



CHILD PROTECTION POLICY

At the LINDOS SUN HOTEL we recognize the importance of protecting children (individuals under 18 years old) from all forms of abuse (physical, sexual, psychological and neglect)

Definitions

The World Health Organization (WHO) defines *child abuse* and *child maltreatment* as "all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

Physical Abuse:

Intentional use of physical force against the child that results in – or has a high likelihood of resulting in – harm for the child's health, survival, development or dignity. This includes hitting, beating, kicking, shaking, biting, strangling, scalding, burning, poisoning and suffocating. Much physical violence against children in the home is inflicted with the object of punishing.

Sexual Abuse:

Child sexual abuse (CSA) is a form of child abuse in which an adult or older adolescent abuses a child for sexual stimulation. Sexual abuse refers to the participation of a child in a sexual act aimed toward the physical gratification or the financial profit of the person committing the act. Forms of CSA include asking or pressuring a child to engage in sexual activities (regardless of the outcome), indecent exposure of the genitals to a child, displaying pornography to a child, actual sexual contact with a child, physical contact with the child's genitals, viewing of the child's genitalia without physical contact, or using a child to produce child pornography. Selling the sexual services of children may be viewed and treated as child abuse with services offered to the child rather than simple incarceration.

Psychological Abuse:

Non accidental verbal or symbolic acts by a child's parent or caregiver that result, or have reasonable potential to result, in significant psychological harm to the child.

Neglect:

Child neglect is the failure of a parent or other person with responsibility for the child, to provide needed food, clothing, shelter, medical care, or supervision to the degree that the child's health, safety or well-being may be threatened with harm. Neglect is also a lack of attention from the people surrounding a child, and the non-provision of the relevant and adequate necessities for the child's survival, which would be a lacking in attention, love, and nurture.

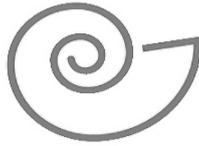
We clearly state that we will show zero tolerance to any of the actions mentioned above.

Our staff is being trained regularly on ways to recognize and report such practices.

Any member of the staff or guest that witnesses such or relevant behaviors must communicate the front desk immediately or call anonymously National Children Protection SOS line 1056

Natasha Psarou

Lindos Sun Hotel Manager
Last updated on 01/07/2018



ENVIRONMENTAL POLICY

VISION

At the LINDOS SUN HOTEL we believe that it is our duty to work on the reduction of all the possible negative operational impacts on the environment, which may be caused by the operation of our property.

GOALS

By applying our environmental policy we will:

- Monitor specific environmental indicators and review our progress on a fixed basis in order to set realistic targets for improvement and detect potential problems at an early stage
- Make sure that we will stay updated and operate in line with all applicable environmental laws and regulations.
- Actively provide all necessary information to our guests in order to help them understand their role
- Train our staff in order to increase their awareness on environmental related issues

OBJECTIVES

For the achievement of our goals we will:

- Reduce and eventually minimize our energy consumption by gradually replacing all non-energy efficient equipment and increasing awareness among staff and guests.
- Reduce and eventually minimize our water consumption by thoroughly monitoring possible leaks and increasing awareness among staff and guests.
- Reduce and eventually minimize our waste production by working with our suppliers to reduce packaging
- Achieve and maintain a Travelife for Hotels and Accommodations award.

Natasha Psarou

Lindos Sun Hotel Manager
Last updated on 01/07/2018



HEALTH & SAFETY POLICY

VISION

The management of **LINDOS SUN HOTEL** is committed to provide a safe environment for staff to work and guests to enjoy

GOALS

Through the application of our policy we will:

- Always operate in accordance with all related legislation
- Make sure that our staff is always aware of all related issues
- Communicate every related detail to our guests

OBJECTIVES

To achieve our goals we will:

- Carry out fire drills and control evacuation routes on a regular basis
- Keep enough and adequate fire extinguishing equipment at all hotel areas
- Train our staff in health and safety issues on an annual basis
- Keep up to date health certificates for staff working in catering departments as required by law
- Control the quality of water used in our premises (pool and potable) on a regular basis
- Control the quality of food served in our premises
- Have clearly labeled emergency instructions on display in all rooms and common areas

Natasha Psarou

Lindos Sun Hotel Manager
Last updated on 01/07/2018



HUMAN RESOURCES POLICY

VISION

At the **LINDOS SUN HOTEL** we believe that our staff is the key stakeholder for our successful operation and we are committed to treat our employees fairly and with respect

