

# EINF and Sustainability Report 2023



## **Table of contents:**

### **1. About this report**

- 1.1 Approach to sustainability reporting.**
- 1.2 Sustainability standards.**
- 1.3 Business analysis.**
- 1.4 Materiality analysis**
- 1.5 Fundamentals.**
- 1.6 Financial dimension.**
- 1.7 Period, deadline and contact point for questions**

### **2. Leadership and Good Governance**

#### **2.1. Business Model**

- 2.1.1 Company name**
- 2.1.2 Activities, brands, products and services.**
- 2.1.3 Location of the headquarters.**
- 2.1.4 Location of operations.**
- 2.1.5 Ownership and legal form.**
- 2.1.6 Executive level responsibility for economic, environmental and social issues.**

#### **2.2. Values, Principles, Standards and Policies**

- 2.2.1 Values, principles, standards and norms of conduct.**
- 2.2.2 Organisation's management approach to corruption and bribery; human rights; labour; environment; supply chain**

#### **2.3. Main Non-Financial Risks**

- 2.3.1 Main impacts, risks and opportunities.**
- 2.3.2 Operations with significant negative impacts.**

#### **2.4. Corruption and Bribery**

- 2.4.1 Mechanisms for evaluating the effectiveness of the anti-bribery and anti-corruption management approach and its results.**

#### **2.4.2 Development programmes.**

### **3. Environmental Capital**

#### **3.1. Environment**

**3.1.1 Mechanisms for evaluating the effectiveness of the environmental management approach and its results.**

**3.1.2 Precautionary principle or approach to protect the environment from a risk of serious or irreversible damage.**

#### **3.2. Pollution**

**3.2.1 Explain how the organisation manages air, light or noise pollution.**

**3.2.2 Specific actions on pollution.**

#### **3.3. Circular Economy, Waste Prevention and Management**

**3.3.1 Explain how the organisation manages waste.**

**3.3.2 Explain how the organisation manages recycling.**

**3.3.3 Explain how the organisation manages food waste.**

#### **3.4. Sustainable Use of Resources**

**3.4.1 Explain how the organisation manages water consumption and supply.**

**3.4.2 Explain how the organisation manages energy.**

**3.4.3 Energy consumption within the organisation.**

#### **3.5. Climate Change**

**3.5.1 Explain how the organisation manages emissions.**

**3.5.2 Specific actions on emissions.**

#### **3.6. Protection of Biodiversity**

**3.6.1 Explain how the organisation manages biodiversity.**

### **4. Human Capital**

#### **4.1. Staff Profile**

**4.1.1 Proportion of senior executives recruited from the local community.**

#### **4.2. Work organisation**

**4.2.1 Explain how the organisation manages employment.**

#### **4.3. Health and Safety**

**4.3.1 Explain how the organisation manages health and safety**

**4.3.2 Number of accidents at work.**

**4.3.3 Absenteeism.**

**4.4. Training**

**4.4.1 Explain how the organisation manages training and education.**

**4.5. Equality**

**4.5.1 Explain how the organisation manages diversity and equal opportunities and non-discrimination.**

**5. Social Capital**

**5.1. Human Rights**

**5.1.1 Explain how the organisation manages the human rights assessment.**

**5.1.2 Explain how the organisation manages forced or compulsory labour.**

**5.2. Company Commitments to Sustainable Development**

**5.2.1 Explain how the organisation manages local communities and indirect economic impacts.**

**5.2.2 List of stakeholders.**

**5.2.3 Membership of associations.**

**5.3. Subcontracting and Suppliers**

**5.3.1 Supply chain.**

**5.4. Consumers**

**5.4.1 Explain how the organisation manages customer health and safety, marketing and labelling, and customer privacy.**

**5.4.2 Complaints and claims management approach.**

**6. Information on the impacts of the current macroeconomic environment.**

**Annex I - Implemented contents of Law 11/2018 EINF.**

**Annex II - Quality and sustainability chain data not verified by Deloitte**

# 1. About this report

## 1.1. Block 1

### 1.1.1 Approach to sustainability reporting.

The importance of sustainability reporting.

For yet another year, Grupo Tecamira, S.L. y Sociedades Dependientes, commercially known as Grupo Vincci Hoteles (hereinafter the Group, Company, Vincci or Vincci Hoteles) publishes its Sustainability Report and Statement of Non-Financial Information (hereinafter the Report or EINF or Sustainability Report), which with this 2023 report reaches its twelfth edition. The ultimate aim of this Sustainability Report, in addition to providing information on the Company's different initiatives, is to highlight our solid commitment to responsibility in the areas of social, environmental and economic interest.

Over the last few years we have taken a series of measures and taken part in different initiatives which, together with those developed in the last financial year, have made Vincci Hoteles a benchmark in sustainability and social responsibility. Our good work and the exercise of responsibility acquired with the different stakeholders consolidate us as a leading chain in the responsibilities that we carry out.

About this report.

The information described throughout this Sustainability Report includes the Group's owned, leased and managed hotels.

However, in order to strictly comply with the requirements of Law 11/2018 on the EINF, certain information throughout these notes to the financial statements specifies the exclusive data of the Group's accounting consolidation perimeter, indicating it as Group Perimeter, which are subject to verification by the independent third-party expert depending on the scope of its work and the regulatory context.

By reading this Sustainability Report, interested parties can learn more about who we are, our present and our future. As a goal, we will continue to be committed to transparency, always bearing in mind that honesty makes our services a firmly committed tourism product, as well as profitable and efficient.

The information identified in Annex I "Applied contents of Law 11/2018 EINF" included in this Sustainability Report is verified by Deloitte, S.L. according to the scope of its work and the regulatory context.

The data in Annex II are chain data not verified by Deloitte.

The Sustainability Reports can be downloaded free of charge at the following web address: <http://sostenibilidad.vinccihoteles.com/>

### 1.1.2 Sustainability standards.

GRI Standards.

This Sustainability Report has been prepared in accordance with the GRI standards in the Essential option (See Annex I - "Applied contents of Law 11/2018 EINF").

Linkage with the Sustainable Development Goals.

It is well known that tourism is a source of wealth for the environment in which the activity takes place. In this sense, our priority objective is to contribute to progress in a global way, with respect for the environment and, of course, for the local population and its cultural heritage.

In 2015, the United Nations (UN) approved the 2030 Agenda for Sustainable Development, which includes different objectives, including eliminating poverty and protecting the planet for future generations through actions related to women's equality, education, the design of new cities and environmental care. In order to achieve the 17 goals set, different actions were established as part of a sustainable development agenda aimed at improving humanitarian conditions and, through an international commitment, achieving a better world for all humanity.

This is the common goal that all our employees and suppliers want to transmit to our customers. A capacity to make an effort to be aware of the impact that our activity and our decisions generate in the places where we are based, which is perfectly combined with the intention of adjusting to the global needs of our society.

Special sensitivity when it comes to supporting the most disadvantaged social groups is immersed in the Company's DNA. A philosophy that is reflected in the attitude of collaboration with different institutions and organisations that fight every day to solve the problems of our society and help the most disadvantaged.

Green employment, managed by associations, organisations and foundations oriented to this end, is one of the options that offer job opportunities to people belonging to groups at risk of exclusion. Our hotels, scattered in different locations, offer society the possibility of meeting different needs, depending on each location.

We are particularly proud of our efforts in waste recycling and surplus management, in the belief that they are an excellent way to protect the environment. It is one of the many initiatives that confirm our effective and responsible commitment to respect the environment, and which in turn form part of a global action of social support that allows us to meet some of the most pressing needs of our Company.

Other standards.

There are no other standards.

### **1.1.3 Business analysis.**

Stakeholders (GRI 102-40)

At Vincci Hoteles we believe that we can create sustainable development through dialogue and joint efforts with suppliers and subcontractors, the Administration, clients, employees, competitors, shareholders, trade unions and society.

We are convinced that environmental projects can move forward if people fight for them, joining forces even in such a competitive environment as the tourism sector. However, we must all strive to achieve the cohesion necessary to meet society's demands. There is still a long way to go, but we have already begun to take the first steps by detecting social needs and the expectations placed on our common effort. Our commitment is to anticipate problems in order to achieve a society dedicated to the common good.

Our plans are to continue working on this ongoing effort that allows us to provide a highly effective response to the demands of our stakeholders while remaining faithful to the business philosophy that has seen us born. It is a unique opportunity to maintain our social commitment and set the path to follow when it comes to achieving dialogue in a climate of trust, an alignment of expectations and limitations, continuous improvement and the projection of common benefits, and the establishment of synergies and objectives through experience.

## **CUSTOMERS**

All of Vincci Hoteles' efforts are directed towards our customers, who are what give meaning to our organisation. Every day we try to offer them a service of excellence and a unique accommodation experience that exceeds their expectations. Our experience and the vocation for service that characterises us are geared towards your complete satisfaction.

## **EMPLOYEES**

Our business is sustainable and is widely consolidated thanks to the efforts of a team of people fully aligned with the Company's objectives, who are constantly involved in their work. We are committed to improving the working situation and the environment in which our professionals carry out their daily activities, while offering them the possibility of continuous training throughout their professional lives and a work-life balance. In 2019 we will join the Healthy Companies Network.

It was launched in Spain in 2013 with the Healthy Companies project, inspired by the work carried out by the European Network for Workplace Health Promotion (ENWHP) and in response to the National Institute for Safety and Health at Work (INSST)'s own interest in recognising the work of companies in the field of improving the health and well-being of their workers, as well as promoting a culture of health and the exchange of business experiences.

## **PUBLIC ADMINISTRATION**

The sum of our efforts is the solution to many of the environmental and social problems that we, as a society, have to face. This is the reason why we invite the Public Administration to a constant dialogue that allows us to collaborate in order to achieve sustainable development and a planet that will be maintained in the best conditions for future generations.

## **SUPPLIERS AND SUBCONTRACTORS**

Our relationships with our partners and suppliers are based on trust, honesty and transparency. We share with them a single set of values and a common vision of the business. Our mutual benefit has been transformed into a well-established relationship, with common synergies that allow us to continue to grow year after year.

## **SHAREHOLDERS**

The fulfilment of the objectives we have set ourselves is possible thanks to mutual understanding and dialogue. In this way, we achieve optimum profitability and meet the challenges we have set ourselves throughout our history.

## **SOCIETY**

Contributing to the progress of the social environment in which our hotels are located is one of our greatest challenges. For this reason we collaborate with different initiatives that seek local development, the progress of the environment and respect for the environment.

## **TRADE UNIONS**

Our commitment is to offer our clients a unique and differentiated accommodation experience. This objective of Vincci Hoteles would not be possible without the effort, involvement and daily work of our team of professionals. Likewise, our joint efforts with the trade unions, as agents of socialisation in terms of protecting the rights and integrity of our workers, have resulted in a committed team of people who take advantage of the opportunities that the organisation offers them and enjoy fulfilling their duties.

## **COMPETITORS**

Fair competition is not only necessary for the hotel sector to perform well, but also healthy when it comes to seeking joint solutions and offering a boost to the sector, resolving all those issues that contribute to slowing it down and hindering it.

The following tables show the communication channels available from Vincci Hoteles for each stakeholder group and the frequency with which they are used.

### **Materiality analysis**

The process of identifying the priorities for action, or material aspects, has been carried out taking into account the concept of double materiality, that is, identifying both the impacts, risks and opportunities that the activity of Vincci Hoteles may have on society and the challenges that the social reality imposes on the company's business model. To this end, we have analysed and taken into account the different inputs mentioned above: economic, social, environmental and social.

Responsible and optimised consumption of resources is not only necessary in terms of savings, but also in terms of reducing the environmental impact associated with our activity. The mission of the Works and Maintenance Department is to analyse the



The aim is to be able to offer customised solutions, pointing out the measures that need to be taken and the investment that they entail.

In order to offer concrete solutions, we must identify the needs of our stakeholders. In this sense, the Sustainability Report 2023 includes all the relevant information on environmental, economic and social matters, thus opening a direct communication channel aimed at the common interest.

Materiality analysis allows Vincci Hoteles to identify requirements, expectations and other aspects specified by stakeholders, with the aim of analysing them and implementing planned initiatives to ensure the proper development of processes. This requires two-way communication that is not only of interest to our Group, but also allows us to evaluate the importance of certain issues when considering their implementation in different business models. The materiality analysis allows us to find out which aspects to communicate in the Sustainability Report are of interest to the parties involved.

The methodology used to meet these objectives begins with the identification of aspects of interest worthy of inclusion in the Report, which includes a review of the main trends in the sector and the recommendations and expectations of stakeholders, as well as a prior contact with public opinion reflected in social networks and the media.

After observing the opinions and recommendations made by key stakeholders for Vincci Hoteles, the most important issues are selected, prioritising the most relevant ones. In order to apply the principle of materiality, it is essential to assess the influence of each issue on stakeholder decisions, while measuring the importance of the economic, environmental and social impacts. This is why this step includes an analysis of the main challenges and the most important trends for the sector, the internal opinion of the main business areas, the best practices of leading companies and the Group's current performance.

The next step is the review, assessment and validation of the issues by the different business units and senior management. Thus, from the application of the principles of completeness and stakeholder participation, we move on to the identification of content. Finally, once the Sustainability Report has been published, a final review is essential while the Group prepares the next report.

As far as Vincci Hoteles is concerned, the identification of the key aspects that the Company manages with its stakeholders has been carried out based on an analysis of good practices, trends, mentions in the media and their expectations. Likewise, the relevant points have been specified after maintaining a continuous communication channel open with the interested parties.

As mentioned above, the relevant topics of the Sustainability Report, after consultation with stakeholders, have been defined internally. After evaluating the various channels of communication with stakeholders, we have not been informed of any changes to the relevant topics.

Those that recur most frequently are considered key to the Memory.

#### **StakeholderChannel of Communication RELEVANT INFO**

|                              |  |  |
|------------------------------|--|--|
| Shareholders                 | Continuous communication in the company    | 201, 202, 301, 302, 303, 305, 306, 307, 308, 401, 402, 403, 404, 405, 406, 407, 410, 416, 418, 419, 501, 502, 505      |
| Employees                    | Communication (works councils) continues   | 201, 202, 301, 302, 303, 306, 307, 401, 402, 403, 404, 405, 406, 407, 410, 411, 413 416, ,418, 419, 501, 502           |
| Direct Clients               | Online Questionnaires and Feedback         | 202, 301, 302, 303, 305, 306, 307, 405, 406, 410, 416, 418, 419, 501, 502  |
| Public Administration        | Hotel and Business Associations            | 201, 202, 205, 301, 302, 303, 305, 306, 307, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 416, 418, 419, 502, 503 |
| Trade unions                 | Ongoing communication (committees company) | 201, 202, 205, 401, 402, 403, 404 405, 406, 407, 408, 409, 410, 419, 502   |
| Suppliers and Subcontractors | Continuous communication in the company    | 201, 202, 301, 307, 308, 414, 419, 502   |
| Society                      | Continuous communication in the company    | 205, 302, 303, 304, 305, 306, 307, 401, 405, 406, 412, 416, 419, 501   |
| Competition                  | Continuous communication in the company    | 201, 202, 307, 401, 501, 502   |

**Most relevant topics of the Sustainability Report 2023:**

**Economic**

201 Economic performance

202 Market presence

## **Environmental**

- 301 Materials
- 302 Energy
- 303 Water
- 305 Emissions
- 306 Waste
- 307 Environmental compliance

## **Social**

- 401 Employment
- 405 Diversity and equal opportunities
- 406 Non-discrimination
- 410 Security practices 416 Health and safety of clients

## **Own**

- 501 Customer satisfaction
- 502 Legal compliance

### **1.1.4 Fundamentals.**

History of the organisation.

Vincci Hoteles is made up of a group of companies whose parent company is Tecamira, S.L., based in the Madrid town of Alcobendas. Throughout our history, the chain has consolidated its position in the tourism sector, supported by Rufino Calero, who ensured that the Group reflected his solid professional experience and the effort invested in consolidating Spain as a first-class tourist destination.

Vincci Hoteles has become a benchmark hotel group in international tourism thanks to the efforts of its children and the interest of leading professionals in the sector. In 2001, Vincci Hoteles began its professional career. Since then, and up to the present day, its ever-increasing trajectory has made it a Group of recognised prestige. The relentless pursuit of the highest standards of quality has not only become a distinctive element of the Company, but has also allowed it to satisfy the highest expectations of its clients year after year.

Today the chain has four and five star hotels, differentiated in two lines by category and location, although all the establishments share and are

are characterised by rigorous criteria of excellence, quality and innovation in hotel management.

As a hotel group we seek to build customer loyalty, offering them the best possible experience from the moment they approach us to make a reservation. Every single detail of our relationship is focused on achieving their complete satisfaction, which we achieve by offering them every luxury of comfort and personalised attention from our team of professionals.

The team that makes up Vincci Hoteles is aligned with the Group's business philosophy and committed to offering the best service. The enthusiasm and willingness with which they attend to their clients is our main source of pride.

### Hotel openings per year

| Opening year | Hotel  |
|--------------|--|
| 2001         | Vincci Hoteles is born<br>Vincci Rumaykiyya Selection                                  |
| 2002         | Vincci Ciudad de Salamanca<br>Vincci Puertochico                                       |
| 2003         | Vincci Costa Golf<br>Vincci La Rábida<br>Vincci Lys<br>Vincci Marítimo                 |
| 2004         | Vincci Centrum   |
| 2005         | Vincci Selección La Plantación del Sur   |
| 2006         | Vincci Soho<br>Vincci Tenerife Golf  |
| 2007         | Vincci Capitol<br>Vincci Frontaura<br>Vincci Palace<br>Vincci Via 66                   |
| 2008         | Vincci Baixa<br>Vincci Nozha Beach<br>Vincci Estrella del Mar Selection<br>Vincci SoMa |
| 2009         | Vincci Malaga  |
| 2010         | Vincci Selección Posada del Patio<br>Vincci Helios Beach                               |
| 2011         | Vincci Selección Aleya Boutique & Spa  |

|      |   |
|------|---|
| 2012 | Vincci Albayzin<br>Vincci BIT   |
| 2014 | Vincci Gala   |
| 2015 | Vincci Liberdade<br>Vincci Mercat<br>Vincci Porto<br>Vincci Valdecañas Golf |
| 2016 | Vincci Mae<br>Vincci Marillia<br>Vincci The Mint<br>Vincci Zaragoza Zentro  |
| 2018 | Vincci Safira Palms<br>Vincci Consulado de Bilbao                           |
| 2021 | Vincci Ponte de Ferro   |
| 2022 | Vincci Larios Diez  |
|      | Vincci Molviedro  |
|      | Vincci Ever Eden Beach Resort   |
|      | Vincci Dar Midoun   |
|      | Hotel Ramblas powered by Vincci   |

*\*In October 2023 the Vincci Selección Estrella del Mar was no longer part of the Group or the chain and in November the Vincci Nozha Beach was no longer part of the Group.*

Mission, vision and values.

### **Future projection**

Our present is the best guarantee of a successful future. The daily work of our team is based on excellence and quality, and translates into the best experience for our customers. In this sense, we also feel firmly committed to the environment, with the confidence that comes from working to leave a better planet for future generations. We face this commitment with enthusiasm and courage, and with the backing of a business philosophy based on transparency, with a clear commitment to sustainability and the environment as a guarantee of success.

### **Joining forces**

The professionals who make up Vincci Hoteles have the common goal of becoming the best option for tourist establishments and a hotel benchmark in social and environmental issues.

### **Service innovation**

Advanced computerised reservation systems and the most efficient technological management result in fully efficient management, in which the effort and professionalism of the human team is perfectly complemented by innovation to achieve the best results, in a zero-error policy that seeks the highest standards of quality and excellence.

### **Self-identity**

In order to offer the highest quality, each of our hotels has a personal and unique identity, which in turn translates into personalised experiences for our guests. Each establishment has its own distinct personality, marked by its location.

### **The Company's engine**

The real heart of Vincci Hoteles, and who makes the difference in our Group, is our staff, fully committed to the values that set us apart. A group of professionals whose constant effort and enthusiasm for doing things well allows us to achieve the quality and excellence that represents us. Their involvement, creativity and participation is what has allowed Vincci Hoteles to stand out throughout its history, becoming a benchmark for the tourism sector.

### **Experience, training and innovation**

Technological innovation is combined with the experience of our professionals, resulting in Vincci Hoteles being able to meet each and every one of its challenges. Our experience allows us to offer our professionals continuous training throughout their working lives, so that they can develop their skills and abilities, in the conviction that only in this way will they be able to give the best of themselves to each client.

### **Our commitment**

Our unconditional commitment to the environment and our interest in minimising the impact of our presence have been taken on board by both our employees and our suppliers, as reflected in the Environmental Management System that encompasses the Company's values. Our commitment to society involves supporting programmes and activities in favour of the most disadvantaged groups and those at risk of social exclusion, always in the search for a society in which we all have the same opportunities and rights.

### **Heritage as a sign of identity**

Our hotels are located in areas of high tourist, monumental, historical or scenic importance, which is a differentiating element of the Group. We rely on technology to offer the best service to our customers, but our values include respect for the environment as a hallmark of our establishments. Each of our accommodations has its own decoration and unique personality, but with quality as a common commitment.

### **Looking ahead**

Every guest who chooses Vincci Hoteles has a unique, unforgettable and unrepeatable experience, enjoying their stay to the full, with unbeatable service. An authentic Vincci Hoteles experience that achieves complete satisfaction and builds loyalty for subsequent visits, and which is our company's best letter of introduction.

A consolidated organisation.

Vincci Hoteles is an established chain in the sector, both nationally and internationally. With the backing of this current recognition, we continue to move forward to ensure that the future is just as promising. Among the chain's objectives is its commitment to expansion, with the opening of new hotels, both in Spain and abroad.

