



INTEGRATED MANAGEMENT SYSTEM POLICY

(ISO 22000: 2005 and ISO 14001: 2015)

Accra City Hotel (ACH) is a total hospitality company with particular focus on the business segment of clientele. ACH operates food service from one kitchen, one restaurant, two bars, room service and outside catering. ACH Management regards the promotion of Food Safety and Environmental issues as a priority at all levels within the organization, and undertakes its operations to provide services in a safe, environmentally friendly manner that enhances the quality of its services by implementing an Integrated Management System (IMS).

ACH is therefore committed to:

- Providing safe and wholesome meals by implementing Codex HACCP, requirements of ISO/TS 22002-2:2013 and ISO 22000:2005
- Protecting the environment, prevention of pollution and responsibly interacting with the environment so as to ensure environmental sustainability within its context by implementing requirements of ISO 14001: 2015.
- 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 in order to enhance customer satisfaction.
- 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.
- Continual monitoring, auditing and reviewing of all elements of the IMS including this policy.
- Continual improvement and performance measurement, by setting and reviewing on a regular basis food safety and environmental objectives, targets and management programmes at all levels within the company.
- Providing appropriate resources, consulting and communicating with its employees and other interested parties on Food Safety and Environmental 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.

The success of this policy requires commitment from all employees, clients, providers and other interested parties. 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 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 ACH. 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.

Date 1st March 2016

Roman Krabel
General Manager

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