

GRECOTEL

HOTELS & RESORTS TO LIVE®

POLICIES



GRECOTEL POLICIES

Grecotel, the leading luxury hotel group in Greece, is at the forefront of designing and implementing comprehensive corporate social responsibility programs. With a network of over 30 prestigious hotels across the country, Grecotel sets the benchmark in the hospitality industry. Our commitment extends beyond luxury, as we engage in diverse social and environmental initiatives that focus on awareness, cultural enrichment, and education. Grecotel is dedicated to fostering an inclusive and sustainable environment for all. As we continually evolve, we encourage you to visit our online portal for the latest updates on our policies and initiatives.

MESSAGE FROM THE MANAGEMENT



Mari Daskalantonaki
GrecoTel CEO

At GrecoTel, we fully acknowledge the leading role we play in our industry and operate with complete awareness of our responsibilities, demonstrating the necessary sensitivity. Through our policies, we are committed to providing a safe and friendly lodging experience, with sustainability at the forefront. We strive to reduce our environmental impact, enhance environmental awareness, and support local communities by promoting the local economy, culture, and education. Aiming to create a better future, we advance actions that meet your highest expectations and contribute to improving living conditions for all.

*Through our commitment to our values and policies,
we unite our efforts to achieve our goals and build a better,
sustainable future!*

QUALITY POLICY

Grecotel recognizes that a robust quality management system offers benefits to all concerned, both internally and externally. Service quality is understood to be a tool for satisfying client expectations at the highest level of standards.

WE AT GRECOTEL

- Comply with the current national and international legal framework and regulatory requirements.
- Identify and understand our guests' expectations, measure perceptions, and implement changes to increase satisfaction. The effectiveness of our services and guest satisfaction is monitored through our guest questionnaires, tour operators' feedback and management/ staff meetings and auditing control reviews.
- Deliver on-time qualitative products, systems and services that meet or exceed our guests' expectations.
- Improve our employees' skills and motivation through regular training in quality, hygiene and food safety practices.
- Embed social responsibility and company ethics
- Collaborations with local businesses & suppliers
- Contribution to the local community (sponsorships - donations)
- Employment of local populations
- Contribution to the local economy through our activities
- Assure the quality and safety of our supplies.
- Keeping an updated list of suppliers and revising it according to quality certifications
- Improve operational performance along the value chain from suppliers to guests.
- Implement a continual improvement quality system with audited measurable objectives for guest services.
- Generate environmental awareness of hotel employees to leave a cleaner, healthier, and safe environment for the next generation.
- Raising environmental awareness through continuous education and initiatives

Our Quality Assurance Department sets standards and measurement methods for guest satisfaction. The General Manager is responsible for the implementation of the hotel's quality system and establishes the sustainable development philosophy underpinning the continuous improvement process. Employees at all levels apply the principles in their everyday activities. Employees are guest satisfaction focused and exercise leadership with the aid of such tools as guest comments, weekly walkthrough inspections and health-and-safety-at-work regulations.

HEALTH & SAFETY POLICY

Grecotel is committed to ensuring the health and safety of all persons including employees and guests. We take all reasonable and practical steps to improve work safety conditions and strive to uphold the core values of safety, knowledge, integrity and leadership in order to achieve our goal of zero accidents.

WE AT GRECOTEL:

- Comply with all health and safety legislation, acts, regulations, codes of practice and other guidelines.
- Ensure all managers are directly responsible and accountable for the health, safety and welfare of their employees and always provide them with the necessary resources.
- Provide personal protective equipment and clothing for safe working conditions.
- Provide appropriate Health and Safety Training to involved parties.
- Maintain relevant procedures, systems, information, training, recognition programs, and organizational structures to support and communicate effective health and safety practices throughout the hotel.
- Establish clear targets and objectives to improve health and safety.
- Effectively disseminate health and safety information and standards to all employees as part of each business unit's consultative process.
- Employees attend all training and read all information distributed. They follow the rules and safety systems of the workplace, including those governing the use of any required personal protective equipment/clothing.
- Cultivate and maintain a positive safety culture through the active participation, consultation and cooperation of all employees and guests in promoting and developing measures for the improvement of health and safety for all.
- Actively respond to and investigate all incidents and ensure that injured employees are able to return to their job as rapidly as possible through equitable claims management and rehabilitation practices.
- We implement a comprehensive crisis management plan for immediate and effective response to emergency situations, ensuring the safety and well-being of our guests and staff.

