



EXCLUSIVE RESORT & SPA
Plaka • Elounda

Cayo Exclusive Resort & Spa Policies and Fields of Action



INTRODUCTION

Cayo Exclusive Resort & Spa is a modern, environmentally friendly resort, integrating multi-level bioclimatic architecture that highlights the exceptional beauty of the landscape and the unique characteristics of the local microclimate.

The Resort's management and staff promote environmental awareness with a view to achieving green development, minimising the environmental footprint, limiting inequalities and promoting well-being.

The adopted environmental policy covers the following fields:

- Environmental protection.
- Corporate and Social Responsibility.
- Quality Assurance.
- Support to the local community.

International and national regulations and best practices are adopted to ensure top quality, health and safety at the workplace, effective procurements, effective complaints management, etc.

The Resort's environmental policy implements the effective environmental legislation and adopts the UN's sustainable development practices. Measurements and audits are systematically carried out and annual sustainability reports drafted with the aim of further improvement.

The staff undergo regular training and actions are organised to protect the landscape, wildlife and historical monuments.

As far as procurements are concerned, priority is given to products from the local municipal and regional markets that meet safety and quality standards.

Key selection criteria are energy, fuel and water consumption parameters. Priority is given to ecological, recyclable and returnable products and products made from recycled materials (paper, aluminium, glass, plastic, etc.).

All relevant national and international rules and regulations are applied in the context of corporate and social responsibility.

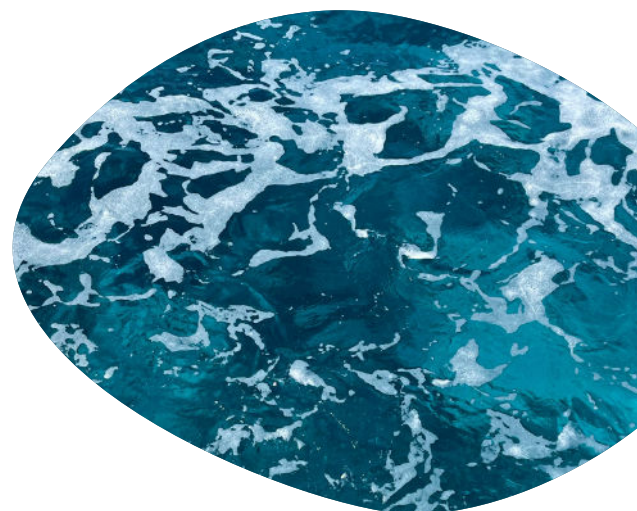
The Complaints Management Policy is accessible to all stakeholders, employees and guests and lays down guiding principles for efficient and transparent management of complaints along the entire process.

To meet guest expectations, well-trained employees are supported by modern tools and practices adopted by the Management.

The Management supports the local and wider community by participating in activities and encouraging public dialogue. Supporting the community contributes to the preservation and promotion of the local culture and heritage and the local economy. Means of support include financial contributions to local charities, equipment donations, staff volunteering programmes, apprenticeships etc.

The Resort follows and applies the health and safety standards applicable under the law for the purpose of improving working conditions.

All necessary health and safety training and protective equipment / clothing are duly provided.



ENVIRONMENTAL POLICY

The Management of Cayo Exclusive Resort & Spa is committed to applying sustainable development procedures to achieve economic prosperity, limiting social inequalities and restoring the sustainability of the planet in relation to the environment.

Management's objectives are to minimize the environmental footprint and provide high quality services that respect the environment and the local communities.



Cayo Exclusive Resort & Spa contributes to environmental protection in the following ways:

- It has the necessary resources to support and continuously improve processes with a view to saving energy, reducing water consumption and preventing environmental pollution;
- Offers environmental training to its staff; Ensures that all staff are responsible for promoting, supporting and implementing the Environmental Programmes as part of their daily duties;
- Adopts the UN Sustainable Development Goals (SDGs);
- Ensures compliance with the effective environmental legislation;
- Implements environmental programmes across its full range of operations;
- Systematically improves its environmental performance through annual measurements (energy, water and waste), audits and by setting higher targets;
- Ensures environmental awareness among all stakeholders, including guests, staff, suppliers and the local community;
- Seeks innovative management through modern operating methods and practices;
- Uses natural products and supports the primary sector by giving preference to local products and products made from recyclable materials;
- Designs and implements building construction and renovation projects entailing zero interference with the natural environment;
- Carries out actions to protect the local landscape, wildlife and historical monuments;
- Raises awareness for, and ensures respect for human rights across its operations;
- Reinforces and supports the local communities.

