



QUALITY, ENVIRONMENT AND SAFETY POLICY

Since 2010, Hotel Raphaël has become part of the prestigious Relais & Château chain, known throughout the world for its strict and high standards of acceptance and for the systematic and punctual quality control of its affiliates. With a view to satisfying these standards, the management has identified in the implementation of an Integrated Management System, the best way to concretely implement a philosophy that combines the search for continuous improvement in the quality of the service offered, with the pursuit of objectives of environmental protection and worker safety protection.

Through the implementation of the Management System, the management methods for the provision of hotel services are defined in line with the 5-star luxury quality level (hotel classification issued by the relevant offices) and exclusivity that has always characterized our structure.

To ensure the required Quality, Environmental and Safety standards, **the Management undertakes to:**

- ❖ Identify the dangers and assess the risks and opportunities associated with company activities, defining and implementing the actions to eliminate the dangers and reduce the risks themselves, with a view to preventing work-related injuries and diseases, environmental damage and for the company.
- ❖ Guarantee the availability of human and material resources necessary to pursue the service standards defined by company procedures.
- ❖ Ensure compliance with legal and other requirements.
- ❖ Invest in the dissemination of knowledge of the responsibilities and authorities defined in relation to each business process.
- ❖ Considering the protection of workers' health and safety as one of our priorities, committing ourselves to providing safe and healthy working conditions.
- ❖ Encourage consultation and participation of workers and their representative on health and safety at work.
- ❖ Pursue the sustainability of one's business by reducing the impacts associated with the performance of company activities through a search for improving one's energy performance, responsible management of the consumption of resources and a rational policy of purchases.
- ❖ Continuously seek innovation, improvement and expansion of services, in order to reconcile the satisfaction of new needs of our customers with the reduction of environmental impacts and the culture of safety.
- ❖ Constantly monitor company processes, in order to identify timely actions aimed at continuous improvement of the Management System.
- ❖ Systematically eliminate the criticalities perceived by Customers, Workers and any relevant interested party.

The Management believes that the adoption of the requirements of the UNI EN ISO 9001: 2015, UNI EN ISO 14001: 2015 and UNI ISO 45001: 2018 standards is of strategic importance for the company; by virtue of this, it is convinced that all of you share this Policy and that the efforts made in implementing the Integrated Management System will be accompanied by the availability and active participation of all.



The Management also undertakes to periodically verify the adequacy of this document, with the aim of keeping its Policy in line with the evolution of the company's priorities and the context in which it operates.

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