



VILLA SANDY



CITY PARK RESORT

VILLA SANDY RESORT CODEX

Valid from 1/1/2024



INTRODUCTION

The VILLA SANDY Resort (hereinafter referred to as the "Resort") has the ambition to become a leader in the hospitality segment in its region of operation, with service at the European level. Due to our high goals, we place high demands on ourselves.

We are convinced that success is defined not only by profit, but by the footprint we leave on society. We build our reputation on the basis of superior care for our guests, high quality relationships with them and also with our employees and partners, as well as our unfailing will for a positive impact on the surrounding environment, local and global community and for real social responsibility.

In order to realize this intention, clear principles based on our beliefs are necessary, which are defined by this Code and implemented in practice by subsequent internal norms of the Department.



SCOPE

This Code is a public declaration of the principles and values of the Department, which becomes a commitment to their application in the day-to-day functioning of the Department.

The Department Code applies to all members of the Department team, i.e. all employees, regardless of the position and legal form of cooperation (hereinafter referred to as the "Department Team").

No member of the Resort team may act contrary to, demand or tolerate non-compliance with this Code. The management of the department is responsible for the application of the Code in everyday practice.

At the same time, the Resort has the ambition to use its direct or indirect influence on the application of the principles set out in this Code to suppliers and partners of the Resort (hereinafter referred to as "interested parties").

Explanation of terms:

For the purposes of this Code, the following terms means:

- Resort – operator City Park Center a. s. and the Resort team.
- Interested parties – contractors and suppliers of the Resort.
- Third parties – entities outside the stakeholders and the Department team.



CONTENT AND TERMS

INTRODUCTION.....	2
SCOPE.....	3
WHO ARE WE	5
OUR PRINCIPLES.....	6
1. RELATIONSHIP TO SITE.....	7
2. JOINING FOR SYNERGY	8
3. TRUE HOSPITALITY	9
4. RESPECT FOR THE CULTURAL HERITAGE OF	10
5. ENVIRONMENTAL PROTECTION	11
6. MUTUAL RESPECT AND TOLERANCE	12
7. LEGALITY AND PROFESSIONAL ETHICS	13
8. CREDIBILITY AND PROTECTION OF INFORMATION	14
9. HEALTH AND SAFETY	15
10. RESPONSIBILITY TOWARDS THE ENVIRONMENT	16
CONCLUSION.....	18



WHO WE ARE

The resort is a unique sports and relaxation complex situated in the center of Košice in the beautiful surroundings of the City Park. The resort uniquely combines restaurant, sports, relaxation, congress and accommodation services at European level to find a comprehensive background for work or leisure time for a wide range of residents and visitors of the city and region.

MISSION

We make life more pleasant for visitors and residents of the city of Košice as well as the surrounding region by creating unique conditions for their unique personal experiences, combining the traditions and atmosphere of a green oasis of the historic city center with innovations, unexpected elements and the highest quality services in the region.

We do so at the level of the highest European standards, with respect for individual, family and group needs, with respect for nature, diversity of local and global community and with the desire to contribute to the development and visibility of the beauty of the place from which we come.

VISION

Our vision is to achieve high credit at the European level and thus a satisfied customer community, with the aim to help make the city of Košice and the region an attractive destination for demanding clientele.

VALUES

Our core values, stemming from deep inner convictions, are LOCAL PATRIOTISM, UNION, LOYALTY and SOCIAL RESPONSIBILITY.

These are naturally complemented by values resulting from our desire for an above-standard level of service for our guests: HIGHEST QUALITY, TRUE HOSPITALITY and CREDIBILITY.



OUR PRINCIPLES

These principles, resulting from our mission, values and social responsibility, define the basic and strategic goals and policies for business conduct and activities of the Department.



1. RELATIONSHIP TO THE SITE

Local patriotism is a natural part of our DNA.

The resort is the embodiment of a deep relationship with our place of origin and the people who make up this place. We are therefore proud to operate in the city of Košice in eastern Slovakia.

