



report
er 2015



CIO • Compañía de las Islas Occidentales

The background of the page is a vibrant teal color with a pattern of yellow daisies and pink and yellow roses. In the top right corner, there is a white, torn-paper-style banner with the word "index" written in a black, cursive font.

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In your hands you have Compañía de las Islas Occidentales's 2015 Corporate Responsibility Report. Our goal in developing this report is to publish the progress of our Group in its commitment towards a more sustainable growth. During this past year we have managed to move forward with this mission that is so closely related with the respect towards the environment and the objective of a better future. And we have achieved this, once again, thanks to the efforts of all of us in the Company. In 2016, we will continue on this path, as there is much more to be done.

Letter from the president



Once again, I am pleased to present Grupo CIO's Corporate Responsibility Report, this time, corresponding to 2015.

First of all I would like to thank the involvement of the teams from each of the companies that make up CIO, which has been a key aspect in "doing things well while doing good", our team, our community and the environment.

In 2015, between all of us we managed to reach most of the Corporate Responsibility goals that had been set at the beginning of the year. In order to further improve on these we are now pursuing the objectives set for 2016.

We know that we still need to improve, but we have the firm conviction that we are moving in the right direction.

I hope this report is of your interest.

Sincerely,

Francisco Javier Zamorano
PRESIDENT GRUPO CIO

A handwritten signature in blue ink, appearing to be 'F. Zamorano', written over a faint grid pattern.

CIO, compañía de las islas occidentales

...at the expense of kettles; it seems cruel to keep
...away his freedom at the age of 23. 1881 hump back
...force, though I did make a few passing remarks
...at NYC which made Franice highly indignant. I suppose
...the Johnson family & friends will be having a pretty damp
...with a mostly back-blocks from Waterloo at approx on
Friday morning

CIO Compañía de las Islas Occidentales has been, since its foundation, a great hard working family. This has been the hallmark that has forged the essence of the company, remaining unchanged throughout the 19th and 20th centuries and in these first years of the 21st century.

The Zamorano family began its industrial activities in 1850 in Santa Cruz of Tenerife in the tobacco sector. Of those early decades, we are aware of certain milestones such as the creation of the first commercial ties with Europe and South America, from where technology was imported; or the participation in pioneering sectors, such as the film industry.

The testimony of this "industrial" curiosity has continued until today with the descendants of 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, Luis Zamorano Tais also drove the diversification of 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.

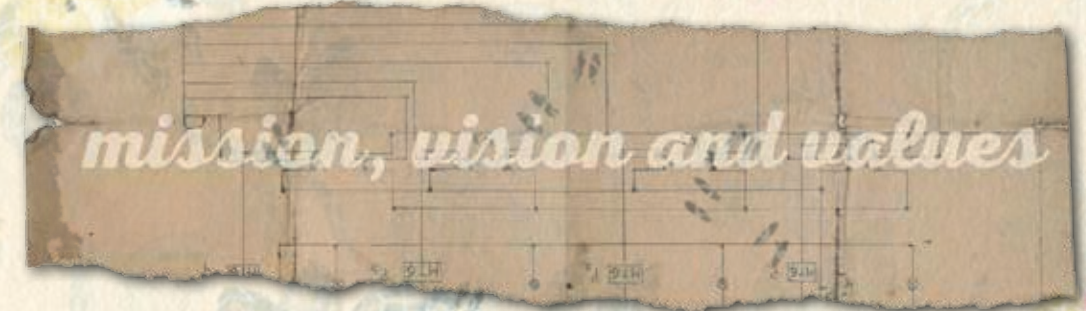
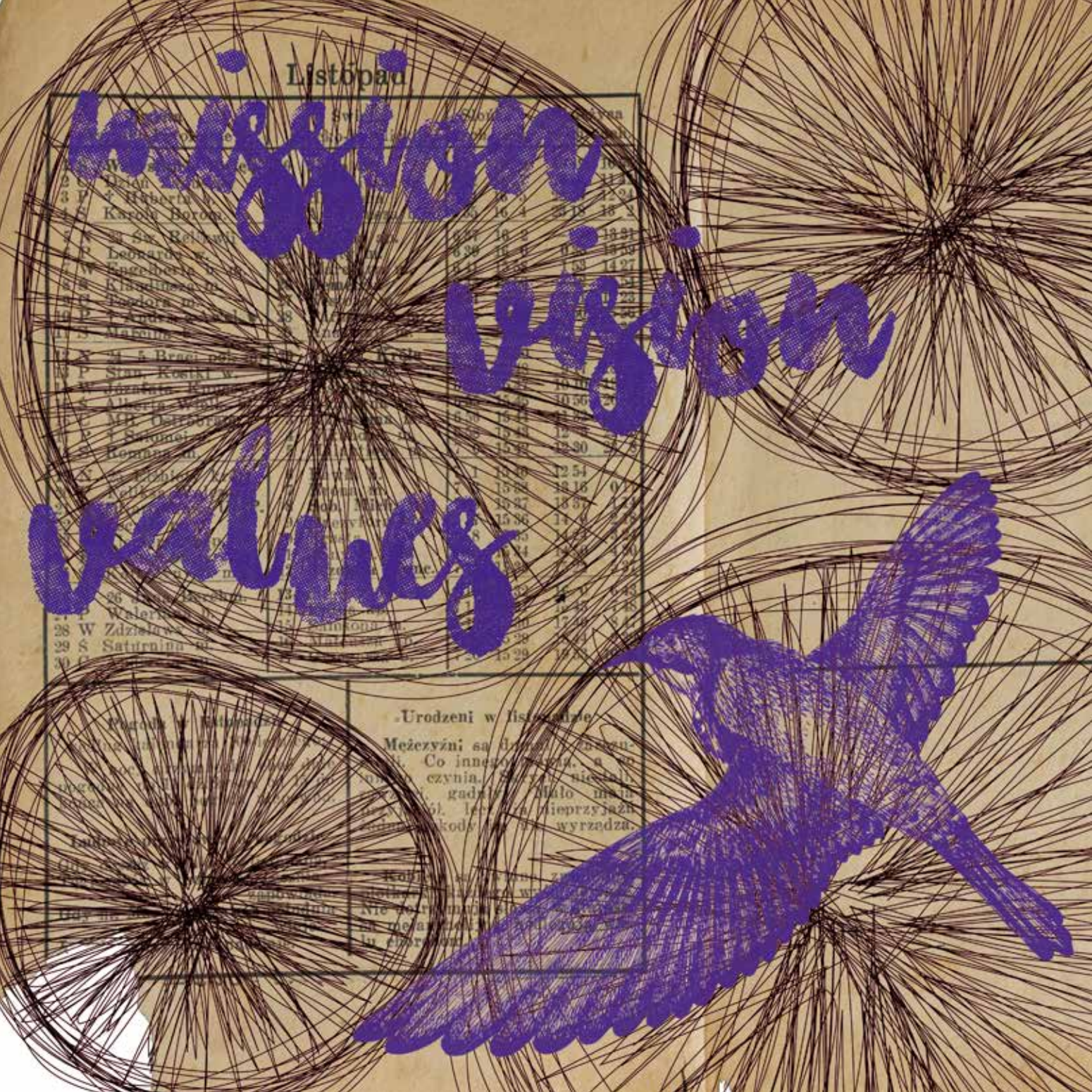
In 1975 the family opened a water bottling plant, AVISA – Aguas de Vilaflor, which would become a market leader in the Canary Islands water sector. Today this brand is Fuentealta.

