

GLORIA Thalasso & Hotels (TOURIN EUROPEO S.A.) is committed to providing well-being through hospitality and service of the best quality which contributes to the sustainable growth of the company and the environment where they operate, by assuming the following Management Policy applicable to Hotel, Restaurant, Laundry and Thalassotherapy/Spa services:

- To obtain the highest satisfaction of the customer's needs and expectations in order to achieve the customer's loyalty using the necessary resources to get the objective.
- To maintain a permanent adaptation of the compliance with legislation and current normative. This has to be applied due to our activities and geographic location, as well as the one that the company voluntarily endorses, and any other requirements that apply to us, respecting and supporting the fundamental Human rights recognized internationally within our sphere of influence and paying special attention to the principle of no discrimination in all areas and child protection.
- To promote, internally, externally and actively, the protection of the environment, including the prevention of pollution.
- To establish objectives and goals to guarantee the continuous improvement of our management (quality, environmental and energy management), the Organization's environmental behaviour and the energy performance. Evaluate, control and reduce the environmental impacts caused by the company to prevent pollution, ensure the availability of information and resources to achieve the objectives and do internal and external audits of the system in order to verify its proper functioning.
- To contribute with the necessary resources to guarantee the staff training which guarantees the compliance with this policy as well as the participation and involvement. This will promote the team work and the necessary interdepartmental collaboration and communication, creating personal and professional development opportunities that consequently will contribute efficiently to the sustainable development of the company.
- To sensitize the staff and customer towards a greater sustainability, facilitating their participation in order to minimize the environmental impact from the activity.
- To raise awareness and induce to products and service providers and other collaborators to focus on quality, environment, energy management and occupational risk prevention.
- To support the acquisition of energy efficient products and services and to design our processes in such a way as to achieve an improvement of the energy performance.
- To support the economy, culture and local traditions, giving priority to: offer our services to people from the locality; local products and providers and spread to our customers the local gastronomy, festivals and traditions.

The General Management adopts these principles and agrees to stick to them and review them in order to continually improve the Management System in place. They will consider complementarily objectives in line with them and follow them up through management indicators. All the parties of GLORIA THALASSO & HOTELS have to be involved with this Policy and give priority to the joint efforts for its achievement.