



EINF AND *SUSTAINABILITY* REPORT

2023

INDEX



1.	About this report	03
2.	Leadership and Good Governance	31
3.	Environmental Capital	41
4.	Human Capital	61
5.	Social Capital	86
6.	ANNEX 1 Implemented contents of Law 11/2018 EINF	100
7.	ANNEX 2 Quality and sustainability chain data not verified by Deloitte	105

01

ABOUT THIS *REPORT*



01. ABOUT THIS REPORT

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 different initiatives of the Company, is to highlight our solid



commitment to responsibility in the field of social, environmental and economic interest.

Over the last few years, we have taken a series of measures and taken part in 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 stakeholder groups 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 consolidated financial statements specifies the data unique to the Group's scope of accounting consolidation, indicating it as the Group, 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 an objective, we will continue to be committed to transparency, always bearing in mind that honesty turns our services into a tourism product that is firmly committed, as well as profitable and efficient.

The information identified in Annex I "Implemented provisions 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>

01. ABOUT THIS REPORT

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

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 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, different actions belonging to a sustainable development agenda were established with the aim of 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 convey to our customers. A capacity to strive to be aware of the impact of our activity and our decisions on the places where we are based, which is perfectly combined with the intention of adjusting to the global needs of our society.

A special sensitivity to supporting the most disadvantaged social groups is ingrained in the Company's DNA. A philosophy that is reflected in the collaborative attitude of the company.

with different institutions and organisations that fight every day to solve the problems of our society and to help the most disadvantaged.

Green employment, managed by associations, organisations and foundations oriented to this end, is one of the options that offer employment 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 related to waste recycling and surplus management, in the belief that they are an excellent formula for protecting the . It is one of the many initiatives that confirm our effective and responsible commitment respect the environment, and which, in turn, form part of a global action of social support that allows us to meet some of our Company's most pressing needs.

OTHER STANDARDS

There are no other standards.

01. ABOUT THIS REPORT

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 all



We must 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 the efforts of Vincci Hoteles are directed towards our customers, who are the reason for 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 of service that characterises us are aimed at your complete satisfaction.

■ EMPLOYEES

Our business is sustainable and is widely consolidated thanks to the efforts of a team of people fully aligned with Company's objectives, who are constantly involved in their work. Our commitment is to improve 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 of their workers, as well as promoting a culture of health and the exchange of business experiences.

01. ABOUT THIS REPORT

■ PUBLIC ADMINISTRATION

The sum of our efforts will solve 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 is 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.

Vincci Hoteles has maintained business relationships with many suppliers since its inception, and an important part of these long-standing relationships is the trust and common values we have with them.

■ SHAREHOLDERS

The achievement 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 commitment.

■ COMPETITORS

Fair competition is not only necessary for the proper performance of the hospitality sector, 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.



The following tables show for each stakeholder group which communication channels are available from Vincci Hoteles, and how often they are used.

FOCUS GROUP PRIORITY 1: INTERNAL

SHAREHOLDERS					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Transparency	Web Sustainability	Dtpo. Marketing			X
Sustainable Management	Web Sustainability	Dtpo. Marketing			X
Good governance	Web Sustainability	Dtpo. Marketing			X
Composition	Dialogue		Frequency		
	Spaces	Responsible	Sporadic	Recurrent	Periodical
Owners	Web Sustainability	Dtpo. Marketing			X
Minority shareholders	Governing bodies	Steering Committee			X

EMPLOYEES					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Sustainable Management	Internal communications	Dtpo. Quality and Sustainability			X
Development opportunities	Vincci&Go	Dtpo. HR		X	X
Equality and security	Intranet	Dtpo. HR		X	X
Composition	Dialogue		Frequency		
	Spaces	Responsible	Sporadic	Recurrent	Periodical
Owners	Meetings with teams	Directors and Managers		X	
Minority shareholders	Equality	Dtpo. HR			X

Measurement
Dashboard

Measurement
Climate survey
Quality training

TRADE UNIONS					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Prevention of Occupational Risks	Internal communications	Dtpo. HR		X	
Legal compliance	Internal communications	Dtpo. HR		X	
Equality	Intranet	Dtpo. HR		X	
Composition	Dialogue		Frequency		
	Spaces	Responsible	Sporadic	Recurrent	Periodical
Trade union associations	Trade union meetings	Trade unions elected in hotels			X
Minority	Equality	Dtpo. HR			X
Measurement					
Wage Gap					
Accidents at work					



FOCUS GROUP PRIORITY 2: ENVIRONMENT

CUSTOMERS					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Personalised experience	Corporate website	Marketing Dept.		X	
Service excellence	App	Marketing Dept.		X	
Sustainable management	Web sustainability	Marketing Dept.			X
Health and safety	Web sustainability	Marketing Dept.			X
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
B2C (individual)	Surveys	Quality and Sustainability Dept.			X
B2B (corporate)	Surveys	Commercial Dept. or Hotel Groups		X	
Travel agencies	Workshops	Commercial & Revenue Dept.	X		
Measurement	Internal communications	Commercial & Revenue Dept.	X		
Stakeholder Feedback					
GRI Reviewpro					
NPS Reviewpro					
Reviewpro Surveys					

SUPPLIERS AND SUBCONTRACTORS					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Long-term relationships	Comunicaciones direct	Dept. Exploitation		X	
Trust and respect	Comunicaciones direct	Dept. Exploitation		X	
Composition	Dialogue		Frequency		
	Spaces	Responsible	Sporadic	Recurrent	Periodical
Product suppliers	Direct meetings	Operations Dept.		X	
Service	On-site visits	Operations Dept. Quality and Sustainability Dept.	X		
Measurement					
There is no					

FOCUS GROUP PRIORITY 3: CONTEXT

PUBLIC ADMINISTRATION					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Transparency and honesty	Web Sustainability	Dept. Marketing		X	X
Collaboration	Direct hotels or offices management	Directors and Central		X	
General interest	Secretary to CEO and Directors of Operations			X	

Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
European, national, regional or local administrations premises	Institutional relations	Affected Dept. Affected		X	
Public entities	Events, meetings and forums	Affected Dept. Affected		X	
Public-private bodies	Direct communications	Affected Dept. Affected		X	

Measurement
There is no

SOCIETY					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Sustainable management	Web Sustainability	Marketing Dept.			X
Social interest	Web Sustainability	Marketing Dept.			X
Collaboration	Direct to hotels or head office	Directors and Managers		X	

Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Academic and educational environment	Meetings and direct communication	Affected Dept. Affected		X	
Neighbourhood associations	Meetings and direct communication	Affected Dept. Affected		X	
Social Entities and NGOs	Meetings and direct communication	Affected Dept. Affected		X	
Society at large	Meetings and direct communication	Affected Dept. Affected		X	

Measurement
There is no

COMPETENCE					
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Ethical competence	Web Sustainability	Marketing Dept.			X
Collaboration	Direct to hotels or head office	Directors and Managers		X	
Transparency	Web sustainability	Marketing Dept.			X
General interest	Web sustainability	Marketing Dept.			X
Commitments	Communication		Frequency		
	Channel	Responsible	Sporadic	Recurrent	Periodical
Regulatory bodies	Institutional relations	Affected Dept. Affected		X	
Competitors	Events, meetings and forums	Affected Dept. Affected		X	
Public-private bodies	Events, meetings and forums	Affected Dept. Affected		X	
Private professional or business associations or organisations	Events, meetings and forums	Affected Dept. Affected		X	
Measurement					
There is no					



01. ABOUT THIS REPORT

1.4

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 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 be able to offer personalised solutions, pointing out the measures that need to be adopted and the investment involved.

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, which 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.

business. The materiality analysis allows us to discover which aspects to communicate in the Sustainability Report are of interest to stakeholders.

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.

Then, 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 the leading companies and the Group's current performance.

01. ABOUT THIS REPORT

The next step is the review, assessment and validation of the issues by the various 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 a continuous channel of communication 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.

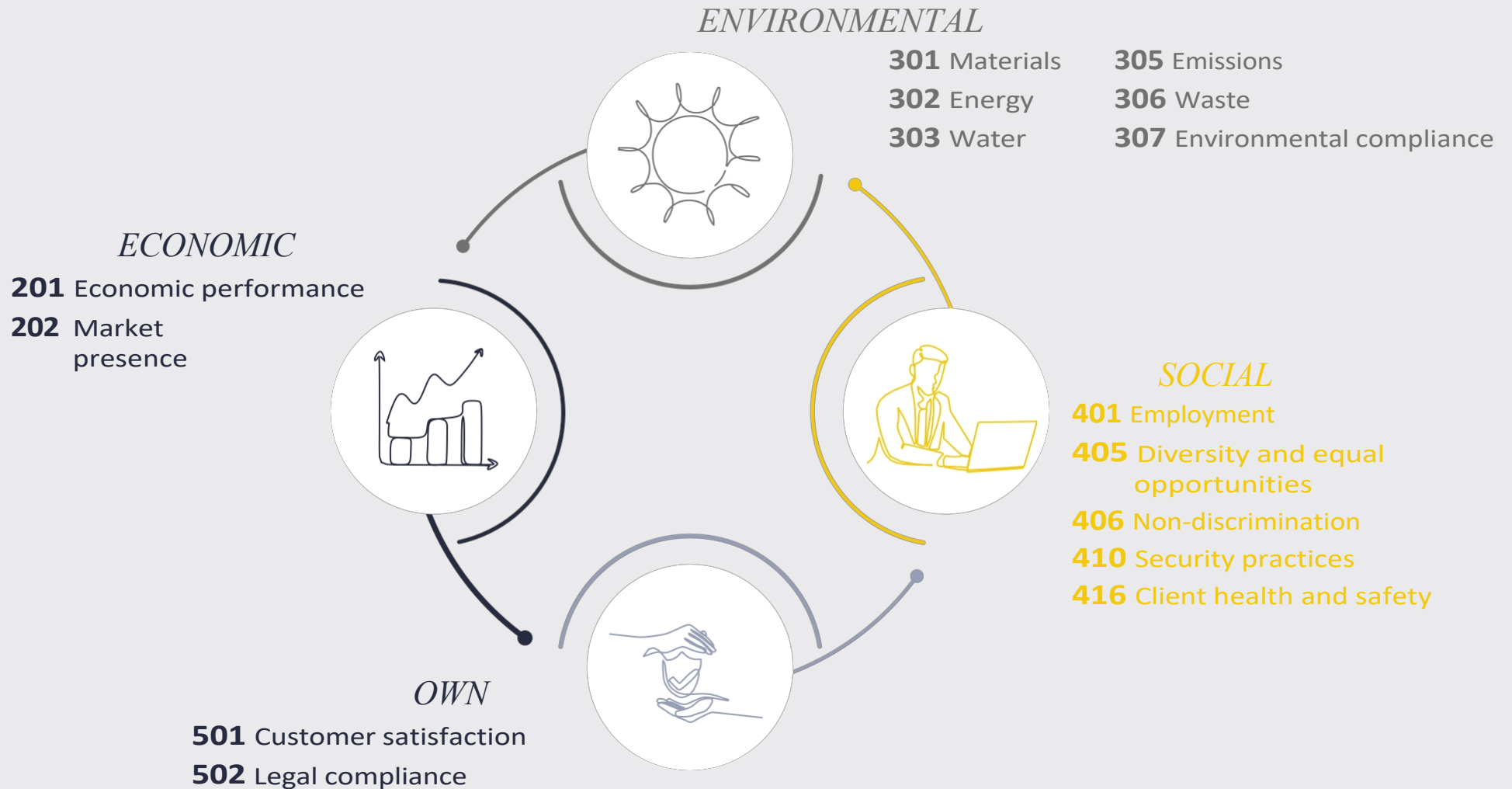


01. ABOUT THIS REPORT

STAKEHOLDER GROUPS	COMMUNICATION CHANNEL	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	Continuous communication (works councils)	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	Continuous communication (works councils)	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

01. ABOUT THIS REPORT

MOST RELEVANT TOPICS OF THE *SUSTAINABILITY REPORT 2023*



01. ABOUT THIS REPORT

1.5

FUNDAMENTALS

HISTORY OF THE ORGANISATION

Vincci Hoteles is made up of a group of companies whose parent company is Tecamira, S.L., in the Madrid town of Alcobendas. Throughout our history, the chain has consolidated its position in the tourism sector, with the support of Rufino Calero, who ensured that the Group used his solid professional experience and the effort invested to consolidate 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 prominent 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 distinguishing feature of the Company, but has also enabled it to satisfy the highest expectations of its customers year after .

Today the chain has four and five star hotels, differentiated into two lines by category and location, although all the establishments share and are characterised by rigorous criteria of excellence, quality and innovation in hotel management.

As a hotel group, we seek to build customer loyalty by offering them the best possible experience from the moment they approach us to make a reservation. Every 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 human 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 serve customers is our main source of pride.



01. ABOUT THIS REPORT

HOTEL OPENINGS PER YEAR

OPENING YEAR	HOTEL	OPENING YEAR	HOTEL
2001	Vincci Hoteles Vincci Selección Rumaykiyya is born	2010	Vincci Selection Posada del Patio Vincci Helios Beach
2002	Vincci Ciudad de Salamanca Vincci Puertochico	2011	Vincci Selección Aleya Boutique & Spa
2003	Vincci Costa Golf Vincci La Rábida Vincci Lys Vincci Marítimo	2012	Vincci Albayzin Vincci BIT
2004	Vincci Centrum	2014	Vincci Gala
2005	Vincci Selección La Plantación del Sur	2015	Vincci Liberdade Vincci Mercat Vincci Porto Vincci Valdecañas Golf
2006	Vincci Soho Vincci Tenerife Golf	2016	Vincci Mae Vincci Marillia Vincci The Mint Vincci Zaragoza Zentro
2007	Vincci Capitol Vincci Frontaura Vincci Palace Vincci Via 66	2018	Vincci Safira Palms Vincci Consulado de Bilbao
2008	Vincci Baixa Vincci Nozha Beach Vincci Estrella del Mar Selection Vincci SoMa	2021	Vincci Ponte de Ferro
2009	Vincci Malaga	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.

01. ABOUT THIS REPORT

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

The 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 are 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 ENGINE OF THE COMPANY

The real heart of Vincci Hoteles, and who makes the difference in our Group, is our human team, 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 sets us apart.

senta. Their involvement, creativity and participation is what has enabled 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 pursuit of a society in which everyone has the same opportunities and rights.

01. ABOUT THIS REPORT

■ **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.

■ **FOR THE FUTURE**

Every guest who chooses Vincci Hoteles has a unique, unforgettable and unrepeatable experience, enjoying their stay to the full, with an 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**

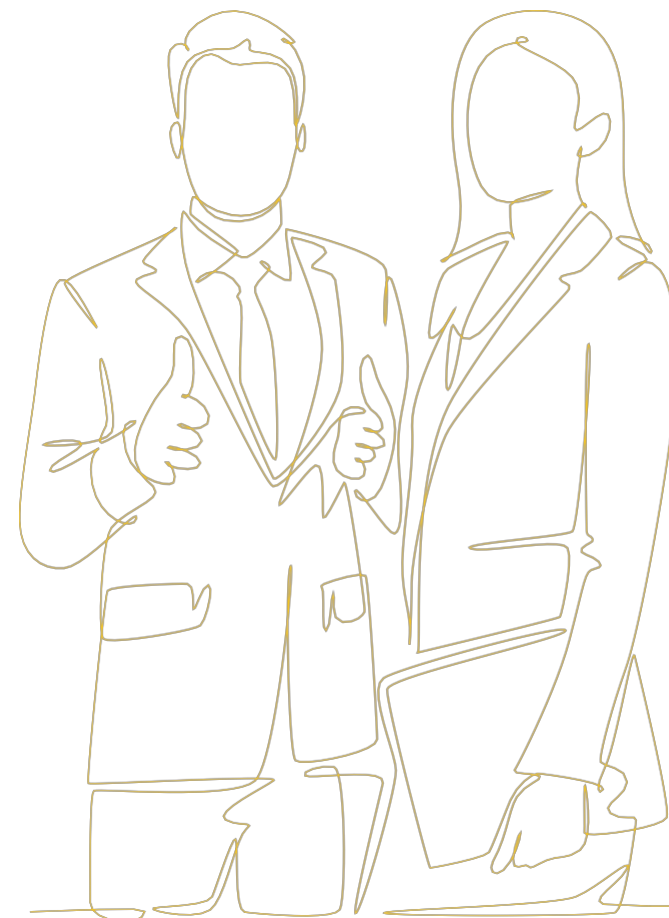
Vincci Hoteles is a consolidated chain in the sector, both nationally and internationally. With the backing of this current recognition we continue advancing to ensure that the future is just as promising. Among the chain's objectives is its commitment to expansion, with the opening of new hotels, both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

We feel ready for the new challenges that lie ahead and are determined to continue to demonstrate our transparency, our quality standards and the best service in of the establishments of our chain, whose list will soon be increased with new hotels located in privileged surroundings 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 centralising 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.



01. ABOUT THIS REPORT

Shortage of qualified personnel: 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 recommended by customers that will help us to reduce these operating costs without compromising the service, in fact, increasing the quality of the service.



Increasingly demanding customer: today's travellers expect a personalised and unique experience and expect hotels to adapt to their individual needs and wishes. 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 choice 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 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 .

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 citizens in some areas against tourism: the concentration of tourism in city areas is displacing citizens and generating a rejection of mass tourism. It is 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 affecting citizens' purchasing power and of course tourism consumption.

Legislation: unequal legislation on the region another danger. Different regulations do not allow for homogeneous processes.

01. ABOUT THIS REPORT

LOGS METAS 2023 2024 4

Some of the achievements of 2023 are:

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

Goals for the year 2024:

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



01. ABOUT THIS REPORT

RESPONSIBLE MANAGEMENT

Financial performance gives us a better understanding of Vincci Hoteles and its commitment to sustainability. Our involvement in sustainability is , 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 together can we meet the goals set by our environmental policy. These daily challenges, together with the experience we have gained over the years and the knowledge we already possess in the field of sustainability, enable us to meet challenges and continue to make progress.



To strengthen our commitment to environmental care, we need to have key strategies in place, well organised and well defined. Our sector is in the midst of 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, especially to achieve the planet that future generations deserve.

Under these criteria of responsible management, our budgets are in line with the criteria 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 economic indicators such as the Revenue per Available Room (RevPar), the Average Daily Rate (ADR) or the Average Daily Rate.



