

## EMPLOYMENT & HUMAN RIGHTS POLICY

Diamond Deluxe Hotel is a family-run hotel where the owners are also the managers and employees. We believe in protecting and supporting the rights of our employees as well as human rights in general.

The people working in the hotel are the key factor in providing high-quality services and maintaining good relations with guests. When employees are satisfied with their work, they contribute to improving the guest experience.

To ensure this:

- All employees have written contracts, clearly stating salary, duties, working days and hours, in accordance with Greek legislation.
- We ensure that all employees are paid above the minimum wage, regardless of age, gender, nationality, religion, culture, or disability.
- We recruit personnel from the local community, as a successful hotel values local skills.
- We provide insurance coverage for the full duration of employment.
- Employees are informed of the health and safety rules in each department.
- All employees are informed about when and where they can approach management for complaints, issues, or suggestions.
- At least once a month, meetings are organized with each department or its supervisor to clarify responsibilities and objectives.
- We ensure that everyone behaves respectfully toward colleagues and guests. Discrimination is strictly prohibited.
- We encourage employees to feel like members of the hotel “family.”
- A Child Protection Policy is in place to ensure the safety and rights of children.
- Employees are offered internal and external training to develop their skills.
- Online training is encouraged to better adapt to work schedules.

Our objective is to ensure fair and consistent treatment for all, in line with the **ACAS Code of Practice**, the **Employment Relations Act 1999**, and the **Employment Act 2002**.

## 2. Disciplinary Procedure

The disciplinary procedure applies to all employees, regardless of length of service.

### **Records**

All disciplinary actions are documented in writing and placed in the employee's personal file.

### **Principles**

- **Counseling** does not form part of the disciplinary procedure; it is a meeting between the employee and the manager to resolve performance or personal issues.
- Normally, no disciplinary action is taken without a full investigation.
- If the investigation cannot be carried out by the police or other authorities, the internal disciplinary process may continue.
- All evidence used will be accessible to the employee, without endangering other staff members.
- The employee is informed in writing of the reasons for the disciplinary action and may present their side of the case.
- No employee will be dismissed for a first offence, except in cases of gross misconduct or unsuitability during the probation period.
- All employees have the right to appeal against any disciplinary action.
- Salaries are always equal to or higher than the national minimum wage.
- Working hours are recorded digitally, in accordance with collective agreements.
- Overtime is paid according to applicable legislation.
- All payments are accompanied by official payslips, including compensation upon termination of employment.

### **3. Disciplinary Investigation**

- When a manager is informed of alleged misconduct, an immediate investigation will be conducted.
- During the investigation meeting, the employee has no legal right to be accompanied, but this may be allowed at the employer's discretion.
- In serious cases, witnesses may be interviewed and documents reviewed.
- If a disciplinary hearing is required, the employee will be informed at least two days in advance, and the invitation will be confirmed in writing.

### **Suspension**

- Suspension is **not** a disciplinary action.
- The employee will continue to receive full pay and must remain available.
- Unpaid suspension can only occur under special conditions or institutional requirements.

#### **4. Modified Dismissal Procedure**

##### **Step 1 – Statement of Reasons:**

The employer provides a written document specifying:

1. The alleged offence
2. The reasons for the decision
3. The right to appeal

##### **Step 2 – Appeal:**

- The employee must notify the employer in writing of their intention to appeal.
- A meeting will be arranged, and the employee may be accompanied by a colleague or trade union representative.
- The appeal will, where possible, be reviewed by a senior manager different from the one who made the initial decision.

#### **5. Disciplinary Measures for Unsuitability**

- During the probationary period, the manager may terminate employment with notice if the employee is deemed unsuitable.
- Any accrued leave will be paid upon termination.

#### **6. Disciplinary Hearing**

- The employee may be accompanied by a colleague or trade union representative.

##### **Purpose:**

- To hear the allegations and evidence
- To allow the employee to respond and present mitigating circumstances
- To permit questions, presentation of evidence, and calling of witnesses

The manager will decide on the disciplinary measures and inform the employee in writing.

#### **7. Levels of Disciplinary Warnings**

1. **Verbal Warning (Counseling)** – valid for 6 months
2. **First Written Warning** – valid for 12 months
3. **Final Written Warning** – for serious offences only, valid for 12 months
4. **Dismissal** – if no improvement follows corrective measures
5. **Summary Dismissal** – only in cases of **gross misconduct**

**Note:** A criminal investigation does not prevent or delay disciplinary action.

**Anna Pasenidi**

**Reservations Manager**

Date: 29/9/2025

## Help Us Protect Our Planet

At **Diamond Deluxe Hotel**, we are deeply committed to protecting the environment and preserving the unique biodiversity and natural beauty of *Kos*. As part of our ethical dedication to sustainability, we invite you to join us in minimizing the use of natural resources during your stay.

### *Water is a precious resource:*

- Please turn off the tap when not in use, for example when you are brushing your teeth or shaving.
- Reuse your towels by hanging them up. If you wish to replace them, simply leave them on the floor.
- Shorter showers help save both water and energy—thank you for making this small change!
- Help us protect the environment. Hang your towels if you wish to use them again. Leave them on the floor if you would like them replaced.

### *Energy Efficiency:*

- Turn off lights, TV, and air conditioning when leaving your room or when they are not in use.
- Keep doors and windows closed when using the air conditioner.
- Set your air conditioner between 24–26°C for optimal comfort and energy savings. Lower temperatures increase energy consumption without additional benefit.
- Unplug chargers when not in use, as they continue to consume electricity even when idle.

### **Waste Reduction**

- Use the recycling bin in common rooms for paper, plastic, or cardboard.
- Minimize single-use plastics wherever possible to reduce waste.
- Take only what you need from the buffet to help prevent food waste.
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### *Together we can make a difference*

Every small action counts in helping us preserve local resources and reduce our environmental footprint. Thank you for supporting our efforts toward a more sustainable future.

