

## OUR SUSTAINABILITY POLICY

In pursuit of a sustainable world:

- We prioritize the assessment, resolution, and feedback of suggestions and complaints from our guests, employees, and other stakeholders.
- To promote sustainability, we conduct training programs aimed at raising awareness among our employees, empowering them to actively participate at every stage of our operations.
- We ensure compliance with all applicable laws and regulations in our activities.

## OUR ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT POLICY

- We evaluate the environmental impact and scope of our activities within the framework of legal regulations, undertaking initiatives to minimize our ecological footprint.
- We implement measures to reduce waste at the source during the procurement phase.
- Our waste is meticulously sorted by type and hazard classification, with proper disposal carried out by licensed companies in accordance with relevant classifications.
- We are committed to reducing the quantity of waste we generate.
- Hazardous materials and chemicals are utilized only when absolutely necessary and in minimal quantities.
- We provide training for our staff on waste segregation and zero waste practices, and organize events to enhance awareness among our guests.
- We invest in the necessary infrastructure to ensure the efficient use of natural resources and strive for continuous reduction through regular monitoring.
- We promote awareness among our guests and employees regarding the conscious use of our natural resources.

## OUR PURCHASING POLICY

- We prioritize the procurement of materials labeled as “recyclable” and “eco-friendly” to contribute to environmental conservation.
- We source products from local suppliers to bolster the regional economy and reduce our carbon footprint, with a commitment to increasing the proportion of local suppliers over time.
- We refrain from purchasing endangered species and ensure compliance with legal guidelines regarding the procurement of products (e.g., regulated tuna and bluefin tuna during permitted fishing seasons).

## OUR EMPLOYMENT POLICY

- We contribute to regional development by employing local communities.
- We are committed to creating a fair and harmonious workplace free from discrimination, fostering an environment of equal opportunity.
- We actively listen to our employees, fostering a communication model that encourages open expression of ideas, focuses on solutions, and promotes dialogue.

## OUR CULTURAL AWARENESS POLICY

- We conduct promotional activities and events to facilitate our guests’ access to the natural and cultural heritage of our region, as well as local products and services.
- We support the preservation of local culture, traditions, and customs, prohibiting any discriminatory activities based on opinion, ethnicity, belief, or marginalized groups. We recognize the contribution of visitors, whether for tourism or work, to regional development and uphold the importance of hospitality.
- We actively support the protection of historical and archaeological sites.
- We maintain open lines of communication to consider local characteristics, sensitivities, and community needs through ongoing consultations.

- We collaborate with the local community to safeguard historical and cultural assets while supporting the preservation of the natural environment.
- We assist stakeholders in promoting regional cuisine, activities, culture, and traditions, providing training to our staff and information to our guests (including religious and cultural sites, natural wealth, biodiversity, etc.).
- We have a deep understanding of our geographical area and local community, respecting historical values and traditions while contributing to their economic, social, and cultural development.
- We develop and contribute to social projects that support the socio-economic advancement of the community and local stakeholders.

#### **OUR HUMAN RIGHTS POLICY**

- We uphold mutual respect for differing viewpoints.
- We operate transparently, fairly, and in an inclusive manner that offers equal opportunities and encourages employee participation.
- We firmly oppose any form of discrimination based on gender, language, race, age, socio-economic status, educational background, ethnicity, or religious belief.
- We ensure that all employees benefit equitably from the social rights, fringe benefits, and rewards we provide.

#### **OUR ACCESSIBILITY POLICY**

- We take into consideration the accessibility needs of individuals with special requirements (such as those with disabilities and children) in our operations.
- We strive to create an environment where guests and employees requiring special support can feel safe and have their issues addressed comfortably.
- We continuously monitor and assess our sustainability management system's practices and objectives, implementing corrective actions as necessary.
- We prioritize health and safety standards for all our guests, employees, and visitors with special needs, physical sensitivities, and challenges, arranging facilities accordingly.

#### **OUR CHILDREN'S RIGHTS POLICY**

- We do not engage in child labor within our hotel and expect the same level of commitment from our business partners.
- We provide environments where children can freely express their thoughts, desires, and emotions, contributing to their development.
- We prioritize service for children in our dining areas.
- We conduct training for our staff on children's rights and awareness of abuse.
- We raise awareness about recognizing signs of physical, verbal, or psychological violence and neglect in parents' behaviors towards their children.
- We ensure that children participating in activities are supervised by adults at all times.
- We maintain vigilant oversight in areas where children are entrusted to our care (such as mini clubs), ensuring their safe return to parents.
- We support initiatives aimed at protecting children's rights.
- In instances of suspicious behavior concerning children, we promptly inform hotel management and seek assistance from the Social Support Line as necessary.

#### **OUR EMPLOYMENT, WOMEN'S RIGHTS, AND EQUALITY POLICY**

- We ensure the health, safety, and well-being of all our employees, regardless of gender.
- We support the inclusion of women in the workforce across all departments, providing equal opportunities.
- We adhere to a policy of "equal pay for equal work" without gender discrimination.

- We contribute to regional development through local hiring.
- We foster an environment where all employees have equal access to career advancement opportunities.
- We promote a working environment that supports work-life balance.
- We provide equal opportunities for women to assume leadership roles.
- We do not tolerate any form of abuse, harassment, discrimination, oppression, coercion, or defamation against women.
- We offer diversified communication channels for all employees to express their concerns comfortably (including a complaint web channel, complaint box, and managerial guidance), and we utilize the social support line from the Ministry of Family and Social Policies when necessary.
- We conduct regular training on appropriate behavior for all employees, focusing on vulnerable groups (women, children, people with disabilities, interns, minorities, etc.).

We engage our stakeholders in all matters outlined in our policies, ensuring their awareness and involvement.

**TOP MANAGEMENT**