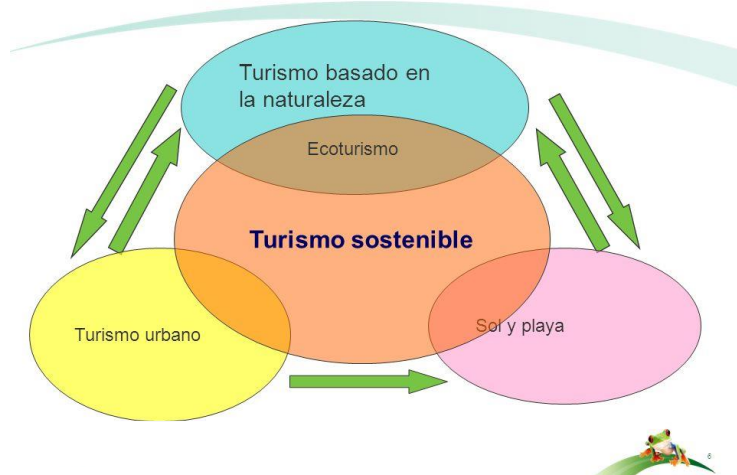


# Sustainability policy “Los Zocos Club Resort”



## TURISMO SOSTENIBLE



## Sustainability Policy

At Los Zocos S.L, we seek the integration of the values and principles associated with sustainable development in our business process. We believe that sustainability is the key element that will allow tourism to continue to be the engine of the economy in so many countries, but above all in our community.

We think that we can learn a lot from mistakes and we bet on continuous improvement to ensure the future. We want this way of acting to be what helps us to strengthen the relationship with our customers and collaborators, and that is what differentiates us and makes us a more sustainable, more stable and secure company, and more attractive to all those who they approach us.

Tourism is a sector that is particularly sensitive to the environment in which it is developed. The loss of the cultural identity of a destination can lead to the reduction of its tourist attractiveness when the uniqueness that makes it unique disappears. In addition, the existence of pockets of poverty in the community in which we are present is a reality. That is why trying to improve these situations is an obligation that we must fulfill, in the face of our employees, our customers and society.

We are convinced that the company is like a living organism that needs to continually adapt to the environment, and evolve with it in order to survive. To achieve this, it is essential to be attentive to this environment and for that it is best to listen to all our stakeholders.

Therefore, because we want to be closer to them, and know them better, we will maintain an attitude of proactivity towards all, being open and approaching them. We believe that knowing your concerns and expectations will sustain our own development as a company, will benefit us all and will keep us growing together, evolving and adapting to the environment and the times.

In the first place, we are aware that in this commitment to sustainable development, the environment is one of the key elements. We are committed to continuously improve our systems for measuring the impact of our operations on the natural environment, committing ourselves to the incorporation of environmental management in our daily work. We will strive to reduce the impact of our activity and contribute to preserve the biological diversity of tourist destinations, through landscape integration, and respect for its flora and fauna.

We will promote energy and water savings, and reduce emissions, always seeking efficiency and containment in the consumption of natural resources, and responsibly managing our waste and discharges.

Second, our commitment is also social. We understand that our activity will be sustainable if we are able to make a contribution to the reduction of social differences, and to the reduction of poverty through opportunities for mutual economic growth. We will be sensitive to the social needs of our employees and we will share our commitment to them, giving space to their concerns of solidarity, volunteering and cooperation. We will pay special attention to the most disadvantaged groups, such as the elderly or people with disabilities, and, especially, we will take care of our influence on children, their vulnerability and being the future recipients of our legacy.

Last but not least, we are committed to conserving the tangible and intangible cultural heritage of the communities in which we operate. We will be fully involved in the local area, integrating the cultural, gastronomic and artistic elements of each destination, respecting and defending as our historical heritage. And we will be a dynamic element of the autochthonous protecting their roots and seeking the complicity of our clients in the discovery and conservation of the cultural wealth of the destination.

We will integrate the premises of sustainable development throughout the life cycle of our business.

We want to share our commitment to sustainable development with our employees, with our suppliers, and with our customers. We want to have as our accomplices our strategic partners and the entire tourism sector so that they feel identified with our sustainability policy. We will extend our criteria for sustainable development to the supply chain, requesting them to adopt a policy of continuous improvement in relation to the integration of sustainable development criteria in their business, such as social justice, minimizing their environmental impact and economic development of the destinations. We trust in the work in platform with all our stakeholders and we are prepared to be a proactive sector actor and respectful with the competition, acting from the cooperation with the different social actors in the search of solutions to the environmental, social and cultural lacks that take us all to a society of shared responsibility where the needs of all are met in a balanced, just and lasting way.