Grecotel implements and maintains these systems, standards, policies and procedures. These standards are monitored regularly to ensure their integrity and effectiveness and to facilitate continuous improvement.

ENVIRONMENTAL POLICY

At Grecotel, environmental stewardship is a cornerstone of our operations. We understand the profound impact our industry can have on the planet and are dedicated to minimizing our footprint. From energy consumption and water usage to waste reduction and biodiversity preservation, we strive to conduct business in a way that respects the environment. By adopting a precautionary approach and continuously seeking innovative solutions, we aim to set new standards for sustainable hospitality.

We recognize the urgent need to protect our planet for future generations and are committed to implementing sustainable practices that minimize our environmental impact. We pledge to reduce our environmental footprint through responsible management and continuous improvement, contributing to the preservation of Greece's unique ecosystems and communities.

OUR ENVIRONMENTAL OBJECTIVES

CONTINUOUS IMPROVEMENT / IN ENVIRONMENTAL PERFORMANCE

- We systematically set higher environmental goals across all our hotels, evaluating our success against these goals with increasingly rigorous standards.
- Grecotel supports the United Nations Sustainable Development Goals into our business strategies, focusing on those that align most closely with our operational impact.

COMPLIANCE AND BEYOND

- We ensure strict compliance with all national and international environmental legislation. In areas where regulations are less clear, we apply the highest environmental standards to safeguard the environment.
- Regular environmental audits are conducted across our hotels to ensure compliance and continuous improvement, with results reported to our management annually.

ENVIRONMENTAL POLICY

ROLES & RESPONSIBILITIES

Chief Executive Officer (CEO)

- Approves the Environmental Policy and ensures strategic alignment with corporate values.

Hotel Manager

- Engages with internal and external stakeholders.
- Oversees the implementation of the Environmental Policy.
- Ensures compliance and timely reporting.

Regional Sustainability Lead

- Implements the Environmental Policy across operations.
- Ensures compliance with relevant standards and regulations.
- Leads internal and external environmental audits.

Sustainability Coordinators

- Monitor and execute environmental action plans.
- Implement operational controls.
- Track and report environmental performance indicators (energy, water, waste, greenhouse gas emissions) against annual targets.

Employees & Contractors

- Actively participate in environmental initiatives.
- Acknowledge and adhere to the Environmental Policy.
- Report any environmental concerns or incidents.

SUSTAINABLE RESOURCE MANAGEMENT

- We are committed to reducing our hotels' environmental footprint by optimizing the use of natural resources, managing energy and water consumption responsibly, and minimizing waste.
- Our operations aim to reduce carbon emissions across all hotels by prioritizing energy efficiency upgrades and implementing sustainable practices. While we are committed to exploring carbon offset projects and renewable energy certificates to mitigate emissions that cannot be eliminated, we will also investigate opportunities for retrofitting, electrification, renewable energy procurement, and on-site renewable generation as potential future initiatives.

ENVIRONMENTAL POLICY

RAISING ENVIRONMENTAL AWARENESS

- Greotel fosters environmental awareness among all stakeholders, including guests, employees, suppliers, and the local communities surrounding our hotels.
- We provide continuous environmental education and training for our employees, encouraging them to actively participate in environmental initiatives within and beyond their work environment.

SUPPORTING LOCAL COMMUNITIES AND BIODIVERSITY

- We actively contribute to the sustainable development of local communities by supporting projects that protect and preserve local ecosystems and biodiversity.
- Greotel's operations are designed to strengthen local communities economically and socially, while also ensuring the long-term protection of the environment.

INNOVATION AND SUSTAINABLE OPERATIONS

- We innovate by adopting sustainable technologies and practices across all our hotels. This includes the use of local and recycled products, energy-efficient technologies, and water conservation measures.
- Greotel supports research and development in sustainable hospitality practices, ensuring that our operations contribute to a more sustainable future.

