

1. QUALITY POLICY

Napa Plaza Hotel is committed in operating and upgrading a quality management system based on ISO 9001:2008, to continually improve its services and the working environment in order to obtain the maximum level of quality required to satisfy its guests' requirements and meet their expectations. The effectiveness of our services and guest satisfaction is monitored through the analysis and management of guest questionnaires, Tour Operator's questionnaire, customers' complaints and staff discussions.

All employees have been made aware of our operational goals and practising standards and are fully aware of this quality policy and all relevant procedures and instructions defined within the Quality Management System. To ensure that all Hotel's procedures and instructions operate effectively we undertake planned internal audits as defined within this Quality Management System (QMS).

The aim of our Quality Management System is to assure that services are provided as prescribed in the documented working procedures, and instructions and to make sure they work every time and with everybody.

With this policy statement we confirm that we are fully committed to quality and will spare no effort to support this policy with active and continuous involvement by top management. This policy is reviewed during structured management reviews at least once a year.

I expect every employee to be conversant with this policy, support its objectives and ensure that continuous improvement is effected through all stages of the process.

The Management

2. Environmental Policy

Napa Plaza hotel is committed in reducing the environmental impact of its operations, using sustainability for its every day operation implementing relevant legislation, and promoting an environmental culture.

We recognise that the environmental protection is everybody's business for the benefit of our employees, guests, the local community, our country and the planet. The hotel works towards that by setting environmental targets and actions for reducing its environmental impact, training its employees, supporting the local community and involving its guests.

Our main actions and targets for 2015-2016 include:

REduce

REuse

REcycle

- Reduce our waste 25% by
 - Improving our planning for purchases and food production;
 - Using bulk and large quantities wherever possible;
 - Implementing a hotel wide solid waste recycling system

Energy consumption and efficiency

- Reduce electricity consumption 2% by
 - Installing energy efficient lamps in guest rooms, back office areas and public areas;
 - Installing energy efficient sliding doors to guest rooms;
 - Installing photovoltaic panels to swimming pool pumps;

Water consumption and efficiency

- Reduce water consumption 3% by
 - Communicating our guests to support our towel reduce programme
 - Training our employees to save water
 - Implementing a water leakage monitoring programme

Use of harmful chemicals

- Reduce their use 10% by
 - Replacing with biodegradable or natural alternatives

The Management

3. Employee Policy

Napa Plaza hotel is committed in respecting, developing and providing opportunities to its employees. In addition, their welfare, health and safety are of great importance.

The hotel treats fairly and with respect all its employees irrespective of their sexuality, gender, age, ethnicity, religion or disability.

The management of the Napa plaza hotel will provide all employees the opportunity of the training and equipment needed to perform their daily tasks according to the set standards on which they will evaluate their merits and given equal opportunities for advancement

At Napa Plaza Hotel, all employees have the opportunity to develop their skills and increase their knowledge, as we strongly believe that both employees and the hotel will benefit from the training.

Always we will act within the National labour legislation, International treaties and good practices and respect collective agreement, employment contracts, minimum salaries, work shifts and the working environment.

The Management

4. Community Policy

Napa Plaza hotel, as part of its social corporate responsibility, is liable to support the local community, its organisations and its people for implementing legislation, protecting the environment, promoting local culture, supporting local events, providing support and assisting people in need.

Our community policy sets the following objectives:

- Operate legally and fulfil all our obligations to the local municipality, communities and other agencies.
- Develop a two way communication with interested parties such as the local municipality, tourism boards, communities, unions and non-governmental organisations.
- Respect and consult with local community on issues that may affect their safety, health and wellbeing.
- Protect local people and specially children against any discrimination
- Actively support local organisations, their scope, participate at activities they organise and provide any possible assistance.
- Make in kind donations
- Buy local products and services

The Management

5. Human Rights Policy

Napa Plaza hotel respects International human rights principles aimed at promoting and protecting human rights defined the United Nations Declaration of Human Rights and the International Labor Organization’s Declaration on Fundamental Principles and Rights at Work.

This acknowledgment remains aligned with our employee, community, environmental and health & safety policies. In all cases we will engage and communicate with involved stakeholders in order to promote and improve human rights principles.

In our hotel we are committed in implementing human rights both for our employees and guests. We treat our employees and guests with dignity, fairness and respect and without any discrimination.

The Management of the hotel is against any form of illegal employment, child labor, forced and compulsory labor.

The hotel does not tolerate child exploitation and abuse and such actions will be reported to the police authorities. Furthermore local authorities and children’s right groups will be informed for all suspicious activities regarding children whether by employees, guests or other people. The hotel works to reduce the possibility of child exploitation and abuse associated with its services and trains its employees on their obligations. The hotel will not knowingly employ or engage—directly or indirectly—anyone who poses an unacceptable risk to children.

Through dialogue and training, the hotel will raise the awareness towards human rights policy to all employees, subcontractors and major suppliers and take necessary actions.

The Management

6. Health and Safety Policy

SCOPE AND STRATEGY

Napa Plaza hotel has set as its scope to assess and manage occupational health and safety hazards from hotel operations in order to continually reduce the risk of employees, guests and other third parties to accidents, work related illnesses and incidents. Our aim is to improve health and safety performance, implement legal responsibilities and specifications set by tour operators and the fulfillment of obligations from employees, clients and suppliers.

PRIORITIES

To achieve the above stated scope and strategy we set the following priorities:

- Develop a corporate culture positive to health and safety issues
- Prepare a health and safety management program which reduces and eliminate hazards for all employees, clients, suppliers. This program is revised annually
- Frequent provision of training
- Effective communication with guests and suppliers
- Approval and implementation of proactive safety measures
- Frequent monitoring and inspection of this management system

COMMITMENT

We are committed in implementing all relevant legislation, an effective health and safety management system and improve our performance

The Management