

As the leading tourist company in Croatia, with facilities situated at prestigious locations in Rovinj and Vrsar with over 50 years of work experience in the tourism industry, being aware of its role and responsibilities in the environment in which it operates, Maistra PLC., as a part of Adris Group brings the following

MAISTRA'S LABOUR STANDARDS AND HUMAN RIGHTS POLICY

Social responsibility

Compliance with international, supranational and national standards in employment and human rights is imperative for us. We are determined to conduct our business in a socially responsible manner and continuously raise the level of our social responsibility. That is why we expect our associates to maintain at least the same level of social responsibility, i.e. the minimum requirements laid down in this Policy.

Think globally, act locally

This Policy is based on internationally and globally applicable work standards and human rights which Maistra PLC fully applies in all aspects of its business and in all the facilities it manages.

Among the international instruments which guide Maistra PLC in creating its policy for protecting human and workers' rights are the following: The Universal Declaration of Human Rights, the Convention on the Rights of the Child, the United Nations Convention on the Rights of Persons with Disabilities and the Optional Protocol to the Convention on the Rights of Persons with Disabilities, the Convention concerning Minimum Age for Admission to Employment, the Convention on the Elimination of All Forms of Discrimination against Women and the Optional Protocol to the Convention on the Elimination of All Forms of Discrimination against Women and the Convention concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour.

In our business activity we adhere to all Croatian and EU legislation in force, follow announcements for their amendments and additions, duly familiarise ourselves with upcoming amendments and additions and, where possible, provide our input and suggestions. Furthermore, we also regularly keep ourselves informed on the opinions and interpretations of competent authorities, independent experts and courts.

Maistra PLC is aware of its influence on local communities in which it conducts business and strives to cooperate with the local population as well as protect and improve the local community in which it operates. We are dedicated to conducting a quality dialogue with the local community and we believe that the success of our business depends also on our efforts to improve the community in which we conduct business.

People come first

As a socially responsible entity, Maistra PLC makes efforts to protect human rights with a special emphasis on the early detection of potential infringements of human rights which could be caused by its operations.

We respect all of our employees and associates, and we appreciate them as unique and equal human beings. We strive to recognise their full potential and encourage them to fulfill it. Our goal is to achieve employee satisfaction and the realisation of their personal ambitions through opportunities for promotion and their active participation in the growth and development of Maistra PLC

We do not tolerate any form of workplace discrimination based on race, skin color, sex, gender, language, religion, political affiliation, social or ethnic background, nationality, economic status, sexual orientation, social status, age, disability or other unjustified differentiating characteristics.

The decisions made by Maistra PLC as an employer are based on objectively applicable and permissible criteria.

We do not support any form of behaviour which violates human dignity within work and business relationships as well as in other relationships. We do not tolerate insults, humiliation, abuse or any other form of harassment in the workplace. We also create conditions and take action to prevent such behaviour.

Freedom of association, collective bargaining, social dialogue and works council

We fully respect the rights of workers to join workers' associations (labour unions) as well as their right to leave workers' associations. We guarantee that no worker will be disadvantaged by being a member of an association or for participating or not participating in association activities.

We continuously maintain and strive to regularly improve social dialogue and collective bargaining, as well as fully protect the rights of workers and regulate their obligations through collective agreements and their timely amendments and additions.

We actively support collective bargaining on a sectoral level.

We provide for all necessary conditions for the unobstructed election and activity of the works council, and inform or include the works council in all cases prescribed by law.

Occupational safety

We endeavour to follow good practices in the field of occupational safety and we continually improve in order to provide a safe and healthy work environment for our employees. Furthermore, we make efforts to educate our employees continuously and on time about the risks they are inherently exposed to and about appropriate occupational safety measures and means. *Better safe than sorry!*

Prohibited forms of work

Forced labour, other prohibited forms of work and human trafficking are fully recognised as inadmissible forms of behaviour that run contrary to our vision as well as international and national regulation currently in force.

We in no way support or enable hiring persons younger than 18 years of age, except when all legal conditions are met for their employment and provided that they work in a manner permitted by law.

Wages and other worker benefits

Our policy has always been and will be to set wages and other employee benefits above the minimum amount prescribed by law, taking into account local and sector labour market trends, ensuring the full benefits of workers laid down by the collective agreement, and also taking into account equal pay terms in same or similar jobs.

“Green” business and sustainable development

We are familiar with the effect that the environment, particularly pollution, has on human beings, both on current and future generations. We are committed to introducing “green” technology in our business operations and we support their development.

It is our aim to integrate the concept of sustainable development as much as possible in our daily business operations.

Conclusion

We are aware of our social responsibility and of the fact that the success of our operations also depends on the quality of our relationships with our employees, associates and local community, which is why we wish to continue to build and develop quality and modern partnerships. This goal serves as our guiding principle in the interpretation, development and application of this Policy and when defining aspects which are not expressly mentioned in this document.

In Rovinj, 09 September 2017

Chairman of the Board, Maistra PLC.

Tomislav Popović

Maistra d.d. (168)
hotelijerstvo i turizam
Rovinj, Obala Vladimira Nazora 6