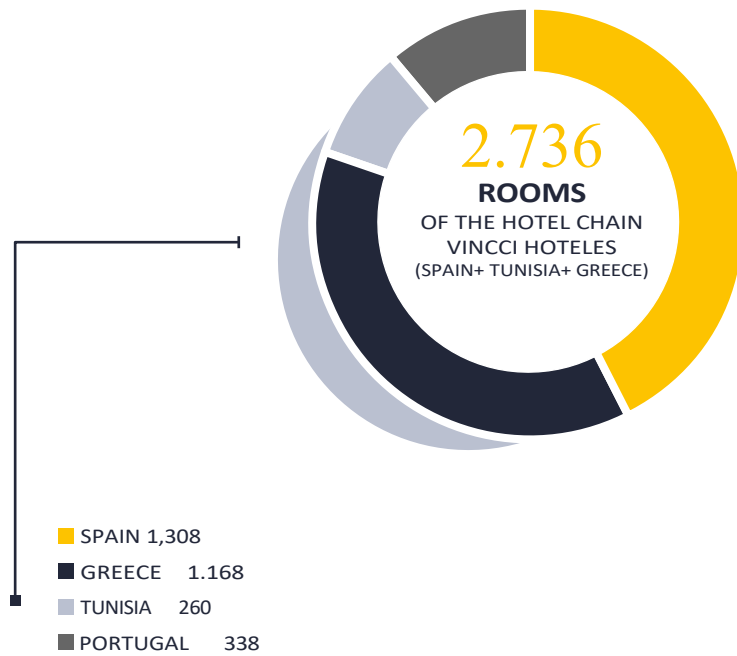
01. ABOUT THIS REPORT

1.6

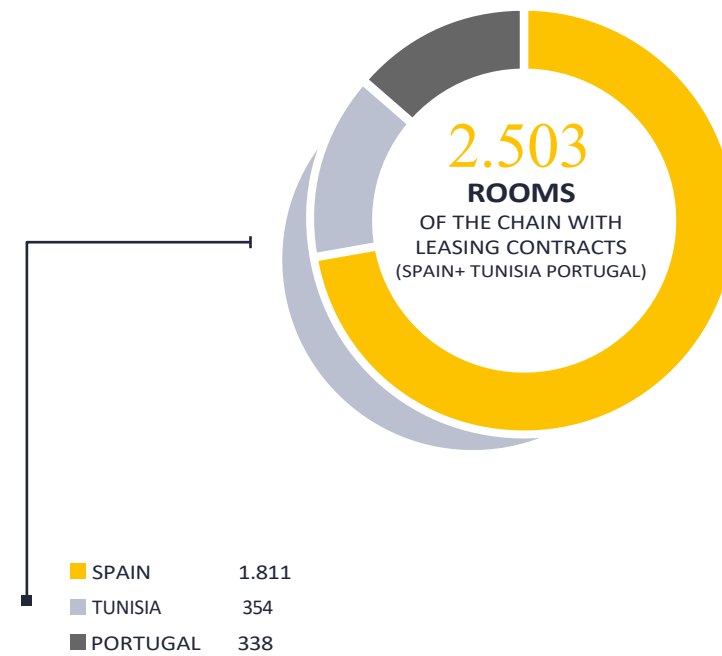
FINANCIAL DIMENSION

THE ORGANISATION IN FIGURES

TOTAL ROOMS OF THE HOTEL CHAIN VINCCI HOTELS:



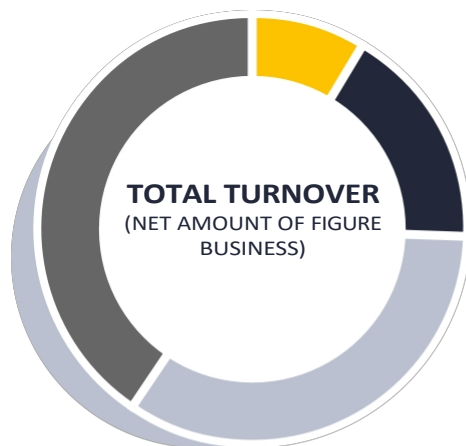
TOTAL ROOMS OF THE CHAIN WITH CONTRACTS ON A RENTAL BASIS



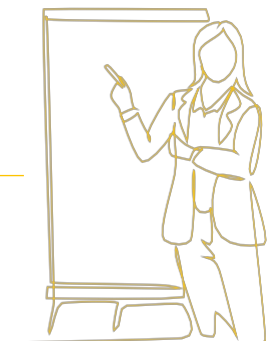
01. ABOUT THIS REPORT

2023 2.339.185

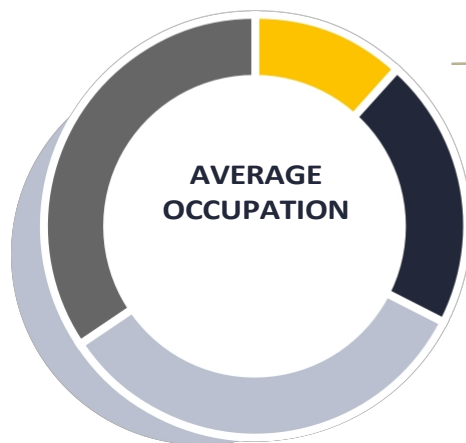
YEAR	EUROS
2020	46.455.466
2021	90.082.543
2022	181.422.211
2023	215.982.053



YEAR	NUMBER OF OCCUPIED ROOMS
2020	372.651
2021	661.131
2022	1.075.730
2023	1.002.360



YEAR	% AVERAGE OCCUPANCY
2020	27,58%
2021	47,74%
2022	75,52%
2023	78,37%



YEAR	PAX (NUMBER OF CUSTOMERS)
2020	664.523
2021	1.179.742
2022	1.937.189



01. ABOUT THIS REPORT

O
C
C
U
P
I
E
D

R
O
O
M
S

N
U
M
B
E
R

O
F

C
U
S
T
O
M
E
R
S

A
C
C
O
M
M
O
D
A
T
E
D

01. ABOUT THIS REPORT

PROFIT/(LOSS) AFTER TAX BY COUNTRY (DATA IN EURO):		SUBSIDIES RECEIVED (DATA IN EUROS):		CORPORATE INCOME TAX (DATA IN EURO):	
PROFIT / (LOSS) SPAIN	46.131.927	TOTAL GRANTS RECEIVED		TAX ON COMPANIES INCOME / (EXPENDITURE)	(877.356)
PROFIT / (LOSS) PORTUGAL	2.943.226	CAPITAL SUBSIDIES	-		
PROFIT / (LOSS) TUNISIA	1.845.317	OPERATING SUBSIDIES	414.694		

	DATA IN EUROS			
	GROUP PERIMETER	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 INCOME	53.270.623	47.502.567	3.711.003	2.057.053



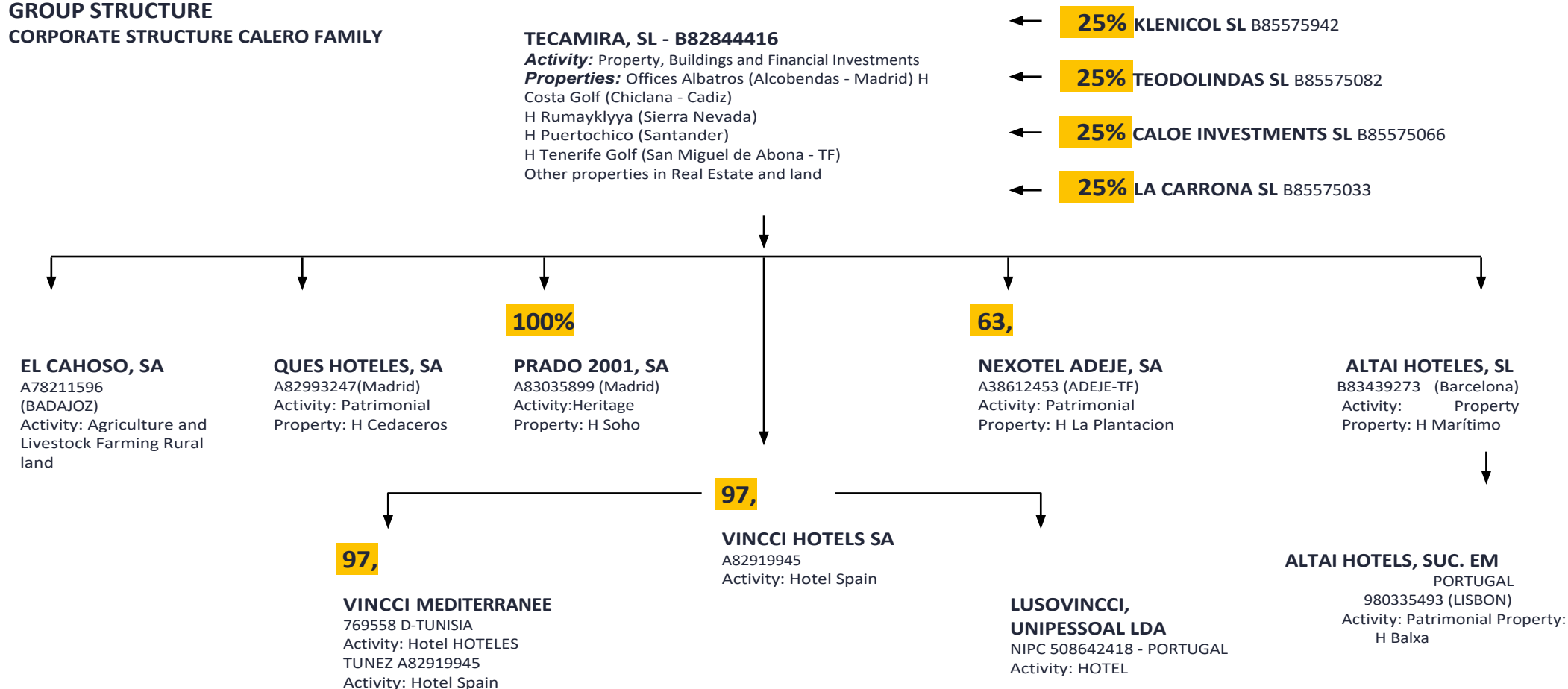
In order to achieve long term and sustainable profitability, it is essential to adjust annual budgets and contain spending at both head office and hotel levels.

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

01. ABOUT THIS REPORT

GROUP STRUCTURE

CORPORATE STRUCTURE CALERO FAMILY



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 as this company is integrated into the Group under the equity method of consolidation.

01. ABOUT THIS REPORT

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 essential element in achieving social equality, reducing environmental risks and ecological scarcity, according to the United Nations Environment Programme (UNEP). It was given a major boost in 2012, when the United Nations Conference on Sustainable Development identified it as 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, 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 major social and environmental challenges of our time.

society. These institutions and organisations act locally 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. In this way, our employees care about the impact of the activity we carry out, so they are firmly committed to making this planet a better world.

In this sense, we are fully 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 a work immersion programme based on their skills.

01. ABOUT THIS REPORT

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 (environmental) packaging.
- Supplier and product (environmental) certification.



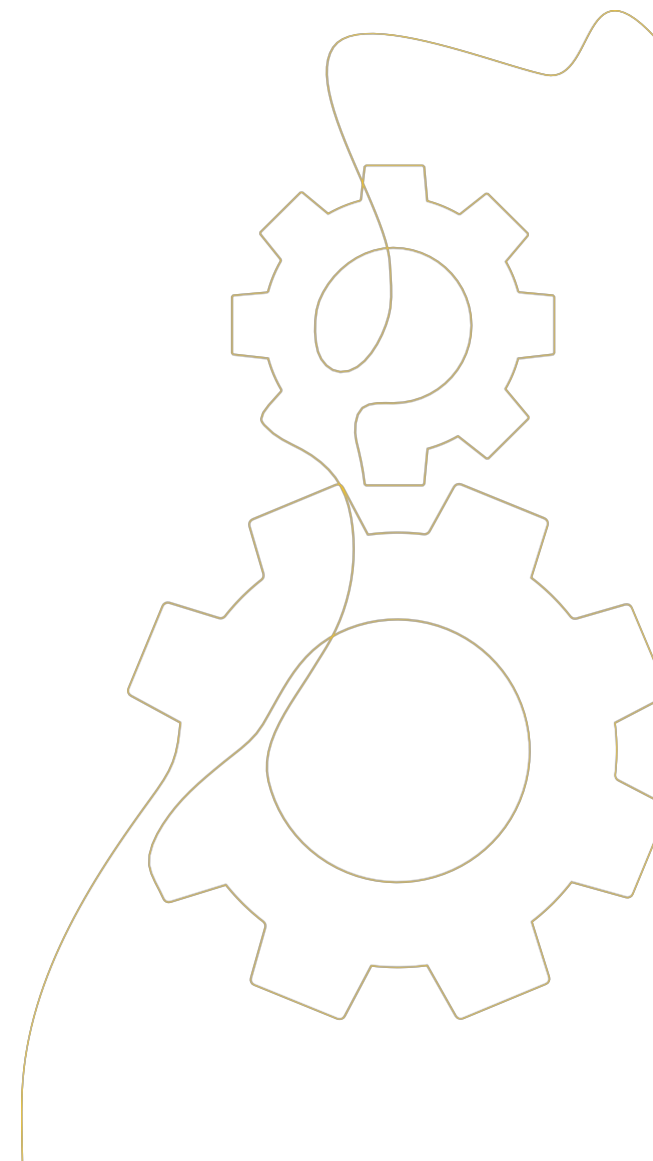
- Kilometre 0 (environmental and social).
- Proximity of the warehouse to avoid long journeys (environmental).
- Emission-free vehicles (environmental).

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

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

The information from the certifications has been recorded in a supplier file and is used to carry out joint projects, such as packaging changes. The aim is for our collaborators to stop being suppliers and become partners with whom we can develop joint actions related to environment. 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.



01. ABOUT THIS REPORT

1.7

PERIOD, DEADLINE AND POINT *CONTACT 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 concerns, questions or suggestions regarding its content, or make comments on the Sustainability Report at the following e-mail address or by regular mail to 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

Vincci Hoteles, S.A.

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



02

LEADERSHIP AND GOVERNANCE



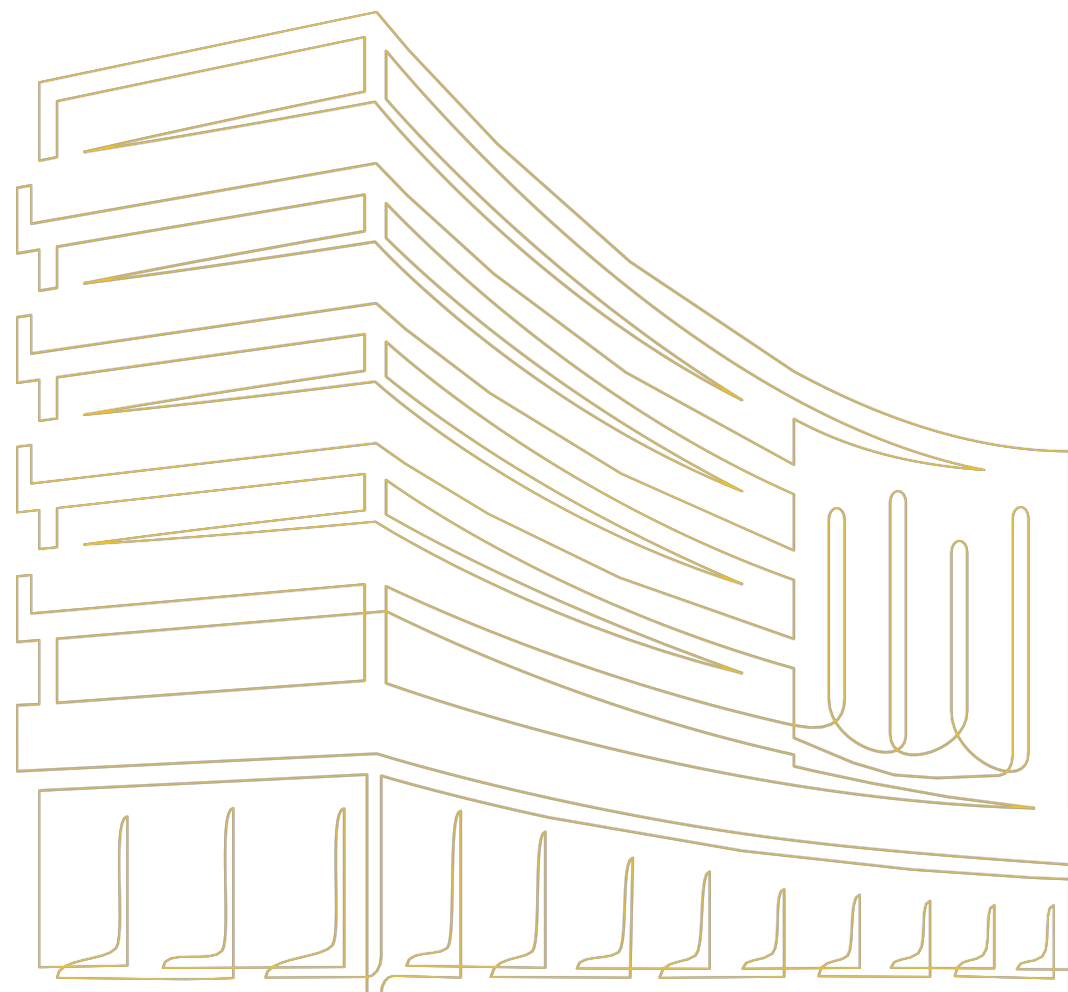
02. LEADERSHIP AND GOVERNANCE

2.1

BUSINESS *MODEL*

2.1.1 NAME OF THE ORGANISATION

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



02. LEADERSHIP AND GOVERNANCE

2.1.2 ACTIVITIES, BRANDS, PRODUCTS AND SERVICES

HOTEL MANAGEMENT MODELS:

■ **OWNERSHIP:** through its holding companies, the Group owns the facilities, bears the business risk and assumes both the profits and costs of the activity.

■ **RENTAL:** 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 attention focused

to 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 located in places that stand out their scenic, social and cultural wealth. 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 stays of our establishments have an exclusive design, capable of surprising, with all luxury 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, making sure 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 sporting activities.

■ **VINCCI HOTELS:** our Hoteles Vincci are 4-star establishments oriented towards comfort, complemented by a personalised and specialised service to meet 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 carefully chosen 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 experience.

02. LEADERSHIP AND GOVERNANCE

■ **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 the client 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 the client is 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 on the available treatments, advising them on those that best suit their needs.

