

INTEGRATED QUALITY, ENVIRONMENTAL AND SOCIAL RESPONSIBILITY MANAGEMENT POLICY



INTEGRATED QUALITY, ENVIRONMENTAL AND SOCIAL RESPONSIBILITY MANAGEMENT POLICY

Globales is a company dedicated to the operation of hotel services for more than 40 years. Our goal is to offer the best service to our customers, through high quality standards that allow us to achieve their satisfaction and loyalty.

Hoteles Globales is committed to respecting the natural environment, complying with all applicable laws and regulations. We intend to continuously improve in all aspects related to quality and the environment, in the development of our activity, through the implementation and gradual certification, in all our establishments, of quality management systems.

The lines of action that our company follows are the following:

- ✓ We offer the best service and quality standards to our clients, satisfying their needs and meeting their expectations, which entails the constant adaptation of our personnel to the different types of clients.
- ✓ We identify, evaluate and control the repercussions on the environment that our activity may cause, always considering them when making decisions.
- ✓ We set targets for improvement, both to reduce the environmental impacts that our facilities or the development of our activities may have on the environment (soil, water, atmosphere or natural resources) and to exceed our service indicators in the organization's management processes.
- ✓ To propose actions and strategies for customer loyalty.
- ✓ Encourage our suppliers to adapt to the quality and environmental criteria established by our company.
- ✓ Motivate our customers to participate in our Environmental Management System.
- ✓ To keep our customers informed, encouraging their cooperation, creating a special bond to preserve the environment.
- ✓ To guarantee the continuous improvement of our environmental management and to carry out internal and external audits of the system to verify that it is working correctly, contributing to the conservation of the environment.
- ✓ Disseminate our CSR (Corporate Social Responsibility) policy in our hotels.
- ✓ Publish our environmental and social indicators.
- ✓ We support non-governmental, non-profit organizations with social and environmental purposes.

The effectiveness of all these actions is measured thanks to the indicators set from headquarters, such as internal and external surveys, audits of the different areas of activity, and the constant control and monitoring carried out through regular visits by the operations department to all hotels. We also use the objectives set by the tour operators we work with to measure our quality levels and ensure that they are always optimal.

The work philosophy of our organization is disseminated through this Quality and Environmental Policy, clarifying and defining the lines of work for workers to obtain greater personal satisfaction in the performance of their tasks, showing our customers our commitment to their satisfaction and certifying to achieve our objectives of sustainable development, in a way compatible with the economic results for our company.

Andrés García,
Chief Operating Officer