

## **QUALITY, FOOD SAFETY, HEALTH & SAFETY, and ENVIRONMENTAL POLICY STATEMENT**

It is the policy of the KAPETANIOS ODYSSEA HOTEL to provide high quality services with an aim to satisfy the needs and expectations of our valued Guests and Associates and comply with the related legislation. The basis for the success of the Company's Quality, Food safety, Health & Safety and Environmental policy is:

1. Our services, programmes and facilities are designed and operated to consistently provide the highest quality, safety and environmental standards that will satisfy the needs and expectations of our Guests and Associates and related legislation.
2. We will endeavour to provide value for money to our Guests, by offering high quality and safety of all our products and services.
3. Through new ideas and innovation we will all try to improve our products and services with an immediate target of increasing our efficiency, the value and the profitability of our business.
4. Qualitative and quantitative targets are set in order to continually improve the effectiveness and suitability of all management systems in operation and ensure continuous improvement.
5. Through our continuous efforts and planning we will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, comfort and consistency as well as conform to the highest possible safety and environmental levels of effectiveness for the benefit of all stakeholders.
6. On-going training and development of our employees for quality, food safety, Health & Safety and environmental systems, so to be encouraged to participate in our efforts for continuous improvement.
7. The Management is responsible to define, verify and review its policy and commitment in recognising, evaluating, re-evaluating, improving and controlling the critical points and targets relating to Quality, Food safety, Health & Safety and Environmental policies and standards.
8. We will adopt, improve and supervise to the maximum level the highest standards in Quality, Food hygiene, Health and safety, and Environmental policies and standards.
9. We at the KAPETANIOS ODYSSEA HOTEL work together as a family in order to complete and achieve our mission. Management expects that all employees should undertake their own safety commitments and make every reasonable effort to fulfill their responsibilities and support Management to achieve such Policy. The same applies for every user, contractor or supplier of KAPETANIOS ODYSSEA HOTEL.
10. The hotel adopts the present safety policy statement through which it aims at preventing any incident to occur so to prevent possible harm to: Human Health, The Environment, Operations, installations or equipment of the company, Third parties and Combination of all the above.
11. The hotel conforms to all current employee Health and Safety legislation, Environmental and Food safety legislation.
12. The management and the staff are to always conduct themselves in a professional manner as defined by the Company Manuals and Procedures, thereby ensuring that the requirements defined by our Guests, the International Quality System Standard ISO 9001, the International Management System Standard for Food Safety ISO 22000, the Safety Management System (SMS) according to international model ISO 45001 and ISO 14001 are continuously achieved and maintained.