

Social &
Environmental
Sustainable
Responsibility



STATEMENTS OF COMMITMENT

Statement of Commitment to Sustainability and Ethical Practices

At Agali Hotel Paxos, we are fully dedicated to advancing sustainability and ethical practices in all aspects of our operations. We recognize the importance of integrating responsible business practices that benefit the environment, our employees, our community, and society as a whole. Below, we outline our detailed commitments in key areas:

Reducing Greenhouse Gas Emissions

We are committed to minimizing our carbon footprint through responsible energy use, efficient operations, and the adoption of sustainable practices.

By integrating partially renewable energy sources, reducing waste, and implementing energy-saving technologies, we strive to significantly lower our greenhouse gas emissions.

We are committed to actively reducing our greenhouse gas emissions through a multifaceted approach that includes:

- **Energy Efficiency:** We implement energy-saving technologies, such as LED lighting, energy-efficient appliances, and continuous training to our associates.
- **Sustainable Transportation:** We promote carpooling in our associates.

By setting measurable targets and regularly reviewing our progress, we aim to achieve significant reductions in our carbon footprint.

Protecting and Supporting Biodiversity

We pledge to protect and enhance biodiversity by reducing our environmental impact and supporting conservation efforts. Our commitment includes preserving natural habitats, reducing pollution, and supporting local initiatives that contribute to the protection of ecosystems and wildlife.

We are committed to preserving and enhancing biodiversity through:

- **Sustainable Land Use:** We ensure that our operations, including construction and landscaping, do not disrupt local ecosystems and biodiversity.

This includes protecting natural habitats and avoiding deforestation.

- **Supporting Conservation Efforts:** We collaborate with local and global conservation organizations to support projects that protect natural habitats.
- **Reducing Pollution:** We actively work to reduce pollution by minimizing the use of harmful chemicals, properly managing waste, and preventing contamination of water sources.
- **Education and Awareness:** We engage our staff, guests, and local communities in educational programs that highlight the importance of biodiversity and encourage responsible behavior.

Our goal is to not only minimize our impact on biodiversity but also contribute to its enhancement wherever possible.

Treating Our Staff Fairly

We are dedicated to fostering a positive, inclusive, and equitable work environment where all employees are treated with respect and fairness. This includes ensuring fair wages, safe working conditions, opportunities for professional development, and a culture that values diversity and well-being.

We believe that our employees are our greatest asset, and we are committed to ensuring their well-being through:

- **Fair Wages and Benefits:** We provide fair and competitive wages, benefits, and opportunities for advancement, ensuring that all employees are compensated appropriately for their work.
- **Safe and Healthy Work Environment:** We are committed to providing a safe, secure, and healthy workplace. This includes regular safety training, access to health services, and a commitment to workplace safety standards.
- **Diversity and Inclusion:** We foster a culture of diversity and inclusion, where all employees are respected and valued regardless of gender, race, religion, or background. We actively work to eliminate discrimination and promote equality.
- **Professional Development:** We invest in our employees' growth by offering training programs, skill development opportunities, and clear career pathways.

Our approach ensures that every employee feels supported, valued, and empowered to contribute to our collective success.

Protecting and Respecting Human Rights

We commit to upholding and promoting human rights in all areas of our operations.

We ensure that our

business practices respect the dignity and rights of all individuals, from our employees to the communities we engage with. This includes strict adherence to international labor standards and zero tolerance for discrimination or exploitation.

Our commitment to human rights is reflected in every aspect of our operations, including:

- **Ethical Labor Practices:** We adhere to international labor standards, ensuring that all employment is freely chosen, and that no forced or child labor is used within our operations or supply chains.
- **Supply Chain Responsibility:** We conduct due diligence to ensure that our suppliers also adhere to high human rights standards, including fair wages, safe working conditions, and respect for workers' rights.
- **Non-Discrimination:** We enforce strict policies against discrimination, harassment, and exploitation. We promote equal opportunities and respect for all individuals.
- **Transparency:** We are committed to transparency in our business practices, regularly reporting on our human rights performance and engaging stakeholders in dialogue about our efforts.

Through these commitments, we aim to uphold and promote human dignity and justice in every area of our business.

Being a Responsible Member of Our Community

As an active and responsible member of the community, we commit to contributing positively to local

development, supporting social initiatives, and engaging with community stakeholders. We believe in building strong, mutually beneficial relationships that enhance the social, cultural, and economic fabric of the areas where we operate.

We are dedicated to being a positive force within our community by:

- **Local Employment and Economic Development:** We prioritize hiring local staff and supporting local businesses, helping to boost the local economy and create sustainable livelihoods.

