%	sep	823.036	849.103	3,2%
oct	985.308	762.512	-22,6%	oct	851.536	814.260	-4,4%
nov	778.205	818.562	5,2%	nov	960.655	1.040.204	8,3%
dic	531.515	434.579	-18,2%	dic	875.817	791.384	-9,6%
1er TRI	1.762.020	1.521.092	-13,7%	1er TRI	2.654.720	2.560.588	-3,5%
2do TRI	4.293.656	4.367.670	1,7%	2do TRI	5.236.660	5.152.408	-1,6%
3er TRI	9.125.804	9.766.608	7,0%	3er TRI	7.987.952	7.977.576	-0,1%
TOTAL	11.420.832	11.782.261	3,2%	TOTAL	10.675.960	10.623.424	-0,5%

CGBT3 - TOTAL				TOTAL CGBT			
Periodo	2024	2025	desviación	Periodo	2024	2025	
ene	769.900	702.488	-8,8%	ene	2.107.336	1.906.630	-9,5%
feb	772.330	744.076	-3,7%	feb	2.178.548	1.973.542	-9,4%
mar	959.446	980.192	2,2%	mar	2.632.532	2.628.264	-0,2%
abr	748.622	696.116	-7,0%	abr	2.077.988	1.990.582	-4,2%
may	767.960	792.380	3,2%	may	2.254.130	2.336.904	3,7%
jun	1.007.096	938.668	-6,8%	jun	3.305.136	3.538.076	7,0%
jul	807.324	892.604	10,6%	jul	3.200.258	3.876.758	21,1%
ago	1.006.310	904.432	-10,1%	ago	4.272.156	3.843.061	-10,0%
sep	805.910	802.440	-0,4%	sep	2.730.570	3.103.763	13,7%
oct	829.606	796.064	-4,0%	oct	2.666.450	2.372.836	-11,0%
nov	940.015	1.017.660	8,3%	nov	2.678.875	2.876.426	7,4%
dic	827.465	726.452	-12,2%	dic	2.234.797	1.952.415	-12,6%
1er TRI	2.501.676	2.426.756	-3,0%	1er TRI	6.918.416	6.508.436	-5,9%
2do TRI	5.025.354	4.853.920	-3,4%	2do TRI	14.555.670	14.373.998	-1,2%
3er TRI	7.644.898	7.453.396	-2,5%	3er TRI	24.758.654	25.197.580	1,8%
TOTAL	10.241.984	9.993.572	-2,4%	TOTAL	32.338.776	32.399.257	0,2%

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

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
Total		32.273.608	878.573	940.136	156.079	156.941	72.350	2.140.801	403.428

Datos 2025	Mes	Electricidad	Actividad HUSE	Dietas Alimentación	Menús Cafetería	OTs Mantenimiento Correctivo + Preventivo	Limpiezas	Kgs residuos retirados	Cajas y paquetes esterilizados
Ene		2.250.066	75.251	81.931	12.973	14.479	5.832	165.993	33.514
Feb		2.148.396	72.934	76.993	12.516	14.853	5.427	179.567	31.792
Mar		2.247.577	78.424	81.550	13.527	16.335	5.717	191.588	33.467
Abr		2.155.132	69.617	78.334	12.571	11.785	5.420	167.310	30.987
May		2.592.263	78.368	81.426	13.472	14.584	5.611	187.476	33.788
Jun		3.256.555	75.229	81.742	13.131	18.482	5.489	178.209	32.477
Jul		3.967.419	72.755	80.031	13.047	12.443	5.647	183.677	32.890
Ago		3.491.794	58.279	71.435	12.587	11.409	5.126	155.925	27.282
Sep		3.314.976	73.747	73.658	13.163	17.460	5.212	185.232	30.578
Oct		2.666.539	76.944	83.868	14.048	12.429	5.696	194.113	35.881
Nov		2.352.493	71.858	80.076	13.926	16.538	5.178	176.357	31.706
Dic		2.206.071	62.646	81.422	12.812	10.790	5.241	173.532	28.163
Total		32.649.282	866.052	952.466	157.773	171.587	65.596	2.138.978	382.525

Below are the tables of the total electricity consumption in 2025 corresponding to the organization and the Hospital (jointly) together with service activity ratios.

Ratio electricidad / actividad HUSE

Consumo electricidad / Actividad HUSE			
Periodo	2024	2025	%var
ene	30,57	29,90	-2,2%
feb	29,89	29,46	-1,5%
mar	31,33	28,66	-8,5%
abr	30,56	30,96	1,3%
may	31,40	33,08	5,3%
jun	39,71	43,29	9,0%
jul	48,77	54,53	11,8%
ago	61,45	59,92	-2,5%
sep	40,78	44,95	10,2%
oct	35,65	34,66	-2,8%
nov	30,84	32,74	6,1%
dic	34,98	35,21	0,7%
Promedio	2024	2025	%var
mensual	37,16	38,11	2,6%

Ratio electricidad / Dietas Alimentación

Consumo electricidad / Dietas alimentación			
Periodo	2024	2025	%var
ene	27,93	27,46	-1,7%
feb	28,18	27,90	-1,0%
mar	27,10	27,56	1,7%
abr	28,08	27,51	-2,0%
may	30,90	31,84	3,0%
jun	37,25	39,84	6,9%
jul	46,13	49,57	7,5%
ago	52,61	48,88	-7,1%
sep	41,54	45,00	8,3%
oct	35,85	31,79	-11,3%
nov	29,96	29,38	-1,9%
dic	29,89	27,09	-9,4%
Promedio	2024	2025	%var
mensual	34,62	34,49	-0,4%

Ratio electricidad / Menús cafetería

Consumo electricidad / Menús cafetería			
Periodo	2024	2025	%var
ene	176,97	173,44	-2,0%
feb	181,95	171,65	-5,7%
mar	175,70	166,15	-5,4%
abr	178,06	171,44	-3,7%
may	182,90	192,42	5,2%
jun	230,10	248,01	7,8%
jul	272,06	304,09	11,8%
ago	291,14	277,41	-4,7%
sep	223,45	251,84	12,7%
oct	199,29	189,82	-4,8%
nov	183,44	168,93	-7,9%
dic	185,27	172,19	-7,1%
Promedio	2024	2025	%var
mensual	206,69	207,28	0,3%

Ratio electricidad / OT's Mantenimiento

Consumo electricidad / OT's Mantenimiento			
Periodo	2024	2025	%var
ene	154,21	155,40	0,8%
feb	189,42	144,64	-23,6%
mar	218,37	137,59	-37,0%
abr	198,84	182,87	-8,0%
may	181,35	177,75	-2,0%
jun	264,70	176,20	-33,4%
jul	304,00	318,85	4,9%
ago	358,52	306,06	-14,6%
sep	209,43	189,86	-9,3%
oct	194,69	214,54	10,2%
nov	112,56	142,25	26,4%
dic	193,93	204,46	5,4%
Promedio	2024	2025	%var
mensual	215,00	195,87	-8,9%

Ratio electricidad / Limpiezas realizadas

Consumo electricidad / Limpiezas realizadas			
Periodo	2024	2025	%var
ene	368,73	385,81	4,6%
feb	369,21	395,87	7,2%
mar	375,60	393,14	4,7%
abr	396,86	397,63	0,2%
may	402,35	462,00	14,8%
jun	499,23	593,29	18,8%
jul	606,07	702,57	15,9%
ago	644,07	681,19	5,8%
sep	517,44	636,03	22,9%
oct	441,70	468,14	6,0%
nov	380,58	454,32	19,4%
dic	371,58	420,93	13,3%
Promedio	2024	2025	%var
mensual	447,79	499,24	11,5%

Ratio electricidad / KGs residuos retirados

Consumo electricidad / KGs residuos retirados			
Periodo	2024	2025	%var
ene	12,42	13,56	9,2%
feb	12,39	11,96	-3,4%
mar	13,18	11,73	-11,0%
abr	13,16	12,88	-2,1%
may	13,27	13,83	4,2%
jun	16,19	18,27	12,9%
jul	19,74	21,60	9,4%
ago	22,23	22,39	0,7%
sep	17,26	17,90	3,7%
oct	15,17	13,74	-9,4%
nov	13,33	13,34	0,1%
dic	13,02	12,71	-2,3%
Promedio	2024	2025	%var
mensual	15,11	15,33	1,4%

Ratio electricidad / Contenedores y paquetes esterilizados

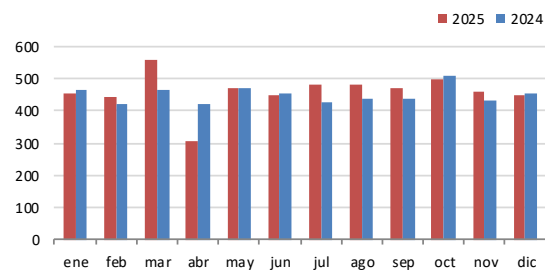
Consumo electricidad / KGs residuos retirados			
Periodo	2024	2025	%var
ene	69,00	67,14	-2,7%
feb	66,77	67,58	1,2%
mar	65,19	67,16	3,0%
abr	75,76	69,55	-8,2%
may	67,65	76,72	13,4%
jun	80,01	100,27	25,3%
jul	97,34	120,63	23,9%
ago	123,73	127,99	3,4%
sep	96,88	108,41	11,9%
oct	75,54	74,32	-1,6%
nov	72,42	74,20	2,5%
dic	74,71	78,33	4,8%
Promedio	2024	2025	%var
mensual	80,42	86,02	7,0%

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-25	Consumo Gas (m3)	Mensual

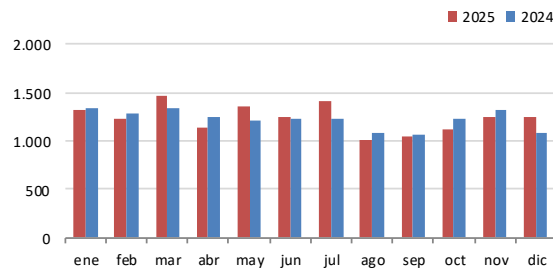
Periodo	2024	2025	%var
ene	467	453	-3,0%
feb	419	443	5,7%
mar	467	560	19,9%
abr	422	306	-27,5%
may	469	472	0,6%
jun	457	449	-1,8%
jul	426	480	12,7%
ago	438	484	10,5%
sep	438	469	7,1%
oct	509	498	-2,2%
nov	435	462	6,2%
dic	456	449	-1,5%



Promedio	2024	2025	%var
mensual	450	460	2,3%
Acumulado	2024	2025	%var
Anual	5.403	5.525	2,3%

Consumo gas (m3) Cocina		
Mes	Indicadores	Seguimiento
dic-25	Consumo Gas (m3)	Mensual

Periodo	2024	2025	%var
ene	1.338	1.323	-1,1%
feb	1.278	1.237	-3,2%
mar	1.338	1.465	9,5%
abr	1.251	1.140	-8,9%
may	1.214	1.361	12,1%
jun	1.222	1.239	1,4%
jul	1.224	1.418	15,8%
ago	1.091	1.014	-7,1%
sep	1.070	1.049	-2,0%
oct	1.224	1.111	-9,2%
nov	1.323	1.243	-6,0%
dic	1.083	1.244	14,9%



Promedio	2024	2025	%var
mensual	1.221	1.237	1,3%
Acumulado	2024	2025	%var
Anual	14.656	14.844	1,3%

Next, the gas consumption data by the Kitchen and Cafeteria activity are relativized.

Ratio consumo gas COCINA (m3) por dietas elaboradas

Mes	Indicadores			Seguimiento
dic-25	Consumo gas COCINA m3 / Dietas elaboradas			Mensual

Periodo	2024	2025	%var
ene	0,016	0,016	0,7%
feb	0,016	0,016	1,4%
mar	0,016	0,018	10,0%
abr	0,015	0,015	-5,0%
may	0,015	0,017	10,7%
jun	0,016	0,015	-4,7%
jul	0,016	0,018	9,9%
ago	0,015	0,014	-6,7%
sep	0,015	0,014	-4,9%
oct	0,015	0,013	-14,2%
nov	0,017	0,016	-11,2%
dic	0,014	0,015	5,6%

Promedio mensual	2024	2025	%var
	0,016	0,016	-0,1%

Ratio consumo gas CAFETERÍA (m3) por menús servidos

Mes	Indicadores			Seguimiento
dic-25	Consumo gas CAFETERÍA m3 / Menús servidos			Mensual

Periodo	2024	2025	%var
ene	0,04	0,03	-1,6%
feb	0,03	0,04	5,2%
mar	0,04	0,04	11,6%
abr	0,03	0,02	-34,3%
may	0,03	0,04	2,6%
jun	0,04	0,03	-7,2%
jul	0,03	0,04	10,9%
ago	0,03	0,04	12,5%
sep	0,03	0,04	7,7%
oct	0,03	0,04	1,4%
nov	0,03	0,03	-4,7%
dic	0,04	0,04	-7,4%

Promedio mensual	2024	2025	%var
	0,035	0,035	1,0%

The measures to prevent and reduce carbon footprint emissions are set out in section 3.5. of this report.

With the aim of contributing to the reduction of greenhouse gas emissions associated with Scope 3 emissions (HUSE staff travel), a Mobility Plan approved in August 2025 is available. This plan not only contributes to the reduction in the face of climate change, but also improves the efficiency of travel; promoting more sustainable modes of transport and improving the quality of life at work. The assessment or degree of achievement will be carried out after the first year of validity of the Plan and data may be reported within the 2026 report.

The objectives established in the Mobility Plan are the following:

Objectives

Reduce by 20% the percentage of workers who use a private car or motorcycle to commute to work within 3 years.

Increase the number of workers who use bicycles as a regular means of transport to work to 15% in the next 3 years.

Promote the improvement of accessibility in all pedestrian accesses to the center within 3 years

To ensure that 10% of journeys to the centre are made by car-sharing within 3 years.

Reduce commuting accidents by 5% within 3 years

All the objectives derived from the Mobility Plan are integrated into the Programme of Objectives and Indicators.

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 172,000km².

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
 noviembre 2024 Página 2 de 5

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.

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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, ONGs 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
- Training
- Payroll Management
- Remuneration
- 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 456 professionals, according to information collected in December 2025. 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

		F. DISCONT	FIJO	SUPLIDO	SUSTITUCIO	TEMPORAL	Total
ENERO	Hombre		109	1	5		115
	Mujer	1	310		19	5	335
	TOTAL	1	419	1	24	5	450
FEBRERO	Hombre		108	1	6		115
	Mujer	1	315		14	7	337
	TOTAL	1	423	1	20	7	452
MARZO	Hombre		107	1	3		111
	Mujer	6	315		16	5	342
	TOTAL	6	422	1	19	5	453
ABRIL	Hombre		106	1	2		109
	Mujer	9	316		17	5	347
	TOTAL	9	422	1	19	5	456
MAYO	Hombre		105	1	4		110
	Mujer	9	315		20	4	348
	TOTAL	9	420	1	24	4	458
JUNIO	Hombre		102	1	5	1	109
	Mujer	9	317		21	6	353
	TOTAL	9	419	1	26	7	462
JULIO	Hombre		103	1	6	2	112
	Mujer	9	316		18	6	349
	TOTAL	9	419	1	24	8	461
AGOSTO	Hombre		100	1	6	2	109
	Mujer	9	319		19	5	352
	TOTAL	9	419	1	25	7	461
SEPTIEMBRE	Hombre		100	1	7		108
	Mujer	9	316		19	7	351
	TOTAL	9	416	1	26	7	459
OCTUBRE	Hombre		101	1	9	1	112
	Mujer	9	315		23	7	354
	TOTAL	9	416	1	32	8	466
NOVIEMBRE	Hombre		103	1	7	4	115
	Mujer	8	309		24	7	348
	TOTAL	8	412	1	31	11	463
DICIEMBRE	Hombre		106	1	5	4	116
	Mujer	3	305		27	5	340
	TOTAL	3	411	1	32	9	456

*Data updated and extracted from PowerBi as of April 22, 2026

Monthly average according to type of contract

Contrato	Hombre Promedio mensual	Mujer Promedio mensual	TOTAL Promedio mensual
F. DISCONT	0,0	11,8	11,83
FIJO	100,8	295,5	396,33
SUPLIDO	1,0	0,0	1,00
SUSTITUCIO	8,8	31,7	40,50
TEMPORAL	3,5	4,9	8,42
Total	114,1	344,0	458,1

Monthly Contract Distribution

Contrato	F. DISCONT	FIJO	SUPLIDO	SUSTITUCIO	TEMPORAL	TOTAL
ENERO	2	393	1	47	7	450
FEBRERO	0	397	1	47	7	452
MARZO	6	394	1	46	6	453
ABRIL	12	395	1	40	8	456
MAYO	13	398	1	41	5	458
JUNIO	18	395	1	40	8	462
JULIO	18	394	1	40	8	461
AGOSTO	18	389	1	44	9	461
SEPTIEMBRE	18	401	1	30	9	459
OCTUBRE	17	402	1	37	9	466
NOVIEMBRE	15	397	1	37	13	463
DICIEMBRE	5	401	1	37	12	456
PROMEDIO	11,83	396,33	1,00	40,50	8,42	

*Data updated and extracted from PowerBi as of April 21, 2026

Monthly distribution by gender

GÉNERO	HOMBRE	MUJER	TOTAL
ENERO	115	335	450
FEBRERO	115	337	452
MARZO	111	342	453
ABRIL	109	347	456
MAYO	110	348	458
JUNIO	109	353	462
JULIO	112	349	461
AGOSTO	109	352	461
SEPTIEMBRE	108	351	459
OCTUBRE	112	354	466
NOVIEMBRE	115	348	463
DICIEMBRE	116	340	456
PROMEDIO	111,75	346,33	458,08

*Data updated and extracted from PowerBi as of April 21, 2026

Age distribution

DISTRIBUCIÓN DE LA PLANTILLA POR EDAD				
Genero en texto	Hombre		Mujer	
Rango en texto	Nº Empleados	%	Nº Empleados	%
Menos de 20 años	6	50,00%	6	50,00%
20 a 29 años	20	36,36%	35	63,64%
30 a 45 años	49	31,21%	108	68,79%
46 a 55 años	26	15,95%	137	84,05%
56 a 63 años	15	22,39%	52	77,61%
64 o más años			2	100,00%
Total	116	25,44%	340	74,56%

*Data updated and extracted from PowerBi as of April 1, 2026

Distribución plantilla por rango de edad en 2025

Rango en texto	Hombre	Mujer	TOTAL
	Promedio mensual	Promedio mensual	Promedio mensual
Menos de 20 años	3,2	3,2	6,42
20 a 29 años	17,8	31,1	48,83
30 a 45 años	49,7	109,6	159,33
46 a 55 años	26,2	138,1	164,25
56 a 63 años	16,1	55,8	71,92
64 o más años	0,0	7,3	7,33
Total	113,0	345,1	458,1

*Data updated and extracted from PowerBi as of April 1, 2026

Monthly distribution by gender and age range

Hombre							
Rango	Menos de 20	20 a 29 años	30 a 45 años	46 a 55 años	56 a 63 años	64 o más años	TOTAL
ENERO	2	19	49	28	16	1	115
FEBRERO	2	20	49	28	15	1	115
MARZO	2	17	47	29	15	1	111
ABRIL	3	17	46	27	15	1	109
MAYO	3	19	46	26	15	1	110
JUNIO	3	19	45	26	15	1	109
JULIO	4	22	44	26	15	1	112
AGOSTO	4	21	44	23	14	3	109
SEPTIEMBRE	4	20	44	23	14	3	108
OCTUBRE	6	22	44	23	14	3	112
NOVIEMBRE	6	21	46	25	15	2	115
DICIEMBRE	6	20	48	25	15	2	116
PROMEDIO	3,75	19,75	46,00	25,75	14,83	1,67	111,75
Mujer							
Rango	Menos de 20	20 a 29 años	30 a 45 años	46 a 55 años	56 a 63 años	64 o más años	TOTAL
ENERO	2	25	113	131	58	6	335
FEBRERO	2	27	112	133	57	6	337
MARZO	3	26	111	136	59	7	342
ABRIL	2	26	114	137	60	8	347
MAYO	3	27	115	136	59	8	348
JUNIO	3	28	116	140	58	8	353
JULIO	2	28	116	140	56	7	349
AGOSTO	2	30	116	143	56	5	352
SEPTIEMBRE	2	30	116	143	56	4	351
OCTUBRE	2	34	114	144	56	4	354
NOVIEMBRE	3	33	109	142	58	3	348
DICIEMBRE	6	35	108	137	52	2	340
PROMEDIO	2,67	29,08	113,33	138,50	57,08	5,67	346,33
PROMEDIO	6,42	48,83	159,33	164,25	71,92	7,33	458,08
TOTAL							

