

QUALITY AND FOOD SAFETY POLICY

The warm hospitality and friendly atmosphere our guests have enjoyed since 1975, when we began our operations, combined with discreet luxury and the provision of modern hotel services, remain the core principles governing the operation of APOLLON TOURIST ENTERPRISES S.A.

Our goal is for our guests not simply to be FULLY SATISFIED with the services and products we offer them, but to become our FRIENDS and friends of RHODES FOREVER.

Article 1 — Our Commitments

- We invest in the training and continuous development of our human resources, building relationships of trust and respect and encouraging their participation in decision-making.
- We maintain long-term relationships with our suppliers, whom we systematically evaluate against strict criteria of quality, food safety, legal compliance and environmental performance.
- We implement a stable, effective and certified Management System based on the ISO 9001:2015 (Quality), ISO 14001:2015 (Environment) and ISO 22000:2018 (Food Safety) Standards.
- We monitor revisions of the Standards and plan the transition to the new editions in good time, within the prescribed transition periods.
- We fully comply with the national and European legislation applicable to our activities.
- We safeguard the health and safety of our employees and guests (QS-P-00-11).
- We continuously improve our performance in order to maintain a leading position in the Rhodes hotel market.

Article 2 — Food Safety

- We implement a HACCP study in all food and beverage departments, identifying hazards, critical control points, limits and corrective actions.
- We comply with the requirements of Regulations (EC) 178/2002, 852/2004 and 2073/2005, as well as the Greek Food and Beverages Code.
- We ensure the traceability of raw materials throughout the chain, with the ability to recall or withdraw products immediately.
- We monitor and record temperatures at receiving, chilling, freezing, cooking, holding and serving.
- We regularly check the quality of water intended for human consumption and implement a Legionella prevention programme.
- We implement documented cleaning-disinfection and rodent/pest control programmes through licensed contractors.
- All food handling staff hold a health certificate and have been trained in food hygiene and safety (EFET).

Article 3 — Allergens and Customer Information

- We declare the 14 allergens listed in Annex II of Regulation (EU) 1169/2011 for every prepared dish, with labelling at the serving points (recipe labels) and on the menus.
- We maintain an up-to-date recipe book per dish and department, as documentation supporting the allergen declaration.
- We apply measures to prevent cross-contamination during preparation and serving.
- Food service staff are trained to answer guest questions about allergens and special dietary needs accurately.

Article 4 — Food Safety Culture

- Management, together with all employees, is committed to the production and distribution of safe food, as required by Chapter XIa of Annex II of Regulation (EC) 852/2004, as added by Regulation (EU) 2021/382.

- Management takes a leading role: it sets the example, provides the necessary resources and makes it clear that food safety takes precedence over speed and cost.
- The roles, responsibilities and duties of each position with regard to food safety are documented in writing and communicated.
- We maintain open and clear communication at all levels: every employee can and must report any problem or doubt concerning food safety, without fear of adverse treatment.
- We systematically raise awareness and train staff on food safety hazards and their control measures, documenting the training and evaluating its effectiveness.
- We verify the implementation of controls through internal audits, sampling and on-site supervision, and treat nonconformities as opportunities for improvement rather than grounds for punishment.
- We evaluate the food safety culture as part of the Management Review and set improvement objectives.

Article 5 — Service Quality and Customer Satisfaction

- We systematically measure the satisfaction of our guests (questionnaires, online reviews, complaints) and set measurable improvement objectives.
- Every complaint is recorded, investigated and answered; we analyse the causes and take corrective actions.
- We showcase local gastronomy and Greek products, maintaining the “Greek Breakfast” label.
- We give priority to cooperation with local producers and suppliers.

Article 6 — Risks, Opportunities and Interested Parties

- We identify threats and opportunities, evaluate them and set objectives for minimising threats and taking advantage of opportunities.
- We identify the internal and external issues that affect our ability to implement the management systems properly, as well as the interested parties and their requirements.
- The Policy is reviewed at least annually as part of the Management Review and revised whenever necessary.

This Policy is communicated to all staff, made available to interested parties and posted in prominent places on the premises.

FOR THE COMPANY

VASILEIOS MINAIDIS
Managing Director