

Health and Safety Policy

At **Grupo Piñero** we prioritise accident prevention and we are concerned about the health and safety of our employees in the workplace. Our corporate management is deeply committed to guaranteeing our employees' quality of life, as well as ensuring they work in a safe and healthy work environment. Our commitments to achieve this are:

- Provide **safe and healthy workplaces** for our employees and suppliers by maintaining and improving mechanisms that prevent risks at our facilities.
- Comply with current **local legislation and regulations** on health and safety, and adopt measures to enforce our corporate policies and procedures.
- Offer tools for **training, awareness raising and monitoring of** our employees in this field to guarantee their health and safety at work.
- Foster **continuous improvement** in our management, monitoring our health and safety results based on the objectives established and using the best techniques available in this field.
- Raise awareness among our employees of their responsibility to demonstrate appropriate health and safety behaviours and to report potential risks to themselves and others.
- Ensure food Safety and Hygiene in all our production processes so as not to risk the health of our employees and our customers.



Encarna Piñero Garcia
Chief Executive Officer
February, 2018

Human Rights Policy

This policy establishes the principles that underpin Grupo Piñero's commitment to human rights in all its activities and spheres of action. The Group has adopted the approach set out in the UN Report "on the issue of human rights and transnational corporations and other business enterprises". The approach detailed in this report is one of due diligence, aimed at minimising the risk of infringing human rights.

Grupo Piñero understands that due diligence in this context includes the following elements:

- Analysis of the key risks with regard to human rights, including potential impacts on vulnerable groups and gender-related matters.
- Establishing commitments.
- Assigning responsibilities with regard to performance in this area.
- Training company personnel.
- Supervising and monitoring implementation of the policy.
- Correcting any bad practices that might arise.

In all its activities across the globe, Grupo Piñero is committed to respecting human rights and establishing mechanisms that make it possible to verify compliance, wherever circumstances make this advisable. The institutional and legal framework in place in each country will determine the practical application of this Policy.

Human rights commitments:

1. Prevent practices that are discriminatory or that undermine the dignity of people
2. Eradicate the use of child labour
3. Facilitate freedom of association and collective bargaining
4. Protect people's health
5. Provide a dignified job
6. Ensure commitment to people connected to suppliers and other partner companies
7. Support and publicly promote respect for human rights
8. Respect local communities and traditional ways of life
9. Protect facilities and people in accordance with respect for human rights
10. Help combat corruption



Encarna Piñero García
Chief Executive Office
Febrero, 2018

Social and Cultural Protection Policy

At **Grupo Piñero** we understand the importance of managing our human resources for our activity to function. We also know that the local community is highly sensitive to our actions and therefore we try to have a positive influence, contributing to the development of groups and ensuring compliance with human rights and child protection. Therefore, we undertake a firm commitment to:

- Prioritise recruitment of **local staff** as a way to directly contribute to the development of the local economy.
- Establish measures to ensure all our employees are **treated with dignity and fairness**, respecting cultures, fostering non-discrimination, equal opportunities, strict compliance with current legislation on recruitment, and health and safety in the workplace.
- Help our employees **fulfil themselves professionally** by establishing specific training plans to achieve a more qualified, sustainable company.
- Respect our employees' right to **association and trade union membership**, developing strategies for understanding and cooperating with workers' unions, and striving to comply with legal provisions.
- Contribute positively to the **development of the local communities** where we operate, carrying out social actions to improve quality of life, clearly respecting the local culture, and providing direct incentives for communities, all by maintaining continuous dialogue with them.
- Ensure **compliance with legislation** at local, national and international level, protecting the community from any type of abuse or harassment and guaranteeing human rights are respected.
- Develop mechanisms to **detect** and report child **labour** and **sexual abuse**.



Encarna Piñero García
Chief Executive Officer
February, 2018

Environmental Policy

For **Grupo Piñero** it is vital that our activity respects and protects the environment, as the destinations where we operate are rich in environmental and landscape diversity, which we must preserve. Therefore, we undertake a firm commitment to:

- Continuously improve our facilities to **reduce the overall energy consumption** of our companies.
- Establish mechanisms to **optimise general water management** at all our facilities in order to reduce consumption, prevent the contamination of water resources, and correctly manage wastewater by processing and reusing it properly.
- Develop a strategy for **comprehensive waste management**, fostering its reduction, reuse and recycling.
- Plan actions to adequately **prevent and control** soil, water and air **pollution**.
- Raise **awareness among our customers and employees** of the main environmental problems and their role in improving the impact of environmental conservation.
- Participate in actions, programmes and/or projects to **protect and conserve local biodiversity** in the areas where we operate.
- Contribute to lowering our **carbon footprint**, reducing gas emissions from fossil fuels and promoting the use of renewable resources.
- **Comply with legislation** applicable to our activity at local, national and international level.



