

# THE MURRAY

HONG KONG

A NICCOLO HOTEL

## **Integrated Management System Policy**

The Murray, A Niccolo Hotel, Hong Kong provides excellent quality service which is a key driver of customer satisfaction and loyalty. The renowned destination also provides a sophisticated setting for luxury accommodation, unique culinary presentations, wellness and celebrated events.

The Murray, A Niccolo Hotel, Hong Kong is committed to providing high standards of service in the hotel industry of Hong Kong while promoting environmental protection and occupational health and safety. As a responsible company, we care for the health and safety of our staff, customers and contractors; and exercises responsible environmental stewardship.

We have commitments to:

1. Comply with all applicable legal requirements and other requirements.
2. Use Plan-Do-Check-Act approach to proactively manage quality, environmental protection, health and safety as an integral part of our business operation.
3. Prevent pollution, minimize environmental impacts at our best, and adopt 4R approach ("Reduce, Reuse, Recycle and Replace") wherever practicable to protect the environment.
4. Provide and maintain a healthy and safe working environment and safe systems of work to eliminate hazards, reduce OH&S risks, prevent work-related injury and ill health for our staff, and appropriate protection to other people who may be affected by our work.
5. Adopt a risk-based approach to reduce risks to a level that is As Low As Reasonably Practicable (ALARP).
6. Encourage participation and consultation in the OH&S system of all staff to ensure their involvement in the management of OHS risks.
7. Enhance customer satisfaction by meeting their needs and expectations and continuously improving our processes, products and services.
8. Ensure a mechanism is in place to continually improve the IMS to enhance quality, environmental and health & safety performance.

The IMS Policy should be reviewed at least once every year to ensure its appropriateness for sustaining our operational excellence.

  
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(Mr. Dean Dimitriou, General Manager) 23<sup>rd</sup> Apr 2024