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| Reference | Policy Statement |
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| LB-POL-01 En | Quality Policy Statement |
| LB-POL-02 En | Workplace Safety and Environmental Policy Statement |
| LB-POL-03 En | Food Safety Policy Statement |
| LB-POL-04 En | Human Resources Policy Statement |
| LB-POL-05 En | Human Rights Policy Statement |
| LB-POL-06 En | Child Rights Policy Statement |
| LB-POL-07 En | Community Partnership Policy Statement |

Note: The statements are reviewed or/ and updated yearly.

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QUALITY POLICY STATEMENT (LB-POL-01 En)

The Vision

The continuous strengthening of the hotel's leading position in Larnaca, always offering the utmost care to our guests.

The Mission

To provide our guests with high-quality services and safe products that exceed their expectations, while ensuring a safe and healthy environment for employees, guests, and others.

Our Objectives

1. Delivering hotel services with consistency, professionalism, efficiency, quality, and friendliness, ensuring that the requirements and needs of our guests are fully met. This is achieved through the implementation of a management system based on the ISO 9001 standard.
2. Emphasizing the timely and comprehensive identification of our guests' needs. A feedback and complaint management mechanism is also in place to resolve issues promptly.
3. Offering safe and hygienic food through the implementation of a Food Safety Management System (HACCP) based on the ISO 22000 standard, while meeting all relevant legislative requirements.
4. Creating a safe and healthy environment for our guests, employees, and third parties through the implementation of an Occupational Health and Safety Management System based on the ISO 45001 standard, ensuring compliance with all relevant legal requirements.
5. Continuously improving the financial performance, profitability, and services of the hotel through the collaboration of all employees and the application of techniques and measurable objectives.
6. Ensuring ongoing training, updates, and recognition of the contributions of our employees, while providing favorable working conditions and maintaining open communication at all levels of the hierarchy.
7. The monitoring, analysis, review, and revision of policies, objectives, specifications, and provisions of the Management Systems at regular intervals to ensure their effectiveness and continuous improvement.

The team of Lordos Beach Hotel are fully committed to implementing and maintaining the vision, mission, and objectives.



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WORKPLACE SAFETY AND ENVIRONMENTAL POLICY STATEMENT (LB-POL-02 En)

The Vision

The Creation of a Culture of Continuous Improvement in Workplace Safety and Environmental Protection in Our Hotel.

The Mission

The provision of high-quality hotel services to our guests that minimize safety and health risks, pollution, and other adverse environmental impacts.

Ensuring a safe and healthy environment for employees, guests, and other third parties.

Our Objectives

1. Compliance with environmental legislation and occupational health and safety legislation.
2. Analysis and evaluation of the risks and opportunities within the hotel's operational framework, workplace safety, and environmental impact.
3. Combating climate change by implementing actions that reduce greenhouse gas emissions.
4. Implementation of environmental measures and programs for energy conservation, reduction of water consumption, reduction of hazardous substances usage, waste reduction, proper waste and wastewater management, beach protection, and maintaining good soil and air quality.
5. Implementation of a recycling program for all waste streams.
6. Minimizing any harm that our activities may cause to biodiversity by reducing pollution and promoting responsible behavior among our employees and guests
7. Establishment of an annual workplace safety and health program to reduce and eliminate risks.
8. Implementation of an environmental management system based on the ISO 14001 standard and a health and safety management system based on the ISO 45001 standard.
9. Implementation of effective internal and external communication methods, teamwork, and consultation with our employees. Involvement of employees in the management of the operational system and their representatives in the areas of safety, health, and the environment.
10. Ensuring the professional competence, knowledge, and skills of our employees in workplace safety and environmental protection.
11. Collaboration with local authorities and organizations involved in workplace safety and environmental protection.

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12. Informing and engaging our employees and guests in the hotel's environmental practices and activities.
13. Monitoring, analysis, review, and revision of the policies, objectives, specifications, and provisions of the workplace safety and environmental management systems at regular intervals to ensure their effectiveness and continuous improvement.

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FOOD SAFETY POLICY STATEMENT (LB-POL-03 En)

The Vision

The creation of a culture of continuous improvement in food safety management at our hotel.

The Mission

Providing our guests with high-quality hotel services that minimize food risks.

Our Objectives

1. The hotel implements a food safety management system according to ISO 22000:2018, which ensures a high level of food safety.
2. The identification, evaluation, and control of all risks related to food safety.
3. The identification, evaluation, and control of all risks related to food safety.
4. Effective external and internal communication.
5. Meeting the requirements of our guests.
6. Reducing non-compliances related to food safety.
7. Continuous improvement of processes.
8. Commitment to providing adequate resources for the implementation of the system.
9. Providing training that enables employees to perform their duties using effective procedures, in compliance with Food Hygiene and Safety regulations and practices.

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HUMAN RESOURCES POLICY STATEMENT (LB-POL-04 En)

The Vision

To create a culture of continuous improvement in the management of human resources in our hotel.

The Mission

To be a fair employer, in full compliance with national labor laws, ensuring equal treatment of all employees regardless of gender, age, nationality, religion, sexual orientation, or disability. Our goal is to foster a work environment characterized by safety, respect, and trust.

