

corporate social
responsibility
strategy

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STRATEGY

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strategy



SHA was born as a result of my personal experience. I needed to share a treasure I had discovered that marked a turning point in my health and in my life.

SHA is sustainable, not only in the details, which grow every day, but in its philosophy. SHA understands the enormous importance of living in harmony with our own being, with our genes and with the environment, that is, in harmony with existence. Our idea is to refine our reason, our spirit and our body in order to achieve a longer and higher quality life, fully enjoying this wonderful journey and thereby contributing to prolonging our planet's life.

In giving this idea a physical shape, we have always sought to respect the balance between man and his creations. The architecture of our building, with striking gardens, fountains and almost three kilometres of hanging planters, allows each room to have a large terrace and leafy planters, to get closer to nature and help regenerate the oxygen we breathe. The planters also shelter a multitude of other living beings that contribute to creating an ecological balance, maintaining the soil, regulating humidity and stabilising the microclimate. We have draped this gorgeous green mantle on the landscape taken up by our building, demonstrating our willingness to compensate nature generously for the space we occupy.

With regard to lighting, we sought not only to minimise energy use, but also to produce the least possible light pollution, providing only minimal light in external spaces so as to not disturb the natural circadian rhythms of the creatures that live alongside us.

The SHA concept, influenced by ancient Asian knowledge and absolute respect for nature, teaches us to eat mainly vegetables, always prioritising local production, in order to avoid the environmental damage caused by the transport of goods, and seasonality, in order to reduce the considerable energy requirements of year-round cold storage.

More important is to exclude dietary products derived from land animals, which are a source of enormous environmental imbalance. Is it justifiable to destroy hundreds of thousands of hectares of forest a year to grow animal feed?

How do you explain that 95% of the world's soy production is destined for animal feed, when soy absorbs nutrients from the soil, leaving it less fertile for other crops? This occurs on a planet with more than 820 million people going hungry and with an increasingly serious danger of desertification and global warming. We must not make the situation worse.

In addition, between 5,000 and 20,000 litres of water are needed to produce a single kilo of meat. A cow consumes ten times what a human being consumes. There are already more farm animals intended for human consumption than there are people on the planet.

This is why SHA does not use any land animal products in its food.

In the last 50 years, meat production has risen 480%, from 70 million tonnes to 360 million tonnes. It is illogical that half the cereals produced around the world are fed to animals. Let's not be fooled by the ideal image of a green meadow where cows graze happily. Instead let's act on the sad reality of thousands of animals raised under painful conditions on farms so that they gain the most weight in the shortest time before slaughter.

At the health level, the recommendations of the World Health Organization and the United Nations are getting clearer all the time. There are hundreds of studies that demonstrate the direct relationship between the consumption of animal products and disease. Just look at the nutritional recommendations of the most prestigious universities, such as Harvard.

We are what we eat: our cells nourish and reproduce with the nutrients we give them. Our health depends on food. Next to breathing, eating is our most intimate relationship with the environment. Let us get back in harmony, let us stop damaging our wonderful and unique planet and let us enjoy a fuller and healthier life.



Thinking about the generations to come reminds us that we have no right to waste the planet's resources. Despite important advances in medicine, more than 8 million people die from cancer every year in the world. There are about 35 million cancer patients in the world and an estimated 50 million mentally ill people. Many studies relate these illnesses directly to food. The same goes for cardiovascular diseases, diabetes and so many others. Going out for a hamburger in an electric car won't save the planet.

The SHA method includes rationalising energy consumption, using recovered water to irrigate gardens, avoiding plastic and a host of other necessary measures today, but our commitment goes well beyond that. We prioritise natural therapies, we teach guests how to improve their life habits, their physical activity, their emotional control, and their breathing techniques and of course when it is really necessary, we turn to the advances of scientific medicine.

We are convinced that individual implementation of better life habits and small sustainable actions, applied globally, would accelerate the achievement of the objectives of the Sustainable Development Goals (SDGs) set by the United Nations for 2030. We wish to contribute to those goals with an important and necessary change of mentality that allows us to live with true conscientiousness and humanity.

Alfredo Bataller Parietti
Chairman & Founder

Corporate Social Responsibility at SHA Wellness Clinic



Corporate Social Responsibility (CSR) is a way to achieve a positive impact on society as a whole while maximising the creation of shared value for the company itself, customers, employees, local communities as well as the environment and society.

At SHA, we strongly believe that everything can be improved. Over the years we have sought constant improvement. We are relentless in our search for innovation and alternatives that facilitate growth without negatively affecting our planet and with the certainty that we are generating a positive economic, social and environmental impact.

WE SEE CSR AS AN OPPORTUNITY

- To build trust through honesty
- To engage in a long-term thinking
- To innovate without harming the planet
- To practise our corporate values: Integrity, Happiness, Evolution, Care and Excellence

CSR & UN Sustainable Development Goals

Our CSR program is aligned with the United Nations Sustainable Development Goals, which were established in 2015 to achieve a better and more sustainable future for all, addressing the global challenges we face including those related to poverty, inequality, climate, environmental degradation, prosperity and peace and justice by 2030.



Change and change the world

WHAT IS CHANGE?

CHANGE means being or doing differently.

It means to exchange one thing for something else.

It requires movement and initiative. No one can change without wanting to change.

HOW DO WE CHANGE?

We believe that small moves make big movements and we are committed to changing not only our corporate culture and the lives of our guests but many others as well.

