

ANTI-DISCRIMINATION POLICY / EQUALITY POLICY

Recognizing that, we are a part of the community that we operate in, at Mayfair Hotels we believe that our business activities should contribute to the economic development, well-being and quality of life and we value and strive to engage in a meaningful way with the community to help ensure we positively contribute to its welfare.

It is against the law to treat, or propose to treat, someone unfavorably because of a personal characteristic protected by law. We do not advocate, support or practice discrimination based on

- Age
- Disability
- Religion & Belief
- Race - National Origin
- Sex Orientation
- Sex
- Or any other personal attribute protected by law

We shall make all reasonable accommodations to allow people who experience difficulties in their dealings with the organization to benefit equally from its work .

It is against the law to discriminate in two areas that concern hotels. These are:

• **The goods and services the hotel provides**, In general, the goods and services you and your staff provide at your hotel must be open to everyone regardless of their race, ethnic group, sex, marital or domestic status, disability, age (apart from underage gambling and drinking and restricted access to certain areas of licensed premises), homosexuality or transgender status. Certain areas within the premises may be restricted to functions or invited guests only, so long as there remains an area which is open to the general public. Hotel staff must treat everyone fairly and equally. This applies to all services provided by the hotel

• **The hotel's employment practices**: we must not discriminate against, or harass other employees, potential employees or contractors because of their sex, pregnancy, race or ethnic group, marital status, disability, homosexuality, etc Discrimination in employment can include: **1**.the recruitment process. For example, job advertisements or interviews being inaccessible because of your disability **2**.being offered unfair terms of employment. For example, because of your race or religion **3**.being denied access to training. For example, because of your age **4**.being refused or having limited access to opportunities for promotion, transfer or other employment benefits. For example, because of your parental status **5**.being unfairly dismissed, retrenched or demoted. For example, because you become pregnant.

If you have a diverse workplace in your business, you can benefit from the different talents, experiences and perspectives of your employees. Good employees can be your greatest asset, and possibly your greatest cost. Recruiting and keeping the right people can play a big role in achieving business success, so it's important to plan ahead .

Signature



Christos Panayiotou
General Manager

Date: 19/12/2019

ANTI-DISCRIMINATION POLICY / EQUALITY POLICY
ACTION PLAN 2020 - 2022

In the next 2 years, through our action plan we expect the following :

No	OBJECTIVES	EXPECTED OUTCOME	TARGET DATE	LEAD PERSON/ OTHERS INVOLVED
1	To analyse in detail the differences between guests i.e. race, beliefs age etc	To ensure that all Guests have an equal chance at being offered services expected according to their diversity.	10.09.21	General Manager, Front Office Manager, F&B Manager Executive Housekeeper
2	To analyse in detail the differences between employees, i.e. race, beliefs , sex, education etc	To ensure that all have equal chances on training and personal development	15.10.21	Director, General Manager, Financial Manager & All department Heads
3	Equality Analysis and Training to be completed and the process for fair and transparent selection of staff	The REF process is fair and transparent.	01.04.21	General Manager, Financial Manager & All department Heads
4	Complaints from guests with disabilities	To be embedded into the annual Strategy reports for Faculties and Services	15.10.21	Director, General Manager, Financial Manager & All department Heads

Signature



Christos Panayiotou
General Manager

Date: 19/12/2019

ENVIRONMENTAL POLICY & PROCEDURES

The Mediterranean is a holiday destination for tourism because of its historical, cultural and natural heritage. Considered an “eco region”, it brings together many plant and animal species, some of which are indigenous. The region’s climate and resources enable economic and social development that result from tourism. On the other hand, the number of tourists heading for the region represents a threat to its natural resources as well as to the balance of its ecosystems.

Actions can be taken every day to reduce your ecological footprint or the mark you leave on your natural environment and its resources.

“Ecological footprint” is defined as the measure of human demand on nature and compares human consumption of natural resources with earth’s ecological capacity to regenerate them.

Guests can become involved in the hotel’s environmental approach if they are given key information about the hotel’s commitment. They can participate if they are informed about rational use of water and energy.

The hotel industry’s long-established and continuous effort to control costs through such sustainable practices as limiting water and energy use has been given additional impetus as consumers have become interested in having hotels reduce their resource consumption and address their impact on the environment. Despite years of conservation efforts, hotels’ energy and resource use is still considerable but that also opens the way to further sustainability efforts, which have the double benefit of saving money and benefiting the environment.

Green programs do not diminish guest satisfaction, so hotels may consider their cost-benefit analysis, potential for improved employee relations, and reduced risk in addition to “green” satisfaction to determine whether these investments are beneficial.

