

# PHĀEA Food Safety Policy

At PHĀEA, food safety is a core commitment that safeguards the well-being of our guests, employees, and partners. Rooted in our values of Consciousness, Community, and Innovation, we integrate food safety into every aspect of our hospitality operations, ensuring trust, excellence, and care.

## Our Commitment

- Operate a certified Food Safety Management System (FSMS) in line with ISO 22000:2018, complying with all legal and regulatory requirements.
- Apply a risk-based and preventive approach to food safety, ensuring hazards are identified, controlled, and continuously monitored across the value chain.
- Foster a culture of food safety awareness, where every team member is trained, empowered, and accountable for safe practices.
- Collaborate with trusted suppliers and local producers who share our commitment to responsible sourcing, traceability, and sustainability.
- Promote continuous improvement by monitoring performance, conducting internal audits, and reviewing management systems annually.
- Ensure transparent communication with guests, employees, suppliers, and stakeholders on food safety matters.
- Maintain emergency preparedness and response protocols to protect guest health and preserve PHĀEA's reputation.

## Our Values in Action

- Consciousness – We act responsibly and mindfully, ensuring every ingredient and process respects the health of our guests, our employees, and the environment.
- Community – We support and engage with local producers, through initiatives such as PHĀEA Farmers, sourcing safe and sustainable ingredients that strengthen local economies.
- Innovation – We embrace new technologies, practices, and knowledge to continually enhance food safety, efficiency, and guest trust.

## Our Objectives

1. Zero food safety incidents through strict implementation of ISO 22000:2018 standards.
2. Continuous training and education for all employees handling food, embedding food safety as a shared responsibility.
3. Safe, sustainable, and authentic sourcing from local communities and approved partners.
4. Ongoing review and improvement of our FSMS and Food Safety Policy to ensure effectiveness and alignment with PHĀEA's sustainability journey.

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## Our Responsibility

Food safety is the responsibility of everyone at PHĀEA. From leadership to frontline staff, we are united in safeguarding the health of our guests while honoring Crete's heritage and shaping the future of responsible, sustainable hospitality.

This policy is reviewed annually and communicated to all employees, suppliers, and stakeholders.

COO



Vasilis Minadakis

Date: 01/03/2025