

PRIMASOL LOUIS IONIAN SUN



TRAVELIFE SUSTAINABILITY REPORT 2018



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The PrimaSol Louis Ionian Sun Hotel is very proud with its sustainability progress and activities. Over the last few years, the hotel has managed to maintain and improve in various areas thanks to its employees' efforts and priceless loyalty towards the environment, the respect towards human rights, promotion and support to the local community and local charities etc. This report is prepared in order to keep informed and updated the hotel's senior management team as well as the hotel's rest employees.

ELECTRICITY / GAS / FUEL

We have taken various actions so as to reduce the consumption of electricity. These actions are:

- Our maintenance department will ensure the use of low energy light bulbs & LED lights. High cost and high energy light bulbs used in the past are now replaced with low energy & LED products.
- In the past, lights in guests' toilets would stay on continuously. The hotel has now placed 'movement sensors' so as to automatically switch off lights when no guests are using the said areas.
- Outdoor areas lights are now controlled with an automatic timer system and photosensors.
- Electricity activation through magnetic keys is placed in all rooms.
- Air curtains are placed in all walk-in cold rooms (fridges & freezers).
- New two aircondition units for the rooms and public areas were installed in 2017 with energy recovery efficiency that can be used for water heating, which in year 2017 the diesel consumption was reduced by 21,85% compare to the year 2016
- New TV's, LED type, 170 pieces, were installed in winter 2018 in all rooms replacing the old ones.
- Preventive maintenance of all machinery as per the hotel's 'annual maintenance program' in order to reduce energy loss through faulty equipment.
- Staff training to report any faulty equipment.
- Information to staff on how to reduce the consumption of gas and diesel and electricity, through careful procedures whilst using equipment i.e. kitchen ovens etc.
- Daily recordings of gas & diesel consumptions and ways to identify wastages, out-of-the-ordinary consumptions and more.

CONCLUSION/TARGETS



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The above actions have managed to bring satisfactory results. Comparing 2017 against to the year 2016 we have successfully reduced the 'kilowatt hours' per guest (combination of fuel, gas & electricity consumptions together) by 7% to 17,06kWh per guest compared to 18,34kWh per guest in 2016. [final figures]. In detail:

Electricity Consumption (Kwh per guest) in 2015 : 13,07

Target for 2016 : 12,68

Actual in 2016 : 12,34 (↓ 2,7%)

Target for 2017 : 11.97

Actual 2017 : 12,07 (↓0,01%)

Target 2018 : 11,71

Gas consumption (liters per guest) in 2015 : 0.213

Target for 2016 : 0.207

Actual in 2016 : 0.199 (↓ 3.8%)

Target for 2017 : 0.193

Actual 2017 : 0.209(↑8,3%)

Target 2018 : 0.203

Diesel consumption (liters per guest) in 2015 : 0.379

Target for 2016 : 0.368

Actual in 2016 : 0.389 (↑ 5.7%)

Target for 2017 : 0.377

Actual 2017 : 0.304(↓ 19.36%)

Target 2018 : 0.295



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WATER

The Primasol Louis Ionian Sun Hotel tries to control the consumption of water, with various ways.

These are:

- Lower water flow at all water outlets.
- Toilets are equipped with low flush buttons.
- Hot water constantly circulates in the hotel.
- Beach towels and bedroom linen are changed every 3 days.
- Guests are encouraged to reuse their bath towels and save water.
- Daily/Weekly/Monthly recordings of consumption of water.
- Modest watering of gardens.

