QUALITY AND FOOD SAFETY POLICY

We place guest satisfaction above all else and undertake to provide safe, high-quality accommodation and other hospitality services.

• Implement the essential conditions and activities needed to ensure food safety for guests by maintaining a healthy environment throughout the food chain.

• Promote a shared culture of quality and food safety throughout our establishment.

• Continuously improve employees’ awareness, training and competence in quality and food safety.

• Apply principles of guest-oriented quality service and excellence in every service department and at every stage.

We will maintain and continuously improve our quality and food safety standards by developing these and all other services that contribute to guest satisfaction, in compliance with legal requirements and through teamwork.

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ENVIRONMENTAL AND WASTE MANAGEMENT POLICY

Our environmental policy covers all activities directly or indirectly affecting our operations. We have established the following environmental and energy policy objectives:

• Minimize significant environmental impacts arising from our activities wherever possible.

• Promote the reuse and recycling of suitable materials and reduce consumption of natural resources.

• Set new goals and targets every year to ensure continuous improvement in environmental performance.

• Comply with legal obligations aimed at reducing pollution arising from our activities.

• Inform and involve employees, guests, suppliers, subcontractors and other stakeholders in our environmental policy and efforts to reduce significant impacts.

Our priorities are to increase efficiency, reduce energy consumption and waste, and facilitate waste reuse and recycling.

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SUSTAINABILITY POLICY

We aim to leave a clean, healthy environment for future generations and protect natural and cultural heritage. We undertake the following responsibilities. We monitor national and international developments in sustainability, integrate them into our policies, comply with laws on human, children’s, employee and guest rights, and raise awareness. When planning investments, we consider the risks our buildings and infrastructure may pose to protected sensitive areas, historic heritage and the integrity of natural and cultural environments.

• Prefer locally appropriate sustainable practices and materials in land use, construction, maintenance, design and landscaping.

• Use natural resources efficiently; prevent environmental pollution; protect nature; reduce, recycle or safely dispose of waste.

• Use environmentally friendly products.

• Offer equal opportunities to all employees, including management candidates, through nondiscriminatory performance assessments for recruitment, promotion and recognition.

• Respect employees’ rights and comply with applicable employment legislation.

• Never employ child labor.

• Provide regular training and opportunities for employee development.

• Support the local economy by sourcing suppliers and raw materials locally whenever possible.

• Use environmentally responsible purchasing that minimizes energy, water and waste; continuously improve energy efficiency.

• Monitor guest complaints from all channels, seek solutions, keep guests informed and treat feedback as an opportunity to improve.

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WOMEN’S RIGHTS AND GENDER EQUALITY POLICY

We value gender equality within our business. Our priorities are:

• Ensure the health, safety and well-being of all staff regardless of gender.

• Support women’s participation across all departments and provide equal opportunities.

• Apply equal pay for equal work without gender discrimination.

• Assign duties based on fairness and equality.

• Provide equal access to career opportunities.

• Provide education policies that encourage women’s participation and awareness.

• Maintain a working environment that supports work–life balance.

• Promote women’s participation in company management on equal terms.

• Prevent abuse, harassment, discrimination, suppression, coercion, defamation and similar mistreatment of women.

We recognize and support the value women bring to our business and the wider world.

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CHILDREN’S RIGHTS POLICY

Children are entrusted to us as the future. We recognize each child as an individual and prioritize respect for their rights and protection against psychological, physical, commercial and other forms of exploitation.

• Do not allow child labor at the property.

• Provide welcoming spaces and opportunities where young guests can develop and freely express their thoughts, wishes and emotions.

• Train employees to prevent child abuse and raise awareness.

• Ensure adult supervision during activities involving children.

• Support initiatives that promote the protection of children’s rights.

• Take necessary action regarding suspicious behavior involving children and contact public authorities when appropriate.

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SUSTAINABLE PROCUREMENT POLICY

In line with our sustainable purchasing approach, we prioritize suppliers and business partners who:

• Have quality assurance, environmental, occupational health and safety management systems and internationally recognized environmental or sustainability labels and certificates.

• Comply with environmental legislation and avoid harmful impacts in production and supply.

• Use resources responsibly without damaging wildlife or ecosystems and comply with hunting restrictions.

• Minimize and properly manage waste and offer reduced or bulk packaging alternatives.

• Offer eco-friendly, resource-efficient, locally sourced and ethically produced alternatives, including recyclable or recycled, organic, vegan and cruelty-free products without harmful chemical ingredients.

• Are domestic and locally based producers or service providers.

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ENERGY EFFICIENCY POLICY

We use energy efficiently to protect our planet and establish targets to reduce energy consumption.

• Follow national and international standards, laws and regulations, and voluntarily improve energy performance and monitor the results.

• Set measurable targets and include energy efficiency in employee training programs.

• Cooperate with guests, employees, visitors and business partners to build shared awareness and understanding of energy management.

• Research, purchase and use suitable energy-efficient products, equipment and technologies.

