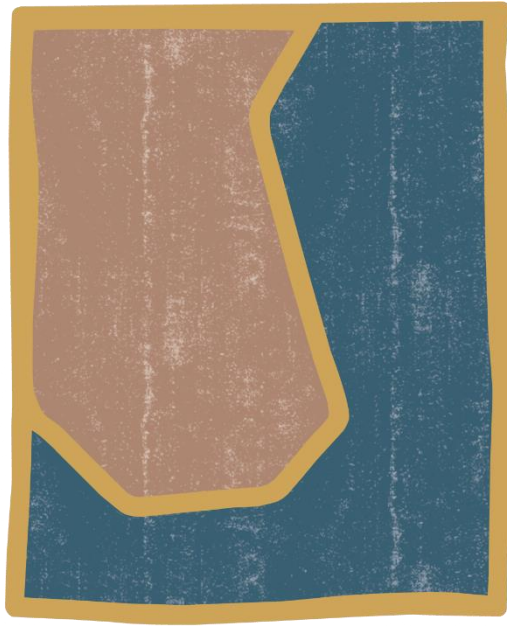


# HOTEL POLICIES



# KOIA

ALL-SUITE WELLBEING RESORT

**2024**



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## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL ENVIRONMENTAL SUSTAINABILITY POLICY

### OUR COMMITMENT

The senior management of the "KOIA All-Suite Wellbeing Resort" Hotel understands the importance of environmental protection and is committed to managing the hotel's activities in a way that reduces and minimizes the negative impact on the environment.

### OUR GOALS

To reduce carbon dioxide emissions, water use, and waste generation by 5% before the end of October 2024 through the implementation of the following measures:

- Regular recording and monitoring of the amount of energy and water we use, as well as the waste produced.
- Installation of low-energy lighting throughout our hotel.
- Installation of water flow restrictors on all faucets.
- Providing information to our customers' rooms on ways they can contribute to saving energy and water as well as how to recycle their waste.
- Introduction of a food waste composting system.
- Replacing single-use plastics with the supply of more sustainable products.
- Watering the gardens at night.

To minimize all forms of pollution from our business activities through the implementation of the following measures:

- Continuously reviewing and, where possible, replacing the cleaning chemicals we use with environmentally friendly substitutes.
- Replacing refrigerators with ozone-friendly appliances by the end of 2024.

To bring about a positive impact on the local biodiversity in our area by adopting the following measures:

- Planting endemic vegetation in our garden that will attract bees until the end of 2024.
- Participation in annual events to financially support a local animal protection program.

We regularly train all our staff and inform our customers, suppliers, and partners to encourage them to help support our environmental management system and contribute to our progress.

At "KOIA All-Suite Wellbeing Resort" we are committed to working continuously to reduce all possible negative operational impacts on the environment that may be caused by the operation of our business.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL ENVIRONMENTAL SUSTAINABILITY POLICY

At "KOIA All-Suite Wellbeing Resort", sustainable, responsible behavior is our priority. By finding innovative ways to do more with less, we aim to advance sustainability efforts and build resilience into our facilities, in order to continue to positively impact the communities in which we operate.

Through collaboration with our suppliers, business partners, and customers, we actively work to reduce environmental impact and risk to our business, focusing on critical areas such as carbon emissions, energy, food and beverage, indoor environmental quality, the supply chain, waste, and water. In addition, we are committed to incorporating leading environmental practices and sustainability principles with the goal of:

- Conservation of natural resources.
- Protecting the biodiversity of the ecosystem.
- Guiding sustainable development.
- Minimizing waste and pollution.
- Establishment and reporting of key environmental performance indicators.
- Increasing environmental awareness among our partners, customers, staff, and local communities.

We recognize that achieving our goals will require many changes over time. However, we strongly believe that our sustainability efforts serve the interests of both current and future generations and are the foundation for long-term success.

So far, through our environmental policy we have achieved the following:

- The operation of our hotel complies with all applicable environmental laws and regulations.
- We measure and keep records of specific environmental indicators and regularly review our progress to monitor our environmental performance, identify potential errors, and set targets for our continuous improvement.
- We establish annual training programs for our staff, in order to help them understand the importance of their role in our purpose and in environmental and sustainability matters.
- Increasing the environmental awareness of our customers to support our efforts.
- We communicate our efforts to the local community and encourage others to adapt and implement our environmental commitments.
- We will reduce our paper waste for the 2024 season by 30% by working with our suppliers to reduce packaging.
- We will reduce our plastic waste for the 2024 season by 30% by encouraging our employees to reduce the size of plastic containers before disposing of them in the dedicated recycling bins.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL ENVIRONMENTAL SUSTAINABILITY POLICY

- We will reduce our waste from metal containers – cans, metal, or aluminum for the 2024 season by 30% by encouraging our employees to reduce the size of these containers before throwing them in the special recycling bins.
- We organize meetings with representatives of the local community, in order to discuss all possible environmental issues and impacts of our operation.
- We enhance our customers' environmental awareness through electronic updates in the application we use and in room reminders.

In addition, to achieve all of the above we present to you some of our sustainability actions.

### **Energy, Cooling, and Heating**

- We reduce paper consumption by communicating exclusively via email.
- We replace our lamps with new ones (led technology - light emitting diode) providing reduced energy consumption.
- We use the magnetic key cards as power supplies inside the room, in order to stop all electrical installations, except the refrigerator.

