



Eva Palace

GRECOTEL HOTELS & RESORTS

**Greotel Eva Palace
Sustainability Report
2015**





Welcome

The Grecotel Eva Palace nestles at the foot of the Kommemo Peninsula just 10 kilometres from Corfu Town. Kommemo is a peninsula with exclusive villas, situated between the villages of Dassia and Gouvia. Both offer a wide choice of shops, cafes and restaurants.

The hotel is situated in a private bay with a sandy/ pebble beach. The hotel features 167 rooms in the main building and 58 bungalows and seawater pool (1700m²)

Greotel Eva Palace

Quality Awards 2015



A short presentation of the awards

TRAVELIFE – GOLD AWARD 2014-2016, TUI Umwelt Champion 2015, HACCP 2015, GREEK BREAKFAST AWARD, TUI Top Quality Award 2015
TRIPADVISOR (Hall of Excellence Award 2015), BOOKING.COM, HOLIDAY CHECK AWARD

Greotel Eva Palace

The Main Areas covered in a Sustainability Report



**Hotel
Procedures**

**Community
& Labor**

Environment

A photograph of a hotel lobby with a central text overlay. The lobby features ornate, glowing floor lamps, a central chandelier, and a seating area with armchairs and tables. Large windows in the background offer a view of greenery. The text is centered in a yellow circle.

Hotel Procedures

Sustainable Policies

Hotel Procedures

Environmental Policy

GrecoTel Eva Palace, recognizes the importance the protection of the environment plays in the sustainable development of tourism. Therefore, GrecoTel Eva Palace implements Environmental Management System procedures in order to control and mitigate its environmental impact.

By developing Environmental Management procedures, the hotel defines all the environmental aspects of its operations and has established policies and programmes that aim to continuously improve its environmental performance and results.

For this reason the Management is committed:

- To comply with the law, rules and regulations related to the hotel activities and have an impact on the environment.
- To evaluate the environmental implications of the hotel activities with the goal to minimize or eliminate any harmful effects.
- To take any action needed in order to prevent any form of pollution that will affect the local natural residential environment and the quality of tourism services provided.
- To aim for continuous improvement through setting new goals and continual research for improved environmental practices.
- To work closely with local government, authorities and local community in order to integrate local perspectives into environmental protection decision making

The hotel aims through the environmental goals setting, the programs implemented, the procedures performance evaluation and through revising measures, aims and objectives:

- To protect the coastal ecosystem and the quality of water
- To apply processes and measures for energy and water saving, for waste water collection and discharge and solid waste reduction
- To maintain the good quality of atmospheric air
- To work with local government and producers with an aim to protect the natural beauty of the local area and support local economy
- To increase environmental awareness of staff, guests, hotel associates and local community through seminars, special events and environmental presentations
- To train and increase awareness of the staff in order to achieve active involvement in the environmental management procedures implemented
- To inform guests about the environmental actions and initiatives of the hotel and encourage active involvement
- To invite local producers, NGOs, women's local cooperatives to give presentations in an effort to increase guests awareness, promote and recognise local tradition and establish a close collaboration with the local community

Hotel Procedures

Social Policy

We are committed to:

- Continuous improvement in our Corporate and Social
- Responsibility (CSR) strategy;
- Encouraging our business partners to reach company's standards;
- Implementing in accordance with CSR strategy;
- Meeting all relevant legislation.

Our policy is to conduct our business in a manner which ensures:

- fair treatment of all employees and clients
- transparency of our business policies and practices
- high standards in all matters relating to health and safety in the working environment
- ethical business practices throughout our operations

HUMAN RIGHTS

- We support and respect the protection of internationally proclaimed human rights;
- Vendors are actively encouraged to observe international human rights norms within their work.

CHILD PROTECTION POLICY

Grecotel is committed to

- promote Human Rights, and in particular children's rights by training staff and providing information to clients;
- reject, eradicate and condemn any form of exploitation of human beings, especially of a sexual nature, particularly when this affects minors.

