



Stakeholder Relationship Policy

At Grupo Piñero, identifying, knowing and being close to our stakeholders has always been a priority. Our goal is to create bonds based on dialog and relationship with all of them, creating relationships of trust and generating Shared Value, according to the following basic principles:

1. **Responsibility** to build relationships based on ethics, integrity, sustainable development, respect for human rights and the communities affected by the Group's various activities.
2. **Transparency** in communication to generate trust and closeness by sharing truthful, significant, timely, clear, reliable and useful information with all stakeholders.
3. **Active listening** to integrate the needs and expectations that stakeholders bring to the company in order to offer solutions and actions aligned with financial and non-financial materiality issues.
4. **Collaboration** to establish long-term ties that allow us to generate shared value, as well as to contribute to the Sustainable Development Goals.
5. **Continuous improvement** to periodically review the mechanisms for stakeholder relations to ensure that they respond as efficiently as possible to the needs of the moment.

For all these reasons, the company has made the following specific commitments, taking into account the needs and expectations of each stakeholder group:

With shareholders, to manage the company under the principles of transparency, ethics and diligence, both in decision making and in execution, control and follow-up, in order to achieve the objectives of our shareholders.

With employees, to promote the personal and professional development of our workers, paying special attention to their health and safety, and always taking into account diversity, equal treatment and opportunities.

With end customers, to offer exciting experiences to meet their expectations and build loyalty, offering them a personalized and digitized experience.

With intermediate customers, suppliers, partners and allies, to create long-term relationships of trust and respect, seeking growth and mutual benefit.

With the press and media, to work hand in hand with all of them, to offer all information about the company in a timely, truthful and transparent manner that may be material to all stakeholders.

With public administrations/institutions, to respect the laws and regulations in all the countries where we are present, maintaining transparent relations and close collaboration.

With business associations, to actively participate with the main industry associations in the areas where we operate, promoting the development and sustainability of the tourism sector.

With society, to collaborate in initiatives with entities, organizations, NGOs and associations with whom we share values and principles to generate prosperity and development in the communities where we are present, respecting fundamental rights, culture and traditions.

*This Policy was approved by the **Board of Directors of Levantur, S.A.** on December 14, 2022.*