HOTEL KENSHO

MANAGEMENT SYSTEM MANUAL Annex 1 – Quality & Environmental Policy

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It is hereby formally expressed that the Top Management of Kenshō Boutique Hotel & Suites is totally committed to the development and implementation of a Management system according to the requirements of ISO9001 and ISO14001 for the quality of services and the environmental protection.

This Policy is communicated to all employees and all other parties involved in the activities of the Hotel such as suppliers, contractors, partners, customers as well as the general public.

Actions taken by **Kenshō Boutique Hotel & Suites** in terms of environmental management aim to increase the esteem and confidence to the company as seen from employees, customers, shareholders, Authorities and the society in general and in terms of quality aim to exceed customer expectations.

Top Management is committed to protect the environment, to satisfy quality requirements, to comply with applicable National, and European legislation and to continuously improve its performance.

During service provision the goal is to select suitable incoming products, materials and services, and to efficiently and effectively utilize them, and as far as any waste generated, this to be the absolute minimum and be managed in an environmental friendly way and according to the applicable legislation.

In order to achieve the above, the Top Management has adopted the framework contained in the International Standards ISO 9001 and ISO 14001 and has implemented a documented management system in conformance with these standards. The effective implementation of this system is prime responsibility of the Top Management.

Top Management has assigned the Systems Manger the responsibility to proactively respond to any issues regarding the quality and the environment and to define the necessary actions for the effective implementation.

Objective of the company is the promotion of Environmental awareness among customers, suppliers, contractors, partners and to urge them to adopt similar policies.

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