



SOCIETAT CONCESSIONÀRIA
SON ESPASES
HOSPITAL UNIVERSITARI



Sustainability Master Plan

November 2025

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1. INTRODUCTION

The Sociedad Concesionaria Hospital Universitario 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 Son Espases University Hospital, as established in the contract for "Concession of public works for the construction, conservation and operation of the new Son Dureta University Hospital" (currently Son Espases University Hospital). 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.

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

SERVICES OF THE CONCESSIONAIRE SOCIETY OF SON ESPASES UNIVERSITY HOSPITAL		TYPE OF MANAGEMENT
	Sterilization	CHUSE
It carries out the processes of washing, disinfection, drying, packaging and making available the reusable medical devices required for patient care. Apply the most appropriate processes for each type of material and follow the established recommendation standards. It facilitates the provision of quality health care and the prevention of the development of hospital and nosocomial infections.		
	Security and surveillance	Outsourced
Its objective is to ensure and safeguard the order and personal integrity of the users of the hospital, including patients, employees and visitors.		
	Library Service	CHUSE
It is in charge of the hospital's document management and collaborates with the Virtual Library of Health Sciences of the Balearic Islands. 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.		
	General maintenance	Partially outsourced
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. The management is carried out by CHUSE, with the operational staff being subcontracted.		
	Disinfection and rat control	Outsourced
Guarantees the correct execution of protocols in the HUSE facilities, keeping them free of animals that may compromise the normal operation of the centre		

SERVICES OF THE CONCESSIONAIRE SOCIETY OF SON ESPASES UNIVERSITY HOSPITAL		TYPE OF MANAGEMENT
	Medical Records Archive Management	Outsourced
It is responsible for the organisation and management of the hospital's health documentation. The process is carried out guaranteeing compliance with current regulations, especially the GDPR.		
	Waste Management	CHUSE
It manages its collection at the hospital in a safe, hygienic and efficient way. The correct execution of the processes required in the regulations is guaranteed, from the collection of waste in the final point for disposal.		
	Vending machines	Outsourced
It is responsible for the management of vending machines for beverages and food products. It has automated and modern dispensing machines, distributed in the locations with the greatest influx of users.		
	Parking	Outsourced
It includes the management and control of all the places on the hospital grounds, both for their use by the public and for the working staff.		
	Commercial Premises	Outsourced
Manage the commercial spaces available in the HUSE. It ensures correct access to the purchase of certain services, items or products without the need to travel outside the hospital. It has, among other businesses: a supermarket, a clothing store and four cafeterias.		

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

1.1. CONTEXT AND MOTIVATION OF THE PLAN

According to the World Commission on Environment and Development created by the United Nations (UN): *"Sustainable **development** meets the needs of the present generation without compromising the capacity of future generations, guaranteeing a balance between growth and environmental protection."*

The Son Espases Hospital Concessionaire is committed to the continuous improvement of its operations and the care of the environment. In a context where natural resources are increasingly limited and carbon emissions have a direct impact on the health of communities; this sustainability plan seeks to reduce the hospital's environmental footprint while guaranteeing the quality of the health services provided.

The context in which our organisation operates, providing private services within a public hospital, is marked by a growing social, institutional and regulatory demand to integrate sustainability and ESG criteria into daily management.

Hospitals are spaces of high intensity in the consumption of energy, water and material resources, as well as relevant generators of waste, emissions and associated mobility of workers, patients and visitors. At the same time, its mission is directly linked to the protection of health, which requires coherence between the provision of the service and the minimization of negative environmental and social impacts. In this scenario, the Sustainability Plan is conceived as a strategic tool to align our activity with the 2030 Agenda and the Sustainable Development Goals, strengthen the confidence of the hospital and citizens, improve efficiency in the use of resources, reduce the environmental footprint and promote responsible and inclusive working conditions. making the company a proactive actor within the public health ecosystem.

1.2. POLICY AND STRATEGIC FRAMEWORK

The regulatory framework and legal commitments that underpin a sustainability plan in any sector, including hospitals, are made up of a set of international, national and local laws, regulations and commitments. These include environmental management, energy efficiency, waste management, public health, and corporate social responsibility, among other aspects. Here are some of the main regulatory elements and commitments in force, which have been considered when designing the Sustainability Plan for the Son Espases Hospital Concessionaire:

International Regulations:

- **Paris Agreement (2015):** Spain is committed to the objectives of the Paris Agreement to limit global warming to less than 2 °C. This directly affects sustainability policies, particularly in the reduction of greenhouse gas (GHG) emissions and the transition to renewable energies.

- **2030 Agenda and Sustainable Development Goals (SDGs):** Spain is aligned with the United Nations SDGs, which promote economic, social and environmental sustainability, highlighting water resource management, energy efficiency and waste reduction.
- **CSRD Directive (2022/2464/EU):** European regulation that obliges large companies and, progressively, listed SMEs to report sustainability information under European standards, with mandatory verification auditing.

National Regulations:

- **Law 11/2018 on non-financial information:** transposes European regulations at the Spanish level in sustainability reports, requires companies that apply to them to report environmental, social, governance, diversity and human rights data.
- **Law 7/2021 on Climate Change and Energy Transition:** this law establishes the objectives at the national level for the decarbonisation of the economy, with a special focus on renewable energies, energy efficiency and adaptation to climate change. The autonomous communities must comply with these regulations, promoting the reduction of emissions, the implementation of renewable energies and the electrification of transport.
- **Law 7/2022 on Waste and Contaminated Soil:** Regulates waste management and requires the reduction, recycling and correct disposal of waste, including hazardous waste. Hospitals must comply with this law when managing medical and chemical waste.
- **Law 2/2023 on whistleblower protection:** obliges companies to implement internal ethical channels and guarantees the protection of people who report irregularities.
- **Royal Decree 110/2015 on waste electrical and electronic equipment:** establishes objectives for prevention, separate collection, reuse, recycling and recovery for this type of waste.
- **Royal Decree 901/2020 on equality plans:** obliges companies with 50 or more workers to prepare, register and apply equality plans. The plans must include a diagnosis of the current situation, measures and strategies to correct the inequalities detected between men and women, and a process for its mandatory public registration.

