

Our Quality and Sustainability Policy

Grande Albergo Excelsior Vittoria S.p.A., a prestigious five-star hotel managed by the Fiorentino family for over five generations, has always pursued excellence with unwavering dedication, establishing itself year after year as one of the finest luxury hotels on the international stage.

Today, we wish to consolidate and share the results of this long-standing commitment through our **Integrated Quality and Environmental Management System Manual** and our internal procedures. These serve to illustrate how our company operates, explain why we consider ourselves a quality-driven organisation, and outline the concrete actions we take to ensure continuous improvement.

Our goal is to strengthen our brand identity, fully satisfy our guests, and pursue sustainable business growth and development, while constantly enhancing quality standards and updating key processes. We recognise that the implementation of a **Quality Management System** requires:

- a clear definition of objectives;
- the methods by which they are to be achieved;
- the identification of activities that influence service quality;
- a consistent plan for monitoring and control.

Our Commitment to Quality

The **Grande Albergo Excelsior Vittoria Quality Policy** places guest satisfaction and service excellence at the very heart of our operations. Over the years, we have refined our concept of quality, setting measurable objectives aligned with our vision and distinctive style of hospitality.

For us, quality is built upon the relationship with each guest: even in the realm of services, the guest perceives, evaluates, and “purchases” a product — and that product must be in constant evolution.

The key objectives pursued by our Management and Staff are:

- to assist guests from the moment of booking through to their return home, anticipating every need;
- to monitor, during the stay, whether our services meet or exceed expectations;
- to uphold our internal standards as well as those of **The Leading Hotels of the World** and **Forbes Travel Guide**, verified through regular external audits;

- to ensure that all staff are fully aware of their role in exceeding guest expectations;
- to foster employee loyalty through targeted and continuous training;
- to organise regular meetings to share objectives and strategies;
- to design our services and processes with a sustainable approach, involving both guests and suppliers;
- to promote continuous improvement of our quality system, seizing opportunities and mitigating risks.

Standards and Certifications

Since 2009, our operations have complied with **UNI EN ISO 9001:2015**, an assurance of reliability and a testament to our commitment towards guests, collaborators, and stakeholders. This certification, issued by an independent body, confirms compliance with regulations and strengthens client trust.

Also since 2009, we have adopted and implemented the requirements of **UNI EN ISO 14001:2015** environmental certification, with the aim of enhancing our environmental performance and reinforcing our corporate social responsibility.

Since 2020, we have held the **GBAC STAR™ accreditation**, the global gold standard for high-performance cleaning, disinfection, and maintenance programs in hospitality and commercial facilities. This certification attests not only to our preparedness and dedication to hygiene and safety but also to our ability to adapt swiftly and respond resiliently to emerging challenges.

Communication and Engagement

Our Quality and Sustainability Policy is shared with all staff and made available to stakeholders through publication on our corporate website. Management and department heads are actively engaged in the process, each bearing direct responsibility for the services offered: together, we create the **Excelsior Vittoria experience**.

This commitment is the result of a conscious, collective decision, embraced with enthusiasm and dedication by the entire team.

Cav. Lav. Guido Fiorentino
Presidente & CEO