

CSR POLICY

vinccihoteles



Vincci Hoteles' Corporate Social Responsibility (CSR) Policy is based on our business values and our commitment to sustainable development in its triple sense: economic, social and environmental.

The following principles guide us in our actions to ensure that our activity is positive for society and the environment, ethical and transparent behaviour that contributes to the common good:

* We firmly believe in promoting integrity and transparency in our business, consolidating our rigour and credibility with our stakeholders. These good business practices offer confidence to the market, security to the customer and consolidate, from a broader point of view, the rights of workers and society in general. In short, the starting point towards a responsible and sustainable business culture,

* Encourage our suppliers and collaborators to improve their environmental, social and ethical behaviour, collaborating with them and coordinating joint actions to ensure their alignment with our values, the improvement of our processes and the satisfaction of our customers.

* Guarantee respect for human rights without distinction of nationality, place of residence, sex, national or ethnic origin, colour, religion, language or any other condition. We reject any practice that violates individual or collective dignity.

* Encourage the development of the professional and personal skills of our human capital by promoting their training and awareness of social and environmental issues. We try to stimulate their creativity and initiative to involve our teams in the challenges set. We favour an environment of equality and fairness where people are rewarded for their contribution of value to the company, their achievements in the company and reward their good work through the development of their functions.

* To participate and contribute effectively to the continuous improvement of our actions. Integrate and encourage creativity and participation because the key to success is human capital. Motivate performance and learn from experience to detect problems and discover opportunities for improvement.

* To innovate and offer quality in our daily service so that customers can feel at home, wherever they go. A quality offer means continuous selection, training and innovation: in the establishments, in human resources and in the services offered.

* To implement and disseminate a working methodology based on prevention and not correction. We strive to offer a healthy, comfortable and safe working environment where there are no unnecessary dangers and under the premise of strict compliance with current regulations on the prevention of occupational hazards.

* Locating our hotels in locations and tourist enclaves of high monumental, historical and scenic value, with the preservation of heritage, charm and modernity of all the facilities being one of our main values. We respect, in the design and decoration, the personality and imprint of each hotel and capture the essence and culture of the place where the facilities are located.

* Encourage the implementation of services and facilities, adapting them and making them accessible to all types of customers.

* We are sensitive to the economic, social and cultural reality of our environment, and we collaborate in the development of programmes and activities aimed at satisfying the needs

of the communities in which we operate. We actively contribute to the implementation of priority social initiatives for disadvantaged groups, aimed at satisfying their vital needs.

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