ENVIRONMENTAL INTEGRATION IN HOTEL DEVELOPMENT

- Our construction and renovation projects are designed with the environment in mind, ensuring that new developments harmonize with the natural landscape and cultural heritage of their locations.
- We focus on using sustainable materials and building practices that reduce the environmental impact of our developments.

The Environmental Policy is an integral part of the Greotel Code of Conduct and the Greotel Supplier Code of Conduct. Every employee, contractor, and supplier working with or for Greotel is expected to adhere to this policy and report any environmental concerns directly to Greotel. This Policy applies to our operations over which we have direct control, encompassing employees and contractors engaged at our hotels and other facilities, including administration offices, Danilia Village, Agreco Farm etc. Furthermore, in collaboration with partners involved in segments of our value chain beyond our direct control, we advocate for the adoption of the same standards outlined in this Policy.

ENVIRONMENTAL POLICY

STAKEHOLDER ENGAGEMENT AND COLLABORATION

- Grecotel encourages all stakeholders—employees, guests, suppliers, partners, and contractors—to adhere to our environmental policy and actively contribute to environmental protection efforts.
- We collaborate with national and international environmental organizations and NGOs to support broader environmental initiatives and campaigns.

PRESERVING NATURAL AND CULTURAL HERITAGE

- We undertake proactive measures to protect the landscapes, wildlife, and historical sites surrounding our hotels, ensuring that our presence enhances rather than detracts from these areas.
- Our commitment to preserving Greece's natural and cultural heritage is central to our operational ethos.

TRANSPARENCY AND ACCOUNTABILITY

- We are committed to transparency in our environmental practices, conducting regular assessments and audits, and reporting our progress to both stakeholders and the public.
- Our annual sustainability reports provide a comprehensive overview of our environmental performance and outline the steps we are taking to achieve our long-term sustainability goals.

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HUMAN RIGHTS POLICY

Grecotel is committed to ensuring that its employees and suppliers understand and implement the principles of respecting human rights. To this end, the company organizes annual human rights training for all hotel employees, while this policy is also communicated to subcontractors and partners.

OUR COMMITMENT

- We ensure respect and protection of human rights in all areas, including fair working conditions, terms and conditions of employment, recruitment of employees and fair career development of our employees.
- In Grecotel, we foster a culture of dignity and respect in interactions with guests and employees.
- We are committed to preventing forced labor, child labor and any form of exploitation within our operations and supply chain

FREEDOM OF ASSOCIATION

- In Grecotel, we ensure the right of all our employees to join a union or create their own group to discuss terms and conditions of employment, manage complaints and submit ideas/ suggestions without fear of retaliation.
- We actively support open communication and collaboration between management and employee representatives to foster a positive and inclusive work environment.

EMPLOYEE SUPPORT AND WELL-BEING

- We provide access to occupational health and safety services, ensuring a safe and healthy work environment for all our employees.
- We offer wellness programs and initiatives to support the physical and mental health of our employee.
- We organize events and activities at the end of each season to celebrate achievements and provide additional experiences for our employees, fostering a sense of community and appreciation.

PREVENTION OF ABUSE AND HARASSMENT

- We implement strict procedures to prevent any form of abuse harassment or violence in the workplace, ensuring a safe and respectful environment for all employees.
- We regularly conduct training sessions on recognizing, preventing, and addressing workplace harassment and abuse, in collaboration with specialized organizations

HUMAN RIGHTS POLICY

- We provide support and resources for employees who may experience or witness harassment, ensuring their concerns are addressed promptly and effectively.

COMPLIANCE WITH NATIONAL LEGISLATION

- We ensure that working hours, breaks, leave days and paid leave comply with national legislation, reflecting our commitment to fair labor practices.
- We compensate overtime work appropriately or provide equivalent leave, always with employee's free consent.
- We provide additional benefits such as sick leave, maternity leave and other legally mandated entitlements to support the well-being of our employees.
- We regularly review and updated our policies to ensure compliance with changing laws and regulations.