Keywords

REDUCE - REUSE - RECYCLE

- Use printers that can print on both sides of the paper; try to look into this option when replacing old printers.
- Use the back of a draft or unwanted printout instead of notebooks. Even with a double-sided printer there is likely to be plenty of spare paper to use!
- Switch off computer monitors, printers and other equipment at the end of each day. Though in standby mode they’re still using power - and that adds to global warming. Always turn off your office light and computer monitor when you go out for lunch or to a meeting.
- Recycle your e-waste.: Cell phones, computers, printers and other equipment can often be recycled.
- Change your thermostat: Set your thermostat a few degrees lower in the winter and a few degrees higher in the summer.
- Install low-flow faucets and toilets: Help conserve water by installing low-flow faucets and toilets in restrooms and other common areas.

Mayfair Hotels

- Avoid paper packets and save waste
- Helping consumers use less water, less energy and recycle more
- Making an effort to only purchase environmentally-friendly products, and purchasing locally can also reduce the impact on the environment and benefit the community.
- Making water stations available to guests can discourage the use of bottled water.
- Composting food waste rather than throwing it out.
- Ask guests to turn out the lights when they leave, or reuse towels if possible. Make recycling bins readily available to guests and be sure that they are aware of
- Prefer, whenever possible, products that are recycled, reusable, repairable, biodegradable, recyclable, fair trade and/or eco-labelled
- When purchasing new equipment, take their water and energy consumption into consideration

Signature



Christos Panayiotou
General Manager

Date: 15/10/2019

HEALTH & SAFETY POLICY

It is our policy to comply with all health and safety legislation, acts, regulations, codes of practice and other guidance. We will endeavour to provide a safe and healthy working environment including premises, equipment and systems of work that are as far as is reasonably practicable, safe and without risks to health.

To achieve the above objectives, we set as priorities:

- To protect the environment
- To protect the wellbeing and health of all employees, guests, suppliers, subcontractors and other parties engaged or affected from the hotel's operations
- To avoid damages to hotel's infrastructure
- To minimize health and safety related incidents
- To develop a sensitive culture in relation to occupational health and safety

Towards this effort we implement the following:

- A health and safety risk assessment for all hotel operations
- A health and safety management system
- An updated health and safety file
- Competent and experience personnel
- Training in health and safety issues
- Suitable and reliable equipments, tools, etc.
- Trained first aid staff and fully equipped first aid boxes
- Fire fighting equipment

We are committed in implementing relevant legislation and continually improving the performance

Signature



Christos Panayiotou
General Manager

Date: 15/09/2019

HUMAN RESOURCES POLICY

Mayfair Hotel is committed to its employees and a safe, fair working environment. We recognize our ethical as well as legal responsibilities to take care of them

Recruitment

- We recruit regardless of gender, age, race, nationality, religion, or/and disability
- We recruit people of the minimum age required by law
- Selection will be based on necessary skills and attributes to fulfill objectives and support business goals.

Contract – Legislation-Trade unions

- Every employee will be presented with a contract that legally binds Mayfair Hotel and the employee in a mutual agreement.
- The contract of employment meets as a minimum the regulations as stipulated by national law
- Every employee is free to be a member of a trade union

Development & Training

- Our new employees have an induction (hotel policies, health & safety, job training) and provided with the company's Codes of Conduct booklet. Mayfair Hotel will give employees adequate training to do their job safely and competently.
- Training includes internal on-the-job training but also external training and courses
- Opportunities for promotion will be provided wherever possible.

Vacation

- Annual holiday leave will be in accordance to national legislation.

Evaluations & Salary Adjustments

- Salary adjustments are not solely dependent on evaluations, instead rely on a variety of factors including but not limited to professional development, company finances, market expectations, assigned responsibilities, etc.

Misconduct & Disciplinary Procedures

- Mayfair Hotel is committed to providing a workplace free from discrimination, sexual harassment and bullying.
- Employees are obligated to comply with the stipulations of their employment contract, internal regulations and existing national legislations.
- Misconduct or failure to adhere to policies will lead to disciplinary procedures in accordance to national law and possible dismissal.

This Policy will be reviewed yearly for its continuous suitability

Signature



Christos Panayiotou
General Manager

Date: 15/09/2019

PURCHASING POLICY

Recognizing that, we are a part of the community that we operate in, at Mayfair Hotels we believe that our business activities should contribute to the economic development, well-being and quality of life and we value and strive to engage in a meaningful way with the community to help ensure we positively contribute to its welfare.

Purchasing products produced in the community at the maximum possible extent is our target for the years to come. For that purpose a purchasing system has being developed and introduced

The system includes:

- **assessment of all our suppliers against our sustainability values,**
- **multiple criteria for comparing the similar products from different suppliers such as:**
 - Made from recycled products or are recyclable
 - Sustainably produced/sourced
 - Fair Trade/Organic/FSC/MSC etc
 - Delivered in less packaging
 - Energy efficient and water saving
 - Environmental sustainable

At Mayfair hotels we promote our traditions and encourage our guests to purchase local products and use local service suppliers by making available to them leaflets and road maps.

