



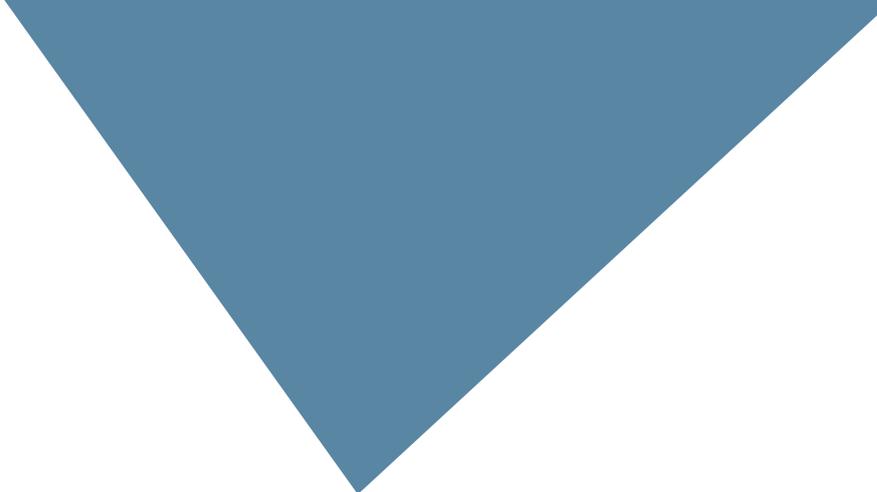
# TALABAY SUSTAINABILITY POLICY STATEMENT





TalaBay Resort recognizes its responsibility and is committed to improving its performance towards a sustainable future. With the support of our Management and team members, we develop and engage in sound operational practices that are financially, socially, and environmentally sustainable, and we will continually improve our performance in key impact areas. We ensure that initiatives will have a positive influence on the guest experience and local community.

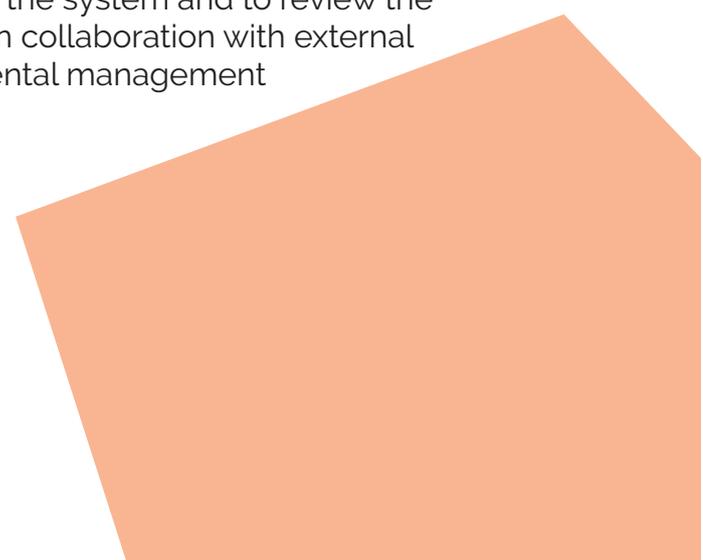
We endeavor to reduce our greenhouse gas emissions and ecological footprint through yearly incremental reduction in energy and water consumption, as well as an improved waste recycling system. In that spirit, and recognizing that sustainability is a continuous process rather than a time-bound project, we are committed to make the most appropriate and responsible use of our natural resources in delivering our services to our customers, now and in the future.

