

Purchasing Policy

The Purchasing Policy of Viva Wyndham Resorts arises from its nature as a service company and its objective is to optimize the price, quality and service relationship in the purchase of all types of goods. For this we rely on the principle of competition, promoting and guaranteeing objectivity, transparency and non-discrimination, as long as the companies comply with our requirements for quality standards, service and respect for the Environment.

In our relationship with suppliers, we objectively value the following characteristics:

- Quality
- Price
- Delivery time
- Commitment
- Service level
- Honesty
- Transparency
- Punctuality
- Production capacity
- Technical assistance
- Ability to solve problems
- Terms of Payment (with priority to the implementation of the Prompt Payment Plan)
- Time to quote (maximum 24 hours)
- Flexibility
- Loyalty
- Respect for the environment

Purchasing model

Depending on the type of property to be purchased, purchases are managed from the Corporate Purchasing Department or from the Purchasing Office of each hotel. Corporate agreements are managed only by the Corporate Purchasing Department.

Purchasing Ethics

- We carry out our activity under criteria of respect for people, companies, society and the environment.

- Relations with our suppliers are established in a professional, honest, open and transparent framework.
- We promote lasting relationships, based on continuous improvement and profitable businesses for both parties.
- Our suppliers are periodically evaluated. Its minimum evaluation is 80 points. Any supplier below that score is replaced and given 30 days to carry out improvement actions.
- We do not use our authority or position for personal gain.
- The relationship with our Internal Clients (Hotel Departments) and External Clients (Suppliers) is professional, transparent within a framework of mutual respect.
- We maintain effective communication and direct feedback with our Suppliers.
- We keep internal pricing information confidential.
- Our staff can denounce before the Purchasing Department and/or the Management of each Hotel, any type of bribery or unfair practice for the benefit of any supplier.