



Greece

SUSTAINABLE POLICIES

Aldemar Resorts is one of the leading hotel chains in Greece with a total capacity of **2,214 beds** and a portfolio of **3 Deluxe Resorts** and 1 Thalassotherapy Centre in **2 strategic destinations: Crete and the West Peloponnese**. Through continuous investments in innovative products and services and by demonstrating a high level of responsibility toward people, society, and the natural environment, the Aldemar Group –with **35 years of presence** in the Hospitality market– is recognized as being one of the most dynamic businesses of the Greek hospitality industry.

For the last twenty years, we the Aldemar Group, have been successfully running CARE; a multifaceted Corporate Social Responsibility program that endorses and sustains a harmonious rapport among the natural environment, the people, the market, the workplace and society at large.

QUALITY... *naturally*

The Group's vision and commitment is to establish high standards of operation and development in Greek Hospitality Industry and to put Greece on the global tourist map, as an outstanding, attractive destination with top-quality services and a wealth of experiences.

More specifically we are committed to:

- acknowledging and fully complying with relevant regulations and legislation pertaining to our business activities
- acknowledging our guests' feedback on the quality of our accommodation, the service they have received and their overall stay
- acknowledging our employees' feedback on our accommodation, services, products and their management
- using the feedback for improving our services and implementing changes

ENVIRONMENT

With the aim to become an environmentally-responsible corporate citizen and reduce our energy footprint, we have incorporated energy conservation and waste policies and practices in our resorts' mode of operation.

More specifically, we are committed to:

- acknowledging and fully complying with environmental legislation and relevant regulations pertaining to our business activities
- acting proactively in matters of environmental pollution
- acknowledging and assessing environmental impact attributed to our own business activities and services
- improving our environmental impact by using non-renewable energy resources and water efficiently
- minimizing carbon emission
- setting precise environmental objectives and deadlines and making every effort to achieve them



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- managing energy sources with the use of energy-saving, advanced technological systems
- managing water optimally through control systems
- managing food waste
- ensuring the minimum use of approved environmentally friendly chemicals
- ensuring proper waste management and recycling
- contributing to the protection and preservation of neighbouring ecosystems
- applying and constantly improving our Environment Sustainability systems

EMPLOYEES

People are the cornerstone of the Aldemar business: we care for them and we respect them. We are a firm believer of leading by example, we endorse volunteerism and positive action. We were the first business of the Greek tourism sector to ever implement responsible social practices, such as the Aldemar's Blood Bank established 19 years ago, with voluntary donations, addressing the needs of our employees and their first-degree relatives.

With respect to our employees, we are committed to:

- complying with all legislation and regulation on human rights and employment
- making no distinction based on age, gender, sex, nationality, sexual orientation, physical appearance, religion, race or culture
- promoting equality, diversity and inclusion
- incorporating Diversity Charter
- practicing equal and fair treatment of all employees
- frequently training and developing employees
- promoting a culture of non-violence directly or indirectly on a verbal, psychological, physical, sexual and every level
- frequently training and developing employees
- encouraging our employees to take initiatives and actively participate in the Group's activities
- training employees on the group's sustainable practices and motivating them to become actively involved in their implementation
- allowing our employees to join an existing Trade union and all that this entails, or forming one of their own

HEALTH & SAFETY

It is our continuing policy to ensure the health, safety and welfare of all our employees and others such as guests, and visitors who may be affected by our business operations.

We aim to provide and maintain throughout our operations high health and safety standards in accordance with relevant legal requirements and guidance.

It is the duty of each employee to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the wellbeing of any person.

The primary objectives of this policy are;

- To ensure that all activities and locations are reviewed and hazards either removed or controlled to enable safe working conditions



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- To ensure that equipment provided is safe, fit for purpose and suitably maintained
- to ensure that any material, tool or equipment used is tested and completely safe for the user
- To ensure staff are fully trained in their responsibilities
- To investigate all accidents and develop action plans to prevent recurrences

COMMUNITY

We consider local communities our living space to which we must show respect and express our human interest. We coexist and grow together. We are a strong endorser of volunteerism, positive action and humanitarian support.

Accordingly, the Aldemar Group commits to:

- employing people from local community whenever possible
- fostering a close relationship with the local community and addressing issues of mutual concern
- cooperating with local suppliers when feasible for the supply of goods and services
- providing fair and transparent cooperation and remuneration to suppliers
- encouraging employees to participate in community activities
- educating staff about women's rights (e.g. abuse, exploitation) so that they know what to do if they suspect abusive behaviour on hotel premises or in nearby areas
- educating staff about every individual and social groups' rights (e.g. abuse, exploitation) so that they know what to do if they suspect abusive behaviour on hotel premises or in nearby areas
- providing regular financial or in-kind support to local environmental or humanitarian causes and encouraging others to do so
- training personnel regarding children rights (i.e. abuse, exploitation), so that they know what to do if they suspect foul play in the premises of the hotels or nearby.

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