

 G E N N A D I G R A N D R E S O R T ***** LINDOS IMPERIAL	Food safety policy	Edition 02-01 01.03.2026 P04
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Provision of Hotel Accommodation & Food and Beverage Services

The Management of **Gennadi Grand Resort and Lindos Imperial Resort & Spa** is committed to the implementation, maintenance and continual improvement of an effective **Food Safety Management System (FSMS)**, in accordance with **HACCP principles and the requirements of ISO 22000:2018**, with the primary objective of providing safe food and protecting the health of our guests.

This Policy is appropriate to the purpose and context of both hotels, supports their strategic direction and provides a framework for establishing and reviewing measurable food safety objectives.

Management is committed to:

- Complying with all applicable statutory and regulatory food safety requirements, as well as mutually agreed customer requirements related to food safety.
- Systematically identifying, assessing and controlling food safety hazards throughout all stages under the control of the hotels, from receiving and storage to preparation, production, display, service and distribution.
- Implementing and verifying appropriate **Prerequisite Programmes (PRPs), Operational Prerequisite Programmes (OPRPs) and Critical Control Points (CCPs)**, where identified through the HACCP study.
- Managing allergens, cross-contamination, temperatures, cleaning and disinfection, traceability, product recall/withdrawal and other critical food safety factors in a controlled and documented manner.
- Ensuring effective internal and external communication regarding matters that may affect food safety, involving employees, suppliers, external partners, guests, competent authorities and other relevant interested parties.
- Ensuring that employees whose activities may affect food safety have the required competence, training, information and awareness of their responsibilities, and evaluating the effectiveness of relevant training.
- Providing the necessary human, technical, financial and organizational resources, as well as appropriate infrastructure and working conditions, to ensure the effective operation of the FSMS.
- Evaluating, approving and monitoring suppliers and external providers based on established food safety criteria and ensuring appropriate control of externally provided processes, products and services.
- Maintaining an effective traceability system and appropriate preparedness and response procedures for emergencies, food safety incidents, product recalls and withdrawals.
- Investigating complaints, deviations, incidents and non-conformities, identifying their causes and implementing appropriate corrections and corrective actions, while verifying their effectiveness.
- Conducting planned monitoring, verification activities, internal audits and Management Reviews in order to evaluate the compliance, performance and effectiveness of the FSMS.
- Promoting a strong **Food Safety Culture** through leadership, clearly defined responsibilities, effective communication, training, reporting of food safety concerns and active employee participation.

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- Ensuring that the provision of **safe and high-quality food** forms an integral part of the overall guest experience and contributes to customer satisfaction.
- Assessing, in a timely manner, any potential food safety impacts arising from changes in **products, raw materials, equipment, processes, technologies or services**, and updating relevant control measures and FSMS documentation where necessary.
- Continually improving the suitability, adequacy and effectiveness of the FSMS and the food safety performance of **Gennadi Grand Resort and Lindos Imperial Resort & Spa**.

This Policy is documented, implemented and maintained as documented information, communicated and understood at all levels of the organization, and made available to relevant interested parties where required.

The Policy is reviewed **at least annually**, as well as whenever significant changes occur in the organizational context, statutory or regulatory requirements, food safety hazards, processes or the Food Safety Management System.

This Policy is approved by the Management of **Gennadi Grand Resort and Lindos Imperial Resort & Spa** and becomes effective as of the date of its approval.

Management is committed to providing all appropriate and necessary resources to ensure the effective implementation, achievement and continual maintenance of the Food Safety Policy.



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