

**The IMS Policy**

The Management and staff of COLUMBIA HOTELS & RESORTS LTD are committed to maintain and improve the high standards of services through the implementation and continuous improvement of the Integrated Management System according to the standards of ISO 22000:2005, ISO 9001:2008 and ISO 14001:2004.

The principles of the Integrated Management System are:

- To comply to legal standards and the business objectives
- *“To touch people’s hearts by creating luxury moments”* (guests and staff)
- To provide consistent quality and safety of our products and services
- To motivate our staff to understand and implement the IMS policy and to preserve and protect the environment which we consider as one of our prime assets
- To make a profit

The stated principles will be fulfilled through the Values:

1. Teamwork
  2. Respect
  3. Open-minded
  4. Positive Attitude
  5. Passion
  6. Responsibility
  7. Innovation
  8. Improvement
- Efficient supply and utilisation of resources
  - Continuous and specific training and effective communication
  - Choose of suppliers and contractors on their ability to minimize their impact on the environment as well as meet our company’s quality standards
  - Efficient management of Energy, Water, Solid and Liquid Waste and the promotion of recycling
  - Monitoring and evaluation of the system’s implementation and performance

At Columbia Hotels & Resorts Ltd, we are proud of our company, we are confident in what we do and always strive for continuous improvement.

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