

OUR POLICIES



SUNDANCE

APARTMENTS • SUITES

AQUILA
HOTELS & RESORTS

SUNDANCE QUALITY POLICY

We are committed to offer high standard services to our customers in a healthy professional environment for our employees.

**“Our commitment for quality and continuous improvement
is imprinted in our operation standards”**

We consider our operation standards to be the center of our offered services which provide useful information to all our employees with, clear guidelines and a sense of security.

Our operation standards are updated annually or if deemed necessary earlier.

Our operation standards are checked through evaluation criteria, for which all supervisors and employees involved are aware of.



Dimitris Tsounis
General Manager

HEALTH AND SAFETY POLICY

SUNDANCE Apartments & Suites strictly follow national health and safety regulations. It is our duty to impart this policy with our staff and all those working with the company or on its behalf in order to ensure our level but to reach even higher. Our hotels offer the following:

- ✔ Correct and clear information, instructions, supervision and training for all employees
- ✔ All employees are informed of the current applicable health and safety regulations
- ✔ Each hotel in our chain has its own emergency team ready to act on their planned cases of emergencies (e.g. fire, flood, earthquake, environmental pollution)
- ✔ All hotels have their own doctor and certified group of employees trained in first aid on duty throughout the day in case of emergencies
- ✔ All employees have access to medical care
- ✔ All areas with restricted entrance are sign posted or locked
- ✔ We carry out preventive maintenance of our equipment and also collaborate with external cooperators in order to ensure maximum safety and security
- ✔ We constantly upgrade and improve our methods of operation in order to eliminate possible accidents and injuries
- ✔ All employees have to carry out their responsibilities with regard to health & safety as set out in the hotels' policies



Dimitris Tsounis
General Manager

ENVIRONMENTAL POLICY

SUNDANCE Apartments & Suites is a Greek-owned hotelier committed to customer satisfaction, genuine attention to detail and impeccable service, coupled with social and environmental sensibility and responsibility. SUNDANCE mission is to provide the ideal environment and services for its distinguished guests, whether on holiday, business or romance vacation. SUNDANCE aims to minimize the impact of its activities on environmental resources by adopting efficient state-of-the-art technologies and resource management practices. In addition, it continuously invests in its human capital in order to effectively apply those practices in its day-to-day operation


Through our environmental policy we:

- ✔ Ensure that we comply with all applicable environmental laws and regulations.
- ✔ Measuring and managing our environmental performance against our objectives and targets on monthly basis and making sure that we regularly review our progress and look for ways to continued improvement.
- ✔ Train our staff on our environmental commitments, so that they understand the role they play in delivering our objectives and targets – Our eco team plays an important role.
- ✔ Invite our guests to support our efforts to reduce our environmental impacts
- ✔ Working with NGO's such as "Archelon", the "Hellenic Ornithological Society" and "Clean hands" for the protection of the local environment and the improvement of the local community's standard of living.
- ✔ We cooperate with local associations for the protection of stray animals

Our environmental objectives are mainly focused on the following areas:

- ✔ Energy Management
- ✔ Water Management
- ✔ Solid Waste Management
- ✔ Air Quality improvement
- ✔ Protection of Coastal and Marine Environment
- ✔ Protection of Landscape and Nature
- ✔ Promoting the involvement of stakeholders, employees and customers

Our annual progress is presented in our annual sustainability report which you are welcome to read.



Dimitris Tsounis
General Manager

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SUNDANCE EMPLOYMENT POLICY

Our employees are our wealth and for this reason SUNDANCE Apartments & Suites is committed to the protection of employees and human right issues. Our policy is strict and complies with the following values and objectives:

- ✔ We value our staff and treat them fairly and with respect, ensuring that no-one is discriminated against, irrespective of age, sexuality, gender, ethnicity, religion, culture, family condition, personal beliefs or disability.
- ✔ We follow with genuine interest the developments in the labour sector and provide training to support our employees in their roles from their induction and throughout their careers at our hotels.
- ✔ We comply with all applicable employment laws and regulations in our country.
- ✔ We support hiring staff from the local community.
- ✔ We are continually training our staff on our sustainability commitments

Our HR department and our management team are committed to an “open” door policy. Our employees are encouraged to discuss with us any issues such as complaints, problems, worries as well as suggestions.



Dimitris Tsounis
General Manager

SUNDANCE COMMUNITY POLICY

The SUNDANCE Apartments & Suites Company is committed to maintaining a close relationship with the local community, ensuring that any issues relating to the operation of our business are discussed in a full cooperative climate. During our daily operations, we are committed to the following actions:

- ✔ We support the purchase of food and beverage products from local businesses.
- ✔ We encourage our staff and guests to volunteer for our beach clean-ups (Clean up the Med and other actions linked with our Blue Flag award)
- ✔ We actively support the local community through charitable or in-kind donations to schools, groups or initiatives that work to improve the lives of local people, protect the environment and preserve the destination's culture and traditions
- ✔ We encourage our guests to support the local community
- ✔ We promote to our guests places of interest in the destination such as restaurants, markets or craft centers to encourage them to explore the country's cuisine, history, culture and traditions while offering a unique sustainable experience
- ✔ We engage our staff to our policies with trainings, workshops and many activities.

In this way we support the local economy and safeguard the local community which is integrated with the unique holiday experience we are offer to our guests. Our Guest Relations and our Eco Team will be glad to give you more details concerning our sustainability programme.



Dimitris Tsounis
General Manager

SUNDANCE CHILD PROTECTION POLICY

The SUNDANCE Apartments & Suites policy and commitment is to protect the rights of children, with regard to their physical and mental balance, including their protection from abuse and sexual exploitation.

(A child is defined as any person under the age of 18 years)

SUNDANCE Apartments & Suites conducts seminars addressed to its staff but also to schools, parents and to any interested party, in order to increase the awareness and provide information about children's rights. For this purpose SUNDANCE Apartments & Suites is collaborating with the internationally recognized non-profit child welfare organization "The smile of the child".

Any suspicious behavior (either by employees or guests) concerning children is reported to the **National Helpline for Children SOS 10-56** "The smile of the child".



Dimitris Tsounis
General Manager

SUNDANCE PURCHASING POLICY

For SUNDANCE Apartments & Suites Company, sustainability means ensuring environmental, economic and social well-being for today and for the future. It means meeting the needs of the people and society, without compromising the ability of future generations to meet their needs acting in the long-term interests of the many people and not just the few.

Our most important decisions and criteria are based on quality, price, reliability, supply stability and sustainability.

Therefore:

- ✔ We select fairly by comparing offers from various suppliers
- ✔ We avoid any possible excessive reliance by purchasing from multiple suppliers
- ✔ We ensure that our purchasing personnel do not permit personal interest to influence the choice of vendors.
- ✔ We create opportunities for new collaborators by continually reviewing our regular vendors.
- ✔ We purchase locally whenever this is possible
- ✔ We prefer goods with less packaging materials.
- ✔ We purchase or replace old equipment with new efficient one
- ✔ We purchase cleaning materials from companies that provide detergents with the minimum impact in the environment and health.



Dimitris Tsounis
General Manager