The entrepreneurial character of the Zamorano Family was once again manifest when they took on the expansion of its activities and the diversification into new projects, this time within a new sector, tourism. Following several years invested in its construction, in 1993 the company opened a hotel establishment that became a landmark in The Canary Islands offering a perfect combination between innovation and tradition: Bahía del Duque.

Two decades later, the Bahía del Duque is still an international leader, it has incorporated new products to its facilities such as The Villas, which offer exclusive services, as well as the Spa Bahía del Duque, a unique outdoor thalassotherapy centre in the Canary Islands and deserving of awards beyond our borders for its facilities and the quality of its treatments.

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

Today, the Grupo CIO manages buildings and industrial spaces in Tenerife; it offers general and security services to companies and industries, it had its 40 year anniversary bottling and distributing water and it plans, creates and manages hotels and resorts in different parts of the world.



As a company, we establish our corporate philosophy in our mission, vision and values, 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, so we have set ourselves the goal of remaining 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 to be a part of the Group.

values

- **Family Values:** The family tradition is a hallmark that has been present during our entire business career and in the projects which have been developed since its founding 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 make up CIO and which make possible its existence acquires great relevance in the work 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 Compañía de las Islas Occidentales and we focus all our working ability, dedication and experience in reaching this objective.
- **Quality and rigor in our service:** Only by committing to high standards of quality and rigour is it possible to surpass our client's expectations. This is why we focus our strengths in developing tools that guarantee the compliance of 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:** Wanting to be an innovating company involves a daily questioning of whether what is being done could be achieved in another way, with the goal of finding new solutions to the challenges faced by our company. This requires dynamic and versatile management skills that adapt to the needs of the moment.



corporate responsibility policies

If you would like further information on the specific Corporate Responsibility Policies for each of the companies, you can access them through the QR codes embedded in this document.



CIO



BAHÍA DEL DUQUE



AVISA



GRUPO RECORD



GRUPO INMOBILIARIO



TASCA EL CALLEJÓN





what do we want to accomplish?

With this Corporate Responsibility Report, in some way we examine ourselves on a yearly basis. Firstly, we communicate our commitments to a more sustainable business development and we establish an open dialogue with our environment. The challenge in this regard is to also integrate into our policies, their expectations and needs.

Furthermore, we see this annual document as a sincere and honest x-ray of the degree of implementation of the proposed actions. We reveal the objectives that we have achieved, but we also identify those we haven't met and we expose the areas in which we need to improve.

In conclusion, we will rely on the results of 2015 in order to define new social, economic and environmental goals, which will allow us to become a more responsible company.



who is this report for?

We present this 2015 report to our stakeholders, who make possible the growth of CIO as an organization and allow us to achieve our goals and commitments.

In this Company we work every day to identify the Corporate Responsibility needs and expectations of our environment, and to define, with this valuable information, our strategic lines.

Employees: our employees are the first prescribers of the values of our organization. Their opinion shapes the image that the company conveys to our immediate surroundings. We encourage internal communication and human resources as the pillars for a more fluid and efficient dialogue.

Customers: together with our employees, they represent our two main stakeholders. Thus, as explained, "meeting client expectations – and even aspiring to surpass them – is the main objective of the professionals that make up Compañía de las Islas Occidentales and we put all our work capacity, dedication to service and experience in trying to reach these goals".





local community (society)

Local Community (society): no Social Responsibility action is possible if the needs of the people are not taken into account as a priority. Therefore, we have spent years promoting and contributing to social development initiatives. It is already a hallmark of our identity. Moreover, talking about CR, we should not ignore the legacy that the actions of the company can generate in future generations. We consider those generations to come, as stakeholders in the present, and they are the inspiration in our concern for preserving the natural environment and in following a sustainable business development model.

Senior Management: by including these stakeholders, we seek to ensure the impulse of the organizational change as it relates to Corporate Responsibility. This is achieved by establishing a policy of ethical and responsible management from a social point of view, with a code of conduct and a social responsibility committee to ensure compliance with the commitments made.



The Environment: even though by definition the environment should not be included within our stakeholders, it is important to consider it in relation to CR. This will ensure that we are aware that the environment can dramatically change the relationship with our company depending on the treatment that we give it and the respect and conservation we demonstrate.

Suppliers: the direct and constant contact of our suppliers with the company also turns them into prescribers of the values that we project from a CR perspective. Therefore, they must have a clear idea of who we are and what we are not. It is also essential that we understand our suppliers' expectations and their commitment to adapt to the requirements imposed by the values of the company.



Strategic Partners: a permanent dialogue and trust is the basis of the relationship with our partners. In this two-way flow, the projection of corporate values is key in order to develop an appropriate balance of strength. Mutual understanding is also essential to develop projects of common interest and benefits.

Public Administration: the recognition of leadership and self sufficiency that we achieve as an organization is cause and effect of the strengthening of the relationship with the public administrations and institutions. Alongside them we will achieve higher levels of efficiency in the mission of adequately addressing social needs.



Media: they are our principal intermediaries with society. It is important to take advantage of opportunities in the media. Each communicative action must be prepared individually and be fully confident that the image projected adequately reflects what and who we are. Moreover, it is essential that we adapt to the current information channels and take advantage of our own communication tools in order to more effectively make people aware of our Corporate Responsibility.

