

“LOUIS CORCYRA BEACH HOTEL”
SUSTAINABILITY
POLICY REPORT 2018

GREETING OF THE GENERAL MANAGER Mr. M. SRATHOULAS

We welcome you to LOUIS CORCYRA BEACH HOTEL on the beautiful island of Corfu. Our island is known worldwide for its natural beauty, genuine Corfu hospitality and unforgettable gastronomic memories of the unique Corfiot cuisine.

In this hotel, we want you to feel "at home", we are here for your own comfort, your entertainment and your safety. We all work together on the environmental health, respecting social traditions and habits, respecting the diversity of every people, human rights and sensibilities as a cell of the tourist society as we are.

We are constantly striving in every field for your comfort and pleasant stay, so that we, our customers, our suppliers and all our staff are our live advertising

ABOUT OUR HOTEL

STAFF: we have recurrent staff trained in health and safety issues in their work so that they can make informed decisions at work and in life for the health of the environment, local, national and international social issues

CUSTOMERS: many repeated customers a very high percentage of customer satisfaction, positive public comments which we are proud about, all of us who work in tourism in our country. Our customers voluntarily participate in the hotel recycling program and participate in various social events in our area

The **ADMINISTRATION** seeks innovative solutions and sets targets on customer satisfaction during their stay, on social, environmental and customer service issues as well as through hygiene and safety programs or social action issues

COMMERCIAL PARTNERS: We work with local traders, small producers by buying quality products in large packages and generally with traders who show environmental and social responsibility. We cooperate with local music or dancing teams and entertainment groups

PRINCIPLES AND LAWS: We demand from the heads of our departments and our trading partners, to comply with the Greek and international legislation on labor issues , health and safety, human rights and the environment issues

SOCIETY: we have active participation in the local community on special social issues and we contribute in many ways into the society where our activities take place

ENVIRONMENT: we make every effort to continuously improve our performance in the fields of energy, water use, chemical use, resource consumption and waste generation. Our goal is to reduce the impact on the environment and minimize the burden on it, with our attention always focused on the comfort and excellent stay of our customers

Our staff consists of 47% women, 53% men, distributed as follows:

Kitchen 26%, restaurants 19%, floors 18%, bar 17%, reception 9%, maintenance 8%, administration 2%

Two more workplaces were created, such as "Lagoon bar at night" & "Govino BBQ night" to our customer's service



OUR POLICY FOR SOCIETY

- The massive influx of foreign visitors, the so-called tourism industry, has been and is essentially, the major employers in our place, creating jobs that helped the improvement the living standards of our local businesses and the island businesses utilizing a large number of employees. Also, there are the large markets (businesses) of goods and services that provide the opportunity to support local entrepreneurship by further stimulating our local economy

- The aforementioned business activities and large numbers of tourists could unknowingly affect the vulnerable groups of our society or erode the local balance by distorting the behaviors, traditions; habits and ways of living, thus discouraging our customers from returning to this

- As LOUIS CORCYRA BEACH care about the balance of the social fabric and encourage or participate in helping the local community to enjoy the benefits of tourism to the extent that every aspect of society is ready to act, without alter, falsify or abolish its particular characteristics of the destination, which are also the reason that this destination was chosen for.

- At the same time, we inform our clients about events of local interests, cultural, religious or traditional issues that are spectacular and they attract the interest of the visitors so that the participation (presence) of those who wish will bring the respective benefits to activities outside our business.

- Life in the surrounding area, while in the summer months is in full commercial orgasm, in the winter it continues to live at the rhythms that the inhabitants know for years, but in even better conditions. Thus, the children feel safe and away from the influences of international tourism, the nearby regional primary school shares a common courtyard with the local church, and right next to a taxi station, there is a clinic and a pharmacy. Older people are housed in a nearby hotel (former hotel) away from any tourist entertainment noise. Because of tourism adorned private area are improved, roads and sidewalks reconstructed road signage and street repair pavements improved and generally an effort stands of continuous improvement in stores and services from year to year, which enhances the whole region.

