

## QUALITY AND ENVIRONMENTAL POLICY

At Royal Hotels, we are hosts to our guests, striving to exceed their expectations by committing to our environment and embracing new technologies.

We are aware of our responsibility for the future, and thus our vision is to grow gradually and sustainably, exploring new business models and diversifying locations, always premium.

We have a firm commitment to Quality and Environmental Protection, which we reflect in the following commitments:

- Customer orientation. Meeting the needs and expectations of our customers, aiming for excellence.
- Complying with legal requirements and any applicable requirements.
- Analyzing our environmental aspects to establish action plans that allow us to reduce and minimize our environmental impacts in all our activities.
- Establishing measures for pollution prevention and control.
- Setting environmental and quality objectives that contribute to the continuous improvement of our organizational performance.
- Acting ethically and sustainably with the environment and focusing our efforts on environmental preservation.

To fulfill these commitments, the involvement of everyone at Royal Hotels is necessary, from our staff to suppliers and guests. Therefore, we raise awareness and sensitize them about the importance of quality and respect and protection of the environment, encouraging everyone's participation.

Thanks to the implementation of our quality management system ISO 9001:2015 and environmental management system ISO 14001:2015, we conduct follow-up audits that allow us to establish action plans and specific objectives for the continuous improvement of our integrated quality and environmental system.

General Manager



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