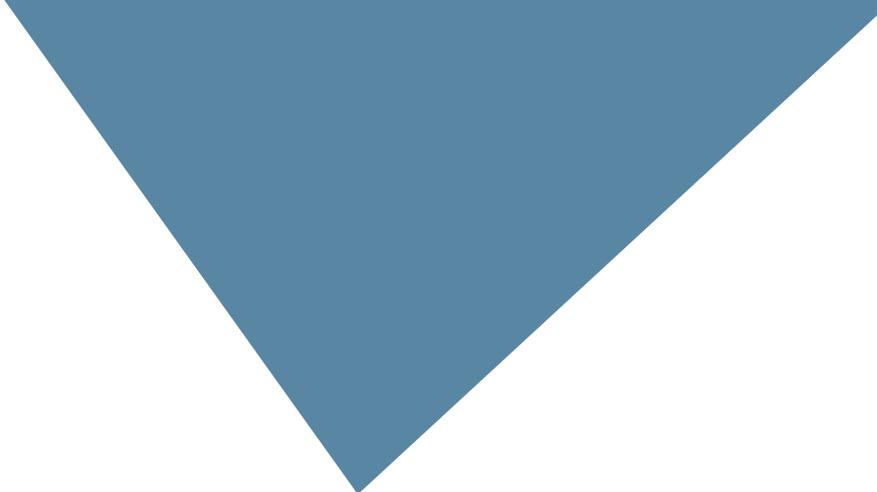


**Towards this direction, we commit ourselves to:**

- Compliance with all legislative environmental requirements
- Evaluation of results of our operations in order to prevent, reduce or eliminate negative environmental impacts.
- Continuous improvement through the adoption of new measures
- Waste management (liquid and solid); aiming to reduce the waste and their safe disposal.
- Energy management; Aiming towards saving energy and pollution reduction
- Protection of water and water resources: Aiming towards quantitative and qualitative protection of available drinking water in our destination as well as avoiding any pollution which will endanger the local coastal environment and underground water resources.
- Recycling of gray water for the use of Irrigation; aiming to 100% cover irrigation needs
- Production of Plants in our Nursery for all Resort requirements
- Cooperation with the local community: Aiming to respect and consult with the local community on issues that may affect the local environment or people's lives. Motivate and participate in the conservation of the nearby natural areas by organizing beach cleaning, planting and clean-up dives.
- Sourcing goods and services from local suppliers by targeting to cover more than 50% of our property's needs.
- Empowering and Engaging Local community; aiming at Promoting the destination and encourage our guests to explore the local food, history, culture and traditions.
- Providing our guests with guidance on the appropriate behavior outside our property; particularly when visiting sites of religious, natural and archaeological importance.

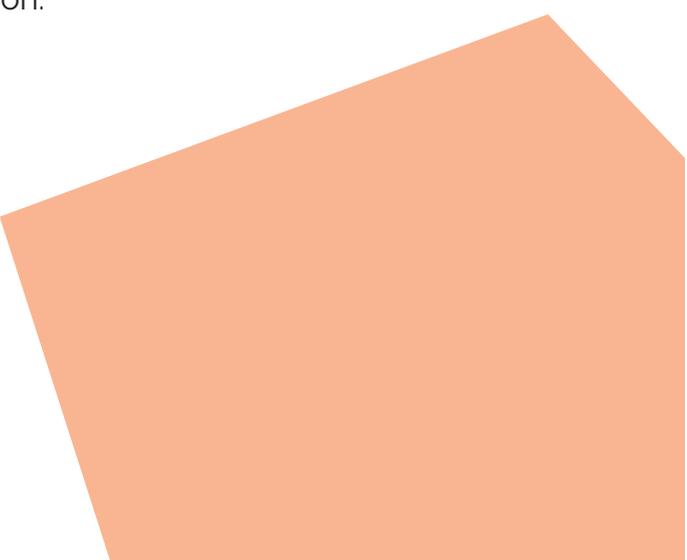
The basic tool that our Group will use to upgrade its socio-environmental profile is through regular inspection of the performance of the system and to review the measures targeted with the aim to upgrade them, in collaboration with external partners who are experts on sustainable environmental management