- The beach is open and accessible to everyone according to national legislation and amateur fishing continues in the winter that our customers swim in the summer and no activity seems to have been adversely affected by tourism at the location where our unit is located.

- Our unit develops its connection with the local community, respecting environmental health, international and national laws, local authorities, the social cohesion and, indirectly but decisively, improving the overall economic image of the area as we are a serious business presence in this place of tourism, in Corfu.
- Our policy is friendly to the local community and while, for the most part our hotel, is comprised of all inclusive customers, in the issues of food / beverages the charges we make are higher than those of the local market

OUR SOCIAL INCLUSION

As a hotel, of course, we cannot substitute for goods or services that belong to the jurisdiction of the local authorities or the Municipality, but in cases where we are asked to do so we do not refuse to contribute or provide our own services the same as for our customers. For example,

- The doctor.
- The lifeguard working in the pools will offer his services to anyone who is in immediate need of danger of his life.
- Direct assistance will be provided for first aid, disinfection and / or antidote in the case of an allergic reaction
- direct call to transfer to the Hospital to anyone is in need
- Our beach is free for the public, the road is free and accessible,
- It is allowed to visit and use the beach bar with pricelist charges, pool bar and restaurant using the prices of the day's menu
- It is an independent company in the field of water sports by the beach
- It is an independent company which organizes all-day boat trips around the island
- Our bars, restaurants (also Asian Restaurant) with charges as in menus
- we rent a small hotel unit in the nearby area for the needs of our employees
- independent rent a car in the hotel
- independent mini market in the hotel

CHILD PROTECTION

Our hotel feels the obligation and is committed to protecting childhood from any kind of exploitation, including sexual abuse.

We respect the client's childhood and children of all people in the area by forbidding alcohol and coffee to them, in bars, or when they come into contact with the playground and toys without parents' supervision. All employees have been trained to recognize whether a child is at risk in physical or mental health from behavioral acts or omissions of people accompanying or coming to them. Workers were trained to be able to distinguish anything 'unusual' that comes to their attention.

Still, parental violence, either having external signs or causing mental injuries to the children, is a reason to be referred to the head of department and then to the General Director.

The Secure children's entertainment when they are away from their parents is our concern, we employ members of our staff for this purpose and we carefully watch all children's activities in the kid's club

If some behavior undermines children's safety, is reported to the local Authorities

PUBLIC RELATION EQUAL AND FAIR TREATMENT

As a hotel, we are well aware that we are addressing to many different people, different ethnicities, and in the context of our social interaction and communication with our colleagues, clients, merchants it attributes honor and respect to any people no matter the color, race, sex, language or dialect and even patterns of dress . Dietary habits, or any other customary and characteristic, leave us indifferent as appropriate in logic in a hotel businesses. We attach to people with disabilities particular attention and respect where we primarily know their presence in emergency situations and also in their facilitation in everyday life.

We inform our customers about the specifics of any very place is needed, both for the dressing requirements of religious sites of visit (eg monasteries, temples) as well as for behaviors in archaeological areas, with instructions from the receptionists orally and in writing on the notice board

ENVIRONMENTAL POLICY

We comply with legal regulations and regulations to ensure environmental protection

We recognize and evaluate the environmental aspects of each hotel department activity

We provide appropriate environmental education to our employees

We save natural resources through the reuse of materials

We recycle more than 95% of packaging materials

We recycle more than 95% of packaging materials

We minimize the material waste through food distribution and we reduce the volume of organic waste

We use controllable and responsive forms in all kinds of energy in operation

We control the flow and volume of water used for use and not abuse

With new technologies and operating procedures we ensure the safe work of our staff in our business

- ▣ We disclose our commitment to protecting the environment to our employees, our suppliers, our customers, to the public services and to the community in which the company operates
Ορισμός καθηκόντων εργαζομένων MANUAL KAI HACCP