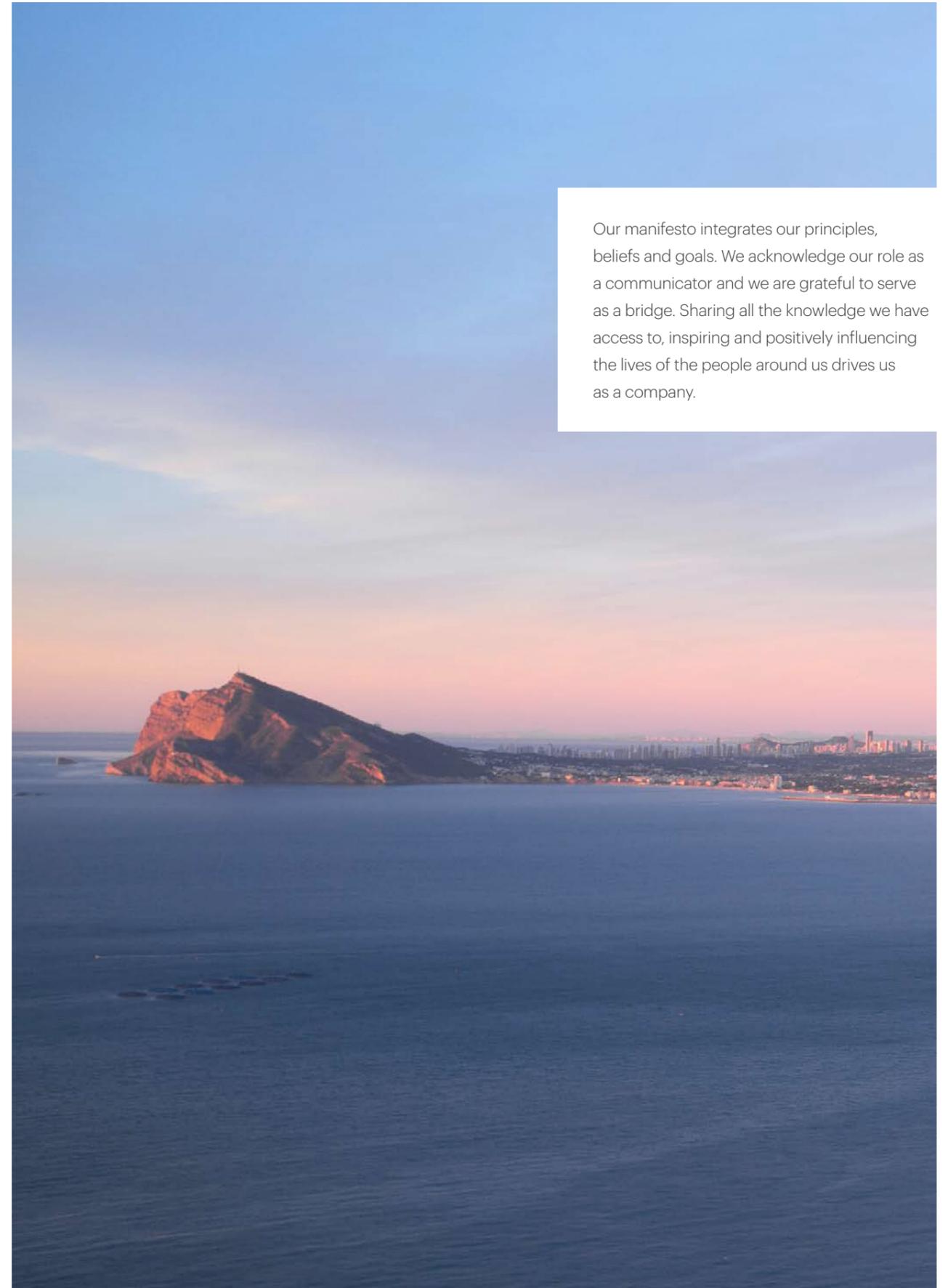
If we, at SHA, change and adapt, we are taking this small move forward and contributing to a gradual global change that will indeed affect our circle of influence and consequently the world.

This is our motto and to symbolise it we created a special logo to reflect this process of influence, highlighting the environmental impact of our decisions and the power of change.



Our manifesto

Our manifesto integrates our principles, beliefs and goals. We acknowledge our role as a communicator and we are grateful to serve as a bridge. Sharing all the knowledge we have access to, inspiring and positively influencing the lives of the people around us drives us as a company.



CIRCULARITY

Our planet needs us to rethink our behaviour as consumers and the way we do business. It is past time to discard the predominant linear economic model, based only on Take-Make-Dispose, and choose the path of sustainability and circularity, focusing on reducing, reusing, recycling and redesigning our resources, materials and products.

CARBON FOOTPRINT & NATURAL RESOURCES

We are determined to reduce our carbon footprint and consumption of water and energy resources. In addition to applying a series of corrective and preventive measures in our daily operations to achieve this reduction, we are constantly encouraging our guests and staff to change small habits which will help us to consume sustainably.

ECO COSMETIC & SUSTAINABLE FASHION

Cosmetics and the fashion industry are following the progress of sustainability. After all, luxury does not need not be, nor should it be, related to exploitation and animal cruelty. SHA already offers a wide range of organic, natural and cruelty-free products. Nevertheless, we are committed to continuing on this path and by 2022, to doubling our offer of ecologically responsible and cruelty-free alternatives.

BEATING PLASTIC AND PAPER CONSUMPTION

Plastic and paper consumption are very present in our daily lives. According to the United Nations, about 13 million tonnes of plastic is dumped into the oceans every year, affecting biodiversity, the economy and our health. While plastic has many valuable uses, our society has become addicted to single-use or disposable plastic. With regards to paper, 4 billion trees each year are cut approximately to make paper, which accounts for 35% of the total trees cut in the world. It is possible to reduce this negative impact by investing in technological innovations that replace paper use or if we choose to use recycled paper since its production uses less energy, water and produces fewer carbon emissions than the manufacturing of non-recycled paper.

CONSCIOUS NUTRITION

Through nutrition, we bring consciousness about meat consumption since it is a huge contributing factor to global warming. Studies show that the livestock sector absorbs more than 8% of the water used by humans around the world and is responsible for 18% of greenhouse gas emissions globally. Furthermore, by using seasonal and mostly organic products in our kitchens, we guarantee the freshness, flavour and nutritional value of the product and at the same time promotes environmentally friendly consumption that avoids transportation-related pollution.

EQUITY, DIVERSITY AND INCLUSION

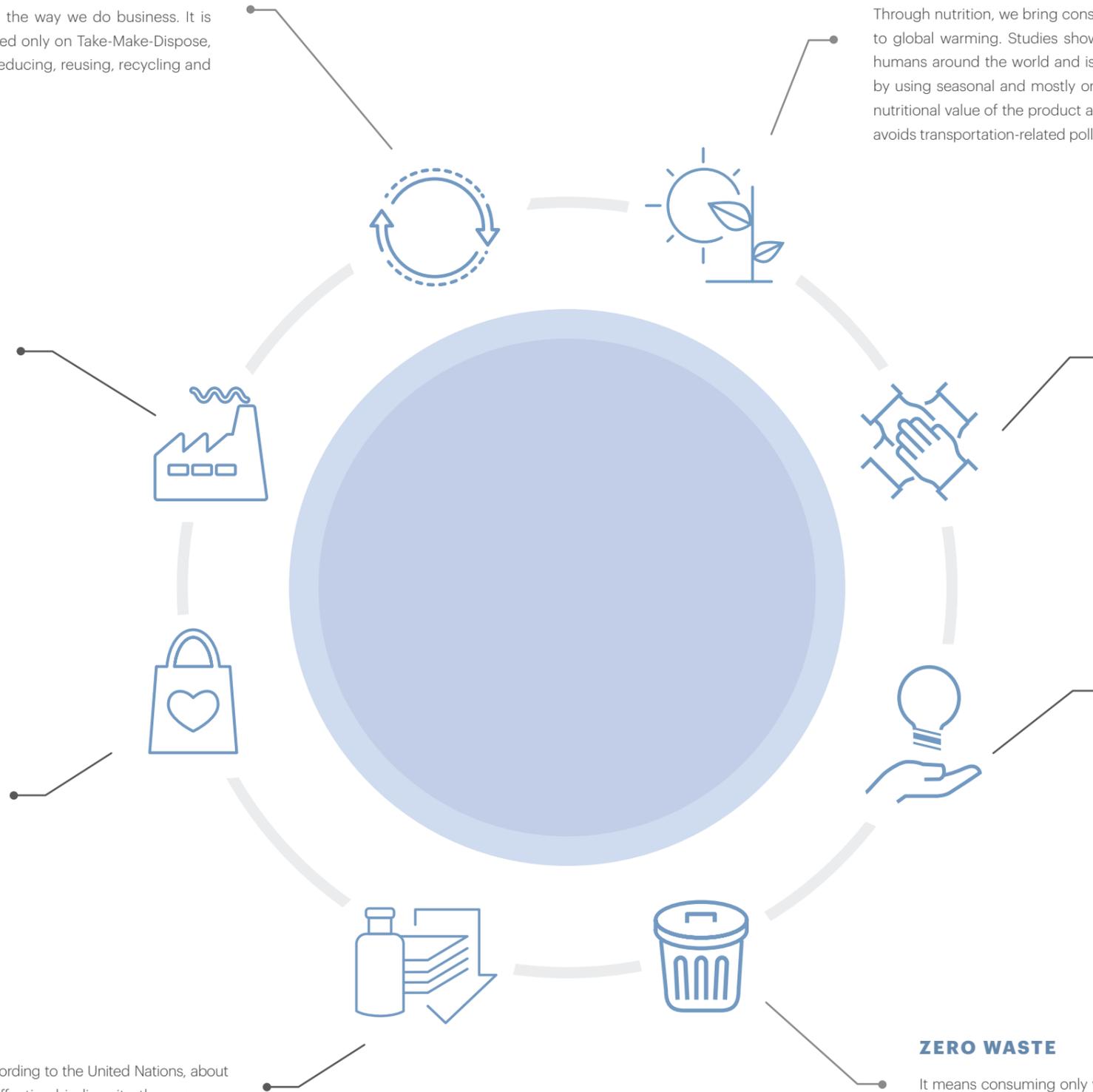
We firmly believe that our employees, whom we called Talents, are the core of our company and that by prioritising diversity, equity and inclusion, we generate respect, valuing differences and minimising prejudice. Ultimately, it unleashes several benefits, not only for the company but also for our Talents and our society.

