

Report CR2014



CIO • Compañía de las Islas Occidentales

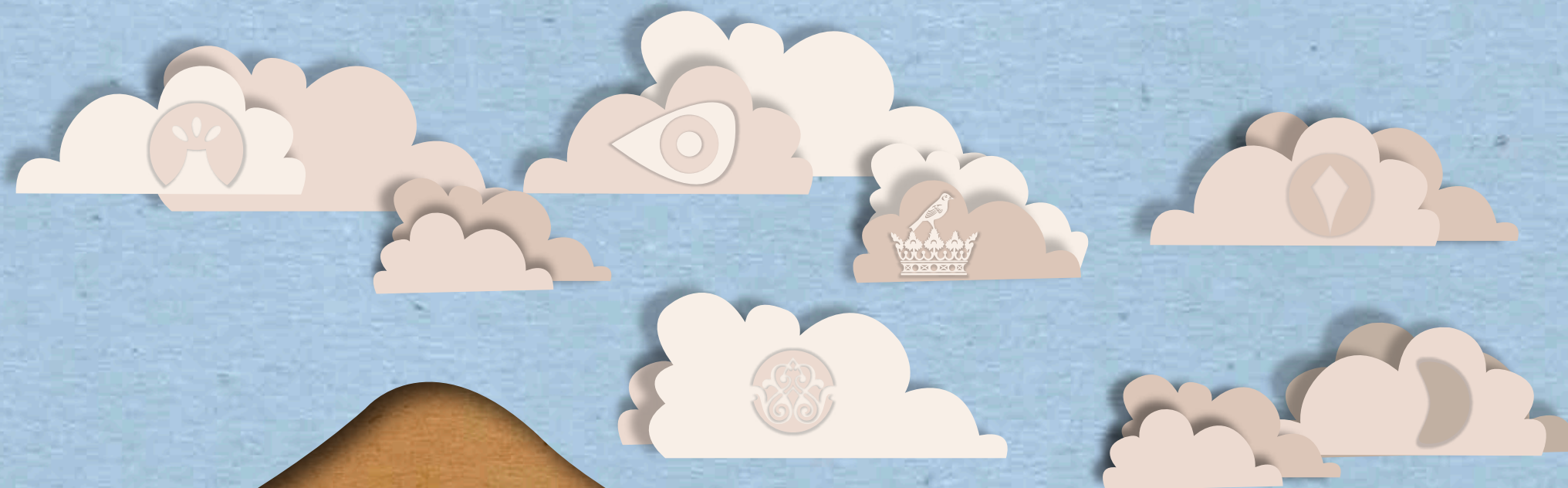
INDEX

| | |
|-----------------------------------------------|----|
| Letter from the President | 7 |
| CIO, Compañía de las Islas Occidentales | 8 |
| Mission, Vision and Values | 10 |
| What do we want to accomplish? | 13 |
| Who is this report for? | 14 |
| The Report in Headlines | 18 |
| Actions 2014 | 20 |
| Contribution towards the Community 2014 | 22 |
| The Environment and Climate Change 2014 | 30 |
| Behaviour towards the employees 2014..... | 34 |
| Distinctions 2014 | 38 |
| Challenges 2015 | 40 |
| Contribution towards the Community 2015 | 42 |
| The Environment and Climate Change 2015..... | 46 |
| Behaviour towards the employees 2015 | 49 |
| Our CR strategy | 53 |
| Photographic dossier | 60 |

CR

We present our report on Corporate Responsibility (CR) 2014, with the objective of communicating to our stakeholders the development of our commitment to a more sustainable growth. Once again, we have made progress in this endeavour thanks to the efforts of all of us in Compañía de las Islas Occidentales (CIO), although we are aware that we have a long, but exciting, road ahead of us.

2014



Letter from the President



I have the pleasure of introducing the Corporate Responsibility Report for the Grupo CIO, corresponding to 2014, in which teams from all the companies of the Group have been involved, aware in each step we take of the importance of improving and strengthening our social involvement with the community and the conservation of the environment.

In this second report we have managed to advance in the goals established in 2013, although we know there is much room for improvement in all parameters of our Corporate Responsibility.

With the desire to advance every year in the right direction to reach our goals, I hope this report is of your interest.

Sincerely,

A blue ink handwritten signature, appearing to be 'F. Zamorano', written in a cursive style.

Francisco Javier Zamorano
PRESIDENT GRUPO CIO



CIO Compañía de las Islas Occidentales



CIO, Compañía de las Islas Occidentales

In order to get to know CIO (Compañía de las Islas Occidentales), which has steadily progressed through the 21st century, it is necessary to look at its history and observe the details of the reputed business career of the Zamorano Tais Family.

The Zamorano family comes from an important lineage of industrialists. They began their activity in 1850 in the tobacco sector, developing factories and warehouses in Santa Cruz of Tenerife. Involved from the beginning in the social and economic development of The Canary Islands, its team of directors created ties with Europe and South America, importing new technology and participating in pioneering sectors. The testimony

of this “industrial” curiosity has continued until today with the descendants of Mr Luis Zamorano Tais, founder and first president of the Record factory – since 1949 Centro Industrial de Tabaqueros Asociados (CITA) – which popularized with great success some of the leading Spanish tobacco brands.

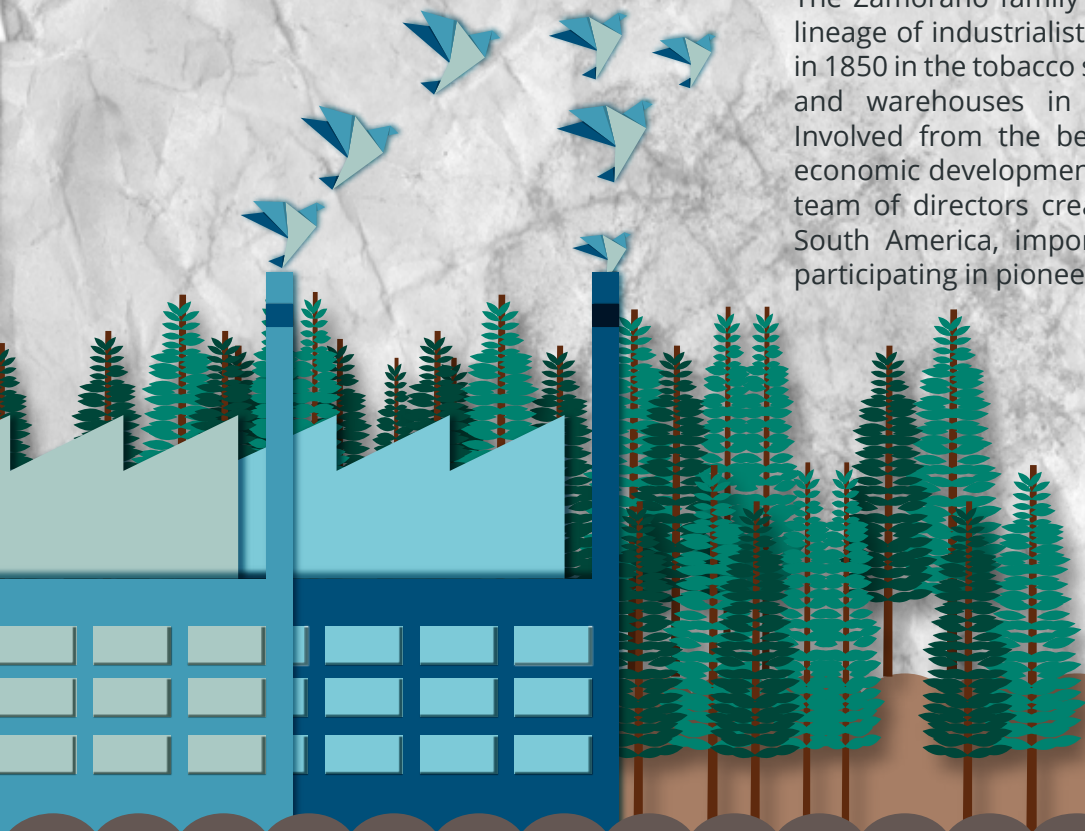
As well as CITA, Mr Luis Zamorano also drove diversified the company's portfolio, with companies such as 7 mares, Montesano, Frigoten (frozen products sector), Galeria Ganigo (art gallery) and the supermarket San Antonio, amongst others.

