

EINF AND SUSTAINABILITY REPORT

2024



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01.

ABOUT THIS REPORT



SUSTAINABLE &
RESPONSIBLE
vinccihotels

01. ABOUT THIS REPORT

1.1 APPROACH TO THE SUSTAINABILITY REPORT

THE IMPORTANCE OF THE SUSTAINABILITY REPORT

Once again, Grupo Tecamira, S.L. and its subsidiaries, commercially known as **Grupo Vincci Hoteles** (hereinafter referred to as the Group, Company, Vincci or Vincci Hoteles), publishes its Sustainability Report and Non-Financial Information Statement (hereinafter referred to as the Report, EINF or Sustainability Report), which reaches its thirteenth edition with this 2024 report. The ultimate goal of this Sustainability Report, in addition to reporting on the Company's various initiatives, is to highlight our solid commitment to social, environmental and economic responsibility.

Over recent years, we have taken a series of measures and spearheaded various initiatives which, together with those developed in the last financial year, make Vincci Hotels a benchmark in sustainability and social responsibility. Our good work and the exercise of responsibility acquired with the various stakeholders consolidate us as a leading chain in the responsibilities we undertake.

ABOUT THIS REPORT

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

However, in strict compliance with the requirements of **Law 11/2018** on the EINF, certain information throughout this Report specifies data exclusively from the Group's accounting consolidation perimeter, indicating them as Group Perimeter, which are subject to verification by an independent third-party expert based on the scope of their work and the regulatory context.

By reading this Report, interested parties can learn more about who we are, our present and our future. Our objective is to continue to focus on transparency, always bearing in mind that honesty makes our services a firmly committed, profitable and efficient tourism product.

The information identified in Annex I "Contents applied under Law 11/2018 EINF" included in this Report is verified by Deloitte Auditores, S.L. based on the scope of its work and the regulatory context. 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

Sustainability Report has been prepared in accordance with the GRI standards in the Essential option (see Annex I – "Contents applied under Law 11/2018 EINF").

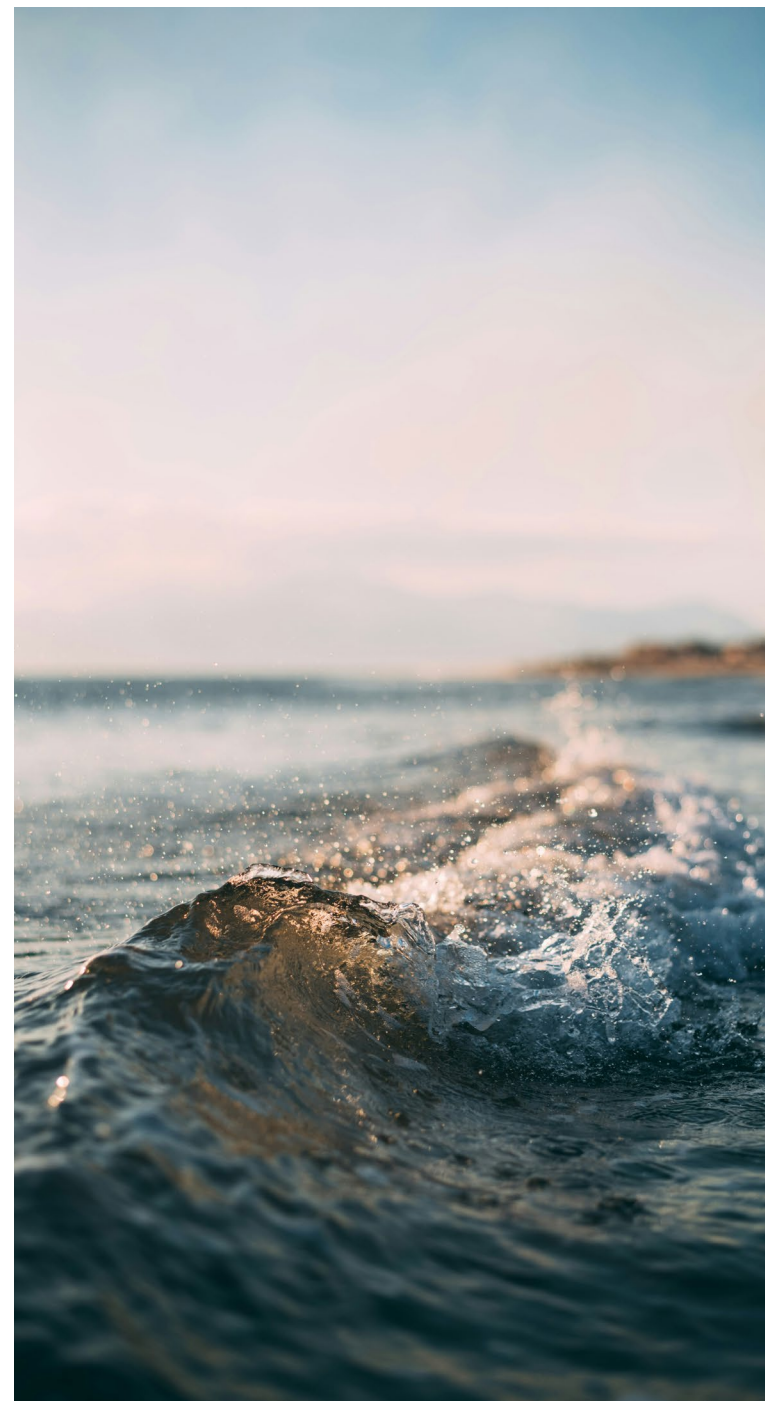


LINK TO THE SUSTAINABLE DEVELOPMENT GOALS

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

In 2015, the United Nations (UN) approved the 2030 Agenda for Sustainable Development, which sets out various goals, including eliminating poverty and protecting the planet for future generations through actions related to women's equality, education, the design of new cities and environmental care. In order to achieve the 17 goals set, various actions were established as part of a sustainable development agenda that aims to improve humanitarian conditions and, through international commitment, achieve 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 for effort in raising awareness of the impact that our activity and our decisions have in the places where we operate, which is perfectly compatible with our intention to adapt to the global needs of our society.



01. ABOUT THIS REPORT

1.3 BUSINESS ANALYSIS

STAKEHOLDERS. (GRI 2-29)

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

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

Our plans involve continuing to work on this ongoing effort, which allows us to respond highly effectively to the demands of our stakeholders while remaining faithful to the business philosophy that saw us come into being. This is a unique opportunity to maintain our social commitment and lead the way in achieving dialogue in a climate of trust, aligning expectations and limitations, continuous improvement and the projection of common benefits, and establishing synergies and objectives through experience.

●● CUSTOMERS

All of Vincci Hotels' efforts are directed towards our customers, who are the driving force behind our organisation. Every day, we strive to offer them excellent service and a unique accommodation experience that exceeds their expectations. Our experience and dedication to service are focused on ensuring their complete satisfaction.

●● EMPLOYEES

Our business is sustainable and well established thanks to the efforts of a team that is fully aligned with the company's objectives and constantly committed to its work. We are committed to improving the working conditions and environment in which our professionals carry out their daily activities, while offering them the possibility of continuous training throughout their professional lives and a good work-life balance.

●● SOCIEDAD

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 various initiatives that seek local development, environmental progress and respect for the environment.



01. ABOUT THIS REPORT

1.3 BUSINESS ANALYSIS

●● PUBLIC ADMINISTRATION

Joining forces is the solution to many of the environmental and social problems that we, as a society, have to face. This is why we invite the Public Administration to engage in constant dialogue that allows us to collaborate in achieving sustainable development and a planet that remains in the best possible condition for future generations.

●● SUPPLIERS AND SUBCONTRACTORS

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

●● SHAREHOLDERS

Achieving the objectives we have set ourselves is possible thanks to mutual understanding and dialogue. In this way, we achieve optimal profitability and meet the challenges we set ourselves throughout our journey.



●● TRADE UNIONS

Our commitment is to offer our customers a unique and differentiated accommodation experience. This objective of Vincci Hotels would not be possible without the effort, involvement and daily work of our team of professionals. Likewise, our joint efforts with trade unions, as agents of socialisation in terms of protecting the rights and integrity of workers, have resulted in a committed team that takes advantage of the opportunities offered by the organisation and enjoys fulfilling its mission.

●● COMPETITORS

For proper performance in the hotel sector, fair competition is not only necessary but also healthy when it comes to finding joint solutions and boosting the sector, resolving all those issues that contribute to slowing it down and hindering it.

Below are tables showing, for each stakeholder group, the communication channels available from Vincci Hotels and how often they are used.

01. ABOUT THIS REPORT

1.4 MATERIALITY ANALYSIS

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

In order to offer specific solutions, we must identify the needs of our stakeholders. In this regard, the 2024 Sustainability Report includes all noteworthy information on environmental, economic and social matters, thus opening a direct channel of communication geared towards the common interest.

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

The methodology used to meet these objectives begins with the identification of aspects of interest worthy of inclusion in the Report, which includes a review of the main trends in the sector and the re-

commendations and expectations of stakeholders, as well as prior contact with public opinion as reflected in social networks and the media.

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

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

As far as Vincci Hotels is concerned, the key aspects that the Company manages with its stakeholders have been identified based on an analysis of best practices, trends, media men-

tions and expectations. We have also specified the relevant points after maintaining an open channel of communication with stakeholders.

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

Those that are most frequently mentioned are considered key in the Report.

“VINCCI HOTELS
PRIORITISES KEY
SUSTAINABILITY ISSUES
THROUGH A DUAL
MATERIALITY ANALYSIS”

01. ABOUT THIS REPORT

1.4 MATERIALITY ANALYSIS

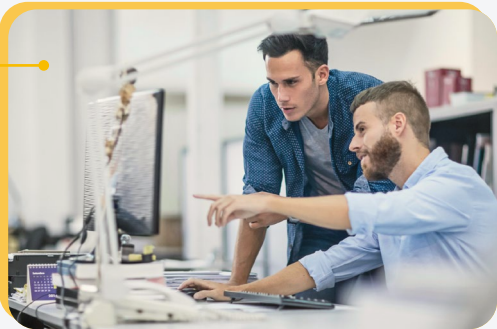
STAKEHOLDER GROUPS	COMMUNICATION CHANNEL	RELEVANT INFORMATION
Shareholders	Continuous communication within the company	201, 202, 301, 302, 303, 305, 306, 307, 308, 401, 402, 403, 404, 405, 406, 407, 410, 416, 418, 419, 501, 502, 505
Employees	Continuous communication (works councils)	201, 202, 301, 302, 303, 306, 307, 401, 402, 403, 404, 405, 406, 407, 410, 411, 413, 416, 418, 419
Direct Customers	Online Questionnaires and Opinions	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 within the company	201, 202, 301, 307, 308, 414, 419, 502
Society	Continuous communication within the company	205, 302, 303, 304, 305, 306, 307, 401, 405, 406, 412, 416, 419, 501
Competence	Continuous communication within the company	201, 202, 307, 401, 501, 502

01. ABOUT THIS REPORT
1.4 MATERIALITY ANALYSIS

●● MOST RELEVANT TOPICS IN THE 2024 SUSTAINABILITY REPORT

SOCIAL

- Employment **401**
- Diversity and equal opportu. **405**
- Non - discrimination **406**
- Security practices **410**
- Costumer health and safety **416**



OWN

- 501** Costumer satisfaction
- 502** Legal compliance



ECONOMIC

- Economic Performance **201**
- Market Presence **202**



ENVIRONMENTAL

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



01. ABOUT THIS REPORT

1.5 FUNDAMENTALS

HISTORY OF THE ORGANISATION

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

Vincci Hotels has become a leading hotel group in international tourism thanks to the efforts of his children and the interest of prominent professionals in the sector. In 2001, Vincci Hotels began its professional journey. Since then, and to this day, its upward trajectory has made it a Group of recognised prestige. The relentless pursuit of the highest quality standards has not only become a distinctive feature of the Company, but has also enabled it to meet the highest expectations of its customers year after year.

Today, the chain has four- and five-star hotels, differentiated into two lines by category and location, although all 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 and personalised attention from our team of professionals.

The team at Vincci Hotels is aligned with the Group's business philosophy and committed to offering the best service. The enthusiasm and willingness with which they serve our customers is our main source of pride.

“VINCCI HOTELS,
AN **INTERNATIONAL**
BENCHMARK IN **SPANISH**
TOURISM, HAS BEEN
COMBINING EXCELLENCE,
INNOVATION AND
PERSONALISED SERVICE
SINCE 2001”



01. ABOUT THIS REPORT

1.5 FUNDAMENTALS

●● HOTEL OPENINGS PER YEAR

YEAR OF OPENING	HOTEL	YEAR OF OPENING	HOTEL
2001	Vincci Hotels is founded Vincci Selección Rumaykiyya	2011	Vincci Selección Aleysa Boutique & Spa
2002	Vincci Ciudad de Salamanca Vincci Puertochico	2012	Vincci Albayzin Vincci BIT
2003	Vincci Costa Golf Vincci La Rábida Vincci Lys Vincci Marítimo	2014	Vincci Gala
2004	Vincci Centrum	2015	Vincci Liberdade Vincci Mercat Vincci Porto Vincci Valdecañas Golf
2005	Vincci Selección La Plantación del Sur	2016	Vincci Mae Vincci The Mint Vincci Zaragoza Zentro
2006	Vincci Soho Vincci Tenerife Golf (*)	2018	Vincci Safira Palms Vincci Consulado de Bilbao
2007	Vincci Capitol Vincci Frontaura Vincci Palace Vincci Via 66	2021	Vincci Ponte de Ferro
2008	Vincci Baixa Vincci SoMa	2022	Vincci Larios Diez Vincci Molviedro Vincci Ever Eden Beach Resort Vincci Dar Midoun Hotel Ramblas powered by Vincci (**)
2009	Vincci Málaga (**)	2024	Vincci Bon Jardim Vincci Selección Unuk Vincci Helva Beach
2010	Vincci Selección Posada del Patio Vincci Helios Beach		

(*) The Vincci Tenerife Golf hotel was sold in December 2023; however, in accordance with the terms of the sale agreement, the Vincci Hotels chain has continued to manage certain aspects of the hotel until February 2024.

(**) The Vincci Málaga and Hotel Ramblas powered by Vincci hotels ceased to be managed by the chain in August 2024.

01. ABOUT THIS REPORT

1.5 FUNDAMENTALS

●● FUTURE PROSPECTS

Our present is the best guarantee of a successful future. The daily work of our team is based on excellence and quality, which translates into the best experience for our customers. In this regard, we are also firmly committed to the environment, confident that we are working to leave a better planet for future generations. We approach this commitment with enthusiasm and courage, backed by 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 Hotels have a common goal: to become the best choice for tourist accommodation and a benchmark in social and environmental issues.

●● INNOVATION IN SERVICE

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

●● UNIQUE IDENTITY

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

●● THE DRIVING FORCE BEHIND THE COMPANY

The true heart of Vincci Hotels, and what sets our Group apart, is our team, who are fully committed to the values that differentiate us. A group of professionals whose constant effort and enthusiasm for doing things well allows us to achieve the quality and excellence that represents us. Their commitment, creativity and participation have enabled Vincci Hotels to stand out throughout its history, becoming a benchmark for the tourism sector.



01. ABOUT THIS REPORT

1.5 FUNDAMENTALS

●● EXPERIENCE, TRAINING AND INNOVATION

Technological innovation is combined with the experience of our professionals, enabling Vincci Hotels to achieve each of its goals. 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 belief that this is the only way they can give their best to each customer.

●● OUR COMMITMENT

Our unconditional commitment to the environment and our interest in minimising the impact of our presence have been embraced 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 that benefit the most disadvantaged groups and those at risk of social exclusion, always striving for a society in which we all have the same opportunities and rights.

●● HERITAGE AS A HALLMARK

Our hotels are located in areas of high tourist, monumental, historical or scenic relevance, which is a distinguishing feature of the Group. We rely on technology to offer the best service to our customers, but our values cannot overlook respect for the environment as a hallmark of our establishments. Each of our accommodations has its own décor and unique personality, but with quality as a common commitment.

●● LOOKING TO THE FUTURE

Every guest who chooses Vincci Hotels enjoys a unique, unforgettable and unrepeatable experience, making the most of their stay with unbeatable service. An authentic Vincci Hotels experience that ensures complete satisfaction and builds loyalty for future visits, and which is the best introduction to our company.

