



Quality and Sustainability Policy

Aware of the importance of maintaining a sustainable development, and once assumed its principles, Loro Parque develops an Integrated Management System that tries to prevent negative impacts of its activities and facilities on the environment, as well offer quality services that meet customer requirements according to ISO 14001, ISO 9001, the EMAS Regulation, the Biosphere Park-Animal Embassy Standard.

Our activities and facilities will always be conceived with the aim of optimizing the sustainability of the Park, adapting to be in line with the 17 Sustainable Development Goals of the United Nations, the indications of the Paris Climate Summit (COP21) and those of the Charter Sustainable Tourism World, preventing pollution, minimizing both internal and external negative impacts, ensuring the best living conditions of animals, and maximizing customer awareness messages; criteria to take into account in all present and future developments. Loro Parque will also ensure that its activities are carried out in a safe, healthy and attractive environment for its visitors and workers.

In all the activities developed by Loro Parque, the following principles will be taken into account:

- Continuous fulfillment of the applicable legislation and regulations, as well as other requirements that the organization subscribes and customer requirements, in order to prevent pollution through the sustainable use of resources, mitigation and adaptation to climate change and offer an appropriate service to expectations.
- Raise awareness and adequately train all employees who join our park, as well as ongoing training for the rest of the staff through courses and training programs related to our principles on Sustainable development and quality management in emergency case.
- Provide to the interested parties of our organization with information related to our principles on sustainable development and quality management, to ensure their awareness and involvement, as well as security and self-protection.
- Preserve the life and integrity of all the people who visit or work in Loro Parque, as well as ensure the welfare of all the animals in the park.
- Carry out environmental enrichment programs to improve animal welfare.
- Systematically evaluate the repercussions and results of the activities of the park, establishing a process of continuous improvement of the efficiency of the management system that results in the improvement of environmental, economic, social aspects, as well as safety and visitor satisfaction, based on the objectives and goals foreseen by the Loro Parque Management.
- Actively work for the conservation of biodiversity.
- Encourage the reuse, recycling and management of waste in a manner that respects the environment
- Reduce as much as possible the consumption of critical natural resources in our environment, paying special attention to the consumption of electricity and water.
- Make part of our integrated management system to our suppliers and subcontractors.
- Evaluate and periodically update our objectives and goals communicating them later to our employees, visitors and interested groups.
- Likewise, we promise that this Policy will be reviewed with the necessary periodicity and if necessary, modified and adapted to the realities of the establishment and destination.

Mr. Wolfgang Kiessling
Senior Management Loro Parque
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