2.1.3 LOCATION OF THE HEADQUARTERS

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

2.1.4 LOCATION OF OPERATIONS

Spain, Portugal, Greece and Tunisia.

2.1.5 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 OF 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 achieved important milestones on our journey towards a more sustainable future:

ISO 50001:2018 certification. This year, we have obtained the ISO 50001:2018 certification, which recognises our efficient energy management at all our facilities. This

achievement is testament to our commitment to reducing our energy footprint and implementing practices that promote efficiency and sustainability.

Carlos Calero
Chief Executive Officer (CEO)



02. LEADERSHIP AND GOVERNANCE



Lusovincci Unipes- soal 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 of fair and responsible hotels. The Vincci Soho 4* hotel and the Vincci Gala 4* hotel have been certified as fair and responsible labour hotels. This pilot certification, promoted in collaboration with 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 revised 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 work 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 wellbeing of our employees, promoting a safe and healthy working environment.

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 customers 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.

02. LEADERSHIP AND GOVERNANCE

CORPORATE ORGANISATION CHART:

- DIRECTOR GENERAL:

D. Carlos Calero

- GENERAL MANAGER NORTH ZONE AND TUNISIA:

D. Miguel Ángel Calero

- GENERAL MANAGER SOUTH ZONE AND PORTUGAL:

D. Rafael Calero

- DIRECTOR OF DECORATION AND INTERIOR DESIGN:

Ms. Teresa Calero

- DIR. ADMINISTRATION AND FINANCE:

Mr. José Luis Aldea

- DIR. WORKS AND MAINTENANCE:

D. Miguel Guerrero

- DIR. PURCHASING:

Ms Myriam Rodríguez

- DIR. QUALITY AND SUSTAINABILITY:

D. César Pérez

- DIR. EXPANSION:

D. Miguel Fuentes

- DIR. SYSTEMS:

D. Pablo Muñiz

- DIR. REVENUE & COMMERCIAL:

Ms Amaya Lacambra

- DIR. LEGAL ADVOCACY:

Ms Estrella Marugán

- DIR. HR:

D. Marcos Valera

- DIR. MARKETING AND COMMUNICATIONS:

Ms Aixa Rodríguez del Alisal

- DIR. F&B:

D. Enrique Lezcano

- DIR OF DIGITAL STRATEGY AND BUSINESS DEVELOPMENT:

D. Néstor Aldea



02. LEADERSHIP AND

Executive level positions report directly to the governing body.

GOVERNANCE

02. LEADERSHIP AND GOVERNANCE

2.2

VALUES, PRINCIPLES, STANDARDS AND POLICIES

2.2.1 VALUES, PRINCIPLES, STANDARDS AND NORMS OF CONDUCT

CODE OF ETHICS

All the procedures developed by Vinc- ci 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 to continue to be a benchmark in the field of social responsibility, Vinc- ci Hoteles is committed to



the sector must have professionals who are characterised by strong values and who work in an ethical environment that is above reproach.

The Vincci Hoteles Code of Ethics 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 that constitutes the basis for maintaining an impeccable reputation and a strict behaviour to prevent corruption.

In this regard, and in order to prevent 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 may consult them. Internally, the Finance Department at the head offices also carries out audits to ensure that the management of the hotels complies with the legal framework.

In addition, when carrying out audits of the different management processes of the Administration Department of the establishments, there are compulsory procedures for the following

directors, who are the positions with authorising powers. These procedures have been drawn up by Head Office and make it possible to check that all Group 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 the professionals in charge of the chain, especially those 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 wishes to know about it. This commitment to the intentions of the Company's employees 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, combined with our relations with our customers, is a guarantee for our customers, who are served by employees who are aware of the responsibility their actions entail.

02. LEADERSHIP AND GOVERNANCE

The relationship we have 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 unimpeachable conduct of each and every one of its employees.

SDGs to which we contribute:



16 Peace, Justice and Strong Institutions.

2.2.2 THE ORGANISATION'S MANAGEMENT APPROACH TO CORRUPTION AND BRIBERY; HUMAN RIGHTS; LABOUR; ENVIRONMENT AND SUPPLY CHAIN ISSUES

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) are available on the Intranet or FARO and are therefore available to all staff.

ORGANISATIONAL POLICY ON CORRUPTION AND BRIBERY; HUMAN RIGHTS; LABOUR ISSUES; ENVIRONMENT AND 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 POLICY (CREATED IN 2022)



02. LEADERSHIP AND GOVERNANCE

2.3

MAIN NON-FINANCIAL RISKS

2.3.1 MAIN IMPACTS, RISKS AND OPPORTUNITIES

■ STRENGTHS:

- Sustainable mobility (Tesla chargers, Porsche, Endesa, bicycle supply, 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 for customers. - Environmental certification.
- Training/Environmental awareness.
- Staff involvement. - Green Energy Contract. - Purchase of products in bulk. - Hotel processing (Homemade). - Environmentally responsible equipment (Toucan, Tersano, Naoclean, Naoclean, etc.) and Woxi). - Use of leftover food for other preparations (pastries - puddings, fruit - smoothies) and NGOs.

■ WEAKNESSES:

- Motion sensors in car parks.
- Control systems (shutdown of rooms or floors, climate control settings). - Environmental communication.
- Segregation at source (rooms). - Vincci average stays - Energy efficiency.
- Own energy generation. - Offer electronic invoicing. - Resources for environmental actions. - Hotels with propane and diesel. - Offer of single-dose products for breakfast. - Km0 . - Purchase of seasonal products; Minibars (Label D). - Soundproofing of rooms. - Temperature adjustments in rooms - Swimming pools with chlorine. - Dumping to sewerage. - Waste control. - Movement sensors in personnel areas.
- Sectorisation of meters.

■ 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 ecological products. - Circular Economy (Waste 0).
- Artificial Intelligence. - Power generation equipment (wind and solar).
- Partnerships with stakeholders.
- Local economy (search for local suppliers). - Digital transformation. - Increase in the cost of water and energy (awareness to save). - Customer loyalty through environmental policy. - Certified products.

■ THREATS:

- Legislation. - Sea pollution. - Atmospheric pollution. - Climate change. - Police sheets - Cost of environmentally friendly products.
- Lack of public support to large companies for environmental projects - Arab and Asian client. - Over-information of clients
- Light pollution. - Power cuts.

02. LEADERSHIP AND GOVERNANCE

2.4

CORRUPTION AND BRIBERY

2.3.2 OPERATIONS WITH SIGNIFICANT NEGATIVE IMPACTS

Spain, Portugal, Greece and Tunisia.

There are no operations with significant negative impact.

2.4.1 MECHANISMS FOR EVALUATING THE EFFECTIVENESS OF THE ANTI-CORRUPTION AND ANTI-BRIBERY MANAGEMENT APPROACH AND ITS RESULTS



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 ANTI-CORRUPTION AND ANTI-BRIBERY MANAGEMENT ASSESSMENT

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 anti-corruption policies and procedures of

The organisation has communicated to staff and suppliers.

2.4.3 DEVELOPMENT PROGRAMMES

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 the solidarity menus.
- The Christmas campaign.

03

ENVIRONMENTAL CAPITAL



03. ENVIRONMENTAL CAPITAL

3.1

ENVIRONMENT

3.1.1 MECHANISMS FOR EVALUATING THE EFFECTIVENESS OF THE ENVIRONMENTAL MANAGEMENT APPROACH AND ITS PERFORMANCE

Statement by César Pérez, Director of Quality and Sustainability:

"It is a privilege to show you the progress and goals of Vincci Hoteles 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 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 more 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 enable us to improve operational efficiency, optimise 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 goal 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 will 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 an eye on a future where tourism and sustainability go hand in hand.

03. ENVIRONMENTAL CAPITAL

We thank our customers, partners and suppliers for their trust and continued support, which are 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 environmental involvement by key , 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 Senior 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 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 .**
- **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 ISO 14001:2015 are the following:

ISO 50001:2018

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



03. ENVIRONMENTAL CAPITAL

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 Selección Posada del Patio
- Vincci Selección La Plantación del Sur
- Vincci Costa Golf
- Vincci Tenerife Golf
- Vincci Estrella del Mar Selection

- Vincci Selección Posada del Patio
- 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 Selección La Plantación del Sur

- 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 measures to be adopted during this time.

COMMITMENT OF TOURISM QUALITY



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:

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:



03. ENVIRONMENTAL CAPITAL

3.1.2 PRINCIPLE OR APPROACH PRECAUTIONARY PRINCIPLE 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, places at their disposal the Manual of Good Environmental Practices. We are convinced that it is up to the employees themselves to achieve these sustainability objectives and reduce their environmental impact by reorganising their activities and processes to this end.

The handbook 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 raise the awareness of its employees, each of our professionals receives monthly Green News, which explains the environmental action lines 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, reviews of the flow reducers on taps and training for chambermaids on 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), products in the hotel to avoid the purchase of packaged products (e.g. cakes, tarts, jams, etc.), and a water and salt hydrolysis machine that avoids the need to buy packaged products (e.g. sponge cakes, pies, jams, etc.), and by using the water and salt hydrolysis machine that avoids the need to

buy packaged products.

03. ENVIRONMENTAL

CAPITAL

We do not have to buy chemicals and generate more packaging. We also have several salt pools, which means that we do not have to buy chlorine, thus avoiding the generation of packaging.

- **Promoting the recycling of waste.** 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 products, we can guarantee their correct destination and their recycling, reuse, recovery or disposal (the latter is a minority of the waste we generate).
- **Reduced air emissions, discharges and pollution.** There are procedures in some hotels that change sheets every 3 days and towel changes are avoided if the customer 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. Some establishments have water and salt hydrolysis machines (which prevents us from using chemicals and not dumping them, even if they are biodegradable), collaborating in beach clean-ups and communicating to customers the importance of preventing pollution.

03. ENVIRONMENTAL CAPITAL

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 , including the following:



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

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

The supplier or subcontractor who signs this document is establishing their commitment to comply with what the regulations establish, in addition to the premises set out in the guide. This is an added guarantee for all our clients and society in general. Vincci Hoteles takes care of checking that what has been agreed is being complied with, storing the certifications that our collaborators send us.

ENVIRONMENTAL ASPECTS

The Quality and Sustainability Department, supported by the hotels' management, analyses the activities that take place in each of its establishments under the following criteria

control, awareness and minimisation, in order to assess a possible environmental impact. This study encompasses both routine 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.

03. ENVIRONMENTAL CAPITAL

The emergency situations and the corresponding protocols detailed in the emergency documents 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 us 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 constantly 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 specific, measurable, relevant and achievable objectives that will enable us to meet the challenges we have set ourselves.

Our Environmental Management System has periodic reviews in order to identify

potential drawbacks even before they appear, 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 an optimum development of the environmental policy set by Vincci Hoteles, the continuous and coordinated work of the Human Resources, Sales, Marketing and Systems departments is essential.

03. ENVIRONMENTAL CAPITAL

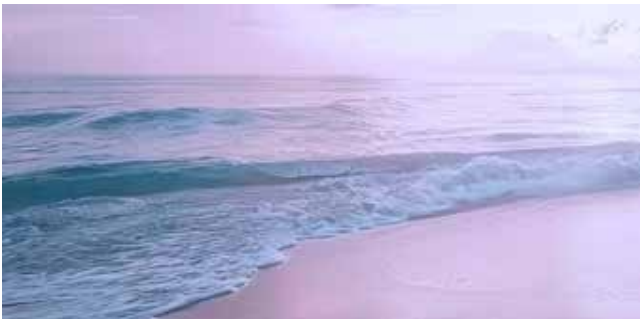
3.2

POLLUTION

3.2.1 PROCEDURE ADOPTED BY THE ORGANISATION ON THE AIR, LIGHT OR 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 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.

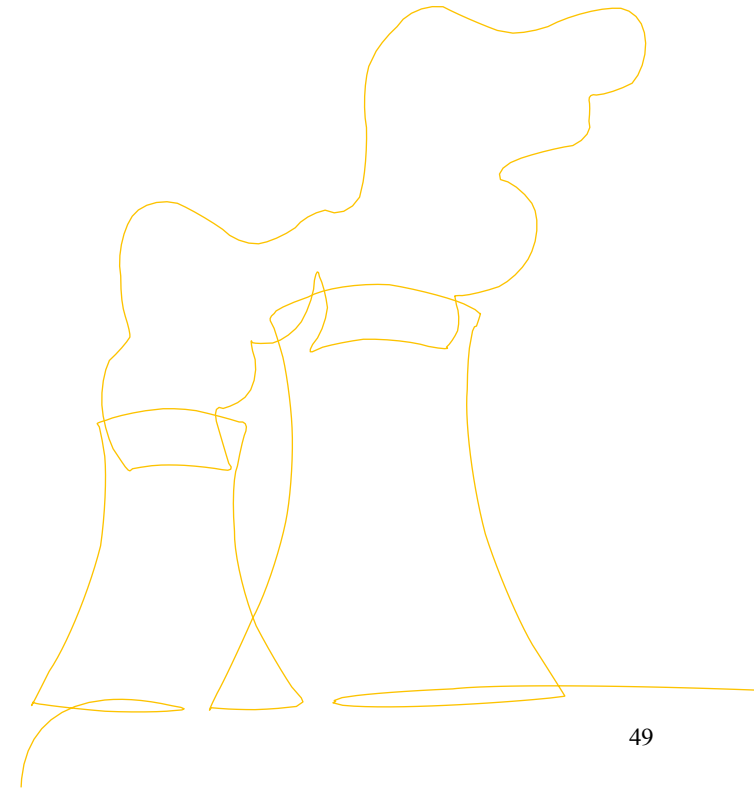
Dumping

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 continue researching to find out about the most innovative techniques of the market that can

to assist in the correct management of spillages in their establishments. For the time being, and in order to reduce 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 spills that pollute the environment.



03. ENVIRONMENTAL CAPITAL

3.3

CIRCULAR ECONOMY, WASTE PREVENTION AND MANAGEMENT

3.3.1 PROCEDURE ADOPTED BY THE ORGANISATION ON THE 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, Recu- peraciones Pérez, etc., and makes use of municipal services and private initiative through companies that have been selected after a meticulous selection process. In this regard, 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 the involvement of our team has enabled us to respond to society with excellent results in recent years.



03. ENVIRONMENTAL CAPITAL

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.

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



03. ENVIRONMENTAL CAPITAL

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 information they need about their pay slips directly and intuitively, which translates into a significant saving of paper.

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 most innovative technologies also makes the difference in the purchasing, invoicing and administration processes, facilitating aspects such as statistics, stock management, invoice reconciliation systems or integrated support of multiple transaction types. The following are available

a new report on the cost of photocopying in some hotels.

Number of electronic invoices issued:

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

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

LAUNDRY	2022	2023
Kilos laundry	4.790.349	4.797.438
Rooms Ratio	927.743	976.380
kilos/inhab.	5,51	4,91

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

available in the food chain, it is important to ensure that the oil is recycled in the best possible way.

VEGETABLE OIL

When it comes to the recycling of food oil

03. ENVIRONMENTAL

CAPITAL

We have an authorised manager that transforms it into biodiesel, thus providing an alternative to fossil fuels.

Sanitary regulations are in charge 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.



03. ENVIRONMENTAL CAPITAL

3.3.2 PROCEDURE ADOPTED BY THE ORGANISATION ON THE RECYCLING OF ITS PRODUCTS

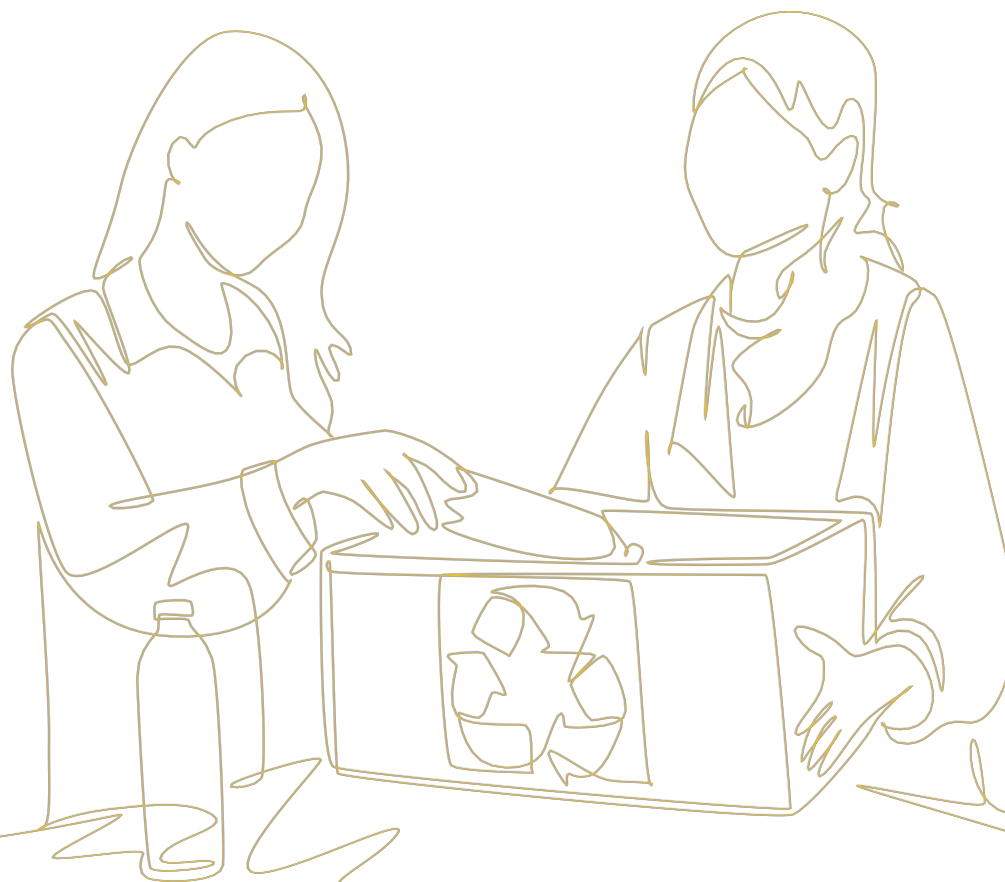


 WASTE	 LER CODE	 DANGEROUS	 DESTINATION
Paper and Cardboard	20 01 01	No	Recycling
Organic	20 01 08	No	Compost
Undifferentiated	20 03 01	No	Recovery of a % for recycling or composting. The rest goes to landfill, recovery or biomethanisation.
Glass	20 01 02	No	Recycling/ Re-use
Packaging	20 01 39 / 20 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 / Reuse / Disposal
Mineral Oil	13 02 05	Yes	Recycling
Batteries	16 06 01	Yes	Recycling
Paints and varnishes	08 01 11	Yes	Recycling

03. ENVIRONMENTAL CAPITAL

3.3.3 PROCEDURE ADOPTED BY THE ORGANISATION TO DEAL WITH FOOD WASTE

Reducing 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 it 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 be able to act on it.