RAISING CONSCIOUSNESS BY SHARING KNOWLEDGE

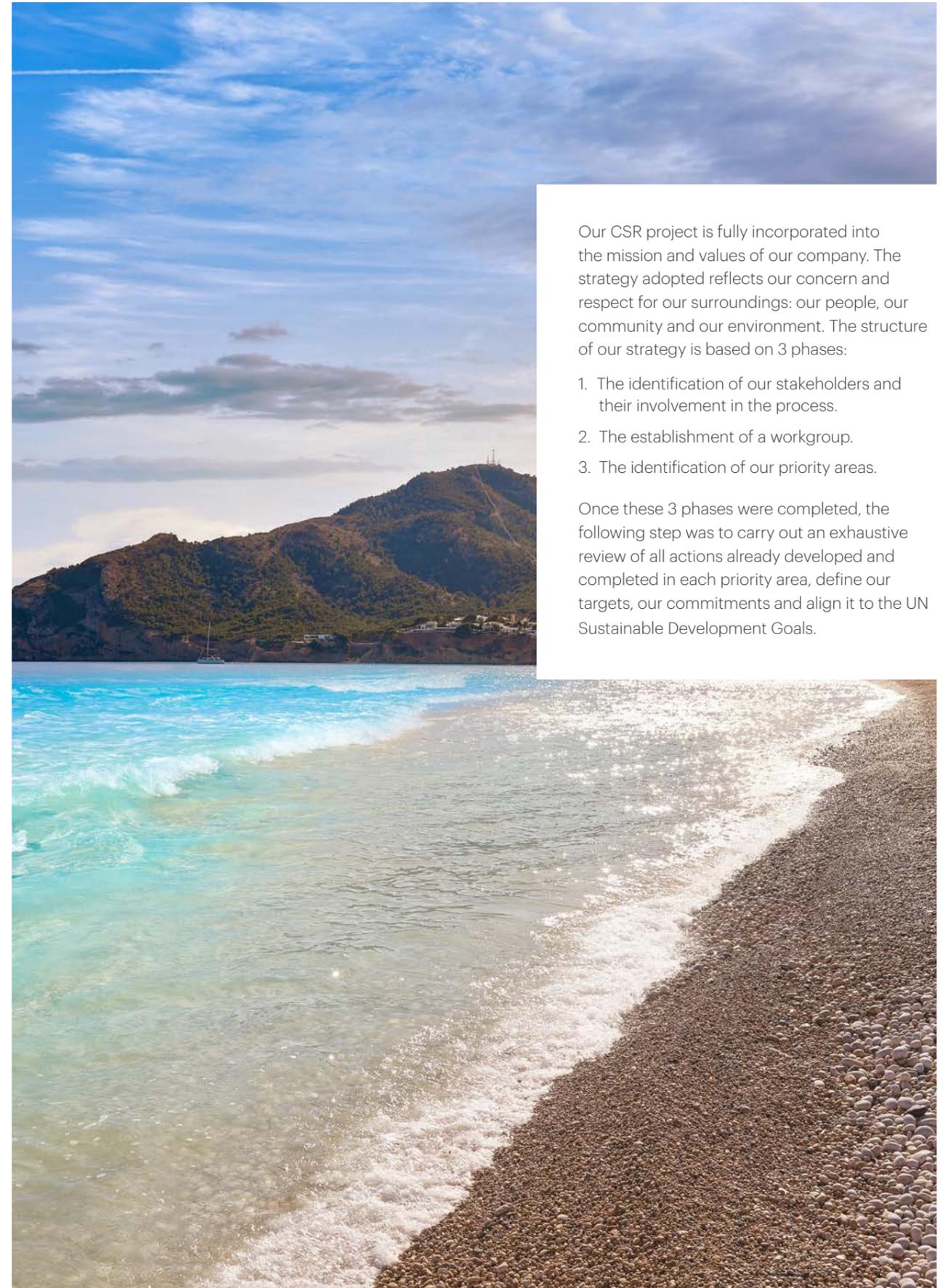
Knowledge was meant to be shared. What is the value of having the privilege of knowledge if we do not use it to nourish those around us? Thus, we seek to inspire others daily and to create a positive flow of consciousness, care, health and well-being through lectures, our magazine, talks, media articles and social media posts.

ZERO WASTE

It means consuming only what we need, being responsible and using the necessary means to avoid waste, as well as being interested in the origin of the product and being aware that wasting food not only has an economic cost but also a social impact. More than a trillion tonnes of food are thrown out per year, while a ninth of the world's population is underfed. The wasted food also represents 8% of the greenhouse effect that the planet suffers.



Our strategy



Our CSR project is fully incorporated into the mission and values of our company. The strategy adopted reflects our concern and respect for our surroundings: our people, our community and our environment. The structure of our strategy is based on 3 phases:

1. The identification of our stakeholders and their involvement in the process.
2. The establishment of a workgroup.
3. The identification of our priority areas.

Once these 3 phases were completed, the following step was to carry out an exhaustive review of all actions already developed and completed in each priority area, define our targets, our commitments and align it to the UN Sustainable Development Goals.

Our commitment with stakeholders

WHO IS INVOLVED?



HOW ARE THEY INVOLVED IN THE PROCESS?

GUESTS

Our most valuable advisors and supporters. We rely on their opinions to continue growing and striving for excellence through various tools such as feedbacks, meetings with our Management Team and Customer Satisfaction Questionnaires.

TALENTS

A fundamental part of what we are as a company and are key to the diffusion of our knowledge. Through Satisfaction Questionnaires on a quarterly and annual basis, performance appraisal meetings held throughout the year and biannual All Talents meeting, we are able to monitor their satisfaction and act to meet their expectations.

PARTNERS

Help us boost our business in an increasingly competitive and innovative market. We maintain a direct relationship with travel agencies and tour operators through FAM Trips as well as with international PR that help us expand our concept across borders via media coverage.

COMMUNITY

Our local community contributes to our identity as a company, it is part of SHA. Through active participation in local associations and collaboration with local suppliers, promotion of local heritage as well as healthy habits among community members, we ensure social development.

