



Aguas de Vilaflor (Avisa) began operations in 1975 as a water bottling company. Both its extraordinary location and the quality of the spring Fuentalta, which gives the name to its brand, have positioned it among the leaders in the water market of the Canary Islands.

The Corporate Responsibility policy of Aguas de Vilaflor, S.A. (AVISA) is aligned with the Sustainable Development Goals (SDGs) and is based on the commitments that we have publicly assumed with the stakeholders and, furthermore, it remember us where we came from, what we believe in and where we are going.

The pillars on which our CR policy is built on are perfectly aligned with those of Grupo CIO, company to whom we belong to. These pillars 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.

## COMMITMENTS

### GENERAL COMMITMENTS

- Defining a CR policy, following the guidelines set by Grupo CIO in this area. We must have a defined Corporate Responsibility Policy in Aguas de Vilaflor, S.A., and be proactive in following and applying it in our daily routine.
- Creating a Corporate Sustainability Committee comprised of people from the different companies of Grupo CIO.
- Development of a strategy and action plan, coherent and in line with the established CR policy, adapted to the reality and activity of our business sector.
- Active participation in the committees that are scheduled by the Sustainability managers of Grupo CIO, and willingness to participate in any event or act organized by them.

### COMMITMENTS TO OUR EMPLOYEES

- Establishment of a Talent Management Program.
- Development of a Training Program.
- Improvement of the working environment.
- Analyzing and improving prevention results.
- To keep our employees informed on the subject of sustainability.

### COMMITMENTS TO OUR CUSTOMERS

- Knowledge of the Client
- Strengthening communication channels with customers.

### COMMITMENTS TO OUR SUPPLIERS

- Establishment of agreements based on CR policies with our suppliers.
- To promote practices that seek to improve respect to both social and environment.

### COMMITMENTS TO QUALITY

- Constant improvement in our processes and in our methods of action.
- To ensure the quality and safety of our products.

### COMMITMENTS TO THE ENVIRONMENT

- Constant commitment for minimizing the impact of our activities.
- Identification and assessment of the environmental aspects of the company.
- Creation of a plan of action and environmental internal audits.
- Environmental assessment of suppliers.

### COMMITMENTS TO THE LOCAL COMMUNITY

- Increase our social action projects: Together, with very little, we can do a lot.
- Defining a policy and a social action program in line with our Corporate Sustainability goals.

## WHERE WE CAME FROM

Since 1975 we've been committed to every drop to give life to the Canarians. Our main brand, Fuentalta, has its name from a spring located in Vilaflor, within the protected area of the coronal forest of the Teide National Park. Its privileged location gives us the purity, transparency and quality that characterize us.

## WHAT WE BELIEVE IN

The world isn't at its greatest moment right now and it needs us: you, us, everybody. At Fuentalta we are aware of this reality; we know that there is a need for a general wake up call. For that reason we have created the #HazQueFluya initiative: Together, each one of us doing very little, we can get it.

## WHERE WE ARE GOING

At Aguas de Vilaflor S.A. we have proposed ourselves to make our contribution for living in a better world. This is the reason why Fuentalta already has several bottle formats with 100% recycled and recyclable plastic, in anticipation of the European regulations that will require the use of 25% recycled PET in packaging by 2025. Our aim is to extend this percentage of R-PET to the rest of our entire range of products.