REPORTING ISSUES

- We ensure the right of all our employees to report issues or seek assistance from law enforcement or other legal authorities without restrictions or fear of retaliation.
- We provide confidential channels for employees to report any concerns regarding human violations, unethical behavior or workplace misconduct.
- We take all reports seriously and conduct thorough investigations to address and resolve issues promptly.
- Greotel engages with its stakeholders both within the organization and externally to address impacts, and it publishes updates in its yearly corporate responsibility report.
- Greotel is committed to creating and strengthening channels for reporting and investigating any known or suspected breaches of human rights.

EMPLOYEE TRAINING

- We provide comprehensive training to our employees on human rights issues, emphasizing the importance of respect, equality and protection of individual rights.
- Furthermore, we offer specialized training on child protection to ensure our employees are equipped to identify and address any potential risks to children.
- We regularly updated training programs to reflect the latest best practices and legal requirements.

Through these commitments, we aspire to cultivate a work environment that upholds respect, equity, and well-being, while strengthening awareness of human rights across our company's entire value chain.

CHILDREN RIGHTS POLICY

At Grecotel, we hold ourselves responsible for the active safeguarding of children from all forms of mistreatment or abuse, from physical neglect through to emotional or sexual or exploitation. We support and respect the protection of human rights throughout the company's sphere of influence, including standing against human trafficking and the exploitation of children. We publish our Children's Rights Policy and provide training for all our employees on human rights, including the protection of children.

Grecotel is dedicated to upholding the rights of children and ensuring their safety, protection, and well-being within all our hotels and resorts. This policy outlines our commitments and procedures to safeguard children in line with international standards and local laws. This policy applies to all Grecotel employees, contractors, guests, and partners across all our properties. It covers every aspect of our operations, including guest services, events, and external partnerships.

COMMITMENT TO CHILD PROTECTION

- Grecotel is committed to the principles of the United Nations Convention on the Rights of the Child.
- We are devoted to preventing any form of child abuse, exploitation, or neglect in all Grecotel properties and activities.

EMPLOYEE CONDUCT

- Employees are mandated to report any suspicion or evidence of child abuse or exploitation to their supervisor or manager on duty immediately.
- Employees must avoid situations where they are alone with a child, unless it is necessary for the child's safety or well-being.

GUEST INTERACTION

- Guests at Grecotel are expected to treat all children with respect and care. Any behavior that could be perceived as abusive, exploitative, or neglectful is strictly prohibited.
- Guests can report any suspicious or concerning behavior related to child safety to the nearest employee of the hotel.

CHILDREN RIGHTS POLICY

SAFE ENVIRONMENT

- Grecotel ensures that all facilities, especially those designed for children, such as play areas, swimming pools, and kids' clubs "Grecoland", are safe, secure, and supervised by trained staff.
- We communicate safety guidelines and rules clearly to all guests, ensuring that children are always in a safe environment.

CHILD EXPLOITATION PREVENTION

- Grecotel maintains a zero-tolerance policy towards any form of child exploitation, including sexual exploitation and forced labor. Any individual, whether guest or employee, found engaging in such activities will be reported to the authorities and dealt with accordingly.
- We work closely with local law enforcement, child protection agencies, and 'The Smile of the Child' to prevent and respond to cases of child exploitation. As part of our commitment to safeguarding children, we also provide information on key emergency helplines, including 100 (police), 112 (European emergency number), and 1056 ('The Smile of the Child' helpline).

PRIVACY AND CONFIDENTIALITY

- Grecotel respects the privacy of children and their families. Personal information regarding children will not be shared without the explicit consent of their parent or guardian, except in circumstances where it is necessary to ensure the child's safety.

All persons who do not comply with these rules, and ignore warnings given by hotel management, shall be expelled from the hotel. According to the offence, the General Manager may notify the law enforcement authorities. All employees must adopt this policy and show determination and support for its implementation.

CHILDREN RIGHTS POLICY

TRAINING AND AWARENESS

- All Greotel employees receive comprehensive training on child protection, including how to recognize signs of abuse and the procedures for reporting any concerns.
- We continually update our child protection policies and training programs to align with the latest best practices and legal requirements.

PARTNERSHIPS AND SUPPLIERS

- Greotel only partners with suppliers, contractors, and businesses that uphold similar standards of child protection.
- We include strict child protection clauses in our contracts and reserve the right to terminate any partnership with entities that do not comply with these standards.

