



## GENERAL POLICY

The main objective and concern of the company is to continuously improve the efficiency of its services, having always in mind the continuous satisfaction of needs and expectations of its customers at its maximum possible extent, based on ensuring:

- a. the maintaining and exceeding the prescribed requirements of customers to increase their satisfaction.
- b. the constructive cooperation with all partners.
- c. the support of the local economy and society.
- d. the protection of the life and health of all employees, visitors and others entering the company premises.
- e. the protection of labor rights of workers and the fight against illegal work.
- f. protection of the environment including the local wildlife and minimizing the environmental footprint of the company.
- g. the recognition, evaluation and control of risks relating to food safety.
- i. the compliance with the relevant existing provisions and requirements of Greek and European legislation.
- j. the elimination of any discrimination form in the hotel.

The [environmental, social and economic] sustainable operation and development of the company was, is and will be a primary concern of the management.

The principles of corporate management and the objectives for quality, environment, health and safety of employees and third parties and food safety are reviewed periodically by the Management of the Company in order to adapt to new needs and trends of the market, legislative requirements but also to meet the objective of continuous improvement of the company's operations.

In order for the Arminda hotel and SPA to achieve and maintain the policy has all the necessary resources (manpower and equipment) at all company levels. The management provides all those means training staff, allocating responsibilities within the enterprise and encourage the participation of all in minimizing precarious actions and working conditions, so any worker involved in the company's processes can help both individually and collectively, to improve service quality and working environment.

The ultimate goal of Arminda hotel and SPA are the services and the performance of all operations follow the best standard in quality and time, without accident or incident that could harm human health, the environment or the local community.

The policy and objectives of Arminda hotel and SPA to be applied by all employees and all together, recognizing their individual risks and impacts of their workplaces, to help improve the performance of the company.

For Arminda Hotel and SPA,  
General Manager