



Grupo Inmobiliario
Islas Occidentales

CORPORATE RESPONSIBILITY POLICY



Grupo Inmobiliario Islas Occidentales was created in 1977 under the name of Luis Zamorano Tais y Cía. S.A. in order to manage and rent premises, industrial warehouses, plots and houses.

MISSION, VISION AND VALUES

MISION

We want to consolidate our position in the industry in which we work, competing in excellence, innovation and services; providing our clients with highly specialized and environmentally friendly services.

VISION

From Grupo Inmobiliario Islas Occidentales, we want to be identified as a responsible, honest and family business that is respectful with everything around us. We deeply believe that the teamwork is fundamental to achieve our goals.

VALUES

FAMILY VALUES: Family culture is a hallmark which has been present throughout the history of Grupo Inmobiliario Islas Occidentales and in the projects developed by the Zamorano Tais family since its beginnings in 1902.

TALENT MANAGEMENT: Thanks to the dedication and effort of the people that make up Grupo Inmobiliario Islas Occidentales, we achieve the objectives marked year after year. Their impeccable vocation to service and their talent are differentiating and key factors for the company.

CUSTOMER FOCUS: Clients are the source and motor of any activity. Meeting customer expectations, and even aspiring to overcome them, is the main objective of the professionals who make up Grupo Inmobiliario Islas Occidentales.

QUALITY AND THOROUGHNESS IN SERVICE: We concentrate our efforts in developing tools that guarantee the compliance of demanding quality standards.

COMMITMENT: We are strongly committed to promote sustainable business practices and values aimed at protecting the well-being of our employees, the environment and collaboration with the development of the community.

Following the line of Grupo CIO Corporate Responsibility, our own CR policy, is built on five fundamental points:

• 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

COMMITMENTS WITH OUR EMPLOYEES

- Establishment of a Talent Management Programme.
- Creation of specific systems to improve the work-life balance.
- Establishment of communication procedures between the company and employees, identifying and defining channels and supervisors.
- Periodic analysis of the work environment and taking concrete measures.
- Analysis and improvement of prevention results.

COMMITMENTS WITH OUR CUSTOMERS

- Establishment of procedures to understand the expectations of our guests in order to better meet their needs.
- Strengthening of the channels of communication with clients.

COMMITMENT WITH OUR SUPPLIERS

- Establishment of a code of conduct for suppliers.
- Responsible selection of suppliers based on the fundamental pillars of our CR policy.

COMMITMENTS TO THE ENVIRONMENT

- Identification and assessment of the environmental aspects of facilities and services.
- Creation of a plan of action and environmental internal audits to minimize environmental impact.

COMMITMENTS WITH OUR COMMUNITY

- Improve our collaboration with social projects.
- Publicise our Corporate Sustainability in the environment in which we are involved.