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Name of the Process: Human Rights and Non-Discrimination Policy			

Human Rights and Non-Discrimination Policy

0.1 APPROVALS

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0.2 VERSIONS CONTROL

VERSION	DATE	DESCRIPTION OF THE CHANGE	AFFECTED SECTIONS	PAGES

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I. On Our Human Rights and Non-Discrimination Policy

In Hoteles City Express, we firmly believe that great companies are based on freedom, respect, inclusion and equity. This policy is an invitation to be ambassadors of our business philosophy, which has its roots in a strong culture of promotion, respect and safeguard of Human Rights.

We are an organization that values diversity, treasures practices and projects arising from different points of view. We respect the dignity and the merit of our employees. We provide fair compensation, safe and dignified working conditions as well as all the tools and training that our employees require to achieve the excellence in their functions.

We promote professional and personal development, giving equal growth opportunities. We want that all our employees experience an innovation culture where the best ideas are recognized and carried out.

We promote sustainable tourism in which we all participate in the experience of the care and the preservation of the environment – keeping and safeguarding the legacy of our future generations.

We seek a fair benefit for shareholders – who trust every day on our responsibility of providing the best service experience to our guests.

We want that everyone can be part of Hoteles City Express, thus, we provide employment opportunities to the communities where we have a presence. We respect the uses and customs, valuing the richness of our cultures. Lastly, we want everyone to be able to join our sustainability programs, extending the scopes of our environmental practices to our surroundings.

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II. Purpose

Establish and disclose the guidelines that all the employees must meet and enforce in Human Rights and Non-Discrimination matters.

III. Scope

Applicable to each and every one of the employees, shareholders, collaborators, suppliers and social service providers of Hoteles City Express.

IV. Definitions

- **Human Rights:** Rights inherent to all human beings, without any distinction whatsoever of nationality, place of residence, sex, national or ethnic origin, color, religion, language, sexual preference or any other condition. That is, all those conditions that allow the human being his or her complete realization.
- **Discrimination:** Different and damaging treatment given to a person due to race, sex, political ideas, sexual preference, nationality, religion, etc.
- **Code of Ethics:** Institutional document that establishes the principles to which the behavior of individuals working or interacting with City Express Hotels must adjust to.
- **Ethics Committee:** Institutional body in charge of supervising and evaluating the adequate compliance with the Code of Ethics, receiving, analyzing and investigating all the reports related to infringements to the Code of Ethics that are received through the means of complaint established in it, and facilitating the means of complaint that are necessary and suitable for the employees to report any infringement to the Code of Ethics, among others.
- **Community:** Social group living and interacting under certain rules and/or having or sharing the same interests.
- **Inclusion:** Any attitude, policy or trend seeking to integrate persons into society and community.

V. Guidelines

1. On the principles of respect for Human Rights

- 1.1 Hoteles City Express is governed by the principles of respect for and protection of human rights.
- 1.2 In Hoteles City Express, the discrimination and the acts affecting personal integrity and dignity are prohibited.
- 1.3 **It is the obligation** of all employees, collaborators, customers, shareholders, suppliers and social service providers to conduct themselves in an environment of cordiality and respect for human rights.
- 1.4 Any type of conduct related to generate an environment of preference, exclusion and segregation **is censored**.

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- 1.5 In Hoteles City Express, we respect each and every one of the employees, collaborators, customers, shareholders, suppliers and social service providers because of their gender, religion, sexual preference, age, nationality, physical condition, ethnicity or all those things making them different, unique and special.

