

## QUALITY POLICY

Purohotel Palma, after starting its pioneering path in 2004 as one of the first boutique hotels in Mallorca and as a quest for keeping its innovative and quality spirit, has decided to introduce and maintain a Quality Management System based on ISO 9001:2015 standards that allows us to make further progress towards **excellence** in our service.

Our philosophy focuses on the continuous improvement of the **experience** of our guests and therefore we are committed to conduct a set of measures focussed on guaranteeing the quality of our facilities, products and services. The scope of this policy includes allotment, Food & Beverage and Spa services.

- ✓ We understand that quality arises from people, so we work for a good work atmosphere of our human team so satisfaction goes from inside to outside.
- ✓ Activation of an annual training plan improving skills and possibilities of all the team.
- ✓ Pursuit and protection of our lifestyle concept and genuine values F.A.S.T. & C.H.I.C. so they remain as our greater x-factor, getting up to date to current guests needs.
- ✓ We identify and set measurable indicators of every area with regular goals and objectives.
- ✓ Definition, introduction and regularly update of Operative Handbooks, Procedures and Standards at team's disposal as a guide towards excellence in service.
- ✓ Research and analysis of our guests' comments to prepare new improvements and control their satisfaction.
- ✓ Activation of sustainability actions and sustainable growth for the medium and long-term.
- ✓ Commitment to comply applicable law and regulation according to our activity and location.

Hotel Management takes the responsibility for making our Quality Policy known and accomplished at the hotel with the support and monitoring of Operations Direction through collaborative work and auditing that ensure the efficacy of the system according to company's strategy, ensuring also the quality of our Oasis and, as a result, the satisfaction of our guests.

Palma, 2nd May 2019

Alberto Pons Fernández  
General Director of Puro Group