### **Water**

- The hotel has its own well to reduce water consumption.
- We installed water flow restrictors in faucets and showers, lower water levels in toilet bowls, and monitor potential leaks.
- We strengthen the environmental awareness of our customers through electronic updates and reminders to reduce consumption in bathrooms and WCs.

### **Waste**

- We recycle all possible waste, such as cartons, glass, plastic, tins, and aluminum.
- We constantly communicate with our suppliers to minimize waste in paper boxes and prefer easily recyclable containers.
- We have a food waste program in our kitchen, in order to prepare the right amount of food to match the number of our guests, as this minimizes wastage and we have also implemented the 'KITRO Project', a modern waste measurement method.

### **Miscellaneous**

- We return all used batteries and recycle all electrical and electronic equipment.
- We recycle all used cooking oils.
- We compost cut flowers and some kitchen waste to rule out any chemicals in our farming.
- We only choose detergents that are environmentally friendly.
- We follow all the necessary regulations according to the sustainability law.

Finally, we are constantly increasing the number of suppliers of local and traditional products as a measure to support our local agricultural economy.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL ENVIRONMENTAL SUSTAINABILITY POLICY

Through the utilization of the land for agricultural purposes the local community benefits financially from the employment of local people to cultivate the land and from the advertising and promotion of local quality products in foreign markets.

Through our activity people realize that tourism and agriculture are not necessarily two different aspects of the economy and are thereby encouraged to return to farming the land as a means of livelihood.

On the other hand, the quality of our produced products is highlighted by the growing demand of our visitors and proves that our activity is a successful means of promoting our culture through Greek gastronomy with respect for our environment.

Other benefits include reducing environmental pollution caused by transporting and packaging goods and composting organic waste for farming.

This policy is communicated internally and externally by posting it on notice boards and on our hotel website.

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The Management of  
KOIA ALL-SUITE WELLBEING RESORT Hotel



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL CHILD PROTECTION POLICY

### COMMITMENT TO CHILD PROTECTION

#### Principles

- Creation of a safe environment for children in our hotel and in the surrounding area.
- Appointed staff members are responsible for ensuring children safety.
- We follow specific instructions on how to act in the unfortunate event of child abuse, including child sexual exploitation.
- Awareness of the staff on child safety issues.
- Adoption of a policy that states that none of the following forms of child abuse is acceptable and/or tolerated (physical abuse, emotional abuse, sexual abuse, neglect: persistent failure to meet a child's basic physical and psychological needs, which are likely to impact on their development).
- Collaboration with the local authorities, in order to ensure a prompt and effective response to any child abuse report. "KOIA All-Suite Wellbeing Resort" does not employ children under any circumstances. The minimum age and the precondition of employment is regulated by national legislation.
- Respect and adoption of the existing legislation and regulation on a national and international level.

#### Purpose

- Protecting children from any form of abuse or sexual exploitation.

#### Intentions

- To provide a safe environment for children.
- To avert any problematic situation.
- To collaborate in advance with the local authorities, in order to ensure a prompt and effective response to any child abuse report.
- To train our personnel, thus raising their awareness, as well as appoint members of staff who are responsible for child safety.
- To publish the child policy of in a designated area in our hotel so that all stakeholders are aware of it.
- Telephones that should be contacted if any of the above come into question: Reception of the Hotel: 0030 22420 27200, Child's Smile, a voluntary, non-profit child welfare organization: 1056, and/or ELIZA, a voluntary, non-profit organization against child abuse: 10454.

The Management feels responsibility towards the minors staying at the hotel. The staff is sensitized accordingly to report any inappropriate behavioral interactions between an adult and a child, which can be considered suspicious.





## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL CHILD PROTECTION POLICY

The hotel staff should report any inappropriate behavior to the supervisor of the department, who will inform the manager and he will take the necessary actions by referring the incident to the local authorities or the tour guide.

Customers are kindly requested to report any behavior towards a minor that might be considered inappropriate to the hotel reception staff who will take measures to further investigate the incident.

A handwritten signature in black ink, appearing to be "S. B.", is written over a horizontal line.

The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL HUMAN RESOURCES POLICY ON HUMAN AND LABOR RIGHTS

### OUR COMMITMENT

At "KOIA All-Suite Wellbeing Resort" we are committed to treating our employees fairly, with respect and encouraging their personal, financial, and professional development.

In line with our vision, we have ensured that all staff are informed of our policies by giving them the work manual at the start of each tourist season.

The company complies with all applicable national and European laws and amendments for employees.

The hotel currently employs over 50 members of the local community.

Staff are paid above the national minimum wage.

The company has organized all the necessary training seminars for the employees in the year 2024 so that the staff has acquired all the knowledge to perform their duties and comply with the company's policies.

The management of the "KOIA All-Suite Wellbeing Resort" hotel is committed to managing the business in a manner that complies with human rights and national and internationally recognized labor standards.

In particular, we recognize our responsibility to respect and protect these rights in the relationships we develop with our employees, customers, suppliers, and our local community, as well as any other entity interested in our business.

At the hotel "KOIA All-Suite Wellbeing Resort" we do not tolerate any form of harassment or discrimination, including discrimination based on gender, age, nationality, skin color, sexual orientation, or trade union activity.

