

The Management of Reverence Hotels, faithful to the business objective of generating prosperity and well-being for society, is committed to a business model that seeks to satisfy the needs of the present without compromising the needs and resources of future generations, and to this end defines its integrated policy and assumes the following commitments:

Regarding the strategy

Ensure that our strategy: mission, vision, values, integrated policy and objectives are known and applied effectively by the whole team, becoming the soul of the company, to be present in every detail of our activities.

Establish annual improvement objectives and monitor them through indicators. Invest and innovate to ensure the continuous improvement and competitiveness of our brand..

Regarding regulations

To advocate an ethical and responsible business model, complying with the hotel and catering agreement and current legislation affecting our establishments and each of the services provided.

To apply the rules of our code of good governance approved by our Board of Directors by managing our affairs ethically and transparently.

Regarding our internal and external customers

To develop all activities from a responsible and ethical point of view, fighting against any irregular conduct.

To apply the criteria of equality, fairness and respect for people and diversity, integrating people into the team and avoiding any type of discrimination.

Facilitate all the means at our disposal so that the people in our establishment have a safe and healthy environment.

Identify training needs in all areas, planning and providing continuous training at all levels. continuous training at all levels.

To ensure talent development and performance improvement, designing career plans.

Raise staff awareness of the culture of safety, health, quality and care for the environment.

To pamper our customers, through a culture of attention to detail; each customer is a challenge and our aim is that they always leave happy with their experience with us.

Our priority is to guarantee that our clients' needs are met, to personalise and to ensure the comfort and wellbeing of our guests.

Measure and analyse the satisfaction and quality that we provide to external and internal customers in order to continuously improve, adapting to the context.

Regarding suppliers, society and environment

Establish criteria for the selection and evaluation of suppliers, achieving mutually beneficial relationships for both parties, guaranteeing the supply of goods and services with the maximum guarantee of quality and sustainability.

Giving top priority to the acquisition of local produce and sustainable goods and services. Reduce, reuse and recycle as much waste as possible.

To promote the creation of stable, quality employment, encouraging personal development and prioritising the hiring of local staff as the best way to contribute to the development of our community.

To meet local needs, maintaining channels of communication and dialogue with all stakeholders, based on commitment, truthfulness and transparency. To ensure sustainable development, controlling and minimising the possible adverse effects we cause to the environment.

Participate and/or collaborate in programmes or other actions for the protection and conservation of local biodiversity in the environments where we carry out our activity.

Signed by:

Ana Nadal

February-2024