

Quality policy

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Scope:

At Wavemaker Hospitality Ltd, we are committed to the continuous pursuit of excellence in all aspects of our services.

Our Quality Policy revolves around three fundamental pillars:

- delivering high-quality services that exceed customer expectations
- optimizing operational efficiency
- fostering the growth and development of our valued team members

By upholding these principles, we aim to consistently provide unparalleled experiences and exceed the standards set by our customers.

Intentions:

The company comprehensively acknowledges both external and internal factors that can influence its performance, whether positively or negatively, while also recognizing the needs and expectations of its stakeholders.

Customer satisfaction: We continuously monitor the effectiveness of our services and guest satisfaction through various channels such as guest questionnaires, operator feedback, and regular management/staff meetings and reviews.

Risks & opportunities: By understanding, evaluating, and addressing potential threats and opportunities that impact performance, the company remains proactive in fortifying its leadership and unwavering commitment to quality management.

Measurable indicators: Our operational objectives, quantifiable KPIs, and established standards are seamlessly integrated with this quality policy.

Compliance: Wavemaker Hospitality Ltd is dedicated to fulfilling current legal and other regulatory requirements. To achieve this, we have implemented a robust quality management system. This QMS guarantees that services are delivered according to documented processes, procedures, and work instructions, and ensures their consistent implementation across all operational areas within our hotels. The Quality Management System implemented by Wavemaker Hospitality Ltd complies with the requirements outlined in the ISO 9001 standard. This system advances continuous improvement and enhances the effectiveness of our company, while facilitating the attainment of objectives and targets set by top management.

Audits: Planned internal audits, as defined within our Quality Management System, are conducted to ensure the effective implementation of processes and procedures.

Every employee is expected to fully understand and embrace the purpose and objectives of this Quality Policy.

This policy undergoes annual review to ensure its ongoing relevance and effectiveness.

Vasilis Nicolaidis

Co-CEO

Wavemaker Hospitality Ltd.