We feel ready for the new challenges that lie ahead and we are determined to continue to demonstrate our transparency, our quality standards and the best service in each of the establishments of our chain, whose list will soon be increased with new hotels located in privileged environments and thus achieve the complete satisfaction of our customers. Some of these challenges are:

**Competition from accommodation rental platforms:** For several years now, an important factor has been the introduction of C2C platforms in the market; these platforms are and remain direct competition for hoteliers. Gradually, in some territories, this form of rental has been regulated, resulting in the possibility to compete on a fairer basis.

**Changes in consumer preferences:** Consumers need clarity, transparency, flexibility and choice to make decisions that fit their changing needs and circumstances. The 3 biggest trends we see right now are: sustainability, ethical employment and centralisation of operations in the cloud.

As we can see, the way the company operates is beginning to be a determining factor for customers, and centralised and integrated end-to-end solutions will be vital for customer acquisition.

**Shortage of qualified staff:** The cornerstone of a company is its employees, we must be able to train and motivate our staff, this challenge is vital if we want to have long-lasting working relationships and retain talent.

**Operational costs:** We are currently experiencing rising costs. This is why the key will be to be able to reduce costs without affecting the quality of service. An important factor mentioned above is sustainability, through which we can make changes demanded by customers that will help us to reduce these operating costs without compromising the service, in fact, increasing its quality.

**Increasingly demanding customers:** Today's travellers expect a personalised and unique experience, and expect hotels to adapt to their needs and desires.

individual. In addition, customers also expect a high quality of service throughout the Customer Journey.

This increased demand is partly due to the wide availability of information and options from other customers, allowing them to make informed decisions and compare services and prices. In addition, competition in the hotel industry is increasing, forcing us to constantly improve our services and differentiate ourselves from the competition.

To meet the demands of discerning customers, hotels must strive to offer unique and personalised experiences that are tailored to individual customer needs and preferences. Include additional services, personalised packages, local activities and cultural experiences, and exceptional customer service at all points of sale and customer contact.

Although customers are increasingly demanding, they are also willing to pay for a quality experience. Therefore, at Vincci we are always working to improve the offer and satisfy customer demands in order to gain a competitive advantage and improve profitability in the long term.

**Greater customer loyalty:** Today's customers are demanding, and we must make a great effort to retain them. This is the path to follow so that customers feel that they have had a unique experience and decide to choose us again.

**Boredom and disenchantment of the citizens of some areas against tourism:** The concentration of tourism in city areas is displacing citizens and generating a rejection of mass tourism. It is our task to also attract residents and avoid this disenchantment by ensuring that our hotels are integrated into the life of each city in which they are present.

**Inflation and rising interest rates:** A global problem that affects the purchasing power of citizens and of course tourism consumption.

**Legislation:** Unequal legislation from region to region is another danger. Different regulations do not allow for homogeneous processes.

Achievements.

Some of the achievements of 2023 are:

- ISO 50001:2018 Certification
- Equal Pay Stamp Lusovincci Unipessoal Lda
- Certified fair and responsible hotels: Vincci Soho and Vincci Gala hotel
- Updating of the Equality Plan
- FARO PRL

Goals.



Targets for the year 2024:

- FARO SSTT, Compliance and A&B
- UNE 19601 Certification
- Electrification of a hotel
- Green supply in all hotels

Responsible management.

Financial performance gives us a better understanding of Vincci Hoteles and its commitment to sustainability. Our involvement in sustainability is long-term, bearing in mind that our activity has a direct impact on the economic conditions of our stakeholders and on the local, national and international systems where our hotels are located.

Each of the Group's departments has its own mission, but only by working in unison can we meet the goals dictated by our environmental policy. These daily challenges, together with the experience we have gained over the years and the knowledge we already have in the field of sustainability, allow us to meet our challenges and continue to make progress.

To strengthen our commitment to environmental stewardship, we need to have key strategies in place that are well organised and well defined. Our sector is in full development, but we must not lose sight of where we are starting from and where we are heading. After the economic crisis, it is time to move on to new goals, and especially to achieve the planet that future generations deserve.

Under these criteria of responsible management, our budgets are in line with the criterion of transparency that has always defined us. In compliance with current legislation, the annual accounts of our chain are externally audited by Deloitte, S.L. In this sense, our Revenue Management or pricing policy is based on parameters such as the degree of room occupancy, or on economic indicators such as the Revenue per Available Room (RevPar), the Average Daily Rate (ADR) or the Average Daily Rate.

### 1.1.5 Financial dimension.

The organisation in figures.

Total rooms of the Vincci Hoteles Hotel Chain:

|                                  |           | Number of | Regime of    |
|----------------------------------|-----------|-----------|--------------|
| Hotels                           | City      | Rooms     | Exploitation |
| <b>Spain:</b>                    |           |           |              |
| Sahara Ramblas Powered by Vincci | Barcelona | 70        | Management   |
| Vincci Albayzín                  | Grenada   | 104       | Leasing      |

|  |                      |     |                |
|--|----------------------|-----|----------------|
| Vincci BIT                             | Barcelona            | 177 | Leasing        |
| Vincci Capitol                         | Madrid               | 143 | Leasing        |
| Vincci Centrum                         | Madrid               | 87  | Group property |
| Vincci Ciudad de Salamanca             | Salamanca            | 81  | Management     |
| Vincci Consulado de Bilbao             | Bilbao               | 93  | Leasing        |
| Vincci Frontaura                       | Valladolid           | 94  | Leasing        |
| Vincci Gala                            | Barcelona            | 78  | Leasing        |
| Vincci La Rábida                       | Seville              | 104 | Leasing        |
| Vincci Larios Diez                     | Malaga               | 76  | Leasing        |
| Vincci Lys                             | Valencia             | 101 | Leasing        |
| Vincci Mae                             | Barcelona            | 85  | Leasing        |
| Vincci Malaga                          | Malaga               | 105 | Management     |
| Vincci Marítimo                        | Barcelona            | 144 | Group property |
| Vincci Mercat                          | Valencia             | 68  | Leasing        |
| Vincci Molviedro                       | Seville              | 70  | Leasing        |
| Vincci Molviedro suites                | Seville              | 18  | Leasing        |
| Vincci Palace                          | Valencia             | 76  | Leasing        |
| Vincci Puertochico                     | Santander            | 52  | Group property |
| Vincci Resort Costa Golf               | Cadiz                | 195 | Group property |
| Vincci Selección Aleya Boutique&Spa    | Benalmádena (Málaga) | 37  | Leasing        |
| Vincci Selección La Plantación del Sur | Tenerife             | 165 | Group property |
| Vincci Selección Posada del Patio      | Malaga               | 106 | Leasing        |
| Vincci Rumaykiyya Selection            | Grenada              | 67  | Group property |
| Vincci Soho                            | Madrid               | 169 | Group property |
| Vincci SoMa                            | Madrid               | 177 | Leasing        |
| Vincci The Mint                        | Madrid               | 88  | Leasing        |
| Vincci Valdecañas Golf                 | EL Gordo (Cáceres)   | 80  | Management     |

|                        |          |              |            |
|------------------------|----------|--------------|------------|
| Vincci Via 66          | Madrid   | 116          | Leasing    |
| Vincci Zaragoza Zentro | Zaragoza | 93           | Management |
|                        |          | <b>3.119</b> |            |

|                       |               | Number of  | Regime of    |
|-----------------------|---------------|------------|--------------|
| Hotels                | City          | Rooms      | Exploitation |
| <b>Portugal:</b>      |               |            |              |
| Vincci Baixa          | Lisbon        | 66         | Leasing      |
| Vincci Liberade       | Lisbon        | 83         | Leasing      |
| Vincci Porto          | Porto         | 95         | Leasing      |
| Vincci Ponte de Ferro | Porto         | 94         | Leasing      |
|                       |               | <b>338</b> |              |
| <b>Tunisia:</b>       |               |            |              |
| Vincci Helios Beach   | Midoun Djerba | 354        | Leasing      |
| Vincci Safira Palms   | Zarzis        | 300        | Management   |
| Vincci Marilia        | Hammamet      | 352        | Franchise    |
| Vincci Dar Midoum     | Djerba        | 280        | Management   |
| Vincci Safhir Palace  | Hammamet      | 236        | Franchise    |

|                               |           |              |            |
|-------------------------------|-----------|--------------|------------|
|                               |           | <b>1.522</b> |            |
| <b>Greece:</b>                |           |              |            |
| Vincci Ever Eden Beach Resort | Anavyssos | 260          | Management |
|                               |           | <b>260</b>   |            |

### Total turnover (Net Turnover)

| Year | Euros       |
|------|-------------|
| 2020 | 46.455.466  |
| 2021 | 90.082.543  |
| 2022 | 181.422.211 |
| 2023 | 215.982.053 |

### Occupied rooms

| Year | Number of occupied rooms |
|------|--------------------------|
| 2020 | 372.651                  |
| 2021 | 661.131                  |
| 2022 | 1.075.730                |
| 2023 | 1.002.360                |

### Average occupancy

| Year | Average % occupancy |
|------|---------------------|
|------|---------------------|

|      |        |
|------|--------|
| 2020 | 27,58% |
| 2021 | 47,74% |
| 2022 | 75,52% |
| 2023 | 78,37% |

Number of customers accommodated

| Year | PAX (number of customers) |
|------|---------------------------|
| 2020 | 664.523                   |
| 2021 | 1.179.742                 |
| 2022 | 1.937.189                 |
| 2023 | 2.339.185                 |

Profit/(Loss) after tax by country (data in Euro):

|                          |            |
|--------------------------|------------|
| Profit / (Loss) Spain    | 46.131.927 |
| Profit / (Loss) Portugal | 2.943.226  |
| Profit / (Loss) Tunisia  | 1.845.317  |

Subsidies received (data in euros):

|                            |         |
|----------------------------|---------|
| Total Grants received      |         |
| <i>Capital grants</i>      | -       |
| <i>Operating subsidies</i> | 414.694 |

Corporate income tax (data in euro):

|  |           |
|--|-----------|
| Corporate income tax Revenue / (expense) | (877.356) |
|--|-----------|

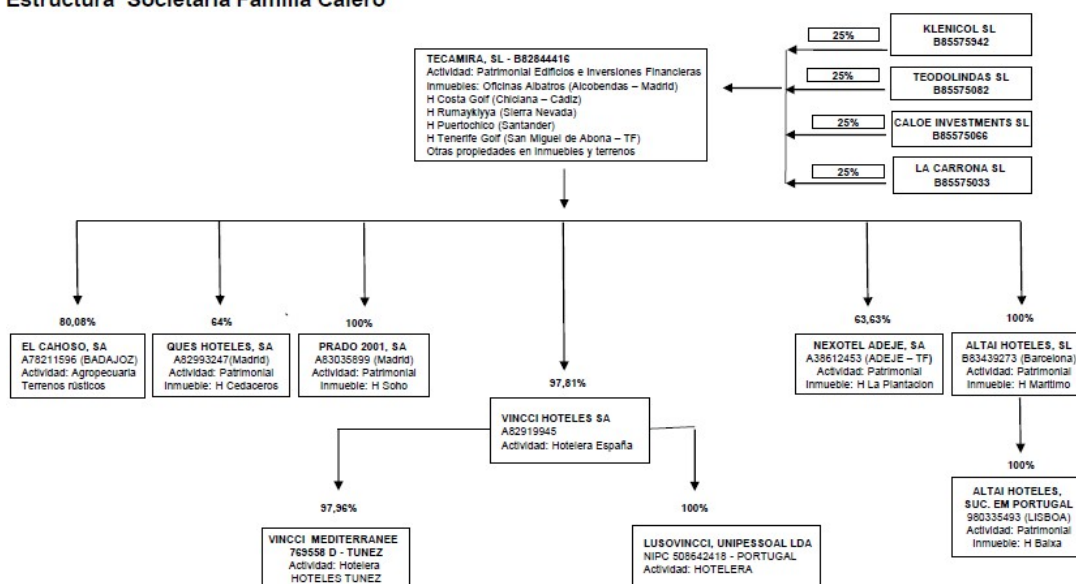
|                  | Data in Euro    |             |            |            |
|------------------|-----------------|-------------|------------|------------|
|                  | Perimeter Group | Spain       | Portugal   | Tunisia    |
| Net turnover     | 215.982.053     | 183.410.474 | 20.682.299 | 11.889.280 |
| Annual profit    | 50.920.470      | 46.131.927  | 2.943.226  | 1.845.317  |
| Operating result | 53.270.623      | 47.502.567  | 3.711.003  | 2.057.053  |

In order to achieve long term and sustainable profitability, it is essential to adjust annual budgets and contain spending at both head office and hotel levels.

List of entities included in the organisation's consolidated financial statements or equivalent documents (GRI GRI 102-45.a).

The structure of the Group is as follows:

**Estructura Societaria Familia Calero**



Certain environmental and social information of the companies Ques Hoteles S.A., Prado 2001 S.A., Altai Hoteles S.L. and Altai Hoteles Suc. Em Portugal is not disclosed in this Sustainability Report as its repercussion is not significant for the Group as these are patrimonial companies. The company El Cahoso, S.A. is also not included in this report as

This company was integrated into the Group under the equity method of consolidation.

### Green Economy

Tourism is a source of wealth for those communities where the activity takes place, but we must not forget that global progress must come from the Sustainable Development Goals, with respect for the local population, cultural heritage and the environment. Only through a global commitment can we build a better world. For this reason, from our chain we try to improve the quality of life of the community that welcomes us, always thinking about achieving a fairer society that respects the environment. The joint attitude of responsibility of employees, suppliers and customers is the key element to achieve sustainable criteria, while supporting the most needy social groups, people with disabilities and groups at risk of social exclusion.

The green economy is key to improving human well-being and an indispensable element in achieving social equality, and reducing environmental risks and ecological scarcity, according to the United Nations Environment Programme (UNEP). It was given a major boost as early as 2012, when the United Nations Conference on Sustainable Development considered it to be a very useful tool for achieving poverty eradication and sustainable development.

Vincci Hoteles maintains among its green or circular economy objectives the challenge of reducing greenhouse gas emissions and the use of natural resources. This implies less waste generation and a reduction, as far as possible, of social inequalities. All this without forgetting the return on investment of natural, human and economic capital in a system that optimises the flow of goods and services to get the best out of raw materials, while minimising waste.

According to the International Labour Organisation (ILO), green jobs are all jobs that contribute to preserving and restoring the environment, both in traditional and emerging sectors. For Vincci Hoteles, these jobs help to meet the following challenges:

- Increased efficiency of energy consumption and raw materials.
- Limiting greenhouse gas emissions.
  - Reduction of waste and pollution.
  - Adaptation to climate change.

Our Group collaborates with organisations that are committed to the great social and environmental challenges facing our society. These institutions and organisations work at a local level in the areas where our establishments are located, sharing Vincci Hoteles' mission, vision and values.

Our commitment to social programmes is already part of our internal processes, which gives us added value and differentiates us as a chain from our competitors.

In this way, our employees care about the impact of the work we do and are strongly committed to making this planet a better place.

In this sense, we are very proud of our collaboration with organisations that strive to improve the comprehensive training and integration of people at risk of social exclusion. At Vincci Hoteles we try to encourage their personal and educational growth, and we provide them with an immersion into the workplace in accordance with their abilities.

#### Supply chain

For Vincci Hoteles it is a priority to achieve the highest levels of sustainability, quality and profitability in the exercise of its activity, which entails exquisite care when selecting suppliers and collaborators. The hotel purchasing process is marked by different environmental and social aspects, which make the difference in the selection of suppliers:

- Recycled packaging <(environmental)
- Supplier and product certification (environmental)
- Kilometre 0 (environmental and social)
- Proximity of the warehouse to avoid long distances (environmental)
- Emission-free vehicles (environmental)

Our collaborating companies share our values and the same business vision, adopting the environmental and social protection criteria that characterise our Company.

The main local suppliers were informed of Vincci Hoteles' environmental policy by e-mail or post. They were also asked about their different environmental, quality, product and occupational risk prevention certifications.

The information from the certifications has been recorded in a supplier file and helps us to carry out joint projects, such as packaging changes. The aim is that our collaborators stop being suppliers and become partners with whom we can develop joint actions related to the environment. The information about the suppliers most involved in the implementation of these changes allows us to focus an increase in the volume of purchases on them.

In 2023, no supplier visits have been carried out.

#### **1.1.6 Deadlines for the report and contact point for questions.**

*Reporting period for the information provided:*

Financial year ending 31 December 2023.



*The reporting cycle:*

Annual

*The contact point for questions about the report or its contents:*

You can send us any doubts, questions or suggestions about its content, or make comments regarding the Sustainability Report at the following e-mail address or via regular mail at our head office. We also invite our stakeholders to help us achieve our goals and commitments and to participate in our actions:

[calidad@vinccihoteles.com](mailto:calidad@vinccihoteles.com)

Vincci Hoteles, S.A.

Anabel Segura, 11. Edif. A Bajo. Centro de Negocios Albatros

28108 Arroyo de la Vega - Alcobendas (Madrid)

## 2. Leadership and Good Governance

### 2.1. Business Model

#### 2.1.1 Name of the company.

*Name of the organisation.*

Tecamira S.L. and Dependent Companies, commercially known as "Grupo Vincci Hoteles" (hereinafter Grupo, Company, Vincci or Vincci Hoteles).

#### 2.1.2 Activities, brands, products and services.

*Description of the organisation's activities.*

Hotel management models

- Ownership: Through its holding companies, the Group owns the establishments, bears the business risk and assumes both the profits and costs of the activity.
- Renting: Vincci Hoteles rents properties for operation for a specific period of time, setting a rental fee that may be a variable or fixed amount, depending on the contract. The business unit is determined by an agreement on the decision-making capacity of both parties. Vincci Hoteles acts as manager, taking charge of the operation of the establishment and taking care of the processes in return for the agreed fees. The Group offers the advantages of its own working model, brand portfolio, collaboration agreements and its extensive experience in the sector.
- Management: Vincci Hoteles is responsible for the management of the hotels, but not for their operation.

#### Our products

- Hotels and Spa: Our mission is to offer a personalised service characterised by the highest quality, with a focus on excellence and the utmost care in every detail. With this objective in mind, our Group has consolidated its position as the leading reference in its sector at a national and international level. One of the differential values of Vincci Hoteles is the careful location of its establishments, always in places that stand out for their scenic, social and cultural richness. In order to make our guests feel comfortable, we combine the latest technological advances with personalised attention. We want our clients to enjoy each of our hotels to the maximum, regardless of the need that has motivated their choice. For this reason, all the rooms in our establishments have an exclusive design, capable of surprising, with a wealth of details and their own identity criteria in terms of quality and design.

Our clients arrive at the hotel with high expectations that we take care to improve, whether their stay is for leisure, business or family reasons. We offer solutions to each and every one of our clients' needs, whether in urban settings or in beach destinations, or in establishments focussed on snow or golf. Both in the Vincci Selección line and in the Hoteles Vincci we work to make our guests feel comfortable when they walk through the front door, ensuring that they can relax in an environment where comfort and attention are the great added values.

- Vincci Selección: Our Vincci Selección hotels are 5-star establishments located in privileged destinations. These hotels are characterised by the highest standards of comfort, exquisite customer service and maximum quality. Every corner of these establishments is designed for the customer's enjoyment. For this reason, we offer a wide range of services aimed at relaxation, including spas, jacuzzis and thalassotherapy services, the best option for relaxing after a day of sightseeing, shopping, business, beach or sports activities.
- Vincci Hoteles: Our Hoteles Vincci are 4-star establishments oriented towards comfort, complemented by a personalised and specialised service when it comes to resolving any need. They are located in strategic locations and, thanks to advanced technology, our guests can enjoy an authentic Vincci experience, which makes these establishments the perfect hotels for businessmen and women, as well as for those looking for leisure, tourism or a few days' rest with the family. Each of the hotels has its own personality and is different from the rest. Their meticulous decoration and original design establish a characteristic identity, with corners that invite you to relax and a multitude of details that make each stay an unforgettable memory.
- nAmmu Spa Areas: The nAmmu Spa Areas are exclusive thermal spaces at the Hoteles Vincci, which have been created with the care of body and mind in mind. This is a new concept of relaxation where guests can find relaxing facilities with the most modern hydromassage baths, effective jet services, therapeutic mud and the most up-to-date beauty treatments, in which guests are pampered with quality cosmetics. We have specialised staff who make customer service an exclusive, personalised and relaxing experience. Supported by their professional experience, and under the supervision of a qualified medical service, the client is guided through the available treatments, advising them on those that best suit their needs.

### **2.1.3 Location of the headquarters.**

*Location of the organisation's headquarters*

Anabel Segura, 11. Edif. A Bajo. Centro de Negocios Albatros 28108 Arroyo de la Vega - Alcobendas (Madrid).

### **2.1.4 Location of operations.**

*Indicate the number of countries in which the organisation operates, specifying the countries in which it carries out the most significant or relevant operations for the issues covered in the report.*

Spain, Portugal, Greece and Tunisia.

### **2.1.5 Ownership and legal form.**

*Nature of ownership and legal form.*

The Group's parent company is registered as: TECAMIRA S.L., which is registered in Madrid in volume 16,037, folio 12, section 8, page 8, sheet no. M271455, tax identification number B82844416.

