



DECLARATION OF HI-QUALITY & SUSTAINABILITY

The team of HI-Iceland is dedicated to quality, sustainability and continuous improvement.

In an ongoing effort through our Mission to provide quality and sustainable travel experiences for all, it gives us pleasure to offer our guests the highest standards in budget accommodation, a place where we are always striving to meet and exceed their expectations by providing customers with comfortable facilities and unique services.

All our processes and their quality level within the organization are therefore documented, trained, constantly communicated within the team, checked, measured and if needed, improved. This policy is transformed into a quality system that is called HI-Quality & Sustainability.

Every member of the team is involved and knows the objectives, resources and processes. We are obliged to work accordingly to the programme.

Every 3 years the system is audited by independent auditors to see if it meets the international criteria. Only those that have successfully passed the certification Audit are allowed to use the HI-Q&S logo and certificate.

As CEO I guarantee our full support, an effective implementation and the assurance of its progress. We will do our best to secure human & financial resources to ensure the programme's success.

We will truly take our responsibilities to let the Quality & Sustainability programme work by:

- Motivating staff
- Having a long term sustainable management approach
- Including quality, sustainability, health and safety in our strategies
- Frequently communicating the progress
- Implementing, introducing & training the programme
- Aiming for the right balance between checks & trust
- Measuring success or failure
- Analysing the outcome
- Taking appropriate actions to improve

Reykjavík, June 2014

Markús Einarsson