

## OBJECTIVE

Based on its corporate values, the Núñez i Navarro Group strives to develop its business activity in a responsible and sustainable manner: committed to the high quality of its services and property developments, guaranteeing the health and well-being of its teams, clients and employees, as well as protecting the environment and improving its surroundings.

## COMMITMENTS

For this reason, it has set out the following Quality, Safety and Occupational Health and Environment commitments throughout the value chain, to offer real estate and hotel services that satisfy its clients' needs and exceed their expectations, the foundation of which is its continuous improvement in the management of all its activities, integrating them into the organisation's strategic decision-making.

- Seek to respect and improve the environmental and social context of the property developments under construction.
- Build and serve with the highest standards of quality and professionalism.
- Be generators of personal spaces with a positive, sustainable and healthy impact for clients.
- Be customer-focused in all of the Group's activities: sale/rental of real estate; and hotel and parking services, ensuring proper customer service and satisfaction.
- Rehabilitate buildings and properties of architectural and historical value in the city.
- Progressively reduce our carbon footprint, fight climate change and achieve the 2030 Agenda for Sustainable Development Goals.
- Lead energy efficiency with the reduction of energy consumption in our buildings, hotels, car parks and property developments under construction.
- Establish the necessary means to minimise our environmental impact; in the generation of waste, in the reduction of waste and paper consumption, and in the prevention of pollution.
- Use of materials and relationships with suppliers that guarantee the sustainable life cycle of the properties under construction and renovation.
- Foster innovation and digitisation to create value and efficiency in all areas of the business.
- Act responsibly and transparently according to our Code of Ethics, guaranteeing the trust of our stakeholders.
- Respect and foster gender equality and diversity within internal teams and with external collaborators.
- Facilitate the team's training and awareness, including internal and external collaborators alike, in order to achieve motivation and engagement with these commitments.
- Provide the means and mechanisms that ensure the consultation, participation and commitment of workers.
- Guarantee the adequate and safe performance of work to prevent damage and deterioration in the health of workers and external collaborators.
- Integrate prevention actions and improvements in working conditions in the well-being and health of all workers.
- Carry out adequate monitoring of prevention, in order to eliminate hazards and reduce situations of risk in construction work, buildings, hotels, car parks and services.
- Establish policies for the review, analysis, correction and improvement of processes, working as a team for the effective resolution of incidents and setbacks.
- Ensure compliance with legal, regulatory and contractual requirements with customers and suppliers.
- Continuous measurement of KPIs to ensure the correct achievement of corporate objectives.

## SCOPE OF APPLICATION

All the staff and collaborators of the Núñez i Navarro Group understand, take on board and apply this policy, transferring it to the performance of their daily tasks, the culture of the organisation and the principles of action set forth herein.