The Company does not utilize or promote forced or child labor of any kind. We adhere strictly to country laws governing labor standards.

IMPACT ON SOCIETY

- We effectively support the needs of the local community and implement initiatives accordingly;
- Our impact on the local and wider community is understood and nurtured;
- Dialogue with local communities is encouraged for mutual benefit.

EQUAL OPPORTUNITIES EMPLOYER

Grecotel is committed to providing equal opportunities to all employees and job applicants. It aims to ensure that no job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or national origin.

Furthermore, there is no discrimination relating to employees and job applicants with special needs such as disability or part time or fixed term status unless this can be justified. Grecotel will also take all reasonably practical steps to ensure the smooth integration of disabled employees in the work team.

All employees are responsible for complying with this policy and for ensuring that the standards of behavior required by the company are observed by: Treating others on their merits and disassociating themselves from any form of direct or indirect discrimination, victimization or harassment. Bringing to the attention of their Department Manager any suspected working practice in breach of this policy. And Working together to promote a harmonious working environment free from discrimination, harassment and bullying.

Grecotel regards direct or indirect discrimination, victimization and harassment as a serious matter. Employees who fail to comply with this policy will be subject to the Company's disciplinary procedure. All breaches of this policy will be regarded as serious disciplinary matters and will, if there has been victimization, intentional discrimination or deliberate harassment be regarded as potential gross misconduct leading to summary dismissal.

Grecotel recognizes that misunderstandings can arise where people of a different sex, interests and cultures work together. Any employee who believes that he or she is being treated in a way that is contrary to this policy should raise the issue with their Department Manager. If an employee feels that it is inappropriate to approach their Department Manager he or she may contact the Human Resources Department.

The Human Resources Department, carries out a periodic review of Grecotel's equal opportunity policy and monitors the effects and the application of this policy across the company.

EMPLOYEE BENEFITS

The main concern of Grecotel all these decades is the uninterrupted support of the Company for the professional and personal development of all employees, but also to make them contributors to the overall vision of Grecotel. Indicative benefits of Grecotel for its staff are the blood bank, continuous performance management through training and development programs, trips abroad, residence for staff, bonus program, special rates when staying in company's hotels and providing loans.

Hotel Procedures

Sustainable Policy

1. Every purchase must cover a real need of the hotel whilst taking into account the hotel category.
 2. In any negotiation with the supplying company, we will inform them about our company's environmentally-friendly policy and we will ask the supplier to inform us about the various environmentally-friendly products on offer. In addition, we will inform the suppliers about the environmentally-friendly specifications that are of interest to us and we will inquire whether the company in question has a similar policy. These specifications are determined by Greccotel's Environmental Department in cooperation with the Purchasing Department on the basis of specific European Union and international regulations, as well as scientific information on the respective subjects.
In order for the purchase of any product to be realized, three conditions should apply
 - ✓ the above mentioned specifications should be complied with as far as possible;
 - ✓ there should be no alternatives available;
 - ✓ the price should be identical or slightly above the price of the respective "conventional" product.
 3. Priority will be given to products from the local markets (on a regional, area and state level) provided that they meet the requirements and basic needs of the company. As far as the final decision on any purchase is concerned, the important factor of product transportation should always be considered, from the point of view of both air pollution and fuel consumption (non-renewable sources of energy) during transportation.
 4. Priority should be given to recyclable and returnable products as well as those from recycled materials (mostly paper, aluminium, glass, plastic) without excessive multiple packaging (the more complex a product is, the more materials are used in its production and the more waste is disposed of into the environment).
 5. In general, preference is given, wherever possible, to the purchase of products in bulk and re-useable or returnable packages. This practice reduces both the cost and the useless packaging that ends up as waste.
 6. The purchase of items such as disposable cocktail decorations, breakfast portions, glasses, etc. is to be avoided and, wherever their use is necessary, biodegradable products are preferred.
 7. Among the artificial and chemical products of everyday use, preference is given to those with the least damaging effects on the environment and human health.
 8. The purchase of fresh fruit and vegetables and the promotion, wherever possible, of Greek, local, traditional products and organic cultivation products should be applied.
 9. Regarding the purchase of equipment, priority is given to the products that consume less water, energy and fuel and do not contain CFC's.
 10. The use of materials containing substances dangerous to public health and the environment (such as organic solvents, asbestos, lead, polyurethane, etc.) should be avoided in the construction of buildings, manufacturing of furniture, insulation & decoration during renovations.
- ATTENTION: Objects and materials from tropical forests and animals protected by the CITIES international treaty (e.g. turtles, crocodiles, elephants, etc.) are to be avoided.

