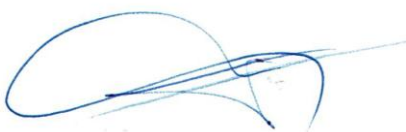


Quality & Corporate Social Responsibility Policy

Macaronesian Hotels & Resorts is committed to making our customers' holidays a unique and memorable experience providing optimal value for money and delivering excellent service by qualified and motivated staff, making them grow both personally and professionally and contributing to the social and economical development of our community in a sustainable manner. We strive to limit the environmental impact generated by the activity of our establishment developing the following principles:

- **Comply** with all applicable laws and regulations, as well as with the rest of commitments made by our establishment in environmental, labour, social and quality aspects, employing people from local community wherever possible.
- **Build up** a favorable environment of professional relationships based on equal opportunities, no discrimination, respect to diversity, safety and transparency.
- **Encourage** professional and personal development of the human resources, allowing their constant education to increase their skills, including information and awareness on environmental and service issues.
- **Enhance** a culture of respect and protection of natural environment reducing the impact of the activities in the establishments.
- **Assume** a process of continuous improvement of the Management System in the search of an optimal organizational performance.
- **Stimulate** our suppliers, partners, staff and customers to introduce improvements in their environmental, social and ethical behavior.
- **Prioritize** the consumption of local produce and services, invigorating the community's economy and living standard; also, cooperate in the organization and the promotion of cultural events and local traditions among our international clientele.
- **Guarantee** the respect to fundamental human rights, especially of the most vulnerable groups, rejecting any practice which may be harmful to individual or collective dignity.
- **Contribute** to the implementation of prime social initiatives over underprivileged groups, aimed to satisfy their vital needs, as well as actions focused on the welfare of the community's children and youth.
- Protect children from all form of abuse and exploitation, training our staff as to be able to identify and react when a child is at risk, in or near our property.

In Tenerife, on 30th June 2021



Jorge Marichal
CEO