



QUALITY AND SUSTAINABILITY POLICY

At **Hotel Condesa** our mission is:

- The pursuit of our clients' satisfaction and the commitment to meet their requirements, with the aim of making their stay a unique experience.
- To make our staff happy and involved.
- To reduce our environmental impact as much as possible, working to preserve the value of resources for as long as possible.

Our **basic principles** are:

- To distinguish ourselves by the way we treat our guests. We want your stay at the hotel to be an **unforgettable** experience.
- To be directly involved and committed to quality management. We have a quality management system implemented in accordance with the international standard ISO 9001, which is based on continuous improvement.
- To comply with current legislation and other subscribed requirements, and to make effective the integration of planning, consumption and production guidelines and circular commitment in our business strategy, in our internal processes and in our relations with our main stakeholders.
- To ensure the safety, health, and well-being of our employees. Because human capital is our main asset.
- We support the local community by working with local suppliers and promoting Mallorcan culture and gastronomy.
- Working to reduce water and energy consumption, which translates into a reduction of our carbon footprint with the aim of becoming carbon neutral in the medium term. All this with the implementation of energy efficiency measures and the awareness of our staff and the development of projects to absorb emissions.
- We segregate waste and seek to reduce it, such as the elimination of single-use plastics and the search for recovery options for our waste.
- Offering a high percentage of local food and beverage products, due to their freshness, quality, and the reduction of our carbon footprint.

The Management

22 April 2023



HOTEL
CONDESA
MALLORCA

ENIGMA HOTELERA DE GESTIÓN, S.L.
HOTEL CONDESA
B-16553125