

Health, Safety & Environment Policy

Fortaleza Imobiliária is committed to safe working and living conditions for residents, guests, employees and contractors at every property it operates in Luanda and Soyo, Angola.

Document control	
Document	HSE Policy
Revision	02
Issued	September 2026
Next review	September 2027
Policy owners	Logistics and Food & Beverage (F&B) teams
Applies to	All Fortaleza properties and services in Luanda and Soyo

1. Purpose and Scope

This policy sets out how Fortaleza protects people and the environment across its operations.

It applies to:

- every Fortaleza guesthouse, hotel and residence in Luanda and Soyo
- our accommodation, catering and crew transport services
- all employees, and all contractors working at our properties
- residents, guests and visitors, whose safety this policy is designed to protect

2. Policy Statement

Fortaleza commits to providing safe working and living conditions at all of its properties and to protecting the environment in line with applicable law. To achieve this, Fortaleza will:

1. Aim for zero harm: no injuries, no ill health and no damage to the environment.

2. Build, run and keep improving an HSE management system.
3. Comply with Angolan law and applicable industry requirements.
4. Meet our clients' HSE requirements whenever we work for them or host their people.
5. Assess the hazards at every property and put controls in place to reduce risks as far as reasonably practicable.
6. Train our people so they can work safely and respond to emergencies.
7. Consult and involve our employees in HSE, and encourage everyone to speak up about hazards.
8. Hold the contractors we work with to the same standards.
9. Report and review incidents and near misses, and share what we learn to prevent them happening again.
10. Set clear HSE objectives and review our performance regularly.
11. Provide the resources our teams need to meet these commitments, and recognise good HSE performance.

3. Responsibilities

Who	Responsible for
Management	Approving this policy, providing resources, and reviewing HSE performance
Logistics team	Day-to-day HSE at the properties: equipment, inspections, fire drills, emergency plans, security, maintenance and contractor control
F&B team	Food safety: kitchen procedures, food safety training, supplier checks and kitchen hygiene
Employees	Following this policy and HSE procedures, completing training, and reporting hazards, incidents and near misses
Contractors	Completing our induction, following this policy while on site, and reporting incidents to our team

Stop work authority. Every employee and contractor has the right, and the duty, to stop work that could cause injury or harm to the environment. No one will be penalised for stopping work in good faith.

4. How We Put This Policy into Practice

People and training

- Health checks for our team members
- First aid training for staff
- Safety induction for all new staff
- Regular fire drills at our properties
- Fire safety inspections carried out with the fire service

Safety measures at our properties

Our Logistics team checks safety equipment and arrangements at each property. Arrangements can vary by residence, so the checklist for a specific property is available on request. Measures in place across our properties include:

Area	Measures
Fire safety	Fire extinguishers (serviced), fire and smoke alarms, exit signs, emergency lighting
Emergencies	Written emergency plan, evacuation maps, marked assembly point, emergency numbers posted
First aid	First aid kit and a trained team on site; defibrillators (AED) at selected properties
Medical support	Doctor on call for residents and an arrangement with a nearby clinic
Security	24/7 security guards, CCTV, controlled access with a visitor log, in-room safes
Power	Generator backup
Water and hygiene	Treated or bottled drinking water, regular water tank cleaning, scheduled room and linen cleaning
Pest control	Mosquito and rodent fumigation every 2 weeks

Area	Measures
Maintenance	Regular electrical and gas checks, air conditioning servicing, pool water testing where there is a pool

Residents and guests receive safety information on arrival.

5. Rules That Apply to Everyone

These rules apply to every employee and contractor, at every property and on every journey.

Alcohol and drugs. No one may work, drive or be on duty under the influence of alcohol or drugs. Anyone unfit for work will be stood down.

Road safety. Our crew transport follows these rules:

- every passenger and driver wears a seat belt
- drivers do not use a phone while driving
- drivers keep to speed limits and take the rest breaks their schedule allows
- vehicles are checked before use, and a vehicle with a safety defect does not leave

High-risk work. Electrical, gas, hot work and work at height are done only by competent people, with the right protective equipment and approval from the Logistics team before work starts.

Protective equipment. Staff wear the protective equipment their task requires, including gloves and hairnets in our kitchens.

6. Food Safety

Our F&B team is responsible for the safety of all food we prepare and serve. In every kitchen we:

- train kitchen staff in food safety and follow written food safety procedures
- require health certificates for kitchen staff
- check and log fridge and freezer temperatures
- keep a sample of food from each service
- check our suppliers

7. Environment

Fortaleza will operate its properties in line with Angolan environmental law. We will:

- prevent pollution from our operations, including fuel, chemicals and waste
- reduce, and dispose of responsibly, the waste our properties produce
- use water and energy efficiently
- use pest control products safely and as directed

8. Contractors, Incidents and Review

Contractors. Every contractor completes our safety induction before starting work at a property and must follow this policy while on site.

Incidents. All incidents and near misses are reported to the Logistics team and recorded in our incident log. We review each one, act to prevent it happening again, and share the lessons with our teams.

Review. This policy is reviewed every year, and sooner after a serious incident or a significant change to our operations or the law. It is shared with all employees and contractors, and is available to clients on request.

9. Approval

Approved by	Management, Fortaleza Imobiliária
Name	
Position	
Signature	
Date	

Fortaleza Imobiliária · Luanda, Angola · contact@fortalezagh.com · +244 921 712 949