

Quality, Food Safety and Environmental Policy – IMS Policy

Last Modified: April 2nd 2019

The management team at Nestor Hotel has established this “Quality, Food Safety and Environmental Policy” aimed at improving the quality of services of the hotel, the protection of the environment and the full compliance with the current standards of food safety and hygiene.

This policy provides a reference framework for the development and revision of the company’s objectives, commitments and mission statement. The management team is fully committed to personally applying the rules laid down in the hotel’s operations manual, as well as all relevant procedures and instructions, and verifying their application by all members of staff through annual system audits and management reviews to ensure the requirements under this policy are systematically implemented and continually improved.

For this purpose, the hotel is committed to focus on achieving the following high level objectives:

- To ensure compliance with current laws affecting our activities in terms of customer service, environmental protection and food safety;
- To ensure that food safety standards and the environmental requirements are agreed on with our stakeholders;
- To create and constantly defend a work culture that allows us to anticipate the needs of our customers, prioritising customer satisfaction;
- To guarantee the hygiene and safety of the food that we produce;
- To protect of the environment and fulfilling compliance obligations.
- To engage all staff members in our continuous improvement strategy within the scope of our Quality, Food Safety and Environmental Management System.