

QUALITY AND ENVIRONMENTAL POLICY

The Management of the Hotel Mediterraneo is fully aware that a responsible economic strategy, aiming to pursue the effectiveness of its services, whilst also respecting safety and environment, is essential for its success. It has therefore decided to voluntarily adhere to the ISO 9001 standard and, to reduce the negative environmental impacts of its activities, to the ISO 14001 standard and to the community eco-management and audit system EMAS.

The Organization commits to provide services at an ever-increasing level of quality, compliant with the relevant stakeholders' needs, pursuing a policy in which the Customer has a central role.

Hotel Mediterraneo is thus committed to continuously improving its activities to achieve significant commercial and economic advantages, also in terms of image and reputation on the hotel market, as well as the improvement of its environmental performance, minimising, where technically possible and economically sustainable, any negative impacts on the environment of its activities, satisfying the customers' expectations at the same time.

Hotel Mediterraneo observes the legitimate civil, social and environmental needs of the community and its employees, undertakes to continuously apply and improve the Management Systems adopted, compliant with the provisions of Annex IV of the EU Regulation 2018/2026 of the European Commission of 19 December 2018, which amends Annex VI of Regulation EC 1221/2009 of the European Parliament and of the European Council on the voluntary participation of organizations in a community eco-management and audit scheme (EMAS):

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

- to maintain a proactive role of the Management and the active participation of internal staff, for the promotion of continuous improvement in the matters affected by the Management Systems adopted;
- to ensure that its activities are carried out in compliance with the current legal provisions, periodically verifying its legislative compliance with application tools, inspections and audits aimed to identify and prevent any situations of non-compliance to the requirements, also with an improvement perspective;
- to elaborate and develop plans containing measures and procedures necessary to prevent accidental or emergency situations and to contain their effects, especially in the fields of workplace safety, IT security and environmental protection;
- to ensure that all personnel receive adequate information and training on the requirements of the Management System applied and on the Community EMAS system and understand the implications for their role in the company and their behavior in the workplace;
- to encourage the collaboration with professionals and consultants who contribute to achieve higher quality and environmental standards of the Organization;
- to share, disseminate, communicate its policy to interested parties, together with the aspects, impacts, aims and goals identified and achieved
- to pursue the satisfaction of all stakeholders, also through compliance with all contractual commitments and careful attention to communication;
- to make every effort to prevent/reduce pollution of water, air and soil in terms of organisation, operation and technology, by minimizing 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 encourage the ability to make strategic decisions based on objective information and data, also to the preparation, updating, dissemination and validation of a compliant, supported, adequate and detailed environmental declaration.

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

That policy is subject to periodic and systematic reviews to evaluate its correctness and effectiveness, with a view to continuously improving performance. The Organization is committed to effectively maintain the certification of its Management Systems, based on the UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 standards and EMAS Registration.

Sant'Agnello, February 26, 2024

the Management

Sergio Maresca