“OUR TEAM AND OUR VALUES ARE THE KEY TO A VINCCI HOTELS EXPERIENCE BASED ON QUALITY AND



01. ABOUT THIS REPORT

1.5 FUNDAMENTALS

ACHIEVEMENTS



Total electrification

Green supply in all hotels in
Spain and Portugal



Best Practice Sustainability
Award in MICE

GOALS



UNE 19601 certification

Install artificial intelligence
bins in a hotel



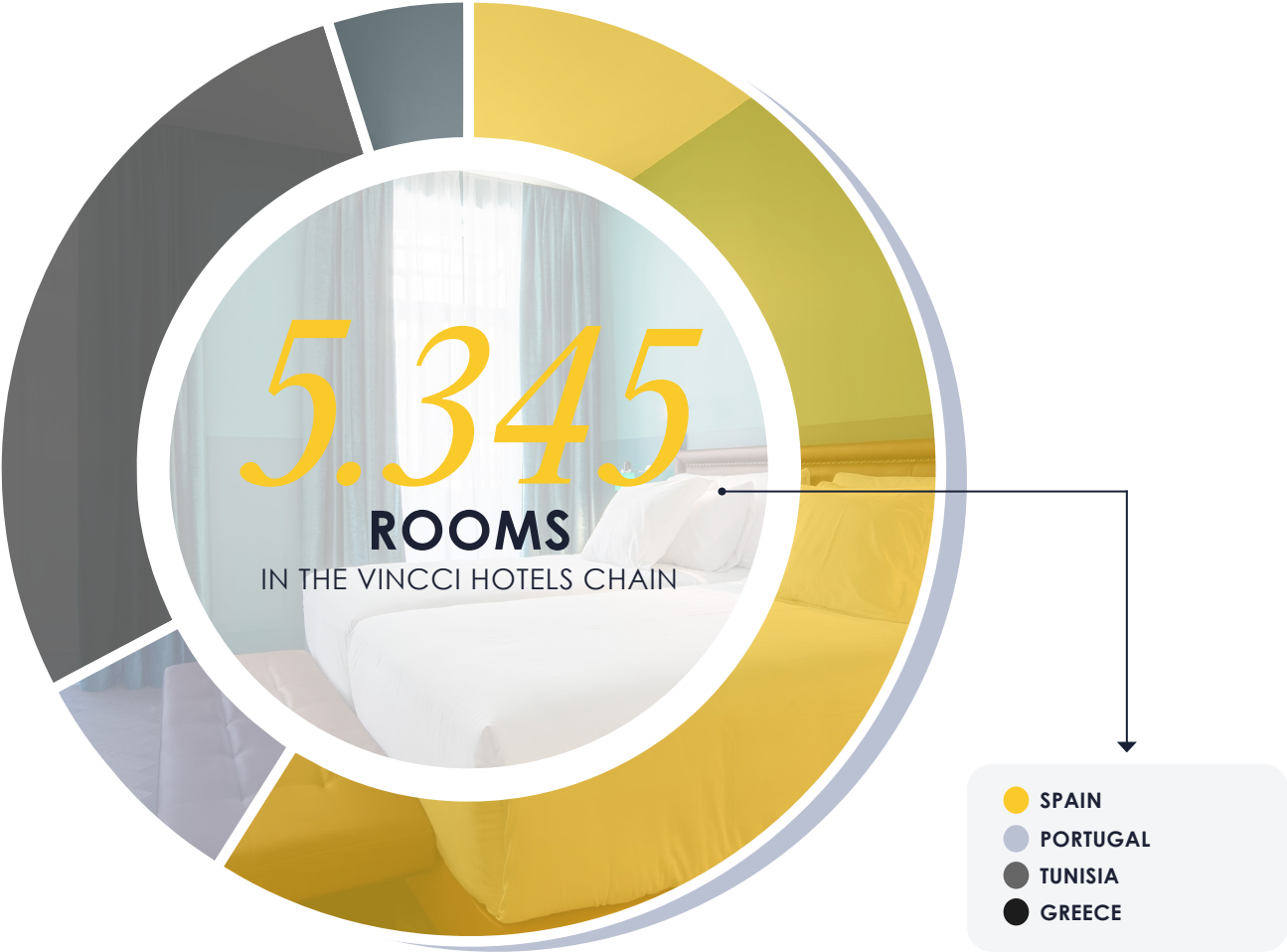
Purchase of Certified
Emission Reductions

Corporate volunteering plan

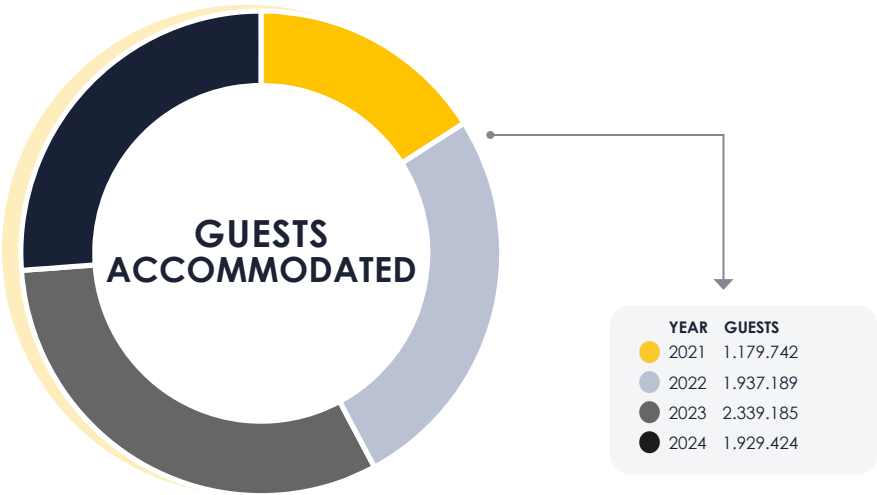
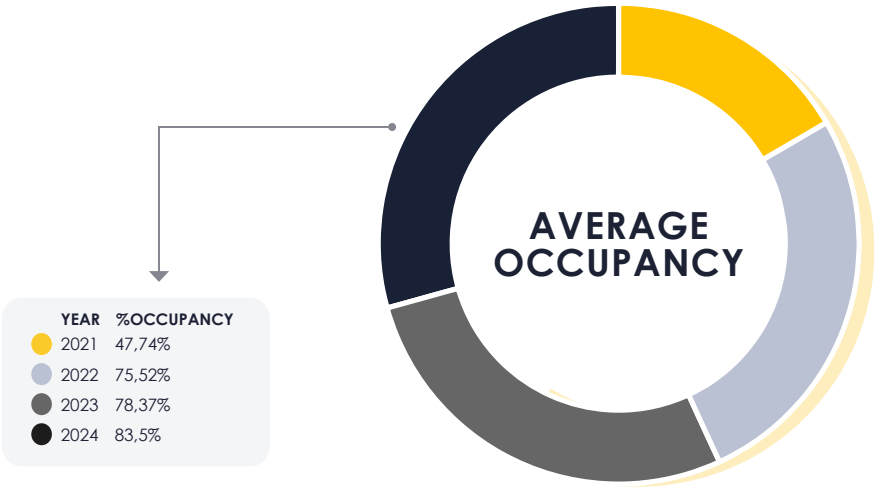
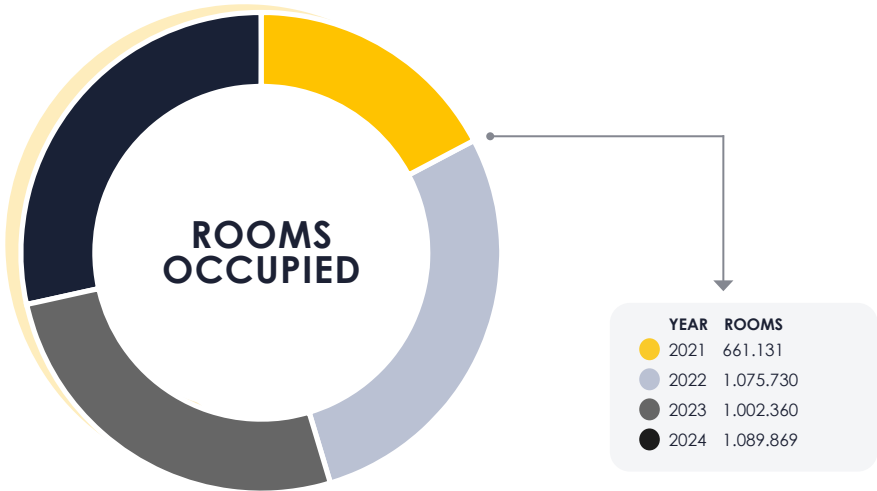


Obtain Energy Saving
Certificate

01. ABOUT THIS REPORT
1.6 FINANCIAL DIMENSION
●● THE ORGANISATION IN FIGURES



01. ABOUT THIS REPORT
1.6 FINANCIAL DIMENSION
●● THE ORGANISATION IN FIGURES



01. ABOUT THIS REPORT

1.6 FINANCIAL DIMENSION

●● THE ORGANISATION IN FIGURES

PROFITS/(LOSSES) after tax by country (data in euros):	2024	2023
PROFITS/(LOSSES) SPAIN	30.693.895€	46.131.927€
PROFITS / (LOSSES) PORTUGAL	2.716.738€	2.943.226€
PROFITS / (LOSSES) GREECE	715.624€	–
PROFITS / (LOSSES) TUNISIA	1.835.971€	1.845.317€

GRANTS RECEIVED (figures in euros):	2024	2023
CAPITAL GRANTS	111.630€	–
OPERATING GRANTS	396.232€	414.694€
CORPORATION TAX (figures in euros):	2024	2023
CORPORATE TAX INCOME / (EXPENSE)	10.531.300€	(877.356€)

	DATA IN EUROS				
	GROUP SCOPE	SPAIN	PORTUGAL	GREECE	TUNISIA
NET TURNOVER	224.446.718€	181.029.384€	25.509.721€	9.494.862€	8.412.751€
ANNUAL PROFIT	35.962.228€	30.693.895€	2.716.738€	715.624€	1.835.971€
OPERATING PROFIT	46.553.375€	39.984.430€	3.487.863€	955.094€	2.125.988€

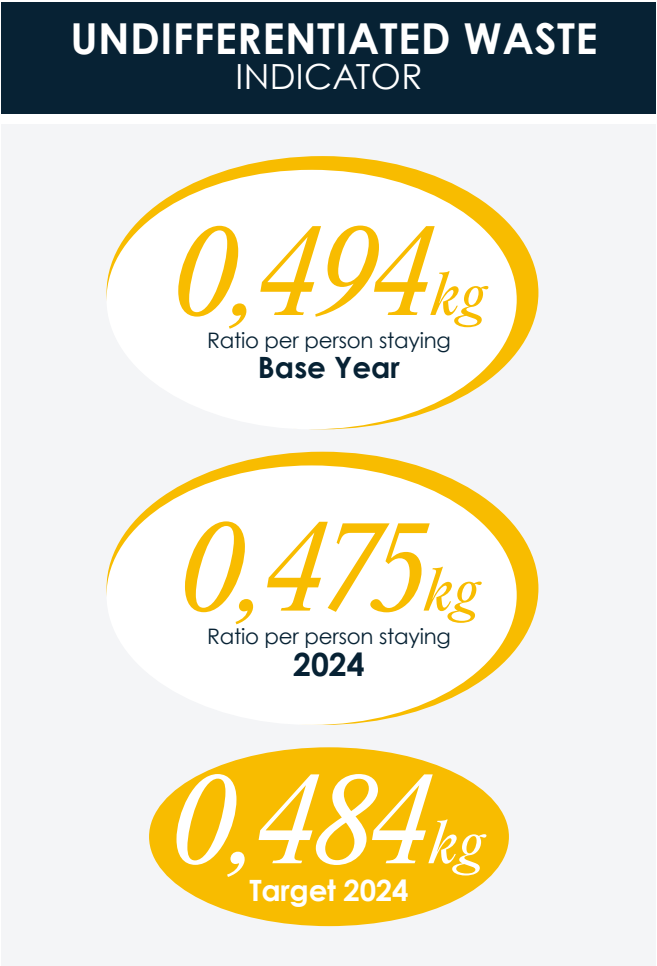


In order to achieve prolonged and sustainable profitability for the business, it is essential to adjust annual budgets and contain spending at both head office and hotel level.

01. ABOUT THIS REPORT
1.6 FINANCIAL DIMENSION
●● THE ORGANISATION IN FIGURES



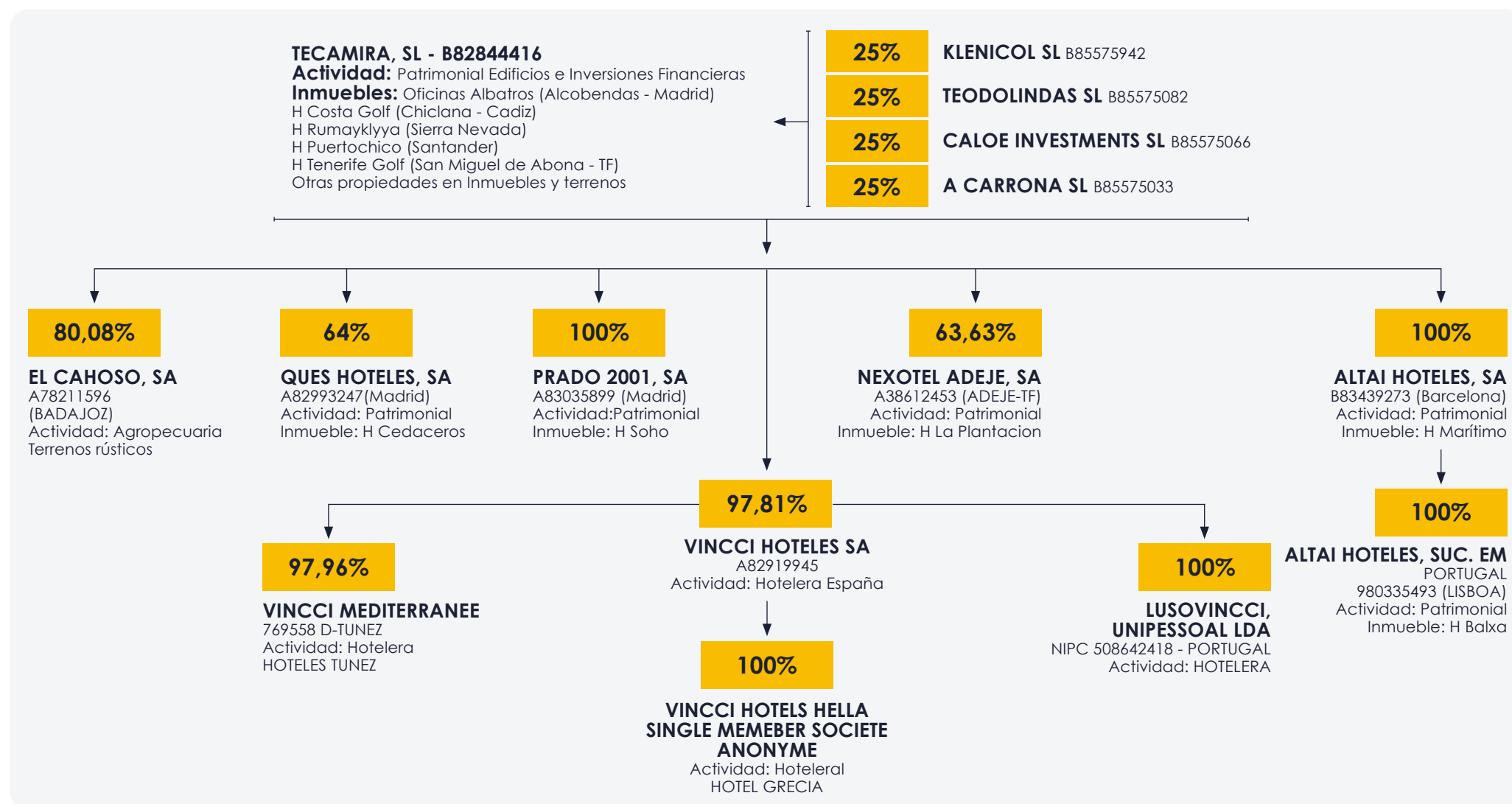
Vincci Hotels has loans linked to sustainability indicators, and we are **committed to reducing our carbon footprint** and unsorted waste in order to continue with more advantageous financing.



01. ABOUT THIS REPORT

1.6 FINANCIAL DIMENSION

●● THE GROUP'S STRUCTURE IS AS FOLLOWS



Certain environmental and social information on 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 impact is not significant for the Group, given that these companies are holding companies. El Cahoso, S.A. is also not included, as this company is integrated into the Group using the equity method of consolidation.

01. ABOUT THIS REPORT

1.6 FINANCIAL DIMENSION

SUPPLY CHAIN

For Vincci Hotels, achieving the highest levels of sustainability, quality and profitability in the exercise of its activity is a priority, which entails exquisite care when selecting suppliers and collaborators. That is why we have a Purchasing Policy. The hotels' purchasing process is marked by different environmental and social aspects, which make a difference in the selection of suppliers:

● **RECYCLED PACKAGING**
(environmental)

● **SUPPLIER AND
PRODUCT CERTIFICATION**
(environmental)

● **ZERO KILOMETRE**
(environmental and social)

● **PROXIMITY TO THE
WAREHOUSE TO AVOID
LONG JOURNEYS**
(environmental)

● **ZERO-EMISSION VEHICLES**
(environmental)

In 2024, no visits were made to suppliers, but some hotels did carry out Supplier Assessments.



