1. QUALITY POLICY

Our Vision

To be continually recognised as the best hotel in Ayia Napa and Protaras in terms of guest and partner satisfaction.

Our Mission

To provide unique, memorable and innovative hospitality experiences that create happy and repeating guests and partners.

Our Values

- Excellence in customer service
- Passion and enthusiasm – "yes, I can"-approach
- Continuously exceeding guests' expectations
- A professional five-star hotel attitude
- Respect towards guests and colleagues
- Continuous learning and development of our people

Napa Plaza Hotel is committed in operating and continually improving a quality management system based on ISO 9001:2015, to continually improve its services and the working environment, to reach the quality possible.

Our scope is to collaborate with interested parties, clients, employees, travel agents, central and local government, suppliers and the local community, to identify and meet their requirements and expectations.

Our employees are aware and implement the policies, operational goals, standards, requirements, procedures and instructions of the hotel's operating system.

To ensure the effective implementation of the hotel's operating system, we assess our performance based on internal checks and reviews, external feedback from guests, travel agents, employees, government authorities and other stakeholders.

We are fully committed to quality management and will spare no effort to actively support this policy with the continuous involvement of the management team.

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General Manager

2. Environmental & Sustainability Policy

Napa Plaza Hotel is dedicated to minimizing its environmental impact through a life cycle approach and the adoption of sustainability principles. The hotel fully complies with relevant environmental legislation and promotes a culture of environmental responsibility among its people.

We firmly believe that protecting the environment is a shared responsibility that benefits our employees, guests, the local community, our country, and the planet. Our goal is to establish progressive yet achievable environmental targets and actions to continually improve our sustainability performance. We train our employees, support the local community, and encourage guest participation in our environmental initiatives.

We are strongly committed to reducing our greenhouse gas emissions each year. We measure and publicly report our Scope 1 and 2 emissions annually. Our emission reduction program focuses on energy efficiency, renewable electricity sourcing, responsible refrigerant management, and the minimisation of water and waste, prioritising low-carbon operations.

To achieve our objectives, we focus on the following key areas:

1. Waste Reduction:
    - Effectively planning our purchases and food production
    - Using bulk and large quantities wherever possible
    - Implementing a hotel wide solid waste recycling system

2. Energy Management and Efficiency:
    - Continuous monitoring of electricity consumption
    - Installation of energy-efficient lighting and equipment
    - Utilisation of renewable energy sources
    - Employee training on energy-saving practices

3. Water Management and Efficiency:
    - Installation of water-saving devices and equipment
    - Guest engagement in water-saving initiatives
    - Employee training on responsible water-use practices
    - Implementation of water leakage monitoring programmes

4. Reduction of Harmful Substances:
    - Safe practices to minimise the use of cleaning chemicals
    - Preference for less harmful or natural alternatives
    - Reduction and monitoring of plastic use

We are equally committed to protecting and enhancing local biodiversity. We prevent habitat destruction and wildlife disturbance, prohibit all forms of wildlife exploitation, and prioritise native, water-efficient landscaping. Our procurement practices adhere to strict animal welfare and no-wildlife-trade standards. We actively work to reduce light, noise, waste, and pollution that may threaten nearby species and support conservation initiatives. Additionally, we provide our guests with clear information and guidance on protecting biodiversity and interacting responsibly with local wildlife.

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General Manager

3. Employee Policy

Napa Plaza Hotel is committed to respecting, supporting, and developing its employees by providing equal opportunities, promoting well-being, and ensuring a safe and secure work environment. Our aim is to foster a workplace culture built on respect, fairness, and continuous improvement.

The hotel fully complies with all applicable national labour laws, international conventions, and recognised good employment practices. We respect and uphold collective agreements, employment contracts, minimum wage requirements, working hours, and all provisions safeguarding employee rights and workplace conditions.

We are firmly committed to treating all employees with fairness, dignity, and respect. Discrimination, harassment, or any form of unfair treatment is strictly prohibited. Diversity and inclusion are essential values within our organisation. All individuals are treated equally, regardless of gender, age, sexual orientation, ethnicity, religion, disability, or any other personal characteristic.

Napa Plaza Hotel provides all employees with the necessary skills, knowledge, and resources to perform their duties effectively and in accordance with established standards. We evaluate performance based on merit and ensure equal opportunities for professional training, development, and career advancement.

We are dedicated to providing a safe, healthy, and supportive working environment. Preventive measures, safety protocols, and continuous training are implemented to protect the welfare of all employees. We encourage open communication and proactive reporting of any potential hazards or concerns affecting safety or well-being.

