

Our commitment

The management of **Cordial Hotels & Resorts** (hereinafter „**Cordial**“) is committed to managing its business in a way that complies with nationally and internationally recognised labour standards and human rights.

We recognise our responsibility to respect and protect these rights in our relationships with our employees, guests, suppliers, local community and all other business stakeholders.

Cordial aims to protect and respect human rights and correct any possible impact its business activity may have in the area of human rights. To achieve this objective, we place our values and corporate behaviour to conduct to enhance respect for destinations, their people and their fundamental rights.

We ensure that fair labour practices and human rights in general are upheld, promoted and supported by:

- Incorporating the ten principles of the **UN Global Compact** into our policies and procedures.
- Regularly assessing the human rights impact of our business and engaging with affected stakeholders.
- Giving preference to local suppliers and partners who share our values.
- Having a fair and transparent recruitment policy which is based on diversity, equality and inclusion.
- Wherever possible offering our employees opportunities for promotion and yearly salary reviews.
- Communicating our disciplinary procedures to all employees at the beginning of their employment.
- Offering training opportunities to all our employees for their personal and professional development.
- Collecting employee feedback (satisfaction surveys) to improve their well-being in the workplace.

Cordial makes the following public commitments:

To defend personal dignity and equality and ensure a stable and secure work environment

All **Cordial** employees have the right to work in a safe, dignified and healthy work environment. For this reason, **Cordial** is committed to adopting measures to guarantee occupational health and safety, prevent occupational risks and comply with regulatory requirements wherever it operates.

We ensure freedom from any type of discrimination, harassment, coercion, intimidation or violence based on sex, race, age, nationality, disability, ideology or religion, or any other type of circumstance that could lead to discriminatory situations, acting forcefully in situations in which the dignity of people is undermined.

Cordial is committed to ensuring and respecting human rights, avoiding any contrary action such as labour exploitation, slavery, forced labour and child labour. We are firmly committed to respect and comply with applicable employment legislation as well as any applicable international agreements on labor rights.

We want to guarantee the well-being and development of the people who work at **Cordial**, which is why we invest in training and encourage internal communication to create the best team in the best working environment. We believe in training as a powerful element of our human resources. Likewise, we promote and encourage internships in our establishments, as a commitment to the future towards the consolidation of teams that are prepared, motivated and committed to the project.

To offer fair and dignified work conditions and retribution

We define remuneration, compensation and benefits criteria which are dignified, fair and appropriate to the work performed by employees, aligned with their training and level of responsibility and in strict compliance with applicable labor legislation. At the same time, we are focused on creating an appropriate work-life balance, providing employees with opportunities that allow greater balance without undermining the needs of the industry in which **Cordial** operates.

Commitments to the environment and local communities

Cordial will make the fight against climate change and respect for present and future natural resources a key objective in the management of the company. For this reason, we publish our guiding principles related to the environment and the community in a way that guides and inspires the activities of the entire team that makes up the company and serves to demonstrate our commitment to sustainable development to all our guests and related companies.

We are committed to the prevention, protection and conservation of the environment in all our activities and services through the following commitments:

- Comply with all applicable environmental regulations and adopt the necessary measures to ensure compliance with environmental regulations.
- Continuously improve the activities with the aim of protecting the environment, as well as promoting innovation.
- To disseminate the environmental policy to all employees, suppliers, subcontractors and other key parts, as well as to train and raise awareness of our environmental policy in all our activities.
- Periodically review the environmental objectives within the process of continuous improvement of the establishments.
- Refrain from implementing the „all-inclusive“ model, thus favouring the distribution of the benefits of tourism in the environment.
- Identify, evaluate and manage environmental risks, promoting the appropriate monitoring and mitigation measures, in accordance with the best practices identified in this area.

Commitments to society and stakeholders

Cordial is also committed to protecting human rights in its relations with its stakeholders and other people that may be affected by our activities. This policy is communicated internally and externally through our welcome manuals, noticeboards, supplier contracts and our website.

Operations Department

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