Encarna Piñero-Garcia
Chief Executive Officer
February, 2018

Goods and Services Policy

At **Grupo Piñero** we are well aware of the importance of buying locally in order to directly contribute to developing the communities where we operate and to make our company more sustainable. We have established the following commitments to achieve this:

- As far as possible buy **products** produced and/or grown locally and sustainably.
- Give priority to purchasing products, which minimise waste from packaging, encouraging as far as possible the purchase of bulk, or loose goods, which are produced sustainably.
- Consider and purchase **high-energy efficiency** products to reduce energy consumption.
- Establish mechanisms to **select suppliers** working with sustainable criteria in their production, packing and transport processes.
- Use products which meet **legal** sanitary and environmental standards.



Encarna Piñero Garcia
Chief Executive Officer
February, 2018

Policy against child and teen labour, mistreatment and sexual abuse

At Grupo Piñero we reject and do not tolerate child and teen labour, mistreatment and sexual abuse. We firmly believe that any form of physical or sexual violence against children and teenagers is unacceptable and can be prevented by raising awareness and educating our employees, guests, suppliers and partners, as well as always collaborating with organisations and authorities involved in combatting this issue. We are therefore committed to taking the actions necessary to eradicate this problem in all our companies:

- Make our policy against child and teen labour, mistreatment and sexual abuse public among our employees, guests, tour operators, suppliers and other stakeholders.
- Encourage our suppliers and partners to assume the mutual commitment to oppose and not tolerate child and teen labour, mistreatment and sexual abuse.
- Support and take part in local, national and international campaigns against child and teen mistreatment and sexual abuse.
- Hold training and awareness sessions with employees in coordination with the relevant organisations to detect and prevent this problem. And establish actions to follow if cases are detected, under the guiding principle of prevention.
- Detect any possible situations of child and teen mistreatment or sexual abuse within our hotels and channel them to the relevant authorities.



Encarna Piñero Garcia
Chief Executive Officer
February, 2018

Corporate Social Responsibility Policy

At **Grupo Piñero** we are aware of the importance of developing in balance with the environment and society in general. To do this we understand the management of our companies from a global perspective. We are firmly committed to offering our customers a product of maximum quality, improving the quality of life of our employees and having a positive impact on the local community and the environment, all while continuing to be a viable company from an economic point of view in the medium **and** long term.

All our corporate management policies encompass a sustainable approach, with which we aim to be a dynamic and modern company, well-adapted to today's realities. We endeavour to be a leader in management both now and in the future.

Our commitments to economic, social and environmental sustainability are:

- Regarding the **environment**, we undertake to improve energy, water and waste management, and to actively take part in conserving the rich biodiversity at all the destinations where we operate.
- From a **sociocultural** perspective, our commitment focuses on responsible human resource management, recognising work, the right training for our employees, equal opportunities, actively defending human rights and children's rights, supporting local development and collaborating to protect local culture.
- At **corporate** level, we work to implement governance standards and systems in order to be more competitive and improve the quality of our products, as well as to improve relations with our stakeholders by establishing effective active communication mechanisms. Our management is based on business ethics and responsibility.

We accept our role as a leading company in the international tourism sector, developing our values comprehensively, communicating our activities to our stakeholders, with whom we maintain a regular and continuous dialogue in favour of sustainability.



Encarna Piñero Garcia
Chief Executive Officer
February, 2018

Quality Policy

Grupo Piñero is a customer-based company committed to implementing quality in all its processes as a way of creating value.

We believe that the best way to ensure excellence in our services is to exceed the expectations of our customers, using these relationships to develop continuously and in an innovative way. We strive to understand the needs and expectations of our customers so we can offer them the best solutions, continuously endeavouring to take care of them, increasing their satisfaction and loyalty. Our commitments regarding quality are:

- Respect and comply with the standards and regulations in all the countries where we operate
- Continuously assess our employees in Quality of Service
- Maintain facilities and equipment in perfect condition
- Seek continuous improvement in all our products and services
- Implement service measurement tools in all our divisions and provide personalised customer service
- Care for the health and safety of customers throughout the life cycles of the products and services we market at our destinations
- View continuous improvement as a backbone for our products and services

By training our staff and working as a team, we can control the quality of work processes so that they lead to a socially, economically and environmentally sustainable business.

Our quality policy follows the principles of:

- Service reliability
- Staff skills
- Commitment to personalised attention
- Complete and well-maintained facilities and equipment

A large, stylized handwritten signature in blue ink, written over the printed name and title.

Encarna Piñero Garcia
Chief Executive Officer
February, 2018