

INTEGRATED POLICY ON QUALITY, ENVIRONMENT, SAFETY AND HEALTH AT WORK AND EQUALITY

The **PARADISE HOTELS & RESORTS GROUP**, sensitized and aware of the need to manage their activities with the highest possible standards of quality and safety work, and all times pursuing care for the environment and the satisfaction of all our customers, as well as the people who make up the **PARADISE HOTELS & RESORTS GROUP**, is committed to documenting, implementing and maintaining an integrated system of Quality, Environment and Occupational Health and Safety Management, as well as establishing an Equal Opportunities Plan for men and women, these instruments will be guided by the requirements set out in the reference standards **UNE ISO 9001:2008**, **UNE ISO 14001:2004**, **OHSAS 18001:2007** and the Organization Act 3/2007, of 22 March for effective equality between men and Women.

That is why the **PARADISE HOTELS & RESORTS GROUP** Management writes this Integrated Policy, which will be reviewed annually, and wherein the following commitments are made:

- *To understand the quality as the satisfaction of all the requirements, no matter whether they are of contractual, regulatory or legal nature.*
- *To comply with legislation and other requirements related to its environmental aspects, as well as to prevent pollution.*
- *To comply with the legislation and other requirements that the Organization subscribes to, which are related to occupational health and safety hazards and to prevent damage and deterioration of health.*
- *Advocate customer satisfaction as the main objective.*
- *To give effect to principle of equal treatment and opportunities between women and men, that is to say, the absence of any discrimination, direct or indirect, on the basis of gender, and especially, those derived from maternity, assumption of family obligations and the marital status.*
- *To achieve the understanding, participation and commitment of all the members of the **PARADISE HOTELS & RESORTS GROUP** to develop an adequate Management of the Quality, the Environment and of the Safety and Health at Work, promoting the internal and external communication.*
- *To value the correct management of quality, environment, risk prevention and equal opportunities between men and women as a strategic advantage.*
- *To provide the necessary material and human and means and infrastructure to reach the established requirements.*
- *To permanently optimize all processes to eliminate the costs derived from non-quality.*
- *To continuously improve the efficiency of the Integrated Management System.*
- *To maintain a close relationship with our local community, ensuring that any pending issue related to our company are resolved in favors of our mutual interest.*
- *To buy products from local suppliers whenever possible.*
- *To hire staff from nearby municipalities whenever possible.*
- *To encourage our staff to volunteer for activities organized by the local community.*
- *To donate some of our profits to humanitarian causes and environmental programs.*
- *To instruct our staff on the actions to be taken should the suspect than a child is in danger, as we take the protection of children very seriously.*
- *The **PARADISE HOTELS & RESORTS GROUP** work within an environmental policy that addresses a common path forward and best practices to support sustainability efforts. This policy applies to all key stakeholders, including employees, hotel owners/operators, supplier partners, the communities in which we live and serve and, most importantly, our guest.*
- *We commit to controlling our environmental performance to match our marked goals, ensuring that our progress is regularly reviewed.*
- *We commit to reducing the energy consumed by changing the type of lighting to LED, the water consumption by installing flow reducers and waste generated by installing selective collection points.*

This integrated policy serves as a reference framework for establishing and revising the quality, environment and equality **goals and objectives** that the **PARADISE HOTELS & RESORTS GROUP** subscribes annually. It is available to all its workers, its customers and suppliers, the public administration and any person or entity that wishes to consult it.

En Mogán, 17 to September 2018

Mar Abierto S.L.