Additionally, the activity of Aguas de Vilaflor (AVISA) began in 1975 with a bottled water plant, producing a brand, which later became the market leader in the Canary Islands, known today as Fuentealta.

In the early 90's, the entrepreneurial character of the Zamorano Family is once again manifest when they take on the expansion of its activities and the diversification into new projects, this time within a new sector, the tourism sector. In 1993 the company inaugurates an unprecedented project: the Gran Hotel Bahía del Duque Resort, demonstrating once again its own personal touch with the perfect union between innovation and tradition. Continuing the development of this Resort, in 2008 the company opened The Villas, which offers spaces and services of exclusive use for its guests. In 2009 the Spa Bahía del Duque was added to the Resort, the only thalassotherapy centre of its characteristics in The Canary Islands, due to its facilities and the quality of its rituals and treatments and which has won numerous national and international awards. The brand The Tais Collection was born throughout this path and focuses on opening an international route with future tourism projects.

In 2005, the Zamorano family sold their participation in CITA to the multinational company Gallagher, and grouped the rest of the companies in CIO, Compañía de las Islas Occidentales, focusing its activities towards the following sectors; tourism, real estate, financial, services and industrial.

Today, Grupo CIO plans, creates and manages hotels and resorts, as well as general and safety services, business and industries, and next year they will have spent 40 years bottling and distributing mineral water for The Canary Islands. At the same time, they manage real estate assets in Tenerife, with the “Real Estate Group Islas Occidentales”, for industrial and residential sectors (buildings and industrial buildings in the metropolitan area, mainly).





Mission, Vision and Values

As a company, we secure our corporate philosophy in our values, mission and vision, which describe our personality, our sensibilities and our concerns; in short, they guide us and are vitally important to understand who we are and how we work in Compañía de las Islas Occidentales.

Mission

We are a Canarian business group with a long family tradition and a clear international vocation, which operates in various sectors and that with the team of professionals on hand, offers the best service and the most innovative products, with the objective of constantly improving our clients' expectations.

Vision

To consolidate our position in the sectors we lead and invest in international expansion whilst maintaining our seal of excellence and innovation in the products and the services we offer.

Our Company has excelled in past decades for its vision, for which we have set ourselves the goal to remain pioneers in incorporating technological advances and in respecting the environment that surrounds us, and which we will continue to value.

Furthermore, we want our family values to infuse our employees and have them feel proud of being a part of this Company.

Values

- **Family Values:** The family tradition is a hallmark that has been present in our entire business career and in the projects which have been developed since its inception in 1850 by the Zamorano Tais family. Therefore, this is an inherent quality of our brand.
- **Value of the human factor:** The value given to the people that comprise CIO and which make possible its existence acquires great relevance in the philosophy. The professionals who make up this company are those who, with their talent, dedication and effort, have made possible each of the challenges we have set. They are the people, individually and collectively, which enable sustainable and balanced growth with the environment.
- **Strong customer focus:** Customers are the source and engine of our entire activity. The commitment to them is one of the pillars on which the CIO business career rests. Meeting customer expectations, and even aspiring to surpass them, is the main objective of the professionals of CIO. In order to obtain this objective, we focus all our working ability, dedication and experience.
- **Quality and rigor in our service:** By committing to high standards of quality it's possible to surpass our client's expectations. This is why we focus our strengths in developing tools, which guarantee the highest standards of quality.
- **Commitment:** We work with the philosophy that a product or service that we offer is a promise to our clients, a promise we are committed to delivering. This premise is part of our identity.
- **Innovation:** Our vocation of leadership has led to an unequivocal commitment to innovation in all of the management processes, products and services. We believe that innovation is the way to move forward and grow our organization, thanks to the talent provided by a qualified team.
- **Dynamism and versatility:** Being committed to serving as an innovative company implies the daily questioning of whether what you are doing can be achieved in different more effective way, in order to find new solutions to the challenges posed to our company. This requires very dynamic and versatile management skills that adapt to the needs of the moment.

What do we want to accomplish?



With this Corporate Responsibility report we present to our environment which are our concerns in order to achieve a more sustainable business development in social, environmental and economic areas. We intend to establish a more open dialogue with our stakeholders and, integrate their expectations and needs in our objectives.

This report is conceived as an X-ray of the degree of implementation of the proposed actions, where we gather those challenges that we set ourselves and have accomplished, but also defines those aspects in which we must improve or those we haven't been able to meet. Therefore, we use this report as the key for the development of tools that will allow us to define new challenges and that guide us in the effort to achieve them, as a reflection of the essential objective to be a more sustainable company every day.



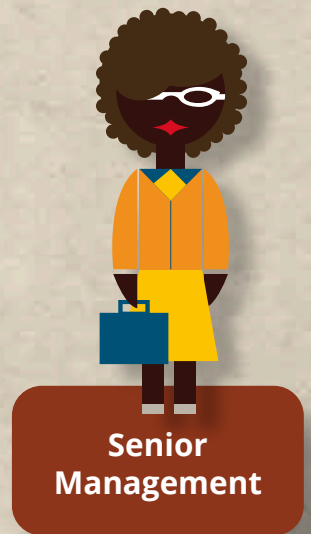
Who is this report for?

In order to enhance our Corporate Responsibility and to improve our relationship with our social, environmental and economic surroundings, we want to address this report to all those with whom we interact, which are none other than our stakeholders, who make possible our existence and growth as an organization. We are working to identify who are the stakeholders in order to adequately understand the needs and expectations they have in the area of Corporate Responsibility. Only then will we meet the objectives, strategic guidelines and commitments assumed.

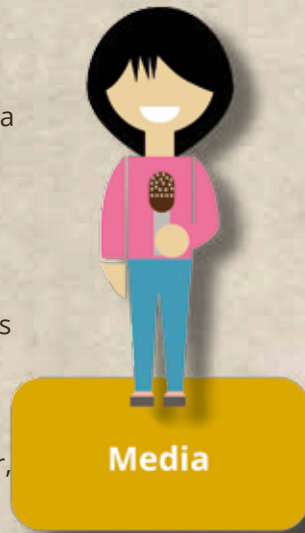
Suppliers: The direct and constant contact of our suppliers with the company also turns them into prescribers of the values we project from a corporate perspective, and specifically in what relates to Social Responsibility. Therefore, they must have a clear idea of who we are and what we are not. We also need to understand our suppliers' expectations and their commitment to adapt to the requirements imposed by the values of the company.