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- **Cultural Preservation:** We respect and promote local cultures and traditions, ensuring that our operations do not disrupt or erode cultural heritage. We encourage guests to engage with and appreciate local culture in a respectful manner.
 - **Community Engagement:** We actively participate in community development projects, including education, healthcare, and infrastructure improvements, that benefit the wider community.
 - **Charitable Initiatives:** We support and contribute to charitable causes, both financially and through volunteering, to address social issues and improve the quality of life in our community.

Our goal is to build strong, lasting relationships with our community based on mutual respect and shared benefits.

Safeguarding Children

We recognize the importance of protecting children from harm and exploitation. Our commitment includes implementing policies and practices that ensure the safety and well-being of children, both within our operations and in the communities we serve. We actively work to raise awareness and prevent any form of child abuse or exploitation.

We are committed to protecting children from harm and exploitation through:

- **Child Protection Policies:** We have implemented strict child protection policies that are enforced across all areas of our operations. This includes training our staff to recognize and respond to signs of child abuse or exploitation.
- **Awareness Campaigns:** We engage in campaigns to raise awareness about child protection issues among our staff, guests, and the wider community, emphasizing the importance of creating a safe environment for children.
- **Zero Tolerance Policy:** We enforce a zero-tolerance policy for any form of child exploitation or abuse, and we take immediate and decisive action if such issues arise.

By prioritizing the safety and well-being of children, we contribute to a world where every child can grow and thrive in a secure environment.

Environmental Performance Analysis

Recommendations

To implement more enhanced targeted water-saving initiatives, particularly during the high-consumption summer months, to reduce the per-stay and per-person usage rates. Adopt water-saving technologies like low-flow fixtures and smart meters to track and manage usage more effectively.

Raise even more awareness engage both employees and guests in sustainability practices, educating them on water conservation methods. Enhance data collection and monitoring to avoid gaps in reporting and ensure timely adjustments to sustainability strategies. Replacing standard fixtures with low-flow showerheads, faucets, and toilets can decrease water usage without compromising functionality. Conducting regular inspections and repairs to identify and fix leaks in the plumbing system can prevent unnecessary water losses. Installing rainwater harvesting systems can provide an additional water source for non-potable uses, reducing the demand on groundwater resources.

Implementing these measures will help manage water consumption more effectively, reducing both costs and environmental impact.

SUSTAINABILITY

The unit has invested significant amounts to fully comply with legal and other regulatory requirements. Investments include equipment upgrades, infrastructure improvements, and implementation of environmental measures. Management places great importance on continuous training and raising awareness among staff and visitors on environmental protection issues.

Environmental Policy and Communication

Special Information Programs: As part of the environmental policy, special information and promotional programs have been added:

Environmental Documents: Display of environmental documents in rooms.

Posts and Promotions: Promotion of environmental actions on social networks.

Policy Dissemination: The environmental policy has been communicated to the unit's suppliers, and

subcontractors have been informed through a related file they have signed. Additionally, the policy is posted in all common areas and communicated to major partners.

Strategic Improvement Plans

Use of Electronic Systems: Installation of systems for tracking faults and managing housekeeping.

Creation of an Entrance Gate: Enhancement of entrance security to the unit.
Installation of Water Meters: At kitchen points and central network points.

Effectiveness & Compliance

Performance and Effectiveness: The performance of the management system is evaluated as very good. Compliance needs with legislation and other requirements have been successfully met.

Non-Compliance Issues: Non-compliance issues have been identified, which have been appropriately managed and mainly concern analyses.

Food Safety: The safety of the offered food is confirmed by food analyses. Customer feedback is very satisfactory.

Detailed evaluation of changes affecting the management system, including infrastructure upgrades and integration of new processes. Examination of requirements and expectations related to customer service and partnerships. Evaluation of environmental goals and progress towards achieving them.

Community & Environmental Engagement

Employee Status : 8 men and 14 women are employed at the property, 4 associates are local and 18 are foreigners from other parts of Greece.


As part of our CSR program, we are in continuous cooperation with our community, below are mentioned some our actions and certifications.

