

SUSTAINABILITY & CORPORATE SOCIAL RESPONSIBILITY POLICIES

Elysium Resort & Spa



Elysium Resort & Spa, the exceptional 5-star beachfront resort in Rhodes, stands out by dynamically developing and implementing comprehensive Corporate Social Responsibility (CSR) programs. The resort recognizes the profound impact the tourism industry has on natural resources, climate change, human capital, local communities, and future generations.

Therefore, **Elysium Resort & Spa** is committed to responsibly managing all sustainability-related issues, aiming to minimize any negative impacts while maximizing and enhancing its positive contributions.

Through a wide range of initiatives—from environmental education and cultural programs to educational and humanitarian actions—**Elysium Resort & Spa** actively contributes to improving the well-being of the surrounding community.

**Our policies are reviewed systematically every 2 years.*

1. Guiding Principles & Operational Framework

- We are fully committed to complying with the **Travelife for Accommodation Providers** standards, including all laws, regulations, and licensing requirements applicable in Rhodes, Greece, and the European Union.
- We maintain an up-to-date legal register and licensing file accessible for inspection (on-site/electronically).
- We implement annual sustainability assessment and improvement cycles, setting goals, measures, and results that are reported to senior management.
- **Transparency and accountability:** We keep policies and reports (sustainability reports) available, including data on energy, water, waste, CO₂ emissions, etc., for internal and external audits.

2. Environmental Management & Biodiversity Protection

Elysium Resort & Spa is committed to operating with respect for the environment, continuously reducing its environmental footprint, and actively contributing to the protection of nature and biodiversity (flora and fauna).

This policy is part of our sustainability system and supports the requirements of the Travelife standard and national legislation.

Our key commitments include:

- **Energy:** We implement energy-efficient technologies (LED lighting, sensors, automation systems), regularly maintain our equipment, and explore alternative low-emission or renewable energy sources where feasible. We set annual energy reduction targets of at least **2% over the next two years**.
- **Climate Change:** We have set a target to reduce carbon emissions by **30% by 2030**, in line with national legislative requirements.
- **Water:** We invest in water-saving technologies and products, systematically monitor consumption and leaks, and raise awareness among staff and guests on proper usage. Our goal is a **2% annual reduction** in consumption.
- **Waste:** We implement reduction, reuse, and recycling programs, aiming to reduce single-use plastics by **50% within the next two years**, and promote responsible procurement and consumption practices.
- **Chemicals & Hazardous Substances:** We use only essential chemicals, prefer products with low environmental and health impacts, and ensure safe storage and handling in compliance with legal requirements.
- **Biodiversity & Natural Environment:** We protect local flora and fauna, avoid introducing invasive species, and enhance local biodiversity by using endemic plants and managing natural resources responsibly.
- **Continuous Improvement:** We set annual targets for reducing energy, water, and waste consumption, and assess our progress annually through the **Annual Sustainability Review**.
- **Education & Awareness:** We systematically educate staff, partners, and guests on environmental responsibility and participate in local environmental protection initiatives.

Senior management is committed to supporting the implementation and annual review of this policy, ensuring it remains relevant and effective.

3. Local Community & Suppliers

Elysium Resort & Spa recognizes its strong connection to the local community and economy and is committed to operating responsibly, contributing positively to residents' well-being, cultural heritage protection, and local development.

This policy supports the implementation of the **Travelife** standard and expresses our commitment to transparency, collaboration, and continuous improvement in our social and economic relationships.

Local Employment & Economy

- We prioritize hiring personnel from the local area, supporting local employment and career development opportunities.
- We invest in staff skill development through internships and collaborations with local vocational schools, IEKs, and educational institutions.
- We support the local economy by partnering with small and family-owned businesses, promoting social cohesion and sustainable regional development.

Responsible Procurement & Partnerships

- We prefer **local and responsible suppliers**, prioritizing locally produced, certified, recyclable, or low-impact products and services.

- We select partners who uphold principles of sustainability, fair labor practices, and human rights protection.
- We promote procurement that reflects the cultural identity and traditions of the region, supporting local producers, artists, and creators.
- We maintain transparent and fair business practices based on mutual respect, consistency, and reliability.

Community Dialogue & Engagement

- We are committed to reporting any suspicion or incident of **child exploitation or abuse** immediately to the local authorities by calling **112**.
- We maintain open channels of communication with residents, local authorities, cultural organizations, and NGOs to exchange views and collaborate on joint initiatives.
- We support local social, cultural, and environmental initiatives through **volunteering, donations, and material or service contributions**.
- We actively participate in actions that enhance local identity, culture, and environmental awareness.
- We encourage our guests to respect and engage with local culture, customs, and traditions.

Senior management supports the implementation of this policy, ensuring that the well-being of the local community and responsible supplier collaboration remain core pillars of our operational philosophy.

4. Human Resources & Human Rights

Elysium Resort & Spa is committed to ensuring fair, safe, and dignified working conditions for all employees, without any form of discrimination or exploitation.

This policy reflects the principles of **Travelife**, the **Universal Declaration of Human Rights**, and the **International Labour Organization (ILO) Conventions**.

