

CONCORDE DE LUXE RESORT MANAGEMENT SYSTEMS POLICY
(QUALITY, ENVIRONMENT, ENERGY, FOOD SAFETY, HEALTH AND SAFETY AT THE
WORKPLACE, GUEST SATISFACTION)

The main goal of our hotel is to provide an outstanding quality of service together with our employees by ensuring the highest level of guest satisfaction for our guests. According to this objective we;

- Ensure legal requirements are met
- Protect employee and human rights, improve continuously working conditions of employees
- Respect the culture and traditions of employees, do not classify according to their education levels
- To behave all employees fairly and equally
- Use our natural resources effectively and efficiently to prevent environmental pollution and preserve nature, reduce waste, ensure recycling or safe disposal of waste,
- Implement the food safety system throughout the food chain,
- Prioritise hygiene standards throughout the hotel,
- Monitor all guest complaints of any nature, provide solutions accordingly and inform our guests about actions taken, and turn complaints into opportunities for innovation,
- Reduce health and safety risks to a minimum for our employees, guests and partners; and endeavour to prevent work related accidents,
- Use our energy resources in the most efficient manner and strive for continuous improvement on energy efficiency.
- Our primary and immutable management policy is to innovate and improve continuously according to the principles of Total Quality Management.

To succeed further, our hotel, which competes on the domestic as well as foreign market, is committed to train and improve its employees and provides the essential resources accordingly.

Galip TOPAL
General Manager