

	Quality Policy	Edition 0.2-01 1/3/2026 P08
--	----------------	-----------------------------------

Introduction

At **Gennadi Grand Resort and Lindos Imperial Resort & Spa**, we are committed to providing our guests with high-quality, authentic, safe and memorable hospitality experiences that reflect the values of Greek hospitality and meet their needs and expectations.

Quality is an integral part of our operations and is based on:

- our commitment to delivering an authentic Greek hospitality experience;
- our dedication to understanding and meeting the needs and expectations of our guests;
- our commitment to providing consistent and high-quality services;
- our compliance with applicable legal, regulatory and other relevant requirements;
- our alignment with recognized hospitality standards and industry best practices; and
- our commitment to the continual improvement of our services and operational performance.

We recognize that guest satisfaction and feedback are essential indicators of the quality of our services. We therefore adopt a proactive approach to quality management, continuously monitoring our performance and identifying opportunities for improvement.

Our Quality Commitments

The Management of **Gennadi Grand Resort and Lindos Imperial Resort & Spa** is committed to:

Guest Satisfaction

- Understanding and, where reasonably possible, meeting or exceeding guest needs and expectations.
- Monitoring guest satisfaction through appropriate methods, including questionnaires, direct feedback, complaints, online reviews and feedback received through Tour Operators and other business partners.
- Analysing guest feedback and using relevant findings to identify trends, recurring issues and opportunities for improvement.
- Responding appropriately to guest complaints and concerns and implementing corrective actions where necessary.

Quality Standards & Procedures

- Establishing, implementing and maintaining appropriate **Standard Operating Procedures (SOPs)** and operational instructions to support consistent service delivery.
- Ensuring that relevant quality requirements and standards are understood and appropriately implemented across hotel departments.

	Quality Policy	Edition 0.2-01 1/3/2026 P08
---	----------------	-----------------------------------

- Periodically reviewing procedures and operational standards to ensure their continued suitability and effectiveness.

Objectives & Performance Indicators

- Establishing measurable **quality objectives and Key Performance Indicators (KPIs)** appropriate to the activities and strategic priorities of the hotels.
- Monitoring and analysing performance against established objectives and indicators.
- Reviewing results at appropriate intervals and implementing actions where performance does not meet established expectations.

Legal & Other Requirements

- Complying with applicable national and European legal and regulatory requirements relevant to hotel operations and service provision.
- Considering relevant contractual requirements, recognized hospitality standards and other requirements to which the hotels subscribe.

Employee Competence & Training

- Providing employees with appropriate induction, training, information and guidance to enable them to perform their responsibilities effectively and in accordance with established quality standards.
- Promoting employee awareness of their individual contribution to guest satisfaction and the overall quality of hotel services.
- Encouraging employees to identify and report opportunities for improvement and to actively contribute to maintaining high standards of service.

Stakeholder Engagement

- Maintaining appropriate communication with guests, employees, suppliers, Tour Operators, business partners and other relevant interested parties.
- Considering relevant stakeholder feedback and expectations when evaluating and improving our services and operational practices.

Audits & Inspections

- Conducting planned internal audits and inspections to evaluate compliance with established procedures, standards and operational requirements.
- Cooperating with relevant external, certification and second-party audits and assessments, including those conducted by Tour Operators and other authorized partners.
- Evaluating audit and inspection findings and implementing appropriate corrective actions where necessary.

	Quality Policy	Edition 0.2-01 1/3/2026 P08
---	----------------	-----------------------------------

Non-Conformities & Corrective Actions

- Identifying and appropriately addressing service deficiencies, complaints, non-conformities and operational deviations.
- Investigating significant or recurring issues in order to determine their causes.
- Implementing appropriate corrections and corrective actions and evaluating their effectiveness.
- Using identified issues and lessons learned as opportunities for continual improvement.

Responsible Supplier Management

- Evaluating and monitoring relevant suppliers and service providers based on appropriate criteria, including quality, reliability, compliance and their ability to meet established hotel requirements.
- Working with suppliers and external partners to maintain consistent quality standards for externally provided products and services.

Management Commitment

The Management of **Gennadi Grand Resort and Lindos Imperial Resort & Spa** supports the effective implementation of this Policy by providing appropriate human, technical and organizational resources.

A dedicated **Quality team** supports the monitoring, implementation and continual improvement of quality standards and procedures across the hotels.

Quality performance is periodically reviewed through relevant operational data, guest satisfaction results, complaints, online reviews, audit and inspection results, Tour Operator feedback, departmental meetings and Management Reviews.

Continual Improvement

Gennadi Grand Resort and Lindos Imperial Resort & Spa are committed to the continual improvement of the quality, consistency and effectiveness of their services and operations.

Quality objectives, performance indicators, guest feedback, audit findings, non-conformities and corrective actions are periodically evaluated to identify trends, risks and opportunities for improvement.

This Policy is communicated to employees and made available to relevant interested parties, where appropriate.

The Policy is reviewed **at least annually**, as well as whenever significant changes occur in hotel operations, applicable requirements, guest expectations or other circumstances that may affect the quality of our services.

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.

 GENNADI GRAND RESORT *****  LINDOS IMPERIAL	Quality Policy	Edition 0.2-01 1/3/2026 P08
--	-----------------------	--



Faidra Donta
QHSE Manager
Gennadi Grand Resort
Lindos Imperial Resort & Spa

Konstantina Lorenzou
QHSE coordinator
Lindos Imperial & Gennadi Grand




Vassilios Goulas
General Manager
Gennadi Grand Resort &
Lindos Imperial Resort and Spa