*Data updated and extracted from PowerBi as of April 21, 2026

Distribution by type of contract and age

PERSONAL POR TIPO DE CONTRATO Y EDAD												
Edad	Menos de 20 años		20 a 29 años		30 a 45 años		46 a 55 años		56 a 63 años		64 o más años	
Contrato	Nº Empleados	%	Nº Empleados	%	Nº Empleados	%	Nº Empleados	%	Nº Empleados	%	Nº Empleados	%
F. DISCONT					2	0,44%	2	0,44%	1	0,22%		
FIJO	4	0,88%	43	9,43%	138	30,26%	152	33,33%	62	13,60%	2	0,44%
SUPLIDO									1	0,22%		
SUSTITUCIO	5	1,10%	9	1,97%	15	3,29%	6	1,32%	2	0,44%		
TEMPORAL	3	0,66%	3	0,66%	2	0,44%	3	0,66%	1	0,22%		
Total	12	2,63%	55	12,06%	157	34,43%	163	35,75%	67	14,69%	2	0,44%

*Data updated and extracted from PowerBi as of April 1, 2026

Distribution by type of contract and category

PERSONAL POR TIPO DE CONTRATO Y CATEGORÍA				
Categoría muy resumida	Operarios		Personal técnico	
Contrato	Nº Empleados	%	Nº Empleados	%
F. DISCONT	5	1,10%		
FIJO	392	85,96%	9	1,97%
SUPLIDO	1	0,22%		
SUSTITUCIO	37	8,11%		
TEMPORAL	12	2,63%		
Total	447	98,03%	9	1,97%

*Data updated and extracted from PowerBi as of April 1, 2026

Distribution according to professional category

Distribución plantilla por categoría 2025

Cargo (grupos)	Hombre	Mujer	TOTAL
	Promedio mensual	Promedio mensual	Promedio mensual
AUX. INFOR	1,0	0,0	1,00
DIRECCIÓN	4,0	1,0	5,00
INGENIERO2	1,0	0,0	1,00
MANDOS	13,1	20,1	33,15
OPERARIOS	92,4	299,4	391,78
P. ADMINISTRATIVO	1,0	7,0	8,04
P. TÉCNICO	3,0	14,1	17,08
RESPONSAB2	1,0	0,0	1,00
Total	115,51	341,55	458,1

**Data updated and extracted from PowerBi as of April 1, 2026*

Distribution according to working hours

Genero en texto	Hombre		Mujer	
Rango Jornada	Nº Empleados	%	Nº Empleados	%
Menos de 20 horas	3	0,66%	5	1,10%
De 36 a 39 horas	47	10,31%	175	38,38%
De 20 a 35 horas	3	0,66%	68	14,91%
40 horas	63	13,82%	92	20,18%
Total	116	25,44%	340	74,56%

*Data updated and extracted from PowerBi as of April 1, 2026

Distribution according to seniority

Genero en texto	Hombre		Mujer	
Texto	Nº Empleados	%	Nº Empleados	%
Menos de 6 meses	18	3,95%	58	12,72%
De 6 meses a 1 año	10	2,19%	28	6,14%
De 1 a 3 años	27	5,92%	64	14,04%
De 3 a 5 años	31	6,80%	75	16,45%
De 5 a 10 años	13	2,85%	59	12,94%
Más de 10 años	17	3,73%	56	12,28%
Total	116	25,44%	340	74,56%

*Data updated and extracted from PowerBi as of April 1, 2026

Distribution by nationality

Genero en texto Name	Hombre		Mujer	
	Nº Empleados	%	Nº Empleados	%
Argentina			5	1,10%
Bolivia			3	0,66%
Brasil			1	0,22%
Bulgaria			1	0,22%
Chile			2	0,44%
Colombia	5	1,10%	12	2,63%
Cuba			2	0,44%
Ecuador	1	0,22%	9	1,97%
España	99	21,71%	275	60,31%
Marruecos	3	0,66%	7	1,54%
Moldavia			3	0,66%
Nicaragua			1	0,22%
Nigeria	1	0,22%	2	0,44%
Paraguay			2	0,44%
Perú	1	0,22%		
Polonia			2	0,44%
Portugal			1	0,22%
República Dominicana	3	0,66%	3	0,66%
Rumanía	1	0,22%	2	0,44%
Senegal	2	0,44%		
Ucrania			2	0,44%
Uruguay			4	0,88%
Venezuela			1	0,22%
Total	116	25,44%	340	74,56%

*Data updated and extracted from PowerBi as of April 1, 2026

Number of dismissals by sex, age and professional classification or equal value:

Categoría	Hombre	Mujer
AUX. ENFER	2	
LIMPIADOR/	1	
PEON/A ESP	4	
PINCHE		2
Total	7	2

Genero en texto	Hombre	Mujer
Contrato	Desvinculaciones	Desvinculaciones
	%	%
FIJO	6	
SUSTITUCIO	1	2
Total	7	2

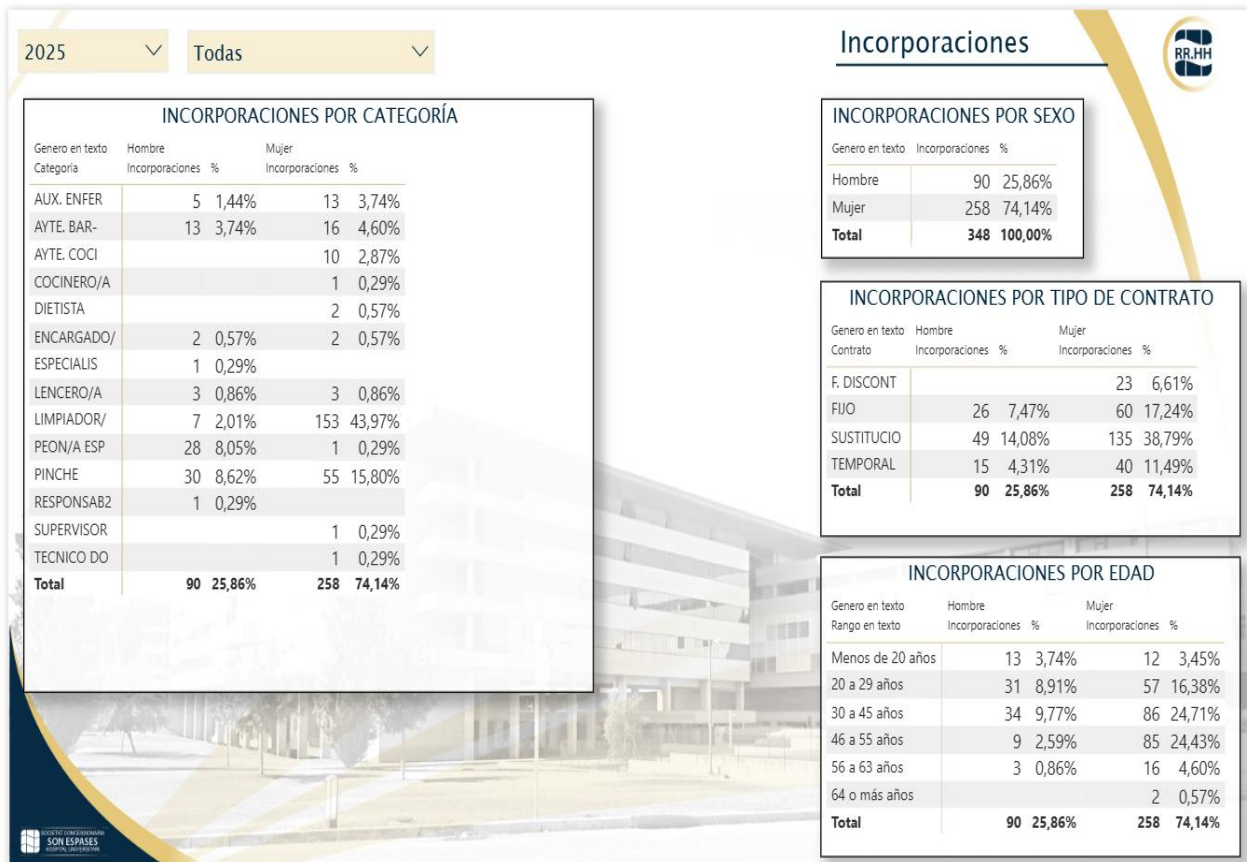
Genero en texto	Hombre	Mujer
Rango en texto	Desvinculaciones	Desvinculaciones
	%	%
Menos de 20 años	2	1
20 a 29 años	1	1
30 a 45 años	2	
46 a 55 años	2	
Total	7	2

Motivo Terminación (grupos)	Hombre	Mujer
AGOTAMIENTO IT	2	8
BAJA VOLUNTARIA	25	53
CAMBIO DE CATEGORIA		4
CAMBIO DE SERVICIO	2	
CONVERSIÓN A INDEFINIDO	7	34
DESPIDO	7	2
EXCEDENCIA CUIDADO DE HIJOS	1	
Total	89	249

Genero en texto	Desvinculaciones	%
Hombre	7	77,78%
Mujer	2	22,22%
Total	9	100,00%

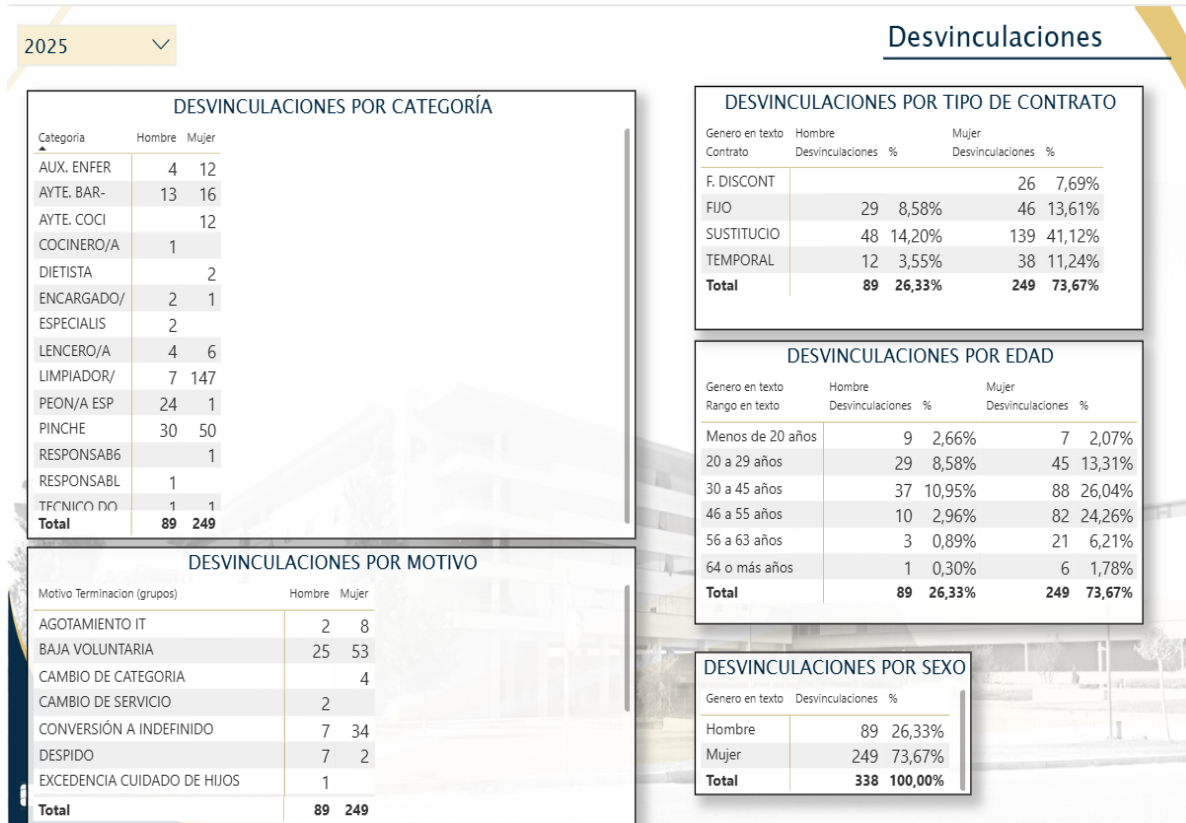
*Data updated and extracted from PowerBi as of April 1, 2026

During 2025, the generation of employment broken down is as follows:



*Data updated and extracted from PowerBi as of April 1, 2026

On the other hand, regarding layoffs during 2025, the data are as follows:



*Data updated and extracted from PowerBi as of April 1, 2026

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.

In 2025, the Digital Disconnection Policy and Protocol has been updated, based on the INSST guide "Digital Disconnection: Basic Guide".



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For this reason, the awareness of workers has been improved through a training pill on the e-learning platform.

Píldoras formativas CHUSE

En este Plan formativo encontrarás las siguientes Píldoras formativas: - Píldora formativa Compliance - Píldora formativa Acoso - Píldora formativa ESG - Píldora formativa BiciPalma - Píldora formativa Desconexi3n Digital - Píldora formativa Accidentes In Itinere



Desconexi3n digital y buen uso de tecnologías

Terminado
100%



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, Proyecto Hombre, Patronato Obrero, Red Cross, among others.

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 labor market.

CHUSE also collaborates with secondary schools and training centres, facilitating the incorporation of trainees in the cafeteria, kitchen, dietetics, sterilisation, financial and IT services. During the year 2025, internships have been facilitated for 25 students in the different services.

Average remuneration and its evolution according to sex, age and professional classification or equal value

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	0,00%	0,00%	0,00%
From 10,000 to 20,000	7,34%	19,21%	26,55%
From 20,000 to 30,000	18,93%	46,05%	64,97%
From 30,000 to 40,000	1,69%	2,54%	4,24%
More than 40,000	2,82%	1,41%	4,24%
Total	30,79%	69,21%	100,00%

- **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	2,26%	7,63%	12,15%	3,95%	0,56%	26,55%
From 20,000 to 30,000	9,32%	20,62%	16,95%	13,84%	4,24%	64,97%

From 30,000 to 40,000	0,28%	2,26%	1,41%	0,28%	0,00%	4,24%
More than 40,000	0,56%	1,69%	1,13%	0,56%	0,28%	4,24%
Total	12,43%	32,20%	31,92%	18,64%	4,52%	100,00%

○ 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%	0,85%	0,00%	1,41%	24,29%	26,55%
From 20,000 to 30,000	4,80%	2,26%	0,00%	11,58%	46,33%	64,97%
From 30,000 to 40,000	3,67%	0,00%	0,00%	0,56%	0,00%	4,24%
More than 40,000	4,24%	0,00%	0,00%	0,00%	0,00%	4,24%
Total	12,71%	3,11%	0,00%	13,56%	70,62%	100,00%

Average remuneration: full-time temporary contracts:

○ By sex

Average annual remuneration	Men	Women	Total
Less than 10,000	0,00%	0,00%	0,00%
From 10,000 to 20,000	15,96%	24,47%	40,43%
From 20,000 to 30,000	19,15%	40,43%	59,57%
From 30,000 to 40,000	0,00%	0,00%	0,00%
More than 40,000	0,00%	0,00%	0,00%
Total	35,11%	64,89%	100,00%

○ 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	17,02%	12,77%	6,38%	3,19%	1,06%	40,43%
From 20,000 to 30,000	13,83%	27,66%	10,64%	7,45%	0,00%	59,57%

From 30,000 to 40,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
More than 40,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
Total	30,85%	40,43%	17,02%	10,64%	1,06%	100,00%

○ 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%	2,13%	38,30%	40,43%
From 20,000 to 30,000	0,00%	0,00%	0,00%	1,06%	58,51%	59,57%
From 30,000 to 40,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
More than 40,000	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
Total	0,00%	0,00%	0,00%	3,19%	96,81%	100,00%

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	33%	20%	53%
From €50,000 to €100,000	27%	20%	47%
Total	60%	40%	100%

**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	Others	In the released
Middle management	42.260,01€	36.488,61€	0	0
Operational Staff	22.052,71€	22.035,45€	0	0
Administrative staff	20.989,27€	25.791,29 €	0	0
Technical staff	23.850,19€	24.739,32€	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 2025	INE Data 2023+IPCS	Difference (CHUSE-INE) / CHUSE
BASIC OPERATING PERSONNEL	14.854,25	16.254,25	-9,4%
AUXILIARIES	21.554,96	19.181,78	11,0%
EXPERTS	28.022,56	28.030,28	0,0%
ADMINISTRATIVE CHIEFDOM.	30.212,45	29.949,19	0,9%
TECHNICAL PROFILE	29.710,21	35.369,51	-19,0%
MANAGERS	27.342,59	29.844,58	-9,2%
HIGHER GRADUATES	49.988,97	45.747,65	8,5%
OPERATIONAL CHIEFS	53.979,42	64.887,84	-20,2%
ADDRESS	82.257,11	64.887,84	21,1%
All occupations	37.546,95 €	29.844,58€	20,5%

* 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 2023. The data is extracted from: <https://www.ine.es/jaxiT3/Datos.htm?t=28186>

In order to make a more realistic approximation to society, the increases in the CPI 2024 and 2025 are applied to the INE 2023 data. The Balearic CPI has been chosen, in 2024 an increase in the CPI of 3.5% and in 2025 an increase of 2.8%.

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

Wage gap

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

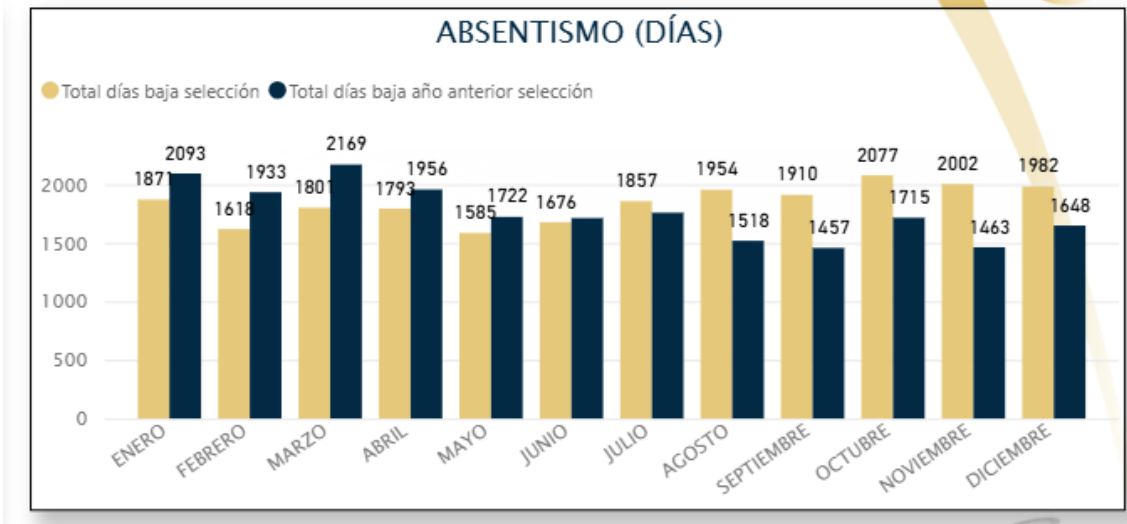
In the case of full-time temporary contracts, the percentage of women in all salary bands is higher than that of men.

Based on the analyzed data taken from the salary audit, the existing wage gap is estimated at -3.90%.

Year	Wage gap
2021	8%
2022	6,27%
2023	-0,2%
2024	-4,28%
2025	-3,90%

4.2. ORGANIZATION OF WORK

The organisation 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 February 18, 2026.

The trend since 2021 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
2025	22.126	177.008

The data have increased by around 4.11%.

