

## QUALITY POLICY

### 1. PEOPLE

- 1.1 We know and comply with the current legal regulations that apply.
- 1.2 There is an organizational chart and responsibilities are defined by job position.
- 1.3 Planning is used as an organizational tool.
- 1.4 Seasonality periods are defined.
- 1.5 The minimum workforce is defined to cover the customer's service needs.
- 1.6 There is a continuous interlocutor between the company / touristic service and the Destination Manager.
- 1.7 The team meets periodically to solve critical aspects.
- 1.8 All new employees are informed of their duties and responsibilities.
- 1.9 There is a training plan for the staff.
- 1.10 There are guidelines on clothing and personal appearance.
- 1.11 The hotel staff who has contact with the guests carry a visible identification.
- 1.12 The staff applies courtesy forms with the customers.
- 1.13 The staff has basic knowledge of foreign languages.
- 1.14 Internal communication is encouraged.
- 1.15 A minimum degree of computerization is guaranteed.
- 1.16 The staff knows and applies the Risk Prevention Plan and the Emergency and Evacuation Plan.
- 1.17 The staff knows how to act in case of an accident.
- 1.18 There are several employees with training in safety and first aid.
- 1.19 Environmental management criteria are used.
- 1.20 A self-evaluation of the Manual of good practices is carried out.
- 1.21 Compliance with quality management criteria is reviewed.

### 2. CUSTOMERS

- 2.1 The staff assumes a dynamic role with the customers.
- 2.2 There are guidelines for the treatment of complaints and claims.
- 2.3 There is a suggestions mailbox that invites the guests to register a complaint and / or suggestion.
- 2.4 There is a follow-up of the complaints and / or suggestions and the solutions provided.
- 2.5 The company / service has a customer satisfaction questionnaire.
- 2.6 The customer's opinion is used to improve the service.
- 2.7 The results obtained from the surveys are communicated to the whole team.
- 2.8 The staff knows the tourist area next to the establishment and is able to offer information about it.
- 2.9 The staff takes care of their personal image in front of the customer.
- 2.10 Guests are informed of environmental practices.

### 3. SALES

- 3.1 All staff knows the services that are offered.
- 3.2 The prices of the products / services are displayed.

- 3.3 The payment methods accepted are displayed.
- 3.4 Ticket or invoice is issued.
- 3.5 The information provided is objective.
- 3.6 The displays have an attractive design.
- 3.7 We participate in the promotion actions of the destination.
- 3.8 Information of the company / tourist service is provided.
- 3.9 There commercial information is available in several languages.
- 3.10 A website is available to publicize and / or market the service.

### 4. SUPPLIERS

- 4.1 There is a database of suppliers.
- 4.2 There is a selection of suppliers to work with.
- 4.3 Purchases are formalized.
- 4.4 The main suppliers are evaluated periodically.
- 4.5 Environmental criteria are used in purchasing decisions.
- 4.6 There is an established schedule for merchandise reception.
- 4.7 There are guidelines for receiving orders.
- 4.8 The minimum stocks are defined.
- 4.9 Periodic inventories are carried out.
- 4.10 The rotation of the products in the storage system is ensured.
- 4.11 Incidents with suppliers are recorded.

### 5. FACILITIES AND EQUIPMENT

- 5.1 The company has positional signage.
- 5.2 There is internal directional signage.
- 5.3 Necessary security elements are ensured.
- 5.4 The client's area of use is a pleasant and attractive space.
- 5.5 Heating and cooling systems are available in the client's service area.
- 5.6 The equipment is in accordance with the service provided and is in perfect condition.
- 5.7 There is a complete equipment in public toilets.
- 5.8 Systematic cleaning of public toilets is carried out.
- 5.9 The outdoor areas are cleaned periodically.
- 5.10 There is a plan to clean the facilities.
- 5.11 Cleaning is carried out when there is less presence of customers.
- 5.12 The cleaning products are conveniently packaged.
- 5.13 There is a place to store the cleaning equipment.
- 5.14 There is a preventive maintenance plan.
- 5.16 The tasks of disinfection, disinsection and rat extermination are set by regulations.
- 5.17 The notification of any technical issue or similar is available and used.
- 5.18 The requirements for accessibility for people with reduced mobility are met.
- 5.19 A first aid kit is available.
- 5.20 A correct classification of waste is carried out.

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