

As the leading tourism company in Croatia with properties in Rovinj and Vrsar and more than 50 years of experience in tourism business, **aware of its role and responsibility** in its area of operations, and, **in order to preserve the environment and natural wealth, MAISTRA Inc.** proclaims the following

ENVIRONMENTAL MANAGEMENT POLICY

The Board of Directors undertakes to monitor and manage all aspects of its processes and services in a professional and responsible manner, thus lowering negative impacts on the environment to the lowest degree possible. By stimulating development and modern business processes and operations management aimed at reducing detrimental effects on the environment, Maistra induces awareness of the constant need for environment protection among its employees.

The Board of Directors has a responsibility to establish and promote the environmental protection management policy. We continuously monitor, upgrade and act in advance to prevent environmental pollution. Thus, we have set the following rules:

- By implementing new environmentally friendly materials and substituting substances that affect the environment directly or indirectly, *we reduce harmful effects on the environment, use energy more efficiently and by waste management* reduce the amount of all kinds of waste that result from our processes and at the locations of our properties, thus contributing to the sustainable development principle. Thus, we are paying special attention to water protection, by using water rationally and advising our guests to do the same, with a controlled use of detergents and use of treated waste water, as well as preventing the pollution of the sea and implementing our *Operative Plans of Intervention Measures in Case of Sudden Water Pollution*, tailor-made for each of our facility.
- MAISTRA Inc. continuously *plans, executes, controls and assesses the efficacy of the activities* directed towards environment protection by fulfilling requirements prescribed in international norms and regulations, and the rules and regulations of the Republic of Croatia in order to improve environmental quality and reduce harmful effects on the environment.
- The establishment and application of the environmental management system, constant education, professional development and motivating all employees *at all organizational levels develops and induces awareness of the need for environmental protection and influences* the reduction and, where possible, prevention of pollution. MAISTRA recognizes that employee education at all organizational levels is a powerful tool for actual improvement and constant system upgrading.
- The Board of Directors also commits to, in order to facilitate the realization of this policy, *provide necessary organizational, professional and financial resources*, and by cooperating with the local and wider community and other interested parties, continuously work on securing the conditions for environmental protection at all locations. Our employees' education enables the transfer of knowledge to our guests, suppliers and business partners and we try to be a positive example to others by acting beneficially on nature and the environment. We reserve the right and set ourselves to monitor the validity of processes carried out by our outside suppliers, partners and/or guests.
- MAISTRA Inc. is a member of the Croatian Association of Employers in Hospitality Industry and holder of the Environmentally Friendly, Quality Assurance and Blue Flag designations the purpose of which is to *promote the economic and social progress of both, the citizens of this area and its business community*. Promotion of generational environmental awareness, i.e. level of tolerance ensuring that the generations of tomorrow are not put in jeopardy by what we do today, is MAISTRA's primary task. In its efforts to achieve these goals, MAISTRA Inc. closely cooperates with Rovinj high schools, providing scholarships to students and ensuring opportunities for them to complete practical training in its facilities, as well as providing opportunities for further employment and advancement. The company is aware of the fact that investing in human resources pays off in the long run because *people are the key to success*.

- The goal of MAISTRA's supply department is to *cooperate closely with the local community*. We wish to offer our guests quality products and food supplied from local producers and in doing so promote and encourage the economic growth and development of the local community, as well as reduce the high cost of transport of goods and emissions of CO₂, thus *directly contributing to environmental protection*.
- Maistra Inc. is aware and respects the principle of business sustainability and, whenever it is in position to do so, the company donates equipment, such as furniture, to schools or local associations. It also provides support and donates funds for holding and organizing local events with the aim of *improving the quality of community life*.
- **Environmental management is part of MAISTRA's business strategy, while customer/guest satisfaction is the foundation of our business policy.** We strive to be the best at what we do, focus on what is important for building and improving our environmental management system and create the atmosphere of trust based on mutual respect among employees and other interested parties.

In the quality implementation of the requirements listed in the environment protection management system we have support from all our employees, whose personal accountability is a link in the chain of quality and successfulness of the system as a whole.

The Policy is available to the public and effective as of the date of its signing.

In Rovinj, 22 March 2016

Chairman of the Board, Maistra Inc.

Tomislav Popović


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