

SOFIANNA RESORT & SPA POLICIES

1. SUSTAINABILITY POLICY

At Sofianna Resort & Spa we commit ourselves to green hotel policies and the implementation of proactive measures to help protect and sustain the environment for future generations. We recognize the impact of our operations on the environment and aim to be an increasingly efficient green and environmental hotel. We strive to minimize any detrimental effects as a result of our business. By working together, we can contribute to making a cleaner and safer environment and ensure environmental issues remain a focal point and receive proper attention.

This policy also supports the hotel's Travelife commitments by addressing environmental performance, greenhouse gas emissions, biodiversity, responsible procurement, stakeholder engagement and continuous improvement.

WE ARE COMMITTED TO:

- Comply with the relevant environmental legislation and take a proactive approach to future requirements and obligations.
- Seek to conserve natural resources through the responsible use of energy, water and materials while maintaining the quality of service expected by our guests.
- Monitor performance and aim for continued improvement by reducing, re-using and recycling in areas such as energy consumption, reduction of waste materials and water consumption.
- Work with suppliers who have compatible policies for managing their impact on the environment.
- Through our active environmental team, we will ensure that our efforts are continually reviewed, updated and communicated to all staff.
- Reduce greenhouse gas emissions generated from energy, water, waste, food purchasing and other significant operational activities, where practical and measurable.
- Protect and support biodiversity, nature and wildlife by preventing pollution, reducing harmful impacts and supporting local conservation or biodiversity initiatives where possible.
- Consider water scarcity and local water-risk issues when setting water-saving objectives and operational controls.
- Avoid activities, products and purchasing decisions that may harm animal welfare, protected species or natural habitats.
- Set measurable sustainability objectives and review progress at least annually as part of the hotel's sustainability action plan.
- Invite employees, guests, suppliers, subcontractors and community stakeholders to support and provide feedback on our sustainability commitments.

SOME ACTIONS TAKEN BY THE HOTEL

a) Recycling

- Paper, cardboard, glass, plastic, metal, cooking oil, toners, light bulbs, batteries.
- Reduction of waste packaging by purchasing bulk food items and cleaning materials.
- Monthly monitoring of solid waste streams, including landfill and recyclable materials, where data is available or can be reasonably estimated.

b) Saving energy by

- Monitoring gas, diesel and electricity consumption on a daily/weekly/monthly basis.
- Use of low energy light bulbs.
- Use of motion detectors at designated areas.
- Key fob control system installed in every room to control lighting, heating and/or air-conditioning when the room is not in use.
- Re-use towels on guest request.

- Using energy performance data to identify opportunities to reduce energy use and associated CO2e emissions.

c) Reduction of Water Consumption

- Water consumption is reduced by ongoing installation of new double flush system in toilets.
- Water consumption is monitored and reviewed to identify leaks, inefficiencies and opportunities for further reduction.

d) Biodiversity and Pollution Prevention

- We aim to prevent pollution of air, soil and water and to minimise light, noise and chemical impacts where these are relevant to our operations.
- We support the protection of local biodiversity and do not knowingly purchase, display or promote products derived from endangered wildlife or unsustainable wild-harvested species.

YOUR CONTRIBUTION

- During daylight, and when in your room, please switch off as many room lights as possible.
- Please switch off all of your room's power sockets that are not in use.
- Re-use your bath and beach towels when possible.
- Turn water on only when necessary; do not forget to turn off water after washing your hands.
- Use the low flush button when possible.
- Separate recyclable garbage for our chambermaids to collect, i.e. glass, plastic, paper and metal.
- Throw recyclable litter in the recycling bins.
- Place old batteries in the designated container located in the lobby area near reception.
- Reduce the volume of garbage before throwing it in the bin where possible.
- Our cups at the pool bar are reusable; do not throw them away.
- Share any sustainability suggestions or concerns with Reception, Guest Relations or Hotel Management.