01. ABOUT THIS REPORT

1.7 REPORTING DEADLINES AND CONTACT POINT FOR QUESTIONS

- **REPORTING PERIOD FOR THE INFORMATION PROVIDED:**

Financial year ending 31 December 2024

- **THE REPORTING CYCLE:**

Annual

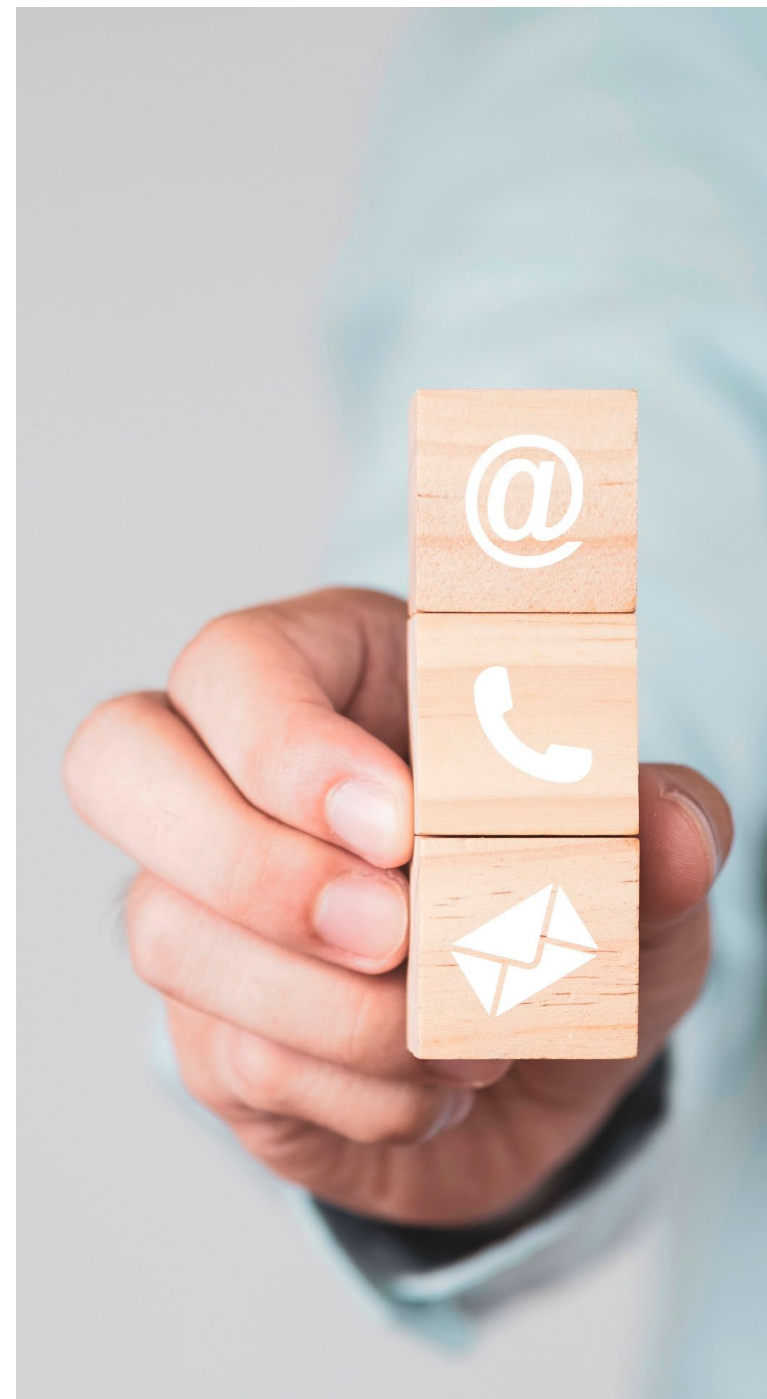
- **CONTACT POINT FOR QUESTIONS ABOUT THE REPORT OR ITS CONTENTS:**

Please send any questions, queries or suggestions regarding its content, or comments on the Sustainability Report, to the following email address or by post to our head office. We also invite our stakeholders to help us achieve our objectives and commitments and to participate in our actions:

calidad@vinccihoteles.com

Vincci Hoteles, S.A.

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



A warm, golden-hour photograph of three business professionals in an office setting. Two men are shaking hands over a desk, while a woman stands nearby, smiling. The scene is brightly lit, creating a positive and professional atmosphere.

02.

GOOD
GOVERNANCE



SUSTAINABLE &
RESPONSIBLE
vincchioteles

02. GOOD GOVERNANCE

2.1 BUSINESS MODEL

2.1.1 COMPANY NAME

Tecamira S.L. and Subsidiaries, commercially known as "Grupo Vincci Hoteles" (hereinafter referred to as the Group, Company, Vincci or Vincci Hotels).

2.1.2 ACTIVITIES, BRANDS, PRODUCTS AND SERVICES

HOTEL MANAGEMENT MODELS

- **OWNERSHIP:** Through its holding companies, the Group owns the establishments, bearing the business risk and assuming both the profits and costs of the activity.
- **LEASING:** Vincci Hotels leases properties for operation for a specified period of time, setting a lease fee that may be variable or fixed, depending on the contract. The business unit is determined by an agreement on the decision-making capacity of both parties. Vincci Hotels acts as manager, taking charge of the operation of the establishment and handling the processes in exchange for the agreed fees. The Group offers the advantages of its own working model, brand portfolio, collaboration agreements and extensive experience in the sector.
- **MANAGEMENT:** Vincci Hotels is responsible for the management of the hotels, but not their operation.



02. GOOD GOVERNANCE

2.1 BUSINESS MODEL

OUR PRODUCTS

- **HOTELS AND SPAS:** Our mission is to offer a personalised service characterised by the highest quality, with a focus on excellence and the utmost attention to every detail. With this objective in mind, our Group has established itself as a leading reference in its sector both nationally and internationally.

One of the distinguishing features of Vincci Hotels is the careful location of its establishments, always situated in places that stand out for their scenic, social and cultural richness. To ensure that our guests feel comfortable, we combine the latest technological advances with attentive, personalised service. We want our guests to enjoy each of our hotels to the fullest, regardless of the reason for their choice. That is why all the rooms in our establishments feature an exclusive, surprising design, with every luxury detail and our own criteria of quality and design.

Our guests arrive at the hotel with high expectations, which we strive to exceed, whether their stay is for leisure, business or family reasons. We offer solutions for each of our guests' needs, whether in urban environments, beach destinations, or establishments focused on skiing or golf. At both Vincci Selección and Vincci Hotels, we work to make guests feel comfortable from the moment they walk through the door, ensuring they can relax in an environment where comfort and attention to detail are the key added values.

- **VINCCI SELECCIÓN:** Our Vincci Selección hotels are 5-star establishments located in privileged destinations. With great attention to detail, these hotels are characterised by offering the highest standards of comfort, exquisite customer service and the utmost quality. Every corner of these establishments is designed for the enjoyment of our guests. That is why we offer a wide range of services geared towards relaxation, including spas, jacuzzis and thalassotherapy services, the best option for unwinding after a day of sightseeing, shopping, business, beach or sports activities.
- **VINCCI HOTELS:** Our Vincci Hotels are 4-star establishments focused on comfort, complemented by personalised and specialised service when it comes to meeting any need. They are located in strategic locations and, thanks to advanced technology, our guests can enjoy an authentic Vincci experience, making these establishments perfect hotels for both businessmen and women, as well as those seeking leisure, tourism or a few days of rest with the family. Each hotel has its own personality and is different from the rest. Their careful decoration and original design establish a distinctive identity, with corners that invite you to relax and a multitude of details that make each stay an unforgettable memory.

- **NAMMU ÁREAS SPA:** The nAmmu Áreas Spa are exclusive thermal spaces in Vincci Hotels, created with the care of body and mind in mind. This is a new concept in relaxation where guests can find relaxing facilities with the most modern whirlpool baths, effective jet services, therapeutic mud treatments and the latest beauty treatments, pampering guests with quality cosmetics. We have highly specialised staff who make customer service an exclusive, personalised and relaxing experience. Drawing on their professional experience and under the supervision of a qualified medical service, they guide customers through the available treatments, recommending those that best suit their needs.

“**ATTENTION TAILORED
TO EACH TYPE
OF GUEST**”

02. GOOD GOVERNANCE

2.1 BUSINESS MODEL

2.1.3 LOCATION OF HEADQUARTERS

Location of the organisation's headquarters
Anabel Segura, 11. Edif. C Bajo. Centro de Negocios
Albatros 28108 Arroyo de la Vega - Alcobendas
(Madrid).

2.1.4 LOCATION OF OPERATIONS

Indicate the number of countries in which the
organisation operates, specifying the countries in
which it carries out the most significant or relevant
operations for the topics covered in the report.
Spain, Portugal, Greece and Tunisia.

2.1.5 OWNERSHIP AND LEGAL FORM

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

2.1.6 STATEMENT FROM SENIOR EXECUTIVES RESPONSIBLE FOR DECISION-MAKING

*Statement by the organisation's most senior deci-
sion-maker (such as the chief executive officer, chair-
man or equivalent) on the relevance of sustainability to
the organisation and its strategy for addressing it.*

STATEMENT BY CARLOS CALERO MANAGING DIRECTOR OF VINCCI HOTELS

It is an honour for me to present Vincci Hotels' sus-
tainability report for the year 2025. In this new finan-
cial year, we continue to move forward with de-
termination towards a more conscious, innovative
and responsible model of tourism that reflects our
values and the mission we share as a company: to
generate a real positive impact on society and the
environment.

On the environmental front, we have achieved the
Energy Saving Certificate (CAE), an official recog-
nition that accredits the improvement in the effi-
ciency of our facilities, the result of our investments
in energy sustainability. In addition, we have taken
a pioneering step by installing a **smart bin with an
AI system** in one of our establishments, as part of a
pilot project to optimise waste separation and co-
lection using emerging technologies.

At the same time, we have acquired Certified Emis-
sion Reductions (CERs) for the first time, reinforcing
our commitment to climate neutrality through re-
gulated emissions compensation mechanisms.

Finally, we successfully launched our **Corporate
Volunteering Plan**, an initiative that promotes the
active involvement of our team in social actions
aligned with the Sustainable Development Goals.

These achievements would not be possible without
the commitment, involvement and collective effort
of all the professionals who form part of Vincci Ho-
tels. To all of them, I offer my sincere gratitude.



Carlos Calero
Managing Director of Vincci Hotels

We look forward to the future with enthusiasm,
knowing that each step brings us closer to a more
humane, efficient and respectful hotel model. We
will continue to move forward with the same con-
viction and sense of shared responsibility.

– Carlos Calero –

02. GOOD GOVERNANCE

2.1 BUSINESS MODEL

2.1.7 EXECUTIVE-LEVEL RESPONSIBILITY FOR ECONOMIC, ENVIRONMENTAL AND SOCIAL ISSUES

Executive-level positions that the organisation has designated with responsibility for economic, environmental and social issues.

- *MANAGING DIRECTOR*
D. CARLOS CALERO
- *MANAGING DIRECTOR, NORTHERN REGION AND TUNISIA*
D. MIGUEL ÁNGEL CALERO
- *MANAGING DIRECTOR FOR THE SOUTHERN REGION AND PORTUGAL*
D. RAFAEL CALERO
- *DIRECTOR OF DECORATION AND INTERIOR DESIGN*
DÑA. TERESA CALERO
- *DIR. OF ADMINISTRATION AND FINANCE*
D. JOSÉ LUIS ALDEA
- *DIR. OF WORKS AND MAINTENANCE*
D. MIGUEL GUERRERO
- *PURCHASING DIRECTOR*
DÑA. MYRIAM RODRÍGUEZ
- *DIR. OF QUALITY AND SUSTAINABILITY*
D. CÉSAR PÉREZ

- *DIR. OF EXPANSION*
D. MIGUEL FUENTES
- *SYSTEMS DIRECTOR*
D. PABLO MUÑIZ
- *REVENUE & COMMERCIAL DIRECTOR*
DÑA. AMAYA LACAMBRA
- *LEGAL ADVISOR*
DÑA. ESTRELLA MARUGÁN
- *DIRECTOR OF HUMAN RESOURCES*
D. MARCOS VALERA
- *MARKETING AND COMMUNICATIONS DIR.*
DÑA. AIXA RODRÍGUEZ DEL ALISA
- *FINANCE & BUDGET DIRECTOR*
D. ENRIQUE LEZCANO
- *DIRECTOR OF DIGITAL STRATEGY AND BUSINESS DEVELOPMENT*
D. NÉSTOR ALDEA



02. GOOD GOVERNANCE

2.2 VALUES, PRINCIPLES, STANDARDS AND POLICIES

2.2.1 VALUES, PRINCIPLES, STANDARDS AND RULES OF CONDUCT

Description of the organisation's values, principles, standards and rules of conduct.

CODE OF ETHICS

All procedures developed by Vincci Hotels are covered by the Company's Code of Ethics, which constitutes an effective and consistent framework for social responsibility. In order to carry out our activity satisfactorily and continue to be a benchmark in the sector, we must have professionals who are characterised by their solid values and who work in an ethically irreproachable environment.

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


In this regard, and in order to prevent acts of corruption and money laundering, Vincci Hotels complies with current regulations and has its annual accounts in Spain audited by Deloitte Auditores, S.L., making them public so that anyone interested can consult them. Internally, the Finance Department at the head office also carries out audits to verify that the management of the hotels complies with the legal framework.

In addition, when auditing the various management activities of the Administration Department of the establishments, there are mandatory monitoring procedures for managers, who are the positions with authorisation powers. These procedures have been developed by the Head Office and make it possible to control that all the Group's accounts comply with current regulations. To date, we have not received any complaints from the Public Administration in this regard.

Our business model is sound and geared towards success because it is based on a socially responsible code of conduct, both externally and internally. All professionals with responsibility within the chain, especially those who have teams under their charge, are familiar with this Code of Ethics, which serves as a reference for them, setting an example with their actions.

The Vincci Hotels Code of Ethics can be found on FARO and on the Sustainability Microsite, and this code is included in the onboarding training for each new employee. Any employee who wishes to do so can consult it, and it is open to anyone who wants to read it. This commitment of intent by 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 service-oriented attitude, together with the relationships we maintain with customers and suppliers, enables us to meet our objectives and challenges and reflects the Company's values as demonstrated by the actions of its employees.

The foundation of Vincci Hotels is, therefore, the ethical, honest and irreproachable conduct of each of its employees.



THE FOUNDATION
OF VINCCI HOTELS
IS, THEREFORE,
THE ETHICAL,
HONEST AND
IRREPROACHABLE
CONDUCT OF EACH
AND EVERY ONE OF
ITS EMPLOYEES.

02. GOOD GOVERNANCE

2.2 VALUES, PRINCIPLES, STANDARDS AND POLICIES

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

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

Spanish and Portuguese legislation requires us to have a compliance management system, which was implemented in 2024. The system includes a reporting channel, which allows potentially irregular activities and conduct to be reported confidentially using a simple form.

The chain has procedures for all its departments at the operational level (including the supply chain). In turn, due to ISO14001:2015 certification, we have procedures for environmental management. The procedures can be consulted in FARO, so they are available to all staff.

ORGANISATIONAL POLICY ON CORRUPTION AND BRIBERY; HUMAN RIGHTS; LABOUR ISSUES; THE ENVIRONMENT; THE SUPPLY CHAIN

POLICYS

- SUSTAINABILITY POLICY
- CSR POLICY
- MINORS POLICY
- QUALITY POLICY
- ENERGY POLICY
- SUSTAINABLE PROCUREMENT POLICY
- TRAINING POLICY
- ANTI-CORRUPTION POLICY
- HEALTH AND SAFETY POLICY
- COMPLIANCE POLICY



02. GOOD GOVERNANCE

2.3 MAIN NON-FINANCIAL RISKS

2.3.1 MAIN IMPACTS, RISKS AND OPPORTUNITIES

●● STRENGTHS

ENVIRONMENT:

Environmental certification, staff involvement, green energy contract, bulk product purchasing, hotel production (homemade), Environmentally responsible equipment (Ecoastur, Tersano, Naoclean and Woxi), Use of leftover food for other preparations, Sustainable Mobility (Tesla chargers, bicycles available, public transport, Accessibility, Management Support, Customer CO2 Calculator.

COMPLIANCE:

Third-party certified occupational risk prevention, staff involvement, multiple confirmations to authorise expenses, environmental certification, HACCP controls.

●● WEAKNESSES

ENVIRONMENT:

Motion sensors in car parks, control systems (turning off rooms or floors, air conditioning adjustments), environmental communication, segregation at source (rooms), average stays at Vincci, resources for environmental actions, hotels with propane and diesel, zero-kilometre products, minibars (Etiqu. D), Room soundproofing, Room temperature adjustments, Chlorinated swimming pools, Waste control, Motion sensors in staff areas, Meter sectorisation, Environmental training and/or awareness.

COMPLIANCE:

Night shifts, Cash, Restaurant and taxi commissions, Translation of compliance documentation, System integration with the rest, Compliance training.

●● THREATS

ENVIRONMENT:

Legislation, Sea pollution, Air pollution, Climate change, Police records, Lack of public aid to large companies for environmental projects, Arab and Asian customers, Customer information overload, Light pollution, Supply cuts. European Union policies.

COMPLIANCE:

Cyberattacks, Staff turnover, Personal circumstances, Changing legislation, Locations in natural areas, unauthorised waste managers, false reports

●● OPPORTUNITIES

ENVIRONMENT:

Carbon Footprint Calculation/Offsetting, Waste Sales, Volunteer Actions, Customer Awareness (Responsible Tourism), Variety of Organic Products, Circular Economy (Zero Waste), Artificial Intelligence, Collaborations with stakeholders, Local economy (search for local suppliers), Increase in the cost of water and energy (awareness of saving), Customer loyalty through environmental policy, Electrification of DHW and air conditioning.

COMPLIANCE:

•Certificación Compliance •Blockchain

02. GOOD GOVERNANCE

2.4 CORRUPTION AND BRIBERY

2.3.2 OPERATIONS WITH SIGNIFICANT NEGATIVE IMPACTS

Indicate the location of the operations.
Spain, Portugal, Greece and Tunisia.

Operations with significant negative impacts, whether actual or potential, on local communities. There are no operations with significant negative impact.

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

MECHANISMS FOR EVALUATING

In order to have a comprehensive criminal compliance procedure that brings together all Vincci Hotels' policies, we are currently working with an external company that has been entrusted with carrying out the necessary work to implement it.

RESULTS OF THE ASSESSMENT OF ANTI-CORRUPTION AND BRIBERY MANAGEMENT

In 2024, Vincci Hoteles S.A., Lusovincci LDA and Nexotel Adeje S.A. underwent an external audit for criminal compliance certification. The result was unfavourable, and the audit will have to be repeated in the coming months. Non-conformities were detected that must be resolved in order to obtain UNE 19001 certification.

The risks were assessed and those that were found to be significant were:

- Sexual harassment Criminal offence: Art. 184.1
- Crime against moral integrity Criminal offence: Art. 173.1
- Prostitution, sexual exploitation and corruption of minors Criminal offence: Art. 189.5

As mentioned above, there are non-conformities that must be resolved, one of which is in the Risk Assessment.

SPECIFIC ACTIONS AGAINST CORRUPTION AND BRIBERY, SUCH AS PROCESSES, PROJECTS, PROGRAMMES AND INITIATIVES

The company has Criminal Compliance Policies and Anti-Corruption Policies.

In 2024, the Compliance Committee was formed and training was launched for executives, directors and deputy directors. A schedule has been established to launch informative bulletins for all staff, and courses will be developed for the rest of the staff

2.4.2 COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES

The organisation's Criminal Compliance policies and procedures continue to be communicated to stakeholders.