In addition, we ensure that fair labor practices and human rights in general are respected, promoted, and supported in the following ways:

1. Incorporating the ten principles of the UN Global Compact into our policies and procedures.

### **The 10 Principles of the UN Universal Compact**

According to the UN Global Compact, businesses must:

- I. Support and respect the protection of internationally declared human rights,
- II. Ensure that their own activities do not involve human rights abuse,
- III. Defend the right to cooperate and the effective recognition of the right of collective bargaining,
- IV. Advocate the examination of all forms of forced or compulsory labor,
- V. Advocate the effective abolition of child labor,
- VI. Advocate for consideration of discrimination in recruitment and employment,



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL HUMAN RESOURCES POLICY ON HUMAN AND LABOR RIGHTS

- VII. Support a proactive approach to environmental challenges,
  - VIII. Take initiatives to promote greater environmental responsibility,
  - IX. Encourage the development and dissemination of environmentally friendly technologies, and
  - X. Oppose all forms of corruption, including extortion and bribery.
- 
2. Regularly assessing the impact of our business operations on human rights and encourage cooperation with affected stakeholders.
  3. Regularly training our employees on labor standards and human rights issues and how they can help us support our goals (annual training on anti-discrimination, diversity and gender equality, health and safety, harassment, and child protection).
  4. Adoption of a fair and transparent recruitment policy based on diversity, equality, and inclusion of all.
  5. Offering our employees, where possible, development opportunities and an annual review of their pay.
  6. Communication of our grievance and disciplinary procedures to all our employees from the beginning of their employment with our business.
  7. Possibility of employees joining a union and participating in union activities during working hours.
  8. Offering training opportunities to all our employees for personal and professional development (language courses, stress management seminars, specialized - in terms of their role - training).
  9. Collecting feedback from employees (in six-monthly surveys) to improve their well-being in the workplace.

This policy is communicated internally and externally by posting it on notice boards and on our hotel website.

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The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY AGAINST DISCRIMINATION, VIOLENCE, AND HARASSMENT AT WORK

### **PURPOSE**

The purpose of the policy is to prevent and combat any form of discrimination based on personal characteristics and choices, as well as any violence and harassment that occurs during work, whether connected to it or resulting from it.

### **SCOPE**

Management and members of KOIA S.A., employees with a contract of dependent work, service providers with wage contracts of mandate, work, independent services, and temporary employment, employed through third party service providers, practical trainees and apprentices, employees whose employment relationship with a Group company has ended, prospective employees in a Group company, other people who do business or cooperate with the Group.

### **DECLARATION OF ZERO TOLERANCE TO DISCRIMINATION, VIOLENCE, AND HARASSMENT – RISK ASSESSMENT**

KOIA S.A. expresses its commitment to address and eliminate discrimination, violence, and harassment in the workplace, with the aim of ensuring a working environment where respect for human dignity prevails and discrimination based on personal characteristics and choices will not be allowed.

It is expressly and unequivocally stated that any form of discrimination, violence, and harassment that occurs during work, whether connected to it or resulting from it, is strictly prohibited.

By way of example and not limitation, the Group declares that innuendo, mockery, obscene, sexual, or racist jokes or comments, the use of offensive language, comments about someone's appearance or character which cause shame or embarrassment, spying, stalking, and unwanted verbal or physical attention towards someone, sending sexually explicit messages via SMS, e-mail, social media, fax, or letter, asking insulting and persistent questions about someone's age, marital status, personal life, sexual interests or preferences, as well as similar questions about his race or nationality, including his cultural identity and religion, sexual gestures or persistent dating suggestions or threats, insinuations that someone's sexual favors can advance their career or that the refusal to enter into a sexual relationship can negatively affect their professional career at the hotel, rude gestures, touching and any kind of unwanted physical contact, spreading malicious comments or insulting someone mainly due to discrimination on age, gender, type of marriage, cohabitation agreements, pregnancy and maternity, any disability, sexual preferences, religion or beliefs, threatening verbally or with gestures, cursing in public or in private, belittling or ridiculing a person or his abilities, whether in private or in front of others, outbursts of anger against someone, persistent or unwarranted criticism, exclusion from social events, work group meetings, discussions, and collective decisions or planning, cyberbullying, and abusive emails, letters and phone calls, are strictly prohibited.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY AGAINST DISCRIMINATION, VIOLENCE, AND HARASSMENT AT WORK

The Group is committed to receiving, investigating, and managing any relevant complaint, demonstrating zero tolerance for discrimination, violence, and harassment, with confidentiality and respect for human dignity. It also undertakes not to obstruct the receipt, investigation, and management of such complaints.

The Group undertakes to provide assistance and access to any competent public, administrative, or judicial authority, during the investigation of any incident of violence and harassment.

For employees and those connected in any way with the Group who violate the obligations arising from this Policy, the necessary appropriate and proportionate measures are taken, as the case may be, in order to stop and prevent a similar incident or behavior from recurring.

In order to combat discrimination, violence, and harassment, the Group has created a comprehensive mechanism for submitting, managing, and investigating reports, with the establishment of special reporting channels and the creation of a network of Policies and Procedures.

Specifically, the Reporting and Internal Investigation Reporting Policies reflect the principles of the Group, with which it ensures both the prevention and resolution of issues of violence and harassment at work.

The individual Reporting, Management, and Internal Investigation Procedures include the detailed steps any complainant must take, as well as the responsibilities of the Group's bodies and the actions they must take to ensure the effective management of relevant incidents.