This is our vision of sustainable development. The sum of all these commitments is what will allow our sector and our activity to generate opportunities and wealth for people and peoples, listening to our stakeholders and getting closer to them, protecting the environment and natural resources, contributing value to make minor social differences of the globalized world and preserving cultural diversity and cultural heritage.






Our commitment to sustainable development is a continuous search for balance between the needs of current generations and the needs of future generations, the balance between

economic, sociocultural and environmental development and the preservation of destinations, between the demands of our different interest groups.






In Los Zocos S.L we want to contribute and support sustainable development in the community in which we are present and the people who work there, leaving a legacy for future generations to enjoy.

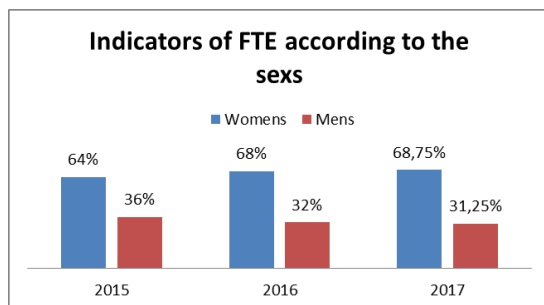
## Mejoras con respecto 2017

### Social aspects / community; In the year 2018 we have collaborated socially with;

-  Caritas: We collaborate weekly. Every Thursday they come from caritas to pick up the food that is not used from the buffet to give dinner service to people with few resources and socially excluded who require their services. With this same company, we collaborate in the most familiar period of the year, Christmas; we collaborate with food for dinner on December 25 and 31.
-  Triathlon Group; Sports event where we collaborate with water and fruit. It is done for the promotion of the Island, where customers from different countries come to participate.
-  AFA; Association of families with Alzheimer's problems. We ask our clients to collaborate with the purchase of wine bottles from the association to raise money for research against this disease. The wine they sell is wine from Lanzarote.
-  Tegui City Council; We collaborate continuously with all kinds of events in the Costa Tegui area, with the aim of bringing our clients closer to the custom of the area, for example; Costa Tegui Marathon, Three Kings' Riding, Cleaning of beaches in the municipality of Tegui, Purchase of sports equipment for the children of the municipality, etc.
-  Several small teams of the Island that have requested collaboration for trips, end of course events, etc.


### Aspects laborales / employees;

-  Improvement in the duration of employment contracts.
-  Increase in indefinite staff
-  Increased training
-  Improvement in internal promotions.
-  Automatic parts program to avoid the use of paper, everything is done through the Hercules program with tablets.



PROMOCIONES ÚLTIMO AÑO  
CATEGORÍAS PROFESIONALES A LAS QUE SE HA PROMOCIONADO

Categorías	Mujeres	Hombres	
Bussiness & Revenue Manager	1		1
Jefa de Recepción	1		1
Jefa de Sector	2		2
Camarera	4		4
Jefe de Personal	1		1
Jefe de Cocina		1	1
2º Jefe de Mantenimiento		1	1
2º Jefe de Recepción		1	1
Cocinero		1	1
Comercial Marketing		1	1
<b>TOTAL</b>	<b>9</b>	<b>5</b>	<b>14</b>

 **Environmental & Guest;**

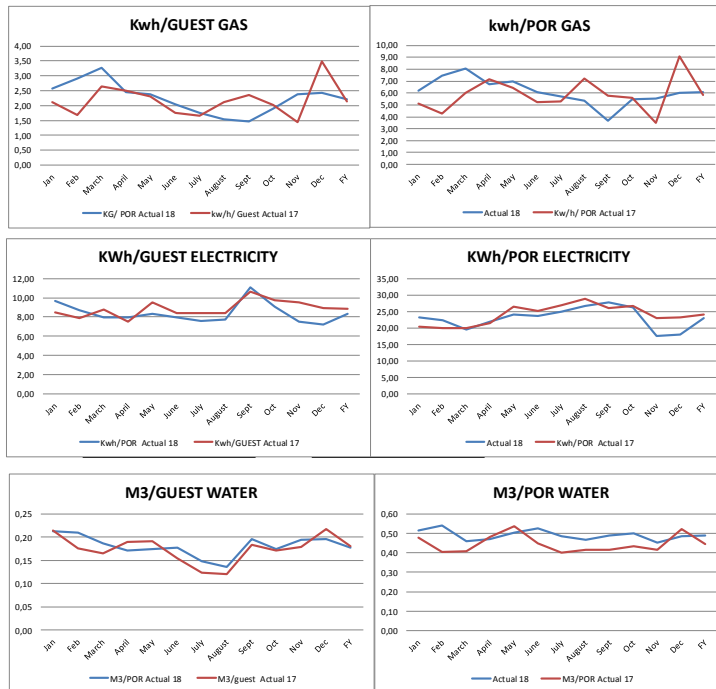
- ✓ Recycling points. We have add a new recycling point next to reception



