

# Es Molí Hotel Management Policy

Es Molí Hotel opened its doors in 1965, and since then it has followed the general lines of sustainable growth, continuous improvement and customer and employee loyalty. In this regard, Management expresses its commitment to the compliance of the following principles:

1. The Heads of Department are responsible for the quality of their services, and every hotel employee is responsible for the quality of their individual work, knowing and understanding the demands of each task. Their mission is **doing the job well and without delay**, to achieve both personal and company satisfaction.
2. Making our hotel a place with **character and authentic charm**, transmitting for our guests some of Mallorca's magic, as well as our local culture and traditions. We accomplish this with a sense of individuality accompanied by warm cordiality, high-quality cuisine based on local products and a culture closely linked to the land, an atmosphere where nature is always a priority.
3. Tradition and grace adapted to the advancements in technology, but above all, a hospitality that makes **our guests feel like KINGS**.
4. **Rational use of resources and the reduction of waste and environmental impact**; making sure our activities are increasingly more respectful with the environment, for the sake of sustainable development and the prevention of pollution.
5. **Promoting safety and health measures at work**, as a guarantee of a dignified life, with no distinction of race, colour, gender, language, religion, political or any other opinion, national or social origin, economic position, birth, or any other condition.
6. **Promoting the development of our local economy** by prioritizing, whenever possible, local suppliers and produce. We also feel a deep respect for children and have the clear intention of protecting them from any kind of abuse.

To this end, management is committed to setting goals for continuous improvement, to providing the human and material resources necessary to ensure the correct implementation and maintenance of our Management System. As well as ensuring the proper training of staff and the compliance with legal and other requirements subscribed within the scope of our Management System. All of this with the indispensable collaboration of all subcontracted companies.

Hotel Management  
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