Senior Management: The inclusion of this group is mainly to assure the impulse of the organizational change as it relates to Social Responsibility by establishing a policy of ethical and responsible management from a social point of view, a code of conduct, an anti-corruption policy and the creation of a Social Responsibility committee, to ensure compliance with the commitments made.



Media: They are our principal intermediaries with society. The relationship with the media should project as a whole and each communicative action must be prepared individually. It is important to take advantage of opportunities in the media and be fully confident that the image projected is what the company wants. Moreover, in this day and age it is essential to move forward and adapt and make the most of the new lines of communication with the media.



Clients: Together with our employees, they represent our two main stakeholders. So much so, that when we describe the corporate values, we find that one of them is "strong customer focus", confirming that for our organization: "To fulfil the expectations of their customers-even aspiring to surpass them-is the main objective of the professionals that make up Compañía de las Islas Occidentales and they concentrate all their work capacity, service vocation and experience to achieve it".



Employees: They are the first prescribers of our company values, and whose opinion gives us the highest degree of credibility. We are committed to encouraging internal communication and human resources as pillars on which to support a more fluid and effective dialogue.



We consider these generations to come as an interest group in the present time.

Competitors: Competition is part of the interrelatedness of all companies with their environment. Setting it as a stakeholder in the strategic planning of our Social Responsibility aims to promote cooperation and partnership among competing organizations. It is part of our ideology to promote fair competition and conflict resolution through arbitration.



The Environment: The environmental setting, although by its nature should not be included within our stakeholders, it is important to consider it in as such it can dramatically change the relationship with our company depending on the treatment that we give it and the respect and conservation we demonstrate.



Public Administration: If as an organization we aim to be recognized for our leadership and self-sufficiency, we must establish a strengthened relationship with the government and public institutions.



Local Community (Society): No Social Responsibility action is possible if the needs of the social surroundings are not taken into account as a priority. Therefore, we have spent years promoting and collaborating with social development initiatives and will continue as a hallmark of our identity. Moreover, talking about Social Responsibility, we should not ignore the impact that the actions of the company can generate in future generations. The concern for preserving the natural environment and the sustainable development model revolves around the concept of "legacy for future generations."



Strategic Partners: The relationship is based on the need to maintain on-going dialogue and trust. In this two-way flow, the projection of corporate values is key in order to develop an appropriate balance of power and mutual understanding when creating the projects of common interest.





The Report in Headlines

- With this 2014 report we expose and assume commitments aligned with the principles and values of our Corporate Responsibility in order to ensure loyal behaviour towards society and, in this fragile territory such as The Canary Islands, the environment.
- Family culture is a hallmark present throughout the business career of CIO and of the projects its developed since its inception in 1850 by the family Zamorano Tais.
- It is essential to maintain that which has characterized and differentiated us: our seal of excellence in the products and services which we offer, thanks to the great value of our company and our team, which is constantly following more sustainable business models.
- We will continue to strive to make our employees feel proud to belong to this company.
- The professionals who make up this company are those who, with their talent, dedication and effort have made possible each of the challenges we have set.
- Only with commitment to quality and thoroughness is it possible to exceed the expectations of customers.
- We work with the approach that a product or service that we offer is a promise to our customers.
- We believe that innovation is the path that allows us to move forward and grow, thanks to the talent provided by a qualified team.
- We are aware that we have a long way to go and, as a result of this concern, we have immersed ourselves in a new era in which Corporate Responsibility is concerned, investing in the implementation of a specific strategy in our company.
- It seems essential to sort the good practices and integrate them into a realistic plan which assumes as goals the expectations emanating from, not only our own way of working, but also those of the stakeholders with whom we interact.
- There is no Corporate Responsibility action possible if you do not take into account the needs of the social environment in which the business operates.

Actions 2014

We continue to advance in our goal of being a more responsible and sustainable company. In 2014, as in the past, we have wanted to prioritize in the people, giving special attention to the contribution towards the community and towards our employees, without losing sight of the environment.

Once again, the renewal of the collaboration agreements with various organizations has been decisive in implementing actions to promote our social environment cooperating in the assistance of sectors at risk of social exclusion, promoting healthy lifestyles and cultural initiatives.

But without a doubt, what we feel most satisfied with is the behaviour of our employees. Once again, it is noteworthy that we have a team who continually demonstrate great social and environmental awareness, experiencing first-hand the problems of the most disadvantaged sectors of our community or participating in different events of energy awareness either locally or globally, which are held every year. In our progress as a more responsible company, this attitude paves the way.

The Grupo CIO collaborates closely with a significant group of organizations in social and environmental areas.



2014



Hora del Planeta



Contribution towards the Community 2014



CIO GROUP

- Adherence to the United Nations Global Compact platform.
- Sponsoring a child with ACTION AID, by the employees of CIO.
- Participation of the personnel in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Donation to the organization STOP FA, ATAXIA DE FRIEDERICH.



GRAN HOTEL BAHÍA DEL DUQUE RESORT

- Collaboration for the 17th consecutive year in the project, “What can you do with a euro?” with ACTION AID. Sponsoring 40 children in 7 different countries. At the same time, the correspondence with the children is maintained by 40 volunteer staff members.
- Visit by the directive of CR to Orissa in India, to better understand the field work of ACTION AID and meet three of the sponsored children.



- Helping the community by promoting the purchase of local products.
- The sale, in the Bahía del Duque drugstores, of articles made in the TRISÓMICOS 21 Workshop and the Down Syndrome Association AFANIAS workshop.
- The sale of Fair Trade products in our drugstores for CÁRITAS.
- Creating awareness of the “Don’t look away” campaign on the issue of sexual abuse of minors during large sporting events together with FAPMI (Federation of Associations for the Prevention of Child Abuse).
- Charity collection for the CÁRITAS’ project “Atacaite”, with a raffle among the hotel employees for the Televisions which had been replaced during renovations.
- Collaboration in the 2nd Charity All Star game, where the money raised went to RUN FOR LIFE (Fight against breast cancer).
- Organization of the II Tennis and Paddle Tournament “Raquetas Solidarias”- fundraiser for the SONSOLES SORIANO FOUNDATION.
- New line of Fair Trade amenities, natural cosmetic products, which come from a fair trade business model.
- Participation of the personnel in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Staff participation in a toy drive for families in need, in the benefit of the NEIGHBOURHOOD ASSOCIATION OF LA CALETA DE ADEJE.
- II Solidarity Market held among employees of the hotel which sells furniture replaced by refurbishments, and where the money raised goes towards the Parish of Adeje.
- Collaboration with the estate ALMA DE TREVEJOS to support and encourage the consumption of local livestock products.
- Development and awareness of the Attention and Protection of Minors Policy.
- Providing food for families during the Christmas period in the municipality of Adeje.
- Donation of 5,500 units of bedroom and bath linens to CÁRITAS, SONSOLES SORIANO FOUNDATION, ADEPAC, AECC, CONSEGUIDORAS VOLUNTEER GROUP, BROTHERS OF BETHLEHEM AND THE SAN VICENTE DE PAUL HOME.
- Celebration of the II and III edition of TEJER PORVENIR. The fabrics donated by the Hotel in 2013 supply the sewing workshop, which are organized by the CITY OF SANTA



FUENTEALTA

- CRUZ DE TENERIFE for people in social exclusion. The items made in these workshops are then donated to the IASS.
- Hotel giveaways of one night stays, donated to different charity events of 10 NGO's with which we cooperate regularly.
- Donation of 70 wooden doors to ADEPAC and PROYECTO HOMBRE.