### **DEFINITIONS**

#### **Discrimination**

Discrimination means discrimination based on sex, race, color, ethnic or social origin, genetic characteristics, language, religion or belief, political opinion, disability or health condition, age, or sexual orientation.

#### **Violence and Harassment**

Violence and Harassment are the forms of behavior, actions, practices, or threats thereof, which are intended, lead or may lead to physical, psychological, sexual, or financial harm, whether manifested individually or repeatedly.

Harassment also constitutes forms of behavior that have as their purpose or result the violating the dignity of the person and creating an intimidating, hostile, degrading, humiliating or aggressive environment, regardless of whether they constitute a form of



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY AGAINST DISCRIMINATION, VIOLENCE, AND HARASSMENT AT WORK

discrimination, and include harassment based on gender or on other grounds of discrimination.

Harassment prohibited by this policy includes, but is not limited to:

- Verbal harassment, including e.g. abusive comments, insult, or accusation.
- Physical harassment, including e.g. of physical interference with normal work or movement.
- Visual forms of harassment, e.g. posters, cartoons, cartoons, photographs, or designs that are derogatory based on characteristics protected by law.
- Retaliation or intimidation for reporting or threatening to report any of the aforementioned forms of harassment or for cooperating with an investigation of a harassment incident.

### **Gender Harassment & Sexual Harassment**

Gender-based harassment is any form of behavior linked to a person's gender that has the purpose or effect of violating that person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment. These forms of behavior include sexual harassment, as well as forms of behavior linked to a person's sexual orientation, expression, identity, or gender characteristics.

In particular, sexual harassment is defined as unwanted behavior of a sexual nature, including unwanted sexual proposals, requests for sexual favors and any other unwanted physical or verbal act of a sexual nature. Such conduct may be expressed by a person of any gender and includes harassment of a person of any gender.

For illustrative purposes, some examples of sexual harassment are as follows:

- Offering benefits (e.g. promotion or salary increase) in exchange for sexual favors or creating an environment that promotes "sex" as a means of professional development in the workplace.
- Retaliating or threatening to retaliate after rejecting sexual advances.
- Visual Conduct: obscene gestures, display of sexually offensive graphic materials in electronic and printed form (e.g., e-mail, voice mail, books, files, photographs, etc.), cartoons or posters, or any material with obscene or sexual innuendo.
- Verbal behavior: derogatory comments, sexual innuendos, use of sexual "language", or "jokes" of sexual content.
- Verbal sexual harassment or suggestions.
- Verbal abuse of a sexual nature: sexual comments about a person's body, use of sexually derogatory comments in describing a person, sexually suggestive or obscene comments in chat, letters, invitations, notes, or other comments, epithets.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY AGAINST DISCRIMINATION, VIOLENCE, AND HARASSMENT AT WORK

- Physical contact: touching, pinching, gestures of a sexual nature, hitting, grabbing, pushing, etc.

The above acts are indicative and do not constitute an exclusive list of prohibited acts. The employee or third party who engages in such prohibited conduct should and will bear full responsibility for their actions.

### **Retaliation**

The Group also prohibits any employee or third party, in any way connected with it, from retaliating against another employee or third party who opposes violence or any form of harassment, files a complaint, files a report, assists or participates in any proceeding incident investigation.

### **MEASURES FOR THE PREVENTION, CONTROL, AND LIMITATION OF RISKS – INFORMATION & AWARENESS ACTIONS**

All employees and those connected in any way with the Group must comply with this policy.

The policy applies both in workplaces and in places related to corporate or group meetings, conferences, and work-related events, whether on the Group's premises or outside, whether in person, online or by phone.

The Group ensures an accessible, safe, and friendly working environment where relations between employees, partners, Management, and members of its companies are characterized by mutual respect, courtesy, honesty, understanding, trust, cooperation, and support.

The Group, within the framework of its capabilities, takes every appropriate measure and makes every reasonable adjustment to working conditions to protect employment and support employees - victims of domestic violence.

The Group takes all the necessary measures to inform and raise awareness of the staff, using the appropriate means (e.g. printed and electronic material, etc.) to combat violence and harassment, ensuring that everyone is aware of the Group's policy and procedures in relation to incidents of violence and harassment and knows where to turn in the event of violence or harassment.

The Group encourages its executives to recognize discrimination, violence, and harassment at work and to provide the necessary support to its staff and partners.

The Group encourages its employees and any third party associated with it in any way to report incidents of discrimination, violence, and harassment in the workplace that they happen to witness.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY AGAINST DISCRIMINATION, VIOLENCE, AND HARASSMENT AT WORK

### **REPORTING, INVESTIGATING, AND RESOLVING COMPLAINTS**

If any employee of the Group or a third party associated with it in any way believes that they have been subjected to discrimination, violence, or any form of harassment, or if they have found that such behavior is taking place in the work environment, they should follow the steps of the Reporting Process to report the incident.

The Group treats with absolute confidentiality and discretion the management of all incidents of complaints of discrimination, violence, and harassment.

Persons who have submitted reports will be informed of the receipt of the report and at regular intervals of the progress of the review of their report, in accordance with the Report Management Process. Upon completion of the investigation, the Group will communicate the results of the investigation as soon as practicable and appropriate.

If any employee of the Group or a third party associated with it in any way believes that they have suffered retaliatory behavior as a result of filing a complaint or providing assistance in the process of investigating incidents of discrimination, violence, and/or harassment, they must follow the procedure described in the Policy Group Reports to report the retaliation incident in question immediately.