Autonomous Community Regulations (Balearic Islands):

- **Law 10/2019 on Climate Change and Energy Transition of the Balearic Islands:** This is a key regulation for sustainability plans in the Balearic Islands. It sets targets to reduce GHG emissions, increase energy efficiency, encourage the use of renewable energies (photovoltaic, wind, etc.) and promote sustainable mobility. This law provides for a 40% reduction in GHG emissions by 2030 and a 100% reduction in renewable energy use by 2050.

- **Law 1/2022 on Waste and Contaminated Soil of the Balearic Islands:** This law is a pioneer in Spain and regulates waste management in the autonomous community, with the aim of reducing waste generation, promoting reuse and recycling, and banning certain single-use plastics, betting on a circular economy.
- **Energy and Climate Change Plan for the Balearic Islands (2025-2035):** Although it is currently in the draft phase pending approval and revises the old version and updates it for the coming years, this plan establishes the community's strategy in energy efficiency, renewable energies and reduction of carbon emissions.
- **Sectoral Master Plan for Non-Hazardous Waste in the Balearic Islands:** This plan establishes the guidelines for the management of urban solid waste and promotes recycling, the reduction of waste generation and its treatment. Hospitals must adhere to these guidelines to properly manage their waste.

Local Commitments and Strategic Plans:

- **Covenant of Mayors for Climate and Energy (Balearic Islands):** Many municipalities in the Balearic Islands are adhered to this European pact that requires compliance with emission reduction targets and improvement of energy sustainability.
- **Balearic Sustainable Development Strategy 2030:** This document establishes the main lines of sustainable development in the community, linking the SDGs with local and national objectives. Hospitals that wish to align with this strategy must promote responsible and sustainable practices throughout their operations.

Corporate Social Responsibility (CSR) and Environmental Certifications:

- **ISO 14001 (Environmental Management Systems):** Entities that implement this international certification ensure that they comply with environmental management and sustainability standards, which allows them to optimize processes and resources.
- **ISO 50001 (Energy Management Systems):** This certification helps entities to improve energy efficiency and reduce consumption, aligning with national and regional energy transition laws.
- **EMAS (Eco-Management and Audit Scheme):** Environmental management and audit system that allows organisations to demonstrate their commitment to sustainability.

1.3. SCOPE AND LIMITS OF THE PLAN

This Sustainability Plan lays the foundation for integrating sustainable practices into all aspects of business operations. From efficient resource management to innovation and transparency, this plan provides detailed guidance for driving sustainability holistically. By addressing environmental, social and economic aspects, the Son Espases Hospital Concessionaire is committed to leading by example, promoting a positive impact on its environment and contributing to general well-being.

This plan not only represents a strategy to follow, but also a commitment to long-term value creation, ensuring that the Son Espases Hospital Concessionaire not only thrives, but also has a significant and positive impact on society and the environment.

2. VISION AND VALUES

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 wishes and needs of patients.
- Create shareholder value while ensuring the delivery of the highest quality services.

Values of the organization:

- 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 professionals who are part of our organization, so that they develop professionally and humanly.
- Be transparent in management.
- Promote a safe and healthy work environment for CHUSE employees, minimizing risks that cannot be avoided.

2.1. ORGANISATION'S SUSTAINABILITY STATEMENT

Through this Plan, CHUSE wants to express its commitment to the United Nations 2030 Agenda for Sustainable Development and its Sustainable Development Goals (SDGs) as well as to the future commitments made by the United Nations in relation to this plan. As well as the principles of the Global Compact in terms of human rights, labour standards, the environment and the fight against corruption.

In addition, CHUSE undertakes to:

- ❖ Define and review the organization's Sustainability Plan annually.
- ❖ Establish criteria for action aligned with CHUSE's values and the Sustainability Plan, which cover respect for human rights, environmental protection, the health and safety of workers, efficient energy management and the fight against climate change and emergency, the responsible use of resources, diversity and equal opportunities, the prevention of illicit conduct and the fight against corruption.
- ❖ Integrate sustainability at all organisational levels of the organisation, ensuring the availability of the necessary resources for this, taking into account the expectations of stakeholders in terms of sustainability.
- ❖ To reduce and avoid greenhouse gas emissions by contributing to mitigating the effects of climate change.
- ❖ Analyse and periodically update risk management and control systems, incorporating continuous improvement mechanisms and evaluating performance in all phases of the life cycle. Likewise, to implement the necessary actions to achieve the proposed objectives and prevent negative impacts on people, society and the environment.
- ❖ Identify and analyse the expectations of CHUSE's different stakeholders, such as shareholders, workers, healthcare personnel, hospital users, suppliers and contractors, public bodies and institutions, local communities and society in general. CHUSE provides you with various communication channels, which facilitate information, participation and the maintenance of an ongoing dialogue with all of them.
- ❖ To inform stakeholders transparently through economic, environmental and social performance indicators that are published in the non-financial information reports, which CHUSE makes available to them in accordance with European reporting standards.
- ❖ Promote and establish commitments in terms of sustainability in line with this Sustainability Plan for the entire value chain: workers, suppliers of products and services and the rest of the stakeholders.
- ❖ To create social value by enhancing positive impacts and reducing potential negative impacts on society and the environment, encouraging the search for sustainable suppliers, establishing alliances and collaborations with all stakeholders.
- ❖ Guarantee compliance with current legal requirements, internal regulations, as well as any other commitment

that CHUSE subscribes.

2.2. APPLICABLE ESG PRINCIPLES AND CONTRIBUTION TO THE SDGS

The organisation's activity is framed in a highly demanding environment from the perspective of sustainability, where the provision of services in a public hospital requires the application of environmental, social and good governance criteria that guarantee quality, safety, efficiency and responsibility. Under this approach, ESG principles act as a cross-cutting guide for decision-making and for managing the impact generated by operations, contributing to the fulfilment of the 2030 Agenda and the Sustainable Development Goals (SDGs).