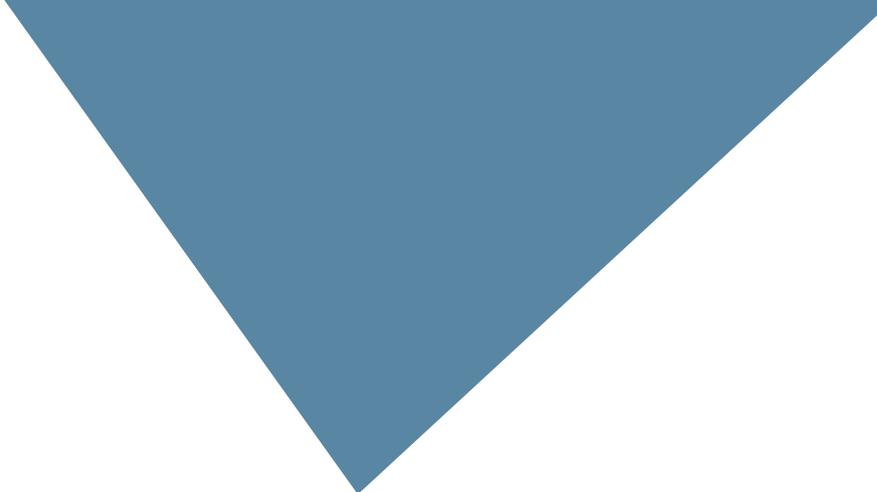




## Quality Policy:

Tala Bay recognizes that a robust quality management system offers benefits to all concerned, both internally and externally. Service quality is understood to be a tool for satisfying client expectations at the highest level of standards. We at Grecotel:

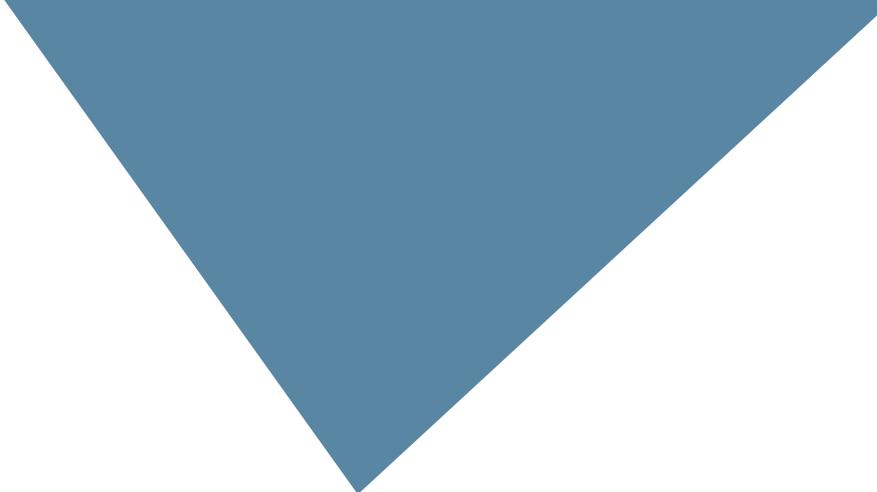
- Comply with the current national and international legal framework and regulatory requirements.
  - Identify and understand our guests' expectations, measure perceptions, and implement changes to increase satisfaction. The effectiveness of our services and guest satisfaction is monitored through our guest questionnaires, tour operators' feedback and management/ staff meetings and auditing control reviews.
  - Deliver on-time qualitative products, systems and services that meet or exceed our guests' expectations.
  - Improve our employees' skills and motivation through regular training in quality, hygiene and food safety practices.
  - Embed social responsibility and company ethics policies in our business practices.
  - Assure the quality and safety of our supplies.
  - Improve operational performance along the value chain from suppliers to guests.
  - Implement a continual improvement quality system with audited measurable objectives for guest services.
  - Generate environmental awareness of hotel employees to leave a cleaner, healthier, and safe environment for the next generation.
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## Health and Safety Policy:

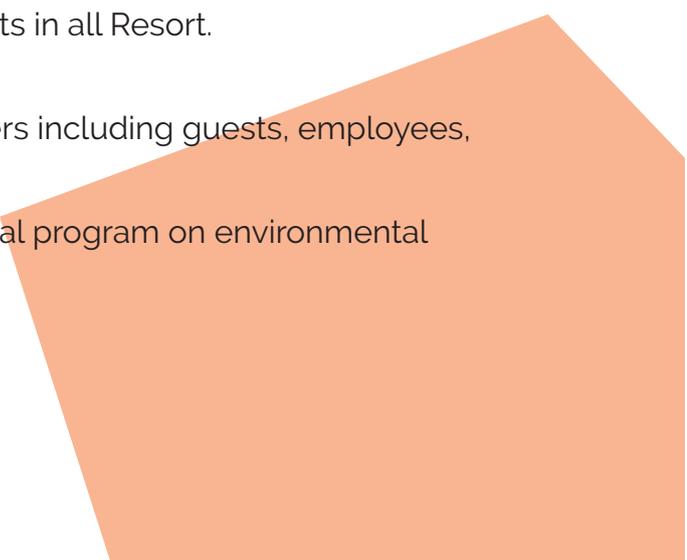
Talabay is committed to ensuring the health and safety of all persons including employees and guests. We take all reasonable and practical steps to improve work safety conditions and strive to uphold the core values of safety, knowledge, integrity and leadership in order to achieve our goal of zero accidents. We at Talabay:

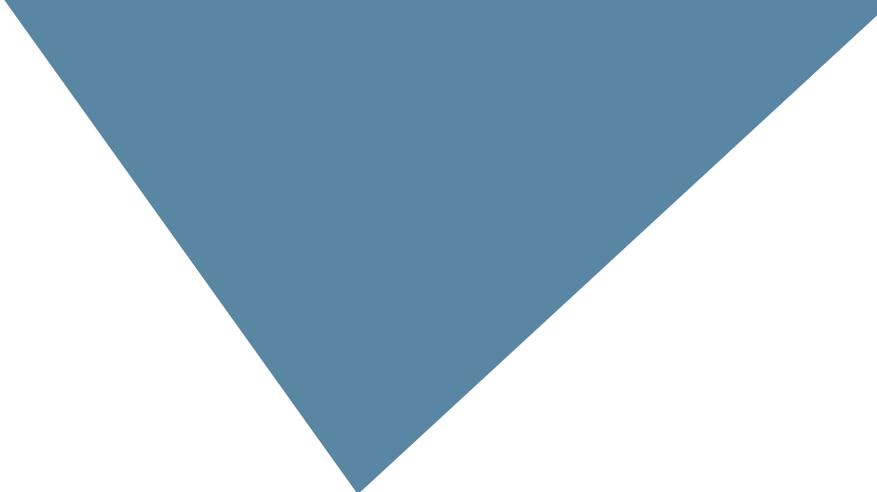
- Comply with all health and safety legislation, acts, regulations, codes of practice and other guidelines.
  - Ensure all managers are directly responsible and accountable for the health, safety and welfare of their employees and always provide them with the necessary resources.
  - Provide personal protective equipment and clothing for safe working conditions.
  - Provide appropriate Health and Safety Training to involved parties.
  - Maintain relevant procedures, systems, information, training, recognition programs, and organizational structures to support and communicate effective health and safety practices throughout the hotel.
  - Establish clear targets and objectives to improve health and safety.
  - Effectively disseminate health and safety information and standards to all employees as part of each business unit's consultative process.
  - Employees attend all training and read all information distributed. They follow the rules and safety systems of the workplace, including those governing the use of any required personal protective equipment/clothing.
  - Cultivate and maintain a positive safety culture through the active participation, consultation and cooperation of all employees and guests in promoting and developing measures for the improvement of health and safety for all.
  - Actively respond to and investigate all incidents and ensure that injured employees are able to return to their job as rapidly as possible through equitable claims management and rehabilitation practices.
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## Environmental Policy Statement

Talabay pursues sustainable development processes for economic prosperity, the reduction of social inequalities and the restoration of the planet's environmental sustainability. Systematic improvement is one of our main goals. Talabay has introduced environmental programs in all hotels with the aim of minimizing our environmental footprint. Our goal is to provide high quality services which respect the environment and the local communities.

- Systematically sets higher goals and evaluates their success with ever higher standards.
  - Innovates in management with modern operating methods and practices.
  - Uses natural products and supports the primary sector by preferring local and recycled products.
  - Ensures the implementation of existing environmental legislation.
  - Supports international and national environmental organizations and NGOs.
  - Forms and implements environmental programs throughout the whole range of its activities and writes sustainability reports on an annual basis.
  - Designs and implements construction and renovation building projects of buildings, where nature prevails.
  - Systematically improves its environmental behavior based on annual measurements and controls and sets new targets for further improvement.
  - Undertakes actions to protect the landscape, wildlife and historical monuments.
  - Monitors environmental noise, energy, water, and waste measurements and regularly performs environmental audits.
  - Informs and ensures the observance of human rights in all Resort processes and procedures.
  - Ensures environmental awareness of all stakeholders including guests, employees, suppliers, and the local community.
  - Maintains for its employees a systematic educational program on environmental projects and encourages them
  - Strengthens and supports the local communities.
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## Corporate and Social Responsibility Policy

In Talabay we champion the importance of Corporate Social Responsibility in the hospitality industry. The Policy sets our social priorities and principles.

