



Sistema di gestione integrato certificato da DQS in accordo con DIN EN ISO 9001:2008,
DIN EN ISO 14001:2004, ISO 45001:2018

INTEGRATED QUALITY, ENVIRONMENT AND SAFETY POLICY

With this Policy, our Management aims to formalize its commitment to pursuing customer satisfaction, environmental protection, and the safeguarding of workers' health and safety.

The Principles

The principles that inspire our Hotel's Quality, Environmental, and Safety Policy are the following:

- Customer satisfaction;
- Environmental protection;
- Safeguarding of workers' health and safety.

Management Commitment

The principles outlined above correspond to the primary objectives that Management is committed to pursuing in the following areas:

- Compliance with customer requirements and applicable binding requirements, as well as conformity obligations and legal requirements regarding the environment and occupational health and safety;
- Analysis of the context in which the organization operates;
- Understanding the needs and expectations of stakeholders;
- Provision of the resources necessary for the effective and efficient management of the system;
- Continuous training and awareness of workers;
- Involvement of all personnel;
- Risk and opportunity analysis and implementation of the necessary actions to address them;
- Continuous improvement of the management system in order to enhance customer satisfaction, as well as the environmental, health, and safety performance of the organization through the definition of objectives, the actions required to achieve them, the responsibilities, and the resources.

Management System

The tool adopted by the organization to plan and monitor the processes necessary to put into practice the statements of this Policy is the 'Quality, Environmental, and Safety Management System,' based on the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 standards.

Management periodically verifies that this Policy is appropriate to the organization's purposes and context, supports its strategic directions, and is implemented and shared at every level of the organization.

THE MANAGEMENT

Giulia Troili Roscioli