Environmental Principles (E)

The company integrates environmental protection, resource efficiency and climate change mitigation criteria into its management through:



Environmental

- **Efficient use of natural resources:** reduction of the consumption of water, energy and raw materials, prioritizing solutions with low environmental impact.
- **Circular economy:** waste prevention, proper segregation, reuse and recycling in accordance with current regulations, with special attention to hazardous waste.
- **Energy efficiency and decarbonisation:** promotion of measures to reduce GHG emissions, adoption of efficient technologies and promotion of self-consumption and sustainable mobility.
- **Control of environmental impacts:** prevention of pollution, correct management of discharges, emissions, noise and responsible use of polluting chemical products.

Associated SDGs:





Social Principles (S)

CHUSE promotes a safe, inclusive and responsible work environment, as well as an ethical relationship with the healthcare community:



Social

- **Occupational health and safety:** absolute prioritisation of occupational risk prevention, continuous training and application of specific safety standards in the hospital environment.
- **Staff well-being and quality of employment:** decent working conditions, stability, work-life balance and professional development.
- **Diversity and equal opportunities:** active policies to guarantee equal pay, non-discrimination and balanced representation.
- **Human rights and responsible practices:** commitment to zero tolerance for labour exploitation, harassment and any form of violation of rights.
- **Contribution to the community:** support for the hospital's essential public service through responsible, transparent practices aimed at improving the quality of care.

Associated SDGs:



Principles of Good Governance (G)

The company ensures a robust and transparent governance framework that ensures integrity, ethics and accountability:



Governance

- **Integrity and ethical behaviour:** implementation of code of conduct, prevention of corruption and internal reporting mechanisms in accordance with Law 2/2023.
- **Transparency and internal control:** reliable information, operational traceability and responsible management of resources vis-à-vis the public hospital and citizens.
- **Regulatory compliance:** strict compliance with sectoral, labour, environmental and public procurement regulations, as well as voluntary commitments assumed.
- **Risk management:** identification, assessment and mitigation of labour, environmental, reputational and operational risks.
- **Dialogue with stakeholders:** open and accessible channels for shareholders, workers, the hospital, administrations, suppliers and society.



Global Contribution to the 2030 Agenda

The application of ESG principles consolidates an active and measurable contribution to sustainable development, reinforcing the company's commitment to the public service it provides. The integration of the SDGs makes it possible to align operations with internationally recognised global objectives, facilitating the identification of opportunities for improvement, the prioritisation of initiatives and accountability to citizens and public administrations.

3. OBJECTIVES OF THE SUSTAINABILITY PLAN

This Plan is based on the commitment of the Son Espases Hospital Concessionaire to reduce its ecological impact through efficient waste management strategies, the reduction of energy and water consumption, the use of cleaner technologies, and the adoption of responsible purchasing practices. In addition, it is oriented towards creating a healthy environment for patients, staff and users, prioritizing the reduction of carbon emissions and the implementation of more environmentally friendly processes.

The Concessionaire of the Son Espases Hospital recognizes that sustainability is not only a matter of the environment, but also of economic and social well-being. Therefore, the Plan also addresses engagement with the local community and the continuous improvement of its services through innovative and collaborative approaches. This effort aligns with the United Nations Sustainable Development Goals (SDGs), contributing to a more equitable and healthy future for all.

This Plan is a roadmap towards a more efficient, resilient operation with a smaller ecological footprint, promoting energy efficiency, fostering environmental awareness among its workers and suppliers; demonstrating the leadership of the Son Espases Hospital Concessionaire in the creation of a sustainable system. With this Plan, the aim is to turn CHUSE tal Son Espases into a benchmark in the sustainability of the health sector.



The objectives of the Plan are as follows:

1. **Reduce the company's carbon footprint** by 40% by 2030, with a particular focus on reducing direct (Scope 1) and indirect (Scope 2) emissions. Aligning with the commitments established in CHUSE's Zero emissions policy.
2. **Optimize the consumption of energy resources**, prioritizing the use of renewable energy sources and implementing energy efficiency measures in the daily operation of the hospital.
3. **To promote the transition towards a circular management and consumption model**, reducing waste generation, maximising the reuse of materials and increasing effective recycling rates, in order to optimise the use of natural resources, reduce environmental impact and contribute to sustainable management throughout the value chain.
4. **Improve hospital waste management**, increasing the recycling rate and ensuring the proper treatment of hazardous waste, such as chemicals, expired medicines and biological waste.
5. **Promote efficiency in the use of water**, with the aim of reducing consumption through recycling and control systems.
6. **Foster a culture of sustainability** among CHUSE workers and hospital staff, including training in sustainable practices and the creation of sustainability committees.
7. **Integrate environmental, social and ethical criteria into all procurement processes**, promoting products, services and suppliers that minimise their environmental impact, promote responsible practices and contribute to circularity in the supply chain.
8. **Promote a sustainable mobility model**, with efficient, safe and low-emission journeys for workers, promoting sustainable transport alternatives that reduce the environmental impact associated with traffic and improve accessibility to the hospital environment.
9. **To guarantee a safe, healthy** and motivating work environment that promotes the physical, mental and emotional well-being of the staff, reducing occupational risks, promoting healthy habits and strengthening professional satisfaction.
10. **Consolidate a transparent, accountable and ethically based governance system**, which ensures integrity in decision-making, regulatory compliance and the active participation of stakeholders.

The sustainability plan will allow the Son Espases Hospital Concessionaire to improve its operational efficiency, reduce its costs in the consumption of resources and minimize environmental impact. In addition, it will increase the well-being of both patients and staff, thanks to a healthier and more ecologically responsible environment.

Through this Sustainability Plan, CHUSE seeks to position itself as a modern company, committed to environmental health and with a comprehensive approach to sustainable development.

4. COMMUNICATION AND REPORTING

Communication and reporting are essential pillars to ensure transparency, credibility and coherence in the sustainability strategy. This section establishes the basis for sharing relevant information with staff and stakeholders, reinforcing the corporate culture and aligning the entity with international best practices.

4.1. INTERNAL AND EXTERNAL COMMUNICATION STRATEGY

Ensure clear, accessible, regular and verified communication on sustainability initiatives, reinforcing corporate culture, staff involvement and visibility to external stakeholders. Two communication strategies are established.

In the ***CHUSE Communication, Participation and Consultation Procedure***, the system for carrying out internal and external communications of the organization has been defined.