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INFORMATION SECURITY POLICY

We prioritize continuity of the three core principles of information security management: Confidentiality: information is accessible only to authorized people. Integrity: information is protected from unauthorized alteration and such changes can be identified. Availability: information is available to authorized users when needed.

• Document processes, protect information assets and continually improve effectiveness.

• Assign up-to-date responsibilities and authorities for information security and ensure continuity of core and supporting business activities.

• Limit information access to authorized personnel and maintain segregation of duties.

• Provide resources needed to implement, maintain and improve the information security management system.

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ANIMAL RIGHTS AND WELFARE POLICY

We believe all animals must be treated humanely, fairly and with respect for their basic needs. Whenever possible we support innovative alternatives to animal-derived materials offering comparable properties. We seek to avoid harm to threatened species and wildlife removed from their natural habitats. We aim to source animal-derived materials from farms practicing good animal husbandry, and expect partners and suppliers to uphold responsible, ethical production and animal welfare.

• Do not use animal-derived materials in textile products found or sold at the property.

• Ensure animal products from slaughtered animals originate from farm-reared species.

• Never use products obtained from animals slaughtered solely for skins, shells, horns, bones or feathers.

• Do not procure cosmetics tested on animals or containing animal-derived ingredients at any stage of production, presentation or service.

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EMPLOYEE AND HUMAN RIGHTS POLICY

We respect each other’s rights and opinions and embrace unity without discrimination based on gender, language, religion or race. We are committed to treating employees and guests fairly regardless of sexual orientation, age, gender, ethnic origin, religious belief or disability.

• Follow an open, equal, transparent and fair management approach involving employees.

• Provide equal, standardized and safe working conditions.

• Listen to concerns and enable resolutions.

• Monitor performance continuously and offer professional career planning.

• Provide fair working conditions and compensation that meet legal and established standards.

• Encourage free expression, dialogue and constructive communication.

• Provide a safe workplace and protect personal information.

• Protect employees’ right to understand their workplace, develop skills and receive training.

• Ensure all employees have access to social benefits, supplementary benefits and rewards.

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COMMUNICATION POLICY

We strive to improve work life and service quality every day while creating economic value and becoming a brand recognized for effective communication with all stakeholders.

• Put innovation at the center of management and work with stakeholders on innovative processes.

• Modernize facilities through new architectural projects.

• Continuously develop our service concept in response to guest expectations, industry innovation, technological developments, trends and premium hospitality standards.

• Identify and mitigate communication risks to support business continuity and growth.

• Review and improve internal processes with an innovative outlook and culture of continuous improvement.

• Upgrade infrastructure and services through new tools, equipment, materials, products and software.

• Improve working conditions and employee communication to remain an employer of choice.

• Communicate with stakeholders transparently, inclusively and on the basis of mutual trust.

• Assess social, environmental and economic impacts through sustainability principles and encourage stakeholders to do likewise.

• Diversify contributions to the community through social responsibility activities.

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WATER EFFICIENCY POLICY

Water is used for cleaning, sanitation and irrigation in our operations. Although our direct water impacts are limited, we recognize water’s importance across the value chain and to all stakeholders. We undertake to:

• Comply with applicable legal and other requirements when identifying and managing water-related risks arising from our activities, products and services.

• Use water resources efficiently and protect water quality.

• Promote water-efficient principles in products, services and designs to maintain high water-efficiency performance.

• Review performance, ensure continuity and continuously improve through management leadership and employee involvement.

• Treat water as a resource held in trust for future generations.

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ECOLOGY AND BIODIVERSITY POLICY

We organize internal training and communication to raise awareness of the importance of biodiversity and its protection, including in sustainability training. At every stage of our operations, we aim to:

• Report biodiversity performance annually in our Sustainability Report.

• Engage staff with appropriate expertise in biodiversity management.

• Identify and monitor the impacts and risks of our operations, taking measures to protect species, habitats, ecosystems and ecological functions.

• Avoid activities that harm protected forests or species.

• Avoid developments that damage nationally or internationally significant ecosystems.

• Minimize adverse impacts on flora and fauna.

• Support sustainable ecosystems with a life-cycle approach.

• Encourage the creation and monitoring of local biodiversity inventories and protection of endemic species.

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CULTURAL, NATURAL AND HISTORIC SITES POLICY

We seek to protect cultural heritage, natural beauty and historic structures in our area and offer visitors a respectful, informed and sustainable experience.

• Promote access to and understanding of local cultural and natural heritage.

• Introduce local values without causing them harm.

• Use natural resources responsibly and inform guests and employees.

• Improve public access to and awareness of these values.

• Cooperate with local residents and stakeholders to support sustainable tourism and development.

• Remind visitors of rules, inspections and maintenance requirements applicable to registered, natural, cultural and undisturbed sites.

• Cooperate with institutions and NGOs on volunteering and social-responsibility projects.

This policy reflects our respect for the cultural, natural and historic values of the area. We are committed to preserving them for future generations in accordance with sustainability principles.

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