

Ella Resorts respond to the special conditions that have been created due to the appearance and spread of coronavirus COVID-19 prioritizing the health of their human resources, their customers and their partners. The operation complies to the specific health protocols that have been issued by the National Public Health Organization (NPHO) and have been approved and legislated by the Greek State.

In addition, Ella Resorts participate in the private certification scheme of TÜV AUSTRIA Hellas "Covid-Shield", assuring even further health and safety precautions of human resources, partners and customers against Covid-19.

In this context, Ella Resorts developed and implemented the Covid Shield management system. The Management of Ella Resorts is committed to:

- Continuous care to ensure public health on a 24-hour basis in all facilities of the company accommodation, dining areas, leisure and wellness areas, swimming pools and beach, service vehicles and all assistant functional assets of the company used by external providers in its operating facilities.
- The continuous implementation of the health protocols.
- The full harmonization with the instructions of the World Health Organization, National Organization of Public Health, the Ministry of Health and the involved authorities, strictly observing the current National and European Legislation.
- The safeguarding of the personal data of its customers, associates, and employees, through compliance with the European Data Protection Regulation GDPR.
- The continuous monitoring of the operations of the company through a framework of indicators that meet the requirements and principles of the action plan that updated at regular intervals. These indicators are related to number of training programs, staff training hours, number of incidents, degree of compliance with organizational and technical measures. Their monitoring in combination with the corrective actions taken, promote the continuous improvement which is a fundamental business value of Ella Resorts.
- Providing the necessary resources for maintaining and updating the Action Plan.

In order to achieve the aforementioned commitments, Ella Resorts have created a Crisis Management Team and have adopted an Action Plan in which:

- ✓ Communicates this policy to all stakeholders.
- ✓ Provides ongoing training and updates to staff on protection issues against the transmission of COVID-19, the proper use of Personal Protective Equipment and the management of potential incidents.
- ✓ Implements all the prescribed measures for the protection and observance of public hygiene and disinfection of all the main and auxiliary areas of the company's facilities, as well as in its indirect activities. The main measures are related with:
 - Systematic daily disinfection in contact points and frequent use such as elevator buttons, benches, common door handles, WCs etc.
 - Hand sanitizers in all public areas.
 - Strict protocols for cleaning and disinfection of premises in the facilities of Ella Resorts
 - Enhancing the cleanliness of common areas.
 - Use of special cleaners and approved disinfectants.
 - Provision of Personal Protective Equipment (hand sanitizers, gloves, special clothing) to the staff depending on the specialty and the level of safety to be provided, based on the instructions of National Organization of Public Health.

- Provision of printed and / or electronic information to customers regarding the Measures taken to prevent the transmission of COVID-19 as well as the obligation to comply with the rules of personal hygiene and social behavior.
- ✓ All human resources actively participate in the compliance of the health protocols, continuously and throughout the operation of the company.
- ✓ Has integrated in all training programs and announcements issues related to Negative Behaviors & Social Stigma. For this purpose, a relevant instruction has been prepared which is communicated to the staff via announcements, e-mail, trainings, etc.
- ✓ Monitors the compliance to the prescribed protection measures by its external partners (suppliers, maintenance crews, partners).
- ✓ Conducts internal audits aimed at identifying discrepancies and suggesting corrective and improvement actions.
- ✓ Reviews and updates the current Covid Shield Policy so that it is always up to date with current national status and requirements and is always in line with the guidelines available from the relevant organizations.

The principles of the Certification Scheme, as well as its objective aims and objectives, are reviewed at regular intervals by the Management in order to adapt to new needs, legislative and regulatory requirements but also to achieve limiting the transmission and spread of viruses and diseases.

Managing Director

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