



## **HOTEL MONTEPIEDRA QUALITY POLICY**

The Management of Hotel Montepiedra has implemented a Quality Management System in accordance with the ISO 9001 standard and the “Q for Quality” certification. Through these systems, we aim to work on the continuous improvement of our services on a daily basis, as well as on customer satisfaction. Our objective is for the guests who visit our hotel every day to contribute to the growth of our hotel’s image and, at the same time, to build loyalty and choose us again in the future.

This entire system involves the constant improvement of all resources, services, facilities and quality measurements. In addition, Management has established, implemented and maintains this Quality Policy, which includes, among its objectives, the following commitments:

- A clear commitment to complying with applicable customer requirements, regulatory requirements and reference standards.
- A clear commitment to the continuous improvement of the Quality Management System and customer satisfaction, providing a framework for the establishment of quality objectives.
- A clear commitment to understanding the needs and expectations of all our customers, as well as all parties interested in our activity.
- A clear commitment to improving the performance of the entire organisation through the application of this management system.
- A clear commitment to achieving a stronger reputation in the local, national and international markets.
- A clear commitment to ensuring continuity and the implementation of a standardised way of working, so that our services are clearly recognisable.
- A clear commitment to complying with and promoting good environmental practices that benefit both the environment and the operation and efficiency of the hotel.

In order to achieve these objectives, the Management of Hotel Montepiedra will periodically review all opportunities for improvement in procedures and processes, ensuring its commitment to and continuity in the application of the system. Management will also identify any needs arising from changes to the Quality Management System, as well as to its policy and objectives.



Likewise, in order to verify that these actions are carried out correctly and have a positive impact on the hotel and its surroundings, the Management of Hotel Montepiedra considers the active participation of all employees to be essential, guaranteeing continuous individual and team-based work, with the shared commitment to achieving the general objectives of our organisation.

This Quality Policy is appropriate to the context of the hotel, its purpose, and supports its strategic direction.

**Orihuela, 23 December 2025**

**Management**