Hotel Procedures

Quality Assurance Procedures

•Daily Report

This is daily report constructed by the Guest Relations Manager consisting of all complaints / requests made by guests during the day, all guests details, corrective actions and whether the problems have been resolved or are still pending for further actions

• Guests' Questionnaires

These are given to all guests 2 days prior to their departure in order to be filled in. Then dropped at the special box in reception and collected every 2 weeks and sent to Head Offices in order to be analyzed and processed. The results are being uploaded onto the company's intranet and become available to us. Also the written comments are being collected for further analysis and corrective actions



• Final Questionnaires' Analysis

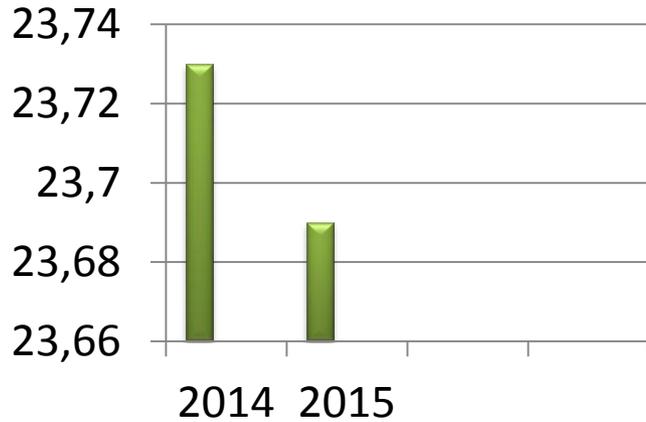
This is happening locally (in the hotel) and centrally at the companies Head Quarters. Problems repeating themselves are being identified and collected in order to be eliminated. These reports are created on a fortnight basis in the hotel and on a monthly basis in the Head Offices



Environment

Environment

Management of Electrical Energy Consumption



Consumption

We consumed in 2015 23,69 KWh/Operating Day (65.504 Operating days) while in 2014 we consumed 23,73 KWh/Operating Day

