

## SUSTAINABILITY POLICY

*Bensaude Hotels, in the development of its activities of providing Accommodation, Restaurant and Leisure services, is committed to Environmental, Social and Economic Sustainability, through the definition, revision and monitoring of objectives with the purpose of continuous improvement of its performance, aiming at minimizing the environmental, social and economic impacts of its activities.*

*The Board Management of Bensaude Hotels is committed to:*

- *Protect the environment, focusing on the rational use of natural resources and prevention of pollution;*
- *Support the local economy, focusing on regional products, local companies and hiring locally;*
- *Support the connection to the community, preserving and promoting their traditions (cultural and social) and disseminating their natural and cultural heritage to the guests;*
- *Promote the satisfaction and motivation of its Employees, focusing on their training, health and safety in the performance of their duties;*
- *Protect Human Rights and promote the Protection of Children from all types of exploitation;*
- *Satisfy and retain their guests, offering them products, services and experiences that exceed their expectations;*
- *Comply with the legislation and other legal requirements applicable to its activities.*

*The mission of Bensaude Hotels is to promote the involvement of its Employees, Suppliers, Clients and other Stakeholders, for a responsible action and the creation of a Sustainable Community, for a better Quality of Life and a more Sustainable future of the Region of the Azores.*

*Ponta Delgada, February 13th, 2019.*



*The Board*