



Sun Palace Sustainability policy

Our Sustainable Development Policy sets out our vision and approach to sustainable development. Travel and tourism is one of the world's largest industries. The growth and employment it creates, makes it of critical importance to the global national and local economy. From a sustainable development perspective, this poses a challenge: how to manage growth in an industry highly dependent on fossil fuel and biodiversity in a world of finite natural resources. Hotel industry has been facing up to this challenge for over a decade. However, our new sustainability plan marks a small step change in our response. It shows significant integration of environmental and social principles into the way we do business – performance measures, processes and customer proposition. These targets / goals will be hard to achieve, but this plan already has the support of many of our partners as well as the national government who are key to its success. We plan to build these partnerships as the plan progresses, working with colleagues, customers, partners, suppliers, governments, trade bodies, NGOs, academics and other stakeholders to achieve the goals and commitments we share.

Vision

To make travel experiences special by providing accommodation that cause minimal environmental impact, respect the culture and people of local community and offer real economic benefit.

Environmental Policy

As member of a leading hotel company (Maris Sol Hotels), we recognize that the environment, communities and cultures within which we operate are vital to the success of our business. Responsible Leadership is one of the company's core values and underlines our commitment to sustainable development and to making a positive impact on society.

We therefore commit in the long term to:

- Embed sustainable development principles into core business practices

- Use the collective influence of Sun Palace to drive sustainability within the local economy via our partners and suppliers.
- Understand and respect the needs of our guests, colleagues, shareholders, suppliers, partners and local communities
- Comply with all relevant legislation (local, national and in several cases international practices), act in advance of it and keep pace with best practice

In support of the above, we will work to:

- Prevent pollution wherever possible and continually improve our environmental performance, specifically by reducing the need to natural resources like water, carbon emissions for hotel energy, and office premises by using paper recycling and environmentally friendly equipment
- Optimize our “accommodation” environmental, economic and social impact by embedding sustainability into our supply chain and initiating activities that protect the natural environment and enhance local livelihoods (socially and economically)
- Encourage our guests to choose more sustainable touristic options and to take action to reduce negative impacts and maximize their positive impacts in the destination

Saving Water

Tourism is a thirsty industry and can often put pressure on local water supplies. We strongly support clean water projects as well as working with our employees and suppliers to reduce water consumption.

Reducing Waste

Waste management is an important issue for hotels and destinations and is a growing priority for Sun Palace and Marissol. We are minimizing the purchase of individual packaging products (such as bath amenities, bottled beer or sodas etc.) where it is possible without compromising our quality of services or health & safety issues.

We cooperate with certified companies such as RecOil lim. and PERME Hellas S.A. which collect used cooking oil, paper, plastic and metal to be recycled in order to minimize waste.

Protecting Biodiversity and Natural Environment

Rhodes Island offers a great variety of different kind of tourist attractions and has many natural and manmade environmental / archeological points of interest such as the “Valley of the Butterflies” or “Prasonisi” which are well known and are special because of their biodiversity, something we’re keen to protect. Our activities range from supporting the Rhodian Butterfly protection project to the minimizing of impact from tourist visitation at Prasonisi and other famous beach locations in Rhodes Island. Sun Palace provides information to our guests and staff regarding how to “be safe and think green” while visiting the beach.

Supporting local Community

The leisure travel industry can have both positive and negative impacts on the local community, our challenge is to manage these impacts and provide information to guests and colleagues to minimize negative. We support many sustainable tourism actions with partners and local organizations, to enhance the economic benefits that tourism can bring to local community. We make sure that, whenever is possible we employ people from local community and purchase goods and services from local suppliers. Furthermore, we encourage our staff to participate and volunteer for activities organized by the local community. In our top priorities, since we are a family hotel, is to protect children from all form of abuse and we ensure that our staff are trained and they know what to do if they suspect that a child is at risk not only inside our premises but near our property as well.

Child Protection Policy

Maris Sol Hotels and Sun Palace Hotel are committed to child protection – both those we accommodate during holiday and those who live in destination. We condemn the exploitation of children, a fundamental abuse of a child's human rights and dignity, and we reserve the right to terminate business with any person or company that is engaged or associated with any form of exploitation or abuse. Tourism businesses have an important role to play in protecting children's rights.

Human Rights & Employees Rights

We believe that business can only flourish in societies where human rights are protected and respected. We recognize that business has the responsibility to respect human rights and the ability to contribute to positive human rights impacts. There is therefore both a business and a moral case for ensuring that human rights are upheld. We base our human rights policy commitment on the International Bill of Human Rights (consisting of the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights) and the principles concerning fundamental rights set out in the International Labour Organization's Declaration on Fundamental Principles and Rights at Work.

It is the shared commitment of the management and owners of the Sun Palace Hotel to ensure that all our employees are afforded excellent possible working conditions at all times. We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

Sun Palace Hotel will ensure that a fair system is in place so that all applicants for available positions are fairly considered. Sun Palace Hotel will not discriminate in any way and welcomes applications from all candidates regardless of their race, age, sex, nationality, disability or religion.

Throughout the period of employment, Sun Palace Hotel will have a contract that meets as a minimum the regulations as stipulated by national law. All employees of the Sun Palace Hotel will be encouraged to further develop their skills and opportunities for promotion will be provided wherever possible. All employees will have individual objectives, and individual development plans will be agreed with managers/supervisors to review objectives and agree new targets.

Investing in Training

We invest in training for suppliers and other stakeholders to give them the skills they need to deliver our commitment to sustainability. We train our Purchasing and Supply department to search and find the best eco-friendly suppliers and products to use in our hotels departments and all suppliers but present their ISO or Haccp certifications. We request all senior and middle managers are trained by suppliers (wherever and whenever that is possible) in the ontological use of all products and equipment. Hotel Managers and Supervisors will then train our hotel staff to use supplied products and equipment according to manufactures standards.

Quality Policy

We are committed to provide the highest standards of quality to our guests. That is why we are always seeking feedback from our guests and staff. Questionnaires are placed in the room and guests, keeping their anonymity, can rate every aspect of the hotel's service. We collect all that feedback; process it and use it to improve our hotel. We have ISO and Haccp certifications and make sure that all staff is well trained to follow the procedures and keep high standards at all points of preparation and service.

Health & Safety Policy

Our main target is that our hotel is safe place for all our guests and employees. To us, safety means preparedness, and we know how to act in undesirable situations. At Sun Palace we work hard to provide you with a relaxed and safe environment. Safety considerations are a part of our daily work. This may not always be apparent on the surface, but you would notice it if something were to happen.

We do not negotiate our guests and employee's safety and this is what we essentially do at Sun Palace.

- We carry out controls of the evacuation routes, fire equipment, fire alarm system as per legal and our system requirements.
- All our employees are trained for use of the firefighting equipment, for fire evacuation drill and this training is repeated twice a year.
- The hotel has its own emergency team for various emergency situations that may appear in any place.
- There are at least 2 trained first aiders per shift in the hotel who are able to provide assistance in any health emergency until the arrival of the ambulance. We also have doctor on duty in Sun Palace.

- All our employees are trained for basic Health and Safety at work place and trainings are repeated every year.
- We remain alert to keep an eye out for things that seem not be ordinary and we carry out risk assessments in all hotel areas with a frequency relevant to their harm.
- We carry out preventive maintenance of our buildings and equipment for continuous safe environment.
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Policy was revised by

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