

IMS POLICY NISSIBLU BEACH RESORT



The management and staff of Nissiblu Beach Resort, consider quality and safety of our service, a top priority and an integral part of our corporate business principles. It is the commitment of the top management as well as staff to ensure the quality, safety & hygiene of our products, to meet the expectations of our customers, to manage our environmental aspects and contribute to the protection of the environment, prevention of pollution, while implementing Circular Economy Practises, as per corresponding appendix and ensuring preparedness and response during crisis.

Furthermore, we ensure the provision of a healthy & safe and secure environment free from occupational incidents, accidents and illnesses for our employees, our customers, our partners and anyone that may be affected by our processes, while we comply with all EU and national legislative requirements. At the same time, we act in full respect for human rights and treat all guests, visitors, suppliers, subcontractors, staff equally and with respect, without discriminating, regardless of age, sex, religion, nationality, political opinion, culture, sexual orientation, mobility or mental weaknesses and failures, economic or social status.

Achieving our goals is based on the active participation of everyone and the responsible attitude of each individual. Within this framework, Nissiblu Beach Resort implements sustainable development and continuous improvement practices and has been certified with the Travelife Gold sustainability management certification. At the same time, the hotel applies an Integrated Management System in accordance with the international standards ISO 9001, ISO 22000 and ISO 45001, for which it has obtained the respective certifications. In addition, it has been distinguished through its selection for the prestigious "Gold Round", receiving recognition for its high performance and commitment to sustainable practices. Through the implementation of the Integrated Management System (IMS), the hotel seeks to exceed the compliance with relevant legal requirements, to identify and meet the requirements of our customers, to act within both national and European legal frameworks and to continuously improve our products and services and the effectiveness of our processes, while at the same time we are committed to:

- **comply with** existing legislation at both national and European level and in particular the laws, regulations and directives related with food safety and hygiene, environmental practises, occupational safety and health as well as security issues.
- **inform, educate and encourage** all staff and partners for their active involvement in quality, food safety & hygiene issues, occupational health & safety and security issues, as well as in environmental protection and sustainability activities while we provide adequate and appropriate resources, infrastructure, equipment, science and human potential.
- **allocate** duties for food safety & hygiene, environmental, health, safety and security issues through appointing competent persons with particular responsibilities and through associated manual documents and records.
- **introduce** systematic identification, evaluation and control of all environmental aspects and impacts at the hotel as well as risks related to general activities that may affect among others the food safety & hygiene, the occupational safety and health as well as the security and safety of our staff, guests and any third person who may be affected by our activities.
- **act** as such so as to minimize and safely dispose waste generated by the hotel, applying best available techniques, recovery techniques, reuse and recycle wherever possible
- **establish, document and review** our measurable quality, food safety, environmental sustainability targets and programmes as well as the preventive occupational safety, health and security performance indicators & targets
- **inform** guests, visitors, staff, suppliers and contractors working with the hotel for the Hotel's IMS Policy (Quality, Environmental, Food Safety Policy, Occupational Safety and Health and Security Policy), the sustainability and community policy, the staff care policy and the child protection policy, while promoting and ensuring that they all comply with.
- **establish and maintain** an open and creative relationship of trust with the local community and the general public
- **aim** for continuous improvement of performance of the above through the Integrated Management System the effectiveness and appropriateness of which will be reviewed at least annually.

The Policy of the Integrated Management System of Nissiblu Beach Resort will be publicly available, implemented and maintained at all levels of the organization, whereas it will be reviewed and amended periodically by the management so as to ensure suitability of the organization's role on the above sectors.

This policy will review and update annually to reflect changes in legislation, technology, and company practices.

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Panayiotis Sourcounis
General Manager