

Hygiene and Safety Policy for Provided Food

The vision of all of us working in the food service departments of the hotel is to associate our name with the complete satisfaction and contentment of our guests.

A fundamental parameter of the quality services we aim to provide is the safety and hygiene of the dishes we prepare and offer to our customers, ensuring the correct handling of food at all stages, from receipt and storage to processing and serving.

As part of this effort, the company adheres to a strict policy of food hygiene and safety, which consists of:

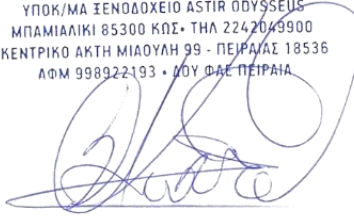
- Strictly following the Food Safety Management System that has been developed according to the ISO 22000:2018 standard.
- Adhering to all procedures to the letter.
- Providing continuous training for staff on food hygiene and safety issues.
- Constantly verifying the Food Safety Management System.
- Monitoring all critical control points and prerequisite production programs.
- Monitoring the effects of climate change on our operations and implementing actions to reduce our energy footprint.
- Ensuring resources for maintaining and updating the System, purchasing new, modern equipment, improving facilities and infrastructure, and enhancing the working environment.
- Maintaining the communication channels established with our suppliers, customers, and authorities.
- Continuously monitoring and applying the relevant legislation.

Additionally, measurable goals regarding the safety of our products have been set, which are continuously monitored for their achievement. All the above ensure the realization of our desired objectives and make us, management and staff, proud to work for the progress of the hotel.

Furthermore, as part of the ongoing improvement effort, the company recognizes threats and opportunities, evaluates them, and sets goals to minimize threats and exploit opportunities. At the same time, by recognizing internal and external factors, as well as the interested parties and their points of interest, the company clearly sets the framework for its operation.

The Hotel General Manager

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