

## CORPORATE SOCIAL RESPONSIBILITY POLICY

Nivia Born Boutique Hotel is aware of the need to develop its ethical and environmental values and communicate them to its stakeholders. In carrying out its activities and services in accordance with these values, it has adopted this Social Responsibility Policy, which aims to ensure the sustainable development of the company, balancing its economic development with social commitment and respect for the environment.

This policy is based on the following principles:

- To promote the personal, professional and social development of all the company's employees, encouraging their training and, in particular, that of those who are directly involved in the environmental and social aspects of its activity. To value the professional training of all employees and their decent working conditions.
- To adopt all appropriate measures to understand, comply with and promote, within our area of influence, all current legislation and regulations on the environment, occupational health and safety, labour issues, financial matters and human rights, with a focus on a new circular economy model.
- Promote communication with customers and other stakeholders, seeking cooperation in environmental protection, the circular economy, and the promotion of the culture and traditions of our municipality.
- Reinvest the company's economic development in the community, valuing the hiring of local staff and the purchase of local products. Also involve suppliers and subcontractors in adopting environmental, social and product quality criteria.
- Establish the necessary measures to understand, control and improve the environmental aspects of our activity. Reduce the consumption of natural resources by applying the best possible management and available technology, reduce our carbon footprint, and promote the minimisation of waste generation by extending the useful life of resources and ensuring their proper management in all cases.
- Collaborate with the administration, as well as with entities or groups that promote better management of our environment and the benefits of society in general.
- Develop each of these principles in accordance with the pursuit of maximum customer satisfaction and the continuous improvement of our services.

In order to ensure the proper implementation of this Policy, Nivia Born Boutique Hotel will assess and redirect any deviation from the principles established herein through its sustainability management system.

The principles of this document are supplemented by the corresponding annexes regarding Quality, Environment, Health and Safety, Human Rights and Good Labour Practices, and Support for the Local Community. These documents will be reviewed periodically in order to remain up to date with changes in the company's internal and external circumstances.

Palma, 09 October 2023

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## QUALITY POLICY

The management of Nivia Born Boutique Hotel has defined its Quality Policy with a view to achieving customer and employee satisfaction. Knowing our goals will lead us to successfully achieving them. To this end, our quality policy is based on the following principles:

1. Spreading a culture of quality: based on establishing a system that allows for the monitoring, study, correction and improvement of all procedures carried out in the establishment.
2. Promoting well-being at work: we promote participatory management and teamwork through training and learning programmes that we offer continuously to our employees. Creating a pleasant atmosphere is a daily task for each and every one of the employees who form part of the company.
3. Awareness of satisfaction: everyone contributes to quality. It is essential that we all maintain a spirit of continuous improvement. To achieve customer loyalty, we must provide excellent service, paying close attention to small details, treating customers cordially, showing empathy and, above all, smiling.
4. New opportunities and continuous improvement: we like to listen to the voice of our customers and employees and thus increase the number of improvements introduced thanks to the first-hand information provided through complaints or suggestions, which also allows us to measure quality in a realistic and committed manner.
5. Guaranteeing product and service quality: we are committed to improving and offering quality products and services in all our establishments. Quality is the result of the participation of each and every employee.
6. Compliance with regulations: we comply with all applicable requirements for the service. To ensure the success of these principles, we have departmental instructions in place, which are reviewed periodically.

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## ENVIRONMENTAL POLICY

Nivia Born Boutique Hotel carries out its activities while striving to balance economic progress with environmental protection and pollution prevention, within the framework of sustainable development that ensures a prosperous and healthy planet for future generations. To this end, we continuously and progressively implement environmental improvements in our activities, avoiding and reducing their impact on the environment, especially those involving the irrational use of natural resources and energy, the deterioration of water, air and soil quality, and the protection of biodiversity.

