

# QUALITY MANAGEMENT SYSTEM PROCEDURE

Code Π-05 Version 1<sup>st</sup> 01/07/2021

# **Human Management Policy Statement**

It is a joint commitment of the management and the owners of LIFESTYLE hotel to ensure that all employees of the company are provided with exceptional possible working conditions throughout their work in the hotel.

We believe that the employees are our greatest asset, and we recognize our moral and legal responsibilities to handle them properly. We really believe that the suitable behavior to our employees, is an award to continue provide to our clients the best possible care and services.

Therefore, the primary objectives regarding Human Resource Management are the following:

#### 1. Certification

In order to adapt to international human resource management criteria, we have the aim to implement the hotel's quality management systems (environmental and food safety system). Finally, to adapt according to our contractual obligations for quality assurance.

### 2. Recruitment

LIFESTYLE Hotel will ensure the implementation of a fair recruitment system, to evaluate fairly, all applicants for an available position. The LIFESTYLE Hotel will not discriminate in any way and will accept all applications from candidates regardless of race, age, gender, nationality, disability, or religion. All hotel staff come from the local community.

## 3. Contracts/ Legislation

Throughout the period of employment at the LIFESTYLE hotel there will be a contract to fulfill at least the regulations provided by national law. Employees have the right to stay at work or leave this job according to their own choices and without any penalty when they decide to leave. The hotel does not keep personal belongings and staff documents (eg passports). The staff is remunerated according to the applicable remuneration of the hotel staff and not below the minimum wage. Employees' personal files and data are protected in a way that ensures their protection.



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#### 4. Introduction & Education

The LIFESTYLE Hotel will ensure that all new employees have been properly welcomed and trained. This will include areas such as company philosophy and corporate culture, product knowledge, employee well-being and benefits, health and safety, performance management, etc.

### 5. Development & Promotion

All the staff of LIFESTYLE hotel should be encouraged to further develop their skills and, where possible, promotion opportunities. All employees will have individual goals and will agree with their superiors on individual development plans for each one where they will be inspected in order to evaluate their job performance and set new goals.

The policy will be reviewed annually for continued relevance.

The annual targets are also monitored.

Signature:

Hotel Manager LIFESTYLE

Place: AMOUDARA GAZI

Date: 01/04/2025