

FOOD SAFETY POLICY

The management of the Caldera Group of Hotels & Villas is committed to develop and implement a food safety management system according to the International Standard ISO 22000. The main objective of our commitment is to ensure the safety of products and to ensure that the customer satisfaction and needs is maintained at all times.

The Hotel objectives are:

- To identify, evaluate and control all hazards related to food safety during the whole chain of the food production procedure until serving to the customer.
- To comply with legislative requirements
- To have sufficient external and internal communication
- To satisfy our customer needs
- To reduce the number of food safety related issues
- To continually improve our procedures

Our system has the support and commitment of the Caldera Group management team, which is designed so as to support our food safety management system within the scope of our operations. The management team is committed in providing the necessary resources so that the implementation of the food safety management system is possible.

The personnel of the Hotel have the responsibility to know and comprehend the Food Safety Policy and to support the Hotels objectives. Furthermore to follow and implement all necessary procedures and instructions through all different stages of processes involved within the Hotel.

In order to ensure that our objectives are met, Caldera Group of Hotels & Villas is measuring and analyzing its performance levels utilizing defined operational criteria, such as product safety, customer satisfaction and suppliers validation.

To achieve these objectives the Hotels provides the necessary resources and training to enable members of staff to carry out their respective duties using effective and normalized procedures, which are within Food Safety and Hygiene regulations and practices.

The Management is committed to the food safety management system and our system is based upon the requirements of the ISO 22000:2018 Food Safety Management Systems Standard. This system enhances the continuous improvement and effectiveness of the Hotel and promotes the achievement of the objectives and targets, set by the management as well as satisfying the current legal and other requirements.

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It is emphasized that the food safety is the responsibility of every single member of our staff. The Hotel ensures that all personnel have access to, are familiar with, and work to the Hotels published procedures and instructions that fully comply with this international standard.

This Food Safety Policy and objectives are reviewed during the management review once a year in order to ensure their continuing suitability.

Managing Director

Manousos Psaroudakis



MANOUSOS PSAROUDAKIS, MBA
HOTEL GENERAL MANAGER