

“The Plaza Tirana” Hotel provides hotel services with the aim of ensuring the highest levels of **quality** and **environmental** protection, **security of customer data**, **business continuity** and **minimize business damage** by managing information security incidents, within the framework of a **safe and healthy work environment**. To fulfil these intentions, “The Plaza Tirana” Hotel undertakes to implement and continually improve an **Integrated Management System (IMS)**, in the pursuit of the above objectives and of the strategic guidelines set out below:

- ✦ To act responsibly, in accordance with Quality, Health & Safety, Environmental, Information Security and Social Accountability Local Legislation and to comply voluntarily with the requirements of ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 27001:2013 and SA 8000:2014 Standards.
- ✦ To consider the context of the organization and to assess the processes and operations, based on which to then set and pursue prevention-driven objectives of innovation and improvement in environmental and safety terms.
- ✦ To continually improve and increase the quality of its services in order to exceed customers’ expectations.
- ✦ To maintain a pro-active Management approach in promoting continuous improvement in the areas concerned by the Integrated Management System, to further reduce the hotel’s impact on the environment.
- ✦ To minimize and, where possible, eliminate the risks generated by the provision of hotel services, ensuring the correct application of the technologies used, and pursuing the improvement of said technologies or the adoption of more advanced technologies in environmental and safety terms.
- ✦ To conduct in-depth quality, health, safety, environmental and security information assessments about decisions concerning future developments.
- ✦ To guarantee the involvement, participation and empowerment of all staff, ensuring every employee is fully aware of the company’s policies and objectives, to develop a prevention-driven culture aimed at maintaining and developing safe working conditions.
- ✦ To ensure all staff receives adequate information and training on the requirements of the integrated management system, and understands its implications for their role within the company and their conduct at work.
- ✦ To select and promote the development of suppliers and contractors in accordance with the principles of this policy, ensuring their conduct complies with same.
- ✦ To guarantee the reliable and comprehensive operation of a system for collecting the data needed to run the Integrated Management System.
- ✦ Establish Information Security culture in The Plaza Tirana as a long-term commitment;

- ✚ Ensure proper security, confidentiality, integrity and availability of the information;
- ✚ Safeguard security of our information assets through effective business continuity management;
- ✚ Ensure that all information security breaches and incidents are reported and properly followed
- ✚ To carry out internal inspections and audits aimed at identifying and preventing any non-compliance with the requirements of the Integrated Management System.
- ✚ To draw up and develop safety plans containing the necessary measures and procedures to prevent accidental or emergency situations, and to mitigate their effects.
- ✚ To pursue an open and constructive attitude towards the public, users, the public authorities and other parties concerned.
- ✚ To regularly review the policies and application of the Integrated Management System to assess its soundness and effectiveness, with a view to pursuing its continual improvement.

This policy is communicated to all employees, suppliers and guests.

It is available for consultation by the public and by anyone who should request to do so in the official website www.plazatirana.com and in the hotel Reception.

Document History

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Approved by: GM