POLICY FOR THE QUALITY ASSURANCE

- Employee training
- Work (task) definition in Manual and HACCP
 - Standard recipes by the executive chefs
- Special forms for each section of HACCP / Louis hotels
 - Examples of presentations with images
- Questionnaire FOR CLIENTS about the hotel
 - monitoring and periodic review
 - laboratory checks
 - internal and external audits
 - customers feed back

OUR POLICY FOR THE EMPLOYEES

- - our provision for re-employing staff
- - respect for human rights
- -the good working conditions (our values form)
- -non-discrimination of sex, sexual preference, nationality, religion or belief or bodily defect
- -right of voluntary secession without "penalty" (sanctions)
- - payment (salary) the first three days of each month
- -working hours in accordance with labor law
- - payment as the minimum basic national salary
- -for the planning of a fair weekly program, the employee's request is considered when possible
- - we give priority to mothers with young children
- - there is written information about disciplinary policy
- - there is a box of ideas / complaints
- -Salary every month
- -Insurance
- -Family allowances / permits by the law etc.
- -Meals during work
- -Clothing
- -Air-conditioned room for off-town workers
- -Laundry room for the staff rooms
- -Education and specialization in sister hotels in Cyprus
- -Ability to join the union

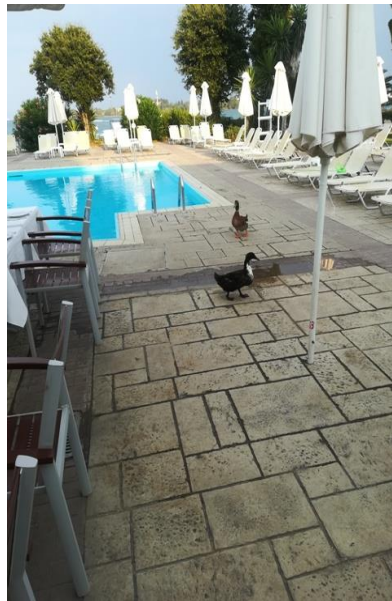
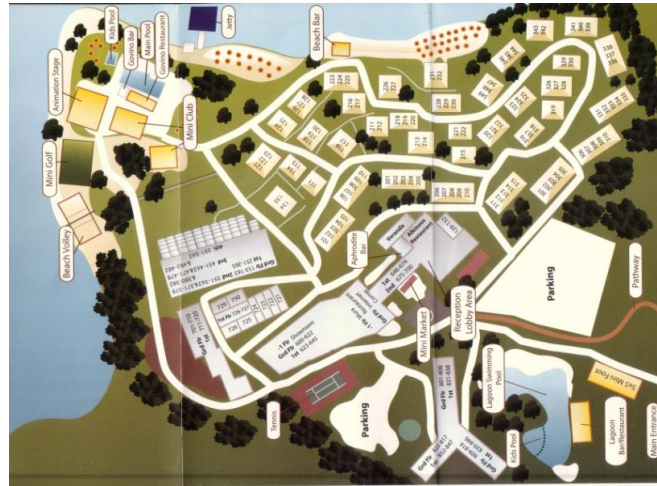
Our hotel, LOUIS CORCYRA BEACH, a member of the LOUIS HOTELS group, built on a hill on an area of 79 acres, is "living" the fifth decade, as many of its buildings were built in the early 1960s. ",

"Today the unit has been extensively extended and consists of 6 different buildings with interior titles (" old Central " "New Central", "Scale", "Mill", "Hill", "Nafsika") and bungalows overlooking the sea and many by the sea. There are totally 368 renovated rooms. Here at this hotel we are all aware of the major issues that have arisen worldwide over the last few decades with regard to waste, energy waste and energy sources in general and the minimize negative effects resulting from them both environmental health and socio-economic issues



One new golf car is added for the luggage transfer to the rooms

The surrounding nature embraces us with a wide variety of trees in our green area with, acacias, almond trees, laurels, olive trees, eucalyptus, pineapples trees, cypresses, lemon trees, hollies, peach trees, pomegranates, figs and maples, bananas and rosemary, and aromatic herbs used by our cooks for food preparation, such as parsley, mint, dill some tomatoes and peppers or eggplants that we plant for decorative purposes. Between the buildings and the streets, we plant roses and other flowers that make up a breathtaking view, colorful, impressive image to our visitors, and many birds enjoy the scenery in our gardens and Gouvia Bay. Swans, ducks, seagulls and other birds live at the surrounding trees and bushes.