Competition: competition is part of the interrelatedness of all companies with their environment. Setting it as a stakeholder in the strategic planning of our Corporate 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 report in headlines

- We present and assume commitments that stem from our Corporate Responsibility to ensure loyal behaviour towards society and especially towards the environment.
- Family tradition is a hallmark of CIO and of the projects developed since the 19th century by the Zamorano Tais family.
- It is essential to preserve that which has characterized and differentiated us: the guarantee of excellence in the products and services we offer.
- We have a valuable team. 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, precision and sustainable management systems is it possible to exceed the expectations of customers.
- We work with the following approach: a product or service that we offer is a promise to our customers.
- We are convinced that innovation is the road that will allow us to move forward and grow.
- We are committed to the development of a specific Corporate Responsibility strategy and we know that we have a long road ahead of us.
- It is essential to organize good practices and integrate them in a realistic plan that responds to our expectations and those of our stakeholders with whom we interact.
- There is no CR action possible if we don't take into account, as a priority, the needs of the social environment in which the business operates.



actions 2015

During this past year, we have taken another step towards being an increasingly responsible and sustainable Company. From the beginning of the year we have positioned as a highest priority the people, without losing sight of another of the indispensable references, such as the environment.

We maintain a number of collaboration agreements with non-profit organizations that work to improve the social environment. We also support actions in favour of people at risk of exclusion, projects that promote culture and the arts or initiatives that encourage healthy lifestyles, to name three examples.

But without a doubt, once again we must emphasise the behaviour of our employees. We have an exceptional team who constantly demonstrates its commitment towards society and the environment, who participates in energy awareness acts and who are concerned by the problems of the most disadvantaged.

It is these individual attitudes that encourage us to carry on, who show us the way and reinforce our collective conviction.



ALDEAS INFANTILES SOS



Hora del Planeta



Cruz Roja Española



Caritas Diocesana de Canarias



contribution towards the community 2015



GRUPO CIO

- Renewal of the commitment to the United Nations Global Compact Platform.
- Child sponsoring with Action Aid, by the employees of CIO.
- Sponsors of beach cleanups organized by the NGO Ecoocéanos.
- Collaboration with the NGO Ecoocéanos and the Sonsoles Soriano Foundation to jointly organize training and beach clean ups.
- Corporate Volunteering: beach cleanups together with Ecoocéanos, by our director of CR: 7 hours of volunteering.
- Invitation to 40 kids of SOS Children's Village to the "Clown Festival" in the Guimerá Theatre.
- Contribution of the Design Department of CIO, designing raffles and posters for the charity events of the Adult Centre Hermano Pedro, in order to raise funds.
- Donation to FUNCASOR for the purchase of hearing aids for people with hearing disabilities.
- Gifts for the families of FUNCASOR, Spa coupons, and CIO merchandising products.
- Installation of a "Donation Box" for the collection of funds for Aibián and Ariam, Canarian children with motor skills disabilities.
- Video gift for Trisómicos 21 contributing to a crowdfunding project within the Tenerife Solidario program, in order to help raise donations for their campaigns.
- Help in the financing of trophies for the "Nivaria Futsalfem League".



BAHÍA DEL DUQUE

- Collection of food, toys and clothes for the Social Canteen Association La Buena Estrella.
- Recovery of metal residues for its sale, allocating the benefits to Corporate Responsibility projects.
- Collaboration for the 18th consecutive year in the project, "What can you do with a euro?" with Action Aid. Sponsoring 40 children in 7 different countries.
- Supporting the community by increasing the purchase of local food products.
- The sale, in our drugstores, of articles made in the Trisómicos 21 Workshop and the Down Syndrome Association AFANIAS workshop.
- The sale in our drugstores of artisanal and locally designed products.
- Sale in our drugstores of fair trade products.
- Organization of the III Charity Tennis and Paddle Tournament "Raquetas Solidarias" - collecting funds for the NGO SOS Children's Village.
- Organization of the "III Solidarity Market" held among employees of the hotel which sells furniture replaced by refurbishments, and whose proceeds will go to the launch of a scholarship in Tourism Studies and a subsequent internship at the Hotel for the child of an employee.
- Gifts for the families of FUNCASOR, Spa coupons, and CIO merchandising products.
- Collaboration with the "Humboldt Project", hiring young people with difficulties in the labour market through the Rayuela Association.
- Corporate Volunteering Action: Cooking Workshop in the Trisómicos 21 centre with the participation of our chef Braulio Simancas and our pastry chef Ana Rodríguez: 12 hours of volunteering.
- Corporate Volunteering Action: Showcooking in the Centre for Adults Hermano Pedro, on the Canary Islands Day with the participation of our chefs Juanmi Cabrera and Rubén García: 10 hours of volunteering.
- Corporate Volunteering Action: Cooking workshop "A window towards the future" for 25 children

of SOS Children's Village, which took place in their facilities with the collaboration of chefs and the head waiter: 42 hours of volunteering.

- Donations of bedroom and bathroom linens for the SPANISH RED CROSS and CARITAS
- Donations of bedroom and bathroom linens for the Comarcal Valle Colino Shelter, FECAPAP.
- Monthly donation of food to Hermanos de la Cruz Blanca (Hermano Pedro).
- Donation of clothes and shoes from our drugstore outlet for the project "The Wardrobe" by Caritas.
- Presentation of gift cards for hotel stays with breakfast included, to several NGO's, helping raise funds for their charity projects.



FUENTEALTA

- Increase in the support towards sports clubs over the previous year, prioritizing base and female sports.

DISCIPLINE	TEAMS	LITRES	DISCIPLINE	TEAMS	LITRES
Basketball	16	39.063	Cycling	2	324
Football	21	73.291	Handball	1	3.784
Indoor Football	3	2.322	Rhythmic gymnastics	2	2.920
Volleyball	8	9.226	Roller Derby	1	390
Beach Volleyball	1	756	Canarian Wrestling	3	1.095
Baseball	1	1.784	Athletics	Several athletes	3.926
Dance	1	12.880			
TOTAL litres 141.371					

- Renewal of the collaboration with different non-profit organizations (in litres of water):

Organization:

- Association of Haemophilia of Santa Cruz de Tenerife 2.342 L.
- Spanish Association against Cancer (AECC) 1.056 L.



- Association of Parkinson's Of Tenerife	1.620 L.
- SOS Children's Villages Spain	7.336 L.
- Tenerife Association Trisómicos 21	2.400 L.
- ADEMI Tenerife Sporting Association	2.640 L.
- Official School of Dentists of Santa Cruz de Tenerife	756 L.
- Sonsoles Soriano Foundation	1.800 L.
- REMAR	1.920 L.

Total litres: 21.870 L.

