



QUALITY, ENVIRONMENTAL & SUSTAINABILITY POLICY

The **GF HOTELES** group declares that the fulfilment of the requirements for environmental, social & economic performance are some of the strategic principles of this group in the activities of "**Hotel services in accommodation, catering and entertainment**". This policy is applicable to the hotels:

- **GF GRAN COSTA ADEJE**, Avenida Bruselas 16, 38660 Adeje, Santa Cruz de Tenerife.
- **GF FAÑABE**, Avenida Bruselas 13, 38660 Adeje, Santa Cruz de Tenerife.
- **GF ISABEL**, Avenida de Moscú no.2, 38660 Adeje, Santa Cruz de Tenerife.
- **GF NOELIA**, Av. Hermanos Fernández Perdigón 9, 38400 Puerto de la Cruz, S/C de Tenerife
- **GF VICTORIA**, Calle Fernando López Arvelo 1, 38660 Adeje, Santa Cruz de Tenerife

To this end, we have created a management system based on Regulation CE 1221/2009 (EMAS III)*, as well as on the standards UNE-EN-ISO 9001: 2015, UNE-EN-ISO 14001:2015 & ISO 21401:2018, establishing, declaring and assuming the following principles:

- The Management is responsible for promoting the implementation of the Quality, Environmental & Sustainability Policy, providing the company with the necessary resources for its correct operation and the continuous improvement in the efficiency of the system.
- The requirements for Quality, Environmental & Sustainability Policy & the contractual obligations, must be transmitted effectively to suppliers / collaborators in a complete and timely manner.
- Sustainable use of natural resources, promotion of energy saving, the prevention of pollution and biodiversity.
- To promote good environmental practices in the activities of the company, in addition to encouraging environmental awareness in employees through specialized training; and in the company through our own activities.
- The needs and expectations of the guests are the main criteria for establishing products & services of the highest quality, having in place a documented system to review and quantify, as far as possible, the level of satisfaction of the guests.
- The final quality of the product & of the service provided to the guest, as well as the impact of our activities on the environment, is the result of planned and systematic actions of prevention, detection, correction and continuous improvement throughout the cycle.
- The application of this Policy requires the active integration of the entire workforce of the company. To achieve this, the Management considers motivation and training in Quality and Environmental Management to be a priority.
- To reaffirm the commitment to comply with all the applicable legal requirements and other requirements to which **GF HOTELES** subscribes, in relation to quality, its environmental impact and those aspects relating to the alignment of policies with the objectives for the development of sustainability (ODS) and the sustainability strategy of the group.

This policy serves as a frame of reference for establishing and reviewing the Quality, Environmental and Sustainability objectives, and is implemented, maintained, reviewed and communicated to all employees, as well as to all interested parties. In addition to this policy, the environmental declarations of the three hotels which hold them, are available to interested parties.


GF
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Signed: Juan Carlos de León, Operations Director GF Hoteles

* Hotel GF Noelia does not have a system of environmental management based on Regulation EMAS;

* Hotel GF Victoria only has a management system certified under ISO 21401.