

QUALITY & ENVIRONMENT POLICY

Hipotels is a family-run hotel Chain with a moderate growth that seeks to provide the best quality regarding services, installations and placement.

It is a hotel management enterprise focused on the European medium-high segment vocational tourism. The quality of our product as well as the varied range of services that we offer, together with an excellent price-quality relationship, has allowed us to become a trustworthy enterprise and a reference within the tourism sector.

Our main aim is to satisfy the needs, expectations and requests that our guests might have, through a work system characterized by prevention, detection, correction and continuous improvement of our processes.

Because we are well aware of the limited natural resources and of impacts on the environment that arise from the development of our activities, and in order to reach a sustainable development, we compromise to protect and maintain the environment.

By establishing a Management System this will lead us to the achievement of our targets aimed at the improvement of our results.

To accomplish all of these, we stand by the following principles:

- Foster motivation and training of our humane team in order to guarantee the proper functioning of the activity that they carry out and for them to participate in the protection and conservation of nature.
- We are working for the safety and health of our clients and employees, following the established laws of prevention. We are working hard to improve the conditions of our employees.
- Prevent pollution from its origin by adopting measures such as minimize the production of sewage by reusing and recycling. At the same time adequate the installations in order to optimize the energetic consumptions and the rational use of water.
- Revise and evaluate periodically the fulfilment of the established principles in the Policy together with the targets and the remaining elements of the Management System.
- Inform our guests as well as any person or entity that may require it, of the environment aspects regarding the use of our activities, products and services as well as of its control.

For these all we guarantee that our organization will fulfil the legislation and applicable regulations in all areas such as social, employment, environment and human rights, like anything else the company subscribes in order to improve the life quality of the employees, our community and the whole society.

The President

Juan Lluï

Cala Millor, 28 April 2022

