



Social Sustainability Policy

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Commitment & Purpose

Neptune Luxury Resort believes that by investing in social sustainability, it not only protects its social license to operate but also secures long-term value and resilience.

Its successful brand reputation is significantly built on its employees, guests, partners, and the local community. Committing to ethical business conduct and transparency ensures **fair, inclusive, and safe working conditions, respect for human rights, support for the local community and economy, and the well-being of its guests** in alignment with the principles of the Global Sustainable Tourism Council.

This policy applies to all employees (permanent, seasonal, outsourced), guests and visitors, local communities, suppliers and contractors, and tourism partners.

1. Employment & Labor Practices

- J Fair employment practices in compliance with the Greek Labor Law and EU regulations
- J Written contracts for all employees with wages at or above the legal minimum
- J Staff benefits mandated by current legislation, such as free work uniforms, meals, housing (in case employees are not locals), sick leave, paid leave, maternity benefits, transparent working hours, overtime compensation, and rest periods
- J Zero tolerance for discrimination based on gender, age, ethnicity, religion, disability, and sexual orientation
- J Equal payments for equal work and promotion based on skills and merit
- J Hotel Management promotes dialogue and cooperation among departments and with each department's staff, aiming to find mutually beneficial solutions to any problems or disagreements
- J Our employees' well-being is a priority to ensure a safe and healthy workplace (aligned with ISO 45001 & ISO 22000 principles and occupational risk assessment study per department)
- J Information on any necessary means of protection, instructions, tools, and training aimed at minimizing or preventing any health and safety risks is provided
- J Access to training, career development, and upskilling (fair evaluation process)

- J Our employees are educated annually on sustainability policies and practices so that they understand and actively work toward achieving our goals
- J Employee feedback mechanisms (an anonymous procedure for every employee to evaluate the hotel's working environment and management)

2. Human Rights & Safeguarding

- J Any kind of harassment, abuse, and exploitation is strictly prohibited
- J Forced or bonded labor is prohibited
- J Protection of children and vulnerable groups. Child labour is strictly prohibited.
- J Staff training before the hotel's opening each year, and regularly thereafter, on recognizing harassment and exploitation risks, as well as safeguarding children and minors from tourism-related sexual exploitation
- J Furthermore, staff are informed on how to identify and report suspicious behaviours or real incidents (**Neptune's Labour Regulation**)
- J Additionally, our guests are informed about child safeguarding through our Guest Awareness Guidance, which provides clear instructions on how to report suspected cases directly to Guest Relations or the Reception. The Guest Awareness Guidance is displayed on our website and on the information screen in the lobby
- J Collaboration with relevant authorities when needed

3. Accessibility & Guest Inclusion

- J Our hotel is not a designated hotel for people with disabilities; however, we provide **accessible infrastructure and services** wherever feasible.
- J Inform staff of proper behaviour to ensure the equal treatment of all guests with respect, patience, and dignity (in alignment with **Labour Regulation and GSTC criteria training**)
- J When guests require more information, they can contact Guest Relations or the Reception

4. Local Community Engagement

- J Priority is given to hiring staff from the local communities of Kos
- J Support local women and entrepreneurs by promoting their products and sites within the hotel premises and co-creating authentic experiences for our guests
- J Where the quality meets the standards of the hotel category, priority is given to local suppliers, artisans, and producers (local and Greek food and beverages account for 60% and above of the overall food & beverages consumption)
- J Support outsourcing services from local companies (Kos & Dodecanese area)
- J Hotel construction, expansion, or renovation complies with zoning requirements and laws related to the protection of any natural or cultural monument that is within its siting
- J Hotels' services do not impact water reserves or their quality, food supplies, transportation, or residents' availability for housing.
- J Local and Greek culture is respected and promoted to our guests and staff
- J Guests are encouraged to explore historical, natural, and various cultural sites and monuments, as well as to experience traditions, local food products, wines, and services of the destination. Accurate information is delivered through the hotel's digital tools and the Guest Relations and Reception teams.

- J Our guests are provided with guidance on how to behave responsibly outside the hotel with respect to local people, cultural, and natural heritage
- J Encourage Staff volunteering programs, like blood donations to the local Hospital, participating in beach clean-ups with guests, educational activities for local schools, etc.
- J Annual financial contributions are allocated to selected local charities, non-profit organizations, and sports clubs, as well as regularly donating items, including linen, towels, and furniture, to support community or personnel needs

5. Ethics & Business Integrity

- J The hotel does not sell, trade, or display any illegal artifacts. Supports ethical tourism and complies with the respective national and international laws.
- J Supports transparent procurement processes and does not accept corruption and bribery
- J Data privacy and confidentiality are respected

6. Monitoring & Communication

- J Social sustainability performance is reviewed every year, and specific KPIs are used to evaluate progress (such as the % of local employees, % of women in management positions, average training hours per department, staff satisfaction, guests' feedback and satisfaction, etc.) More information can be found in the Sustainability Report.
- J Corrective actions are implemented when needed
- J This policy will be reviewed every two years, and it is available to staff, suppliers, guests, local residents, and stakeholders



APPROVED BY:
Konstantinos Zarikos
General Manager



George Kalmoutis
Human Resources Manager

