PURCHASING POLICY

Recognizing that, we are a part of the community that we operate in, at 20 The Barons we believe that our business activities should contribute to the economic development, well- being and quality of life and we value and strive to engage in a meaningful way with the community to help ensure we positively contribute to its welfare.

- Made from recycled products or are recyclable
- Sustainably produced/sourced
- Fair Trade/Organic/FSC/MSC etc
- Delivered in less packaging
- Energy efficient and water saving
- Environmental sustainable

At 20 The Barons we promote our traditions and encourage our guests to purchase local products and use local service suppliers by making available to them leaflets and road maps and local area information in welcome folders.

20 The Barons tries very hard to conduct business with preferably local contractors and contract service companies who share our values and business principles. We will inform them of our sustainability policies and expect they will comply with those principles.

QUALITY ASSURANCE POLICY

20 The Barons Luxury Serviced Apartments was established in 2012. Since then we have invested in facilities, equipment, manpower and staff and development of modern practices that allow us to ensure the quality of services we provide.

We are committed to continuous improvement therefore we have established quality assurance policies and standards to enable us to ensure the best possible outcome for our esteemed and discerning guests.

We have the following systems and procedures to support us in measuring and improve our performance:

a) Guest Feedback

We use Guests Questionnaires in Rooms -Trip Advisor
The collected data help us to take corrective action when needed. Guest feedback is essential for measuring performance and allows us to make recommendations or suggest initiatives that will improve the guest experience.

b) Customer complaints procedure

We take the time to look at customer complaints and wherever possible have a personal discussion with the guests, so that we can make more meaningful customer service change recommendations and solve issues quickly

c) Staff Training and Development

Recruiting the best and most motivated people in the industry
Developing our employees' skills and behaviours to ensure a consistent, high level of talent throughout our Company

e) Health & safety audits

Since 2012, we have been taking part in Quality in tourism, Visit Britain and ASAP/ISaap quality control inspections. we implement continuous quality checks upon receipt of all products and materials and weekly throughout our apartments. Our aim is the complete satisfaction of guests as well as the our staff.

The quality control implementation of operating procedures in all parts of the apartment block is daily and the results are evaluated by management immediately in order to avoid discrepancies and unnecessary delays due to reforms.

ACW January 2022