


	ANX-01 QUALITY POLITICS			
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HOTEL NAYRA is a recent and modern hotel that has 46 rooms, whose main objective is to raise awareness of environmental care with the highest level of quality in all its services.

Its modern and minimalist design makes it an ideal place to enjoy the tranquility and comforts that the hotel offers, an ideal destination for couples and transit travelers looking to enjoy a pleasant and relaxing stay.

The friendliness of the staff and the service make this hotel the perfect place to spend a vacation of rest and disconnection.

To consolidate our commitment to quality, we have adopted the concept of **continuous improvement**, perfecting the service and paying special attention to the needs of our customers, to do so:

- We build customer loyalty by seeking their maximum **satisfaction** in each of their visits to our establishments.
- We guarantee **compliance with the regulations** on: current basic tourism legislation and safety and health, as well as other laws and regulations of our country and Autonomous Region that are applicable to us.
- We promote **teamwork** and interdepartmental communication.
- **We train** our staff to increase their personal training, taking advantage of all channels, both internal and external.
- **We encourage** the participation of all staff in improving the system and in achieving objectives for which interdepartmental improvement teams have been created.

In order to carry out our policy and achieve the objective, the unconditional support of all company personnel, manifested through the firm and constant commitment to the quality of the organization, is absolutely necessary.

Ramón Simón
Managing Director



	ANX-02 ENVIRONMENTAL POLICY			
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HOTEL NAYRA is aware of the impact that the activities of its hotel complexes have on the environment and for this reason it has implemented a sustainable management system based on the TRAVELIFE standard and assumes the commitment to comply with the requirements and continuous improvement of efficiency through of its maintenance.

Our environmental policy is committed to:

- The **protection of the Environment** is one of our main objectives and we understand it as a responsibility of the management and all the staff.
- It undertakes to carry out all its activities with the utmost respect for the environment, in this way it wants to **prevent contamination** in all its activities and other specific commitments pertinent to the context of the organization.
- To a **continuous improvement** of the efficiency of our processes. Optimize human and material resources, all aimed at permanent improvement in respect for the environment.
- Develop a **training plan** for staff to achieve greater awareness and motivation regarding the Environment.
- Commits to compliance with current **environmental legislation**, which is applicable to it by reason of activity.
- Promote the **reduction of consumption** and also plan the management of waste, facilitating recycling and reuse.

The Management of **HOTEL NAYRA** expresses its commitment to the Environment through this Environmental Policy and undertakes to disseminate it at all levels and to provide the necessary resources for its compliance.

Ramón Simón
Managing Director



	ANX-03 SAFETY AND HEALTH POLICY			
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HOTEL NAYRA has its employees as its most valuable asset, which is why it makes great efforts to guarantee their safety and health at work.

Our commitment to occupational health and safety is governed by the following principles:

- Promote a **preventive culture** in Occupational Health and Safety in all our personnel.
- Ensure the **safety** of our employees. Identify and evaluate the risks present in their processes, operations and projects, in order to implement the necessary control measures that allow adequate protection of workers in their respective tasks.
- Adopt measures that put **collective protection** before individual protection.
- Comply with **legal requirements** and any other requirement related to Occupational Health and Safety that the company subscribes to.

In order to carry out our policy and achieve the objective, the unconditional support of all the company's personnel, manifested through the firm and constant commitment to Occupational Health and Safety of the organization, is absolutely necessary.

Ramón Simón
Managing Director



	ANX-04 SOCIAL POLICY			
	Edición 1ª	NAYRA HOTEL	Pág. 1 de 1	

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HOTEL NAYRA is involved in contributing to the improvement of the well-being of its social environment, generating opportunities for economic and social development.

Our commitment to the local community is governed by the following principles:

- Find a way to generate prosperity and **sustainable development** in the destination, respecting and promoting culture, traditions and values.
- Under equal conditions, prioritize the hiring of **local staff** and the acquisition of local products and/or services.
- Collaborate, whenever possible, with **social entities** through donations and other initiatives.
- Promote **Human Rights** and in particular the Rights of children, rejecting, repressing and condemning any type of exploitation, especially sexual exploitation and especially when it affects minors.

In order to carry out our policy and achieve the objective, the unconditional support of all the company's personnel, manifested through the firm and constant commitment to the organization's local community, is absolutely necessary.

Ramón Simón
Managing Director



	ANX-05 HUMAN RESOURCES POLICY			
	Edición 1ª	NAYRA HOTEL	Pág. 1 de 1	

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Our commitment to Human Resources is governed by the following principles:

- **Equal** access to employment and hiring between men and women, ensuring equality in professional qualification, promotion, training and equal pay, reconciliation of personal, family and work life and prevention of sexual harassment and discrimination.
- We encourage the hiring of staff from the **Canary Islands** and, if possible, residents of the municipality where the hotel is located to support local development in the area, making us a tool for local job creation.
- We guarantee **compliance with current regulations** and we assume a code of good practices in our labor relations based on respect for the dignity of people in the workplace, recognition of individual merit, favoring a pleasant work climate, rejection of any discrimination by sex, race or nationality and of any type of harassment at work.
- **Continuous training** that favors the qualification and professional development of our workers.
- We favor the hiring of people with **functional diversity**, ensuring that the work is adapted to their functional needs.

In order to carry out our policy and achieve the objective, the unconditional support of all the company's personnel, manifested through the firm and constant commitment to the organization's human resources, is absolutely necessary.

Ramón Simón
Managing Director

