

SUSTAINABILITY POLICY

Approved by the Board of Directors on 25 November 2021

MELIÀ HOTELS
INTERNATIONAL

POLÍTICA / POLICY

I. PURPOSE AND SCOPE

The purpose of this Sustainability Policy is to define the principles and commitments that ensure an ethical, responsible and sustainable management model in Meliá Hotels International S.A. and its Group (hereinafter, “Meliá” or the “Company”), with the aim of creating value for society taking into account the reality of the destinations in which the Group operates.

This policy is approved and framed within the provisions of the Recommendation No. 55 of the Good Governance Code of Listed Companies of the CNMV.

This Policy is binding on, and globally and directly applied to, all the Group companies and the business units managed by Meliá, as well as the investees not included in the Group over which effective control is exercised by the Company, within the legally established limits.

For those investees to which this Policy does not apply, the Company will promote, through their representatives on their management bodies, the alignment of their own policies with those of Meliá.

Its contents are established without prejudice to any additional and specific regulations that may be approved regarding the matter, as well as the specific legal regulations that may be applicable in any of the countries in which the Company or any Group company operates.

This policy replaces and repeals that approved by the Board of Directors on 27 February 2017, named Corporate Responsibility Policy, and reinforces the approaches already assumed, disclosed and integrated by the Company in its Code of Ethics.

II. MISSION AND VISION

Meliá offers global experiences and accommodation services with excellence, responsibility and sustainability criteria and, as a family-owned business, the Company also seeks to contribute towards a fairer society and to promote a better balance between current and future needs.

Its goal is to position itself amongst the world’s leading hotel groups in the upper-medium segment, consolidate its leadership in resorts and bleisure, and be recognised as a worldwide benchmark in terms of excellence, responsibility and sustainability.

To this end, Meliá’s business model is based on acting responsibly to ensure the Group’s economic viability as a main lever for generating value for the society.

III. COMMITMENTS & PRINCIPLES OF ACTION

This Policy aims at reinforcing an ethical, transparent and responsible management which places Meliá as a benchmark company in the transformation of tourism to a sustainable model, which helps to minimise the environmental impact of its activities and contributes to the economic and social development in the destinations in which it is present.

This Policy is based on the principles, values and action guidelines of Meliá which are detailed in its Code of Ethics and which will be applied according to the legislation in force in the destinations in which it operates.

Thus, the Meliá's actions are governed by its corporate values, as detailed in the Code of Ethics, universal principles and values, based on international and national recommendations and practices which focus on specific commitments and principles of action.

Environmental Commitments

Meliá includes within its strategy the commitment to make progress in the fight against climate change and to minimise its environmental impact, as well as its responsibility to face the risks and opportunities derived therefrom. In this sense, Meliá is committed to:

- Making the fight against climate change a key objective in the management of its activities.
- Contributing towards the preservation and protection of the environment and biodiversity.
- Mitigating the impact of its activities and making a responsible and efficient use of natural resources.
- Moving towards a hotel management model based on circularity, which allows the reduction, recycling, reutilization and/or phasing out of the waste generated by its activities.

Social Commitments

Meliá seeks to promote the well-being of individuals and the social progress by assuming the following commitments:

- To promote best practices in terms of employment, by offering the best opportunities of growth and ongoing training and developing talent on the basis of equality, salary fairness, non-discrimination and inclusion, ensuring safe and healthy working environments which allow reconciliation between family and working life.
- To contribute towards the creation of social and economic value wherever it is present.
- To manage its activities in close contact with its stakeholders, by keeping an active, open and cooperative willingness to listen, which reinforces long-term relationships based on trust, respect, transparency and mutual benefit.

- To ensure due diligence in the defence of Human Rights in its management model, extending the respect for Human Rights to its value chain.
- To drive and promote social and philanthropic initiatives in line with its social positioning which help to cover local needs wherever it operates.

Good Governance Commitments

Meliá seeks to consolidate an ethical and transparent management model. Therefore, it manages its activities based on integrity and responsibility, which allows to create relationships of trust with Stakeholders, in line with its purpose and corporate values. To achieve this, the Company is committed to:

- Complying with applicable legislation in all the countries in which it operates, as well as respecting and abiding by the commitments already assumed.
- Including ESG¹ criteria in the decision making through the different management bodies of the Company, ensuring a consistent and solid management model which is focused on promoting continuous improvement and which is also applied to the value chain.
- Promoting, together with its suppliers, a supply chain more responsible with regards to individuals and the environment.
- Ensuring a corporate governance model which is constantly updated through the promotion and the development of good practices, based on ethics and transparency.
- Managing, preventing and mitigating the non-financial risks (ESG) of its activities.
- Rejecting corruption, fraud and disloyal behaviour in its activities.
- Generating sustainable value for the different stakeholders through the promotion of efficiency in the compliance with tax obligations.
- Ensuring the existence of appropriate procedures for the selection of directors which ensure the reasonable balance and diversity within the Board of Directors in the performance of its goal.
- Protecting the personal information that our internal and external stakeholders have provided to us to ensure the completeness, availability and confidentiality thereof.

IV. MONITORING AND CONTROL

¹ ESG: environmental, social and governance

Meliá assigns different roles and functions for the monitoring, control and improvement of this Policy to the following bodies:

Board of Directors: According to the provisions of the Regulations of the Board of Directors, the Board is responsible for determining and approving the general policies and strategies of the Company, including this policy. Likewise, the Appointments, Remuneration and CSR Committee must inform the Board on a regular basis of the compliance levels and application of this Policy.

Appointments, Remuneration and Corporate Social Responsibility Committee: This Committee is responsible for monitoring the strategy and practices in terms of sustainability, as well as for assessing its level of compliance.

Sustainability Committee: The body responsible for ensuring that ESG criteria are included in the business strategy, by promoting the implementation and execution of projects or initiatives which are necessary to comply with the principles and objectives set forth in this Policy. The Sustainability Committee is the body which reports to the Appointments, Remuneration and CSR Committee about these matters.

V. POSITIONING AND PUBLIC COMMITMENTS²

Meliá has made public and universal commitments through standards and models of business and sectoral behaviour, which are extended to its Code of Ethics and Corporate Policies relating to Sustainability with the objective of expanding their reach. Amongst these are the following:

- 10 Principles of the Global Compact
- International Code of Ethics for Tourism (World Tourism Organization)
- The Convention on the Rights of the Child (United Nations)
- The ECPAT Code for Ending Child Prostitution, Abuse and Trafficking
- The International Labour Organization Convention (ILO)
- Global Sustainable Tourism Council (GSTC)
- The Climate Change Conference of the United Nations (COP 21 Paris)
- Objectives of the Sustainable Development of the United Nations

² **Note:** Many of the commitments reflected in this Policy are developed through other specific Corporate Policies that are available on the corporate website: www.meli-hotelsinternational.com

- Good Governance Code of Listed Companies (CNMV)

Meliá will participate in national and international reference rankings and indicators in this field with the aim of promoting the importance of the ESG aspects within its scope of business influence, as well as its own corporate reputation as a responsible and sustainable company.

VI. COMMUNICATION & REPORT

Meliá will communicate and ensure the visibility, through appropriate supports and channels, of the progress made in Sustainability, the commitments acquired, and the objectives set, observing the criteria and requirements of international reference standards in this field, meeting the expectations of its Stakeholders in relation to the important matters identified, and ensuring transparency and truthfulness of public information.
