



**V-Health&Safety is a programme of health, hygiene, safety and environmental standards** applied by Valamar to ensure the highest level of guest safety. In order to adapt to the new conditions in 2020, the V Health&Safety programme has been further enhanced by the implementation of new protocols in line with the recommendations of health organisations related to Covid-19. In addition to implementing the new protocols in 2020, we have provided even MORE SPACE for our guests - at the reception, in our restaurants, at the swimming pools, on the beaches and in all other communal facilities.

Our V-Health&Safety programme covers three key areas:

**1. V-Health&Safety CleanSpace** includes enhanced protocols for cleaning accommodation and communal areas in accordance with WHO and ECDC recommendations. The cleaning protocols are verified by the certified ISO 9001 quality system and are implemented by using products of the leading cleaning brands, Ecolab and Johnson-Diversey. In 2020, we implemented a new **100% CleanSpace Seal** cleaning system that ensures complete disinfection of rooms, apartments and mobile homes before the arrival of guests, and introduced enhanced standards for cleaning communal areas.

**2. V-Health&Safety Food** ensures maximum food and drink safety in all restaurants and bars. The V-Health&Safety Food standard controls all food & beverages processes from production, delivery and preparation to serving. Our food & beverages management protocols have HACCP certification approved by SGS, the world's leading inspection, verification, testing and certification company. All our employees have the required health certificates and are regularly trained to ensure the highest standards of safety and quality.

**3. V-Health&Safety Management** involves managing the overall safety of guests during their stay at Valamar properties, which includes the implementation of international standards and control of the use of children's playgrounds, swimming pools, beaches and other facilities in hotels, resorts and campsites. Each accommodation property has a V-Health & Safety Manager who is available to guests 24/7 throughout their stay, and who in case of need manages health care for guests.

The V Health&Safety programme, through all three main areas of application, uses the best international practice, and includes the following **most important standards**: **ISO 9001:2015** – the international standard that specifies the requirements for a Quality Management System; **HACCP** – a food safety management system; **ISO 14001:2015** – the international standard that specifies the requirements for an Environmental Management System; **ISO 50001:2018** – the international standard that specifies the requirements for an Energy Management System; **Travelife Gold Certificate and Sustainable Hotel by UPUHH** (Association of Employers in Croatian Hospitality) – prestigious certificates that promote sustainability in the hospitality industry with active management of social and environmental impacts; **EU Ecolabel** – the European Commission's label of environmental excellence confirming that Valamar's products and services with this label meet environmental standards.

### 1. V-Health&Safety CleanSpace

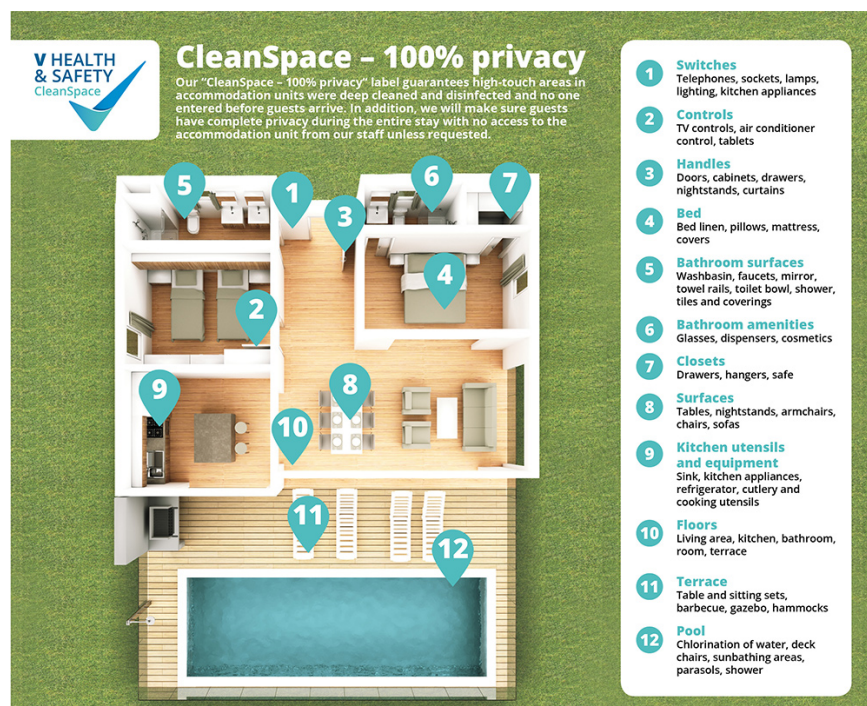
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## KEY PROTOCOLS

