



Since our foundation in 1992, at Grupo Record we specialize in global outsourcing of hotel and business services, such as security, service assistants, industrial laundry and dry cleaning, industrial sewing workshop, lifeguarding, general cleaning, vertical cleaning and gardening.

At Grupo Record we are aware that we have to work for the environmental, social and good governance sustainability.

MISSION, VISION AND VALUES

MISSION

Our reason for being is to meet the needs of the outsourcing of services in the Canarian market. We provide our clients highly specialized products and services that are respectful with the environment. Furthermore, we provide employees the opportunity to grow in their professional capacities.

VISION

The way to achieve our objectives is based on counting with a motivated, positive and proactive team. This is how we get more efficient procedures that result in the benefit of our customers. We also offer the widest range of outsourced services from the market, paying special attention to the sustainability of our processes and of the products used.

VALUES

RESPONSIBILITY: We contribute to sustainable development and environmental commitment.

EFFICIENCY: We implement efficient procedures and we develop internal talent.

CREATIVITY: We invest in R&D and Innovation, adapting to the market needs.

OPTIMISM: We promote a positive workplace environment.

RESPECT: Reflected in the capacity of creating value for our clients.

DIALOGUE: We provide transparency in all our processes and actions.

That is why our Corporate Responsibility Policy is aligned with the Goals of Sustainable Development (SDG) and based on the following pillars:

•ETHICAL BEHAVIOUR

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

•TRANSPARENCY AND GOOD GOVERNANCE

They are fundamental guidelines in order to maintain and enhance reputation with our stakeholders.

•BEHAVIOUR TOWARDS EMPLOYEES

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

•ENVIRONMENT AND CLIMATE CHANGE

The management and control of environmental impacts for the preservation and maintenance of natural resources. As a company we have to integrate this concern in our sustainability policies.

•CONTRIBUTION TOWARDS TO THE COMMUNITY

We take responsibility to contribute to a sustainable human development, through the company's commitment with the community and society in general.

COMMITMENTS

GENERAL COMMITMENTS

- Definition of a CR policy for Grupo Record.
- Definition of a Corporate Sustainability strategy and action plan in line with the Grupo CIO one.

COMMITMENT WITH THE EMPLOYEES

- Development of a talent management programme.
- Analysis of the working environment and proposal of improvement actions.
- Transparency and internal communication within all the levels of the organization.

COMMITMENT WITH OUR CLIENTS

- Provide quality products and services that are safe, reliable and affordable.
- To strengthen the communication with our customers.

COMMITMENT WITH OUR SUPPLIERS

- Fair and responsible selection of suppliers.
- "Win-win" relationships with the suppliers, avoiding payment conditions that endanger their financial solvency.

COMMITMENT WITH THE ENVIRONMENT

- Definition of an action plan designed to conserve the environment.
- Development of energy efficient projects in different facilities, reducing the carbon footprint.

COMMITMENTS TOWARDS THE COMMUNITY

- Collaboration in community projects (social action).
- Active participation in the disclosure of Corporate Sustainability.
- Help in the workplace integration of people with disabilities, at risk of social exclusion, etc.