



OFFICIAL STATEMENT

July 2017

Dear Partners,

IBEROSTAR Hotels & Resorts is a family-owned company with more than 60 years of history, welcoming more than four million guests per year at its hotels around the world. We believe in the importance of vacations that leave a life-long imprint, which is why we are devoted to our hotels, creating unique atmospheres that excite, scrutinizing all details, and always exceeding the expectations of our guests.

For IBEROSTAR Hotels & Resorts, the safety and well-being of our guests and staff is fundamental and indisputable, which is why we comply with the highest international standards of quality, with continuous audits both internal and external. With the objective of guaranteeing the IBEROSTAR experience is always excellent, we have established three fundamental commitments: with the quality of our products, with the service offered by our personnel, and with the safety of our guests.

In Mexico, IBEROSTAR welcomes more than half a million clients per year, which is why the quality of our products and services is crucial for the operations of our resorts. Therefore:

- We make certain to comply with federal legislation and local regulations.
- We always work with top-of-the-line partners and providers whose services we submit for routine controls, as well as yearly audits.
- The entire supply of alcoholic beverages offered at IBEROSTAR hotels in Mexico proceeds from distributors with recognized prestige that have all the seals and licenses to guarantee quality and optimal conditions for consumption.
- The external audits done at our hotels on a monthly basis, with results we are able to share upon request, certify our diligent and responsible handling of all sanitary and hygienic measures, following federal legislation, local regulations, and the standards of the FTO – Health & Safety Technical Guide, Codex Alimentarius, and HACCP system.
- Mexico's Healthy Ministry has confirmed that it has not detected tainted alcohol at IBEROSTAR hotels.

IBEROSTAR's staff and the outstanding service they provide are part of the main pillars of our offering. We pay special attention to our selection processes, basing ourselves on external endorsements and credentials that ensure that our staff meets the company's standards of quality. IBEROSTAR is also part of the Mexican government's CONOCER program, which is propelled by the National Board of Labor Competency and establishes competency standards to execute labor activities with a high level of performance. Additionally, our employees receive continuous training in safety techniques, first aid, and the correct handling of our products, among others. In 2017 alone, more than 1,700 members of our staff at the Paraiso Complex in Mexico were instructed in the aforementioned areas.

The safety and integrity of our guests and personnel is one of IBEROSTAR's top priorities. Aside from our commitment to complying with the laws and pertinent regulations, the chain implements strict security measures, including active security personnel 24 hours per day and 7 days per week, the restriction of public access to its hotels, and the permanent update of its protocols. In terms of safety, the Paraiso Complex has a centralized CCTV system with 130 security cameras distributed throughout the hotel, which allows for permanent and real-time control. The chain initiated this project in 2010 and is now rolling out a second phase, which will focus on building interiors, pool areas, and outside bars.

Every year, we welcome hundreds of travel agents as well as inspections by tour operators who certify the quality of our offer. We are currently hosting more than nine thousand guests at our



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hotels in Mexico, who are enjoying their vacations and sharing their satisfaction in online review portals.

Our elevated guest repetition index of more than 42%, and the 1.3 million comments with 95% positive reviews on sites, such as TripAdvisor or HolidayCheck, demonstrate the satisfaction of our guests with our products and services and attest to our soundness, reliability, integrity and quality. We are eager to welcome your clients soon, guaranteeing that you may maintain the trust you have already placed on us. We are a company committed to strive for excellence that bets on innovation, evolution, and constant betterment of all the aspects of our offering, seeking continuously for opportunities to strengthen and improve our procedures with the objective of always offering our guests the best possible experience.

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