

## QUALITY ASSURANCE POLICY

Without our clients and staff, the dream *ALANNIA RESORTS* would not be possible. That is why we work every day to achieve the highest standards of quality, satisfaction and vacation experience, without forgetting that an involved and satisfied worker directly influences the experience of our customers.

Here are the principles of action and the tools we have to improve our commitment to quality assurance:

### - Customer experience:

- **An APP to facilitate the stay:** From the ALANNIA RESORTS APP we provide all the information and procedures to our clients: online check-in, COVID information, schedules, animation programs, payments with bracelet, restaurant menu, tourism in the area, wellness, sports activities, plan, schedules and incident report.
- **Customer Voice (VOC):** A customer survey is conducted 24 hours after their stay, analyzing the results according to the Net Indicator of Promoters (NPS) and open text questions.
- **ReviewPro:** Through ReviewPro we analyze our online reputation. In this tool all the opinions that our customers write to us in the different online portals are recorded. We use GRI indicator to measure quality and its evolution. The Directors of Resort are responsible for answering the opinions received.
- **Improvement:** In view of the results obtained in VOC and ReviewPro, the results are transferred to the General Management, Corporate Directors and Establishment Directors, creating the necessary improvement lines.

### - Experience employees:

- **Work climate:** The Work Climate Survey is conducted annually for all staff, where it is measured, guaranteeing confidentiality through an external company, commitment, leadership, talent management, organizational efficiency and hygiene factors. The results are analyzed by the HR Management, and transferred to the General Management, Corporate Directors and Establishment Directors, creating working groups to establish action plans.
- **Training:** A continuous training system is maintained, both online and in person, for all staff.



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