

INTEGRATED QUALITY-ENVIRONMENTAL-ECOLABEL POLICY

Le Esperidi Camping Village is located in the municipality of Bibbona, Tuscany, in the central part of the Etruscan Coast.

Our establishment obtained its environmental and quality certifications in October 2010 and the Ecolabel mark in May 2011. This officially validated our commitment to continuous improvement, both in terms of service quality and of our relationship with the environment. In 2016 we intend to make another step forward by adopting the new ISO standards. We have therefore carefully analysed the context in which we operate and the risks related to our activities in order to highlight opportunities for improvement.

We are committed to:

- ✓ pursuing the continuous improvement of our integrated management system;
- ✓ meeting all relevant requirements and compliance obligations;
- ✓ protecting the environment in terms of prevention of pollution, use of renewable resources, conservation of forest and undergrowth, etc.

We confirm our commitment to providing the necessary resources, organisation, training and support required to achieve these objectives.

The areas on which we are focusing attention in order to reduce significant impacts on the environment remain the following:

- ☞ waste management;
- ☞ management of natural resources.

Our commitment to comprehensive improvement of our services is seen in our:

- ✓ 100% use of energy from renewable sources;
- ✓ encouragement of segregated waste collection and reduction of the amount of waste generated by those who work with us and by our guests;
- ✓ use of low-energy light bulbs;
- ✓ information to make guests more aware of responsible water and energy use and differentiated waste collection;
- ✓ use of electric vehicles inside the camping village;
- ✓ organization of environmental education sessions for children and adults;
- ✓ planting of native plant species;
- ✓ consumption and sale of locally made and organically grown products;
- ✓ elimination of the use of single-use and disposable products;
- ✓ use of 100% biodegradable plates and glasses in the bar;
- ✓ prompt attention to customers' needs and response to suggestions and complaints;
- ✓ attention to customers' needs: in particular by expanding the offered services in terms of entertainment, food and all-round hospitality;
- ✓ continuous improvement of housekeeping management in the various areas;
- ✓ fulfilment of the requests of the guests in the village, as far as possible, based on consultation through satisfaction questionnaires.

All those who work with us, both internally and externally (suppliers), have been part of this process and are encouraged to cooperate fully in the proper implementation of the Integrated Management System to achieve constant improvement and prevent problems.

Guests are asked to be attentive to any behaviour on their part that may have an effect on the environment or affect the use of natural resources.

Our challenge for the future consists in upgrading the camping village in order to offer the market a service that meets the needs of tomorrow's customers. The central bathroom facilities will be converted to house a self-service restaurant on the ground floor and a fitness area on the floor above. The other groups of bathrooms will be rebuilt in the style of the current central bathrooms and the pond area will be redeveloped, with substantial alterations that have yet to be determined. This will all be done using the best available technologies and following energy-saving criteria. We are confident that our guests will greatly appreciate our efforts year by year to make their stay in our establishment even more enjoyable. Works will begin with the construction of the swimming lake during the winter season: we are going to amaze you!

Dated: 05/04/16

The Management