The management of Nivia Born Boutique Hotel is committed to:

1. Be directly and fully involved in environmental management at all levels to ensure the achievement of objectives and continuous improvement.
2. Ensure compliance with the requirements of all applicable environmental regulations and other requirements to which the company subscribes.
3. Review the environmental practices of suppliers and contractors, encouraging them to progressively adopt environmental criteria, especially with regard to the procurement of environmentally friendly materials and products.
4. Control and use natural resources rationally, especially energy and water.
5. Implement the necessary measures to prevent or reduce emissions into the atmosphere, water and soil.
6. Promote not only waste reduction, but also reuse, recycling and/or recovery, either internally or through external waste management companies.
7. Protect and promote the natural values of the surrounding environment.
8. Further study new technologies in order to incorporate into our system all those opportunities that, being economically viable, can contribute to reducing our environmental impact and thus ensure the continuous improvement of our environmental performance.
9. Involve all staff in environmental management, enriching their environmental culture through the necessary training and daily use of our environmental system tools.
10. Communicate our environmental principles to our customers and other stakeholders, thereby involving them in our management.
11. Periodically review and update the Environmental Policy, in accordance with our commitment to continuous improvement.

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## HEALTH AND SAFETY POLICY

Nivia Born Boutique Hotel is committed to protecting the health and safety of our employees, customers and suppliers who may perform services at our facilities, with the conviction that accidents and occupational illnesses can and must be prevented. Ensuring the health and safety of all of them is a key aspect of the company.

1. We adopt the principle of continuous improvement in preventive measures among our employees, which includes, among other things, health prevention and protection activities, emergency response, adapting work to the individual, selection of work equipment and products, coordination between companies and other obligations set out in the regulatory framework for prevention. We consider accident prevention to be as important as quality or productivity.
2. The Company promotes and establishes the necessary means to ensure that deficiencies and/or suggestions for improvement are analysed and, if possible, implemented. The spirit of participation, innovation and continuous improvement in the field of prevention is fundamental to the future of our Company.
3. People are Nivia Born Boutique Hotel's most important asset. Therefore, they must be qualified and identify with our organisation's objectives, and their opinions must be taken into account. All staff are familiar with the Prevention Plan, which sets out specific guidelines for action. The company relies on the participation of its employees and their representative bodies to implement and develop this Prevention Plan.
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5. The health and safety of our guests is paramount to us. We have a medical service at the hotel that can be accessed by prior notice, as well as first aid equipment and trained personnel.
6. The company has a food safety system in place to analyse and evaluate food hygiene issues and carries out a series of procedures to prevent any incidents that could compromise food safety. Kitchen and catering staff receive regular training on this subject.
7. The facilities comply with the applicable legal requirements in terms of industrial safety, from the implementation of an internal preventive maintenance plan to regular checks and inspections by the competent authorities.

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## HUMAN RIGHTS AND GOOD LABOUR PRACTICES POLICY

Nivia Born Boutique Hotel is aware of its influence on the fulfilment of human rights. Therefore, within the framework of our Corporate Social Responsibility Policy, we establish the following principles:

- Comply with all laws and regulations on labour management. Our employees will receive a decent wage, in accordance with the community's Collective Bargaining Agreement for the Hospitality Industry, and will work a reasonable number of hours, in compliance with national employment law.
- Job applicants will not suffer any kind of discrimination either during the selection process or while performing their duties once the contract has been formalised.
- We value our staff and treat them fairly and respectfully, ensuring that discrimination against anyone is not permitted, regardless of age, sexuality, gender, ethnicity, religion, culture or disability.
- Nivia Born Boutique Hotel staff are free to join a trade union or similar organisation established to protect and represent employee rights.
- Management promotes the provision of extraordinary benefits to staff, such as meals or uniform washing, depending on the circumstances and needs.
- Staff development in their jobs is encouraged, improving their skills with training and professional development opportunities.
- Management seeks to understand local community issues that may affect their lives and tries to ensure that their views are taken into account in the company's decision-making.
- The Global Code of Ethics for Tourism of the UNWTO (World Tourism Organisation) establishes that the exploitation of human beings, in any form, especially sexual exploitation, and in particular when it affects children and adolescents, violates the fundamental objectives of tourism and constitutes a denial of its essence. There is a commitment to train company staff to be aware of and behave in accordance with practices and policies for the protection of children and adolescents against commercial sexual exploitation, and to deal appropriately with situations of this nature that may arise in the course of their work, encouraging them to act as agents of prevention in this area. We also encourage our customers to collaborate by reporting any strange behaviour they may detect, whether by employees or other customers, to management or directly to the authorities, either by telephone on 091 or 112, online or in person at police stations.
- We engage our staff in our sustainability commitments so that they understand their role in achieving our objectives.
- Monitor sustainability indicators related to good labour practices.
- In our relationship with our suppliers, we categorically do not tolerate any type of labour exploitation or exploitation in any other area, especially child labour, and we demand adequate and fair conditions for their workers, without discrimination on the basis of sex or race, reserving our right to report any violations to the competent authorities.