COMMUNITY ENGAGEMENT

- Greotel is committed to supporting and engaging with local communities to promote child rights and protection. This includes participating in and supporting local child protection initiatives and educational programs.

PURCHASE POLICY

Purchasing decisions can have a significant environmental, social and financial impact. Responsible procurement (or sustainable/ responsible purchasing) is a process by which environmental, social and ethical considerations are considered when making a purchasing decision.

The purpose of this procurement policy is to ensure that Grecotel's procurement activities are conducted in a manner that is ethical, transparent, efficient, and aligned with our commitment to sustainability, quality, and corporate social responsibility. This policy applies to all Grecotel employees involved in the procurement of goods and services, including but not limited to purchasing, contracting, and vendor management. It covers all Grecotel properties and business units.

ETHICAL PROCUREMENT

- Grecotel is committed to conducting all procurement activities with the highest standards of integrity and fairness. All employees must act in the best interest of the company, avoiding conflicts of interest and ensuring impartiality in supplier selection and negotiations.
- All suppliers must comply with Grecotel's Code of Conduct, which includes adherence to ethical labor practices, human rights, and anti-corruption measures.

SUSTAINABLE PROCUREMENT

- Grecotel prioritizes the procurement of goods and services that have a minimal environmental impact. We aim to work with suppliers who share our commitment to sustainability and who actively work to reduce their carbon footprint, minimize waste, and conserve natural resources.
- Preference will be given to suppliers who demonstrate compliance with recognized environmental management systems or certifications (e.g., ISO 14001).

QUALITY ASSURANCE

- Grecotel is committed to sourcing goods and services that meet or exceed the required quality standards to ensure the safety, satisfaction, and comfort of our guests.
- All products and services must comply with relevant local and international regulations and standards. Suppliers must provide evidence of such compliance upon request.

PURCHASE POLICY

SUPPLIER SELECTION AND EVALUATION

- Supplier selection will be based on a comprehensive evaluation of quality, price, delivery, service, and the supplier's ability to meet Grecootel's ethical and sustainability criteria.
- Grecootel will maintain a list of approved suppliers who meet our standards. Regular evaluations will be conducted to assess supplier performance, reviews, and feedback mechanisms.

LOCAL AND COMMUNITY ENGAGEMENT

- Grecootel supports the local economy by prioritizing the procurement of goods and services from local suppliers wherever possible, provided they meet our quality, price, and sustainability standards.
- We encourage our suppliers to engage with and support local communities, including through employment practices and social responsibility initiatives.

ANTI-BRIBERY AND CORRUPTION

- Grecootel enforces a zero-tolerance policy towards bribery, corruption, and any unethical practices in procurement activities.
- Employees are prohibited from accepting gifts, favors, or any form of inducement from suppliers that could influence or appear to influence procurement decisions.

CONTRACT MANAGEMENT

- All contracts with suppliers must be clear, comprehensive, and enforceable, detailing the scope of goods/services, pricing, delivery schedules, quality requirements, and terms of payment.
- Contracts must include clauses that ensure compliance with Grecootel's ethical, sustainability, and legal standards, with provisions for termination in cases of non-compliance.

RISK MANAGEMENT

- Grecootel will identify and manage procurement-related risks, including supply chain disruptions, quality issues, and financial risks associated with suppliers.
- A risk assessment will be conducted for all key suppliers, with contingency plans in place to mitigate potential disruptions.

PURCHASE POLICY

CONTINUOUS IMPROVEMENT

- Greotel is committed to continuous improvement in its procurement processes. This includes regular reviews of the procurement policy, supplier performance, and market conditions to ensure that procurement practices remain effective and aligned with the company's goals.
- Feedback from internal stakeholders, suppliers, and external audits will be used to identify areas for improvement.

Priority will be given to products from local markets, progressively from a municipal, regional to state level, provided that they meet the basic standards and needs of Greotel. Regarding the purchase of equipment, priority is given to the products that consume less water, energy and fuel and do not contain CFCs. Our environmental-friendly specifications are developed by Greotel's Environmental Department in cooperation with the Purchasing Department on the basis of specific European Union and international regulations, and the latest scientific research and innovation.