Complaints of conduct in violation of this policy will be accepted in writing, by name or anonymously, in accordance with the reporting policy and will be promptly and thoroughly investigated.

To maintain workplace safety and the integrity of investigations, the Group may, among other things, move employees or modify their work hours, pending the outcome of the investigation. During this period, partial or total access to buildings and/or facilities may not be permitted.

If the result of the investigation shows that an incident of discrimination, violence, harassment, or retaliation has taken place, the Group will take appropriate corrective, disciplinary, and/or other actions against the offender.

These actions may include (indicative and not limited): (a) disciplinary sanctions, (b) change of position, time, place, or method of providing the work, (c) termination of employment contract or partnership agreement, (d) legal actions.

In any case, the offender may also be subject to criminal or civil liability, according to current legislation.

This Regulation applies in parallel with the existing general legislation for the protection of the employee's personality and does not affect his legal rights at the level of civil and criminal legislation, but also the rights to submit a Complaint before the competent Auditing Authority.





## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY AGAINST DISCRIMINATION, VIOLENCE, AND HARASSMENT AT WORK

### MALICIOUS CLAIMS

Complaints that prove to be clearly malicious will be considered unacceptable and will be further investigated at the discretion of the Group, both in terms of motives and those involved, in order to restore order by any legal means and means.

### FURTHER INFORMATION – CONTACT PERSONS

All questions related to the implementation or interpretation of this policy should be submitted to the Director, who is designated as the competent person (Point of Reference) for the information and advisory guidance of staff, as well as for issues related to prevention and addressing workplace violence and harassment.

### CHANGE HISTORY TABLE

Version	Date	Change Description
1.0	04/2024	Version

The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY FOR THE PARTICIPATION AND SUPPORT OF THE LOCAL COMMUNITY

### OUR COMMITMENT

The management of the "KOIA All-Suite Wellbeing Resort" hotel is committed to supporting and cooperating with the local community.

In particular, we are committed to operating our business in a way that helps preserve and promote the cultural heritage of the destination as well as the local economy.

We believe that maintaining an open dialogue with the local community is vital to ensure that we contribute to the well-being of local people and the environment they live in.

### OUR GOALS

- Support initiatives and actions that improve the community.
- Support the local economy.
- Respect and protect local culture, traditions, and way of life.
- Support and protect access to essential resources and services.

### WHAT WE DO TO ACHIEVE OUR GOALS

- We encourage our customers to explore the history, culture, and traditions of the destination and our local community, as well as the local products and services available.
- We encourage our guests to support our work in the community through regular charity fundraisers and by inviting them to participate in our annual charity event.
- We provide our guests with guidance on how to behave more responsibly outside the hotel in their interactions with the locals, but also in relation to the local flora and fauna.
- We contribute to the maintenance of important cultural and spiritual monuments by making monetary donations every year, but also by encouraging our customers to visit them.
- Where possible, we prefer to source local products and services, as stated in the environmental sustainability policy.
- We give priority to recruitment processes for staff who live permanently in the wider area, as stated in the human resources policy.
- We regularly assess the impact our business has on the local community and engage with affected stakeholders.
- We ensure that local people are treated fairly and equally by being in open communication with them through regular meetings with local bodies (local government, chambers of commerce, etc.) and residents' associations.
- We regularly donate linen, towels, furniture, and electrical equipment to local charities.
- We support the "Blue Flag" initiative, an action that aims to protect the coasts and dunes of our region, organizing regular beach cleanups with the participation of customers and employees.
- We provide financial support to various local charities.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL POLICY FOR THE PARTICIPATION AND SUPPORT OF THE LOCAL COMMUNITY

- As part of our hotel volunteer program, we provide our employees with the opportunity to take two days of their paid work time to support a local initiative/action of their choice.

Here at "KOIA All-Suite Wellbeing Resort" we are committed to helping and preserving the traditions and values of our local community and contributing to the development of local businesses.

For this reason, we have developed a policy of communication with local people and local businesses for all aspects of our organization, so that we can harmonize our relationships, to have sustainable and mutually beneficial relationships.

"KOIA All-Suite Wellbeing Resort" always buys from local farmers and commercial products for the possible operation of the unit. The hotel also uses grass clippings, branches, and flowers to create compost for the crops, in order to minimize environmental impact.

In terms of volunteering, the management meets annually with the local authorities and organizes volunteering days, in order to keep the local streets and beaches clean.

In addition, the hotel organizes environmental activities such as helping to harvest local grapes, helping guests learn about local agriculture and volunteering.

To promote local businesses, "KOIA All-Suite Wellbeing Resort" has only local car rental companies and other local businessmen and restaurants.

Finally, the company considers local businesses first for product marketing and generally prefers local products in all aspects of its operations.

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The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL QUALITY ASSURANCE POLICY

### **OUR COMMITMENT**

The management of "KOIA All-Suite Wellbeing Resort" Hotel is committed to maintaining high standards and ensuring quality for our customers, our staff, and other stakeholders. We regularly seek feedback from our staff and guests about their experience at our hotel and use this information to continually improve our operation.