### **We are committed to:**

- Dialogue with local communities is encouraged as mutually beneficial.
  - Encouraging our business partners to reach company's standards.
- Equal Opportunities Employer
- Complying with all relevant national and international rules and regulations for the implementation of best practices in all our operations.

### **Ethical Business Conduct in order to ensure:**

- Fair treatment of all employees and clients.
- Transparency of our business policies and practices.
- High standards relating to health and safety in the working environment.
- Ethical business practices throughout our operations

### **Human Rights**

- Support and respect the protection of internationally proclaimed human rights
- Encourage vendors to actively to observe international human rights norms

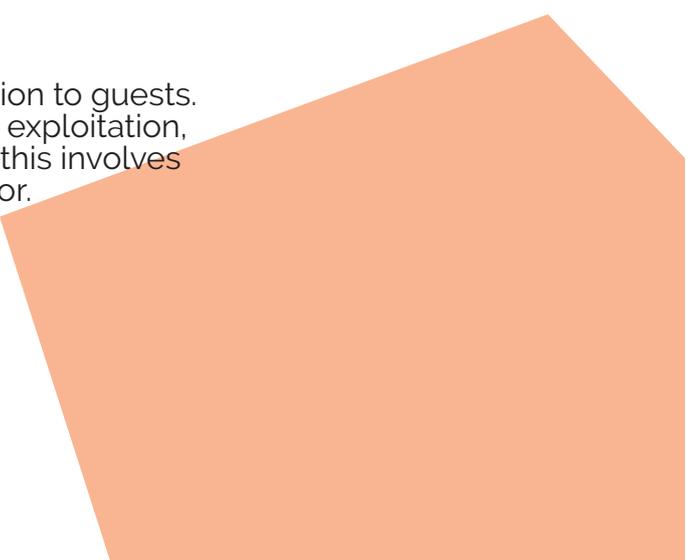
### **Impact on Society**

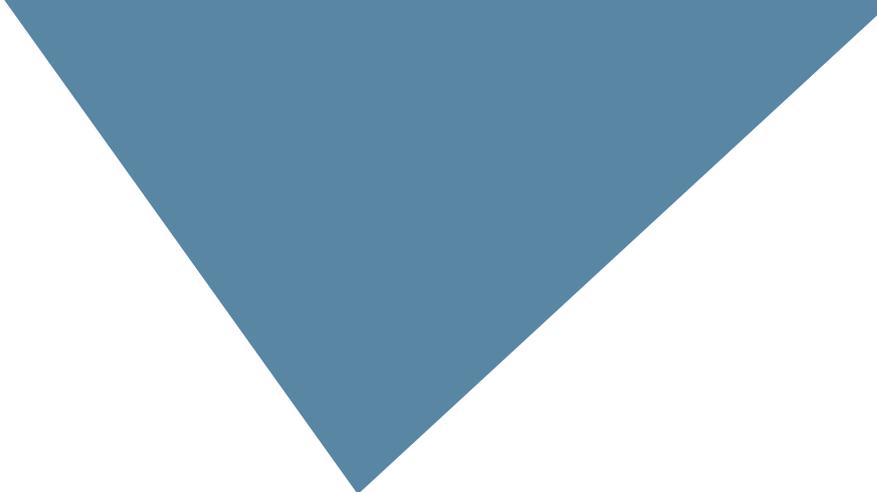
- Our awareness of the local and wider community is a given and is nurtured
- We effectively support the needs of the local community.
- Dialogue with local communities is encouraged as mutually beneficial.
- Respect the local culture, traditions and intellectual property rights.

### **Equal Opportunities Employer**

- Provide equal opportunities to all employees and job applicants.
- No job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or national origin
- No discrimination relating to employees and job applicants for any reason (such as special needs or part time or shortterm status) without full and proper justification.