1.Fair Labor Practices

- We provide **equal opportunities** at all stages of employment—recruitment, training, evaluation, and promotion—regardless of gender, age, ethnicity, religion, sexual orientation, disability, or any other characteristic.
- We ensure fair and lawful compensation, full health and safety coverage, and a workplace free from sexism, harassment, violence, or abusive behavior.
- We apply **zero tolerance** for any form of forced or child labor.
- We guarantee equal access to training, education, and career development opportunities for all employees.
- We maintain a **safe and hygienic work environment** for all employees, irrespective of race, nationality, religion, or sexual orientation.

2.Training & Staff Awareness

We provide ongoing training on:

- Sustainability and environmental responsibility
- Child and vulnerable group protection
- Human rights and equal treatment

- Health, safety, and risk prevention in the workplace

We encourage active participation from all employees in fostering a culture of respect, transparency, and accountability.

3. Transparency, Trust & Reporting Mechanisms

- A **confidential grievance mechanism** is available for employees, partners, and guests to report any violations, injustices, or inappropriate behavior.
- Reports can be submitted verbally or in writing, ensuring confidentiality and protection from retaliation.
- All reports are investigated promptly, objectively, and with respect for all involved parties.
- We are committed to transparency and continuous improvement of our procedures based on findings from reports and evaluations.

Senior management supports the implementation and annual review of this policy, ensuring that all employees and partners understand and adhere to it.

Fair treatment, equality, and respect for human rights form the foundation of our philosophy and corporate culture.

5. Quality, Health & Safety

Elysium Resort & Spa is committed to providing high-quality services in a **safe and healthy environment** for guests, employees, and partners.

Health & Safety Regulations

- We comply with all applicable legal and regulatory requirements concerning health, safety, fire protection, food hygiene, and facility safety.
- We ensure safe and hygienic working conditions with adequate ventilation, lighting, and cleanliness across all areas.
- We provide suitable **Personal Protective Equipment (PPE)** and train staff on proper usage.
- All fire safety, first aid, water, and sewage systems are regularly inspected and maintained in line with required standards.

Chemical & Hazardous Substance Safety

- We use only approved and necessary chemical products, preferring those with low environmental and health impacts.
- We ensure proper labeling, storage, and disposal of all chemicals in accordance with legislation and safety data sheets (SDS).
- Storage areas are clearly marked with hazard signage, spill kits, and first aid equipment.
- Personnel handling chemicals receive safety training in line with **Travelife** and legal requirements.

Quality & Inspections

- We ensure continuous service quality through **internal and external audits** covering all operational areas: kitchens, restaurants, warehouses, pools, spa, technical departments, and public areas.

- All inspections are documented, followed up with corrective actions, and reviewed for continuous improvement.
- Quality procedures are integrated with risk management systems, supporting transparency and accountability.

Emergency Plans & Crisis Management

- We maintain approved procedures and plans for handling emergencies, such as:
 - Natural disasters (earthquakes, floods, fires)
 - Health crises or pandemics
 - Operational disruptions, accidents, or hazardous leaks
- Regular **emergency drills** (e.g., fire or evacuation) are conducted, and staff are briefed on their roles and responsibilities.
- We collaborate with local authorities, civil protection, and health services to ensure rapid and effective response.
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6. Active Monitoring & Performance Measurement

Elysium Resort & Spa applies a comprehensive system for monitoring its environmental and social performance in line with **Travelife** requirements and the principles of transparency and continuous improvement.

- **Performance Indicators:** We regularly monitor key performance indicators (KPIs), including energy and water consumption, CO₂e emissions, waste generation, chemical use, and customer/staff satisfaction.
- **Reporting & Transparency:** Results are consolidated and presented in annual **Sustainability Reports**, including quantitative data, achievements, and areas for improvement.
- **Review & Evaluation:** Objectives and actions are reviewed at least once a year by management with input from departments and staff, identifying opportunities for improvement and setting new priorities.
- **Continuous Improvement:** We commit to ongoing progress, setting measurable goals, evaluating results, and adapting practices based on findings, legislation, and stakeholder expectations.
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7. Communication & Transparency Towards Guests

Elysium Resort & Spa operates with transparency, accountability, and active engagement of all stakeholders in its sustainability initiatives, in accordance with **Travelife** principles.

- **Guest Information:** We provide clear communication on our sustainability policies and actions through the website, printed materials, and information at check-in.
- **Active Participation:** We encourage guests to contribute to environmental protection through simple actions such as saving water and energy, avoiding single-use plastics, and proper recycling.
- **Reporting & Complaints:** We offer a safe and confidential mechanism for submitting feedback or complaints related to services, labor practices, or rights violations.
- **Governance & Accountability:** Management is responsible for monitoring progress, reviewing policies annually, and ensuring compliance with Travelife requirements. The **Sustainability Team** coordinates initiatives and proposes improvements.

We invite all stakeholders—guests, employees, partners, and the local community—to actively participate in our sustainability program, contributing to the continuous progress and responsible growth of our organization.

Message from the General Manager

“At Elysium Resort & Spa, we approach our leadership role with deep responsibility and awareness. We are committed to offering a safe and welcoming hospitality experience, with respect for the environment, the local community, and our employees. Our policies are based on international standards, modern management practices, and are publicly shared to ensure transparency and continuous improvement.”



TOUGOUNZOGLOU TH.
GENERAL MANAGER
ELYSIUM RESORT & SPA

A stylized, handwritten signature in blue ink, written over the printed name and title.

Thanasis Tougounzoglou
General Manager