SUPPLIERS

Through a clear and objective Purchasing Policy, our Purchasing Department maintains a close relationship and open communication with our suppliers. Thus, allowing us to trade fairly, transparently and always respecting the environment as well as monitoring compliance.

Objectives by priority areas

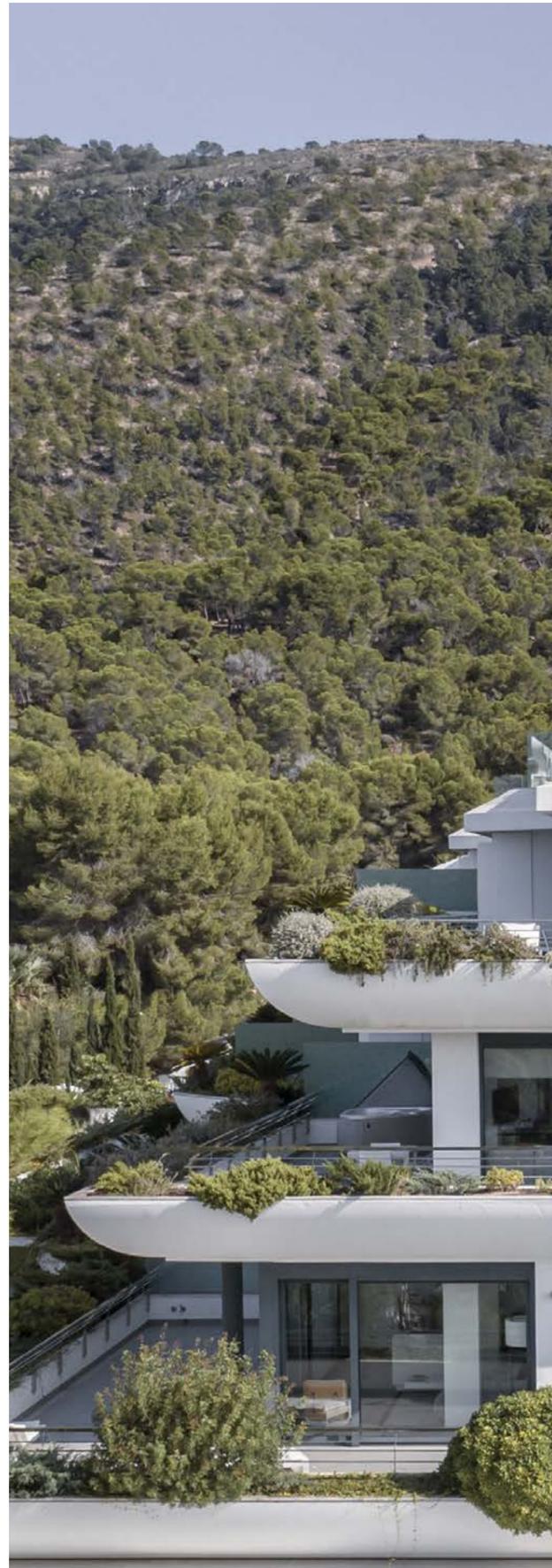
01

ENVIRONMENT

We have established an environmental responsibility policy with an ethical approach. New eco- innovative initiatives are constantly explored to continue improving on this path of caring for our greatest treasure, the planet.

OBJECTIVES

- » Implementing a Circular Economy
- » Promoting a conscious nutrition
- » Promoting a culture of care and responsibility for our environment within our sector
- » Reducing natural resource consumption



02

TALENTS

Since SHA's creation, we have made it clear in our minds and in our operations that more than employees, we have Talents. Those who always accompany us on the quest for excellence, demonstrating professionalism and human quality.

OBJECTIVES

- » To ensure rights, equality and inclusion through fair policies
- » To ensure equitable and fair professional development
- » To ensure the optimal balance between professional and personal lives
- » To encourage good work through recognition and corporate events
- » To promote healthy habits in daily life
- » To encourage caring for our environment
- » To have a contagious and exponential effect on the lives of our Talents

03

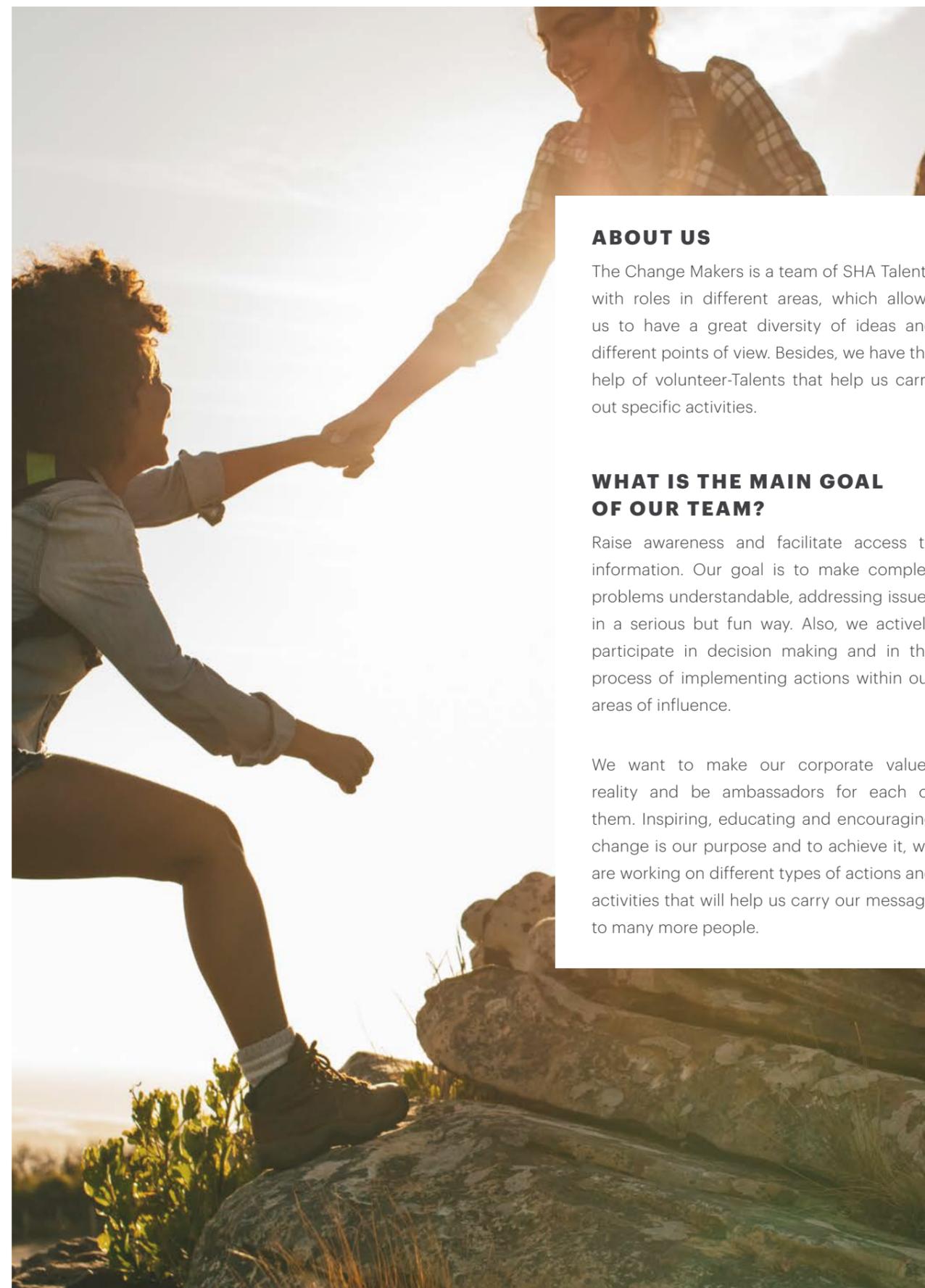
COMMUNITY

We are located in a privileged area and settled in a multicultural community that enriches us in many ways. Our purpose is to be a leading organization in our community, bringing conscious awareness for complex issues through an easy approach, allowing those around us to relate these topics with their daily routines.

