



VILLAGGIO  
**pappasole**

## QUALITY & ENVIRONMENT CORPORATE POLICY

**APPLICATION FIELD OF THE ENVIRONMENTAL SYSTEM:** Provision of hospitality and leisure services.

**APPLICATION FIELD OF THE QUALITY SYSTEM:** Provision of hospitality and leisure services.

Camping Pappasole is located in Torre Mozza in the middle of the Etruscan coast in Tuscany. The tourist structure has set out on the way of an unceasing improvement, providing itself with a Quality and Environment System of Management about UNI EN ISO 9001 and UNI EN ISO 14001 regulations to guarantee its guests with a service in accordance with the direct and implicit requests, and to improve its environmental performance.

Camping Pappasole, in order to strengthen its presence on the market, satisfy the customers' requests and to pursue its development targets, wants to maintain and improve the qualitative level of its services and its connection with the Environment.

This is why it wants to pursue the following strategic lines, which are at the basis of its Quality and Environment Integrated Policy :

- ❖ **Risk assessment;**
- ❖ **Customer satisfaction;**
- ❖ **Respect for the applicable rules;**
- ❖ **Problems prevention;**
- ❖ **Constant improvement;**
- ❖ **Control and management of the environmental aspects;**
- ❖ **Technical and economic means;**
- ❖ **Environmental planning.**

The management confirms its commitment to:

- Evaluate risks concerning the activities related to the context it operates.
- supply resources, organization, training and support in the achievement of the prearranged targets.
- evaluate the environmental features of its suppliers and train them regarding this.
- reduction of the impacts coming from meaningful environmental features.

All the staff members are called to best work together for the correct functioning of the Quality and Environment System of Management, unceasing improvement and problems prevention.

The further effort, oriented to the decrease of the impact deriving from the activities, is evaluating in advance, as far as possible, the environmental effects of the new activities and the process changes in general.

## CORPORATE TARGETS

The above explained strategic targets are put into action in the following operative targets:

- ❖ **about customer satisfaction:**
  - ☞ observance of the qualitative publicised standard.
  - ☞ punctuality in the services delivery
  - ☞ improvement of the customers' satisfaction index
- ❖ **about observance of the applicable rules:**
  - ☞ observance of the applicable rule on the subject of environment, safety and human resources together with possible undertakings signed by the tourist structure.
- ❖ **about problems prevention and processes improvement:**
  - ☞ improvement of the spread and application phase of the Quality and Environment System
  - ☞ reduction of non conformity
  - ☞ no complaints
  - ☞ preventive identification of the structure activities with meaningful environmental impacts
  - ☞ optimisation of the effectiveness index of the operative processes.
- ❖ **about management and control of environmental aspects**
  - ☞ periodical and methodical check of the environmental performances paying specific attention to those concerning the meaningful environmental aspects
  - ☞ tell and if necessary control the suppliers about the critical products and services
- ❖ **about technical economic opportunities:**
  - ☞ Reaching of the unceasing improvement of proper performances by the use of the best available technologies, as long as they are suitable and economically applicable.
- ❖ **about environmental planning:**
  - ☞ decide the targets about the environmental improvement for the meaningful aspects management.

**Data: 20/6/2016**

**Signature  
The Management**