



YOUR HOTEL & SPA
ALCOBACA
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Management Policy

Quality, Environment, OHS, Food Safety and Social Responsibility

Your Hotel & Spa Alcobaca provides services to clients and is aware that the quality of the organisation and environmental issues are of high importance to achieve a responsible and successful business strategy. The hotel has therefore undertaken to minimise the environmental impacts of its operations at all times and where possible, and to promote quality of services provided, with a view to ongoing improvement.

The commitment to the continuous improvement of its processes is based on the following:

Focusing on the client and strategy, innovating and developing services and processes, meeting their needs and wishes, anticipating trends and providing them with safe and quality services and products;

Ensuring that the whole organisation sees clients as a priority, promoting their satisfaction and, therefore, their loyalty;

The effectiveness of its Integrated Management System, in its areas of activity and processes;

Monitoring its processes and services in connection with the environment, safety and health at work, fulfilling its compliance obligations and with client requirements;

Ensuring the sustainability and feasibility of the organisation, promoting cost and revenue control in order to optimise these factors in the organisation;

Establishing and strengthening partnerships and trust and communication with stakeholders, based on transparency and ethical values;

Motivating and encouraging employees, rewarding the best ones, stimulating innovation and strengthening work relations;

Pursuing a sustainable and socially responsible development, optimising and preserving natural resources, and integrating economic, social and environmental impacts in its activities, strategies and conduct;

Environmental protection, environmental performance, finding ways to manage risks, mitigate impact and prevent environmental pollution, cutting down in the use of non-renewable energies, waste production and water consumption;

In reducing the production of waste, promoting its separation and recovery to contribute to the organisation's chain value;

Implementing a policy of responsible citizenship based on ethical and transparency values, the promotion of integration, the respect for human rights and accommodating human and cultural diversity, with zero tolerance for child labour and discrimination based on race, religion or belief, that contributes to reducing social inequalities;

Assessing and managing risk, with a view to making its activity compatible with Food Safety and the Safety of people, with Health and Safety at Work, and with Environmental Protection.

Prevent and minimise OSH risks, increasing the control and mitigation thereof by those in charge across the organisation;

Training and awareness-raising of employees, ensuring that they are prepared on the job and also aware of their responsibilities in the various areas of activity, with a view to improving and complying with existing legislation and other compliance obligations;

Preventing and minimising activity-related Food Safety risks;

Providing suitable OHS conditions to prevent accidents and any harm to its employees;

Stimulating employment and creating wealth for the country;

Creating value for all stakeholders.