



Quality Assurance Policy

At Thanos Hotels & Resorts, we are committed to delivering the highest-quality products and services in Mediterranean hospitality. We recognize that achieving this requires the active engagement of stakeholders at multiple levels, fostering honest dialogue and mutual understanding.

Stakeholder Engagement

- Our stakeholders play a crucial role in driving the success of our business. We proactively inform them about our priorities and actions while seeking to understand their expectations and viewpoints. This enables us to address key issues through partnerships and collaboration.
- We are developing a comprehensive stakeholder engagement strategy that includes various communication channels, such as focus groups, workshops, conferences, committee meetings, structured questionnaires, and surveys.
- A thorough stakeholder analysis has been conducted to identify material issues relevant to each stakeholder group. These issues are ranked according to our influence and the level of impact on business operations, ensuring that engagement focuses on the most critical topics.

Guest Engagement

- To understand our guests' sustainability priorities and concerns, we utilize the results of customer experience surveys. These surveys are conducted continuously, with the results analyzed annually to inform improvements.
- Feedback from our guests allows us to focus on quality and other sustainability-related issues that are important to them.

Industry Engagement

- Through our membership in PASYXE (Cyprus Hotel Association), we actively participate in industry discussions and initiatives to understand and address broader business and sustainability challenges affecting the hospitality sector at both regional and national levels.

Commitment to Continuous Improvement

- Management, administration, and all employees at Thanos Hotels & Resorts are committed to continuously improving the quality of our services.
- We provide ongoing training and development to our staff to ensure they are equipped to deliver the highest standards of service and achieve excellence in every guest experience.

Thanos Hotels & Resorts ESG Committee approved this statement on the 25th of February 2026.