- We have introduced a new cleaning standard by which we further improve our current high standard of hygiene by disinfecting key points in all accommodation units, and we mark these accommodation units with a **CleanSpace Seal** until your arrival
- In our accommodation units, we implement the **“100% privacy - no entry”** policy throughout your stay, which means that our employees will enter your accommodation unit for cleaning, tidying or changing bed linen only at your invitation and in accordance with the standards of our brands
- We have implemented high hygiene and safety standards in the reception areas, in line with the recommendations of WHO, ECD and national health institutions
- We have implemented a V Health&Safety programme in our sanitary facilities with the highest hygiene standards and continuous cleaning service, and have introduced a system of continuous active control of the maximum number of users, so you will have more personal space and privacy in the sanitary facility
- At the swimming pools, we have ensured the highest level of hygiene standards for surface treatment and water disinfection
- The laundry implements a bio-contamination control system (EN 14065), designed to continuously ensure the microbiological safety of textiles processed in the laundry
- Education and training of all employees who perform cleaning work in all our facilities, in the application of cleaning and disinfection plans (who, what, when, by what, how) in accordance with the Health&Safety CleanSpace programme. The training is carried out by our experienced staff and the professional staff of the cleaning agent supplier

## SYSTEMATIC VALIDATION OF KEY PROTOCOLS

- Checking the water safety of swimming pools and seawater - public health institutes regularly check and publish the results of the water quality of swimming pools and seawater
- In all tourist facilities, public health institutes regularly take samples of food, drinking water, and ice, and check their safety
- Swabs of utensils, work surfaces and staff hands are also regularly taken to assess the microbiological cleanliness of the facility



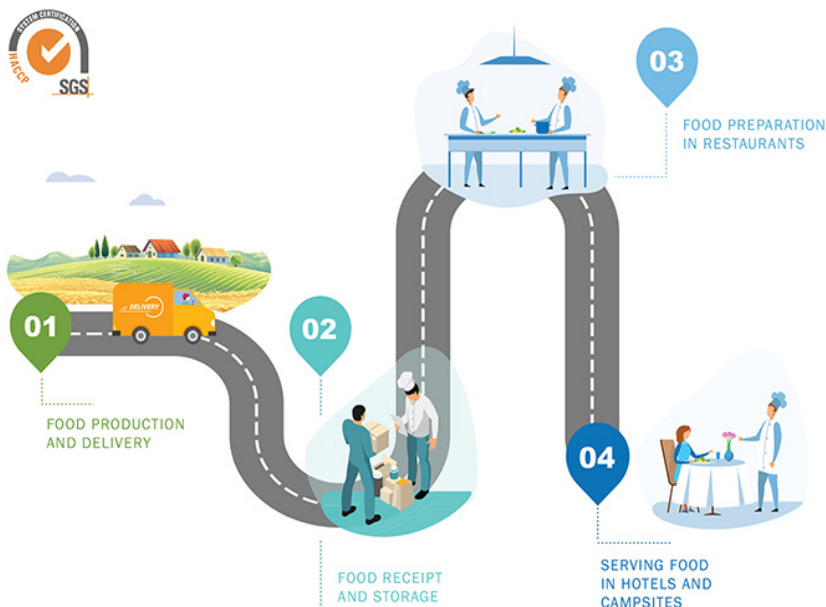
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**HACCP is based on 7 principles that, in themselves, define it and prove its effectiveness:**

1. Conduct a hazard analysis, make flowcharts, identify hazards and specify control measures
2. Determine the control points and critical control points
3. Establish critical limits
4. Establish monitoring procedures
5. Establish corrective actions if control is lost at a critical control point
6. Establish verification procedures
7. Establish record-keeping and documentation procedures

### SAFETY AND HEALTH CONTROL FROM PRODUCTION TO SERVING FOOD IN RESTAURANTS AND BARS



PROGRAM THAT, TOGETHER WITH HACCP, PROVIDES SAFE FOOD IN OUR HOTELS AND CAMPSITES:

