



## QUALITY AND ENVIRONMENTAL POLICY

The Hotel Gran Rey, a hotel company on the island of La Gomera, situated near Garajonay National Park and in the Valle Gran Rey Rural Park, is conscious that protecting the environment will contribute to sustainable development. In its desire to integrate in this fragile natural environment and refrain from exerting pressure on its surroundings, as well as to meet its fundamental goal of providing the fullest possible satisfaction to our guests, the Hotel implements a Management System based on Standards UNE-EN ISO 14001:2004, UNE-EN ISO 9001:2008, Biosphere Hotels, and EU Regulation 1221/2009 (EMAS). The System is designed to ensure compliance with the following environmental and quality principles:

- To know and meet the implicit and explicit needs and requirements of our clients, paying particular attention to detail and, by pursuing excellence, to offer them a warm and interesting stay in our hotel.
- In our opinion, the main task of our policy is to lessen the impact caused by the consumption of water, energy and materials and the generation of waste in the course of our business and in the services provided (accommodation, board, leisure activities).
- Within the company, we periodically review the status of our management system to identify weaknesses, draw up appropriate actions, establish objectives and goals, and document the progress achieved.
- Our commitment to continually improve the efficiency of our processes and prevent pollution guides us in our efforts to lessen the impact of our hotel's facilities, activities and services, and offer products and services that allow us to exceed the expectations of our guests.
- It is our belief that excellence is achieved by motivated individuals and that success is the responsibility of all our staff. We will therefore endeavour to ensure that all HOTEL GRAN REY employees receive information and training to help them understand both the quality and environmental aspects of their work and also the hotel's environmental strategies, thus enabling them to collaborate fully in their implementation and attainment. We will also make all staff aware of the importance of their cooperation and suggestions.
- We will act decisively to inform our suppliers as to how they can reduce the environmental impact of their activities on a permanent basis and we will gradually engage other interested parties in our efforts to improve quality and environmental protection.
- We are committed to observing all existing quality and environmental legislation, as well as any other legislation applicable to us on account of our business and location.
- We provide relevant information to the public on our company and we work together with the local community to protect the environment, achieve economic prosperity and maintain the identity and culture of the area.
- We explicitly agree that this Policy may be reviewed as and when necessary and, if appropriate, that it may be amended to adapt it to the reality of our hotel and the destination.

Adopted on 30.09.2010

General Manager, Alberto Sanmartí