



## QUALITY POLICY

The Leonardo Hotels & Resorts Mediterranean are facilities providing high quality hotel accommodation and services. This is achieved through the employment of professionally qualified hotel management and experienced support personnel, the application of a continuous education and training plan and the use of a well-structured continual improvement program which assesses the organization's overall performance.

All employees have been made aware of our operational goals and practicing standards applicable to this quality management system. All our suppliers, whether of products or services, have been assessed against our purchasing requirements to ensure that they fulfil our operational standards and business goals.

The effectiveness of our hospitality services and guest satisfaction is monitored through our own guest questionnaires, Tour Operator's questionnaire analysis, management and staff consultations.

To ensure that all Hotel's procedures, instructions, and legislative directives operate effectively we undertake planned internal audits as defined within this Quality Management System (QMS).

The aim of this system is to take the uncertainty out of working procedures and where required make sure that they work every time with fail-safe back up.

I expect every employee to be fully aware of this Quality Policy and adopt its purpose and objectives.

Radu Mitroi

Regional General Manager

22/08/22

Elena Ioannidou

Health & Safety, Quality Group Mgr

A handwritten signature in black ink, appearing to read 'EIoannidou', written over a light blue rectangular background.