

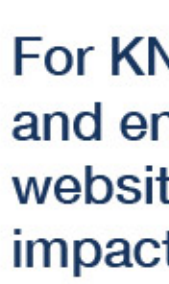


ARENAS DEL MAR

EL MÉDANO ● ● ● ● ●

POLITICS CORPORATE

Kn Hoteles has developed different policies, protocols and ways of action that are established so that in the development of its production processes, among other things, the staff, the client, local commerce and the environment are taken into account. In this document we present the most relevant parts of these policies and/or protocols that form part of our philosophy and operation.



THE ENVIRONMENT

For KN Hotels as can be seen through its quality and environmental policy published on our website, the generation of the least possible impact on our natural environment is one of the absolute priorities, especially when our hotels are located on fragile islands.

In the course of our activities, the following is taken into account:

■ An annual environmental training system has been developed to raise the awareness of our management staff and departmental heads, in this way the environmental culture flows through the entire staff of our organisation, who are the most responsible for being as respectful as possible with the environment. In addition to this annual external training, the importance of minimising environmental impact for the good of all is emphasised monthly in various meetings and communications.

■ Our purchasing department currently procures the most environmentally friendly products available, whenever there is an alternative, they will be certified by environmental seals, for example the chemicals used for laundry, kitchens, restaurants and bars are eco-lab branded, currently the most environmentally friendly products available in our area.

■ We have a strict environmental operational control that on the one hand ensures that we monitor all the "key points" of both natural resources and potentially hazardous waste in the development of our services and on the other hand we have an environmental emergency protocol that enables us to minimise any environmental problem that could be generated in the establishment.

■ To control, reduce and minimise our environmental impact, on the one hand we ask for the collaboration of all hotel guests, we need them to segregate waste in the different facilities throughout the establishment, and on the other hand the measurements that we control in the database are crossed by the number of people staying per month, We control the consumption of natural resources, the segregation of waste by type, food waste, and waste that could be potentially dangerous, which is delivered to an authorised company for its correct end of life.

■ This cross-base by occupancy volumes; on the one hand, it gives us a measure of how efficient we are being, and on the other hand, it helps us to set targets for decreasing waste or consumption each time.

HUMAN RIGHTS

Kn Hoteles promotes and upholds the United Nations Declaration on Human Rights as well as the content of the UNICEF Convention on the Rights of the Child for the protection of children.

NORMATIVE

Kn Hoteles complies with all applicable legal regulations on labour issues and has a health and safety committee, which is represented in equal numbers by trade union representatives and company representatives, where possible improvements in occupational health and safety and occupational risk prevention are discussed and proposed.

Through a company specialized in occupational safety, we have a written occupational health and safety manual, as well as several complementary protocols in case of emergencies and the need for evacuation, the staff is instructed annually with evacuation drills, where there is a specific template for each emergency brigade as described in our self-protection manual.

■ We have a health surveillance through a specialised occupational risk company that carries out annual medical check-ups of all staff. We also carry out an exhaustive risk assessment of each work station every year, where a specialised technician inspects both the installations and the ergonomics of each work station.

■ KN Hoteles cuenta con un moderno y completo plan de igualdad, así como con un detallado protocolo anti acoso laboral y sexual disponible para todo empleado de forma muy fácil y sencilla, que en caso de ser necesario su aplicación garantiza la total confidencialidad para las partes.

■ KN Hoteles has a modern and complete equality plan, as well as a detailed anti-harassment and sexual harassment protocol available to all employees in a very easy and simple way, which in case of being necessary its application guarantees total confidentiality for the parties.

■ Kn Hoteles has a quality manual which describes the procedures that are applied for quality assurance according to the requirements of the various stakeholders, a monthly measurement of the effectiveness of the different points of service according to the user experience, measurements that serve as a roadmap for continuous improvement in the areas where we can act.

POLITICS

Within our policy and way of proceeding, as you can see recommended in our directory of services, we give much value to the culture and local economy, within our possibilities we recommend that you use and enjoy our gastronomy, get to know the destination, its art and natural heritage always respecting the environment. Likewise, in our purchasing department we give priority to local suppliers who are close to us and who are respectful of the environment.

In short, as can be seen from this summary of important parts of the policies applied in our company, KN Hotels has:

- Operational control to reduce, minimise and manage our impact on the environment.
- Written policies and protocols to ensure good working conditions for staff, protecting their human rights.
- Commitment to local trade and economy, as well as to the protection of cultural and natural heritage.
- Policies describing quality assurance
- Written health and safety policies.

We believe it is important to point out that, in addition to our own audits, each hotel undergoes numerous health and safety inspections by independent companies every year. These audits are carried out by our partners in the commercial distribution of the establishments, in this case the so-called tour operators or travel agencies. In these inspections they check all the physical elements of the hotel and the health and safety policies implemented.

GRACIAS
Por leernos