### **Customer Feedback**

The effectiveness of our services is evaluated through questionnaires and feedback from our customers. To ensure that we monitor customer reviews and feedback, we have the following processes in place and, based on the results of this feedback, make any necessary changes:

- Guest rating cards are available in all rooms. These can be filled out anonymously, and guests are asked to either leave the filled-out card in their room to be collected by a maid, or hand it in to any member of staff. Any serious issues are dealt with immediately and every month the comments and ratings are compiled into a report sent to management, along with any suggestions for changes and improvements to our services.
- Information in each room contains information on how customers can submit a complaint to management.
- Includes a telephone number and e-mail for direct contact with the shift supervisor, as well as a postal address in case a customer prefers to send us a letter after departure.
- Every year we train our staff on how to deal with our customers' complaints and relevant procedures are also included in the employee handbook.
- The above results are communicated through frequent meetings between the Management and the staff.

### **Staff Feedback**

To ensure that we monitor the ratings and feedback from our staff, we apply the following procedures and, based on the results of this feedback, make any necessary changes:

- A locked and marked suggestion box has been placed next to the staff entrance encouraging all employees to contribute - even anonymously - to the feedback process with any comments and observations.
- The General Manager collects the contents of said box every Monday and, if necessary, works with the heads of the respective departments to investigate any comments and make the necessary changes where possible.
- Staff are informed of any changes made as a result of feedback at monthly departmental meetings.
- "KOIA All-Suite Wellbeing Resort" is committed to continuing to improve its services in order to achieve the maximum level of quality required. The main objective of this



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL QUALITY ASSURANCE POLICY

Policy is to develop high-quality services that help meet the needs of our customers, thereby enhancing the performance and development of our people.

The Hotel studies the external and internal factors that can negatively or positively affect the performance of the company while understanding the needs and expectations of the participants.

It also assesses and addresses potential obstacles, thereby strengthening management and commitment to quality assurance.

The hotel undertakes to follow and comply with applicable legal and other conditions.

Executives and all other employees have studied and been informed of our business objectives and the standards of practice that the policy follows.

The targets are redefined after detailed checks at least once a year for their appropriateness.

Ensuring the effective operation of all the hotel's procedures and instructions lies in the planned internal control.

Quality management ensures that services are provided as defined in recorded methods and procedures. Full implementation is required in all areas of hotel operation.

This policy enhances the improvement and efficiency of the company and promotes and contributes to the achievement of the goals and objectives set by the Management.

Each employee is fully aware of this Quality Policy and adopts its purpose and goals.

This policy will be reviewed annually for ongoing updates.

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The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL EMPLOYEE HEALTH AND SAFETY POLICY

### OUR COMMITMENT

Ensuring Health and Safety conditions in the workplace is a key priority and commitment of "KOIA All-Suite Wellbeing Resort" which concerns all the activities of the Hotel.

Recognizing that human resources are our most important and valuable asset, the Hotel provides a healthy and safe work environment, developing and implementing practices and systems adapted to the risks associated with its business activities.

The successful implementation of our policy is the responsibility of all employees regardless of the job they perform or the position they hold at "KOIA All-Suite Wellbeing Resort".

In this context, we make every effort in order to achieve:

- The provision of a healthy and safe working environment for all employees, guests, and partners.
- Ensuring the health and safety of all employees by continuously improving the systems, standards, and practices applied in the workplace.
- Full compliance with the requirements of the OHSAS 18001 standard, as well as with local and international Legislations and regulations.

### OUR GOALS

Our goal is to eliminate accidents and illnesses related to work in all facilities of "KOIA All-Suite Wellbeing Resort", by undertaking the following initiatives and commitments:

- Recognizing, evaluating, and minimizing the risks associated with the Hotel's activities that may cause injury or illness.
- Providing training and supervision on health and safety issues, such as safe work practices and emergency procedures, in order for employees to fully understand occupational hazards.
- Encouraging employee involvement in the process of finding effective methods for identifying, evaluating, and eliminating or reducing hazards in the workplace.
- Ensuring that all employees, guests, and partners have understood and implemented the specifications, regulations, and health and safety policy of "KOIA All-Suite Wellbeing Resort" in the workplace.
- Providing financial resources for the implementation and continuous improvement of the Health & Safety System implemented by the Hotel.
- Establishing procedures for the analysis and evaluation of all accidents and incidents related to workplace safety, as part of an integrated Management program.
- Submitting the health and safety policy of the Hotel to internal and external audits, in order to ensure continuous efficiency and consistent compliance with modern standards and best practices.

As part of our efforts to create an excellent working environment, the health, safety, and well-being of all "KOIA All-Suite Wellbeing Resort" employees are fundamental values.



**KOIA**  
ALL-SUITE WELLBEING RESORT

**"KOIA ALL-SUITE WELLBEING RESORT" HOTEL  
EMPLOYEE HEALTH AND SAFETY POLICY**

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The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL DISCIPLINARY POLICY

### DISCIPLINARY RULES AND PROCEDURES FOR MISCONDUCT

#### Objective

The hotel's aim is to encourage improvement in individual conduct and performance. The objective of this procedure is to give employees the opportunity to improve their conduct or performance. It identifies who has authority to take disciplinary action and aims to ensure that employees are protected against unjustifiable or inconsistent disciplinary action. It also identifies the type of offence which would result in disciplinary action being taken, what that action would be, and what further action would result if there is no improvement or a recurrence takes place.

