

SENTIDO ELOUNDA BLU

ENVIRONMENTAL POLICY

Being aware of the importance of environmental protection for sustainable development providing high quality services and food safety management, the Management and staff of SENTIDO Elounda Blu Hotel developed and implemented an environmental management system in accordance with the requirements of the International Standard ISO 14001:2015. It covers all activities of the hotel and in particular the accommodation services, catering and entertainment.

Therefore the administration of SENTIDO Elounda Blu Hotel is committed to:

- To seek continuous improvement by setting goals.
- Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities.
- Select the appropriate personnel and put effort in their continuous training and assessment.
- To assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts.
- Be active in every possible way to protect the environment and prevent pollution.

Based on these commitments, the administration of SENTIDO Elounda Blu Hotel aims at:

- Ensure all necessary resources to maintain and update the system and infrastructure improvements.
- performance and evaluating targets with the aim of increasing them.

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- Be active in every possible way to protect the environment and prevent pollution.
- Based on these commitments, the administration of SENTIDO Elounda Blu Hotel aims at:
- Ensure all necessary resources to maintain and update the system and infrastructure improvements.
- Achieve a high level of customer satisfaction.
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste.
- Updating all stakeholders involved in environmental activities in order to raise environmental awareness and participation.
- Informing our guests about the hotel's environmental actions, in order to encourage their active participation.
- Implement actions for the sustainable use of resources, adjusted in climate change and protection of biodiversity and ecosystems.
- These guiding objectives are achieved by applying the Environmental Management System and Food Safety Management, the development of specific and measurable objectives, regular monitoring of environmental parameters controlling the efficiency of operations, the inspection of the System's performance and evaluating targets with the aim of increasing them.

SENTIDO ELOUNDA BLU

GENERAL DATA PROTECTION POLICY

- Data Protection and Privacy.

Your Personal Data is of the utmost importance for us. We care deeply for providing you with the highest possible level of security and confidentiality, for a pleasant, care-free and secure stay. We take all adequate measures to ensure your trust at our services by complying to the GDPR, which enables you with additional protection provisions. A well trained team is at your disposal at any time so that you can fully exercise your GDPR rights, and in particular the right of access, the right to rectification, to erasure, to restriction of processing, to data portability and the right to object. Furthermore, in case you deem the processing unlawful, you can lodge a complaint addressed either to the designated Data Protection Officer (DPO) or the Hellenic Data Protection Authority. Rights exercise forms are at your disposal, both at the Front Desk and on our website. We reevaluate our privacy impact assessment and we have set technical alerts for data breach notification.

SENTIDO Elounda Blu of Ledra Hotels and Resorts is the GDPR «Controller» and protects any information relating or potentially relating to you, undergoing «processing» by automated or not automated means. You indicate your agreement to the processing in a clear affirmative action or statement, signifying your freely given, specific, informed and unambiguous wish to processing. Otherwise every processing is based on the ground of our legitimate interests, the impositions of the law or for providing you the best of hospitality. We implement appropriate technical and organisational measures such as pseudonymisation or encryption and minimisation.

Any processing shall be lawful, fair and transparent, limited to specific, explicit and legitimate purposes, along with the principles of minimization, integrity, confidentiality and storage limitation of accurate data on the accountability of the controller.

For further information you can consult the attached Privacy Policy Statement, which is also available at the Front Desk and on our website.

SENTIDO ELOUNDA BLU

HUMAN RIGHTS POLICY STATEMENT

Ledra Hotel & Villas acknowledges and respects the principles contained in Global Declaration of Human Rights. This policy reflects the company's commitment to conduct its business in a manner consistent with these principles and to respect human rights within the company's sphere of influence. The company's core values and culture embody a commitment to ethical business practices and good corporate citizenship.

Work Place Policies

- Non –Discrimination. We support and uphold the elimination of discriminatory practices with respect to all aspects of employment, and promote an embrace diversity and inclusion within our business operations.
- Child Labour. We do not recruit child labor and condemn all forms of exploitation of children.
- Ethical Recruitment. We do not ask for money or charge fees to the applicant as part of their application process.
- Freedom of Association. We support the freedom of association and the right to choose a collective bargaining representative, if desired.
- Forced Labor and Human Trafficking. We support the elimination of all forms of forced, bonded or compulsory labor and provide to our associates trainings on human trafficking awareness and prevention.

SENTIDO ELOUNDA BLU

HUMAN RIGHTS POLICY STATEMENT

- Ethical Conduct. Our policies reflect honesty and integrity and are in full compliance with all applicable laws. Company policies establish clear ethical standards and guidelines for how we do business and establish accountability. All our employees are required to obey the law and comply with the specific standards relating to legal obligations, ethics and business conduct. We have clear mechanisms in place to monitor and report compliance with these directives.
- Partners. We expect that our business partners and suppliers will be consistent to our policies and standards on diversity, social responsibility and community engagement. Failure to do so jeopardize the ability to do business with us.

SENTIDO ELOUNDA BLU

SOCIAL RESPONSIBILITY POLICY STATEMENT

We believe that we all have an impact on society and a great responsibility towards both the environment and the local communities. We coexist and grow together. For that reason, Ledra Hotels and Villas has a strong Corporate Social Responsibility (CSR) philosophy and active commitment to socially responsible hospitality services, applying a series of certified procedures that focus on the social, environmental and cultural heritage and supporting various relevant initiatives.

We continuously work in conjunction with all departments to implement sustainable practices and we repeatedly collaborate with and support humanitarian Non-Governmental Organizations, demonstrating our ethic. Often, we hold special activities in which our guests can actively participate and be a part of the contribution.

SENTIDO ELOUNDA BLU

CHILD PROTECTION POLICY

- Reject eradicate and condemn, any form of exploitation of human beings especially of a sexual nature particularly when this affects minors.
- The company adhere strictly to country laws governing labor standards.
- We avoid any kind of discrimination and all forms of exploitation, including child sexual exploitation; and we involve our employees, contributors, external suppliers and customers.
- We participate in "The Smile of the Child" a nonprofit organization, which mission is the protection of children that are victims of any kind of violence or poverty or children that are encountering a health problem or are missing.