03. ENVIRONMENTAL CAPITAL

3.4

SUSTAINABLE USE OF RESOURCES

3.4.1 PROCEDURE 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 reviewed procedures



periodically according to the calendar set out in our Maintenance Plan, which includes the daily, weekly and monthly work that takes place in our facilities.

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

The aim is to be able to offer customised solutions, outlining the measures that need to be taken 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	2022	2023
Water (m ³ /inhab.)	0,43	0,41
Water (m ³ /inhab.) Spain	0,41	0,40
Water (m ³ /inhab.) Portugal	0,29	0,29
Water (m ³ /inhab.) Tunisia	0,53	0,49
Water (m ³)	523.599,58	542.349,94
Water (m ³) Spain	399.675,33	350.251,65
Water (m ³) Portugal	29.144,25	31.335,19
Water (m ³) Tunisia	154.780,00	160.763,10

Water Footprint for hotels in 2023: 0.2666 m³/pax for Group Perimeter hotels (0.268 m³/pax in 2022).

03. ENVIRONMENTAL CAPITAL

3.4.2 PROCEDURE 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.

ELECTRICITY	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
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	2022	2023
Natural Gas (kWh/inhab.)	12,20	12,52
Natural Gas (kWh/inhab.) Spain	10,61	12,75
Natural Gas (KWh/Inhab.) Portugal	11,04	11,00
Natural Gas (KWh/Inhab.) Tunisia	16,13	12,52
Natural Gas (kWh)	14.587.922,04	14.287.688,09
Natural Gas (kWh) Spain	8.777.957,86	9.008.694,01
Natural Gas (KWh) Portugal	1.116.333,45	1.171.359,52
Natural Gas (KWh) Tunisia	4.693.630,73	4.107.634,56

PROPANO	2022	2023
Propane (kg/inhab.)	1,21	1,02
Propane (kg/inhab.) Spain	1,21	1,02
Propane (kg/inhab.) Portugal	There is no	There is no
Propane (kg/inhab.) Tunisia	There is no	There is no
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, 17 hotels have heat pumps and/or energy recuperators, 1 hotel has aerothermal energy and 1 hotel has micro-CHP equipment. This equipment helps us to reduce the consumption of gas or propane, which means lower CO² emissions.

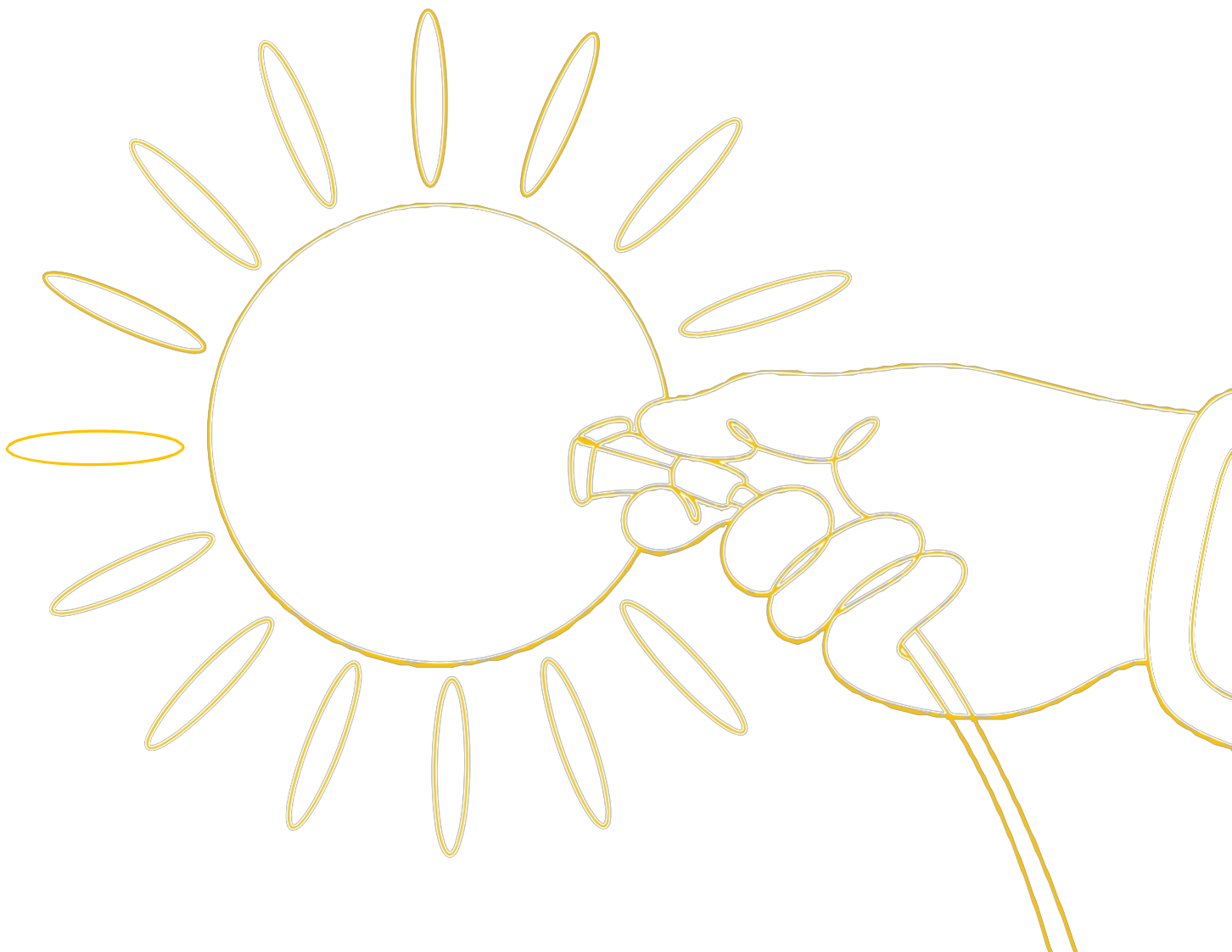
03. ENVIRONMENTAL CAPITAL

3.4.3 ENERGY CONSUMPTION WITHIN THE ORGANISATION

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

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/m³



03. ENVIRONMENTAL CAPITAL

3.5

CLIMATE CHANGE

3.5.1 PROCEDURES ADOPTED BY THE ORGANISATION TO DEAL WITH TO EMISSIONS

EMISSIONS

Good 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 poorly adjusted boiler, for example, can consumption by up to 15%. For this reason, we make every effort to carry out 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 our refrigerators and cold stores, to prevent CFCs or refrigerant gases from being released into the atmosphere, which would damage the ozone layer.

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

The Carbon Footprint for the hotels 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 the hotels.

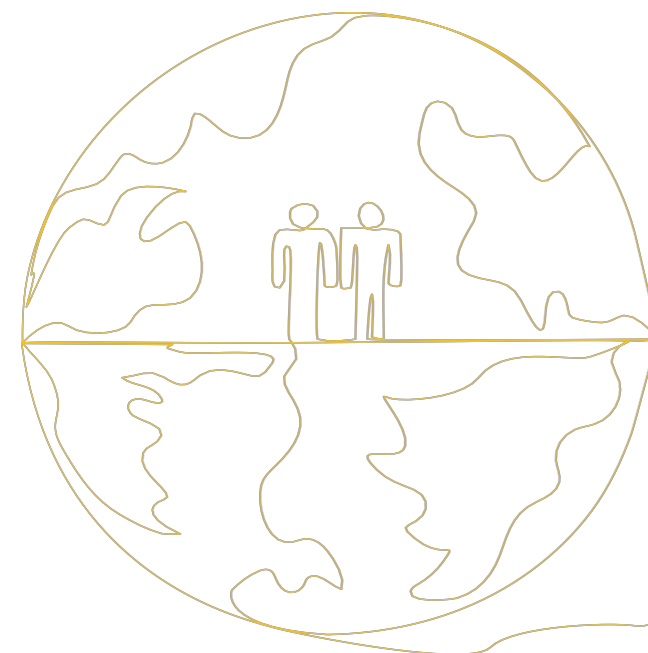
hotels. In previous years it was 100% for most hotels.

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



03. ENVIRONMENTAL CAPITAL

EMISSIONS INCLUDED IN EACH SCOPE		EMISSIONS
SCOPE 1	Combustion from stationary gas sources	2,606.7 tn CO ²
	Combustion from stationary propane sources	550.7 tn CO ²
	Combustion of stationary sources	69.40 tn CO ²
	Diesel fuel Refrigerant gases	730.6 tn CO ²
	Transfer	5,6 tn CO ²
SCOPE 2	Electricity consumption	1,956.8 tn CO ²
SCOPE 3)	Laundry	1,831.84 tn CO ²
	Travel to headquarters	69.73 tn CO ²
	Travel from headquarters for commercial reasons or to hotels	30.71 tn CO ²
	Water consumption	96 tn CO ²
	Waste management	32.22 tn CO ²



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 (CO₂eq) and is the mark that each GHG-emitting activity leaves in the environment. Its calculation

does not only refer to the CO₂ 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 calculator was created

which is used for the verification of the carbon footprint.

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.

03. ENVIRONMENTAL CAPITAL

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 for hire and others recommend shops specialising in this type of rental near the hotels.

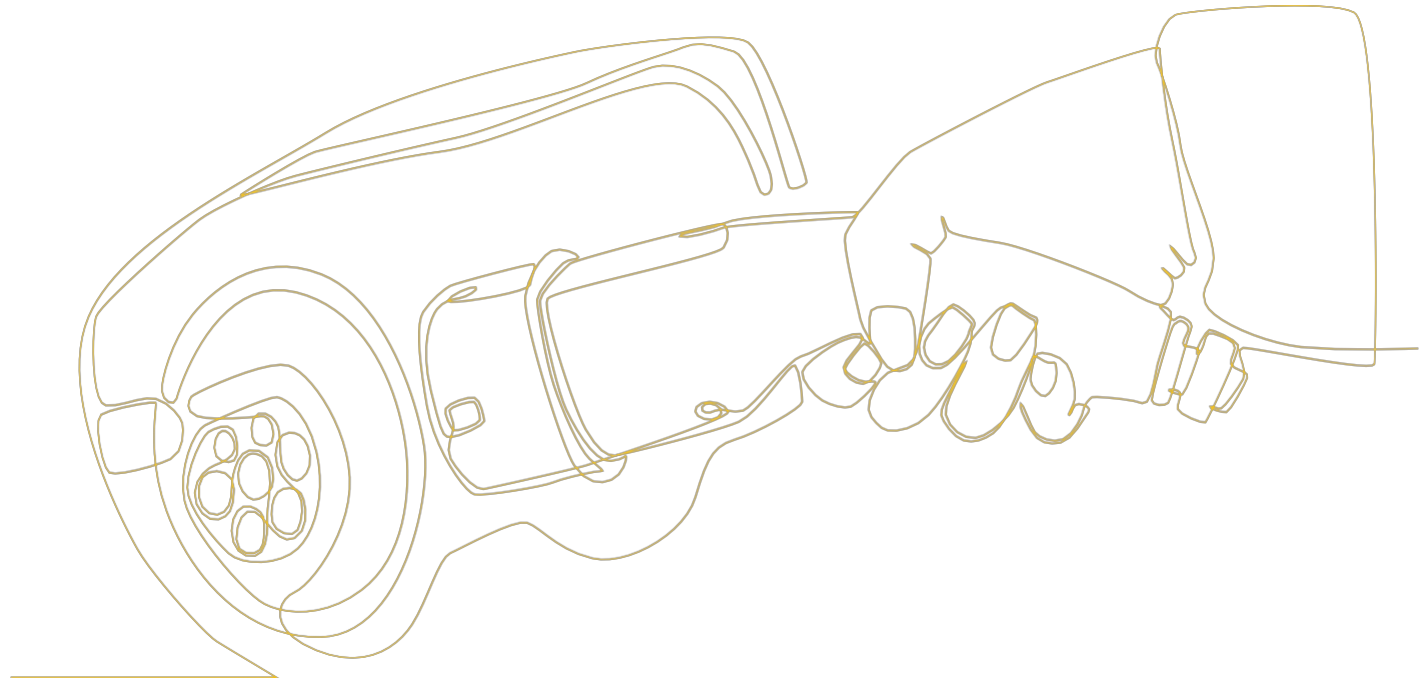


Our agreement with Tesla and Porsche has allowed us to install electric charging points in our facilities. If our guests do not have a charger, our professionals will guide you to the electric charging points closest to the hotel (this information is also available to guests on our Sustainability site). 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

CO^w 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.



03. ENVIRONMENTAL CAPITAL

3.6

PROTECTION OF *BIODIVERSITY*

3.6.1 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 in SPA (Special Protection Area for Birds) zones: Vincci Selección Rumaykiyya (Sierra Nevada) and Vincci Costa Golf (Bahía de Cádiz). Both are certified by the Environment



Environmentally aware of the area in which they are located, they do not remain open all year round, which helps to reduce tourist pressure on this special bird area.

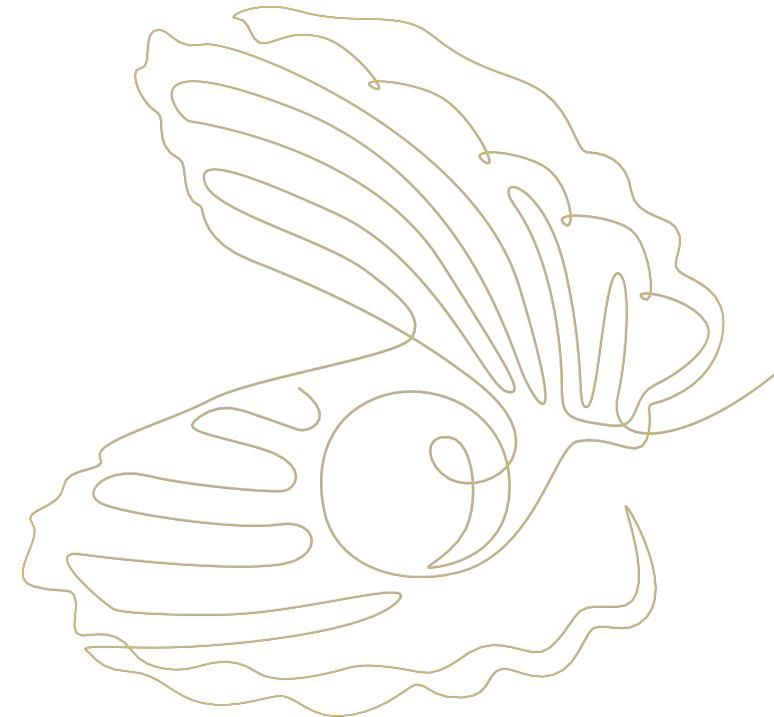
Vincci Selección Rumaykiyya is located in a Spanish National Park and Natural Park, in an area threatened by flora and a SCI zone. Vincci Costa Golf, for its part, is located within the Paraje Natural y Marisma de Sancti Petri.

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 landed inside the hotels.

There are no environmental provisions and safeguards in 2023.

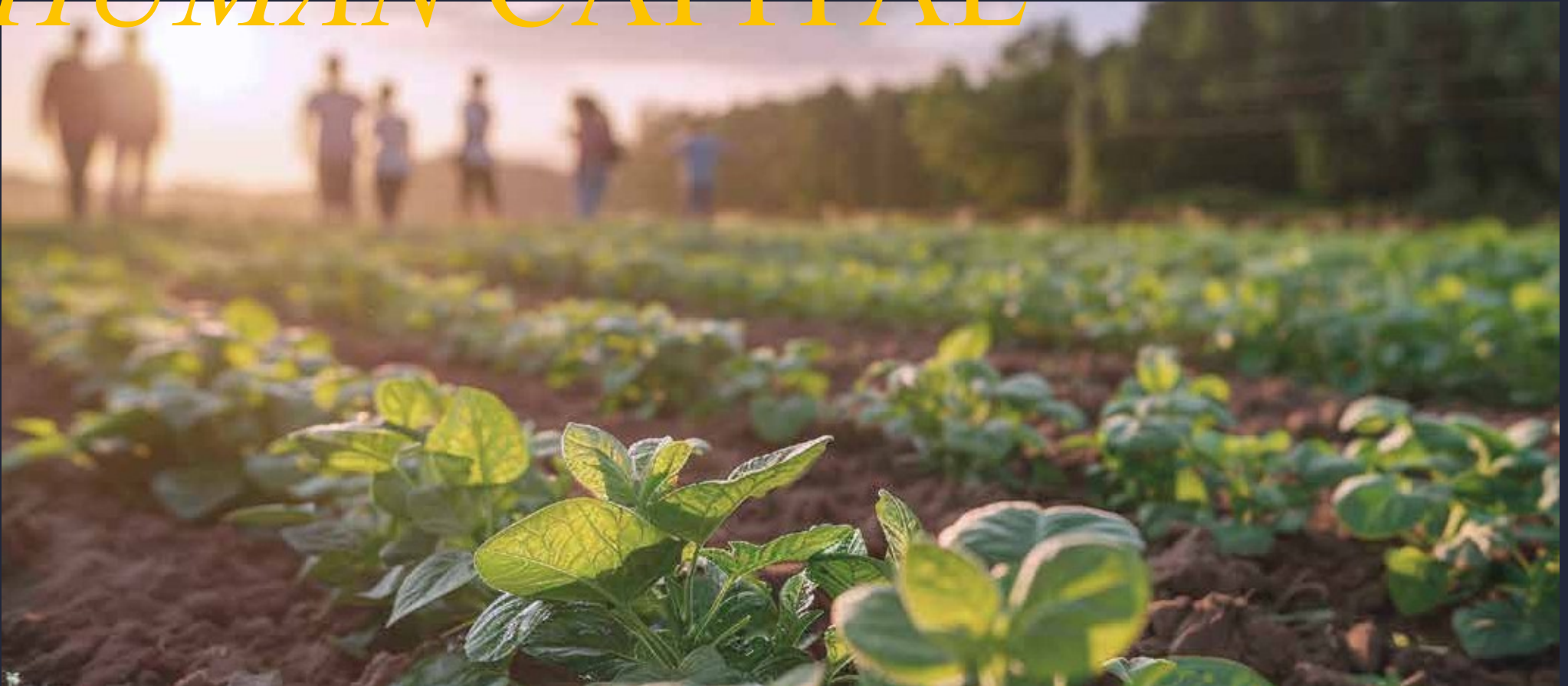
Specific actions such as processes, projects, programmes and initiatives of the organisation for the protection of biodiversity.