For more information on our green practices, feel free to ask at the Front Desk or visit the Sustainability Information Desk in the lobby.

**The Diamond Deluxe Hotel Team**

# Sustainability Report 2025

## OUR VISION

Nestled on the beautiful island of Kos, Diamond Deluxe Hotel is a five-star luxury resort that combines elegant design with authentic Greek hospitality. The hotel offers an exclusive experience of comfort and relaxation, featuring state-of-the-art facilities, fine dining, and personalized services that reflect the highest standards of quality and excellence.

Beyond its commitment to exceptional guest experiences, Diamond Deluxe Hotel is dedicated to sustainable tourism and environmental responsibility. The property continuously strives to minimize its ecological footprint through efficient resource management, responsible waste practices, and community engagement.

Our vision is to create a harmonious balance between luxury and sustainability — ensuring that every guest enjoys a memorable stay while contributing to the preservation of the island’s natural beauty and cultural heritage.



## SUSTAINABILITY POLICY

At Diamond Collection Hotels, we are committed to promoting responsible travel and tourism through our sustainability policy. We recognize our responsibility towards the environment by maintaining and protecting the biodiversity and the precious natural and cultural heritage of the community in which we belong.

Diamond Collection Hotels expects its suppliers, business partners and guests to comply and work together to bring positive change in the sustainability of our environment.



- Build and operate sustainable hotels
- Communicating and reporting our progress
- Developing innovative sustainability initiatives
- Educating and training, internally and externally
- Water Management
- Waste and Pollution Management
- Natural Resource Conservation

Our work will be ongoing as we continue to address climate change, scarcer natural resources and the evolving need of the planet. With our commitment, we will do our utmost best to actively reduce the environmental impact, embed sustainability across our company, hold ourselves accountable and increase the resilience of the community where our properties are located.



**Together for a better  
tomorrow**

## **SUSTAINABILITY RESPONSIBILITIES AND ACTIONS IMPLEMENTED**

We all have a social and environmental responsibilities to reduce our carbon footprint:

- We constantly change our policies to minimize our carbon footprint and impact on the local environment.
- We raise awareness of the impact of hotel operations on the environment and encourage staff to carry out sustainable business practices through informing and involving them at induction and regular training sessions.
- We support the island community, and where possible both employ from and purchase from local companies who have been carefully selected based on their values.
- We minimize waste throughout the hotel following strict procedures in the food, beverage and other operational areas.
- Energy consumption is reduced throughout the hotel through regulated key access connectivity
- Operate a 'switch off' policy for office staff to turn off computer equipment and printers when not in use.
- Linen policy: changing bedding every two days unless requested otherwise, towels are changed daily or on turndown where necessary
- Avoid single use plastics for hotel amenities
- Eliminated the use of plastic straws and by providing glass bottle alternatives where possible
- We reduce usage of harmful cleaning chemicals and replacing these with eco-friendly products wherever possible.
- We have reduced our usage of paper by attempting to be as digital as possible
- Recycling paper, newspapers, glass, batteries, fluorescent and long-life bulbs, cans and cartridges.

## SAVING WATER

At both our properties, Diamond Deluxe and Diamond Boutique, we only use water from our bore in order not to burden the central government water supply.

The bore water is biologically treated according to the strictest regulations. It is exclusively used for the needs of our properties:

- Use in guest rooms
- Use in the kitchen and in the pools

We have implemented the following measures in aiding in preserving our water:

- All WCs have been fitted with low flush or dual flush systems
- Use of drop by drop irrigation system for watering the gardens.
- Use of native and drought-resistant plants
- Use of efficient shower head and taps allowing less consumption of water

The increase in water consumption from 2023 to 2024 is mainly due to the inclusion of groundwater (borehole water) in the measurement records, which was not fully accounted for in the previous year. Additionally, higher occupancy levels and increased irrigation needs during the hotter summer months contributed to the rise.

Despite the high temperatures of the Greek climate we will continuously strive to reduce the overall consumption of water without compromising the quality, health and safety of all our guests.

Water Consumption (m<sup>3</sup> per guest per night)

2023 —> 0,06

2024 —> 0,75



## SAVING ENERGY

At both our properties, Diamond Deluxe and Diamond Boutique we continuously work to reduce the electricity consumption through the following:

- training of all staff in all areas
- all equipment in kitchens, laundry, maintenance, front and back office are Grade A efficient. Any future purchases need to follow same requirement.
- led lighting and low energy light bulbs used throughout the resort
- programmed lighting in all public areas, which are switched off after midnight.
- Light sensors are also installed throughout resort
- In all rooms card system for electricity
- Linen/towel policy is place
- Solar panels provide hot water supply throughout resort

In 2024, the hotel experienced extended operational hours of facilities such as restaurants, spa, and pool areas to enhance guest experience. Additionally, exceptionally warm weather conditions during the summer season led to increased use of air conditioning systems.

Despite this temporary rise, the hotel remains committed to improving energy efficiency through the implementation of energy-saving technologies, staff training, and continuous monitoring of energy performance.

Energy consumption (kwh per guest night)

2023 —▶ 33,20

2024 —▶ 36,18



## WASTE MANAGEMENT

At both our properties, Diamond Deluxe and Diamond Boutique, we have successfully implemented procedures to ensure that we reduce the production of waste in all areas of the resort and encourage guests to join us in our efforts.