Target

Our target for 2016 is to reduce electrical energy consumption by 2%

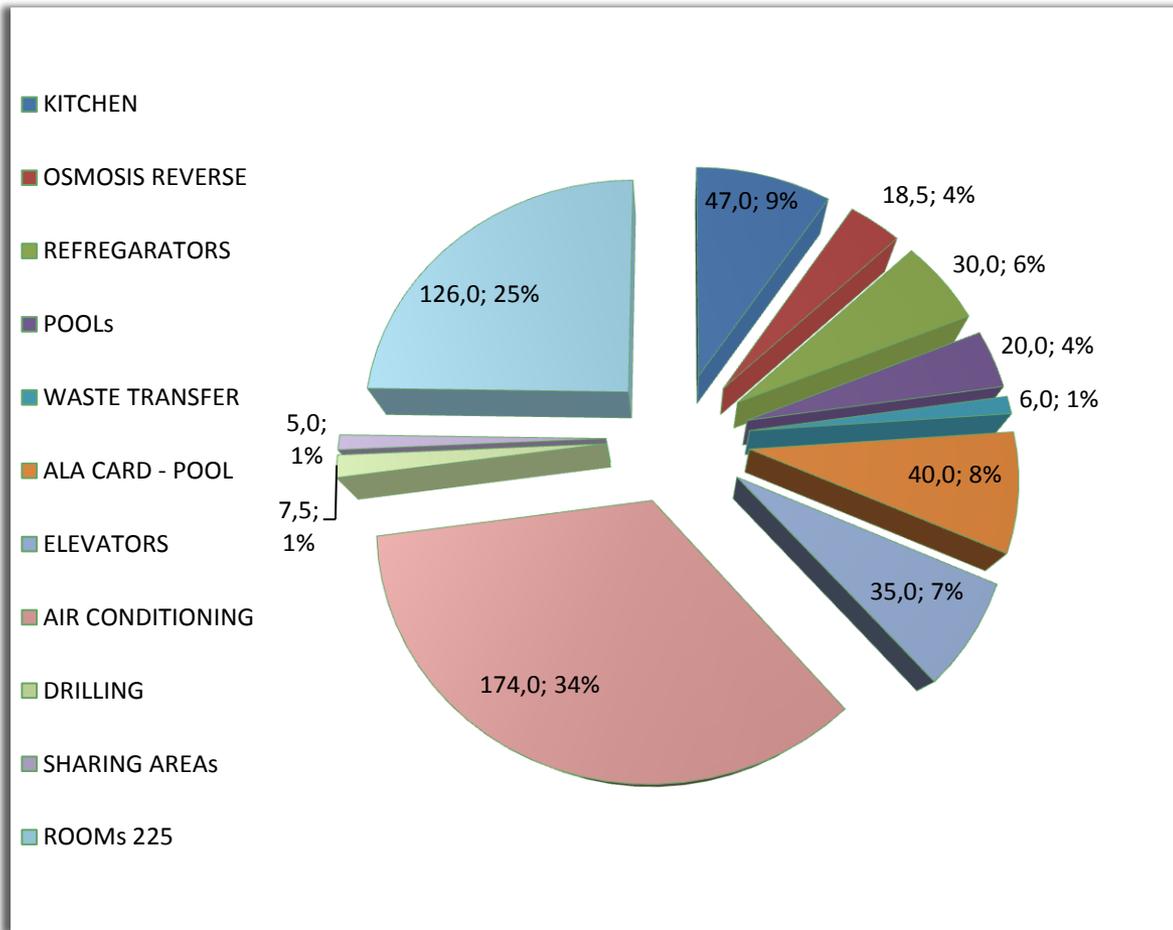
Actions

- Staff Training
- Apply of a lighting plan that decreased the energy consumption.
- Replacement of more light bulbs