- ARRANGEMENT OF FOOD STORAGE SPACES, FOOD PREPARATION SPACES AND ZONING
- PROCUREMENT OF QUALITY EQUIPMENT AND REGULAR MAINTENANCE
- SUPPLIER CONTROL
- TRACEABILITY (POSSIBILITY TO TRACE THE ORIGIN OF THE PRODUCT)
- SUPERVISION OF STORAGE CONDITIONS AND DISTRIBUTION
- GOOD PRODUCTION AND HYGIENE PRACTICE
- PROPER WASTE MANAGEMENT
- PESTS CONTROL
- MAINTAINING PERSONAL HYGIENE
- EMPLOYEE EDUCATION



## KEY PROTOCOLS

- V Health&Safety Food implies a protocol whereby all employees who come into contact with food or toys must be under sanitary supervision and have their health status checked and sanitary certification verified once a year
- V Health&Safety Food involves checking the safety of food and water in such a way that public health institutes regularly take samples of food and drinking water in all tourist facilities and check they are safe. Swabs of utensils, work surfaces and staff hands are also taken to assess the microbiological cleanliness of the facility

## TRAINING

- Regular training in good hygiene practices for all employees who come into contact with food. This training is provided by public health institutes and other health institutions
- Internal training on good hygiene practice and the application of the HACCP system is carried out by the employer's professional staff or by a contractual partner

## 3. V Health&Safety Management

V Health&Safety management involves managing the overall safety of guests, with specific standards for the safety of children's playgrounds, swimming pools, beaches and other facilities. A V Health&Safety Manager is available to guests 24/7 throughout their stay and provides health care if necessary.

## HEALTH&SAFETY MANAGER KEY TASKS

- A V Health&Safety manager is available to guests and employees 24 hours a day at every Valamar property
- His or her primary task is to take care of the health and safety of guests and employees
- When necessary, provides healthcare at the destination with the doctor on duty
- Provides all the necessary support and guidance for emergency management
- Ensures and checks the readiness of the facility for proper emergency management
- Trains employees in the application of measures and procedures in the V Health&Safety programme
- Ensures the presence of employees trained in first aid and use of AED devices 24/7
- Monitors the general health conditions and maintains a safe environment that meets all the prescribed standards
- Is responsible for the consistent implementation of the V Health&Safety CleanSpace Programme
- Is responsible for implementing the V Health&Safety culture through all processes and activities in the facility
- Oversees the application of measures of general safety, occupational safety and fire protection
- Regularly develops and supplements instructions on general and specific health and safety issues for a particular facility

## V HEALTH&SAFETY CERTIFICATES

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ISO 9001:2015 is an international standard that specifies the requirements for a Quality Management System. Valamar has been applying the ISO 9001 standard and has been certified continuously since 2009 with the aim of constantly improving and consistently achieving the quality of its services. With the certification and effective implementation of this quality management system, Valamar demonstrates its commitment to increasing the satisfaction of its guests.



HACCP is a food safety management system with which Valamar has had certification of compliance since 2006. HACCP is the most prestigious international certification that analyses all food production processes from production to serving, and specifies the procedures to be followed to ensure complete food safety. The HACCP system was developed by NASA to ensure 100% food safety for its space programme. The Codex Alimentarius Commission has declared HACCP the most effective food safety system.



ISO 14001:2015 is an international standard that specifies the requirements for an Environmental Management System. Valamar has been applying the ISO 14001 standard since 2009 with the goal of protecting the environment and balancing social and economic needs. By applying this standard, Valamar's actions increase positive environmental impacts and prevent adverse impacts on the environment and on guests and employees.



**ISO 50001:2018**

ISO 50001:2018 is an international standard that specifies the requirements for an Energy Management System. Valamar has been applying the ISO 50001 standard since 2016 with the aim of rationally using natural resources, improving energy efficiency and reducing greenhouse gas emissions.



**Travelife Gold Certificate and Sustainable Hotel by UPUHH (Association of Employers in Croatian Hospitality) are prestigious certificates that promote sustainability in the hospitality industry with the active management of social and environmental impacts.** By introducing these two certification labels, Valamar has strengthened its green business practice while achieving a balance with environmental protection in the broadest sense and social inclusion in the local community.



**EU Ecolabel is the European Commission's label of environmental excellence confirming that Valamar's products and services with this label meet environmental standards.** The aim of introducing this standard is to more effectively manage the reduction of negative impacts on the environment, health, climate, and energy and resource consumption.