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.



04

HUMAN CAPITAL



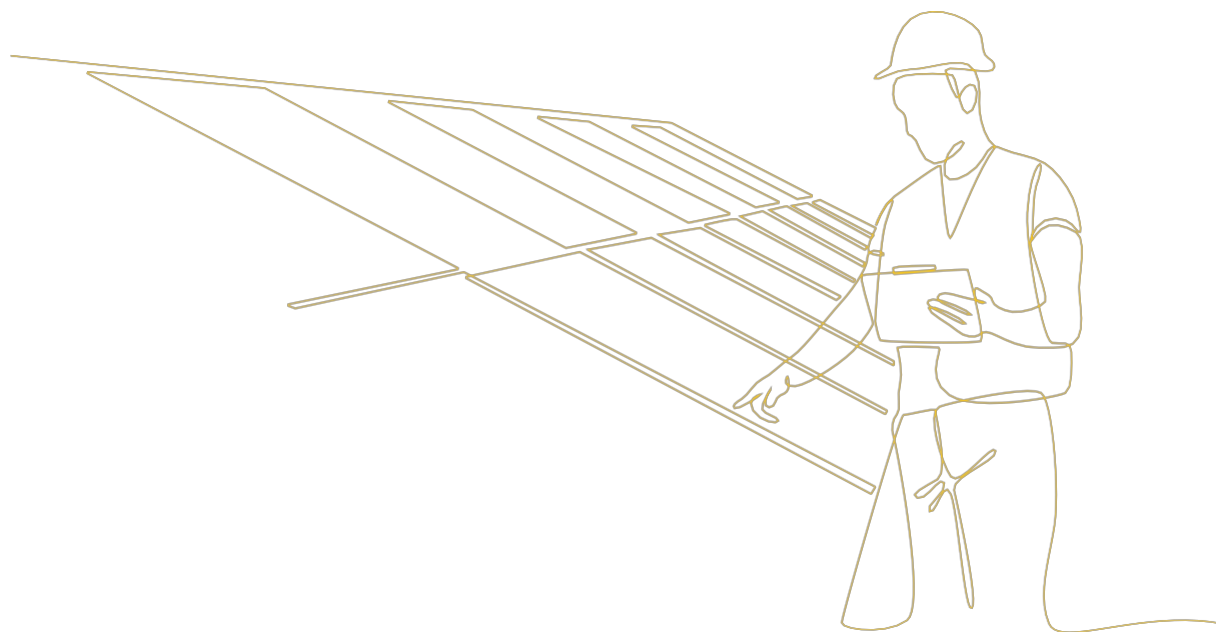
04. HUMAN CAPITAL

4.1

STAFF PROFILE

4.1.1 PROPORTION OF SENIOR EXECUTIVES 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).



04. HUMAN CAPITAL

4.2

WORK ORGANISATION

4.2.1 PROCEDURES APPLIED BY THE ORGANISATION ON EMPLOYMENT

HOW WE WORK AT VINCCI

The aim of Vincci Hoteles is to ensure that the client is 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 whose activity allows it.

Vincci Hoteles allows some of its employees to choose their own timetable, giving time intervals for clocking in and out, accommodating the working day to the needs of the staff.

PROFESSIONALISM AND EXPERIENCE

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

To this end, we have 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 provide the best service to customers.

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

Likewise, we maintain a responsible business model with an effective human resources policy, which throughout our trajectory has become an element that defines us and shows the path to follow so that our human team adopts the values that we have maintained throughout its trajectory.

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 workers, 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 job stability and offer real possibilities for career advancement and a real work-life balance.

04. HUMAN CAPITAL

personal and professional.

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 agreement, regardless of gender, while working conditions are protected by the current regulatory framework and framed in a collective bargaining 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.

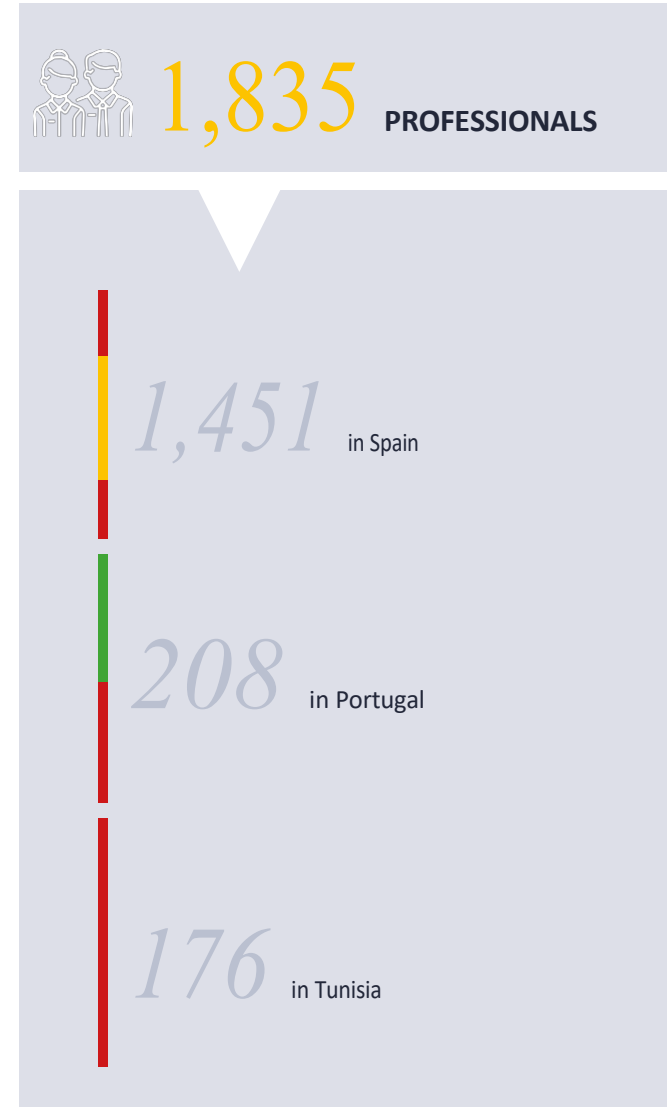
The objective of Vincci Hoteles is to offer a motivating work environment and stable employment which, complemented by the development of new technologies, will enable us to achieve our growth objectives. Our Group does not currently have a Diversity Management policy.

TABLE OF EMPLOYEES

Vincci Hoteles faces the challenge of offering its employees stable, employment, 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.

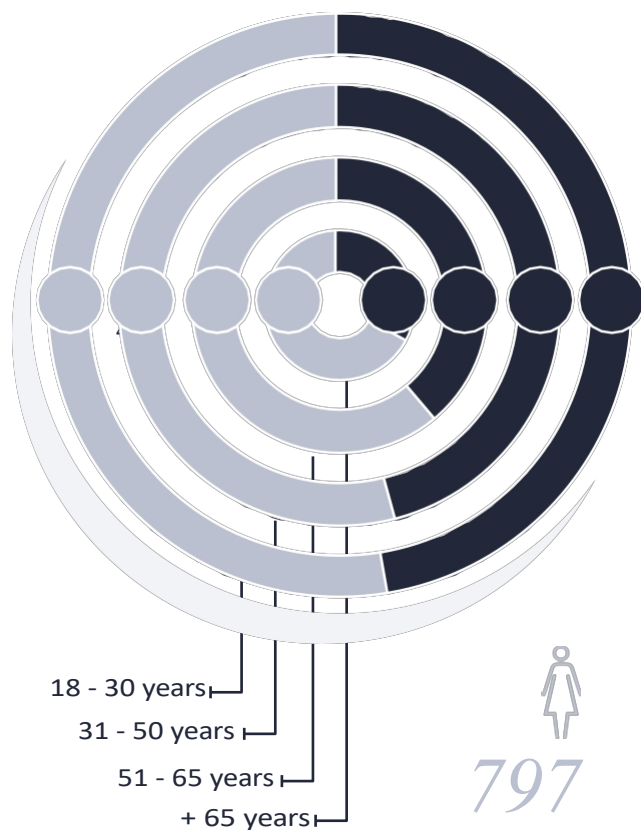
The total number of employees in the Group as at 31 December 2023 is as follows:



04. HUMAN CAPITAL

TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY GENDER, AGE, COUNTRY AND OCCUPATIONAL CLASSIFICATION

■ SPAIN



EMPLOYEES BY CATEGORY

CATEGORIES	MAN	WOMAN	TOTAL
TOP MANAGEMENT	8	4	12
HOTEL ADDRESS	31	20	51
TECHNICAL, ADMINISTRATIVE AND COMMERCIAL	29	94	123
MIDDLE MANAGEMENT	113	140	253
OTHER STAFF	475	539	1.012

Remuneration and pay gap by gender, age and occupational category 2023

REMUNERATION BY AGE

	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
+ 65 years old	83.051	21.721	42.165
TOTAL	24.330	21.754	22.915

REMUNERATION BY CATEGORY

	MAN	WOMAN	TOTAL	BRECHA
--	-----	-------	-------	--------

04. HUMAN CAPITAL

6

1.



54

EMPLOYEES IN SPAIN
(as at 31 December 2023)



TOP MANAGEMENT	116.537	113.673	115.583	2%
DIRECTORS	52.216	49.523	54.199	13%
MIDDLE MANAGEMENT	30.514	27.466	28.828	10%
OTHER STAFF	18.678	17.529	18.066	6%
TECHNICAL, ADMINISTRATIVE AND COMMERCIALS	31.838	27.652	28.639	13%
TOTAL	24.330	21.754	22.915	11%

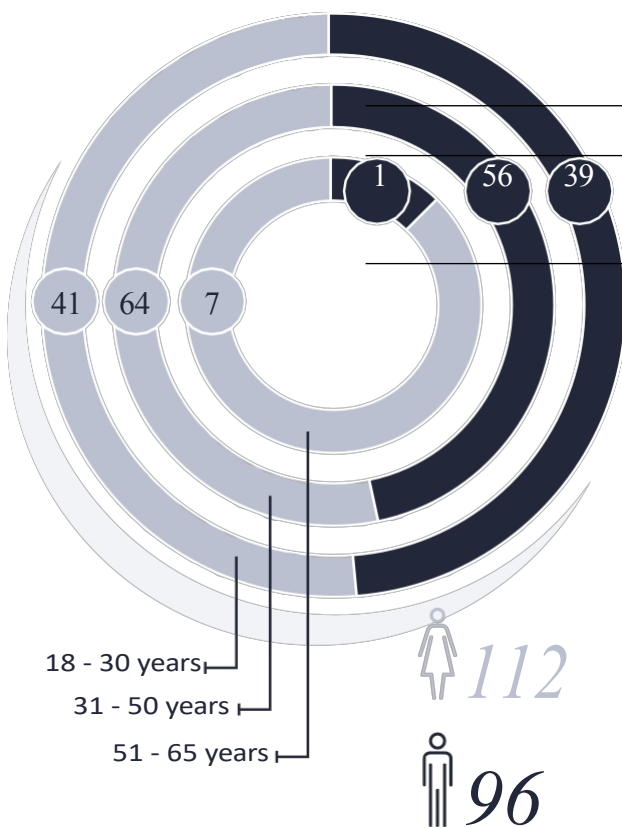
04. HUMAN CAPITAL

TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY GENDER, AGE, COUNTRY AND OCCUPATIONAL CLASSIFICATION

■ PORTUGAL

EMPLOYEES BY CATEGORY

CATEGORIES	MAN	WOMAN	TOTAL
TOP MANAGEMENT	-	-	-
HOTEL ADDRESS	3	8	11
TECHNICAL, ADMINISTRATIVE AND COMMERCIALS	2	9	11
MIDDLE MANAGEMEN	24	10	34
OTHER STAFF	67	85	152



EMPLOYEES IN PORTUGAL
(as at 31 December 2023)



Remuneration and pay gap by gender, age and occupational category 2023

REMUNERATION BY AGE

	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

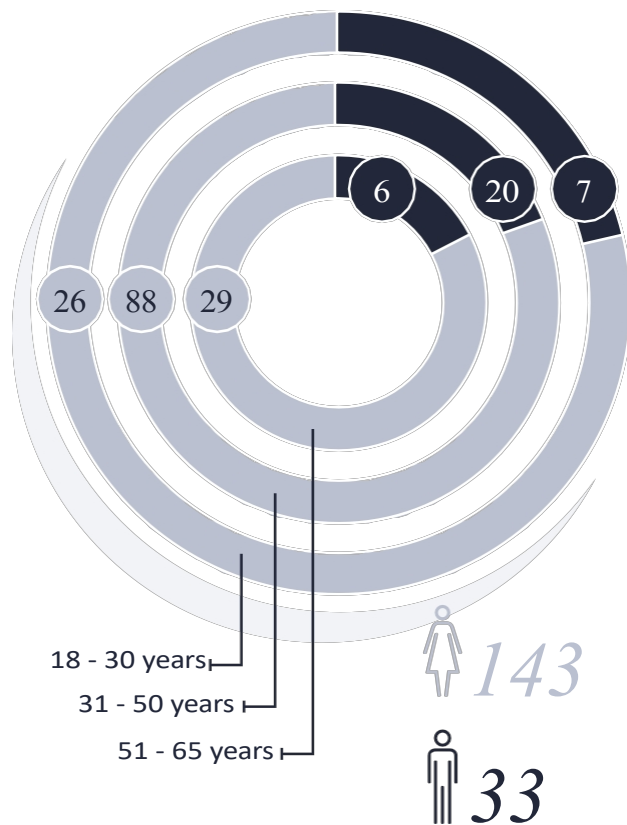
REMUNERATION BY CATEGORY

	MAN	WOMAN	TOTAL	BRECHA
COMMERCIAL ADMINISTRATIVE AND TECHNICAL	18.773	22.432	21.767	-19%
DIRECTOR	54.318	34.378	39.816	37%
COMMAND INTERMEDIATE	20.854	19.043	20.321	9%
REST OF STAFF	13.636	12.375	12.931	9%
TOTAL	16.819	15.350	16.028	9%

04. HUMAN CAPITAL

TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY GENDER, AGE, COUNTRY AND OCCUPATIONAL CLASSIFICATION

■ TUNISI
A



EMPLOYEES BY CATEGORY

CATEGORIES	MAN	WOMAN	TOTAL
MANAGEMENT AND DIRECTORS	1	13	14
MIDDLE MANAGEMENT	3	13	16
OTHER STAFF	25	86	111
TECHNICAL, ADMINISTRATIVE AND COMMERCIAL	4	31	35

Remuneration and pay gap by gender, age and occupational category 2023

REMUNERATION BY AGE

	MAN	WOMAN	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
TOTAL	15.032	19.520	18.678

REMUNERATION BY CATEGORY

	MAN	WOMAN	TOTAL	BRECHA
DIRECTOR	49.204	30.435	47.864	38%
MIDDLE MANAGEMENT	22.600	18.078	21.752	20%
REST OF STAFF	14.055	13.076	13.835	7%
COMMERCIAL				



04. HUMAN CAPITAL

208

EMPLOYEES IN TUNISIA
(as at 31 December 2023)

ADMINISTRATIVE AND TECHNICAL	20.939	21.122	20.960	-1%
TOTAL	19.520	15.032	18.678	23%

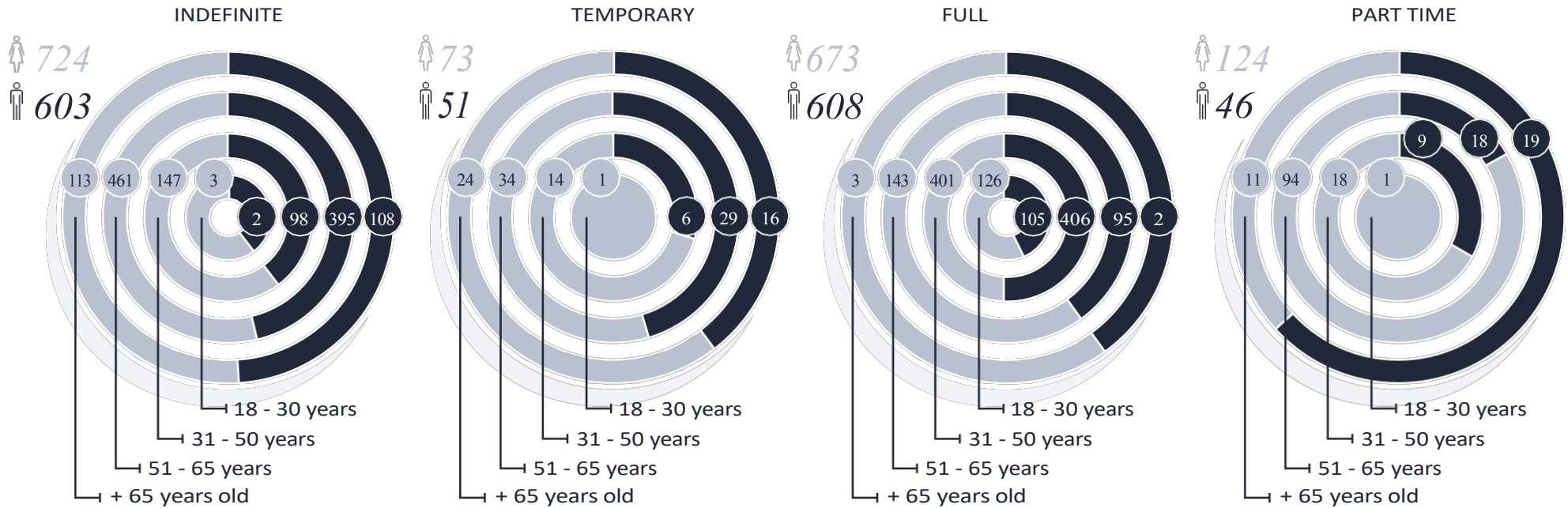
04. HUMAN CAPITAL

ANALYSIS BY TYPE OF CONTRACT

SPAIN

Total number and distribution of employment contract arrangements

Average Employees by Type of Contract by Age Group and Gender.



