



# Food Safety Policy

Lindos Hotels is committed to stringent food safety standards and strict hygiene regulations across the hotels to provide quality-controlled and safe F&B experiences for guests. Therefore, the management team has developed and implemented a comprehensive food safety protocol system in compliance with the Codex Alimentarius and the International Food Safety Standard ISO:22000. The main objective of our commitment is to ensure the quality and safety of products and that the customer satisfaction and needs are up to standard at all times.

The following quality and food safety principles are the foundation of Lindos Hotels' commitment to quality and food safety:

- Prepare and serve meals that meet the highest quality and food safety standards.
- Meet all statutory and regulatory requirements for quality and food safety, including all **COVID-19** regional regulations and industry's best practices
- Ensure a sustainable quality and food safety culture through the implementation, certification and continuous improvement of effective quality and food safety management systems in all our properties. More specific we apply a sustainable food & drink policy, by:
  - ✓ Using locally produced and fresh/seasonal fruits and vegetables as well as local and Greek quality drinks and water
  - ✓ Cutting key processed food containing palm oil
  - ✓ Minimizing as possible food waste in all our restaurants starting from ordering, storing, raw/first ingredients and leftovers use and overall monitoring of the amount of food waste produced.
  - ✓ Working to minimize products which favors CO2 emissions (beef/meat dishes) by increasing vegetarian and vegan dishes
- Validate the effectiveness of the quality and food safety management systems through internal and external audit processes.
- Apply a risk assessment methodology, aligned with the context in which we operate to facilitate our ability to achieve quality and food safety management system objectives and continually improve.
- Build a quality and food safety capability, mindset and culture through structured programs that develop employees' competencies and technical skills, increase awareness, manage risk and drive increasing levels of excellence across the organization.
- Continually review quality and food safety policies, standards and procedures to effectively manage food safety risks associated with changes in products, processes and technologies.
- Include quality and food safety strategies in the annual business planning process to ensure that food safety and quality remains an integral part of operations.

Our food safety system has the support and commitment of the Lindos Hotels. The management team is committed in providing the necessary resources so that the implementation of the food safety management system is adhered to and effective.

In order to ensure that our objectives are met, Lindos Hotels are using advanced quality control techniques in order to measure and analyze its performance levels regularly, utilizing defined operational criteria, such as product safety, customer satisfaction and supplier's evaluation.