- We have eliminated any use of plastic straws
- We recycle cooking oil, food, plastic, glass, metal, aluminium and electrical waste with the help of the municipality of Kos and other partners
- We encourage guests to use our recycle bins which are located in the resort
- We have a collection area for batteries and ink toners
- We have a library area in which books left behind from guests are stored for the use of other guests

## HOW WE RECYCLE

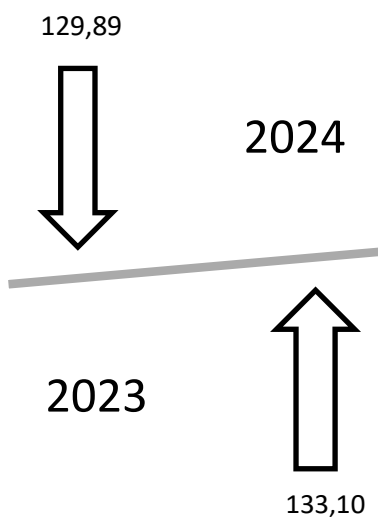
Loyal to our environmental policy we are working on all areas of the hotel to reduce waste, reuse items where possible and to encourage recycling. We aim to monitor and record our environmental impact on a regular basis to improve our efforts and meet our targets.

- We have set up recycle bins around the resort
- We have set up a recycle system to reduce the mass of paper, we have trash bin to collect glass bottles and recycle system for food.
- We have created a 'green team' that work on the goal of continual improvement and scheduled re-evaluation and reporting
- We keep our employees informed about the best recycling procedures by issuing memos and periodically reviewing procedures.
- We monitor all the procedures on a regular basis to make sure that proper routines have become habit and continue to educate as is necessary.
- Carefully track the volume and types of recyclables that are being processed at your facility
- We use refillable containers instead of single-use packets and containers.
- Remove or eliminate the storage and use of hazardous chemicals.
- We have set the printers and copiers to duplex printing and economic printing by default.

## WASTE MANAGEMENT

An extensive recycling program for paper, plastic, glass, used oil and organic waste has been implemented in our hotel, contributing in an apparent reduction of the volume of waste ending up in landfills. As far as single use plastic items are concerned, our hotel has managed to almost eliminate them the next 2 years. Waste Consumption (kg CO<sub>2</sub>e)

Waste Consumption (kg CO<sub>2</sub>e)



Single-Use Plastic Items Consumption



## OUR COMMUNITY MATTERS

Diamond Collection Hotels recognizes and understands its responsibilities and its impact of its operation on the local residents and business community.

We will ensure through our operation to create positive impacts on the both the social and economic level in order for our surroundings to not be negative effected.

In order to monitor and ensure that we will do everything we can to achieve our goals we have identified our primary goals related to our community policy, which are the following:

### **Certification**

In order to satisfy broader sustainability criteria including the socio-economic impacts and staff welfare, and are striving for a Travelife Gold award during 2024.

### **Purchasing**

Diamond Collection Hotels buys as many products as possible from our local suppliers in to promote their business.

We purchase our products in bulk and large packaging in order to reduce the impact of litter!

We aim to buy local products only and not imported products. Imported products will only be bought when they are not available locally.

### **Donations and Charity**

Diamond Collection Hotels assists Monasteries with donations such as old uniforms, linen or furniture.

## Open-Door Policy

At Diamond Deluxe Hotel, we believe in open and transparent communication at every level of our organization. Our **Open-Door Policy** encourages all team members to freely share their ideas, concerns, feedback, or questions directly with any member of management—at any time.

We are committed to:

- **Listening actively and respectfully**
- **Responding fairly and without judgment**
- **Addressing concerns promptly and confidentially**
- **Promoting a positive and inclusive workplace culture**

No matter your role or background, your voice matters here. Whether it's a personal concern, a workplace issue, or a new idea, we're here to support you.

## Cultural Respect Statement

At Diamond Deluxe Hotel, we are proud to be a multicultural workplace where every employee is treated with dignity, fairness, and respect. We value the diverse backgrounds of our team members and are committed to protecting their cultural identity, traditions, language, and way of life.

We believe that our strength lies in our diversity, and we actively foster an environment where all voices are heard and celebrated. Our inclusive policies ensure that employees from all cultures feel safe, welcomed, and empowered to thrive.

Just as we celebrate cultural diversity within our team, we extend the same warmth and respect to our guests from around the world.

## SAFEGUARDING CHILDREN POLICY

The **'Diamond Collection Hotels'** believes that no child or young person should experience abuse (physical, emotional or sexual), neglect or exploitations of any kind risk. So in accordance with the United Nations Conventions on the rights of the child we are committed to respecting and safeguarding all children and young people under the age of 18 who stay in our property, as well as those who work or live in our locality, ensuring that they are protected from all forms of abuse, exploitation or neglect.

Specifically, we believe that

- The welfare of the child or young person is paramount.
- All children or young people under the age of 18 have a right to equal protection from abuse, neglect or exploitation, irrespective of their age, disability, gender, race, religious belief, sexual orientation or sexuality.
- Working in partnership with local child protection organizations charities and law enforcement will ensure that our actions are robust and effective.

We will keep children and young people safe by:

- Valuing, as well as listening to and respecting them.
- Training our staff on the meaning of this policy and our safeguarding children Procedure, so that they are
  - Sensitive to the signs of child abuse, neglect or exploitation and
  - Know what action to take to safeguard a child that they suspect may be at risk in our around our property.
- Promoting our Safeguarding Children Policy to our suppliers, sub-contractors and guests so that they can support our commitments

- Sharing our concerns about vulnerable children or young people with local child protection organizations and law enforcement, so that we always act in their best interest.

Please report all suspicious activities or behaviours involving children to the local Police authorities: **Emergency Police Service: 22420 22100 or Tourist Police: 22420 26666**

## Non-Discrimination Policy

We are committed to providing an inclusive and welcoming environment for all. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, disability, or any other characteristic protected by applicable laws.