Average Employees by Type of Contract by Occupational Category

CATEGORIES	INDEFINITE		TEMPORARY		TOTAL
	MAN	WOMAN	MAN	WOMAN	
TOP MANAGEMENT	8	4	-	-	12
DIRECTORS	30	20	1	-	51
MIDDLE MANAGEMENT	113	136	-	4	253
OTHER STAFF	423	474	50	65	1012

Average Employees by Type of Workday by Professional Category

CATEGORIES	INDEFINITE		TEMPORARY		TOTAL
	MAN	WOMAN	MAN	WOMAN	
TOP MANAGEMENT	8	4	-	-	12
DIRECTORS	30	20	1	-	51
MIDDLE MANAGEMENT	113	129	-	11	253
OTHER STAFF	428	442	45	97	1012

04. HUMAN CAPITAL

TECHNICAL, ADMINISTRATIVE AND COMMERCIAL	29	90	-	4	123
---	----	----	---	---	-----

TECHNICAL, ADMINISTRATIVE AND COMMERCIAL	29	78	-	16	123
---	----	----	---	----	-----

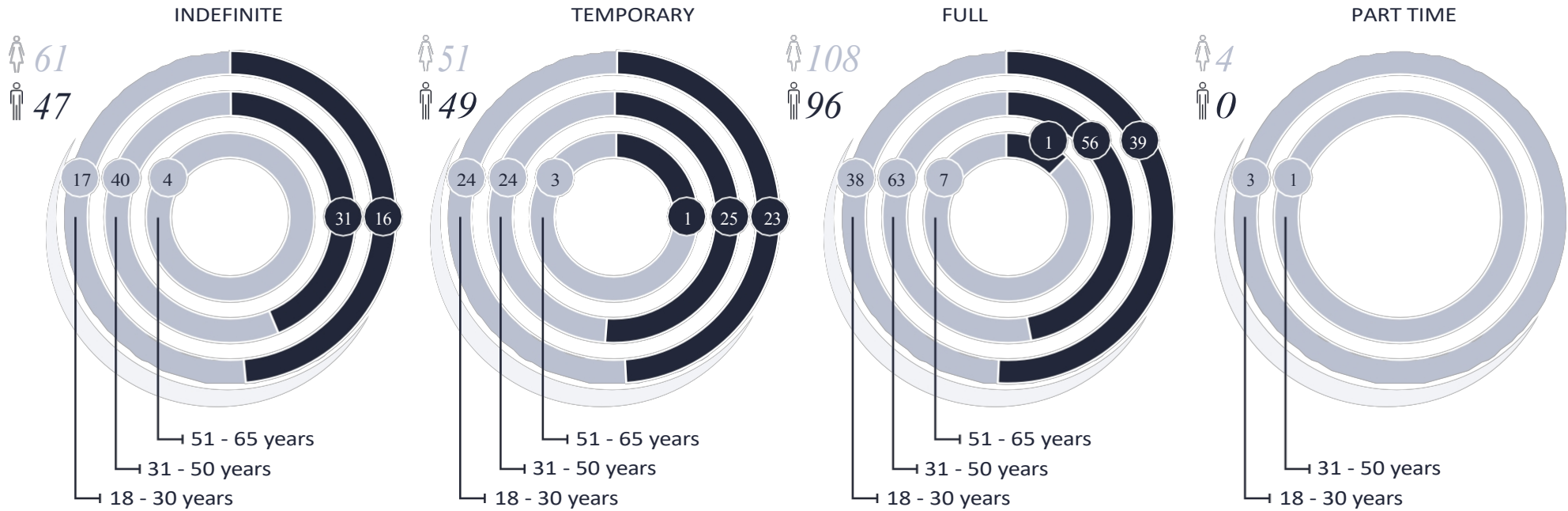
04. HUMAN CAPITAL

ANALYSIS BY TYPE OF CONTRACT

■ PORTUGAL

Total number and distribution of employment contract arrangements

Average Employees by Type of Contract by Age Group and Gender.



Average Employees by Type of Contract by Occupational Category

CATEGORIES	INDEFINITE		TEMPORARY		TOTAL
	MAN	WOMAN	MAN	WOMAN	

Average Employees by Type of Workday by Professional Category

CATEGORIES	INDEFINITE		TEMPORARY		TOTAL
	MAN	WOMAN	MAN	WOMAN	

SUSTAINABILITY REPORT 2023					
DIRECTORS	2	7	1	11	11
MIDDLE MANAGEMENT	16	8	8	2	34
OTHER STAFF	28	40	39	45	152
TECHNICAL, ADMINISTRATIVE AND COMMERCIALS	1	6	1	6	11

04 HUMAN CAPITAL



				VINCCI HOTELS	
DIRECTORS	3	8	-	-	11
MIDDLE MANAGEMENT	24	10	-	-	34
OTHER STAFF	67	81	-	4	152
TECHNICAL, ADMINISTRATIVE AND COMMERCIALS	2	9	-	-	11

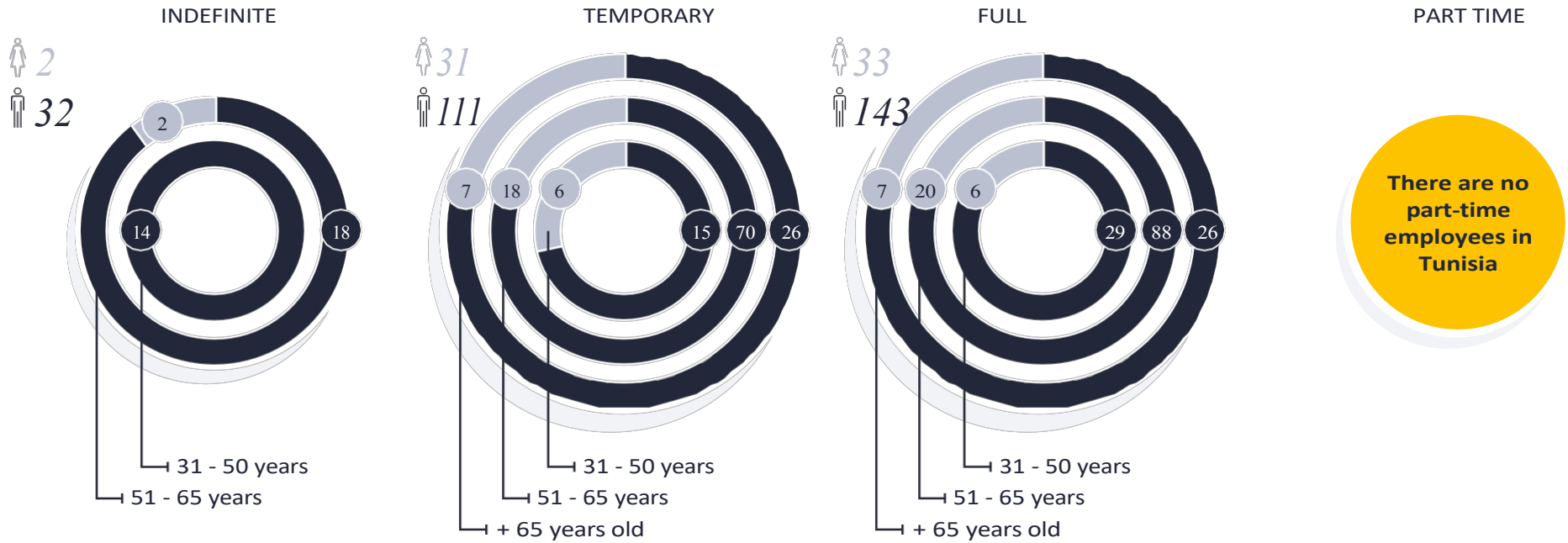
04. HUMAN CAPITAL

ANALYSIS BY TYPE OF CONTRACT

TUNISIA

Total number and distribution of employment contract arrangements

Average Employees by Type of Contract by Age Group and Gender.



There are no part-time employees in Tunisia

Average Employees by Type of Contract by Occupational Category

CATEGORIES	INDEFINITE		TEMPORARY		TOTAL
	MAN	WOMAN	MAN	WOMAN	

Average Employees by Type of Workday by Professional Category

CATEGORIES	INDEFINITE		TEMPORARY		TOTAL
	MAN	WOMAN	MAN	WOMAN	

DIRECTORS	11	1	2	-	14
MIDDLE MANAGEMENT	5	-	8	3	16
OTHER STAFF	2	-	84	25	111
TECHNICAL, ADMINISTRATIVE AND COMMERCIALS	14	1	17	3	35

SUSTAINABILITY REPORT 2023

04 HUMAN CAPITAL

DIRECTORS	13	1	-	-	14
MIDDLE MANAGEMENT	13	3	-	-	VINCCI HOTELS
OTHER STAFF	86	25	-	-	111
TECHNICAL, ADMINISTRATIVE AND COMMERCIALS	31	4	-	-	35

04. HUMAN CAPITAL

REDUNDANCIES DURING THE FINANCIAL YEAR 2023

■ SPAIN

AGE RANGE	MAN	WOMAN	TOTAL
18 - 30	8	8	16
31 - 50	36	27	63
51 - 65	4	6	10

CATEGORIES	MAN	WOMAN	TOTAL
COMMERCIAL	-	3	3
DIRECTOR	1	-	1
MIDDLE MANAGEME	3	3	6
NT MAINTENANCE	1	-	1
REST OF STAFF	43	35	78

TOTAL REDUNDANCIES IN SPAIN
(during the financial year 2023)

■ PORTUGAL

In Portugal there has not redundancies in the financial year 2023.

■ TUNISIA

AGE RANGE	MAN	WOMAN	TOTAL
18 - 30	-	-	-
31 - 50	1	13	14
51 - 65	-	4	4

CATEGORIES	MAN	WOMAN	TOTAL
COMMAND INTERMEDIATE	-	4	4
DIRECTORS	1	6	7
OTHER STAFF	-	3	3
COMMERCIAL ADMINISTRATIVE AND TECHNICAL	-	4	4

TOTAL REDUNDANCIES IN TUNISIA
(during the financial year 2023)

04. HUMAN CAPITAL

BENEFITS FOR OUR EMPLOYEES

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

This section includes interesting stories related to leisure, free time, finance and insurance, thanks to agreements

between Vincci Hoteles and certain suppliers such as Seguros Asisa and Europcar.

In this respect, Nacionale-Nederlanden 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 involvement.

of the employee 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 that is 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.



04. HUMAN CAPITAL

We seek to implement procedures that achieve greater efficiency in work processes and that the employee is even more involved in the development of his or her functions. The system of one file per employee aims to improve daily communication and achieve 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 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 Assessment Form document, the degree of compliance with certain aspects of his or her 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 the 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 achieving a correct welcome and adaptation of the workers who join our Group.

SDGs to which we contribute:



8 Decent work and economic growth.

04. HUMAN CAPITAL

VINCCI GO!

Vincci Go! is an internal mobility programme oriented towards human capital management which

was created as a voluntary initiative by employees with a clear interest in self-improvement. 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 work, thus avoiding the need for external recruitment of professionals. In this way, there is a transversal flow of knowledge between the chain's different departments and establishments, while at the same time offering the worker a personalised response to their interest in personal and professional improvement.

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 work as intended, it needs to be supported by ongoing training, which is key to the success of the employee.

in their professional life.

The Vincci Go! programme provides professionals interested in changing their professional life with a proactive way out, which is part 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 work performed 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 is to be found in the fact that assistant managers and managers who once began 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.



04. HUMAN CAPITAL

4.3

HEALTH AND SAFETY

4.3.1 PROCEDURES ADOPTED BY THE ORGANISATION CONCERNING HEALTH AND SAFETY

PROCEDURES THE ORGANISATION ADOPTS ON HEALTH AND SAFETY

PREVENTION OF OCCUPATIONAL HAZARDS

One of Vincci Hoteles' commitments is to reduce occupational hazards to a minimum and to create a safe working environment. We are in permanent contact with workers who present



We offer them early medical examinations 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 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 workers, facilities or any element associated with the Company. To this end, the necessary measures are put in place not only to comply with legislation, but also, further down the chain, to ensure a management system that effectively protects the Company's employees, its facilities and the environment.

the health and safety of our professionals and employees.



04. HUMAN CAPITAL

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.

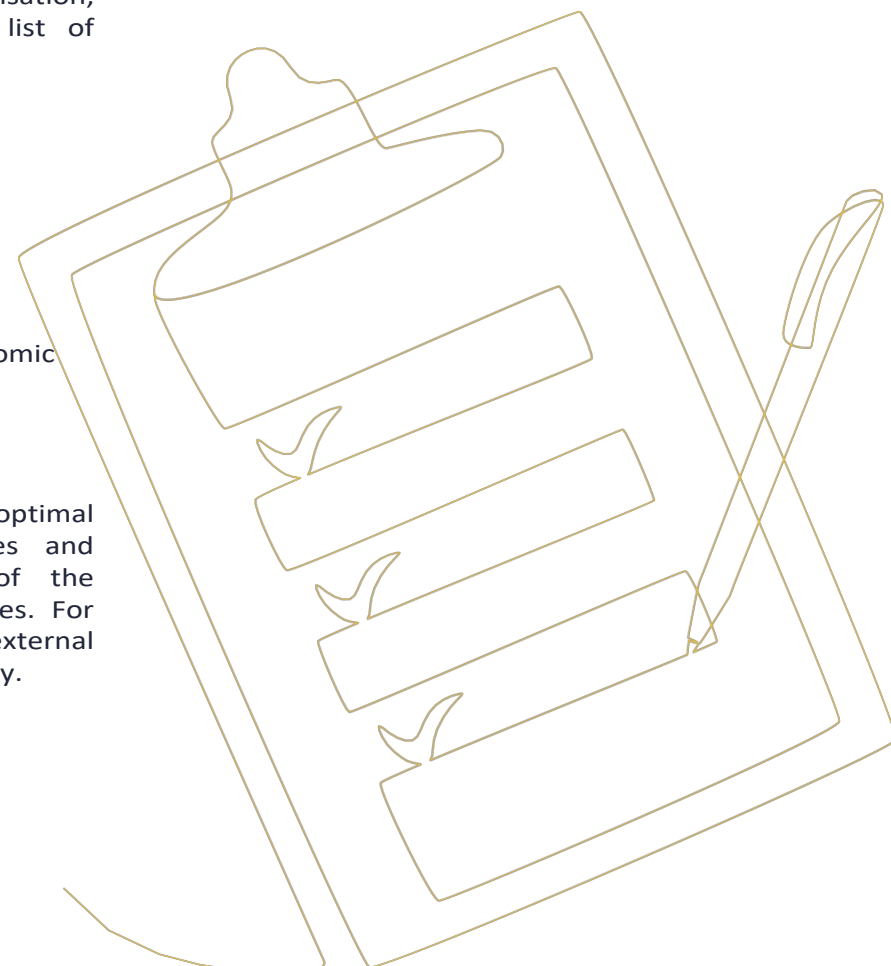
SDGs to which we contribute:



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.



04. HUMAN CAPITAL

4.3.2 NUMBER OF ACCIDENTS AT WORK

ACCIDENTS IN SPAIN

In relation to accidents at work, in Spain there have been



INCIDENCE RATE (I.I.)

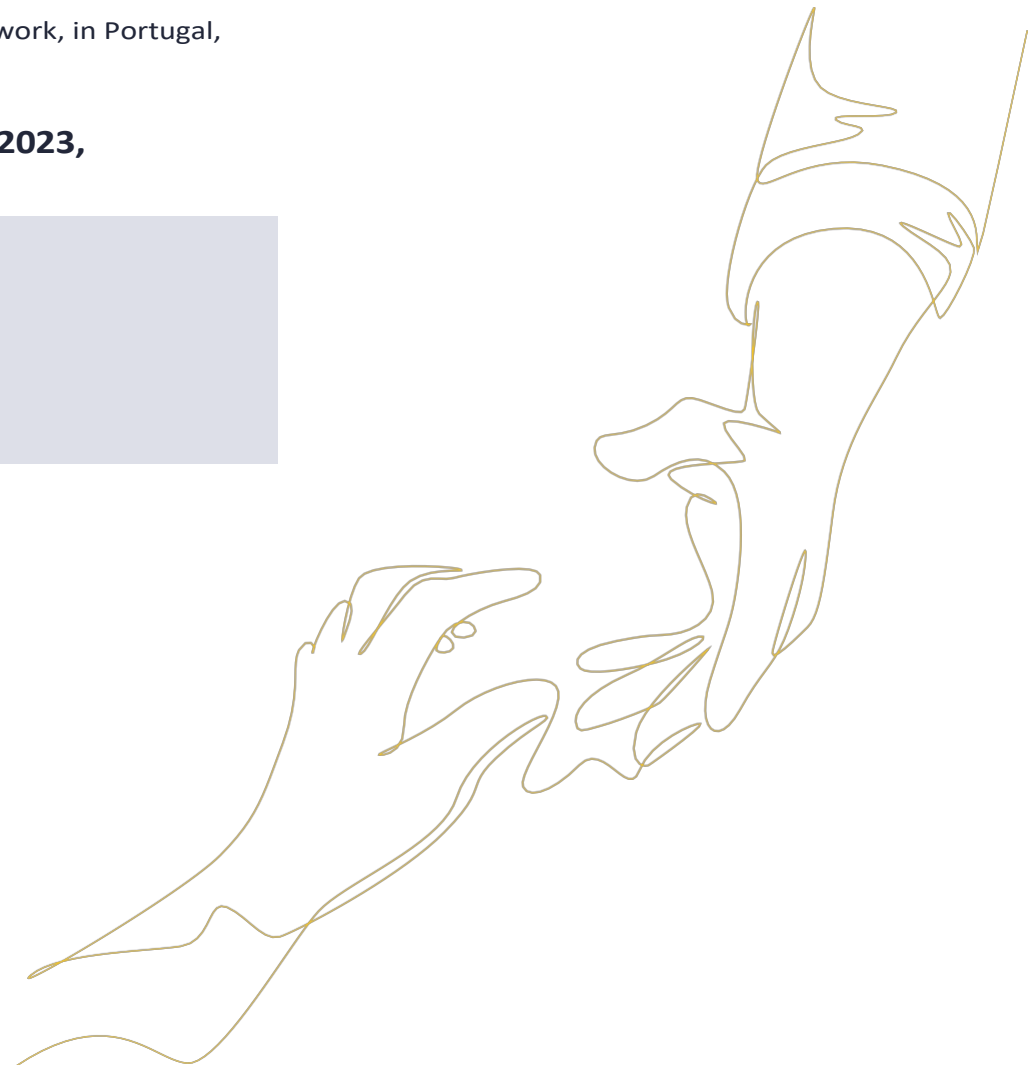
It represents the number of accidents with sick leave that occur per thousand workers employed in the company. It therefore informs us of the number per thousand of workers who are injured in a given period.