2.4.3 DEVELOPMENT PROGRAMMES

LOCAL COMMUNITY DEVELOPMENT PROGRAMMES BASED ON COMMUNITY NEEDS

The chain currently has an agreement with Aldeas Infantiles. The Aldeas Infantiles SOS organisation aims to help one of the most vulnerable groups, children, which is perfectly in line with our chain's social policy. Some of the actions we have taken are:

- DONATIONS THROUGH PAYROLL,
- FUNDRAISING FROM CUSTOMERS AT CHECK-OUT
- CHARITY ROUNDING UP IN SOME HOTELS
- CHARITY MENUS
- THE CHRISTMAS CAMPAIGN, CHRISTMAS TREE

03.

ENVIRONMENTAL CAPITAL



SUSTAINABLE &
RESPONSIBLE
vinccihotels

03. ENVIRONMENTAL CAPITAL

3.1 ENVIRONMENT

STATEMENT BY CÉSAR PÉREZ – DIRECTOR OF QUALITY AND SUSTAINABILITY AT VINCCI HOTELS

It is a privilege to share with you the progress and sustainability goals that Vincci Hotels has set for this new financial year. At the Quality and Sustainability Department, our aim is to continue integrating sustainability into the heart of the business and turn every hotel, every process and every decision into an opportunity to generate positive value.

By 2025, one of our main objectives is to complete the **electrification** process **at one of our hotels**, completely eliminating the use of fossil fuels in its air conditioning and hot water production systems. This transformation represents a decisive step towards the progressive decarbonisation of our portfolio.

We will also work to ensure that **the energy supplied to all our hotels in Spain and Portugal comes entirely from renewable sources**. This measure not only drastically reduces our carbon footprint, but also positions the chain as a benchmark for energy efficiency within the hotel sector.

In the field of business tourism, we are particularly proud to have received the **Best Practice Award for Sustainability in MICE**, a recognition that highlights our "MICEfulness" strategy and our efforts to offer responsible events in line with ESG standards.

All these actions are part of a clear strategic vision: a future in which sustainability and profitability go hand in hand. That is why, in 2025, we remain committed to innovation, continuous improvement and collaboration with our teams and partners to consolidate a hotel model that inspires and transforms.

Thank you to everyone who makes this journey possible. We continue to work with enthusiasm and conviction to ensure that Vincci Hotels is synonymous with real sustainability.



03. ENVIRONMENTAL CAPITAL

3.1 ENVIRONMENT

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

ENVIRONMENTAL ASSESSMENT MECHANISMS

In 2024, no risk analysis of workers, social issues or complaints has been carried out. It has only been carried out at an environmental and compliance level. It will be carried out in the following financial years.

ISO 14001:2015



Environmental Management System, certified more than 10 years ago, the standard provides a measurement system so that companies that apply it can design, manage and improve their environmental policy.

ISO 50001:2018



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

●● TRAVELIFE



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

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

●● COMMITMENT TO TOURISM QUALITY



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

The aim 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 consistent level of quality in services and, in turn, allow any deficiencies that are detected to be corrected. These are the Vincci establishments that have this prestigious certification:

- Vincci Selección Posada del Patio

●● BIOSPHERE CERTIFICATE



The Biosphere seal is a sustainability measurement system, designed to function as a tool for continuous improvement.

- Vincci Mae
- Vincci Selección La Plantación del Sur

RESULTS OF THE ENVIRONMENTAL MANAGEMENT ASSESSMENT

The results of the management approach can be seen in the Review Report by the Environmental Management System Management and External Audit.

SPECIFIC ENVIRONMENTAL ACTIONS SUCH AS PROCESSES, PROJECTS, PROGRAMMES AND INITIATIVES

In 2021, the Ecological Transition Plan was implemented in accordance with the 2030 Agenda. This plan includes various areas of action that are important for the company, namely:

- 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 for 2030, along with measures that will be adopted throughout this period.

03. ENVIRONMENTAL CAPITAL

3.1 ENVIRONMENT

3.1.2 PRINCIPIO O ENFOQUE DE PRECAUCIÓN PARA PROTEGER EL MEDIOAMBIENTE DE UN RIESGO DE DAÑO GRAVE O IRREVERSIBLE

MANUAL OF GOOD ENVIRONMENTAL PRACTICES

Vincci Hotels, in order to guide its employees in the need to undertake sustainable goals, provides them with the Manual of Good Environmental Practices. We are convinced that our employees themselves have the power to achieve these sustainability goals and reduce environmental impact by reorganising activities and processes geared towards this end.

The manual contains good practices that are simple to apply and highly effective. They offer quick, effective and lasting results, and seek to change the mindset and attitude of professionals through the simple gesture of reorganising their daily tasks. In addition, and in order to raise awareness among our employees more effectively, each of our professionals receives the monthly Green News, which explains the chain's proposed environmental action plans.

The Good Practice Manual is organised by department and includes practical advice that employees can easily apply to their daily tasks.

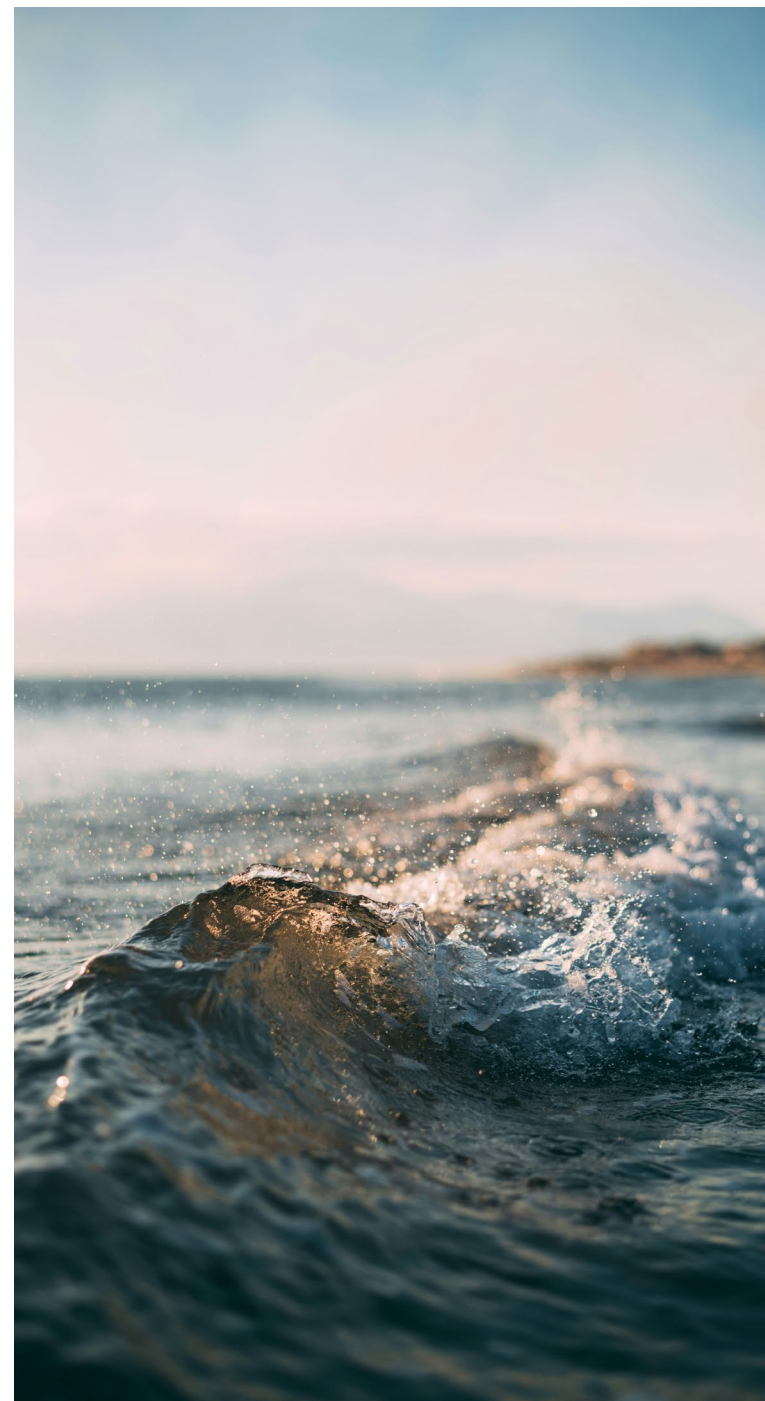
ENVIRONMENTAL GUIDE FOR SUPPLIERS AND SUBCONTRACTORS

Our partners play a fundamental role in protecting the environment. The Environmental Guide for Suppliers and Subcontractors developed by Vincci Hotels is aimed at those agents whose products or services can have a significant impact on the environment, including the following:

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

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

Suppliers or subcontractors who sign this document are committing to comply with the regulations and the principles set out in the guide. This provides an added guarantee for all our customers and society in general. Vincci Hotels is responsible for verifying compliance with the agreement and storing the certifications provided by our partners.



03. ENVIRONMENTAL CAPITAL

3.1 ENVIRONMENT

ENVIRONMENTAL ASPECTS

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

After identifying and evaluating these environmental parameters, the analysis focuses on establishing measures aimed at both processes that have a low environmental impact and those that have a high level of impact on the environment.

The indicators are calculated using specific calculation protocols. This ensures the application of uniform criteria, which are adapted year after year to suit the reality of a constantly evolving environment, focusing on both direct and indirect aspects of the areas established as priorities.

EMERGENCY PROCEDURES

All our hotels have established protocols for accidents and emergency situations. The aim is to identify them as quickly as possible so that we can respond in the most effective way. This action plan also includes measures to reduce environmental impact and preventative measures to avoid it.

The emergency situations and corresponding protocols detailed in the emergency procedures refer to fires, gas explosions, floods, spills of chemicals, legionella, fuel spills and greenhouse gas emissions.

LEGAL COMPLIANCE REVIEW

At least twice a year, we conduct an internal audit to determine whether we comply with local, regional, national and EU regulations applicable to our centres, which requires us to be informed about current legislation and any possible changes to regulations for immediate application.

As ignorance of the specifics of current regulations does not exempt us from compliance, all legal and environmental requirements are identified, made public and continuously updated. Throughout 2024, Vincci Hotels has not received any fines or penal-

ties for non-compliance with the rules or regulations affecting our activity.

ENVIRONMENTAL OBJECTIVES

The environmental objectives we have set ourselves as a chain, which are constantly reviewed, are a hallmark of our identity and allow us to know where we are heading and what the plan is for achieving 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 is reviewed periodically in order to identify potential problems before they arise, thus establishing a clear opportunity for improvement. The chain determines its scope and pace based on various factors, including economic ones.

In addition to the chain's general objectives, each of the establishments that make up Vincci Hotels has its own goals, although these are always encompassed within the Company's Environmental Management System. Likewise, the head office also has its own challenges and proposes common objectives to the establishments so that the commitments derived from the Group's environmental policy can be easily achieved. In this way, we manage to minimise the impact of our activity on the environment and optimise its performance.

03. ENVIRONMENTAL CAPITAL

3.2. POLLUTION

EXPLAIN HOW THE ORGANISATION MANAGES AIR, LIGHT AND NOISE POLLUTION

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

●● LIGHT

The hotels control the lighting on the façades of their buildings and participate annually in the "Earth Hour" initiative. This initiative consists of turning off the lights on the façades on a specific day at a specific time to raise awareness.

●● NOISE

Noise pollution reduces our health and quality of life. For this reason, many of our hotels have noise reports, which include the appropriate checks of the facilities and the correct functioning of the machinery and equipment that produce vibrations. In 2024, no new noise reports have been produced.

●● WASTE

Hotels have the same waste disposal problems as homes, only on a larger scale. To manage these problems and comply with current legislation, Vincci Hotels has implemented a waste disposal control system and maintenance plans that help reduce the environmental impact.

The Group's largest hotels have grease traps/separators, which are watertight containers that collect grey water and separate the elements by decantation, removing the heavier solids, fats

and detergents separately, thus preventing them from entering the public sewerage system.

Vincci Hotels is firmly committed to continuing its research into the latest techniques on the market that can help ensure proper waste management in its establishments. For the time being, and with the aim of reducing the consumption of chemical products, we have implemented a system that uses hydrolysis to mix water and salt, thus producing an antiseptic suitable for cleaning that avoids the generation of packaging and waste that pollute the environment or equipment with ozone.



03. ENVIRONMENTAL CAPITAL

3.3. CIRCULAR ECONOMY, WASTE PREVENTION AND MANAGEMENT

3.3.1 EXPLAIN HOW THE ORGANISATION MANAGES 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 necessary, is to recycle 55% of waste by 2025, 60% by 2030 and 65% by 2035, in addition to a 10% reduction in waste sent to landfill.

In line with this approach, which is based on responsible waste management, our chain has agreements with Ambilamp, ERP Spain, Acicla, Recuperaciones Pérez, etc., and makes use of municipal services and private initiatives through companies that have been selected after a thorough selection process.

The skills and attitude of our professionals are the key to success in non-hazardous waste management. The effort and commitment of our team has enabled us to respond to society with excellent results in recent years.

The weight of urban waste (paper and cardboard, glass, packaging, organic and unsorted waste or refuse) for hotels in Madrid is accurate data as they have a private waste management company. For other hotels, the weight is estimated as it is collected by the City Council and we do not have accurate data.

	2023	2023	2024*	2024*
	KG	KG/CLIENT	KG	KG/CLIENT
Paper and cardboard	159.228	0,08	241,537	0,14
Organic	245.943	0,14	404,872	0,24
Glass	177.082	0,1	248,235	0,14
Packaging	178.625	0,1	304,848	0,18
Undifferentiated	838.211	0,48	793,509	0,46
Grease separator	18.474	0,01	19,600	0,01
Raees	3.427	0,002	3,181	0,00
Toners	659	0,0003	590	0,00
Alkaline Batteries and Batteries	234	0,0002	496	0,00
Prunning	14.500	0,01	20,966	0,01
Fluorescent, low consumption and led	702	0,0004	277	0,00
Contaminated packaging	775	0,0005	73	0,00
Aerosols	20	0,000012	5	0,00

(*) Data for the Vincci Ever Eden and Vincci Helios hotels has not been included as these hotels are due to open in 2024 and the Group is in the process of obtaining and processing the information.

03. ENVIRONMENTAL CAPITAL

3.3. CIRCULAR ECONOMY, WASTE PREVENTION AND MANAGEMENT

PAPER

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

In terms of payroll management, we have an Employee Portal where these documents can be viewed and downloaded. All our employees, both at head office and in our various establishments, can access the information they need about their payslips in a direct and intuitive way via , which translates into significant paper savings.

Another measure aimed at saving paper is the use of electronic invoicing.

VEGETABLE OIL

When it comes to recycling cooking oil, we have an authorised manager who transforms it into bio-diesel, thus providing an alternative to fossil fuels.

Health regulations are responsible for setting the protocols for oil changes, which means a reduction in polluting spills, fewer blockages in 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.

NUMBER OF ELECTRONIC INVOICES ISSUED:

	2023	2024
Number of invoices	44.948	53.456
Percentage change	-8,13%	18,93%

PAGES	2023	2024*
Consumption Pages	7.806.500	2.494.500
Rooms	976.380	991.806
Ratio	7,99	2,51

LAUNDRY	2023	2024*
Kilograms of laundry	4.797.438	4.627.618
Rooms	976.380	991.806
Ratio kilos/room.	4,91	4,66

(*)Data for the Vincci Ever Eden and Vincci Helios hotels has not been included as these hotels are due to open in 2024 and the Group is in the process of obtaining and processing the information.



03. ENVIRONMENTAL CAPITAL

3.3. CIRCULAR ECONOMY, WASTE PREVENTION AND MANAGERMENTS

WASTE	LER CODE	HAZARDOUS	DESTINATION
Paper and Cardboard	20 01 01	No	Recycling
Organic	20 01 08	No	Compost
Unsorted	20 03 01	No	Recovery of a percentage for recycling or composting. The rest goes to landfill, recovery or biomethanisation
Glass	20 01 02	No	
Packaging	20 01 39/20 01 40	No	Recycling
Vegetable Oil	20 01 25	No	Recycling
WEEE	20 01 36	No	Recycling/Reuse
Tóners	08 03 18	No	Reuse
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	Disposal
Fluorescent, low consumption 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
3.4 SUSTAINABLE USE OF RESOURCES

3.3.3 EXPLAIN HOW THE ORGANISATION MANAGES FOOD WASTE

Procedures adopted by the organisation to tackle food waste.

Reducing food waste means improving waste management, optimising production costs and taking action against hunger. In 2024, a free tool was tested to record food waste and generate reports. At the same time, a hotel recorded customer and kitchen waste during different shifts.

3.4.1 EXPLAIN HOW THE ORGANISATION MANAGES WATER CONSUMPTION AND SUPPLY

RESOURCE CONSUMPTION

Another of Vincci Hotels' priorities is the optimised consumption of resources. We keep our team informed about this through manuals, good practice posters and internal communication campaigns. At the same time, we review procedures periodically according to the schedule set out in our Maintenance Plan, which includes the daily, weekly and monthly tasks that take place in our facilities.



WATER	2023	2024
Water (m³/inhabit.)	0,41	0,44
Water (m³/inhabit.) Spain	0,40	0,36
Water (m³/inhabit.) Portugal	0,29	0,30
Water (m³/inhabit.) Greece	–	0,82
Water (m³/inhabit.) Tunisia	0,49	1,12
Water (m³)	542.349,94	480.460,09
Water (m³) Spain	350.251,65	302.098,06
Water (m³) Portugal	31.335,19	40.325,38
Water (m³) Greece	–	30.520,64
Water (m³) Tunisia	160.763,10	107.516

(*)Water footprint for hotels in 2024: 0.2684m³ /pax (excluding Vincci Tenerife Golf) for hotels within the Group's perimeter. In 2023, 0.2666 m³ /pax.