- Support towards sporting clubs of different disciplines, with special attention to the bases and female sports (in litres of water).
- Collaboration with various NGO's (in litres of water).

| DISCIPLINE | TEAMS | LITRES | DISCIPLINE | TEAMS | LITRES |
|------------------------------|-------|--------|---------------------|-------|--------|
| Basketball | 19 | 43.800 | Cycling | 2 | 1.809 |
| Football 21 | 21 | 61.300 | Handball | 1 | 2.784 |
| Indoor Football | 4 | 8.730 | Rhythmic gymnastics | 1 | 250 |
| Volleyball | 7 | 9.150 | Roller Derby | 1 | 390 |
| Beach Volley | 1 | 756 | Canarian Wrestling | 3 | 3.540 |
| Baseball | 1 | 1.784 | | | |
| TOTAL litres: 134.293 | | | | | |

- ASSOCIATION OF HEMOPHILIA OF SANTA CRUZ DE TENERIFE 1.836 L.
- SPANISH ASSOCIATION AGAINST CANCER 756 L.
- ASSOCIATION OF PARKINSON OF TENERIFE 1.080 L.
- SOS CHILDREN'S VILLAGES SPAIN 6.336 L.
- TENERIFE ASSOCIATION TRISÓMICOS 21 2.400 L.
- ADEMI TENERIFE SPORTING ASOCIATION 2.640 L.
- OFFICIAL SCHOOL OF DENTIST OF SANTA CRUZ DE TENERIFE 756 L.
- SONSOLES SORIANO FOUNDATION 1.800 L.
- ANAGA CANARIAN SMILES 1.920 L.
- REMAR 1.920 L.

TOTAL litres: 21.444 L.



- Sponsor of the Miss World Tenerife pageant, rewarding the best social project submitted by the candidates.
- Collaboration with the Carpet makers of La Villa de La Orotava, who create spectacular carpets for the Corpus Cristi.
- Sponsor of the “Canarias Surf Film Festival 2014”, awarding distinctions to the best short film with a sustainability and surf subject, as well as best photography linked to this sport.
- 2014 Fuentealta calendar, for the promotion of young Canarian artists.
- Partners in the short film event “La Laguna Plató de Cine”.
- Participation of the personnel in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Partners of FIMUCITÉ, Music of Tenerife International Festival.
- Participation in a great number of events which support or contribute towards the community, both from the standpoint of supporting who may need it, as well as in order to promote a more sustainable attitude. We can highlight the following actions:
 - Charity run organized by the PARKINSON ASSOCIATION OF TENERIFE.
 - Charity run organized by the DOWN SYNDROME ASSOCIATION OF TENERIFE.
 - First festival of Christmas Carols for people hard of hearing, ASOCIDE CANARIAS.
 - Collaboration with the NGO ECOOCÉANOS for the promotion of clean beaches.
 - II Charity tournament “Raquetas Solidarias”.
 - Charity Event in MERCATENERIFE: food collection for the Food Bank of Tenerife.
 - Comedy monologue adapted for people hard of hearing by the NGO, AMIGOS DE VILLA CISNEROS.
 - Campus of SUSO SANTANA, for children at risk of social exclusion.
 - NGO FOR THE SMILE OF A CHILD, Spain in Cambodia.
 - Charity Kilometre Tenerife South and the AECC.
 - World Day Against Cancer, Walk to Candelaria and the Monologues Festival with the AECC.
 - Food Collection for the nursing homes of Santa Cruz de Tenerife and the FOUNDATION PADRE LARAÑA.
 - Strategy “Together in the same direction, with the presentation of ideas to help in the social themes, cultural diversity and social cohesion”.
 - Charity run “Drop for Niger” promoted by UNICEF.
 - Benefit Back to School by the RED CROSS.
 - CÁRITAS TENERIFE: Contribution in water for various events organized by this association.
 - Regional winter swimming championship adapted with ADEMI TENERIFE.
 - V Event “Friends of the World” of the PÍAS SCHOOL.
 - Charity Run for Parkinson, organized by the Association of Families and Sufferers of Parkinson’s of Tenerife.
 - V Sailing Trophy UNICEF in the ROYAL NAUTICAL CLUB OF TENERIFE.
 - ADULTS CENTRE HERMANO PEDRO. Contribution of water.
 - Charity Event “Mad for Music” of the FOUNDATION EN PIE.
 - Homemade food and desert stand in the Corpus Christi for CÁRITAS ARCIPRESTAL OF LA LAGUNA.
 - Charity Run for The RED CROSS, celebrated in Tegueste.
 - Charity Sale in the Corpus Festival in La Orotava for the Association PROBOSCO.
 - Basketball tournament 3x3 in Bajamar. Food drive for Social Services of La Laguna.
 - “Twelve Months One Cause”, collaboration with CREVO, Centre for the rehabilitation of children with disabilities of La Orotava.



- World Animal Day in Santa Cruz de Tenerife.
- Breast Cancer Awareness day and charity swim race for the Association ÁMATE.
- Christmas dinner and food drive for the CENTRO GALLEGO DE SANTA CRUZ DE TENERIFE.

TOTAL litres: 22.857

- Additionally, we have sponsored over 100 sporting, culinary and cultural events, with the aim of promoting healthy lifestyles as well as Canarian talent and values.

TOTAL litres: 59.285

TOTAL LITRES: 237.879



GRUPO RECORD

- Volunteering in the organization of AECC events.
- Participation in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Employment of four people with different disabilities who are at risk of social exclusion.
- Cooperation with the “Plan Gitano” project by the Association ATARETACO, in information processes and basic training for students of Industrial Cleaning and Laundry Operations.
- Collaboration with the HERMANO PEDRO CENTRE in work integration projects.
- Collaborates of FIMUCITÉ, International Music Festival of Tenerife.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Contribution towards the community.
- Adaptation of stairs for people with reduced mobility.
- Collaboration with REMAR. Helping fundraise by donating furniture and amenities for its resale.
- Participation in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.



TASCA EL CALLEJÓN

- Cooking workshop in collaboration with the NGO TRISÓMICOS 21. Elaboration of lunch menus by young people with disabilities and fundraising for their centre.
- Continuing with the Hucha Solidaria campaign with TRISÓMICOS 21.
- Participation in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Supporting the community by increasing the purchase of local products.



The Environment and Climate Change 2014



GRUPO CIO

- Sponsorship of the NGO ECOOCÉANOS for the promotion of clean beaches.
- Installation of LED light bulbs to encourage energy efficiency in our central offices.
- Installation of recycling bins in central offices.



