

# **FARM HOTEL AND SPA**



## **MANAGEMENT MANUAL**

Revision 05  
20XX/07/10

## **MANAGEMENT SYSTEM**

This Manual is part of the Strategic Planning of the Farm Hotel and Spa GLOBAL and describes the Management System of the Hotel. The Management System is integrated to cover the Management of Quality, Environment, Occupational Health and Safety, Social Responsibility and Information Safety as established in the standards ISO 9001, ISO 14001, ISO 45001, SA-8000 and ISO 27001. The scope of the Management System for the Quality Management is "**FARM HOTEL AND SPA SERVICES**", which is to be applicable to ISO 9001.

The Environmental Management System complying to ISO 14001 and the Occupational Health and Safety Management System complying to ISO 45001 are implemented for the Restaurant and its specific and supporting facilities. The Restaurant Management document describes the details of this part of the Management System. The restaurant management system for ISO 14001 and ISO 45001 has the scope "**RESTAURANT SERVICES OF THE FARM HOTEL AND SPA**".

Information Security is addressed at each stage of Management and covers the entire Information Life Cycle, as detailed in the Management Policy, including Supply Chain activities and Privacy Management. The Information Security Objectives, the applicable Controls and the Implementation Guidelines are detailed in the document "Information Security Management", which follows the requirements of the ISO 27001 standard. The scope of the information security management system is broad and covers "**INFORMATION USED IN ALL ACTIVITIES OF HOTEL FAZENDA E SPA, INCLUDING ALL STEPS OF THE INFORMATION LIFE CYCLE**".

## **MANAGEMENT POLICY**

**The Management of Hotel Fazenda e Spa GLOBAL is committed to:**

**Attending, receiving, hosting and entertaining customers in a safe and comfortable environment, ensuring the quality of services, prevention of pollution, health and safety of each and enchanting customers by meeting their requirements and continuously improving the effectiveness of the management system.**

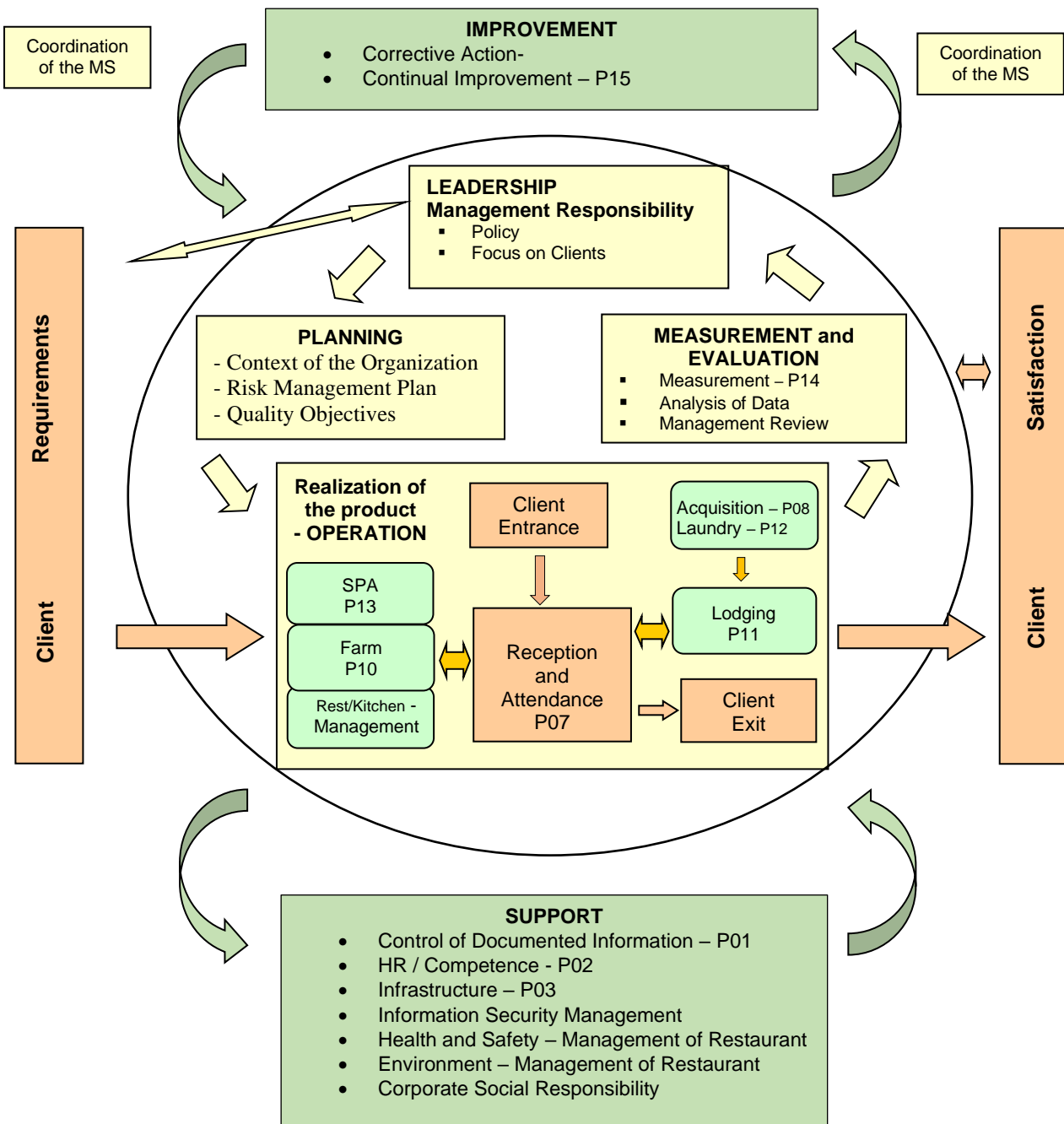
**Focus especially on information security, promoting continuous and effective management of the entire information life cycle, in the stages of creation and origin, storage, processing, use, transmission and destruction, in accordance with the relevant applicable laws and regulations.**

