

HOTELS VIVA & RESORTS is a family-run hotel business with more than 20 years' experience in the Balearic Islands' tourism market. We are fully aware of our responsibilities as a group whose business is centred on operating tourist centres, and therefore undertake to carry out our activities in accordance with a **sustainable development** model, and to introducing **ongoing improvements to our quality standards** and **our customers' satisfaction**, working to protect the **environment** and prevent pollution.

Right from the start, we have been committed to introducing and obtaining certification in international management standards. As a result, our properties comply fully with the **ISO 9001** and **ISO 14.001** international standards and the **EMAS Regulation**. We also work to promote **equal opportunities** between men and women and **corporate social responsibility**. In this sense, we have signed up to the United Nations **Global Compact** and all our hotels hold a **HX Platinum** rating in recognition of our efforts in the area of **sustainability**.


As part of our ongoing improvement procedure, we undertake to:

- Carry out regular analyses of our customers' **satisfaction levels**, as well as their service **needs and expectations**.
- Guarantee compliance with the **legislation and regulations in force and all other requirements we may be subject to**, going above and beyond the legal requirements whenever possible.
- Participate through our foundation "**Fundació HOTELS VIVA**", in **initiatives and activities** that contribute to spreading our philosophy of being a **socially responsible company** that generates benefits for all the stakeholders we interact with, **adding** economic, social and environmental **value** to each one.
- Seek **our customers'** cooperation by providing them with information about all the actions we carry out at our properties related to environmental protection, as well as knowledge and awareness of the local gastronomy, culture and traditions.
- Introduce the **necessary measures to reduce our impact on the environment**, working to minimise the emissions that contribute to the greenhouse effect, reduce noise and disturbances to our surroundings and manage resources and raw materials in order to achieve maximum savings.
- Promote the **protection of human rights, especially the rights of children and adolescents**, as well as the **labour rights** of our collaborators.

HOTELS VIVA & RESORTS, aware of our responsibility towards all our stakeholders, will publicly divulge this management policy, as well as an annual Environmental Declaration.



Xavier Català
CEO



Pedro Pascual
Owner