

Quality Policy, Food Safety and Environment

The tourism market has always required us to observe a strict rigor in the control of the customer process, indeed the hotel IBN KHALDOUN has always placed customer satisfaction at the head of its intentions and interests.

We are consolidating a quality and environmental management program in accordance with the requirements of ISO 9001 V 2015 and ISO 14001 V 2015 in order to preserve our achievements and strengthen the involvement of all our staff in the establishment, the implementation, the maintenance, the improvement of the quality and environment system which will be the subject of permanent evaluation notably through the meetings of exploitation and the reviews of direction that I would preside.

Our mission is to offer our customers products and services that best meet their needs and expectations while respecting the daily regulatory and legal requirements of our business and any other requirements we have subscribed.

Through our quality system and environment we will follow the measurable objectives in coherence with the following axes:

1. Improvement of the satisfaction and the loyalty of our customers;
2. Identification of the needs, expectations and the implicit and explicit requirements of the interested parties;
3. A commitment to continuous improvement within the framework of quality management system and environment and the good management of nonconformities;
4. Improving the effectiveness of risk prevention and control of hazards related to hygiene, food preparation and the environment;
5. Control of the costs and consumption of natural resources and mainly water, electricity and natural gas;
6. Control of our water, air and noise emissions as well as good waste management Dangerous and commonplace;
7. Continuous improvement of the competence of our staff;
8. Accession and promotion of corporate culture and mastery of ethical responsibilities;
9. Train and inform all staff, including subcontractor staff, on the environmental impacts related to their activities, whatever their functions and levels of involvement, by developing a sustained and constructive dialogue;
10. Creating a work environment conducive to motivation, based on communication and involvement of staff while taking into account the legislation in force;

The management of the hotel undertakes to provide all the necessary means to achieve the defined objectives.

Finally we ask all of our staff to adhere effectively to the success of our Quality Management System and Environment, to devote to it all the attention it deserves, to constantly improve the quality of our benefits, in order to ensure the sustainability and prosperity of our establishment to face increasingly tough competition.

OUR ASSET

Nothing is definitively acquired; every day is a new challenge