



## QUALITY POLICY

The Quality Policy of Eden Roc Resort is defined by the Top Management, which commits to its implementation in all levels of the company and the application of the following directives by the entire personnel:

1. Total compliance with the legislation at all times.
2. Provision of services and products of high quality with:
  - A strict compliance to the agreed with the customer terms, with focus on customer satisfaction, and meeting guest expectations.
  - Cooperation with evaluated and approved suppliers and sub-contractors.
  - Evaluation of the personnel performance.
  - Encouragement of a climate of spotless cooperation.
3. Communication with all relevant and interested parties and dissemination of this Policy.
4. Commitment to follow the directives and standards of Travelife.
5. Provision of all the necessary resources and means with:
  - The use of updated equipment with the regular maintenance controls.
  - Continuous training and awareness of the personnel.
  - Control and audit of all the procedures to ensure the continual improvement.

Continuous goals of the company are to acquire new and preserve exclusively the existing satisfied clientele as well as to expand its sales to the Hellenic and European area, taking into account the environmental and social impacts as well as the protection of the employees.

### **The main targets for 2019 and 2020 are:**

1. To achieve the Travelife life award in 2019.
2. To further improve the quality of services through seminars and trainings of our personnel.
3. To further involve guests by organizing environmental events giving them the opportunity to actively participate, and through communication.

EDEN Roc Resort  
Hotel Manager