

SUSTAINABILITY POLICY

Venezia Resort is committed to provide high quality hospitality services and try to exceed customer expectations by creating a friendly and hospitable atmosphere for their customers.

We continually seek to improve our services whilst minimize our negative environmental impact. Thus, achieving a safe and sustainable environment, contributing to the local community and complying with Health & Safety legislation are key issues in our policy.

Our principles include:

- Conserving our natural resources through the implementation of routine actions and by sustainable management
- Conserving energy and water
- Reducing, reusing & recycling waste
- Complying with relevant environmental legislation and regulations
- Supporting the local community by employing local people wherever possible and purchasing products and services from local suppliers
- Raising awareness to our staff on conservation energy issues
- Complying with health and safety legislative requirements
- Promoting, wherever possible, renewable and sustainable energy sources
- Setting energy and quality targets and regularly monitoring and evaluating our energy and quality performance
- Reviewing objectives & targets with the aim to continually improve on minimizing our environmental impact

Our Sustainability Progress:

- ✓ Use of biodegradable paper straws and cups
- ✓ Use of biodegradable toilet and kitchen paper
- ✓ Use of energy-efficient light bulbs
- ✓ Recycling of batteries, glass, tin, paper, plastic, aluminum, ink cartridges, and used cooking oil.
- ✓ Recycling of electronic and electric equipment (fridges, air conditioning units, televisions, hairdryers, etc.)
- ✓ Return of plastic osmosis containers
- ✓ Support of social and community work such as The Smile Of The Child and “Good Bye to Cancer”
- ✓ Replacement of older A/C units and mini fridges with new energy-efficient ones

COMMITMENT TO THE 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. Michelangelo Resort & Spa does not employ children under any circumstances. The minimum age and the preconditions of employment is regulated by national legislation.
- Respect and adoption of the existing legislation and regulation on a national and international level.

Scope

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.
- Publish the children policy of Michelangelo Resort & Spa, 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 consideration: Reception of the Hotel : **0030 2242 28900**, Smile of the Child ,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.

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 action 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 action to further investigate the incident.

The hotel manager

EMPLOYEE AND LOCAL COMMUNITY POLICIES

In Venezia Resort we believe that no business, including hospitality sector in which we belong can exist unless there is a harmonious balance with employees and the local community. So our social commitment consists of our responsibility toward our employees and the community in which we carry in our business.

For our employees,

- We comply with all applicable employee laws and regulations in Greece
- We value our staff and treat them fairly and with respect. Ensuring that no one is discriminated against sexuality, gender, ethnicity, religion, culture, disability or irrespective of age
- In our hotel we take staff development seriously and provide training to support our employees in their roles from the induction and throughout their career
- Wherever is possible we employ staff who live in the local community or our local community
- We commit to maintain a close relationship with our local community, ensuring that their concerns about our business operation are addressed collaboratively
- Wherever possible we buy our supplies from local businesses
- We allow use of services or facilities by the local community which would not otherwise be available.

Our targets for the season of 2023 are:

- We will increase the percentage of our staff from local community by 4% more from
- We will ensure that all our staff is paid above the national minimum wage
- We will train all our staff to understand their responsibilities for the delivery of our sustainability strategy
- We will increase the percentage of local suppliers by 2%
- We will make donations to local institutes like the hospital and nursing home
- We will inform our guests about the things they should know for our island and we will encourage them to visit different spots. Additionally we shall give them information about the local community and the ways that they can learn more about it.

The Manager

EMPLOYEES AND HUMAN RIGHTS POLICY

In Venezia Resort we strongly believe in the protection and support of our employees' rights as well as human rights in general. The people that work in our hotel are the main asset to provide high quality service and maintain proper relationships with the guests in our accommodation. When our employees are happy to work here, they can provide a wonderful time to our guests as well.

To assure this,

- We comply with all applicable employee laws and regulations in Greece.
- We value our staff and treat them fairly and with respect, ensuring that no one is discriminated against sexuality, gender, ethnicity, religion, culture, disability or irrespective of age.
- In our hotel we take staff development seriously and provide training to support our employees in their roles from the induction and throughout their careers.
- Wherever is possible we employ staff who live in the local community.
- Have written contracts with our employees with clear information about their salary, their insurance, the sort of work they will do, their working days and working hours, all according to Greek legislation.
- Inform all staff members about the time and place that they can talk to the management if they have any complaints, problems or suggestions
- Make clear that we everyone behaves with respect towards each other and our customers, no matter age, sexuality, gender, ethnicity religion, culture or disability. Discrimination within our hotel is strictly prohibited.

