



## **Health, Safety, Quality and Environment Policy**

This policy statement provides a framework for managing all quality, occupational health, safety and environmental issues facing Caracol Camping Ltd.

The company aims to achieve sustainable first-class performance in all quality, health, safety and environmental issues by reducing and managing risks, eliminating potential injuries, preventing work related ill-health and minimising the effect of our activities on the environment. Whilst having a thorough understanding of the needs and issues that affect our customers and other interested parties.

Providing a professional service and quality recreational accommodation without compromising the health and safety of the public, our employees and the protection of the environment, is integral to the company's sustainable approach and will remain the prime responsibility of management at every level.

Caracol Camping Ltd aims to continually improve its performance in order to surpass compliance with changing business and regulatory needs and will always ensure that our policies and management systems are current, where relevant.

Caracol Camping Ltd meets its customers' expectations by providing them with sustainable quality accommodation and experiences.

To achieve this Caracol Camping Ltd shall maintain management processes that will comply with recognised standards and thereby lead to continual improvement in all areas of our operations by clearly defining aims and objectives to:

- Identify all internal and external issues that are relevant to the Company's purpose and strategy.
- Develop a strong understanding of our customers' needs and requirements.
- Identify and comply with all the relevant legislation and other requirements to which it subscribes.
- Maintain a robust approach to health and safety culture and legislation.
- Ensure the health and safety of sub-contractors and other persons who may be affected by our activities.
- Continue to assess and reduce the environmental impact of our key processes and accommodation offerings.
- Select suppliers appropriately and carefully use materials and resources, using and promoting "re-use" materials and products where possible.
- To maintain an environment friendly waste solution and only use licenced contractors for the removal of waste.
- Ensure that all employees are aware of their statutory duties and that they take reasonable care of themselves, colleagues, the public and the environment.
- Train and develop our people so that they are competent to deliver a first class, quality service to our customers.
- Ensure confidentiality of information, including that provided by customers, in line with the relevant GDPR regulations.

Clear objectives and targets relating to performance, shall be set as part of the annual business plan, this will be reviewed and recorded periodically.

The Directors are ultimately responsible, for the effectiveness of the company's health, safety and environment management. The Directors will treat Quality, Health, Safety and the Environment as a core business requirement, and where necessary, prioritise it over all other considerations. The Directors will individually and corporately encourage and support staff, customers and the general public who raise concerns or opportunities for improvement. The Directors will ensure that the resources are in place to achieve this, including the necessary arrangements to monitor and report compliance against this policy.

In order to meet the health and safety responsibilities set out above, the Directors will develop, implement, monitor and control all Quality, Health, Safety and Environment policies and procedures used throughout the Company.

The Directors will oversee all operations on the premises including ensuring that subcontractors adhere to company policies and procedures.

**[www.caracolcamping.co.uk](http://www.caracolcamping.co.uk)**

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Caracol Camping Ltd expects all employees, subcontractors, service providers and customers to cooperate and assist in the implementation of this policy, maintaining a high level of safety, without harm to the environment.

This policy demonstrates Caracol Camping Ltd's commitment to our customers, to health and safety, to continual improvement and to all interested parties. This policy along with the relevant associated procedures shall be formally reviewed annually or as a result of changes in legislation, scope or performance and is available to all interested parties via the company website.

Date

Signed

A Passos  
Director

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