

THE CODE OF ETHICS

The Code of Ethics of Galileo Project S.r.l.

OUR VALUES

Galileo Project S.r.l., together with its collaborators, acts in compliance with human rights in terms of inclusiveness, fairness and sustainability, rejecting any type of discrimination based on sexual orientation, religion or political beliefs.

Galileo Project S.r.l. acts with honesty and integrity and complies with all local, national and international laws and regulations applicable in Italy.

The code of ethics adopted by hotel staff regulates behaviour and obligations towards employees, guests, suppliers and the community.

ATTENTION AND RESPECT

INTEGRITY

RESPONSIBILITY

INNOVATION

TEAM SPIRIT

1. Respect for people

At Galileo Project S.r.l., we are attentive and sensitive to people, aware that respect promotes listening and teamwork. We are attentive to the needs of all stakeholders and recognise dialogue as a tool for exchanging information and building relationships. We are aware that differences are a source of wealth, and we are committed to always having an inclusive and helpful attitude, exploiting diversity for personal and professional growth and condemning any attitude of intolerance.

Galileo Project S.r.l.

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2. Protection of Human Rights, Prevention of Human Trafficking, Exploitation and Child Labour

Galileo Project S.r.l. recognises and promotes full respect for fundamental human rights, as enshrined in international conventions and current legislation.

Any form of human trafficking, labour or sexual exploitation, forced labour and child labour, in whatever form they may take, is strictly prohibited and condemned.

The Company is committed to ensuring that all activities are carried out in accordance with the principles of dignity, equality and respect for the individual.

In particular:

- minors are not employed in any work activity, in compliance with national and international laws on the subject;
- no behaviour that could even indirectly promote the exploitation or coercion of persons is tolerated, either within the organisation or along the supply chain;
- partners and suppliers are required to adhere to the same principles, signing commitments to ethical and social compliance.

Any reports or suspicions of violations will be handled promptly, confidentially and in compliance with the law, taking the necessary measures to prevent and combat such behaviour.

3. Harassment, Dignity and Respect for the Individual

Galileo Project S.r.l. promotes a safe, inclusive working environment that respects the dignity of each individual.

All forms of harassment, discrimination, intimidation or abuse — physical, verbal, psychological or sexual — that may compromise the peace of mind, freedom or personal integrity of employees, guests or partners are prohibited.

The Company encourages the immediate reporting of any incident of harassment or inappropriate behaviour, guaranteeing confidentiality and protection against any form of retaliation.

All reports will be handled impartially, sensitively and in full compliance with the law and the ethical values that guide the Company.

Respect for the individual is a fundamental value, underlying the corporate culture and all professional relationships, both internal and external to the organisation.

4. Equal opportunities and development

At Galileo Project S.r.l., we promote gender equality and respect the personality and professionalism of each individual. We value the talents and skills of each person through growth and training programmes.

5. Integrity, responsibility and confidentiality

At Galileo Project S.r.l., we are always committed to loyalty and transparency, with everyone aware of their role in the company and participating in teamwork to achieve our common goal.

We act in accordance with the confidentiality of personal and company information with a view to safeguarding the individual role and the entire organisation.

RELATIONSHIP WITH GUESTS:

1. Guest satisfaction

At Galileo Project S.r.l., we manage our relationship with guests to meet their expectations regarding their stay. We constantly listen to guests' comments with the aim of improving the services we offer and responding quickly to individual suggestions and requests.

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2. Conduct

At Galileo Project S.r.l., we treat our guests in an open and inclusive manner and reject any behaviour that may lead to discrimination based on gender, sexual orientation, nationality or religion.

We are committed to ensuring that our hospitality is inclusive and accessible to all.

Our behaviour towards our guests is based on helpfulness, respect and courtesy with a view to providing superior customer care.

3. Confidentiality and Security

At Galileo Project S.r.l., confidentiality, discretion and compliance with the procedures relating to the services offered are fundamental to the correct behaviour towards our guests.

Information and data are processed in accordance with current privacy regulations.

4. Fairness

At Galileo Project S.r.l., commercial communications relating to the services and products offered are always verifiable and verified. We act to ensure that guests are always protected when purchasing our services and we provide customer care for prompt assistance.

RELATIONSHIPS WITH SUPPLIERS:

1. Selection criteria

At Galileo Project S.r.l., we favour the selection of suppliers and partners by highlighting the environmental and social practices of each one in line with our ethical vision.

2. Relations with suppliers

At Galileo Project S.r.l., we are committed to establishing profitable and long-lasting relationships with our suppliers and partners, based on principles of fairness, loyalty and transparency.

3. Integrity and shared values

Suppliers and partners are required to take all measures consistent with the nature and size of their organisation to ensure compliance with, defence of and communication of the principles contained in this Code within their company and supply chains.

RELATIONSHIP WITH THE COMMUNITY:

1. Environmental protection

At Galileo Project S.r.l., environmental protection is a priority. Hotel staff adopt virtuous behaviour in order to reduce their environmental impact.

2. Local impact

At Galileo Project S.r.l., we support local communities by collaborating with associations, participating in initiatives that benefit others and the environment, favouring local suppliers, and promoting tourism development in the area.

3. Enhancement of local communities

At Galileo Project S.r.l., we support and enhance local heritage and communities with a view to respect, conservation and culture for future generations. We support participation in initiatives that have a positive impact on the area and its population.

OUR MISSION

We contribute to the growth of hospitality with effective solutions, valuable relationships and distinctive skills, to provide every guest with a high-quality, contemporary, inclusive and sustainable experience. We enhance the uniqueness of hotels with the strength of our staff.

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