**Promote Privacy Management, considered as relevant and taken as part of Information Security Management.**

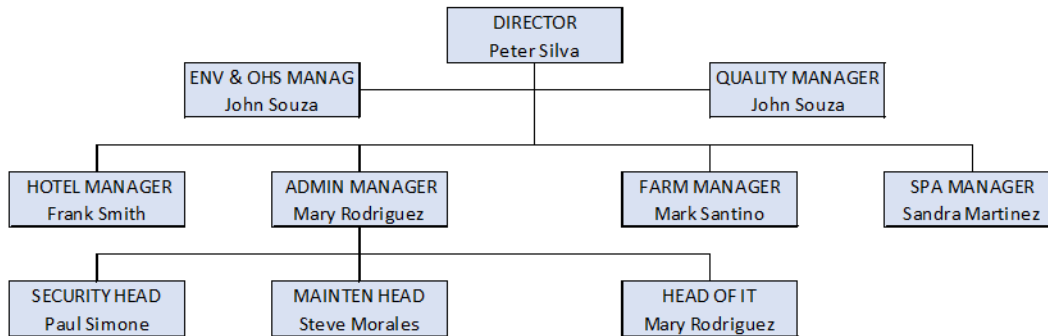
## DESCRIPTION AND INTERACTION OF PROCESSES

The diagram below shows the main processes and relevant direct interaction with customers. These processes have been identified as priorities for the management system and their interactions are indicated.

The diagram also indicates some support processes for the maintenance, documented information, human resources and management of environment, occupational health and safety, information security and corporate social responsibility.



The organizational chart of the Hotel is as follows:



Functions and responsibilities are as follows:

Function	Direction	Administration	Quality	Sales	HR, Health and Safety	Acquisition and Warehouse	Reception, Restaurants and Kitchens	Sanitation and Cleaning	Laundry	SPA	Stables, Agriculture and Environment	Maintenance	Security	IT and Information Security
<b>Managing Director - Peter</b>	X	O	O	O	O	O							O	
<b>Administration Manager - Mary</b>	O	X			X	X	X							O
<b>Quality, Env, OH&amp;S Manager - John</b>	O		X											
<b>Manager of Environment and OH&amp;S</b>	O			X	X									
<b>Manager of the Hotel - Frank</b>	O					O	X	X	X			O		
<b>Manager of the SPA - Sandra</b>	O					O		X		X		O		
<b>Manager of the Farm - Mark</b>	O					O					X	O	O	
<b>Head of Maintenance - Steve</b>												X		
<b>Head of Safety - Paul</b>													X	
<b>Head of IT - Mary</b>														X

**X = Direct Responsibility**

**O = Non-direct Responsibility (Leadership or Support)**

The Integrated Management System comprises all operational control actions that must be performed within the focus of MANAGEMENT OF ROUTINE, and those actions aimed at continuously improving the performance of the Hotel, following the focus of MANAGEMENT OF IMPROVEMENT.

Control and improvement measures involve quality management, environmental management, food safety management, occupational health and safety management, information security management, including the management of privacy, and business continuity, ensuring that the services provided comply with all requirements.

The Integrated Management System is oriented to the client, setting out:

- Systems and processes that can be clearly understood, managed and improved
- Adequate operation of processes
- Competent staff and aware of their responsibilities and roles.
- Adequate infrastructure and compatible with a high standard of performance.

