



The **Corporate Responsibility policy** of **Grupo CIO** is aligned with the Sustainable Development Goals (SDGs) and is based on the absolute conviction that our growth must go hand in hand with our efforts on behalf of environmental, social and good governance sustainability.

THE FOUNDATION PILLARS OF OUR CORPORATE RESPONSIBILITY POLICY ARE:

ETHICAL CONDUCT

These are the basic principles of conduct, related to the values of the company.

TRANSPARENCY AND GOOD GOVERNANCE

Good corporate governance is essential in order to maintain and enhance reputation with our stakeholders.

BEHAVIOUR TOWARDS EMPLOYEES

Our team is a key group and a priority for the development of the business itself, an essential factor in its growth.

THE ENVIRONMENT AND CLIMATE CHANGE

The management and control of environmental impacts are essential for the preservation and maintenance of natural resources. As a company, we are required to integrate this concern into our sustainability policies.

CONTRIBUTION TO THE COMMUNITY

We take responsibility for contributing towards sustainable human development through commitment and the confidence of the company towards local community and society in general.

VALUES

FAMILY SPIRIT: The family culture is an identity hallmark that has been present in the entire business career of Grupo CIO and in the projects which have been developed since its inception in 1902 by the Zamorano family.

TALENT MANAGEMENT: thanks to the dedication and effort of the people who make up Grupo CIO, the company has made possible each of the challenge it has set year after year. Their impeccable vocation to service and talent are differentiating and key factors for the company.

CUSTOMER FOCUS: Customers are the source and engine of the entire activity of Grupo CIO. Meeting their expectations and even aspiring to surpass them, is the main objective of the professionals of the Company.

QUALITY AND RIGOR IN SERVICE: the companies of Grupo focus their strengths in developing tools, which guarantee the highest standards of quality.

COMMITMENT: Grupo CIO is strongly committed to promote sustainable business practices and values aimed at protecting the well-being of its employees, the environment and collaboration with the development of the community.

INNOVATION: Grupo CIO encourages the creation of innovative management processes that add value to the company and allow to increase efficiency and effectiveness ratios.

DYNAMISM AND VERSATILITY: The flexibility and adaptability that have characterized Grupo CIO since its inception, have allowed it to face new challenges and generate pioneering business opportunities.

COMMITMENTS

GENERAL COMMITMENTS

- Defining a CR policy for Grupo CIO.
- Creating a Corporate Sustainability Committee comprised of people from the different companies of Grupo CIO.
- Defining a strategy on Corporate Sustainability by each company of Grupo CIO adapted to their reality and sector, but aligned with the Grupo CIO's strategic plan on corporate responsibility.

COMMITMENTS TO OUR EMPLOYEES

- Establishment of a Talent Management Programme in Grupo CIO.
- Improving labor conciliation with specific protocols.
- Creating communications protocols between company and workers, identifying and defining channels and managers.
- Periodic analysis of the working environment and action taking.
- Analyzing and improving prevention results.

COMMITMENTS TO OUR CUSTOMERS

- Action establishment to better understand our customers' expectations and more effectively satisfy their needs.
- Strengthening communication channels with customers.

COMMITMENTS TO OUR SUPPLIERS

- Establishment of a code of conduct for suppliers.
- Environmental assessment of suppliers.

COMMITMENTS TO THE ENVIRONMENT

- Defining an environmental policy of the company to improve the environmental management and the fight against climate change.
- Identification and assessment of the environmental aspects most relevant to each of the companies of Grupo CIO.
- Creation of a plan of action and environmental internal audits in all of our companies.
- Establishment of initiatives to mitigate environmental impacts.
- Environmental assessment of suppliers.
- Environmental awareness in order to acquire the knowledge and skills necessary to improve environmental practices in the different work areas.

COMMITMENTS TO THE LOCAL COMMUNITY

- Increase our social action projects.
- Defining a policy and a social action program in line with our Corporate Sustainability goals.
- Defining a program that monitors the results of the actions taken.

MANIFESTO

We are a holding company founded more than 100 years ago in the Canary Islands.

We create opportunities because we know when to invest in a dream.

Our projects start here, but they have no borders because we are global.

We have a long family tradition committed to **excellence** in service.

We **respect** our surroundings and promote social development, collaborating with more than 100 solidarity actions and creating synergies with NGOs and associations.

We are **pioneers** because we have vision and innovation is in our DNA.

We manage our family's **talent** because teamwork makes us **stronger**.

We know that we still have a long way to go, which is why we are constantly **evolving**.

"The **Grupo CIO** is commitment, quality and drive. We have been overcoming challenges that guide us towards a promising **future** since 1902."

Francisco Javier Zamorano
CEO