GRAN HOTEL BAHÍA DEL DUQUE RESORT

- Energy efficiency by installing LED light bulbs in all the rooms of the Hotel:
 - Refurbished Room: 56% of energy saving.
 - Redecorated Room: 66% of energy saving.
- Energy saving by replacing the TV's in all the rooms of the Hotel: 15% energy saving.
- The Hotel joined once again the initiative "Earth Hour", organized by the environmental NGO WWF.
- Renewal of the award TUI ENVIRONMENTAL CHAMPION, for a sustainable management, social commitment and respect for the environment.
- Implementing and promoting the separation of waste with the placement of recycling bins in the common areas.



- BIOSPHERE Seal awarded in 2011 and renewed in 2012 and 2013.



- Participation in the experimental sustainable tourism excursion in electric cars as part of the Project “Effi-e Car” by TURISFERA.
- Training in environmental awareness and management in the area of maintenance, pools and Spa.
- Collaboration with ECOOCÉANOS, with the participation of personnel of the Hotel in the cleaning of the beach San Juan.
- Sale of organic cosmetic products in our drugstores.
- Purchase of organic food products for our restaurants.



- Use of organic cleaning products ECOLAB (cleaning chemicals) Which has enabled significant expenditure cost savings as well as chemical savings over the consumption of conventional “finished” products. Considerable decrease in the number of containers by reusing durable and recyclable containers, and consequent reduction of chemical waste by using feeders. The containers are printed, thus avoiding the use of labels which can get lost in the process. They are ergonomic and their application systems (in the case of the most aggressive) use spray foam, which prevents the product becoming airborne or splashing the operator or the environment, and thus avoiding accidents.



- Incorporating ergonomic impregnation scrubbing system (TTS): Originally designed to prevent contamination between rooms and common areas, this ergonomic system prevents back, wrist and shoulder problems; furthermore this system avoids contact with liquids and with dirt on the cloths. It reduces the use of water in everyday cleaning procedures, due to the levels of absorption in the mop. Cost savings also occur thanks to a longer lasting product and less water usage.



FUENTEALTA

- Decrease in the packaging weight of the 5 and 8 litre bottles, with a consequent reduction in the amount of materials used (estimated reductions of 20 tons).
- Change to LED lighting in the south delegation and in the factory (50% of the total) promoting energy efficiency.
- Increased recycling in most areas. 100% of the waste generated in the factory and the warehouse is now managed.
- Collaboration with ECOOCÉANOS, with the participation of the personnel of Fuentalta in the clean the beach campaign (Beach San Juan).



GRUPO RECORD

- Continuing with the use of ECOLAB products, which are respectful of the environment.
- Purchase of corporate merchandising using recycled materials.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Installation of recycling bins for paper and carton.
- Improvement of the category of energy efficiency of our buildings, by renewing materials used in renovations and / or arrangements.
- Beginning of the installation of LED lighting in all common areas of the buildings in order to promote energy efficiency.



TASCA EL CALLEJÓN

- Selective recycling of waste, carton, glass and packaging.
- Support for organic farming, by incorporating into shopping basket of a greater number of these products.

Behaviour towards the employees 2014



GRUPO CIO

- Launch of an employee online portal.
- Organization of the 1st Directives Convention of the Grupo CIO.
- Special recognition to those employees with more than 10 years in the Company.
- Increase in the employment of personnel with disabilities.
- Preventive Information: AECC, monthly newsletter "Solidarity in the Company" for all the employees.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Implementation of measures to facilitate parking for the workers of central offices.
- Incentives for participation in the program ECOOCÉANOS corporate volunteering to clean beaches of Tenerife.



GRAN HOTEL BAHÍA DEL DUQUE RESORT

- Incentives to the employees best valued by customers and the company.
- Special recognition to those employees with more than 10 years in the Company.
- Santa Clause party for our youngest group, the children of the employees.
- Football 7 team composed of different departments and part of the League of Hotels.
- Encourage participation in the program ECOOCÉANOS corporate volunteering to clean beaches of Tenerife.
- “Duque Talk” a monthly lunch between management and those employees whose birthday is in that month.



FUENTEALTA

- Expansion of the product offering of the Company under special conditions for employees.
- Introduction of an orientation and welcome procedure for new incorporations in the company.
- In terms of working environment, they have specifically addressed the various circumstances of employees regarding holiday, depending on each person’s family circumstances.
- Recognition and reward of the merchandisers of the Company, highlighting their commitment and availability.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Encourage participation in the program ECOOCÉANOS corporate volunteering to clean beaches of Tenerife.



GRUPO RECORD

- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Free training provided by the company in order to obtain official certifications.
- Encourage participation in the program ECOOCÉANOS corporate volunteering to clean beaches of Tenerife.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Expansion of the product offering of the Company under special conditions for employees.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Encourage participation in the program ECOOCÉANOS corporate volunteering to clean beaches of Tenerife.



TASCA EL CALLEJÓN

- Special discounts on Company products.
- Special recognition to those employees with more than 10 years in the Company.
- Implementing a flexible remuneration for health insurance.
- Encourage participation in the program ECOOCÉANOS corporate volunteering to clean beaches of Tenerife.

Distinctions 2014



Finalist of the Hotel CSR Awards granted by the Group Intermundial-Tourism & Law, with the collaboration of Ashotel and the Spanish Confederation of Hotels and Tourist Accommodations (CEHAT). This award aims to recognize those actions related to the improvement of social, economic and environmental aspects of the hotels. Gran Hotel Bahía del Duque Resort.



Renewal of the GOLD TRAVELIFE AWARD, Gran Hotel Bahía del Duque Resort.



Renewal of the Biosphere Seal, Gran Hotel Bahía del Duque Resort.



ASOCIATION HEART & LIFE Award to the most supportive company. Fuentealta.



Gratitude Diploma from ADEMI. Fuentealta.

Challenges 2015



Contribution towards the community 2015



GRUPO CIO

- Sponsoring of a child through ACTION AID by all the employees.
- Participation of the personnel in the "Operation Kilo: one kilo of food, a million thanks". Food Bank of Tenerife.
- Renewal of the adherence to the United Nations Global Compact platform.
- Increase in the collaboration with social welfare institutions.
- Action "Join Venture" with ECOOCÉANOS and other NGO's to integrate those with mental disabilities in the clean beaches campaign.
- Implementation of a system for evaluating the results of the actions taken.