#### Informal Action

Cases of minor misconduct or unsatisfactory performance may be dealt with informally. Before taking formal disciplinary action, the supervisor will make every effort to resolve the matter by informal discussion with the employee. Only where this fails to bring about the desired improvement should the formal disciplinary procedure be implemented. The supervisor may have a quiet word of caution, or advice and encourage the employee, in order to improve an employee's conduct or performance. This informal approach may be used in dealing with problems quickly and confidentially. There will, however, be situations where matters are more serious or where this informal approach has been tried but is not working. In these circumstances, the formal procedure will take place.

#### Investigations

The purpose of an investigation is to establish a fair and balanced view of the facts relating to any disciplinary allegations against the employee, before deciding whether to proceed with a disciplinary hearing. The amount of investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents.

Investigative interviews are solely for the purpose of fact-finding and no decision on disciplinary action will be taken until after a disciplinary hearing has been held. The employee does not normally have the right to bring a companion to an investigative interview. However, the hotel manager may allow the employee to bring a companion if it helps him/her to overcome any disability or any difficulty in understanding English.

The employee must co-operate fully and promptly in any investigation. This will include informing the hotel manager of the names of any relevant witnesses, disclosing any relevant documents to the hotel manager, and attending investigative interviews, if required.





## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL DISCIPLINARY POLICY

If the employee cannot attend the investigation meeting, he/she should inform the management immediately and an alternative time will be arranged. The employee must make every effort to attend the meeting, and failure to attend without good reason may be treated as misconduct in itself. If the employee fails to attend without good reason or is persistently unable to do so (for example for health reasons), the hotel manager may have to reach its conclusions based on the available evidence.

### **General Principles for the Formal Disciplinary Procedures**

The hotel manager expects all its employees to abide by the terms and conditions of their employment and the rules, regulations, and standards established by the employer. The procedure for dealing with misconduct and the type of disciplinary action taken will depend on the severity and frequency of the misconduct, as well as the general circumstances surrounding it. The hotel manager reserves the right at its absolute discretion to invoke any stage of the procedure.

- No disciplinary action shall be taken until there has been a full investigation into any alleged incident.
- The employee has the right to receive, prior to disciplinary hearings:
  - A verbal statement of the alleged misconduct, and
  - Particulars on the basis for the allegation.
- The employee has the right to reasonable opportunity, prior to disciplinary hearings, to consider their responses to the information provided on the allegation.
- The hotel manager will ensure that the disciplinary rules and procedures are applied fairly and consistently.
- The hotel manager will endeavor to ensure that;
  - All steps under the procedure are taken without unreasonable delay,
  - The timing and location of all hearings are reasonable, and
  - Hearings are conducted in a manner which enables employees to explain their cases.
- The management will take all reasonable steps to ensure that confidentiality is maintained throughout the process.
- If an employee has been issued with a final verbal warning this normally means that any further misconduct within the duration of that warning may result in dismissal.
- If the employee has difficulty at any stage of the procedure because of a disability, he/she should discuss the situation with their supervisor as soon as possible.

### **Types of Misconduct**

The following list shows examples of the type of rules/offences which the management has categorized for each level of misconduct. This is not an exhaustive list and management reserves the right to decide how any other misconduct shall be categorized:



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL DISCIPLINARY POLICY

### A. MINOR MISCONDUCT

- Absenteeism.
- Poor Timekeeping/lateness.
- Careless work and poor effort at work.
- Minor breach of safety/hygiene/security rules.
- Extended tea and meal breaks.
- Failure to maintain a tidy and safe working environment.
- Misuse of personal mobile phone.
- Failure to wear any protective clothing/equipment provided.
- Wearing unacceptable or inappropriate clothing.

### B. MAJOR MISCONDUCT

- Excessive absenteeism.
- Performance of duties below the acceptable standard.
- Constant misuse of the telephone.
- Failure to adhere to Rules and procedures.
- Dangerous physical horseplay.
- Neglect causing damage to or loss of employer's, customer's, or other employee's property/equipment/tools.
- Serious neglect of safety/hygiene/security rules.
- Smoking in the workplace.
- Consuming intoxicants during working hours or bringing intoxicants into the premises without permission.
- Entry into any unauthorized areas.
- Willful or excessive wastage of material.
- Unsatisfactory attitude to customers.
- Use of foul language.
- Gambling on the premises.
- Insubordination.

### C. GROSS MISCONDUCT

Gross Misconduct by an employee entitles the management to summarily dismiss without notice. Examples of such topics are listed. The list is not exhaustive.

- Acts of theft, fraud, or other dishonesty whether committed in the course of the employee's duties or not.
- Unauthorized removal or possession of property belonging to the employer, its clients, or any person with whom the employer has dealings.
- Violent, willful, or reckless behavior which does, or could, result in damage to the person or property of the employer, its employees, clients, or other persons with whom it has dealings.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL DISCIPLINARY POLICY

- Possession of or being under the influence of alcohol or drugs on company premises.
- Acts of indecency, sexual harassment, or other similar misconduct with or towards another employee, client, or person with whom the employer has dealings.
- Persistent or unexplained absence from work.
- Serious neglect of the employee's duties resulting in actual or likely loss, damage, or injury.
- Use of threatening, abusive, or insulting language to other employees, clients, or persons with whom the employer has dealings.
- Failure to disclose any criminal convictions.
- Actions likely to result in damage to the employer's image or reputation in the community, or to the employee's image or reputation.
- Refusal to carry out reasonable work instructions.
- Willful damage to or gross neglect of employer's, client's, or other employee's property.
- Falsification of records.
- Unauthorized use of employer's vehicle.
- Gross misuse of the company's internet/email system.
- Serious act of insubordination.
- Harassment or bullying.
- Physically violent behavior.