OBJECTIVES

- » To promote a healthy lifestyle by generating awareness through knowledge
- » To encourage caring for the planet
- » To boost local trade and entrepreneurship
- » To promote local artists and local heritage

The Change Makers Team



ABOUT US

The Change Makers is a team of SHA Talents with roles in different areas, which allows us to have a great diversity of ideas and different points of view. Besides, we have the help of volunteer-Talents that help us carry out specific activities.

WHAT IS THE MAIN GOAL OF OUR TEAM?

Raise awareness and facilitate access to information. Our goal is to make complex problems understandable, addressing issues in a serious but fun way. Also, we actively participate in decision making and in the process of implementing actions within our areas of influence.

We want to make our corporate values reality and be ambassadors for each of them. Inspiring, educating and encouraging change is our purpose and to achieve it, we are working on different types of actions and activities that will help us carry our message to many more people.

report

2021/22



With this recognition we have demonstrated that at SHA Wellness Clinic sustainability is not only an important part of our business model, but also our way of understanding life. During the course of the year, we continued to innovate and increase the company's level of digitalisation through alternatives that facilitate growth without negatively affecting our planet.

The implementation of the circular economy principles has a very important role to play in the development of our operations. In 2021, we reinforced the incorporation of durable, sustainable and recyclable materials, a key point that allows us to extend the life cycle of our products and thus reduce our carbon footprint.

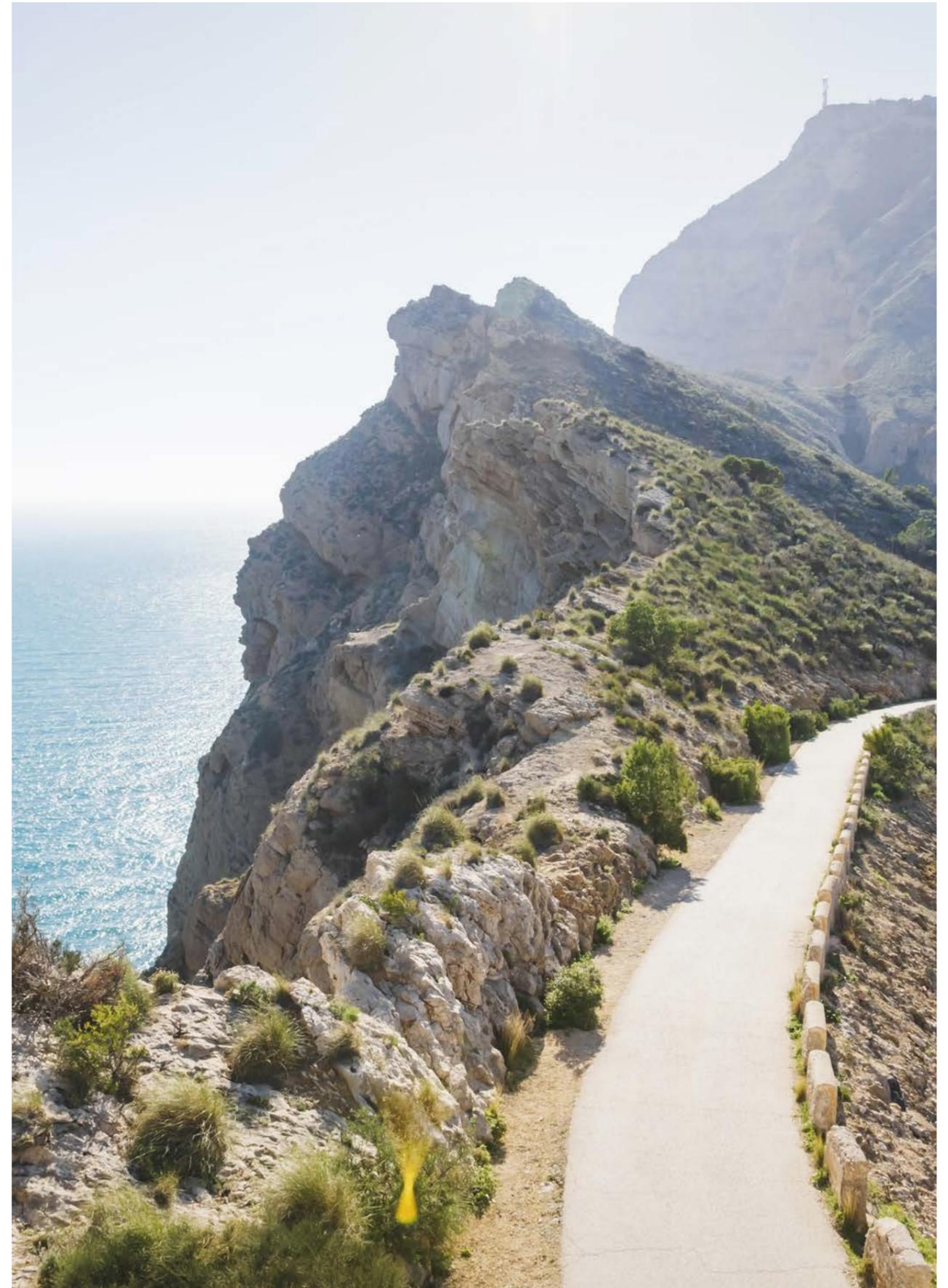
We are aware that today's challenges are varied and immense, but our premise must continue to be to contribute to the fight against the harmful effects of climate change, health problems in society, wars, and so many other conflicts that are harmful to humans and the environment. Only in this way will we be able to build this model of a responsible company that cares for people and the environment, taking on new commitments and challenges for the years to come with great enthusiasm.

In line with the commitment of the World Tourism Organisation, at SHA Wellness Clinic we believe that sustainability is the driving force for the necessary change to continue building a responsible tourism model.

In 2021, the year in which we began a progressive recovery after the pandemic and the standstill of 2020, we once again resolutely promoted a large number of actions aimed at meeting the objectives set in our three areas of impact: environment, talent and community.

As proof of this, and after the hard work carried out by our team and led by our CSR Committee, we are particularly excited to have obtained the Green Globe certification, developed exclusively for the tourism industry, which recognises those companies that apply global sustainability criteria in their business. During the certification process, both the environmental commitments achieved and the care of our team were highly valued, as were the use of energy-saving technologies, the zero-waste strategy, the implementation of electric chargers and the promotion of electric mobility among employees, as well as biodynamic gardening through the organic garden and the high degree of dissemination of knowledge through multiple formats, such as healthy cooking classes, talks on healthy lifestyle habits or the online publication of articles and lifestyle tips.