In 2025, the % of absenteeism due to Temporary Disability broken down are as follows:

Mes	CAFETERIA	COCINA	ESTERILIZACION	LENCERIA	LIMPIEZA	RESIDUOS
ENERO	11,38 %	12,70 %	10,42 %	22,44 %	15,10 %	6,27 %
FEBRERO	9,29 %	12,35 %	8,55 %	22,20 %	14,29 %	7,54 %
MARZO	8,60 %	10,86 %	9,08 %	22,16 %	13,57 %	9,00 %
ABRIL	7,78 %	11,58 %	2,59 %	20,97 %	14,10 %	13,16 %
MAYO	7,47 %	10,77 %	0,62 %	25,81 %	11,66 %	8,71 %
JUNIO	10,10 %	11,43 %	2,93 %	22,46 %	12,96 %	4,26 %
JULIO	7,97 %	11,64 %	6,32 %	13,60 %	15,41 %	8,49 %
AGOSTO	7,37 %	13,46 %	5,24 %	14,44 %	15,93 %	14,44 %
SEPTIEMBRE	6,47 %	16,22 %	4,17 %	14,44 %	14,95 %	17,73 %
OCTUBRE	6,06 %	16,93 %	4,00 %	16,74 %	15,77 %	20,81 %
NOVIEMBRE	6,36 %	15,45 %	7,18 %	13,33 %	15,64 %	18,64 %
DICIEMBRE	6,06 %	18,27 %	8,31 %	9,06 %	14,65 %	17,82 %

**Data updated and extracted from PowerBi as of February 25, 2026.*

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 times (8-9 a.m.).
- 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	Agreement	Work shifts	Holidays	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
Cafeteria		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

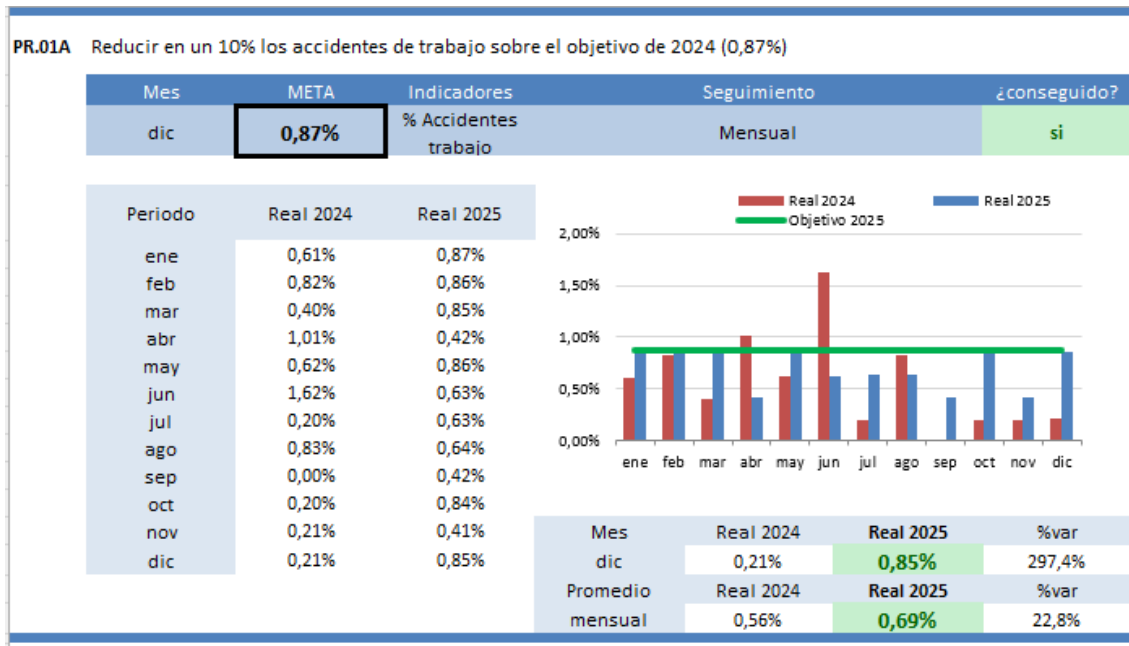
CHUSE has a firm and permanent commitment to occupational health and safety, as well as to scrupulous compliance with all applicable regulations in this area, so that this commitment is an essential value in the development of its activities. The company provides all its staff with the necessary means 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 minimising 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 contracted with ASPY; and occupational medicine on the other contracted with PREVIS). This situation was modified in November 2025, bringing together the four preventive specialties with a single PREVIS prevention service (evidenced through the relevant certificates of coverage). At all times there is 100% coverage of all specialties.

In addition, it has two technicians on staff, as well as 8 people trained in preventive resources (beyond the mandatory prevention training among staff).

Below are the data on health and safety performance in 2025:



Regarding the distribution between men and women, the distribution between accidents that occurred in 2025, the distribution is 74.35% of women and 25.65% of men. Below is the breakdown of accidents 2025.

Period	Accidents		Sex	
	Accidents at work 2025	Hard-working people	Men	Women
Jan	4	460	2	2
feb	4	465	2	2
mar	4	470	1	3
Apr	2	473	0	2
may	4	467	1	3
Jun	3	476	0	3
jul	3	473	0	3
ago	3	472	1	2
sep	2	471	0	2
oct	4	474	0	4
nov	2	483	1	1
Dec	4	470	2	2
Total	39	5.654	10	29

The following tables present the data broken down by each service in which it is indicated: Accidents; professional contingencies and absenteeism respectively.

Occupational contingency (PC) data are presented. Provided by Mutua. Accidents 2025 of the **Cleaning and Waste service:**

CONCESIONARIA HOSP.UNIVERSIT.SON ESPASES

Nivel de estudio CCC: 07-0120950559-0111-0

Periodo año en curso: desde 01/2025 hasta 12/2025

Periodo año anterior: desde 01/2024 hasta 12/2024

2.1 Indicadores Absentismo

		CP	
		Datos empresa	Datos mercado *
Índice de Absentismo		0,96	0,57
Duración Media		21,59	44,01
Índice de Prevalencia		0,39	0,50
Índice de Incidencia		11,70	4,18
Nº de bajas	Totales	33	
	Iniciadas ej.	31	
Días de baja		1.138	
Días de baja (sin IT directa)		930	
Media diaria trabajadores de baja		2,55	
Trab. pendientes de alta (últ. día estudio)		1	
Grado lesión (casos iniciados)	Leve	31	0
	Muy grave	0	0
	Grave		
	Fallec.		
In itinere	Casos iniciados / % s. total	1	3,23%
	Días baja transcurridos / % s. total	15	1,61%
Acc.tráfico	Casos iniciados / % s. total	0	0,00%
	Días baja transcurridos / % s. total	0	0,00%
Nº Accidentes sin baja		27	
Riesgo embarazo	Casos iniciados	1	
	Días baja transcurridos	120	
Cuidado menores	Casos iniciados	1	
	Días baja transcurridos	1.340	

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

	Año en curso			
Contingencias profesionales				
Tipo de Expediente	Casos	% s/total	Días	% s/total
Accidente de trabajo	28	90,32%	198	60,74%
Recaída Accidente de trabajo	1	3,23%	15	4,60%
Enfermedad profesional	2	6,45%	113	34,66%
Recaída Enfermedad profesional	0	0,00%	0	0,00%
Total	31		326	
Lugar del Accidente				
Casos	% s/total	Días	% s/total	
Centro de trabajo	28	96,55%	198	92,96%
En otro centro de trabajo	0	0,00%	0	0,00%
In Itinere	1	3,45%	15	7,04%
Accidente de tráfico	0	0,00%	0	0,00%
Desplazamientos en jornada	0	0,00%	0	0,00%
Accidente de tráfico	0	0,00%	0	0,00%
Total	29		213	
Casos sin baja				
Casos	% s/total			
Accidente de trabajo	27	100,00%		
Enfermedad profesional	0	0,00%		
Total	27	46,55%		sobre total casos CB+SB

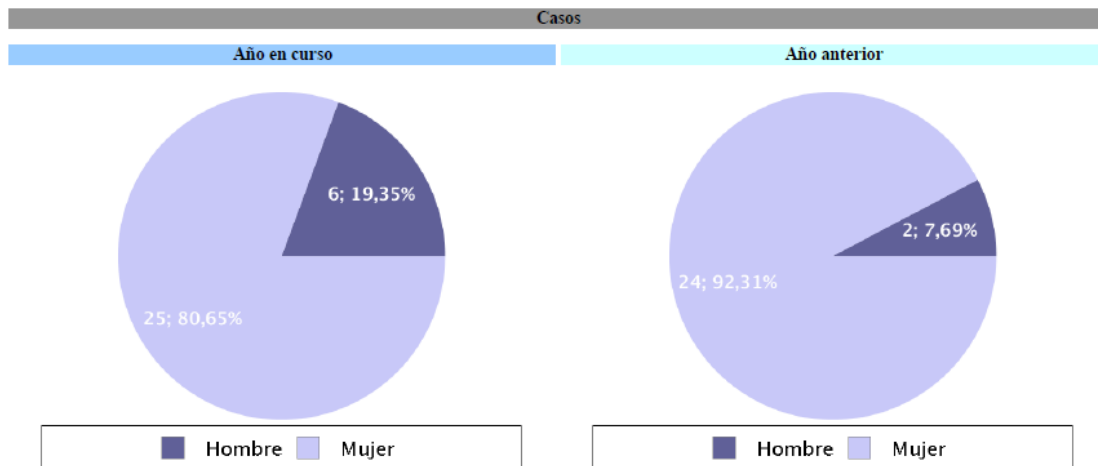
Professional Contingency Analysis:

4.2.1.1 Anàlisis bajas según la forma				
Año en curso	Casos	% s/Total	Días	% s/Total
Sobresfuerzo físico - sobre el sistema musculoesquelético	11	37,93	90	42,25
Golpe resultado de un tropiezo sobre o contra un objeto inmóvil	8	27,59	84	39,44
Golpe sobre o contra resultado de una caída del trabajador	7	24,14	28	13,15
Golpes, patadas, cabezazos, estrangulamiento etc	2	6,90	10	4,69
Contacto con un Agente material punzante -clavo, herramienta afilada, etc	1	3,45	1	0,47
	29		213	

4.2.1.5 Anàlisis bajas según según parte lesionada				
Año en curso	Casos	% s/Total	Días	% s/Total
Pie	5	17,24	44	20,66
Mano	4	13,79	28	13,15
Pierna, incluida la rodilla	4	13,79	8	3,76
Tobillo	3	10,34	49	23,00
Caja torácica, costillas, omóplatos y articulaciones aromioclaviculares	3	10,34	38	17,84
Múltiples partes del cuerpo afectadas	2	6,90	8	3,76
Hombro y articulación del húmero	2	6,90	6	2,82
Brazo, incluida la articulación del cúbito	2	6,90	4	1,88
Espalda, incluida la columna y las vértebras dorsolumbares	2	6,90	3	1,41
Dedo(s)	1	3,45	17	7,98
Espalda, otras partes no mencionadas anteriormente	1	3,45	8	3,76
	29		213	

4.2.1.6 Anàlisis bajas según descripción de la lesión				
Año en curso	Casos	% s/Total	Días	% s/Total
Lesiones internas	11	37,93	58	27,23
Esguinces y torceduras	8	27,59	79	37,09
Otros tipos de conmoción y lesiones internas	4	13,79	47	22,07
Otros tipos de dislocaciones, esguinces y torceduras	3	10,34	22	10,33
Dislocaciones y subluxaciones	2	6,90	6	2,82
Heridas abiertas	1	3,45	1	0,47
	29		213	

Absenteeism analysis by gender and day of the week:



Absenteeism analysis by day of the week:

	Análisis absentismo por día de la semana			
	Año en curso		Año anterior	
	Casos	% s/Total	Casos	% s/Total
Lunes	5	16,13%	6	23,08%
Martes	5	16,13%	6	23,08%
Miércoles	6	19,35%	1	3,85%
Jueves	4	12,90%	7	26,92%
Viernes	5	16,13%	4	15,38%
Sábado	4	12,90%	0	0,00%
Domingo	2	6,45%	2	7,69%
	31		26	

Professional contingency data. Provided by Mutua. 2025 Accidents of the **Food Service to Patients and Cafeteria:**

CONCESIONARIA HOSP.UNIVERSIT.SON ESPASES

Nivel de estudio CCC: 07-0120290050-0111-0

Periodo año en curso: desde 01/2025 hasta 12/2025

Periodo año anterior: desde 01/2024 hasta 12/2024

2.1 Indicadores Absentismo

		CP	
		Datos empresa	Datos mercado *
Índice de Absentismo		0,92	1,17
Duración Media		31,00	29,18
Índice de Prevalencia		0,69	1,06
Índice de Incidencia		7,80	11,32
Nº de bajas	Totales	11	
	Iniciadas ej.	11	
Días de baja		475	
Días de baja (sin IT directa)		475	
Media diaria trabajadores de baja		1,30	
Trab. pendientes de alta (últ. día estudio)		1	
Grado lesión (casos iniciados)	Leve	11	0
	Muy grave	0	0
	Fallec.		
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		6	
Riesgo embarazo	Casos iniciados	2	
	Días baja transcurridos	169	
Cuidado menores	Casos iniciados	0	
	Días baja transcurridos	730	

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

Año en curso				
Contingencias profesionales				
Tipo de Expediente	Casos	% s/total	Días	% s/total
Accidente de trabajo	11	100,00%	475	100,00%
Recaída Accidente de trabajo	0	0,00%	0	0,00%
Enfermedad profesional	0	0,00%	0	0,00%
Recaída Enfermedad profesional	0	0,00%	0	0,00%
Total	11		475	
Lugar del Accidente				
Casos	% s/total	Días	% s/total	
Centro de trabajo	11	100,00%	475	100,00%
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%
Total	11		475	
Casos sin baja				
Casos	% s/total			
Accidente de trabajo	6	100,00%		
Enfermedad profesional	0	0,00%		
Total	6	35,29%	sobre total casos CB+SB	

Professional Contingency Analysis:

4.2.1.1 Análisis bajas según la forma				
Año en curso	Casos	% s/Total	Días	% s/Total
Golpe sobre o contra resultado de una caída del trabajador	4	36,36	374	78,74
Contacto con un Agente material cortante- cuchillo, hoja, etc.	3	27,27	39	8,21
Golpe resultado de un tropiezo sobre o contra un objeto inmóvil	2	18,18	12	2,53
Contacto con un Agente material punzante -clavo, herramienta afilada, etc	1	9,09	47	9,89
Choque o golpe contra un objeto - que cae o se desprende	1	9,09	3	0,63
Total	11		475	

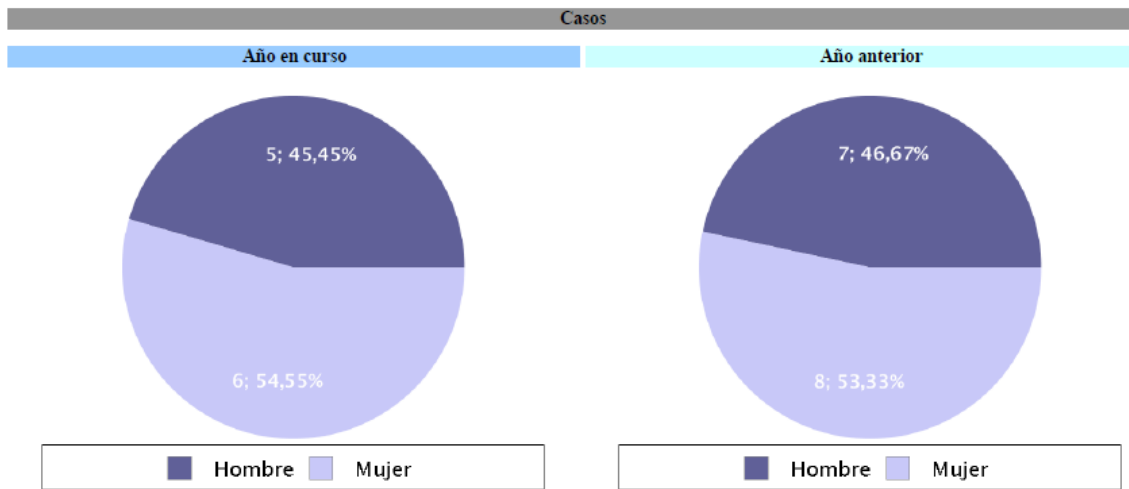
4.2.1.2 Análisis bajas según el lugar del accidente

Año en curso	Casos	% s/Total	Días	% s/Total
Centros sanitarios, clínicas, hospitales, centros geriátricos	9	81,82	307	64,63
Áreas destinadas principalmente a almacenamiento, carga, descarga	1	9,09	165	34,74
Lugares públicos, vías de acceso, de circulación, aeropuerto, estación, etc.)	1	9,09	3	0,63
	11		475	

4.2.1.5 Análisis bajas según según parte lesionada

Año en curso	Casos	% s/Total	Días	% s/Total
Dedo(s)	5	45,45	96	20,21
Múltiples partes del cuerpo afectadas	2	18,18	168	35,37
Hombro y articulación del húmero	1	9,09	187	39,37
Pierna, incluida la rodilla	1	9,09	15	3,16
Pie	1	9,09	7	1,47
Tobillo	1	9,09	2	0,42
	11		475	

Absenteeism analysis by gender and day of the week:



Absenteeism analysis by day of the week:

Año en curso		
	Casos	% s/Total
Lunes	3	27,27%
Martes	2	18,18%
Miércoles	0	0,00%
Jueves	1	9,09%
Viernes	1	9,09%
Sábado	3	27,27%
Domingo	1	9,09%
	11	

Professional contingency data. Provided by Mutua. Accidents 2025 of the **Sterilization service**.

CONCESIONARIA HOSP.UNIVERSIT.SON ESPASES

Nivel de estudio CCC: 07-0122347056-0111-0

Periodo año en curso: desde 01/2025 hasta 12/2025

Periodo año anterior: desde 01/2024 hasta 12/2024

2.1 Indicadores Absentismo

		CP	
		Datos empresa	Datos mercado *
Índice de Absentismo		0,12	0,74
Duración Media		3,67	47,29
Índice de Prevalencia		0,00	0,58
Índice de Incidencia		12,00	4,59
Nº de bajas	Totales	3	
	Iniciadas ej.	3	
Días de baja		11	
Días de baja (sin IT directa)		11	
Media diaria trabajadores de baja		0,03	
Trab. pendientes de alta (últ. día estudio)		0	
Grado lesión (casos iniciados)	Leve	3	0
	Muy grave	0	0
	Grave		
	Fallec.		
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		1	
Riesgo embarazo	Casos iniciados	0	
	Días baja transcurridos	0	
Cuidado menores	Casos iniciados	0	
	Días baja transcurridos	0	

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

Año en curso				
Contingencias profesionales				
Tipo de Expediente	Casos	% s/total	Días	% s/total
Accidente de trabajo	3	100,00%	11	100,00%
Recaída Accidente de trabajo	0	0,00%	0	0,00%
Enfermedad profesional	0	0,00%	0	0,00%
Recaída Enfermedad profesional	0	0,00%	0	0,00%
Total	3		11	
Lugar del Accidente				
Casos	% s/total	Días	% s/total	
Centro de trabajo	3	100,00%	11	100,00%
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%
Total	3		11	
Casos sin baja				
Casos	% s/total			
Accidente de trabajo	1	100,00%		
Enfermedad profesional	0	0,00%		
Total	1	25,00%	sobre total casos CB+SB	

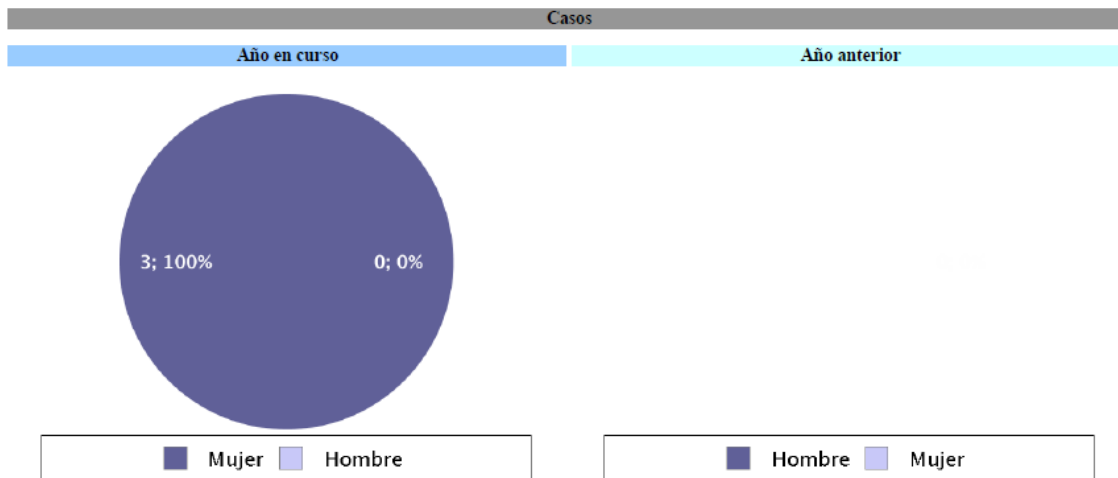
Professional Contingency Analysis:

4.2.1.1 Análisis bajas según la forma				
Año en curso	Casos	% s/Total	Días	% s/Total
Golpe resultado de un tropiezo sobre o contra un objeto inmóvil	1	33,33	8	72,73
Contacto con sustancias peligrosas - a través de la piel y de los ojos	1	33,33	2	18,18
Contacto con un Agente material punzante -clavo, herramienta afilada, etc	1	33,33	1	9,09
	3		11	
4.2.1.5 Análisis bajas según según parte lesionada				
Año en curso	Casos	% s/Total	Días	% s/Total
Dedo(s)	3	100,00	11	100,00
	3		11	
Año anterior	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
Lesiones internas	1	33,33	8	72,73
Quemaduras químicas (corrosión)	1	33,33	2	18,18
Esguinces y torceduras	1	33,33	1	9,09
	3		11	

Absenteeism analysis by gender and day of the week:



Análisis absentismo por día de la semana

	Año en curso		Año anterior	
	Casos	% s/Total	Casos	% s/Total
Lunes	0	0,00%	0	0,00%
Martes	0	0,00%	0	0,00%
Miércoles	0	0,00%	0	0,00%
Jueves	2	66,67%	0	0,00%
Viernes	0	0,00%	0	0,00%
Sábado	0	0,00%	0	0,00%
Domingo	1	33,33%	0	0,00%
	3		0	

