



Sistema di gestione integrato certificato da DQS in accordo con
DIN EN ISO 9001:2015, DIN EN ISO 14001:2015, OHSAS18001:2007

Quality and hospitality

With this policy, Roscioli Hotels Group Top Management intends to formally declare its commitment to customer satisfaction, safeguarding the environment, and protecting worker health and safety.

The principles behind the Roscioli Hotels Group Quality, Environment, and Safety Policy are as follows:

- customer satisfaction;
- safeguarding the environment;
- protecting worker health and safety.

These principles correspond with the organisation's main objectives. In order to achieve them, Top Management is committed to:

- meeting customer requirements and applicable mandatory requirements, as well as environmental and workplace safety compliance obligations and legal requirements;
- analysing the context in which the organisation operates;
- understanding the needs and expectations of interested parties;
- providing the resources necessary to efficiently manage the system;
- continuously training workers and raising awareness;
- involving all personnel;
- analysing risks and opportunities, as well as taking the necessary action to deal with them;
- continuously improving the management system in order to improve customer satisfaction, environmental performance, and organisation health and safety by defining objectives, the actions needed to achieve them, responsibilities, and resources.

The organisation uses a Quality, Environment, and Safety Management System based on the ISO 9001:2015, ISO 14001:2015, and OHSAS 18001:2007 standard requirements to plan and control the processes needed to put this policy into practice.

Top Management periodically makes sure this policy is appropriate to the organisation's purpose and context, supports its strategies, and is implemented and shared at every level of the organisation.