Internal communication

Internally, the organisation establishes that, in terms of sustainability, communication strategies aimed at workers consist of:

- Disseminate ESG initiatives, achievements and challenges through infographics, e-learning platform, physical signage, training pills and face-to-face training sessions.
- Promote a participatory culture that encourages co-responsibility in sustainable mobility, waste management, energy saving and good environmental practices.
- Create thematic campaigns on a regular basis with clear messages, practical examples and accessible indicators.
- Maintain the existing bidirectional channels, which allow receiving suggestions and detecting opportunities for improvement.

External communication

Externally, the organization establishes that, in terms of sustainability, communication strategies aimed at all stakeholders that are not part of the organization consist of:

- Periodically publish results and progress through the corporate website and public reports.
- To position the organisation as a benchmark in sustainability within the hospital sector, strengthening the relationship with institutions, administrations and the local community.
- Align messages with the 2030 Agenda, environmental policies and circular economy initiatives.
- Ensure that all external communication is validated by governance and regulatory compliance, reducing reputational risks.

4.2. PARTICIPATION IN CERTIFICATIONS

Consolidate an externally audited management system that guarantees continuous improvement and compliance with international standards in terms of sustainability, efficiency and governance.

ISO Certifications

CHUSE is committed to maintaining the ISO systems it already has in place and certified, which contribute to the commitment to sustainability:

- **ISO 14001** (Environmental Management): establishes a framework for the control and continuous improvement of the environmental impacts derived from the activity.
- **ISO 50001** (Energy Management): aimed at optimising consumption, improving energy performance, establishing continuous improvement in energy efficiency, and therefore reducing emissions continuously.
- **ISO 45001** (Occupational Health and Safety): it guarantees safe and healthy work environments, reducing risks and reinforcing the preventive culture.
- **UNE ISO 19601** (Criminal Compliance): establishes the requirements to prevent criminal offenses within the organization, promote an ethical culture, define effective internal controls and demonstrate due diligence in the face of corporate criminal liability.

In addition to these standards, CHUSE is committed in the future to implement and certify other ISO standards that contribute to the improvement of the organization's sustainability.

GRESB (Global Real Estate Sustainability Benchmark)

CHUSE participates annually in the GRESB evaluation where other aspects are analyzed and assessed the required environmental, social and governance criteria. Through this model, an annual inventory of key indicators is consolidated: energy consumption, emissions, waste, accessibility, ESG policies, governance and user health. The annual results of the benchmark are analyzed to establish action plans and improve the score year after year.

The benefits of using this platform are:

- Greater credibility with investors, administrations and society.
- Continuous improvement in environmental and social performance.
- International benchmarking.
- Strengthened compliance.
- Visibility into quantifiable results.

4.3. ANNUAL SUSTAINABILITY REPORT UPDATE

CHUSE will prepare two sustainability reports annually, one at the beginning of the year and the other at the end of the year. The first report will present the specific objectives for the new year, as well as the proposed action plan to achieve these objectives. At the end of the year, the closing memorandum will be presented where it will be analyzed if these objectives and actions have continued to be achieved.

The following minimum contents are established:

- ESG strategic analysis and main milestones of the year.
- Contribution to the SDGs and progress on the 2030 Agenda.
- Environmental indicators: energy, water, emissions, waste.
- Social indicators: workforce, training, equality, occupational health and safety and work environment.
- Governance indicators: regulatory compliance, ethics, risks and organisational structure.
- Action plan for the following year with measurable goals.

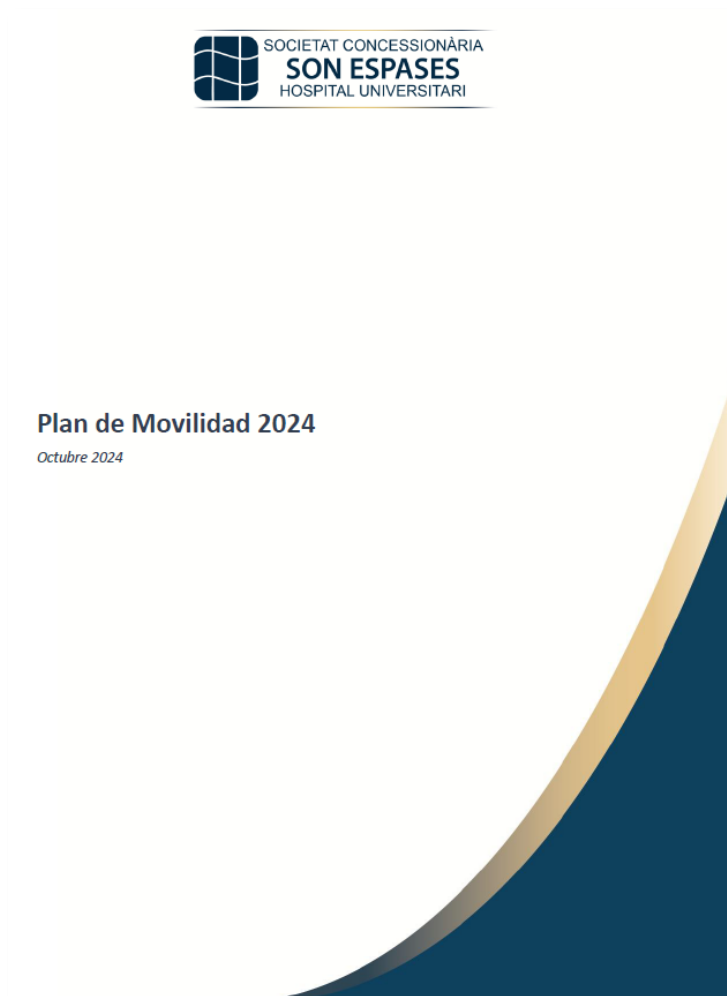
5. ANNEX I: PLANS THAT MAKE UP THE SUSTAINABILITY PLAN

The following plans have been established in CHUSE, which are a pillar and reinforce this Plan as they establish specific actions to achieve and improve the strategic objectives defined in section 3.

5.1. MOBILITY PLAN

The Mobility Plan of the Son Espases Hospital Concessionaire is a strategic instrument designed to optimise and efficiently manage the transport and travel of workers. Its main objective is to minimize environmental impact, improve accessibility and promote a safe and sustainable environment.