The manager

QUALITY POLICY

Venezia Resort seeks to identify its name with high quality service, and at the same time preserve the tradition of high quality hospitality services. To achieve this, we believe in the following principles:

- Maximum customer satisfaction with the services and products offered.
- Ensuring the health and safety of our customers while staying at our hotel.
- Treating the customer with dignity and professionalism.
- Continuous improvement of the quality of the services and products we provide.
- The client becoming our "ambassador" expressing only positive comments about our hotel.
- Ensuring a comfortable and quiet stay at our hotel.
- Creating a climate of friendship and understanding with our customers.
- Immediate and willing response to our customers' requests.
- Keeping the operation of our premises and equipment in excellent condition

To achieve the above, Hotel Management:

- Continuously reviews and improves the quality of its services, to the extent possible, as well as the effectiveness of its Processes and therefore of the entire Quality Management System.
- Sets measurable Quality targets for at corporate level as well as at operational level of Departments and / or Processes. These objectives are established and evaluated to the extent that they are achieved in the context of the QMS Review by the Management of the Organization.
- Monitors, measures and evaluates critical parameters and processes to ensure that the objectives set are met.
- Monitors, updates and follows current Community & National legislation which affects the activities it implements.
- Invests in the continuous training and information of its executives so that they promote Quality in all their activities.

The Hotel Manager

SAFETY POLICY

The vision of all us working at Venezia Resort departments is to connect our name with the full satisfaction and safety of our employees.

A key parameter of the quality of services we aspire to provide is ensuring the health and safety of our employees throughout all our operations.

As part of this effort, the company adheres to a strict occupational safety policy consisting of:

1. precisely adhering to the System developed in accordance with the Risk Assessment Study
2. All procedures being precisely followed up
3. Continuous training of staff on issues related with safety at work
4. constantly verifying the system
5. Monitoring all critical points and prerequisites
6. Providing resources for the maintenance and updating of the System, the purchase of new, up-to-date equipment, the improvement of facilities and infrastructures and the working environment
7. Maintaining the channels of communication, we have established with our suppliers, staff and authorities
8. Monitoring and continuously enforcing legislation

At the same time, measurable objectives related with safety have been set which are constantly monitored for their achievement.

All of the above ensures the achievement of our desired goals and make us proud, Management and Employees working for the progress of the Hotel.

The Hotel Manager

FOOD SAFETY POLICY

The company VENEZIA RESORT is committed to producing, storing and making available, for consumption, safe and healthy products, in accordance with the highest recommended safety and hygiene standards of Greek and European Legislation, the proposals of state control bodies and the requirements of each customer.

In order to achieve this policy, VENEZIA RESORT has developed, documented and implements a food safety management system in all of its activities related to the manufacture and distribution of products. The company considers this policy appropriate for its role in the food chain

This policy constitutes the basic framework of the company's action in matters of safety and hygiene of its products and binds the management and all the company's staff at all levels in the direction of achieving its goals. For this reason, it is communicated and observed at all levels of the company. Employees learn about it during their training. It is also posted in visible parts of the unit. Business partners are provided with a copy of the policy at the start of the partnership

The company considers effective communication a necessary condition for the correct implementation of the HACCP system. This includes both communication between company personnel as well as with external partners (government agencies, customers and suppliers). In this way, information can be transferred to the next links in the food chain (e.g. consumers).

The company's policy will be reviewed and checked for continued suitability every year.

The manager

DISCIPLINARY RULES AND PROCEDURES FOR MISCONDUCT

Objective

Venezia Resorts 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 encouragement with 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.

If the employee cannot attend the investigation meeting he/she should inform the management immediately and we will arrange an alternative time. 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, capability and performance comprises a number of levels 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 procedures, depending in the seriousness of the misconduct complained of.

- 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;
 - 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 categorised for each level of misconduct. This is not an exhaustive list and management reserves the right to decide how any other misconduct shall be categorised:

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.

Such matters are by way of example only and are 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.
- 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 behaviour

NOTE:

Any allegation of bullying in the workplace or any allegation of discrimination, victimisation 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 has led to the consideration of formal disciplinary action or dismissal. The management will also inform the employee what the likely range of consequences will be if they decide after the hearing that the allegations are true. The management will invite the employee to a hearing to discuss the issue.

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 management. 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 action 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**.

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**.

The Manager