

Policies of Louis Hotels, Cyprus

Introduction

1. The purpose of this document is to gather and communicate the management policies of Louis Cyprus Hotels to all stakeholders (e.g. customers, shareholders, employees, society) to further establish the philosophy, strategy, values and culture of the Louis Group.
2. Financial results are no longer sufficient to achieve professional credibility. Our legacy as leaders of Louis Hotels also depends on our interest, actions and performance on many other domains such as quality, sustainability, food safety, occupational safety and the working environment. From now on we will all be accountable not only for our results as professionals, but also for our results as people.
3. The areas of policies covered are:
 - Quality management
 - Management of occupational safety and health
 - Food safety management
 - Environmental management
 - Human resources management
4. All policy statements are directly linked to the Group's vision, mission and values, culture and processes, include a commitment to comply with applicable legislation, a commitment to continuous improvement and set the key points for setting and reviewing of objectives.
5. The Group's top management prepares, documents, approves, revises and adapts the hotels' policy statements to new developments.
6. The management of each hotel shall communicate and explain the policy statements to all its managers. Additionally, these are communicated and made available to tour operators, customers, partners, suppliers, government authorities and other interested parties.

Louis Group Profile and History

The Louis Group was founded in 1935 by the late Louis Loizou, who is considered the "father of tourism" in Cyprus. During the early years of the Group's operation, their activities were limited to the provision of transport services and shortly after as a travel agency under the name "Louis Tourist Agency". However, the Group gradually managed to expand its horizons into other sectors and today the Group is able to cover a full range of services in relation to inbound/outbound tourism, being divested in hotel and restaurant ownership and management; marine tourism, as well as ground services at Larnaca and Paphos International Airports. Louis plc is active in the cruise sector through Celestyal Cruises Ltd (2 cruise ships) and in the hotel sector through Louis Hotels Public Company Ltd (25 units). The controlling company of the Louis Group is Clin Company Ltd, which owns approximately 65% of the shares of Louis plc and controls other private companies.

Policies of Louis Hotels, Cyprus

Our vision

Louis Group's vision is to establish itself as the leading tourism company in the Southeastern Mediterranean by offering high quality services to its customers and business partners and to become a major player in selected international special interest markets.

The company aims to strengthen and enhance its strategic partnerships with major international tour operators in both the cruise and hotel sectors and other areas of its business.

Our purpose

Our purpose is:

«Happy face in a happy place»

All of us must be committed to making these "hours happy", not only for our own benefit but also for that of our guests. It is no coincidence that we chose the above statement to express the ideology of our company. It is a statement with a deep underlying belief, which the company has embraced to become today one of the largest hospitality companies not only in Cyprus, but also in the Eastern Mediterranean.

The essence of Louis Hotels

1. Value for money holidays
2. Warm hospitality and local experience
3. Friendly service from our multilingual employees.
4. Continuous innovation
5. Respect towards the environment
6. Respect towards the customer

Louis 6 principles/values

Our six principles/values that ensure that we, as a team, achieve "Happy faces in a happy place" are:

1. Work with passion
2. Be friendly
3. Be humble
4. Keep your promise
5. Smile frequently
6. Respect everyone

Policies of Louis Hotels, Cyprus**Louis quality management policy**

The basic principle and commitment of our hotels and of each team member, is to provide customers with high quality services and products that fully meet their requirements and expectations and to improve the level of quality management as defined in the applicable legislation and the requirements of ISO 9001:2015.

To achieve the above our hotels:

- Have adopted quality management systems in accordance with ISO 9001:2015, which are applied to all hotels' processes and operations that have an impact on product/service quality and customer satisfaction.
- Examine, evaluate, monitor and review the external business environment and internal operating environment, needs, expectations of customers, employees and stakeholders in all aspects of policy statements.
- Identify threats and opportunities, plan actions and prepare an action plan for policy statement issues as part of the Group's strategy, vision, purpose, principles and values.
- Set measurable and realistic objectives for the various policy topics. These objectives shall be reviewed and evaluated as to their degree of achievement by the Group's and each hotel's senior management.
- Monitor, measure and evaluate critical parameters and processes.
- Periodically check the confirmation of the effectiveness of the management systems in order to take any necessary corrective actions.
- Provide fast, efficient, and friendly service to customers and hotel partners
- Provide customers with "the best value for their money", the best quality and value in products and services for the money they pay.
- Provide to employees all the resources, training and information on the implementation of the policy statements, the allocation of clear responsibilities and the use of incentives for improving working conditions.
- Provide employees with continuous development, protection and welfare at the workplace.
- Use the best available quality of products, materials, and external services in accordance with the hotel's quality levels and their expected value to the customer.
- Develop long-term mutually beneficial relationships with reliable, technologically upgraded, and quality-conscious suppliers.

