



THE SKIATHOS PALACE HOTEL

EMPLOYEE AND LOCAL COMMUNITY POLICY

The **Skiathos Palace Hotel** is committed to continually improving its services, satisfying current legal requirements, attaining maximum quality level required by our customers and contributing to local communities through charitable contributions and volunteerism.

The **Skiathos Palace Hotel** will be regarded by Skiathos island residents as a good neighbor that is always there to lend a helping hand and provide support for local organizations and charities.

The management team will consistently support and energize all employees to continuously provide inspired service, strive for enhanced productivity and ensure guest satisfaction. This will be accomplished by creating an environment of genuine care, trust, respect, fairness and teamwork and will be realized through the following policies applicable for employees and local community, respectively:

Employees

- **Training:** From the recruitment stage, all our staff is trained to understand their legal rights and responsibilities. Every employee and manager is encouraged to participate in internal training seminars/workshops, in order to gain a greater understanding of the daily challenges and concerns of his/her work duties.
- **Staff remuneration:** We ensure that all our staff is paid with the national minimum wage across all positions, irrespective of their age, sexuality, gender, ethnicity, religion, culture or disability. All employees have a contract of employment, signed before they start working.
- **Staff turnover:** Our goal is a staff turnover that is less than the national average for the hotel sector.
- **Health Care:** All employees are covered for medical services and medical visits, including emergency care in the medical center that is maintained by the hotel.
- **Recruitment:** According to our basic recruitment policy, at least 80% of our staff comes from the local community.
- **Employee benefits:** Employee benefits include three free meals per day, as well as drinks in reduced prices plus the advantage of using hotel facilities on their days off, depending on availability. Employees that are not Skiathos residents are also entitled to stay at the special staff hotel rooms at no cost.

Local community

- **Stakeholders:** We arrange meetings with local authorities in order to improve relationships with island communities, who are identified as key stakeholders in the day-to-day operations of the hotel.
- **Volunteering:** In consultation with our employees and the local community, we will develop and implement an optional staff-volunteering program by July 2014, having our staff use paid time to participate in environmental and/or social activities around the island.
- **Donation & Charity:** We express our concern for the social and cultural life of the region, through sponsorships and donations to local organizations and clubs of the island. In addition we provide them complimentary accommodation and services in our hotel premises.
- **Local Businesses:** We will purchase over 70% of our food and beverage products from local businesses in 2014.
- **Free Medical Services:** While the hotel is open for customers, the hotel medical staff will provide free medical service for needy local community members one day per week.
- **Shelter in case of emergency:** In case of catastrophic events, such as floods, earthquakes, etc., the hotel will open its doors to provide shelter to the local community in need.