



CASTILLA TERMAL
HOTELES

Castilla Termal Hotels has made a firm commitment to sustainability

In all areas of the business: economics, the environment and social responsibility.



This is why we have been implementing measures to reduce our carbon footprint for many years (with the objective of becoming carbon neutral by 2023), during which we have incorporated systems that have allowed us to reduce our energy consumption and make better use of valuable resources such as water. Additionally, **we have limited the use of paper and plastics as much as possible** and we have incorporated the **principles of a circular economy** into all of our processes. Our goal is to contribute to protecting the environment and minimising pollution, therefore, we work on a daily basis to reduce the direct and indirect impact on the environment.

We also **promote sustainable tourism, as this has the lowest level of impact on the areas** in which our facilities are located and contributes to creating wealth and supporting the population in nearby towns. Our **0-kilometre supplier policy and support for employing local people** are proof of this. Our objective is to improve the situation for the communities we're a part of, in collaboration with relevant institutions and organisations.

Within the economic and social domains, **we strengthen human capital**, attracting and retaining

the best talents and promoting skill development and professionalism for every person involved. We respond to the needs and expectations of stakeholders in relation to social and cultural change by innovating products, business models, services and processes, with the aim of improving levels of satisfaction for those who put their trust in us. And **we ensure and promote fundamental respect for human and labour rights** in all spheres of influence within the business, in addition, of course, to guaranteeing compliance with anticorruption requirements.

Finally, our **adherence to the United Nations Pact on Sustainable Development Goals** aligns us with policies that guarantee compliance with these goals and act as our inspiration and guide for implementing initiatives that contribute to defending and promoting them.

In fact, we have made a **firm commitment to promoting and fostering a culture of sustainability** in all areas of the business, as well as pursuing growth objectives and generating economic, social and environmental value for all of our stakeholders and society as a whole.

In conclusion, we guarantee, in terms of social and environmental sustainability, the quality of the products and services that we offer as the foundation of our competitiveness and our reputation.

Roberto García González

Founder and chairman of Castilla Termal Hotels