

INTEGRATED MANAGEMENT SYSTEM POLICIES

The Blasi Group of companies were born in 1972 and offer quality tourism services in its broadest sense, being an organisation of reference in the tourism sector, flexible and versatile, strongly oriented to customer service, innovation, effectiveness and efficiency in their processes and respect for the environment and the interest in promoting occupational risks and continuous improvement of Occupational Health and Safety conditions.

The strategy of Camping & Resort Sangulí Salou is fully aligned with the mission and values of the Blasi Group of companies where services meet the highest quality standards, environmental protection and occupational safety, in order to achieve excellence in its services promoting the adoption of an integrated management system for Quality, Environment and Energy Management and prevention of occupational risks based on the UNE EN-ISO 9001: 2015, 14001: 2015 and 50001: 2011 respectively recognised as pillars of the strategy and values of the company.

Mission: We have always believed that we must ensure maximum satisfaction of our customers through the quality of our services, products and facilities as well as the continuous improvement of work processes and conditions, seeking a balance between profitability and social benefit.

Vision: We aspire to become the definitive Camping & Resort of the Mediterranean coast, by offering comprehensive quality of within the framework of sustainable development, since we are well aware of the importance and the need to involve the entire family of customers, employees and other entities in relation to our business.

Values: Management, aware of the commitment with regard to the needs of shareholders, has established a Comprehensive Management System to unify the values that govern the activities and objectives of Camping & Resort Sangulí Salou, among which we highlight:

- ✓ Establish a culture of **continuous improvement** in all departments of the organisation to meet the objectives defined by the organisation and quality assurance, **developing a synergised model** and promoting health and safety in all areas of the organisation.
- ✓ Keep in mind at all times **the importance of customer satisfaction** and the delivery of service throughout the organisation to internalise the basics of customer service as the core of all our actions, with generosity and professionalism to meet and exceed the needs of the customer, if possible in advance.
- ✓ Have flexibility to answer customer requests, adapting to the changing needs of the environmental, economic and social environment, creating **added value**.
- ✓ Ensure the **integrity and commitment** to internal and external relationships based on honesty, transparency, rigor and personal commitment.
- ✓ Ensure **accuracy in communications**, generate and maintain confidence in our actions.
- ✓ Ensure **respect, prudent actions and be proactive** in the relationship with the external client and internal customer showing spirit of self-improvement and the capacity to be self-critical.
- ✓ Comply with **legal and regulatory requirements** and other requirements as laid down by the organisation on the basis of ISO standards.
- ✓ Ensure **continuous learning and development for employees**, sensitivity, communication and interdepartmental collaboration with customers to meet the objectives of the organisation to maximise their collective knowledge and individual training.
- ✓ **Integrate our suppliers and employees with continuous improvement** in all areas of our activities.
- ✓ To promote actions to **ensure social and environmental responsibility** to reduce the environmental impact and **minimise waste by segregating residues**; incorporating **energy efficiency measures and reducing energy and water consumption**; to **promote energy efficient purchasing policy and designs** and ensure that at all times we have the mechanisms to **prevent environmental emergencies** and to ensure a sustainable and secure environment.

For this reason, the Blasi Group's management brought to the attention of the entire organisation this policy and agree that along with the implemented Management Systems, it will be reviewed periodically in order to analyse effectiveness and identify the need for changes.

Salou 16th of September 2019

Javier Blasi
Managing Director