03. ENVIRONMENTAL CAPITAL
3.4 SUSTAINABLE USE OF RESOURCES

3.4.2 EXPLAIN HOW THE ORGANISATION MANAGES ENERGY

ELECTRICITY

Most of the Group's establishments have a green energy supply contract with Endesa. The National Commission for Markets and Competition publishes data on green energy supplied at in April, or the energy supplier can provide us with this information.

ELECTRICITY	2023	2024
Electricity (kWh/inhabitant.)	22,02	24,90
Electricity (kWh/capita) Spain	24,21	23,69
Electricity (kWh/capita) Portugal	20,31	20,82
Electricity (kWh/capita) Greece	–	42,99
Electricity (kWh/capita) Tunisia	16,66	34,08
Electricity (kWh)	29.146.226,75	27.350.004,14
Electricity (kWh) Spain	21.516.891,83	19.682.868,07
Electricity (kWh) Portugal	2.163.644,22	2.799.318,18
Electricity (kWh) Greece	–	1.594.418,89
Electricity (kWh) Tunisia	5.465.710,70	3.273.399,00

NATURAL GAS	2023	2024
Natural Gas (kWh/inhabitant.)	12,52	13,87
Natural Gas (kWh/capita) Spain	12,75	12,60
Natural Gas (kWh/capita) Portugal	11,00	12,02
Natural Gas (kWh/capita) Greece	None	None
Natural Gas (kWh/capita) Tunisia	12,52	25,36
Natural Gas (kWh)	14.287.688,09	12.797.612,88
Natural Gas (kWh) Spain	9.008.694,01	9.053.833,57
Natural Gas (kWh) Portugal	1.171.359,52	1.307.728,74
Natural Gas (kWh) Greece	–	None
Natural Gas (kWh) Tunisia	4.107.634,56	2.436.050,57

03. ENVIRONMENTAL CAPITAL
3.4 SUSTAINABLE USE OF RESOURCES

PROPANE	2023	2024
Propane (kg/inhab.)	1,02	0,98
Propane (kg/inhab.) Spain	1,02	1,26
Propane (kg/inhab.) Portugal	None	None
Propane (kg/inhab.) Greece	–	0,17
Propane (kg/inhab.) Tunisia	None	None
Propane (kg)	185.681,11	142.452,95
Propane (kg) Spain	185.681,11	136.076,93
Propane (kg) Portugal	None	No Hay
Propane (kg) Greece	–	6.376,02
Propane (kg) Tunisia	None	None

FUEL	2023	2024
Fuel (litr/inhab.)	No DATA	0,19
Fuel (litr/inhab.) Spain	No DATA	0,75
Fuel (litr/inhab.) Portugal	None	None
Fuel (litr/inhab.) Greece	–	None
Fuel (litr/inhab.) Tunisia	None	0,02
Fuel (litr.)	No DATA	22.045
Fuel (litr.) Spain	No DATA	22.045
Fuel (litr.) Portugal	None	None
Fuel (litr.) Greece	–	None
Fuel (litr.) Tunisia	None	2.063

3.4.3 ENERGY CONSUMPTION WITHIN THE ORGANISATION

STANDARDS, METHODOLOGIES, ASSUMPTIONS AND/OR CALCULATION TOOLS USED

Consumption data is taken from daily meter readings and conversion factors are applied.
Source of conversion factors used.
Conversion factors are generally used by hotels.
Propane and gas conversion factors:

CF 1 kg de propane = 13,385 kWh
CF Natura Gasl = 11,70 kWh/m3

03. ENVIRONMENTAL CAPITAL

3.5 CLIMATE CHANGE

3.5.1 EXPLAIN HOW THE ORGANISATION MANAGES EMISSIONS

EMISSIONS

Proper maintenance of the air conditioning systems in each of our establishments is one of Vincci Hotels' priorities. This preventive policy is in addition to the official analyses that are carried out periodically on sources of pollution.

In 2024, the Greenhouse Gas Report was registered with MITECO, and compensation was made for this registered carbon footprint.

The 2024 carbon footprint for hotels is 7.97 kg/occupied room (Group hotels), compared to 5.88 kg/room in 2023. The total footprint was 7,906.21 tonnes of CO₂EQU).



The carbon footprint is an environmental indicator that reflects the sum of all greenhouse gas (GHG) emissions 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 on the environment. Its calculation refers not only to CO₂ emitted, but to all greenhouse gases that are responsible for global warming.

In 2024, the 2023 footprint was verified and registered with MITECO.

In 2024, 1.03% of the verified footprint for 2023 was offset.

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

03. ENVIRONMENTAL CAPITAL

3.5 CLIMATE CHANGE

	EMISSIONS INCLUDED IN EACH SCOPE	2023	2024
SCOPE 1	Combustion from fixed sources gas	2.606,7 tn CO ²	2.410,98 tn CO ²
	Combustion from fixed sources of propane	550,7 tn CO ²	410,73 tn CO ²
	Combustion from fixed sources diesel	69,40 tn CO ²	59,99 tn CO ²
	Refrigerant gases	730,6 tn CO ²	1.384,42 tn CO ²
	Transfer	5,6 tn CO ²	1,09 tn CO ²
SCOPE 2	Electricity consumption	1.956,8 tn CO ²	2.764,62 tn CO ²
SCOPE 3	Laundry	1,8 tn CO ²	1,61 tn CO ²
	Travel to head office	69,73 tn CO ²	69,73 tn CO ²
	Travel from head office for business purposes or to hotels	30,71 tn CO ²	15,36 tn CO ²
	Water consumption	96 tn CO ²	72,84 tn CO ²
	Waste management	32,22 tn CO ²	714,84 tn CO ²

(*) The calculation for the 2024 financial year compared to that of the 2023 financial year includes new openings in the 2024 financial year, so it is logical that the total footprint is higher.

03. ENVIRONMENTAL CAPITAL

3.5 CLIMATE CHANGE

SUSTAINABLE MOBILITY

Although sustainable mobility criteria recommend reduced use of private vehicles and a decrease in petroleum as an energy source, the number of vehicles continues to increase. This makes it more difficult to reduce our impact on the environment and achieve the goal of a more sustainable planet.

There are regulations on the number of electric charging points (Endesa, Tesla, Porsche and Cable Energía) that must be provided based on the number of parking spaces available. All hotels with parking comply with these regulations.

3.5.2 ACCIONES ESPECÍFICAS SOBRE LAS EMISIONES

PROCESSES, PROJECTS, PROGRAMMES AND INITIATIVES TO REDUCE EMISSIONS

The CO2 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 BIODIVERSITY PROTECTION

3.6.1 EXPLAIN HOW THE ORGANISATION MANAGES BIODIVERSITY

BIODIVERSITY

Vincci Hotels is firmly committed to protecting and conserving biodiversity.

Two hotels in the chain are located within SPAs (Special Protection Areas for Birds): Vincci Selección Rumaykiyya (Sierra Nevada) and Vincci Costa Golf (Bahía de Cádiz). Both have environmental certification and, aware of the area in which they are located, are not open all year round, which helps to reduce tourist pressure on this special area for birds.

Vincci Selección Rumaykiyya is located in a Spanish National Park and Natural Park, in an area threatened for its flora and a SCI (Site of Community Importance). Vincci Costa Golf, meanwhile, is located within the Sancti Petri Natural Park and Marshland.

During October 2024, the Vincci Selección La Plantación del Sur hotel dimmed its lights to prevent the Cory's shearwater from being dazzled by the hotel's lights and, in addition, employees were trained in case any birds fell inside the hotels.

There are no environmental provisions or guarantees in 2024.

SPECIFIC ACTIONS SUCH AS PROCESSES, PROJECTS, PROGRAMMES AND INITIATIVES BY THE ORGANISATION TO PROTECT BIODIVERSITY

In 2024, part of the 2023 footprint has been offset by Bosques Sostenibles (Sustainable Forests) in the reforestation project on public land no. 13 "El Pinar" (municipality of Mijares).





04.

HUMAN CAPITAL



SUSTAINABLE &
RESPONSIBLE
vincchioteles

04. HUMAN CAPITAL

4.1 STAFF PROFILE

4.1.1 PROPORTION OF SENIOR EXECUTIVES HIRED FROM THE LOCAL COMMUNITY

PERCENTAGE OF SENIOR EXECUTIVES FROM LOCATIONS WITH SIGNIFICANT OPERATIONS HIRED FROM THE LOCAL COMMUNITY

As of 31 December 2024, the 13 members of the Group's Senior Management are located at the head office, Calle Anabel Segura 11, Edif C, Ground Floor, 28108 Alcobendas (Madrid).



04. HUMAN CAPITAL

4.2 WORK ORGANISATION

4.2.1 EXPLAIN HOW THE ORGANISATION MANAGES EMPLOYMENT

HOW WE WORK AT VINCCI

The objective of Vincci Hotels is to ensure that the customer is completely satisfied, meeting and exceeding their expectations, and making their stay a unique experience through meticulous and impeccable service.

Our team is perfectly aligned with the Group's philosophy and approaches its daily work with dedication, talent and enthusiasm. It is the efforts of our 1,928 professionals (1,527 in Spain; 236 in Portugal, 134 in Tunisia and 31 in Greece as of 31 December 2024) that make us a benchmark in the hotel industry, providing added value for all the customers who choose us.

Furthermore, the Company has maintained the teleworking options that were introduced as a result of the pandemic for those positions where the nature of the work allows it.

PROFESSIONALISM AND EXPERIENCE

El auténtico motor de Vincci Hoteles son sus trabajadores. The real driving force behind Vincci Hotels is its employees, who are our strongest commitment. In recognition of their daily efforts, we seek to enhance their professional careers throughout their working lives through a highly effective opportunity management model. In this way, we plan the careers of our employees 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, which work together to enable our employees to develop their skills and abilities, thereby maintaining their motivation to offer the best service to customers.

In our workplaces in Spain, both full-time employees (89.06% of the workforce) and part-time employees (10.94%) have the same social benefits and rights. Salaries are set by agreement, without regard to gender criteria, while working conditions are protected by the current regulatory framework and covered by a collective agreement that covers 100% of our employees.



04. HUMAN CAPITAL
4.2 WORK ORGANISATION

ATTENTION TO DIVERSITY

At Grupo Vincci, we offer our employees the opportunity to establish themselves in a leading and rapidly expanding group within the hospitality sector. We are convinced that only through rigorous attention to diversity and optimal talent management will we achieve the goals we have set for ourselves. 0.78% of our employees have some form 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 the contracting of the services of Special Employment Centres, which have a minimum of 70% of workers with disabilities on their staff.

We are therefore committed to complying with the General Disability Law and supporting organisations that work with this group, such as Lavandería Illunion and Alquitex Renting Textil S.L.

Vincci Hotels' objective 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. Currently, our Group does not have a Diversity Management policy.



EMPLOYEE TABLE

Vincci Hotels faces the challenge of offering its employees stable, quality employment with the best possible working conditions, whether they work in our hotels or at our head office.

In 2024, 1,280 recruitment processes were carried out in Spain and Portugal. These were managed both in the hotels themselves and through the Human Resources department at our head office, with the help of HR representatives.

The total number of employees in the Group as of 31 December 2024 is 1,928 professionals (1,527 in Spain; 236 in Portugal, 134 in Tunisia and 31 in Greece as of 31 December 2024).



04. HUMAN CAPITAL
4.2 WORK ORGANISATION

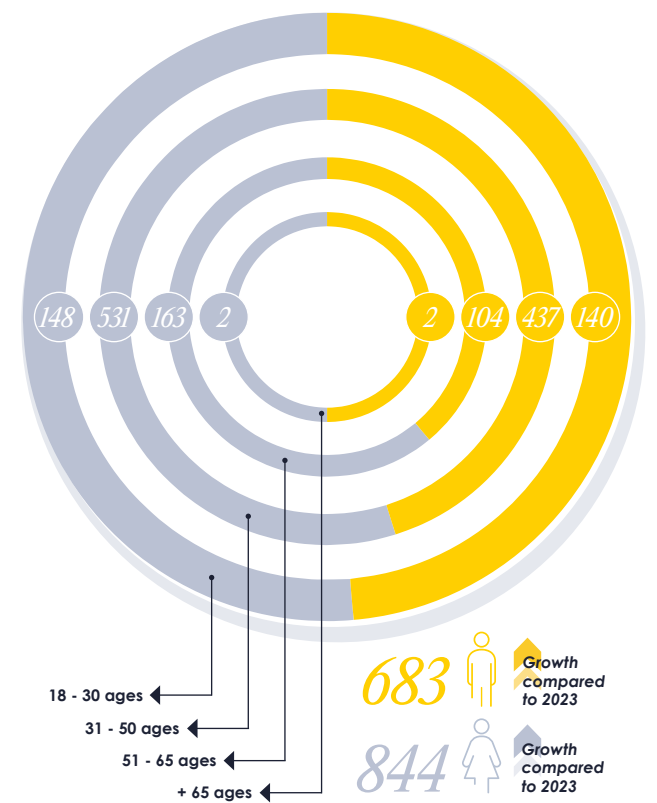
●● TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY GENDER, AGE, COUNTRY AND PROFESSIONAL CLASSIFICATION



1.527

EMPLOYEES IN SPAIN

(as of 31 December 2024)



CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	9	4	13
DIRECTORS	28	24	52
MIDDLE MANAGEMENT	126	152	278
OTHER STAFF	496	577	1.073
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	24	87	111

REMUNERATION BY GENDER, AGE AND PROFESSIONAL CATEGORY 2024:

REMUNERATION AGE RANGE	MALE	WOMEN	TOTAL
18 - 30	23.673	22.664	23.155
31 - 50	26.890	24.259	25.447
51 - 65	30.000	25.598	27.313
+ 65	108.011	19.948	69.980
TOTAL	26.942	24.228	25.442

REMUNERACIÓN CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	146.673	153.674	148.827
DIRECTORS	63.632	46.810	55.868
MIDDLE MANAGEMENT	28.483	26.972	27.657
OTHER STAFF	22.057	20.960	21.467
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	32.095	28.923	26.609
TOTAL	26.942	24.228	25.442

04. HUMAN CAPITAL
4.2 WORK ORGANISATION

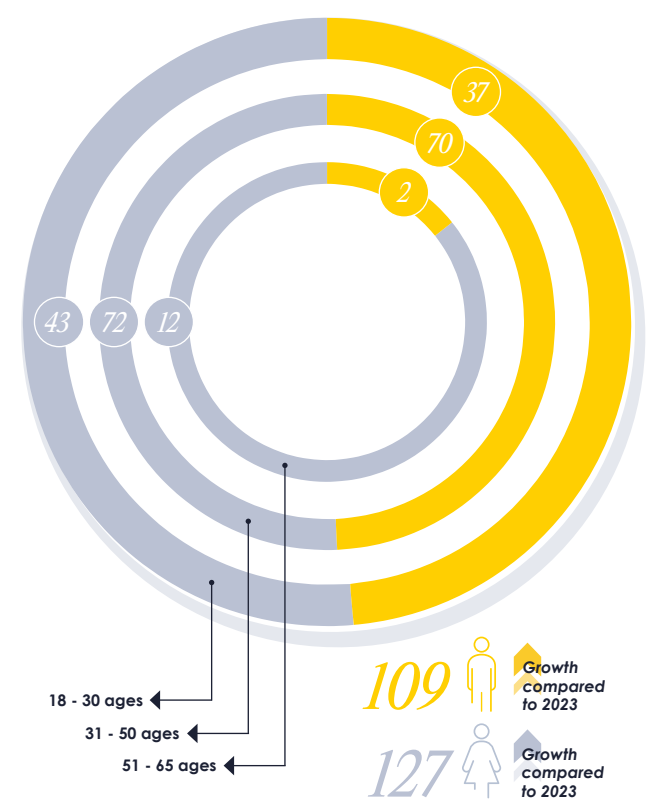
●● TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY GENDER, AGE, COUNTRY AND PROFESSIONAL CLASSIFICATION



236

EMPLOYEES IN PORTUGAL

(as of 31 December 2024)



CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	32	7	9
MIDDLE MANAGEMENT	24	24	48
OTHER STAFF	76	88	162
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	7	10	17

REMUNERATION BY GENDER, AGE AND PROFESSIONAL CATEGORY 2024:

REMUNERATION AGE RANGE	MALE	WOMEN	TOTAL
18 - 30	19.159	19.063	19.107
31 - 50	24.512	22.700	23.593
51 - 65	25.638	17.664	18.803
TOTAL	22.715	20.993	21.788

REMUNERATION CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	90.813	45.676	55.707
MIDDLE MANAGEMENT	30.212	24.533	27.373
OTHER STAFF	18.810	17.525	18.128
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	25.037	19.960	22.946
TOTAL	26.942	24.228	25.442

04. HUMAN CAPITAL
4.2 WORK ORGANISATION

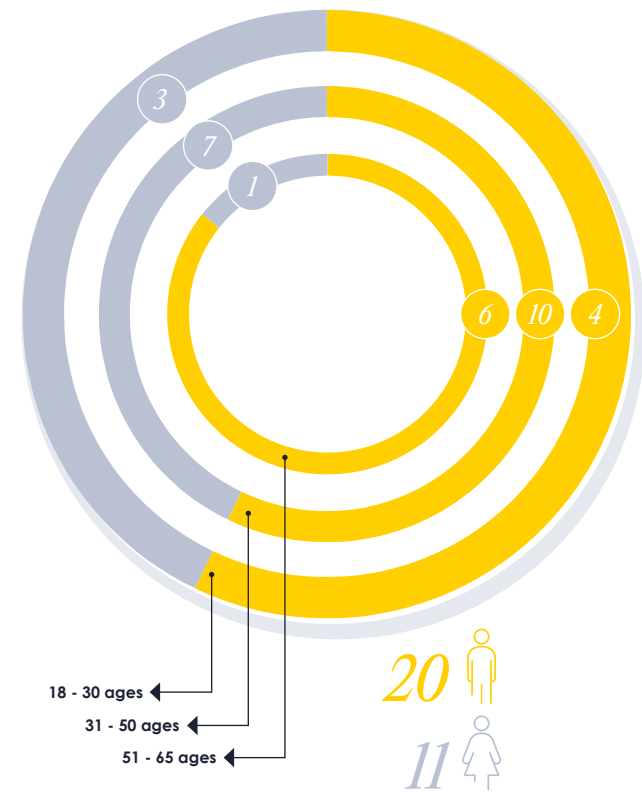
●● TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY GENDER, AGE, COUNTRY AND PROFESSIONAL CLASSIFICATION



