

INTEGRATED POLICY FOR QUALITY, ENVIRONMENT AND SAFETY



Dear Guests,

Each time we **holiday** at Camping Villaggio Italgest, we are in touch with the environment surrounding us:



we discover new places, as well as many aspects related to the land, the local population and its traditions;

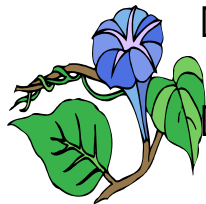
on the other hand, though, we also produce waste material and noise. We consume water, energy, and other natural resources!!

There are however many things we can do in order to limit the negative impact on the environment and develop "sustainable tourism," thus enjoying a clean environment.

For this reason Camping Villaggio Italgest, sensitive to the needs of its customers, to the safeguarding and protection of the environment, as well as to the safety and health of its workers and guests, has decided to adopt an **Integrated Management System for Quality, Environment and Safety**, involving us all: management, staff and guests. If we all cooperate, we can make your holiday and our work more pleasant!

Our system helps us and teaches us to:

- ✓ **Prevent and reduce** our environmental side and impact, and risks, inspired by the principle of the ever increasing quality and quantity of services supplied to our guests, thus guaranteeing compliance with the requirements provided for by the laws on environmental protection and worker and guests safety, as well as all other applicable regulations;
- ✓ **Identify** all forms of waste and all situations in which there is not an optimal use of natural resources (water, energy, etc.), and therefore check and limit their consumption;
- ✓ **Define goals** for preventing pollution and for improving our environmental services, the quality of services offered, and health and safety at the workplace;
- ✓ **Guarantee** constant improvement of our services through research and promotion of products and innovative technologies, in order to prevent pollution, accidents and injuries, and to ensure full customer satisfaction;
- ✓ **Train and raise awareness** among our staff, suppliers, etc. in order for the present policy to be shared and applied, subject to periodical re-examinations by our management;
- ✓ **Welcome**, thanks to constant communication and information, **all suggestions** supplied by our guests, staff and collaborators, as well as the authorities and other interested parties, which can lead to improved management aimed at quality services, respect for the environment inside the campground and safety, identifying possible problems in order to rapidly determine the necessary measures for an immediate solution;
- ✓ **Develop plans and procedures to prevent and handle** emergency and environmental risk situations;



We wish our guests a **wonderful holiday**, and our thanks to those who help us to provide better service and to pollute less!

Date: May 06, 2005

Campsite Villaggio Italgest
The Management