

AYRES DE SALTA HOTEL is a four-star hotel located downtown in the city of Salta. It is locally and nationally well-known, and its main objective is the quality of the service it offers and its commitment to social responsibility and environmental care.

The AYRES DE SALTA HOTEL's Management has decided to implement an Integrated *System of Management* based on Norms ISO 9001:2015 and ISO 14001:2015 aimed to organize the company functioning starting from the basis of service quality, guest's satisfaction, environment protection and permanent improvement.

To this effect, AYRES DE SALTA HOTEL is committed to:

- Continually improving the Integrated Management System for better environmental performance and service quality, as a responsibility of all AYRES DE SALTA HOTEL staff members.
- Establish the fulfillment of legal requirements and others as priority, maintaining applicable up-dated norms and doing periodical tests for their fulfillment.
- Prevent pollution. Minimize negative impact on the environment and maximize positive impact.
- Use natural resources responsibly and guarantee the adequate final disposal of garbage.
- Plan, execute, revise and improve the Management System, taking into account the context of internal and external organization.
- Measure guest/customer's satisfaction through their perception of service quality and infrastructure.
- Train and sensitize the staff on organization so as to obtain their qualification to comply with the policy chosen.
- Commit ourselves with sustainable development in its three dimensions: Environmental, socio cultural and Economic.
- Commit ourselves to the fulfillment of the principles of sustainable tourism.

The quality and the commitment with the environment's protection imply everybody's taking part and cooperating, so this Policy will be informed to all the staff for their knowledge and understanding.

Management

Salta, October 10th, 2019