## **LEADERSHIP**

The Managing Director leads and is committed to the development and maintenance of the Management System. To achieve these benefits guidelines were established considering the following actions:

- Development of management policy and implementation of the policy with the definition of management objectives, including improvement objectives consistent with the organization's purpose;
- Continuous improvement of the effectiveness of the Management System, seeking customer delight by the control and improvement of the various interfaces with stakeholders;

To understand and meet customer needs, the Managing Director established methods in the management system for:

- Assessing customer satisfaction;
- Translating needs and expectations into requirements;
- Communicating the requirements throughout the organization through the dissemination of performance indicators.

Planning is a task of all, for who performs the activities is the one with better knowledge of what should be done to delight the customer.

Planning considers the internal and external environments of the organization and the relevant stakeholders, as included in the Strategic Planning. Risks and opportunities are identified and analyzed in the events included in the Risk Management Plan. Opportunities are incorporated in the Planning.

Procedures and work instructions are developed by the respective areas and are controlled by the Quality Manager. The management planning is verified systematically in order to confirm their continued ability to delight the customer and is updated whenever significant changes are to occur, in order to maintain the assurance of meeting the objectives during all changes.

The organizational structure is well consolidated and communicated to all levels of the company. Each Manager controls his sector as an independent cost center and is empowered to decide. It is the responsibility of all to reach the objectives and targets.

The Management System is widely communicated to all employees, not limited to inform the management policy but the performances and sought improvements. The objectives and targets are reported in the work areas, meetings, etc.

The Management System is reviewed through annual meetings. The critical analysis conducted by the Managing Director start from the data analysis done by the Quality Manager, where the input data bellow is considered. The review seeks to identify the points of improvement to customer delight and other stakeholders, resulting in the outputs listed below.

Inputs to Critical Review:

- Fulfilment of Management Policy and Objectives
- Results of internal audits
- Situation pf corrective and preventive actions
- Changes that can affect the Management System
- Recommendations for improvement

Output of the Critical Review:

- Improvement in the effectiveness of the Management System and processes
- Improvement of services as required by clients and other interested parties
- Provision of resources
- Evaluation of the effectiveness of the Management System

The Managing Director ensures the resources required for the proper functioning of the Management System to meet not only the Management Objectives but the overall Strategic Planning for the development of the Hotel. Included are resources for operation and improvement of the Management System as well as the satisfaction of customers and other stakeholders. .

## **HUMAN RESOURCES**

Management of GLOBAL Group, owner of Farm Hotel and Spa GLOBAL, considers that human resources are the basis for organizations that look to enchant clients and other interested parties. The Management System is the tool used by the Managing Director to plan, control, evaluate and decide the steps to involve the human resources in improvement by

- Communication of the importance of good performance for the professional development
- Promoting awareness about the importance of quality of service, including the security of Guests and other interested parties
- Assigning responsibilities, empowerment and delegation of authority.

Management of Competence is a central process for complying with the targets related to Human Resources, as indicated in procedure P02. There is a systematic follow up to assure that personnel performing relevant activities are qualified based on education, training and experience, following the standard ISO 10015.

Awareness is part of the Management of Competence, to ensure that everyone knows what to do and what results if they do not, as the deviations that may result.

The Management of Organizational Knowledge has a strong basis on the knowledge of the persons. It aims to ensure that innovations are introduced on an ongoing basis and that the fundamental knowledge to good organizational performance is controlled systematically, avoiding their loss.

## **INFRASTRUCTURE**

The areas of environment, health and safety are central to the activities of the Farm Hotel and Spa. The Spa focuses on promoting health in a pleasant and safe environment as the basis for leisure of families.



Good maintenance of the infrastructure is provided as in procedure P03.

The Farm Hotel and Spa GLOBAL has the OHSAS 18001 standard as a reference for the control measures and improvement in occupational health and job security, to which the procedure P06 is applicable. For the environment control the requirements of ISO 14001 are followed. For access control and information security, the Farm Hotel and Spa GLOBAL takes as reference the standards ISO 27001 and ISO 22301.

The work environment of the employees is too often the environment where the customers are, in this case there is an overlap between the objectives of delight customers and provide a safe, enjoyable and suitable environment for the performance of activities by employees. In the case of areas at risk, as in the laundry, kitchen and agricultural areas, care for employees and for the environment assure the suitability of the work environment.

## **SERVICES TO CLIENTS**

The services provided to the client are controlled through a proper planning that seeks the effectiveness and efficiency of processes in order to delight the customer, such as:

- 5S Program
- Proper management of internal and external environments
- Security of features and activities
- Waste control and reduction;
- Constant monitoring of activities with "walk-through" and planned and random inspections;
- Search constant communication with customers;
- Permanent evaluation of the supply chain especially involving service providers;
- infrastructure maintenance;
- Information and access security.

