

## QUALITY POLICY

MINOR HOTELS, for the activities carried out by the **BUILDINGS, ENGINEERING & MAINTENANCE (BEM)** department in Europe, aims to ensure that the quality of the services it provides is a true reflection of the expectations of each customer, both internal and external. To achieve this, a Quality Management System is established in accordance with the UNE-EN ISO 9001:2015 standard, which is supported by this Quality Policy.

To this end, the following principles are established, declared and assumed, which are implemented at all levels and services of the area involved:

- Achieve full **CUSTOMER SATISFACTION** by providing services in accordance with the requirements, needs, expectations and established specifications of our customers, including all applicable standards and legislation.
- Maintain constant **COMMUNICATION** with interested parties, to consider their perspective and experience for the improvement of the company's performance in terms of quality.
- Carry out planned and systematic actions of **PREVENTION, DETECTION, CORRECTION AND CONTINUAL IMPROVEMENT** throughout the entire service. To this end, we assume the commitment of all personnel involved to perform their duties in accordance with the specified requirements and with a continual improvement approach.
- Periodically establish **QUALITY OBJECTIVES**, which include measurable values that are realistically achievable and consistent with the Quality Policy, and which provide the direction in which the organization's efforts should be focused.

The application of this Policy requires the active involvement of all BEM personnel. For this purpose, the **Senior Vice President (SVP)**, as representative of Top Management, considers **MOTIVATION and TRAINING for QUALITY** a priority and is responsible for driving the implementation of these principles and objectives, verifying their execution through audits.

The effectiveness of the Quality System is the direct responsibility of the SVP. On their behalf, the **Quality Manager** will supervise its implementation, development and maintenance, evaluating its adequacy and correct application. For this purpose, the Quality Manager has the necessary authority to intervene in all BEM areas of **MINOR HOTELS in Europe**, whenever deemed appropriate, to verify the effectiveness of the Quality Management System.

This Policy is available to interested parties and is communicated by the SVP to all MINOR HOTELS personnel in Europe so that, once understood, it is applied and kept updated at all levels of the area.

From the **Senior Vice President of BUILDINGS, ENGINEERING & MAINTENANCE Europe at MINOR HOTELS**, it is ensured that this Quality Policy is appropriate to the purpose and context of the organization, and that it is communicated, understood and applied by all personnel. Likewise, it ensures compliance with the established principles and promotes the continual improvement of the effectiveness of the Quality Management System.

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Senior VicePresident

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