

SUNPRIME AYIA NAPA SUITES POLICIES

ENVIRONMENTAL POLICY

Sunprime Ayia Napa Suites, believes that its continuing success depends on:

- Offering high quality services in a clean, safe and well-protected environment.
- Adapting hotel services and products to legal obligations, environmental standards and guests' demands.
- Providing awareness and training to employees to adopt environmental controls and technologies.
- Manage, measure, minimize and safeguard against the negative impacts in relation to:
 - a. Energy, water and consumption and relevant risk issues
 - b. Carbon footprint and climate change mitigation
 - c. Environmental pollutants (air pollutants, fertilizers, pesticides)
 - d. Biodiversity and ecosystem protection (local and international)
 - e. Natural resources conservation

The hotel ensures that its products and services have a minor impact to the environment and that steps are taken to protect from any pollution. Each hotel department and its employees participate in this effort.

In addition, we motivate and ask our partners, suppliers and the local community to respect environmental legislation and implement environmentally friendly practices.

Our hotel is committed to set environmental objectives and uses the required resources to achieve them.

This policy is available to our guests, employees, other stakeholders and the community and our environmental progress is reported openly and objectively.

ENVIRONMENTAL OBJECTIVES AND TARGETS

Continuous improvement is based on measurable environmental objectives such as :

- Reduction of carbon footprint
- Reduction of energy consumption.
- Reduction of water consumption.
- Reduction of hazardous substances.
- Reduction of raw material use and increase of solid waste recycling.
- Awareness and training of employees in our environmental aspects and controls.
- Active participation of guests in environmental protection activities.



Approved by Solomos Solomou, Resort Manager

29/6/2026

SUNPRIME AYIA NAPA SUITES POLICIES

HEALTH & SAFETY POLICY

GUESTS

The health and safety of our guests is of the utmost importance to us. We recognize our legal and wider responsibilities to our guests as specified in local legislation and the guidelines of our tour operator. We also assess the relevant hazards from the operations provided by the hotel, our suppliers and partners.

We commit to our responsibility to contract with reputable suppliers and to provide services that meet legislative requirements and reasonable safety standards.

To safeguard our customers' wellbeing, our Health and Safety Team works together towards a program of continual improvement, ensuring we maintain compliance with legislative standards as well as our own preferred practices.

EMPLOYEES & VISITORS

We will, as far as reasonably practicable, take the required steps to protect the health, safety and wellbeing of all our employees, suppliers and visitors to our hotel. To ensure we meet the required legislation, responsibilities for health and safety are properly and clearly assigned and fulfilled throughout the hotel. Collectively, we are committed to the implementation of this policy and strive to provide and maintain a safe and healthy working environment.

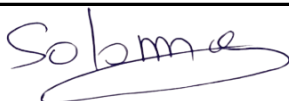
We expect employees, suppliers and visitors to exercise reasonable care for their own safety and that of others. We ask them to fully collaborate health and to report any accidents and incidents.

Our Health and Safety Team is working to continually improve our safety controls and procedures in order to improve safety, health and wellbeing.

FRAMEWORK

Our health and safety framework relies on a number of core components:

- Assess and review the safety hazards for all hotel's operations
- Implement an effective management system
- Train our employees
- Inform our guests
- Collaborate with experts on safety matters
- Monitor and inspect.



Approved by Solomos Solomou, Resort Manager

29/6/2026

SUNPRIME AYIA NAPA SUITES POLICIES

QUALITY POLICY

THE VISION

The concept is tailored to deliver quality, comfort and those little extras for the discerning traveller. Stay with your partner, your best friend, a workmate or any adult that enjoys the good things in life.

TARGET GROUP

Sunprime guests appreciate “the good things in life” such as food & wine, fitness & spa, good service and comfortable & modern style. Sunprime is for “grown-ups only”: We target adults (16 years and above) such as partners, your best friend or a workmate.

Majority of guests are between 25 to 60 years old with an average age of 45 years.

Hard working adults with limited time, independent and experienced travellers.

