

## ENVIRONMENTAL PILLARS

Iberostar Group is committed to offering our customers a world-class experience, ensuring the well-being of our employees and instilling trust among business partners. In order to fulfil this commitment, Iberostar Group adopted a management model based on the principles of a circular economy to provide a continuously more responsible form of tourism. Iberostar Group promotes three pillars of environmental management: the conservation of the **OCEANS**, the fight against **CLIMATE CHANGE** and the conservation of **BIODIVERSITY**. We are also committed to continuous improvement, implementing environmental criteria in operation growth, and complying with environmental legislation applicable in each country we operate. When possible, we will adopt other requirements that go above and beyond those regulatory requirements. Iberostar Group Senior Management is spearheading environmental initiatives, providing technical and human resources, monitoring results and making sure that all our employees understand and work with these pillars in mind. This raises awareness and generates ideas and proposals to lower our environmental footprint. The majority of our centers have environmental management certificates to attest to this.

This policy applies to all professionals in Iberostar Group and all countries where we operate.

### Conservation of the **OCEANS**

The oceans represent more than 70% of Earth's surface. Oceans regulate the climate, produce the majority of the oxygen in our atmosphere and harbour most of our biodiversity. Oceans support economic activities around the world and contribute to wealth and development. Iberostar Group understands that the oceans are a common resource that must be preserved. That is why Iberostar Group, through our "Wave of Change" movement, promote an increasingly responsible consumption of fish and seafood products throughout our supply chain and minimize the use of plastics to avoid them ending up in the sea, and when that is not possible, substitute them for more sustainable and biodegradable materials. We also contribute to safeguarding and reinforcing the marine ecosystems through partnerships with the scientific community and manage wastewater in a better way to minimize the impact on our water systems.

### Fight against **CLIMATE CHANGE**

Climate change poses risks to the health and well-being of everyone, reduces the availability of fresh water, contributes to the acidification of the seas, and causes sea levels to rise. Climate change also causes droughts, extreme temperatures, and extreme weather phenomena, whose impacts damage buildings, infrastructure, and more. These effects destabilize economies and eliminate entire ecosystems. Iberostar Group efficiently uses electricity, water and other natural resources throughout our value chain in order to reduce greenhouse gas emissions. We also buy locally and promote renewable energy. In the design and performance of works and refurbishments, we apply technologies to optimize the use of water and electricity. We're raising environmental awareness among our employees and customers to push responsible consumption, and among our suppliers for them to progressively integrate products and services with a smaller environmental footprint. Iberostar Group also shares experiences and capabilities with other organizations to contribute to the fight against climate change.

### Conservation of **BIODIVERSITY**

The destruction of ecosystems, unsustainable consumption of natural resources, increase in invasive species, global warming and pollution are all threats to biodiversity. To contribute to preserving our natural habitats, Iberostar Group aims to prevent pollution at its source. We promote the conservation of natural resources through waste-reduction practices and more efficiently managing waste through re-use and recycling. We are also working to promote the protection of native flora and fauna and raising awareness among customers and employees about the conservation of natural heritage at all our locations. To do so, we have created spaces for biodiversity to thrive and, in collaboration with public agencies and non-profit organizations, promote the respectful use of beaches and coastal areas through awareness-raising activities.

This policy has been approved by the members of the Iberostar Group Executive Committee on 27 May 2019.