

# QUALITY POLICY

**FERGUS Hotels** is a young hotel group marked by its friendly and Mediterranean personality. Our ambition focuses in becoming a benchmark as **expert repositioners** and hotel managers **inside and outside** the Balearics, with the aim of **tripling the size of the hotel company by 2022** whilst ensuring the sustainability of the operated destinations through the achievement of the goals set by our policy of protecting the environment.

We follow the quality standards defined according to the needs of our stakeholders, the requirements of the international standards UNE EN ISO 9001: 2015 and compliance with current legal regulations.

**Our business commitment lies in:**

## Customer-focused service

- Ensuring the **satisfaction of our customers** providing a **friendly, efficient and trustworthy** service, always according to their expectations that will allow us to **enhance their loyalty**. "We love having you back"

## Perseverance

- Establishing **annual objectives and goals** to ensure the **continuous improvement and innovation** of our processes and facilities, in addition to systematically checking and analyzing the effectiveness of our system through **quality assurance** programs in order to get closer to **excellence in our management**.

## Team

- Forming, involving, developing talents and **transmitting motivation and enthusiasm** to the entire organization through **highly motivated work teams** and our staff management based on the **enhancement of their main talents**.

## Dedication

- **Complying with the legal requirements** that affect our business model through the identification and subsequent management to meet them.

## Participation

- Coordinating **participation** in the main sectors of the company: management, decisions and results.

# **ENVIRONMENTAL POLICY**

**FERGUS Hotels** is highly involved in the effort to make its own economic development and the one of the society compatible with the protection of the environment with the purpose of contributing to the minimization of the environmental impacts derived from its activity and making its own environment more sustainable.

**FERGUS Hotels** wants to join the initiatives of implementation and consolidation of the environmental management schemes according to the clients' demands and the activities carried out by the establishment.

To this end, environmental improvements have been implemented not only in the hotel itself but also in its activities, especially those that may have an impact on the natural environment, the efficiency in the use of resources, mainly water, energy, waste and last but not least, the progressive substitution of those products or services that may reduce the standards of living of both their guests and their neighbors.

## **THE COMMITMENT ASSUMED BY THE MANAGMENT IS AS FOLLOWS:**

1. Direct involvement in environmental management.
2. Ensure compliance with both the legal requirements applicable and those adopted voluntarily related to environmental aspects.
3. Review and update their Environmental Policy periodically.
4. Require their suppliers in a progressive way the adoption of materials and products that respect the environment.
5. Implement the necessary measures to prevent or reduce to a minimum the atmospheric emissions, water, energy, waste and soil, as well as to pursue their continuous improvement efforts in environmental behavior.
6. Prevent pollution and protect the natural and scenic values of the environment. Promote these natural values among their customers.
7. Raise awareness among the staff about the responsibility in relation to the environment, providing them with the corresponding training.
8. Share the principles of environmental performance and good environmental practices with its guests in order to involve them with the hotel's environmental management model.

**FERGUS Hotels** assigns the economically viable human and material resources necessary to establish the environmental management scheme and review the environmental objectives and goals in accordance with its commitment to continuous improvement.

**FERGUS Hotels** has the hotel's environmental policy available to its staff, customers and the general public.