

QUALITY POLICY

The main principle and commitment of the **COSMOPOLITAN – ZEUS HOTELS PAPAKALIATIS BROS SA** – hotel unit, as well as the philosophy of each of its members and executives is to ensure is the quality of the services it offers to its customers. Its aim is the offered services to fully meet the requirements and expectations of its customers or even exceed them.

In order to achieve this goal, the **COSMOPOLITAN HOTEL – ZEUS HOTELS PAPAKALIATIS BROS SA** – hotel unit, administration:

- systematically monitors the legal requirements that are related to its operation and the compliance with them as well.
- sets quality objectives, which are reviewed annually as to the progress of their achievement, approves new or modifies older, depending on the new conditions in its area of action.
- consistently monitors the critical parameters and processes, in order to ensure the quality and safety of the facilities, services and staff.
- applies specific procedures for monitoring and measuring customer satisfaction, the management of the complaints and the application of corrections and corrective actions when needed.
- invests in the development of new technologies & techniques that improve the quality of its services and create a technologically modern and professionally suitable working environment.
- continuously trains staff and encourages them to active participation, on an individual and team level, in order to fulfill quality objectives and to ensure the improvement of the Quality Management System.
- identifies and allocates all necessary resources to ensure the smooth, efficient and effective operation of the Company.
- manages any data and information safely and effectively, as well as any property that may be gained in the cooperation with its customers and complies with the legislation regarding personal data.
- is committed to the continuous improvement of the quality of the services provided and of the Quality Management System itself, with the ultimate aim of increasing customer satisfaction and improving competitiveness.
- remains systematically informed of developments concerning its operation sector.

- develops links of constructive cooperation with its customers and suppliers and promotes an open dialogue and information of interested parties in a spirit of sincere and mutual respect.
- operates with a view to protecting the environment and defending the moral and ethical rights of workers.

The main objective of the **COSMOPOLITAN HOTEL – ZEUS HOTELS PAPAKALIATIS BROS SA –** hotel unit, is to conduct business in a way that reinforces the value of the company in the face of those interested in its action -human resources, customers, suppliers and partners as well as local and wider society. Its practice is characterized by responsibility and integrity as well as by profound respect for the people and the environment. The ceaseless effort for constant improvement of services constitutes the primary concern and the philosophy of each **COSMOPOLITAN – ZEUS HOTELS PAPAKALIATIS BROS SA –** hotel unit member.

This policy is available for information to any interested party.

1/4/2016

On behalf of the Company,

Eleftherios Papakaliatis
Managing Director