Policies of Louis Hotels, Cyprus
Foods Safety policy

The basic principle and commitment of our hotels and of each team member, is to prepare and provide safe food and beverages and to improve the level of food safety management as defined in the applicable legislation and the requirements of ISO 22000:2018.

To achieve the above our hotels:

- Have adopted food safety management systems in accordance with ISO 22000:2018, which are applied to all hotels' processes and operations that have an impact on food hygiene and safety.
- Analyze hazards based on a risk assessment study which assesses their likelihood of occurrence and severity. Identify critical control points and checkpoints taking into account legislation, the advice of the authorities, sensitive consumers (special dietary consumers) and new scientific data.
- Shall apply all the provisions of the risk assessment to prepare and serve food that meet the needs and expectations of users in a way that fully guarantees their hygiene and quality.
- Support the HACCP team with all the necessary means and resources

Health & safety in the workplace

The basic principle and commitment of our hotels and of each team member, is the safety and wellbeing of employees, customers and third parties and the improvement of the level of occupational safety management as defined in the applicable legislation and the requirements of ISO 45001:2018. To achieve the above our hotels:

- Have adopted occupational health and safety management systems in accordance with ISO 45001:2018, which are applied to all hotels' processes and operations that have an impact on health and safety and the environment.
- Create a culture of sensitivity to health and safety.
- Have a complete and updated occupational risk assessment study, which evaluates the likelihood of occurrence and severity of risks and defines control measures.
- They take and supervise appropriate control measures to eliminate hazards and reduce risks.
- Shall manage incidents that harm human health and/or the environment so that they do not recur.
- Involve and consult with employees and support the Safety Committee with all necessary means and resources.
- They shall be prepared and trained to deal with emergency situations.
- Maintain hotel facilities and equipment to the highest possible standards of maintenance and cleanliness, functionality and efficiency.
- Provide all employees with the prescribed facilities, necessary equipment and resources, information and training to prevent accidents, hazardous incidents and other undesirable situations relating to Health & Safety.
- Record and investigate all Health & Safety incidents and other deviations from the operating system procedures and instructions so that corrective and preventive actions are taken to avoid their recurrence.

Policies of Louis Hotels, Cyprus

- Periodically audit to confirm the effectiveness of the Health & Safety system in order to take any necessary corrective action.

Environmental management

The basic principle and commitment of our hotels and of each team member, is to reduce our environmental impact and improve the level of environmental management as defined in the applicable legislation, the requirements of ISO 14001: 2015 and other standards such as EMAS, Travelife and Green Key.

To achieve the above our hotels:

- Have adopted quality management systems in accordance with ISO 14001:2015, which are applied to all hotels' processes and operations with an impact on the environment.
- Identify, assess and review the environmental objectives, impacts and targets of the hotels.
- Implement good practices and controls to protect the environment and prevent pollution.
- Implement good practices and measures for the protection of the environment, nature, and wildlife, as well as for the prevention and minimization of pollution, the reduction of carbon dioxide emissions, water usage, and waste production.
- Monitor and measure the following key areas of environmental impact: energy use (electricity, fuel, liquefied petroleum gas), water, waste, materials, hazardous substances, equipment, devices, and components.
- Manage equipment and materials to the end of their life cycle.
- Participate in actions that have a positive impact on the local biodiversity in their area.
- Promote cooperation with local authorities and organisations concerned with environmental issues.
- Regularly train their staff, inform customers, suppliers, and partners, and encourage them to develop environmental awareness and sensitivity to help support and improve the environmental management system.
- Shall be prepared and trained to deal with emergency situations.

