

QUALITY AND ENVIRONMENTAL POLICY

QUALITY POLICY

The Can Lluç Boutique Country Hotel & Villas agritourism (Can Gasparó S.L.) is a hotel establishment in a rural location of great environmental importance, in the very heart of the island of Ibiza.

Can Lluç started life as a farmhouse belonging to the grandfather of the current owner; the original building still stands in the central area of the estate and its thick walls and wooden beams preserve the tranquillity and magic of rural Ibiza.

It is managed by Lucas Prats Ribas and his wife Tina Soriano Guasch and their family, with a staff of up to 15 in high season. This team is fundamental for the smooth running of the hotel.

Following a three-year long refurbishment, the hotel opened its doors in 2003 and since then has continued to improve and extend its facilities and services with the objective of always responding to the customers' needs.

CERTIFICATIONS

To certify its quality commitment to the client, Can Lluç is part of the SICTED programme (Integral Quality System of Tourist Destinations), managed by the Conselleria de Turisme del Govern Balear (Balearic Islands Regional Ministry of Tourism).

OBJECTIVES OF THE QUALITY POLICY

- 1- To provide the client with a high-quality service, listening to the client before, during and after their stay, in the hope of exceeding their expectations and offering what they expect to find at Can Lluç.
- 2- Well maintained facilities in perfect working use.
- 3- Staff who receive ongoing training and are equipped to deal with any customer requirements and provide assistance in the event of emergency.

METHODS

- 1- The opinion of the clients is one of the most important pillars of the management system. Can Lluç is always happy to listen to opinions and suggestions from its client and act on those suggestions where possible.
- 2- A system of quality surveys to provide information about the management and services following the customer's stay.
- 3- Mystery guests and surprise audits, the results of which have demonstrated the good work and management underpinning the work of Can Lluç.
- 4- The tourist operators Can Lluç works with demand high standards in the inspections they carry out before agreeing to work with the hotel and they take the opinions of their customers very seriously when deciding whether to continue working with Can Lluç year after year.

5- Plans for ongoing development, biannual audits by SICTED and the use of specific operating protocols.

ENVIRONMENTAL POLICY

Can Lluc is committed to minimizing its environmental impact by ensuring proper waste management and low energy consumption. By complying with its internal quality policy it shows a commitment to continuous improvement and to the environment.

CERTIFICATIONS

Can Lluc Agritourism's environmental management system is certified by the **ISO 14001** international standard.

ENVIRONMENTAL COMMITMENTS UNDER ISO 14001

Commitment to complying with current environmental legislation that is applicable to all products and services and all commitments for environmental protection, including preventing pollution and other specific commitments relevant to the context of the organisation.

Minimizing the adverse environmental impacts by constantly improving environmental management, preventing pollution, and cooperating with the local authorities in the event of an environmental accident.

Minimizing the environmental impacts associated with waste generation, enhancing its energy-saving policy and consuming less water and fuel by raising guests' awareness and requesting their cooperation and support for the environment.

Ensuring that the facilities are in perfect condition and ensuring that they are regularly revised with the aim of minimizing the adverse environmental impact associated with effluent discharge, emissions to air and excess water and energy consumption.

By raising the awareness of guests, employees and companies associated with the agritourism, incentivising their cooperation and developing a special bond to conserve the environment and the surrounding natural landscape.

In summary, Can Lluc Boutique Country Hotel & Villas complies with all necessary measures to ensure its work is based on excellence and is respectful of the environment and its rural setting. This is an important task in the current climate and its importance is transmitted both to the staff at the agritourism as well as the suppliers and collaborators and all guests.

LUCAS PRATS RIBAS
Owner/Managing Director

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