

 Rodós Park <small>PHILOXENIA AT HEART</small>	RODOS PARK HOTEL	
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	QUALITY POLICY	

Rhodes, March 27, 2026

The Management of the company “Colossos S.A.” (the “Company”), which owns and operates the Rodos Park 5* Hotel (the “Hotel”), is committed to ensuring the quality of the services provided to its customers, with the ultimate goal of meeting and exceeding their requirements and expectations.

This commitment includes the systematic monitoring of and compliance with applicable regulatory and legislative requirements related to the operation of the Hotel. Through the establishment of key performance indicators and quality objectives, their regular monitoring, and the continuous review of the Quality Management System, its ongoing improvement is achieved, with the ultimate aim of increasing customer satisfaction and enhancing competitiveness.

The assurance of the quality of the services provided is achieved through the consistent monitoring of critical parameters and processes, ensuring the necessary professional competence, and encouraging staff to actively participate. Furthermore, monitoring and measuring customer satisfaction, effectively managing customer complaints, and implementing appropriate corrections or corrective actions, where required, contribute to maintaining a high level of service quality.

The Company’s Management is committed to providing all necessary resources to ensure smooth, efficient, and effective operations, as well as its continuous development through investments in new technologies that contribute to improving the level of services provided and create a technologically modern and professionally suitable working environment.

Stakeholders of the Company and their active participation play a crucial role in achieving the objectives of customer satisfaction and the continuous improvement of the Hotel.

The Company’s objective is to conduct its business activities in a manner that strengthens its operational value and is governed by practices characterized by responsibility and integrity. This policy is available to all interested parties for their information.

The policy is reviewed annually to ensure its ongoing suitability.

Sincerely,

The Company’s Management
Colossos S.A.