

The General Management of **DUNAS HOTELS & RESORTS** is committed to satisfying the wishes of its guests, providing accommodation, catering and event organisation services to make them feel at home. In addition, rules and working methods have been established to successfully:

- Minimize the negative environmental impact associated with the activities of its establishments.
- Create a working environment that may prevent occupational risks without having a negative impact on the health of its members and acknowledge the responsibility towards its employees.
- Preventing child abuse and exploitation and take a stand against it if this kind of behaviour were detected.

The basic principles of action of **DUNAS HOTELS & RESORTS** are:

- To identify and meet the needs of our guests, making an effort to get to know their wishes, and to address their suggestions whenever possible, in order to make them feel at home and continue improving our services.
- To evaluate the activities that take place in our facilities and the services provided, in order to ensure that they are carried out with maximum respect for the environment, preventing environmental contamination, minimizing waste generation and the consumption of products and natural resources.
- To bear in mind during the performance of all our activities the compliance with legal regulations applicable, and the requirements resulting from any voluntary commitments made.
- To foster a sense of commitment to the environment among its guests in order to increase awareness regarding the protection of the environment and thus, help prevent its deterioration.
- To provide safe working conditions in compliance with the regulations established by law and by the accepted practices in the tourism sector.
- To provide services to our guests following the guidelines outlined above to ensure their expectations are met.
- To guarantee dignified and fair treatment among all members of DUNAS HOTELS & RESORTS, avoiding any kind of discrimination, ensuring equal opportunities and following equitable guidelines for remuneration and social benefit.
- To encourage communication, dialogue and cooperation among the members of DUNAS HOTELS & RESORTS.
- To support and respect human rights, in particular those of minors, condemning all types of injustice and exploitation and to respond within our sphere of influence, to cases about which we have been informed involving physical and sexual abuse, negligent treatment and emotional abuse, while enabling the maximum protection of children' and adolescents' privacy.

- To ensure adequate control on providers and companies which may have been outsourced so that their work is compatible with the guidelines set out by DUNAS HOTELS & RESORTS.
- To establish relationships with local institutions to promote the economic, social and cultural development of the local community and businesses.
- To develop information and training plans for the staff in order to increase awareness and motivation regarding the fulfillment of the commitments made by DUNAS HOTELS & RESORTS and to encourage their personal and professional development.
- To define and implement goals and objectives which help ensure compliance with this Policy and achieve continuous improvement.
- To keep working to improve our processes and services daily.

**DUNAS HOTELS & RESORTS** regularly reviews its Policy to ensure that the commitments made remain in force and informs all its members, and anyone working on his behalf about it, and makes its Policy available to every external person or entity as well. It undertakes to fulfill those commitments, setting objectives, making the necessary technical and human efforts and providing all the necessary means.

Date of Approval: July 2017

Post: General Management.