## EMPLOYMENT

### Employment

Diamond Collection Hotel understands the cycle of the economy and we recognize the importance of hiring local staff the will spend their salary back in the local economy.

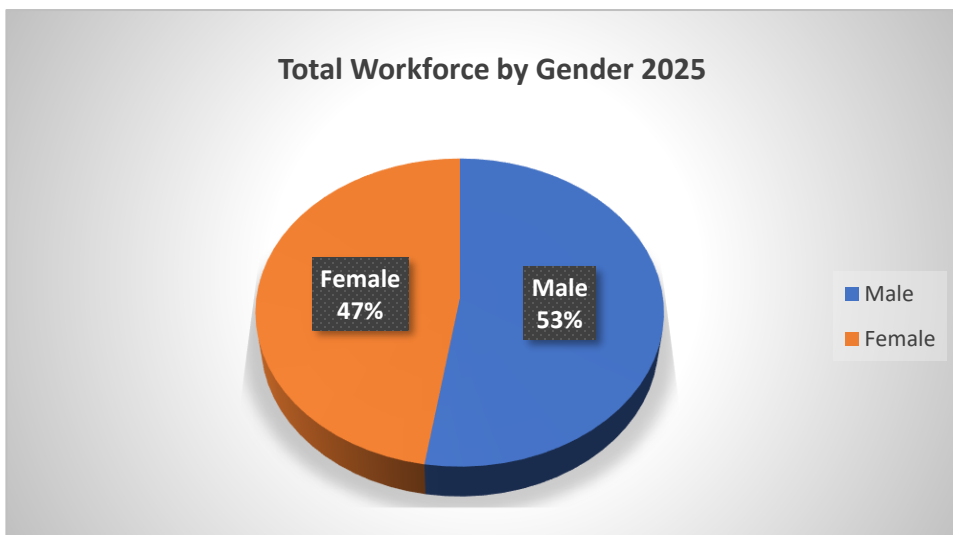
By creating new job opportunities in our new hotels, we furthermore ensure additional employment for local residents and they do not need to search for employment elsewhere.

Employee attitude typically reflects the morale of the company. In areas of customer service and sales, happy employees are extremely important because they represent the company to the public.

We provide equal opportunities to all of our employees.

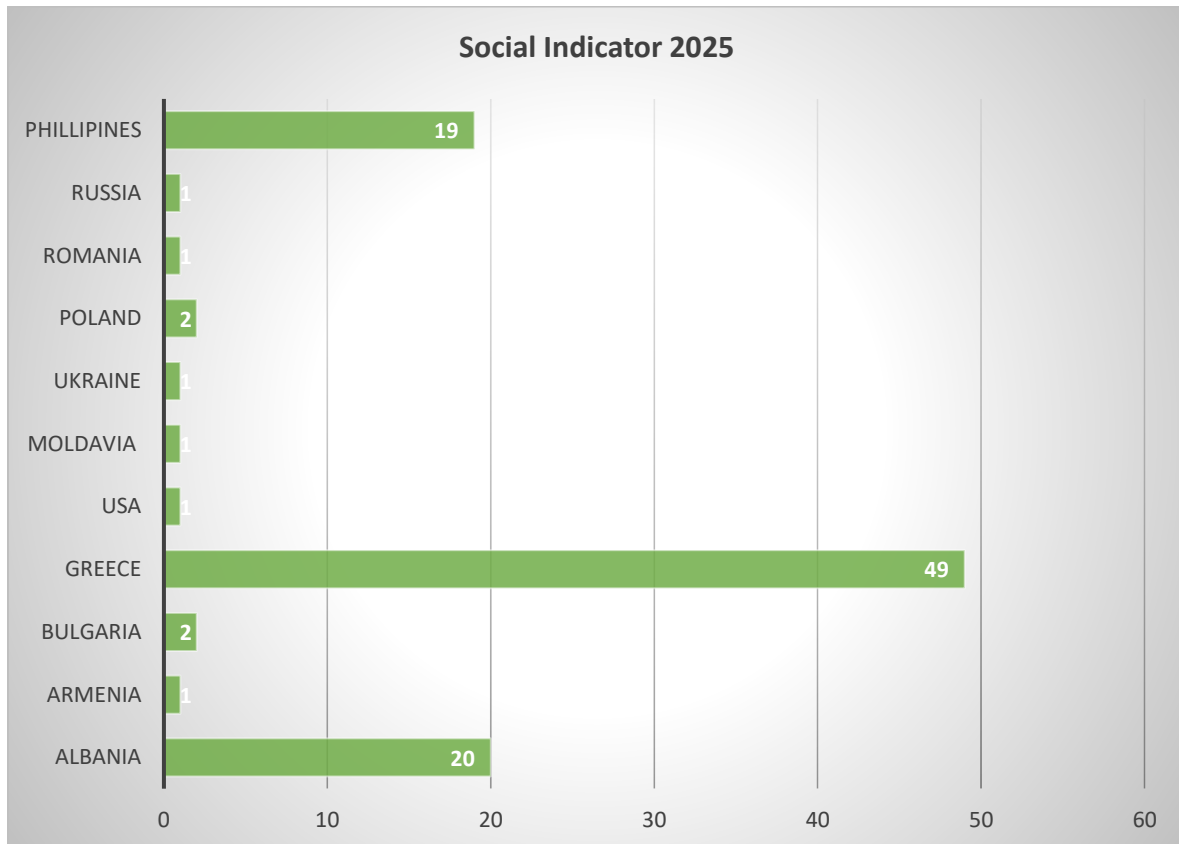
### Gender

Gender diversity in the workplace means that women and men are hired at a similar and consistent rate, are paid equally, and are given the same opportunities, be that access to resources, promotions or pay.





