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Approved By: Juan Carlos Castillo Pereira, General Manager

1. Purpose & Strategic Direction

The LARK, a premier 67-accommodation boutique hotel complex located in Bozeman, Montana, is committed to delivering exceptional hospitality services while achieving best-practice environmental, social, and economic sustainability.

Our operations span two distinct structures: our traditional Motel-style building and our modern Hotel-style building—the latter purposefully constructed using cross-laminated timber to ensure sustainable sourcing, eco-conscious construction, superior energy conservation, and premium noise reduction.

This policy establishes the framework for setting, monitoring, and reviewing our quality, environmental, and energy objectives to ensure the long-term viability of our organization and community.

2. Core Commitments

In alignment with the **ISO 9001:2015** standard, The LARK is dedicated to the following principles:

- **Customer Focus & Service Excellence:** We integrate quality into our daily operations to ensure consistently exceptional service that meets or exceeds our guests' expectations.
- **Compliance & Legal Obligations:** We strictly comply with all applicable Federal, State, and County laws, statutory regulations, and industry requirements, while actively aiming to achieve international best practices.
- **Continual Improvement:** We recognize that our operations impact the community and the environment. We are committed to the continual improvement of our Quality Management System (QMS) to enhance performance, reduce waste, optimize energy use, and minimize our overall ecological footprint.
- **Local Community & Economic Empowerment:** We actively support our local economy by prioritizing job opportunities for residents of Bozeman and neighboring towns.
- **Sustainable & Efficient Sourcing:** We prioritize local products and services. To minimize logistical emissions and optimize supply chain efficiency, we mandate that vendor goods be consolidated for shipment rather than relying on individual deliveries.

3. Communication & Stakeholder Engagement

The LARK ensures that this policy is understood, implemented, and maintained at all levels of the organization.

Stakeholder Shared Commitment:

All Team Members are empowered and encouraged to communicate this commitment to our diverse stakeholders, including but not limited to: our ownership group, hotel management company, guests, suppliers/vendors, local organizations, local government, and educational institutions.

4. Control of Documented Information

- **Accessibility:** This policy is maintained as documented information and is available to all relevant interested parties via public distribution and internal posting.
- **Review:** To ensure remaining relevance and alignment with the strategic direction of The LARK, this policy is subject to formal review on an annual basis.

Authorized Signature:

Juan Carlos CASTILLO PEREIRA

General Manager, The LARK

Date: May 17, 2026