2 Human Capital and Human Rights

- 2.1 All the processes of application, recruitment, selection and hiring **will be inclusive**, maintaining a strict sense of attachment to the respect for Human Rights as well as of equal opportunities without discrimination due to race, gender, religion, socioeconomic status or any other distinguishing feature of persons.
- 2.2 It is obligation of the General Management and of the Human Capital Department to promote and maintain an environment of equality and equity for all its employees, collaborators, customers, shareholders, suppliers and social service providers.
- 2.3 In Hoteles City Express, any exclusionary process, against Human Rights and our Corporate Identity, is prohibited.
- 2.4 The Internal Communication processes will promote at all times an environment of absolute respect for Human Rights and the values of our Organization.
- 2.5 **It is prohibited** to generate, disclose, either individually or massively, and share information infringing the values of our Organization and/or encouraging discriminatory and exclusionary practices.
- 2.6 All employees are entitled to receive a fair and equitable salary for the same position and duties.
- 2.7 The application, performance and request for a non-pregnancy test **is prohibited**.
- 2.8 All employees will receive training on an equal basis according to the functions and requirements of their positions
- 2.9 In Hoteles City Express, we promote an open-door culture facilitating dialogue, exchange of opinions, innovation and teamwork among our employees, shareholders, collaborators and social service providers.
- 2.10 In Hoteles City Express, we promote and safeguard a culture of health and safety protection in working conditions.
- 2.11 Internal promotions, changes of position and area will be validated, evaluated and authorized only in accordance with the skills and abilities of the internal candidates.
- 2.12 In Hoteles City Express, we have the obligation to provide the teaching of technical knowledge so that our employees can perform their jobs better.

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- 2.13 It is the right of all our employees the absolute enjoyment of their rest and vacation periods in accordance with the provisions of the Federal Labor Law (*Ley Federal del Trabajo*).
- 2.14 We, the employees, shareholders, collaborators, suppliers and social service providers respect the spaces intended for the exclusive use of persons with disability.
- 2.15 We encourage the right to rest, recreation, use of free time and vacation providing a better quality of life to people.

3 Link with the Community and Human Rights

- 3.1 Employees, collaborators, shareholders, suppliers and social service providers must conduct themselves in an environment of inclusion and respect for community and the environment.
- 3.2 In Hoteles City Express, we promote the participation of the community through the generation of direct and indirect jobs, activities for the protection and preservation of the environment, respect for culture and uses of local customs as well as all the elements linking us to it.
- 3.3 Any activity discriminating the values and uses and customs of the communities where we have presence is prohibited. We respect and promote the traditions and culture of each community and/or country that we reach.

4 Human Rights and Guests

- 4.1 In Hoteles City Express, we have the strong commitment of giving our guests a pleasant, safe, reliable and respectful lodging experience.
- 4.2 The attention to our guests meets non-discrimination criteria, making that the offer of our service be inclusive.
- 4.3 We promote a lodging culture based on respect for Human Rights.
- 4.4 Guests must respect the spaces intended for the exclusive use of persons with disability.

5 Environment and non-exploitation of animals

- 5.1 In Hoteles City Express, we condemn the exploitation, mistreatment and cruel acts towards the environment and animals.
- 5.2 It is obligation of the employees, collaborators, suppliers, social service and professional practice providers to watch for the rational use of our natural resources.
- 5.3 In Hoteles City Express, we promote a culture of sustainability and social responsibility.
- 5.4 The Hotels and Central Offices will respect and apply the institutional policies, codes and projects positively influencing the care and preservation of the environment

VI. Contingencies

- 5.5 In case of any contingency or infringement to this policy, the Ethics Committee of Hoteles City Express must be timely informed through its reporting line: denuncias.hotelescity@resguarda.com, at the following telephone numbers:
Mexico: 01-800-1223-3312 / Colombia: 01-800-752-2222 / Costa Rica: 0-800-054-1046.

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VII. Related to the Penalties

- The Ethics Committee of Hoteles City Express is the supreme body in charge of regulating, evaluating and penalizing any infringement to Human Rights and to this policy.
- Noncompliance with the provisions of this policy, will be notified and penalized in accordance with the determinations for such purpose by the Ethics Committee or the General Management; said penalty may range from the redress of the damage to the rescission of the contract with just cause and other legal penalties applicable on that matter.

This policy will be published in the adequate internal media and will be disclosed to each of the employees, suppliers, collaborators, third parties and stakeholders of Hoteles City Express, S.A.B. de C.V. The sole fact of the continuity of the daily operation will be sufficient evidence of its acceptance and makes its compliance enforceable.

The establishment of these guidelines is authorized through the power invested by the Board of Directors of Hoteles City Express through the Corporate Practices Committee in the Sustainability and Social Responsibility Committee of Hoteles City Express, S.A.B. de C.V. and subsidiaries, being this document signed by the CEO of the Company.