### **Fundamental principles of the Universal Declaration of Human Rights**

Human rights are the basic freedoms inherent to all human beings. They are based on the principles that all humans, without distinction, have the universal right to be treated with dignity, equality and respect. The Universal Declaration of Human Rights identifies them as the 30 fundamental principles that were adopted by the United Nations General Assembly in 1948:

1. **All human beings are born free and equal in dignity and rights.**
2. All persons are equal regardless of their origin, ethnicity, colour, sex, language, religion, political opinion or any other condition.
3. Every individual has **the right to life, liberty and personal security.**
4. **No one shall be held in slavery or servitude.**
5. **No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.**
6. Everyone has **the right to recognition everywhere as a person before the law:** that is to say, to be recognised by national and international law.
7. All are **equal before the law** and are entitled without any discrimination to equal protection of the law.
8. We are all **equally entitled to protection against any discrimination** in violation of this Declaration and against any incitement to such discrimination.
9. Everyone has the **right to an effective remedy by the competent national tribunals** for acts violating the fundamental rights granted him by the constitution or by law.
10. **No one shall be subjected to arbitrary arrest, detention or exile.**
11. Everyone is **entitled** in full equality to a **fair and public hearing** by an independent and impartial tribunal, in the determination of his rights and obligations and of any criminal charge against him.
12. **Everyone charged with a criminal offence has the right to be presumed innocent.**
13. No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation.
14. **Everyone has the right to freedom of movement and residence** within the borders of each State.
15. **Everyone has the right to seek and enjoy in other countries asylum** from persecution.
16. **Everyone has the right to a nationality.**
17. **Men and women of marriageable age have the right to marry and to found a family, without any limitation due to race, nationality or religion,** and they shall be entitled to equal rights as to marriage, during marriage and at its dissolution.
18. Everyone has the **right to own property, individually and collectively.**
19. Everyone has the **right to freedom of thought, conscience and religion.**
20. Everyone has the **right to freedom of opinion and expression.**
21. Everyone has **the right to freedom of peaceful assembly and association.**
- They also have the right to participate in politics directly or through representatives (22), to social security, and to the fulfilment of their essential economic, social and cultural rights (23), to work and to free choice of employment (24), as well as to rest and leisure (25).
26. Everyone has **the right to an adequate standard of living.**
27. Everyone has the **right freely to participate in the cultural life of the community.**
28. Everyone has **the right to a social and international order** in which the rights and freedoms set forth in this Declaration can be fully realised.
29. **Everyone has duties to the community** in which alone the free and full development of his personality is possible.
30. **Nothing in this Declaration may be interpreted as implying for any State, group or person any right to engage in any activity or to perform any act aimed at the destruction of any of the rights and freedoms set forth herein.**

Many different types of people, including customers, suppliers and staff, frequent hotels and accommodation providers, and although it is almost impossible to predict when a person will compromise the human rights of another individual, it is important to understand how to manage this risk to ensure the protection of the welfare of vulnerable groups, including minors, and to ensure that they are treated fairly and respectfully without distinction based on sexuality, gender, age, ethnicity, religion or disability.

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## LOCAL COMMUNITY SUPPORT POLICY

The management of Nivia Born Boutique Hotel assumes responsibility for the impact our activity has on the local community and always strives to influence it positively, thereby contributing to the sustainable development of the tourist destination and the circular economy.

Our commitment to supporting the local community is based on the following guidelines:

1. Actively choosing to purchase goods and services from local suppliers, as well as acquiring local products whenever possible.
2. Promoting the destination among guests, such as places of interest, local restaurants, markets or craft centres, to encourage them to explore the food, history, culture and traditions of the locality and its surroundings.
3. Advise guests on how to behave in the environment and/or locality, particularly when visiting sites of cultural importance or special natural value.
4. Offer support to local educational institutions, promoting and sustaining knowledge transfer processes to primary and secondary schools.
5. Improve the impact of our activities on the surrounding community beyond existing regulations (noise, odours, etc.).
6. Have indicators in place to monitor the impact of our activities on the community in which we operate.
7. Participate in activities that support social and/or community organisations, and communicate these internally to all staff, as well as to customers, involving them as much as possible if they are interested.
8. Create and/or participate in partnerships with other companies or organisations to develop these community support actions.

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