

	AMADA COLOSSOS RESORT HOTEL	
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	QUALITY POLICY	

Rhodes, 20 May 2024

The Management of COLOSSOS S.A. (the Company), owner and manager of Amada Colossos 5* Resort (the Hotel), is committed to ensuring the quality of the services offered to the Hotel's guests, ultimately seeking to meet and exceed their requirements and expectations.

This commitment includes systematic monitoring of and compliance with the applicable regulatory and legislative requirements related to the Hotel's operation. By defining and regularly monitoring critical indicators and quality objectives, and with the continuous review of the Quality Management System, the system is constantly improved with the ultimate goal of increasing guest satisfaction and improving competitiveness.

Quality assurance of services provided occurs by consistently monitoring critical parameters and processes, ensuring the necessary professional competence of the staff, and encouraging their active engagement. Moreover, monitoring and measuring guest satisfaction, managing complaints, and implementing appropriate corrections or corrective actions when necessary, contributes to ensuring the provision of services of the highest quality level.

The Company's Management is committed to allocating all the necessary resources to ensure the uninterrupted, efficient and effective operation and its continuous development by investing in new technologies that help improve the level of services provided and create a technologically modern and professionally appropriate working environment.

The Company's stakeholders and their active engagement play a key role in achieving the objectives for guest satisfaction and the Hotel's continuous improvement.

The Company aims at conducting its business in a way that strengthens business value and is characterised by responsible practices and integrity.

This policy is freely available to all interested parties.

The policy shall be reviewed annually to ensure continuing relevance.

Yours truly,

Sakellarios Soulounias
CEO