

ANNEX 1.- MANAGEMENT POLICY

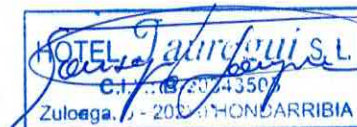
Hotel Jauregui's mission is to achieve customer satisfaction through the quality of our services and products.

To this end, our business orientation is based on the following critical success factors:

- Personalized customer service with great attention.*
- Continuous maintenance of our facilities and ongoing work on their accessibility.*
- Improved innovation in our services and management processes.*
- Motivated and versatile staff.*
- Improvement of internal processes, in order to carry out our work efficiently and profitably based on the continuous improvement of our Management System.*
- Work on the development of sustainability applied to our Hotel as well as working towards more sustainable tourism.*
- Continuous and special emphasis on technological improvement.*
- Commitment to compliance with legal and complementary requirements.*

In Hondarribia, March 27, 2025

Signature of the Management



HOTEL Jauregui S.L.
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