31

EMPLOYEES IN GREECE

(as of 31 December 2024)



CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	4	0	4
MIDDLE MANAGEMENT	6	6	12
OTHER STAFF	10	2	12
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	0	3	3

REMUNERATION BY GENDER, AGE AND PROFESSIONAL CATEGORY 2024:

REMUNERATION AGE RANGE	MALE	WOMEN	TOTAL
18 - 30	32.736	21.987	28.129
31 - 50	56.366	34.727	47.456
51 - 65	22.229	39.535	24.701
TOTAL	41.399	31.690	37.954

REMUNERATION CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	90.813	45.676	55.707
MIDDLE MANAGEMENT	77.094	—	77.094
OTHER STAFF	24.786	24.786	25.010
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	—	22.265	22.265
TOTAL	41.399	31.690	37.954

04. HUMAN CAPITAL
4.2 WORK ORGANISATION

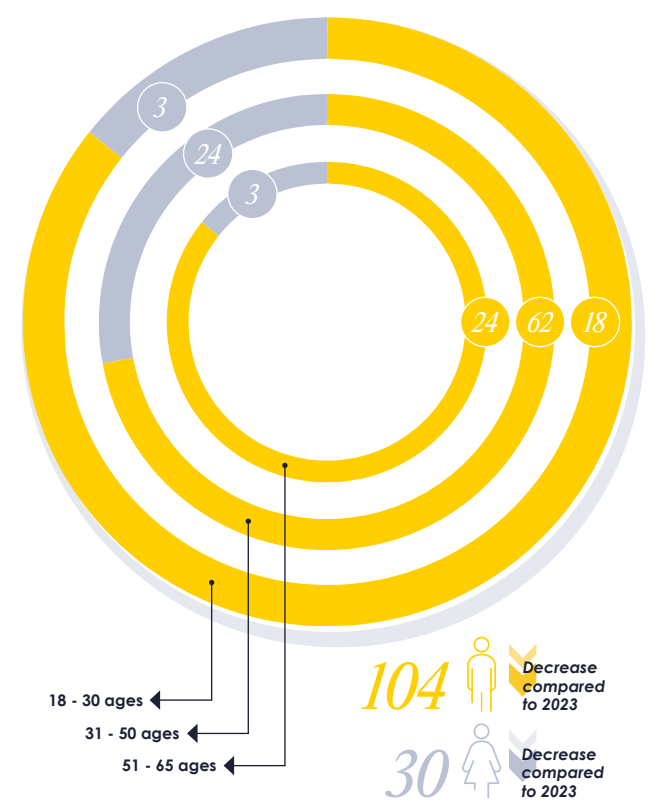
●● TOTAL NUMBER AND DISTRIBUTION OF EMPLOYEES BY GENDER, AGE, COUNTRY AND PROFESSIONAL CLASSIFICATION



134

EMPLOYEES IN TUNISIA

(a 31 de diciembre de 2024)



CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	10	2	12
MIDDLE MANAGEMENT	11	1	12
OTHER STAFF	69	22	91
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	14	5	19

REMUNERATION BY GENDER, AGE AND PROFESSIONAL CATEGORY 2024:


REMUNERATION AGE RANGE	MALE	WOMEN	TOTAL
18 - 30	3.878	4.033	3.900
31 - 50	6.160	4.538	5.707
51 - 65	7.466	3.553	7.032
TOTAL	4.389	6.066	5.691

REMUNERATION CATEGORIES	MALE	WOMEN	TOTAL
SR. MANAGEMENT	14.640	7.427	13.438
MIDDLE MANAGEMENT	6.600	5.076	6.473
OTHER STAFF	4.603	3.693	4.383
TECHNICAL, ADMINISTRATIVE & COMMERCIAL STAFF	6.732	6.097	6.565
TOTAL	4.389	6.066	5.691

04. HUMAN CAPITAL


4.2 WORK ORGANISATION

●● AVERAGE NUMBER OF EMPLOYEES BY CONTRACT TYPE AND WORKING HOURS 2024

 SPAIN	PERMANENT		TEMPORARY		TOTAL
	COMPLETE	PARTIAL	COMPLETE	PARTIAL	
GENDER	1.217	151	152	24	1.544
MALE	579	32	61	8	680
FEMALE	638	119	91	16	864
AGE GROUP	1.217	151	152	24	1.544
18 - 30	173	21	53	10	257
31 - 50	748	107	81	10	946
51 - 65	288	22	17	3	330
+ 66	8	1	1	1	11
PROFESSIONAL CATEGORY	1.217	151	152	24	1.544
SENIOR CENTRAL MANAGEMENT	13	0	0	0	13
DIRECTORS	49	1	0	0	50
MIDDLE MANAGEMENT	262	10	6	0	279
OTHER STAFF	795	128	143	22	1.089
TECHNICAL, ADMINISTRATIVE & COMMERCIAL	97	12	2	1	113


04. HUMAN CAPITAL
4.2 WORK ORGANISATION


●● AVERAGE NUMBER OF EMPLOYEES BY CONTRACT TYPE AND WORKING HOURS 2024

 PORTUGAL	PERMANET		TEMPORARY		TOTAL
	COMPLETE	PARTIAL	COMPLETE	PARTIAL	
GENDER	120	1	82	1	204
MALE	55	1	40	0	96
FEMALE	64	0	42	1	108
AGE GROUP	120	1	82	1	204
18 - 30	26	1	34	1	62
31 - 50	85	0	45	0	130
51 - 65	8	0	3	0	11
PROFESSIONAL CATEGORY	120	1	82	1	204
DIRECTORS	8	0	1	0	9
MIDDLE MANAGEMENT	35	0	12	0	47
OTHER STAFF	68	1	62	1	132
TECHNICAL, ADMINISTRATIVE & COMMERCIAL	9	0	7	0	16

04. HUMAN CAPITAL
4.2 WORK ORGANISATION

●● AVERAGE NUMBER OF EMPLOYEES BY CONTRACT TYPE AND WORKING HOURS 2024


 GREECE	PERMANENT	TEMPORARY	TOTAL
	COMPLETE	COMPLETE	
GENDER	32	76	108
MALE	18	38	57
FEMALE	14	38	52
AGE GROUP	32	76	108
18 - 30	8	31	38
31 - 50	18	22	40
51 - 65	6	24	30
+ 66	0	1	1
PROFESSIONAL CATEGORY	32	76	108
DIRECTORS	4	0	4
MIDDLE MANAGEMENT	14	4	19
OTHER STAFF	10	70	80
TECHNICAL, ADMINISTRATIVE & COMMERCIAL	4	3	7




In Greece
there
are no
part-time
employees.

04. HUMAN CAPITAL
4.2 WORK ORGANISATION

●● AVERAGE NUMBER OF EMPLOYEES BY CONTRACT TYPE AND WORKING HOURS 2024

 TUNISIA	PERMANENT	TEMPORARY	
	COMPLETE	COMPLETE	TOTAL
GENDER	29	213	242
MALE	27	162	189
FEMALE	2	51	53
AGE GROUP	29	213	242
18 - 30	0	59	59
31 - 50	17	122	139
51 - 65	12	32	44
PROFESSIONAL CATEGORY	29	213	242
DIRECTORS	6	11	17
MIDDLE MANAGEMENT	9	3	12
OTHER STAFF	3	183	186
TECHNICAL, ADMINISTRATIVE & COMMERCIAL	11	17	28



In Tunisia,
there
are no
part-time
employees.

04. HUMAN CAPITAL
4.2 WORK ORGANISATION

LAYOFFS DURING THE 2024 FINANCIAL YEAR



100

LAYOFFS IN SPAIN

DURING THE 2024 FINANCIAL YEAR

AGE GROUP	MALE	FEMALE	TOTAL
18 - 30	14	16	30
31 - 50	33	22	55
51 - 65	5	10	15
TOTAL	52	48	100

CATEGORIES	MALE	FEMALE	TOTAL
DIRECTORS	0	1	1
MIDDLE MANAGEMENT	6	4	10
OTHER STAFF	46	42	88
TECHNICAL, ADMINISTRATIVE & COMMERCIAL	0	1	1
TOTAL	52	48	100





05

LAYOFFS IN GREECE

DURING THE 2024 FINANCIAL YEAR

AGE GROUP	MALE	FEMALE	TOTAL
18 - 30	1	0	1
31 - 50	0	1	1
51 - 65	0	3	3
TOTAL	1	4	5

CATEGORIES	MALE	FEMALE	TOTAL
DIRECTORS	0	0	0
MIDDLE MANAGEMENT	0	1	1
OTHER STAFF	1	3	4
TECHNICAL, ADMINISTRATIVE & COMMERCIAL	0	0	0
TOTAL	1	4	5



01

LAYOFFS IN TUNISIA

DURING THE 2024 FINANCIAL YEAR

AGE GROUP	MALE	FEMALE	TOTAL
18 - 30	0	0	0
31 - 50	0	0	0
51 - 65	0	1	1
TOTAL	0	1	1

CATEGORIES	MALE	FEMALE	TOTAL
DIRECTORS	0	1	1
MIDDLE MANAGEMENT	0	0	0
OTHER STAFF	0	0	0
TECHNICAL, ADMINISTRATIVE & COMMERCIAL	0	0	1
TOTAL	0	1	1



There have been no redundancies in Portugal in the last two years.

04. HUMAN CAPITAL

4.2 WORK ORGANISATION

BENEFITS FOR OUR EMPLOYEES

All employee benefits can be viewed on each employee's employee portal (Nivimu).

The star benefit is 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 Hotels, regardless of their type of employment contract, are eligible for the programme.*



Vincci Family Family Rate

*Special rate of **25% discount**. All relatives of Vincci Hotels employees, up to the third degree of kinship, will be beneficiaries of the programme.*



Vincci Family Friends Rate

*Special rate: **20% discount**. All friends, suppliers and guests of any Vincci Hotels employee are eligible for the programme.*

EMPLOYEE PORTAL

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

As part of our commitment to sustainability, the Employee Portal allows our professionals to request holidays, access their payslips and have them sent by email, or view the training they have completed, among other things. The implementation of these services reduces paper consumption, a responsible measure that is part of Vincci Hotels' resource saving policy objectives.

PERFORMANCE EVALUATION

The performance evaluation of our employees is of utmost importance for the development of effective human resources management. Actions aimed at new employees take on added value, as knowing their level of adaptation to their colleagues, their superiors and the position in which they work is key to ensuring that professionals feel comfortable and give their best every day.

When an employee signs a permanent contract, the Employee Assessment Form is used to indicate their level of performance in certain aspects of their job, including knowledge, quality, autonomy, quantity and teamwork. Appropriate decisions are made based on this assessment.

Human Resources is the department responsible for analysing those aspects of interest that may affect the work of new employees, such as identifying the skills developed since they joined the company and any aspect related to the treatment received by the organisation, the working environment or working conditions, always with strict respect for the employee's privacy, who is guaranteed anonymity in the assessments carried out.

In addition, the Human Resources department calculates the turnover rate, another variable used to measure employee performance. This human capital management measure allows the identification of job dissatisfaction among professionals and deficiencies in the selection and recruitment processes.

When making decisions, Vincci Hotels takes the results of these analyses into account. In order to establish the appropriate measures for promoting daily work in each of our hotels, it is necessary to have a thorough understanding of the teams and their activities, in addition to the importance of ensuring that new employees joining our Group are properly welcomed and adapted.

04. HUMAN CAPITAL

4.2 WORK ORGANISATION

VINCCI GO!

Vincci Go! is an internal mobility programme aimed at human capital management, created as a voluntary initiative for employees with a clear interest in personal development. It helps employees avoid becoming pigeonholed and offers a solution for those who are motivated to fill potential internal vacancies.

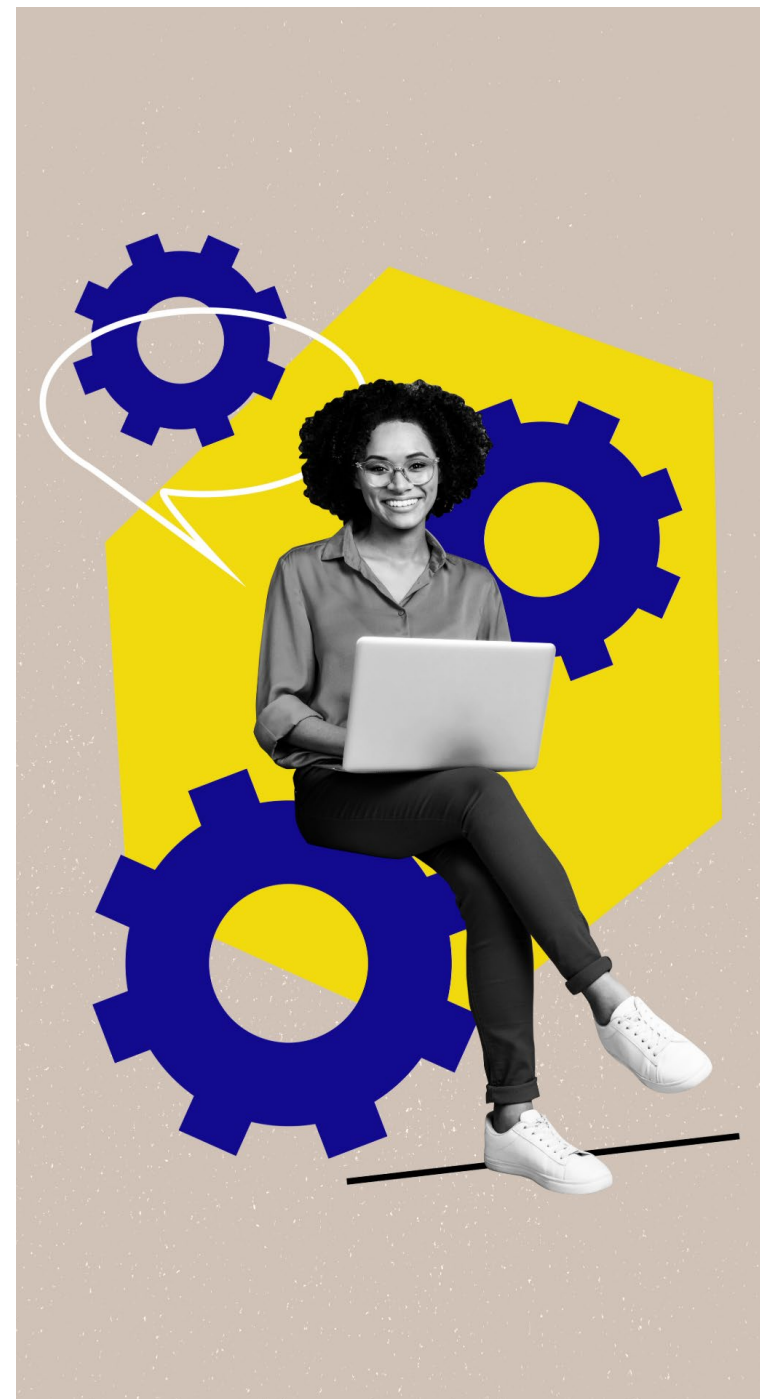
There are two types of mobility. Horizontal mobility occurs when an employee applies for a vacancy with duties that correspond to the same professional group as the job they have been performing up to that point, and vertical mobility can be upward if a higher-level position is desired or downward if a lower-level position is chosen. An example of vertical mobility can be found in the case of deputy managers and managers who started out as interns at Vincci Hotels and now hold positions of responsibility. In 2024, Vincci Hotels has offered internal promotions for these positions and has made mobility offers public to its employees.



36 OFFERS IN SPAIN
PUBLISHED IN VINCCI&GO 2024



12 OFFERS IN PORTUGAL
PUBLISHED IN VINCCI&GO 2024



04. HUMAN CAPITAL

4.3 HEALTH AND SAFETY

4.3.1 PROCEDURES ADOPTED BY THE ORGANISATION REGARDING HEALTH AND SAFETY

OCCUPATIONAL RISK PREVENTION

One of Vincci Hotels' commitments is to minimise occupational risks and create a safe working environment. We are in constant contact with employees who are on sick leave or have suffered a common accident, offering them the relevant medical tests in advance in order to achieve an early and accurate diagnosis of their illness or injury, thereby shortening their recovery time.

●● CORPORATE HEALTH AND SAFETY POLICY

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

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

Our ultimate goal is to minimise any risk that may affect employees, facilities or any element associated with the Company. To this end, the necessary measures are established not only to comply with legislation, but also, going one step further than the chain, to guarantee a management system that effectively protects the health and safety of our professionals and collaborators.

These are the objectives of our integrated prevention model, within 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 employee.
- Combat risks according to their origin.
- Prioritise attention to the mental and physical condition of each employee in order to assign them to the most suitable position.
- Updating the latest safety advances available on the market.
- Replacing all elements considered dangerous with a substitute that poses little or no risk.
- Prioritisation of collective protection over individual protection.

●● OCCUPATIONAL RISK PREVENTION PLAN

The Vincci Hotels Occupational Risk Prevention Plan forms 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

●● JOINT PREVENTION SERVICE

The Joint Prevention Service is the optimal prevention method for Vincci Hotels and Nexotel, according to the criteria of the Company's Health and Safety Committees. Lusovincci has a contract with an external company and in Tunisia it is not mandatory.