### **2.1.6 Statement by senior executive decision-makers.**

*Statement from the most senior decision-maker of the organisation (such as CEO, chair or equivalent) about the relevance of sustainability to the organisation and its strategy for addressing sustainability.*

*"It is an honour for me to present to you the Vincci Hoteles sustainability report for the year 2023. Our dedication and commitment to sustainable development continue to guide our actions, reflecting the essence of our corporate values and our mission to offer responsible tourism that respects the environment and society.*

*Over the past year, we have made significant achievements in our journey towards a more sustainable future:*

**ISO 50001:2018 certification.** *This year, we obtained ISO 50001:2018 certification, which recognises our efficient energy management across all our facilities. This achievement is testament to our commitment to reducing our energy footprint and implementing practices that promote efficiency and sustainability.*

**Lusovincci Unipessoal Lda. Equal Pay Seal** *We are proud to have received the Equal Pay Seal for our subsidiary in Portugal, Lusovincci Unipessoal Lda. This recognition endorses our commitment to pay equity and fairness,*

*ensuring that all our employees receive fair and equitable remuneration, regardless of their gender.*

**Certification as fair and responsible hotels.** *The hotel Vincci Soho 4\* and the hotel Vincci Gala 4\* have been certified as fair and responsible labour hotels. This pilot certification, promoted in collaboration with the trade unions, validates our efforts to maintain fair and respectful labour practices, ensuring a dignified and equitable working environment for all our employees.*

**Update of the Equality Plan.** *We have reviewed and updated our Equality Plan in collaboration with the trade unions. This update reflects our ongoing commitment to promoting equal opportunities and respect for diversity in our working environment, adapting to the new realities and needs of our workforce.*

**Implementation of the PRL Module in the Faro Tool.** *We have implemented the Occupational Risk Prevention (ORP) module within our Faro management tool. This implementation is part of our effort to ensure the safety and well-being of our employees, promoting a safe and healthy working environment.*

*These milestones are just a sample of our ongoing commitment to sustainability and social responsibility. Each of these achievements is the result of the effort and dedication of all the professionals who make up Vincci Hoteles, who work tirelessly to offer an exceptional experience to our guests while promoting a more sustainable future.*

*At Vincci Hoteles, we firmly believe in our role as agents of change, not only in the tourism industry, but also in society. We will continue to work to implement innovative and sustainable practices that benefit our communities, our clients and the environment.*

*We thank all our employees, customers and partners for their continued support. Together, we will continue to move towards a fairer and more sustainable future.*

### **2.1.7 Executive level responsibility for economic, environmental and social issues.**

*Executive-level positions that the organisation has appointed with responsibility for economic, environmental and social topics.*

Corporate organisation chart:

- General Manager: Mr. Carlos Calero
- General Manager Northern Zone and Tunisia: Mr. Miguel Ángel Calero
- General Manager South Zone and Portugal: Mr. Rafael Calero
- Decoration and Interior Design Director: Ms. Teresa Calero
- Head of Administration and Finance: Mr. José Luis Aldea
- Works and Maintenance Manager: Mr. Miguel Guerrero

- Purchasing Manager: Ms. Myriam Rodríguez
- Quality and Sustainability Director: Mr. César Pérez
- Expansion Manager: Mr. Miguel Fuentes
- Systems Manager: Mr. Pablo Muñiz
- Dir. Revenue & Commercial: Ms. Amaya Lacambra
- Legal Counsel: Ms. Estrella Marugán
- HR Director: Mr. Marcos Valera
- Head of Marketing and Communication: Ms. Aixa Rodríguez del Alisal
- F&B Director: Mr. Enrique Lezcano
- Head of Digital Strategy and Business Development: Mr. Néstor Aldea.

Executive level positions report directly to the governing body.

## **2.2. Values, Principles, Standards and Policies**

### **2.2.1 Values, principles, standards and norms of conduct.**

*Description of the organisation's values, principles, standards and norms of behaviour.*

#### **CODE OF ETHICS**

All the procedures carried out by Vincci Hoteles are included in the Company's Code of Ethics, which constitutes an effective and coherent framework of social responsibility. In order to carry out our activity satisfactorily and continue to be a benchmark in the sector, we must have professionals who are characterised by their solid values and who work in an unimpeachable ethical environment.

The Code of Ethics of Vincci Hoteles reflects the philosophy that characterises us and constitutes an inherent element of our model of action, which in turn defines us as a Group in relation to our competitors. Our work is carried out within a framework of respect, which is the basis for maintaining an impeccable reputation and an ironclad approach to preventing corruption.

In this sense, and with the aim of preventing acts derived from corruption and money laundering, Vincci Hoteles complies with current regulations and audits its annual accounts in Spain through the company Deloitte, S.L., making them public so that any interested party can consult them. Internally, the Finance Department of the central offices also carries out audits to check that the management of the hotels complies with the legal framework.

In addition, when auditing the various operations of the administration department of the establishments, there are procedures that must be followed by the directors, who have the power of authorisation. These procedures have been drawn up by the Central Offices and make it possible to check that all the Group's accounts comply with the regulations in force. So far, we have had no complaints from the Public Administration in this respect.

Our business model is solvent and success-oriented because it is focused on a socially responsible code of conduct, both externally and internally. All professionals with responsibility in the chain, especially those who are in charge of teams, are aware of this Code of Ethics, which serves as a reference, setting an example with their actions.

The Vincci Hoteles Code of Ethics can be found on our Intranet and on the Sustainability Microsite. This code is given to all new employees as part of the Welcome Pack. Any employee who wishes to consult it can do so and it is open to anyone who wants to know about it. This commitment to the Company's employees' intentions is a guarantee for our customers, who are served by employees who are aware of the responsibility that their actions entail. Our attitude of service, together with the relationships we maintain with customers and suppliers, enables us to meet the objectives and challenges we have set ourselves, and is a reflection of what the Company is like in terms of the actions of its employees.

Vincci Hoteles' mainstay is, therefore, the ethical, upright and irreproachable conduct of each and every one of its employees.

SDGs to which we contribute: 16 - Peace, Justice and Strong Institutions.

### **2.2.2 Organisation's management approach to corruption and bribery; human rights; labour; environment; supply chain.**

*Procedures adopted by the organisation on corruption and bribery; human rights; labour; environment and supply chain.*

The current approach of Vincci Hoteles' procedures is one of precaution and prevention.

The chain has procedures in place for all its departments at operational level. In turn, due to the ISO14001:2015 certification, we have procedures on environmental management. These procedures (Environment and Supply Chain) can be consulted on the Intranet or FARO, so they are available to all staff.

*Organisational policy on corruption and bribery; human rights; labour; environment; supply chain.*

Policies:

- Sustainability Policy
- CSR Policy
- Children's Policy
- Quality Policy
- Energy Policy

- Sustainable Procurement Policy
- Training Policy
- Anti-Corruption Policy
- Crime Prevention and Anti-Bribery Policy
- Health and Safety Policy
- Energy, Anti-Corruption, Crime and Bribery Prevention and Energy Policy (created in 2022)

## 2.3. Main Non-Financial Risks

### 2.3.1 Main impacts, risks and opportunities.

*Description of the main impacts, risks and opportunities. SWOT*

#### Environment

- **STRENGTHS:** Sustainable Mobility (Tesla chargers, bicycle offer, public transport); Internal segregation of staff; Products for the maintenance of Ecological gardens; Folios and screen-printed paper with certification; Accessibility; Management support; Room key via app; CO2 calculator customers; Environmental certification; Environmental training/awareness; Staff involvement; Green Energy Contract; Bulk purchase of products; Homemade products in hotels; Environmentally responsible equipment (Toucan, Tersano, Naoclean and Woxi); and Use of leftover food for other products (pastries-puddings, fruit-smoothies) and NGOs.
- **WEAKNESSES:** Movement sensors in car parks; Control systems (switching off rooms or floors, air conditioning adjustments); Environmental communication; Segregation at source (rooms); Vincci average stays; Energy efficiency; own energy generation; Offer electronic billing; Resources for environmental actions; Hotels with propane and diesel; Offer of single-dose products at breakfast; Km0 products; Purchase of seasonal products; Minibars (Etiqu. D); Soundproofing of rooms; Temperature adjustments in rooms; Swimming pools with chlorine; Discharge to sewers; Waste control; Movement sensors in staff areas; Sectorisation of meters.
- **THREATS:** Legislation; Sea pollution; Atmospheric pollution; Climate change; Police records; Cost of ecological products; Lack of public aid to large companies for environmental projects; Arab and Asian customers; Over-information of customers; Light pollution; Supply cuts.



- OPPORTUNITIES: Electrification of DHW and air conditioning; New EINF model; Recycling of various waste; Carbon Footprint Calculation/ Offsetting; Sale of waste; Volunteer actions; Customer awareness (responsible tourist); Variety of green products; Circular Economy (0 Waste); Artificial Intelligence; Energy generation equipment (wind and solar); Collaborations with stakeholders; Local economy (search for local suppliers); Digital transformation; Increasing the cost of water and energy (awareness to save); Customer loyalty through environmental policy; Certified products.

### **2.3.2 Operations with significant negative impacts.**

*Indicate the location of operations.*

Spain, Portugal, Greece and Tunisia.

*Operations with significant actual or potential negative impacts on local communities.*

There are no operations with significant negative impact.

## **2.4. Corruption and Bribery**

### **2.4.1 Mechanisms for evaluating the effectiveness of the anti-bribery and anti-corruption management approach and its results.**

*Anti-corruption and anti-bribery evaluation mechanisms.*

In order to be able to have a comprehensive Criminal Compliance procedure that brings together all the policies of Vincci Hoteles, we are currently working with an external company that has been commissioned to carry out the work necessary for its implementation. We are currently working on a Risk Analysis Report by department.

*Results of the evaluation of anti-corruption and bribery management.*

A compliance risk assessment has not been performed in 2023 during the financial year 2023. This exercise was carried out in January 2024.

*Specific anti-corruption and anti-bribery actions such as; processes, projects, programmes and initiatives.*

They have not been done.

## **2.4.2 Communication and training on anti-corruption policies and procedures.**

The organisation's anti-corruption policies and procedures have been communicated to staff and suppliers.

## **2.4.3 Development programmes.**

*Local community development programmes based on community needs.*

The chain currently has an agreement with Aldeas Infantiles. Aldeas Infantiles SOS aims to help one of the most vulnerable groups, such as children, which is perfectly in line with the social policy followed by our chain. Some of the actions we have carried out are:

- Donation through payroll,
- Physical collection at the hotel on Children's Day,
- A dish has been selected (in some of the hotel restaurants), which is a Plato Solidario and the amount is donated,
- We have solidarity menus and
- The Christmas campaign.

# **3. Environmental Capital**

## **3.1. Environment**

### **3.1.1 Mechanisms for evaluating the effectiveness of the environmental management approach and its results.**

*Environmental assessment mechanisms.*

Statement by César Pérez, Director of Quality and Sustainability:

*"It is a privilege to show you Vincci Hoteles' progress and goals in terms of sustainability for the year 2024. From my position as Director of Quality and Sustainability, I would like to share our new initiatives and objectives that reflect our ongoing commitment to responsible and sustainable tourism.*

*During this period, we have focused on developing and refining our management tools and systems to ensure that our operations are increasingly efficient and sustainable. Here are the most important goals we have set for the coming year:*

**Creation of new modules in the FARO management tool.** *We have planned the creation of new modules in our FARO management tool for the Technical Services (SSTT), Food & Beverage (F&B) and Compliance departments. These modules will allow us to improve operational efficiency, optimise the*

*resource management and ensure regulatory compliance, thus contributing to a more sustainable and regulated working environment.*

**UNE 19601 Certification.** *In November this year, we will carry out the certification of our Compliance system according to the UNE 19601 standard. This certification is a crucial step in consolidating our culture of compliance, ethics and transparency, ensuring that our operations are aligned with international best practices and standards.*

**Green supply in all hotels.** *One of our most ambitious goals for the coming year is to ensure that all our hotels use only energy from renewable sources. This change will not only significantly reduce our carbon footprint, but also reinforce our commitment to environmental sustainability and the fight against climate change.*

*These objectives are part of our comprehensive strategy to move towards a more sustainable business model. The implementation of these projects will allow Vincci Hoteles not only to meet the highest standards of sustainability, but also to lead the way towards a greener and more responsible future in the hotel industry.*

*Sustainability is not just a goal, but a continuous journey that requires innovation, dedication and collaboration. I would like to thank all the members of the Vincci Hoteles family for their efforts and commitment to these values. Without their support, we would not be able to achieve these important advances.*

*We will continue to work together to achieve our goals and overcome challenges, always with our sights set on a future where tourism and sustainability go hand in hand. We thank our customers, partners and suppliers for their trust and continued support, which is essential to realising our vision of sustainable tourism.*

The ISO 14001:2015 international standard for Environmental Management Systems (EMS) presents a measurement system for implementing companies to design, manage and improve their environmental policy.

This internationally recognised standard is easy to integrate with other ISO standards. Its application by an organisation is synonymous with the involvement of the main stakeholders in environmental matters, and proposes a redefinition of environmental needs, as well as a correct identification of the main requirements of the company's environmental policy. In addition, the standard also reflects the involvement of top management in the effective management of environmental resources and the better integration of EMS requirements into business processes.

Vincci Hoteles has always been aware of the risks and opportunities posed by the environmental challenges it has faced. Having the backing of an international standard in this commitment is not only a recognition of the management carried out, but also a contribution of enthusiasm to continue improving internally and to finish defining the objectives that form part of this management.

focused on the respect for the environment that has characterised the Company since its inception.

Our organisation is fully aware of the impacts generated by its activity, directing all its efforts to their reduction and to the effective control of the processes determined by our activity.

### **Requirements reinforced by ISO 14001:2015**

- Senior management leadership.
- Legal and other requirements.
- External communication with identified stakeholders.
- Continuous improvement, environmental performance and indicators.
- Documented information.

In 2023, there has been no analysis of worker, social or grievance risks. It has only been carried out at environmental level. It will be carried out in the following years.

### **OTHER CERTIFICATIONS**

Among the sustainability and quality-oriented certifications belonging to different hotels of the chain that join ISO 14001:2015 are the following:

#### **ISO 50001:2018**

Energy Management System, certified in 2023 to all hotels, this standard helps organisations to implement an energy policy and to properly manage the energy aspects derived from their activity,

#### **TRAVELIFE**

Internationally recognised quality certification specific to the tourism sector, which summarises the Company's commitment to the environment. The hotels with Travelife Gold certification are:

- Vincci Posada del Patio Selection
- Vincci Selection The Southern Plantation
- Vincci Costa Golf
- Vincci Tenerife Golf
- Vincci Estrella del Mar Selection

## **TOURISM QUALITY COMMITMENT**

The Integral System of Spanish Tourism Quality in Destinations (SICTED) is designed by the Secretary of State for Tourism with the collaboration of the Spanish Federation of Municipalities and Provinces. This certification confirms the quality of tourist destinations and their potential to provide a quality customer experience.

The objective of this quality management system is continuous improvement. To this end, it establishes common objectives to be met by the agents involved, which result in a homogeneous level of quality in the services and, in turn, make it possible to correct any deficiencies that are detected. These are the Vincci establishments that hold this prestigious certification:

-Vincci Posada del Patio Selection

-Vincci Malaga

## **BIOSPHERE CERTIFICATE**

The Biosphere seal is a system for measuring sustainability, with the aim of functioning as a tool for continuous improvement.

-Vincci Mae

-Vincci Tenerife Golf

-Vincci Selection The Southern Plantation

### *Results of the environmental management assessment.*

The result of the management approach can be seen in the Minutes of the Management Review of the Environmental Management System and External Audit.

### *Specific environmental actions such as; processes, projects, programmes and initiatives.*

In 2021, the Green Transition Plan was drawn up in accordance with the 2030 Agenda. This plan includes several important areas of action for the company, which are:

-Carbon Footprint Reduction Plan

-Waste Management and Reduction Plan

-Healthy and Sustainable F&B Plan

-CSR Plan

-Sustainable Water Use Plan

All plans have targets to 2030 along with measures that will be adopted during this time.

### **3.1.2 Precautionary principle or approach to protect the environment from a risk of serious or irreversible damage.**

#### **GOOD HOUSEKEEPING PRACTICES MANUAL**

Vincci Hoteles, with the aim of guiding its employees in the need to achieve sustainable goals, offers them the Manual of Good Environmental Practices. We are convinced that the employees themselves have the power to achieve these sustainability objectives and reduce their environmental impact by reorganising their activities and processes to this end.

The manual brings together good practices that are simple to implement and highly effective. They offer quick, efficient and lasting results, and seek a change of mentality and attitude on the part of professionals through the simple gesture of reorganising their daily tasks. In addition, and in order to make the awareness of its employees more effective, each of our professionals receives monthly Green News, which explains the lines of environmental action proposed by the chain.

The Good Practice Manual is structured by department and includes practical tips that workers can easily apply to their daily tasks. With minimal investment, the following goals can be achieved:

- Reduction of energy and water consumption. These reductions are contemplated in several establishments, as they are environmental aspects considered significant in our Environmental Management System. Some of the measures that have been carried out in recent years are: introduction of LEDs in the hotel lighting, replacement of windows with others that improve insulation, replacement of boilers with more efficient ones, revisions of the flow reducers on taps and training for chambermaids in more efficient use of water in cleaning, among other measures. Some hotels already have solar thermal panels for DHW (air conditioning system) and/or air-conditioning, which are checked according to the current RITE. One hotel has photovoltaic panels, another has a micro cogeneration system, and heat pumps are used for DHW and pool heating.
- Less waste generation. We achieve this objective by replacing the purchase of single-dose products with bulk products, and also by using leftovers to make other products (e.g. fruit, which is reused to make smoothies for the breakfast buffet, and pastries, which are used to make puddings), making products in the hotel to avoid buying packaged products (e.g. cakes, tarts, jams, etc.), and a water and salt hydrolysis machine that prevents us from buying chemical products and generating more packaging. There are also several salt pools, which means that we do not have to buy chlorine, thus avoiding the generation of packaging.
- Enhancement of waste recycling. This is achieved by increasing the number of recycling points for customers. In addition, the chambermaids' trolleys are equipped with bags to classify the waste that the customer leaves outside the waste bin in the room, better segregating organic waste so that it does not go to the undifferentiated waste bin. By studying the life cycle of the products, we can

guarantee its correct destination and its recycling, reuse, recovery or disposal (the latter is a minority of the waste we generate).

- Reduced atmospheric emissions, discharges and pollution. There are procedures in some hotels that change sheets every 3 days and avoid changing towels if the client leaves them hanging. We have a green energy contract for most of the hotels and analyses are carried out to know what we discharge into the sewage system. In some establishments we have water and salt hydrolysis machines (which prevents us from using chemical products and not dumping them, even if they are biodegradable), collaborating in beach clean-ups and communicating to clients the importance of this to prevent pollution.
- Strengthening the business strategy by introducing environmental protection as a continuous improvement.
- Prevention and control of environmental aspects in all the processes of its application.
- Anticipation of market demands.
- Environmental training of employees.
- Compliance with current legislation and implementation of the ISO 14001 standard in all establishments.

## **ENVIRONMENTAL GUIDE FOR SUPPLIERS AND SUBCONTRACTORS**

When it comes to protecting the environment, our collaborators play a fundamental role. The Environmental Guide for Suppliers and Subcontractors drawn up by Vincci Hoteles is aimed at those agents whose products or services can have a significant impact on the environment, including the following:

- Suppliers of chemicals and hazardous substances.
- Transport companies and services.
- Cleaning services and chemical applicators.
- Waste managers.
- Subcontracting of works and/or industrial maintenance companies.

The Environmental Guide for Suppliers and Subcontractors is an effective tool for making our commitment to environmental conservation and the study of the activities of suppliers and subcontractors that may affect the sustainability of the planet effective and public.

The supplier or subcontractor who signs this document is establishing his commitment to comply with what the regulations establish, in addition to the premises set out in the guide. This represents an added guarantee for all our clients and the

society in general. Vincci Hoteles is responsible for checking that what has been agreed is being fulfilled, storing the certifications that our collaborators send us.

## **ENVIRONMENTAL ASPECTS**

The Quality and Sustainability Department, supported by the hotel management, analyses the activities that take place in each of its establishments under the criteria of control, awareness and minimisation, in order to assess a possible environmental impact. This study encompasses both regular and one-off, direct and indirect actions, as well as emergency or potential emergency situations.

After the identification and evaluation of these environmental parameters, the analysis is focused on establishing action measures for both processes that have a low environmental impact and those that have a high level of impact on the environment.

The indicators are calculated on the basis of specific calculation protocols. In this way, homogeneous criteria are applied, which are adapted year after year to adapt to the reality of a constantly changing environment, focusing on both direct and indirect aspects of the areas established as priorities.

### **Emergency sheets**

All our hotels have established protocols for accidents and emergency situations. The aim is to identify them in the shortest possible time and thus be able to provide a highly effective response. This formula for action also includes measures to reduce environmental impacts and prevention measures to avoid them.

The emergency situations and the corresponding protocols detailed in the emergency sheets relate to fires, gas explosions, floods, chemical spills, legionella, fuel spills, greenhouse gas emissions.

## **LEGAL COMPLIANCE REVIEW**

Every year, on at least two occasions, we carry out an internal audit to determine whether we comply with the local, regional, national and EU regulations applicable to our centres, which obliges you to be informed about the legislation in force and about any possible changes that may occur in the regulations so that they can be applied immediately.

As ignorance of the specifics of the regulations in force does not exempt us from complying with them, all the legal and environmental requirements applied are identified, made public and permanently updated. Throughout 2023, Vincci Hoteles has not received any fines or sanctions for non-compliance with the rules or regulations that affect our activity.

## **ENVIRONMENTAL OBJECTIVES**

The environmental objectives we have set ourselves as a chain, which are constantly reviewed, are a sign of our identity and allow us to know where we are heading and what the plan is to achieve our goals. We have objectives



specific, measurable, relevant and achievable, which will enable us to meet the challenges we have set ourselves.

Our Environmental Management System has regular reviews in order to identify potential issues even before they arise, thus establishing a clear opportunity for improvement. The chain determines its extent and pace depending on a number of factors, including economic ones.

In addition to the general objectives of the chain, each of the establishments that make up Vincci Hoteles has its own goals, although they are always included in the Company's Environmental Management System. Likewise, the central offices also have their own challenges and propose common objectives for the establishments so that the commitments derived from the environmental policy that defines the Group can be easily achieved. In this way, we manage to minimise the impact of our activity on the environment and optimise its performance.

On the other hand, the indicators associated with each environmental objective are also reviewed periodically, and in the event of detecting deviations from the environmental policy dictated by the Company, this allows us to take the appropriate preventive and corrective measures.