• Additionally, we have collaborated with a number of activities in line with our commitment to contribute to the community by supporting charity events such as:

- Collaboration with the Council Games 2015.
- Collaboration with the race "Ponle Freno" (Adeje).
- Support and contribution to the AECC event "Tenerife in motion" in Santa Cruz.
- Food Drive in Plaza San Juan, La Laguna.
- Collaboration with the party "Friends of Vitolo 2015".
- III Charity Tournament Raquetas Solidarias.
- Contribution with the charity run FUNCASOR.
- Charity run Suroeste.
- Collaboration with the Comarcal Valle Colino Hostal.
- Collaboration in a variety of activities with ADEMI.
- Contribution towards the "Race for Women".
- Charity Sporting event "Tegueste Te Enreda".
- Participation in the "Open House Workshop" from SOS Children's Village.
- UNICEF Trophy Club in the Club Náutico.

- Collaboration with "Corazón y Vida" Association.
- Collaboration with "La Laguna Film Studio" (short film competition).
- Contribution in the event "Buscándome las habichuelas" from CÁRITAS.
- Contribution in the Charity Gala in favour of the AECC.
- Contribution in the Parkinson's Race / Camino Largo.
- ADASAT - Day of the roller skates.
- Collaboration with Ecoocéanos (beach clean ups).
- Day of the Bicycle in Garachico.
- Day of Volunteering in the Telefonica Foundation.
- Canarias Surf Film Festival - El Médano.
- Collaboration in the "Babel Festival of Language and Culture".
- Collaboration and support towards the "Cooking Workshop Trisómicos 21".

• Official water of the Canarian Foundation Pedro Rodriguez Ledesma during 2015

Total litres: 16.756

• We have continued with the support and contribution in multiple events directly related with the philosophy of Fuentealta, focused around healthy lifestyle habits.

Total litres: 57.822

Litres en Total: 233.819

- Other activities of support towards Canarian traditions and values:
 - Sponsors of a candidate of the 2015 Queen of Carnival Gala, crowned as the Queen of Carnival of Santa Cruz de Tenerife.

- Help in the financing of school material and transport for students of the Nazaret School of Los Realejos for the painting of a mural on the playground of the paediatric floor of the University Hospital of the Canary Islands (HUC). Action organized by the professor and artist Roberto Rodriguez (RoRo).
- Sponsors of the referees of the Tenerife Federation of Canarian Wrestling.



GRUPO RECORD

- Maintaining the employment of an admin assistant with disabilities.
- Donation of Security and Safety service hours for the AECC.
- Donation of auxiliary service hours for the AECC.
- Maintaining the employment of three laundry operators with disabilities.
- Donations of materials to the Foundation Sagrada Familia, Centre Hermano Pedro.
- Agreement with the association NAHIA, a labour insertion project for young people at risk of social exclusion.
- Food drive for the Food Bank.
- Sponsorship of the Triathlete Rayco Marrero.
- Sponsorship of Abdel Aman, runner up in the Canary Island Skeet Shooting Championship.
- Sponsorship of the C.B Los Toscones of Fuerteventura.
- Contribution in the donation of clothes to the Valle Colino Animal Shelter.



TASCA EL CALLEJÓN

- II Gastronomic Conference with Trisómicos 21, allocating part of the proceeds to the NGO.
- Cooking workshop, creating and serving lunch menus by the members of Down Tenerife.
- Continuation of the project "Donation Box" with Trisómicos 21.

- Presentation of a Dinner for Two Gift Card for a photography contest, organized by the Official School of Languages of Santa Cruz de Tenerife.
- Supporting the community by increasing the purchase of local food products.
- Corporate Volunteering action: Cooking workshop in the Trisómicos 21 centre with the participation of our chef Braulio Simancas and the pastry chef Ana Rodríguez: 12 hours of volunteering.
- Corporate Volunteering action: Cooking workshop "A window towards the future" for 25 children from the SOS CHILDREN'S VILLAGE with the collaboration of chefs and head waiters: 42 hours of volunteering.





behaviour towards the employees 2015



GRUPO CIO

- Creating awareness about beach cleanups for volunteers of the Grupo CIO.
- Launch of the employee online portal.
- Organization of the 2nd Convention of Directives of the Grupo CIO.
- Special recognition to "Dinosaur Employees" those 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.
- Conciliation measures for staff during pregnancy.
- Conciliation measures for staff by increasing two bank holidays in the year as well as the 24th and 31st of December.
- Conciliation measures: summer and Christmas special schedule.
- Implementation of measures to facilitate parking for the workers of the Corporate Offices.
- Definition of positions and reorganization of the organizational structure of CIO.
- Team building activities.
- Implementation of the program "Employee of the Trimester".
- Internships for young people at risk for social exclusion through ATARETACO.
- Job placement of young people at risk for social exclusion through the Association NAHIA.
- Periodical meetings with associations that help relocate workers at risk of social exclusion.
- Collaborating with the project "Employing the equality" by the Society of Development in Santa Cruz de Tenerife, creating the professional profile and conducting interviews with potential candidates.
- Continuing training for the employees of the Grupo CIO.
- Participation in "Capacitados", conferences to bring awareness to company directives and human resource departments about the capabilities of people with visual and motor skill disabilities.
- Delivery of Disa Petrol cards for the employees of Grupo CIO, entitling them to discounts in its service stations.
- Encouraging participation in the Ecoocéanos program of Corporate Volunteering for beach cleanups.



BAHÍA DEL DUQUE

- Publication and dissemination of the Corporate Responsibility Policy.
- Improvement of ascending communications channels through the launch of the "Employee Online Portal".
- Employee training on the "attention and protection of minors"
- Development of an Welcome Orientation plan for new employees.
- Creation of a "Corporate Responsibility Committee" for greater staff participation in CR ideas.
- Dissemination amongst the employees of the "attention and protection of minor's policy".
- Encouraging participation in the Ecoocéanos program of Corporate Volunteering for beach cleanups.
- Support of the Football 7 team: made up of different departments and participating in a hotel league.
- Work environment appraisal: conducting surveys.
- Birthday gift of a cake and greeting card for each employee on their birthday.
- Incentives for the employees most valued by clients and by the company.
- Special recognition to "Dinosaur Employees", those with over 10 years in the Company.
- Christmas staff party.
- "Duque Let's Talk", monthly lunch between management and employees who have their birthdays that month.
- Talent Management: Performance appraisals of middle management positions.
- Recognition of births and deaths in the families of our employees.
- Santa Clause Christmas Party for the youngest of the company; "the children of our employees".



FUENTEALTA

- Conciliation measures enabling holidays during Easter week.
- Encouraging new employees with a Hotel Gift Card, for their rapid adaptation, attitude and commitment shown to the company.



