



COMPANY POLICY

The Management of the Hotel Mediterraneo is fully aware that a responsible economic strategy, aiming to pursue the effectiveness of its services, is essential for its success, whilst also respecting safety and environment.

Management is aware that only continuous improvement leads to significant commercial and economic benefits, satisfying the customers' expectations at the same time.

Therefore, the Organization commits to provide services that comply with the relevant stakeholders' needs, at an ever-increasing level of quality, constantly seeking the improvement of its activities.

The Customer has a central role for success: therefore it is important to know them thoroughly, to provide them with services that respond to their requests, listening to the explicit ones and sensing the implicit ones, to achieve an ever higher level of satisfaction.

The main and general targets that the hotel management want to set with this policy are essentially:

- the active participation of internal staff in achieving and improving the purpose of the Quality Management System, of which this document represents the policy, and in the continuous improvement of the Organization's performance, also in terms of image and reputation on the hotel market;
- the satisfaction of all stakeholders, also through compliance with all contractual commitments and careful attention to communication;
- the compliance to requirements imposed by current legislation, especially regarding workplace safety, IT security and environmental protection, also with a view of improvement;
- the ability to make strategic decisions on the basis of objective information and data;
- collaboration with professionals and consultants who contribute to achieve higher quality standards of the Organization;

The achievement of these targets increases the effectiveness of the services provided and makes customer satisfaction the differentiating factor in an increasingly competitive international market.

The QMS is subject to continuous and systematic reviews and improvements and the Company is committed to effectively maintain the certification of its System, based on the UNI EN ISO 9001: 2015 norm.

Specific objectives will be defined annually by Management and appropriately communicated.

The Hotel manager

Sergio Maresca

Sant'Agnello, 6 June 2018

ENVIRONMENTAL POLICY

To reduce the negative environmental impact of its activities, Hotel Mediterraneo's Management has decided to adhere voluntarily to the ISO 14001 norms and to the Community eco-management and audit scheme (EMAS).

Hotel Mediterraneo is thus committed to continuously improving its environmental performance, minimising, where technically possible and economically sustainable, all negative impacts of its activities on the environment.

Hotel Mediterraneo observes the legitimate civil, social and environmental needs of the community and its employees, therefore to give meaning to these intentions, it commits to apply and continuously improve an Environmental Management System compliant with ISO 14001 and the Regulation (EC) no. 1221/2009 and to pursue the goals and strategic guidelines set out below:

- To ensure that its activities are carried out in compliance with the current legal provisions; therefore to periodically check its legislative compliance and to use the ISO 14001 certification and the EMAS Registration as application and audit tools;
- To respect and apply the requirements of the UNI EN ISO 14001: 2015 norm and of the Regulation (EC) no. 1221/2009 and subsequent amendments, with particular reference to the predisposition, updating, dissemination and validation of a compliant, supported, adequate and detailed Environmental Declaration;
- To maintain a proactive role of the Management for the promotion of continuous improvement in the matters affected by the Environmental Management System;
- To make every effort to prevent/reduce pollution of water, air and soil in terms of organisation, operation and technology;
- To minimize the consumption of energy, water and the production of waste, favoring its recovery and, where possible, recycling;
- To define environmental aims and goals in relation to their own direct and indirect environmental aspects and impacts, to be integrated with the operational management of the Hotel and company development programs;
- To ensure that all personnel receive adequate information and training on the requirements of the Environmental Management System and on the Community EMAS system and understand the implications for their role in the company and their behavior in the workplace;
- To carry out checks, inspections and audits to identify and prevent any situations of non-compliance to the requirements of the Environmental Management System;
- To elaborate and develop plans containing measures and procedures necessary to prevent accidental or emergency situations and to contain their effects;
- To periodically review the policy and application of the Environmental Management System to assess its correctness and effectiveness, to continuously improve environmental performance.
- To share, disseminate, communicate its environmental policy to interested parties, together with the aspects, impacts, aims and goals identified and achieved.

Specific objectives will be defined annually by the Management and appropriately communicated.

The Hotel manager

Sergio Maresca


Sant'Agnello, 6 June 2018