In order to achieve optimum development of the environmental policy set by Vincci Hoteles, it is essential that the Human Resources, Sales, Marketing and Systems departments work in a continuous and coordinated manner.

## **3.2. Pollution**

### **3.2.1 Explain how the organisation manages air, light or noise pollution.**

*Procedures adopted by the organisation on air, light and noise pollution.*

#### **Lumínica**

The hotels monitor the switching off of the façades of their buildings and participate annually in the "Earth Hour" action. This action consists of turning off the lights on the façades on a certain day at a certain time to raise awareness. On the other hand, in 2018 in Tenerife they joined an initiative to turn off the lights on terraces during the breeding of the Cory's Shearwater to avoid dazzling and accidents involving these birds. This has been done every year since then.

#### **Noise**

Noise pollution diminishes our health and our quality of life. For this reason, many of our hotels have noise reports, which include the appropriate checks of the installations and the correct functioning of machinery and equipment that produce vibrations. No new noise reports have been carried out in 2023.

## **Dumping**

Hotels have the same waste disposal problems as homes, only on a larger scale. In order to manage them and comply with current legislation, Vincci Hoteles has assigned a system of waste control and maintenance plans that help to reduce the environmental impact involved.

The Group's larger hotels have grease trap/separators, watertight containers that collect grey water and separate the elements by decanting, removing heavier solids, grease and detergents separately, thus preventing them from reaching the public sewage system.

Vincci Hoteles is firmly committed to continuing its research into the latest techniques on the market that can help in the correct management of waste in its establishments. At the moment, and with the aim of reducing the consumption of chemical products, we have implemented a system that uses hydrolysis to mix water and salt, thus producing an antiseptic suitable for cleaning that avoids the generation of containers and spillages that pollute the environment.

### **3.3. Circular Economy, Waste Prevention and Management**

#### **3.3.1 Explain how the organisation manages waste.**

*Procedures adopted by the organisation on waste.*

#### **Hazardous and non-hazardous waste**

EU policies, in line with the European Parliament, are geared towards a gradual increase in mandatory recycling of municipal waste. The target to be achieved, which could be revised if appropriate, is to reach recycling of 55% of waste by 2025, 60% by 2030 and 65% by 2035, as well as a 10% decrease of waste to landfill.

Following this line of action, which is based on the responsibility of waste management, our chain has agreements with Ambilamp, ERP Spain, Acicla, Recuperaciones Pérez, etc., and makes use of municipal services and private initiative through companies that have been selected after a meticulous selection process. In this sense, we are aware that the consumption of amenities has a direct impact on the environment, both in terms of the use of chemical products and the generation of waste. For this reason, it is part of our waste management policy.

At Vincci Hoteles we are moving towards the goal of achieving an optimum recycling policy that includes the correct segregation of waste. All our employees have taken part in awareness campaigns and have been trained in the good practices they should apply in their daily work. In addition, as a reminder of the permanent nature of their actions, the waste rooms have posters displaying the key information to remember.

The aptitude and attitude of our professionals is the element that determines success in the management of non-hazardous waste. The effort and involvement of our team has enabled us to respond to society with excellent results in recent years.

The kilos of urban waste (paper and cardboard, glass, packaging, organic and undifferentiated waste or rejects) for hotels in Madrid are exact data as they have a private waste manager. For the rest of the hotels, the weight is estimated as it is the City Council that collects it and we cannot have exact data.

### Perimeter Group

|   | 2022    | 2022        | 2023    | 2023        |
|---|---------|-------------|---------|-------------|
|   | Kg      | Kg/customer | kg      | Kg/customer |
| <b>Paper and cardboard</b>                | 159.902 | 0,1         | 159.228 | 0,08        |
| <b>Organic</b>                            | 226.278 | 0,14        | 245.943 | 0,14        |
| <b>Glass</b>                              | 185.850 | 0,12        | 177.082 | 0,1         |
| <b>Packaging</b>                          | 176.832 | 0,11        | 178.625 | 0,1         |
| <b>Undifferentiated</b>                   | 688.363 | 0,44        | 838.211 | 0,48        |
| <b>Grease decanter</b>                    | 15.817  | 0,01        | 18.474  | 0,01        |
| <b>Raees</b>                              | 2.855   | 0           | 3.427   | 0,002       |
| <b>Toners</b>                             | 567     | 0           | 659     | 0,0003      |
| <b>Alkaline Batteries and Batteries</b>   | 582     | 0           | 234     | 0,0002      |
| <b>Pruning</b>                            | 31.119  | 0,02        | 14.500  | 0,01        |
| <b>Fluorescent, energy-saving and LED</b> | 207     | 0,000132    | 702     | 0,0004      |
| <b>Contaminated packaging</b>             | 1.065   | 0,000682    | 775     | 0,0005      |
| <b>Aerosols</b>                           | 22      | 0,000014    | 20      | 0,000012    |

### Paper

Reducing the purchase and consumption of paper is one of our priority environmental objectives. We have implemented virtual communication with our employees, suppliers and customers to reduce the use of paper, and we have also reduced the purchase of paper when sending invoices, letters and notifications, which has resulted in a lower environmental impact.

With regard to payroll management, we have an Employee Portal on the Intranet, where these documents can be consulted and downloaded. All our employees, both at the head office and in the different establishments, can access the following

documents

The new system provides a direct and intuitive way to the information they need about their payroll, which translates into significant paper savings.

Another measure aimed at saving paper is the use of electronic invoicing. The digitalisation of information is carried out with the implementation of PMS management software, which has the advantage of an agile, direct and efficient connection with suppliers and customers, as well as a clear environmental improvement. The implementation of the latest technologies also makes a difference in purchasing, invoicing and administration processes, facilitating aspects such as statistics, stock management, invoice reconciliation systems or integrated support for multiple transaction types. A new report on photocopying costs is available for some hotels.

Number of electronic invoices issued:

**Perimeter Group**

|                    | 2022   | 2023   |
|--------------------|--------|--------|
| Number of invoices | 48.925 | 44.948 |
| Evolution in %     |        | -8,13% |

**Perimeter Group**

| Folios             | 2022      | 2023*     |
|--------------------|-----------|-----------|
| Consumption Folios | 4.100.500 | 7.806.500 |
| Rooms              | 927.743   | 976.380   |
| Ratio              | 4,42      | 7,99      |

*\*Both white and recycled paper has been included.*

**Perimeter Group**

| Laundry       | 2022      | 2023      |
|---------------|-----------|-----------|
| Kilos laundry | 4.790.349 | 4.797.438 |
| Rooms         | 927.743   | 976.380   |

|                        |      |      |
|------------------------|------|------|
| Ratio kilos/inhabitant | 5,51 | 4,91 |
|------------------------|------|------|

(\*) The above tables represent Group data excluding Tunisia, as no data are available.

### **Vegetable oil**

When it comes to recycling food oil, we have an authorised manager who transforms it into biodiesel, thus providing an alternative to fossil fuels.

Sanitary regulations are in charge of setting the protocols for changing oil, which means a reduction in polluting discharges, less clogging of pipes and the spread of pests, and greater control of odours associated with its decomposition. In addition, this action facilitates the work of wastewater treatment plants.

These procedures in the kitchen are possible thanks to the involvement of our employees and their alignment with the Company's environmental commitments. The employees working in this scenario have received appropriate training and have participated in the environmental awareness campaigns organised by the chain.

### **3.3.2 Explain how the organisation manages recycling.**

*Procedures adopted by the organisation on the recycling of its products.*

| WASTE               | LER CODE            | DANGEROUS | DESTINATION   |
|---------------------|---------------------|-----------|---|
| Paper and Cardboard | 20 01 01            | No        | Recycling   |
| Organic             | 20 01 08            | No        | Compost   |
| Undifferentiated    | 20 03 01            | No        | Recovery of a % for recycling or composting. The rest goes to landfill, recovery or biomethanisation. |
| Glass               | 20 01 02            | No        | Recycling/ Re-use   |
| Packaging           | 20 01 39 / 20 01 40 | No        | Recycling   |
| Vegetable Oil       | 20 01 25            | No        | Recycling   |
| WEEE                | 20 01 36            | No        | Recycling/ Re-use   |
| Toners              | 08 03 18            | No        | Re-use  |

|                                    |          |     |                             |
|------------------------------------|----------|-----|-----------------------------|
| Batteries                          | 16 06 04 | No  | Recycling                   |
| Pruning                            | 20 02 01 | No  | Compost                     |
| Contaminated packaging             | 15 01 10 | Yes | Recycling                   |
| Aerosols                           | 16 05 04 | Yes | Recycling                   |
| Rags and absorbents                | 15 02 02 | Yes | Elimination                 |
| Fluorescent, energy-saving and LED | 20 01 21 | Yes | Recycling                   |
| Extra material                     | 20 03 07 | No  | Recycling                   |
| WEEE                               | 20 01 35 | Yes | Recycling/ Re-use/ Disposal |
| Mineral Oil                        | 13 02 05 | Yes | Recycling                   |
| Batteries                          | 16 06 01 | Yes | Recycling                   |
| Paints and varnishes               | 08 01 11 | Yes | Recycling                   |

### 3.3.3 Explain how the organisation manages food waste.

*Procedures adopted by the organisation to deal with food waste.*

The reduction of food waste is an improvement in waste management, an optimisation of production costs and an action against hunger as stated in SDG 1. The current levels of food waste in the world, as well as the rates of famine in many countries make this situation unsustainable and this must be one of our priority actions. During 2023 we have started to record hotel waste in a supplier's software, so we expect to start having data and ratios soon and to be able to extend this to more hotels in 2024. In this way, we will be able to make comparisons between hotels and have a clear understanding of the waste generated in hotels and act on it.

## 3.4. Sustainable Use of Resources

### 3.4.1 Explain how the organisation manages water consumption and supply.

*Procedures adopted by the organisation on water consumption and supply within local constraints.*

## **Resource consumption**

Another of Vincci Hoteles' priorities is the optimised consumption of resources. We keep our staff informed about this through manuals, good practice posters and internal communication campaigns. At the same time, we periodically review procedures in accordance with the calendar set out in our Maintenance Plan, which includes the daily, weekly and monthly work that takes place in our facilities.

Responsible and optimised consumption of resources is not only necessary in terms of savings, but also when it comes to reducing the environmental impact associated with our activity. The mission of the Works and Maintenance Department is to analyse the needs of each establishment in order to offer customised solutions, pointing out the measures that need to be adopted and the investment involved.

At Vincci Hoteles we have established a cyclical monitoring, control and adjustment protocol that achieves optimum, efficient and sustainable control of the resources used and the facilities.

### **Water**

#### **Perimeter Group**

|  | <b>2022</b> | <b>2023</b> |
|--|-------------|-------------|
| <b>Water (m<sup>3</sup>/inhab.)</b>          | 0,43        | 0,41        |
| <b>Water (m<sup>3</sup>/inhab.) Spain</b>    | 0,41        | 0,40        |
| <b>Water (m<sup>3</sup>/inhab.) Portugal</b> | 0,29        | 0,29        |
| <b>Water (m<sup>3</sup>/inhab.) Tunisia</b>  | 0,53        | 0,49        |

|                                       | <b>2022</b> | <b>2023</b> |
|---------------------------------------|-------------|-------------|
| <b>Water (m<sup>3</sup>)</b>          | 523.599,58  | 542.349,94  |
| <b>Water (m<sup>3</sup>) Spain</b>    | 339.675,33  | 350.251,65  |
| <b>Water (m<sup>3</sup>) Portugal</b> | 29.144,25   | 31.335,19   |
| <b>Water (m<sup>3</sup>) Tunisia</b>  | 154.780,00  | 160.763,10  |



Water Footprint for hotels in 2023: 0.2666 m<sup>3</sup> /pax for hotels in the Group's Perimeter (0.268 m<sup>3</sup> /pax in 2022).

### 3.4.2 Explain how the organisation manages energy.

*Procedures adopted by the organisation on energy management.*

#### **Electricity**

Most of the Group's establishments have a green energy supply contract with Endesa. The National Market and Competition Commission publishes the data on green energy supplied in April. In 2021 and 2022 the hotels with this supply obtained 100% green energy. In 2023 they obtained 69.5% green energy at Group level. The only hotel with photovoltaic panels is Vincci Porto, although some establishments have installed motion sensors in staff areas to achieve reductions in consumption.

#### **Perimeter Group**

|                                   | 2022  | 2023  |
|-----------------------------------|-------|-------|
| Electricity (kWh/inhab.)          | 22,67 | 22,02 |
| Electricity (kWh/inhab.) Spain    | 24,44 | 24,21 |
| Electricity (KWh/inhab.) Portugal | 19,01 | 20,31 |
| Electricity (KWh/inhab.) Tunisia  | 18,91 | 16,66 |

|                            | 2022          | 2023          |
|----------------------------|---------------|---------------|
| Electricity (kWh)          | 27.633.321,68 | 29.146.226,75 |
| Electricity (kWh/) Spain   | 20.206.487,13 | 21.516.891,83 |
| Electricity (KWh) Portugal | 1.921.608,55  | 2.163.624,22  |
| Electricity (KWh) Tunisia  | 5.505.226,00  | 5.465.710,70  |

## Natural Gas

### Perimeter Group

|  | <b>2022</b> | <b>2023</b> |
|--|-------------|-------------|
| <b>Natural Gas (kWh/inhab.)</b>          | 12,20       | 12,52       |
| <b>Natural Gas (kWh/inhab.) Spain</b>    | 10,61       | 12,75       |
| <b>Natural Gas (KWh/inhab.) Portugal</b> | 11,04       | 11,00       |
| <b>Natural Gas (KWh/inhab.) Tunisia</b>  | 16,13       | 12,52       |

|                                   | <b>2022</b>   | <b>2023</b>   |
|-----------------------------------|---------------|---------------|
| <b>Natural Gas (kWh)</b>          | 14.587.922,04 | 14.287.688,09 |
| <b>Natural Gas (kWh) Spain</b>    | 8.777.957,86  | 9.008.694,01  |
| <b>Natural Gas (KWh) Portugal</b> | 1.116.333,45  | 1.171.359,52  |
| <b>Natural Gas (KWh) Tunisia</b>  | 4.693.630,73  | 4.107.634,56  |

## Propane

### Perimeter Group

|                                     | <b>2022</b> | <b>2023</b> |
|-------------------------------------|-------------|-------------|
| <b>Propane (kg/inhab.)</b>          | 1,21        | 1,02        |
| <b>Propane (kg/inhab.) Spain</b>    | 1,21        | 1,02        |
| <b>Propane (kg/inhab.) Portugal</b> | There is no | There is no |
| <b>Propane (kg/inhab.) Tunisia</b>  | There is no | There is no |

|                       | 2022        | 2023        |
|-----------------------|-------------|-------------|
| Propane (kg)          | 220.688,15  | 185.681,11  |
| Propane (kg) Spain    | 220.688,15  | 185.681,11  |
| Propane (kg) Portugal | There is no | There is no |
| Propane (kg) Tunisia  | There is no | There is no |

A total of 11 hotels have solar thermal panels for DHW, there are also 17 hotels that have heat pumps and/or energy recuperators, 1 hotel with aerothermal energy and 1 hotel has micro cogeneration equipment. This equipment helps us to reduce the consumption of gas or propane, which means lower CO2 emissions.

### 3.4.3 Energy consumption within the organisation.

*Standards, methodologies, assumptions and/or calculation tools used.*

The consumption data are taken from the daily meter readings and from applying the conversion invoices.

*The source of the conversion factors used.*

Conversion factors per hotel are used as a general rule. Conversion factors for Propane and Gas:

-FC 1 kg propane = 13.385 kWh

-FC Natural Gas = 11.70 kWh/m<sup>3</sup>

## 3.5. Climate Change

### 3.5.1 Explain how the organisation manages emissions.

*Procedures adopted by the organisation to deal with emissions.*

#### Emissions

The proper maintenance of the air conditioning installations in each of our establishments is one of Vincci Hoteles' priorities. This preventive policy is in addition to the official analyses that are carried out periodically on pollutant sources.

We are aware that a badly adjusted boiler, for example, can increase consumption by up to 15%. That is why we put all our efforts into making a

correct maintenance work, as a key measure in the pollutant emissions management policy that is so important for our chain.

In addition, as an exercise in social responsibility, we regularly check our air-conditioning and refrigeration equipment as well as refrigerators and cold stores to prevent CFC or refrigerant gases from being released into the atmosphere, which would damage the ozone layer.

In 2023, the Greenhouse Gas Report was registered with MITECO and an offset was made on this registered Carbon Footprint.

The Carbon Footprint for the hotels is 5.99 kg/inhabitant occupied (Group hotels). The GdO of green energy has not yet been published, but in the calculation of the footprint it has been assumed to be the same as last year. It should be noted that the figure is not real because we have to wait until the National Market and Competition Commission (CNMC) publishes the data on green energy supplied to hotels. In previous years it was 100% for most hotels.

The environmental footprint discussed above is shown below for hotels within the Group's perimeter only:

| Emissions included in each scope |  | Emissions                   |
|----------------------------------|--|-----------------------------|
| Scope 1                          | Combustion from stationary sources gas   | 2,606.7 tn CO <sub>2</sub>  |
|                                  | Combustion of stationary propane sources   | 550,7 tn CO <sub>2</sub>    |
|                                  | Combustion of stationary sources diesel oil  | 69.40 tn CO <sub>2</sub>    |
|                                  | Refrigerant gases  | 730,6 tn CO <sub>2</sub>    |
|                                  | Transfer   | 5.6 tn CO <sub>2</sub>      |
| Scope 2                          | Electricity consumption  | 1,956.8 tn CO <sub>2</sub>  |
| Scope 3                          | Laundry  | 1,831.84 tn CO <sub>2</sub> |
|                                  | Central displacements a the offices  | 69.73 tn CO <sub>2</sub>    |
|                                  | Travelling to offices from the central offices for commercial reasons or to hotels | 30.71 tn CO <sub>2</sub>    |
|                                  | Water consumption  | 96 tn CO <sub>2</sub>       |
|                                  | Waste management   | 32.22 tn CO <sub>2</sub>    |

The carbon footprint is an environmental indicator that reflects the sum of all Greenhouse Gas (GHG) emissions that have been caused, directly or indirectly, by a person, company, product or event. It is expressed in units of carbon dioxide equivalent (CO<sub>2</sub> eq) and is the mark that each GHG-emitting activity leaves in the environment. Its calculation refers not only to the CO<sub>2</sub> emitted, but to all greenhouse gases that are responsible for global warming.

The reporting of carbon emissions by companies in the tourism sector has traditionally lacked consistency. For this reason, a proprietary calculator was created and is used for carbon footprint verification.

In 2023, the 2022 footprint was verified and registered with MITECO.

In 2023, an offset of 1.75% of the verified 2022 footprint was made.

### **SUSTAINABLE MOBILITY**

Although sustainable mobility criteria call for less use of private vehicles and less use of oil as a source of energy, the number of vehicles in the fleet continues to grow. This makes it more difficult to achieve a lower impact on the environment in order to achieve the goal of a more sustainable planet.

Our chain supports the use of bicycles as a means of transport, as it is considered a simple, healthy, silent and ecological vehicle, which promotes an original and fun way of getting to know the environment in which our hotel establishments are located. For this reason, some hotels have bicycles available for hire and others recommend shops specialising in this type of rental near the hotels.

Our agreement with Tesla and Porsche has allowed us to install electric charging points in our facilities. If our guests do not have a charger, our professionals will guide you to the electric charging points closest to the hotel (this information is also available to guests on our Sustainability site). Likewise, our staff also provides information on the different public transport options so that our visitors can easily reach the main tourist attractions.

In 2021, the installation of chargers in several hotels was signed with Endesa.

### **3.5.2 Specific actions on emissions.**

*Emission reduction processes, projects, programmes and initiatives.*

The CO<sub>2</sub> Reduction Plan includes objectives and actions to be implemented in order to achieve the objectives, such as: switching to green energy for the entire chain, promoting sustainable mobility, changing minibars, etc.

## 3.6. Protection of Biodiversity

### 3.6.1 Explain how the organisation manages biodiversity.

*Procedures adopted by the organisation for the protection of biodiversity.*

#### **BIODIVERSITY**

Vincci Hoteles is firmly committed to the protection of biodiversity and its conservation.

Two of the chain's hotels are located within ZEPA (Special Protection Area for Birds) zones: Vincci Selección Rumaykiyya (Sierra Nevada) and Vincci Costa Golf (Bahía de Cádiz). Both are certified by the Environment and, aware of the area in which they are located, they do not stay open all year round, which helps to reduce tourist pressure on this special bird area.

Vincci Selección Rumaykiyya is located in a Spanish National Park and Natural Park, in an area threatened by flora and a SCI zone. Vincci Costa Golf, for its part, is located within the Paraje Natural y Marisma de Sancti Petri.

During the month of October 2022, hotels in Tenerife dimmed their lights to prevent Cory's Shearwater from being dazzled by the hotel lights and additionally, employees were trained in case a bird fell into the hotels.

There are no environmental provisions and safeguards in 2023.

*Specific actions such as processes, projects, programmes and initiatives of the organisation for the protection of biodiversity.*

In 2023, part of the 2022 footprint has been offset with Bosques Sostenibles in the project to restore a burnt forest area, Valle de Iruela.

## 4. Human Capital

### 4.1. Staff Profile

#### 4.1.1 Proportion of senior executives recruited from the local community.

*Percentage of senior management, at locations of significant operations, recruited from the local community.*

As at 31 December 2023, the 12 members of the Group's senior management are located at the head office, Calle Anabel Segura 11 Edificio A, ground floor 28108 Alcobendas (Madrid).

## **4.2. Work organisation**

### **4.2.1 Explain how the organisation manages employment.**

*Procedures adopted by the organisation on employment.*

#### **HOW WE WORK AT VINCCI**

The aim of Vincci Hoteles is to ensure that our clients are completely satisfied, meeting and exceeding their expectations and making their stay a unique experience through a meticulous and impeccable service.

