



Employee Policy

The senior management and the owners at Aqua Paradise Resort believe that our staff members are the biggest asset of the establishment. All of our efforts are directed towards their welfare and skill development. We aim at providing the best possible working environment, because we believe that by taking good care of our employees, they in turn will continue to take exceptional care of our customers.

- We value our staff and treat them fairly and with respect, ensuring that no one is discriminated against, irrespective of age, sexuality, gender, ethnicity, religion, culture or disability.
- We take staff development seriously and constantly provide appropriate induction training to each staff member to support their career development.
- We comply with all of Bulgaria's employee laws and regulations, in order to meet the legal requirements of employment and human rights legislation.
- We pay our staff above the national minimum wage.
- We will train our staff according to our sustainability commitments, with the purpose of them understanding their role in achieving the sustainability targets of our resort.
- We have implemented an anti-discrimination policy that is communicated to all employees.
- All employees have personal files including proof of age and we keep a record of those working under the age of 18, detailing special working arrangements.

We have more than 250 employees and all of them have received:

1. A personal working contract with the working hours and conditions in it, which is signed and received by our employees before they commence employment.
2. The employees understand their terms and conditions of employment and have a signed copy of their contract.
3. The employees are free to enter employment without paying an employment deposit and free to leave without penalty.
4. Our property does not retain personal documents (passports, ID cards or other effects).
5. Our property keeps a record of all the salaries paid.

6. We have a disciplinary and grievance policy and the staff is informed about their rights and responsibilities.
7. The staff has been initially and periodically instructed and trained for professional issues and also - health and safety procedures, including fire training. The working conditions are checked to be maintained optimal, in order to prevent accidents.
8. We provide free uniforms, food during the work time and free transport and free accommodation if requested to all of our employees.
9. Employees are free to join the professional union and meetings.
10. Most of our employees are recruited from the local community. This will help with achieving social stability of the region.
11. We monitor the working hours of the employees to be in compliance with the national legislation and in accordance with their contract.
12. All employees freely accept the working hours according to their pay slips.