The Hotel maintains ongoing communications with clients to ensure understanding of their needs and expectations. The characteristics of the services, facilities and prices are published on the Internet and are posted on various sites of the hotel with interface with customers (reception, Spa, Farmhouse, Restaurants, Apartments). In these places the information necessary for proper and safe use of the facilities are also disclosed.

When reservations are requested, either by internet or by phone, they are registered and confirmed

with the customer. Phone calls are recorded, there is always prior information to the client that such a recording will be made as a way to protect information and ensure future access to what was agreed, aiming at a sound and evidenced base to settle any future doubt, always with the aim of better serve and delight the customer.

Direct communication with customers is fundamental to good service provision in the Farm Hotel and Spa GLOBAL. Open channels of communication are kept, where the customer can request information, clarification, suggestions, registering complaints and compliments. These channels include electronic forms via home page, e-mail, paper forms, available in several locals of permanent access to customers.

When a claim, whether made directly to the hotel or to an external entity, the complaint goes to control and direct monitoring of the Managing Director being analyzed through monthly Management Meetings the actions undertaken by various sectors, including the communication and response to customer and involved external entities.

The acquisition of materials and services is controlled. The following activities are considered:

- Adequate selection of suppliers and control of the quality of supply in order to increase partnership and promote the continuous improvement of the supply chain.
- Identification of conditions and specifications of purchased products and services, ensuring that procurement documents are complete and inform properly the provider;
- Controlled reception of the purchased product and monitoring of contracted services in order to promote a proper receiving inspection of products and implementation services.

Customer property is a central theme for services provided by the Farm Hotel and Spa GLOBAL. Customer properties are part of the process of providing hotel, spa and farm services, with adequate protection of customer property one of the key points of customer delight. The Farm Hotel and Spa GLOBAL has a control system for all products supplied by customers, involving many items as their belongings in the apartments, the vehicles used for transport and animals using vacancies in the stables of the farm.

The access to the places, materials, services and information involve not only information security but also the security of the customers and their properties. The base of the control to the customer property are in the ISO 27001 standards on Information Security, ISO 22301, on Business

Continuity, ISO 14001 on the environment and OHSAS 18001 for occupational health and safety. Any threats, loss, damage or inadequacies relating to property or safety of customers are registered and treated with high priority by the Quality Manager, with monitoring in the monthly Management Meetings. Information about all aspects of security and safety are provided to the customers and interested parties involved.

## **PERFORMANCE EVALUATION AND IMPROVEMENT**

The Managing Director decides based on facts and data compiled by the Quality Manager and analyzed in the Management System, with these data being taken to the monthly Management Meetings and the annual Critical Review by Management.

Performance evaluation of processes include:

- Measurement of processes and evaluation of services;
- Monitoring of goals and objectives deployed from the Management Policy in order to ensure the efficiency and effectiveness of the management system;
- Continuous improvement and delight customers and stakeholders

The management system continuously monitors and analyzes the improvement actions through monitoring the performance indicators and the resulting data, providing information to improve organizational performance.

Evaluations are made in the monthly Management Meetings and annually in the Critical Management Review, based on the compilation and analysis of data by the Quality Manager.

The following methods are applied to identify points with potential performance improvement in the management system:

- Evaluation of customer satisfaction;
- Assessment of the perception of stakeholders
- Internal audits applied to the management system;
- Measurement and monitoring of processes.
- Measurement of services
- Evaluation of suppliers

Measurement and monitoring of customer satisfaction are based on research done during the phases of service delivery and at the termination of the services. Customer satisfaction assessment is carried out in hotel, spa and farm activities, being compiled specific forms and encouraged the

issuance of opinion by the client as to the services provided. Other information sources are also used such as the comments from customers, interviews during the handling and use of services and the compliments and complaints from customers.

The evaluation of the perception of stakeholders is done by research of the opinion of relevant stakeholders, as identified in the analysis of the context of the organization.

The program of internal audits is carried out annually, following the ISO standard 19011. Management at the monthly Management Meetings and in the Critical Management Review analyzes the findings in order to ensure improvement actions necessary to the effectiveness and efficiency of the management system.

The systematic treatment of deviations and detected nonconforming services are performed as well as the necessary corrections. The procedure of non-conforming service controls the identification, documentation, evaluation, segregation, disposal, and notification of the functions involved and provides the basis for corrective action, where applicable.

The preparation of data for the monthly Management Meetings and the review of the management system are carried out by the Quality Manager in order to ensure the effectiveness and efficiency of the management system.

The source for improvements are the detected deviations, the decisions of the monthly Management Meetings and outputs of the Management Review Meeting, the evaluation of performance indicators. Management System is used to improve with the Management Policy, Management Objectives, audit results, data analysis, corrective action and Critical Review by Management. Management performs the management of improvements, including when these improvements result in changes in processes and services, consistently.