



## INTEGRATED MANAGEMENT SYSTEMS POLICY

**As Granada Luxury Hotels;**

**We undertake;**

- To perform our activities in accordance with the international standards and by fulfilling legal conditions; and to provide satisfaction by meeting needs and expectations of related parties,
- To inspect organisation processes and our management systems periodically, to provide the structure to stay dynamic by making improvement always; to organize trainings in order for all our employees to be included in the system and to use their talents at the highest level,
- At every stage of the food chain; To ensure the protection of product safety and quality by prioritizing human health, to provide standardized product quality by working in cooperation with our suppliers,
- In order to leave a liveable environment to future generations; to provide to protect environment, to evaluate our effects on environment, to use energy and natural resources efficiently, to ensure the adoption of environmental awareness by sharing our environmental practices with our business partners and guests,
- By recording guest complaints and requests with an impartial and honest approach, without deviating from the principle of confidentiality, to conclude and provide information within the required time,
- To establish measurable objectives and targets in order to ensure the continuous improvement of energy performance and the Energy Management System (EnYS); to improve energy performance in order to achieve these objectives and targets; to support energy efficiency initiatives through design activities; to procure energy-efficient products and services by considering life-cycle costs; to meet all our energy needs from renewable sources; and to maintain continuous improvement efforts aimed at reducing greenhouse gas emissions,

While managing our activities, to consider requirements of Quality, Environment, Food Safety and Customer Satisfaction Management Systems and to provide required sources studies on this.

**Board of Directors**

GB.POL.01

Date of Update: 15.05.2023