

# QUALITY AND ENVIRONMENTAL POLICY

Vincci Hotels has been in operation for over ten years, and we are well aware that the company should not exclusively pursue profit and financial objectives to the detriment of providing **quality service**, nor fail to recognise the potential negative **impact** of its activity on the **environment** and **society**. The scope of this policy is accommodation and food and beverage services.

We have therefore prepared the following principles that define our **QUALITY AND ENVIRONMENTAL POLICY**:

- ✓ Integrate Quality and Environment systems into company strategy to form part of the development of Vincci Hotels and the sustainability of the business.
- ✓ Prioritise compliance with legal and other requirements, updating the applicable legislation and conducting regular assessments of compliance.
- ✓ As far as is possible, prevent pollution, save energy and natural resources, reduce and manage waste and respect and protect our cultural and social environment.
- ✓ Encourage internal communication at all levels in the organisation as well as external communication, promoting a set of values which includes environmental awareness.
- ✓ Constantly improve our service and processes.

To do this, we are committed to:

1. Exceeding the expectations of our guests by providing quality, personalised service, anticipating their needs and creating closer bonds with them.
2. Training and constant motivation of our staff, since it is people that make a difference and are our main asset, with a special emphasis on professional development.
3. Analysing risks, maintaining all of our facilities and carrying out regular inspections to ensure guest comfort and satisfaction, incorporating technologies that increase the value of the hotel and the comfort of our guests.
4. Collaborating with stakeholders (internal and external) to create mutual benefits in relationships with our guests, suppliers and other organisations to protect and improve the environment.
5. Regularly defining objectives and goals to promote and ensure the constant improvement of Quality and Environment procedures at **Vincci Hotels**.

Madrid, 1 February, 2017

**Chief Executive Officer**



A handwritten signature in blue ink, appearing to be 'J. Garcia'.