

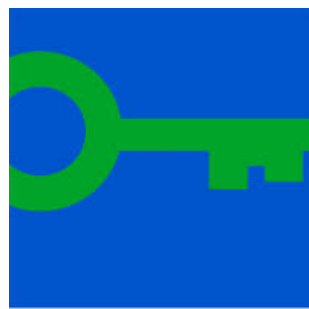
ANNUAL SUSTAINABILITY REPORT



REPORTING PERIOD

SEASON 2020

CERTIFICATIONS



Green Key



BLUE FLAG



WASTE MANAGEMENT

➤ Waste Streams Recycled in 2020

- ✓ Lamps
- ✓ Paper
- ✓ Glass
- ✓ Batteries
- ✓ Frying Oils
- ✓ Plastic Chemical Containers

➤ Waste water treated by the Municipal treatment plant

➤ Waste Streams Recycled in 2019

- ✓ Lamps
- ✓ Paper
- ✓ Glass
- ✓ Batteries
- ✓ Frying Oils
- ✓ Plastic Chemical Containers

➤ Waste water treated by the Municipal treatment plant



Targets for 2020 were:

- | | | |
|---|------------|------------|
| • Retain Recycling streams | Target Met | |
| • Connection with Municipal Waste treatment plant | | Target Met |
| • Staff training on recycling | Target met | |
| • Increase guest awareness through bins and signs | | Target met |

Targets for 2021:

- ✓ Seek recycling options for more waste streams
- ✓ Thoroughly monitor possible food wastage (FIFO, Food Wastage prior production monitoring)
- ✓ Staff training on recycling
- ✓ Increase guest awareness through bins and signs



WATER MANAGEMENT

2020

Quality

- ✓ **Source:** Fully licensed municipal water usage
- ✓ **Treatment:** Softening & Chlorination
- ✓ **Monitoring:**

Pool water:

Ph & Free Chlorine on a daily basis
Microbiologically on a monthly basis

Potable water:

Ph & Free Chlorine on a daily basis
Microbiologically on a monthly basis
Chemically on an annual basis

Legionella Spp:

Rotation monitoring plan based on risk analysis

Sea Water:

Microbiologically on a monthly basis

Consumption

- ✓ Total Consumption: Blu 4343 m³, Mare 0m³
- ✓ Consumption/guest night: Blu: 0.42 m³/gn, Mare 0m³/gn
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

2019

- ✓ **Source:** Fully licensed municipal water usage
- ✓ **Treatment:** Softening & Chlorination

- ✓ **Monitoring:**
 - Pool water:*
 - Ph & Free Chlorine on a daily basis
 - Microbiologically on a monthly basis

 - Potable water:*
 - Ph & Free Chlorine on a daily basis
 - Microbiologically on a monthly basis
 - Chemically on an annual basis

 - Legionella Spp:*
 - Rotation monitoring plan based on risk analysis

Consumption

- ✓ Total Consumption: Blu: 10107 m³, Mare: 11198m³
- ✓ Consumption/guest night: Blu: 0.43 m³/gn, Mare: 0.2m³/gn
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry



Targets for 2020 were

- Reduction in total consumption/guestnight
Target Met (Covid 19 year, target will be reevaluated)
- Staff training Target Met
- Watering gardens exclusively at night with automated system
Target Met
- Monitoring for leaks on a daily basis Target Met
- Guest awareness increase through signs, guidelines, towel & linen policy application and notes in rooms Target Met
- Staff awareness increase with signs in staff areas and water consuming facilities (maintenance, laundry) Target Met

Targets for 2021:

- ✓ Reduction in total consumption/guestnight
- ✓ Staff training
- ✓ Monitoring for leaks on a daily basis
- ✓ Guest awareness increase through signs, guidelines, towel & linen policy application and notes in rooms
- ✓ Staff awareness increase with signs in staff areas and water consuming facilities (laundry)
- ✓ Baseline for consumption will be set by analyzing 3 year data (2019-2021)



ENERGY MANAGEMENT

2020

Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Heat Pump
- ✓ Solar Panels

Consumption

- ✓ Total Consumption: 891668 kwh
- ✓ Total Mare Consumption: 0 kwh
- ✓ Total Blu Consumption: 891668 kwh
- ✓ Average Total Consumption/guest night: Blu: 88.18 kwh/gn
- ✓ Monitoring on a month to month basis, Mare:N/A