### Nationality



## Looking Ahead: Our Future Sustainability Goals

At Diamond Collection Hotels, we understand that sustainability is an ongoing journey, not a one-time achievement. While we are proud of our current efforts, we are committed to continually improving our practices, raising our standards, and strengthening our positive impact on the environment, the local community, and our people.

Our future goals include:

### 1. Expand Renewable Energy Use

- Increase our use of solar panels to further reduce dependence on conventional energy sources.
- Explore battery storage solutions to improve energy efficiency and self-sufficiency.
- Transition to green energy suppliers where possible.

### 2. Reduce Overall Resource Consumption

- Set new targets for reducing water and energy use per guest night year-on-year.
- Continuously improve the efficiency of our equipment and water systems.

### 3. Minimize Waste & Advance Circular Practices

- Expand our food waste management system, including composting and food donation partnerships.
- Further reduce single-use plastic by introducing refillable systems in guest amenities.
- Work with suppliers to implement reusable or returnable packaging.

### 4. Promote Sustainable Mobility

- Install electric vehicle (EV) charging stations for guest use.
- Offer eco-friendly transportation options such as bicycles or e-scooters.
- Encourage staff carpooling and public transport usage through incentives.

### 5. Strengthen Staff and Guest Engagement

- Provide continuous sustainability training for all team members.
- Develop educational materials and signage to engage guests in our green practices.
- Involve guests in voluntary sustainability activities such as beach clean-ups.

## 6. Integrate Sustainability in Future Renovations

- Apply eco-design principles to all new constructions and refurbishments.
- Choose environmentally responsible building materials and energy-efficient systems.

## 7. Improve Monitoring and Transparency

- Launch a system to track and publicly report our environmental performance.
- Share annual sustainability progress reports with our stakeholders.

## 8. Achieve Higher Sustainability Certifications

- Continue our efforts to obtain the Travelife Gold Award in 2025.
- Work toward additional certifications such as Green Key and ISO 14001.

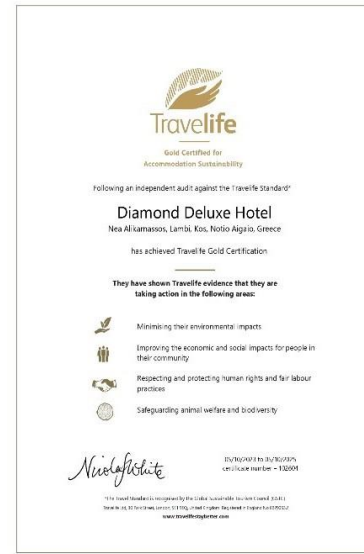
### Final Note:

Sustainability is a responsibility we carry with pride. Our commitment is not only to meet today's needs but to protect the future for generations to come — while delivering exceptional hospitality experiences.



## SUSTAINABILITY AWARDS

Diamond Collection Hotels follows high quality standards while also promoting environmentally friendly procedures. We offer first class hospitality and we are here to make your holidays unforgettable. The hotel is awarded with the following certifications on sustainability and food safety standards.



## TRAVELIFE CERTIFICATION

Travelife is a leading international certification for sustainable tourism, helping hotels and accommodations improve their environmental, social, and economic performance. By following Travelife standards, businesses can reduce their environmental impact, optimize resource use, and support local communities.

Achieving Travelife certification demonstrates a commitment to responsible tourism, enhances the guest experience, and strengthens a property's reputation. It encourages continuous improvement in areas such as energy and water efficiency, waste management, fair labor practices, and cultural preservation.

In short, Travelife certification not only benefits the planet and local communities, but also adds value to the business, attracting environmentally conscious travelers and fostering long-term sustainability.



# RESPONSIBLE HOSPITALITY GUIDE

Simple actions hospitality staff can take to  
support people and the environment



**If you are working for a Travelife Certified property, or a property that is currently in the process of becoming certified, then you can be proud that you work for an organisation that must achieve 100% compliance with one of the toughest accommodation sustainability standards in the world.**

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**We verify this compliance through a full site audit of each property every 2 years** and have found that organisations that have the most success with sustainability are the ones that have the full support of their staff and guests, all of whom are willing to make small changes and take simple actions that collectively result in meaningful impacts on the local area and the people who live there.

**In this guide we have suggested some of those small changes and simple actions that you can take.** If you have any more ideas about how your workplace can be more sustainable, then be sure to provide that feedback to your employer.

# Supporting your community

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**Respecting people:** It is important that people in your community feel the benefits of tourism, and that they are important to your organisation. You can help by treating local people with the same level of respect and courtesy that you give to guests. Please do not take any photos or videos of people without their permission, especially if you intend to post these online. Remember that parents or legal guardians must give permission for children.

**Protecting important cultural or historical sites:** These sites could be buildings or locations involving history, culture, religion or science. They could also be areas considered sacred by indigenous peoples. It is important that you are aware of these sites in your community, and how to protect and respect them when you visit. Not only are they important to people in your area, but they could also be part of the reason why tourists visit in the first place.

**Protecting the local way of life:** Tourism can provide important economic and social benefits to people, but only if it does not negatively affect their safety, customs, traditions or way of life. You can help by following any guidelines given to you about how to keep people in your community safe, especially the most vulnerable. Also, if you are not already familiar with all of the customs and traditions in the area, then we encourage you to spend time learning about them so that you know how to respect them.

YOUR

**Protecting vulnerable people:** Travelife Certified properties must provide you with regular training about how to identify and report signs of child exploitation or abuse. We also encourage you to follow any guidelines you are given about how to identify and report the signs that adults are being trafficked, abused or exploited.

## Protecting & supporting the environment

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**Waste:** There is a lot of waste generated in the hospitality sector and you may not realise that in addition to harming biodiversity, waste is a major contributor to greenhouse gas emissions. You can help to reduce these by following the guidelines given to you about how to properly handle waste at work, particularly when it comes to recycling.

