

Excellence policy



INTRODUCTION

ILUNION Hotels' Excellence Policy is the reference framework established to achieve a comprehensive approach for the satisfaction of our stakeholders and our continuous improvement, involving not only the maintenance of high standards in service and facilities, but also fostering a culture of continuous improvement, innovation and sustainability.

OBJECTIVES

Achieving our purpose: **Building a better world with everyone included**

Through our vision: **To be a unique and inspiring model for all companies in the sector and our stakeholders who want to build a better world.**

ILUNION's **purpose** is our main motivation as a company, and the greatest element of cohesion for our people and our stakeholders. The **vision** sets out the roadmap for achieving our purpose. And finally, the **values** are those that make up our **corporate culture** (included in the Code of Ethics and Conduct of the ONCE Social Group)

ILUNION Hotels is committed to the satisfaction and generation of positive impact in a sustained manner on all stakeholders, through a culture of continuous improvement, innovation, learning and sustainability. In order to meet all these commitments, we need an **excellent management model** to guide the way we run the company, with a focus on the better future that we want to build together with our stakeholders. To set out this path to excellence, we adopt the best-known practices, through standards, guidelines, models and frameworks, from which we learn, thus moving towards the outstanding organization we want to be.

The different certifications and recognitions not only provide us with a more solid management model, they are also a strong proof to society of the commitment we have acquired with our mode of management and the rest of the stakeholders. They generate trust and credibility, allow us to relate to our stakeholders with guarantees and using the same language, and, as a result, position us on the road to excellence.

This Policy applies to all the work centres that make up ILUNION Hotels. In those affiliated companies in which this policy does not apply, ILUNION Hotels shall promote, through its representatives on its governing bodies, the alignment of its own policies with those of the organization

COMMITMENTS

ILUNION Hotels' pledge to excellence is focused on the following commitments:

- To ensure that the management team exercises **humanistic leadership** in the company, giving top priority to our people, the protection of the environment and our assets.
- To develop a **culture of excellence** based on our values and our safe and reliable operations
- To promote **operational discipline** by complying with internal policies, processes and procedures (compliance)
- To facilitate stakeholder **consultation and participation mechanisms** for the proactive management of excellence-related issues
- To make this policy known to all our stakeholders.

PRINCIPIOS

In order to put these commitments into practice, ILUNION Hotels will be guided by the following basic principles of action:

- **Purpose, vision and values:** All our decisions are oriented towards the purpose and vision of ILUNION Hotels and its values
- **Management Excellence:** We lead the company and the ecosystem through a management model based on people, excellence, innovation and sustainability
- **Organisational Culture:** We foster a culture of transformation and constant evolution, leaving no one behind.
- **Stakeholders:** We listen to, understand and engage our stakeholders, putting people at the centre.
- **Sustainable Value Proposition:** We deliver value by meeting, in a balanced way, the needs and expectations of all present and future stakeholders.
- **Continuous improvement:** We adopt a continuous improvement approach, learning from the past, adapting flexibly, and looking to the future.
- **Sustainable results:** We achieve long-term results that promote social, economic, environmental and governance sustainability.

COMMUNICATION

This document is public, accessible on the website and available to anyone who requests it in our establishments.

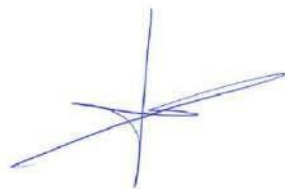
COMPLIANCE AND MONITORING

This policy is mandatory for all members of the organisation.

If any person detects non-compliance by another employee, they shall bring it to the attention of their superior, or in the event that it is the latter who is non-compliant, they shall inform the highest manager at the workplace.

APPROVAL AND MODIFICATION

The approval and modification of this policy is the responsibility of the Management Committee and the Chief Executive Officer of ILUNION Hotels.

A handwritten signature in blue ink, consisting of several overlapping lines that form a stylized, abstract shape.

José Ángel Preciados
CEO ILUNION Hotels
Date: November 11th 2024