



QUALITY POLICY

Adriatic Luxury Hotels is a prestigious Croatian hotel group that dedicates special attention to the top quality of its services in order to exceed the expected level of satisfaction of its guests and partners in creating a unique experience and providing genuine, excellent, and dedicated hospitality.

A systematic approach to quality is based on the commitment of top management, activities of a dedicated team, and tools and methods aimed at providing highly customized and professional services as well as achieving a high level of quality in all Adriatic Luxury Hotels' properties. An integral part of our ongoing path towards excellence is the focus on guests who are at the centre of all our activities and our attention, while especially taking into account all feedback and perception of our guests, partners and employees on the quality of our services, processes, activities and the system as a whole.

The participation of employees and others working under the supervision of Adriatic Luxury Hotels is actively encouraged by promoting a proactive, transparent and constructive attitude, in particular by proposing opportunities for improvement.

The application of this Quality Policy is based on a comprehensive approach in accordance with the requirements of the ISO 9001:2015 international standard, continuous improvement of the effectiveness of the Quality Management System and achievement of the goals set by the company's top management.

In fulfilling its mission based on excellence and commitment to sustainable development of the company, the team, the community and environment, as well as in order to make a difference in the industry, this Quality Policy is supported by policies of other management systems that form the backbone of the company's overall management of business operations and our Integrated Management System, which includes: the Environmental Management System (ISO 14001:2015), Occupational Health and Safety Management System (ISO 45001:2018), HACCP System, Information Security Management System (ISO/IEC 27001:2013), Energy Management System (ISO 50001:2018) and Biosafety Management System.

At Adriatic Luxury Hotels we are fully committed to:

- monitoring, measuring, analysing and evaluating guest satisfaction and applying all tools and methods to increase their satisfaction
- continuous improvement of the Quality Management System in all segments of our operations
- fulfilling all applicable compliance requirements and obligations related to quality
- continuous training and investment in the development of knowledge and skills of our employees in order to achieve effectiveness and efficiency of all our hotels

All persons working under the supervision of Adriatic Luxury Hotels must be aware of this Policy and its commitments by giving their best in all activities to perform their tasks independently, courageously, passionately and with integrity at all times.

In Dubrovnik, July 30th, 2021 .

David James Taylor
President of the Management Board