Its calculation is: 89,59338387

$$I.I. = \frac{\text{No. of accidents} \times 1000}{\text{No. of workers}}$$

ACCIDENTS IN PORTUGAL

With regard to accidents at work, in Portugal, there have been



04. HUMAN CAPITAL

4.3.3 ABSENTISM

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 for diversity and striving for a real work-life balance.

between personal and professional life. The causes of absenteeism among our employees in 2023 include the following:



TYPE ABSENCES SPAIN	DIAS
Unjustified Absenteeism	464
Accident at Work(Accident)	3.358
Accident at Work (Relapse Accident)	267
Accident not at Work (Sickness) Accident not at Work (Relapse Sickness)	771
Common Sickness (Sickness) Common Sickness (Birth Leave)	563
Common Disease	26.098
	5.572
(Disease Relapse)	2.971
Sickness Common Sickness (Pregnancy Risk) Common	760
Sickness (Special situation of TI 01)	13
Common Sickness Special situation of TI 02)	65
Occupational Sickness (Accident)	149
Strike	3
Suspension of Employment and Salary	83
TOTAL	41.137

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

TYPE OF ABSENCES PORTUGAL	DIAS
Accident at Work	369
Accident at work without sick leave	10
Family Assistance (dependant)	16
Unpaid bed 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% (restricted fit) 20% to work after accidents)	27
ITP 30% (suitable with restriction 30% 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
TOTAL	2.861

04. HUMAN CAPITAL

4.4

TRAINING

4.4.1 PROCEDURES ADOPTED BY THE ORGANISATION CONCERNING THE TRAINING AND EDUCATION OF YOUR 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 area means reaching a larger 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 responsible for its management.

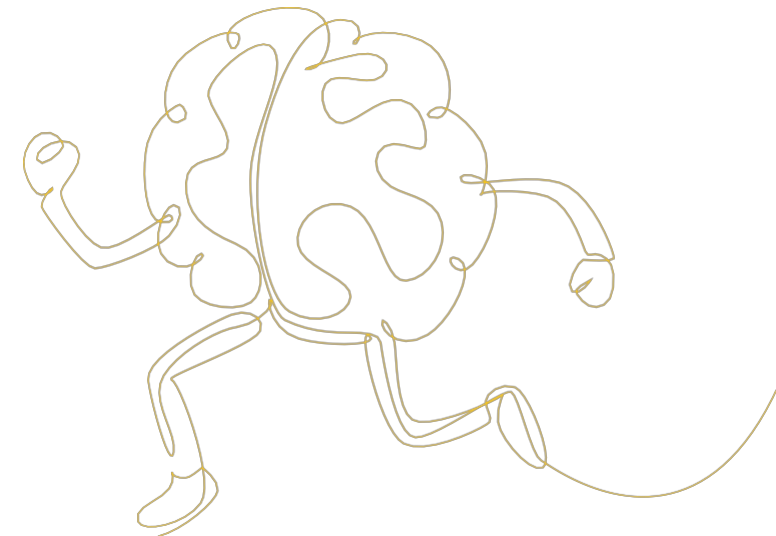
The three fundamental pillars to ensure that the customer receives the best possible service are to refresh knowledge, retrain professionally and learn new skills. Internal and external training is key in any job, both specific training, which is key for a specific position, and transversal training, 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 functions and the adjustment of their skills and abilities.

of your profile to the .

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.



04. HUMAN CAPITAL

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. The flexibility of this e-learning tool is its great added value. It allows autonomous learning whenever the employee requires it, as well as offering unbeatable results, which is why it is highly valued by employees, 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, practice and knowledge, which means mutual enrichment between the centres in the chain.

Training hours Spain 2023:

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
TOTAL	6.128	6.229	12.357

Training courses Spain 2023:

CATEGORIES	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 TOURISM INDUSTRY	-	35	35
DEFIBRILLATORS	368	336	704
DISOCYANATES ONLINE	154	6	160

04. HUMAN CAPITAL

Training courses Spain 2023:

CATEGORIES	MEN	WOMEN	TOTAL
CUSTOMER LOYALTY STRATEGIES AND PROGRAMMES	-	12	12
EXCEL BASIC	30	-	30
COMPETENCY MANAGEMENT AND PERFORMANCE APPRAISAL	-	60	60
FRENCH	-	60	60
COMMERCIAL MANAGEMENT AND REVENUE IN CATERING	-	160	160
GUEST EXPERIENCE IN PERSON	1.140	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

CATEGORIES	MEN	WOMEN	TOTAL
MINDFULNESS	30	-	30
NEGOTIATION AND CONFLICT RESOLUTION	-	20	20
NEURO-SALES	15	-	15
POWER BI ONLINE	90	30	120
PREVENTION OF 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
TOTAL	6.128	6.229	12.357

04. HUMAN CAPITAL

Training courses Portugal 2023:

CATEGORIES	MEN	WOMEN	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
TOTAL	6.129	1.220,5	2.349,5

Portugal 2023 training courses:

CATEGORIES	MEN	WOMEN	TOTAL
219 - ARTS - PROGRAMMES NOT CLASSIFIED IN ANOTHER TRAINING AREA	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 - COMPUTER SCIENCE	-	154	154
811 - HOTEL AND CATERING	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
TOTAL	1.129	1.220,5	2.349,5

Training courses Tunisia:

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 various collaboration agreements with universities and schools, which facilitates professional access for young 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 participated in different internship training programmes in 12 different departments of the Company in Spain.

04. HUMAN CAPITAL

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 embraced the values of the group and the training, knowledge, optimism and enthusiasm that we look for in our teams.

COOPERATION 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.

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.



17 Partnerships to achieve the objectives.

04. HUMAN CAPITAL

4.5

EQUALITY

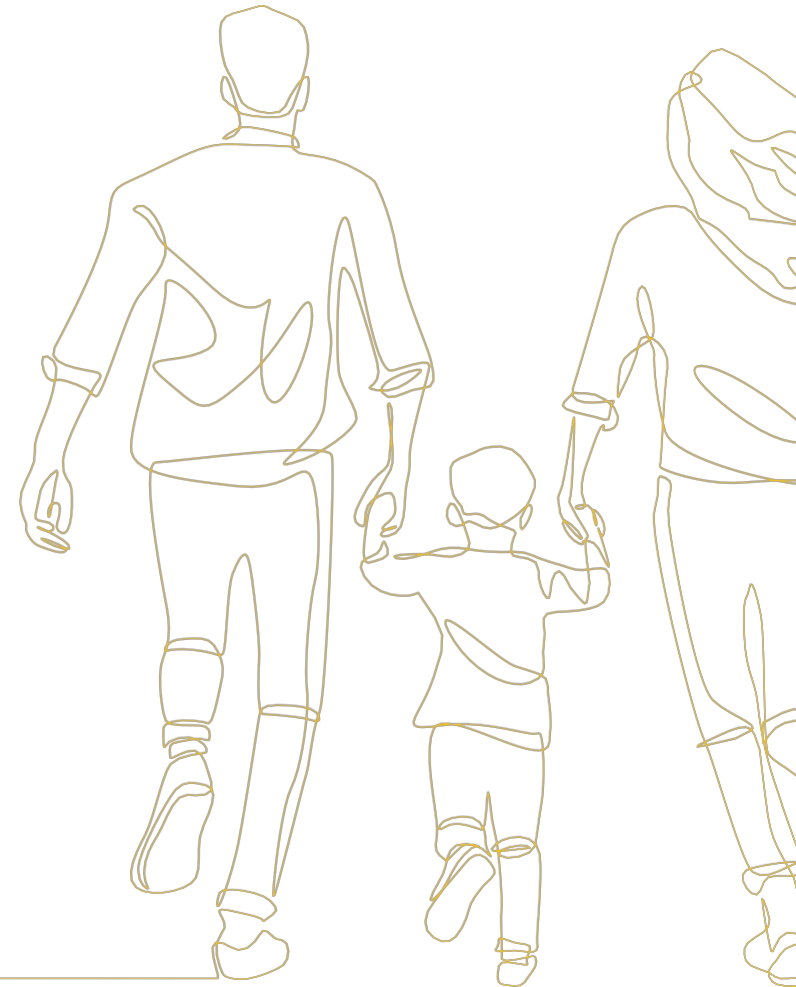
4.5.1. PROCEDURES ADOPTED BY THE ORGANISATION ON DIVERSITY AND EQUAL OPPORTUNITIES AND NON-DISCRIMINATION

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 employment opportunities for entry and professional development for all workers, irrespective 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 opportunities.
- Prevention of discrimination on grounds of sex in the workplace and establishment of an action plan for those cases where this is known.
- Firm commitment to Corporate Social Responsibility with the ultimate aim of improving the quality of life of all employees and their families.



04. HUMAN CAPITAL

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). Workers are aware of it through the information in their contract, the intranet and it is also available in the workplaces for any interested person. Going a 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 committee made up of HR, the Legal Department and employee representatives continue to negotiate point by point the Equality Plan, which has not yet been finalised.

SDGs to which we contribute:

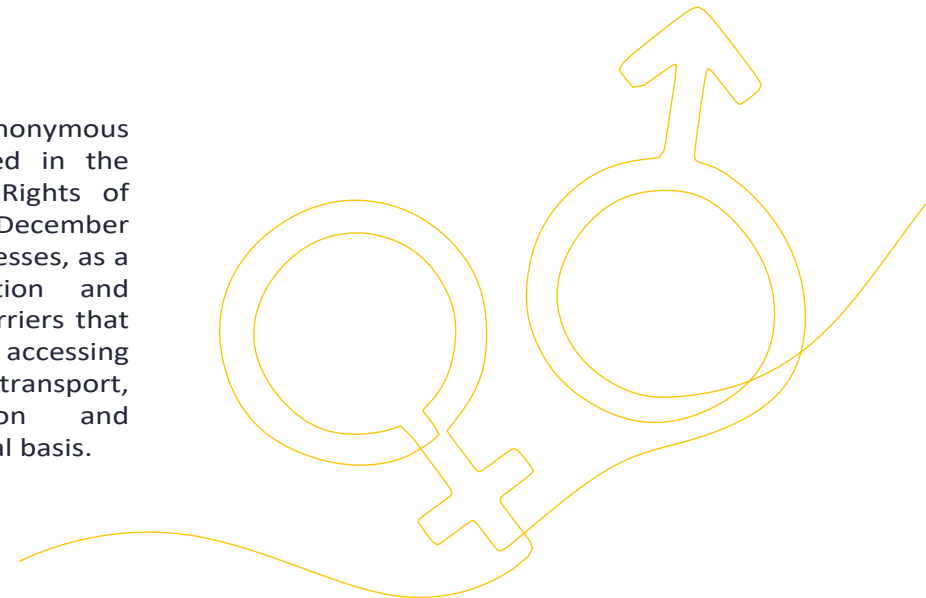


5 Gender Equality.

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 of the Convention addresses, as a fundamental issue, the identification and elimination of obstacles and access barriers that persons with disabilities may face in accessing their physical environment, facilities, transport, public services and information and communication technologies on an equal basis.

In order to achieve this equality, Vincci Hotels 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 who wish 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.



05

SOCIAL CAPITAL



05. SOCIAL CAPITAL

5.1

HUMAN RIGHTS

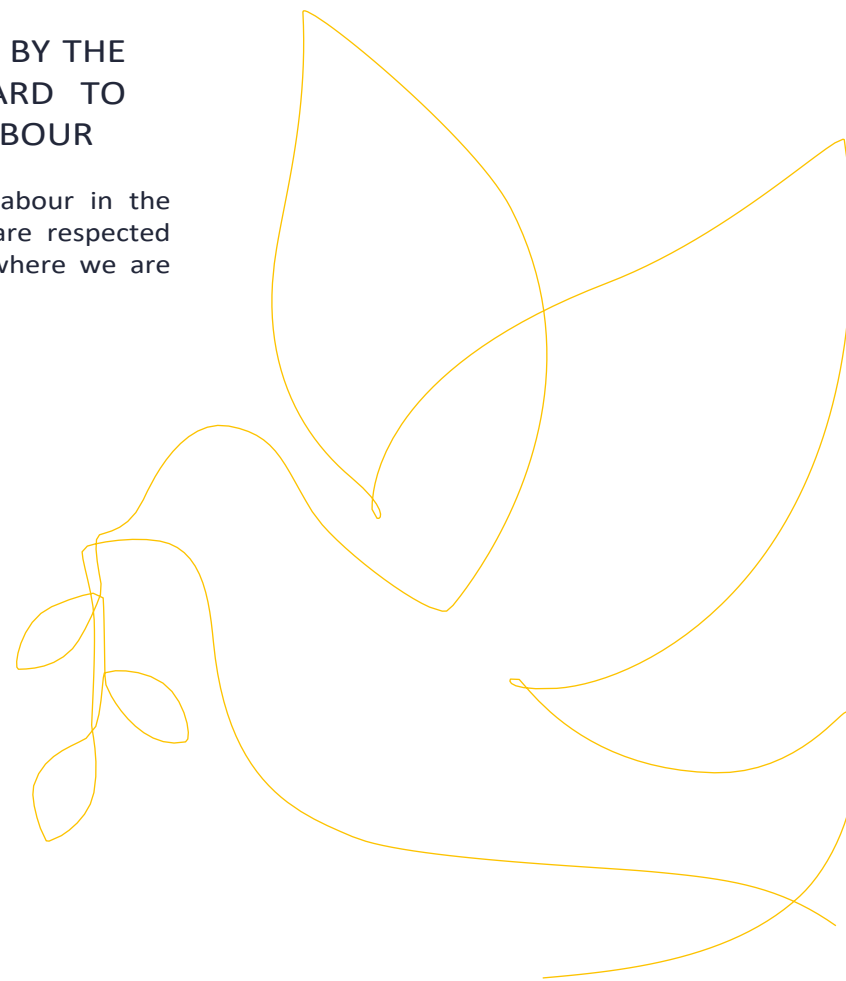
5.1.1 PROTOCOL ADOPTED BY THE ORGANISATION ON HUMAN RIGHTS ASSESSMENT

No human rights assessment was carried out in 2023. The chain adheres to the Code of Ethics of the World Tourism Organisation.



5.1.2 ENORMATIVE ADOPTED BY THE ORGANISATION WITH REGARD TO 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.



05. SOCIAL CAPITAL

5.2

COMMITMENTS OF THE COMPANY *WITH SUSTAINABLE DEVELOPMENT*

5.2.1 PROTOCOL ADOPTED BY THE ORGANISATION ON THE LOCAL AUTHORITIES AND THE INDIRECT ECONOMIC IMPACTS OF 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 actions will be assessed once we have completed 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 people and enjoying their 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 ourselves, helping, collaborating and favouring the 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 knowing their real needs and contributing to their progress through ethical and responsible behaviour. This dialogue is based on direct communication between the community and the hotel, with no established protocol or frequency, but according to the needs of both parties.

05. SOCIAL CAPITAL

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 STAKEHOLDER GROUPS WITH WHICH 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 collectives 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 as a whole, and we

are committed to

makes us consider every year to collaborate with local initiatives that imply 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, aligned with the actions encompassed in the concept of ecological awareness, transfers

05. SOCIAL CAPITAL

the plugs in vehicles that are forced to make the journeys as a matter of professional necessity.

With this collaboration, Vincci Hoteles demonstrates the possibility of carrying out a humanitarian action with a minimum of effort. The funds received are destined to different social actions, highlighting that, with a simple gesture, such as keeping a plastic bottle 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.

05. SOCIAL CAPITAL

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 the training and social and occupational 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, raees, batteries, oil, toners, contaminated packaging.

CHILDREN'S VILLAGES

The SOS Children's Villages organisation aims to help one of the most vulnerable groups in the world.

vulnerable, such as children, which is perfectly in line with the social policy of 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 of the young people becoming part of the Vincci Hoteles staff and joining our team of professionals in the future.

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

Money raised for Aldeas Infantiles in 2023 through employee payrolls: 4,968.56 euros.

OTHER DONATIONS

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



05. SOCIAL CAPITAL

5.2.3 MEMBERSHIP OF ASSOCIATIONS

CODE OF ETHICS OF THE WORLD TOURISM ORGANISATION

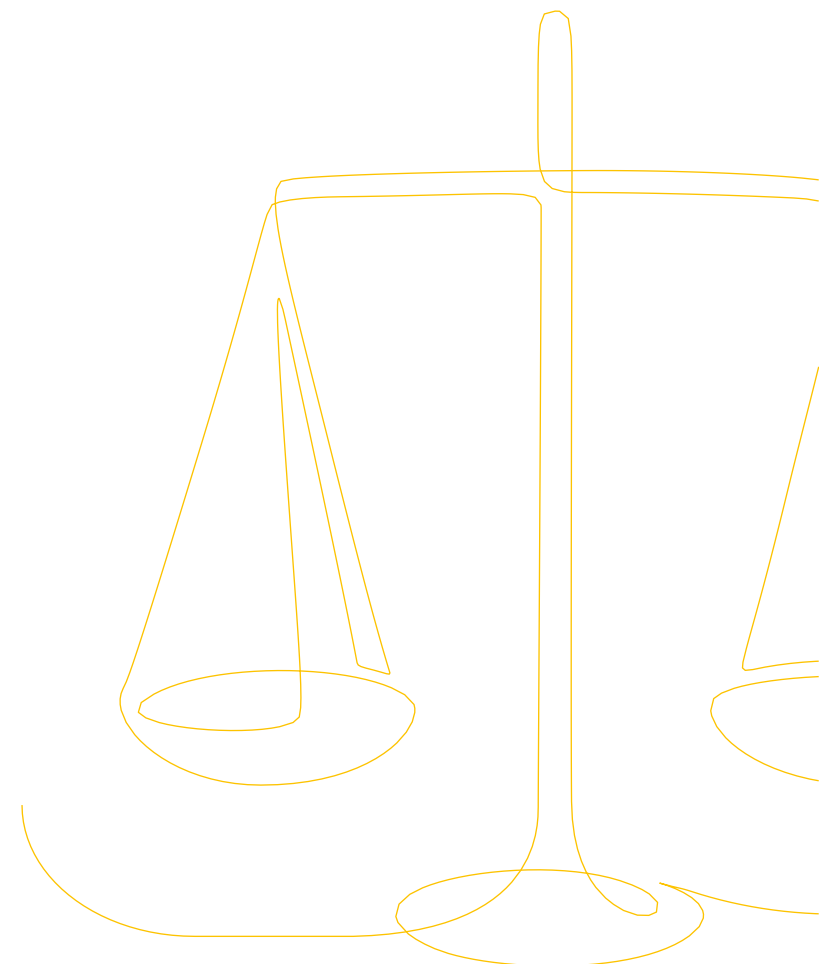
In 2018 we signed the Global Code of Ethics for Tourism, which is the framework for sustainable and responsible tourism. Its main purpose is to help maximise the benefits of the sector, while minimising potential negative impacts on the environment, cultural heritage and society at large.