HUMAN RESOURCES POLICY

The management of Cayo Exclusive Resort & Spa acknowledges and defends all internationally recognised human rights.

Cayo Exclusive Resort & Spa shows respect for and treats fairly all staff, irrespective of age, disability, nationality, gender, race, religion or sexual orientation, insofar as the health, safety and physical integrity of guests & other staff are not compromised.



To attain this, the Resort commits to:

- Complying with all applicable employment and human rights laws and regulations;
- Offering training and career development opportunities to all employees, based on their qualifications and personal aspirations;
- Encouraging employees and rewarding their performance;
- Complying with the national minimum wage standards applicable to each post;
- Providing all essential benefits required by law;
- Informing employees of the terms and conditions of employment and of their duties and employment rights;
- Acknowledging the right of the staff to participate in trade unions or professional associations at their free discretion;
- Informing employees on misconduct and whistle-blowing procedures in place;
- Promoting dialogue, internal communication and cooperation with all staff as prerequisites for the efficient functioning of the undertaking.

CORPORATE & SOCIAL RESPONSIBILITY **POLICY**

The Management of Cayo Exclusive Resort & Spa attaches great importance to Corporate and Social Responsibility in the tourist accommodation sector. The Management's objective is to work closely with the local community to achieve sustainability and protect the local environment, the history, the culture and the local economy.



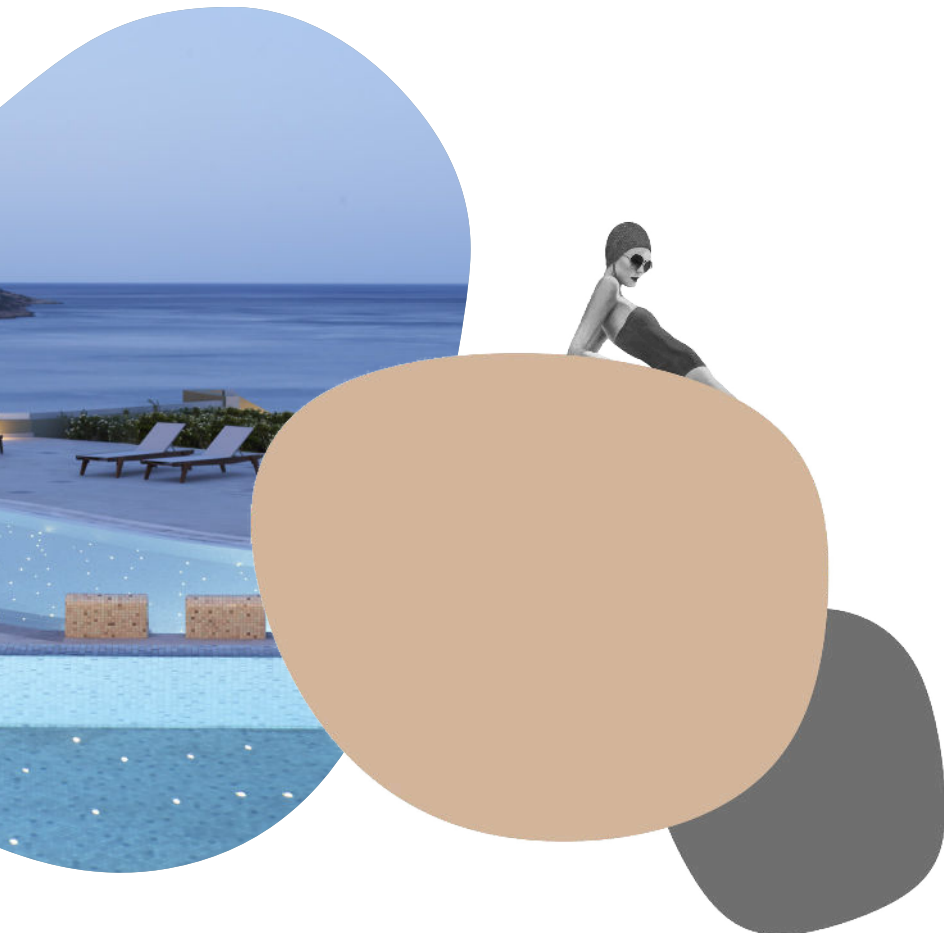
To attain these objectives, the Management commits to:

- Supporting initiatives that improve the community and support the local economy;
- Organising environmental activities and foster a sense of volunteerism among guests and staff;
- Supporting initiatives to preserve and protect the natural heritage;
- Respecting the local culture, traditions and intellectual property rights;
- Encouraging guests to explore and learn more about the local history and traditions and the local products;
- Working with local producers and services;
- Supporting local organisations with donations (financial donations, food donations, etc.);
- Informing its business partners about its policies and practices and encouraging their adoption;
- Complying with all national and international regulations in order to implement best practices across the company's operations;
- Supporting internationally recognised human rights and condemning opposite practices;
- Ensuring transparency and fair treatment for all employees and guests;
- Assessing regularly the impact of the business on the local community and working together with the affected stakeholders;
- Prioritising locality as a key criterion for employment, yet without denying the right to equal opportunities to all employees and job applicants.

QUALITY ASSURANCE **POLICY**

The Management of Cayo Exclusive Resort & Spa acknowledges that a robust quality management system is beneficial to all.

Offering quality services as per the highest standards is key in meeting guest expectations.



To that end, the Management commits to:

- Seeking ongoing improvement of the quality of the services offered, with a view to increasing visitor satisfaction and improving the Resort's position vis-a-vis competitors;
- Fully complying with the effective national and international laws and regulations;
- Allocating resources to develop new technologies to improve the quality of services offered. At the same time, the Management ensures the availability of adequate and safe infrastructure and installations.
- Improving the skills of employees, offering training incentives and encouraging active involvement;
- Integrating social and corporate responsibility policies into all company practices;
- Improving operational performance from a value-for-money perspective, all the way of the operational chain from the supplier to the guest;
- Promoting communication between all stakeholders;
- Defending the moral and ethical rights of employees;
- Raising environmental awareness among the staff with a view to delivering a cleaner, healthier and safer environment to future generations.

HEALTH & SAFETY POLICY

Ensuring the health and safety of guests and employees in a comfortable and safe environment is a top priority for Cayo Exclusive Resort & Spa.

To implement this policy, health and safety risks involving staff and guests are systematically identified, analysed, assessed and controlled.



The management is committed to:

- Providing and maintaining a comfortable, safe working environment where risks to the health of staff and visitors are continually monitored;
- Staying vigilant in identifying situations that pose health and safety risks, by conducting assessments and developing risk management programmes in all facilities and conducting inspections as frequently as dictated by the risks involved;
- Carrying out preventive maintenance of all facilities and equipment to ensure good status and working order;
- Complying with and implementing the applicable health and safety laws and regulations;
- Having adequate resources to provide staff with all necessary tools, equipment and personal protective measures;
- Providing staff with effective training on occupational health and safety and crisis management.

The above policies are communicated both internally and externally through staff handbooks, notice boards, supplier contracts and through our website.

On behalf of Cayo Exclusive Resort & Spa

The logo for CAYO features the word "CAYO" in a bold, dark blue, sans-serif font. Each letter is contained within a white, rounded rectangular shape that has a slight shadow, giving it a 3D effect. These shapes are arranged horizontally and overlap slightly.

EXCLUSIVE RESORT & SPA

Plaka • Elounda

Address:

Schisma Elounda
PO BOX 108-Plaka 72053
Crete Island, Greece

Contact:

Phone: +30 28410 44700
Email: info@cayoresort.com
Website: www.cayoresort.com