Juan Pablo Barassi
Chief Operating Officer



Priority areas



We have focused on three areas of maximum priority to group all the actions and commitments acquired: environment, talents and local community.

The environment surrounds us and affects the way we inhabit planet Earth. The environment is everything: the air we breathe, the water, the plants, the animals, etc. So we must take ownership of this issue through actions which allow us to control and minimise our carbon footprint.

Our talents are the visible face of our services and embody our company's values on a day-to-day basis. It is essential that we commit ourselves to them and guarantee their satisfaction and well-being.

The community is formed by the place which welcomed us and of which we are already a part. Contributing to the awareness of its population and sharing our knowledge with them ensures sustainable development.

01 ENVIRONMENT

At SHA Wellness Clinic we understand health not only as the absence of illness but as a state of complete physical, mental and spiritual well-being, in harmony with nature. Because respect for the environment is one of our founding values and is present from the very construction of the building, which was adapted to the typology of the land to minimise the impact on the environment. Furthermore, always looking for sustainable alternatives, the use of natural materials and resources was prioritised. So long before concepts such as energy efficiency, upcycling, carbon footprint or conscious consumption became part of our usual vocabulary, at SHA we were already committed to sustainability.

Green Globe Certification

We are especially delighted to have certified under the Green Globe seal, with a remarkable 82% compliance rate. This certification was developed exclusively for the tourism industry and recognises those companies which apply the global criteria of sustainable tourism in their businesses. Green Globe was created at the United Nations' Earth Summit, held in Rio de Janeiro in 1992 and to obtain it, an independent auditor exhaustively evaluated different sections, such as environmental and social impact, sustainable management, support for the

community and the local culture, as well as the company-employee relationship.

During the certification process, which began in May 2021, at environmental level, the fact that 100% of the electricity used in SHA is green and that 99% of the products in the food and beverage area are organic was highly appreciated. This promotes healthy lifestyle habits focused on healthy and balanced nutrition which offers a large number of vegan and vegetarian options, not including meat or dairy, two of the most polluting industries on the planet. Also of special importance is the use of energy-saving technologies, the zero-waste strategy and the company's high degree of digitalisation.

Replacement of materials

We understand that putting the principles of the circular economy into practice in our operations is key to increasing the life cycle of items, thus reducing our carbon footprint. In 2021 we praised durable, sustainable and recyclable materials.

As a result, we managed to replace the amenities and corporate material with alternatives from bamboo and stone paper, also significantly reducing single-use plastics. Also, we have begun to incorporate sustainable materials into our uniformity, committed to the comfort of our talents.

Supply of 100% renewable electrical energy

In order to tackle the climate emergency which our planet is suffering, together we must, at all costs, promote renewable energy. Changing fossil fuels for energy from the sun, wind and water



can help us reverse global warming and its serious consequences. At SHA we have done our bit, committed to the supply of 100% sustainable electrical energy, certified by the National Markets and Competition Commission, CNMC in its Spanish acronym.

We continue to back digitalisation

One of our company's strategic points has always been the digitalisation and automation of our processes. In 2021, we continued to back the development of digital tools, highlighting as the most relevant projects the app designed for our therapists to use. Through this, they have managed to personalise their services even more given the higher level of information available as well as integrating all the results of analysis, tests and medical reports in the guest app, thereby facilitating access and monitoring of their evolution, among other relevant projects. This transformation has had a visible impact both on our guests' satisfaction and on our talents' agility, efficiency and autonomy.

PROGRESS OF COMMITMENTS MADE IN 2021

2021 COMMITMENTS	PROGRESS	COMMENTS
Obtain certification focused on managing the social	Done	Our work with the "Green Label" certification has been recognised. By obtaining this seal, we have shown that we are in line with the global criteria of sustainable tourism.
Constitution of the CSR committee and the CSR Champions team	Done	By building a multidisciplinary team, we were able to promote the development and implementation of ideas focused on sustainability and corporate social responsibility with greater ease.
Replace amenities in all suites with more sustainable alternatives	Done	We have managed to replace single-use containers with dispensers. In the same way, plastic has been eliminated from all the amenities, incorporating materials such as bamboo and stone paper.
Replace existing corporate materials in the suites with more sustainable alternatives	Partially done	Certain plastic materials have been replaced by bamboo and vegan leather, including actions agreed with suppliers, such as the planting of 20 trees in Spain for each batch of product purchased.
Extend the use of recycled paper in all areas	Done	As well as having drastically reduced the use of paper thanks to digitalisation, 100% of the paper used is originally recycled.
Gradually replace all light bulbs by LED lights in all areas	Partially done	We managed to make 5% more progress in the replacement of light bulbs, thus accumulating 80% of LED lights over the total number of existing light bulbs.
Set up a plan to reduce food waste in The Green Break	Done	Through awareness campaigns, we have managed to reduce food waste by 15%.
Start up the project to replace all uniformity with more sustainable alternatives	Done	We have managed to replace uniformity in two operational areas with sustainable alternatives, made of recycled and natural materials which also provide greater comfort to our talents.
100% renewable electricity supply	Done	100% electrical energy consumed comes from renewable sources, certified by the CNMC.
Eliminate the use of table linen in the restaurant	Done	By eliminating table linen, we have managed to reduce the consumption of water and detergents by 50%.
Digitalisation of the check-in process	Done	The process has thus been simplified, reducing physical contact and eliminating the use of paper.
Completion of the digitalisation process of operations in the Wellness and Clinic areas	Done	By digitalising 100% of the operations in the Wellness and Clinic areas, we have been able to show the guests the results and reports via our app. In this way, paper usage has been eliminated throughout the process, speeding up and simplifying your experience, increasing your satisfaction.
Gradually update SHA's car fleet with hybrid and/or electric vehicles	Done	50% of the vehicle fleet has been renewed with electric and hybrid cars.

RELATED GOALS



HOW WE ARE DOING



WE HAVE RECYCLED
13.565 kg of PAPER
2.531 kg OF PLASTIC

4.748 KG
OF RECYCLED
GLASS

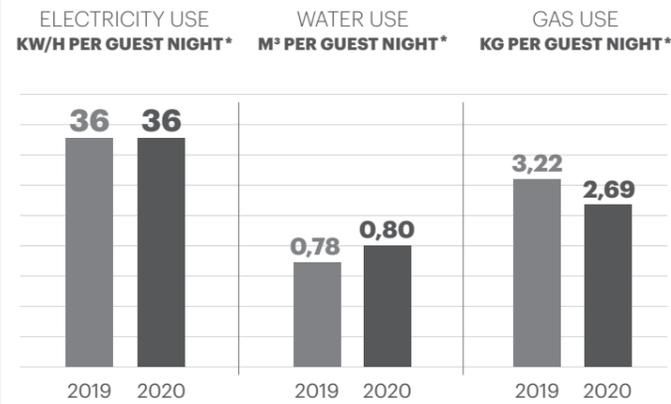
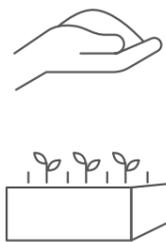


minus 365.000 units
OF PAPER CONSUMED
COMPARED TO last year

organic
GARDEN

WE HAVE GENERATED

120kg
of compost
FOR OUR OWN
organic garden



87.43%
OF GUESTS
CONSUME INFORMATION
DURING THEIR STAY
THROUGH OUR APP



WE HAVE PICKED FROM OUR GARDEN

LEAVES OF
25 AROMATIC PLANTS
& 20 FLOWERS OF PLANTS

we have used them all
IN DISHES IN OUR
RESTAURANT SHAMADI



103



DOCUMENTARY

screenings with EDUCACIONAL
content in our GUEST CINEMA

Year of digitisation

-30% of
impressions
than in 2020



COMMITMENTS FOR 2022

- » Complete the replacement of amenities and corporate material in the suites for more sustainable alternatives
- » Replace bottled water in suites with an alternative from km0
- » Completely replace 100% of light bulbs with LED lights
- » Start the energy consumption reduction project
- » Continue to replace uniformity with more sustainable alternatives
- » Obtain the Bioscore sustainability seal
- » Control production and reduce kitchen waste
- » Complete the company's digitalisation process, incorporating the F&B and Rooms areas
- » Promote car sharing through our SHA Talents APP

