

INTEGRATED QUALITY AND ENVIRONMENT POLICY

The extraordinary beneficial and curative properties of the island of Ischia's thermal waters have been known for over 2,500 years, attracting millions of people who have found healing and benefit in the richest thermal waters in Europe. The area of greatest interest for its hot and highly curative sources is Citara Bay in Forio. This is where the islands oldest and largest thermal park, Poseidon Thermal Gardens, was created in 1959, dedicated to the God of the sea and overlooking the beautiful beach of Citara, immersed in a natural setting of incomparable beauty.

The management of the Poseidon Gardens Thermal Park prioritises the quality of the services provided and compliance with environmental standards in its policy and is committed to making the development of its business sustainable and compatible with the environment and is oriented to continuous improvement of activities, performances and pollution prevention, while maintaining a balance between social, economic and environmental responsibility, and ensuring customer satisfaction.

To do this, it identifies the creation and development of an Integrated Quality and Environment Management System as the most appropriate way to achieve and maintain these objectives.

The essential requirements, the basis for its Integrated Quality and Environment Management System are as follows:

- the management of the System is engaged in direct, continuous and permanent management of the company, particularly in research and where possible the introduction of innovative

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methodologies for monitoring and reducing the environmental impact of its activities, with particular regard to significant environmental issues such as waste management and the consumption of non-renewable energy sources;

- the implementation of the System fully and consciously involves staff at all levels;
- the provision of services pursues the achievement of accuracy and compliance with environmental standards in the industry, especially in view of the continuous improvement of its services to satisfy customers while reducing their environmental performance;
- special care is taken daily for ecology in every respect, so the thermal resort's activities can best coexist with environmental protection;
- untreated water is used and constantly renewed, with daily emptying and cleaning of the pools, in compliance with the authorizations received;
- the gardens are home to native plants, treated with natural fertilizers and integrated biological control techniques;
- the staff are regularly updated on the significant environmental aspects and related environmental impacts, actual or potential, associated with their work and the environmental benefits due to improved personal performance;
- compliance with mandatory environmental standards is constantly monitored;
- the availability of this policy to the public and those who request it;
- the periodic review of this policy, on the occasion of the annual review of the Management.



In view of these requirements, the Poseidon Gardens Thermal Park identifies as its priorities:

- Reducing the consumption of electricity and water as well as by raising the awareness of its Customers;
- Reducing the consumption of substances which are dangerous for the environment: poolside furniture is made from natural materials by local artisans;
- Reducing the production of unsorted waste and improving the quality of differentiated fractions, even with appropriate supply policies: the agreements with our suppliers provide for the return and recycling of their packaging, to prevent it getting "lost".
- Implementing information and awareness campaigns for its Customers and suppliers to also exercise control on indirect environmental issues;
- Monitoring their business processes and implementing all necessary actions to ensure complete customer satisfaction.

These Objectives will be reviewed during the annual Management review.

The RGQA is given the responsibility and authority to:

- ensure the processes needed for the SGQA are established, implemented and maintained;
- implement any actions required to meet the needs for improvement;
- ensure the entire Organization is aware of customer requirements;

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- ensure the promotion and awareness of regulatory requirements.

This Policy is available and maintained as documented information, it is communicated, understood and applied within the Organisation and made available to any interested parties.

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