



## QUALITY, ENVIRONMENT, HEALTH AND SAFETY POLICY DUE TO COVID-19

The basic principle and commitment of the company and the philosophy of each staff member is that the activities of the company are following and comply with the legislation and the achievement of the quality objectives that are set with the ultimate goal:

- ✓ customer satisfaction
- ✓ avoiding the spread of cases
- ✓ the correct handling of a possible or confirmed case.

The company is committed to the use of good environmental practices in its activities, in order to combine the efficient implementation of services with the effective environmental protection and implementation of the Health and Safety guide due to the COVID-19 pandemic.

All activities are managed in such a way so we ensure the efficient use of natural and renewable resources and the maintenance of sustainable development.

Compliance with all regulations and legislation, constant efforts to prevent coronavirus infection both among customers - staff and among staff, is an integral part of the daily concern of the company.

To achieve the above, the Management of the company:

- ✓ It has adopted an integrated **Management System** (IMS) following the International Standards **ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, HACCP and EMAS III**, with the subject of Certification Application: **"PROVISION OF HOTEL SERVICES (FOOD - ACCOMMODATION)"**.
- ✓ It reviews and **improves constantly** the standards of its services, where possible, as well as the efficiency of its processes in relation to quality service and the environment.



- ✓ Monitors, measures and evaluates the **critical parameters** that affect the Quality and Protection of the Environment. It is committed to the constant improvement and prevention of pollution by reducing the use of energy, water and chemicals in all processes. It also searches for the **use of the most environmentally friendly formulas** available.
- ✓ It recommends to its customers **not to participate** in any disaster action of the **fauna** of the area, while it also informs them about the ban on their entry into the forest.
- ✓ Sets practical and measurable quality **goals** at all levels. These objectives are evaluated in terms of their achievement **by the Company's Senior Management**. Specific areas for environmental improvement are prioritized and expressed in annual measurable business objectives.
- ✓ Emphasizes all the rules related to **personnel Health and Safety** and its performance in this area.
- ✓ It invests in the continuous updating and training of its executive staff members, in order to promote the Quality and the Protection of the Environment in each of their activities.
- ✓ Implements all applicable legal requirements related to the **environmental standards** of the company and has all the required permits & licenses.
- ✓ Reduces **impact** (odors, noise, particulate emissions) and minimizes liquid waste disposal.
- ✓ **Through its main activity it reduces the disposal of solid waste and returns to recycling more and more quantities of solid waste.**
- ✓ It has developed action plans and procedures for dealing with **emergencies**, situations and disasters.
- ✓ Has assessed the **environmental impact** of the new, improvements and / or modifications it makes.
- ✓ **Encourages its suppliers** to provide environmentally friendly materials or services.



- ✓ Takes initiatives for **recycling**, for **environmental information**, for **new improved actions**.

Adopting the principle of constant improvement, the company recognizes and rewards teamwork as well as individual effort, invests in people and respects the customer.

The company has implemented the necessary health protocols due to the COVID-19 pandemic. Employees are trained in the use of PPE and the new health requirements. For suppliers and partners there is a **strict recommendation for the use of health and safety rules** to ensure their health.

The company is committed to the continuous improvement of the integrated Quality System and Environment and this is communicable to all members.

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General Manager

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