Mayfair Hotels will endeavour to conduct business with preferably local contractors and contract service companies who share our values and business principles. We will inform them of our sustainability policies and expect they will comply with those principles.

Signature



Christos Panayiotou
General Manager

Date: 15/09/2019

QUALITY ASSURANCE POLICY

Mayfair Hotels were established in 1992. Since then we have invested in facilities, equipment, manpower and development of modern practices that allow us to ensure the quality of services we provide.

We are committed to continuous improvement therefore we have established quality assurance policies and standards to enable us to ensure the best possible outcome for our esteemed and demanding guests, while respecting the practices of accomplishing such a goal towards customer satisfaction

We have the following systems and procedures to support us in measuring and improve our performance:

a) Guest Feedback

We use Guests Questionnaires in Rooms -Trip Advisor / Booking. Com / T.O CsQ's Results

The collected data help us to take corrective action when needed. Guest feedback is essential for measuring performance and allows us to make recommendations or suggest initiatives that will improve the guest experience.

b) Customer complaints procedure

We take the time to look at customer complaints and wherever possible have a personal discussion with the guests, so that we can make more meaningful customer service change recommendations and solve issues quickly

c) Staff Training and Development

Recruiting the best and most motivated people in the industry

Developing our employees' skills and behaviors to ensure a consistent, high level of talent throughout our Company

d) Manager on Duty Program

Mayfair Hotels have developed comprehensive and individualized "manager on duty programs" that include procedures and reports. These programs are a vital component of our hotel management program

e) Health & safety audits

Since 2007, we apply HACCP certified practices, all according to the international standard ISO 22000:2005; we implement continuous quality checks upon receipt of all products and materials. And continuous improvement of the said regulations, with the aim of the complete satisfaction of guests as well as the hotel's employees

The quality control implementation of operating procedures in all parts of the hotel is daily and the results are evaluated by management immediately in order to avoid discrepancies and unnecessary delays due to reforms.

Signature



Christos Panayiotou
General Manager

Date: 15/10/2019

SAFEGUARDING CHILDREN POLICY

Mayfair Hotels acknowledges and accepts it has a responsibility for the wellbeing and safety of all Children and young people within the Hotel's premises or utilizing the facilities. It is the duty of all employees of the Hotel to safeguard the welfare of Children and young people by creating an environment that protects them from any form of abuse.

Mayfair Hotels commits to provide comprehensive training to all employees so that they are able to recognize, react accordingly and report the abuse to the Authorities.

The wellbeing of Children and young people is important for all staff and accordingly, they must make themselves aware of the Hotel's Safeguarding Children Policy.

The key principles underpinning this policy are:

- The Child's welfare is, and must always be, the paramount consideration.
- All Children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity.
- All allegations of abuse or poor practice will be taken seriously by staff and management and responded to efficiently and proportionately. This may require a referral to children's social care services; use the special designed line for children abuse (116111) and in emergencies, the police

Mayfair Hotels has applied the child protection Code of Conduct "CODE"

While tourism is not the cause of child sexual exploitation, child sex tourists make use of the facilities offered by tour companies, hotels, resorts, restaurants, airlines and other transportation companies.

By implementing the six criteria of the Tourism Child Protection Code (Code of Conduct for the Protection of Children against Sexual Exploitation in Travel and Tourism), tourism and travel enterprises implement child protection measures in their day-to-day business and utilize their wide network of international business partners and travelers. The aim of The Code is to create a tourism supply chain that adds to the protection of children by raising the awareness of travelers and travel professionals on child sex tourism and by engaging business partners in developing a policy on the protection of children including reporting child abuse cases.

Signature



Christos Panayiotou
General Manager

Date: 15/09/2019

IMPLEMENTATION OF THE SAFEGUARDING CHILDREN POLICY

The Hotel has a Safeguarding Responsible Person [Front Office Manager] who has overall responsibility for the safeguarding of Children at the Hotel. Anybody with a concern about a Child or young person's welfare should contact the Reception.

The four different types of childhood abuse are:

Physical Abuse: Includes deliberate aggressive actions on the child that inflict pain. Wounds, bruises, burns, and sore muscles are all examples of signs of physical abuse.

Neglect or the absence of parental care, can have damaging effects on a child's well-being. The most common form of child abuse.

