

Environmental Management Policy of ASTIR ODYSSEUS KOS HOTEL

The Management and staff of **Astir Odysseus Kos Hotel**, acknowledging the importance of environmental protection for a sustainable development, have developed and applied an **Environmental Management System** in accordance with the requirements of the international standard **ISO 14001:2015**. The EMS covers all activities of the hotel and in particular in accommodation, catering and entertainment services.

- ✿ Within this framework, the Management of **Astir Odysseus Kos Hotel** is committed
 - to comply with every legal and other requirement within its activities which is related to its environmental aspects.
 - to assess the environmental impacts of its activities in order to minimize or eliminate negative effects on the environment.
 - to be active in every possible way in protecting the environment and prevent pollution, and
 - to strive for continuous improvement by setting targets.
- ✿ Based on the aforementioned commitments, the Management of **Astir Odysseus Kos Hotel** aims at:
 - The implementation of actions for energy saving, reduction of water consumption, prevention of pollution, but also for the reduction and proper management of produced solid and liquid waste.
 - The information of all authorities involved about environmental actions taken in order to sensitize and enhance their participation.
 - Training and sensitization of staff to attract its active participation in the environmental management system.
 - Information of clients about environmental actions taken by the hotel to encourage active participation.
 - Taking of actions for sustainable use of resources, adaptation to climate change and the protection of biodiversity and ecosystems.

The aforementioned guiding objectives of our policy are achieved by the Environmental Management System EN ISO 14001:2004, by developing specific and measurable targets, regular monitoring of environmental parameters, control of intervention effectiveness, inspection of the System's efficiency and the reassessment of targets for their improvement.

The General Manager



05.08.2017

Quality Policy of ASTIR ODYSSEUS KOS HOTEL

The Management and staff of **Astir Odysseus Kos Hotel**, whose key objective is the provision of high quality services, have developed and applied a **Quality Management System** in accordance with the requirements of the international standard **ISO 9001:2015**. The QMS covers all activities of the hotel and in particular accommodation, catering and entertainment services.

- ✿ Within this framework, the Management of **Astir Odysseus Kos Hotel** is committed to ensure
 - skills and specialization of its staff,
 - its proper internal structure and operation,
 - the monitoring of process efficiency,
 - permanent training and evaluation of its staff,
 - systematic evaluation of its collaborators,
 - the necessary investments for further improvement,
 - regular information about the development in its fields of activity,
 - the permanent monitoring and analysis of the guest satisfaction level.

- ✿ Critical processes in the implementation of the Company's mission are:
 - The responsible and reliable approach of clients.
 - The provision of services based on particular and mutually agreed co-operational terms with a maximum of responsibility and trustworthiness.
 - The monitoring of compliance with legal and other requirements of interested parties.
 - The ensuring of high standard guest satisfaction and benefit.

The Hotel shall proceed to the necessary actions for continuous improvement of the organization, of applied methods and its results by setting specific and measurable targets for its critical processes, whereupon it performs self-assessments and takes actions for continuous development.

The General Manager



05.08.2017