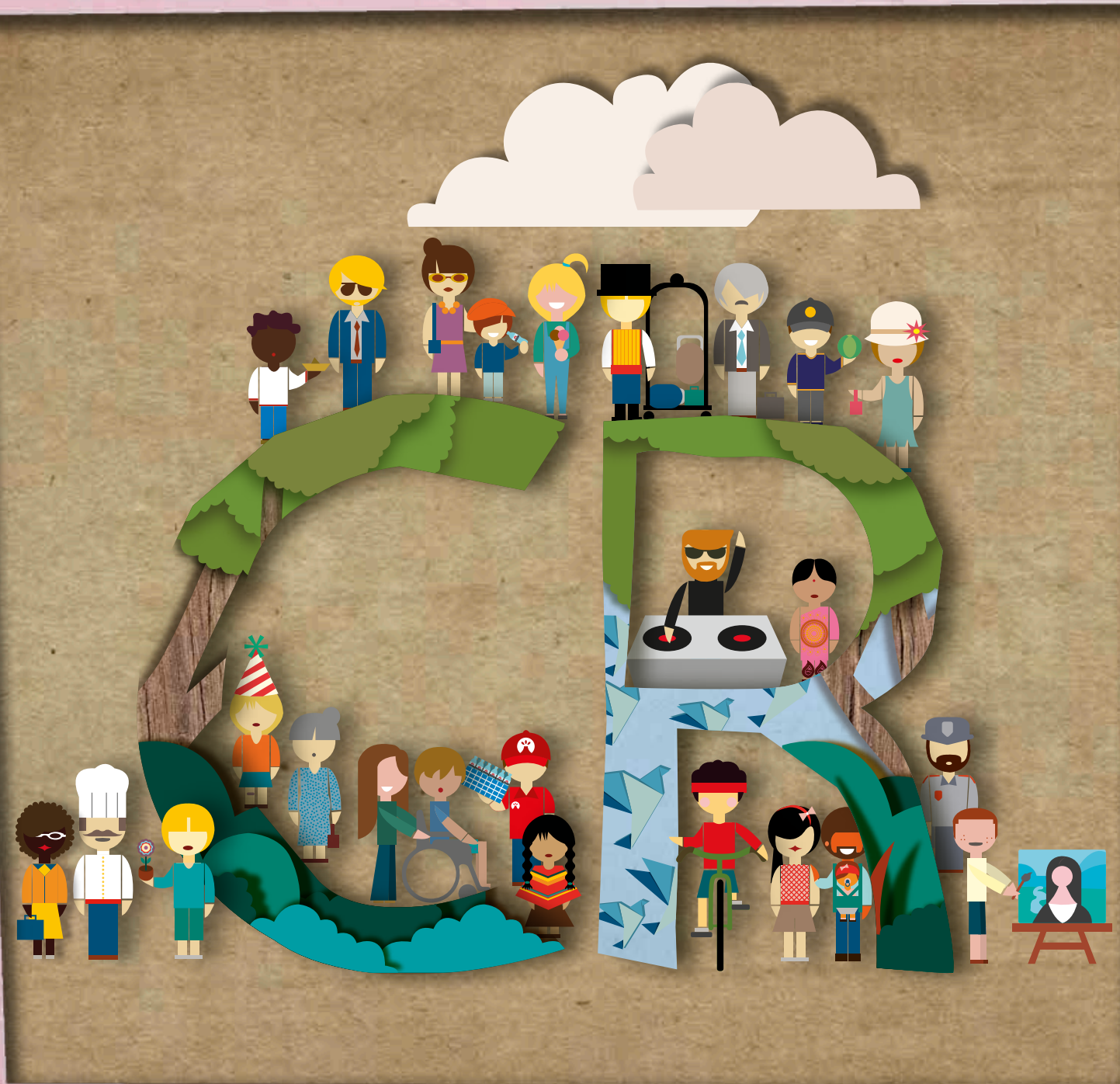
GRAN HOTEL BAHÍA DEL DUQUE RESORT

- Implementation of two new boosting actions of support towards the community proposed by the CR Committee.
- Staff training in providing care and protection of minors.



FUENTEALTA

- Increase the support towards sporting clubs of different disciplines, with a special focus on base teams and female sport.
- Renewal of agreements with various NGO's and charity events.
- Collaboration agreement with the CANARIAN FOUNDATION PEDRO RODRÍGUEZ LEDESMA.
- Continuing with the expansion of actions towards the community in the rest of the Archipelago.
- Implementation of a system for evaluating the results of the actions taken.





GRUPO RECORD

- Donation of hours of Security Service for the AECC.
- Renewal of the employment of people with different disabilities and at risk for social exclusion.
- Employment of a young person at risk of social exclusion, within the Social Project of the Church of Añaza.
- Donation of bedding and furniture to the FOUNDATION SAGRADA FAMILIA AND THE HERMANO PEDRO CENTRE.
- Organization of a charity paddle tennis tournament.
- Participation of the personnel in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Toy drive for the NGO TOY DRIVE.
- Agreement with the association PROSOFUT (Social projects of the future), promoting social and professional integration of young people at risk of social exclusion.
- Increase the participation in corporate volunteer programs.
- Implementation of a system for evaluating the results of the actions taken.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Participation of the personnel in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Renewal of the collaboration with the NGO REMAR, promoting the organisation within the company employees.
- Fundraising in collaboration with AMATE with the sale of bracelets.
- Strengthen collaboration with NGOs for social assistance.
- Implementation of a system for evaluating the results of the actions taken.



TASCA EL CALLEJÓN

- Encourage support towards the community by increasing the purchase of local products.
- Organization of the second edition of the Cooking Workshop with TRISÓMICOS 21.
- Renewal of the campaign “Hucha solidaria”.
- Cooking workshop in the centre of TRISÓMICOS 21.
- Organization of a cooking workshop in the facilities of SOS Children’s Villages.
- Participation of the personnel in the “Operation Kilo: one kilo of food, a million thanks”. Food Bank of Tenerife.
- Implementation of a system for evaluating the results of the actions taken.



The environment and climate change 2015



GRUPO CIO

- Continuation of the change of light bulbs in our headquarters to promote energy efficiency.
- Energy efficiency audit at the Group's headquarters.
- Implement a visual communication system that promotes awareness of sustainability among employees.
- Action "Join Venture" with ECOOCÉANOS and other NGO's to integrate those with mental disabilities in the clean beaches campaign.
- Implementation of a system for evaluating the results of the actions taken.



GRAN HOTEL BAHÍA DEL DUQUE RESORT

- Continued training in environmental awareness and management in tourist establishments directed to the areas of Food and Beverage (kitchen, living room, bars and room service) and the area of Housekeeping.
- Renewal of the BIOSPHERE Seal and the distinction GOLD TRAVELIFE AWARD.
- Implementation of a composting system for the green areas of the Hotel.



FUENTEALTA

- Continuation of the process of reducing the weight of all formats. Continued reduction in weight of the bottles and in the formats of 0.50 and 0.33 litres, especially in smaller containers.
- Substitution of the label from paper to polypropylene (weight reduction: 90-80 grams to 45-40 grams per m²).



- Conclusion of the plan to reduce energy consumption in lighting in the factory by incorporating LED equipment.
- Study of the energy efficiency of the factory.
- Implementation of a system for evaluating the results of the actions taken.



GRUPO RECORD

- Execution of improvement works in our industrial facilities promoting energy efficiency.
- Changing the type of fuel, from diesel to LPG, which is more environmentally friendly and reduces carbon footprint.
- Change of chemicals supplier, with the incorporation of CHRISTEYNS, which has a water recycling system and significantly reduces its consumption.
- Purchase of corporate merchandising made from recycled materials.
- Implementation of a system for evaluating the results of the actions taken.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Improvement of the selective collection of materials in the facilities (common areas of the buildings) with the installation of paper recycling bins.
- Continuation of the improvement of energy efficiency in our buildings, by renewing materials used in renovations and / or arrangements.
- Continuation of the change to LED light bulbs in the common areas.
- Implementation of a system for evaluating the results of the actions taken.



