

1. MISSION

The Sociedad Concesionaria Hospital Universitari Son Espases (CHUSE), is the company that has carried out the construction of the Hospital and manages the comprehensive provision of support services for the care, teaching and research activities of the Hospital Universitari Son Espases, as established in the contract for "Concession of public works for the construction, conservation and operation of the new Hospital Universitario Son Dureta" (currently Hospital Universitari Son Espases). which is the reference hospital in the Balearic Islands."

The services provided by CHUSE are: Patient Feeding, Laundry and Linen, Sterilization, Cleaning, Security, Maintenance, Library, Printing, Management of the Archive of Medical Records and other documentation, Waste Management, Disinfestation and Deratization, Parking, Nursery and Playroom, Vending Machines, Commercial Premises, Cafeteria and Television, telephone and internet.

Our stakeholders are defined as the workers, patients and users of the Son Espases University Hospital, the IbSalut, the suppliers, the CHUSE workers and society in general, as we are in a public hospital.

2. VISION

Our vision as an organization is:

- To be a national benchmark in the management of support services for care, teaching and research activities.
- To achieve a high level of prestige as an organisation, both within the hospital and in Balearic society in general.
- To become an integral part of the Hospital, implementing a system of permanent cooperation and coordination.
- To achieve the highest degree of excellence in daily activities based on the continuous improvement of processes.
- To offer a diverse portfolio of quality services that anticipate and meet the wants and needs of customers.
- Create shareholder value while ensuring the delivery of the highest quality services.

3. VALUES

The following organizational values have been defined:

- To generate a culture of rigour, quality and excellence.
- Develop the continuous improvement plan at all levels of the organization.
- To promote collaboration and good communication between the concessionaire and the hospital.
- To encourage the involvement and motivation of the people who are part of our organization, so that they develop professionally and humanly.
- Be transparent in management.
- Promote a safe and healthy work environment for CHUSE workers, minimizing risks that cannot be avoided.

4. QUALITY, ENVIRONMENT, ENERGY EFFICIENCY AND OCCUPATIONAL HEALTH AND SAFETY POLICY

The quality policy defined by CHUSE is focused on achieving the defined objectives, as well as satisfying the expectations and needs of the interested parties. For this reason, it is committed to maintaining the principles of quality, food safety, environmental protection, energy efficiency and occupational health and safety integrated into its management and the development of its processes; through certifications in the field of quality, environment, energy efficiency and prevention of occupational risks.

The fundamental principles to achieve them are:

- Commitment to comply with the requirements of the hospital and/or that the IbSalut subscribes.

- Commitment to comply with legal and other applicable requirements, including those related to energy efficiency, energy use and energy consumption.
- 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 health and safety, both for the company's workers, as well as for the workers of supplier and/or subcontractor companies.
- Establish and maintain channels for the consultation and participation of workers, and their representatives, as well as with interested parties derived from the analysis of the company's context.
- 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.
- Maintain continuous improvement of all its management systems, including energy performance.
- Ensure the reduction of the number of incidents.
- 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.
- Analyse 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.
- Prevent and reduce the environmental effects of CHUSE's activities, as well as those of its suppliers and subcontractors, 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.
- Support the procurement of products and services that consider the improvement of energy performance.
- Support design activities that consider improving energy performance.
- Promote equal opportunities and non-discrimination in people management, integrating social criteria in selection and employment processes, and encouraging the labour inclusion of migrants, vulnerable groups and people over 50 years of age, in line with ESG principles, respect for human rights and the continuous improvement of the management system.

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 quality system implemented.

Palma de Mallorca, March 13, 2026

Carles Ricci Voltas

Managing Director