

SUSTAINABILITY MANUAL

Community Policy Statement

The management of Ioannidis Group of Hotels is committed to build positive relationships between the hotels and the local community of Pefkos.

We will ensure that our social and economic impact is positive and beneficial to the local area.

We continuously work on mitigating any negative impact to the area that hosts our businesses.

Our Community Policy main goals are to:

1. Maintain a close relation with our local community and discuss areas of improvement of our operation towards it.
2. Wherever possible utilise sources and services from the local area
3. Be actively involved in actions and donations beneficial to the local community.
4. Recruit a significant amount of people from the local area.
5. Monitor and reduce to a minimum all the negative aspects of our operation upon the environment

In order to achieve our goals we will:

- ✓ Monitor and increase to a maximum the products and services bought from the local area
- ✓ Monitor and Increase the percentage of staff hired from the local community to a maximum
- ✓ Meet with representatives from the local community in order to discuss all possible arising issues and impacts of our operation towards the community.
- ✓ Inform our guests about the singularity and the specific assets of the community and environment that host us

Environmental Policy

Recognizing the impact of the tourism industry upon natural resources and climate change we will work to ensure that our hotels responsibly manage waste, work on efficient energy, avoid pollution, and encourages customers to respect and participate in efforts to mitigate the environmental impacts of the hotels.

Through our environmental policy we will obtain the following goals:

- Ensure that the operation of our hotels complies with all applicable environmental laws and regulations.
- Measure and keep records of specific environmental indicators and regularly review our progress in order to monitor our environmental performance, detect potential errors and set targets aiming our continuous improvement.
- Provide adequate training to our staff and help them understand the importance of their role in our cause and support are actions
- Raise environmental awareness of our guests in order to support our efforts.

In order to achieve our environmental goals we will:

- Achieve and maintain certification status on recognized protocols
- Monitor and reduce our energy consumption to a minimum by assuring equipment efficiency and staff awareness
- Monitor and reduce our water consumption to a minimum by training our staff and increasing awareness among our guests and thoroughly monitoring possible leaks.
- Increase the amount of materials being recycled in our hotel to a maximum
- Assure proper hazardous waste management in accordance with the legal demand

Fair Employment & Child Protection Policy

Here at Ioannidis group of hotels we are committed to treat our employees fairly, with respect, in compliance with all relevant national laws and by encouraging their personal, economic and professional development

Human Rights

- ✓ We respect fundamental human rights. We do not tolerate any violation of human rights.
- ✓ We take steps to prevent and eliminate any harassment such as sexual harassment, abuse of power in the workplace.
- ✓ We respect individual privacy.

Discrimination

- ✓ We will not tolerate any discrimination on the basis of race, nationality, ethnic origin, creed, sex, gender, age, religion, disability and any other basis protected by the applicable law.
- ✓ In respect of employment and occupation, we will not damage the equality of opportunity on the basis of any irrational reason that is not directly linked to legitimate business needs.

Compensation

- ✓ We will pay wages that meet or exceed the legally required wages.

Employment, Labor Condition and Child Protection

- ✓ We will not engage in child labor or forced labor. We will never take a child as a laborer who is under the legal employment age as defined in Greek law.
- ✓ We will not dismiss employees based on irrational reasons without a direct relationship to legitimate business needs.
- ✓ We respect children's rights and we are committed to protect children both from general and sexual exploitation according to Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse
- ✓ Every suspicious behavior regarding exploitation or violation of child protection guidelines and policies will be reported to management and to relevant stakeholders (tour operators, child protection organizations, law enforcement agencies etc)

Health & Safety Policy

At Ioannidis group of hotels we are committed of being a safe place for all our guests, visitors and members of our staff

Through our health & safety policy we will obtain to:

- Provide adequate training to our staff and help them understand the importance of their role in our cause
- Examine our performance with the assistance of external bodies
- Ensure that the operation of our hotel complies with all applicable health & safety laws and regulations.

In order to achieve our goals we will:

- ✓ Will carry our health and safety second party audits on a monthly basis and follow up on any required corrective actions
- ✓ Will carry out health and safety third party audits on an annual basis and follow up on any required corrective actions
- ✓ Train all our staff on health and safety issues on an annual basis
- ✓ Carry out preventive maintenance and equipment service on a regular basis
- ✓ Follow and assure working in compliance with all related legislation

Purchasing & Quality Policy

At Ioannidis group of hotels we are committed to

- a) Ensure a high quality standard of supplies and services in all our departments and
- b) Continuously work on promoting sustainable awareness among our suppliers and seeking and choosing suppliers of high quality standards.

Through our policy we will obtain the following goals:

- We will continuously work in order to fully meet the requirements and surpass customers' expectations.
- Communicate our quality assurance goals to our staff
- Monitor and evaluate our performance on our quality targets
- Seek for low carbon footprint products will ensuring that all purchased products fulfill our strict quality standards
- Monitor and evaluate the environmental performance of our suppliers
- Wherever possible buy products and utilize services from local businesses.
- Exclusively purchase energy efficient equipment for all replacements or new installations

In order to achieve our goals we will:

- Continuously seek ways of receiving guest feedback
- Keep records, follow, evaluate and set targets in all our guest satisfaction questionnaires.
- Detect problems highlighted at guest satisfaction questionnaires and deal with them effectively
- Evaluate the performance of our suppliers on an annual basis in quality and sustainability indicators
- Conduct quality controls of all products purchased from our hotels and keep records of any non-compliance.
- Keep track and Increase the percentage of products bought by local businesses and varieties to a maximum

WASTE MANAGEMENT



➤ **Waste Streams Recycled in 2019**

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

➤ **Waste water treated on site by owned sewage treatment plants**



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



2019

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:
Lindia
Thalassa: 13482 m3,
Island Blu: 13367m3, Pefki Island: 16691m3
- ✓ Consumption/guest night:
Lindia
Thalassa: 0.51, Island Blu: 0.47, Pefki Island: 0.42
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry



Targets for 2021:

- ✓ Reduction in total consumption/guest night
- ✓ 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 (2019-2022)

ENERGY MANAGEMENT



2019

Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Solar Panels

Consumption

- ✓ Total Consumption: 691648 kwh
- ✓ Total Island Blu Consumption: 356789 kwh
- ✓ Total Lindia Thalassa Consumption: 165894 kwh
- ✓ Total Pefki Island Consumption: 168.965 kwh
- ✓ Average Total Consumption/guest night: Island Blu: 46.18 kwh/gn, Lindia Thalassa: 53.23 kwh/gn, Pefki Island: 45.23 kwh/gn
- ✓ Monitoring on a month to month basis



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 (2019-2022)

HUMAN CAPITAL



2019

- ✓ Men/Women Ratio: 54%/46%
- ✓ Greek/Non Greeks Ratio: 72%/28%
- ✓ Local/Non Local Ratio: 82%/18%
- ✓ No of complaints to management: 0
- ✓ No of people Dismissed: 0
- ✓ No of work related accidents: 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%



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 (2019-2022)

COMMUNITY INTEGRATION



2019

- ✓ 82% of staff hired by the local community
- ✓ Most services acquired by local companies



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

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