

QUALITY POLICY

AND

FOOD SECURITY

COMPLIANCE AMO HOLIDAYS, SLU



Benalmádena Palace
HOTEL SPA

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1. INTRODUCTION

Customer satisfaction is our top priority, and we know that it is only possible through quality and excellence. Through this Quality and Food Safety Policy, **AMO HOLIDAYS, SLU** expresses its commitment to contributing to improved customer satisfaction by ensuring quality and compliance with food safety and quality requirements in all our activities.

With this, we want to emphasize the importance for us of complying with all the specifications and requirements requested by our clients, as well as constantly taking into account the legal requirements for hygiene and food safety that affect our activity, our staff and our facilities.

We have implemented a Self-Control System based on the HACCP system, Hazard Analysis and Critical Control Points programs based on recognized principles and methodology, which allows us to effectively control hazards, as well as a series of prerequisites that prevent their occurrence, thereby guaranteeing the safety and legality of our products. This system is constantly updated, validated, and documented.

2. OBJECT

To establish the principles and guidelines in the management of excellence, quality and food safety to guarantee the protection of the environment and ensure a sustainable development of activities, to develop an efficient and continuous improvement management that allows obtaining safe services and products that meet or exceed the most demanding requirements and expectations and generate sustainable results, and that lead to the fulfillment of the company's strategies and objectives.

3. SCOPE OF APPLICATION

This Policy applies to the members of the board of directors, management, employees and all staff of **AMO HOLIDAYS, SLU** regardless of their contractual arrangement, hierarchical position or the place where they perform their duties.

4. PRINCIPLES AND GUIDELINES

- ÿ The promotion of continuous improvement through innovation and the implementation of best practices in the performance of our services and products, resulting in greater efficiency, competitiveness and leadership.

- ÿ To achieve maximum customer satisfaction by meeting their needs and highest expectations, and offering safe and healthy services and products of the highest quality and safety, respectful of people, animals, and the environment.

- ÿ Protect the environment by reducing degradation of natural environment and taking appropriate actions to prevent its pollution, minimize the environmental impact of our activities, promote the efficient and responsible management of resources and promote the conservation and improvement of our environment.

- ÿ To provide the necessary means and resources, personnel, material, technical and economic, to carry out with guarantee the tasks of analysis, evaluation, action and review, related to the quality of services, food safety and environmental protection.

- ÿ Quality and safety objectives can only be achieved with the support and collaboration of all the people who make up the company, whose commitment, participation, effort and dedication are fundamental to meeting the required requirements and therefore to achieving the required level of safety.

Staff are aware of the importance of their individual activities in contributing to the quality and safety of products and services.

5. COMMITMENTS

- ÿ Promote a culture of food quality and safety
raising awareness among all staff about its importance, Promoting their knowledge through training and proactive engagement, and fostering the development of best practices and continuous improvement in facilities, processes, and procedures. To this end, management will ensure that all employees are aware of their responsibilities regarding food quality and safety and that mechanisms are in place to monitor the effectiveness of their performance.

- ÿ Establish and maintain a Quality and Food Safety Management system based on the application of transparent and sustainable processes that guarantee a high standard of quality, safety and wholesomeness of our products.

- ÿ To provide the necessary technical and training resources to comply with the Quality and Food Safety Policy, providing adequate training to our workers that promotes and encourages their active participation in the implementation and maintenance of the quality and food safety management system.

- ÿ Ensure compliance with legal requirements,
We comply with all applicable regulations and standards, through strict and continuous monitoring of our activities, using the criteria defined in the applicable legislation control procedure, internal and external audits, and our continuous improvement system, aiming to provide maximum security to our customers and consumers regarding traceability, hygiene and sanitation conditions, and food safety throughout the production process.

ÿ Ensure, through dissemination and training, the qualification of workers and their suitability for the functions performed, in order to develop good practices in food quality and safety.

ÿ Establish and review annually a series of quantifiable and measurable objectives that serve to improve prevention and strengthen the Food Quality and Safety Policy, as well as the management system that is implemented.

ÿ Management assumes as an obligation inherent to its responsibilities, the commitment to exercise leadership in the implementation and application of behaviors in accordance with the Quality and Food Safety System, acting as a promoter, guide and example in compliance with all the requirements and principles formulated in the Quality and Food Safety Policy.

6. OBJECTIVES

- ÿ Involve our staff in the commitment to the culture of quality and food safety, through the development of informative and training sessions.
- ÿ To attend to and identify the needs of our clients.
- ÿ Improving competitiveness through the implementation of Certified Quality Management Systems.
- ÿ Handling Non-Conformities and Incidents to achieve the highest possible customer satisfaction.
- ÿ Establishment of a health alert protocol for the immediate withdrawal of products that could pose a risk to consumers.
- ÿ Maintain our facilities in a high hygienic condition.

7. COMMUNICATION, DISSEMINATION AND TRAINING

The company will communicate and disseminate the **FOOD QUALITY AND SAFETY POLICY** among its recipients by delivering copies, sending by email and by any other means that may be determined.

The company will communicate the specific quality objectives to employees for their effective and efficient implementation, ensuring that the information reaches all people who work in the company.

All relevant information related to food quality and safety will be communicated immediately to the personnel involved.

The professional training of our staff in food safety, hygiene and food security is a priority, so we focus our efforts on ensuring they receive specific, comprehensive and periodic training, reflected in annual training plans.

We require our suppliers to guarantee that all products supplied comply with applicable legislation and regulations regarding food quality and safety, as well as the obligation to immediately inform us of any concerns they may have about product safety.

8. UPDATING AND REVIEWING

The *Quality and Food Safety Policy* will be reviewed and updated periodically, in order to verify the progress made and adapt the objectives and goals to the nature of our activity, products and services, proceeding to update it if necessary.

The management of **AMO HOLIDAYS, SLU**, in its eagerness to ensure the review of the degree of execution of the quality objectives and food safety in the interest of continuous improvement, has entrusted the quality department with the supervision, control and monitoring of the development, execution, degree of achievement and compliance of the quality and food safety objectives, and must review its effectiveness at least once a year, or more frequently if changes are made, regardless of the internal or external audits that are carried out periodically in the

company.

(This Policy was approved by the Sole Administrator of the entity on July 15, 2024)



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