



HUMAN RIGHTS AND GOOD LABOUR PRACTICES PROTOCOL

Human rights are the basic freedoms inherent in all human beings, without distinction of any kind, such as race, sex, nationality, ethnic origin, language, religion or other status. They are based on the principle that all human beings have a universal right to be treated with dignity, equality and respect.

Adopted in 1948 by the General Assembly, representing all regions, cultures and legal traditions of the world, the United Nations (UN) created the comprehensive human rights standards embodied in the Universal Declaration of Human Rights. Today, the UDHR defines and identifies in 30 articles the common ideal for which all peoples and nations should strive:

1 We are born free and equal	2 We all have the same rights.	3 We all have the right to life, liberty and security.
4 No one shall be held in slavery or servitude.	5 No one shall be subjected to torture or cruel punishment.	6 We all have rights wherever we go.
7 We are all equal before the law.	8 We are all protected by law against acts that violate our rights.	9 No one may be arrested, imprisoned or banished unjustly.
10 We all have the right to a fair trial.	11 We are all innocent until proven guilty.	12 Everyone has the right to legal protection of privacy.
13 We all have freedom of movement and choice of residence.	14 Everyone has the right to asylum in any country.	15 Everyone has the right to a nationality.
16 Everyone has the right to free and full consent of marriage.	17 Everyone has the right to own property, individually and collectively.	18 We all have the right to freedom of thought and religion, and to change.
19 We all have the right to freedom of opinion and expression.	20 We all the right to freedom of peaceful assembly and association.	21 We all have the right to democracy.
22 We all have the right to social security.	23 We all have the right to work, free choice and fair conditions.	24 We all have the right to rest and leisure.
25 We all have the right to food, clothing, housing and social services.	26 We all have the right to education.	27 We all have the right to participate in cultural life and the right to copyright.
28 We all have the right to live in a just and effective social order.	29 We all have responsibilities and duties towards the community.	30 Nothing and no one can suppress the rights and freedoms of others.





GRUPOTEL
HOTELS & RESORTS

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Understanding that our hotels are visited and frequented by tourists, business guests, suppliers, employees and outsourced service personnel, the diversity among people in terms of gender, age, ethnicity, background, abilities and culture is very broad.

Based on the Universal Declaration of Human Rights and taking the World Tourism Organisation's Global Code of Ethics for Tourism as a framework (see more information below), Grupotel Hotels & Resorts establishes the following principles:

THE MANAGEMENT

- Treats all employees fairly and respectfully, ensuring that no discrimination of any kind is permitted in the workplace, regardless of age, gender, sexual orientation, ethnicity, religion, culture or ability.
- Seeks to understand the issues that may affect the local community and consider them in the company's decision making.
- Actively manages the protection of children and adolescents against sexual abuse or exploitation in tourism. It also promotes this responsibility among its employees to act as preventive agents of any kind of abuse or exploitation of human beings.
- When necessary, it provides extraordinary services to staff such as uniform laundering, meals and accommodation, depending on each case and its circumstances.
- Encourages the development of staff in their jobs, enhancing their skills through training opportunities.
- Complies with applicable labour management laws and regulations.

OUR EMPLOYEES

- They receive a decent salary, in accordance with the Autonomous Community Collective Bargaining Agreement of the Hotel, Restaurant and Catering Industry.
- They work the appropriate number of hours, complying with labour legislation and matching industry standards.
- Are residents of the area, whenever possible.
- They are free to join a trade union or similar organisation established to protect and represent the rights of the employee.

Margarita Ramis Fornés
General Manager
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**The UNWTO Global Code of Ethics for Tourism establishes, among other articles, that the exploitation of human beings, in any of its forms, especially sexual exploitation and in particular when it affects children and adolescents, violates the fundamental objectives of tourism and constitutes a negation of its essence.*

More information:

- Ethics, Culture and Social Responsibility (UNWTO): <https://www.unwto.org/global-code-of-ethics-for-tourism>
- Global Code of Ethics for Tourism (in English, pdf format): https://webunwto.s3.eu-west-1.amazonaws.com/imported_images/37826/gcetbrochureglobalcodees.pdf

