

	<p>ΕΓΧΕΙΡΙΔΙΟ ΟΛΟΚΛΗΡΩΜΕΝΗΣ ΔΙΑΧΕΙΡΙΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΚΑΙ ΔΙΑΧΕΙΡΙΣΗΣ ΤΗΣ ΑΣΦΑΛΕΙΑΣ ΤΩΝ ΤΡΟΦΙΜΩΝ</p>	<p>LON-ΕΛΠΑΤ Έκδοση 1 Ισχύει από 08/11/2009 Σελίδα 6 από 39</p>
<p>Σύνταξη :h.s.i Foodtech Laboratories Ltd</p>		<p>Έγκριση: Παύλος Χαραλάμπους</p>

### **ΚΕΦΑΛΑΙΟ 3. ΠΟΛΙΤΙΚΗ ΠΟΙΟΤΗΤΑΣ, ΥΓΙΕΙΝΗΣ ΚΑΙ ΑΣΦΑΛΕΙΑΣ**

The Management and people of the LONDA HOTEL are committed to maintain and improve the high standards of services through the implementation, ongoing and continuous improvement and the effectiveness of the Quality and Food Safety Management System according to the standards of ISO 9001 and ISO 22000.

The principles of the Management Systems are:

- To comply continuously with the legal standards, authority requirements and the Hotel's business objectives
- To improve customer satisfaction and to *Strive to Create Unique moments*
- To provide consistent quality and safety of our products and services
- To motivate our stakeholders to understand and implement the IMS policy and to preserve and protect the environment which we consider as our prime asset
- The prevention of pollution
- To maximize the profit of the company

The stated principles will be fulfilled through the

- Londa Hotel Creeds:
  1. Taking care of expectations
  2. Treating Guests as individuals
  3. Delivering with Genuine Enthusiasm
  4. Sharing team spirit
  5. Appreciating, Respecting and Trusting each other
  6. Safeguarding the company's interest and reputation
- Efficient supply and utilisation of resources (both human and machinery) and the investment in new technologies
- Persistent effort that all stakeholders realize the impacts of their activities through continuous and specific training and effective communication
- Effort to choose suppliers and contractors on their ability to minimize their impact on the environment as well as meet our company's standards
- Efficient management of Energy, Water, Solid and Liquid Waste and the promotion of recycling
- Monitoring and evaluation of the system's implementation and performance

At the Londa Hotel we are proud of our company, we are confident in what we do and always strive for continuous improvement.

Jochen Niemann