Occupational contingency (PC) data are presented. Provided by Mutua. 2025 accidents of the Central, Printing and Maintenance service:

CONCESIONARIA HOSP.UNIVERSIT.SON ESPASES
Nivel de estudio CCC: 07-0113646560-01111-0
Periodo año en curso: desde 01/2025 hasta 12/2025
Periodo año anterior: desde 01/2024 hasta 12/2024

2.1 Indicadores Absentismo

		CP		CC	
		Datos empresa	Datos mercado *	Datos empresa	Datos mercado *
Índice de Absentismo		0,00	4,32	0,00	8,05
Duración Media		0,00	20,21	0,00	28,37
Índice de Prevalencia		0,00	6,96	0,00	7,34
Índice de Incidencia		0,00	28,10	0,00	103,71
Nº de bajas	Totales	0		0	
	Iniciadas ej.	0		0	
Días de baja		0		0	
Días de baja (sin IT directa)		0		0	
Media diaria trabajadores de baja		0,00		0,00	
Trab. pendientes de alta (últ. día estudio)		0		0	
Grado lesión (casos iniciados)	Leve	0	0	0	0
	Muy grave	0	0	0	0
In itinere	Casos iniciados / % s. total	0	0,00%	0	0
	Días baja transcurridos / % s. total	0	0,00%	0	0
Acc.tráfico	Casos iniciados / % s. total	0	0,00%	0	0
	Días baja transcurridos / % s. total	0	0,00%	0	0
Nº Accidentes sin baja		0		0	
Riesgo embarazo	Casos iniciados	0		0	
	Días baja transcurridos	0		0	
Cuidado menores	Casos iniciados	0		0	
	Días baja transcurridos	0		0	

* Datos mercado: empresas de menos de 25 trabajadores y CNAE 70

La comparativa de datos empresa vs el mercado se realiza de manera que aparece en verde o rojo en función de si la empresa está mejor o peor que el mercado

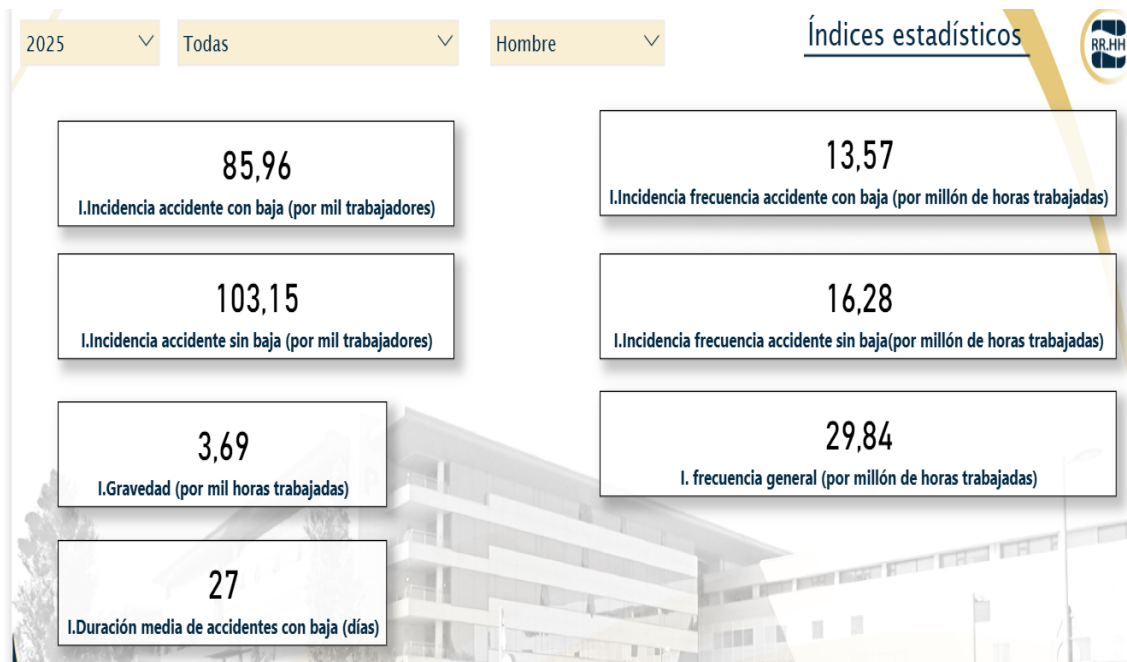
Below are the accident rates broken down by service and sex:

Food and Cafeteria Accident Rates:

Women:



Men:



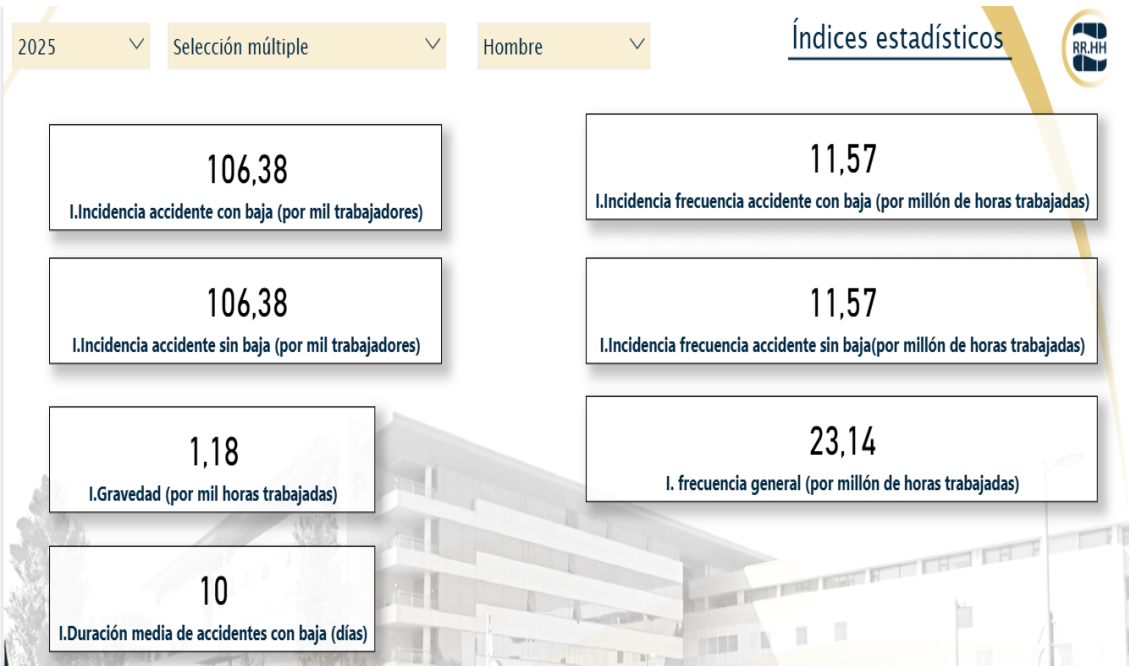
*Data updated and extracted from PowerBi as of February 18, 2026.

Cleaning and Waste Accident Rates:

Women



Men:



*Data updated and extracted from PowerBi as of February 18, 2026.

No data on accidents in central services are presented because there were no accidents in 2025 or in the case of the Sterilization service as there were no accidents with more than minor severity.

Currently, 21 workers have been diagnosed with an occupational disease: 19 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	4	5
Cleaning and Waste	1	14	15
Total	2	18	20

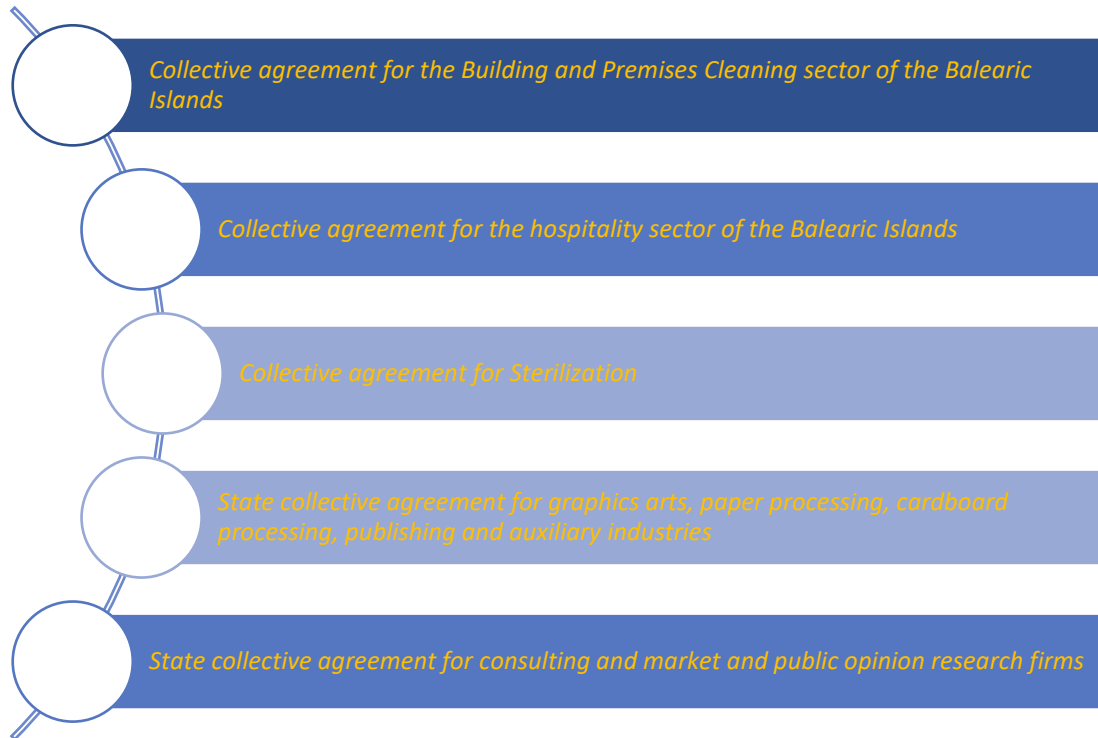
Likewise, of these people, 13 of them do not currently have work adaptations, derived from their occupational disease.

It should be noted that there is a positive trend compared to the 2024 data (22 people).

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 31/12/2025.

Agreement	Total	%
Collective agreement for the Building and Premises Cleaning sector of the Balearic Islands	257	56,3%
Collective agreement for the hospitality sector of the Balearic Islands	147	32,2%
Sterilization Agreement	26	5,7%
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	23	5,1%
Total	456	100%

The distribution of the company's social (union) representation in 2025 is presented below:

Year	Women	%	Men	%	Total
TOTAL	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 2025:

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.

During 2025, the following Works Council meetings have been held:

Food and Cafeteria Works Council

There has been no Works Council for this service in 2025, as it has not been requested by a third of its members or a third of the workers represented.

Cleaning and Waste Works Council

➤ 28/01/2025 highlights:

Regarding jobs on weekends and holidays, the delegates request more information on how the jobs have been since January 1. The management indicates that it will deliver a list with the presences of each stall, as it was and as it has been.

The delegates comment that a manager has a violent attitude towards the workers. The management will talk to her so that she moderates her attitude. The company does not allow this type of behavior.

The management informs of the appointment of Sandra Pérez as supervisor of the Cleaning service.

Drafts of the 2025 Training Plan for cleaning and waste are delivered for review and analysis.

The management reports the hiring of an additional worker in the waste service, now there are 15 personnel. Before, there were 12 plus two permanent discontinuous workers who became permanent in 2024, that is, 14, now they will go to 15.

The management informs that from January 2025, the accident insurance stipulated in article 43 of the cleaning agreement must be applied to the payrolls as remuneration in kind. The amount is 2.7 euros per person per month.

➤ 09/04/2025 Highlights:

The company explains that it is going to build a laundry and that this involves moving the changing room to the -2K where the linen dispensing is currently located.

The company explains that it is carrying out a mobility plan to optimise the transfer of workers to the hospital. It will be passed on to delegates for review and input. The company indicates that it will pass a survey for workers to indicate their mode of transfer to the hospital and to be able to verify the needs of transfer to the hospital.

The delegates explain that they have problems with the vast majority of those in charge, including the head of service (present at this meeting), in relation to treatment and manners. The company is adamantly opposed to these demonstrations when the head of service always attends to the workers with politeness and good manners. Just as the company opposes the statements of the social part, the social part states that it will always send the company the complaints and discomfort that the staff transmits to it, from the head of service to the last person in charge. The company indicates that it continues to carry out actions to improve the capacity of those in charge, with meetings, training and continuous improvement.

Transfer the result of the assembly with the staff on March 26, 2025. Delegates indicate that the following topics were discussed:

ON WEEKENDS, I WORK IN SEVERAL AREAS: ICU AREA, EMERGENCY AREA, KITCHEN AREA.

The delegates indicate that staff have been reduced in some work units, such as ICUs, Kitchen at weekends, emergencies and operating rooms.

In the emergency area there are two workers and they are told that they have to go out to make the psychiatric dining room. There are also complaints that there are two shifts for snacks and that they are called to make an incident, they would have to call the specific staff of that unit.

CHECKING

The delegates say that the staff say that the managers tell them to pass the check-in without having cleaned. The company indicates that it carries out inspections of certain bathrooms because the hospital has requested it. The company will investigate it.

PROTOCOLS ALL SHIFTS

Delegates are asking for updated protocols and funding protocols. Also how the cleaning is done, what they have to do. Delegates indicate that there are units in which there are staff with constraints who are unable to fund. Delegates request specific personnel for funds.

LADDER (RUNGS)

The delegates report that, according to the procedure made by the company, the staff can only climb three steps. The company will review it.

DIRTY AND POOR UNIFORMITY

The delegates indicate that the uniforms are dirty and in poor condition, but since the company is going to put a laundry, he understands that it will improve

➤ 30/04/2025 highlights:

Regarding those in charge, two meetings have been held. The first was on April 10 at 2:05 p.m. with the afternoon shift and the second was on April 11 at 11 a.m. with the morning shift. The Committee's statement on treatment and bad manners has been shared with them. Patience has been asked with the staff and special care has been taken when they are addressed by telephone. It has also been emphasized that they have to pay attention when a worker informs them of something about their work, whether it is a lack of material, a tool that is no longer useful and needs to be replaced, various queries that may arise on a day-to-day basis.

Last month, the managers were given a course on communication skills and how to improve them. The company indicates that it continues to carry out actions to improve the capacity of those in charge, with meetings, training and continuous improvement. The company also requests that workers address the managers politely to achieve a better environment together.

The outstanding points of the previous Assembly Committee are discussed with the staff of March 26, 2025. ICU ADULTS. It is understood that it was a mistake since there are 2 presences as always.

ICU NEONATES. The delegates request that when there is an excess or the units are full, reinforcements be sent. The company will verify it and send reinforcements if necessary.

EMERGENCIES. The person who is in that position in the afternoon shift goes out to the psychiatry dining room only to remove trash cans, it has always been done that way and there has never been any problem. The delegates indicate that they are not only litter bins, but that the tables must be cleaned well.

KITCHEN. No more staff is needed as it is closed on weekends, and in addition, support is sent for the bells or any type of background. Delegates say staff are not getting to the campaigns well. The company indicates that it will look at whether it is feasible to hire a company to carry out this work at night.

OPERATING ROOM. The delegates request specific personnel to carry out the terminals for both F and D. The company indicates that it already has specific personnel for terminals. The delegates consider that the only specific personnel is one person, the rest falls on the people who clean the operating rooms. They request one more presence in the operating room, they request the review of tasks.

The delegates indicate that in the previous meeting the issue of presences on weekends and holidays was discussed, because it had been reduced from 4 to 2. The company indicates that it has returned to the organization of before, indicates that it will specifically review the area of the REA.

The company submits the current protocols for review by the Committee.

Delegates request funding protocols. The company will provide it.

The company indicates that it will review the operation of the water fountain in the cleaning room and will see if another fountain can be put at the end of the maintenance walkway.

The delegates ask who makes the revisions of the bins. The company says that a note has already been passed to waste to remove and change the broken ones.

➤ 02/06/2025 Highlights:

The delegates indicate if the 2026 quadrants are going to be modified or if they will be like last year. The management indicates that the quadrants will be similar to those of this year, they will try to improve as is always done. The delegates ask if there will be staff who do not work on the weekend, the management will indicate the criteria for next year.

Holidays 2026. The delegates ask about a document hanging in the men's locker room regarding the holidays. The company is unaware of this document. The management indicates that if the committee has a proposal that it should present it.

The delegates indicate that there is a lack of material and that the existing one should be renewed. The mops would have to be changed. The garbage transport carts are deteriorated.

The endpoint area must be checked. More insect cutters should be bought and the gutter should be checked. Cleaning needs to be done more frequently.

Management indicates that it has hired a company to clean the kitchen and cafeteria hoods, the cleaning staff will no longer perform this work. The delegates appreciate it.

➤ 16/09/2025 highlights:

Delegates ask about the 2026 quadrants. The management indicates that the morning shift is almost finished. They are with the afternoon, night and waste shifts. Delegates request that the waste quadrant be the same as this year's. It is estimated that October 20 will be able to deliver them to the committee for review. The delegates ask if more days off, the holiday rest can be combined with the weekly rest. The delegates request that the weekday release does not fall on any holiday. The delegates ask if the holidays can be added to the holidays from the previous weekend. The management will study it.

➤ 12/11/2025 highlights:

The management informs that the schedules were delivered to the Works Council for review on October 20 and 21.

The delegates indicate that they have reviewed the quadrants and in the morning shift they have detected that they work every other weekend, when in the 2025 quadrant there were two weekends every three months.

The delegates indicate that the afternoon shift quadrant is fine.

The head of service indicates that this year it has been carried out following the same sequence as previous years. These are the same presences as the previous year.

The management indicates that in the quadrants there are 24 weekends when previous years 21 weekends were established.

The delegates do not agree with the morning shift.

The delegates indicate that the waste shift also has differences. There is a worker who does mornings and afternoons, the management indicates that the worker was hired with that condition. Management indicates that the next contract to be made under these conditions will specifically inform the committee, despite the fact that management sends the basic copies to the committee each month. Management wants to know what's wrong with the waste quadrant. The delegates indicate that J.A. has a bad quadrant for the months of June,

August and December. The management informs that it will review the quadrant of this worker.

The management indicates that once these problems are fixed, it will send the schedule to the waste personnel. The management indicates that if they are specific errors in the waste quadrant, they could have indicated it in advance so that they can be solved and that the waste personnel can have their schedules as soon as possible.

The delegates, according to the company, work from Monday to Sunday, do not understand how the company denies that the waste worker can request his days off from a Saturday and Sunday holiday when the same company was the one that facilitated that these workers could request their holiday days in exchange for the agreement they reached. Management will review the specific circumstances of this issue.

The delegates do not agree on the mobility of the staff, morning shift with enough people and the same in the afternoon. They also do not agree to transfer cleaning personnel to waste due to lack of personnel.

The delegates indicate that they have gone from two schedules to five schedules in the night shift and that there are people who are left alone for an hour, they indicate that the hospital requires it. Management indicates that it will review this issue.

The management requests specificity to be able to transfer the quadrants to the staff.

The management is again asking what is wrong with the quadrants in order to deliver them as soon as possible.

WASTE. The schedules with errors indicated above will be solved and sent to the workers so that they can choose the holiday releases, so that they can have their real schedules.

CLEANING AFTERNOON SHIFT. The quadrants are fine. They will be sent to workers for review.

CLEANING MORNING SHIFT. The quadrants will be reviewed to try to establish that there are weekends of consecutive days as in the year 2025. These quadrants will be pending shipment.

NIGHT SHIFT CLEANING. A meeting will be convened with the night shift with the committee to review its schedule.

Management and delegates agree to close the quadrants earlier for next year.

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

During the year 2025, 3 meetings have been held with the H&S Committee of the Food Service and 3 with the H&S Committee of the Cleaning Service.

Food & Cafeteria & M&S Committee

➤ 04/03/2025 Highlights:

The delegates are given the 2024 Activity Reports of the two SPAs, and the 2025 plans of both SPAs.

The delegates ask for a change of the uniform shoe, a test model will be requested to check if it works.

It is agreed to check two thermal vests for the food-bank staff.

The Management will remind all staff of the hygienic measures of the service: watches, rings, earrings, piercing, costume jewelry in general, makeup, painted nails cannot be worn. An internal note will be hung on the boards and inspections will be carried out.

➤ 26/06/2025 highlights:

The pending issues of the previous meeting are reviewed:

- It has been tested by the staff and is appropriate for what has been offered to all staff.
- The thermal vests have been purchased for the food staff, and they have been made available.
- The hygienic measures have been reminded, they cannot be worn: watches, rings, earrings, piercing, costume jewelry in general, makeup, painted nails. A reminder has been set and the regulations are being complied with.

➤ 03/10/2025 highlights:

The risk assessment report of the Cafeteria and Food service is delivered.

