

Corporate Social Responsibility and Quality Policy

Macaronesian Hotels & Resorts is committed to delivering a unique holiday experience for our guests, offering an optimal value-for-money ratio through excellent service provided by qualified and motivated staff, while supporting their personal and professional development. Contributing to the social and economic development of our community in a sustainable manner is another of our priorities, by minimizing the environmental impact generated by our operations. This commitment is reflected in the development of the following principles:

- **Comply** with applicable laws and regulations, as well as with all other environmental, labor, social, and quality-related requirements and commitments undertaken by our establishment.
- **Build** a favorable working environment based on equal opportunities, non-discrimination, respect for diversity, safety, and transparency.
- **Promote** the professional and personal development of human resources by facilitating continuous training and enhancing their skills, including awareness and education in environmental and service-related matters.
- **Foster** a culture of respect for and protection of the natural environment by reducing the environmental impact of organizational activities and protecting the surrounding biodiversity.
- **Calculate** greenhouse gas emissions annually, with the aim of maintaining results and progressively improving them.
- **Adopt** a continuous improvement process within our Management System to achieve optimal organizational performance.
- **Encourage** our suppliers, partners, employees, and clients to improve their environmental, social, and ethical behavior.
- **Prioritize** the consumption of local products and services, boosting the economy and quality of life of the community, and cooperate in organizing and promoting events that showcase local culture and traditions to our international guests.
- **Ensure** respect for fundamental human rights, especially for the most vulnerable groups, rejecting any practice that harms individual or collective dignity, as well as explicitly rejecting all forms of child abuse.
- **Contribute** to the implementation of social initiatives focused on disadvantaged groups, aimed at meeting their basic needs, as well as actions focused on the well-being of children and young people in the community.
- **Promote** initiatives and projects aimed at achieving the Sustainable Development Goals (SDGs) and the 2030 Agenda, approved by the United Nations.

In Tenerife, on 20th April 2026.



Jorge Marichal
Chief Executive Officer