- ✓ Information to the clients of our commitment with the environment and therefore to take care of the use and consumption of water, washing of towel, to have the amount of necessary food for consumption avoiding the waste.
- ✓ We have changed plastic straws for paper straws.



- ✓ We have maintained and improved Energy consumption



- ✓ Los Zocos Club resort has an APP, here like our web you can find the sustainability information. Also in all rooms is an information book where state also our sustainability policies. The same than our green book



Los Zocos also comply with Environmental, labour & Human Rights, community relations and health and safety that can be requested in [info@loszocos.com](mailto:info@loszocos.com)

#### **Human & Labour Rights;**


Each employee has a personal responsibility in the way he cooperates with others, either as a team leader or as a colleague. The role of those responsible for human resources and their teams is to handle, in a professional manner, the problems of each one, without substituting competent authorities. His first responsibility is to actively contribute to the quality of human resources management throughout the Company, proposing appropriate policies and ensuring equity in the coherence of its application.

Those responsible for human resources advise and propose solutions whose impact on the effectiveness of the Company should be positive. They also recommend the best adapted measures and provide quality advice and support to their colleagues.

Together they act as co-responsible in all matters related to human resources.

Such an association is essential for the effective management of human resources. The communication skills of a human resources manager should allow him to deal with all the sensitive issues, as they occur regularly in human relations problems.

Team members will be recognized not only for their professional contribution, but also for their ability to communicate.....

 **Policy against the sexual exploitation of minors;**

The UNWTO Global Code of Ethics for Tourism (World Organization for Tourism) establishes that the exploitation of human beings, in any form, especially sexual exploitation, and in particular when it affects children and adolescents, violates the objectives of tourism and constitutes a denial in its essence.

The State and all Spanish citizens have the obligation to guarantee the protection and fulfillment of the rights of minors who live in the country, especially against Sexual Exploitation and Abuse.

The Zocos openly rejects the commercial sexual exploitation of children and adolescents in Spain and in the world, in particular the modality associated with travel and tourism, as this is a behavior that harms the fundamental rights of minors and is contrary to intrinsic objectives of tourism activity, such as respect for all peoples and cultures, sustainable development, promotion of peace and respect for human rights.

The Zocos also condemn those who use tourism and the facilities and services they offer to promote, facilitate or tolerate the occurrence of commercial sexual exploitation of children and adolescents.....

 **Social responsibility policy**

Faithful to our sustainability policy, we assume as a strategic element the social and community commitment, being our main objective the generation of business value through an ethical and socially responsible behavior.

The commitment to integrity, responsibility and transparency remains in the heart of what defines and guides us, with social sustainability being one of our fundamental pillars for business planning and our way of operating.

We understand that our activity will be sustainable if we are able to make a contribution to the reduction of social differences, and to the reduction of poverty through opportunities for mutual economic growth. For them we are sensitive to the social needs of our employees and we share our commitment to them, giving space to their concerns of solidarity, volunteering and cooperation. We pay special attention to the most disadvantaged groups, such as the



elderly or people with disabilities, and, especially, we take care of our influence on children, their vulnerability and being the future recipients of our legacy.....

 **Policy on prevention of occupational risks, health and safety**

It is part of our policy of prevention of occupational hazards and it establishes the following;

The address of Los Zocos, S.L. ratifies the following policy of action in prevention of occupational risks, which will be applicable to all its employees and facilities;

The life, physical integrity and health of the workers are rights whose protection must be a constant of the daily task for all of us who work in Los Zocos S.L. and especially that of those who, at one or the other level and at one or another job, exercise command functions.

Because we consider that people are the most important asset of our company, it is the objective of this board of directors to establish a preventive policy that goes towards a model of scientific prevention, integral, integrated and participatory.

Based on the principle that all accidents, incidents and occupational diseases can and should be avoided, the company is committed to achieving a high level of safety and health at work, not only limited to comply with current legislation on the subject, but carrying out actions that raise the degree of protection of workers marked by the law if necessary.

This commitment will be expressed clearly, and will be one of the essential objectives set out in the general policy of the company. ....