Mobility in a hospital environment is a key factor that directly affects the well-being of users and the quality of services. A well-structured plan not only reduces travel times but also supports operational efficiency and satisfaction for those who interact with the hospital. In addition, by incorporating sustainable transport measures, this plan contributes to CHUSE's commitment to reducing its carbon footprint and complying with current environmental regulations.

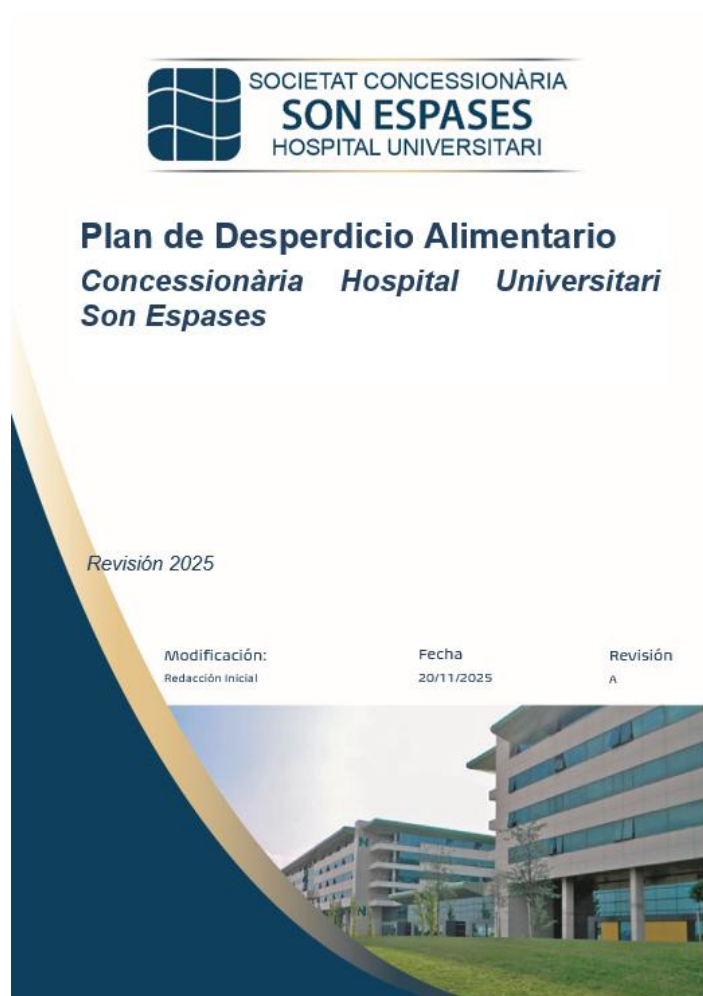


5.2. PLAN TO AVOID FOOD WASTE

The Plan to avoid food waste aims to establish a comprehensive framework for action for the prevention, reduction and efficient management of food waste generated in hospitals. Its purpose is to optimise the use of food at all stages of the hospital food process – from menu planning and the purchase of raw materials, to service and surplus management – minimising losses and promoting the responsible and safe reuse of uneaten products.

This plan seeks not only to comply with the legal obligations established in the Law on the Prevention of Food Losses and Waste, but also to align the hospital's activity with the commitments in terms of sustainability, efficiency in the management of public resources and institutional social responsibility.

The plan covers all areas of the hospital that are directly or indirectly involved in the food cycle.



5.3. EQUALITY PLAN

The Equality Plan is an ordered set of measures aimed at achieving equal treatment and opportunities between women and men in the Company and eliminating discrimination on grounds of sex. This implies incorporating the gender and diversity perspective in the management of the company in its policies and levels.

Achieving real equality implies incorporating the gender perspective in the management of the entity in its policies and levels and in all matters: in access to the Company, recruitment and working conditions, promotion, training, remuneration, reconciliation of personal, family and work life, occupational health, etc.

Aware of the importance of establishing and implementing an Equality Plan, CHUSE undertakes not only to establish this Plan, but also to carry out the measures and comply with the obligations agreed therein.



6. ANNEX II: POLICIES THAT REINFORCE THE PLAN

At CHUSE, prior to the implementation of the Sustainability Plan, there are already a series of policies that reinforce this Plan and reaffirm the organisation's commitment to the SDGs.

6.1. CODE OF CONDUCT

The purpose of this Code of Conduct is to establish the ethical principles that must govern the actions of CHUSE's employees and managers, as well as its business partners, and to determine the main rules of action that must be complied with by all the people who work in the company. Through it, CHUSE transmits the ethical principles and values that are part of its corporate culture.

These principles and rules are of a general nature. In those areas in which it is considered appropriate to have a specific regulation, internal regulations and manuals will be developed that include, among others, the following documents:

- ❖ Internal Regulations and Procedures.
- ❖ Guide to Occupational Risk Prevention.
- ❖ Quality and Environmental Management Manual.
- ❖ Criminal Compliance Policy and Manual.
- ❖ Corporate Privacy Policy.
- ❖ Equality Plan.
- ❖ Policy to guarantee the rights of LGBTI and trans people.

The Code also establishes the body in charge of the compliance function and determines the form of action when breaches of the Code are detected.