Following the update of the risk assessment, the new version of the occupational health activity planning for 2025 is delivered.

Cleaning and Waste Committee

➤ 04/01/2025 Highlights:

The delegates are given the 2024 Activity Reports of the two SPAs, and the 2025 plans of both SPAs.

The full body vibration risk assessment is delivered.

The evaluation of the occupational disease of the worker C.N.

The problem of the operation of the removal of waste from the delivery area, neonatal ICU and pediatric ICU is exposed. The delegates state that there are workers who leave high risk to go to the dirty room and go from clean area to dirty area. Now it is assumed by the cleaning person and before it was done by the waste person. The head of service indicates that she will change the place of the clocking; It also indicates that the supervisor has requested that the waste be removed from that room due to lack of space. The address indicates that it will check the circuits.

The delegates ask about the treatment of the women in charge. The management indicates that it holds meetings with those in charge every week and that they are reiterated what their behaviour should be with the workers. The delegates reiterate on several occasions the problems and discrepancies that exist between workers and managers. The management reiterates that on several occasions it has discussed these issues with those in charge and that the appropriate measures have been taken. Actions continue to be taken to ensure that possible discrepancies do not occur. The delegates convey to the company their concern about this situation and hope that the appropriate measures will be taken. The management does not agree at all with these statements since the way of acting is transferred to the managers every week, it requests respect for the work done by the managers.

➤ 15/04/2025 highlights:

Hand-arm vibration risk assessment is provided.

It is reported that in June the entire Risk Assessment of all jobs in the organization will be updated.

The delegates express their doubts with the adaptations of jobs of sensitive personnel. The organization states that it is the head of service, together with the supervisors and managers who decide, based on the restrictions, where to adapt to the staff.

The delegates want to know how the managers know how to adapt the jobs based on the restrictions report. The company indicates that the managers know all the jobs and when they read the restrictions report, they adapt the tasks. In the event that they have any doubts about

a term, they request clarification from the company's prevention techniques or from the head of service.

➤ 07/10/2025 highlights:

The risk assessment report of the Cleaning and Waste services is delivered, as well as the Risk Assessment Report of the new changing rooms for the Cleaning and Waste staff.

The management once again recalls that medical examinations are mandatory for cleaning and waste personnel, as stated in the planning of occupational medicine activities that was delivered in the CSS of January 4, 2025. On pages 16 and 17 the categories of cleaner and Waste Labourer appear as susceptible to occupational disease.

It is reported that next week the flu campaign begins and will proceed as every year. A note will be hung on the boards so that personnel who wish to do so can be vaccinated against tetanus and hepatitis B.

The Management reminds that waste personnel may not wear non-approved work footwear that does not have CE marking. For this reason, a new footwear has been provided to waste personnel, with another type of toecap, lighter, to assess whether it is more comfortable than the old one.

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.

For the rest of the applicable agreements there are no Committees, but in the Linen service there is the figure of Staff Delegate, with whom meetings are held both on company material and on health and safety matters. The agreements and information of these meetings are reflected through meeting minutes. The following is a summary of the meetings held in 2005:

➤ 22/05/2025 highlights:

This meeting is proposed to discuss prevention, training and labor issues.

It is recalled that the Training Plan was delivered on January 29 for review by the delegate.

It is recalled that staff must carry out online training as soon as possible.

It is recalled that the review of the risk assessment of the service will be carried out between June 26 and 27.

The report of the Previs and Aspy prevention services for the year 2024 is delivered for review by the delegate.

A metabolic assessment at the service is planned for October this year.

Work accidents are discussed. There are no occupational diseases or job adaptations.

The delegate comments that the work is going well and that the shifts are going well, there are no problems and the service works.

The management recalls that the internal laundry is expected to start operating at the end of the year. Chips will be put in the garments to improve traceability.

The Management asks the delegate if he considers that there is any other issue that could result in an improvement of the service in order to solve it.

The delegate comments that the granting of the leaves of absence should be reviewed so that all staff have the same opportunities, it seems that there is a case that could be affecting the wages of the rest of the staff. Management will review it.

➤ 03/10/2025 highlights:

This meeting is proposed to discuss prevention, training and labor issues.

It is recalled that staff must carry out online training as soon as possible.

They talk about an accident at work. There are no occupational diseases or job adaptations.

The review of the risk assessment of the linen service is delivered to the delegate for analysis, if there is any doubt, the prevention manager is made available to them.

Occupational medicine planning is delivered.

The delegate comments that the work is going well and that the shifts are going well, there are no problems and the service works. When there is an error with the shifts, we try to solve it urgently.

The 2026 quadrants will be delivered as soon as possible.

The Saturday support person will be reminded of the specific work to be done.

The Management asks the delegate if he considers that there is any other issue that could result in an improvement of the service in order to solve it. The delegate comments that everything is going well.

Procedure for communication and participation and consultation.

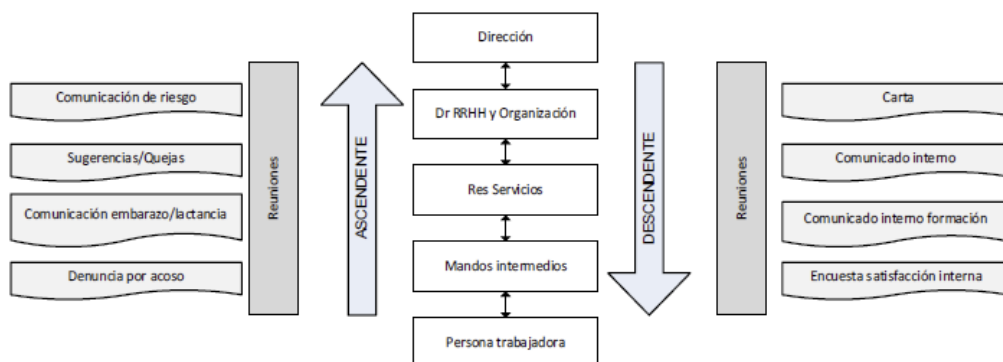
Procedimiento General 7.4 – Comunicación Participación y Consulta

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

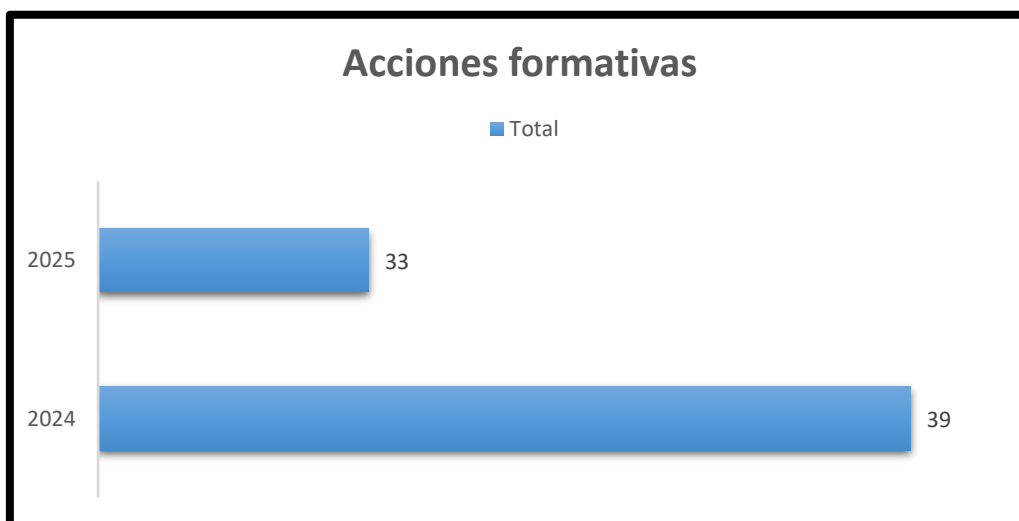
CHUSE's Training Department is responsible for carrying out an annual process of identification and analysis of training needs, consisting of analysing what the company needs to improve or what the team needs to learn to carry out their task in the best possible way; resulting in the design of the 2025 training plan. The strategic objectives defined by the plan are the following:

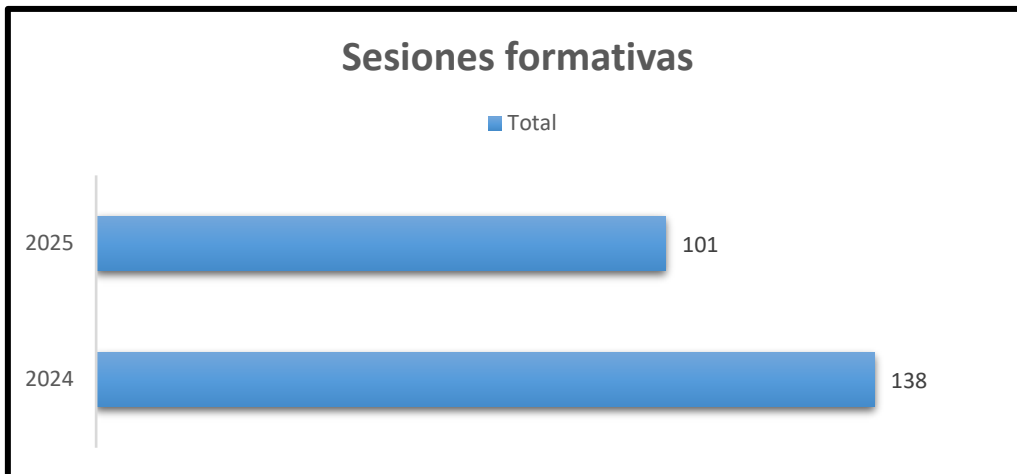
- That the training reaches the maximum number of workers, making the training compatible with the demands of the services in terms of organization and availability, establishing dates and times that favor the participation of all the personnel concerned by the training plan.
- Encourage involvement 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 2025:

This year 2025, 33 training actions have been carried out in a total of 101 training sessions.

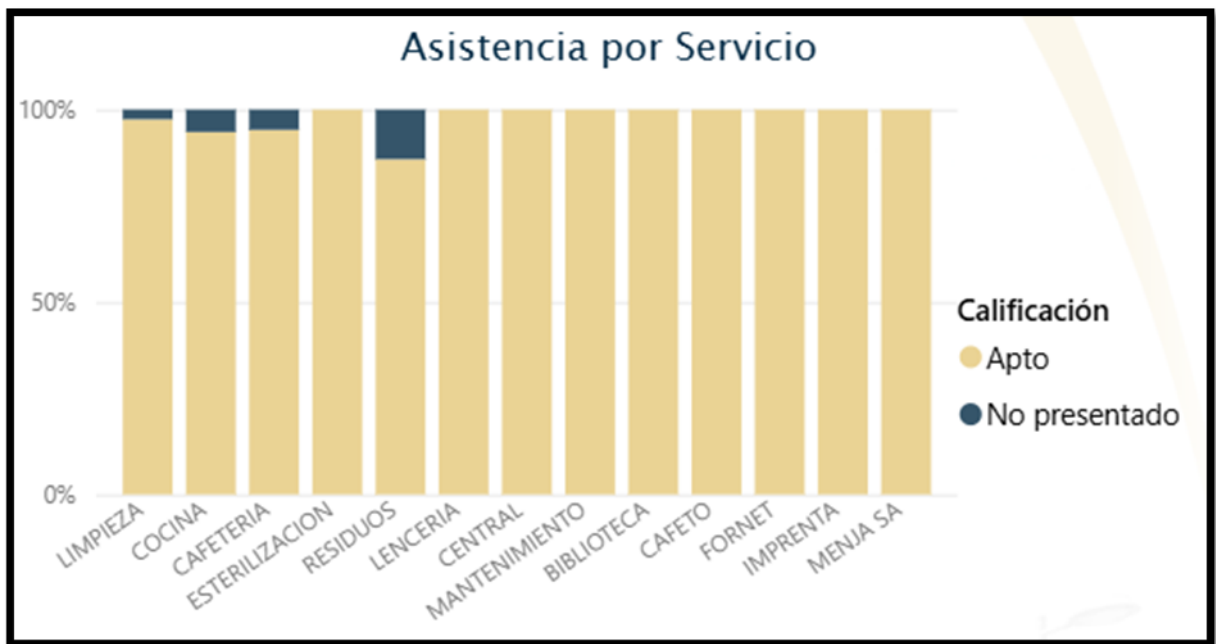




A total of 283 workers have attended them.

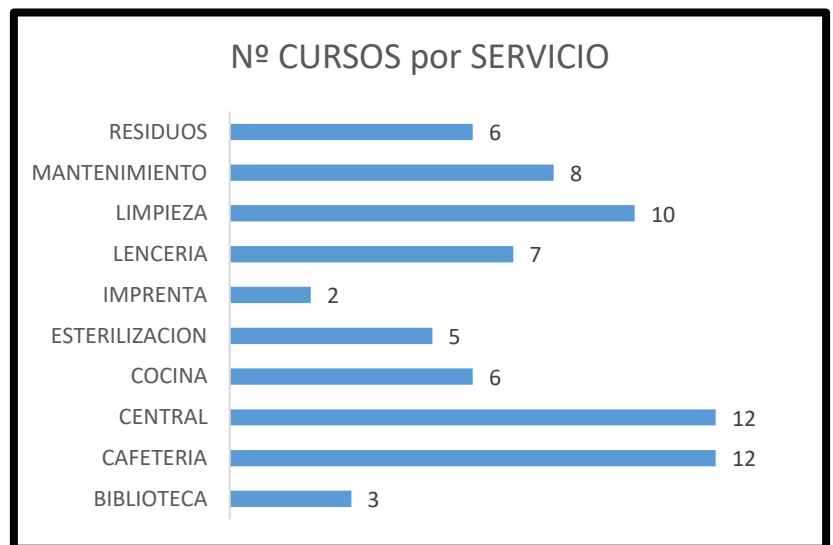


Below is the **annual attendance percentage** per service:



The services with the most scheduled courses have been Central (12 Courses - 17%) and Cafeteria (12 courses - 17%)

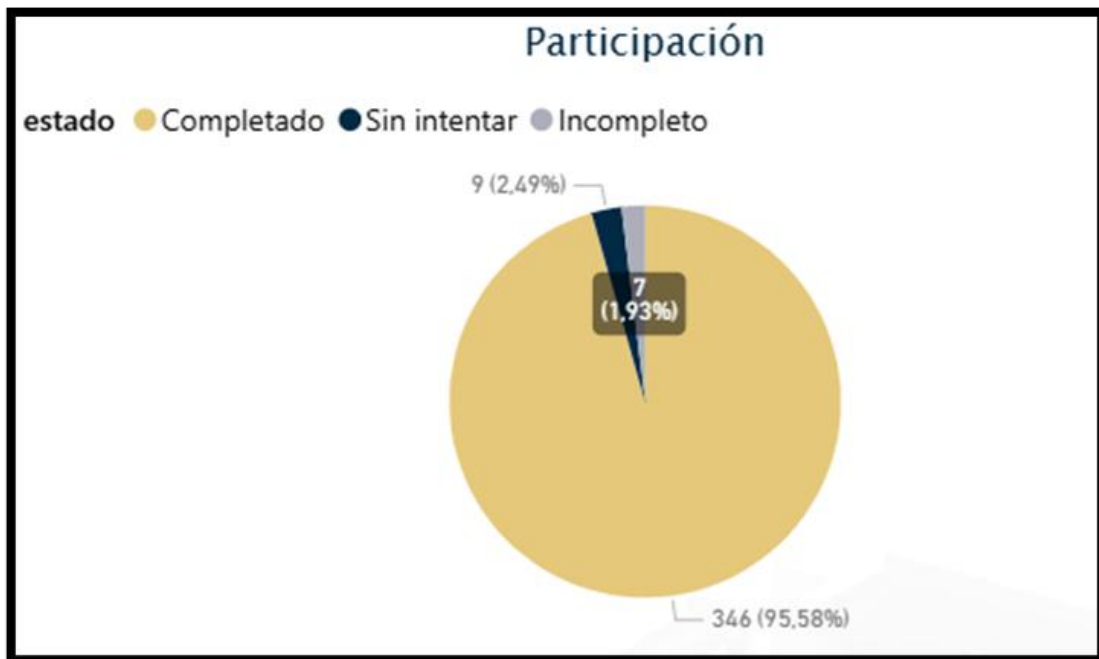
SERVICE	NUMBER OF COURSES	%
ALI	18	34%
BIB	3	4%
CENT	12	17%
EAST	5	7%
IMP	2	3%
ONLY	7	10%
LIM	10	14%
MNT	8	11%
MSW	6	8%
TOTAL	71	100%



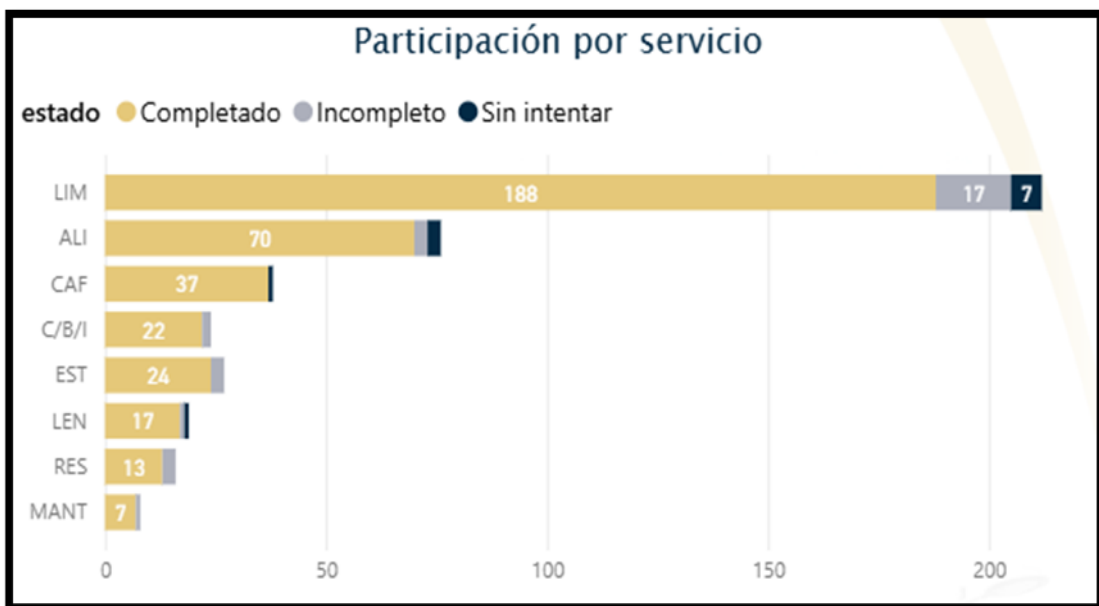
Virtual classroom

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 2025 of the 362 workers enrolled in the VIRTUAL CLASSROOM.



