

“Towards creating an ethical framework”

Code of Ethics

CENTRO plaza
CENTRO COMERCIAL



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Object of the Code of Ethics

The object of this Code of Ethics is to define the conduct and commitments, regulations and principles for action assumed by CENTRO PLAZA through its Management and Administration bodies, in respect of its principle stakeholders, and relevant issues, and attempts to guide the conduct and practices of individuals beyond merely complying with the Law.

Scope

This Code affects and applies to all activities and personnel in CENTRO PLAZA, and does not replace other regulations, provisions or laws already in place related to the activities or functioning of the Centre, but attempts to establish a reference framework for the principles and values on which the running of the business is to be based and the conduct of its employees.

Framework for implementing the Code of Ethics

Mission

To create the best environment for meeting the expectations of the people visiting us, so that they will spend money on the different services and products offered by the firms located in the Centre, thus making our owners and tenants feel proud to form part of CENTRO PLAZA.

Vision

To be a benchmark centre for leisure and business in the Marbella area and particularly in Nueva Andalucía.

Values

- **Transparency**, through honest, upright and transparent behaviour in all Centre activities.
- **Commitment**, showing effort and professionalism in each of the activities and tasks assumed.
- **Cooperation**, promoting an effective business collaboration in line with a common objective.
- **Respect and ethics**, safeguarding the genuine interests of those placing their trust in CENTRO PLAZA.
- **The trust** of visitors, suppliers, tenants and owners, solving problems immediately.
- **Sustainability**, assuming commitments involving social responsibility and sustainable development, thus supporting the local and international area of influence of the Centre.

Conduct and commitments in relation to stakeholders

This section comprises the conduct and commitments assumed by CENTRO PLAZA in relation to stakeholders, these being considered to be any individual, company or collective interested in or affecting the activities of the Centre.

Customers of the shopping centre

Aspect	Description
Customer orientation	<p>The people who visit us are the 'raison d'être' of our Centre. We must make every effort to be aware of their needs and expectations, and try to respond effectively to them. We will try to look at the reality from their point of view, offering quality services. We will be an institution that listens, and that engages in conversation, because this is what enables us to orientate all our efforts and our actions towards achieving satisfied customers.</p>
Regarding the confidentiality, protection and security of their data	<p>We guarantee the confidentiality of all data and information of our customers and users during and after our relationship with them.</p>
Optimal environment	<p>We provide an optimal environment regarding cleaning, security and maintenance so that everyone visiting us can make the most of the amenities and services of the Centre.</p>
Marketing, advertising and communications	<p>Ensuring that the actions of marketing, advertising and communications of the Centre abide by the principles of transparency, reliability and truth, in addition to being in line with the values of CENTRO PLAZA.</p>

Tenants (Individuals– Companies)

Aspect	Description
Dialogue, trust and cooperation	We will build a relationship based on dialogue and trust. We will promote actions that will generate an environment that allows people to feel comfortable and free to express their opinions and carry out their work. In this way promoting cooperation, pooling knowledge, sharing skills and generating synergies, to improve our position in the market.
Regarding confidentiality, protection and security of their data	We guarantee the confidentiality of all data and information of the firms located in CENTRO PLAZA during and after our relationship with them.

Market traders

Aspect	Description
Dialogue and trust	CENTRO PLAZA is the people in it.. We will build a relationship based on dialogue and trust. We will promote actions that will generate an environment that allow people to feel comfortable and free to express their opinions and carry out their work.
Regarding confidentiality, protection and security of their data	We guarantee the confidentiality of all data and information of the traders located in the CENTRO PLAZA Market, during and after our relationship with them.

People within the organisation

Aspect	Description
Dialogue and trust	CENTRO PLAZA is the people in it.. We will build a relationship based on dialogue and trust. We will promote actions that will generate an environment that allows people to feel comfortable and free to express their opinions and carry out their work.
Equality and reconciliation	Equality is a fundamental issue for CENTRO PLAZA. We will work to guarantee and to ensure that there is no potential opening for discrimination, creating an environment of equal opportunities for everyone, men and women. We will implement actions for promoting the reconciliation between the working life, private life and family life of company employees.
Regarding the confidentiality, protection and security of their data	We guarantee the confidentiality of all the data and information of our customers and users, during and after our relationship with them.
Training and professional development	We promote ongoing training for workers and the creation of an environment in which people can develop professionally within the possibilities offered at CENTRO PLAZA.
Salaries	We will offer fair, competitive salaries based on performance and following ethical conduct. In addition we will offer fair, equal and respectful treatment.

Owners Meeting

Aspect	Description
Transparency	We will establish the best management practices, showing transparency in the Owners Meetings, providing all information and data for efficient decision-making.
Efficient management gestión	It is our responsibility to the Owners Meeting to provide efficient management and proper handling of the resources, implementing all actions that enable us to achieve a high degree of efficiency without reducing the quality of our services.
Regarding the confidentiality, protection and security of their data	We guarantee the confidentiality of all data and information of the owners of properties situated in CENTRO PLAZA, during and after our relationship with them.
Infrastructure	We will ensure that the infrastructure and equipment belonging to the Community is cared for and well maintained.

Town Council

Aspect	Description
Collaboration	CENTRO PLAZA assumes the commitment of forming an active part of its local community by establishing an ongoing line of communication and providing mutual assistance between the Centre and the competent public authorities for implementing actions that will bring improvements to the area of influence of CENTRO PLAZA, within the sector of Nueva Andalucía.