Approved by: 

Hotel General Manager

Date: 1/3/26

2. COMMUNITY INTEGRATION POLICY

1. EMPLOYMENT

Our hotel and management are aware of the importance of recruiting local people. We understand that this will help the local community and keep small and medium enterprises alive. Furthermore, this motivates locals to stay and live within the community. Employment decisions are made fairly and without discrimination, and the hotel aims to support local employment, training and development opportunities whenever possible.

2. PURCHASING

Whilst ensuring a wide range of high quality products, Sofianna Resort & Spa:

- Purchases and promotes products from local market suppliers where possible. This helps us reduce CO2 emissions from transportation of products from abroad.
- We ensure that our purchasing policy is followed.
- Reduced our consumption of endangered fish species, i.e. eel, tiger prawn, king prawn, halibut, marlin, scampi, langoustine and bluefin tuna.
- Gives preference, where practical, to locally owned businesses, small businesses, sustainably sourced products and products with reduced packaging.

3. CHILDREN PROTECTION

Our hotel fully supports the protection of under-aged persons including child labour, physical and sexual abuse. All employees receive training to distinguish basic child abuse incidents and are encouraged to report concerns to the hotel's management. As a hotel, Sofianna Resort & Spa will not tolerate child abuse, trafficking of humans, labour exploitation or any form of exploitation of children. All suspected incidents involving children, whether originating from guests, employees, suppliers or other persons, are reported immediately to hotel management and, where appropriate, to the local authorities and Police at 112.

4. DONATIONS / CHARITY

The management of our hotel is concerned about socio-economic issues and when possible, we aid with participation in fundraising, donate food or items that are no longer used by the hotel, e.g. bed linen, towels etc., to poor families. Community support initiatives are reviewed annually and included in the hotel's sustainability action plan where relevant, especially initiatives related to training, education, health, sanitation, climate impacts or local culture.

5. COMMUNITY INTEGRATION

We promote local customs and products through:

- Cyprus breakfast (daily)
- Traditional food corner (daily at lunch)
- Cyprus night (dinner and dances, once a week)
- Local drinks at the restaurant (daily)
- Respect for local heritage, culture, traditions and community wellbeing in our operations and guest communications.
- A feedback route for local community members, suppliers and other stakeholders to raise concerns or suggestions about the hotel's social or environmental impact.

Approved by:

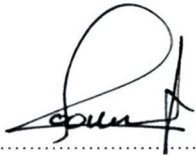
Hotel General Manager

Date: 1/3/2026

3. INTEGRATED POLICY STATEMENT

SOFIANNA RESORT & SPA demonstrates a firm and steady commitment in providing high quality services with an aim to satisfy the needs and expectations of our valued Guests by ensuring that:

1. Our services and facilities are designed and operated to consistently provide the highest quality, food safety and hygiene, environmental and health & safety standards that will satisfy the needs and expectations of our Guests and related legislation.
2. Our continuous efforts and planning will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, safety, comfort and reliability for the benefit of our Guests, our business and the environment.
3. Qualitative and quantitative targets are set and monitored in all areas in order to continually improve the effectiveness and suitability of the integrated management system in operation and the minimization of the environmental impact of our operations.
4. On-going training and development of our employees for quality, food safety, environment, health & safety, human rights and local community issues.
5. We encourage a sense of responsibility among our employees and we integrate quality, food safety, sustainability and health & safety aspects into our day-to-day operations.
6. The highest standards in health and safety, security and the protection of the environment are adopted as well as in food safety through storage, preparation and delivery of food, in a healthy environment and under the strictest hygiene conditions. Any risks are identified and preventive and corrective actions are taken where required.
7. We cooperate with the public authorities to establish and update contingency procedures to minimise the environmental and health & safety impacts of any accidental discharges.
8. We are an equal opportunity employer with no discrimination and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate.
9. We have ongoing communication and we do support local people and businesses. Furthermore, we encourage and support all local traditions going on in the area.
10. The management and the staff are to always conduct themselves in a professional manner as defined by the Hotel policies, thereby ensuring that the requirements of our Guests, Tour Operators, Travelife and international standards are continuously achieved and maintained.
11. The hotel is committed to reducing greenhouse gas emissions through the management of energy, water, waste, procurement and other relevant operational impacts.
12. The hotel is committed to protecting and supporting biodiversity, nature and wildlife and to preventing pollution through appropriate operational controls.
13. The hotel maintains crisis management, emergency preparedness, quality assurance and health & safety procedures, and communicates relevant responsibilities to staff and other stakeholders.
14. The hotel's commitments, objectives and action plans are reviewed annually, approved by senior management and supported by records of implementation where applicable.

