

*The Management of **MINOS COLLECTION** Hotels, based in Rethymno, Crete , in the context of its efforts to manage the quality of the services it provides, and with a view to ensuring high-quality services and the safety of its customers, has formulated and adopted the following Quality Policy.*

and its management are committed to:

- ✓ To the quality of the services they provide, so that they comply with national and Community legislation and other provisions relating to the field, as well as with the requirements agreed with customers.
- ✓ To provide all the necessary resources so that staff can work smoothly and safely in a suitable working environment.
- ✓ To continuously and uninterruptedly strive to improve its services, ensuring a permanent and stable service offering.
- ✓ To act appropriately to protect the safety and health of its customers.
- ✓ To continuously and uninterruptedly strive to improve the quality assurance system it implements.

To achieve the above, the company ensures that:

- ☞ It trains and manages its staff so that they can respond to and contribute to the company's efforts.
- ☞ Provide appropriate equipment and working conditions that ensure the quality and safety of its services.
- ☞ It monitors its customers and ensures that their opinions on the level of products and services are obtained.
- ☞ It monitors the quality of its services by strictly applying the Quality Assurance System.
- ☞ It monitors and controls its activities, having established measurable objectives.
- ☞ It analyzes the data produced with a view to continuously improving the business and ultimately satisfying the customer.

The safety policy is reviewed for its continued suitability.

The safety policy is communicated, implemented, and adhered to at all levels and by all our staff, and our suppliers are aware of the Hotel Policy and are required to contribute to its implementation.

The Hotel Management is committed to supporting the implementation of the Policy.

01/04/2024
The Hotel Management