COMPLAINTS POLICY

Grecotel is committed to maintaining its responsiveness to the needs and concerns of its guests in order to deliver high quality professional services. Grecotel follows the guiding principles of effective complaints handling.

- The Complaints Handling Policy is available on the Grecotel portal.
- The Policy is accessible to all partners, employees and clients. It is easy to understand and includes details on submitting and resolving complaints.
- Receipt of each complaint is acknowledged to the complainant. Complaints will be handled in an effective and efficient manner. Throughout the complaint-handling process complainants are notified of the progress of the complaint handling.
- Each complaint is dealt with in an equitable, objective and unbiased manner through the complaints handling process.
- There are no charges complaint submission.
- Personal information concerning the complainant, in compliance with our strict Privacy Policy standards, is actively protected from disclosure unless the complainant expressly consents to its disclosure.
- Partners and employees are committed to the efficient and fair resolution of complaints. We actively solicit feedback from our guests on a regular basis
- and acknowledge each guest's right to complain.
- All partners and employees accept responsibility for effective complaints handling.
- Our complaints handling process is reviewed periodically -at least annually- by our Quality Assurance Department to enhance the efficiency of service delivery.

Complaints are examined by the Complaints Officer on a quarterly basis for the identification of systemic or recurring problems. If such problems are identified, the company will consider actions to be taken to address these challenges. Wherever appropriate, the Complaints Officer will ensure that issues raised in the complaints handling process are reflected in employee performance evaluations.

PRIVACY POLICY

Grecotel is committed to the highest standards of personal data protection because we strongly believe that only by doing so can we win and maintain the trust placed in us by all those we work with and serve. We take a comprehensive approach towards achieving this goal and involve all departments in diligently developing, adapting and improving the strongest technical and organizational measures towards that end.

WE AT GRECOTEL

- Design our policies and processes for the collection and processing of personal data so as to fully comply with national legislation and the EU General Data Protection Regulation.
- Provide detailed, targeted personal data protection policies for employees, business partners and guests and these are available to them at all times.
- Continually revise and improve these policies and processes.
- Design our policies to easily fully inform everyone of their freedoms and rights over how their personal data is used and of the privacy practices we implement. Our policies are available on all Grecotel sites.
- Take measures to engage those trusting us with their personal data to actively signal their consent with opt-in statements wherever these are appropriate. Other such measures include the addition of privacy terms in all our forms and contracts that have to do with the processing of personal data.
- Periodically engage our employees in awareness and training programs to create a strong data protection culture at all levels.

Our Data Privacy Officer leads a team of internal and external experts in continually updating and improving our technical and organizational privacy policies and procedures. We draw upon the feedback and experience of employees, business partners and guests, as well as the most recent changes in European and National privacy legislation.

BRIBERY CORRUPTION & FRAUD POLICY

Grecotel is committed to conducting business in an ethical and honest manner and is committed to implementing and enforcing systems that ensure all forms of bribery, corruption, and fraud are prevented. Grecotel has zero tolerance for bribery and corrupt activities. We are committed to acting professionally, fairly, and with integrity in all business dealings and relationships we build with our employees. Grecotel will constantly uphold all laws relating to anti-bribery and corruption and adhere to the SIZA Social Standard requirements in combating any form hereof

TO WHOM IT APPLIES

This policy applies to all employees, managers, and owners of Grecotel, including temporary or contract employees. Employees must ensure that they do not become involved in any way in the payment of bribes. This policy sets out the minimum standards to which all employees of Grecotel must adhere at all times.

DEFINITIONS

Bribery can be described as: giving or receiving anything from any person (usually money, a gift, loan, reward, favour, commission or entertainment), as an improper inducement or reward for obtaining business, employment or any other benefit. Bribes can therefore include, but are not limited to:

- Gifts and excessive or inappropriate entertainment, hospitality, travel and accommodation expenses.
- Payments, whether by employees or business partners such as recruiters, labour service providers or consultants.
- Other 'favours' provided to supervisors, such as making unwanted advances, payments or promises.

