



Statement of Commitment to Sustainability

ZEM Wellness Clinic Altea

This statement applies to **ZEM Wellness Clinic, S.L.** and to the activities it carries out under its control at **ZEM Wellness Clinic Altea**, located at **Calle Suecia, s/n, 03599 Altea, Alicante**. It covers the areas and services within the scope of the Travelife audit, including **accommodation, treatments, spa, food and beverage services, communal areas, maintenance, procurement and guest services**. It also applies to staff and, insofar as their activities relate to services provided at the property, to suppliers and third parties.

For **ZEM Wellness Clinic**, sustainability means an ongoing commitment to health, people's wellbeing and the protection of the environment around us. Our mission to inspire healthier, more balanced lives extends beyond our guests and patients, incorporating environmental, social and good governance criteria into all our decisions and operations.

We are committed to conducting our activities in accordance with the principles of responsibility, ethics, innovation and continuous improvement, actively contributing to the creation of sustainable value for our guests, team members, suppliers, shareholders and the local community.

To this end, we make the following commitments:

Environmental Commitment

- Progressively reduce our environmental impact through the efficient use of energy, water and natural resources, to meet the targets set out in the annual sustainability plan.
- Minimise waste generation and promote reuse, recycling and the circular economy.
- Prioritise products, materials and suppliers that share our sustainability values.
- Protect and preserve Altea's natural environment and biodiversity.
- Drive initiatives aimed at reducing our carbon footprint and promoting increasingly efficient and responsible operations.

Social Commitment

- Ensure a safe, inclusive and respectful working environment for all our team members.
- Promote equal opportunities, diversity and continuing professional development.
- Promote the physical, emotional and social wellbeing of our teams.
- Maintain the highest standards of care, privacy and confidentiality for our guests.
- Work with the local community on social and cultural initiatives and efforts to promote healthy lifestyles.

Governance Commitment

- Act with integrity, transparency and accountability in all our activities.
- Comply fully with applicable legislation and industry best practice.
- Uphold ethical standards in our relationships with suppliers, team members and stakeholders.
- Ensure the protection of our guests' and employees' information and personal data.
- Establish objectives, indicators and monitoring mechanisms to evaluate and improve our sustainability performance. The Sustainability Committee is responsible for overseeing the achievement of these objectives through its quarterly meetings.

Our Vision

We aspire to consolidate our position as an international benchmark in wellbeing, preventive health and conscious hospitality, demonstrating that service excellence and respect for people and the planet are inseparable goals.

Sustainability is more than a strategy for ZEM Wellness Clinic; it is a way of managing our present and building a healthier, more responsible and lasting future for all.

Juan Antonio García Díaz
CEO ZEM Wellness Clinic Altea
Corporate Sustainability Commitment
2026-2030

