

INTEGRATED POLICY OF PAVLO NAPA BEACH HOTEL

Quality is the cornerstone of the business principles of Pavlo Napa Beach Hotel. These principles guide our actions to meet or exceed obligations to customers and regulatory arrangements to provide safe, quality, and preferred services and products. As an organisation that makes a difference in the industry, Pavlo Napa Beach Hotel has adopted a continuous improvement approach based on legal requirements and protecting the interests of all stakeholders.

We constantly strive to provide our staff with the resources, including information and training, that they need to understand and be competent in implementing these practices.

We continually review these practices to identify gaps and communicate to our employees every opportunity to improve our performance to ever-higher levels of safety and quality.

We have developed and implemented an Integrated Management System to achieve our vision. Our IMS system has been adapted to meet our business goals, food safety goals, occupational health and safety goals, and meet the requirements set out in ISO 9001, ISO 22000 and ISO 45001 standards.

At Pavlo Napa Beach Hotel, our commitment to the safety, compliance and quality of our products and services is a priority at all levels of the business. This requires everyone to be engaged, understand their responsibility and have the authority to take action to protect our customers and the organisation.

We believe that our success will be achieved by:

- managers leading by example
- consistency of implementation of our documented procedures
- continuous review and continuous improvement of our unified system
- providing initial training and retraining our staff, visitors and community
- requiring all staff members to play their part in achieving high standards of quality, food safety and occupational health and safety

Finally, we remain committed in securing a healthy and safe work environment for our guests, employees and other third parties. In the course of the implementation of this policy, the hotel:

- complies with all health and safety obligations under the various pieces of national and European Union legislation.
- recognizes and assesses the occupational health and safety risks associated with its activities.
- undertakes all needed measures for the protection and prevention of health and safety hazards.
- implements a health and safety management system and emergency action plans.
- relevant information, instruction, training and supervision needed to ensure the employees overall safety, to avoid injury and risks to their health.

We are fully committed to building a strong culture of quality and safety underpinned by commitment from all levels of the organisation. Therefore, this policy will be reviewed to meet its objectives continuously.



Charalambos Papakyriakou