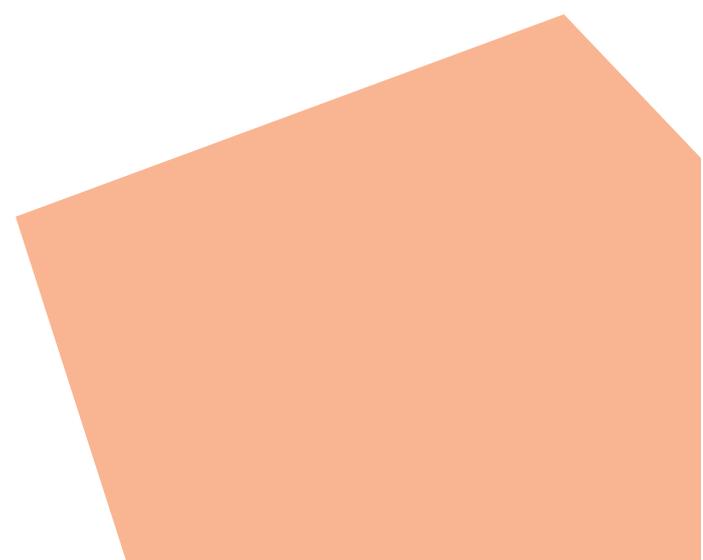
### **Child Protection Policy**

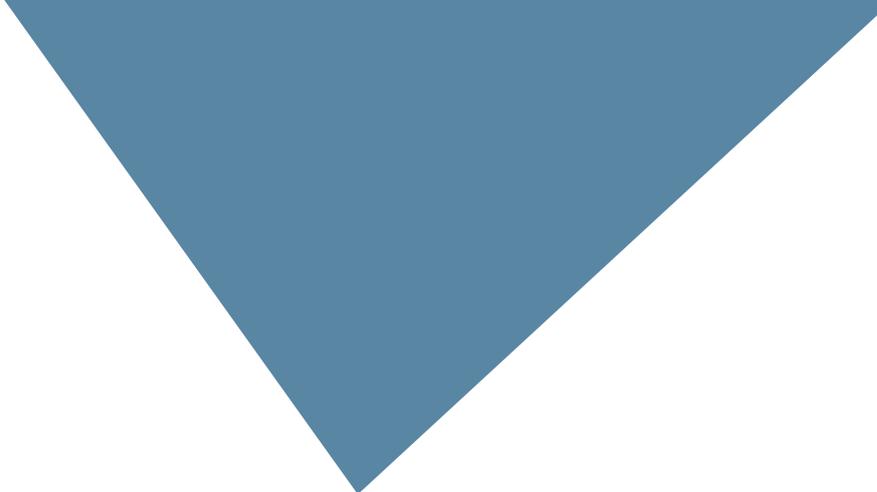
- Promote human rights, and in particular children's rights by training employees and providing information to guests.
  - Reject, eradicate and condemn any form of human exploitation, especially that of a sexual nature, particularly when this involves minors. Talabay does not utilize or promote child labor.
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## Purchase Policy

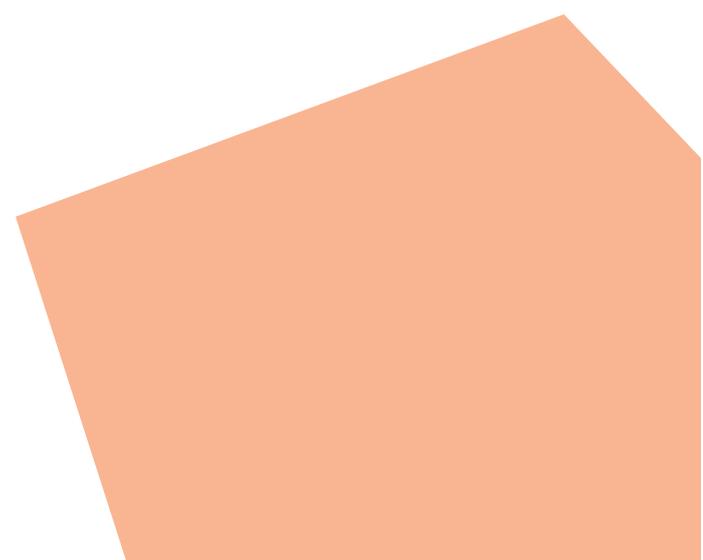
Purchasing decisions can have a significant environmental, social and financial impact. Responsible procurement (or sustainable/ responsible purchasing) is a process by which environmental, social and ethical considerations are considered when making a purchasing decision. Talabay considers the following parameters:

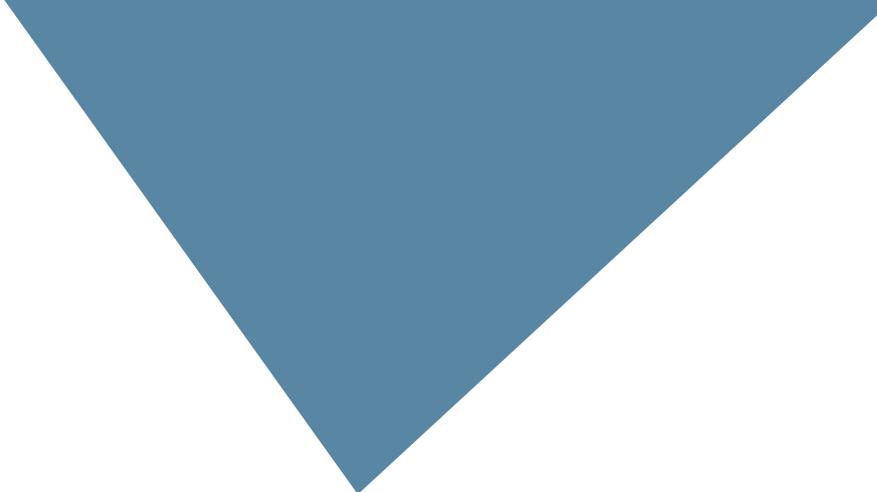
- Whether a purchase is necessary: Every purchase must cover a real need of the hotel whilst considering the hotel category.
  - The type of materials and products used: Priority should be given to recyclable and returnable products as well as to those from recycled materials, mostly paper, aluminum, glass, plastic. Avoid excessive multiple packaging because the more complex a product is, the more materials are used in its production and the more waste is disposed of into the environment.
  - Under what conditions they have been manufactured.
  - How far they have travelled: Product transportation is always an important factor to be considered, as it contributes to air pollution and fuel consumption, and the use of non-renewable sources of energy.
  - The packaging components: Purchase of products in bulk with re-useable, recyclable or returnable packages. This practice reduces both the cost and the impractical packaging that ends up as waste.
  - Product disposal: Among the artificial and chemical products of everyday use, preference is given to those with the least damaging effects on the environment and human health.
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## Privacy Policy Statement

Talabay is committed to the highest standards of personal data protection because we strongly believe that only by doing so can we win and maintain the trust placed in us by all those we work with and serve. We take a comprehensive approach towards achieving this goal and involve all departments in diligently developing, adapting and improving the strongest technical and organizational measures towards that end. We at Talabay:

- Provide detailed, targeted personal data protection policies for employees, business partners and guests and these are available to them at all times.
  - Continually revise and improve these policies and processes.
  - Design our policies to easily fully inform everyone of their freedoms and rights over how their personal data is used and of the privacy practices we implement. Our policies are available on all Talabay sites.
  - Take measures to engage those trusting us with their personal data to actively signal their consent with opt-in statements wherever these are appropriate. Other such measures include the addition of privacy terms in all our forms and contracts that have to do with the processing of personal data.
  - Periodically engage our employees in awareness and training programs to create a strong data protection culture at all levels.
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## Complaints Policy

Talabay is committed to maintaining its responsiveness to the needs and concerns of its guests in order to deliver high quality professional services. Talabay follows the guiding principles of effective complaints handling:

- The Complaints Handling Policy is available on the Talabay portal.
  - The Policy is accessible to all partners, employees and clients. It is easy to understand and includes details on submitting and resolving complaints.
  - Receipt of each complaint is acknowledged to the complainant. Complaints will be handled in an effective and efficient manner. Throughout the complaint -handling process complainants are be notified of the progress of the complaint handling.
  - Each complaint is dealt with in an equitable, objective and unbiased manner through the complaints handling process.
  - There are no charges complaint submission.
  - Personal information concerning the complainant, in compliance with our strict Privacy Policy standards, is actively protected from disclosure unless the complainant expressly consents to its disclosure.
  - Partners and employees are committed to the efficient and fair resolution of complaints. We actively solicit feedback from our guests on a regular basis and acknowledge each guest's right to complain.
  - All partners and employees accept responsibility for effective complaints handling.
  - Our complaints handling process is reviewed periodically -at least annually - by our Quality Assurance Department to enhance the efficiency of service delivery
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