BRIBERY CORRUPTION & FRAUD POLICY

OUR COMMITMENT

All employees of Grecotel must adhere to the company ethos of bribery and corruption. No employee or manager will be allowed to take part or become involved in any form of bribery, corrupt behaviour, or fraud, including the following:

- Offer, pay, or give anything of value to any person through which one will unethically gain something in return which is not provided for in terms of their employment contract.
- Attempt to mislead or induce any person to do something illegal or which goes against the company policy.
- Mislead or intentionally lie to any person to gain an advantage above and beyond their employment agreement.
- Violate any rules by shifting blame or responsibility onto another employee/person.
- Fraudulent practices against the company ethos or legislation.

Our Data Privacy Officer leads a team of internal and external experts in continually updating and improving our technical and organizational privacy policies and procedures. We draw upon the feedback and experience of employees, business partners and guests, as well as the most recent changes in European and National privacy legislation.

CORPORATE & SOCIAL RESPONSIBILITY POLICY

In Grecotel we champion the importance of Corporate Social Responsibility in the hospitality industry. The Policy sets our social priorities and principles.

WE ARE COMMITTED TO

- Operating in accordance with CSR strategy and Continuous improvement.
- Encouraging our business partners to reach company's standards.
- Complying with all relevant national and international rules and regulations for the implementation of best practices in all our operations.

HUMAN RIGHTS

- Support and respect the protection of internationally proclaimed human rights.
- Encourage vendors to actively to observe international human rights norms.

ANIMAL RIGHTS

- Support initiatives to help preserve and protect our natural heritage through participation in such programs as the WWF protection of the Caretta-Caretta at our beaches.

PROMOTION OF LOCAL CULTURE

- We actively promote and respect the local culture and heritage of each region where we operate, integrating cultural appreciation into our services and activities.
- We encourage our guests to interact respectfully with local communities, fostering cultural exchange and mutual understanding.
- We collaborate with local artisans, performers and cultural organizations to showcase and support the rich traditions and cultural heritage of the areas we serve.

IMPACT ON SOCIETY

- Our awareness of the local and wider community is a given and is nurtured.
- We effectively support the needs of the local community.
- Dialogue with local communities is encouraged as mutually beneficial.
- Respect the local culture, traditions and intellectual property rights.

CORPORATE & SOCIAL RESPONSIBILITY POLICY

EQUAL OPPORTUNITIES EMPLOYER

- Provide equal opportunities to all employees and job applicants.
- No job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or national origin.
- No discrimination relating to employees and job applicants for any reason (such as special needs or part time or short-term status) without full and proper justification.

CHILD PROTECTION POLICY

- Promote human rights, and in particular children's rights by training employees and providing information to guests.
- Reject, eradicate and condemn any form of human exploitation, especially that of a sexual nature, particularly when this involves minors.
- Grecotel does not utilize or promote child labor.

ETHICAL BUSINESS CONDUCT IN ORDER TO ENSURE

- Fair treatment of all employees and clients.
- Transparency of our business policies and practices.
- High standards relating to health and safety in the working environment.
- Ethical business practices throughout our operations.

AMENDMENT HISTORY

VERSION NO.	RELEASE DATE	DEPARTMENT	CHANGE DESCRIPTION/COMMENTS
V 1.0	February 2019	Operation	Launch
V 1.1	April 2020	Sustainability Dpt	Annual Update
V 1.2	March 2021	Sustainability Dpt	Changes made with respect to commitment
V 1.3	January 2022	Sustainability Dpt	Minor changes in the Policies
V 1.4	February 2023	Sustainability Dpt	Minor changes to reflect inclusion of biodiversity
V 2.0	May 2024	Sustainability Dpt	Annual changes with respect to Human Rights, Biodiversity, Bribery Corruption & Fraud
V 2.1	April 2025	Sustainability Dpt	Added clearly defined roles and responsibilities to strengthen the Environmental Policy's implementation and accountability framework

Signed on behalf of:
May 2025

Mari Daskalantonaki
Chief Executive Officer, Grecotel S.A

Should you require this document in another language, please reach out to Grecotel's Sustainability Department at sustainability@grecotel.com.



grecootel.com