



Palma de Mallorca, 30th April 2020

Dear partner and friend,

Since the beginning of the current health crisis we are working continuously to reinforce our leadership in responsible tourism by implementing a resilience plan that allows us to face the challenges of the hotel industry after the pandemic.

At the moment, all of us who dedicate our efforts, our passion and our love to the tourism business are experiencing very difficult moments, which we will only overcome with the unity of the entire industry.

At Iberostar, we work to face the situation with an action plan that will help us to come out reinforced by protocols that guarantee the health and safety of both our employees, and our common customers.

We have created various working groups that are monitoring all the processes that must comply with all the recommendations to fight against the coronavirus in terms of hygiene, social distancing and the use of personal protective equipment. Without any doubt, the incorporation of new ways of working will have a strong impact on operations, in the service we offer, in managing accumulations of people, or hygiene and cleaning measures.

For this reason, Iberostar Group have incorporated a Medical Advisory Board made up of experts in Public Health and Health & Safety related to tourism. In coordination with our Sustainability Office and together with the first executive line of the company, the new Medical Advisory Board will guide us, with scientific rigor, in the strategy of adaptation to the new reality that COVID-19 has generated. They will audit the protocols in health matters and design measures that guarantee the safety of customers and employees in line with the responsible tourism model and the circular economy policies that shape the vision of our company.

Among the members of the new Medical Advisory Board, consisting of renowned virology and epidemiology experts, Dr. Sebastián Crespí stands out. As biologist and Doctor in Pharmacy, he has a solid and recognized career as a specialist and researcher of infectious diseases in tourist settings. He recently collaborated with the World Health Organization in the preparation of the



provisional guide "Operational considerations for the management of COVID-19 in the accommodation industry".

We are confident that with the creation of this Medical Advisory Board and the talent and internal expertise made available, we will be strengthened by this situation, providing the necessary measures to guarantee safety in our establishments without reducing the high quality standards that characterize the Iberostar experience. We will also have resilience plans that allow us to be prepared for any adversity that may occur in these uncertain times.

With this said, I would like to convey to you that the solidity and rigor of the actions that we are carrying out are of the highest priority. We have an extensive track record in the field of transforming the operating model, proven by the successes achieved with our "Wave Of Change" initiative, which position us at the forefront of developing a responsible tourism model. We are convinced that it will help us in the necessary transformation to face the changes caused by COVID 19.

We are very much looking forward to receiving your customers again soon so we can continue to do what we do best: generate smiles.

With my best regards and the hope that we can all resume activity soon and with the certainty that together we will succeed.

Take care and keep healthy,

A handwritten signature in blue ink, appearing to read "Finn Ackermann".

Finn Ackermann

Global Commercial Director / Executive Vice President of Sales