

QUALITY, FOOD SAFETY & ENVIRONMENTAL POLICY

Quality-Policy Statement of Miraggio Thermal Spa Resort Hotel:

Miraggio Thermal Spa Resort has set the quality assurance and development at the heart of the hotel's corporate strategy through which it seeks to accomplish every business goal and improve its performance across all operational levels. The result of this effort is determined by the compliance with the current legislation, the adaptation to the rapid technological progress, and the environmental impact of the hotel operation, and it focuses on the satisfaction of customers, associates, staff, and shareholders.

The support of the Quality, Food Safety and Environmental policy is deeply rooted in the conscience of all the members of the company. The staff, the associates and the hotel management know and embrace the principles established and implemented by the Miraggio Thermal Spa Resort and are committed to:

- Confirm its compatibility with the purpose and services of the hotel as well as its role in the food chain and the environment
- Comply with legislative and regulatory requirements.
- Establish and achieve measurable objectives for Quality, Food Safety, and Environmental management.
- Raise awareness among employees and workforce team towards this direction.
- Continually improve and promote the Quality, Food Safety and Environmental policy through an Integrated Management System implemented by the company in compliance with ISO 9001: 2015, ISO 14001: 2015 & ISO 22000: 2005

The main pillars for the implementation of the Quality Policy are:

- The Management's commitment to provide all the essential resources and means that will ensure the hotel's unobstructed, effective, and efficient operation and the sustainable management of natural resources.
- The complete compliance with the current Greek and European laws and International Standards related to the operation of the hotel, the Food Safety and Environmental legislation and principles of Sustainable Development.
- The establishment of quality, food safety, and environmental objectives, as well as the regular monitoring of their implementation and assessment.
- The consistent communication with our stakeholders so, as to inform them about our principles and the results of our efforts and goal to improve our performance on Quality, Food Safety and Environmental issues.

- The guidance and supervision of our partners to ensure they embrace our principles and operate according to the requirements we have set.
- The constant training and awareness raising of our employees, workforce and associates in order to encourage them to actively participate in our efforts for the protection of the Environment, the safety of the Food and the permanent Quality improvement of our services.
- The development of a contingency plan for the prevention of pollution and environmental accidents in order to minimize potential impacts on nature, as well as to adopt Food Safety measures for the assurance of customers' health.
- The appropriate updating and review of this Quality, Food Safety & Environmental Policy, when the scale or nature of our activities change or emergencies occur, as well as the reassessment in each evaluation of the Integrated Management System.

Halkidiki - April 2, 2019

The General Manager

Tzikopoulos Konstantinos