Código de Conducta

Modificación:	Fecha:	Revisión:
Redacción Inicial.	01/09/2015	A
Se redacta por completo el Código.	15/04/2016	B
Actualización Completa.	27/11/2019	C
Actualización apartados 9, 10 y 11.	04/04/2022	D
Actualización 6 e inclusión: 17, 18 y 19	19/12/2022	E
Actualización apartados 4, 6, 16, 18 y 20.	08/03/2024	F



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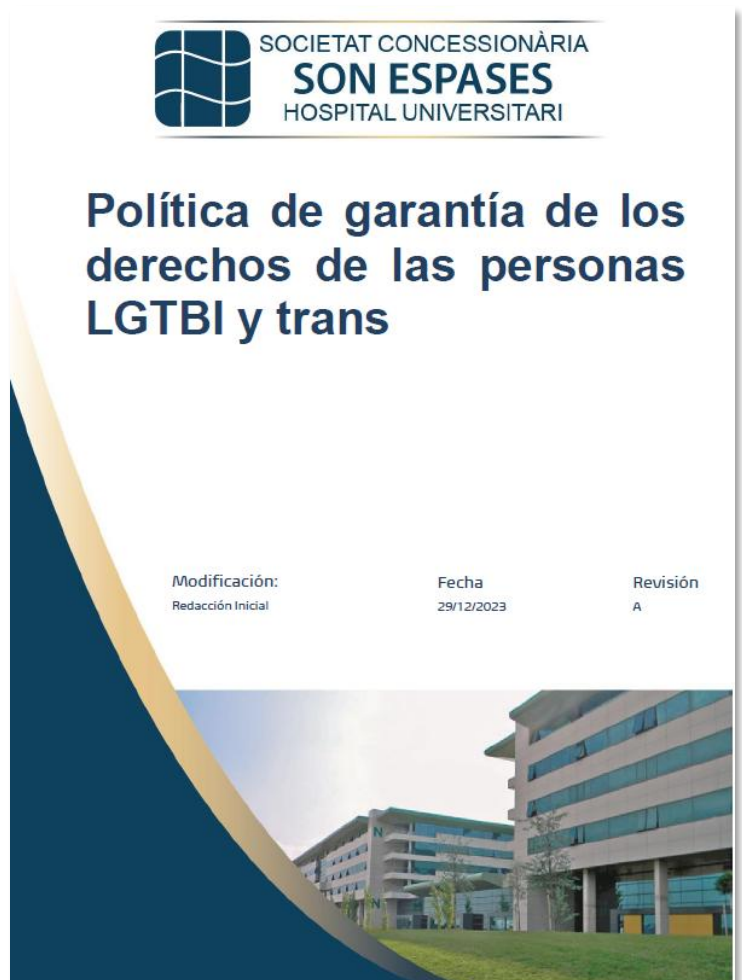
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6.2. POLICY TO GUARANTEE THE RIGHTS OF LGBTI AND TRANS PEOPLE

The Universal Declaration of Human Rights adopted and proclaimed in 1948 establishes in its article 1: "*All human beings are born free and equal in dignity and rights and, endowed as they are with reason and conscience, must behave fraternally towards one another*". Despite the fact that the main international human rights treaties do not explicitly recognize the right to equality on the basis of sexual orientation and/or gender identity, discrimination on these grounds has been considered prohibited by international human rights law. Therefore, everyone, including LGBTI and trans people, has the right to enjoy the protection provided for in international human rights law based on equality and non-discrimination.

In a context marked by the evolution of increasingly diverse and complex societies, social and labour exclusion and/or discrimination continues to be a reality that affects a multitude of people and mainly vulnerable groups who, due to the lack of employment, have to face serious consequences at a personal, social and economic level and which can be temporary or permanent.

CHUSE's 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. This Policy establishes the principles of action of the organisation, as well as the specific measures aimed at the prevention, correction and elimination of all forms of discrimination, as well as overcoming stereotypes and prejudices that negatively affect the social perception of these people.



6.3. BIODIVERSITY PROTECTION POLICY

CHUSE in this Policy, recognizes as a company the importance of biodiversity for environmental, social and economic well-being.

The purpose of this Policy is to establish a framework of reference for integrating the protection and promotion of biodiversity into the strategy, and to define the principles of action for the development of a sustainable business model that contributes to a nature-positive society, so that CHUSE's activities protect and promote the development and growth of natural heritage. including, in particular, the protection of animals, as living beings endowed with sentience.

The degradation of ecosystems and the unprecedented decline in biological diversity unanimously pointed out by the scientific community as a direct consequence of the impact of human activities, entail serious environmental, economic and social risks, which urges action to reverse the loss of biodiversity.



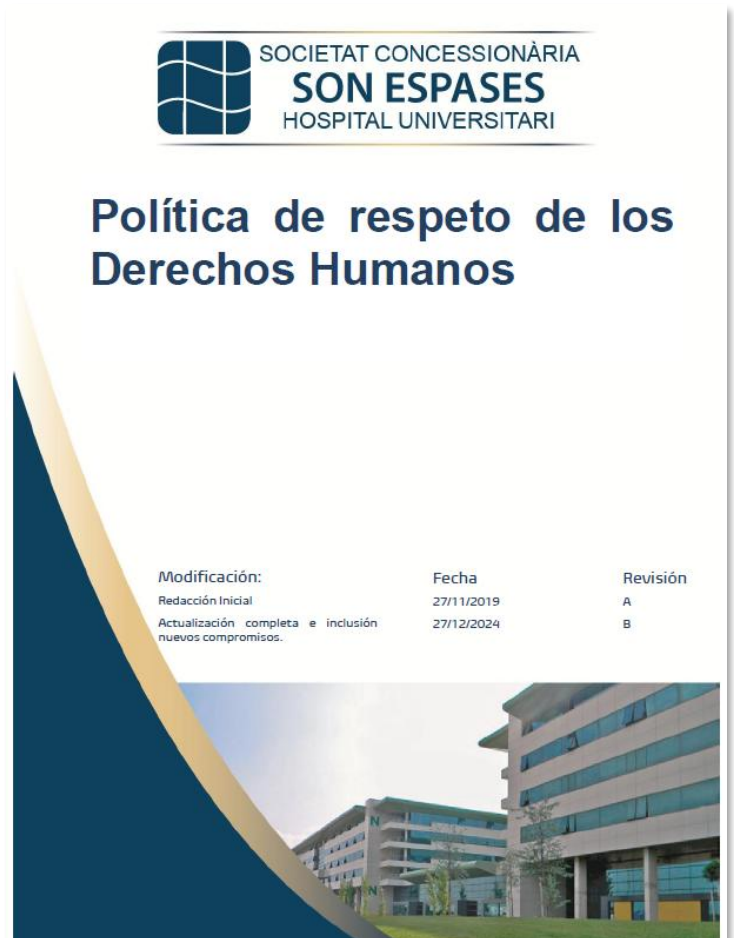
6.4. HUMAN RIGHTS PROTECTION POLICY

Through this Policy, CHUSE demonstrates its corporate commitment to the respect and protection of Human Rights, in accordance with the highest international standards, including all corporate commitments in this area that must be applied in all its procedures, business activities and operations carried out. The principles established in this Human Rights Policy are aligned and must be interpreted with different rules and policies specific to CHUSE, such as the Code of Conduct, the Integrated Policy, the Policy for Guaranteeing the Rights of LGBTI and Trans People, and the Criminal Compliance Policy.

