



Integrated management system certified by DQS in accordance with DIN EN ISO 9001:2008,
DIN EN ISO 14001:2004, ISO 45001:2018

Integrated Quality, Environment and Safety Policy

The **Roscioli Hotels Group Management** with this Policy intends to formalize its commitment to pursuing customer satisfaction, environmental protection, and workers' health and safety.

The Principles

The principles that inspire the Quality, Environment and Safety Policy of **Roscioli Hotels Group** are as follows:

- customer satisfaction;
- protection of the environment;
- protection of workers' health and safety.

Management Commitment

These principles align with the primary objectives of the organization, which the **Roscioli Hotels Group Management** is committed to achieving through the following measures:

- compliance with customer requirements and applicable mandatory requirements, as well as compliance and legal requirements regarding the environment and safety at work;
- analysis of the context in which the organization operates;
- understanding of stakeholder needs and expectations;
- provision of resources necessary for effective and efficient management of the system;
- continuous training and awareness-raising of workers;
- involvement of all staff;
- analysis of risks and opportunities and initiation of the necessary actions to address them;
- continuous improvement of the management system in order to increase customer satisfaction and the organization's environmental and health and safety performance by setting objectives, the actions necessary to achieve them, responsibilities and resources.

Management System

The tool adopted by the organisation to plan and control the processes necessary to put into practice what is stated in this Policy is the 'Management System for Quality, Environment and Safety', based on the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

The **Roscioli Hotels Group** periodically verifies that this Policy is appropriate to the purpose and context of the organization and supports its strategic directions and that it is implemented and shared at every level of the organization.

THE MANAGEMENT