

The Management of the Patmos Aktis Resort & Spa, operated by Patmos Aktis Monoprosopi S.A., is committed to the protection of the health of its customers, which is of primary importance. A significant aspect of this commitment is ensuring all parameters for the receipt, storage, preparation, and distribution of safe food. For this reason, the Management has established as its highest objective the strict implementation and operation of a Quality and Food Safety Management System in accordance with the ISO 22000:2018 standard at all stages of the hotel's food and beverage departments, as well as the continuous improvement of this system.

To achieve this objective, the Management commits to the following:

- Ensuring the optimal operational condition of facilities and equipment.
- Selecting reliable suppliers for the procurement of safe and quality raw materials, auxiliary materials, and packaging.
- Choosing qualified personnel, in whom it invests through continuous training and evaluation, while also safeguarding their ethics and highlighting their responsibility, treating all employees with respect and dignity.
- Complying with applicable requirements for the quality and safety of produced food, including legislative and regulatory requirements, as well as customer requirements related to food quality and safety.
- Assessing internal and external issues to protect products from intentional fraud or deliberate sabotage.
- Managing internal and external issues arising from all interested parties (e.g., customers, consumers, employees, public authorities, etc.).
- Implementing Good Hygiene Practices (GHP), written procedures, and work instructions by all employees.
- Detecting non-conforming products to prevent them from being distributed to customers, identifying problems, correcting and taking corrective actions when necessary, verifying and continuously monitoring to eliminate the causes of problems.
- Providing necessary resources to ensure effective and uninterrupted operation.
- Continuously improving processes and, ultimately, the management system based on measurable annual indicators and objectives.
- Providing the necessary resources for the seamless, efficient, and effective operation of each department in the hotel's food and beverage sections, with the aim of sustainable development and the promotion of a culture of quality and food safety among all employees.

Patmos Aktis Monoprosopi S.A. emphasizes the prevention of any (quality and/or safety) failure, and the internal operation of the company is organized based on the effective planning and control of all operational activities that impact customer satisfaction and all interested parties, with the goal of timely identification and immediate resolution of any malfunctions. Within this framework, every identified operational issue is treated as an opportunity for continuous improvement.

Patmos Aktis Monoprosopi S.A. acknowledges its responsibilities and obligations towards the environment and people, and is committed to continuously improving its environmental performance, preventing and reducing pollution from its activities and products, complying with environmental legislation by adopting best practices to the extent feasible, and adhering to all requirements arising from its licensing.

Patmos Aktis Monoprosopi S.A. treats all suppliers, partners, and all interested parties as integral parts of its broader workforce, offering every support to ensure long-term and mutually beneficial cooperation.

This policy is applied at all levels of organization within Patmos Aktis Monoprosopi S.A., communicated to all employees and interested parties, and reviewed at least annually for its suitability.

For Patmos Aktis Monoprosopi S.A.

Emmanouil Niotakis, 01.07.2024