ENVIROMENTAL POLICY STATUS



ENERGY:

PETROLEUM (OIL)

ELECTRICITY

GAS

- Timers
- Sensors
- Led lights (lamps)

In our hotel "energy" we mean and we use electricity, gas and oil and we consumed **TOTALLY**

21.59 KWH / PERSON in 2015

21,03 KWH / PERSON in 2016 decrease 2,59%

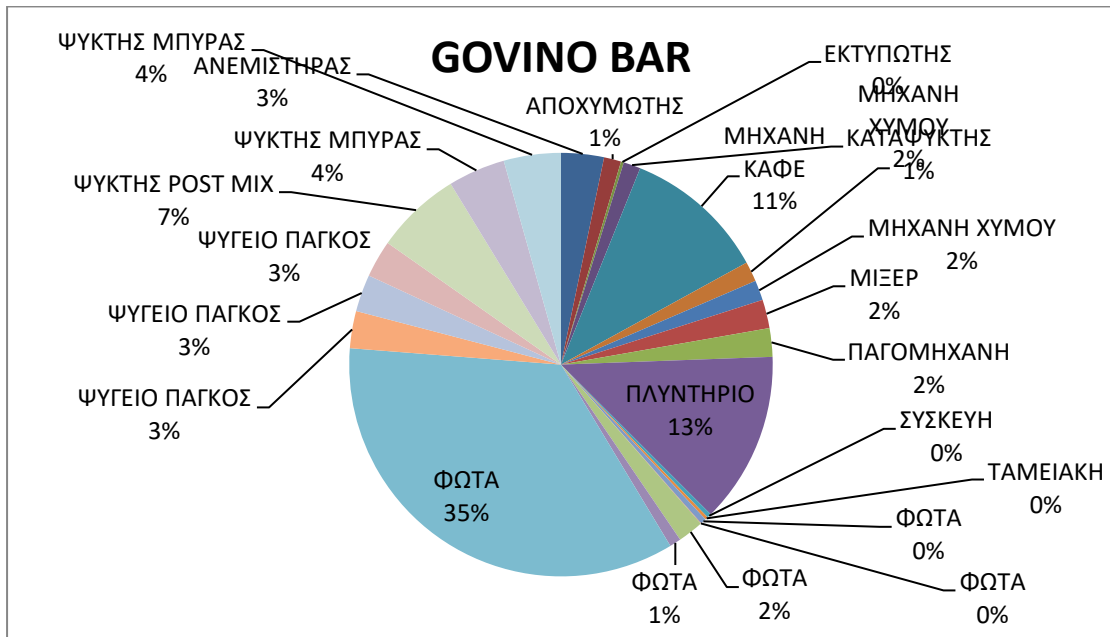
19.94 KWH / PERSON in 2017 decrease 5.18%

TARGET:

- 7% ENERGY IN
2019

TARGET:

- 5% WATER IN
2019

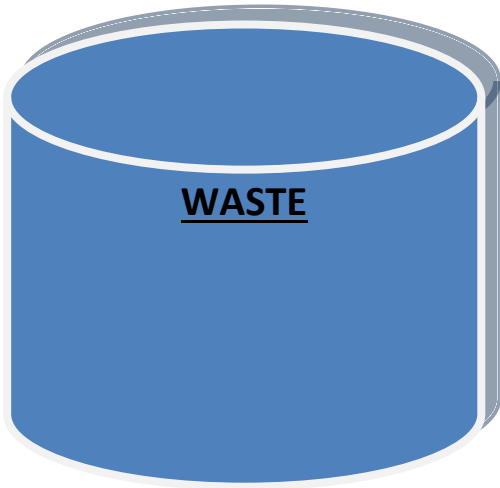
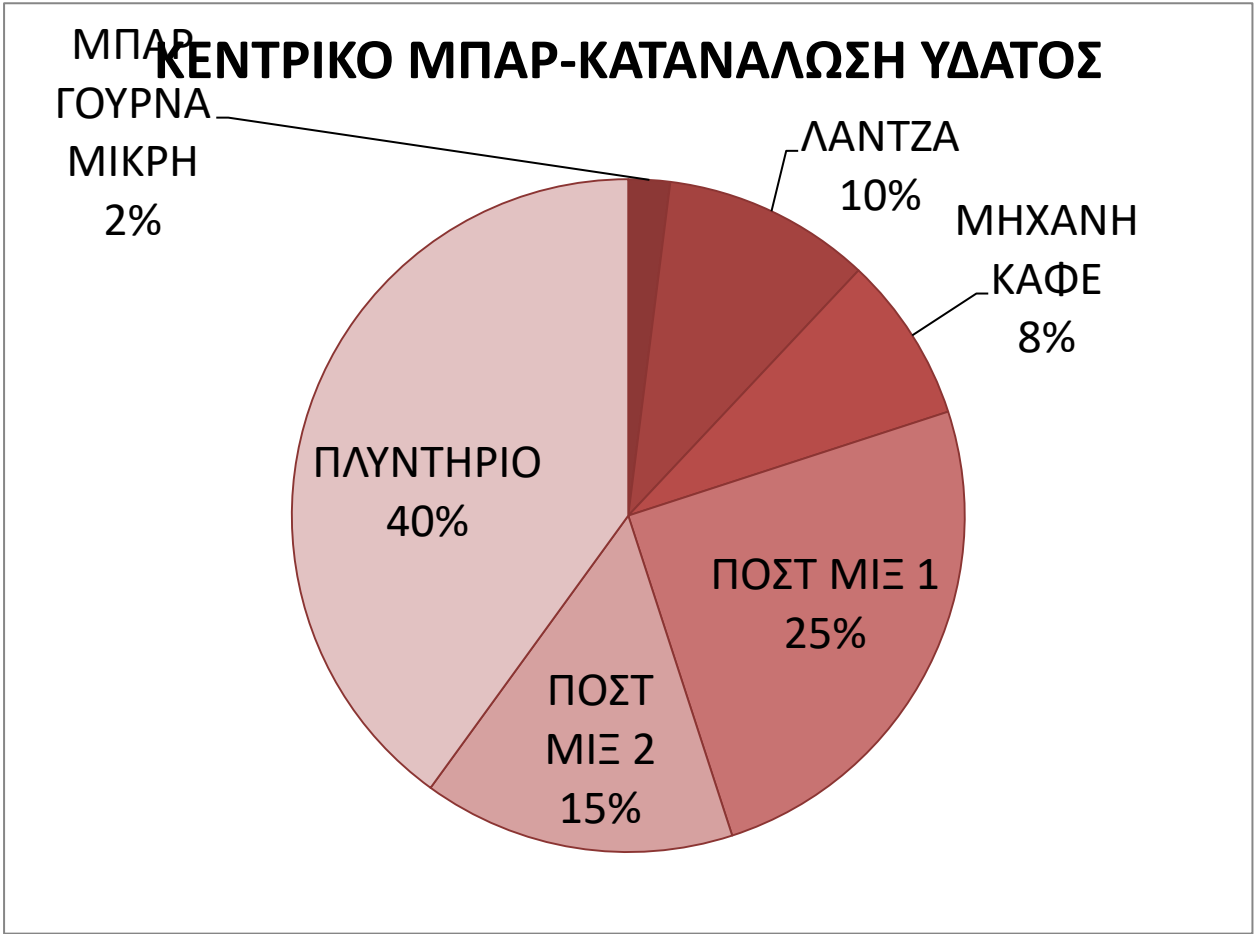


Water consumption:

in 2015 0.40 m³ l per night, - 11.11% from the previous year

in 2016, 0.39 m³ l per night, a decrease -2.5% compared to 2015

In 2017, 0.35 m³ l per night, - 10.26% decrease compared to 2016



We follow a recycling program that our employees and our customers know and apply very well. Paper, glass, plastic, lamps, toner-inks, batteries, oils and aluminum are delivered to authorized intermediaries for recycling. The hotel staff gathers the corresponding items by workspace. Our policy is to buy large packaging to reduce recyclable materials and we also buy from local suppliers to get lower pollutants (in transit) lower fuel consumption due to distances and also to give a further boost the local economy.

