

COVID SHIELD POLICY

Taking care of the health and safety of our hotel's guests and human resources as well as maintaining a high-quality service is a key part of our broader policy.

In this context, the Hotel Management is committed:

- To constantly ensure safety and public health in the main and auxiliary areas of the hotel.
- To constantly comply with health protocols.
- To comply with the instructions of the World Health Organization (WHO), the National Public Health Organization (NPHO), the Ministry of Health, and the competent authorities, strictly observing the current National and European legislation.

In order to achieve the above commitments, the Hotel has established an Action Plan according to which:

- It communicates the current COVID-19 transmission prevention policy and philosophy to all stakeholders (staff, customers, visitors and partners).
- It provides continuous training and updates to staff on COVID-19 transmission protection issues, proper use of Personal Protective Equipment (PPE) and case management.
- It implements all the prescribed measures of protection and observance of public hygiene and disinfection of all the Hotel's main and auxiliary areas of, not only in the direct activities (accommodation/rooms), but also in the indirect ones (cafeteria, restaurant, beach). The main measures are:
 - ✓ Systematic daily disinfection of contact and frequent use points, such as reception counters, common door handles, WCs, etc.
 - ✓ Installation of hand sanitizers in all public areas of the Hotel.
 - ✓ Adherence to strict room cleaning and disinfection protocols before each arrival.
 - ✓ Masks and gloves are provided to the staff and to the guests, when deemed necessary based on the instructions of the National Public Health Organization (NPHO).
- All human resources actively participate in the observance of the health protocols, uninterruptedly and throughout the operation of the company.
- Maintains high standards of food and beverage production in accordance with the HACCP protocol and implements a strict policy for hand washing and hygiene of personnel involved in the production of food and beverages.
- Informs and certifies the mandatory observance of the prescribed protection measures by external organizations entering the Hotel (suppliers, maintenance workshops, partners).
- It is applied with measurable indicators in all the primary and secondary activities of the company and monitors the implementation of the instructions and procedures also with measurable indicators, for example: number of cases, implementation of trainings etc
- Reviews and revises this Covid Shield Policy so that it is always up to date with current developments and requirements and is always in line with the guidelines available from the relevant bodies.