TASCA EL CALLEJÓN

- Improve the collection of waste, by strengthening training and staff awareness.
- Continue to support organic farming, by incorporating into the shopping basket of a greater number of these products.
- Implementation of a system for evaluating the results of the actions taken.

Behaviour towards the employees 2015





GRUPO CIO

- Implementation of points of information of CR in the headquarters of Grupo CIO.
- Starting the annual contest of ideas between employees “My sustainable business”.
- Integration of the communication area in the employee portal.
- Implementation of Employee Card, expanding the product offering of the Company under special conditions.
- Implement a welcome procedure for new incorporations to the company.
- Work environment analysis.
- Implementation of Employee Recognition of the quarter.
- Implementation of “Best Place to Work”.
- Program performance analysis.
- Launch of an employee online portal.
- Organization of the team building initiative II Directives Convention of the Grupo CIO.
- Special recognition to those employees with more than 10 years in the Company.
- Increase of the recruitment of people with disabilities.
- Preventive Information: AECC, monthly newsletter “Solidarity in the Company” for all the employees.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Implementation of measures to facilitate parking for the workers of central offices.
- Implementation of a system for evaluating the results of the actions taken.



GRAN HOTEL BAHÍA DEL DUQUE RESORT

- Improvement of the communication channels by implementing the following:
 - Launch of an employee online portal.
 - Enable a Suggestion Box.
- Implement a welcome procedure for new incorporations to the company.
- Team building initiatives programme for the directives.



FUENTEALTA

- Launch of an employee online portal.
- Development of a training plan.
- Implementation of a talent management program.
- Work environment analysis.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Implementation of Employee Card, expanding the product offering of the Company under special conditions.
- Implementation of a system for evaluating the results of the actions taken.



GRUPO RECORD

- Training and talent development for middle management and technical staff.
- Launch of an employee online portal.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Implementation of Employee Card, expanding the product offering of the Company under special conditions.
- Implementation of a system for evaluating the results of the actions taken.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Launch of an employee online portal.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Implementation of Employee Card, expanding the product offering of the Company under special conditions.
- Implementation of a system for evaluating the results of the actions taken.



TASCA EL CALLEJÓN

- Launch of an employee online portal.
- Implement a welcome procedure for new incorporations to the company.
- Special recognition to those employees with more than 10 years in the Company.
- Work environment analysis.
- Team building initiative for Directives.
- Implementation of Employee Card, expanding the product offering of the Company under special conditions.
- Implementing a flexible remuneration for health insurance.
- Conciliation measures for IT workers during pregnancy.
- Increase in conciliation measures (bank holidays, summer and Christmas schedule).
- Implementation of a system for evaluating the results of the actions taken.

Our CR strategy, an exciting journey

We develop our strategy, publicly assuming a series of commitments because they are the epitome of transparency that any organization can do to boost its Corporate Responsibility. In addition, these commitments draw a roadmap that will enable the implementation of specific actions that aim to be more sustainable and it will be our stakeholders who evaluate us year after year to see if we are on the right track.

We support these commitments with the resources available, human, technical and financial, and we monitor and evaluate the actions which allow us to implement the corrections required to achieve them.

We have classified these commitments according to interest groups to whom they are directed. This way we can move forward in meeting the demands and the expectations they have in CR.



SATISFACTORY



IMPROVABLE



UNSATISFACTORY



Grupo CIO



Gran Hotel Bahía
del Duque Resort



Fuentealta



Grupo
Record



Grupo Inmobiliario
de las Islas Occidentales



Tasca
El Callejón

GENERAL COMMITMENTS

| COMPROMISE 1 | | | | | | |
|------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| 1. Defining a corporate responsibility policy. | | | | | | |
| | | | | | | |
| COMPROMISE 2 | | | | | | |
| 2. Creation a CR Committee comprised of supervisors from the different companies of CIO. | | | | | | |
| | | | | | | |
| COMPROMISE 3 | | | | | | |
| 3. All companies will define their strategy and CR action plan in line with CIO. | | | | | | |
| | | | | | | |

COMMITMENTS TO OUR EMPLOYEES

| COMPROMISE 1 | | | | | | |
|--------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| 1. Talent Management Programme in CIO. | | | | | | |
| | | | | | | |
| COMPROMISE 2 | | | | | | |
| 2. Improving labour conciliation with specific protocols. | | | | | | |
| | | | | | | |
| COMPROMISE 3 | | | | | | |
| 3. Establish communication protocols between employees businesses, identifying and defining channels and managers. | | | | | | |
| | | | | | | |
| COMPROMISE 4 | | | | | | |
| 4. Periodic analysis of the working environment and action taking. | | | | | | |
| | | | | | | |

SATISFACTORY
 IMPROVABLE
 UNSATISFACTORY

COMMITMENTS TO OUR EMPLOYEES

COMPROMISE 5

| | | | | | | |
|------------------------------------------------|--|--|--|--|--|--|
| 5. Analysing and improving prevention results. | | | | | | |
| | | | | | | |

COMMITMENTS TO OUR CUSTOMERS

COMPROMISE 1

| | | | | | | |
|------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| 1. To better understand our customers' expectations, so we can more effectively satisfy their needs. | | | | | | |
| | | | | | | |

COMPROMISE 2

| | | | | | | |
|---------------------------------------------------------|--|--|--|--|--|--|
| 2. Strengthening communication channels with customers. | | | | | | |
| | | | | | | |

SATISFACTORY IMPROVABLE UNSATISFACTORY

COMMITMENT TOWARDS OUR SUPPLIERS

COMPROMISE 1

| | | | | | | |
|-----------------------------------|--|--|--|--|--|--|
| 1. Code of conduct for suppliers. | | | | | | |
| | | | | | | |

COMPROMISE 2

| | | | | | | |
|--------------------------------------------|--|--|--|--|--|--|
| 2. Environmental assessment of suppliers.. | | | | | | |
| | | | | | | |

COMMITMENT TOWARDS THE ENVIRONMENT

COMPROMISE 1

| | | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| 1. Improve environmental management and the fight against climate change through the design of an environmental policy of the company. | | | | | | |
| | | | | | | |

COMPROMISE 2

| | | | | | | |
|---------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| Identification and assessment of the environmental aspects most relevant to each of the companies within the group. | | | | | | |
| | | | | | | |

COMMITMENT TOWARDS THE ENVIRONMENT

COMPROMISO 3

| | | | | | | |
|-------------------------------------------------------------------------------------------|--|--|--|--|--|--|
| 3. Each of our businesses should have a plan of action and environmental internal audits. | | | | | | |
| | | | | | | |

COMPROMISO 4

| | | | | | | |
|---------------------------------------------------|--|--|--|--|--|--|
| 4. Initiatives to mitigate environmental impacts. | | | | | | |
| | | | | | | |

COMPROMISO 5

| | | | | | | |
|-------------------------------------------|--|--|--|--|--|--|
| 5. Environmental assessment of suppliers. | | | | | | |
| | | | | | | |

COMMITMENTS TO THE LOCAL COMMUNITY

COMPROMISE 1

| | | | | | | |
|-----------------------------------------|--|--|--|--|--|--|
| 1. Increase our social action projects. | | | | | | |
| | | | | | | |