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

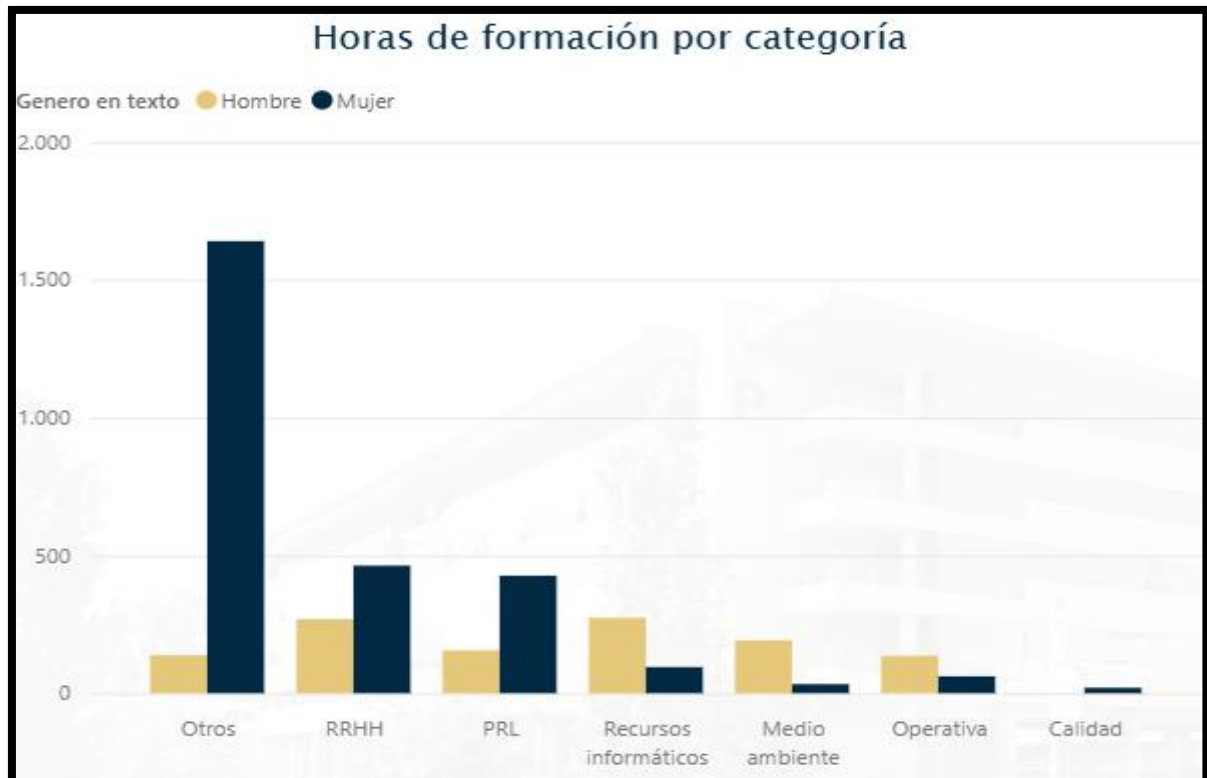


The hours of training during 2025 are presented by blocks of professional categories:

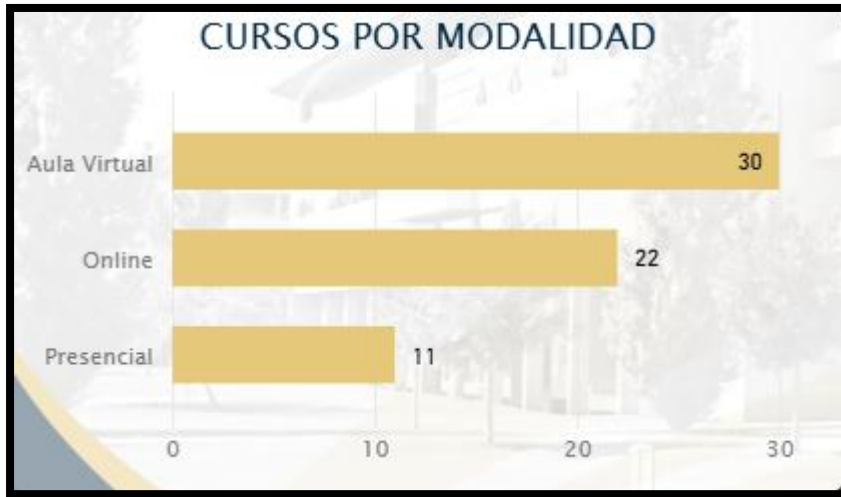
Genero en texto	Dirección	Mandos intermedios	Operarios	Personal administrativo	Personal técnico	Total
Hombre	44,00	697,00	252,50		171,00	1.164,50
Medio ambiente		89,00			103,00	192,00
Operativa		117,00	6,00		12,50	135,50
Otros		138,00				138,00
PRL		4,00	142,50		9,50	156,00
Recursos informáticos	44,00	95,00	95,00		40,00	274,00
RRHH		254,00	9,00		6,00	269,00
Mujer	35,00	1.255,00	464,50	252,00	732,50	2.739,00
Calidad		20,00				20,00
Medio ambiente		33,00				33,00
Operativa			61,50			61,50
Otros		876,00		112,00	652,00	1.640,00
PRL		9,00	376,00		41,50	426,50
Recursos informáticos		20,00		75,00		95,00
RRHH	35,00	297,00	27,00	65,00	39,00	463,00
Total	79,00	1.952,00	717,00	252,00	903,50	3.903,50

*Data updated and extracted from PowerBi as of April 22, 2026.

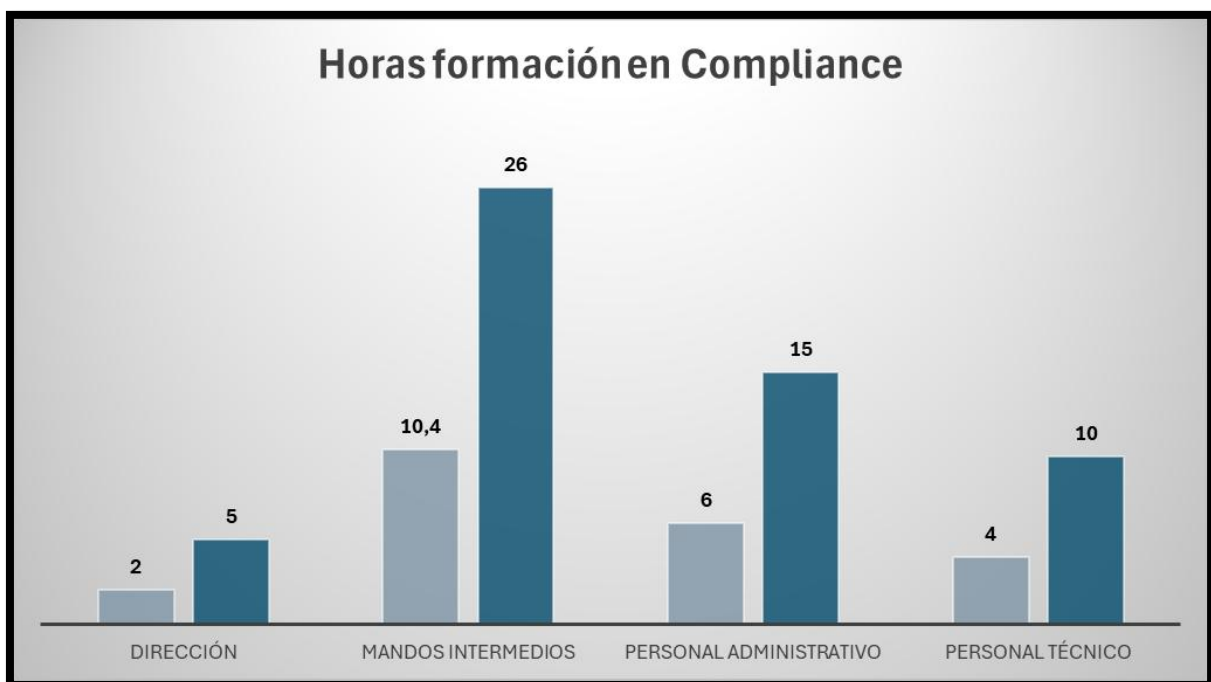
Training hours by topic and category



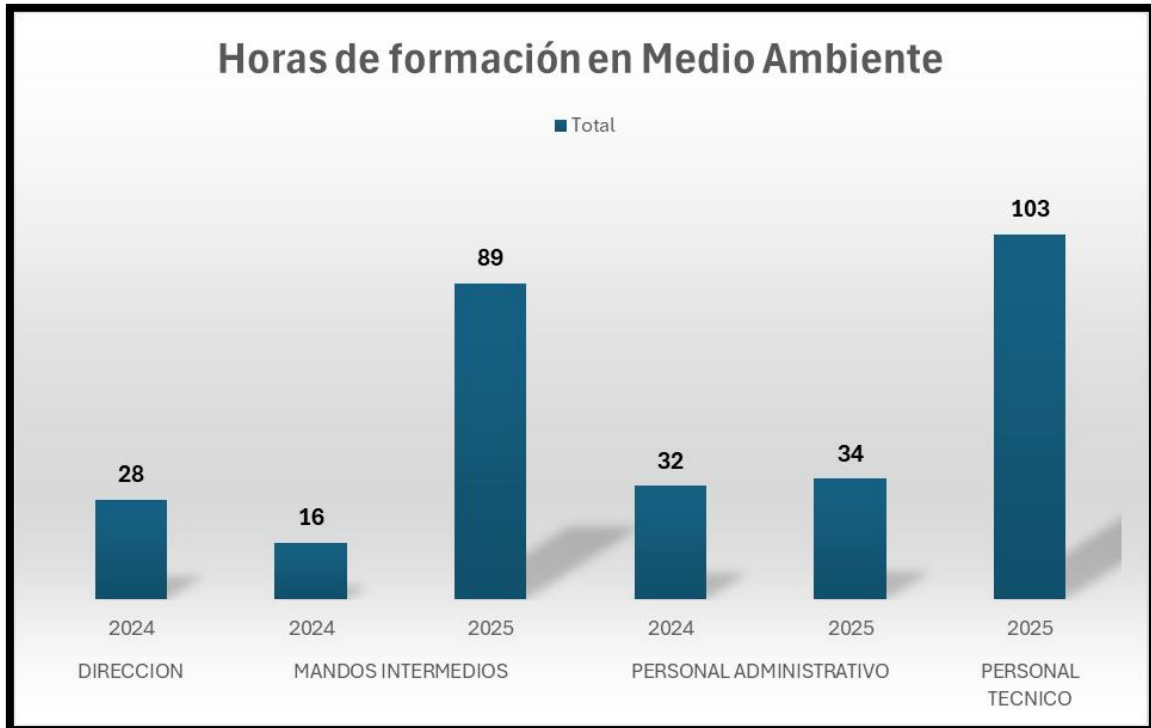
Courses taken by modality



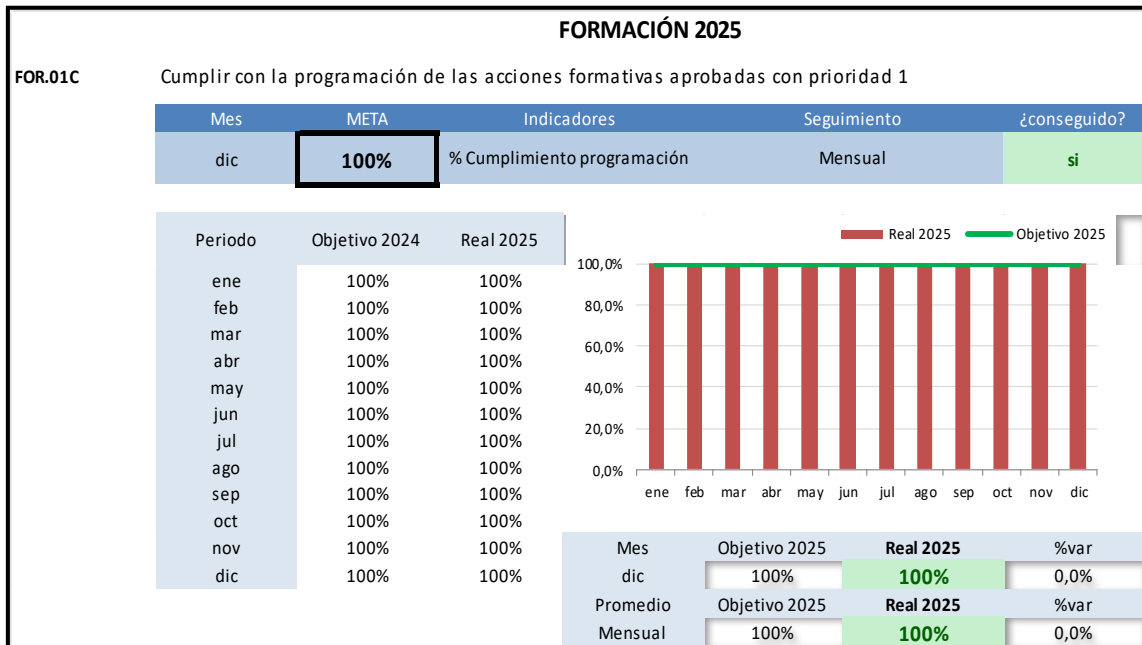
Compliance Training Hours by Service and Category



Environmental Training Hours by Service and Category



Compliance with the programming of the training actions approved with priority 1.



Satisfaction of workers with respect to the training provided.

Encuestas trabajadores		
Periodo	Encuestas con media ≥ 3	Encuestas totales
ene	5	5
feb	16	16
mar	14	14
abr	12	12
may	16	16
jun	24	24
jul	19	19
ago	37	37
sep	26	30
oct	26	26
nov	58	58
dic	5	5

4.6. EQUALITY

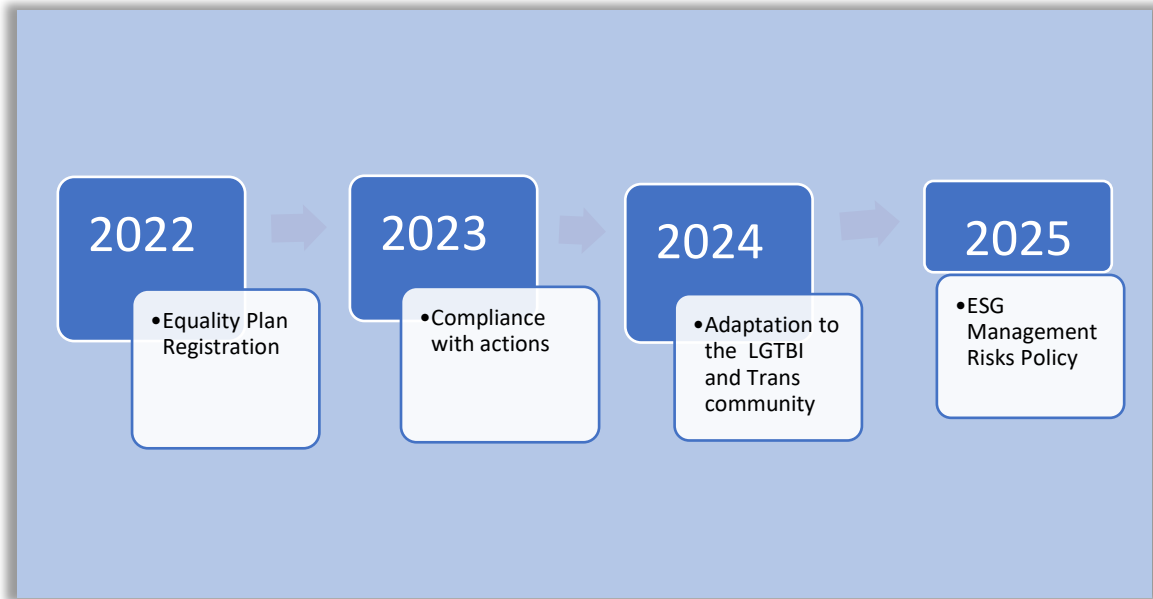
The organisation rejects any type of discrimination and exposes it through its commitment to equality and through the development of its Code of Conduct; and its commitment to Human Rights ([section 5.](#)) as well as with its Policy on Guaranteeing the Rights of LGBTI and Trans People.

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 2025 are described below

Measurements	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

Measurements	Indicators
<p>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</p>	<p>Number of people who enjoy conciliation rights in relation to the number of people promoted and by gender.</p>
<p>Measures to facilitate women's access to positions of responsibility.</p>	<p>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.</p>
<p>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.</p>	<p>Minutes of the meetings with the Monitoring Committee</p>
<p>Continue to disseminate the procedure established in the company called "Protocol in cases of gender violence".</p>	<p>Record of Delivery of Information</p>
<p>Use of inclusive language, both in the company's internal and external communication.</p>	<p>Analysis of the language used by the company in internal and external communications</p>

4.7. ACCESSIBILITY – DIVERSITY

CHUSE has among its professionals personnel with different physical and sensory abilities, specifically it has 3.2% (calculated as % of the average number of heads in 2025, which have been 471), distributed as follows:

Detail of people with recognised disabilities and who have had an active contract in 2025 in CHUSE.			
Group Disability	Men	Women	Total
33% - 40%	4	5	9
41% - 50%	1	1	2
51% - 60%	1	3	4
Total	6	9	15

The trend described above suffers a slight decrease, due to the end of the contract of several people, due to retirement, leave of absence, voluntary resignation or IT exhaustion:

Year	% disability staff *
2021	2,6%
2022	3.2%
2023	3,7%
2024	3,4%
2025	3,2%

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 labor 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 LGBTBI and Trans people will be part of the personnel selection criteria, especially for Trans women.

Measurements

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

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.

4.9. SOCIAL ACTION

During the 2025 financial year, CHUSE has maintained its commitment to society through various initiatives aimed at social inclusion, support for culture and collaboration with community activities.

In this context, in November 2025 a collaboration agreement was formalised with Hotecma and the SOIB, with the aim of favouring the labour integration of people at risk of social exclusion, promoting their employability and professional development (two people in the maintenance service are making use of this programme).

Likewise, the entity has continued to support cultural and social initiatives, maintaining during 2025 an economic contribution of 2,000 euros for the direction and training of the Choir of the University Hospital of Son Espases, thus contributing to the emotional well-being and dynamization of the hospital environment.

On the other hand, CHUSE has not made any sponsorships during the 2025 financial year.

Additionally, the entity has collaborated in the VIII Cursa Son Espases, held in February 2025, by contributing part of the food supplied during the event, thus supporting an activity that promotes healthy lifestyle habits and community participation

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 analyzes 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
General	<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>Sustainability Framework Plan</p> <p>Integrated Policy</p> <p>Human Rights Policy</p> <p>Code of Conduct</p> <p>ESG Risk Management Policy</p>
<p>Child labour</p> <p>Convention 138 on Minimum Age</p> <p>Convention 182 on the Worst Forms of Child Labour</p>	<p>Principle 5: Businesses should support the elimination of child labour</p>	<p>Human Rights Policy</p>
<p>Forced labor</p> <p>Convention 29 on Forced Labour</p> <p>Fair and favourable working conditions</p> <p>Convention 105 on the Abolition of Forced Labour</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>Occupational health and safety at work</p>		<p>Integrated Policy</p> <p>Code of Conduct</p>
<p>Freedom of association and the right to collective bargaining</p> <p>Convention 87 on Freedom of Association and Protection of the Right to Organise</p> <p>Convention 98 on the Right to Organize and Collective Bargaining</p>	<p>Principle 3 Freedom of association and effective recognition of the right to collective bargaining</p>	<p>Human Rights Policy</p>
<p>Discrimination:</p> <p>Equal Opportunities</p> <p>Regarding diversity and non-discrimination</p> <p>Convention 100 on Equal Remuneration</p> <p>Convention 111 on Discrimination in Employment and Occupation</p>	<p>Principle 6 Businesses should support the abolition of discriminatory practices in employment and occupation</p>	<p>Human Rights Policy</p> <p>Equality Policy</p> <p>Remuneration policy</p> <p>Policy to guarantee the rights of LGBTI and trans people</p>
Fight against corruption	Principle 10	Anti-corruption policy

HUMAN RIGHTS ACCORDING TO HS 8000 AND ILO CONVENTION	10 PRINCIPLES OF THE GLOBAL COMPACT	DUE DILIGENCE/ PREVENTIVE MEASURE
	Companies must work against corruption in all its forms, including extortion and bribery	Compliance Policy Information Security Policy
	Principles 7-8-9 Environment	Integrated Policy Code of Conduct Biodiversity Protection Policy Net zero emissions policy

CHUSE maintains a firm commitment to the respect and promotion of human rights, integrating policies focused on prevention and through the criminal compliance management system into its management system.

CHUSE has established through the procedure (**PG-72-01 Due diligence** and **PG-87-01 Communication of non-compliances and irregularities**) measures to investigate, manage and, where appropriate, remedy possible abuses committed, guaranteeing protection against retaliation and compliance with the applicable regulations.

To this end, it has due diligence mechanisms that include the identification and periodic assessment of risks, the implementation of action protocols and specific training for staff, as well as confidential internal reporting channels that allow possible irregularities to be reported.

In 2025, 0 notifications of complaints have been received, of which, after previous analysis, none prospered. Nor have any breaches been detected in this regard. In 2025, 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 - BRIBERY AND MONEY LAUNDERING.

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 procedure applied **PG-72-01 Due diligence**.
- 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

Concessionària Hospital Universitari Son Espases, S.A.

Ref. G-COMP-01-A

Modificación:	Fecha	Revisión
Redacción Inicial.	14/03/2018	A
Codificación.	01/08/2019	B
Actualización punto 4.	22/10/2019	C
Inclusión de los puntos 5 y 6.	12/12/2019	D
Actualización formato y puntos 4 y 5.	19/12/2024	E



There have been no complaints or communications regarding criminal compliance during 2025.

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 is maintained during 2025 for the value of €2,000

On the other hand, it should be noted that CHUSE has not made sponsorships during the 2025 financial year.

We have collaborated in the race organized by the Hospital through the contribution of part of the food during the race: *VIII Cursa Son Espases* (February 2025).

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.



In addition, in 2025 CHUSE will develop the "Sustainability Framework Plan", which includes, among others, the organisation's Sustainability Declaration, as well as the alignment and contribution to the different SDGs of the Environment, Social and Governance part.

2.2. PRINCIPIOS ESG APLICABLES Y CONTRIBUCIÓN A LOS ODS

La actividad de la organización se enmarca en un entorno altamente exigente desde la perspectiva de sostenibilidad, donde la prestación de servicios en un hospital público requiere aplicar criterios ambientales, sociales y de buena gobernanza que garanticen calidad, seguridad, eficiencia y responsabilidad. Bajo este enfoque, los principios ESG actúan como guía transversal para la toma de decisiones y para la gestión del impacto generado por las operaciones, contribuyendo al cumplimiento de la Agenda 2030 y a los Objetivos de Desarrollo Sostenible (ODS).