We use reusable polycarbonate glasses and polyurethane dishes by the pools. We thus achieve the safety of our customers by breaking and we save plastic (since it is not disposable). At the same time, we do not waste plastic in water bottles, since the water at all its exits is drinkable and consumed only "by the glass". Similarly, beverages and beers are offered in large packages (post mix and barrel, respectively, served by the glass to our customers.) The ice cream cups and disposable spoonfuls are collected by a specially trained pool / beach employee or by the customers themselves who use the special recycling bins that we have placed at different points in the hotel and they are removed at central assembly points daily

BUYING AND SELLING GOODS AND SERVICES

- We take advantage of local suppliers where this is professionally profitable.
- We buy electrical equipment that is environmentally friendly and with maximum energy efficiency
- In the field of food, we produce a little quantity of our own olive-oil consumed in the salads of the buffet, a part of the aromatic herbs and lemons from our gardens
- We share in portions the offered food for less waste
- We do not use more than 10% fat in meat
- Well known Products and "dishes" which are traditionally Greek (pita-gyros) and genuine Greek breakfast but also with specialized local products
- Gluten free products and whole-meal bread or derivatives, vegetarian dishes available daily
- We focus on flavors and customer satisfaction with themed nights. We have an Asian Restaurant. (MURA)
- We train our staff to follow hygiene and safety habits at all departments, the current legislation on safety and protection of our lives and the health of the environment, aiming at the comfort of our clients
- We comply to current legislation on the purchase, storage, use and disposal of chemicals

HEALTH AND SAFETY

We provide our staff with all the necessary equipment for safe work, written way to use them for their own safety and for the safety of job. Thus, we provide special seminars on the use of machinery and materials (chemicals) and fire tests. The machines (elevator, boilers and pumps) are controlled by our staff as well as external partners and we receive a certificate of good operation according to the national legislation

The staff Training also takes place for our special emergency plans such as fire, earthquake etc. Written plans are in staff restaurant and head of departments with their names mentions, who is doing what in the very moment. The plans analyze the risk and treatment where appropriate

Incidents of accidents involving customers or staff are recorded in details , and are the cause either for us to immediately correct that it did not go well or to check the frequency, reasons and the very point of the accident so that it will not get repeated

WE FULLY COMPLY TO THE

- ENVIROMENTAL LEGISLATION
- LABOR AND HUMAN RIGHJTS LEGISLATION
- HELATH AND SAFETY LEGISLATION
 - FINANCIAL LEGISLATION
 - PERMITS AND LICENCES

Regulations:

EUROPEAN REGULATIONS ABOUT ENVIRONMENT

All the laws and amendments about European environmental regulations are available on this webpage:

<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32004L003>

INTERNATIONAL REGULATIONS ABOUTHE HUMAN RIGHTS

All the laws and amendments about International Human Rights regulations are available on this webpage:

http://www.mlsi.gov.cy/mlsi/dlr/dlr.nsf/page23_en/page23_en?OpenDocument

EUROPEAN REGULATIONS ABOUT THE HUMAN RIGHTS

All the laws and amendments about European Human Rights regulations are available on this webpage:

http://europa.eu/legislation_summaries/employment_and_social_policy/employment_rights_and_work_organisation/index_en.htm

EUROPEAN REGULATIONS ABOUT HEALTH & SAFETY

All the laws and amendments about European Health & Safety regulations are available on this webpage:

https://osha.europa.eu/en/legislation/index_html