



FOOD SAFETY POLICY

Lucy Hotel responding to the requirements of modern business reality, aiming to improve its organizational structure and internal operation and always aiming to provide quality services and safe products supported by the fastest and best service to its Customers (always taking into account the security requirements that set by the latter but also by the competent authorities), decided to design and install a Food Safety Management System (FSMS) in accordance with the requirements of **the ISO 22000:2018 Standard for: Provision of hot and cold kitchen products (hotel).**

The hotel management is committed to:

- Ensure the excellent operational condition of the building facilities and equipment, providing the necessary resources for its smooth, efficient and effective operation.
- Follow the product safety standards and provide training to the staff, when necessary.
- Apply the rules of good hygienic practice and comply with the requirements of the current European and Greek legislation and the control authorities.
- Continually review and improve the features of its services where possible as well as the effectiveness of its processes.
- Set measurable objectives for product safety. These goals are established and evaluated in terms of their degree of achievement in the context of the review of the FSMS by the Hotel Manager.
- Monitor, measure and evaluate the critical parameters and processes in order to ensure the Quality and Safety of its services and products respectively.
- Have products that ensure the agreed security specifications of the customers as well as the competent authorities.

Measurable goals of the company to satisfy the above security policy are:

- Zero complaints from customers about the safety of the products provided.
- All the results of the laboratory analyses for our products must be within the limits set by the European and Greek legislation.

Towards the same principles, the hotel:

- Has developed and implemented a Hazard Analysis and Critical Control Points (HACCP) System, in accordance with the principles of the ISO 22000: 2018 standard.
- Is committed to the continuous improvement of the effectiveness of the HACCP System through the allocation of the necessary resources and the annual review by the Hotel Manager.
- Ensures that policy for food quality and safety is understandable within the company through continuous and systematic staff training.
- Appoints a HACCP Team Coordinator (HACCP) to monitor the implementation of the HACCP.

Kavala, 02-05-2023

The General Manager