

CORPORATE SOCIAL RESPONSIBILITY

With the environment

The energy problem, climate change and the need to implement green and efficient technologies which prevent further CO₂ emissions and favour energy saving have driven us to carry out important measures in that regard.

One of the focuses of action has been the improvement in energy efficiency in our establishments. For this, we have carried out energy audits in our establishments and the first pilot project to improve hot-water facilities and swimming pool heating.

Our commitment includes a series of measures which make up an environmentally focused stance on all business areas summarised in a basic document titled **50 Steps For a Good Environment**.

From the Innovation Department, the projects that Servatur undertakes always have a cross-cutting aspect related with **responsible energy consumption and environmental care**.

From the Internal & External Communications Department, we carry out a permanent campaign to convey our **environmental policy** to our staff, clients and collaborators. We are aware of our responsibility towards the environment, which is why we transfer our action to different areas of influence.

With our providers

From the Purchase Department, we convey our interest for the environment to our providers, request specifications on their products which endorse their environmental quality.

With our collaborators

From the Sales Department, we regularly collaborate with tour operators and clients in environmental programmes.

With our community

From the Training and Quality Department, Servatur has been admitted into the Environmentally Responsible Companies Network after having taken part in the Environmental Training Programme for the hotel industry.

We are aware of the importance and need to invest in R&I in our company's business environment. For this reason, Servatur has signed a patronage agreement with the Las Palmas University Foundation as part of the **Innova Canarias 2020** Programme.

We also participate in employability policies for young undergraduates via a collaboration agreement with the Las Palmas University Foundation.

Commitment to training as a whole is one of the main distinguishing features of our company. Servatur signed a collaboration agreement with the Department of Education of the Canary Islands Government in 1998 which has allowed for the development of the **Vocational Training Educational Project** within the company, whilst also providing excellent results in interest aspects for all parties involved. As part of its Continuous Training Plan, Servatur regularly welcomes students from different educational institutions on internships, accommodating them into the company in a strict and professional manner, aware of the advantages that this type work provides a company with in the work environment.

Accessibility to our tourist destination and the establishments we manage is something which deeply concerns us due to the economic and social importance resulting from the capacity or incapacity to serve a segment of the population (European or from around the world) who wishes to travel and cannot do so. This reality is grossly unfair for this segment of the population but it is equally irresponsible and short sighted from an economical point of view. We are committed to fighting for the dissemination of accessibility culture with the aim of overcoming the lack of awareness regarding this problem.

Today, as part of its global cooperation objectives with the community, we are developing and have almost finished the **Corporate Compliance** process in order to involve the company's directors team and middle management in a more direct manner in the many legal responsibilities in which the business activities are immersed in.

Furthermore, Servatur makes **annual donations**, both to Doctors Without Borders and to the Spanish Association Against Cancer, and sponsors sporting activities. In 2018, we will sponsor the Olympic sports sailor Tara Pacheco on her road to the 2020 Olympic Games in Tokyo.

Children protection policy

Servatur believes that no child or young person should experience abuse (physical, emotional or sexual), neglect or exploitation of any kind. So in accordance with the United Nations Convention on the Rights of the Child, we are committed to respecting and safeguarding all children and young people under the age of 18 who stay in our property, as well as those who work or live in our locality, ensuring that they are protected from all forms of abuse, exploitation or neglect.

We will keep children and young people safe by:

- Not using child labor and respect the minimum legal working age.
- Valuing, as well as listening to and respecting them.
- Being aware of the dangers of crimes being committed by the misuse of tourist travel facilities and as a consequence feels a responsibility towards minors staying in the hotels.

- Training our employees so they are sensitive to the signs of child abuse and to report any inappropriate behavior or interaction between an adult and child that is perceived suspicious, staff members must report any inappropriate behavior to the hotel manager who will take the action he considers necessary, (always with a previous internal investigation) – reporting to the local police or corresponding tour operator.
- Requesting guests, suppliers and sub-contractors to report any behavior that could be considered inappropriate towards a minor to a member of management who will take steps to investigate accordingly.

Child Protection procedure:

1. Get in contact with the Hotel Manager or manager on duty
2. Report the inappropriate behaviour detected
3. The hotel manager will contact the responsible person related to child protection in the hotel and the situation will be investigated internally
4. If the Child protection responsible and the hotel manager believe after investigating child abuse has been committed, they will report to the local police or the corresponding tour operator.

With our employees

We strive to achieve **non-discriminatory treatment in the company's remuneration** and internal-promotion policies, because we know that they are problems which are still very much present in our society.

Furthermore, we carry out an active policy to prevent abuse of power by stating the company's firm opposition towards these kinds of practices and offering support to staff members who may have been subjected to them.

With our shareholders and investors

We carry out a **responsible and transparent management**, working rigorously to obtain maximum profitability and searching for controlled expansion and to increase the company's value.

We work intensely so that the company can respond to these abrupt and quick changes which are occurring in society and the business world. Being successful in this task is the greatest future guarantee for a company.