- **We believe in the potential of our city and region.** We want to help develop it. That is why we bring the highest European quality to Košice. We have the ambition to make a significant contribution to the growth of tourism and related industries in the region and thus support the overall development of the place we come from.
- **We believe in the people who make up our city and region.** We want to emphasize their uniqueness. Therefore, we create exceptional conditions and opportunities for them. At the same time, we are willing to use our opportunities to support local communities and meet the local needs of people who share their home city with us.
- **We perceive the beauty of the place we come from.** We want to make it visible and complete. Therefore, we desire to give even more demanding visitors the opportunity to get to know and appreciate it with our services. Our ambition is to make the city of Košice visible on the map of attractive destinations and thus promote awareness of the beauties of our region in the world.

Through the activities of the Resort, we have been putting our hearts, passion and energy into the location of Košice for a long time. We are locally engaged and welcome similar access from our suppliers, partners and third parties.



2. CONNECTING FOR SYNERGY

We are a place of synergistic connection.

The resort is a space created for the beautiful emotions of those who get to know or create our city. It is a platform for connection based on the most beautiful emotions.

- **We connect local and global communities** by attracting visitors from all over the world to the city of our activities with our existence, tolerance, level and activities.
- **We connect generations** by respectfully restoring cultural heritage and historical traditions for present and future generations, as well as with our generous resort facilities for all ages of visitors.
- **We connect people with each other** by creating a publicly available and comprehensive platform for a wide range of experiences for different groups of residents and visitors of the city of Košice and the region.
- **We connect the city with nature.** We are a green oasis in the city center. We are a resort in a park and we create a park in a resort. We fit seamlessly into the beautiful environment in which we operate.
- **We connect history with the future.** In a compact space, we sensitively combine national cultural monuments and respect for traditions with modern architecture with innovation.
- **We combine the satisfaction of the work and private needs** of our visitors in a natural mutual symbiosis, creating an empathetic platform for a healthy balance in life.

In this way, we create synergies for the general good. We are open to connecting and cooperating with other like-minded entities to create further synergies for our city and region, its inhabitants and visitors.



3. GENUINE HOSPITALITY

Quality is a matter of course. A sincere relationship decides.

The resort has the ambition to be a regional leader in the segment, with services at European level. We gladly accept this great responsibility. But quality doesn't stop there.

In the center of our interest is the customer himself and his feeling of using our services.

- We are created for the positive emotions of our customers.
- Each of our guests is special to us.
- We pride ourselves on a strong relationship with our clients.
- We have a sincere interest in satisfying the individual needs of our customers.
- We value all our customers (even the smallest or four-legged).
- We create a unique space for many unique experiences.
- We are available to the general public, despite the high level of service.

These rules are the basic framework for the content, form and scope of our services, as well as the joint commitment of the Resort and each member of the Resort team individually, in the interest of above-standard satisfaction of our customers and long-term mutual loyalty.



4. RESPECT FOR CULTURAL HERITAGE

We co-create the future with respect for the past.

The resort places special emphasis on the protection, maintenance and development of cultural heritage. Our intention is to preserve the "genius loci" of the place in which we find ourselves.

- **We operate in the environment of the National Cultural Monument** – City Park Košice. Through our activities, we protect, develop and create a background for its sensitive use by visitors.
- **We have saved, restored and made accessible the historical building VILLA SANDY (former "Skating Pavilion")**, which is an Art Nouveau National Cultural Monument and at the same time a new landmark of the Resort.
- **The resort is named after the original author** of the Art Nouveau National Cultural Monument, Július Sándy, to pay tribute and gratitude for his contribution.
- **With the existence and services of the resort, we fulfill more than 100 years of dream of the inhabitants of Košice**, after social, sports, relaxation and accommodation facilities in the location of the city park.
- **The services and activities of the resort significantly restore and follow the local historical traditions.**

We also expect respect for local cultural heritage from our team, suppliers, partners and third parties. We do so conscious of our share of responsibility in preserving it for the future.



