



Quality Assurance Policy

We, at Thanos Hotels & Resorts, aim to deliver the best product in Mediterranean Hospitality, for this we understand that in order to embark on this journey, we need to engage our stakeholders at different levels. Engaging the stakeholders at a destination level is a critical process during which an honest dialogue should prevail.

- We strongly believe that our stakeholders play an important role in driving our business success.

Therefore, we proactively inform stakeholders about our priorities and actions, while working on understanding their increasing expectations and viewpoints and finally creating opportunities to address important issues through partnerships and collaboration.

- We are developing an engagement strategy that includes a variety of communication channels such as focus groups, workshops, conferences, committee meetings, and structured questionnaires and surveys.
- To understand our stakeholders' needs and expectations we have performed a thorough stakeholder analysis. Through this analysis we have been designing our stakeholder engagement process.

The comprehensive analysis of our stakeholders enabled us to identify and further discuss all material issues per stakeholder that could be impacted by our business. We then ranked them based on our influence and how critical they were to our business operations and relevant stakeholder groups.

- To engage with our guests and understand their sustainability agenda as well as identify their interests and concerns, we have used the results of a customer experience survey.

Additionally, our hotels carry out customer satisfaction surveys on a continuous basis and analyse the results annually. Through the feedback we have received from our guests we better understand sustainability issues important to them such as quality.

Moreover, we are members of PASYXE (Cyprus Hotel Association) and through our membership we are taking an active role in understanding business issues affecting the hospitality industry both at regional and national level.

The aim and objective of the Management, Administration and all employees' is our commitment for continuously improving quality of our services. To succeed in this, we continuously train our employees so they can deliver the best possible outcome.

Thanos Hotels & Resorts ESG Committee approved this statement on March 2, 2023.