



CORPORATE SOCIAL RESPONSIBILITY POLICY

The Vincci Hoteles **Corporate Social Responsibility (CSR) Policy** is a result of our corporate values and commitment to sustainable development from three different perspectives: economic, social and environmental.

Every link in our service chain has a number of inevitable and, above all, tangible commitments to **quality, guest satisfaction and respect for our natural and social environment**.

The following **principles** guide our actions to ensure that the impact of our activity is positive for society and the environment through transparent and ethical actions and behaviour that contribute to the common good:

- We firmly believe in promoting integrity and transparency in our business, consolidating rigour and credibility among our stakeholders. These good business practices generate market confidence and consumer confidence, and also consolidate, from a broader perspective, the rights of employees and society in general. In short, the starting point for a responsible and sustainable business culture.
- We encourage our suppliers and partners to introduce improvements in their environmental, social and ethical behaviour, cooperating with them and coordinating joint actions to ensure their alignment with our values, improvements in our own processes and the satisfaction of our guests.
- We ensure respect for human rights regardless of nationality, place of residence, sex, race, colour, religion, language or any other grounds. We fully reject anything that violates individual or collective dignity.
- We enhance the development of our employees' professional and personal skills by promoting training and awareness of social and environmental issues. We try to stimulate their creativity and initiative, and involve them in the achievement of objectives. We try to create an environment where people are rewarded for their positive contribution to company value, for their achievements in the workplace and their correct performance of their functions and duties.
- We participate and contribute effectively to continuous improvement. We integrate and promote creativity and participation, because the key to success is human capital. We motivate performance and learn from experience to detect problems and discover opportunities for improvement.
- We innovate and offer quality in our service so that guests feel completely at home, wherever they may be. Quality requires constant Recruitment, Training and Innovation in hotels, in human resources and in the services offered.
- We implement a methodology based on prevention rather than correction. We work hard to offer a healthy, comfortable and safe work environment where there are no unnecessary risks and where there is strict compliance with health and safety regulations.
- We locate our hotels in travel destinations of historical, monumental or natural importance. One of our most important values is the conservation of the heritage, charm and modernity of our facilities. With appropriate design and decor, we respect the personality and nature of each hotel, and capture the cultural essence of each location.
- We introduce services and facilities that adapt to any type of clientele, making them accessible to all guests.
- We are sensitive to the economic, social and cultural reality of our surroundings, and collaborate in the development of programmes and activities aimed at satisfying the needs of the communities in which we operate. We actively contribute to implement social initiatives that favour the disadvantaged, in order to help them meet their basic needs.

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Director of Quality and Environment
Mr. César Pérez