In addition, the principles of this Policy are aligned with international and European human rights instruments and conventions, including the International Bill of Human Rights, the United Nations Guiding Principles on Business and Human Rights, the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work and the ILO Fundamental Conventions. the United Nations Convention on the Rights of Persons with Disabilities, the Sustainable Development Goals (SDGs) adopted by the UN, the European Convention on Human Rights, the revised European Social Charter, the Charter of Fundamental Rights of the European Union, the EU policy priorities set out in the European Pillar of Social Rights and Union legislation, including the EU programme on labour law.

The essential purpose of this Policy is the promotion and respect by CHUSE of the Human Rights recognized in the applicable legislation and international treaties of

reference, minimizing the risk of infringing Human Rights, through the establishment of principles and guidelines for action in the field of due diligence with Human Rights, which allows the identification, assess, prioritize, prevent, mitigate and, where appropriate, repair potential actual and potential adverse impacts on human rights.



6.5. INFORMATION SECURITY POLICY

The Information Security Policy pursues the adoption of a set of measures aimed at preserving the confidentiality, integrity and availability of information, which constitute the three basic components of information security, and aims to establish the requirements to protect the information, equipment and technological services that support most of CHUSE's processes.

This Policy is the cornerstone by which the set of documents at different levels that make up the requirements, guidelines and protocols that CHUSE must follow in terms of security (rules of use, regulatory standards, procedures, manuals, guides, good practices, etc.) are covered in such a way that all the aspects presented in the Policy are covered, reaching the level of operational process.

Currently, information technologies face a growing number of threats, which requires a constant effort to adapt and manage the risks introduced by them.

The main objective of this Policy is to define the basic principles and rules for information security management. The ultimate goal is to ensure that CHUSE can guarantee the security of information and minimise risks of a non-financial nature arising from an impact caused by ineffective management of the same.



6.6. INTEGRATED MANAGEMENT SYSTEMS POLICY

The integrated management systems policy sets out the organization's mission, vision, and values. This policy defined by CHUSE is focused on achieving the defined objectives, as well as satisfying the expectations and needs of the stakeholders. 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.



Política integrada

Rev. G
21/10/2024

1. MISIÓN

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.

2. VISIÓN

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.

3. 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 las personas 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 las personas trabajadoras de CHUSE, minimizando los riesgos que no se pueden evitar.

4. POLÍTICA DE CALIDAD, MEDIOAMBIENTE, EFICIENCIA ENERGÉTICA Y SEGURIDAD Y SALUD EN EL TRABAJO

La política de calidad definida por CHUSE está enfocada a la consecución de los objetivos definidos, así como satisfacer las expectativas y necesidades de las partes interesadas. Por ello, se compromete a mantener integrados, en su gestión

y en el desarrollo de sus procesos, los principios de calidad, seguridad alimentaria, protección del medio ambiente, eficiencia energética y seguridad y salud en el trabajo; a través de las certificaciones en el ámbito de calidad, medio ambiente, eficiencia energética y prevención de riesgos laborales.

Los principios fundamentales para lograrlos son:

- Compromiso de cumplir con los requisitos del hospital y/o que el IbSalut subscriba.
- Compromiso de satisfacer los requisitos legales y otros requisitos aplicables, entre ellos, los relacionados con la eficiencia energética, el uso de la energía y el consumo de energía.
- Asegurar el cumplimiento de la normativa y legislación aplicables en todo momento, así como la prevención de los daños y el deterioro de la salud, y de la mejora continua de la gestión y del desempeño de la seguridad y salud en el trabajo.
- Compromiso de proporcionar condiciones de trabajo seguras y saludables para la prevención de lesiones y deterioro de la salud relacionados con el trabajo, eliminando aquellos riesgos que sean posibles o en todo caso, reducir dichos riesgos para la seguridad y salud en el trabajo, tanto para las personas trabajadoras de la empresa, así como para las personas trabajadoras de empresas proveedoras y/o subcontratas.
- Establecer y mantener canales para la consulta y la participación de las personas trabajadoras, y sus representantes, así como con las partes interesadas derivadas del análisis del contexto de la empresa.
- Garantizar la consecución de los objetivos y metas energéticas, a través de la disponibilidad de la información, de la responsabilización e implicación de toda la organización en el cumplimiento de estos, a través del compromiso de las personas trabajadoras y la gestión eficaz de los recursos disponibles.
- Mantener la mejora continua de todos sus sistemas de gestión, incluyendo el desempeño energético.
- Asegurar la reducción del número de incidencias.
- Actuar de forma responsable con el medio ambiente, contribuyendo en la medida de sus posibilidades a luchar contra la emergencia climática mundial y dando cumplimiento con el principio de precaución para la protección del medioambiente.
- Manifiestar su compromiso con la Agenda 2030 para el Desarrollo Sostenible y con sus Objetivos de Desarrollo Sostenible, así como con los futuros compromisos que adquiera Naciones Unidas en relación a este plan.
- Analizar la naturaleza, magnitud e impactos ambientales de sus actividades y servicios, y disminuirlos.
- Compromiso con la protección del medio ambiente, incluyendo la prevención de la contaminación, el uso sostenible de los recursos, y la correcta segregación de residuos.
- Prevenir y reducir los efectos ambientales de las actividades de CHUSE, así como de sus proveedores y subcontratas, en relación con los consumos y a la generación de residuos.
- La formación continuada es un pilar básico de la organización, para el desarrollo de sus trabajadores, proporcionando una formación teórica y práctica de calidad para estos.
- Apoyar las adquisiciones de productos y servicios que consideran la mejora del desempeño energético.
- Apoyar las actividades de diseño que consideran la mejora del desempeño energético.

