



INTEGRATED MANAGEMENT SYSTEM POLICY

As the Senior Management of Jiva Beach Resort,

We regard guest satisfaction, employee development, safe and high-quality service delivery, food safety, environmental responsibility and continual improvement as fundamental elements of our management approach.

Accordingly, we commit to:

- Considering the needs and expectations of our guests, employees and relevant interested parties, and improving service quality by evaluating requests, suggestions and complaints;
- Recognising food safety as a fundamental component of our service processes and ensuring the provision of safe and high-quality products;
- Supporting employee knowledge, competence and awareness through training and development activities and encouraging participation in business processes;
- Complying with applicable legal and other requirements relevant to our activities;
- Identifying and evaluating **risks and opportunities** that may affect our processes and taking appropriate measures where necessary;
- Supporting the efficient use of natural resources, environmental protection and measures aimed at reducing the environmental impacts of our activities;
- Monitoring technological developments and innovative practices and evaluating suitable solutions to improve service quality, efficiency and operational processes;
- Monitoring achievement of our objectives and targets and providing the information, infrastructure and resources required;
- **Continually improving the effectiveness and performance of our Integrated Management System.**

We hereby commit to these principles.

**GENERAL MANAGER
GÖKHAN SARI**