

# WRITTEN QUALITY ASSURANCE POLICY

The King Jason Hotel Paphos is committed in adopting the Quality Management Systems and Food Safety Management System in accordance with ISO 9001:2015 and ISO 22000:2018, which it applies to all activities and functions of the hotel that have an impact on the quality of products / services and the satisfaction of customers that have an impact on the health and safety of employees and the environment as well as on food hygiene and safety.

The King Jason Hotel Paphos is committed to examine, evaluate, monitor and review the external business environment and the internal operating environment, the needs, expectations of customers, employees and all stakeholders in order to consistently provide products and services that meet them.

The King Jason Hotel Paphos, identifies threats and opportunities, plans, actions and prepares an action plan as part of the hotel's strategy and goals. It sets measurable and objective goals in relation to quality, safety, sales at an operational level as well as regarding the improvement of profitability. These goals are reviewed and evaluated as to the extent to which they are achieved by the hotel's management team.

## Certification

The management of the King Jason Hotel Paphos understands the importance of certification and sets an objective and committed to be certified with ISO 9001:2015, ISO 22000:2108, ISO 45001:2018, ISO 14001:2015 and with the Gold Travelife award before the summer of 2022.

## Achievements methods

The King Jason Hotel Paphos is committed to provide fast, friendly and efficient service to its guests and partners. In addition The King Jason Hotel Paphos is committed to follow the Health and Safety standards directed from the Cypriot and European legislation.

The King Jason Hotel Paphos is committed to periodically check for the food quality and safety. Further, It has installed a Food Safety Management System which is in line with the broader objectives of the hotel as a Tourist Services Provider and with which it analyzes the risks on the basis of a risk study which evaluates the risks based on their likelihood of occurrence and their severity and identifies the Critical Control Points(CCP's)and OPRPs where these potential risks can be controlled, taking into account sensitive consumers (consumers of special foods), legislation, the advice of the competent authorities as well as new scientific data on the risks from food.

## Involvement

The King Jason Hotel Paphos is committed in ensuring that all the hotel policies are understood and followed by our staff members, management and external partners. The management commits to provide excellent, empathetic, high quality service to its guests and members of staff.



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General Manager



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Date