Approved by: 

Hotel General Manager

Date: 1/3/2026

4. OCCUPATIONAL HEALTH AND SAFETY POLICY

The Management of SOFIANNA RESORT & SPA will comply with all of its legal duties in pursuance of providing safe and healthy working conditions for all employees and a safe and healthy environment for its customers.

In addition the Management will co-operate with all with an interest in health and safety, tourist agents, suppliers, sub-contractors and the enforcing authorities.

The Hotel Management is committed to maintain and continually improve the Occupational Health and Safety Management System which is in accordance with the Cyprus Legislation.

Targets and Objectives are set for the Occupational Health and Safety System, which are reviewed yearly and updated as required.

Heads of departments are committed to ensure that safe working practices are being carried out in their departments.

For this purpose a health and safety Committee has been formed.

The Management will ensure that all personnel is competent to carry out their duties, and will provide all information, instruction, supervision and necessary training.

The assurance of a health and safety work environment is achieved by encouraging all personnel to participate in OH&S activities.


This policy will be kept up to date and will be amended to suit any changes in the size or nature of hotel's activities. In support of this intent the policy will be reviewed annually.

The Hotel will identify, assess and control occupational health and safety risks through risk assessments, safe working procedures, supervision and preventive measures.


The Hotel will record, investigate and review accidents, near misses, hazardous incidents and other deviations from safe operating procedures so that corrective and preventive actions are taken to avoid recurrence.

The Hotel will maintain emergency preparedness arrangements for foreseeable situations such as fire, earthquake, disease/virus outbreak, severe weather, chemical spill or other crisis situations relevant to the operation.

Relevant employees will be trained and informed about their roles and responsibilities, and signed attendance records, certificates or other training evidence will be retained.

Approved by: 

Hotel General Manager

Date: 

5. SUSTAINABLE PROCUREMENT / PURCHASING POLICY

The Hotel selects Suppliers which are qualified on the basis of their ability to meet purchase requirements including any specific quality assurance and environmental requirements.

The Hotel Management obtains competitive bids from proposed Suppliers, as necessary, to assure only the best price-quality products and services are purchased.

Following an evaluation, approved suppliers of products and services are then listed on an Approved Suppliers List.

The policy of the Hotel is to purchase whenever possible products which are:

- locally produced
- made from recycled products or are recyclable
- sustainably produced or sourced
- Fair trade / organic / FSC / MSC etc.
- delivered in less packaging, i.e. bulk purchases
- energy efficient, i.e. AAA equipment, and water saving equipment
- environmentally sustainable

In addition, where practical, commercially reasonable and available, the Hotel gives preference to products and services that are from locally owned businesses or small businesses; can be reused, repaired or repurposed; are low-pollutant; reduce the need for printing; require less transport; use cleaner or lower-emission transport options; reflect Cyprus' local nature, history and culture; minimise food waste; and minimise single-use or disposable items, including single-use plastics.

Supplier and contractor expectations

- Suppliers, contractors and business partners are expected to comply with applicable legislation and to respect human rights, children's rights, fair labour practices, safe working conditions and non-discrimination.
- The Hotel will not knowingly work with suppliers involved in human exploitation, child exploitation, human trafficking, forced labour, illegal labour practices, abuse or serious health and safety violations.
- Where concerns are identified, the Hotel may request clarification, corrective action, supporting evidence or may stop purchasing from the supplier.