Equal treatment Policy, protection of minors and employees

Louis Hotels are committed to complying with human rights, nationally and internationally recognized labour standards, labour legislation, and the provision of a safe and secure working environment. The hotels stand against any form of discrimination and harassment toward employees, customers, suppliers, or any other individual based on race, colour, culture, national origin, religion, age, gender, sexual orientation, marital status, political beliefs, income, physical or mental disability, or any other characteristic. The policy of equal treatment applies to all decisions, terms, and conditions of employment, customer service, supplier contracts, and service provisions.

The hotels are committed to protecting children from all forms of exploitation, including sexual exploitation.

Louis Hotels condemns all forms of child exploitation, including sexual exploitation, and are opposed to child labour. The prohibition of child labour is a fundamental principle in all partnerships between our hotels, suppliers, and service providers. The

Policies of Louis Hotels, Cyprus

Group's commitment to the protection of minors also extends to the children of guests. The hotels ensure that all employees are trained on the rights and protection of children, as well as the identification, prevention, and reporting of exploitation and abuse occurring within or near their premises. All suspicious activities will be reported to the relevant local authorities, whether originating from customers or employees. The hotels adopt the principles of international organizations and the code of ethics for protecting children from sexual exploitation in travel and tourism. They collaborate with national agencies and organizations in Cyprus to prevent any form of child exploitation.

One of the core values of Louis Hotels is respect for our employees, which is why in our hotels:

- All employees receive remuneration in accordance with the relevant legislation which is paid in full and on time at the end of each month.
- Offer our employees all benefits to which they are entitled under the legislation, e.g. Social Insurance, rest, annual leave and appropriate working hours, as well as additional benefits e.g. free meals during working hours, uniforms and training.
- Provide a safe and healthy working environment and believe in the value of equal opportunities for advancement purposes. We strive to promote existing employees and it is rare that we seek out individuals from other organisations for promotion purposes before giving opportunity to our own employees.
- Any form of discrimination will not be tolerated and any employee who may have had such an experience is encouraged to report it to their superior.
- In the recruitment process, a candidate's country of origin is not a barrier in any way, as long as the candidate can be legally employed in Cyprus. However, we try to give as many employment opportunities as we can to people from the local community. In this way we strengthen the local economy and encourage local people to stay in their community.
- We always support young people in the early stages of their careers. More specifically, we make efforts to employ young talent and provide them with opportunities for advancement within the organization. These individuals are the foundation of future professionals and we play a vital role in the careers they will pursue, as they will be the future leaders of the hotel industry.
- All new employees are offered induction training and are introduced to the group's policies, procedures and manuals. They are given continuous feedback on their performance.
- We strengthen their skills by offering continuous training in various areas.
- All employees are given the opportunity to express their suggestions by recording them in suggestion boxes.
- Louis Hotels does not give or receive any form of remuneration from employees prior to the commencement of their employment. All employees are hired under a written contract of employment which covers the relevant laws and a copy is given to the employees.
- Louis Hotels do not keep original personal documents of their employees such as passports and identity cards.

Policies of Louis Hotels, Cyprus

- In the event of an employee's departure (even before the end of the contract) they receive all benefits and payroll based on applicable laws and agreements.
- At Louis Hotels, the well-being of our employees is a priority and we treat them with the respect they deserve. We believe in mentoring and this is our management style for the development of our employees.

Social and community policy

A key principle and commitment of our hotels is to minimize the negative impact on the local community from the operation of our hotels. We take actions to help the local community both financially and socially. It is our obligation to be sympathetic to their needs and to assess the risks of our actions according to the impact on the local environment.

Wherever possible our hotels provide in-kind contributions (e.g. food and linen) to the local community. Our hotels promote the local area and Cyprus ensuring the best possible social and economic outcomes for the local and wider Cypriot community.

We support and partner with local suppliers and service providers resulting in helping the local economy by supporting more jobs and reducing our energy footprint for transporting goods. Our hotels employ the majority of their employees from the local community. This has a very positive social and economic impact and allows the local community to have greater growth.

Finally, we aim to employ a balanced number of women and men to ensure gender equality.

Our commitments

The management and employees of Louis Hotels are committed to:

- Understand, implement and adhere to the policy statements at all levels and departments.
- adopt, comply and continuously improve its management systems.
- Improve the group's services and operations, and to establish measurable objectives which will be monitored, reviewed and revised at regular intervals.
- provide prompt service to its customers, to identify and meet stakeholder requirements, to implement legislative obligations, to ensure the proper execution of Group processes and to implement the management systems.



Marios Perdios

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