

QUALITY AND ENVIRONMENTAL POLICY

At Insotel Hotel Group we are committed to client satisfaction and loyalty. We provide high quality products and services and focus on the welfare of our clients and encourage our staff to work as a team, to achieve the targets set and to continuously improve the Group's different procedures.

Aware of the need for its activities and services to be carried out with the appropriate respect for the environment in order to achieve sustainable tourism, Insotel Hotel Group has made the following commitments:

- 1. Comply with current tourism and environmental legislation.*
- 2. Determine the environmental impact of our business and prevent contamination.*
- 3. Raise awareness, encourage training and communication related to the environment among collaborators, clients, suppliers and the people and companies involved in developing and implementing the principles of this environmental policy.*
- 4. Guarantee the continued improvement of our environmental management by establishing goals and targets to preserve the environment, carrying out audits to check the system's documentation, implementation, maintenance and performance.*
- 5. Protect the environment, including the prevention of contamination and other specific commitments applicable to the organisation's situation.*

This undertaking to comply with the quality and environmental policies is shared by all workers of the Insotel Hotel Group, adopting the following maxim:

Quality and sustainability are not just something you have; they are something you put into practice.

President & CEO

Javier Mari Washbourne

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