- Beach Cleaning activities
- Blood donations
- Recycling of cups
- Enhancement of recycling areas
- Innovative towels policy
- Participation in local events

Agali Paxos Hotel is certified with:

- Green Key Certification
- Hazard Analysis & Critical Control Points Certification

Agali Hotel Paxos welcomes feedback from our guests, community & associates about the work we are doing to improve our environmental and social impacts, including suggestions about how we can improve. Please email your comments or ideas to info@agalihotelpaxos.com

SENIOR MANAGER APPROVAL OF ANNUAL SUSTAINABILITY REPORT		
Signature	First and last name	
	Mariella Christou	
	Job title	Date of approval
	Quality Assurance Manager	August 2024

Sustainability Policy

Our policy is to conduct our business in a manner which ensures:

- The implementation of all necessary actions for the protection of the environment.
- Fair treatment of all our employees and guests.
- The maintenance of high standards in all matters relating to Health & Safety in the working environment.
- The transparency of our business policies and practices by meeting all relevant legislation and by keeping ethical best business practices throughout our operations.
- The encouragement of our business partners to reach our company's standards.
- The continuous improvement of our corporate and social responsibility strategy.

Environmental Policy & Food Safety Management System

Being aware of the importance of environmental protection for sustainable development providing high quality services and food safety management, the Management and staff of Agali Hotel Paxos developed and implemented an environmental management system that covers all activities of the hotel in particular the accommodation services, catering and entertainment.

Therefore the administration of Agali Hotel Paxos is committed to:

- Seek continuous improvement by setting goals.
- Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities.
- Select the appropriate personnel and put effort in their continuous training and assessment.
- Assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts.
- Be active in every possible way to protect the environment and prevent pollution.

Based on these commitments, the administration of Agali Hotel Paxos aims at:

- Ensuring all necessary resources to maintain and update the system and infrastructure improvements.
- Achieving a high level of customer satisfaction.
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste.
- Updating all stakeholders involved in environmental activities in order to raise environmental awareness and participation.
- Implementing actions for the sustainable use of resources, adjusted in climate change and the protection of biodiversity and ecosystems.
- Continuous training of our personnel in order to raise environmental awareness and participation in the environmental management system.

These guiding objectives are achieved by applying the Environmental Management System and Food Safety Management, the development of specific and measurable objectives, regular monitoring of environmental parameters controlling the efficiency of operations, the inspection of the System's performance and evaluating targets with the aim of increasing them.

Social

Responsibility

Social responsibility is an essential pillar of Hotel Agali Paxos overall modus operandi.

From sustainable practices to humanitarian support, a wide range of initiatives and procedures regarding social, cultural or environmental issues prove that CSR for us is not just a requirement for a flawless corporate profile. It is a constant and solid proof that we consider ourselves a part of a wider, coexisting environment.

While we grow, we want the local community to grow and prosper along. For that reason, Agali Hotel Paxos has a strong Corporate Social Responsibility (CSR) philosophy and active commitment to socially responsible hospitality services, applying a series of certified procedures that focus on the social, environmental and cultural heritage and supporting various relevant initiatives.

We continuously work in conjunction with all departments to implement sustainable practices and we repeatedly collaborate with and support humanitarian Non-

Governmental Organizations, demonstrating our ethic. Often, we hold special activities in which our guests can actively participate and be a part of the contribution.

Child Protection Policy

We acknowledge that we have a fundamental duty of care towards children and our goal is to keep children and youth safe.

Reject eradicate and condemn, any form of exploitation of human beings especially of a sexual nature particularly when this affects minors.

The company adhere strictly to country laws governing labor standards. The company does not hire minors.

Agali Hotel Paxos follows check-in procedure to ensure that minors are accompanied by their legal guardians according to personal data on the passports.

All our employees receive each year, anti-human trafficking trainings in order to protect minors and people in need.

Maintaining strong child protection systems and procedures for staff. We always provide adequate and appropriate resources to implement this policy and will ensure it is communicated.

General Data Protection Policy

Data Protection & Privacy

Your Personal Data is of the utmost importance for us. We care deeply for providing you with the highest possible level of security and confidentiality, for a pleasant, care-free and secure stay. We take all adequate measures to ensure your trust at our service by complying to the GDPR, which enables you with additional protection provisions. A well-trained team is at your disposal at any time so that you can fully exercise your GDPR, and in particular the right of access, the right to rectification, to erasure, to restriction of processing, to data portability and the right to object. Furthermore, in case you deem the processing unlawful, you can lodge a complaint addressed either to the designated Data Protection Officer (DPO) or the Hellenic Data Protection Authority. Rights exercise forms are at your disposal, both at the Front Desk and on our website. We reevaluate our privacy impact assessment and we have set technical alerts for data breach notification.

Agali Hotel Paxos, is the GDPR «Controller» and protects any information relating or potentially relating to you, undergoing «processing» by automated or not automated means.

