



## ANNUAL SUSTAINABILITY REPORT



**REPORTING PERIOD:  
SEASON 2017**

## CERTIFICATIONS





## **WASTE MANAGEMENT**

### **Waste Streams Recycled in 2016**

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

**Waste water treated by the Municipal treatment plant**

### **Waste Streams Recycled in 2017**

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

**Waste water treated by the Municipal treatment plant**

### **Targets for 2017 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 2018:**

- 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

### 2016

**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** - Monitoring on a month to month basis

Total Consumption: 10.107 m<sup>3</sup>

Consumption / guest night: 0.43 m<sup>3</sup> / gn

Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

### 2017

**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** - Monitoring on a month to month basis

Total Consumption: 8.729 m<sup>3</sup>

Consumption / guest night: 0.36 m<sup>3</sup> / gn

Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

## **Targets for 2017 were**

- Reduction in total consumption / guestnight - Target Met
- 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 2018:**

- 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 ( maintenance, laundry )
- Baseline for consumption will be set by analyzing 3 years data ( 2016 - 2018 )



# ENERGY MANAGEMENT

## 2016

### Sources

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

### Consumption - Monitoring on a month to month basis

- Total Consumption: 1.083.422 kwh
- Total LPG Consumption: 34.506 kwh
- Total Diesel Consumption: 7.698 kwh
- Total Electricity Consumption: 1.041.218 kwh
- Average Total Consumption / guest night: 49.18 kwh / gn

## 2017

### Sources

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

### Consumption - Monitoring on a month to month basis

- Total Consumption: 1.154.065 kwh
- Total LPG Consumption: 35.955 kwh
- Total Diesel Consumption: 5.181 kwh
- Total Electricity Consumption: 1.112.929 kwh
- Average Total Consumption / guest night: 56.16 kwh / gn

## Targets for 2017 were

- Reduction in total consumption / guestnight - **Target not met and reset**
- 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 2018

- ✓ Reduction in total consumption / guestnight
- ✓ 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 years data ( 2016 – 2018 )

## HUMAN RESOURCES



### 2016

- 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%

### 2017

- 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 2017 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 2018

- 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 years data ( 2016 - 2018 )





## COMMUNITY INTERGRATION

### 2016

- Blue Flag 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

### 2017

- Blue Flag 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 to "Open Doors – Open City" festival
- Donation of electronic equipment to local NGO for people with mobility disabilities
- Donation of hotel linen to Red Cross community

### Targets for 2017 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 Blue Flag award for Vliha Beach - **Target met**

### Targets for 2018

- 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 Blue Flag award for Vliha Beach