GRUPO RECORD

- Training and development of talent for middle management positions and technical roles.
- Organization of the 1st Grupo Record Convention, where over 100 employees of different areas and services shared a day of team building.
- Encouraging the participation of employees in the Ecoocéanos program of corporate volunteering for beach cleanups.
- Preventative Information. AECC, monthly newsletter "Solidarity in the Workplace" for all the employees.
- Publication and awareness amongst the staff of the Corporate Responsibility Policy.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Conciliation measures by increasing two bank holidays in the year as well as the 24th and 31st of December.
- Encouraging the participation of employees in the Ecoocéanos program of corporate volunteering for beach clean ups.
- Preventative Information. AECC, monthly newsletter "Solidarity in the Workplace" for all the employees.
- Publication and awareness amongst the staff of the Corporate Responsibility Policy.



TASCA EL CALLEJÓN

- English language courses for the hospitality industry: 20 hours.
- Special recognition to "Dinosaur Employees" those with more than 10 years in the Company.
- Encouraging the participation of employees in the Ecoocéanos program of corporate volunteering for beach clean ups.
- Preventative Information. AECC, monthly newsletter "Solidarity in the Workplace" for all the employees.
- Publication and awareness amongst the staff of the Corporate Responsibility Policy.



the environment and climate change 2015



GRUPO CIO

- Sponsorship of a beach cleanup program with Ecoocéanos.
- Energy audit of the Corporate Offices.
- Installation of signage on the premises of the headquarters with the aim of informing and raising awareness on energy and water savings.
- Installing and bringing awareness to recycling bins in Corporate Offices.
- Improved management of waste collection in the office with the installation of selective bins developed by company personnel.
- Continuation with the LED lights installation program.



BAHÍA DEL DUQUE

- Implementation of our organic farm that supplies produce to the restaurants of the Hotel.
- Support of organic farming by incorporating a greater number of organic products into our cuisine.
- Employee training in environmental awareness and management in tourism establishments aimed towards the Food & Beverage department (kitchen, bars, dining area, room service).



- Renewal of the Biosphere Seal and the Travelife Gold Awards.



- Development of a composting system for the green areas of the Hotel.
- Participation once again in the "Earth Hour" initiative, promoted by the environmental NGO, WWF.
- Implementation and promotion of the separation of residues, placing recycling bins in the Hotel and Villa offices.
- The sale of organic products in our drugstores.
- Installation of water reducing pressure valves in taps, showers, bidets, as a water consumption saving measure.
- Implementation of hydraulic lifts in all the Hotel beds facilitating ergonomics and improving the occupational health of the maids.

ECOLAB

- Use of the organic chemical cleaning products ECOLAB, which has allowed significant financial and consumption savings versus the use of conventional "finished" products.

Considerable reduction in the number of containers, decrease in the amount of chemical residue thanks to the use of dispensers and which increase the safety of their application by using a spray foam.



FUENTEALTA

- Continuation of the process of reducing the weight of all PET formats
- Substituting the paper labels to polypropylene labels in all PET formats (improved weight and decrease of the use of raw materials).
- Completion of a energy efficiency plan for the water bottling plant.



GRUPO RECORD

- Renovations in the industrial facilities increasing energy efficiency. Natural Gas Plan.
- Change of Chemical supplier, Christeysn, with a recycling system of the water, significantly reducing the consumption of it.

- Completion of the change of fuel plan, from diesel to LPG, more respectful of the environment by reducing the carbon footprint of the laundry facilities.
- Changing one of the laundry trucks from diesel to LPG.
- Purchase of corporate merchandising made of recycled materials.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Continued improvement of the selective collection of materials in the offices.
- Gradual substitution of the windows of the establishment for energy efficiency ones.
- Improvement of the Energy Efficiency category of our establishments, through the renovation of the materials used in the refurbishments of each establishment.
- Continuation of the change to LED lights in all the common areas of the buildings.



TASCA EL CALLEJÓN

- Maintaining the selective recycling of residues: cardboard, glass and bottles.
- Supporting organic farming by purchasing more local organic products for the restaurant.
- Continuation with the improvement of energy efficiency through the installation of LED lighting.



distinctions 2015



CABILDO DE TENERIFE: "Special award Cabildo Insular of Tenerife 2015 in recognition of companies for their work and dedication towards Canarian Wrestling, conceded to Fuentealta.



SINPROMI: Recognition to the Grupo Record as a partnering company for the employment of people with disabilities.



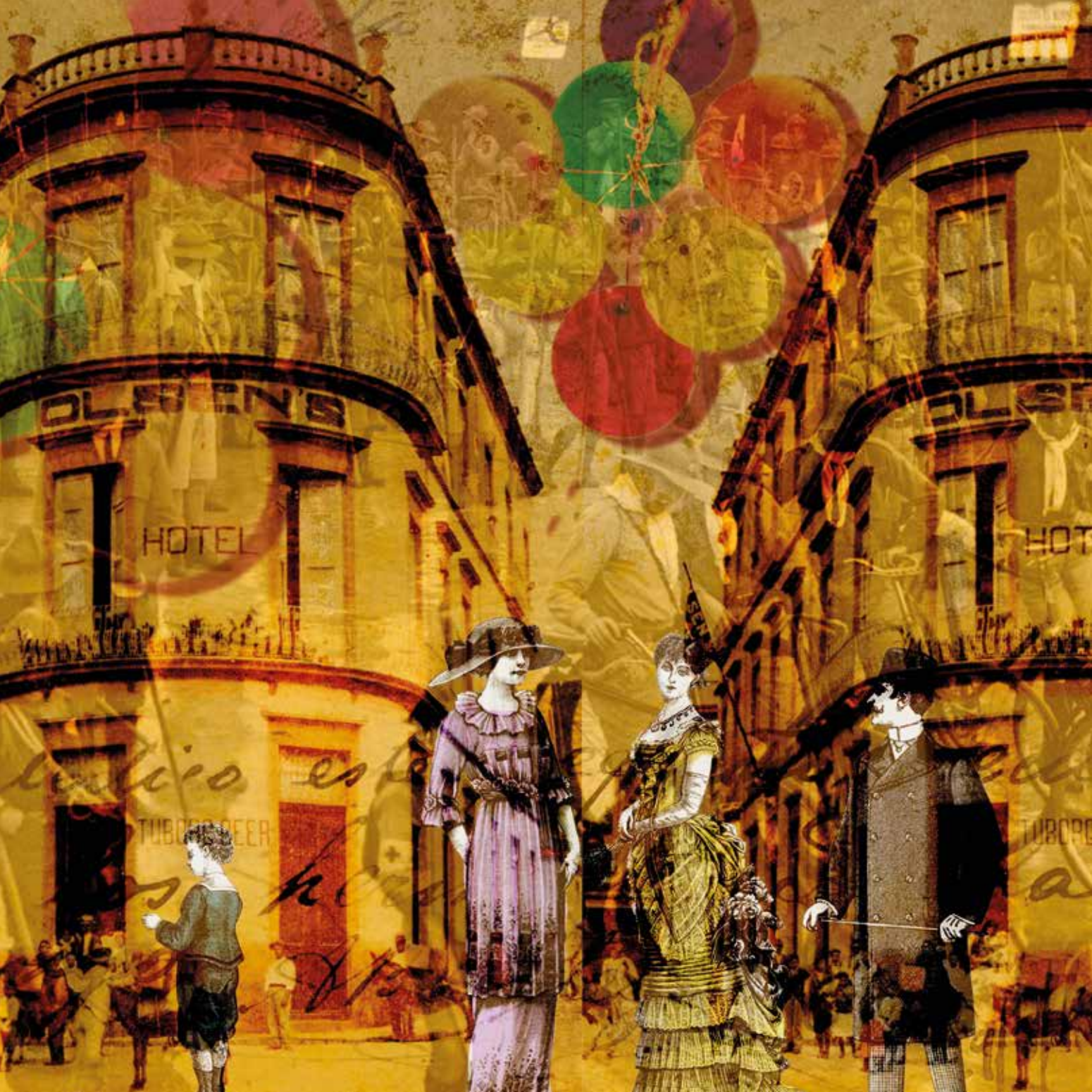
SOCIEDAD DE DESARROLLO: Recognition for the Grupo CIO as a Socially Sustainable Company.



