

FOOD SAFETY POLICY

The Management of **ERATO HOTEL** defines, documents and communicates its policy regarding the identification, evaluation and control of risks related to food safety through the development and implementation of a Food Safety Management System according to the international standard **ISO 22000: 2018** and the continuous improvement of its effectiveness achieving optimal satisfaction and safety of its customers.

Specifically, the Management of **ERATO HOTEL**, during the annual management review, defines Objectives for food safety, through which it achieves, on the one hand, the identification and evaluation and, on the other hand, the control of risks related to food safety during the Provision of **Restaurant, Bar and Breakfast Services within the Hotel**.

The Continuous Improvement of the operation and effectiveness of the Food Safety Management System, the Quality of services and final products, with the main objective of health safety and customer satisfaction, is a commitment of the company's Management and is based on the active participation and support of all employees in it.

The company's management determines that the Company's Policy meets and is in accordance with the company's objectives which focus on the safe **production and distribution of meals and confectionery**.

The company's management declares that it is **committed through** the implementation of the Food Safety Management System:

- ✓ **To** continuously take all necessary measures for the implementation of the Quality and Food Safety Policy, with the **faithful implementation** of the ISO 22000:2018 System, its **review, its correction** and its continuous **improvement**.
- ✓ **The satisfaction of applicable food safety requirements**, including legislative and regulatory requirements and mutually agreed with the customer requirements related to food safety.
- ✓ **Ensure** timely **internal and external communication with the competent authorities** in case of any problem that endangers **food safety**.
- ✓ **The continuous education**, training and motivation of staff on quality and food safety issues

The Management applying the above **ISO 22000:2018** system has set the framework to:

- ✓ identifies and examines problems in all its processes and studies and takes the necessary measures to solve them, so that they do not recur in the future,
- ✓ Set measurable goals during the annual management review and regularly evaluate its performance against them
- ✓ regularly reviews the effectiveness of the system and the achievement of its objectives.

The implementation of the **Food Safety Policy** is mandatory not only for all staff of the Hotel but also for suppliers and partners who have been informed and have accepted it.

THE MANAGEMENT

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