

## QUALITY, FOOD SAFETY & ENVIRONMENTAL POLICY

### **Quality, Food Safety & Environmental 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's operation. Hotel's priority is to provide high-quality standards to meet Guests' and stakeholders' expectations.

The support of the Quality, Food Safety and Environmental policy is universal and conscious by all the members of the company. Management team, staff and associates support the principles of Management System and are committed to:

- Quality, Food Safety and Environment policy is appropriate for the scope and framework of the hotel and supports the services provided by the hotel as well as its role in the Environment and the food chain.
- Comply with legislative and regulatory requirements.
- Food Safety and Compliance with Customer Requirements Related to Food Safety.
- Establish and review measurable objectives for Food Safety, Quality and Environmental management and also to provide sufficient resources to achieve them.
- Ensure the adequacy of staff and raise awareness among employees and management team towards this direction.
- Quality, Food safety and Environmental continuous improvement model through an implemented comprehensive Management System in accordance with ISO 9001: 2015, ISO 22000: 2018 & ISO 14001: 2015.

The implementation of the Quality Policy, Food Safety and Environmental policy is based as follow:

- The Management's commitment to provide all the necessary resources and means to ensure the efficient and effective operation of the hotel and the rational management of natural resources.
- The compliance with Greek and European legislation, international standards relating to the operation of the hotel, environmental and food safety legislation, as well as the principles of Sustainable Development.

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- 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.
- Evaluation of our partners in order to ensure that the principles are in accordance with the Hotel's requirements.
- Continuous education and awareness of management team, staff and partners in order to encourage their active participation in the Environmental protection, Food Safety and the Quality improvement of our services.
- The development of an emergency 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 to ensure the health and safety of customers.
- The appropriate updating and review of this Quality, Food Safety & Environmental Policy, when a change or emergency occurs, as well as the review of the Management System.

Chalkidiki – 20 May 2020

**The General Manager**

*Constantinos Tzikopoulos*