TRAVEL GOLD CERTIFICATION: to Bahía del Duque for its commitment to the protection of the culture and its traditions, its support of the community and environmental preservation.



BIOSPHERE 2015: Renewal of the Biosphere Seal, conceded to Bahía del Duque.



events 2015

- Lecture during the **I Conference of Human Resources in the Canary Islands** by Monica Rumeu, director of CR, sharing the experience of the Grupo CIO in Corporate Volunteering.
- Lecture during the **I Forum DIRCOM – The Impulse of Corporate Responsibility in the Canary Islands**, with the presentation of the management model of CIO led by Monica Rumeu, director of CR.
- Presentation in the **II Edition of the Rethink Hotel Awards**, with a lecture on the management and CR policies of CIO led by the director of this area, Monica Rumeu.



contribution towards the community 2016



GRUPO CIO

- Renewal of the commitment towards the United Nations Global Compact Platform.
- Continuing with child sponsorship by the employees, as part of the Action Aid program.
- Continue to support social welfare institutions, increasing donations and contributions towards their projects.
- Collaboration with Ecoocéanos with beach cleanups, establishing synergies between them and other NGO's, with the consequent training of its members.
- Continuation of Corporate Volunteering.



BAHÍA DEL DUQUE

- Awarding a scholarship to the child of an employee for the completion of their studies in Tourism and a subsequent internship in the Hotel.
- Provide training in housekeeping measures for the association Trisómicos 21.
- Continue with the recovery of metallic residues for their sale, allocating the funds to Corporate Responsibility projects.
- Maintaining for the 19th year the project "What can you do with 1 euro?" by Action Aid.
- Continuation with the support towards the community by increasing the purchase of local products.
- Increase the sale in our drugstores of products created by Trisómicos 21, Association for Down Syndrome AFANIAS and other NGO's.



- Increase the sale of local artisanal products.
- Sale in our drugstores of fair trade products.
- Organization of the IV Charity Tournament "Raquetas Solidarias" benefiting the Step by Step Foundation.
- Organization of the "IV Solidarity Market" held among employees of the hotel which sells furniture replaced by refurbishments, and whose proceeds will go to the launch of a scholarship in Tourism Studies and a subsequent internship at the Hotel for the child of an employee.
- Collaboration with the Humboldt Project, hiring young people at risk of social exclusion through the Rayuela Association.
- Maintaining the Corporate Volunteering program with NGO's.
- Continuation with the donation of bedroom and bathroom linens to NGO's.
- Continuation with the monthly donation of non-perishable foods to the Hermanos de la Cruz Blanca (Hermano Pedro).
- Donation of clothing and footwear from our drugstores for the project "The Wardrobe" from Caritas.



FUENTEALTA

- Continuation of support for different sports clubs, both male and female.
- Renewal of contributions to different non-profit organizations and the collaboration with charity events organized during the year.
- Renewal of the agreement with the Canarian Foundation Pedro Rodríguez Ledesma.
- Implementation of similar actions for the rest of the archipelago.
- Implementation of a system for evaluating the results of the actions carried out.



GRUPO RECORD

- Maintaining the employment of an admin assistant with disabilities.
- Donation of Security and Safety service hours for the AECC.

- Donation of auxiliary service hours for the AECC.
- Increase the agreements with associations for people with disabilities and labour integration projects for young people at risk of social exclusion. NAHIA, ATARETACO, SIMPROMI, etc.
- Increase the employment of laundry operators with disabilities.
- Food drive for the Food Bank.
- Collection of toys for the Toy Bank.
- Sponsorship of the triathlete Rayco Marrero.
- Sponsorship of Abdel Aman, runner up in the Canary Islands Skeet Shooting Championship.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Food drive for non perishable items for the Food Bank.



TASCA EL CALLEJÓN

- Increase the support of the community through the purchase of local products.
- Organization of the III Edition of the Cooking Workshop with Trisómicos 21 to raise funds for the Association.
- Renewal of the Project "Donation Box" for different NGO's.
- Organization of the II Edition of the Cooking Workshop in the Trisómicos 21 centre.
- Organization of a cooking Workshop in the centre of another NGO.
- Participation of staff in the project "Operation Kilo: A kilo of food, a million thanks"- Tenerife Food Bank.

behaviour towards the employees 2016



GRUPO CIO

- Integration of the Communication area in the Employee Online Portal
- Expansion of the company product offering under special conditions for the employees.
- Implementation of a new Welcome Procedure for new employees.
- Work environment analysis.
- Continuation of the employee recognition program with "Employee of the Trimester"
- Implementation of the Human Resources certification "Best Place to Work" or "Healthy Companies"
- Award for the best idea on how to boost sustainability in the company.
- Quarterly recognition of the "Environmental Champion"
- Implementation of the "Sustainable Corners" in the facilities of all the companies.
- Launch of the annual "Dialogue Panel" with employees of the Company who have shown outstanding social and environmental commitment.
- Organization of the III Convention of Directors of Grupo CIO
- Continue to encourage the participation in actions of Corporate Volunteering.
- Recognition of "Dinosaur Employees" for those who have spent over 10 years at the company.
- Increase in the employment of people with disabilities.
- Preventive Information: AECC, monthly newsletter "Solidarity in the Company" for all the employees.
- Conciliation measures for 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.
- Encouraging the participation in the Ecoocéanos program in Corporate Volunteering for beach cleanups.
- Training and further education for employees.
- Team building initiatives for employees.