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 a tool for personal and collective development.
- **Article 3:** Tourism as a factor in sustainable development.
- **Article 4:** tourism as a factor for development and enrichment of the cultural heritage of mankind.
- **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.



05. SOCIAL CAPITAL

AFFILIATIONS WITH TOURISM ORGANISATIONS

VINCCI MARITIME	Gremi d'Hotels de Barcelona	VINCCI SELECTION POSADA DEL PATIO	Association of Hotel Businessmen of the Costa del Sol (Aehcos)
VINCCI BAIXA	Hotelaria de Portugal	VINCCI SALAMANCA	Salamanca Hotel and Catering Association
VINCCI STAR OF THE SEA SELECTION	Association of Hotel Businessmen of the Costa del Sol (Aehcos)	VINCCI ALBAYZÍN	Federation of Hotel and Tourism Businesses of Granada
VINCCI PALACE	Tourism Valencia	VINCCI GALA	Gremi d'Hotels de Barcelona
VINCCI SELECTION THE SOUTH PLANTATION	Hotel and Extrahotel Association of Tenerife, La Palma and La Gomera and El Hierro (Ashotel)	VINCCI PORTO	Associação Portuguesa de Hotelaria Restauração e Turismo (APHORT)
VINCCI TENERIFE GOLF	Hotel and Extrahotel Association of Tenerife, La Palma and La Gomera and El Hierro (Ashotel)	VINCCI MERCAT	Tourism Valencia
VINCCI COSTA GOLF	Federation of the Hospitality Industry of the Province of Cádiz (Horeca)	VINCCI LIBERDADE	Hotelaria de Portugal
VINCCI LA RÁBIDA	Seville Hotel Association (AHS)	VINCCI ZARAGOZA ZENTRO	Federation of Hotel and Catering Businesses of Zaragoza (Horeca)
VINCCI FRONTAURA	Valladolid Hotel Association (AHV)	VINCCI MAE	Gremi d'Hotels de Barcelona
VINCCI MÁLAGA	Association of Hotel Businessmen of the Costa del Sol (Aehcos)	VINCCI ALEYSA	Association of Hotel Businessmen of the Costa del Sol (Aehcos)
		VINCCI CONSULATE OF BILBAO	Destino Bilbao Hotel Association

05. SOCIAL CAPITAL

5.3

SUBCONTRACTING AND SUPPLIERS

5.3.1 SUPPLY CHAIN

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 from the hotel, but with the confirmation of the Purchasing department.

This department is responsible for contracting 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 in this way approve them or not. The same applies to certain utensils that are recommended for use during cleaning.

5.4

CONSUMERS

5.4.1 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.

compared to 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, so quality is what makes a hotel establishment stand out, making the client choose a particular hotel or hotel group. The website.

05. SOCIAL CAPITAL

What makes the difference today and makes a product appealing is the increase in satisfaction rate of each customer.

The daily work and effort of our employees is the key that allows us to achieve the challenges we face and improve the levels of excellence we have already reached. Their enthusiasm is the impetus that allows us to move forward and set ever more 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 and external audits, periodic health and hygiene controls, and the management of all procedures related to the food chain. And all of 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 objective is to obtain certification of the management system and, at the same time, to identify possible discrepancies with the

terms set out in 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 areas, protocols and procedures carried out, as well as 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 effective 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 the requirements both internally and legally, 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 have been awarded 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 real 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 understand their expectations and thus be able to offer a personalised and efficient service that is the best option for their needs.

HEALTH AND HYGIENE CHECKS

Thanks to health and hygiene controls, which include the analysis of swimming pools, drinking water and the disinfection of , we are able to eliminate any procedure or potential risk factor for the health of our customers and employees. By detecting

05. SOCIAL CAPITAL

any deficiency, a file is opened and the most appropriate corrective measures are first applied, followed by preventive measures, thus enabling the incident to disappear and, at the same time, not to be repeated.

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.

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.

In this way, we ensure that the food

reach 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, which represents an increase of 0.08 points compared to the previous year (91.26/100).



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 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. This data, which is part of an active listening policy, allows us to make the necessary changes and adjustments, aimed at improving the quality of our services.

05. SOCIAL CAPITAL

continuous improvement and to achieve the desired quality standards.

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

REVIEWPRO: ONLINE REPUTATION TOOL

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 competitors and thus establish the appropriate adjustments to continue to be a benchmark in the sector.

Number of questionnaires	2022	2023
Post Stay Survey	23.928	26.170
MICE survey	93	59
Pre Stay Survey	6.187	9.932
In Stay Survey	10.807	3.278

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

Analysed figures show that we maintain high levels of customer satisfaction in the areas identified. Our overall chain index continues

increasing year by year, reaching 88.8% in 2023.

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.

05. SOCIAL CAPITAL

COMMUNICATION WITH OUR STAKEHOLDERS

The Marketing and Communications Department attends to the media that deal with 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 constant, 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. 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. See

This 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, together with the environmental objectives of the chain, the indicators and the 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.

HOTEL CHANNEL

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 NETWORKS

The presence of Vincci Hoteles on social networks is not only constant, but also necessary. Through the different channels of communication we provide information about our establishments and those novelties 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

05. SOCIAL CAPITAL

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 to comply with the new Data Protection Law. Likewise, all the professionals who make up Vinc- ci Hoteles are aware of the offence against privacy and intimacy involved in the fraudulent use of personal data. We therefore make a great effort to ensure that all data is handled an optimal 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 GRIEVANCE MANAGEMENT APPROACH

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.

The exact number of complaints cannot be determined, as some are sent directly to the hotel, while others are sent to the central offices and from there they are forwarded to the hotel concerned. When the customer complains about the price, logically nothing can be done by the hotels, as this complaint is made after the stay, so no attempt can be made to satisfy the customer.

Most of the time when complaints are due to forgetfulness and also take place when the customer has already left the hotel, the solution usually comes in the form of sending the forgotten item. In some cases, if the item is not found, the customer is apologised for, as these items are usually of little value.

Complaints about the service received are of different kinds and very subjective, taking into account that what for a customer is a good

service is for

05. SOCIAL CAPITAL

another is bad. Vincci Hoteles offers the same quality of service to all its clients.

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 during their stay. In the first case, the procedure is to contact the Quality Department at our head office, who will then forward the comment to the hotel or department concerned so that the customer gets 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 key opportunity for improvement. As a result, the Group has had a total of 3,142 negative opinions in online reviews.



05. SOCIAL CAPITAL

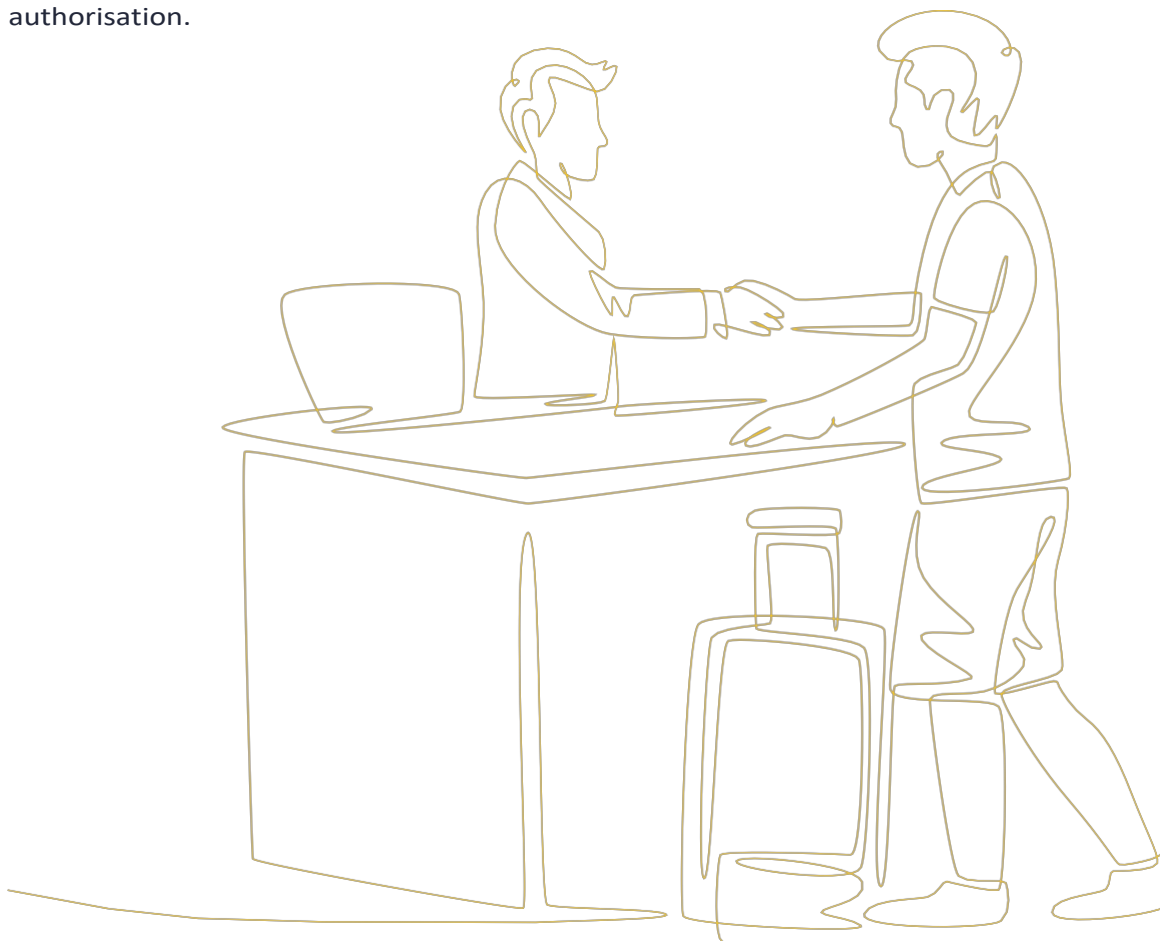
Constructive criticism from our clients helps us to learn from our mistakes and to continue improving our professional work, in order to continue growing in our new vocation to offer an unbeatable service, giving at all times the best of ourselves as professionals in the tourism sector.

Knowing how our clients rate our functions allows us to address 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 online feedback responses is 27.7% while the

The number of responses to the internal Post Stay questionnaires is 69.16%. To answer part of the online comments and internal questionnaires, we have signed up with Hotel Speaker. This company uses Artificial Intelligence to create personalised responses with the hotel's authorisation.





ANNEX 1

APPLIED CONTENTS OF
LAW 11/2018 EINF

CAPTION	SUBSECTION	SECTION OF THE LAW	GRI	REFERENCE TO THE REPORT	
Model Business	Description of the model of group business	A brief description of the group's business model, including its business environment, its organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may affect its future development.	GRI 2-6 GRI 2-1	MODULE 1	
	General	Current and foreseeable effects of the company's activities on the environment and, where appropriate, on health and safety	GRI 3-3	MODULE 3	
		Environmental assessment or certification procedures	GRI 2-23 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	
		Provisions and guarantees for environmental risks	GRI 3-3	MODULE 3	
	Pollution	Measures to prevent, reduce or remediate carbon emissions that have a serious impact on the environment, taking into account any form of activity-specific air pollution, including noise and light pollution	GRI 3-3 GRI 302-4 GRI 302-5	MODULE 3	
	Information on issues environmental	Circular Economy and prevention and waste management	Measures for prevention, recycling, reuse, other forms of recovery and disposal of waste. Actions to combat food waste	GRI 2-25 GRI 301-1 GRI 301-2 GRI 301-3 GRI 306-2	MODULE 3
		Sustainable use of resources	Water consumption and water supply in accordance with local constraints	GRI 303-1 GRI 303-2 GRI 303-5	MODULE 3
			Consumption of raw materials and measures taken to improve the efficiency of raw material use	GRI 3-3 GRI 301-1	MODULE 3
Energy: consumption, direct and indirect; measures taken to improve energy efficiency, use of renewables			GRI 3-3 GRI 302-1 GRI 302-4	MODULE 3	
Climate Change		Greenhouse Gas Emissions	GRI 305-1 GRI 305-2 GRI 305-3	MODULE 3	
		Measures taken to adapt to the consequences of Climate Change	GRI 3-3 GRI 305-5	MODULE 3	
		Voluntary reduction targets set for the medium and long term to reduce GHG emissions and means implemented for this purpose.	GRI 3-3	MODULE 3	
Biodiversity protection		Measures taken to preserve or restore biodiversity	GRI 3-3 GRI 304-3 GRI 304-1	MODULE 3	
		Impacts caused by activities or operations in protected areas	GRI 304-1 GRI 304-2	MODULE 3	

CAPTION	SUBSECTION	SECTION OF THE LAW	GRI	REFERENCE TO THE REPORT	
Social and Staff Issues	Employment	Total number and distribution of employees by gender, age, country and occupational classification	GRI 405-1 (b) (i,ii)	MODULE 4	
		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 earnings and their evolution disaggregated by gender, age and occupational classification or equal value	GRI 405-2	MODULE 4	
		Wage Gap	GRI 405-2	MODULE 4	
		Remuneration of equal or average jobs in society	GRI 405-2	MODULE 4	
			The average remuneration of directors and the Management Committee, including variable remuneration, allowances, indemnities, payments to long-term savings schemes and any other payments broken down by gender.	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
	Work organisation		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 encouraging the co-responsible exercise of work-life balance by both parents.	GRI 401-3	MODULE 4
	Health and Security		Health and safety conditions at work	GRI 403-1	MODULE 4
			Accidents at work (frequency and severity) disaggregated by sex	GRI 403-3 GRI 403-9	MODULE 4 (Scope limitation: Tunisia information 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	

CAPTION	SUBSECTION	SECTION OF THE LAW	GRI	REFERENCE TO THE REPORT
Social and Staff Issues	Training	Policies implemented in the field of training	GRI 3-3 GRI 404-2	MODULE 4
		Total number of training hours per professional category	GRI 404-1	MODULE 4 (Scope limitation: Tunisia information not reported)
	Accessibility	Universal accessibility for people with disabilities	GRI 3-3	MODULE 4
		Measures taken to promote equal treatment and opportunities for men and women	GRI 3-3	MODULE 4
	Equality	Equality plans	GRI 3-3	MODULE 4
		Measures taken to promote employment	GRI 3-3	MODULE 4
		Protocols against sexual and gender-based harassment	GRI 3-3	MODULE 4
		The integration and universal accessibility of persons with disabilities	GRI 3-3	MODULE 4
		Anti-discrimination and, where appropriate, diversity management policy	GRI 3-3	MODULE 4
		Implementation of human rights due diligence procedures	GRI 3-3	MODULE 2
Information on the respect rights	of human Rights	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 about cases of human rights violations	GRI 2-26	MODULE 5
		Promotion and enforcement of the provisions of the ILO core conventions related to respect for freedom of association and the right to collective bargaining, elimination of discrimination in employment and occupation, elimination of forced or compulsory labour and the effective abolition of child labour	GRI 3-3	MODULE 2 MODULE 4 MODULE 5
Information on combating against corruption and bribery	Corruption and bribery	Measures taken to prevent corruption and bribery	GRI 3-3	MODULE 2
		Measures to combat money laundering	GRI 3-3	MODULE 2
		Contributions to foundations and non-profit organisations	GRI 3-3	MODULE 2
Information on society	Commitments about the company with development sustainable	Impact of the company's activity on employment and local development	GRI 203-1 GRI 204-1	MODULE 5
		Impact of society's activity on local populations and the territory	GRI 413-1 GRI 203-1	MODULE 5
		Relationships with local community actors and the modalities of dialogue with them	GRI 413-1 GRI 2-29	MODULE 2
		Partnership or sponsorship actions	GRI 2-28	MODULE 5

CAPTION	SUBSECTION	SECTION OF THE LAW	GRI	REFERENCE TO THE REPORT
Information on the company		Inclusion of social, gender equality and environmental issues in procurement policy	GRI 3-3	MODULE 2
	Subcontracting and suppliers	Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	GRI 2-6 GRI 3-3 GRI 308-1 GRI 414-1	MODULE 1
		Monitoring and auditing systems and results of audits Consumer health and safety measures	GRI 308-1 GRI 414-1	MODULE 1
	Consumers	Complaint systems, complaints received and resolution of complaints	GRI 3-3 GRI 416-1	MODULE 5
		Benefits obtained by country	GRI 2-26 GRI 3-3	MODULE 5
	Tax information	Profit taxes paid Government grants received	GRI 201-1	MODULE 1
			GRI 201-1 GRI 201-4	MODULE 1 MODULE 1



ANNEX 2

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
Raes	3.841,10
Toners	733,6
Fluorescent, energy-saving and LED	744,53



CARBON FOOTPRINT

Emissions included in each scope	Emissions tn CO2EQ	Emissions tn CO2	Emissions tn CH4	Emissions tn N2O	Emissions tn N2
Direct emissions	Combustion from stationary sources gas	2.197,38	2.192,54	4,81	0,04
	Combustion of stationary propane sources	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)	7.65,25			
	Electricity consumption (Located)	6.593,26			
Cat 2	765,25				
Indirect emissions from Transport	Travel to headquarters	69,73			
	Travel from head office for business purposes 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	5,31	7,01	
Total (Located)	12.521,45	3.030	5,31	7,01	

ONLINE REPUTATION

NUMBER OF QUESTIONNAIRES	2023
Post Stay Survey	28.697
MICE survey	67
Pre Stay Survey	7.383
In Stay Survey	3.539

GROUP	2023
Number of opinions	72.178
Number of mentions	232.637

INDICATOR	2023
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.



SUSTAINABILITY REPORT
*AND STATEMENT OF NON-FINANCIAL
INFORMATION 2023*