Esta política integrada es entendida, implantada y mantenida al día en todos los niveles de la organización, y cuenta con el total compromiso y apoyo de la Dirección, quien la establece, desarrolla y aplica por medio del sistema de la calidad implantado.

Palma de Mallorca, 21 de octubre de 2024

Carles Ricci Voltas
Director General

6.7. NETZERO POLICY

CHUSE believes that having a policy in place in relation to climate change, including net zero ambitions, is a good practice of the industry and therefore establishes such a policy.

In the initial Net Zero Declaration, it is stated that the goal of net zero emissions is important because of the impacts of climate change on the environment and affects us all. Evidence shows that the world has been warming. According to the World Meteorological Organization, the 20 warmest years on record have been the last 22 years, with the most recent being among the warmest.

Science clearly shows that to avoid the worst impacts of climate change and preserve a liveable planet, global temperature rise must be limited to 1.5°C above pre-industrial levels. Today, the Earth is already about 1.1°C warmer than it was in the late 19th century, and emissions continue to rise. To keep global warming to no more than 1.5°C, as called for in the Paris Agreement, global emissions must be reduced by 45% by 2030 and reach net zero emissions by 2050.

Net zero means reducing greenhouse gas emissions as close to zero as possible; The transition to a net-zero world is one of the biggest challenges facing the world.

While as a company we are in the early stages of aligning with net-zero targets, we recognise the importance of mitigating climate-related risks and therefore set out a number of commitments, including:

- Work in partnership with the public administration and our subcontractors (as defined above, involved in the management, design, operation and maintenance of the project) to set decarbonisation targets, in line with the ambition to reach net-zero emissions by 2050 or earlier, taking into account that the project's due date (when it will be returned to the Authority for management) is 09/10/2039.
- Set interim carbon reduction targets [to be managed in line with achieving net-zero emissions by 2050 or before 2025].



Net Zero Policy
Política Cero Emisiones Netas
Política de zero emissions netes

Rev. A
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Concesionaria Hospital Universitario Son Espases
(la "Sociedad")

POLÍTICA DE CERO EMISIONES NETAS

La Concesionaria Hospital Universitario Son Espases es la sociedad encargada de gestionar los servicios no clínicos del Hospital Universitario Son Espases, en adelante (la "Sociedad"), es una compañía creada para la construcción, conservación y explotación del nuevo hospital universitario Son Espases de acuerdo con el Pliego de Prescripciones Técnicas para la construcción, conservación y explotación del nuevo hospital universitario Son Espases, firmado con el Ib-Salut, en adelante (la "Autoridad").

Los accionistas de la compañía son:

- 49,9% Aberdeen Infrastructure B.V., en lo sucesivo denominado, abrdn (Aberdeen Asset Managers Limited, una empresa constituida según las leyes de Escocia con el número de registro SC108419 y cuyo domicilio social se encuentra en 10 Queen's Terrace, Aberdeen, AB10 1XL 2LL). Es un gestor de fondos que actúa en nombre del accionista definido en la presente;
- 49,5% Gestión de Centros Sanitarios Insulares S.L, en lo sucesivo denominado Gestión de Centros Sanitarios Insulares, empresa constituida según las leyes de España con NIF B-87696589 y cuyo domicilio social se encuentra en Avda. del Camino de Santiago 50, 28050, Madrid;
- 0,35% Melchor Mascaró S.A., en lo sucesivo denominado Melchor Mascaró; empresa constituida según las leyes de España con NIF A-07045248 y cuyo domicilio social se encuentra en calle Vía Palma 142, 07500 Manacor, Baleares;
- 0,25% Iridum S.L.U., en lo sucesivo denominado Iridium, empresa constituida según las leyes de España con NIF A-82452087 y cuyo domicilio social se encuentra en Avda. del Camino de Santiago 50, 28050, Madrid.

Abdrn ha firmado la iniciativa "Net Zero Asset Managers" (link [abdrn - The Net Zero Asset Managers initiative](#)).

La **Sociedad** tiene un Comité de Dirección y personas trabajadoras a su cargo.

La Compañía dispone de una serie de subcontratistas para cumplir con sus obligaciones en la gestión, diseño, operación y mantenimiento del proyecto.

La **Sociedad** aplica una serie de políticas internas para garantizar que lleva a cabo sus negocios de manera ética y transparente. La **Sociedad** exige a todos sus subcontratistas y proveedores, así como a cualquier tercero que preste servicios para la Compañía o en su nombre, que confirmen (por escrito) que cuentan con políticas y procedimientos que cumplen con las regulaciones vigentes y las buenas prácticas de la industria, y proporcionarán copias de dichas políticas y procedimientos si se les solicita. La **Sociedad** considera que contar con una política en relación con el

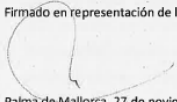


Net Zero Policy
Política Cero Emisiones Netas
Política de zero emissions netes

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- Calcular el uso de energía que contribuye a las emisiones de Alcance 1 y 2 y/o calcular las emisiones de Alcance 1 y 2 (lo que sea prácticamente posible) e informarlo a las partes interesadas de manera regular, como mínimo, anualmente.
- En la medida que sea posible, definir las actividades que liberan emisiones de GEI que forman parte del Alcance 3 (incluidos, entre otros, materiales adquiridos, actividades relacionadas con el transporte, eliminación de residuos, activos arrendados y subcontratación, bienes y servicios vendidos, etc.).
- En la medida que sea posible, calcular el uso de energía que contribuye a las emisiones de Alcance 3 e informarlo a las partes interesadas de manera regular, como mínimo, anualmente.
- Implementar una estrategia de gestión y compromiso con los grupos de interés y participantes de la Sociedad para lograr emisiones netas cero.
- Aplicar esfuerzos razonables para establecer iniciativas de reducción de huella de carbono para 2025.
- Aplicar esfuerzos razonables para desarrollar e implementar una estrategia de descarbonización creíble para 2025.

Revisar
El Comité de Dirección revisará anualmente esta **Política** y los sistemas de gestión asociados.

Firmado
Firmado en representación de la Sociedad Concesionaria Hospital Universitario Son Espases, S.A.

Palma de Mallorca, 27 de noviembre de 2024
Carlos Ricci Voltas
Director General