You indicate your agreement to the processing in a clear affirmative action or statement, signifying your freely given, specific, informed and unambiguous wish to processing. Otherwise every processing is based on the ground of our legitimate interests, the impositions of the law or for providing you the best of hospitality.

We implement appropriate technical and organizational measures such as pseudonymization or encryption and minimization.

Any processing shall be lawful, fair and transparent, limited to specific, explicit and legitimate purposes, along with the principles of minimization, integrity, confidentiality and storage limitation of accurate data on the accountability of the controller.

For further information you can consult the Privacy Policy Statement, which is also available at the Front Desk and on our website.

Human Rights & Employee Policy Statement

Agali Hotel Paxos acknowledges and respects the principles contained in Global Declaration of Human Rights. This policy reflects the company's commitment to conduct its business in a manner consistent with these principles and to respect human rights within the company's sphere of influence.

The company's core value and culture embody a commitment to ethical business practices and good corporate citizenship.

Workplace Policies

- **Non-Discrimination.** We support and uphold the elimination of discriminatory practices with respect to all aspects of employment and promote an embrace diversity and inclusion within our business operations.
- **Child Labor.** We do not recruit child labor and condemn all forms of exploitation of children.
- **Ethical Recruitment.** We do not ask for money or charge fees to the applicant as part of their application process.
- **Freedom of Association.** We support the freedom of association and the right to choose a collective bargaining representative, if desired.

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- **Forced Labor and Human Trafficking.** We support the elimination of all forms of forced, bonded or compulsory labor and provide to our associates trainings on human trafficking awareness and prevention.
 - **Ethical Conduct.** Our policies reflect honesty and integrity and are in full compliance with all applicable laws. Company policies establish clear ethical standards and guidelines for how we do business and establish accountability. All our employees are required to obey the law and comply with the specific standards relating to legal obligations, ethics and business conduct. We have clear mechanisms in place to monitor and report compliance with these directives.
 - **Partners.** We expect that our business partners and suppliers will be consistent to our policies and standards on diversity, social responsibility and community engagement. Failure to do so jeopardize the ability to do business with us.

Quality Assurance Policy

Agali Hotel Paxos is committed to maintaining high standards and ensuring quality for our guests, staff and other stakeholders.

We regularly seek feedback from our staff, guests and external contractors about their experience with us and use this information to continually improve our operations.

Monitoring Quality

In order to maintain our quality standards, we have the following procedures in place to receive feedback and to continually improve our services:

Guests Feedback

Our guests feedback is our higher priority. Any serious issues are dealt immediately, and the feedback is collected and sent to senior management daily, along with any recommendations for improvements.

Every month the quality department proceeds to statistical analysis and the results are shared with the departments.

Guests can also leave their comments on a satisfaction card that is given by our staff, during their stay.

Our hotel directory booklet contains information on how guests can contact the senior management or the departments.

Every year we train our staff on how to deal with guest complaints and procedures for handling guest complaints.

Business cards of our Hotel Manager are offered upon arrival.

A daily report from Guest Relation Team is sent to the management daily. Feedback sites and social media are daily checked by our Guest Relation Team regarding guests' feedback.

Staff Feedback

We have the following procedures in place to ensure we are monitoring staff feedback and making any necessary changes to our business as a result of that feedback;

The management team performs daily meetings. Each Department has daily meetings.

Inspections Feedback

Agali Hotel Paxos, is inspected yearly by the internal Quality Assurance Team, Green Key Inspectors, Travel Agencies regarding our Standards of Operations.

All the reports are communicated to the senior management team and the above property team in case of need for improvements.

Animal Welfare Position Statement

Agali Hotel Paxos supports the following animal welfare position statement. We expect suppliers, vendors and business partners to conduct business consistent with our statement on animal welfare, and our environmental responsibility, social responsibility and community engagement. Standards, including sourcing animal products from responsible and legal sources.

We expect our suppliers, vendors and business partners to comply with local standards and encourage them to surpass, where feasible, international standards on the ethical, humane and legal treatment of animals.

Suppliers are encouraged to follow and work progressively toward adopting humane practices and procedures for sound animal husbandry as defined by the regulations and standards listed above, to prevent the mistreatment of animals, including when they are raised, cared for, transported and processed for ingredients/materials or utilized for entertainment attractions, tourism or experiences.

Suppliers should recognize their responsibility for the ethical treatment of animals in their care and in the care of their suppliers, employees, and contractors. We encourage suppliers of animal experiences and attractions to utilize industry best practice guidelines for the protection and welfare of all animals in the tourism industry.

In partnership with our suppliers and business partners, we are committed to raising

the standard of animal welfare across our supply chain.

Thank you,



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