5. ENVIRONMENTAL PROTECTION

An environmental approach to business is a priority for us.

The resort is designed to fit seamlessly into the beautiful city park and support healthy environmental conditions with a high proportion of eco-innovations and greenery in the resort.

We are also committed to protecting the environment in our daily activities:

- **We respect applicable environmental regulations.**
- **We make above-standard ecological efforts** by internal setting of the Ministry's activities, in the field of efficient use of energy and other resources, or waste policy.
- **We support volunteer activities of the** Ministry employees in the field of ecology.

We also require suppliers and partners of the Resort to comply with applicable environmental legislation and internal regulations for the Department's suppliers. We welcome our suppliers and partners sharing our ecological values, doing business in an environmentally sustainable way, applying environmental innovations or other environmental protection measures.

Our efforts do not end within the borders of the resort. Through **the Mestský Park** Košice Foundation, we focus our wider environmental activities and support on the area of the National Cultural Monument - City Park Košice, in whose area we operate. We do so aware of our responsibility towards future generations.



6. MUTUAL RESPECT AND TOLERANCE

We are a space for natural harmony.

The ministry applies a zero-tolerance approach to human and labour rights violations, unlawful discrimination and rejects any form of hatred in the internal and external environment.

- **We respect human rights** equally for all, regardless of nationality, origin, gender, or ethnicity, residence, colour, religion, language or any other condition. Our approach to human rights follows internationally recognised standards.
- **We fundamentally reject actions that directly or indirectly aim to support, incite or incite hatred, violence or discrimination** against any group or individual, especially on grounds of nationality, race, gender, sexual orientation, marital or health status. We consistently avoid any expression of hostility or humiliation towards individuals or groups.
- **We reject any form of psychological or physical harassment.** Any behavior or communication that creates a conflict or unpleasant environment and affects the activities of the resort is unacceptable to us.

We expect the same approach from suppliers, partners, members of the departmental team towards each other as well as towards third parties. We do so aware of our share of responsibility for preventing personal, local and global conflicts.



7. LEGALITY AND PROFESSIONAL ETHICS

We build our reputation through daily actions.

The Department acts lawfully and ethically in all circumstances. We strictly comply with applicable legislation and internationally applicable ethical and professional standards.

- **We respect the law.** We comply with legal standards and in no way engage in or tolerate conduct and/or activities that may be considered illegal, unfair or corrupt. The legislative framework for the activities of the Ministry is determined by the law of the Slovak Republic and superior supranational standards.
- **We act honestly, transparently and respect existing commitments.** This applies both internally and in relationships with clients, suppliers and partners. We strictly avoid any dishonest, manipulative or unfair practices in the performance of activities, commercial or marketing activities and overall business.
- **We are apolitical.** In the performance of the activities of the Department, we act in a politically neutral manner and avoid taking positions in favor or against political entities and/or politically exposed persons.
- **We are impartial.** We do not accept commercial courtesies in the form of presentations if they violate the law, may be perceived as a bribe, are inappropriate or may be aimed at influencing an ongoing business negotiation. At the same time, we do not provide such business courtesies to third parties, with special emphasis on cases where they are public officials, public servants or politically exposed persons.
- **We strongly avoid conflicts of interest** that could result in personal priorities or third-party benefits being prioritized over Departmental priorities.

We expect the same approach from suppliers, partners and team members of the resort. We do so in order to be a role model to follow.



8. CREDIBILITY AND PROTECTION OF INFORMATION

The trust entrusted to us is the highest value for us.

The resort undertakes to handle information in accordance with valid legislation, contractual obligations and values of the resort.

- **We strongly respect and protect the privacy** of our clients, employees and third parties.
- **We strictly avoid improper collection, possession and use of personal or confidential information.**
- **We are transparent**, but at the same time we protect confidential information related to the Resort and do not disclose it to third parties without legal protection or authorization.

We are committed to collecting, protecting and using necessary personal data in a reasonable manner in accordance with the law to pursue legitimate business and operational objectives.