Local Community

Aspect	Description
Safe environment	We will implement any actions that guarantee safety in our activities, minimising their impact on the residents and neighbourhoods around us.
Integration in the community	We will work in conjunction with collectives, residents and individuals, taking note of their needs and expectations, suggestions and comments, through close and continuous dialogue, putting projects into action that will result in better relations and to our mutual benefit.

Partners (suppliers)

Aspect	Description
Fair dealings, commitment and respect	The relationship with our partners and suppliers will be transparent, and of mutual respect. We want to be seen as an attractive customer who fulfils its commitments, and attends to its payments. We also wish to have suppliers who respect our principles and values, and also the regulations on social, economic and environmental issues.
Confidentiality	We will maintain a relationship based on trust, ensuring the safety, confidentiality and ownership of the information and knowledge generated in the relationship with our partners.

Local businesses

Aspect	Description
Dialogue and cooperation	We will establish active dialogue with the businesses in our area who may be affected by or interested in our services, through forums, meetings, agreements or arrangements, undertaking to work jointly and in coordination with them to improve services and relations with them.

The Media

Aspect	Description
Accurate, timely information	We will provide accurate and timely information on our activities and projects, aimed at an honest relationship in our mutual interest.

Business Associations

Aspect	Description
Participation and cooperation	We will take an active participation in sectoral organisations, promoting cooperation and collaboration among participants, transferring and sharing information and knowledge, and participating in projects and actions of mutual interest.

Conduct and commitments related to relevant issues

This section contains the conduct and commitments acquired by CENTRO PLAZA in relation to relevant issues, namely the aspects or risks identified as priority or critical for the organisation, individuals and the community.

Human Rights

Aspect	Description
Human Rights	It is our explicit commitment to respect, defend and promote international agreements, current legislation and the principles relating to Human Rights. We will encourage the firms and organisations collaborating with us to join the Global Compact and to work towards fulfilling the 10 principles which regulate it, and also to inform regularly on actions implemented in this field.

Environment

Aspect	Description
Environmental Impact and Climate Change	We undertake to work towards respecting, defending and promoting international agreements, current legislation and environment-related principles and contributing to the sustainability of our environment. We will identify our principal environmental aspects and impacts, and will implement actions aimed at eliminating and/or reducing them, especially greenhouse gas emissions in our commitment with the fight against climate change.
Use of resources	We work to minimise the consumption of resources, using and promoting the best management practices, as well as the technologies that help us to fulfil our commitment; we also regularly measure and evaluate our results.
Recycling	We will promote the recycling of both our waste and that generated by our tenants, businesses and customers, collaborating with the organisations carrying out and providing the resources for effective recycling.

Diversity and equality

Aspect	Description
Managing Diversity and Equality	We are aware that this is a diverse society, which is why we work to identify and cater for the different profiles of diversity of both the people who work and collaborate with our organisation, and the people who visit us, encouraging a work environment and relationship based on the principle of equality.

Quality and process management

Aspect	Description
Process management	We will work to identify, analyse and improve our processes, so that we can offer services and products that bring value to all stakeholders at the same time as enabling us to fulfil our Mission and achieve our Vision.

Social Responsibility

Aspect	Description
To be a responsible organisation	We see social responsibility as the integration of social, economic and environmental needs and of human rights into our strategy, decisions, and actions, such as those arising from transparent dialogue with our stakeholders. We will create the framework so that this strategy is deployed with all people and activities at CENTRO PLAZA.

Accessible and friendly Centre

Aspect	Description
Accessible, friendly organisation	We promise to be an organisation that is approachable, so that it is accessible to everyone working, collaborating and visiting us, allowing them to use and enjoy the amenities and services offered.

Transparency and communication

Aspect	Description
Transparency and communication	We will be transparent in our decisions and actions, especially in respect of our customers and associates, implementing mechanisms and tools that will enable us to establish active, continuous dialogue.

Awareness and Communication of the Code

We will guarantee that all relevant stakeholders are made fully aware of this Code using the different channels and tools available to the company (training, web, distribution, email, and any others that may be defined).

To the extent that it encompasses everyone in the company, we will work so that they are familiar with it, read it, understand it and share it, and come to know the values and principles, conduct and commitments contained in this Code.

Ethics Committee

An Ethics Committee is set up, formed by a representative of the management, the workers, a tenant and at least one person unrelated to the company who is familiar with the organisation, or of recognised prestige in matters of social responsibility.

Whenever it is considered necessary, other people related to the matters for debate and analysis by the Committee can be included.

The Committee will meet at least once a year and whenever necessary to settle any possible incidents or aspects related to the Code.

Failure to comply with the Code

Any failure to comply with the Code of Ethics can be reported to the organisation by email to info@centroplaza.es, and it will then be analysed by the Ethics Committee.

Monitoring and Assessment of the Code

The actions for monitoring and assessment of the Code are taken :

- a) Through questions put to the relevant stakeholders in relation to the Code, to ascertain how they are perceived in respect of fulfilling the commitments and conduct contained in it.
- b) By applying the conduct and commitments to specific actions, and associated indications..
- c) Every two years a report will be drawn up on compliance with the Code. This assessment will be made by the person in charge of Management Systems and will attempt, on the one hand, to evaluate the degree of fulfilment of the principles, commitments, conduct, and instruments contained in the Code and, on the other, to analyse how people have incorporated the culture and principles of ethics into their daily dealings. A tool created for this process will be used, which will enable us to quantify the degree of implementation of the Code.

