



## Health, Safety & Crisis Management Policy Marissol Group



### Health, Safety & Crisis Management Policy — Marissol Hotel Group

**Subject:** Commitment to safeguard the health, safety, and well-being of our guests, staff, and stakeholders Requirements

**Version:** 1.0

**Effective Date:** 5/1/2025

**Applies to:** All hotels and operations of the Marissol Hotel Group

#### 1. Purpose

The purpose of this policy is to safeguard the **health, safety, and well-being of our guests, staff, and stakeholders** and to ensure the Marissol Hotel Group is fully prepared to manage emergencies, crises, and unexpected events.

This policy defines our commitment to:

- Maintaining safe and healthy working and living environments.
- Preventing accidents, injuries, and illnesses.
- Ensuring business continuity through robust **crisis and emergency management procedures**.
- Complying with all relevant **legal, regulatory, and certification standards**.

#### 2. Scope

This policy applies to:

- All hotels, resorts, and facilities operated by the Marissol Hotel Group.
- All employees, contractors, suppliers, and guests.
- All operational activities, including accommodation, food & beverage, leisure, maintenance, and external service provision.

#### 3. Our Commitments

##### 3.1 Health & Safety

- Ensure compliance with all occupational health and safety (OHS) regulations and best practices.



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Marissol Group



- Maintain clean, safe, and hygienic environments for both guests and employees.
- Provide safe facilities, equipment, and working conditions.
- Promote employee health and wellness through training, preventive measures, and wellness initiatives.
- Maintain robust food safety and hygiene practices in line with HACCP standards.

### 3.2 Crisis Management

- Develop and maintain a **Crisis Management Framework** covering natural disasters, fire, health emergencies, security threats, accidents, and other disruptive events.
- Ensure each property has a **Crisis Management Team (CMT)** trained in emergency response, communication, and decision-making.
- Maintain **Emergency Response Plans (ERPs)** for different scenarios, regularly updated and tested through drills and simulations.
- Establish business continuity measures to ensure rapid recovery and minimal disruption.

### 3.3 Risk Prevention

- Identify, assess, and control hazards and risks across all operations.
- Carry out regular safety inspections, fire drills, and emergency preparedness exercises.
- Maintain safety equipment (fire extinguishers, sprinklers, alarms, emergency lighting, first aid kits) in operational condition at all times.
- Ensure staff are trained to respond swiftly and appropriately to incidents.

## 4. Key Principles

1. **Guest & Staff Safety First:** Protecting people is the top priority in all circumstances.
2. **Prevention Culture:** Prevent accidents and crises before they occur through risk assessment, maintenance, and staff training.
3. **Preparedness & Resilience:** Maintain readiness through drills, crisis plans, and proactive resource allocation.
4. **Clear Roles & Responsibilities:** Ensure defined responsibilities for crisis response and communication.



5. **Transparency & Communication:** Communicate effectively with staff, guests, authorities, and the media during and after crises.

## 5. Objectives

- Zero tolerance for unsafe practices, aiming for **zero accidents and injuries**.
- Conduct **quarterly safety drills** (fire, evacuation, first aid) at every property.
- Achieve **100% staff training compliance** on health, safety, and crisis management annually.
- Ensure **all hotels maintain and test emergency equipment** at least once every 6 months.
- Review and update risk assessments at least **once per year** or after significant incidents.

## 6. Crisis Management Framework

### 6.1 Types of Emergencies Covered

- **Natural disasters:** earthquakes, floods, storms, tsunamis.
- **Fire & explosion incidents.**
- **Medical & public health emergencies:** injury, illness, epidemics/pandemics.
- **Security threats:** theft, terrorism, armed attack, bomb threat.
- **Technical failures:** power outage, water contamination, IT/cyber incidents.

### 6.2 Crisis Management Team (CMT)

- Each property appoints a CMT including the General Manager, Health & Safety Officer, Security Manager, and Communications Lead.
- The CMT is responsible for activating emergency plans, coordinating with local authorities, and safeguarding guests and staff.

### 6.3 Communication & Notification

- Maintain up-to-date contact lists of emergency services, hospitals, embassies, and local authorities.
- Provide clear instructions and evacuation routes to guests and staff.
- Use multiple communication channels (alarms, PA systems, digital alerts, staff briefings) for rapid dissemination of information.



## 7. Training & Awareness

- Induction training on health, safety, and crisis response for all employees.
- Regular refresher training on fire safety, first aid, evacuation, and guest support.
- Guest information materials (in rooms, lobbies, digital platforms) outlining emergency procedures.
- Annual workshops for CMT members on crisis leadership and communication.

## 8. Monitoring & Reporting

- Monthly inspections and audits of safety and crisis readiness across all properties.
- Incident reporting and root cause analysis for every accident, injury, or crisis.
- Annual Health & Safety and Crisis Readiness Report submitted to Group Management.
- External audits and certification where required (e.g., ISO 45001, HACCP, Travelife standards).

## 9. Governance & Responsibilities

- **Board of Directors:** Provide leadership, approve policy, and allocate resources.
- **Group Health, Safety & Crisis Manager:** Oversees policy implementation, crisis preparedness, and reporting.
- **Hotel General Managers:** Ensure property-level compliance and readiness.
- **All Employees:** Responsible for following safety protocols, reporting risks, and participating in training and drills.
- **Suppliers/Contractors:** Required to comply with Marissol Group's Health, Safety & Crisis standards.

## 10. Review & Continuous Improvement

- This policy will be reviewed **annually** or after any significant incident.
- Lessons learned from incidents and drills will be used to improve systems and training.
- Guest and employee feedback will be incorporated to strengthen procedures.

## Statement of Commitment

