

Covid Shield Engagement Policy:

Miraggio Thermal Spa Resort has put quality assurance and the safety of its guests at the heart of the hotel's corporate strategy, through which it seeks to meet every business objective and improve its performance at all levels. The result of this effort is determined by compliance with the applicable legislation, the monitoring of rapid technological developments, the impact of hotel operation on the environment and focuses on the satisfaction of customers, partners, staff, and shareholders.

To achieve the above objectives, the hotel is committed to the operation of a COVID-19 Action Plan and a Quality, Environment and Food Safety Management System based on the requirements of the national health protocols and ISO 9001, ISO 14001, and ISO 22000. These systems are monitored and maintained and improved through a programme of inspections and reviews.

Management is committed to the implementation of COVID-19 Legislation and ensures that all hotel staff fully comply with this policy and the relevant procedures.

Miraggio Thermal Spa Resort is committed to provide the necessary resources to meet legislative and other requirements with a focus on those of stakeholders.

The administration is committed to:

- Establishment of Measurable Indicators and Objectives.
- Uninterrupted implementation of the Covid Shield Policy throughout the operation of the company.
- Awareness of personnel through training.
- Provide the necessary resources to implement the schema. Personal Protective Equipment (hereinafter MIP): mask (simple surgical or panini/textile), disposable gloves.
- Compliance with basic measures to avoid transmission of coronavirus - COVID-19: hand hygiene, use of antiseptics, avoidance of handshakes, keeping physical distances, avoidance of contact of hands with the face and general observance of personal and respiratory hygiene measures.
- Establishment of a COVID-19 Suspicious Case Management Plan.
- Keeping a Record and Event Book - COVID-19 which includes the recording of incidents related to the prevention or treatment of a possible case.
- Compliance with the protocols by the staff of the tourist accommodation: all employees, including those engaged in traineeships.
- Contact all interested parties.

As well as the harmonisation of existing legislation on the prevention of SARS-CoV-2 COVID-19.

Focus on customer and employee regarding COVID-19

Management recognizes and identifies the requirements of customers and employees in order to ensure their health and safety following the health protocol of Greece, the Instructions of the EODY and any other procedure agreed with the interested parties.

Reviewing and updating the Action Plan is imperative as data on SARS-CoV-2 are constantly changing. For this reason, at least once a month or whenever required, the Management Team shall be assembled for an update/review of the Plan.

OUR COMMITMENT

The management and staff of the hotel are fully committed to the implementation and maintenance of our mission and strategy.

Halkidiki - 09 April 2021

THE GENERAL DIRECTOR

Tzikopoulos Konstantinos