Restricted and unacceptable purchasing practices

- The Hotel will not knowingly purchase or introduce invasive species for landscaping, decoration or other operational use.
- The Hotel will not knowingly purchase products made from endangered wildlife or unsustainably harvested wild species, including items such as protected shells, coral, ivory or fur.
- The Hotel will avoid pesticides, insecticides, fungicides or herbicides containing banned persistent organic pollutants where such products are prohibited or safer alternatives are available.
- The Hotel will avoid personal care products containing microplastics commonly known as microbeads.
- The Hotel will avoid sun protection products containing ingredients known to be harmful to marine life where alternatives are available.
- When purchasing refrigeration or air-conditioning equipment, the Hotel will prefer equipment that avoids refrigerant gases with high global warming potential where suitable alternatives are available and legally permitted.


Food and beverage purchasing

- The Hotel gives preference, where possible, to local, seasonal and responsibly sourced food and beverages.
- The Hotel avoids or reduces endangered or threatened seafood species and seeks certified sustainable seafood, such as MSC-certified products, where available.
- Purchasing and stock control are planned to reduce food waste and unnecessary packaging.

- Food suppliers must meet applicable food safety, hygiene and traceability requirements.

Evidence and monitoring

- The Hotel will keep appropriate evidence such as Approved Supplier Lists, certificates, licences, invoices, delivery notes, Safety Data Sheets, local supplier records and records for high-emission food, hazardous substances and single-use plastics where required.
- Relevant staff and Heads of Department must apply this policy when requesting, selecting or approving products and services.

Approved by: 

Hotel General Manager

Date: 1/3/2026

6. STATEMENT OF COMMITMENT TO HUMAN RIGHTS

At Sofianna Resort & Spa, we strive to provide a safe workplace where the human rights are respected in accordance with the collective agreements with the unions and the applicable legislation.

We are an equal opportunity employer and we support the protection of human rights of our employees, the parties we do business with and the community where we operate.

In particular, the Management of Sofianna Resort & Spa is committed to:

- Respect and foster labour-related human rights, including non-discrimination, health & safety and fair wages.
- All new employees are informed before they start work about the terms and conditions of their employment, including pay and welfare arrangements.
- We prohibit hiring of young workers to perform any type of work that is likely to jeopardize their health, safety or morals.
- Respect children's rights and have zero tolerance of violence, any form of exploitation and abuse of children, including but not limited to sexual exploitation.
- All allegations of child exploitation will be taken seriously and investigated. Serious allegations will be reported to the relevant authorities.
- All employees receive regular training about how to identify and report child exploitation, abuse and human trafficking.
- Sofianna Resort & Spa will not work with suppliers that are in any way involved in exploitation, abuse, trafficking of humans or labour exploitation. All incidents are reported immediately to the local authorities and Police at 112.
- All employees receive regular, ongoing training on human rights issues.
- We expect that all hotel employees, suppliers and other business partners will respect human rights including children's rights. Visit our website www.sofianna.com to find our policies and procedures.


The hotel does not tolerate discrimination or harassment against employees, customers, suppliers or any other person based on race, colour, culture, national origin, religion, age, gender, sexual orientation, marital status, political beliefs, income, physical or mental disability or any other protected characteristic.

All employees are hired under lawful employment arrangements, receive the benefits to which they are entitled, and are paid in full and on time according to applicable legislation and agreements.

The hotel does not require employees to pay recruitment fees to obtain employment and does not keep original personal documents such as passports or identity cards.

Any employee who experiences or witnesses discrimination, harassment, exploitation, abuse or unsafe working practices is encouraged to report the matter to their Head of Department, Human Resources or Hotel Management without fear of retaliation.

Human rights and child safeguarding commitments apply to the hotel's operations, employees, guests, suppliers, contractors and other business partners.

Approved by: 

Hotel General Manager

Date: 1/3/2026