### NOTE:

Any allegation of bullying in the workplace or any allegation of discrimination, victimization, or harassment linked to anti-discrimination legislation, including gender, gender reassignment, sexual orientation, marriage, civil partnership, disability, race, age, religious beliefs, or political opinions will be thoroughly investigated and where appropriate will be dealt with under the disciplinary procedure. The disciplinary response will depend upon the nature and seriousness of the incident and in extreme cases may result in summary dismissal.

### **Formal Procedure**

When taking formal disciplinary action, the management will comply with the Statutory Procedures by ensuring that the following steps are taken at all stages of the formal disciplinary process.

#### Step 1: Statement of grounds for action and invitation to meeting

The management will provide to the employee a verbal statement of the alleged misconduct which led to the consideration of formal disciplinary action or dismissal. Therefore, the management will inform the employee what the likely range of consequences will be if they decide that the allegations are true. The management will invite the employee to a hearing to discuss the issue.



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### Step 2: Meeting

Prior to the hearing the employee will be informed what the basis was for including in the correspondence under Step 1 the ground or grounds given in it. The employee will be given reasonable opportunity to consider his/her response to that information before any hearing takes place.

The hotel manager will be appointed to deal with the disciplinary matter. At the disciplinary hearing, the management will go through the allegations against the employee and the evidence that has been gathered. The employee will be able to respond and present any evidence of their own. The management may adjourn the disciplinary hearing if it needs to carry out any further investigations such as re-interviewing witnesses in the light of any new points the employee has raised at the hearing. The employee will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.

After the meeting the hotel manager will inform the employee verbally of the decision and offer the right to appeal.

### Step 3: Appeal

If the employee wishes to appeal the management's decision, he or she will inform the manager. Where an appeal is requested, the employee will be invited to an appeal hearing.

If the employee raises any new matters in their appeal, the management may need to carry out further investigations (as well as adjourning the appeal hearing). If any new information comes to light, the hotel manager will provide the employee with a summary including. The employee will have a reasonable opportunity to consider this information before the hearing.

After the appeal hearing the employee will be informed verbally of the management's final decision. There will be no further right of appeal.

### **Minor Misconduct**

If the alleged breach falls within the minor misconduct category, the management will follow the formal procedure outlined above and the following actions will be taken if the management is satisfied that an offence has occurred:

Stage 1: You will be given a verbal warning.

Stage 2: If there is a repetition of the misconduct or breach, or in the case of more serious misconduct or breach, you will be given a second verbal warning.



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL DISCIPLINARY POLICY

Stage 3: In the case of continued misconduct or breach, or very serious misconduct or breach, you will be given a final verbal warning. This will contain a clear notice that any further offence may result in dismissal.

Stage 4: In the event of further misconduct or breach you may be dismissed.

### **Major Misconduct**

If the alleged breach falls within the major misconduct category, the management will follow the formal procedure as outlined earlier. If the management is satisfied that an offence has occurred, you will receive a final verbal warning which will contain clear notice that any other offence may result in dismissal.

### **Gross Misconduct**

If the alleged breach falls within the gross misconduct category, the management will follow the formal procedure as outlined earlier. If the management is satisfied that an offence has occurred you may be dismissed summarily.

### **Alternative to Dismissal**

As an alternative to dismissal, the following sanction may be considered: transfer to other duties.

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The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL GRIEVANCE POLICY

### **INDIVIDUAL GRIEVANCE PROCEDURE**

The aim of this procedure is to give an employee an opportunity to raise a grievance either informally and/or formally and to discuss this with their supervisor with a view to having it resolved.

#### **General Principles**

- Grievances should be raised as soon as possible, to allow issues to be resolved quickly.
- Employees should be given the opportunity to explain their grievance and how they think it should be resolved.
- If the employee's grievance is against their supervisor they may raise the matter with the hotel manager, where possible.
- The management will ensure that the timing and location of all meetings under this procedure are reasonable.
- As far as is reasonably practicable, appeal hearings will be conducted by the hotel manager.
- Employees will be entitled (where reasonably requested) to be accompanied by another employee.
- The management, supervisors, and employees and their companions should take reasonable steps to attend grievance and appeal meetings.
- Records shall be kept detailing the nature of the grievance raised, the management's response, any action taken, the reasons for it, and other information relevant to the process. These records shall be kept confidential.

#### **Dealing with a Grievance Informally**

If an employee has a grievance or complaint to do with their work they should, in the first instance and, wherever possible, discuss it with their supervisor. They may be able to agree a solution informally.

#### **Formal Grievance**

If it is not possible to resolve a grievance informally or the employee does not feel it is appropriate to do so, they should raise the matter formally to the hotel manager. The grievance should contain details of the nature of the grievance and how they feel it might be resolved.

#### **Grievance Hearing**

The hotel manager will call the employee to a meeting to discuss their grievance. This will normally be held within 5 working days from receipt of the complaint. Employees should be allowed to explain their grievance and how they think it might be resolved. The decision



## "KOIA ALL-SUITE WELLBEING RESORT" HOTEL GRIEVANCE POLICY

and resolution of the problem will normally take place within a working day.

### **Filing a Complaint**

All employees have the right to file a complaint, branded or anonymously, at the complaint box located within the restaurant area.

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The Management of  
Hotel KOIA ALL-SUITE WELLBEING RESORT