Our team is perfectly aligned with the Group's philosophy and faces the daily work with dedication, talent and enthusiasm. It is the effort of our more than 1,835 professionals (1,451 in Spain; 208 in Portugal and 176 in Tunisia as of 31 December 2023) that makes us a hotel benchmark and an added value for all the customers who choose us.

On the other hand, the Company has maintained the teleworking options that began to be applied in the wake of the pandemic and for those positions where their activity allows it.

#### **Professionalism and experience**

The real driving force behind Vincci Hoteles is its employees, who are our firmest commitment. In recognition of their daily efforts, we seek to promote their professional careers throughout their working lives, through a highly effective opportunity management model. In this way we project the careers of our employees and attract the best talent in the sector to work at the hotels in our chain.

To this end, we maintain collaboration agreements with universities, training centres, professional forums and business schools, who make joint efforts to enable our employees to develop their skills and abilities, and thus maintain their motivation to offer the best service to customers.

Our employees work in a safe working environment, protected by an effective occupational risk prevention policy and a commitment to continuous training throughout their working lives. In this way we not only manage to strengthen their leadership, empathy and active listening skills, but we also consolidate our brand and the sustainability of our team.

We also maintain a responsible business model with an effective human resources policy, which throughout our history has become an element that defines us and shows the way forward so that our human resources team adopts the values that we have maintained throughout our history.

Aware that all our actions have a real impact on the lives of our employees, we want to continue to maintain a two-way dialogue with our employees, characterised by fluidity, honesty and transparency. We listen to their needs and offer them the best solution in a policy where trust is the aspect that allows us to retain talent in order to achieve employment stability and to offer

real possibilities for career advancement, and a real work-life balance.

At the Spanish work centres, both full-time employees (87.75% of the workforce) and part-time employees (12.25%) enjoy the same social benefits and rights. Salaries are set by collective agreement, regardless of gender, while working conditions are protected by the current regulatory framework and framed in a collective agreement, which covers 100% of our employees.

### **Attention to diversity**

At the Vincci Group we offer our employees the chance to gain a foothold in a leading and rapidly expanding group in the hotel and catering sector.

We are convinced that only through rigorous attention to diversity and optimal talent management will we achieve the goals we have set ourselves. 0.78% of our employees have some kind of disability, a decision that, beyond compliance with current regulations, has become a policy of support for diversity. This philosophy includes collaboration with social organisations and contracting the services of Special Employment Centres, which have a minimum percentage of 70% of disabled workers on their staff.

Thus, we are committed to compliance with the General Law on Disability and we support organisations that work with this group, such as the Illunion Laundry and Alquitex Renting Textil S.L.

The objective of Vincci Hoteles is to offer a motivating work environment and stable employment which, together with the development of new technologies, will allow us to achieve our growth objectives. Our Group does not currently have a Diversity Management policy.

### **TABLE OF EMPLOYEES**

Vincci Hoteles faces the challenge of offering its employees stable, quality employment in the best possible working conditions, whether the functions are carried out in our hotel establishments or in the central offices.

In 2023, 2,302 recruitment processes were carried out in Spain and Portugal. They have been managed both in the hotels themselves and through the Human Resources department at our head offices, with the help of the HR delegates.

The total number of employees in the Group as at 31 December 2023 is 1,835 professionals (1,451 in Spain; 208 in Portugal and 176 in Tunisia as at 31 December 2023).



- Total number and distribution of employees by gender, age, country and occupational classification

### Employees in Spain as at 31 December 2023: 1,451

#### A. Age by sex

| AGE RANGE    | Man        | Woman      | TOTAL       |
|--------------|------------|------------|-------------|
| 18-30        | 124        | 137        | 261         |
| 31-50        | 424        | 495        | 919         |
| 51-65        | 104        | 161        | 265         |
| 66-100       | 2          | 4          | 6           |
| <b>TOTAL</b> | <b>654</b> | <b>797</b> | <b>1451</b> |

#### B. Occupational classification by gender

| CATEGORIES                                | Man        | Woman      | TOTAL       |
|---|------------|------------|-------------|
| CENTRAL SENIOR MANAGEMENT                 | 8          | 4          | 12          |
| DIRECTORS                                 | 31         | 20         | 51          |
| MIDDLE MANAGEMENT                         | 113        | 140        | 253         |
| REST OF STAFF                             | 473        | 539        | 1012        |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIALS | 29         | 94         | 123         |
| <b>TOTAL</b>                              | <b>654</b> | <b>797</b> | <b>1451</b> |

### Employees in Portugal as at 31 December 2023: 208

#### A. Age range and gender

| AGE RANGE    | Man       | Woman      | TOTAL      |
|--------------|-----------|------------|------------|
| 18-30        | 39        | 41         | 80         |
| 31-50        | 56        | 64         | 120        |
| 51-65        | 1         | 7          | 8          |
| <b>TOTAL</b> | <b>96</b> | <b>112</b> | <b>208</b> |

#### B. Occupational category and gender

| CATEGORIES                              | Man       | Woman      | TOTAL      |
|---|-----------|------------|------------|
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | 2         | 9          | 11         |
| DIRECTOR                                | 3         | 8          | 11         |
| MIDDLE MANAGEMENT                       | 24        | 10         | 34         |
| REST OF STAFF                           | 67        | 85         | 152        |
| <b>TOTAL</b>                            | <b>96</b> | <b>112</b> | <b>208</b> |

### Employees in Tunisia as at 31 December 2023: 176

#### 1. Age range and gender

| AGE RANGE    | WOMAN     | MAN        | TOTAL      |
|--------------|-----------|------------|------------|
| 18-30        | 7         | 26         | 33         |
| 31-50        | 20        | 88         | 108        |
| 51-65        | 6         | 29         | 35         |
| <b>TOTAL</b> | <b>33</b> | <b>143</b> | <b>176</b> |

2. **Occupational category and gender**

| CATEGORIES                               | WOMAN     | MAN        | TOTAL      |
|--|-----------|------------|------------|
| MIDDLE MANAGEMENT                        | 3         | 13         | 16         |
| DIRECTORS                                | 1         | 13         | 14         |
| OTHER STAFF                              | 25        | 86         | 111        |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIAL | 4         | 31         | 35         |
| <b>TOTAL</b>                             | <b>33</b> | <b>143</b> | <b>176</b> |

**Analysis by type of contract**

- **Total number and distribution of types of employment contracts:**

**Contract Indefinite as of 31. 12.2023 Spain**

**A. Indefinite Contracts**

| AGE RANGE    | Man        | Woman      | TOTAL       |
|--------------|------------|------------|-------------|
| 18-30        | 108        | 113        | 221         |
| 31-50        | 395        | 461        | 856         |
| 51-65        | 98         | 147        | 245         |
| 66-100       | 2          | 3          | 5           |
| <b>TOTAL</b> | <b>603</b> | <b>724</b> | <b>1327</b> |

| CATEGORIES                               | Man        | Woman      | TOTAL       |
|--|------------|------------|-------------|
| CENTRAL SENIOR MANAGEMENT                | 8          | 4          | 12          |
| DIRECTORS                                | 30         | 20         | 50          |
| MIDDLE MANAGEMENT                        | 113        | 136        | 249         |
| REST OF STAFF                            | 423        | 474        | 897         |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIAL | 29         | 90         | 119         |
| <b>TOTAL</b>                             | <b>603</b> | <b>724</b> | <b>1327</b> |

**Temporary contract as at 31.12.2023 Spain**

**B. Temporary contracts**

| AGE RANGE    | Man       | Woman     | TOTAL      |
|--------------|-----------|-----------|------------|
| 18-30        | 16        | 24        | 40         |
| 31-50        | 29        | 34        | 63         |
| 51-65        | 6         | 14        | 20         |
| 66-100       |           | 1         | 1          |
| <b>TOTAL</b> | <b>51</b> | <b>73</b> | <b>124</b> |

| CATEGORIES                                | Man       | Woman     | TOTAL      |
|---|-----------|-----------|------------|
| DIRECTORS                                 | 1         |           | 1          |
| MIDDLE MANAGEMENT                         |           | 4         | 4          |
| REST OF STAFF                             | 50        | 65        | 115        |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIALS |           | 4         | 4          |
| <b>TOTAL</b>                              | <b>51</b> | <b>73</b> | <b>124</b> |

## Indefinite and Temporary Contract as at 31.12.2023 Portugal

### A. Age range, type of contract and gender

| AGE RANGE    | Indefinite contract |           |                  | Temporary contract |           |                 | TOTAL      |
|--------------|---------------------|-----------|------------------|--------------------|-----------|-----------------|------------|
|              | Man                 | Woman     | indefinite Total | Man                | Woman     | Temporary Total |            |
| 18-30        | 16                  | 17        | 33               | 23                 | 24        | 47              | 80         |
| 31-50        | 31                  | 40        | 71               | 25                 | 24        | 49              | 120        |
| 51-65        |                     | 4         | 4                | 1                  | 3         | 4               | 8          |
| <b>TOTAL</b> | <b>47</b>           | <b>61</b> | <b>108</b>       | <b>49</b>          | <b>51</b> | <b>100</b>      | <b>208</b> |

### B. Professional category, type of contract and gender

| CATEGORIES                              | Indefinite contract |           |                  | Temporary contract |           |                 | TOTAL      |
|---|---------------------|-----------|------------------|--------------------|-----------|-----------------|------------|
|   | Man                 | Woman     | indefinite Total | Man                | Woman     | Temporary Total |            |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | 1                   | 6         | 7                | 1                  | 3         | 4               | 11         |
| DIRECTOR                                | 2                   | 7         | 9                | 1                  | 1         | 2               | 11         |
| MIDDLE MANAGEMENT                       | 16                  | 8         | 24               | 8                  | 2         | 10              | 34         |
| REST OF STAFF                           | 28                  | 40        | 68               | 39                 | 45        | 84              | 152        |
| <b>TOTAL</b>                            | <b>47</b>           | <b>61</b> | <b>108</b>       | <b>49</b>          | <b>51</b> | <b>100</b>      | <b>208</b> |

## Indefinite and Temporary Contract as at 31.12.2023 TUNISIA

### 1. Type of contract, professional category and gender

| CATEGORIES                               | Indefinite |           | Temporary |            | TOTAL      |
|--|------------|-----------|-----------|------------|------------|
|  | WOMAN      | MAN       | WOMAN     | MAN        |            |
| MIDDLE MANAGEMENT                        |            | 5         | 3         | 8          | 16         |
| DIRECTORS                                | 1          | 11        |           | 2          | 14         |
| OTHER STAFF                              |            | 2         | 25        | 84         | 111        |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIAL | 1          | 14        | 3         | 17         | 35         |
| <b>TOTAL</b>                             | <b>2</b>   | <b>32</b> | <b>31</b> | <b>111</b> | <b>176</b> |

### 2. Type of contract, age range and gender

| AGE RANGE    | Indefinite |           | Temporary |            | TOTAL      |
|--------------|------------|-----------|-----------|------------|------------|
|              | WOMAN      | MAN       | WOMAN     | MAN        |            |
| 18-30        |            |           | 7         | 26         | 33         |
| 31-50        | 2          | 18        | 18        | 70         | 108        |
| 51-65        |            | 14        | 6         | 15         | 35         |
| <b>TOTAL</b> | <b>2</b>   | <b>32</b> | <b>31</b> | <b>111</b> | <b>176</b> |

**Employees by Type of Contract and Type of Workday:**

**Spain**

**A. Type of contract by professional category**

| CATEGORIES                                | INDEFINITE |            |                  | TEMPORARY |           |                 | TOTAL       |
|---|------------|------------|------------------|-----------|-----------|-----------------|-------------|
|   | Man        | Woman      | INDEFINITE Total | Man       | Woman     | TEMPORARY Total |             |
| CENTRAL SENIOR MANAGEMENT                 | 8          | 4          | 12               |           |           |                 | 12          |
| DIRECTORS                                 | 30         | 20         | 50               | 1         |           | 1               | 51          |
| MIDDLE MANAGEMENT                         | 113        | 136        | 249              |           | 4         | 4               | 253         |
| REST OF STAFF                             | 423        | 474        | 897              | 50        | 65        | 115             | 1012        |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIALS | 29         | 90         | 119              |           | 4         | 4               | 123         |
| <b>TOTAL</b>                              | <b>603</b> | <b>724</b> | <b>1327</b>      | <b>51</b> | <b>73</b> | <b>124</b>      | <b>1451</b> |

**B. Type of contract by age group**

| AGE RANGE    | INDEFINITE |            |                  | TEMPORARY |           |                 | TOTAL       |
|--------------|------------|------------|------------------|-----------|-----------|-----------------|-------------|
|              | Man        | Woman      | INDEFINITE Total | Man       | Woman     | TEMPORARY Total |             |
| 18-30        | 108        | 113        | 221              | 16        | 24        | 40              | 261         |
| 31-50        | 395        | 461        | 856              | 29        | 34        | 63              | 919         |
| 51-65        | 98         | 147        | 245              | 6         | 14        | 20              | 265         |
| 66-100       | 2          | 3          | 5                |           | 1         | 1               | 6           |
| <b>TOTAL</b> | <b>603</b> | <b>724</b> | <b>1327</b>      | <b>51</b> | <b>73</b> | <b>124</b>      | <b>1451</b> |

**C. Type of working day by professional category**

| CATEGORIES                                | COMPLETA   |            |             | PARTIAL   |            |            | TOTAL       |
|---|------------|------------|-------------|-----------|------------|------------|-------------|
|   | Man        | Woman      | Total Full  | Man       | Woman      | Subtotal   |             |
| CENTRAL SENIOR MANAGEMENT                 | 8          | 4          | 12          |           |            |            | 12          |
| DIRECTORS                                 | 30         | 20         | 50          | 1         |            | 1          | 51          |
| MIDDLE MANAGEMENT                         | 113        | 129        | 242         |           | 11         | 11         | 253         |
| REST OF STAFF                             | 428        | 442        | 870         | 45        | 97         | 142        | 1012        |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIALS | 29         | 78         | 107         |           | 16         | 16         | 123         |
| <b>TOTAL</b>                              | <b>608</b> | <b>673</b> | <b>1281</b> | <b>46</b> | <b>124</b> | <b>170</b> | <b>1451</b> |

**D. Type of working day by age group**

| AGE RANGE    | COMPLETA   |            |             | PARTIAL   |            |               | TOTAL       |
|--------------|------------|------------|-------------|-----------|------------|---------------|-------------|
|              | Man        | Woman      | Total Full  | Man       | Woman      | Total Partial |             |
| 18-30        | 105        | 126        | 231         | 19        | 11         | 30            | 261         |
| 31-50        | 406        | 401        | 807         | 18        | 94         | 112           | 919         |
| 51-65        | 95         | 143        | 238         | 9         | 18         | 27            | 265         |
| 66-100       | 2          | 3          | 5           |           | 1          | 1             | 6           |
| <b>TOTAL</b> | <b>608</b> | <b>673</b> | <b>1281</b> | <b>46</b> | <b>124</b> | <b>170</b>    | <b>1451</b> |

## Portugal

### A. Age range, type of working day and gender

| AGE RANGE    | Complete  |            |            | Partial  |               | TOTAL      |
|--------------|-----------|------------|------------|----------|---------------|------------|
|              | Man       | Woman      | Full Total | Woman    | Partial Total |            |
| 18-30        | 39        | 38         | 77         | 3        | 3             | 80         |
| 31-50        | 56        | 63         | 119        | 1        | 1             | 120        |
| 51-65        | 1         | 7          | 8          |          |               | 8          |
| <b>TOTAL</b> | <b>96</b> | <b>108</b> | <b>204</b> | <b>4</b> | <b>4</b>      | <b>208</b> |

### B. Occupational category, type of working day and gender

| CATEGORIES                              | Complete  |            |            | Partial  |               | TOTAL      |
|---|-----------|------------|------------|----------|---------------|------------|
|   | Man       | Woman      | Full Total | Woman    | Partial Total |            |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | 2         | 9          | 11         |          |               | 11         |
| DIRECTOR                                | 3         | 8          | 11         |          |               | 11         |
| MIDDLE MANAGEMENT                       | 24        | 10         | 34         |          |               | 34         |
| REST OF STAFF                           | 67        | 81         | 148        | 4        | 4             | 152        |
| <b>TOTAL</b>                            | <b>96</b> | <b>108</b> | <b>204</b> | <b>4</b> | <b>4</b>      | <b>208</b> |

## Tunisia

### 1. Type of working day, professional category and gender

| CATEGORIES                              | Complete  |            |            | TOTAL      |
|---|-----------|------------|------------|------------|
|   | WOMAN     | MAN        | Full Total |            |
| MIDDLE MANAGEMENT                       | 3         | 13         | 16         | 16         |
| DIRECTORS                               | 1         | 13         | 14         | 14         |
| REST OF STAFF                           | 25        | 86         | 111        | 111        |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | 4         | 31         | 35         | 35         |
| <b>TOTAL</b>                            | <b>33</b> | <b>143</b> | <b>176</b> | <b>176</b> |

### 2. Type of working day, age range and gender

| AGE RANGE    | Complete  |            |                | TOTAL      |
|--------------|-----------|------------|----------------|------------|
|              | WOMAN     | MAN        | Complete Total |            |
| 18-30        | 7         | 26         | 33             | 33         |
| 31-50        | 20        | 88         | 108            | 108        |
| 51-65        | 6         | 29         | 35             | 35         |
| <b>TOTAL</b> | <b>33</b> | <b>143</b> | <b>176</b>     | <b>176</b> |

There are no part-time employees in Tunisia.

## Remuneration by gender, age and professional category:

### Spain at 31/12/2023

#### A. Remuneration by age range and gender

| AGE RANGE    | Man           | Woman         | TOTAL         |
|--------------|---------------|---------------|---------------|
| 18-30        | 16.619        | 16.184        | 16.390        |
| 31-50        | 24.833        | 22.122        | 23.373        |
| 51-65        | 30.345        | 25.365        | 27.320        |
| 66-100       | 83.051        | 21.721        | 42.165        |
| <b>TOTAL</b> | <b>24.330</b> | <b>21.754</b> | <b>22.915</b> |

#### B. Remuneration by professional category and gender

| CATEGORIES                               | Man           | Woman         | TOTAL         |
|--|---------------|---------------|---------------|
| CENTRAL SENIOR MANAGEMENT                | 116.537       | 113.673       | 115.583       |
| DIRECTORS                                | 57.216        | 49.523        | 54.199        |
| MIDDLE MANAGEMENT                        | 30.514        | 27.466        | 28.828        |
| REST OF STAFF                            | 18.678        | 17.529        | 18.066        |
| TECHNICAL, ADMINISTRATIVE AND COMMERCIAL | 31.838        | 27.652        | 28.639        |
| <b>TOTAL</b>                             | <b>24.330</b> | <b>21.754</b> | <b>22.915</b> |

### Portugal at 31/12/2023

#### A. Remuneration by age range and gender

| AGE RANGE    | Man           | Woman         | TOTAL         |
|--------------|---------------|---------------|---------------|
| 18-30        | 13.064        | 12.495        | 12.773        |
| 31-50        | 19.372        | 17.753        | 18.509        |
| 51-65        | 20.227        | 10.096        | 11.362        |
| <b>TOTAL</b> | <b>16.819</b> | <b>15.350</b> | <b>16.028</b> |

#### B. Remuneration by professional category and gender

| CATEGORIES                               | Man           | Woman         | TOTAL         |
|--|---------------|---------------|---------------|
| COMMERCIAL ADMINISTRATIVE AND TECHNICIAN | 18.773        | 22.432        | 21.767        |
| DIRECTOR                                 | 54.318        | 34.378        | 39.816        |
| MIDDLE MANAGEMENT                        | 20.854        | 19.043        | 20.321        |
| REST OF STAFF                            | 13.636        | 12.375        | 12.931        |
| <b>TOTAL</b>                             | <b>16.819</b> | <b>15.350</b> | <b>16.028</b> |

## Tunisia as at 31/12/2023

### 1. Occupational category and gender

| CATEGORIES                              | WOMAN         | MAN           | TOTAL         |
|---|---------------|---------------|---------------|
| MIDDLE MANAGEMENT                       | 18.078        | 22.600        | 21.752        |
| DIRECTOR                                | 30.435        | 49.204        | 47.864        |
| REST OF STAFF                           | 13.076        | 14.055        | 13.835        |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | 21.122        | 20.939        | 20.960        |
| <b>TOTAL</b>                            | <b>15.032</b> | <b>19.520</b> | <b>18.678</b> |

### 2- Age range and gender

| AGE RANGE    | WOMAN         | MAN           | TOTAL         |
|--------------|---------------|---------------|---------------|
| 18-30        | 14.236        | 12.439        | 12.820        |
| 31-50        | 16.080        | 19.428        | 18.808        |
| 51-65        | 12.466        | 26.146        | 23.801        |
| <b>TOTAL</b> | <b>15.032</b> | <b>19.520</b> | <b>18.678</b> |

## Gender pay gap: 2023 Spain

| CATEGORIES                                | Man     | Woman   | TOTAL   |
|---|---------|---------|---------|
| TOP MANAGEMENT                            | 116.537 | 113.673 | 115.583 |
| DIRECTORS                                 | 57.216  | 49.523  | 54.199  |
| MIDDLE MANAGEMENT                         | 30.514  | 27.466  | 28.828  |
| OTHER STAFF                               | 18.678  | 17.529  | 18.066  |
| ADMINISTRATIVE AND COMMERCIAL TECHNICIANS | 31.838  | 27.652  | 28.639  |
| REMUNERATION BY CATEGORY                  | 24.330  | 21.754  | 22.915  |

| CATEGORIES                                | Gap |
|---|-----|
| TOP MANAGEMENT                            | 2%  |
| DIRECTORS                                 | 13% |
| MIDDLE MANAGEMENT                         | 10% |
| OTHER STAFF                               | 6%  |
| ADMINISTRATIVE AND COMMERCIAL TECHNICIANS | 13% |
| REMUNERATION BY CATEGORY                  | 11% |

## Portugal

| CATEGORIES                               | MAN    | WOMAN  | TOTAL  |
|--|--------|--------|--------|
| DIRECTOR                                 | 54.318 | 34.378 | 39.816 |
| MIDDLE MANAGEMENT                        | 20.854 | 19.043 | 20.321 |
| REST OF STAFF                            | 13.636 | 12.375 | 12.931 |
| COMMERCIAL ADMINISTRATIVE AND TECHNICIAN | 18.773 | 22.432 | 21.767 |
| REMUNERATION BY CATEGORY                 | 16.819 | 15.350 | 16.028 |

| CATEGORIES                              | Gap  |
|---|------|
| DIRECTOR                                | 37%  |
| MIDDLE MANAGEMENT                       | 9%   |
| REST OF STAFF                           | 9%   |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | -19% |
| REMUNERATION BY CATEGORY                | 9%   |

## Tunisia

| CATEGORIES                              | MAN    | WOMAN  | TOTAL  |
|---|--------|--------|--------|
| DIRECTOR                                | 49.204 | 30.435 | 47.864 |
| MIDDLE MANAGEMENT                       | 22.600 | 18.078 | 21.752 |
| REST OF STAFF                           | 14.055 | 13.076 | 13.835 |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | 20.939 | 21.122 | 20.960 |
| REMUNERATION BY CATEGORY                | 19.520 | 15.032 | 18.678 |

| CATEGORIES                              | Gap |
|---|-----|
| DIRECTOR                                | 38% |
| MIDDLE MANAGEMENT                       | 20% |
| REST OF STAFF                           | 7%  |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | -1% |
| REMUNERATION BY CATEGORY                | 23% |

## Spain - Redundancies during the financial year 2023

### A. Redundancies by age group and gender

| AGE RANGE    | Man       | Woman     | TOTAL     |
|--------------|-----------|-----------|-----------|
| 18-30        | 8         | 8         | 16        |
| 31-50        | 36        | 27        | 63        |
| 51-65        | 4         | 6         | 10        |
| <b>TOTAL</b> | <b>48</b> | <b>41</b> | <b>89</b> |

### B. Dismissals by professional category and gender

| CATEGORIES        | Man       | Woman     | TOTAL     |
|-------------------|-----------|-----------|-----------|
| COMMERCIAL        |           | 3         | 3         |
| DIRECTOR          | 1         |           | 1         |
| MIDDLE MANAGEMENT | 3         | 3         | 6         |
| MAINTENANCE       | 1         |           | 1         |
| REST OF STAFF     | 43        | 35        | 78        |
| <b>TOTAL</b>      | <b>48</b> | <b>41</b> | <b>89</b> |



## Portugal

In Portugal there have been no redundancies in the 2023 financial year.