Environment

Electrical Energy Consumption (kWh) per area



In 2015

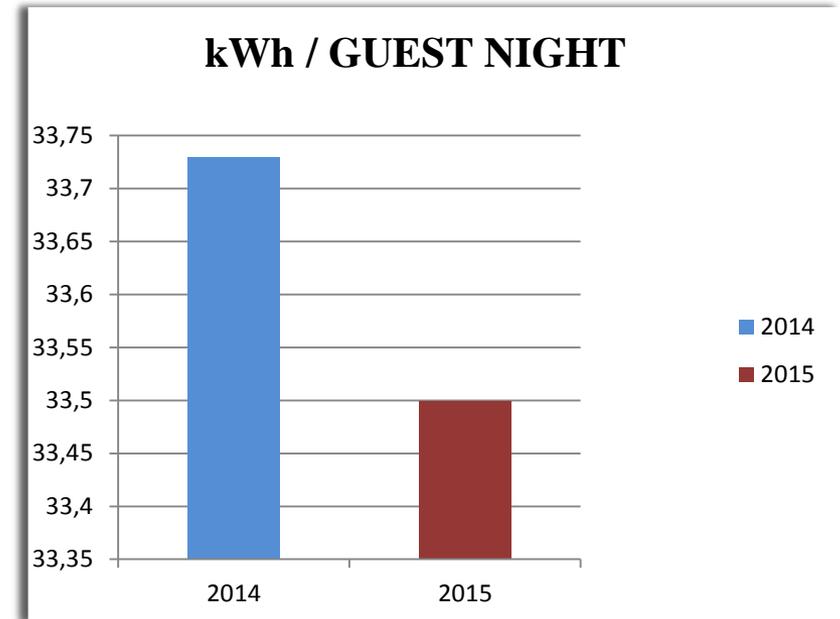
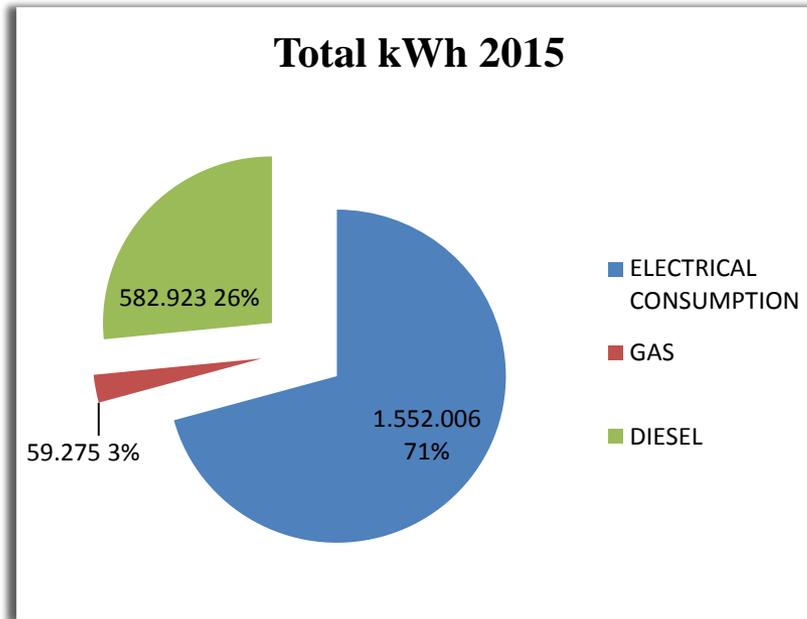
The 34% part of our electrical Energy consumption was for air –conditioning and the 25% was consumed in the rooms

Target

Our target for 2016 is to reduce our electrical energy consumption in total

Environment

Total Energy Consumption in kWh



In 2015

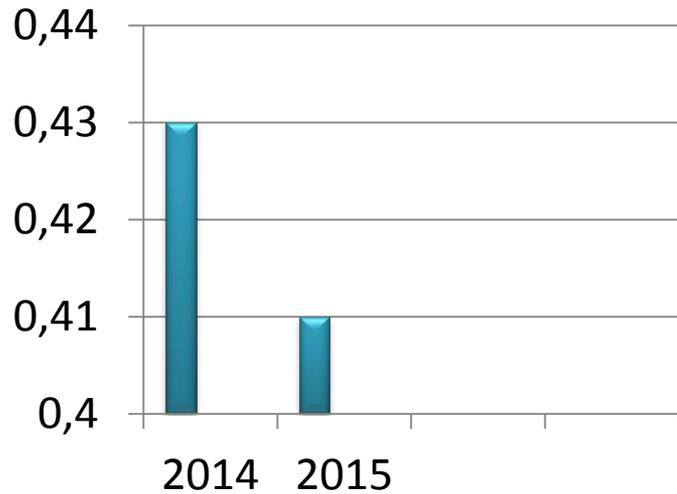
The 71% of the total energy consumption in kWh was wasted for electrical consumption

Comparison

We managed to reduce our energy consumption in kWh between 2014 and 2015. In 2014 we used 33,73 kWh when in 2015 we used 33,5.