**Food:** Around 30% of all food produced globally is never eaten yet food production produces 30% of all of the world's greenhouse gas emissions. You can help by following any guidelines you are given about how to prevent food waste. If composting is available then be sure to use it properly as this can reduce the greenhouse emissions from food waste by over 90%.

**Heating & cooling:** Whenever we open a door to a space where the temperature is regulated, such as a heated office, air-conditioned guest room, fridge or oven, air from the inside escapes and air from the outside



comes inside. This means that equipment like fridges, freezers, ovens and air-conditioners have to work hard to regulate the temperature again and the longer a door or window is left open, the more energy is used to regulate the temperature. You can make a big difference by taking a moment to close doors to any of these spaces.

**Monitoring room temperatures:** You can help to reduce emissions from heating and cooling systems by not adjusting thermostats more than is necessary, turning off fans when they are not needed and remembering to turn the air-conditioning off whenever you have doors or windows open (unless this happens automatically).

**Using equipment efficiently:** An important part of reducing emissions and pollution is being sure that appliances and other equipment are operated correctly and are switched off when not in use unless there is a health and safety reason why they need to be kept running.

**Conserving water:** This is a precious resource and there are always greenhouse gas emissions created from the sourcing and disposal of water. You can help by remembering to never leave water running when it is not immediately being used and by making use of any low-flush options on toilets.

**Commuting:** If you drive yourself to work, you can help ease congestion, pollution, parking problems and emissions by looking at more efficient options such as ridesharing or using public transport if it is available and safe to do so.

**Protecting natural areas:** There could be sensitive or important natural areas in your location, such as rivers, lakes, beaches, reefs, forests, grasslands, sand dunes or wetlands. These areas might contain important ecosystems that help to protect your location from things like fires and floods. They may also help to remove carbon from the atmosphere, support wildlife and, in many cases, support people by providing things like fresh water and food. You can help to protect these areas by following any guidelines given to you about things like how to safely use any chemicals that might cause harm, such as those found in fuels, oils or cleaning products, and how to properly manage waste. When you visit these areas please make sure you follow any rules that are in place to help protect them.

**Protecting wildlife:** Even though this can be a fun and unique experience, feeding or petting wildlife, including birds and fish, can be very harmful to them. It can mean they are eating food that is not good for them, are being exposed to viruses and bacteria they cannot cope with or are simply becoming too reliant on or trusting of people.







Accommodation  
Sustainability

[www.travelifestaybetter.com](http://www.travelifestaybetter.com)

## CHILD PROTECTION AND SAFEGUARDING POLICY

### Child Protection and Safeguarding Policy Statement

At our facility we are deeply committed to all matters concerning the safety and protection of children and their rights. We are aware that sexual exploitation and other forms of child abuse can occur within the tourism sector. Therefore, our hotel is fully committed to safeguarding children on our premises.

Children under the age of 18 may be vulnerable to multiple forms of abuse and exploitation, including but not limited to:

- Physical and verbal abuse by family members/guardians, other guests, staff, or visitors
- Being locked or isolated in a room for extended periods
- Neglect or being left unsupervised in the hotel area
- Performing tasks intended for adults or work without protective measures
- Exposure to pornography
- Human trafficking
- Sexual abuse
- Prostitution

To prevent and respond to such risks, we affirm the following:

- We ensure that all staff members understand the importance of child rights protection and recognize that it is every employee's responsibility to safeguard children from harm within our hotel.
- We guarantee that children are not employed in roles that are inappropriate for their age or meant for adults, and that age-appropriate working conditions are in place for any young workers.
- We confirm that any employees under the age of 18 are hired in accordance with national regulations and with the involvement of their families.
- We train our staff to identify and appropriately respond to situations where child abuse or exploitation may be suspected.
- We are committed to detecting and reporting any such incidents to local authorities and relevant organizations, if necessary.
- We maintain a strict zero-tolerance policy for child pornography, human trafficking, sexual abuse, or prostitution in our hotel.

This policy statement will be reviewed annually to ensure its continued relevance and alignment with the operations of the hotel.

### PROCEDURE FOR ABUSED / MISSING / FOUND CHILDREN

#### 1. Suspected Child Abuse

1. The Manager must be notified without delay.
2. The individual reporting the suspicion or incident provides a clear and detailed account of the child involved and what was observed.
3. The Manager gathers any additional information from staff members who may have witnessed or overheard something relevant.
4. The Police are contacted immediately and all collected details are handed over.
5. The child protection organization "The Smile of the Child" is also informed and provided with the available information.

6. While the authorities and the NGO conduct their investigation, staff remain vigilant, monitor for new developments, and comply with all official instructions.

## 2. Missing Child

1. A staff member is designated to coordinate internal communication and act as a liaison with local authorities.
2. The last person who saw the child (e.g., parents, guardians, caregivers) provides a full description of the incident and the child.
3. All employees on duty are informed of the situation and given the child's physical description.
4. A staff member is assigned to monitor the last known location of the missing child.
5. Available staff members (e.g., department heads not tied to specific duties) carry out a systematic search of the area, both inside the premises and around the hotel perimeter.
6. Continuous contact is maintained with local authorities, and any instructions received are followed immediately.


## 3. Found Child


1. The staff member who locates a child must immediately notify Reception and escort the child there.
2. The Reception informs the Manager, who attends personally and confirms the incident.
3. The Manager then notifies the parents/guardians and the Police that the child has been found.
4. An incident report form is completed, detailing who found the child, where, and who collects them. The collecting adult must provide identification, and the handover takes place in the presence of the Police.
5. If the child shows reluctance to leave with the adult, or there is any doubt about the claim, the Police decide whether the child should be released.