04. HUMAN CAPITAL
4.3 HEALTH AND SAFETY

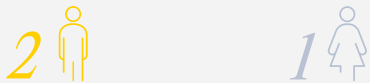
4.3.2 NUMBER OF WORKPLACE
ACCIDENTS



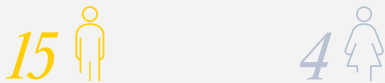
INCIDENCE RATE (IR): 102,16



INCIDENCE RATE (IR): 110,16



INCIDENCE RATE (IR): 96,77



INCIDENCE RATE (IR): 141,79

INCIDENCE RATE (IR)

This represents the number of accidents resulting in sick leave per thousand employees in the company. It therefore tells us the rate per thousand employees who have an accident in a given period.

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



04. HUMAN CAPITAL

4.3 HEALTH AND SAFETY

4.3.3 ABSENTEEISM. CAUSES OF ABSENTEEISM

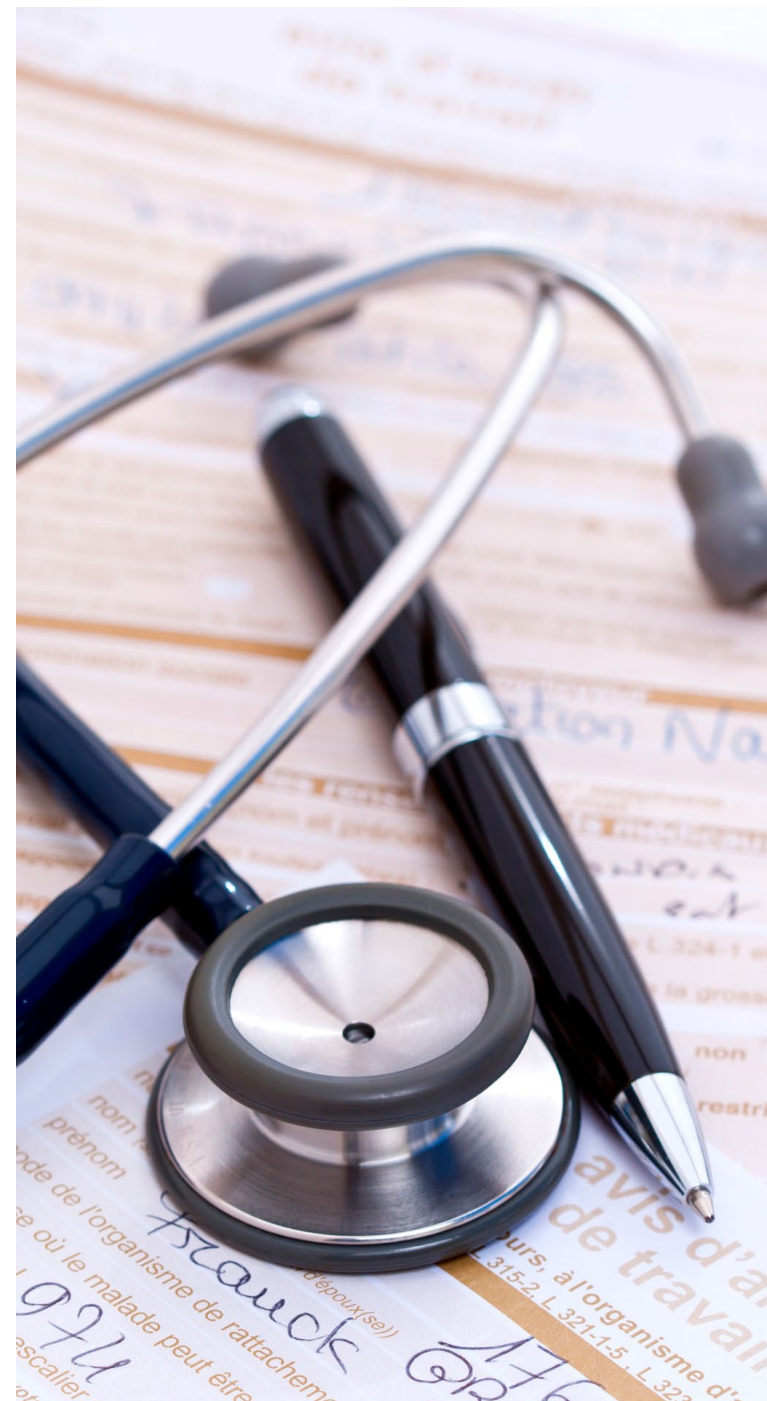
ABSENTEEISM AND CAUSES

We seek to offer our employees a safe working environment, attending to their specific needs, while promoting gender equality policies, addressing diversity and striving for a real work-life balance. The causes of absenteeism among our employees in 2024 include accidents, illness, strikes, unjustified absences, leave and suspensions.

HOURS OF ABSENTEEISM

	2023	2024
SPAIN	329.096	567.848
PORTUGAL	22.888	18.277
TUNISIA *	–	2.920
GREECE	–	4.216
TOTAL	351.261	593.261

(*) The absenteeism data for Tunisia for 2023 is not provided because the Group's administrators, based on the materiality analysis carried out, consider that it is not significant for the EINF as a whole.



04. HUMAN CAPITAL

4.4 TRAINING

4.4.1 EXPLAIN HOW THE ORGANISATION MANAGES TRAINING AND EDUCATION

TRAINING MANAGEMENT

Vincci Hotels, we are convinced that training is the most direct and effective way to maintain the quality standards and high levels of competitiveness that characterise our Group. It is a key tool that our employees have to acquire skills and abilities and to train professionally with a view to performing their duties correctly and adjusting their profile to the job.

Likewise, our professionals can request the training they need or believe is appropriate to improve their performance. The Human Resources department studies all requests received in order to offer the best option available.

During 2024, once the legal training requirements have been met, more resources have been allocated to development training.

OUR ONLINE TRAINING PORTAL

We have our own online training platform, which is extremely useful for employees who work shifts. The great added value of this e-learning tool is its flexibility. It allows employees to learn independently when they need to and offers unbeatable results, which is why it is highly valued by our employees.



04. HUMAN CAPITAL

4.4 TRAINING



Training Hours Spain

CATEGORIES	2023	2024
DIRECTORS	573	1.385
MIDDLE MANAGEMENT	3.206	5.464
OTHER STAFF	7.768	4.766
TECHNICAL, COMMERCIAL & ADMINISTRATIVE	810	998
TOTAL	12.357	12.612



Training Hours Portugal

CATEGORIES	2023	2024
DIRECTORS	144	61
MIDDLE MANAGEMENT	816	468
OTHER STAFF	1.221	739
TECHNICAL, COMMERCIAL & ADMINISTRATIVE	169	108
TOTAL	2.350	1.375



Training Hours Greece

CATEGORIES	2024
DIRECTORS	–
MIDDLE MANAGEMENT	8
OTHER STAFF	104
TECHNICAL, COMMERCIAL & ADMINISTRATIVE	–
TOTAL	112



Training Hours Tunisia

CATEGORIES	2024
DIRECTORS	18
MIDDLE MANAGEMENT	35
OTHER STAFF	76
TECHNICAL, COMMERCIAL & ADMINISTRATIVE	6
TOTAL	135

04. HUMAN CAPITAL

4.4 TRAINING

INTERNSHIP PROGRAMME

The Vincci Hotels internship programme provides the chain with an opportunity to attract qualified talent, from the start of their working lives, from those interested in working for the Group. For this reason, we have various collaboration agreements with universities and schools, which facilitates professional access for recent graduates to an interesting internship training programme.

This internship programme is one of the initiatives that Vincci Hotels is proud to undertake and one of the main ways in which it recruits staff. Year after year, numerous students place their trust and future expectations in the chain as a stepping stone to international success and with a commitment to professional growth within our organisation. In 2024, a total of 66 people, from 40 centres, participated in various training internship programmes in 12 different departments of the Company in Spain.



COLLABORATION AGREEMENTS

Among Vincci Hotels' agreements in Spain with schools and universities, we highlight those with:

- *University de Málaga*
- *Ciudad de los Muchachos*
- *Simone Ortega*
- *University de Alcalá*
- *University de Valencia*
- *MEDAC*
- *EcoTur*
- *Mahou San Miguel Foundation*

In 2024 in Portugal, a total of 15 people from schools participated in various training programmes in reception, dining room, kitchen and housekeeping departments at the Company's establishments in Portugal.

COLLABORATION AGREEMENTS

Among the agreements in Portugal between Vincci Hotels and schools and universities, we would highlight those with the *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.

04. HUMAN CAPITAL

4.5 EQUALITY

4.5.1 EXPLAIN HOW THE ORGANISATION MANAGES DIVERSITY AND EQUAL OPPORTUNITIES AND NON-DISCRIMINATION

EQUALITY PLAN

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

- Effective defence of equality between men and women, guaranteeing the same job opportunities for entry and professional development for all employees, regardless of their gender and status.
- Balanced representation of women in the workplace.
- Promotion of women who, on the basis of their personal merits, are appointed to positions of responsibility, reducing potential imbalances of a cultural, social or family nature.
- Human resources management in accordance with current legislation on equal opportunities.
- Prevention of workplace discrimination on the basis of sex and establishment of a protocol for action in cases where such discrimination is reported.

- A firm commitment to Corporate Social Responsibility with the ultimate aim of improving the quality of life of all employees and their families.



To achieve these objectives, the following processes are in place:

- Selection, promotion and professional development.
- Training.
- Work-life balance.
- Organisation of working time.
- Specific measures to prevent sexual harassment. In this regard, there is a protocol for the prevention of sexual, moral and gender-based harassment. This protocol defines how to report incidents, either directly or through another person or entity (trade unions). Employees are made aware of this through the information provided in their contract and on the intranet, and it is also available in the workplace for anyone interested. Going one step further, training courses on this subject have begun to be offered and the measures have been included in the code of ethics.
- Evaluation and monitoring of actions.
- In 2023, Vincci Spain, with the help of Randstad, produced a report following an audit that served as a starting point for the negotiation of the Equality Plan.
- During 2024, a committee made up of HR, Legal Advice and employee representatives continues to negotiate the Equality Plan point by point, which is not yet finalised.

04. HUMAN CAPITAL

4.5 EQUALITY

UNIVERSAL ACCESSIBILITY

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

In order to achieve this equality, Vincci Hotels has rooms adapted for persons 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 and elements arranged at different heights, among others. Our establishments are accessible to all those who wish to stay, eat, attend a meeting or event, or simply visit the hotel to see our facilities, whatever their reason for doing so.



A pair of hands is shown cupping a mound of dark, rich soil. The background is dark with soft, out-of-focus light spots (bokeh). A semi-transparent white rounded rectangle is positioned on the right side of the image, containing the page number and title.

05.

SOCIAL CAPITAL



SUSTAINABLE &
RESPONSIBLE
vincchoteles

05. SOCIAL CAPITAL

5.1 HUMAN RIGHTS

5.1.1 EXPLAIN HOW THE ORGANISATION MANAGES HUMAN RIGHTS ASSESSMENT

PROTOCOL ADOPTED BY THE ORGANISATION ON HUMAN RIGHTS ASSESSMENT

In 2024, no human rights assessment was carried out; the chain adheres to the World Tourism Organisation's Code of Ethics.

During 2024, no complaints were received regarding human rights violations.

5.1.2 EXPLAIN HOW THE ORGANISATION MANAGES FORCED OR COMPULSORY LABOUR

REGULATIONS ADOPTED BY THE ORGANISATION REGARDING 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 the countries where we operate.



05. SOCIAL CAPITAL

5.2 COMPANY COMMITMENTS TO SUSTAINABLE DEVELOPMENT

5.2.1 EXPLAIN HOW THE ORGANISATION MANAGES LOCAL COMMUNITIES AND INDIRECT ECONOMIC IMPACTS

PROCEDURE ADOPTED BY THE ORGANISATION REGARDING LOCAL COMMUNITIES AND INDIRECT ECONOMIC IMPACTS RESULTING FROM THE COMPANY'S ACTIVITIES.

CSR MASTER PLAN 2021-2030

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

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

COMMITMENT TO THE COMMUNITY

Vincci Hotels is a group that is integrated into the local community, which means we need to improve the areas where our hotels are located. This challenge involves a policy of joint efforts aimed at improving the social environment, capable of generating economic development opportunities for the local community. In this regard, the chain employs local people in its establishments, which contributes to enriching the area where the hotel is located. At the same time, the opening of the establishment brings with it a flow of customers who

spend money in the businesses near the establishment, which contributes to the development and improvement of the area. At the same time, customers are offered the opportunity to interact and learn from the local population and enjoy its culture, gastronomy and places of interest.

Vincci Hotels collaborates with local associations, supporting the actions proposed by these organisations, and there are several agreements in place directly with the hotels. Other actions, however, are aimed at donating materials or food, or providing spaces. The goal is to become part of the environment in which we are located, integrating ourselves, helping, collaborating and supporting the community.

5.2.2 LIST OF STAKEHOLDERS. LIST OF STAKEHOLDERS WITH WHOM THE ORGANISATION IS INVOLVED

OUR COLLABORATIONS

Since its inception in 2001, Vincci Hotels has been aware of the social, economic and cultural reality of its environment, which has allowed for close and ongoing collaboration with institutions, organisations and entities focused on meeting the needs of the communities located in the areas where its hotels are located.

This commitment, in line with our Corporate Social Policy, is linked to each of our establishments and the Group itself, and leads us to consider each year how we can collaborate with local initiatives that improve the quality of life of those who most need our support.



05. SOCIAL CAPITAL

5.2 COMPANY COMMITMENTS TO SUSTAINABLE DEVELOPMENT

●● TAPONES PARA UNA NUEVA VIDA®

(CAPS FOR A NEW LIFE) - SEUR FOUNDATION

The Taponés para una nueva vida initiative is a voluntary, supportive, active and transparent movement that was launched in 2001, focusing on goals that are perfectly in line with our Group's strategic and social approach. Its mission is to enable children without resources to access the orthopaedic devices and medical treatment they need. In this regard, the initiative aims to raise awareness among companies, institutions and the general public about participating in actions that have immediate environmental and social benefits.

This charitable initiative is supported by Seur, the company responsible for transporting the bottle caps to the logistics centre, where they are delivered to the recycler in a completely transparent process.

In 2024, the collection of bottle caps, both at our head office and in all our Spanish hotels, reached 630 kilos (345,500 caps), which is a source of pride for all the professionals who form part of the chain, given the common commitment we have undertaken in unison.

●● SOCIAL INTEGRATION AND THE ENVIRONMENT ATARETACO FOUNDATION

The main goal of the Ataretaco Foundation over the last 30 years has been to support groups at risk of exclusion through actions focused on training and the social and labour integration of the groups that need it most. The initiative proposes,

through activities related to waste recovery and recycling, a solidarity-based and environmentally friendly economy that champions the fight for equal opportunities.

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

Throughout 2024, the Vincci Selección La Plantación del Sur has collected the following waste, among others: urban waste, paint, RAEE, batteries, oil, toners and contaminated packaging.

●● ALDEAS INFANTILES

The organisation Aldeas Infantiles SOS aims to help one of the most vulnerable groups, children, which is perfectly in line with our chain's social policy. Our hotels offer guests who are checking out the opportunity to donate one euro. The money raised goes to the villages that the institution has in Spain, and the funds are used to provide children and young people with a family environment where they can receive education, love and care.

In addition, our collaboration with Aldeas Infantiles also includes training programmes for young people under the organisation's care, which take place at our hotel facilities. This training includes

the possibility for young people to join the Vincci Hotels staff and become part of our team of professionals in the future.

- **Money raised for Aldeas Infantiles in 2024 in hotels:** 5.214,30 euros.
- **Money raised for Aldeas Infantiles in 2024 through employee payroll:** 3.514,36 euros.

●● OTHER DONATIONS

- **Vincci Soma:** Donation of 400 glycerine soap bars to the Dalma Foundation.
- **Vincci Selección La Plantación del Sur:** Donation of 315 glycerine soaps to the Ataretaco Foundation.
- **Vincci Costa Golf:** Donation of 2,400 glycerine soap bars to Caritas.
- **Vincci Palace:** Donation of €350 to the Congregation of the Sisters of Charity of Saint Vincent de Paul.

05. SOCIAL CAPITAL

5.2 COMPANY COMMITMENTS TO SUSTAINABLE DEVELOPMENT

5.2.3 MEMBERSHIP OF ASSOCIATIONS.
LIST OF THE MAIN AFFILIATIONS TO
ENTITIES IN THE SECTOR OR OTHER
ASSOCIATIONS AND INTEREST GROUPS,
AT NATIONAL OR INTERNATIONAL LEVEL

WORLD TOURISM ORGANISATION CODE OF ETHICS

In 2018, we signed the Global Code of Ethics for Tourism, which is the reference framework for achieving 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 in general.

These principles, which were approved 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 effective compliance with the provisions. The code, designed to guide 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 the parties can refer any questions regarding the application and interpretation of the document.

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

ARTÍCULO 1:

Contribution of tourism to mutual understanding and respect between people and societies.

ARTICLE 2:

Tourism as an instrument of personal and collective development.

ARTICLE 3:

Tourism as a factor in sustainable development.

ARTICLE 4:

Tourism as a factor in the enjoyment and enrichment of the cultural heritage of humanity.

ARTICLE 5:

Tourism as an activity beneficial to destination countries and communities.

ARTICLE 6:

Obligations of tourism development agents.

ARTICLE 7:

Right to tourism.

ARTICLE 8:

Freedom of tourist movement.

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 Hotels has not received any complaints regarding human rights violations. Consequently, no complaints have been received from any official body.