Psychological Abuse cruel comments from parents or others make up psychological abuse. In fact, all behaviors toward children that cause mental anguish or deficits constitute psychological abuse. It is also termed 'emotional abuse' because damage caused to one's mental state inevitably creates emotional damage. Include: yelling frequently, withholding kindness or affection, prolonged periods of silence, and harsh jokes, to name a few examples. Like any type of abuse, there may be degrees in severity, but the actions still constitute abuse

Sexual Abuse When someone touches a child in a sexual way or commits a sexual act with him or her, they have committed sexual abuse. Includes any type of behavior toward a child that is intended for an offender's sexual stimulation. Fondling, forced sexual acts, or indecent physical exposure are some examples. Abuse includes one isolated event as well as incidences that go on for years.

In order to achieve our goals as set in the safeguarding children policy we are undertaking the following actions:

- Encourage our guest and employees to pay attention to any signs of child abuse and report to our Reception.
- We provide training to our employees aiming the knowledge to recognize suspicious behaviours and know how to report it.
- We make our Policies available to our suppliers, expecting from them to comply and contribute to the achievement of our goals,

The implementation of our Safeguarding Children Policy is a continual process and is not limited to the above. Our aim at Mayfair Hotels is to continually contributing to the prevention of child abuse of any form.

Signature



Christos Panayiotou
General Manager

Date: 15/09/2019

SOCIAL POLICY

At Mayfair Hotels, we recognize that, we are a part of the community than we operate in, and the society in the broader meaning and we are committed to continual improvement of our relations with the local community.

We believe our business activities should contribute to the economic development, well-being and quality of life and we value and strive to engage in a meaningful way with the community to help ensure we positively contribute to its welfare.

At Mayfair Hotels, we understand the responsibility to work together with our employees, suppliers and community towards the development of sustainable tourism.

We value and respect the traditions and the culture of the community and we are trying to promote them to our guests. At Mayfair hotels we promote our traditions and encourage our guests to purchase local products and use local service suppliers by making available to them leaflets and road maps and also by selling Local souvenirs and Local products at our Souvenir shop. We provide information regarding archeological sites, churches and monasteries advising tourists how to be dressed and how to respect our sites.

Mayfair Hotels is committed to maintaining the highest level of business ethics and principles and compliance with all laws and regulations concerning the Human rights, labour rights, child labour rights, children exploitation and abuse of any form and the rights of freedom of association and joining the Unions.

As a hotel we commit that we do not take any kind of wild animal species from the nature to use them to our facilities. We do not use protected species for food, none of the protected wildlife. We do not have any kind of exhibition or shows that wild life animals take part and we do not take part in any kind of trade or selling wildlife species. On the other hand we are in co-operation with the animal welfare organization.

Mayfair Hotels will Endeavour to conduct business with contractors and contract service companies who share our values and business principles. We will inform them of our sustainability policies and expect they will comply with those principles.

Signature



Christos Panayiotou
General Manager

Date: 15/09/2019

IMPLEMENTATION OF THE SOCIAL POLICY

In order to achieve our goals as set in the social policy we are undertaking the following actions:

- Encourage our guest and employees to contribute to nonprofit organizations in our community such as Animal Welfare and American Hospice by locating donation boxes at the reception bench,
- Collect money from the employees on a volunteer basis for the Radio Marathon
- We provide lunch and rooms for rest for the Paphos Football Club before their home matches,
- We provide our conference rooms for meeting of nonprofit organizations like the Ladies Circle
- We contribute to the implementation of the Human Rights laws and regulations by reporting to the Police any cases of violations of Human rights either by guests or employees,
- We provide free rooms to the Paphos 2017 European Cultural Capital for the accommodation of artists coming for performances in Paphos,
- We provide information to our guests for the cultural monuments of Paphos and Cyprus through leaflets and maps from the CTO or other organizations and put efforts to educate them to respect the local culture and traditions
- We encourage our guests to protect and not to harm wildlife
- We make available to our guests and employees the urban buses schedule in order to facilitate their movement in Paphos and at the same time reduce pollution from CO₂ emissions,
- We promote our culture and traditions to our guests through the Cyprus night where mostly Cypriot dished and sweets are served and Cypriot traditional dances are presented in the entertainment area,
- We are buying products from local suppliers as much as possible,
- We are employing as many employees as possible from the local community,
- We provide training to our employees aiming the improvement of the provided services and their personal development,
- We have set procedures for dispute solving that may arise among our employees – at first the problem is attended by the HOD and, if considered necessary, the issue is presented for resolving to the senior management,
- We encourage our employees to make suggestions for improvements of our services,
- We make our Policies available to our suppliers, expecting from them to comply and contribute to the achievement of our goals,

The implementation of our Social Policy is a continual process and is not limited to the above. Our aim at Mayfair Hotels, is to continually improve our relations with all the stake holders, targeting a sustainable development of both the business and the community.

Signature



Christos Panayiotou
General Manager

Date: 15/09/2019