02 TALENTS

Since the creation of SHA, we have been aware that Human Capital is one of our strategic pillars of service and excellence. This enhancement of the team has always been linked to the search for talent not only for its professionalism, training or experience but also for human quality and respect for corporate values.

For this reason, one of our priorities as a company is to look after our talent, working every day on our Brand Promises. Therefore, our brand promises have the following objectives:

- To be the best place for developing your professional career.
- To be the best place for taking care of your health, covering both the physical, mental and spiritual aspects.

Academy: "To be the best place for developing your professional career"

SHA Academy was created to look after our team's professional careers, taking their skills and abilities to the maximum potential. At SHA we are committed to incorporating young talent and attracting professionals with consolidated careers, achieving through the SHA Academy the fact that learning gives added value to the talent's journey. This commitment has meant we could close the 2021 financial year with over 30 internal promotions.

SHA Academy's educational strategy is linked to different lines of training, such as the Onboarding programme, which guides the incorporation of new talent,

the Excellence programme, which seeks excellence through learning, or the Development programme, dedicated to promoting young talent through our career plans. We also provide educational lines on healthy living habits and CSR, such as WeCare or Change and Change the world and we improve knowledge of languages through the Languages programme.

This educational strategy is developed both in face-to-face mode and e-learning, popularising training and promoting the family and professional reconciliation of our talents. Without a doubt, SHA Academy is a clear example of how far the development of our team within the organisation can go thanks to investment in learning and knowledge.

WeCare: "To be the best place for taking care of your health"

One of our fundamental objectives at SHA is to take care of our talents' health in the same way as we take care of our guests' health. To do this, we created the WeCare programme whose purpose is to transfer and share tips with our talents which help them develop healthy lifestyle habits.

WeCare offers our talents benefits such as access to health insurance with special conditions, a food service with a menu designed by nutritional consultants, free consultations with our medical professionals or the use of our own sports facilities. These advantages make us the best environment for our talents to take care of their health, prioritising healthy habits and changing the way we understand life.

SHA TalentsAPP

The desire to be close to our team has driven us to create an app designed and intended exclusively for our talents. A platform created by and for the team to facilitate, stimulate and strengthen the relationship between the company and the talents.



This tool has been very highly valued since it allows teams to carry out comprehensive management of their needs in a more agile way, receiving relevant information immediately.

It also provides them with the main indicators of their daily performance, serving as a climate-enhancing and recognition tool which allows us to communicate the best-performing talents towards the company's culture and values. Likewise, it informs our talents about our restaurant's daily menu and the nutritional content of each of the dishes. It also allows access to online training specifically designed for their professional development and to the SHA Benefits programme.

Dream&Values

Our founding values are part of the company's DNA and our corporate culture. We therefore consider it essential that our talents feel part of these and that this feeling is reflected in their day-to-day actions.

To facilitate better understanding, this year we redefined and strengthened the behaviour which is part of and represents the company's values, improving their value and ensuring that there is a real implementation in the organisation. In this way, we lower the business culture to a practical level, taking care of our talents so that they are part of this story of growth and transformation. An initiative that has our team's backing and support and which is destined to become one of our differentiating factors.

Code of Ethics

Through the creation and publication of our Code of Ethics, we have established a set of rules and basic principles which allow us to guide the entity, talents and managers, in their decisions and behaviour. This action seeks to inspire people and raise their awareness, helping to improve their relationships within the company, generating a feeling of identification with our values and our mission.

Respect for the Code of Ethics is a fundamental premise in our way of acting and, for this, a Commission has been created to ensure compliance with it in all business decisions.

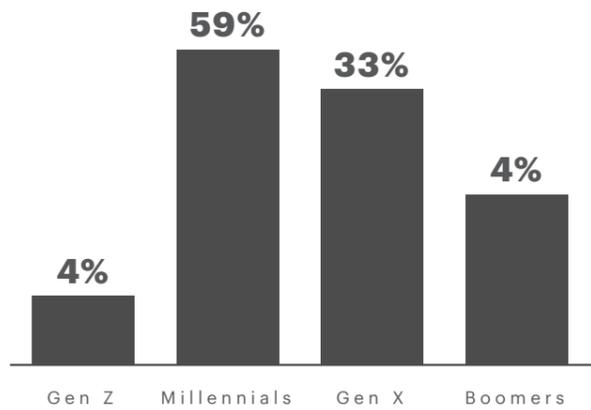
PROGRESS OF COMMITMENTS MADE IN 2021

2021 COMMITMENTS	PROGRESS	COMMENTS
The WeCare initiative, a programme designed to promote the health and well-being of our talents	Done	A complete programme has been implemented to boost our talents' health
Creation of an online platform focused on training in healthy lifestyle habits	Done	The SHA Academy platform dedicates an entire training pillar to the WeCare programme which includes the publication of articles and interactive courses
Creation of "SHA Challenges" health programmes	Cancelled	The WeCare programme has been redefined towards a more educational concept with a greater scope for the entire structure, providing training and information on healthy lifestyle habits, private health insurance benefits, free medical and nutritional consultations and a daily healthy eating service as well as other actions
Creation and launch of SHA Academy, a project for the continuous development of careers	Done	Launch of SHA Academy, an educational project which promotes professional careers and their skills and abilities
Relaunch of SHA Benefits, an internal talent benefits programme	Re-programmed	The magnitude of the launch of the Academy, WeCare and Talent App programmes during the 2021 financial year prevents us from meeting this milestone, hence the decision to postpone it for the 2022 financial year
Digitalisation of processes within the Human Capital area	Done	Integration of all administrative and work-related procedures in the TalentTool platform, eliminating the use of paper for the management of internal processes, facilitating access to information for talent and talent management by managers
Creation of an App for our talents, in order to facilitate access to information, interaction with the company and generate community	Done	Launch of the SHA Talents App, providing talents with access to all company information, events and news, its schedules and educational platform, as well as its main KPIs
Run meditation and fitness courses	Done	Free online courses activated on healthy cooking, fitness and Mind & Body
Continue with the facilities improvement project	Done	We have allocated a significant budget item and implemented an improvement plan aimed at preventing occupational risks in our facilities, making SHA a safe and reliable place. Therefore, we put our effort into obtaining the best quality guarantees that affect the health and care of our talents.