## Tunisia

### 1. Age range and gender

| AGE RANGE    | WOMAN    | MAN       | TOTAL     |
|--------------|----------|-----------|-----------|
| 18-30        | -        | -         | -         |
| 31-50        | 1        | 13        | 14        |
| 51-65        | -        | 4         | 4         |
| <b>TOTAL</b> | <b>1</b> | <b>17</b> | <b>18</b> |

### 2. Occupational category and gender

| CATEGORIES                              | WOMAN    | MAN       | TOTAL     |
|---|----------|-----------|-----------|
| MIDDLE MANAGEMENT                       | -        | 4         | 4         |
| DIRECTORS                               | 1        | 6         | 7         |
| REST OF STAFF                           | -        | 3         | 3         |
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | -        | 4         | 4         |
| <b>TOTAL</b>                            | <b>1</b> | <b>17</b> | <b>18</b> |

## BENEFITS FOR OUR EMPLOYEES

All employee benefits are available on each employee's employee portal (Nivimu).

This section includes interesting discounts related to leisure, free time, finance and insurance, thanks to the agreements between Vincci Hoteles and certain suppliers such as Seguros Asisa and Europcar.

In this respect, Nationale Nederlander offers a free personalised advisory service and Gestival grants the best prices to our employees.

The star benefit is the discounts at the hotels themselves, under the Vincci Family plan divided into three groups, subject to availability.

### **Vincci Family Employee Rate**

Special rate 60% discount. Beneficiaries: All employees working at Vincci Hoteles, with any type of employment contract, will be beneficiaries of the programme.

### **Vincci Family Family rate**

Special rate 25% discount. All family members of Vincci Hoteles employees, up to the third degree of consanguinity, will be beneficiaries of the programme.

## **Vincci Family Tarifa Amigos**

Special 20% discount rate. All friends, suppliers and guests of any Vincci Hoteles employee will be beneficiaries of the programme.

## **INTRANET**

We want to provide a concrete response to the needs of our employees. For this reason, the Group has created new sections that show the latest news about Vincci Hoteles and act as a complement to the usual information channels, in addition to the personal consultation sections that exist in the Employee Portal.

In order to achieve coherence with our environmental commitment and the challenge of controlling waste generation, Vincci Hoteles encourages the chain's different establishments to make public the materials they do not use, with the aim of being able to reuse them in other hotels in the group. This measure of reusing usable materials is part of the waste control policy, as well as representing a saving for the chain and, more importantly, a clear environmental benefit.

The information on the Intranet is organised by department and geographical area, in order to achieve greater employee involvement in the Company's global objectives. The different departments update their content on a regular basis, which means that interested employees can access up-to-date information, in an efficient and intuitive search experience typical of a flexible platform.

## **EMPLOYEE PORTAL**

The Intranet and the Employee Portal aim to provide regular updates in order to make human resources management and the flow of information more effective and dynamic, while improving and maintaining internal communication and reducing the bureaucratic and administrative burden of this department.

We seek to implement procedures that achieve greater efficiency in work processes and that the employee is even more involved in the development of their functions. The system of one file per employee improves daily communication and achieves more efficient procedures.

As part of our commitment to sustainability, the Employee Portal allows our professionals to request their holidays, access their payslip and have it sent to them by e-mail, or view their training, among other things. With the implementation of these services, paper consumption is reduced, a responsible measure that is part of the objectives of Vincci Hoteles' resource saving policy.

SDGs to which we

contribute: 4 Quality

education

## **PERFORMANCE ASSESSMENT**

Evaluating the performance of our employees is of the utmost interest for the development of effective Human Resources management. Actions aimed at new employees acquire added value, as knowing their level of adaptation to their colleagues, to their superiors and to the position in which they carry out their work are key for the professional to feel comfortable and offer the best of themselves day after day.

When the employee is going to sign the permanent contract, through the Employee Assessment Form document, the degree of compliance with certain aspects of their position is indicated, including knowledge, quality, autonomy, quantity and teamwork. Based on this assessment, the appropriate decisions are made.

Human Resources is the department responsible for analysing those aspects of interest that may affect the work of new employees, such as the identification of the competencies developed from the moment of their incorporation to the position, as well as any aspect related to the treatment received by the organisation, the working environment or the working conditions, and always with strict respect for the privacy of the employee, who is guaranteed anonymity in the evaluations carried out.

In addition, the Human Resources department carries out the calculation of the turnover rate, another of the measurement variables with respect to its employees. This measure of human capital management makes it possible to identify job dissatisfaction among professionals and shortcomings in the selection and recruitment processes.

When making decisions, Vincci Hoteles takes into account the results of these analyses. In order to establish the appropriate measures to promote daily work in each of our hotels, it is necessary to have a complete knowledge of the teams and their activities, in addition to the importance of ensuring that the workers who join our Group are properly welcomed and adapted.

SDGs to which we contribute:

8 Decent work and economic growth.

### **VINCCI GO!**

Vincci Go! is an internal mobility programme aimed at managing human capital that was created as a voluntary initiative by employees with a clear interest in personal development. It helps employees to avoid possible typecasting and offers a response to those who are motivated to fill possible internal vacancies.

Through a wide range of constantly evolving opportunities, the programme aims to enable our employees to achieve the full development of their personal skills and abilities, growing in a company with a promising future and continuous growth since its inception.

Vincci Go! not only makes it possible to fill vacancies as they arise, but it is also an opportunity for workers who want to improve their job prospects, thus avoiding the need for external recruitment of professionals. In this way, there is a cross-flow of knowledge between the different departments and the different areas of the company.

establishments in the chain, while offering employees a personalised response to their interest in personal and professional development.

With this internal mobility option, employees enrich their professional profile without the need for the change to be subject to a promotion or an increase in responsibilities. However, for the programme to develop as planned, it needs to be supported by continuous training, which is key to the success of the employee's professional life.

The Vincci Go! programme provides professionals interested in changing their professional life with a proactive way out of a process that begins with an initial contact with the Human Resources department, through the application set up for this purpose on the Intranet.

Two types of mobility are possible. Horizontal mobility, which occurs when the worker applies for a vacancy with functions that correspond to the same professional group as the job held until then, and vertical mobility, which can be upward if a higher category post is desired or downward if a lower category is chosen. An example of vertical mobility can be found in the deputy managers and directors who once started an internship programme at Vincci Hoteles and who now take on positions of responsibility. In 2023, Vincci Hoteles has offered internal promotion cases in relation to these positions and has made public mobility offers for its employees.

In Spain: 36 Vincci&Go offers published in 2023 In

Portugal: 12 Vincci & Go

SDGs to which we contribute:

8 Decent work and economic growth.

### **4.3. Health and Safety**

#### **4.3.1 Explain how the organisation manages health and safety**

*Procedures adopted by the organisation on health and safety.*

#### **PREVENTION OF OCCUPATIONAL HAZARDS**

One of Vincci Hoteles' commitments is to reduce occupational risks as far as possible and to create a safe working environment. We are in permanent contact with workers who are on sick leave due to illness or common accidents, and we offer them advance medical tests in order to achieve an early and accurate diagnosis of their illness or injury, and thus shorten their convalescence time.

## **Corporate Health and Safety Policy**

Our action protocols are focused on the continuous improvement of health and safety-oriented areas, both in the chain's establishments and at the head office.

Our corporate policy includes defining the roles of each department and worker in matters of prevention, and the dissemination of the measures in all centres so that all workers have access to them, are aware of them, understand them and internalise them, actively participating in their application and improvement.

Our ultimate aim is to minimise any risk that may affect both workers and facilities or any element associated with the Company. To this end, we establish the necessary measures not only to comply with legislation, but also, one step further up the chain, to guarantee a management system that effectively protects the health and safety of our professionals and collaborators.

These are the objectives of our integrated prevention model, as part of our occupational health and safety policy:

- Avoid risks and thoroughly analyse those that could not be avoided.
- Continuous training in prevention, with a personalised Training Plan for each worker.
- Combat risks according to their origin.
- Priority attention to the psycho-physical conditions of each employee in order to assign him/her to the optimal position.
- Update on the latest security developments on the market.
- Replacement of all elements considered as hazardous with a substitute that poses less or no risk.
- Putting collective protection before individual protection.

## **Occupational Risk Prevention Plan**

The Vincci Hoteles Occupational Risk Prevention Plan is the basis of the Company's prevention policy. This document, whose ultimate aim is to safeguard the safety of the organisation, promotes a preventive policy with a list of objective and priority principles.

SDGs to which we contribute:

8 Decent work and economic growth.

### Joint Prevention Service

The Joint Prevention Service is the optimal preventive modality for Vincci Hoteles and Nexotel, according to the criteria of the Company's Health and Safety Committees. For Lusovincci there is a contract with an external company and in Tunisia it is not compulsory.

### 4.3.2 Number of accidents at work.

#### Accidents in Spain

In relation to accidents at work, there were 218 in Spain in 2023, of which 128 were women and 90 men.

#### INCIDENCE RATE (I.I.)

It represents the number of accidents with sick leave that occur per thousand workers employed in the company. It therefore informs us of the number of accidents per thousand workers in a given period.

Your calculation is:

89,59338387

$I.I. = (\text{No. of accidents} \times 1000) / \text{No. of workers}$

#### Accidents in Portugal

With regard to accidents at work, there were 22 accidents in Portugal in 2023, of which 10 were women and 10 were men.

INCIDENCE RATE (I.I.): 52.88461538

### 4.3.3 Absenteeism.

*Causes of absenteeism.*

#### ABSENTEEISM AND CAUSES

We seek to provide our employees with a safe working environment, addressing their specific needs, while promoting gender equality policies, catering to diversity and striving for a real work-life balance. The causes of absenteeism among our employees in 2023 include the following:

Absenteeism data are shown below:

**Absenteeism Spain**

| TYPE ABSENCES SPAIN                         | DIAS          |
|---|---------------|
| Unjustified Absenteeism                     | 464           |
| Accident at Work(Accident)                  | 3.358         |
| Occupational Accident (Recurrent Accident)  | 267           |
| Non-occupational Accident (Sickness)        | 771           |
| Non-occupational Accident (Illness Relapse) | 563           |
| Common Sickness (Sickness)                  | 26.098        |
| Common Sickness (Birth leave)               | 5.572         |
| Common Disease (Relapsed Disease)           | 2.971         |
| Common Disease (Pregnancy Risk)             | 760           |
| Common Sickness (Special TI situation 01)   | 13            |
| Common Sickness (Special TI situation 02)   | 65            |
| Occupational Disease (Accident)             | 149           |
| Strike                                      | 3             |
| Suspension of Employment and Salary         | 83            |
| <b>TOTAL</b>                                | <b>41.137</b> |

**Absenteeism Portugal**

| TYPE OF ABSENCES PORTUGAL                                  | DIAS         |
|--|--------------|
| Accident at Work   | 369          |
| Accident at work without sick leave                        | 10           |
| Family Assistance (dependant)                              | 16           |
| Unpaid rest at home  | 7            |
| Dependency leave   | 114          |
| Risk leave during pregnancy                                | 77           |
| Medical Leave  | 1.545        |
| Marriage leave   | 60           |
| Paid leave   | 66           |
| Unjustified absence  | 151          |
| Justified absence with remuneration                        | 5            |
| Justified absence without remuneration                     | 21           |
| ITP 20% (fit with 20% restriction to work after accidents) | 27           |
| ITP 30% (fit with 30% restriction to work after accidents) | 34           |
| Optional parental leave                                    | 10           |
| Compulsory birth leave                                     | 40           |
| Bereavement leave  | 5            |
| Maternity  | 138          |
| Death leave 3rd degree of consanguinity                    | 8            |
| Paternity  | 116          |
| Extra day off  | 18           |
| Suspension from employment and pay (disciplinary)          | 12           |
| Official examinations                                      | 12           |
| <b>TOTAL</b>   | <b>2.861</b> |

The data on absenteeism in Tunisia are not provided as the Group's directors consider, on the basis of the materiality analysis performed, that they are not significant for the EINF as a whole.

## **4.4. Training**

### **4.4.1 Explain how the organisation manages training and education.**

*Procedures adopted by the organisation on the training and education of its employees.*

#### **TRAINING MANAGEMENT**

The management model of Vincci Hoteles aims to develop each professional career, promoting training throughout the working life of its employees. Receiving the right training allows each employee to give the best of themselves. In this sense, training by areas means reaching a greater number of employees, as there are techniques necessary for the development of certain positions and favours the general growth of the department. Depending on the needs detected by the heads of the departments or the managers of the establishments, an email is sent to the personnel in charge of training in Human Resources, who is responsible for its management.

The three fundamental pillars of ensuring the best possible customer service are to refresh knowledge, retrain professionally and learn new skills. Internal and external training is key in any job, both specific training, which is key for a specific position, and transversal training, which is useful for the entire staff of the chain.

At Vincci Hoteles we are convinced that training is the most direct and effective way to maintain the standards of quality and high levels of competitiveness that characterise our Group. It is a key tool for our employees to acquire competencies and skills, and to train themselves professionally with a view to the correct performance of their duties and the adjustment of their profile to their job position.

Likewise, our professionals can request the training they need or that they consider appropriate for a better performance of their activity. The Human Resources department studies all the requests received in order to offer the best possibility among all the existing ones.

During 2023, once legal training has been covered, more resources have been allocated to development training.

#### **Our online training portal**

We have our own online training platform, which is very useful for employees who have a working day divided into shifts. This e-learning tool's great added value lies in its flexibility. It allows autonomous learning whenever the employee requires it, as well as offering unbeatable results, which is why it is highly valued by workers, who find the following advantages in this solution:



- Flexibility 24x7x365 when accessing content.
- Connection anywhere, anytime.
- Improving work-life balance.
- Immediate and permanent updating of content.
- Personalised training and individual monitoring of each process.
- Possibility of virtual meetings and virtual meetings.
- Permanent access to discussion forums for the exchange of ideas, practices and knowledge, which is a mutual enrichment between the centres in the chain.

### Training hours Spain 2023:

#### Training Spain

| CATEGORIES                               | MEN          | WOMEN        | TOTAL         |
|--|--------------|--------------|---------------|
| DIRECTORS                                | 245          | 328          | 573           |
| MIDDLE MANAGEMENT                        | 1.855        | 1.351        | 3.206         |
| REST OF STAFF                            | 3.841        | 3.927        | 7.768         |
| TECHNICAL, COMMERCIAL AND ADMINISTRATIVE | 187          | 623          | 810           |
| <b>TOTAL</b>                             | <b>6.128</b> | <b>6.229</b> | <b>12.357</b> |

| TRAINING COURSES SPAIN  | MEN   | WOMEN | TOTAL |
|---|-------|-------|-------|
| EQUALITY OFFICER  |       | 250   | 250   |
| ALLERGENS ONLINE  | 2.244 | 1.488 | 3.732 |
| INTERNAL AUDITOR IN MANAGEMENT SYSTEMS  | 16    |       | 16    |
| COMMUNICATION AND CUSTOMER SERVICE IN THE HOTEL AND CATERING INDUSTRY TOURISM |       | 35    | 35    |
| DEFIBRILLATORS  | 368   | 336   | 704   |
| DISOCYANATES ONLINE   | 154   | 6     | 160   |
| CUSTOMER LOYALTY STRATEGIES AND PROGRAMMES                                    |       | 12    | 12    |
| EXCEL BASIC   | 30    |       | 30    |
| FGESTION COMPETENCIES AND PERFORMANCE EVALUATION                              |       | 60    | 60    |
| FRENCH  |       | 60    | 60    |
| COMMERCIAL MANAGEMENT AND REVENUE IN CATERING                                 |       | 160   | 160   |
| GUEST EXPERIENCE IN PERSON  | 1.104 | 1.240 | 2.344 |
| TOOLS FOR THE PREVENTION OF ONLINE HARASSMENT                                 | 90    | 66    | 156   |
| ENGLISH   |       | 300   | 300   |
| CLASSROOM ENGLISH   | 48    | 12    | 60    |
| iso 50001 STRUCTURE AND REQUIREMENTS  | 16    |       | 16    |
| LEGIONELLA  | 44    |       | 44    |
| LEADERSHIP AND TEAM MANAGEMENT  | 144   | 252   | 396   |
| POOL MAINTENANCE  | 50    |       | 50    |
| MINDFUNLESS   | 30    |       | 30    |
| NEGOTIATION AND CONFLICT RESOLUTION   |       | 20    | 20    |
| NEURO-SALES   | 15    |       | 15    |
| POWER BI ONLINE   | 90    | 30    | 120   |
| PREVENTING ONLINE HARASSMENT  | 3     | 12    | 15    |
| FIRST AID IN PERSON   | 168   | 114   | 282   |
| PRL 30 HOURS ONLINE   | 120   | 180   | 300   |
| PRL 50 HOURS ONLINE   | 250   |       | 250   |

|                          |              |              |               |
|--------------------------|--------------|--------------|---------------|
| FIRE PROTECTION LEVEL I  | 48           | 48           | 96            |
| FIRE PROTECTION LEVEL II | 64           | 48           | 112           |
| CHILD PROTECTION ONLINE  | 384          | 528          | 912           |
| GDPR ONLINE              | 104          | 108          | 212           |
| FACE-TO-FACE UPSELLING   | 544          | 864          | 1.408         |
| <b>TOTAL</b>             | <b>6.128</b> | <b>6.229</b> | <b>12.357</b> |

### Training Hours Portugal 2023:

| CATEGORIES                              | Man          | Woman          | TOTAL          |
|---|--------------|----------------|----------------|
| COMMERCIAL ADMINISTRATIVE AND TECHNICAL | 25           | 144            | 169            |
| DIRECTOR                                | 31,5         | 112,5          | 144            |
| MIDDLE MANAGEMENT                       | 500          | 315,5          | 815,5          |
| REST OF STAFF                           | 572,5        | 648,5          | 1.221          |
| <b>TOTAL</b>                            | <b>1.129</b> | <b>1.220,5</b> | <b>2.349,5</b> |

| TRAINING COURSES PORTUGAL  | Man          | Woman          | TOTAL          |
|--|--------------|----------------|----------------|
| 219 - Arts - programmes not classified in another field of study | 1,5          |                | 1,5            |
| 222 - Foreign language   | 50           | 49,5           | 99,5           |
| 345 - Management and administration                              | 460          | 516            | 976            |
| 346 - Secretarial and administrative work                        |              | 2              | 2              |
| 489 - Informatics  |              | 154            | 154            |
| 811 - Hotels and restaurants                                     | 256          | 316            | 572            |
| 861 - Prevention of occupational risks                           | 200          |                | 200            |
| 862 - Health and Safety at Work                                  | 160          | 164            | 324            |
| Other  | 1,5          | 19             | 20,5           |
| <b>TOTAL</b>   | <b>1.129</b> | <b>1.220,5</b> | <b>2.349,5</b> |

### Training Hours Tunisia 2023:

Tunisia's training hours are not significant, according to the materiality analysis carried out, which is why they are not broken down in the EINF.

### INTERNSHIP PROGRAMME

The Vincci Hoteles internship programme is an opportunity for the chain to attract qualified talent, right from the start of their working lives, for those people interested in working in the Group. For this reason we maintain different collaboration agreements with universities and schools, which facilitates professional access to young recent graduates to an interesting internship training programme.

