



At VIVA WYNDHAM RESORTS we rely on Policies that describe our commitment, which are available to all our guests, collaborators and suppliers.

POLICIES

Viva Wyndham Resorts Quality Control Policy

Our commitment

Viva Wyndham Resorts is committed to maintaining high standards and ensuring quality for our guests, team and other stakeholders. We regularly collect feedback from our team and guests about their experience with us and use this information to continually improve our operations.

Guest Comments

We have the following procedures in place to ensure that we follow up on guest feedback and make any necessary changes to our business:

- ✚ Every day the staff collects comments from guests, giving them a Tablet where they can answer the satisfaction survey. These can be filled out anonymously and the option is given to guests who, if they want to talk about any topic, are at their service. All serious issues are addressed immediately and each month the feedback is compiled into a report that is sent to senior management, along with any recommendations for changes and improvements to our service.
- ✚ Every year we train our team on how to address guest complaints. The personnel manual includes procedures for dealing with such complaints..

Staff Comments

We have the following procedures in place to ensure that we follow up on team feedback and implement any changes that are necessary to our business:

- ✚ We have placed at the entrance to the dining room and/or staff locker area a suggestion box with signs encouraging all employees to provide comments anonymously.
- ✚ The General Manager collects the content of the Suggestion Box each Monday and will work where necessary with Department Managers to review feedback and make changes where possible.
- ✚ Changes made as a result of feedback will be reported to the team at a monthly staff meeting.

Viva Wyndham Resorts Community Engagement Policy

Our commitment

Viva Wyndham Resorts is committed to supporting and working with the local community in which we find ourselves.

We are committed to operating our business in a way that helps preserve and promote the culture and heritage of the destination, as well as the local economy.

We believe that maintaining a constant dialogue with our local community is crucial to ensure that we are contributing to the well-being of the local population and their living environment.

Our objectives

- ✦ Support initiatives that improve the community
- ✦ Support the local economy
- ✦ Respect and protect the local culture, traditions and way of life.
- ✦ Support and protect access to essential resources and services

What do we do to achieve our goals?

- ✦ We encourage our guests to explore the history, culture and traditions of the destination and our local community, as well as the local products and services on offer.
- ✦ We encourage our guests to support our community work through regular fundraisers and by inviting them to participate in our annual charity day.
- ✦ We provide our guests with guidance on how to behave responsibly outside the hotel towards the local population, flora and fauna.
- ✦ We contribute to the maintenance of places of cultural and spiritual importance by donating money each year and encouraging guests to visit them.
- ✦ To the extent possible, we give preference to local and regional products and services, as indicated in our purchasing policy.
- ✦ We give preference to local staff in the recruitment process, as outlined in our recruitment policy.
- ✦ Every year we offer an apprenticeship place to people from the area.
- ✦ We regularly assess our company's impact on the local community and engage with stakeholders.
- ✦ We ensure that the local population receives fair and equitable treatment, maintaining a permanent dialogue with them through regular meetings of the residents' association and the local chamber of commerce.
- ✦ We are members of The Code (Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism) to help prevent the sexual exploitation of children in our community
- ✦ We regularly donate bedding, towels, furniture and electrical equipment to local charities.
- ✦ We support local initiatives, whose goal is to protect our beaches and dunes, by organizing regular beach cleanups with guests and employees.
- ✦ We make annual financial contributions to various local charities.
- ✦ As part of our volunteer program, our employees can dedicate two days a year to a local initiative of their choice.

Viva Wyndham Resorts Labor and Human Rights Policy

Our commitment

- ✦ Viva Wyndham Resorts is committed to conducting its business in a manner that complies with nationally and internationally recognized labor standards and human rights
- ✦ We recognize our responsibility to respect and protect these rights in our relationships with our employees, guests, vendors, local community and all other business stakeholders.
- ✦ Viva Wyndham Resorts does not tolerate any form of harassment or discrimination, including based on gender, age, national origin, skin color, sexual orientation, or union activity.
- ✦ We ensure that fair labor practices and human rights in general are upheld, promoted and supported through the following actions:
- ✦ Incorporating the ten principles of the United Nations Global Compact into our policies and procedures
- ✦ Regularly assessing the impact of our activity on human rights and engaging with affected stakeholders
- ✦ Giving preference to regional and local suppliers and partners who share our values (all partners sign our code of conduct)
- ✦ Regularly training on labor standards and human rights and how they can contribute to achieve our goals. Annual training on topics such as anti-discrimination, diversity and gender equality, health and safety, bullying and child protection).
- ✦ Implementing a fair and transparent recruitment policy, based on diversity, equality and inclusion.
- ✦ Wherever possible, offering our employees promotion opportunities and annual salary reviews
- ✦ Communicating our disciplinary and grievance procedures to all our employees at the beginning of their employment.
- ✦ Offering training opportunities to all our employees for their personal and professional development (language courses, stress management seminars, specific training for each function).
- ✦ Collecting the opinions of employees (biennial survey) to improve their well-being at work

At Viva Wyndham Resorts we respect and care for the environment with preventive actions, reducing pollution and creating developments in harmony with nature.

Viva Life is the set of environmental and sustainability activities that are carried out within our hotels, such as:

- ✚ Encourage tourism service providers to adopt sustainable practices.
- ✚ Recycle all material that can be used again.
- ✚ Separation of waste by waste: paper, plastic, aluminum, glass and organic waste.
- ✚ Promote with the guest their participation in green actions of re-use of towels, recycling of paper, re-use of plastic bottles, etc.
- ✚ Use an informative TV channel in rooms to publicize the actions implemented.
- ✚ Inform guests and Tour Operators of the environmental policy.
- ✚ Use energy-saving lamps and bulbs.
- ✚ Introduce employees to the environmental program from their incursion into the company in the Induction Course.
- ✚ Promote with collaborators their participation in green actions, recycling, beach cleaning, dissemination of our program in the community, donations.
- ✚ Beach cleaning with guests.
- ✚ Training Program that aims to raise ecological awareness in all employees.
- ✚ We are committed to disseminating all the objectives, strategies and goals of the Sustainability Program from the arrival of the guest.
- ✚ We promote and inform about cultural, sports and recreational activities in neighboring communities.
- ✚ The Hotels support community development initiatives in the region, carrying out activities to generate common well-being.
- ✚ We are registered to the Code of Conduct (THECODE.ORG).
- ✚ Reduce greenhouse gas emissions..

Viva Wyndham Resorts