05. SOCIAL CAPITAL

5.3 SUBCONTRACTING AND SUPPLIERS

MEMBERSHIPS OF TOURISM ORGANISATIONS

VINCCI MARÍTIMO	Gremi d'Hotels de Barcelona
VINCCI BAIXA	Hotelaria de Portugal
VINCCI SELECCIÓN LA PLANTACIÓN DEL SUR	Turismo Valencia
VINCCI TENERIFE GOLF	Asociación Hotelera y Extrahotelera de Tenerife, La Palma, La Gomera y El Hierro (Ashotel)
VINCCI COSTA GOLF	Asociación Hotelera y Extrahotelera de Tenerife, La Palma, La Gomera y El Hierro (Ashotel)
VINCCI LA RÁBIDA	Federación de Hostelería de la Provincia de Cádiz (Horeca)
VINCCI FRONTAURA	Asociación de Hoteles de Sevilla (AHS)
VINCCI MÁLAGA	Asociación de Hoteles de Valladolid (AHV)
VINCCI SELECCIÓN POSADA DEL PATIO	Asociación de Empresarios Hoteleros de la Costa del Sol (Aehcos)
VINCCI PUERTOCHICO	Asociación Empresarial de Hostelería de Cantabria

MEMBERSHIPS OF TOURISM ORGANISATIONS

VINCCI ALBAYZÍN	Federacion de Empresas de Hosteleria y Turismo de Granada
VINCCI GALA	Gremi d'Hotels de Barcelona
VINCCI PORTO	Associação Portuguesa de Hotelaria Restauração e Turismo (APHORT)
VINCCI LIBERDADE	Hotelaria de Portugal
VINCCI PALACE	Turismo Valencia
VINCCI THE MINT	Asociación Empresarial Hotelera de Madrid (Aehm)
VINCCI MAE	Gremi d'Hotels de Barcelona
VINCCI SELECCIÓN ALEYSÁ	Asociación de Empresarios Hoteleros de la Costa del Sol (Aehcos)
VINCCI CONSULADO DE BILBAO	Asociación Hotelera Destino Bilbao
VINCCI SELECCIÓN UNUK	Asociación de Hoteles de Sevilla (AHS)

05. SOCIAL CAPITAL

5.3 SUBCONTRACTING AND SUPPLIERS

5.3.1 SUPPLY CHAIN.

DESCRIPTION OF THE ORGANISATION'S SUPPLY CHAIN, INCLUDING THE MAIN ELEMENTS RELATED TO THE ORGANISATION'S ACTIVITIES, MAIN BRANDS, PRODUCTS AND SERVICES

Vincci Hotels has centralised the authorisation of suppliers, as there are many suppliers with national coverage. For local suppliers, this process is carried out by the hotel, but with confirmation from the Purchasing Department.

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

Vincci Hotels is currently working with cleaning subcontractors to review the chemical products to be used in hotels and approve or reject them. The same applies to some utensils recommended for use during cleaning.

The chain conducts supplier evaluations by the hotels to determine the degree of satisfaction and compliance of the suppliers.

Suppliers are informed of our commitment to sustainability and we request their environmental, quality, occupational risk prevention and other certificates. These certificates are taken into account when contracting with them, however, they are not a mandatory requirement for contracting.

We have a Sustainable Procurement Policy in place that establishes environmental criteria for contracting.



05. SOCIAL CAPITAL

5.4 CONSUMERS

5.4.1 PROCEDURES ADOPTED BY THE ORGANISATION REGARDING CUSTOMER HEALTH AND SAFETY, MARKETING AND LABELLING, AND CUSTOMER PRIVACY

QUALITY, EXPERIENCE AND ATTENTION TO DETAIL

Vincci Hotels aims to offer our customers the best experience and a personalised, friendly service. Only by understanding their needs can we offer an unbeatable service, with the quality that characterises us, and thus exceed all the expectations placed on us.

Our service must be geared towards excellence and a zero-error policy. This is the challenge we face every day and one that deserves all our efforts, regardless of our position. Our common vocation is to satisfy the customer, and this commitment also includes the ongoing review of our procedures. Service is an added value that defines and differentiates our company from other hotel groups, positioning us as a benchmark in tourism.

In order to maintain its quality standards, Vincci Hotels has established comprehensive risk assessment and management systems that are reflected in internal and external audits, regular health and hygiene checks, and the management of all procedures related to the food chain. All of this is carried out under a rigorous risk prevention policy that guarantees the most appropriate care for each customer.

HEALTH AND HYGIENE CHECKS

Thanks to health and hygiene checks, which include analyses of swimming pools, drinking water and the disinfection of cisterns, we can eliminate any procedure or factor that could potentially pose a risk to the health of our customers and employees. When any deficiency is detected, a file is opened and the most appropriate corrective measures are applied first, followed by preventive measures, which allows the incident to be resolved and, at the same time, prevents it from recurring.

HACCP

Vincci Hotels' commitment to quality means that the food and catering services in each of our hotels are completely safe. This is achieved through exhaustive control of the entire food chain and rigorous analysis of critical points.

According to the results of the audits carried out in relation to Hazard Analysis and Critical Control Points (HACCP), our establishments have an average score of 92.25/100, which represents an increase of 0.81 points over the previous year (91.34/100).

AUDITS HACCP

91,34/100
2023

92,15/100
2024

05. SOCIAL CAPITAL
5.4 CONSUMERS

OUR CUSTOMERS

During 2024, our chain has hosted customers from more than 150 different countries.

WE LISTEN AND RESPOND

Only by actively listening can we find out what our customers need and what they think. This allows us to meet their demands and improve day by day, which is why we establish open channels for permanent two-way communication.

We need to know about their experience and their tastes and preferences as a first step towards achieving their complete satisfaction. This personalised attention is a distinguishing feature that has made Vincci Hotels a benchmark in the tourism sector and the added value that will enable it to continue growing.

ONLINE CORPORATE CUSTOMER SATISFACTION SURVEY

We begin analysing our customers' satisfaction levels by studying the results of online surveys. This data, which forms part of our active listening policy, allows us to make the necessary changes and adjustments, aimed at continuous improvement and achieving the desired quality standards.

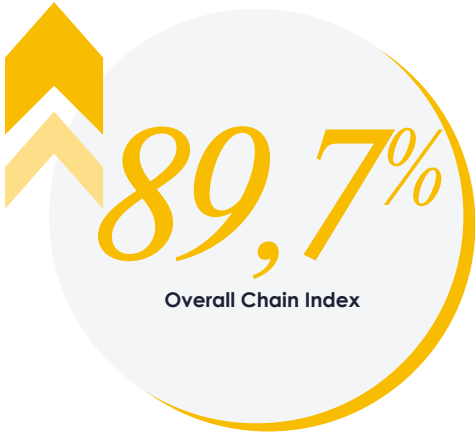
Nº OF QUESTIONNAIRES	2023	2024
Post-stay Survey	26.170	22.528
MICE Survey	59	57
Pre-Stay Survey	6.932	7.581
In Stay Survey	3.278	1.745

REVIEWPRO: ONLINE REPUTATION TOOL

GROUP	2023	2024
Number of reviews	62.574	60.056
Number of mentions	207.283	200.098

The figures analysed show that we maintain high levels of customer satisfaction in the areas identified. Our overall chain index continues to increase year on year, reaching 89.7% in 2024.

INDICATOR	2023	2024
Overall Chain Index	88,8%	89,7%
Cleanliness	91,8%	92%
Location	92,7%	93,7%
Service	92,1%	92,9%
Room	90,8%	92,1%
Value for money	84,6%	85%
Gastronomy	80,5%	81,3%
Entertainment	80,4%	84%



05. SOCIAL CAPITAL
5.4 CONSUMERS

COMMUNICATION WITH OUR STAKEHOLDERS

The Marketing and Communications Department deals with the media that contact Vincci Hotels, striving to provide them with the best service and attention tailored to their interests and needs at all times.

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

MICROSITE: VINCCI SUSTAINABLE & RESPONSIBLE

As part of our commitment to establishing transparent, honest and regular communication with all our stakeholders, we have launched the new Vincci Sustainable & Responsible microsite, which can be accessed at www.vinccihoteles.com. This is a revamped space, with its own logo, which brings together information of interest.

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

Our Sustainability Report is published here every year, complemented by the chain's environmental objectives, indicators and awards, which are made public for the information of anyone interested.

With a pleasant and intuitive design that encourages reading and dialogue, Vincci Sustainable & Responsible presents a composition in line with the Sustainability Report. Its access menus include detailed information about the chain's work in the field of sustainability in all areas of activity.

SOCIAL MEDIA

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

It is precisely this immediacy provided by social media that allows us to communicate more fluidly with our customers and potential customers. Through their suggestions and proposals, we correct mistakes, build on our successes and continue to improve.

	2023	2024
Fans on corporate Facebook	97.210	113.608
Followers on X	22.121	24.520
Followers on Instagram	63.900	109.445
LinkedIn	58.555	62.615

PERSONAL DATA PROTECTION ACT (LOPD)

Files containing personal data are recorded in the General Register of the Spanish Data Protection Agency. Our chain guarantees the correct processing of personal data and the optimal management of 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 effective enforcement of individuals' rights.

We have updated all our systems, operations and procedures to comply with the new Data Protection Act. Likewise, all the professionals who make up Vincci Hotels are aware of the crime against privacy and confidentiality that constitutes the fraudulent use of personal data. We therefore make every effort to ensure that all data is processed in an optimal manner and in accordance with current legislation.

Throughout 2024, the Spanish Data Protection Agency has not imposed any judicial or administrative sanctions on us for this reason

05. SOCIAL CAPITAL

5.4 CONSUMERS

5.4.2 APPROACH TO MANAGING COMPLAINTS AND CLAIMS. EXPLAIN THE MANAGEMENT OF COMPLAINTS AND CLAIMS.

To date, the complaints received have been in different areas:

- ***Complaints about the service received.***
- ***Complaints about the price of rooms and restaurants.***
- ***Complaints about lost items that have not been found.***

We cannot specify the exact number of complaints, as some are addressed directly to the hotel while others are sent to head office and then forwarded to the relevant hotel. When a customer complains about the price, logically there is nothing the hotel can do, as this complaint is made after the stay, so it is not possible to try to satisfy the customer.

Most of the time, complaints are due to forgotten items and also occur when the customer has already left the hotel. The solution usually comes in the form of sending the forgotten item. In specific cases, if the item the customer is complaining about cannot be located, an apology is offered, as these forgotten items are usually of little value.

Complaints about the service received are of different kinds and very subjective, bearing in mind that what one customer considers good service may be considered poor by another. Vincci Hotels offers the same quality of service to all customers.

There is no record of these complaints, nor are there any indicators in this regard. Customers can send us their message once they have returned home or by contacting the staff at the establishment during their stay. In the first case, the procedure involves contacting the Quality Department at our head office, which will then forward the comment to the hotel or department concerned so that the customer can receive a response as quickly as possible.

This commitment to proximity and speed affects all departments in the chain, so this direct communication is key to optimising our internal processes and is a clear opportunity for improvement. As a point of reference, we can say that we have had a total of 2,124 negative opinions in online comments within the Group.

Constructive criticism from our customers helps us learn from our mistakes and continue to improve our professional work, with the aim of continuing to grow in our new vocation to offer unbeatable service, giving our best at all times as professionals in the tourism sector.

Knowing how our customers rate our services allows us to tackle the following goals:

- ***Identifying areas of customer service that have room for improvement.***
- ***Develop direct, clear and effective communication in order to offer the best product and unbeatable service.***
- ***Strengthen the relationship of transparency, honesty and trust with each of our customers.***

In this regard, we use technology as an ally and also offer real-time connection with the customer, allowing open communication from anywhere and at any time. This effective and transparent communication, based on active listening and focused on improvement, ultimately aims to ensure that the customer rates their stay as an unforgettable experience. In 2024, the percentage of responses to online reviews is 42.4%, while responses to internal Post Stay questionnaires rise to 79.87%. To respond to some of the online comments and internal questionnaires, an agreement has been signed with Hotel Speaker, a company that uses Artificial Intelligence to create personalised responses with the hotel's prior authorisation.

A pair of hands is shown cupping a mound of dark, rich soil. The background is dark with out-of-focus light spots (bokeh). A semi-transparent white rounded rectangle is positioned on the right side of the image, containing the text '00.' and 'ANEXX'.

00.

ANEXX



SUSTAINABLE &
RESPONSIBLE
vincchoteles

EPÍGRAFE	SUBEPÍGRAFE	APARTADO DE LA LEY	GRI	REFERENCIA AL INFORME
BUSINESS MODEL	Description of the group's business model	Brief description of the group's business model, including its business environment, organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends that may affect its future development.	GRI 2-6 GRI 2-1	MODULE 1
INFORMATION ON ENVIRONMENTAL ISSUES	General	Current and foreseeable effects of the company's activities on the environment and, where applicable, 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 repair carbon emissions that seriously affect the environment, taking into account any form of air pollution specific to an activity, including noise and light pollution	GRI 3-3 GRI 302-4 GRI 302-5	MODULE 3
	Circular economy and waste prevention and 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	MÓDULO 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 efficiency of use	GRI 3-3 GRI 301-1	MODULE 3
		Energy: Direct and indirect consumption; Measures taken to improve energy efficiency; Use of renewable energy sources	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
		Voluntarily established medium- and long-term reduction targets to reduce GHG emissions and means implemented to that end	GRI 3-3	MODULE 3
	Biodiversity protection	Measures taken to preserve or restore biodiversity	GRI 3-3 GRI 304-3 GRI 304-4	MODULE 3
		Impacts caused by activities or operations in protected areas	GRI 304-1 GRI 304-2	MODULE 3



HEADING	SUBHEADING	SECTION OF THE LAW	GRI	REFERENCE TO THE REPORT
SOCIAL AND PERSONNEL ISSUES	Employment	Total number and breakdown of employees by gender, age, country and job classification	GRI 405-1 b) i,ii	MODULE 4
		Total number and distribution of employment contract types	GRI 2-7	MODULE 4
		Annual average of permanent, temporary and part-time contracts by gender, age and professional classification	GRI 2-7	MODULE 4
		Number of dismissals by gender, age and professional classification	GRI 401-1 b)	MODULE 4
		Average remuneration and its evolution broken down by gender, age and professional classification or equal value	GRI 405-2	MODULE 4
		Pay gap	GRI 405-2	MODULE 4
		Average remuneration of directors and the Management Committee, including variable remuneration, allowances, compensation, payments to long-term savings schemes	GRI 405-2	Group Report Note 19.3.
		Remuneration for equal jobs or company average	GRI 405-2	MODULE 4
		Implementation of measures to disconnect from work	GRI 3-3	Not material
		Employees with disabilities	GRI 405-1 b) iii	MODULE 4
	Organisation of work	Measures aimed at facilitating work-life balance and encouraging both parents to share responsibility for childcare.	GRI 401-3	MODULE 4
		Organisation of working time	GRI 3-3	Not material
		Number of hours of absenteeism	GRI 403-9	MODULE 4
	Social Relations	Organisation of social dialogue, including procedures for informing and consulting with and negotiating with employees	GRI 2-29	Not Material
		Percentage of employees covered by collective bargaining agreements by country	GRI 2-30	Not Material
		Balance of collective agreements, particularly in the field of occupational health and safety	GRI 403-1 GRI 403-4	MODULE 4



HEADING	SUBHEADING	SECTION OF THE LAW	GRI	REFERENCE TO THE REPORT
SOCIAL AND PERSONNEL ISSUES	Training	Total number of training hours by professional category	GRI 404-1	MODULE 4
		Policies implemented in the field of training	GRI 3-3 GRI 404-2	MODULE 4
	Accessibility	Universal accessibility for persons with disabilities	GRI 3-3	MODULE 4
	Social Relations	Percentage of employees covered by collective bargaining agreements by country	GRI 42-30	Not material
		Balance of collective agreements, particularly in the field of occupational health and safety	GRI 403-1 GRI 403-4	MODULE 4
		Organisation of social dialogue, including procedures for informing and consulting with and negotiating with employees	GRI 2-29	Not material
	Equality	Measures taken to promote equal treatment and opportunities for men and women	GRI 3-3	MODULE 4
		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
		Universal integration and accessibility for persons with disabilities	GRI 3-3	MODULE 4
		Policy against all forms of discrimination and, where applicable, diversity management	GRI 3-3	MODULE 4
INFORMATION ON RESPECT FOR HUMAN RIGHTS	Human Rights	Application of human rights due diligence procedures	GRI 3-3	MODULE 2
		Prevention of risks of human rights violations and, where applicable, measures to mitigate, manage and remedy possible abuses committed	GRI 3-3	MODULE 2
		Complaints regarding human rights violations	GRI 3-3	MODULE 5
		Promotion and compliance with the provisions of the ILO's fundamental conventions relating to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labour, and the effective abolition of child labour	GRI 3-3	MODULE 2 MODULE 4 MODULE 5

HEADING	SUBHEADING	SECTION OF THE LAW	GRI	REFERENCE TO THE REPORT
INFORMATION RELATING TO THE FIGHT 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 ABOUT THE COMPANY	Company commitments to sustainable development	Impact of the company's activity on employment and local development	GRI 203-1 GRI 204-1	MODULE 5
		Impact of the company's activity on local communities and the region	GRI 413-1 GRI 203-1	MODULE 5
		Relationships with local community stakeholders and methods of dialogue with them	GRI 413-1 GRI 2-29	MODULE 2
		Partnership or sponsorship activities	GRI 2-28	MODULE 5
	Subcontracting and suppliers	Inclusion of social, gender equality and environmental issues in purchasing policy	GRI 3-3	MODULE 2
		Consideration of social and environmental responsibility in relations with suppliers and subcontractors	GRI 2-6 GRI 3-3 GRI 308-1 GRI 414-1	MODULE 1
		Monitoring and audit systems and their results	GRI 308-1 GRI 414-1	MODULE 1
	Consumers	Measures for consumer health and safety	GRI 3-3 GRI 416-1	MODULE 5
		Complaint systems, complaints received and their resolution	GRI 2-26 GRI 3-3	MODULE 5
	TAX information	Profits by country	GRI 201-1	MODULE 1
		Taxes paid on profits	GRI 201-1	MODULE 1
		Government grants received	GRI 201-4	MODULE 1