2019

Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Heat Pump
- ✓ Solar Panels

Consumption

- ✓ Total Consumption: 1631052 kwh
- ✓ Total Mare Consumption: 1051685 kwh
- ✓ Total Blu Consumption: 579467 kwh
- ✓ Average Total Consumption/guest night: Blu: 24.68 kwh/gn, Mare: 16.35kwh/gn
- ✓ Monitoring on a month to month basis



Targets for 2020 were

- Reduction in total consumption / guest night
Target Not Met and Reset, Covid 19 year, target will be reevaluated
- Staff Training
Target Met
- Guest awareness increase through info in rooms and common areas
Target Met
- Staff awareness increase with signs in staff areas and energy consuming facilities (maintenance, laundry)
Target Met
- Proactive equipment maintenance on an annual basis
Target Met

Targets for 2021

- ✓ Reduction in total consumption / guest night
- ✓ Staff training, signs in staff areas
- ✓ Guest awareness increase through signs & guidelines
- ✓ Monitoring of consumption on a month to month basis
- ✓ Proactive repairs in equipment
- ✓ Energy efficient equipment for all new installations
- ✓ Baseline for consumption will be set by analyzing 3 year data (2019-2021)

HUMAN CAPITAL



2020

- ✓ Men/Women Ratio: 59% / 41%
- ✓ Staff ethnicities: Greek, Slovakian, Ukrainian, Hungarian, Albanian, Bulgarian,
- ✓ Greek / Non Greeks Ratio: 71%/29%
- ✓ Local / Non Local Ratio: 78%/22%
- ✓ No of complaints to management: 0
- ✓ No of people Dismissed: 0
- ✓ Sustainability related training sessions fulfilled
 - Topics covered: Sustainable tourism, Recycling, Environmental Awareness, Food Safety, Cleaning, Use Of disinfectants, Use of Hazardous Chemicals, Hygiene principles, First Aid, General Safety, Children Protection
 - Hours Completed: 15
 - Percentage of staff involved: 80%

2019

- ✓ Men/Women Ratio: 55% / 45%
- ✓ Staff ethnicities: Greek, Slovakian, Albanian, Hungarian, Bulgarian, Romanian
- ✓ Greek/Non Greeks Ratio: 70% / 30%
- ✓ Local/Non Local Ratio: 79% / 21%
- ✓ Staff turnover 40%
- ✓ No of complaints to management: 0
- ✓ No of people Dismissed: 0
- ✓ Sustainability related training sessions fulfilled
 - Topics covered: Sustainable tourism, Recycling, Environmental Awareness, Food Safety, Cleaning, Use Of disinfectants, Use of Hazardous Chemicals, Hygiene principles, First Aid, General Safety, Children Protection, Community promotion, Labor Conditions & Human Rights
 - Hours Completed: 20
 - Percentage of staff involved: 100%



Targets for 2020 were

- Increase in staff training percentage
Target Met
- Retain high local employment ratio
Target Met
- Retain diversity of employment ethnicities
Target Met
- Retain fair men/women employment ratio
Target Met
- Receive zero staff complaints
Target Met
- Include topics about community promotion and labor conditions and human rights in training sessions
Target Met
- Monitoring of staff turnover
Target Met

Targets for 2021

- ✓ Train all staff in sustainability related topics according to annual training program
- ✓ Retain high local employment ratio
- ✓ Retain diversity of employment ethnicities
- ✓ Retain fair men/women employment ratio
- ✓ Receive zero staff complaints
- ✓ Set Baseline for percentage of sustainability related staff ratios and turnover by analyzing 3 year data (2019-2021)



COMMUNITY INTERGRATION

2020

- ✓ Blueflag award achievement for Vliha beach
- ✓ 78% of staff hired by the local community
- ✓ Local Rotary Club award for the hotel's tribute to the local hotel sector
- ✓ Most services acquired by local companies

2019

- ✓ Blueflag award achievement for Vliha beach
- ✓ 79% of staff hired by the local community
- ✓ Active promotion of local community in hotel's premises (information at reception)
- ✓ Most services acquired by local companies
- ✓ Donation to Micro-μ festival
- ✓ Donation of electronic equipment to local NGO for people with mobility disabilities



Targets for 2020 were

- Retain the high percentage of people and services acquired by the Local Community
Target Met
- Increase donations and expand charity work
Target Met
- Retain Blueflag award for Vliha Beach
Target Met

Targets for 2021

- ✓ Include promotion of local community in annual staff training
- ✓ Provision of written info on display about local community/sites/code of conduct/gastronomy to guests
- ✓ Retain the high percentage of people and services acquired by the Local Community
- ✓ Increase donations and expand charity work
- ✓ Retain Blueflag award for Vliha Beach