



## SUSTAINABILITY POLICY

At Iberostar Hotels & Resorts, we know sustainable development is a driving force in our business. That is why we are committed to making our hotels' growth compatible with environmental protection and cultural heritage, along with promoting the social and economic well-being of our zones of influence. All of this is based on solid ethics and good corporate governance.

Our Sustainability Policy aligns with the United Nations Sustainable Development Goals, complies with current national, regional and local legislations in each of the locations we operate and focuses on five long term commitments:

1. Iberostar's operations are **single-use plastic free by 2020, waste free by 2025, and carbon neutral by 2030.**
2. Iberostar's **seafood consumption is 100% responsible by 2025.**
3. **All ecosystems** that surround Iberostar properties are **improving in ecological health alongside profitable tourism by 2030.**
4. WoC is recognized by **90% of clients in-stay by 2023** and is a **major driver for 60% of clients to choose Iberostar by 2025.**
5. Iberostar's own certification or verified partner **certifications for responsible tourism are adopted by 2x the number of hotels Iberostar manages by 2030.**

To materialize these commitments we are implementing the following actions:

- Create a waste management department to implement reduction and elimination strategies with a focus on the circular economy.
- Develop an energy efficiency plan with annual objectives that contribute to the reduction of greenhouse gases.
- Involve our customers, collaborators, suppliers, the local community and other areas of interest in the rational use of resources and inform them of the guidelines of our policy.
- Promote actions for the resilience and sustainable development of communities.
- Minimize the environmental impact of the company and create a model of responsible sourcing and local consumption.
- Work within the commitment to conserve the environments in all destinations where we operate.
- Use sustainable materials in new constructions.
- Create job development plans to promote opportunities within local communities.
- Respect and comply with the legislation and regulations of each location.
- Create a plan to eliminate harmful substances for the environment.



- Promote actions to sequester carbon emissions.
- Carry our initiatives that promote the participation of local associations and workers, in order for the to share knowledge and for us to support communities.
- Provide an optimal work environment that supports professional development, equal opportunities, plurality of functions and diversity in the workplace.
- Protection of Human Rights and advocate against abuse, neglect or mistreatment in any form, including sexual exploitation (ECPAT).

The company is committed to providing the necessary resources to comply with our guidelines within the policy.

We are aware that this is an evolutionary process that requires continuous contribution. We are integrating all groups and relevant departments into this commitment to continuously improve on our principles.

Palma de Mallorca, November 11, 2020

A handwritten signature in blue ink, reading "Sabina Fluxá". The signature is fluid and cursive, with a large initial 'S'.

Sabina Fluxá Thienemann  
Vice-Chairman & CEO

A handwritten signature in blue ink, reading "Gloria Fluxá". The signature is more stylized and angular than Sabina's, with a large initial 'G'.

Gloria Fluxá Thienemann  
Vice-Chairman & CSO