QUALITY ASSURANCE

Guest surveys:

NE: 4.3 min. average score out of 5

4+5 min. 85 %

1+2 max. 5 %

OUR OPERATIONAL STANDARDS

- 1) Accommodation
- 2) Conference
- 3) Reception
- 4) Employee Handbook



Approved by Solomos Solomou, Resort Manager

29/6/2026

SUNPRIME AYIA NAPA SUITES POLICIES

SUSTAINABILITY POLICY

For us at Sunprime Ayia Napa Suites, sustainable development is paramount. We strive to minimize the negative effects of tourism and increase the positive ones. We wish to develop, implement and market tourism in a sustainable way and conform to local, national and international legislations and good practises.

We are against all illegal and exploitative forms of tourism. We always strive to start from the aspect of sustainability, both in our own activities and in our work with local partners.

PRINCIPLES FOR SUSTAINABLE TOURISM

Tourism and travel affect not only the environment but also the local people in the destinations we travel to. To succeed in this effort, we implement these four guidelines:

- Safe working conditions for everyone.
- Protect children's rights. Work against any type of child abuse, labour and sex tourism.
- Support and actively collaborate with local community. Promote the local culture.
- Protect wildlife and nature.

The guidelines are based on the UN Convention on the Rights of the Child and the conventions on working conditions and workers' rights of the UN's labour agency the ILO.

The hotel is against all forms of unlawful and unfair discrimination. All employees and guests are treated fairly irrespective of gender, age, race, disability, sexual orientation, marital status, religious belief or otherwise.

WORKING CONDITIONS & EMPLOYEES

We are an equal employment company and safeguard positive working conditions that include:

- Zero tolerance to any type of harassment or discrimination;
- The freedom to join a trade union;
- Fair and legal terms of employment;
- Information regarding their terms of employment and progress feedback
- Salaries and other benefits that meet the local standards
- An excellent working environment;
- Training, skills and professional development;
- The right to raise concerns and make complaints;
- Effective investigation of any incident and appropriate action taking.

CHILD LABOUR AND RIGHTS

We shall:

- Work against child labour, illegal employment, forced and compulsory labour.
- Not employ minors - younger than legal age and apply legal requirements for employees 16-18 years old.
- Report to local authorities any cases of child exploitation and abuse or similar suspicious activities.
- Train our employees on children's rights, how to identify critical situations and report suspicious activity.

THE ENVIRONMENT AND LOCAL COMMUNITY

We shall work to:

- Reduce the amount of carbon emissions and waste at our hotel.
- Take environmental criteria into purchasing decisions.
- Influence our suppliers and other partners to act in as environmentally conscious ways as possible in their activities (for example in energy, water and chemical consumption and recycling).
- Encourage a healthy development of tourism at Ammochostos Region and stimulate the use of local products and labour.
- Protect and promote local history, customs, traditions and points of interest by training our employees, organizing or participating at events, providing information and experiences to our guests.
- Regularly communicate and work with the local community.
- Employ a high percentage of local employees.

CHILD SEX TOURISM

The hotel condemns all forms of sexual exploitation of children and supports all laws to prevent and punish such offences. We accept and implement the “Code of conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism”. Basic principles are:

- Inform and train our personnel
- Inform our guests
- Inform local partners about our standpoint

We do not tolerate any form of child exploitation or abuse. If you are concerned about the welfare of any child during your visit, please contact the local police on +357 23803200 or 112.

WILDLIFE AND NATURE PROTECTION

We shall:

- Not be involved in any event or activity that concerns wildlife.
- Not promote places, activities or parks that involve animal captivity.
- Not encourage guests to take part in activities which harm animals and vegetation.
- Provide information to our guest on how to respect and protect the island’s nature and wildlife.

FOLLOW UP

The above topics are very important to us. Our endeavor is that we, at Sunprime Ayia Napa Suites, shall follow these guidelines for social responsibility and sustainability in travel to the greatest possible extent. We, shall conform to the local legislation and we expect our partners to do the same. We undertake to report any improper conditions and offences.

Through our collaboration with Travelife, our actions, we will contribute to improve the environmental and social responsibility in the travel industry.

