



## INTERGRATED POLICY STATEMENT

PERNERA BEACH HOTEL is committed in providing high quality services with an aim to satisfy the needs and expectations of our valued Guests and Tour Operators by ensuring that:

1. Our services and facilities are designed and operated to consistently provide the highest standards for quality, food safety and hygiene, environment and health & safety that will satisfy the needs and expectations of our Guests and related legislation.
2. Our continuous efforts and planning will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, safety, comfort and reliability for the benefit of our Guests, our business and the environment.
3. Qualitative and quantitative targets are set and monitored in all areas in order to continually improve the effectiveness and suitability of the integrated management system in operation and the minimization of the environmental impact of our operations.
4. The highest standards in quality, health and safety, security and the protection of the environment are adopted as well as in food safety through storage, preparation and delivery of food, in a healthy environment and under the strictest hygiene conditions. Any risks are identified and preventive and corrective actions are taken where required.
5. The necessary measures are implemented to prevent, eliminate or reduce pollution, emissions and waste generation and to conserve resources by reusing, recycling and utilisation of clean technologies. Any risks are identified and preventive and corrective actions are taken where required.
6. Ongoing training and development of our employees for quality, food safety, environment and health & safety issues who are encouraged to participate in the decision making and our improvement efforts.
7. We encourage a sense of responsibility among our employees and we integrate quality, food safety, environmental and health & safety aspects into our day-to-day operations.
8. We cooperate with the public authorities to establish and update contingency procedures to minimise the environmental, health and safety impacts of any accidental event.
9. We are an equal opportunity employer with no discrimination and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate.
10. We have ongoing communication and we do support local people and businesses. Furthermore we encourage and support all local traditions going on in the area.
11. The management and the staff are to always conduct themselves in a professional manner as defined by the Hotel Manuals and Procedures, thereby ensuring that the requirements defined by our Guests, the Tour Operators, Travelife, and the International Standards ISO 9001 and ISO 22000 are continuously achieved and maintained.

Approved by:   
General Manager

1/9/2016