

## QUALITY AND ENVIRONMENTAL POLICY

It is the policy of BLUE CORUÑA HOTEL to ensure the highest level of guest satisfaction and continuous improvement of its processes, by achieving the Quality Requirements set by the company, considering the satisfaction of our guests the only solid basis for the company's sustainability and growth.

HOTEL BLUE CORUÑA, for its commitment to quality and sustainable development, has an integrated quality and environment management system adapted to its processes, activities and services, meeting the requirements of the standards system UNE 182001: 2008 and ISO 14001, for both lodging and breakfast services.

In HOTEL BLUE CORUÑA, with a will to improve, we think that our corporate social responsibility goes beyond and covers environmental aspects, besides following the law, we regulate our work with the following principles and commitments:

- **Customer focus:** Guests in Hotel Blue Coruna are our reason for living. Hotel Blue Coruna seeks to achieve total customer satisfaction through the fulfillment of our service, knowing customer expectations, listening and involving them as a first step to determine the quality that satisfies them, by providing our organization, as well as our human and technical resources, at their disposal.

- **Training:** Hotel Blue Coruna pays special attention to the training of their workers. Staff training is considered important to ensure that their knowledge and skills suit the current and future needs.

- **Documentation:** To keep the highest level of efficiency in our processes, a systematization of the activities is necessary. These activities are described in approved procedures. It is necessary to ensure the registration of the information coming from monitoring and measurement, as well as the data analysis of the processes. This systematization seeks to prevent the occurrence of problems caused by the failure of the controlled specifications, defects in the service, constantly keeping our guest informed of those nonconformities that may concern them.

- **Commitment:** Hotel Blue Coruña is committed to compliance with legal, regulatory and guest's requirements as the basis of a good service and an efficient protection of the integrity and health and safety of people, facilities and environment.

- **Participation:** The team of Hotel Blue Coruna is essential and their personal satisfaction is a major factor that should be considered a way to satisfy the customer. To promote a participatory environment among employees by adapting work to people, facilitating teamwork, individual recognition and suggestions for improvement. Every staff member is responsible for monitoring and compliance with those procedures and instructions concerning it, and must assume an awareness of continuous improvement, helping to minimize errors and providing solutions that may contribute to give satisfactory answers to problems or situations that they can raise. The participation of all staff members is essential to achieve the objectives set out in Hotel Blue Coruña.

- **Environmental performance:** Rationalizing the consumption of natural resources and minimizing waste, emissions, noise and disturbance is an integral part of the objectives and strategies of Hotel Blue Coruña. We are also committed to identify, evaluate and control environmental aspects, especially those that are significant, trying to achieve a continuous environmental improvement.

The Management will permanently assess the implementation and effectiveness of this quality and environmental policies, ensuring, when necessary, the evolution and improvement of our quality and environmental management systems so to achieve and review the objectives and goals set.

The Management is committed to a continuous maintenance of this quality and environmental management system to guarantee its compliance with these policies, providing their principles to all the staff members and make them available to guests, as well as any other interested party.