Environment

Management of Water Consumption



Consumption

We consumed in 2015 0,41 m³ /Operating Day (65.504 Operating days) while in 2014 we consumed 0,43. In 2015 we managed to decrease our water consumption by 0,02%

Target

Our target for 2016 is to reduce water consumption by 1%

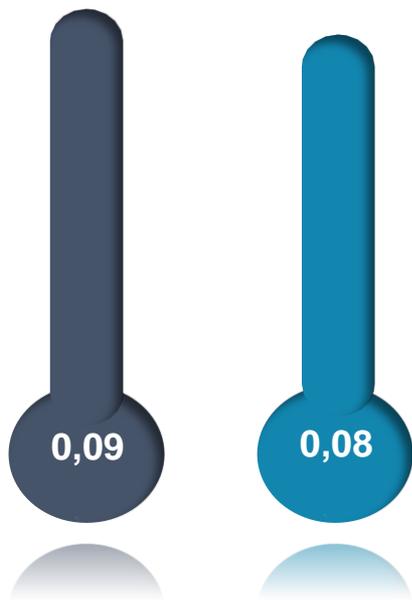
Actions

- Staff Training in order to understand the importance of the water saving
- Apply of water flow reducers in all the guestrooms, to decrease the water consumption.



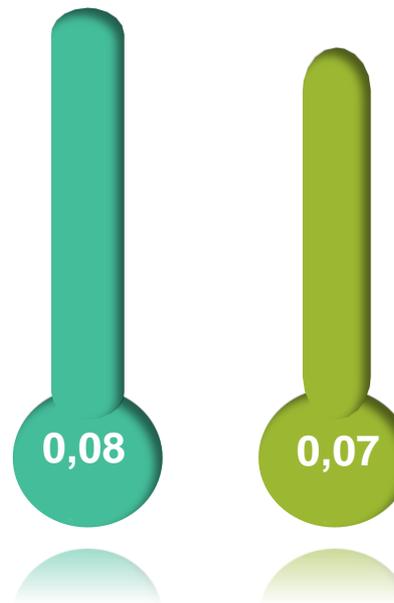
Environment

Management of Chemical Use



Water Chemicals Use

Chemicals use for water was reduced by 15,26% in 2015. We aim at a further reduction in 2016



Cleaning Chemicals Use

Chemicals use for cleaning was reduced by 19,97% in 2015. We aim at a further reduction in 2016

Environment

Waste Management

Plastic

We managed to recycle 3,9 tons of plastic, while in 2014 we recycled 2,12 tons

Paper

We managed to recycle 12,25 tons of paper while in 2014 we recycled 7,35 tons

Glass

We managed to recycle 14,8 tons of glass while in 2014 we recycled 6,15 tons

Target

Our target for 2016 is to increase our recycling percent 4%

Aluminum

We managed to recycle 832 kilos of aluminum while in 2014 we recycled 680 kilos.

Electrical Equipment

We recycled two recycling boxes of electrical equipment, while in 2014 we recycled one recycling box.



Environment

Nature Discovery Program



Garden Tours
See , Touch , Feel



ECO Collage
Create



Grow Your Plant
ECO Activities



Greek Cooking
Fresh Lemon Juice

Our Nature Discovery Program is teaching children and their parents, how to protect plants with the help of nature. In our Grecoland (Kids Club) each child is planting its own plant and following its grow during the stay. We try to teach how the nature

Environment

At a glance

Our Achievements & Targets

2014
Beginning

2015
Achievement

2016
Target

Electrical
Energy

23,73 KWh/Operating Day

23,69 KWh/Operating Day

Reduction 2%

Water

0,43 m3 /Operating Day

0,41 m3 /Operating
Day

Reduction 1%

Waste

Plastic **2,12 tons**
Paper **7,35 tons**
Glass **6,15 tons**
Aluminum **680 kilos**
Electrical Equipment **1 recycling
box**