OBJECTIVES

In accordance to our vision we will:

- Operate in compliance with all related laws and regulations
- Increase staff awareness on their rights and obligations by providing continuous training.
- Guarantee fair treatment and show zero tolerance in any act of discrimination of age, sexuality, gender, ethnicity, religion, culture or disability.
- Wherever possible employ staff who live in the local community.
- Provide a safe and secure working environment

TARGETS

In order to fulfill our objectives we will:

- Increase to a maximum the number of employees from the local community.
- Train all of our staff on their rights and roles, on environmental and health safety issues on an annual basis
- Ensure that all of our staff is paid accordingly to the updated collective agreement for people employed in the tourism industry

Natasha Psarou

Lindos Sun Hotel Manager
Last updated on 01/07/2018



LOCAL COMMUNITY POLICY

VISION

At the LINDOS SUN HOTEL we are committed to work with respect to the society and operate in a beneficial way for our local community.

OBJECTIVES

With accordance to our vision we will:

- Wherever possible buy products and use services provided from local businesses.
- Increase our guests awareness on the local history and traditions
- Train our staff on different ways and on the importance of promoting our local community
- Be a part of all related schemes that promote and protect our local community

TARGETS

For the fulfillment of our objectives we will:

- Increase the percentage of products and services utilized by local businesses to a maximum
- Promote the local community throughout our operations with displays in common areas
- Utilize local customs and traditions in the hotels design and appearance
- Train our staff in local community promotion on an annual basis

Natasha Psarou

Lindos Sun Hotel Manager
Last updated on 01/07/2018



LINDOS SUN HOTEL POLICY AGAINST WORKPLACE DISCRIMINATION

Lindos Sun hotel is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Lindos Sun hotel expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Lindos Sun hotel has developed this policy to ensure that all its employees can work in an environment free from unlawful harassment, discrimination and retaliation. We will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any employee who has questions or concerns about these policies should talk with the director or the manager.

The current legislation and the policies of Lindos Sun hotel prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment.

Equal employment opportunity

It is the policy of Lindos Sun hotel to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, sex, sexual orientation, age, disability, marital status, citizenship, or any other characteristic protected by law. Lindos Sun hotel prohibits any such discrimination or harassment.

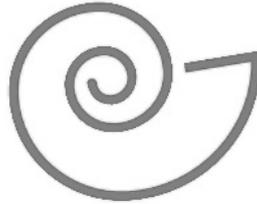
Retaliation

Lindos Sun hotel encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Lindos Sun to promptly and thoroughly investigate such reports. Lindos Sun prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

Updated August 2018

Psarou Natassa

Hotel General Manager



PURCHASING POLICY

VISION

At the LINDOS SUN HOTEL we recognize the impact of our purchases to the local economy and the environment and will work continuously on the best possible impact to all related sectors

OBJECTIVES

With accordance to our vision we will:

- Assure best quality of goods and services acquired
- Have a positive impact to the local/National economy
- Carefully choose our suppliers with strict sustainable criteria
- Encourage sustainable practices

TARGETS

For the fulfillment of our objectives we will:

- Continuously monitor our suppliers on specific environmental criteria
- Show a preference, wherever possible, to eco friendly products
- Acquire goods in bulk packages in order to reduce related waste production
- Show a preference, wherever possible, to local goods and services

Natasha Psarou

Lindos Sun Hotel Manager
Last updated on 01/07/2018



QUALITY ASSURANCE POLICY

VISION

At the LINDOS SUN HOTEL we do not negotiate on the quality of goods and services provided to our guests. Guest satisfaction is our main goal and one of the main factors that can assure our operational sustainability

OBJECTIVES

With accordance to our vision we will:

- Fully meet our guests expectations and thoroughly examine cases where we fail to do so
- Increase staff awareness on the importance of their towards our vision
- Keep a high level of products and services provided to our guests

TARGETS

For the fulfillment of our objectives we will:

- Train our staff on their specific roles in relation to guest satisfaction on an annual basis
- Monitor our guest satisfaction rate, assure that scores are always at the highest level at all sectors and immediately detect, communicate and solve potential problems
- Continuously monitor and evaluate all products and services acquired with strict quality criteria that are regularly communicated to our suppliers

Natasha Psarou

Lindos Sun Hotel Manager
Last updated on 01/07/2018