



The Group of " **Leonardo Hotels & Resorts Mediterranean**" provide Hospitality services to guests from all over the world. Aim of the Group is to create for our guests a friendly, secure, and safe environment and provide high quality services that meet their special requirements. The focus

To achieve all the above, the Management of the Group has Invested on the Implementation of an Integrated Management System (IMS), which is applied in all the activities, departments, and Hotels of the group. The cores of the IMS are the:

- Quality of services, as per policy HGM-POL-01a
- Health and Safety/ Welfare of employees and guests, as per policy HGM-POL-01b
- Safety of Food and Drinks, as per policy HGM-POL-01c
- Protection of the Environment, as per policy HGM-POL-01d
- Sustainability, as per policy HGM-POL-02
- Information & Physical Security, as per policies IS-POL-01 and HGM-POL-05

#### Through the IMS, the Group Management:

- ◆ Ensures that the Hotels of the Group operate under the following International Standards' Guidelines and Principles - ISO 9001, ISO 22000, ISO 45001, ISO 14001, ISO 27001.
- ◆ Supports the implementation of Sustainable practices and the implementation of Travelife, and of an ESG reporting System for the Hotels Environmental, Social and Governance performance.
- ◆ Provides all the means and resources to train, develop, and motivate the employees, and to engage their participation in the continual improvement of the Hotels' performance.
- ◆ Ensures that all Hotels of the Group meet both the Legal and Interested parties' requirements.
- ◆ Ensures the Quality of Services is monitored and continuously improved through a program of inspections and reviews.
- ◆ Evaluates the operational risks and opportunities arising both inside and outside the Hotels of the group, and which may affect their operation.
- ◆ Evaluates and selects the external providers of the Group and maintains mutually beneficial relationships.
- ◆ Ensures a safe, ergonomic, and healthy environment for its employees, guests, and visitors.
- ◆ Ensures the involvement of employees in H&S issues and the consultation by team members or representatives.
- ◆ Ensures the Hotels activities have no impact on the Environment and the Biodiversity of the areas developed and operating.
- ◆ Ensures the protection of the collected Personal Data according to the GDPR regulation and the Security of any Information.
- ◆ Establishes mechanisms to support timely and rapid identification and prevention of information security threats and effective response when such threats occur.
- ◆ Supports the Hotels' and the Group's Social responsibility, which includes a set of actions which promote enclosure, diversity and inclusion.
- ◆ Ensures the food safety of the provided products.
- ◆ Sets measurable business objectives according to operational criteria. These measurable objectives are established, measured, analysed and reviewed to ensure the degree of achievement.

More specifically the Management of the Group aims:

- To reduce any type of **complaint** or **claim** (from any interested **party**- guests, employees, visitors).
- To implement a minimum number of **training** courses to ensure the **employees competence**.
- To increase customers satisfaction through the provision of quality products and services.
- To reduce any deviations (non-conformities) from the IMS through its efficient performance.



- To eliminate any Emergency/ Crisis situations
- To effectively manage of Emergency situations, to prevent of hazardous incidents and to eliminate accidents.
- To eliminated cases causing food poisoning and Food Safety related incidents.
- To eliminate actions causing any dangerous situations for the environment
- To implement a maximum number of environmental protection measures (to prevent and to treat)
- To eliminate any security incidents related to the both the physical protection of guests, properties and the protection of the information.
- To increase the Social Responsibility actions

Adopting the principle of **continuous improvement**, the Group Management recognizes and rewards teamwork and the individual effort, invests in people, respects the guest and is committed in the continuous monitoring of the operational risks, the achievement of the above objectives as well as the updating and communication of the current policy to any interested party, as it has been defined in the Integrated Management System.

The IMS policy is applied for all the Hotels of the Group located in Cyprus, is available to all interested parties and is periodically reviewed so that it remains relevant and **appropriate** to its scope.

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