BAHÍA DEL DUQUE

- Installation of a "Suggestion Box" in the online Employee Portal.
- Launch of the orientation program for new incorporations to the company.
- Team building initiatives for management.
- Launch of the employee card, expanding the special offers of the product offerings.
- Awarding a scholarship for the child of an employee for the completion of studies in tourism and a subsequent internship in the Hotel.
- Awareness and revision of the Attention and Protection of Minors Policy.
- Performance appraisals for staff.
- Continued support to the Team of Football 7, comprised of the different departments who participate in a hotel league.
- Work environment surveys.
- Birthday gift of a cake and greeting card for each employee on their birthday.
- Continuation of the incentives for the most valued employees by clients and the company.
- Special recognition to "Dinosaur Employees" those with more than 10 years in the Company.
- Organization of the Staff Christmas party.
- Continuation of the program "Duque Let's Talk": a monthly lunch between management and employees who celebrate their birthdays that month.

- Recognition of births and deaths in the families of our employees.
- Santa Clause Christmas party for the children of employees.
- Award for the best idea on how to boost the sustainability of the company.
- Launch of the "Sustainability Corners" program in all the facilities of the company.
- Launch of the annual "Dialogue Panel" with employees of the Company who have shown outstanding social and environmental commitment.
- Encouragement in the participation of the Ecoocéanos program of Corporate Volunteering in beach cleanups.
- Continued training and education for employees.



FUENTEALTA

- Launch of online employee portal.
- Implementation of the Employee Card, expanding the product offering of the Company under special conditions.
- Implementation of Employee Recognition Program, "Employee of the Trimester"
- Development of a training plan.
- Launch of a talent management program.
- Work environment evaluation.
- Enhancing of conciliation measures.
- Implementation of an evaluation system for the measures carried out.
- Award for the best idea on how to boost sustainability in the company.
- Launch of the "Sustainability Corners" program in all the facilities of the company.
- Launch of the annual "Dialogue Panel" with employees of the Company who have shown outstanding social and environmental commitment.
- Team building initiatives for management.



- Special recognition of those employees with more than 10 years in the Company.
- Preventive Information: AECC, monthly newsletter "Solidarity in the Company" for all the employees.
- Encouraging the participating in the Ecoocéanos program of Corporate Volunteering for beach clean ups.
- Continued training and education for employees.
- Team Building initiatives for staff.



GRUPO RECORD

- Implementation of Employee Recognition Program, "Employee of the Trimester".
- II Grupo Record Convention.
- Team building initiatives for management.
- Special recognition of those employees with more than 10 years in the Company.
- Preventive Information: AECC, monthly newsletter "Solidarity in the Company" for all the employees.
- Award for the best idea on how to boost sustainability in the company.
- Launch of the "Sustainability Corners" program in all the offices.
- Launch of the annual "Dialogue Panel" with employees of the Company who have shown outstanding social and environmental commitment.
- Encouraging the participation in the Ecoocéanos program of Corporate Volunteering for beach cleanups.
- Continued training and education for employees.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Launch of online employee portal.
- Work environment evaluation.
- Special recognition to "Dinosaur Employees" those with more than 10 years in the Company.

- Preventive Information: AECC, monthly newsletter "Solidarity in the Company" for all the employees.
- Award for the best idea on how to boost sustainability in the company.
- Launch of the "Sustainability Corners" program in all the offices.
- Launch of the annual "Dialogue Panel" with employees of the Company who have shown outstanding social and environmental commitment.
- Encouraging the participating in the Ecoocéanos program of Corporate Volunteering for beach cleanups.
- Continued training and education for employees.
- Team building initiatives for staff.



TASCA EL CALLEJÓN

- Launch of online employee portal
- Work environment evaluation.
- Special recognition to "Dinosaur Employees" those with more than 10 years in the Company.
- Preventive Information: AECC, monthly newsletter "Solidarity in the Company" for all the employees.
- Award for the best idea on how to boost sustainability in the company.
- Launch of the "Sustainability Corners" program in all the offices.
- Launch of the annual "Dialogue Panel" with employees of the Company who have shown outstanding social and environmental commitment.
- Encouraging the participating in the Ecoocéanos program of Corporate Volunteering for beach clean ups.
- Continued training and education for employees.
- Team building initiatives for staff.

the environment and the climate change 2016



GRUPO CIO

- Development of an Environmental Policy for the Corporate Offices.
- Continuation of the Energy Efficiency plan in the Corporate Offices.
- Sponsoring of the NGO Ecoocéanos.



BAHÍA DEL DUQUE

- Continuing with the development of the organic farm for the Hotel restaurants.
- Supporting organic agriculture by purchasing from the Cáritas gardens.
- Increase in the number of organic products on offer in the Hotel.
- Continuation with the production of compost for the use in our gardens.
- Training in environmental awareness and management in the departments of Housekeeping and Maintenance.
- LED light installation in the Spa.
- Establishment of a roadmap in terms of environmental performance and study of possible environmental certifications.
- Improved control of consumption of office paper.
- Renewal of the Biosphere Seal and the Gold Travellife Award.
- Renewal of the TUI Environmental Champion Award.
- Improvement of the management of ceramic and glass waste.



FUENTEALTA

- Analysis of the possibility of further reducing the weight of the materials used in the production process:
 - PET containers.
 - Change of label in the glass formats from paper to polypropylene.
- Launch of the partial plan of energy efficiency in the water bottling plant.



GRUPO RECORD

- Development of a technical improvements plan to reduce fuel, energy and water consumption in the Dry Cleaners.
- Conclude the change in type of fuel, from diesel to LPG, which is more respectful of the environment by reducing the carbon footprint of the laundry facilities.
- Changing one of the laundry trucks from diesel to LPG.
- Purchase of corporate merchandising made from recycled materials.
- Implementation of the ISO 9001 certification.



GRUPO INMOBILIARIO ISLAS OCCIDENTALES

- Continue to strengthen and improve the recycling system.
- Continue with the improvement in the category of energy efficiency of our facilities by renovating the materials used in the renovations refurbishments.
- Conclude the installation of LED lighting in all the common areas.



TASCA EL CALLEJÓN

- Continue to strengthen and improve the recycling system.
- Support of organic farms by purchasing and incorporating more of these products into the restaurant.