This internship programme is one of the initiatives that Vincci Hoteles is proud to undertake and one of the main formulas for recruiting staff. Year after year, numerous students place their trust and their expectations for the future in the chain as a stepping stone to international success and with the commitment to grow professionally within our organisation. In 2023, a total of 66 people from 40 centres took part in different internship training programmes in 12 different departments of the Company in Spain.

The future of Vincci Hoteles depends on the talent and preparation of these young people who are beginning a working life marked by their commitment to the quality standards of our organisation. Those who join our chain through an internship programme have the opportunity to participate, once they have completed their training period, in the organisation's personnel evaluation and selection processes.

At Vincci Hoteles we are committed to the internal values of those workers who have started their professional careers in our chain and have grown alongside the company. These professionals have adopted the group's values and have the training, knowledge, optimism and enthusiasm that we seek in our teams.

### **Partnership agreements**

Among Vincci Hoteles' agreements in Spain with schools and universities, we would like to highlight those with:

- University of Malaga
- Boys Town
- Simone Ortega
- University of Alcalá
- University of Valencia
- MEDAC
- EcoTur
- Mahou San Miguel Foundation

In 2023 in Portugal, a total of 15 people from schools have participated in different internship training programmes in reception, dining room, kitchen and different departments of the Company in Portugal.

### **Partnership agreements**

Among Vincci Hoteles' agreements in Portugal with schools and universities, we highlight those with the Escola, Escola Profissional de Gaia, Agrupamento de Escola de Canelas, Escola Profissional de Espinho, Escola Secundária Augusto Gomes, Talentus Gaia, PSIPORTO and Escola Profissional Profitecla, among others.

SDGs to which we contribute:

8 Decent work and economic growth and 17 Partnerships to achieve the goals.

## 4.5. Equality

### 4.5.1 Explain how the organisation manages diversity and equal opportunities and non-discrimination.

*Procedures adopted by the organisation on diversity and equal opportunities and non-discrimination.*

#### **EQUALITY PLAN**

The main objective of the Vincci Hoteles Equality Plan is to respect the real and effective equality of all our workers. These measures have been agreed between the Group and the different trade union representatives, and organised into different thematic areas of action, including the following:

- Effective defence of equality between men and women, guaranteeing the same job opportunities for entry and professional development for all workers, regardless of their sex and status.
  - Balanced representation of women in the workplace.
  
- Promotion of women who, on the basis of their personal value, gain access to positions of responsibility, reducing potential imbalances of cultural, social or family origin.
  
- Human resources management in accordance with current legislation on equal opportunities.
  
- Prevention of discrimination based on sex in the workplace and establishment of an action protocol for those cases of which there is evidence.
  
- Firm commitment to Corporate Social Responsibility with the ultimate aim of improving the quality of life of all employees and their families.

In order to achieve these objectives, the following processes take place:

- Selection, promotion and professional development.
  
- Training.
  
- Reconciliation.
  
- Organisation of working time.
  
- Specific measures to prevent sexual harassment. In this regard, there is an action protocol for the prevention of sexual, moral and gender-based harassment. This protocol defines how to act in order to report, both directly and through another person or entity (trade unions). Employees are aware of it through the information in their contract, the intranet and it is also available in the work centres.

for all interested parties. Going a step further, training courses on the subject have been started and the measures have been included in the code of ethics.

- Evaluation and monitoring of actions.
- In 2023, in Vincci Spain, with the help of Randstad, a report was drawn up following an audit to serve as a starting point in the negotiation of the Equality Plan.
- During 2023 and so far in 2024, a commission formed by HR, the Legal Department and the workers' representatives continue to negotiate point by point the Equality Plan, which is not yet finalised.

SDGs to which we contribute: 5 Gender Equality

## **UNIVERSAL ACCESSIBILITY**

Universal Accessibility and Design is synonymous with equal opportunities, as reflected in the United Nations Convention on the Rights of Persons with Disabilities (New York, December 2006). Article 9 addresses, as a fundamental issue, the identification and elimination of obstacles and access barriers that persons with disabilities may have in accessing their physical environment, facilities, transportation, public services and information and communication technologies on an equal basis.

In order to achieve this equality, Vincci Hoteles has rooms adapted for people with disabilities, in accordance with the regulations. This legal requirement is strictly complied with in our establishments, through measures such as accessible bathrooms, room size or elements arranged at different heights, among others. Our establishments are accessible for all those people who want to stay, eat, attend a meeting or event, or simply for those who come to the hotel to visit our facilities, whatever the reason for doing so.

## **5. Social Capital**

### **5.1. Human Rights**

#### **5.1.1 Explain how the organisation manages the human rights assessment.**

*Protocol adopted by the organisation on human rights assessment.*

No human rights assessment was made in 2023, the chain is adhering to the Code of Ethics of the World Tourism Organisation.

#### **5.1.2 Explain how the organisation manages forced or compulsory labour.**

*The organisation's policy on forced or compulsory labour.*

There is no forced or compulsory labour in the chain, all labour rights regulations are respected and complied with in all countries where we are located.

## 5.2. Company Commitments to Sustainable Development

### 5.2.1 Explain how the organisation manages local communities and indirect economic impacts.

*Procedure adopted by the organisation on local communities and the indirect economic impacts derived from the company's activities.*

#### **CSR MASTER PLAN 2021-2030**

The new CSR Master Plan 2021-2030 has new goals and interventions, always in line with the global objectives approved in 2015 by the UN in the 2030 Agenda for Sustainable Development.

The CSR Master Plan 2021-2030 has nine-year objectives, so the actions will be evaluated once we have completed their monitoring. This Plan contains objectives related to workers, environmental and social aspects.

## **COMMUNITY ENGAGEMENT**

Vincci Hoteles is a Group integrated into a local community, which translates into the need to improve the places where our hotels are located. This challenge implies a policy of joint efforts aimed at improving the social environment, capable of generating economic development opportunities for the local community. In this sense, the chain employs local people in its establishments, which contributes to enriching the locality where the hotel is located. At the same time, the opening of the establishment brings with it a flow of customers, who consume in the businesses close to the establishment, which contributes to the development or improvement of the area. At the same time, the client is offered the possibility of interacting with and learning from the population and enjoying its culture, gastronomy and places of interest.

Vincci Hoteles collaborates with local associations, supporting the actions proposed by these organisations, and there are several agreements made directly with the hotels. Other actions, however, are aimed at donating material or food, or providing space. The goal is to be part of the environment in which we are located, integrating, helping, collaborating and favouring its community.

Vincci Hoteles' objectives in this respect include the following:

**Respect:** integration into social life, through actions that promote support for the culture, rules and conservation of the environment where our establishments are located.

**Dialogue:** collaboration with the local community and the social agents involved in it, with the aim of understanding its real needs and contributing to its progress through ethical and responsible behaviour. This dialogue is carried out on the basis of

in direct communications between the community and the hotel, with no established protocol or frequency, but on the basis of the needs of both parties.

**Consumption of local products:** in order to strengthen the economic and social development of a community, we are committed to local products, provided that quality, price, health and safety standards are guaranteed.

**Recruitment of local staff:** this employment policy enriches work teams, which are strengthened through the cultural diversity of their employees, and promotes wealth in the area.

**Social investment:** collaboration with social entities after the corresponding analysis and assessment of applications, in a process that invites participation.

### **5.2.2 List of stakeholders.**

*List of stakeholders with whom the organisation is involved.*

#### **OUR PARTNERSHIPS**

Since its beginnings in 2001, Vincci Hoteles has been aware of the social, economic and cultural reality of its surroundings, which has allowed for close and permanent collaboration with institutions, organisations and entities focused on satisfying the needs of the groups located in the places where its hotels are located.

This commitment, in line with our Corporate Social Policy, is linked to each of our establishments and the Group itself, and makes us consider every year the collaboration with local initiatives that involve an improvement in the quality of life of the people who most need our support.

#### **EARPLUGS FOR A NEW LIFE® - SEUR FOUNDATION**

The Tapones para una nueva vida initiative encompasses a voluntary, supportive, active and transparent movement that was launched in 2001, with goals that are perfectly in line with our Group's strategic and social approach. Its mission is to enable underprivileged children to have access to the orthopaedic devices and medical treatment they need. In this sense, the initiative aims to raise awareness among companies, institutions and the general public to participate in actions with immediate environmental and social benefits.

This solidarity action has the collaboration of Seur, the company in charge of transporting the caps to the logistics centre, where they are delivered to the recycler in a process of absolute transparency.

All our hotels in Spain collaborate with the Seur Foundation, as part of our objective to help groups at risk of social exclusion. In Tenerife, the caps are recycled on the island itself, for logistical reasons and to avoid harmful emissions into the environment. Seur, in line with the actions included in the concept of ecological awareness, transports the caps in vehicles that are obliged to make the journeys for professional reasons.

With this collaboration, Vincci Hoteles demonstrates the possibility of carrying out a humanitarian action with a minimum of effort. The funds received are destined for different social actions, highlighting that, with a simple

gesture, such as keeping the plastic cap instead of throwing it away, great things can be achieved.

This simple recycling action also prevents the caps from reaching nature, which is particularly interesting considering that they would take more than half a century to degrade. In this way, we are also helping to curb plastic manufacturing and fuel extraction, while at the same time contributing to the production of materials made from recycled plastic. This means less waste of energy and raw materials, and a reduction in waste and pollutant emissions.

In 2023, the collection of bottle tops, both in our central offices and in all our Spanish hotels, has reached 337,500 bottle tops, which is a source of pride for all the professionals who form part of the chain in view of the common commitment that we undertake in unison.

### **SOCIAL INTEGRATION AND ENVIRONMENT ATARETACO FOUNDATION**

The main goal of the Ataretaco Foundation over the last 30 years has been to support groups at risk of exclusion through actions focused on training and social and labour integration of the groups that need it most. The initiative proposes, based on activities related to the recovery and recycling of waste, an economy of solidarity and environmental protection, which leads the fight for equal opportunities.

As part of its commitment to quality, the Foundation has implemented an Integrated Management System focused on the continuous improvement and efficiency of those who work for and with the environment. Our hotels in Tenerife collaborate with the Ataretaco initiative and jointly manage waste. In addition, training and awareness-raising sessions on sustainable and waste management are held at our hotels' facilities.

Throughout 2023, Vincci Selección La Plantación del Sur and Vincci Tenerife Golf have collected, among others, the following waste: urban waste, paints, raaes, batteries, oil, toners, contaminated packaging.

### **CHILDREN'S VILLAGES**

The SOS Children's Villages organisation aims to help one of the most vulnerable groups, such as children, which is perfectly in line with the social policy followed by our chain. Our hotels offer guests who are checking out the possibility of making a donation of one euro. The money raised will be donated to the villages that the institution has in Spain, and the funds will be used so that children and young people can enjoy a family environment where they can receive training, affection and the necessary care.

In addition, collaboration with Aldeas Infantiles also includes training processes for young people under the organisation's supervision, which take place at our hotel facilities. This training includes the possibility for the young people to become part of the Vincci Hoteles staff and join our team of professionals in the future.

Money raised for Aldeas Infantiles in 2023 in hotels: 843.3 euros.



Money raised for Aldeas Infantiles at 2023 a through from employee payroll: 4,968.56 euros.

### **OTHER DONATIONS**

- Vincci Selección Aleysa, donation of 4,510.80 euros to Unicef.
- Vincci Selección Estrella del Mar has donated 41kgs of duvets and 25kgs of blankets to the Madre Coraje Association.

### **5.2.3 Membership of associations.**

*List of main memberships in industry or other associations, and advocacy organisations, at national or international level.*

### **CODE OF ETHICS OF THE WORLD TOURISM ORGANISATION**

In 2018 we signed the Global Code of Ethics for Tourism, which is the framework for sustainable and responsible tourism. Its main purpose is to help maximise the benefits of the sector, while minimising potential negative impacts on the environment, cultural heritage and society at large.

These principles, which were adopted in 1999 by the General Assembly of the World Tourism Organisation, were recognised two years later by the United Nations, which encouraged the promotion of actual compliance with the provisions. The code, designed to provide guidance to governments, tourism businesses, communities and tourists themselves, is not legally binding, but incorporates a voluntary enforcement mechanism through its recognition of the role of the World Committee on Tourism Ethics, to which parties can refer any questions concerning the application and interpretation of the document.

The ten articles of the code deal with the economic, social, cultural and environmental components of travel and tourism in general. They are as follows:

- Article 1: Contribution of tourism to understanding and mutual respect between men and societies.
- Article 2: Tourism as an instrument of personal and collective development.
- Article 3: Tourism as a factor of sustainable development.
- Article 4: Tourism as a factor of exploitation and enrichment of the cultural heritage of humanity.
- Article 5: Tourism as a beneficial activity for destination countries and communities.
- Article 6: Obligations of tourism development stakeholders.
- Article 7: Right to tourism.
- Article 8: Freedom of tourist travel.
- Article 9: Rights of workers and employers in the tourism sector.

- Article 10: Application of the principles of the Global Code of Ethics for Tourism.

Vincci Hoteles has not received any complaint for the violation of human rights. Consequently, no complaint has been received from any official body.

### **AFFILIATIONS WITH TOURISM ORGANISATIONS**

|                                       |  |
|---------------------------------------|--|
| VINCCI MARITIME                       | Gremi d'Hotels de Barcelona  |
| VINCCI BAIXA                          | Hotelaria de Portugal  |
| VINCCI STAR OF THE SEA SELECTION      | Association of Hotel Businessmen of the Costa del Sol (Aehcos)                             |
| VINCCI PALACE                         | Tourism Valencia   |
| VINCCI SELECTION THE SOUTH PLANTATION | Hotel and Extra-Hotel Association of Tenerife, La Palma, La Gomera and El Hierro (Ashotel) |
| VINCCI TENERIFE GOLF                  | Hotel and Extra-Hotel Association of Tenerife, La Palma, La Gomera and El Hierro (Ashotel) |
| VINCCI COSTA GOLF                     | Federation of the Hotel and Catering Industry of the Province of Cádiz (Horeca)            |
| VINCCI LA RÁBIDA                      | Seville Hotel Association (AHS)  |
| VINCCI FRONTAURA                      | Valladolid Hotel Association (AHV)   |
| VINCCI MÁLAGA                         | Association of Hotel Businessmen of the Costa del Sol (Aehcos)                             |
| VINCCI SELECTION POSADA DEL PATIO     | Association of Hotel Businessmen of the Costa del Sol (Aehcos)                             |
| VINCCI SALAMANCA                      | Salamanca Hotel and Catering Association   |

|                            |   |
|----------------------------|---|
| VINCCI ALBAYZÍN            | Federation of Hotel, Catering and Tourism Businesses of Granada   |
| VINCCI GALA                | Gremi d'Hotels de Barcelona                                       |
| VINCCI PORTO               | Associação Portuguesa de Hotelaria Restauração e Turismo (APHORT) |
| VINCCI MERCAT              | Tourism Valencia  |
| VINCCI LIBERDADE           | Hotelaria de Portugal   |
| VINCCI ZENTRO ZARAGOZA     | Federation of Hotel and Catering Businesses of Zaragoza (Horeca)  |
| VINCCI MAE                 | Gremi d'Hotels de Barcelona                                       |
| VINCCI ALEYSA              | Association of Hotel Businessmen of the Costa del Sol (Aehcos)    |
| VINCCI CONSULATE OF BILBAO | Destino Bilbao Hotel Association                                  |

### 5.3. Subcontracting and Suppliers

#### 5.3.1 Supply chain.

*Description of the organisation's supply chain, including the main elements related to the organisation's activities, main brands, products and services.*

Vincci Hoteles has centralised the authorisation of a supplier or not, this is due to the fact that there are many suppliers with national coverage. For local suppliers, this process is carried out by the hotel, but with the confirmation of the Purchasing department.

This department contracts the laundries that provide services to the hotels, including Illunion and Carsan, for example.

Vincci Hoteles currently works together with the cleaning subcontractors to review the chemical products that are going to be used in the hotel and thus approve them or not, as well as some of the utensils that are recommended for use during cleaning.

## 5.4. Consumers

### 5.4.1 Explain how the organisation manages customer health and safety, marketing and labelling, and customer privacy.

*Procedures adopted by the organisation on customer health and safety, marketing and labelling, and customer privacy.*

#### **QUALITY, EXPERIENCE AND CULTURE OF DETAIL**

The aim of Vincci Hoteles is to offer our clients the best experience and a personalised, close service. Only by getting closer to their needs can we offer an unbeatable service, with the quality that characterises us, and thus exceed all the expectations they have placed in us.

Our service must be geared towards excellence and a zero-error policy. This is the challenge we face every day and the one that deserves all our efforts, regardless of the position in which we find ourselves. Our common vocation is customer satisfaction and this commitment also includes the permanent review of our procedures. Service is an added value that defines and differentiates our Company from other hotel groups, positioning us as a tourist reference.

The Marketing and Commercialisation area sees its efforts recognised with the loyalty of those customers who find a service that exceeds their expectations, within a policy that works in detail and an experiential quality that is based on the following concepts:

- As opposed to price, added value.
- In the face of product standardisation, differentiating elements.
- As opposed to volume, business profitability.

In a business reality as complex as the one currently experienced by the tourism sector, consolidating and becoming a benchmark inevitably involves providing added value. Hotel prices tend to equalise over the years, which is why quality is what makes a hotel establishment stand out, making the client choose a particular hotel or hotel group. What makes the difference nowadays and makes a product appealing is the increase in the satisfaction indexes of each client.

The daily work and effort of our employees is the key that allows us to meet the challenges we face and improve the levels of excellence we have already achieved. Their enthusiasm is the driving force that allows us to move forward and set increasingly ambitious goals, with the confidence to offer a service adapted to each of the needs of the people who visit us. We do not seek to solve problems during the course of a stay, but to detect and solve possible problems even before they appear, which translates into an optimal and efficient performance of our tasks.

In order to maintain its quality levels, Vincci Hoteles establishes exhaustive risk assessment and management systems that are reflected in internal audits.

and external controls, periodic health and hygiene controls, and the management of all procedures related to the food chain. And all this under a rigorous risk prevention policy that guarantees the most suitable for each client.

## **Audits**

At least once a year we carry out an internal audit of procedures, carried out by our staff or persons reporting to our organisation. The aim is to obtain certification of the management system and, at the same time, to identify any discrepancies with the terms of the 14001:2015 standard. This internal audit complements the external audits carried out by specialised companies. In 2023, we will also be certified to ISO 50001:2018.

On the other hand, there are other audits that guarantee compliance with the internal requirements set by Vincci Hoteles and by current regulations in terms of quality, economic-financial procedures, and those referring to food safety, occupational risk prevention, LOPD and the environment.

The audits carried out cover all the areas, protocols and procedures carried out, in addition to hygiene and good practices in the workplace, and the different environmental aspects regulated by legislation. In this way we are able to detect potential deficiencies in a simple, fast and efficient way. This is the most efficient way of being able to establish the corrective and preventive measures necessary to achieve the levels of excellence that have characterised our Group since its foundation.

On the other hand, and with the aim of certifying that our Environmental Management System complies with internal and legal requirements, some of our hotels located in Tenerife and Andalusia are certified by Travelife, thus ensuring that the procedures used are focused on sustainability. The hotels that hold the Gold Seal are Vincci Selección La Plantación del Sur, Vincci Tenerife Golf, Vincci Selección Posada del Patio, Vincci Selección Estrella del Mar and Vincci Costa Golf. In 2022, the results of the Travelife audits were positive as all the hotels achieved Travelife Gold certification, the highest distinction. This certification is valid for 2 years and will be renewed in 2024.

For their part, the Vincci Selección Posada del Patio and Vincci Málaga hotels have the SICTED (Integral System of Spanish Tourist Quality in Destinations) label, promoted by the Secretary of State for Tourism with the aim of improving the quality standards of tourist destinations. All the hotels continue with the certification.

Our customers are the true protagonists and the focus of Vincci Hoteles' efforts. Day after day we make every effort to maintain direct contact and fluid communication in order to be aware of their expectations and thus be able to offer a personalised and efficient service that is the best option for their needs.

## **Health and hygiene controls**

Thanks to health and hygiene controls, which include the analysis of swimming pools, water for human consumption and the disinfection of tanks, we can eliminate any procedure or potential risk factor for the health of our customers and

workers. When any deficiency is detected, a file is opened and the most appropriate corrective measures are first applied, followed by preventive measures, which allows the incident to disappear and, at the same time, prevents it from recurring.

## **HACCP**

The commitment to quality established by Vincci Hoteles implies the complete safety of the food and catering services in each of our hotels, which is achieved through exhaustive control of the entire food chain and a rigorous analysis of critical points.

Control begins with the process of implementing a system focused on good hygiene practices, which is completed with a specific cleaning and disinfection programme and pest controls, as well as food traceability and reception, temperature control and the approval of the suppliers with whom we collaborate.

The machinery, work tools, surfaces and chambers are constantly checked to confirm that they comply with the established protocol. We are also concerned to ensure that the entire food chain complies with current legislation in terms of the organoleptic properties of the food, the state and condition of the packaging, and the most appropriate temperature and transport conditions.

With all this we ensure that the food reaches our customers in the best possible condition.

According to the results of the audits conducted on Hazard Analysis and Critical Control Points (HACCP), our establishments have an average score of 91.34/100, an increase of 0.08 points compared to the previous year (91.26/100).

### **Perimeter Group**

|              | 2022      | 2023      |
|--------------|-----------|-----------|
| HACCP audits | 91,26/100 | 91,34/100 |

\*no data available for Vincci Baixa, Vincci Liberdade, Vincci Selección Estrella del Mar or hotels in Tunisia.

## **OUR CLIENTS**

During 2023, our chain has accommodated guests of more than 170 different nationalities.