## 4. General Note


- In all cases, a detailed incident log is maintained.
- Staff may also contact the childcare organization "The Smile of the Child" directly:

### **The Smile of the Child (To Hamogelo tou Paidiou)**


 International: +30 210 3306140 | Local Calls: 11040


 80 Garitou Street, GR-15343 Agia Paraskevi, Athens, Greece

 Fax: +30 210 3843038

 Email: [info@hamogelo.gr](mailto:info@hamogelo.gr)

## Local Police of Kos

 International calls: +30 2242 022222

 Akti Miaouli 10, TK 853 00 Kos

 Email: [atko@astynomia.gr](mailto:atko@astynomia.gr)

**Anna Pasenidi**

Reservations Manager

# Guest & Stakeholder Feedback Management Procedure

## 1. Purpose

The purpose of this procedure is to ensure that all feedback received (guests, employees, suppliers, partners, local community, auditors) is systematically collected, evaluated, and used to improve:

- Customer satisfaction
- Operational performance
- Environmental impact
- Social responsibility
- Sustainability performance

This procedure supports the continuous improvement principles of Travelife, ISO standards and the Sustainability Policy of Diamond Deluxe Hotel.

## 2. Scope

This procedure applies to:

- Guest feedback (online & onsite)
- Staff feedback
- Supplier & partner feedback
- Local community comments
- Audit findings & inspection reports

## 3. Sources of Feedback

- Guest questionnaires (digital & printed)
- Online platforms (Tripadvisor, Booking, Google Reviews)
- Complaint forms

- Staff meetings & suggestion box
- Supplier evaluations
- Sustainability audits
- Community communication

## **5. Procedure**

### Step 1 – Collection

All feedback is recorded in the Feedback Register Log.

### Step 2 – Categorization

Feedback is classified into:

- Service Quality
- Environmental Impact (energy, water, waste, plastics, biodiversity)
- Social Responsibility (working conditions, community impact)
- Health & Safety

### Step 3 – Evaluation

Monthly analysis is conducted to identify:

- Recurring issues
- Environmental improvement opportunities
- Social risk areas
- Customer satisfaction trends

KPIs used:

- Guest satisfaction score
- Waste per guest-night
- Energy per guest-night
- Staff satisfaction rate

### Step 4 – Corrective & Preventive Actions

For significant findings:

- Root cause analysis
- Action plan creation

- Responsible person assignment
- Deadline definition

#### Step 5 – Monitoring

Quarterly review meeting evaluates effectiveness of actions.

#### Step 6 – Communication

Results are communicated via:

- Management meetings
- Staff briefings
- Sustainability Report
- Notice boards

#### 6. Continuous Improvement

Feedback is used to:

- Reduce environmental footprint
- Improve local sourcing
- Enhance employee wellbeing
- Increase guest satisfaction
- Improve operational efficiency

## **Responsible Use of Products**

Some products used in daily life (such as cleaning chemicals, detergents, pesticides and disposable items) can have negative effects on the environment and human health if not used responsibly.

This phenomenon happens because those products have the below harmful ingredients:

- Benzophenone-1 (BP-1)
- Benzophenone-2 (BP-2)
- Dioxybenzone (benzophenone-8)
- Octyl-dimethyl-para-aminobenzoic (OD-PABA)
- Enzacamene (4-Methylbenzylidene camphor, 4-MBC)
- 3-Benzylidene camphor (3-Benzylidenebornan-2-one)
- nano-Titanium dioxide (TiO<sub>2</sub>)
- nano-Zinc oxide (ZnO)
- Octinoxate (Octyl methoxycinnamate, ethylhexyl methoxycinnamate, Eusolex 2292, Uvinul MC80)
- Octocrylene
- Oxybenzone (Benzophenone-3, BP-3)

Excessive or improper use may:

- pollute water and soil
- harm marine life and wildlife
- increase plastic waste
- affect air quality and health

We kindly ask you to avoid the ingredients because they are not permitted in our area.

Your responsible choices help protect nature, local communities and future generations.

Anna Pasenidi  
*Operations Manager*  
Date: 28/11/2025

## Respecting and Supporting Kos

At *Diamond Deluxe Hotel, Kos*, we are committed to protecting the island's unique culture, community, and natural environment. To help you enjoy your stay while also making a positive contribution to our destination, please consider the following:

- **Respect local culture and traditions**  
Kos has a rich history and cultural heritage, from ancient ruins to traditional villages. Please show respect when visiting historic or religious sites by dressing modestly and behaving appropriately.
- **Support local businesses and experiences**  
Discover the authentic taste of Kos by trying local products, shops, tavernas, and traditional tours. Your support helps preserve the island's identity and benefits the local community.
- **Choose low-emission transport options**  
Explore Kos sustainably by using public transport, renting a bicycle, or enjoying the many walking routes around the island. These options reduce emissions and let you experience the island up close.
- **Protect nature and heritage**  
Kos is home to sensitive environments, including turtle nesting beaches, wetlands, and ancient sites. Please avoid disturbing wildlife, removing plants or artefacts, and always follow marked paths.
- **Contribute to conservation**  
Guests are encouraged to support local charities and participate in community activities such as beach clean-ups or environmental projects, which are sometimes organized in partnership with our hotel.
- **Handling local challenges responsibly**  
If you encounter stray animals, vulnerable individuals, or other local challenges, please treat them with kindness. Contact our reception, and we will guide you to the appropriate local services.
- **Safety with wildlife**  
While exploring the island, you may come across animals such as sea turtles or wild birds. Please keep a safe distance, never feed or touch them, and avoid using flash photography.