HOW WE ARE DOING

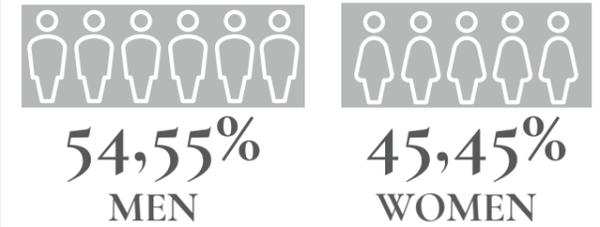
AGES OF OUR TALENTS



THE SHA TEAM



GENDER EQUALITY in management positions



DEVELOPMENT OF TALENTS

231
courses

2.723
HOURS
of learning

30
INTERNAL
PROMOTIONS

Estimated investment
IN EMPLOYEE RECOGNITION

20.052 €

RETribution IN
fees and incentives

677.720 €

61.991
CONSULTATIONS IN
SHA Talents APP

WeCare PROGRAMME

1.167 HOURS
invested in
looking after our
TALENTS' HEALTH

MULTICULTURALITY among our Talents **33** DIFFERENT nationalities



COMMITMENTS FOR 2022

- » Improve our talents' work life balance and sense of fairness, optimising the planning and management of resources, with an efficient management of the holiday plan and shifts which facilitate work life balance.
- » Promote the evolution and desire to improve talent through existing incentive and commission plans, incorporating indicators which allow performance assessment to be enhanced, both individually and in teams, also recognising and rewarding their loyalty to the company.
- » Implement the behaviour defined within our "Dream and Values" in the organisation which enhance the company's values in a practical way, allowing us to quickly identify those that are not admissible within the organisation
- » Promote two-way communication by launching surveys to talents on a regular basis, so that active listening is a motor towards our teams' continuous improvement and satisfaction.
- » Promote among our talents the feeling of belonging and union, through social and cultural activities which encourage healthy living habits and integration, such as "Family Day".
- » We continue to develop projects to improve the facilities, a commitment made with all the talents to make their day-to-day a more pleasant place.
- » Relaunch of SHA Benefits, seeking to strengthen the benefits programme for talents.

03 COMMUNITY

From our beginnings, at SHA we have been committed to being an inclusive and sustainable company for the local community with which we live and the planet. We focus on genuinely contributing and sharing our knowledge, our philosophy and the values we defend with the community.

With this social commitment, we are returning the trust placed not only by our guests and talents but also by the community that surrounds us.

Looking after the natural heritage

Aware of the importance of preserving our natural environment, more than 40 SHA volunteer talents put on their gloves and took their pliers to clean 7 hectares of the Sierra Helada Natural Park. 314 kg of rubbish was collected on that day in May 2021. Actions like these help foster unity and a spirit of collaboration among team members, fighting for a common cause outside the workplace itself.

Help for Ukraine

Due to the terrible war situation that Ukraine is suffering, millions of families have left their homes



RELATED GOALS



PROGRESS ON COMMITMENTS MADE DURING 2021

2021 COMMITMENTS	PROGRESS	COMMENTS
Actions for cleaning and maintenance of critical areas of the local community	Done	A clean-up day took place in the Sierra Gelada Natural Park, in which more than 40 volunteers participated, managing to collect 314 kg of rubbish
Internal donation campaigns	Done	1. Two campaigns have been carried out to collect food and basic necessities, aimed at victims of the conflict in Ukraine, in collaboration with the association Quién Sino Nosotros and the City Council of l' Alfàs del Pi 2. Donation of 240kg of food for the most vulnerable families in the municipality, cooperating with the Social Volunteering Association of l'Alfàs del Pi
Consolidating the policy of sustainable purchases	Done	Links with our suppliers as regards sustainable purchases have been strengthened, with the consequent certification which accredits sustainability in production processes, raw materials and corporate social actions
Creation and launch of a questionnaire to assess suppliers	Done	100% of our suppliers have a CSR strategy and 95% have been certified in terms of sustainability.
Continue extending commercial relations with local establishments	Done	The number of suppliers of local, provincial and Valencian Community origin has increased, which allows the local economy to be promoted and contribute to the reduction of the carbon footprint

in search of peace. In order to support and facilitate their integration, SHA has offered jobs to refugee women in the area, introducing them into the company. In parallel, support has been given to local associations to provide vital humanitarian supplies and give vulnerable families essential services. For this, 6 pallets of essential goods have been sent since the beginning of the war.

Consolidation of the sustainable purchasing policy

Our sustainable purchasing policy defines the standards which must be met not only in our operations but also when managing the acquisition of new products by suppliers and manufacturers who collaborate with SHA, ensuring that they are in accordance with the corporate culture, which is firmly based on respect for human, labour and environmental rights. We are committed to providing the necessary means so that manufacturers and suppliers know and understand this policy and can comply with its principles. This document includes the commitments to be fulfilled in matters such as human rights, transparency, local purchasing and sustainable purchasing.

HOW WE ARE DOING



WE HAVE COLLECTED
314 of rubbish
on the clean-up day,
covering 7 acres



CONTENT CREATION
on social networks



during this year
WE HAVE HOSTED
365 DAYS
OF LOCAL
ART EXHIBITS

250 WALKS
THAT PROMOTES
OUR LOCAL HERITAGE

TWELVE DIFFERENT ACTIVITIES
WITHIN OUR
Healthy Living Academy,
which transmitted the
SPANISH CULTURE
to our guests

ACCIONES SOLIDARIAS

SIX
pallets



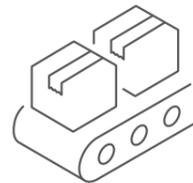
of basic necessities
and medicines
for victims of the
of the conflict in Ukraine

240
kg



of foods
for the most
vulnerables
local
families

100% of OUR
SUPPLIERS



HAVE A CSR
strategy

95% HAVE BEEN
CERTIFIED IN
sustainable matters

98
POSTS



ON SOCIAL NETWORKS
WITH CONTENT
RELATED TO
SOCIAL CORPORATE
RESPONSABILITY

116
articles



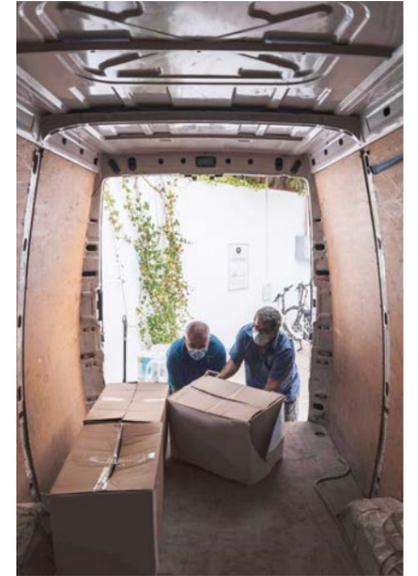
ABOUT HEALTH, ART
nutrition & sustainability
published in
SHA MAGAZINE



COMMITMENTS FOR 2022

- » Develop a beach cleaning day, integrating with the local community
- » Promote healthy lifestyle habits in the community, by holding an open day
- » Organise donation campaigns for local charities
- » Support emerging local artists, promoting the dissemination of their works
- » Continue to provide assistance to Ukrainian refugees residing in the area
- » Support sports institutions

The Change Makers Team





There is **no plan B for our planet and our health.**

We are what we breathe, we are our **choices** and our **actions.**

Let's go a step further, the extra mile to be part of a **positive transformation.**

Beyond caring and protecting our environment
let's change it for the better.

