



OKEANOS BEACH BOUTIQUE HOTEL

QUALITY POLICY

Our company is committed to the continuous improvement of its services to achieve the highest possible standards of quality and guest satisfaction. We focus on delivering excellent hospitality services that comply with all relevant legislation, enhance operational performance, and support the growth and development of our people.

The General Manager ensures that:

- Clear quality objectives are set, reviewed, and achieved through regular evaluations.
- Internal audits and customer satisfaction assessments are conducted systematically.
- All necessary resources are provided to maintain quality and safety at every level.
- The rights of children and human rights are fully respected, with zero tolerance toward any form of exploitation or abuse.
- Communication with local and governmental authorities remains transparent and effective.
- Legal and regulatory requirements are continuously identified and implemented.
- Customer complaints are handled fairly and efficiently through established procedures.
- Employees receive annual training on their responsibilities, and all suppliers are approved and monitored regularly.

Through this policy, our company reaffirms its dedication to delivering exceptional service quality, protecting human rights, and maintaining safe, respectful, and sustainable business operations.

For OKEANOS BEACH BOUTIQUE HOTEL

2025

General Manager