

SUSTAINABILITY POLICY - ROYAL SUN

The Sustainability policy is a program, designed to minimize operational effects and decrease its environmental impact.

Royal Sun is committed to environmental responsibility. We strive to lead the way with sustainable environmental initiatives that will have a long-lasting impact on the community. We consider the key operational aspects of environmental sustainability and compliance for the hospitality industry.

Our hotel operations are focused on energy savings, waste management, water conservation, store operations, real estate development, supply chain issues, and opportunities for improving corporate social responsibility.

We support our staff enthusiasm as well as our customers' wishes to accelerate all environmental efforts. Our priority is to equate Royal Sun to a constant reminder of our connection to the natural world.

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1. ANALISYS

Tourism is one of the world's largest industries. According to the United Nations World Tourism Organization, the business volume that tourism is generating today equals or even surpasses that of oil exports, food products or automobiles. The disposable income continues to increase and it is forecasted to grow further.

In addition to this capacity and growth, the tourism industry faces greater challenges than ever before. Potential impacts include harm to the environment, society and local economies of tourist destinations around the world. Awareness and action about these concerns are on the rise within the tourism industry. The Sustainable Tourism Criteria are to help the tourism industry define its stance on sustainable tourism and take a lead in addressing customer concerns about sustainable tourism practices.

Through this initiative, businesses that are taking steps to sustainability will be recognized for their efforts. Those that are interested in sustainability can use the criteria and the resources provided on how to implement these sustainable practices.

Sustainable tourism is of growing interest to travellers and it is increasingly becoming a distinguishing factor that travellers use when researching and booking travel. International organizations and businesses continue to lead the movement to support the industry and government in the adoption and implementation of sustainable tourism principles and best management practices.

2. SUSTAINABLE TOURIS CRITERIA

A. Environmentally - the activity minimizes any damage to the environment, i.e. plants, animals, water, soils, energy use, contamination, etc., and provides a benefit to the environment through protection and conservation;

B. Socially and culturally - the activity does not harm, and may revitalize, the social structure or culture of the community where it is located;

C. Economic - the activity can sustain itself economically; it continues to contribute to the economic well-being of the local community through local ownership, employment, buying local, etc. A sustainable business should benefit its owners, its employees, and its neighbours.

When we take these three aspects into account, this is called the "triple bottom line". Sometimes it is referred to as "doing well by doing good." It means running a business in a way that does not destroy the resources – natural, cultural or economic – on which it depends. This why it is important for the industry to seek a suitable balance between these three dimensions.

3. POLICY

It is the policy of Royal Sun to be a leader also as far as the protection of the environment is concerned.

We are acting with responsibility for the benefit, confidence and safety of the guests, hotel staff, the neighbouring community and the protection of nature and environment.

Our general environmental objectives are:

- To satisfy all justified guest demands regarding comfort, safety, health, hygiene and an intact environment;
- To comply with all local and national environmental legislation and regulations and continuously improve the environmental management of the hotel as well as to prevent ecological pollution caused directly or indirectly by the hotel or its stakeholders;
- To constantly monitor our environmental impact and advance the efforts and methods for improvements and quality assurance management;
- To save fresh water by an efficient management, strict controls of consumption and examinations of the wastewater treatment;
- To improve the energy efficiency, conservation and management by regular controls, staff training and implementing modern and regenerative or other best available technologies wherever reasonably possible and feasible;
- to avoid any hazardous substances to minimize harming the environment;
- to ensure safe working conditions;
- to take into account ecological and social aspects in our relationship to investors, suppliers and sub- contractors and strive for the most environmentally sound solutions.

It is the policy of Royal Sun to operate in an environment-friendly manner, protecting resources, the environment and the cultural heritage in which they are located.

4. STRATEGIES & TOOLS

A. Effective sustainable management

The hotel is in compliance with all relevant legislation and regulations (including, among others, health, safety, labour, and environmental aspects). All personnel receive training in environmental and socio-cultural management issues. Customer satisfaction is measured and corrective action taken where necessary. The design and construction of the building and the infrastructure complies with local zoning and protected or heritage area requirements, respects the natural or cultural heritage surroundings in design and impact, uses locally appropriate principles of sustainable construction, provides access to the handicapped.

B. Maximizing economic benefit to the community

The hotel contributes to community development and infrastructure. Local residents are employed, including in management positions. Local services and goods are purchased by the business. The hotel helps local small entrepreneurs develop and sell products that build on the area's nature, history, and culture (including food and drink).

C. Minimizing socio-cultural harm

Policies are implemented against commercial sexual exploitation, particularly of children and adolescents.

The hotel is equitable in hiring local minorities. All employees are under contract and are paid a fair wage.

Historical and archeological artefacts are not sold, traded, or displayed.

