



INTEGRATED MANAGEMENT SYSTEM POLICY STATEMENT (ISO 9001:2015, ISO 45001:2018 & ISO 22000:2018)

Alisa Hotel is a prestigious hospitality company that offers high-quality services. Our vision is to be an indigenous beacon of international hospitality in Ghana and beyond. The company works to an International Management System (IMS) which meets the requirements of International Standard ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018 which assist the company in maintaining high technical standards and a commitment to excellence in all management and administrative tasks.

Alisa Hotel is therefore committed to:

- Providing safe, consistent, and wholesome food products.
- Compliance with applicable statutory and regulatory, corporate and other requirements to which the company subscribes, including mutually agreed food safety specifications and requirements of clients.
- Satisfying the needs and expectations of our customers at all times by providing services and products to agreed specifications to enhance customer satisfaction.
- Consultation and participation of workers and their representatives at all levels to promote a safe working environment.
- Eliminating food safety hazards associated with the company's activities on a regular basis, and documenting a programme to eliminate or reduce, as far as reasonably practicable, any identified risks.
- Providing appropriate resources and communicating with its employees and other interested parties on food safety, quality, health and safety and related matters, and encouraging employees to participate in the IMS.
- Ensuring, through appropriate training, planning and communication, that all personnel on-site are aware of their IMS responsibilities and competent to perform their jobs.
- Continual improvement and performance measurement, by setting and reviewing on a regular basis objectives, targets and management programmes at all levels within the company.

It is the responsibility of each employee to observe all rules and procedures and co-operate with the company in complying with its statutory obligations as well as elements of the IMS. Responsibility for implementation of this policy lies with the Group General Manager who ensures through Top Management that the objectives of the policy are achieved.

This policy is communicated, implemented and maintained at all levels throughout Alisa Hotel. It is periodically reviewed and revised to ensure its continuing suitability, relevance and adequacy, and is available to external interested parties including the public upon request.

Signed:

Kifalu Samson Masha
Group General Manager

North Ridge | Tema