Principios Ambientales (E)



Medioambiente

La empresa integra en su gestión criterios de protección ambiental, eficiencia de recursos y mitigación del cambio climático mediante:

- **Uso eficiente de recursos naturales:** reducción del consumo de agua, energía y materias primas, priorizando soluciones de bajo impacto ambiental.
- **Economía circular:** prevención de residuos, segregación adecuada, reutilización y reciclaje conforme a la normativa vigente, con especial atención a los residuos peligrosos.
- **Eficiencia energética y descarbonización:** impulso de medidas que reduzcan emisiones de GEI, adopción de tecnologías eficientes y fomento del autoconsumo y la movilidad sostenible.
- **Control de impactos ambientales:** prevención de contaminación, correcta gestión de vertidos, emisiones, ruidos y uso responsable de los productos químicos contaminantes.

ODS asociados:



Principios Sociales (S)

CHUSE promueve un entorno laboral seguro, inclusivo y responsable, así como una relación ética con la comunidad sanitaria:



Social

- **Salud y seguridad laboral:** priorización absoluta de la prevención de riesgos laborales, formación continua y aplicación de estándares de seguridad específicos del ámbito hospitalario.
- **Bienestar del personal y calidad del empleo:** condiciones laborales dignas, estabilidad, conciliación y desarrollo profesional.
- **Diversidad e igualdad de oportunidades:** políticas activas para garantizar igualdad retributiva, no discriminación y representación equilibrada.
- **Derechos humanos y prácticas responsables:** compromiso con la tolerancia cero ante la explotación laboral, el acoso y cualquier forma de vulneración de derechos.
- **Contribución a la comunidad:** apoyo al servicio público esencial del hospital mediante prácticas responsables, transparentes y orientadas a la mejora de la calidad asistencial.

ODS asociados:



Principios de Buen Gobierno (G)

La empresa asegura un marco de gobernanza sólido y transparente que garantiza integridad, ética y rendición de cuentas:



Gobernanza

- **Integridad y comportamiento ético:** implantación de código de conducta, prevención de la corrupción y mecanismos de denuncia interna conforme a la Ley 2/2023.
- **Transparencia y control interno:** información fiable, trazabilidad operativa y gestión responsable de recursos frente al hospital público y la ciudadanía.
- **Cumplimiento normativo:** observancia estricta de la normativa sectorial, laboral, ambiental y de contratación pública, así como de los compromisos voluntarios asumidos.
- **Gestión de riesgos:** identificación, evaluación y mitigación de riesgos laborales, ambientales, reputacionales y operativos.
- **Diálogo con grupos de interés:** canales abiertos y accesibles para accionistas, personas trabajadoras, el hospital, administraciones, proveedores y sociedad.



Contribución Global a la Agenda 2030

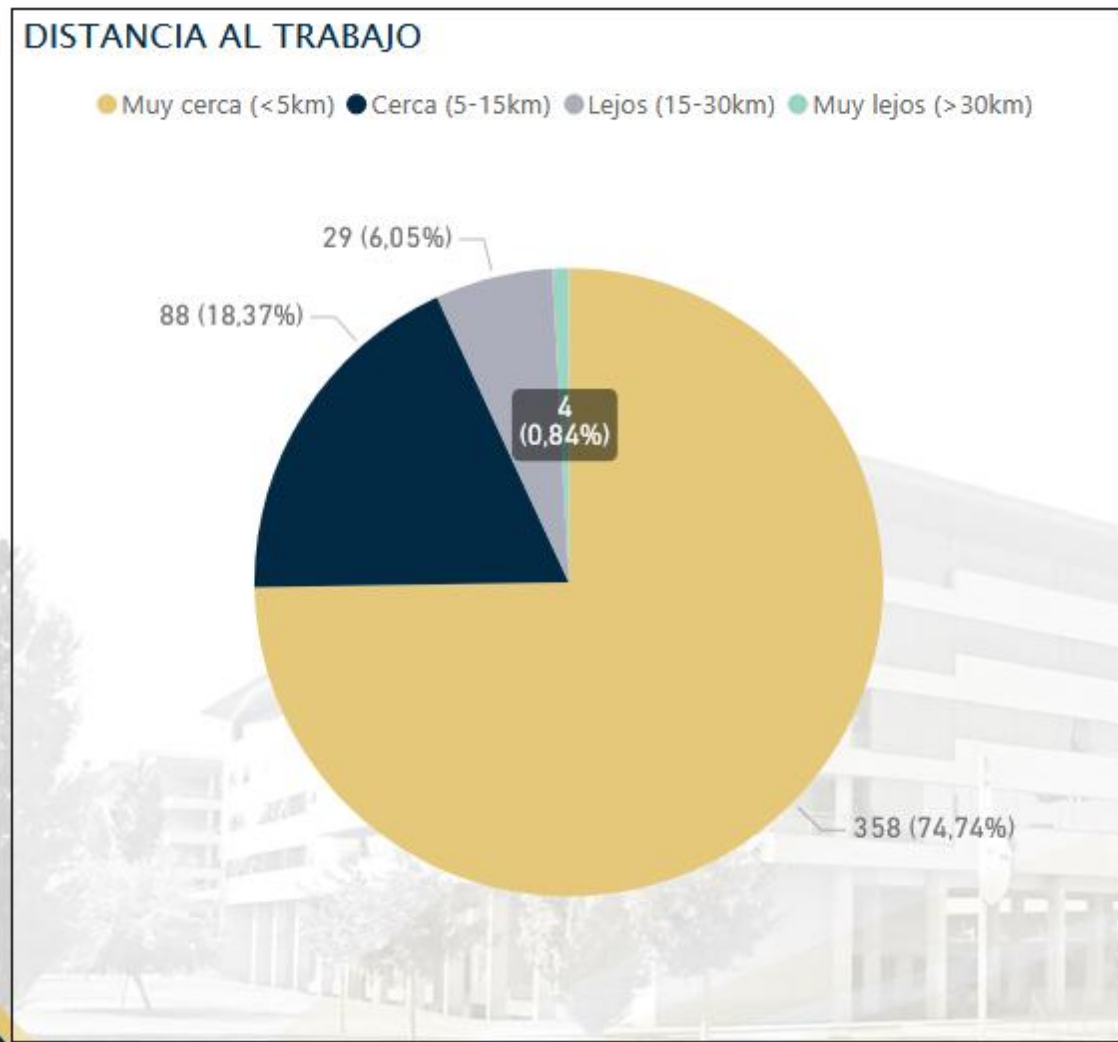
La aplicación de los principios ESG consolida una contribución activa y medible al desarrollo sostenible, reforzando el compromiso de la empresa con el servicio público que presta. La integración de los ODS permite alinear las operaciones con objetivos globales reconocidos internacionalmente, facilitando la identificación de oportunidades de mejora, la priorización de iniciativas y la rendición de cuentas ante la ciudadanía y las administraciones públicas.

7.1. THE COMPANY'S COMMITMENTS TO SUSTAINABLE DEVELOPMENT

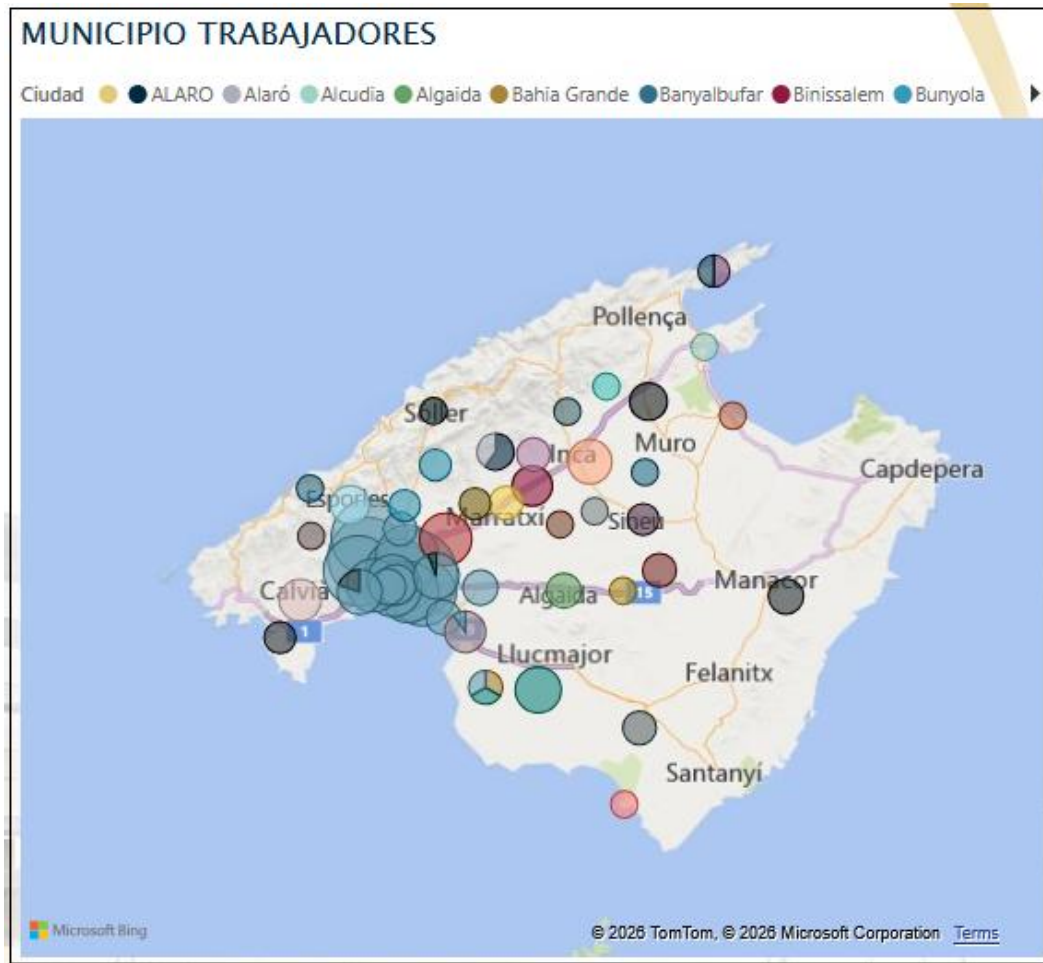
CHUSE makes visible its commitment to sustainable development through the following actions:

- a) Job creation.
 - 348 incorporations in 2025, of which 74.14% were women.
 - Regarding local development, 99.16% live less than 30 km away, for this the data is provided as evidence

Mobility data for CHUSE workers according to the address provided.



*Data updated and extracted from PowerBi as of March 06, 2026.



*Data updated and extracted from PowerBi as of March 06, 2026.

Evolución distancia al trabajo			
KM	Dato 2024	Dato 2025	Evolución
Muy cerca <5km	335	358	6,9%
Cerca 5-15 km	86	88	2,3%
Lejos 15 - 30 km	30	29	-3,3%
Muy lejos >30 km	9	4	-55,6%
Total	460	479	

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. 56.7% of companies are local (Mallorca - Balearic Islands), and 43.3% 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 people who are part of the organization and for third parties, as can be seen in procedure **PG-72-01 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.

CHUSE has a system for supervision and audits of contracted services and suppliers. The results of these internal and external audits in relation to the financial year 2025 can be seen on page 37 of the report in relation to the results of external and internal audits.

In 2025, the Nursery services were audited by external auditors, in an internal audit; and Vending, Television-telephony and internet, DDD and Nursery in external audit.

The result of the audits is satisfactory.

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.

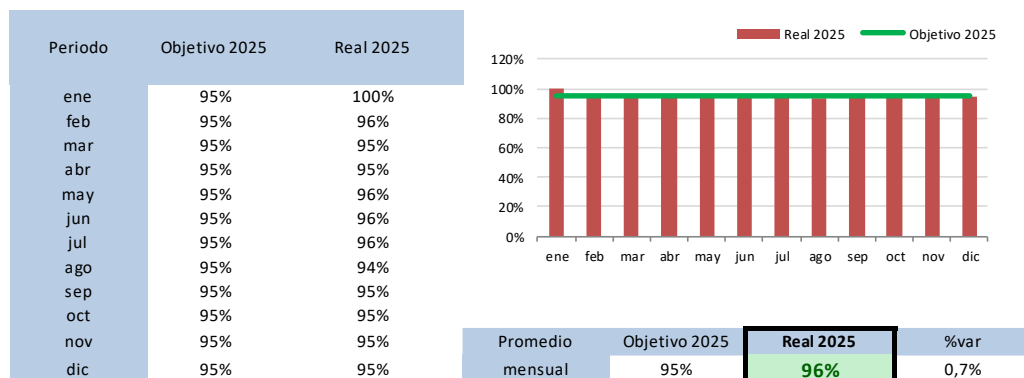
CHUSE therefore has a food safety system based on the requirements of the HACCP system, as well as the associated controls (internal audits); monthly analyses were carried out, and no criticism was detected.

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	95%	Ratio Checkins realizados con correcto/ Ratio Puntos totales ccheckins	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, treatment, response, follow-up and control (**Complaints Management Procedure – claim** and the **Complaint and Suggestions Management Procedure**).

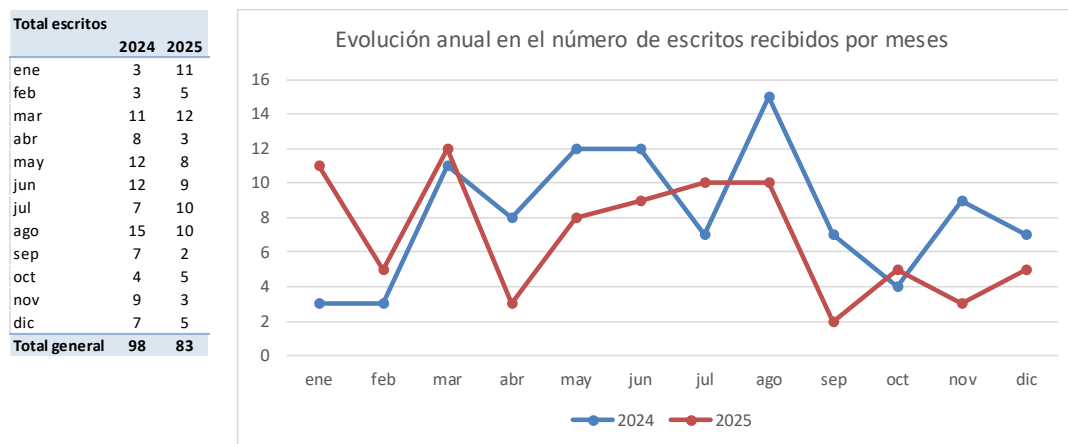
The total number of complaints and claims in 2025 has been 0. On the other hand, a total of 83 letters have been received in Complaints and suggestions.

Complaints and suggestions

Throughout 2025, a total of 83 letters have been received to the User Service Department, including complaints, suggestions and thanks. 15.3% less than in 2024, with 98 letters. At the time of writing, all are in "closed" status.

Monthly evolution of the number of letters received (period 2024-2025)

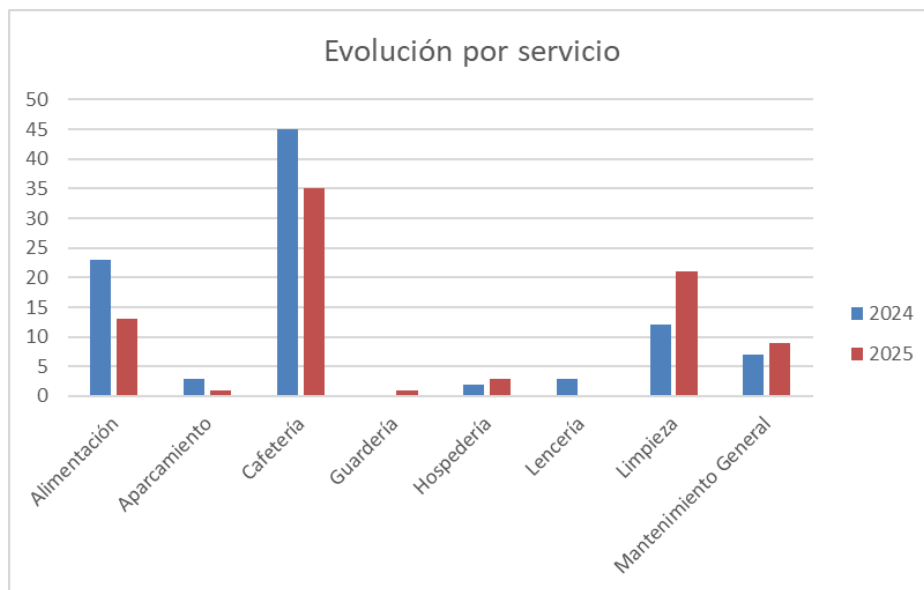
These are the data regarding the writings received at a general level:



Evolution of the number of writings received by service

The service that has received the most writings during 2025 has been the Cafeteria, with 42% of the total number of writings received. In 2024, the service with the most writings was also Cafeteria with 46% of the total.

	2024	2025	2024	2025
Alimentación	23	13	23%	16%
Aparcamiento	3	1	3%	1%
Cafetería	45	35	46%	42%
Guardería		1	0%	1%
Hospedería	2	3	2%	4%
Lencería	3		3%	0%
Limpieza	12	21	12%	25%
Mantenimiento General	7	9	7%	11%
TV, Telefonía e Internet	3		3%	0%
Total general	98	83	100%	100%

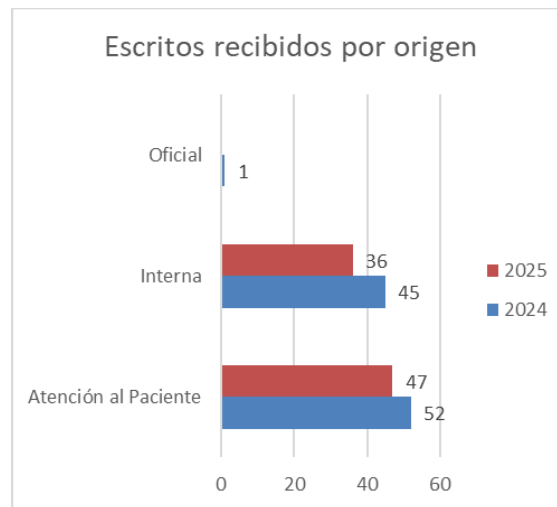


Distribution by ORIGIN

As for the origin of the letters, most of the letters that reach the User Service Department, exactly 57% of the letters received, and 43% are of an internal nature collected through the internal complaint registers (with the internal format both communications from CHUSE's own staff and HUSE as well as users of facilities are collected). In 2025 there has been a decrease of 9.6% in the number of writings received through the Patient Care Service, compared to 2024, going from 52 writings in 2024 to 47 in 2025.

	2024	2025	Total	dif.
Atención al Paciente	52	47	99	-10%
Interna	45	36	81	-20%
Oficial	1		1	-
Total	98	83	181	164,9%

Patient Care Service / Intern / Official

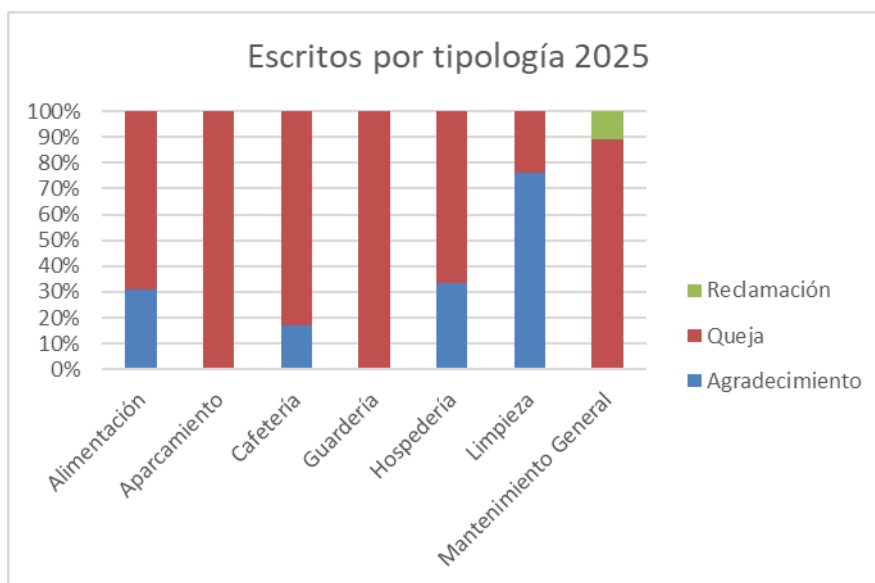


Distribution of the letters received according to their type and service

	Agradecimiento	Queja	Reclamación	Total
Alimentación	4	9		13
Aparcamiento		1		1
Cafetería	6	29		35
Guardería		1		1
Hospedería	1	2		3
Limpieza	16	5		21
Mantenimiento General		8	1	9
Total	27	55	1	83

Feedint patients, Parking, Cafeteria, Daycare center, Hospiece, Cleaning and Maintenance

The type of writings that have been received the most during 2025 in the User Service Department are complaints with 66.3% of the total, followed by Thank You with 32.5%.



