



# SA BASSA ROTJA

ECOTURISME

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## POLICIES RELATING TO QUALITY, HYGIENE AND SAFETY FINANCIAL RESPONSIBILITY AND SUSTAINABILITY

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Our customers are a fundamental asset for Hotel Sa Bassa Rotja Ecoturisme. That's why we want to share information with you about our efforts relating to:

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### **Quality Policy**

The Management assumes the responsibility for creating, implementing, and maintaining a system at all levels of the organisation based on the application of regulation UNE182001:2008 for Hotels and Holiday Apartments, thereby committing to:

1. Adopt and comply with current hospitality legislation applying to their geographic location.
2. Encourage continuous improvement of the activities and services offered by Hotel Sa Bassa Rotja Ecoturisme, using suggestions both from hotel staff and customers.
3. Improve and optimize human resources and materials to ensure accessibility to the establishment for all manner of customer and to strive towards greater efficiency in our services and/or products, taking into account the needs and expectations of the customer during their stay.
4. To raise awareness and train all staff in matters relating to management.
5. To strive for complete customer satisfaction in relation to the quality and delivery of our services.

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### **Sustainability policy**

With regards to the ENVIRONMENT, we are committed to:

1. Creating environmental objectives, measuring results and reporting achievements.
2. Complying with current environmental legislation, regulations and regularization.
3. Preventing pollution whenever possible and continuously improving our practices to help protect the environment.
4. Conserving our natural sources by minimizing our negative impact on the environment through education by example and sustainable development.
5. Protecting and improving all ecosystems wherever possible.
6. Minimizing pollution by reducing the use of harmful substances.
7. Ensuring the environmental awareness of our employees, customers, suppliers and the local community by communicating our environmental policies and encouraging their adherence.
8. Working with our suppliers to implement environmentally friendly practices in our production chain.

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### **Policy regarding our EMPLOYEES**

1. We respect our employees and treat them fairly and with respect, taking care of everyone regardless of age, disability, nationality, sex, sexuality, ethnicity, politics, religion, or social activities.
2. We have an extensive approach to our employees' professional development. We organize training and courses that help them to carry out their roles and to favor promotion within the company.
3. We operate according to all applicable legislation and regulations.
4. Whenever possible, we hire people from the local community.
5. We train our staff in our commitment to be a sustainable company so that they understand that they play an active part in achieving our objectives.

*Regarding our relationship with the LOCAL COMMUNITY:*

6. We are committed to maintaining a close relationship with the local community, ensuring that any issues relating to our business are resolved taking common interest into account.
  7. Part of the income generated by our business goes to humanitarian or environmental programs.
  8. Any issue relating to child protection is taken with utmost seriousness and we train our employees with respect to the actions they must take if they suspect that a child is in danger.
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#### **HYGIENE & SAFETY Policy**

1. Maintain quality assurance, and hygiene and safety policies and procedures. The hotel management is responsible for reviewing the Quality Policy to ensure its suitability.
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*The Management*