



# QUALITY POLICY, ENVIRONMENT AND SUSTAINABILITY.

We strive to be a hotel chain that offers the greatest effort and dedication to provide good service to its customers. Due to our philosophy, we want to offer the highest possible quality in our facilities for the category in which we compete in order to achieve user satisfaction. Our obsession is excellence in caring for the environment and positive actions in terms of sustainability. We want KN hotels to be a regional benchmark in the field of respect for the environment and for our brand to be identified with the concepts of quality, support for traditions, the local economy and the protection of the biodiversity of our environment. All of this, within the scope: **“hotel services in accommodation and catering”**.

Through our quality, environment and sustainability policy, we publicly declare the following commitments:

- Compliance with all applicable legal requirements.
- Compliance with the requirements established by our clients and interested parties.
- Promote continuous improvement in all aspects of our organization.
- Promote the necessary improvements to achieve the proposed improvement objectives.
- Promote training and communication to the human team, including third parties that relate to the organization, so that they know and understand the necessary compliance standards and commitments.
- Establish and maintain a policy that respects the rules, ethical standards and equality between people. In the event of conduct that conflicts with this point, a philosophy of zero tolerance will be applied.
- We declare a commitment to respect the declaration of human rights, fair treatment of staff, protection of minors and vulnerable groups.
- Protect the ecosystem through responsible use of natural resources, aimed at reducing sources of energy, water and waste generation.
- Commitment to constantly measure the emissions emitted by our operations to apply measures and objectives aimed at reducing the CO2 generated.
- We declare a commitment to island development, prioritizing as much as possible collaboration with suppliers in our community, also helping to preserve the native heritage and way of life, encouraging among our users the use of local commerce and respect for the traditions, the culture of the Island and the natural environment that surrounds us.

This policy is reviewed annually and made available to all our interested parties. The impact of our activities on the environment is the result of planned and systematic actions of: Prevention, detection, correction and continuous improvement throughout the interaction of the process. Ensuring at all times the prevention of adverse environmental impacts from a life cycle approach; thus helping to protect the natural environment against damage and degradation.

In Arona on October 21st 2024.

**la Dirección**