



Elysium Resort & Spa, the unrivaled 5-star beachfront resort in Rhodes, stands out by dynamically developing and implementing holistic Corporate Social Responsibility programs. The resort recognizes the profound impact that the tourism industry has on natural resources, climate change, human capital, local communities, and future generations. As such, Elysium Resort & Spa is committed to responsibly managing all sustainability-related issues, aiming to minimize any negative impacts while maximizing and strengthening 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 the improvement of the well-being of the surrounding community.

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

1. Guiding Principles & Operational Framework

- We are fully committed to complying with the **Travelife for Accommodation Providers** standards, including all applicable laws, regulations, and licenses 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 conduct annual sustainability assessment and improvement cycles, setting and recording measurable goals, actions, and outcomes.
- **Transparency and accountability:** we keep policies and reports (sustainability reports), as well as data on energy, water, waste, CO₂ emissions, etc., available for internal and external audits.

2. Environmental Management and 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.

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

Our main commitments include:

- **Energy:** We apply energy-efficient technologies (LED lighting, sensors, automation systems), maintain our equipment regularly, explore low-emission or renewable energy sources where feasible, and set annual reduction targets of at least **2% energy consumption** for the next two years.
- **Climate Change:** We have set a target to reduce carbon emissions by **30% by 2030**, in line with national legislation.
- **Water:** We invest in water-saving technologies and products, systematically monitor consumption and possible leaks, and raise awareness among staff and guests on responsible usage, aiming for **2% annual reduction**.
- **Waste:** We implement a reduce–reuse–recycle program, minimize single-use plastics, and promote responsible procurement and consumption practices.

- **Chemicals & Hazardous Substances:** We use only necessary chemicals, prefer low-impact and eco-certified products, and ensure safe storage and use in line with legal requirements.
- **Biodiversity & Natural Environment:** We protect local flora and fauna, avoid introducing invasive species, and enhance biodiversity through the use of native plants and responsible natural resource management.
- **Continuous Improvement:** We set annual reduction targets for energy, water, and waste, and evaluate progress through our Annual Sustainability Assessment.
- **Awareness & Training:** We systematically inform and train 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 close connection with the local community and economy and is committed to operating responsibly, contributing positively to residents' well-being, protecting cultural heritage, and fostering local development.

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

Local Employment & Economy

- We prioritize hiring staff from the local area, strengthening local employment and career opportunities.
- We invest in staff skill development through internships, partnerships with local vocational schools and institutes.
- We support the local economy by collaborating with small and family-owned businesses, promoting social cohesion and sustainable regional development.

Responsible Procurement & Partnerships

- We prioritize local and responsible suppliers, favoring locally produced, certified, recyclable, or low-impact products and services.
- We choose partners that uphold sustainability principles, labor rights, and human rights protection.
- We promote supplies reflecting the cultural identity and traditions of the area, supporting local producers, artists, and creators.
- We maintain transparent and fair trade practices based on mutual respect, consistency, and reliability.

Dialogue & Community Engagement

- We are committed to immediately reporting any suspicion or incident of **child exploitation or abuse** to the relevant authorities via the local police by calling **112**.
- We maintain open communication channels with residents, local authorities, cultural organizations, and NGOs for dialogue and collaboration on joint initiatives.
- We support local social, cultural, and environmental initiatives through volunteering, donations, and the provision of materials or services.
- We actively participate in actions that promote local identity, culture, and environmental awareness.
- We encourage guests to learn about and respect the local culture, customs, and traditions.

Senior management is committed to ensuring that community welfare and responsible supplier collaboration remain key pillars of our business philosophy.

4. Human Resources & Rights

Elysium Resort & Spa is committed to ensuring fair, safe, and dignified working conditions for all employees, free from 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 Employment 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 remuneration, full health and safety coverage, and a workplace free from sexism, harassment, violence, or abusive behavior.
- We enforce a **zero-tolerance policy** against all forms of forced or child labor.
- We guarantee equal access to education, training, and advancement opportunities for all employees.

2. Staff Training & Awareness

- We provide ongoing training in:
 - o Sustainability and environmental responsibility
 - o Child and vulnerable group protection
 - o Human rights and equal treatment
 - o Workplace health, safety, and risk prevention
- We encourage active participation in cultivating a culture of respect, transparency, and accountability.

3. Transparency, Trust & Reporting Mechanisms

- We operate a **confidential grievance mechanism** for employees, partners, and guests to report rights violations, unfair practices, or inappropriate behavior.
- Reports may be made verbally or in writing, ensuring confidentiality and protection from retaliation.
- All complaints are handled objectively, promptly, and respectfully.
- We are committed to transparent communication and continuous improvement of procedures based on reporting outcomes and evaluations.

Senior management actively 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

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- We comply with all applicable legal and regulatory requirements related to health, safety, fire protection, food hygiene, and facility safety.
- We ensure safe and hygienic working conditions, adequate ventilation, lighting, and cleanliness throughout all areas.
- We provide appropriate **Personal Protective Equipment (PPE)** and train staff on its correct use.
- We inspect and maintain all fire safety, first aid, water supply, and sanitation systems according to prescribed standards.

Chemical & Hazardous Substance Safety

- We use only approved and necessary chemical products, preferring low-impact and health-friendly ones.
- We ensure proper labeling, storage, and disposal in accordance with legislation and **Safety Data Sheets (SDS)**.
- Storage areas are properly labeled and equipped with spill kits and first aid supplies.
- Staff handling chemicals receive safety training as required by **Travelife G1** standards.

Quality & Inspections

- We ensure consistent service quality through internal and external audits covering all operational areas: kitchens, restaurants, storage rooms, pools, spa, technical departments, and public areas.
- All inspections are documented, monitored, and followed by corrective actions and reviews for continuous improvement.
- Quality procedures are integrated into the risk management system, supporting transparency and accountability.

Emergency Plans & Crisis Management

- We maintain approved procedures and emergency response plans for:
 - o Natural disasters (earthquakes, floods, fires)
 - o Health crises or pandemics
 - o Operational interruptions, accidents, or chemical spills
- Regular emergency drills (e.g., fire or evacuation) are conducted, and staff are informed of their roles and responsibilities.
- We cooperate with local authorities, civil protection, and health services to ensure immediate and effective response.

6. Active Measurement & Monitoring

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

- **Data Collection:** We regularly monitor key performance indicators (KPIs) such as energy and water consumption, CO₂e emissions, waste generation, chemical use, and satisfaction levels of guests and employees.
- **Reporting & Transparency:** Results are compiled and presented in **annual sustainability reports**, including quantitative data, achievements, and areas for further action.
- **Evaluation & Review:** Objectives and actions are reviewed at least annually by management, involving all departments and staff to identify improvement opportunities and set new priorities.
- **Continuous Improvement:** We are committed to measurable progress, evaluating results, and adjusting practices based on findings, legislation, and stakeholder expectations.

7. Communication & Transparency with Guests

Elysium Resort & Spa operates with transparency, accountability, and active stakeholder participation in its sustainability initiatives, following the **Travelife** principles.

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

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

Message from the General Manager

“At Elysium Resort & Spa, we approach our leadership role with a deep sense of 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.”



Thanasis Tougounzoglou
General Manager



