

CORPORATE SOCIAL RESPONSIBILITY POLICY

The **COSMOPOLITAN – ZEUS HOTELS PAKALIAS BROS SA** – hotel unit, with a focus on the provision of services that meet the demands of its customers, on offering in the context of Corporate Social Responsibility and on the respect for the human and the environment, meets the requirements of the **TRAVELIFE standard**.

In addition to Management's commitments to Health and Safety and Environmental Policies, Hotel's Management and Hotel's Staff are committed to:

- respecting the rights of children and protecting them from all forms of exploitation, including sexual exploitation. Staff is required to report to Hotel Management and Local Authorities any suspicious activity related to children, from employees or clients
- full compliance with national and international labor regulations, treaties, conventions and principles related to work, as well as to the protection of well-being, health and safety of children. In this context, failure to comply with Child Labor Legislation is unacceptable and our Policy is not to cooperate with suppliers who do not abide by Child Labor Legislation at any facility, their own or their subcontractors
- the right to collective action and collective bargaining for all employees
- respecting the human rights and to safeguarding employment equality and equal opportunities regardless of:
 - Sex
 - The marital status
 - The existence (or not) of dependent members
 - Religious belief or political position
 - The race (ethnicity, skin color, etc.)
 - The age
 - Any special needs, health issues or peculiarities
- the compliance of national legislation concerning working hours and wages
- the impartial assessment of staff, avoiding the use of disciplinary practices, where the Hotel's principles are not violated in terms of health and safety at work and corporate social responsibility
- combating all forms of violence, bribery, corruption and fraud
- the protection of personal data and literary property of personnel, customers and any other interested party

- respecting customers and competitors by preventing any unfair competition and similar practices and promoting free market rules
- seeking the best quality of goods and services
- the purchase of local produced goods and the use of local companies to provide services, whenever is possible,
- supporting institutions and charities and to encouraging guests as well, to support them if they wish
- participating and to sponsoring local events and activities where possible
- informing guest about the attractions and important destinations of our activity area, local products of the region and to guiding them for the rules that apply when visiting certain destinations
- Promoting an open dialogue and informing interested parties in a spirit of sincere and mutual respect
- the continuous training of staff and their encouragement to active participation, in all the above issues
- Encouraging suppliers and general external providers to comply with the Hotel's Policies and Principles regarding:
 - Working relationships
 - Environmental Protection
 - Health and Safety at work
 - Supplies
 - Cooperation with the community
 - Business Ethics

The **COSMOPOLITAN HOTEL – ZEUS HOTELS PAPA KALIATIS BROS S.A.** administration is committed to the active participation of everyone involved and the provision of resources for continuous improvement and offering in the framework of Corporate Social Responsibility.

This policy is available for information to any interested party.

01/04/2016

On behalf of the Company,

Eleftherios Papakaliatis
Managing Director