As part of our ethical and social responsibility, Napa Plaza Hotel makes a formal and ongoing written commitment to:

- Respect and comply with all applicable labour laws and employment regulations.
- Maintain a workplace that is safe, secure, and conducive to employee well-being.
- Promote equality, fairness, and respect in all employment practices.
- Foster trust, transparency, and collaboration across all levels of the organisation.
- Encourage the continuous personal and professional growth of our employees.

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General Manager

4. Community Policy

As part of its Corporate Social Responsibility, Napa Plaza Hotel is committed to supporting the local community, its organisations, and its people. Our commitment extends to complying with relevant legislation, protecting the environment, promoting local culture, supporting community initiatives, and assisting individuals in need.

To uphold this commitment, we set the following objectives:

- **Legal and Ethical Operation**: Operate in full compliance with all applicable laws and fulfil our obligations to the local municipality, communities, and relevant agencies.
- **Open and Transparent Communication:** Develop and maintain two-way communication channels with key stakeholders, including local authorities, tourism boards, community representatives, unions, and non-governmental organisations.
- **Community Consultation and Well-being:** Engage with local communities on matters that may influence their safety, health, and quality of life, ensuring that their voices and concerns are respected and considered.
- **Equality and Protection:** Protect all members of the local community, particularly children, from any form of discrimination, exploitation, or unfair treatment.
- **Local Support and Participation:** Actively support and collaborate with local organisations, participate in community events and initiatives, and offer assistance where possible to strengthen local development.
- **Donations and Assistance:** Provide in-kind donations and extend support to individuals or groups in need, contributing to the well-being and resilience of the community.
- **Local Procurement and Cultural Preservation:** Prioritise the purchase of local products and services to stimulate the local economy and contribute to the preservation and enhancement of local heritage, traditions, and way of life.

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General Manager

5. Human Rights Policy

Napa Plaza Hotel is committed to upholding and promoting the fundamental principles of human rights in every aspect of its operations. Our approach is guided by the United Nations Universal Declaration of Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work.

We treat all employees, guests, and stakeholders with fairness, dignity, and respect. Discrimination, harassment, exploitation, or abuse of any kind based on gender, age, ethnicity, religion, disability, sexual orientation, or any other personal characteristic is strictly prohibited. The hotel promotes equal opportunity, inclusion, and diversity, and expects everyone associated with it to uphold these values.

Napa Plaza Hotel complies fully with national labour legislation and international standards. We do not tolerate:

- Illegal, forced, or compulsory labour
- Child labour or any form of human trafficking
- Unlawful employment practices or unsafe working conditions

We provide fair employment terms, respect working hours and rest periods, and ensure that all employment relationships are based on free choice and mutual respect.

The hotel actively protects the rights of minorities and vulnerable groups, including children, adolescents, and women. We maintain a zero-tolerance policy toward any form of discrimination, exploitation, harassment, or abuse, and take proactive measures to ensure the safety and protection of all individuals, particularly children, within hotel-related activities and services. We foster a culture of inclusion where everyone is treated with dignity, valued for their individuality, and protected from harm.

To support this commitment:

- All employees receive training on recognising, preventing, and reporting any suspected cases of child exploitation or abuse.
- Any incident or suspicion involving children is immediately reported to the police and relevant local authorities or child protection organisations.
- The hotel will not knowingly employ or cooperate directly or indirectly with any person or organisation posing an unacceptable risk to children.
- Guests, partners, and suppliers are encouraged to report suspicious behaviour through confidential and secure channels.

We also respect the privacy of all individuals and handle personal data responsibly, in full compliance with the EU General Data Protection Regulation (GDPR). All personal data is processed transparently and securely to uphold the right to privacy.

Through ongoing dialogue, education, and training, Napa Plaza Hotel promotes awareness and understanding of human rights among its employees, subcontractors, and suppliers. We monitor

compliance, address issues promptly, and continuously enhance our practices to ensure integrity and accountability.

Napa Plaza Hotel's respect for human rights is not merely a statement, but a guiding principle embedded in our daily operations, relationships, and contribution to a fair, safe, and respectful society.

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General Manager

6. Health and Safety Policy

Scope and strategy

Napa Plaza hotel shall assess and manage occupational health and safety hazards from hotel operations in order to continually reduce the risks to employees, guests and other third parties.

Our aim is to improve health and safety performance, implement legal responsibilities and specifications set by tour operators and the fulfillment of obligations from employees, clients and suppliers.

Priorities

To achieve the above stated scope and strategy we set the following priorities:

- Develop a corporate culture positive to health and safety issues
- Prepare a health and safety management program which reduces and eliminate hazards for all employees, clients, suppliers. This program is revised annually
- Frequent provision of training
- Effective communication with guests and suppliers
- Approval and implementation of proactive safety measures
- Frequent monitoring and inspection of this management system

Commitment

We are committed in implementing all relevant legislation, an effective health and safety management system and improve our performance

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General Manager