By following these simple steps, you help us preserve Kos as a safe, welcoming, and sustainable destination for future generations. Thank you for being part of our efforts at *Diamond Deluxe Hotel!*

# RESPONSIBLE **GUEST** GUIDE

Simple actions you can take to  
support the people and places you visit



**We all travel for different reasons** and many of us would agree that one of the best things about travel is having new and unique experiences. Because people, culture, history, wildlife and scenery play such important roles in our travel experiences, protecting and supporting these things should be at the heart of every tourism and travel organisation, and every traveller.

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**Travelife certification helps accommodation providers put sustainability at the heart of their business.** Travelife Certified properties must achieve 100% compliance with one of the most comprehensive accommodation sustainability standards in the world, something we verify by conducting a full site audit of each property every 2 years.

**We have conducted thousands of these audits all over the world and have found that the greatest impact comes when many individuals take simple actions,** and that no matter how hard an accommodation provider works to improve, they are only successful if their guests are also willing to take some simple actions too. We invite you to keep reading to find out how you can help to improve the impact of your travel.

# Researching your trip

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**Booking travel:** If you have a choice, always opt for the company that is taking action to improve their environmental and social impacts. The best ones will publish annual sustainability reports and be independently certified by a reputable sustainability label like Travelife.

**Culture:** Travel is more enjoyable when you have some knowledge of how to respect local customs and culture. Even simple things like how to tip, dress or say thank you are useful to know before you arrive.

**Ground transport:** You can help ease congestion, pollution and emissions by opting for taxi and transfer companies with low-emission fleets, using public transport and exploring the destination on foot or by bike when it is safe and practical to do so.

**Caring for others:** Spend some time learning how to identify the signs that someone is being trafficked, abused or exploited, then find out how to report it if you ever see it. You should be able to find reputable information and training resources online, often provided by the police or an NGO, otherwise ask for advice from a relevant local charity or check with your travel agent.

# Packing

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**Pack light:** Whether you are travelling by plane, train, ship or car, a lighter load means that less fuel is required to complete the journey, leading to lower emissions.



**Pack to bring it back:** Unwanted items you leave behind add to pollution in destinations that lack good waste and recycling solutions, and in all destinations they add stress to local waste management systems.

**Personal care products:** Washing or swimming when using shampoos, lotions and gels that contain 'microbeads' can cause serious long-term harm to biodiversity. Many countries have already banned them so please do not travel with these items.

**Sunscreens:** Certain ingredients found in some sun protection products are very damaging to marine life and reefs, even in tiny amounts and even from showering them off in your hotel room. Look for a marine-safe alternative if a sunscreen contains any of these ingredients: Oxybenzone, Benzophenone-1, Benzophenone-8, OD-PABA, 4-Methylbenzylidene Camphor, 3-Benzylidene Camphor, nano-Titanium Dioxide, nano-Zinc Oxide, Octinoxate, Octocrylene.

**Single-use plastics:** If you bring them with you then they will have to be disposed of and many destinations lack the facilities to do this safely. See if you can travel with reusable alternatives or ones made from recycled paper products instead of plastic.



## At your accommodation

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**Temperature:** Keeping your room at a comfortable temperature is important yet this is one of the biggest contributors to greenhouse gas emissions in accommodation. You can help by not adjusting the thermostat more than necessary and by ensuring that heating/cooling units are turned off whenever doors or windows are open.

**Water:** There are always greenhouse gas emissions created from sourcing and disposing of water, and in some destinations water is an extremely precious resource. You can help by taking shorter showers, turning off the tap whilst brushing your teeth and making use of any low-flush option on toilets.

**Eating and drinking:** Around a third of all food produced is never eaten, yet food production accounts for a third of all greenhouse gas emissions. You can help by only ordering what you will eat, choosing local items over imported ones and opting for more meat-free meals during your stay.

**Find out about recycling:** Every location has different recycling rules that can be confusing when you travel, so ask hotel staff about what you can recycle and how.

# Supporting the local community

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**Support local businesses:** Try to dine and shop at locally owned and operated businesses in the area. If you are buying gifts or mementos, see if you can find something that is handcrafted by a local artist or produced by a small business.

**Explore the culture and area:** Even if you are on a lazy beach holiday or a short business trip, you are likely to get more out of your visit if you find time to take in some of the local sites, culture and activities.

**Respecting people:** Make sure you know about, and observe, any local laws, customs or traditions. Do not take photos or videos of people without their permission, especially if you intend to post these online. Remember that only parents or legal guardians can give permission for children.

**Safeguard children:** Avoid activities that could harm children such as orphanage and school visits that can disrupt education or lead to exploitation. The best way to support children is to donate to a reputable charity. If you suspect that any child is being exploited or abused, immediately report the issue to law enforcement. You can speak with accommodation staff or your travel agent if you are not sure how do that safely.

**Protect biodiversity:** Be sure to properly dispose of your waste and follow any guidance about how to protect sensitive areas such as sand dunes, reefs or forests. Do not take anything away from these areas such as shells or stones and likewise, do not leave anything behind.

**Support local charities:** If you have had a great time at your destination and would like to give something back to the people who live there, then we suggest looking for a local improvement initiative or charity to support. You could ask staff at your accommodation for ideas as they may already have something in place. For example, raising funds to build a new medical centre, to improve a local park or to protect an important natural area.

## Safeguarding animals

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**Stray or abused animals:** If you are concerned about stray or abused animals, ask staff at your accommodation about the best course of action. They may already be working with a local animal welfare organisation or have some advice for you. If not, you can ask your travel agent. International organisations like World Animal Protection and Born Free often have online advice about what to do if you see abuse or neglect of captive wild animals (e.g. snakes, tigers, bears, elephants).

**Animal activities and attractions:** We suggest that you avoid any activities that could possibly be harmful to the mental or physical wellbeing of animals. This could include activities involving feeding or touching wild animals and any attractions where animals are forced to behave in a way that would not be normal for them in the wild.





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