### **We listen and respond**

Only through active listening do we know what our customers require and what they think. This allows us to meet their demands and improve day by day, which is why we establish open channels so that two-way communication is permanent.

We need to know what your experience has been like, and what your tastes and preferences are as a first step towards achieving your complete satisfaction. This personalised attention is a differentiating element that has made Vincci Hoteles a benchmark in the tourism sector and the added value that will allow it to continue to grow.

The communication channels are permanently open to facilitate contact with our customers. This simple act of transparency allows us to manage in a simple, fast and efficient way any query, suggestion, doubt, complaint or claim. We are committed to ensuring that no comment that reaches us goes unanswered.

### **Corporate online customer satisfaction survey**

The analysis of our customers' satisfaction levels begins by studying the results of online surveys. These data, included in a policy of active listening, allow us to make the necessary changes and adjustments, aimed at continuous improvement and achieving the desired quality standards.

Nowadays, the quickest and most effective way for customers to give us their opinion is through the online satisfaction surveys they receive by e-mail after their stay in our establishments. In this way, the customer can answer our questions in their native language, giving us their impressions quickly and efficiently, and from the comfort of their own home.

In any case, Vincci Hoteles also provides electronic surveys in MICE format, once the group has finished the session. Another channel of direct communication with clients is an application as an alternative method for carrying out surveys.

### **Perimeter Group**

| <b>Number of questionnaires</b> | <b>2022</b> | <b>2023</b> |
|---------------------------------|-------------|-------------|
| Post Stay Survey                | 23.928      | 26.170      |
| MICE survey                     | 93          | 59          |
| Pre Stay Survey                 | 6.187       | 6.932       |
| In Stay Survey                  | 10.807      | 3.278       |

\*no data available for Vincci Selección Estrella del Mar and Vincci Nozah Beach.

## REVIEWPRO: ONLINE REPUTATION TOOL

### Perimeter Group

| Group              | 2022    | 2023    |
|--------------------|---------|---------|
| Number of opinions | 58.958  | 62.574  |
| Number of mentions | 194.059 | 207.283 |

\*no data available for Vincci Selección Estrella del Mar and Vincci Nozah Beach.

The incorporation of interactivity in the consultations with our customers makes it possible for their opinions to be easily disseminated, reaching high levels of impact under the criteria of transparency offered by social networks. These procedures are in line with the criteria of honesty that characterise the chain.

At Vincci Hoteles we have an unbeatable online analysis tool that allows us to instantly find out what comments are posted on the Internet about our establishments. In this way we can immediately implement the necessary improvement processes, which has a direct impact on increasing customer satisfaction. On the other hand, this direct contact with the opinion of our customers allows us to know the positioning of our competition and thus establish the appropriate adjustments to continue as a benchmark in the sector.

The figures analysed show that we maintain high levels of customer satisfaction in the aspects identified. Our overall chain rating continues to increase year on year, reaching 88.8% in 2023.

### Perimeter Group

| Indicator          | 2022   |  | 2023  |
|--------------------|--------|--|-------|
| Global Chain Index | 87,30% |  | 88,8% |
| Cleaning           | 90,70% |  | 91,8% |
| Location           | 91,60% |  | 92,7% |
| Service            | 91,90% |  | 92,1% |
| Room               | 90,40% |  | 90,8% |
| Value for money    | 83%    |  | 84,6% |
| Gastronomy         | 82,10% |  | 80,5% |
| Entertainment      | 75,10% |  | 80,4% |

\*no data available for Vincci Selección Estrella del Mar and Vincci Nozah Beach.



## **COMMUNICATION WITH OUR STAKEHOLDERS**

The Marketing and Communications department attends to the media who contact Vincci Hoteles, trying to provide them at all times with the best service and attention tailored to their interests and needs.

Our aim is to maintain a transparent, fluid and continuous dialogue with both national and international media, and especially with the local media in the different locations where our hotels are located. All of them receive information from Vincci Hoteles through press releases and invitations to the events that we hold periodically in our establishments.

### **Microsite: Vincci Sustainable & Responsible**

As part of our commitment to establish transparent, honest and regular communication with all our stakeholders, the new Vincci Sostenibles & Responsables microsite has been created, which can be accessed via [www.vinccihoteles.com](http://www.vinccihoteles.com). It is a renewed space, with its own logo, which contains information of interest.

It is not only useful, but also necessary to transmit to all interested parties everything related to our sustainable actions. Vincci Sostenibles & Responsables responds to the interest of offering information in the quickest, most convenient and accessible way. It is a public space that details the Group's environmental philosophy and the working procedures used for this purpose, as part of the chain's commitment to global development and a sustainable planet.

Year after year, our Sustainability Report is published in this space, complemented by the chain's environmental objectives, indicators and awards obtained, which are made public for anyone interested.

With a pleasant and intuitive design that invites reading and dialogue, Vincci Sostenibles & Responsables presents a layout in line with the Sustainability Report. Its access menus include detailed information about the work carried out by the chain in terms of sustainability, in all areas of action.

### **Canal hotel**

During 2023 we have maintained the channel that is displayed on the screens located in the rooms and common areas of our establishments, where customers can find out about different aspects of interest to them, such as prices, car parks, restaurants, the environment and quality, among other issues, in a quick and easy way.

It is an eminently informative and dynamic channel, which eliminates paper in line with the chain's policy of sustainability.

## Social media

The presence of Vincci Hoteles on the social networks is not only constant, but also necessary. Through the different channels of communication we provide information about our establishments and news that may be of interest to our customers, as well as offering a personalised, quick and precise response to those who request information from us.

This immediacy provided by social networks is precisely what allows us to communicate more fluidly with our customers and potential customers. Through their suggestions and proposals we correct mistakes, strengthen our successes and continue to improve.

|                                   | 2022   | 2023    |
|-----------------------------------|--------|---------|
| Fans on corporate Facebook        | 90.427 | 97.210  |
| Fans on Facebook (places hotels)  | -      | 124.803 |
| Followers on X (formerly Twitter) | 21.869 | 22.121  |
| Followers on Instagram            | 40.407 | 63.900  |
| LinkedIn                          | 52.873 | 58.555  |

### Law on the Protection of Personal Data (LOPD)

The files containing personal data are registered in the General Register of the Spanish Data Protection Agency. Our chain guarantees the correct treatment of personal data and optimum management of the rights of access, rectification, cancellation and opposition. Our forms include clauses that inform interested parties of those aspects that the Organic Law on Data Protection (LOPD) considers necessary for the rights of individuals to be effectively complied with.

We have updated all our systems, operations and procedures in order to comply with the new Data Protection Law. Likewise, all the professionals who make up Vincci Hoteles are aware of the offence against privacy and intimacy involved in the fraudulent use of personal data. For this reason we make a great effort to ensure that all data is treated in an optimum manner and in accordance with current legislation.

Throughout 2023, the Spanish Data Protection Agency has not passed on any judicial or administrative sanction to us for this reason.

### 5.4.2 Complaints and claims management approach.

*Explain the handling of complaints and claims.*

So far, the complaints received are from different areas:

- Complaints about the service received.
- Complaints about room and restaurant prices.
- Complaints about oversights that have not been found.

We cannot specify the exact number of complaints, as some are sent directly to the hotel, while others are sent to the central offices and from there they are forwarded to the corresponding hotel. When the client complains about the price, logically nothing can be done from the hotels, as this complaint is made after the stay, so we cannot try to satisfy the client.

Most of the time complaints are due to forgetfulness and also take place after the customer has already left the hotel. The solution usually comes in the form of sending the forgotten item. In rare cases, if the item is not found, an apology is made, as these items are usually of little value.

Complaints about the service received vary in nature and are very subjective, bearing in mind that what is good service for one customer is bad for another. Vincci Hoteles offers the same quality of service to all customers.

There is no record of these complaints and there are no indicators. Customers can communicate their message to us once they have returned home or by contacting the staff at the establishment itself, during their stay. In the first case, the procedure is to contact the Quality Department at our central offices, who will then forward the comment to the hotel or department concerned so that the customer can obtain a response as quickly as possible. This commitment to proximity and speed affects all the departments of the chain, so this direct communication is the key to optimising our internal processes and is a clear opportunity for improvement. We can say that we have had a total of 3,142 negative opinions in online comments in the Group.

Constructive criticism from our customers helps us to learn from our mistakes and to continue improving our professional work, in order to continue growing in our new vocation to offer an unbeatable service, giving at all times the best of ourselves as professionals in the tourism sector.

Knowing how our customers rate our functions enables us to meet the following goals:

- Identification of customer service issues where there is room for improvement.
- To develop direct, clear and effective communication in order to offer the best product and the best service.
- To strengthen the relationship of transparency, honesty and trust with each of our clients.

In this sense, we turn technology into an ally and we also offer a real-time connection with the client, which allows open communication from anywhere and at any time. This effective and transparent communication, based on active listening and focused on the ability to improve, has the ultimate goal that the customer can describe their stay as an unforgettable experience. In 2023, the percentage of responses to online reviews is 27.7%, while the percentage of responses to internal Post Stay questionnaires rises to 69.16%. To answer part of the online reviews and internal questionnaires, we have signed up with Hotel Speaker, a company that uses Artificial Intelligence to create personalised responses with the hotel's authorisation.

## Annex I - Implemented contents of Law 11/2018 EINF

| Heading                             | Sub-heading                               | Section of the Act   | GRI  | Reference to the Report |
|-------------------------------------|---|--|--|-------------------------|
| Business Model                      | Description of the group's business model | A brief description of the group's business model, including its business environment, organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends likely to affect its future development. | GRI 2-6<br>GRI 2-1   | MODULE 1                |
|                                     |   | Current and foreseeable effects of the company's activities on the environment and, where appropriate, on health and safety.   | GRI 3-3  | MODULE 3                |
| Information on environmental issues | General                                   | Environmental assessment or certification procedures   | GRI 2-23<br>GRI 2-12   | MODULE 3                |
|                                     |   | Resources dedicated to environmental risk prevention   | GRI 2-12   | MODULE 3                |
|                                     |   | Application of the precautionary principle   | GRI 2-23   | MODULE 3                |
|                                     | Pollution                                 | Provisions and guarantees for environmental risks  | GRI 3-3  | MODULE 3                |
|                                     |   | Measures to prevent, reduce or remediate carbon emissions that seriously affect the environment, taking into account any form of activity-specific air pollution, including noise and light pollution.   | GRI 3-3<br>GRI 302-4<br>GRI 302-5                            | MODULE 3                |
|                                     |   | Measures for prevention, recycling, reuse, other forms of recovery and disposal of waste.<br>Actions to combat food waste  | GRI 2-25<br>GRI 301-1<br>GRI 301-2<br>GRI 301-3<br>GRI 306-2 | MODULE 3                |

|  |                              |  |  |   |          |
|--|------------------------------|--|--|---|----------|
|  | Sustainable use of resources | Water consumption and water supply in accordance with local constraints  | GRI 303-1<br>GRI 303-2<br>GRI 303-5  | MODULE 3  |          |
|  |                              | Consumption of raw materials and the measures taken to improve the efficiency of use   | GRI 3-3<br>GRI 301-1   | MODULE 3  |          |
|  |                              | Energy: Consumption, direct and indirect; Measures taken to improve energy efficiency, Use of renewable energies   | GRI 3-3<br>GRI 302-1<br>GRI 302-4  | MODULE 3  |          |
|  | Climate Change               | Greenhouse Gas Emissions   | GRI 305-1<br>GRI 305-2<br>GRI 305-3  | MODULE 3  |          |
|  |                              | Measures taken to adapt to the consequences of Climate Change  | GRI 3-3<br>GRI 305-5   | MODULE 3  |          |
|  |                              | Voluntary medium- and long-term reduction targets set to reduce GHG emissions and means implemented to this end.   | GRI 3-3  | MODULE 3  |          |
|  | Biodiversity protection      | Measures taken to preserve or restore biodiversity   | GRI 3-3<br>GRI 304-3<br>GRI 304-1  | MODULE 3  |          |
|  |                              | Impacts caused by activities or operations in protected areas  | GRI 304-1<br>GRI 304-2   | MODULE 3  |          |
|  |                              | Total number and distribution of employees by gender, age, country, and job classification   | GRI 405-1(b)(i,ii)   | MODULE 4  |          |
|  | Social and Staff Issues      | Employment   | Total number and distribution of types of employment contracts   | GRI 2-7   | MODULE 4 |
|  |                              |  | Average annual number of permanent, temporary and part-time contracts by gender, age and occupational classification | GRI 2-7   | MODULE 4 |
|  |                              |  | Number of redundancies by gender, age and occupational classification  | GRI 401-1 b)  | MODULE 4 |
| Average salaries and their evolution broken down by gender, age and professional classification or equal value |                              |  | GRI 405-2  | MODULE 4  |          |
| Wage Gap   |                              |  | GRI 405-2  | MODULE 4  |          |
| Remuneration of equal or average jobs in the company   |                              |  | GRI 405-2  | MODULE 4  |          |
| Work organisation  |                              | The average remuneration of directors and the Management Committee, including variable remuneration, allowances, indemnities, payments to long-term savings schemes and any other payments. disaggregated by sex | GRI 405-2  | Notes to the consolidated financial statements Note 19.3. |          |
|  |                              | Implementation of work disengagement measures  | GRI 3-3  | Non-material  |          |
|  |                              | Employees with disabilities  | GRI 405-1(b)(iii)  | MODULE 4  |          |
|  |                              | Organisation of working time   | GRI 3-3  | Non-material  |          |
|  |                              | Number of absence hours  | GRI 403-9  | MODULE 4  |          |
|  |                              | Measures aimed at facilitating the enjoyment of work-life balance and fostering the co-responsible exercise of these rights by both parents.   | GRI 401-3  | MODULE 4  |          |

|   |                   |   |                        |   |
|---|-------------------|---|------------------------|---|
|   | Health and Safety | Health and safety conditions in the work  | GRI 403-1              | MODULE 4  |
|   |                   | Accidents at work (frequency and severity) disaggregated by sex   | GRI 403-3<br>GRI 403-9 | MODULE 4<br>(Scope limitation: information from Tunisia not reported) |
|   |                   | Occupational diseases (frequency and severity) disaggregated by sex   | non-material           | MODULE 4  |
|   | Social Relations  | Organisation of social dialogue, including procedures for informing, consulting and negotiating with the staff                        | GRI 2-29               | Non-material  |
|   |                   | Percentage of employees covered by collective bargaining agreements by country  | GRI 2-30               | Non-material  |
|   |                   | Review of collective bargaining agreements, particularly in the health field and safety at work                                       | GRI 403-1<br>GRI 403-4 | MODULE 4  |
|   | Training          | Policies implemented in the field of training   | GRI 3-3<br>GRI 404-2   | MODULE 4  |
|   |                   | Total number of training hours per professional category  | GRI 404-1              | MODULE 4<br>(Scope limitation: information from Tunisia not reported) |
|   | Accessibility     | Universal accessibility for people with disabilities  | GRI 3-3                | MODULE 4  |
|   |                   | Measures taken to promote equal treatment and equal opportunities between men and women   | GRI 3-3                | MODULE 4  |
|   | Equality          | Equality plans  | GRI 3-3                | MODULE 4  |
|   |                   | Measures taken to promote the employment  | GRI 3-3                | MODULE 4  |
|   |                   | Protocols against sexual and sexual harassment<br>sex ratio   | GRI 3-3                | MODULE 4  |
|   |                   | The integration and universal accessibility of persons with disabilities  | GRI 3-3                | MODULE 4  |
|   |                   | Anti-discrimination policy and, where appropriate, management policy of diversity   | GRI 3-3                | MODULE 4  |
| Information on respect for human rights | Human Rights      | Implementation of human rights due diligence procedures   | GRI 3-3                | MODULE 2  |
|   |                   | Prevention of risks of human rights abuses and, where appropriate, measures to mitigate, manage and redress possible abuses committed | GRI 3-3                | MODULE 2  |
|   |                   | Complaints of human rights violations   | GRI 2-26               | MODULE 5  |

|  |  |   |  |                                  |
|--|--|---|--|----------------------------------|
| Information relating to the fight against corruption and bribery | Corruption and bribery                         | Promotion and enforcement of the provisions of ILO fundamental conventions relating to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in respect of employment and occupation, the elimination of forced or compulsory labour and the abolition of forced or compulsory labour. | GRI 3-3                                      | MODULE 2<br>MODULE 4<br>MODULE 5 |
|  |  | Measures taken to prevent corruption and bribery  | GRI 3-3                                      | MODULE 2                         |
|  |  | Measures to combat money laundering   | GRI 3-3                                      | MODULE 2                         |
|  | Company commitments to sustainable development | Contributions to foundations and non-profit organisations   | GRI 3-3                                      | MODULE 2                         |
|  |  | Impact of the company's activity on employment and local development  | GRI 203-1<br>GRI 204-1                       | MODULE 5                         |
|  |  | Impact of society's activity on local populations and the territory   | GRI 413-1<br>GRI 203-1                       | MODULE 5                         |
|  |  | Relationships with local community actors and the modalities of dialogue with them  | GRI 413-1<br>GRI 2-29                        | MODULE 2                         |
|  |  | Partnership or sponsorship actions  | GRI 2-28                                     | MODULE 5                         |
|  |  | Inclusion in the procurement policy of social, gender equality and gender equality issues.  | GRI 3-3                                      | MODULE 2                         |
|  |  | gender and environmental  |  |                                  |
| Company information  | Subcontracting and suppliers                   | Consideration in relations with suppliers and subcontractors of their social and environmental responsibility   | GRI 2-6<br>GRI 3-3<br>GRI 308-1<br>GRI 414-1 | MODULE 1                         |
|  | Consumers                                      | Monitoring and audit systems and audit results  | GRI 308-1<br>GRI 414-1                       | MODULE 1                         |
|  |  | Consumer health and safety measures   | GRI 3-3<br>GRI 416-1                         | MODULE 5                         |
|  |  | Complaint systems, complaints received and their resolution   | GRI 2-26<br>GRI 3-3                          | MODULE 5                         |
|  | Tax information                                | Benefits obtained by country  | GRI 201-1                                    | MODULE 1                         |
|  |  | Taxes on profits paid   | GRI 201-1                                    | MODULE 1                         |
|  |  | Public subsidies received   | GRI 201-4                                    | MODULE 1                         |



## Annex II Quality and sustainability chain data not verified by Deloitte

Chain, with hotels not included in the EINF

### Waste

|  | 2023 kg    |
|--|------------|
| Paper and cardboard                      | 165.818,10 |
| Organic                                  | 259.897,69 |
| Glass                                    | 184.953,86 |
| Packaging                                | 181.893,77 |
| Undifferentiated                         | 869.912,65 |
| Vegetable Oil                            | 22.798,00  |
| Raees                                    | 3.841,10   |
| Toners                                   | 733,6      |
| Fluorescent,<br>energy-saving and<br>LED | 744,53     |

**Chain, with hotels not included in the EINF**

**Carbon Footprint**

| Emissions included in each scope        |  | Emissions tn CO2EQ | Emissions tn CO2 | Emissions tn CH4 | Emissions tn N2O |
|---|--|--------------------|------------------|------------------|------------------|
| Direct Emissions                        | Combustion from stationary sources gas                         | 2.197,38           | 2.192,54         | 4,81             | 0,04             |
|   | Combustion from stationary sources propane                     | 600,17             |                  |                  |                  |
|   | Combustion of stationary sources diesel oil                    | 69,6               | 69,19            | 0,26             | 0,15             |
|   | Refrigerant gases  | 731,19             | 731,19           |                  |                  |
|   | Transfer   | 13,99              | 13,88            | 0                | 0,11             |
| Cat 1                                   |  | 3.612,33           | 3.006,80         | 5,07             | 0,30             |
| Indirect emissions from imported energy | Electricity consumption (Market)                               | 765,25             |                  |                  |                  |
|   | Electricity consumption (Located)                              | 6.593,26           |                  |                  |                  |
| Cat 2                                   |  | 765,25             |                  |                  |                  |
| Indirect emissions from Transport       | Travel to offices central                                      | 69,73              |                  |                  |                  |
|   | Travel from m headquarters for commercial reasons or to hotels | 38,25              | 23,2             | 0,24             | 6,71             |
| Cat 3                                   |  | 107,98             | 23,2             | 0,24             | 6,71             |
| Indirect Emissions from Product Use     | Laundry  | 2.101,15           |                  |                  |                  |
|   | Water consumption  | 72,81              |                  |                  |                  |
|   | Waste management   | 33,92              |                  |                  |                  |
| Cat 4                                   |  | 2.207,88           |                  |                  |                  |
| Total (Market)                          |  | 6.693,44           | 3.030,00         | 5,31             | 7,01             |
| Total (Located)                         |  | 12.521,45          | 3.030,00         | 5,31             | 7,01             |

**Chain, with hotels not included in the EINF**

**Online Reputation**

| Number of questionnaires | 2023   |
|--------------------------|--------|
| Post Stay Survey         | 28.697 |
| MICE survey              | 67     |
| Pre Stay Survey          | 7.383  |

|                |       |
|----------------|-------|
| In Stay Survey | 3.539 |
|----------------|-------|

\*no data available for Vincci Selección Estrella del Mar and Vincci Nozah Beach.

**Chain, with hotels not included in the EINF**

| <b>Group</b>       | <b>2023</b> |
|--------------------|-------------|
| Number of opinions | 72.178      |
| Number of mentions | 232.637     |

\*no data available for Vincci Selección Estrella del Mar and Vincci Nozah Beach.

**Chain, with hotels not included in the EINF**

| <b>Indicator</b>   | <b>2023</b> |
|--------------------|-------------|
| Global Chain Index | 88,3%       |
| Cleaning           | 91,2%       |
| Location           | 91,8%       |
| Service            | 91,6%       |
| Room               | 90,40%      |
| Value for money    | 84,7%       |
| Gastronomy         | 79,3%       |
| Entertainment      | 78,3%       |

\*no data available for Vincci Selección Estrella del Mar and Vincci Nozah Beach.