Our Objectives

1. Respect for employee rights. We ensure fundamental rights, such as freedom to join trade unions, the ability to initiate or terminate employment voluntarily and without restrictions.
2. Protection of employee well-being, safety, health, and security. Special attention is given to young workers and pregnant women, in line with relevant legislation.
3. Protection of personal data. Measures are in place to safeguard employee personal data in compliance with the GDPR regulation. Personal documents are not retained.
4. Adherence to working hours and schedules. Work hours and employee schedules are managed in accordance with national legislation and tourism industry standards.
5. Provision of individual employment contracts detailing terms and conditions, along with a personal copy of the contract.
6. All employees are clearly and regularly informed of the hotel's policies, especially about the disciplinary procedure.
7. All efforts are made to recruit and employ local individuals.
8. Skill development through offering single-enterprise and multi-enterprise training programs focusing on areas such as employment rights, equal opportunities, quality, health and safety, environmental protection, sustainability, and other related topics.
9. We encourage active participation in training and development initiatives to enhance employee skills and career progression.
10. Decisions regarding wages, benefits, career advancement, and terms of employment are based solely on an employee's experience, skills, and professional conduct. No guarantees or payments are accepted or required as a condition of suitability or selection.

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HUMAN RIGHTS POLICY STATEMENT (LB-POL-05 En)

The Vision

The creation of a culture of continuous improvement in equal treatment and respect for human rights at our hotel.

The Mission

To protect human rights and freedoms regardless of gender, age, disability, nationality, religion, beliefs, ideas, marital status, or sexual orientation.

Based on the Universal Declaration of Human Rights of the United Nations, we ensure the protection of the rights of employees, guests, local community members, suppliers, and subcontractors. Special attention is given to vulnerable individuals such as children, people living in poverty, the elderly, individuals with disabilities, and minorities.

Our Objectives

1. Promoting human rights as a value of the highest importance.
2. Promoting the rights of every individual to equal treatment and protection from abuse or exploitation.
3. Equal treatment among employees. The terms and conditions of employment are the same for everyone.
4. Equal treatment of our guests.
5. Collaboration with government authorities to report and handle any incidents where human rights are violated.
6. Training our employees on this specific policy and the methods for identifying and reporting incidents of abuse or exploitation.
7. Strict adherence to the workplace harassment code.

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Pages: 8**CHILD RIGHTS POLICY STATEMENT (LB-POL-06 En)*****The Vision***

To create a culture of continuous improvement in the protection of children.

The Mission

To protect and respect children and individuals under the age of 18 from any form of abuse (physical, emotional, or sexual), neglect, or exploitation.

Based on the United Nations Declaration on the Rights of the Child, our hotel ensures that it protects the rights of children staying at the hotel or living in the local communities.

Our Objectives

1. To promote the well-being of children and young people as a value of utmost importance.
2. To promote the right of every individual under the age of 18 to be protected from abuse, neglect, exploitation, regardless of age, disability, gender, race, religious beliefs, or sexual orientation.
3. To cooperate with government agencies and child protection organizations to ensure the legality and effectiveness of our actions.
4. To train our employees on this policy and on how to identify and report cases of child abuse, neglect, or exploitation.
5. To share our concerns about vulnerable children or youth with local community organizations and authorities.

The team of Lordos Beach Hotel are fully committed to the implementation and maintenance of this policy.



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COMMUNITY PARTNESHIP POLICY STATEMENT (LB-POL-07 En)

The Vision

The creation of a culture of continuous improvement in cooperation with the local community and the promotion of Cypriot tradition and products

The mission

To support and collaborate with local people, businesses, and the economy, and to protect the local culture, traditions, and history of Cyprus.

Our Objectives

1. Our hotel does not, in any way, restrict the local community's access to essential services, resources, and facilities.
2. Consultation with the local community on issues that may affect their lives and well-being. Ensuring that their views are taken into consideration when making decisions at the hotel.
3. Support for local organizations, their work, participation in activities they organize, and providing any possible assistance.
4. Organizing charitable, cultural, environmental, and educational activities with the participation and involvement of employees, the local community, and the hotel's guests.
5. Supporting and promoting Cypriot products and services, and purchasing local products with the ultimate goal of promoting and supporting local businesses.
6. When making decisions regarding new purchases, we seriously consider sustainability criteria and are very careful in selecting products that are local and seasonal.
7. We select, evaluate, and collaborate with suppliers who share the same values and ethical concerns as the hotel. At the same time, we recognize and eliminate any negative impacts that our business activities may have on the local community.
8. Promoting Cyprus to guests and encouraging them to explore its rich history, people, culture, traditions, and monuments.
9. Highlighting the rich Cypriot cuisine through activities such as the Cypriot breakfast and Cypriot nights.
10. Respecting the protection of historical, archaeological, and religious sites and objects. We are opposed to any illegal sale of historical and archaeological property. The hotel has established and communicated rules for their respect and protection.
11. Guiding guests regarding the rules and behaviors in religious and archaeological sites, forests, and protected areas.

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