



## INTEGRATED MANAGEMENT SYSTEMS POLICY

Granada Luxury Hotels undertake to;

- Perform its activities in accordance with international standards and legal frameworks and to ensure satisfaction by meeting the demands and expectations of relevant parties,
- Audit its organizational processes and management systems periodically and to make sure that the structure always remain dynamic with continuous improvements while involving all employees in the system and training them to maximize their skills,
- Ensure product safety and quality by keeping human health on top of everything at each phase of food chain and to present a standardized level of product quality by closely collaborating with the suppliers,
- Contribute to the conservation of environment, assess its impacts on environment, use energy and natural resources more efficiently and ensure that environmental awareness is adopted by sharing our environmental activities with its business partners and guests,
- Solve guest complaints and claims in an impartial and honest manner within the time required by registering without any form of discrimination or breach of confidentiality and to inform guests about the results accordingly, and

Consider the requirements of Quality, Environment, Food Safety and Customer Satisfaction Management Systems while managing its activities and to allocate necessary resources for activities with this purpose.