COMPROMISE 2

| | | | | | | |
|---------------------------------------------------------------------------|--|--|--|--|--|--|
| 2. Defining policy and a social action program in line with our CR goals. | | | | | | |
| | | | | | | |

COMPROMISE 3

| | | | | | | |
|---------------------------------------------------------------------|--|--|--|--|--|--|
| 3. Define a program that monitors the results of the actions taken. | | | | | | |
| | | | | | | |

SATISFACTORY
 IMPROVABLE
 UNSATISFACTORY

COMMUNITY
SUSTAINABILITY QUALITY
 innovation Corporate
 reality
 FAMILY CULTURE TALENT Familiar
 Dedication Environment Excellence
COMMITMENT SOLIDARITY
 Community Essential
 Employees REDUCE, REUSE, RECYCLE
 COURAGE Leadership ACTION
 Environmet Agreement
 CULTURE COURAGE



2014



PARTNERS AND CHARITABLE ACTIVITIES



10



11



12



19



20



21



13



14



15



22



23



24



16



17



18



25



26



27



28



29



30



37



38



39



31



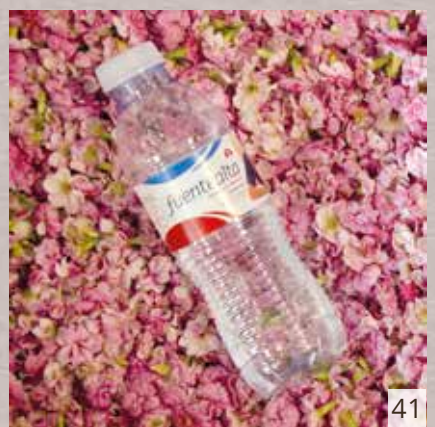
32



33



40



41



42



34



35



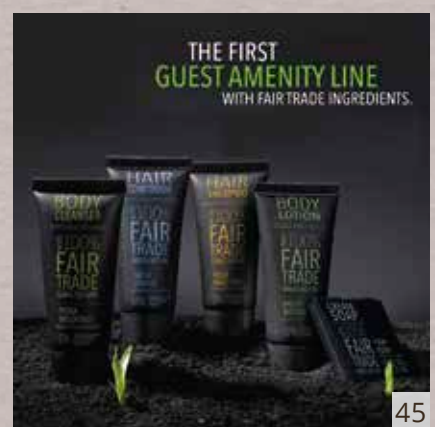
36



43



44



45



46



47



48



55



56



57



49



50



51



58



59



60



52



53



54



61



62



63



64



65



66



67



68



69



70



71



72

1. - 4. Cooking workshop - Trisómicos 21 / Tasca el Callejón.
5. Directives of CIO Convention / Grupo CIO.
6. Recycling bins / Gran Hotel Bahía del Duque.
7. Collaboration with STOP-Fa for the Ataxia de Friedreich - Association Asacán / Grupo CIO.
8. Fuentealta label with AECC . Fuentealta collaborates in the fight against cancer.
9. What can you do with a euro? - Action Aid / Gran Hotel Bahía del Duque Resort.
10. - 13. Trip of CR to India to meet some of the sponsored children - Action Aid / Gran Hotel Bahía del Duque Resort.
14. - 17. Beach clean-up - Ecoocéanos / Grupo CIO.
18. Donation. - Cáritas / Gran Hotel Bahía del Duque Resort.
19. Recycling bins. / Grupo CIO y Fuentealta.
20. Selfie, commemorating the 10th anniversary of Global Compact. / Grupo CIO.
21. Visit. - Association Hermano Pedro / Grupo Record.
22. Food Bank - Bank-Teide / Employees Grupo CIO.
23. - 25. Earth Hour 2014 - WWF / Gran Hotel Bahía del Duque Resort.
26. Experimental sustainable tourist route in electric vehicles. - Turisfera 0Emisiones / Gran Hotel Bahía del Duque Resort.
27. Elaborated materials in the Trisómicos 21 workshop/ Gran Hotel Bahía del Duque Resort: sale in the drugstores.
28. Finalist Hotel CSR- Intermundial-Tourism & Law Group / Gran Hotel Bahía del Duque Resort.
29. Advertising poster - Remar / Grupo CIO: promotion among our staff.
30. Organic corner of cosmetics products / Gran Hotel Bahía del Duque Resort: sale in the drugstores.
31. Donation of service hours to AECC - VII Antique and Collectibles Fairs / Grupo Record.
32. Book bags made by the Association Afanias - Downs Syndrome / Gran Hotel Bahía del Duque Resort: Sale in the drugstores.
33. Agreement with the Alma de Trevejos estate. / Gran Hotel Bahía del Duque Resort: promotion of black pig in the restaurants.
34. - 35. Award Association Heart & Life / Fuentealta.
36. Santa Clause celebration for the children of employees - Gran Hotel Bahía del Duque Resort.
37. Visit. - Association Ataretaco / Grupo Record.
38. Sponsoring. - Action Aid / Grupo CIO.
39. Donation. - Parish of Adeje / Gran Hotel Bahía del Duque Resort.
40. - 43. Collaboration with the carpet makers of La Orotava during the Corpus Cristi celebration/ Fuentealta: official water and elaboration of a documentary about the process of creating the flower and sand carpets.
44. Recruitment Mera. - Trisómicos 21 / Grupo Record.
45. New line of organic amenities - Fair Trade / Gran Hotel Bahía del Duque Resort.
46. Award Best Social Project in the Miss Tenerife pageant / Fuentealta.
47. Sponsorship Miss World and Mr International Tenerife / Fuentealta.
48. Sponsorship Mr Spain International. / Fuentealta.
49. - 50. Sponsorship. - Canarias Surf film Festival / Fuentealta.
51. Sponsorship. - International Festival of Film Music of Tenerife Fimucité / Grupo Record & Fuentealta.
52. Sponsorship. - Fuentealta World Dance 2014 / Fuentealta.

- 53. Fuentealta 2014 Transmite. - Tenerife Design Festival / Fuentealta.
- 54. Sponsorship. - La Laguna Plató de Cine / Fuentealta.
- 55. - 59. II Charity Tournament Raquetas Solidarias. - Sonsoles Soriano Foundation / Grupo CIO.
- 60. - 61. Friendly match Champions League, Top Training Adeje. / Fuentealta.
- 62. - 63. Sponsorship. - Infinity Xtreme / Fuentealta.
- 64. - 65. International Marathon of Santa Cruz de Tenerife. / Fuentealta.
- 66. Donation of AECC towards the International Marathon of Santa Cruz de Tenerife. - AECC / Fuentealta.
- 67. Agreement with the Canarian Wrestling Tenerife Association. / Fuentealta.
- 68. Sponsorship. Carnival Running. / Fuentealta.
- 69. Rubén Rodríguez, European Police and Fire Games, Brussels 2014. / Fuentealta.
- 70. Collaboration. Clinic Martín Fiz. / Fuentealta.
- 71. Collaboration. - Ademi Tenerife/ Fuentealta.
- 72. Campaign don't look away. / Gran Hotel Bahía del Duque Resort.