Plastic **3,9 tons**
Paper **12,25 tons**
Glass **14,8 tons**
Aluminum **830 kilos**
Electrical Equipment **2 recycling
boxes**

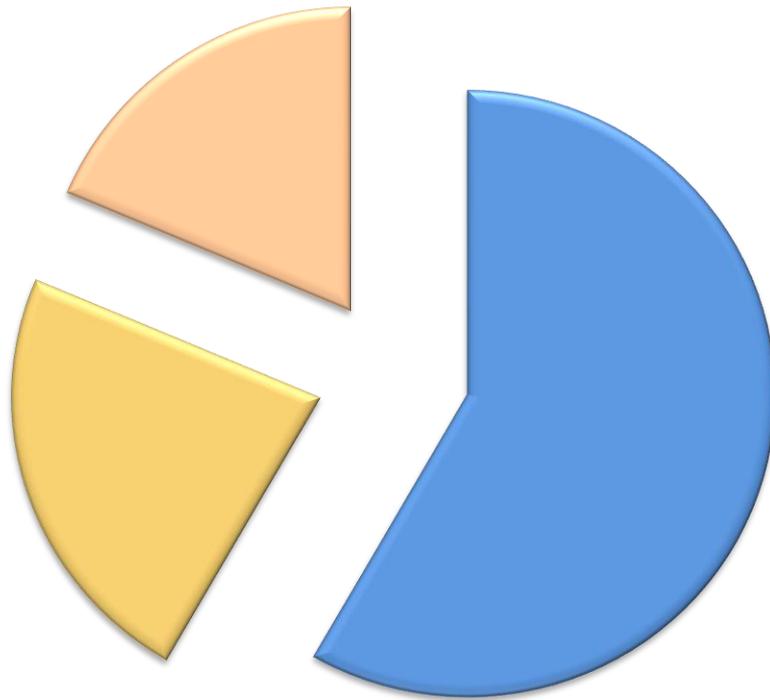
Increase the recycling percent 4%



Community & Labor

Community & Labor

Staff Facts Nationality



Greek Staff 75,8%

In 2015 75,8% of our staff was Greek. The new target for 2016 is 76,5%

Local Greek Staff 39,5%

In 2015 39,5% of our Greek staff was local. The new target for 2016 is 42%

- Greek
- Greeks Local
- Foreigner

Target 2016

As target for 2016 season we will continue increase our Greek and local staff, in order to support the local community

Community & Labor

Staff Facts Gender



Men Employees

In 2015 53% of our employees were men, while in 2014 were 49%. The new target for 2016 is to increase this percent into 51%

Women Employees

In 2015 47% of our employees were women, while in 2014 were 51%. The new target for 2016 is to increase this percent into 49%

Head of Departments

In 2014 and 2015 the 40% of our H.O.D. were women and the 60% were men

Target 2016

Our aim is to avoid any type of discrimination between men and women and eventually to manage and equalize the percentages of the two sexes

Community & Labor

Local Suppliers



■ Greek

■ Local

Local Suppliers

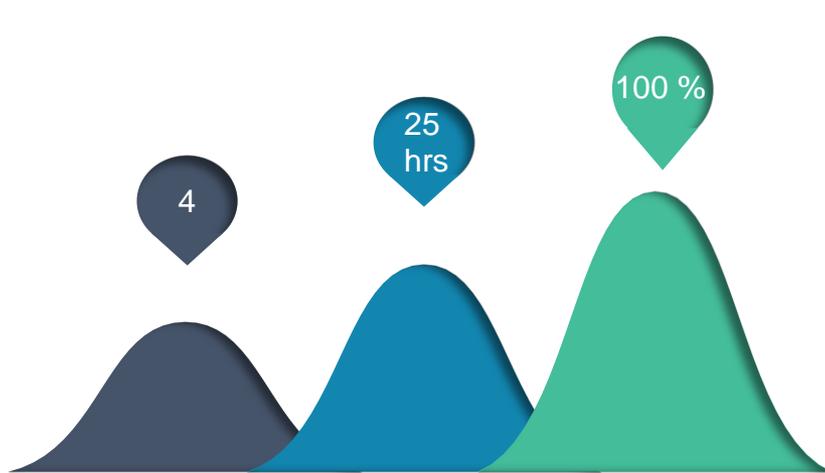
In 2015 we had 24 Greek suppliers, while in 2014 we had 25. The percent of the local suppliers in 2015 was 25%, while in 2014 was 24%.