Comparative annual evolution of the writings received according to their typology

In 2025 there has been a decrease in the number of complaints, from 84 in 2024 to 55 in 2025. In acknowledgements there has been an increase, going from 9 in 2024 to 27 in 2025.

	2024	2025	% diferencia
Agradecimiento	9	27	200,0%
Queja	84	55	-34,5%
Queja a seguro	1	1	-
Sugerencia	4	0	-100,0%
Total	98	83	

Gratitude, Complaint, Complaint to Insurance, Suggestion

Matters of the letters received

In 2025, the issue that has been repeated the most, and which represents 19.27% of the total letters received, is: Gratitude for a service, followed by the quality of cafeteria food with 14.45% of the total.

Subject	Feeding	Parking	Cafeteria	Daycare	Hospitality	Cleaning	Maintenance	Total
Thank you for a service	4		2		1	16		23
Thanking a worker			4					4
Cafeteria Food Quality			12					12
Food Quality for Patients	3							3
Quality cafeteria service			1					1
Conservation or maintenance of any element of the hospital							3	3
Damage to a vehicle related to the operation or maintenance of any element of the car park infrastructure		1					1	2
Bodily injury from falling			1				1	2
Dismissal of a daycare worker				1				1
Inadequate diets	5							5
Cleaning of patient rooms						2		2
Cleaning of common areas						1		1
Price for external cafeterias commercial premises			1					1
Complaint to a service			10		2	1		13
Complaint to a worker			4					4
Harmful chemicals in the environment for chemically sensitive patients						1		1
Television	1							1
Air temperature in patient room							4	4
Total general	13	1	35	1	3	21	9	83

INPATIENT SURVEYS

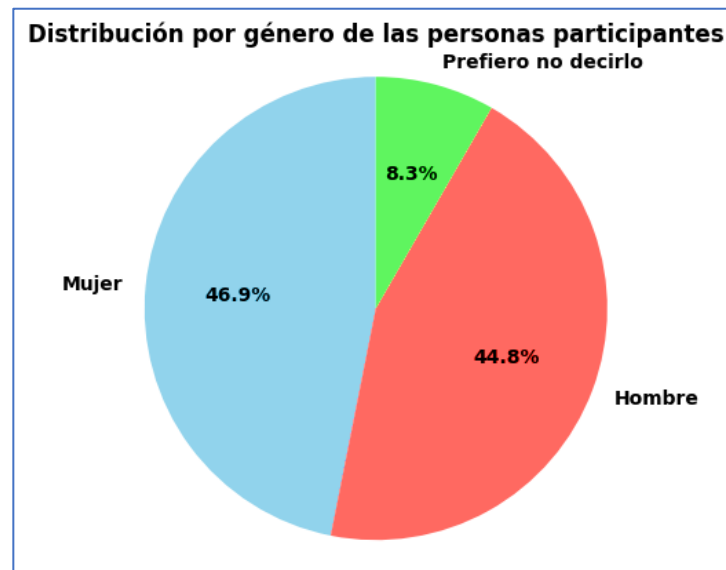
Report on the results of the survey carried out on patients at the Son Espases University Hospital throughout the year 2025, from January to December, in relation to the services provided by the Concessionaire in the areas of cleaning, laundry, linen, television, food and parking.

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.

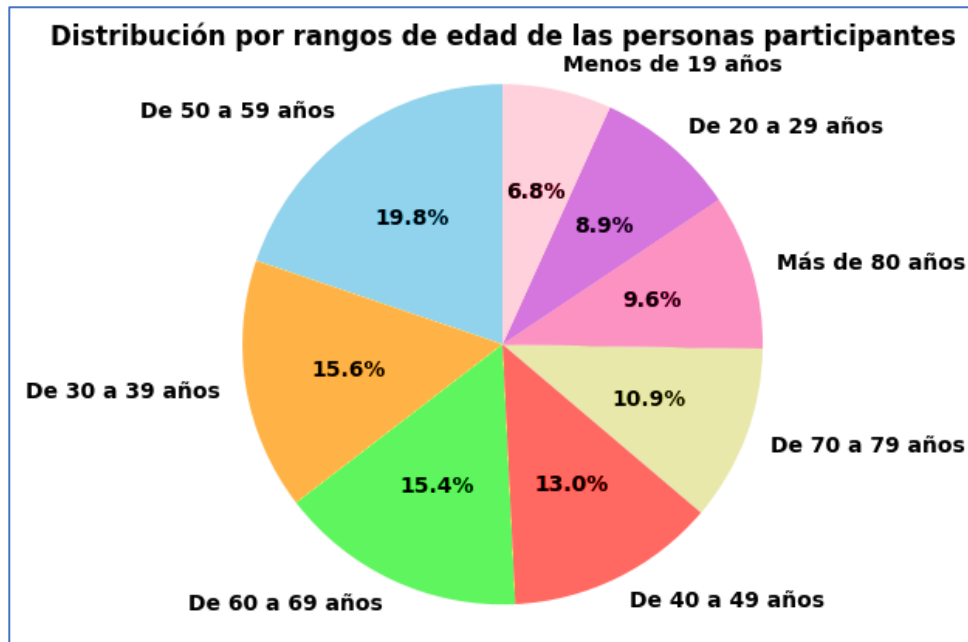
Summary of the participants

The gender distribution of the people participating in the survey shows a balanced participation, with 46.9% of women and 44.8% of men, while 8.3% chose not to declare this information. This homogeneous distribution allows us to consider that the results obtained are representative from the point of view of gender, reducing the risk of bias and providing solidity to the subsequent analysis of the different areas evaluated.



The analysis of the age ranges of the participants shows that most of the surveys correspond to adults and middle-aged people, mainly concentrated between 30 and 69 years old, with special weight of the 50 to 59 age group, which represents the largest group. Likewise, a relevant presence of people over 70 years of age is observed, which is consistent with the usual profile of hospitalized patients. This distribution reinforces the need to interpret the results taking into account the specific expectations

and needs of a mostly adult population, especially in aspects related to comfort, cleanliness, care received and ease of use of services.



The analysis of the nationality of the participants shows a clear predominance of patients of Spanish nationality, who represent 88.5% of the total surveys. This result is consistent with the territorial scope of the hospital and with the reference population served. 3.6% of the people surveyed chose not to declare their nationality, while the rest correspond to a diversity of foreign nationalities with occasional presence, none of them with an individual weight greater than 1%. Overall, the nationality profile reflects a sample that is mostly aligned with the local population.

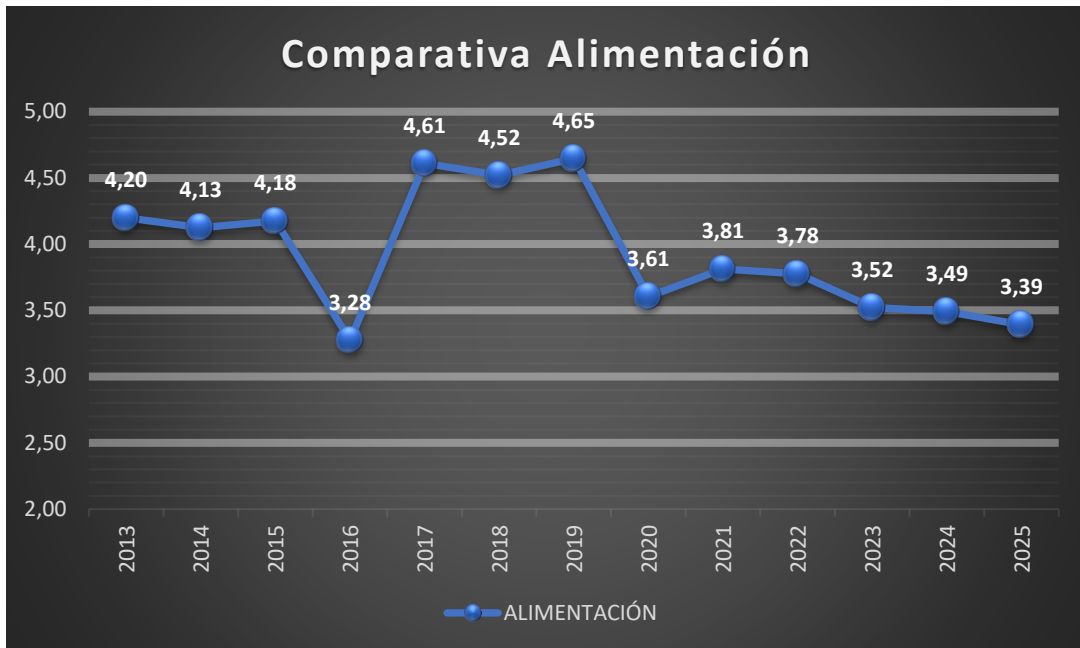
Nationality	Number	% of total
Spanish	340	88,5 %
NS/NC	14	3,6 %
Italian	4	1,0 %
Argentina	4	1,0 %
Nicaragua	3	0,8 %
United Kingdom	2	0,5 %
China	2	0,5 %
Switzerland	1	0,3 %
Mexico	1	0,3 %
Cuba	1	0,3 %
British	1	0,3 %
Lithuanian	1	0,3 %
Italian	1	0,3 %
Colombian	1	0,3 %
Irish	1	0,3 %
Uruguayan	1	0,3 %
Peruvian	1	0,3 %

Peruvian	1	0,3 %
Nigerian	1	0,3 %
Bulgaria	1	0,3 %
Pakistan	1	0,3 %
Ecuador	1	0,3 %

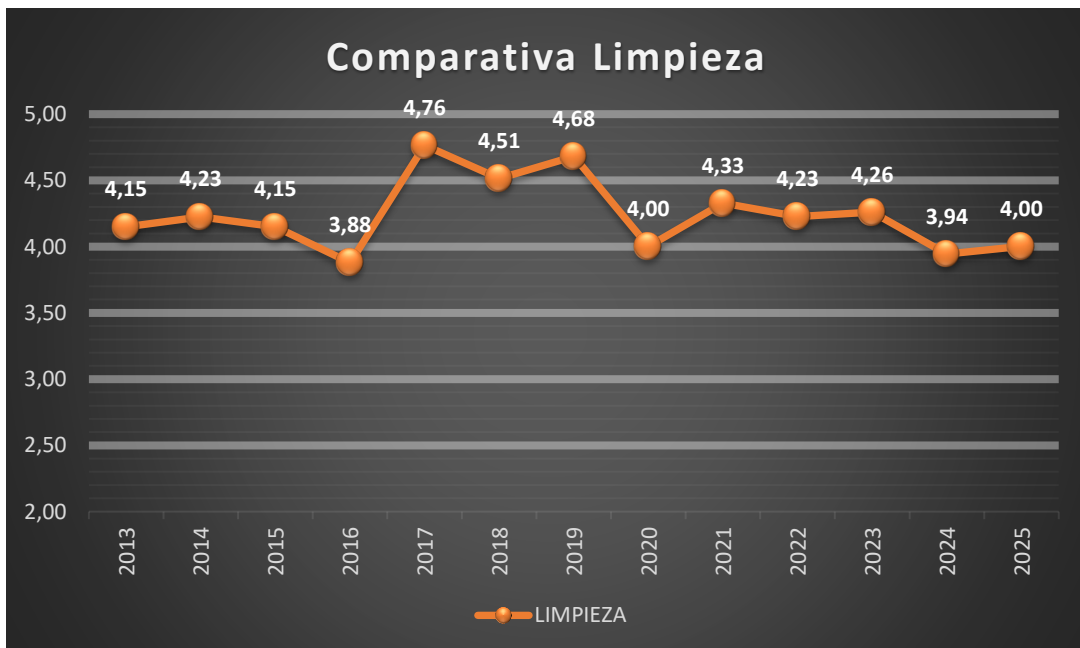
The distribution by healthcare area shows that most of the surveys come from the medical and surgical areas, which concentrate most of the responses and reflect their weight in hospital activity. Paediatrics appears as a differentiated group with a relevant presence, while critical care and emergencies represent a smaller percentage, according to the type of stay. The percentage of NS/NC is attributed to the difficulty of some users in identifying their unit of admission and should be considered as a methodological limitation of the analysis.

Healthcare area	Total	% of total
Medical Areas	118	30,6 %
Surgical Areas	92	23,9 %
Pediatrics	30	7,8 %
Critical / Emergency	14	3,6 %
Other Units/Floors	57	14,8 %
NS/NC	74	19,3 %
Total	385	100 %

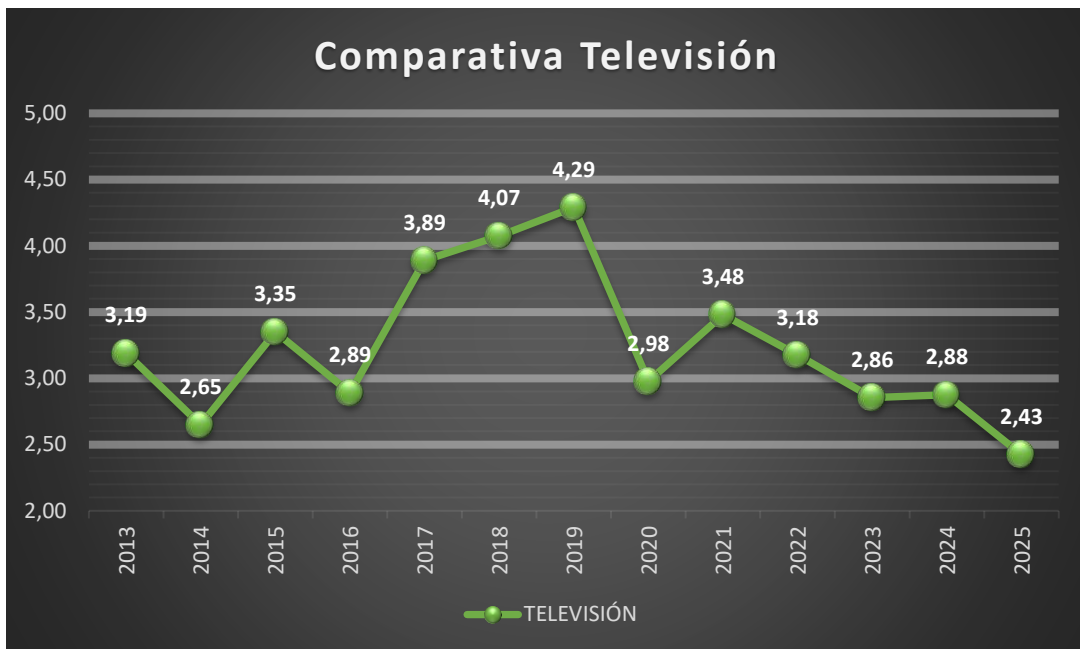
Summary of the evolution of services



Feeding Patients



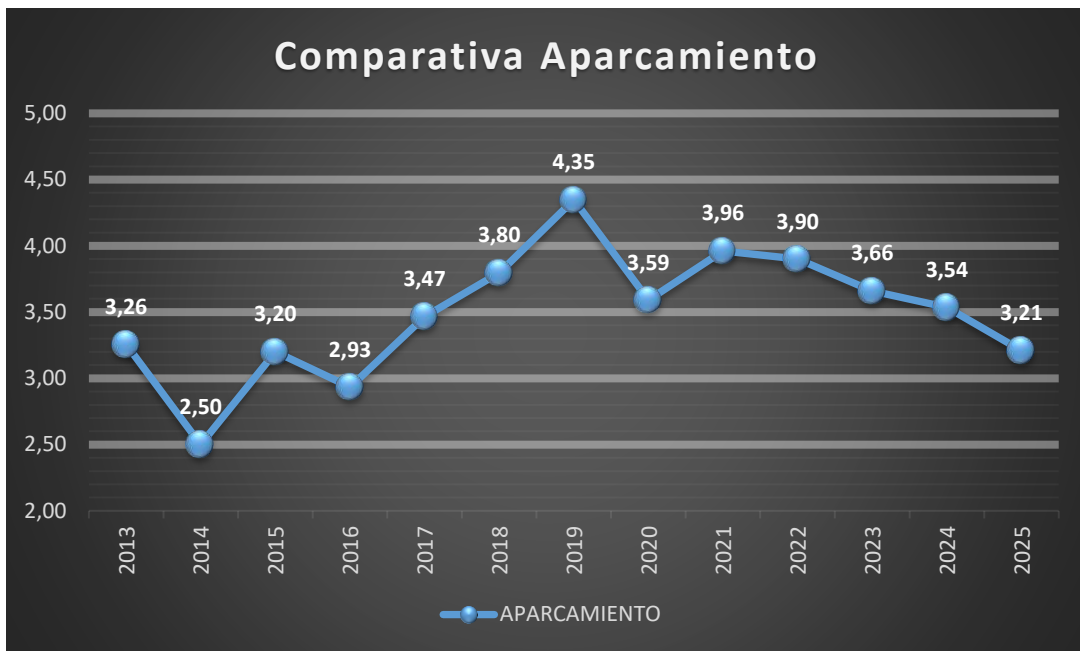
Cleaning



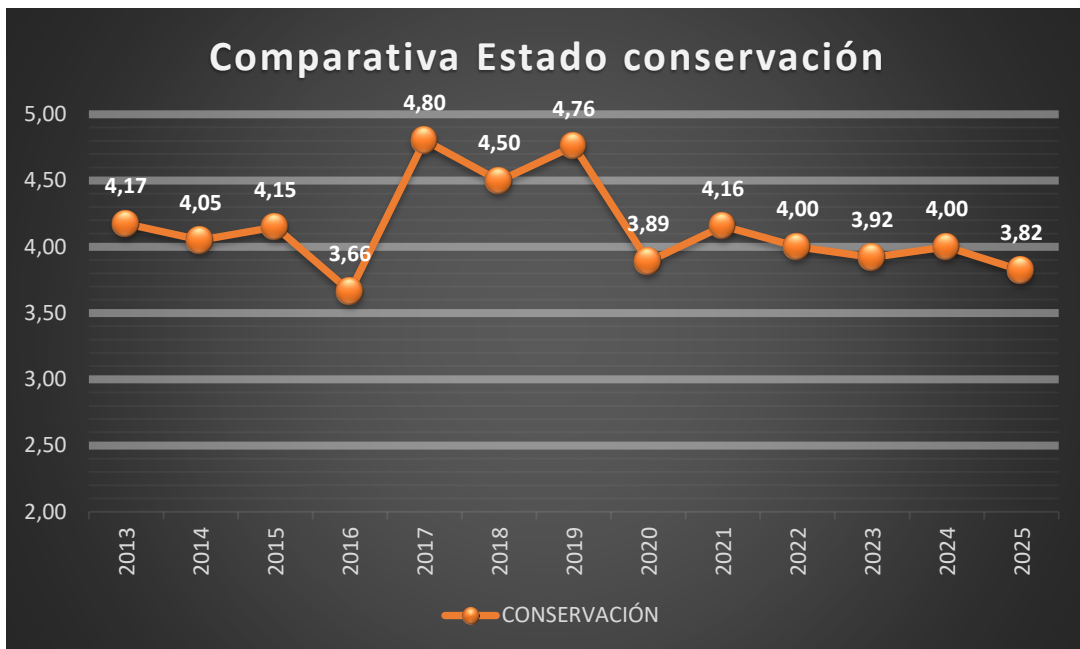
Television



Lingerie



Parking



Maintenance (State of conservation)



Incident response



Treatment received

Summary of the evolution of the average rating 2022-2025

Servicio	dic-22	22 vs 23	dic-23	23 vs 24	dic-24	24 vs 25	dic-25
ALIMENTACIÓN	3,78	↓ -6,75%	3,52	↓ -0,91%	3,49	↓ -2,81%	3,39
LIMPIEZA	4,23	↑ 0,79%	4,26	↓ -7,43%	3,94	↑ 1,52%	4,00
TELEVISIÓN	3,18	↓ -10,08%	2,86	↑ 0,78%	2,88	↓ -15,72%	2,43
LAVANDERÍA	4,24	↓ -1,30%	4,19	↓ -2,87%	4,06	↓ -1,22%	4,02
APARCAMIENTO	3,90	↓ -6,15%	3,66	↓ -3,38%	3,54	↓ -9,23%	3,21
MANTENIMIENTO	4,00	↓ -2,00%	3,92	↑ 2,04%	4,00	↓ -4,50%	3,82
RESPUESTA	3,97	↓ -1,51%	3,91	↓ -4,39%	3,74	↓ -5,04%	3,55
TRATO	4,02	↓ -2,99%	3,90	↓ -4,29%	3,73	↓ -14,70%	3,18
PROMEDIO	3,91	↓ -3,50%	3,78	↓ -2,74%	3,67	↓ -6,07%	3,45

As can be seen, compared to the previous year, the overall average has decreased from 3.67 in 2024 to 3.45 global average in 2025, 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
€2,776,942	865.648 €	38.534.929 €	N/A

Fixed Asset Investment	Innovation actions	Environmental investments
€2,287,865	243.000€	25.725 €

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

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SON ESPASES
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