D. Minimizing the environmental harm

D.1 Conserving resources

- Purchasing policy favours environmentally friendly products and consumables.
- Consumption of consumable goods is measured, and procedures are implemented to reduce it.
- Non-renewable energy consumption is measured, and procedures are implemented to reduce it.
- Potable water consumption is measured, and procedures are implemented to reduce it.

D.2 Reducing contamination

- Wastewater, including gray water, is treated effectively.
- A solid waste management plan is implemented, with quantitative goals to minimize waste that is not reused or recycled.
 - The use of hazardous substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized or substituted by innocuous products.

D.3 Protecting biodiversity

- Endangered species are not consumed, sold, traded, or displayed.
- No captive wildlife is kept
- The business uses native species for landscaping and green areas use

Providing brief and reliable information to our guests, suppliers and society, we share our environmental initiatives and follow the path of sustainability.

HUMAN RESOURCES POLICY

The Management of **Royal sun** is committed to fulfilling the following policies:

Treatment: Guarantee fair and decent treatment which does not allow discrimination due to nationality, social group, age, gender, disability or religion, excluding any type of abuse or harassment and establishing the necessary health and safety conditions in the jobs.

Employment: Have in place recruitment and selection procedures that guarantee equal opportunities, evaluating the candidates with clear criteria in order to identify the ideal skills for the job, as well as ensuring strict compliance with the current legislation relating to recruitment.

Development: Encourage the professional development of the employees.

Remuneration: Tailor the remuneration and social benefits policy to: the economic and social framework, the level of responsibility assigned to each post, performance and the achievement of objectives; in a fair way and in accordance with the standards established.

Working relations: Recognize the right to association and trade union affiliation and establish a relationship of dialogue and cooperation with trade unions and their representatives, without going against the Company's own existence.

It is the responsibility of the local Human Resources teams to design, manage and distribute the human resources procedures.

Each person who manages a team -hotel or department-, is responsible for applying this Human Resources Policy and complying with its corresponding procedures.

LOCAL COMMUNITY POLICY

The Royal Sun management team share the commitment to ensure positive relationships between the hotel and the local community and its businesses.

The hotel ensures its social and economic impacts are positive and beneficial to the local community wherever possible.

We also strive to minimize and eliminate instances of negative impacts.

Our Community Policy and primary goals are as follows:

1. Promotion of Responsible Tourism in the Area

The Hotel is a member of the biggest branch Tourism organization – Owners union – Sunny Beach. Through this membership we are able to promote and improve greater economic and social benefits for the residential and business community.

The Hotel also works with local schools and colleges upon request to provide work experience opportunities.

2. Purchasing

Royal Sun purchases and promotes produce from the local area which helps to reduce CO2 emissions from transportation of products from international destinations.

3. Employment

The hotel recognizes the importance of recruiting local people as preferred employees. This increases the likelihood of monies being spent in the local community. Additionally, it encourages local residents to stay within the community, rather than seeking employment outside of the community.

4. Donations and Charity

The hotel also carefully considers how it may help the local community by the provision of in-kind support, meal donations for local events, etc.

QUALITY ASSURANCE POLICY

In order to achieve the highest level of client satisfaction and health and safety policies the Royal Sun management is based on the following objectives and commitments:

- Establish close and permanent contact with clients in order to be a step ahead of their needs and tend to them. Objectively measure our level of client satisfaction as the basis for performing continuous improvements in our products and services.
- Promote interactive management and team work, while encouraging the work force's ongoing training and learning.
- We seek to distinguish ourselves through our service which is transmitted by our staff.
- Guarantee product and service quality, maintaining the profitability margins which allow for growth and generate wealth.
- Comply with the legal requirements, relevant regulations and the commitments set by the Company.
- Continuously improve the efficiency of management processes.
- Maintain and update the management system through developing and following the manuals, procedures and instructions which allow for their effective implementation; with the policies as a frame of reference for establishing and revising the annual objectives.

Our policy has been communicated to our whole team and is available to the public, our clients and our subcontractors and suppliers.

HEALTH AND SAFETY POLICY

Royal Sun is aware of the need the development of its activity to be conducted safely and to preserve the health and safety of its customers and employees, the management is committed to compliance with the following principles:

- Assessing risks for the purpose of their elimination or mitigation at the workplace.
- Providing and ensuring a safe and healthy environment, keeping workplace under suitable conditions in terms of safety and health of customers and employees in order to eliminate or minimize accidents and diseases.
- Providing information and training to our employees on the performance, responsibilities and obligations relating to health and safety arising from the performance of their duties.
- Consulting and effective cooperation with relevant authorities and our employee representatives in promoting and developing measures to ensure the safety and health at work of our employees and customers.
- Evaluation and review of this policy, checking the effectiveness of programs and actions for continuous improvement and maintenance of safe working conditions.

Our policy has been communicated to all our staff and is available to the public, customers and our employees.