Target 2016

Our first aim is to support the local suppliers. Regarding this fact, our target for 2016 is to increase the number of the Greek suppliers into 25 and the percent of the local into 28%.

Community & Labor

Local Suppliers



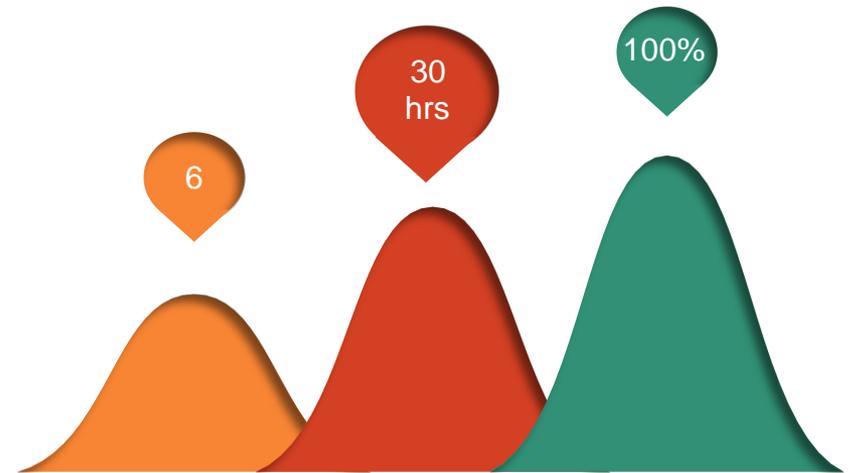
**Training
Sessions**

**Training
Hours**

**Staff
Trained**

2014

In 2014 we applied a training program with 4 training sessions and 25 training hours



**Training
Sessions**

**Training
Hours**

**Staff
Trained**

2015

In 2015 we applied a wider training program, including Energy management and the fire safety. We increased the training sessions and the training hours by 66,8%. In 2016 we aim to increase further the training program including more sessions.

Community & Labor

Local Community Support



Corfu General Hospital

There is a blood bank from Grecotel Company



Local Church

Daily meal donations to the local church. In 2015 we donated 3950 meals and in 2016 till September we donated 4500



Φιλαρμονική
Εταιρία
Άνω Κορακιάνας
Σπύρος Σαμάρας

Local Organizations Donations

Other donations are made to local organizations, such as Organization "Smile of the Child", Local Philharmonic Band

Community & Labor

At a glance

Our Achievements & Targets

2014

Beginning

2015

Achievement

2016

Target

Staff

81,9% Greek Staff
81,9% of the Greek Staff are local
18,1% Foreigners
49% Men
51% Women
4 Training Sessions / **25** Hours

75,8% Greek Staff
39,5% of the Greek Staff are local
24,2% Foreigners
53% Men
47% Women
6 Training sessions / **30** Hours

76,5% Greek Staff
42% of the Greek Staff are local
22% Foreigners
51% Men
49% Women
More Training Sessions / Hours

Suppliers

25 Greek Suppliers
24% Local Suppliers

24 Greek Suppliers
25% Local Supplies

25 Greek Suppliers
28% Local Suppliers

Community

- Blood Donation
- Church Donation
- Support of 2 Local Organizations

- Expand the donation program
- Support more local organizations



**Thank you
for reading our Sustainability
Report 2015**