We will not disappoint the trust entrusted to us. We do so in order to be a stable, trustworthy and reliable partner, aware of our responsibility towards our stakeholders.



9. HEALTH AND SAFETY

We protect the highest values.

The resort is committed to maintaining safety and protecting life and health within the resort. We strictly comply with legislation on the protection of public health, safety and prevention of occupational risks.

- We take care to maintain the highest hygiene standards.
- We apply the highest possible security rules within the resort.
- We comply with the rules of health and safety at work.
- We protect minors from legal substance abuse.
- The consumption of illegal addictive substances in the resort area is strictly prohibited.

This responsibility is the joint commitment of the Department and each member of the Department team individually, to maintain the Resort as its workplace in accordance with the rules of health and safety, as well as to identify and respond to related risks in a timely manner in order to effectively protect life and health.



10. RESPONSIBILITY TOWARDS THE ENVIRONMENT

- **Workers:** The members of the Resort team are the creators of our values. Therefore, we are committed to creating quality working conditions for them, while complying with legal and ethical standards. At the same time, each member of our team is co-responsible on a daily basis for achieving the goals of the Resort and building the reputation of the Resort, based on our values. It is the individual commitment of each member of the Resort team and at the same time our shared commitment to the surrounding environment. How we act is the foundation of what we are.
- **Management and shareholders:** We are aware that the existence of the Resort, its activities and significant contribution to the city and region would not have been possible without the support of the management, shareholders and statutory representatives of the founding company City Park Center a. s. We are committed to economy and activity aimed at achieving economic and non-economic goals.
- **Clients:** The satisfaction of our clients is our top priority. However, we reserve the right to refuse service to a client if we have evidence that, due to the nature of the client or the intended use of the product/service of the Resort, this would lead to illegal or unethical conduct and/or violation of the principles set forth in this Code.
- **Suppliers:** We are aware of the great importance of suppliers in the chain of quality of the services we provide. We prefer long-term and high-quality supplier-customer relationships. Therefore, we apply a strict selection of suppliers, based on economic, as well as ethical or environmental criteria. We will positively evaluate suppliers who demonstrate acceptance and validate the application of the values set out in this Code within the framework of a mutual contract, for building a responsible supply chain.



- **Community:** We are proud to create space for the development of the city of Košice and the Košice region. We respect the local population and their diversity. We conduct our business in a socially responsible manner with respect for the environment in which we are, taking into account the needs of the public and the communities with which we interact. Through our activities and activities, we have the will to participate in the long-term economic, cultural and social development of local communities.
- **Partners:** We are open to synergistic cooperation with personalities and entities who share our values, for joint commitment to the development of the segment of hospitality, hotels, tourism and for the overall benefit of the Košice region, its inhabitants and future generations.
- **Competition:** We believe that only a fair form of competition can develop the market sustainably for the general good. We therefore undertake to comply with the legal rules of competition, to compete fairly and honestly, without the use of any unfair activity or misleading or degrading advertising. We expect a mutuality of correct approach for the development of the hospitality and tourism segment.
- **Media:** We declare our interest in building long-term correct relations with the media and their representatives, as well as our interest in transparently providing accessible information to the media to the extent stipulated by applicable legislation and our contractual obligations, while respecting the protection of confidential information, trade secrets, personal data and the principles set forth in this Code, in a manner that adheres to generally accepted standards of media communication, respecting and expecting at the same time compliance with journalistic principles set out in the valid Code of Ethics of Journalists of the Slovak Syndicate of Journalists of the Slovak Republic.



CONCLUSION

In order to protect the interests of the Department, we establish special communication channels designed to report violations of the rules of this Code, without fear of negative consequences against the whistleblower, provided that the reports are made in good faith and on the basis of relevant facts. In this way, we protect our values and promote an atmosphere of trust within the Department, as well as among stakeholders or third parties.

ANNOUNCEMENT OF A CHANGE TO THE CODEX VILLA SANDY: trust@villasandyresort.com