The first step in the development of our Corporate Responsibility strategy is to communicate our firm commitment toward sustainability and to assume publicly a series of commitments.

The commitments, objectives and goals we present draw a roadmap that enables the implementation of concrete actions and our stakeholders will be responsible for periodically evaluating us and making sure we do not deviate from the right path.

We are aware that on this road that we have decided to take, we can only move forward by providing the human, technical and financial resources necessary in each case.

We detail each one of our commitments classified by the interest groups to whom they are directed.



SATISFACTORY



IMPROVABLE



UNSATISFACTORY



Grupo CIO



Bahía del Duque



Fuentalta



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.						
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
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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 channel with customers.						

SATISFACTORY
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 UNSATISFACTORY

COMMITMENTS 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

2. Identification and assessment of the environmental aspects most relevant to each of the companies within the Group.						

COMMITMENTS TOWARDS THE ENVIRONMENT

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

COMPROMISE 4						
4. Initiatives to mitigate environmental impacts.						

COMPROMISE 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 the line with our CR goals.						

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



2015







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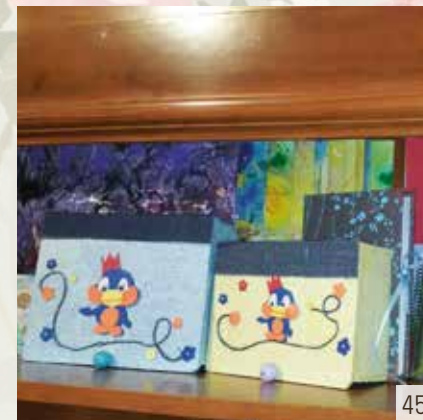
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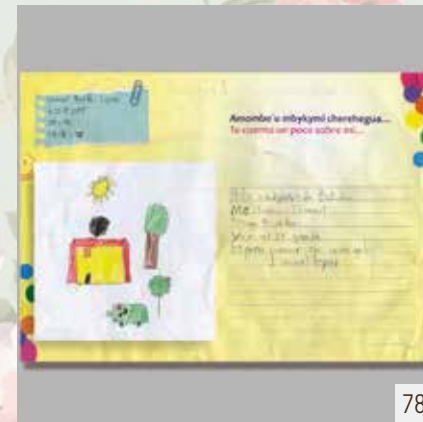
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1. Invitation to present the commitments and CR actions of Bahía del Duque in the 2nd Edition of the Rethink Hotel Awards / Bahía del Duque.
- 2.-3. Invitation to share the experiences of the Grupo CIO in Corporate Volunteering in the 1st Congress of Human Resources in The Canary Islands / Grupo CIO.
- 4.-5. Beach cleanups run by Ecococéanos and coordinated by the Grupo CIO for volunteers of Grupo CIO and the Foundation Sonsoles Soriano / Grupo CIO and Fuentealta.
6. Distinction as a Collaborating Company of Sinpromi for its employment of people with disabilities / Grupo Record.
- 7.-9. Showcooking for the celebration of the Day of The Canary Islands in the centre of the Foundation Sagrada Familia, Adult Centre Hermano Pedro / Bahía del Duque, Fuentealta and Record.
- 10.-11. Participation of human resources and CR staff in the Training Sessions to create awareness about disabilities and the ability to work / Grupo CIO.
- 12.-14. Ocean Cross Run / Fuentealta.
15. Donation of bed and bath linens for Fecapap in Valle Colino / Bahía del Duque and Record.
- 16.-21. Culinary workshops "A Window Towards the Future" on the SOS Children's Villages farm / Bahía del Duque, Fuentealta and the Tasca El Callejón.
- 22.-23. Fuentealta Calendar Transmite 2015 / Fuentealta.
24. Exhibition of the donated clothes in "The Wardrobe", for Cáritas charity shop / Bahía del Duque.
- 25.-28. Cooking Workshop in the Trisómicos21 Centre / Bahía del Duque, Fuentealta and Tasca El Callejón.
- 29.-32. Earth Hour 2015 – WWF / Bahía del Duque.
- 33.-42. III Charity Tournament Raquetas Solidarias for SOS Children's Villages / Grupo CIO, Bahía del Duque and Fuentealta.
43. Presentation of the cheque to the NGO SOS Children's Villages, from the proceeds raised by the III Charity Tournament Raquetas Solidarias / CIO Group.
44. Sale in the drugstores of products made by the Association for Down Syndrome AFANIAS / Bahía del Duque.
45. Sale in the drugstores of products made by Trisómicos 21 / Bahía del Duque.
46. Gift Cards presented in charity dinners to several NGO's / Bahía del Duque.
- 47.-48. Employment of young people at risk of social exclusion / Grupo CIO and Grupo Record.
- 49.-50. AECC Walk in Santa Cruz / Fuentealta.
51. Renewal of the collaboration agreement with the AECC / Fuentealta.
52. Environmental awareness signs / Grupo CIO.
53. Presentation of a cheque to FUNCASOR.
- 54.-55. A3 Media Race "Ponle Freno" / Fuentealta.
- 56.-58. 2nd Cooking Workshop with Trisómicos21 / Tasca El Callejón.
- 59.-60. Clown ballet for cultural activities and children's hospital centres / Fuentealta.
- 61.-62. Letters from sponsored children, Action Aid project / Bahía del Duque.
63. Gift Card for the winner of the photography contest in the Official Language School of Santa Cruz de Tenerife / Tasca El Callejón.
- 64.-66. Collaboration with the Foundation Pedro Rodríguez Ledesma / Fuentealta.
- 67.-70. Compost and organic farming / Bahía del Duque.
71. Santa Clause Party for the children of our employees / Bahía del Duque.
72. Employee birthday cake / Bahía del Duque.
- 73.-74. Grupo CIO Directives Convention "The Corporate Athlete" / Grupo CIO.
- 75.-76. Raffle and Poster for Hermano Pedro / Grupo CIO and Grupo Record.
77. Recognition as a Socially Sustainable Company by the Sociedad de Desarrollo / Grupo CIO.
78. Letter from a sponsored child – Action Aid Project / Grupo CIO.
79. Trimester Employees of the Month / Grupo CIO.
80. Invitation to present Grupo CIO's CR structure at the Conference on CR by organized by Dircom / Grupo CIO.
81. IX Charity Meetings Friends of Vitolo / Fuentealta.





CIO • Compañía de las Islas Occidentales



BAHIA DEL DUQUE
THE TAIS



fuatealta



RECORD
GRUPO



Grupo Inmobiliario
Islas Occidentales

TASCA
EL CALLEJÓN
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