CONCLUSION/TARGETS

Staff and guests are now aware of our Water Saving Actions and they are certainly more concerned and sensitive about water wastage/consumption; all parties would try their best to minimize the same

Water consumption (liters per guest) in 2015 : 287 lt

Water consumption (liters per guest) in 2016 : 294 lt (↑ 2.4% compare to 2015)

Water consumption (liters per guest) in 2017 : 280 lt (↓ 3.4% compare to 2016)



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WASTE

Waste minimization is a process of elimination that involves reducing the amount of waste produced in our hotel and helps eliminate the generation of harmful and persistent wastes, supporting the efforts to promote a more sustainable society. We, here at the Primasol Louis Ionian Sun Hotel take various actions so as to minimize waste by:

- We recycle glass, paper, cardboard, plastic, metal, batteries, used cooked oil (UCO), lamps and electric devices.
- We use reusable polycarbonate cups instead of disposable plastic cups.
- We purchase in bulk when possible.
- We own recycling bins positioned in most of the public areas in order to promote recycling culture.
- Instructions are given to all staff to print only when necessary, on double sided paper and in black & white whenever possible.
- We re-use destroyed linen as cleaning rags and food items not consumed in buffet are taken to the staff cafeteria for consumption.
- We also avoid using extra plastic decorative materials for drinks etc.

CONCLUSION/TARGETS

Staff continues to adhere to management's instructions for maximum recycling. Amongst other, in 2016 the team achieved the following: - We have disposed 178.521Kg of solid waste, paper, pet, hdpe pp/pe pp/ps using garbage compactor. - We have recycled 16.650Kg of glass. - We have also collected 1.000tr of used cooking oil and have given it to a local supplier/organization for treatment and reusing.

CHEMICALS

The hotel has adopted the policy in purchasing environmental friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use. We also keep records of all chemicals' details incl. consumption, storage quantities, hazardous & nonhazardous information of each chemical etc. Staff is now trained to take all precautions when dealing chemicals using the required protective measures and knowing their correct use.

CONCLUSION/TARGETS

Our target was to have zero incidents of spillages as well as accidents involving employees (and guests) and chemicals. No incidents were recorded during the last couple of years



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PURCHASING

Whilst ensuring a wide range of high quality products, the Primasol Louis Ionian Sun hotel efforts is to purchase and promote from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad. Additionally, prior to every purchase of electrical equipment, we consider buying equipment that are energy efficient. We have also asked purchasing department to consider [when dealing with suppliers for forthcoming annual purchasing agreements] to supply us in bulk so as to reduce carton paper. We have also been in touch [in writing] with our local suppliers and have informed them of our Sustainability Policy and have asked them to keep in mind and consider the said policy by assisting us from their side adopting similar methods.

CONCLUSION/TARGETS

We believe that the above mentioned actions have helped our scope and subsequently improved the awareness of sustainability with matters related to purchasing.

COMMUNITY

Communities are the heart of nations. When families thrive, communities thrive. The Primasol Louis Ionian Sun Hotel is committed to working with local businesses, agencies, churches, charities and organizations who believe in building strong communities. We therefore:

- Recruit local people and/or people living locally so as to help money circulate within the community and discourage locals to seek for jobs abroad.
- When possible we participate in fundraisings, organize our own charity events or/and donate food or equipment we no longer use.
- We promote to our guests the 'Greek Breakfast', a national initiative promoting local breakfast items to foreign visitors in hotels. We also promote various other traditional culinary choices at both lunch & dinner meals. Our all inclusive drinks package involves mostly locally produced alcoholic and non- alcoholic drinks.
- Also, local events and businesses are permitted to promote their services and products for free (flyers, brochures).
- We keep our beach plastic free - placing ashtrays at the beach area is great way to protect the environment and sea life but also improve the appearance of the beachfront to be enjoyed by locals & foreign visitors;
- Our staff are promoting local restaurants and bars and other nearby attractions and businesses so 'all inclusive' guests will know what the local area has to offer.

CONCLUSION/TARGETS

The hotel's relationship with the local community has improved a lot with positive cooperation with all sorts of local associations and businesses. The hotel aims and will continue to aim to assist and support the local community with every possible way.



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HUMAN RESOURCES

Our hotel adheres to the rules and regulations of Greece's employment law. We do not discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information. Because of this:

- We recruit regardless of gender, age, race, nationality, religion, or/and disability.
- We recruit people of the minimum age required by law.
- Our new employees have an induction week so as to learn and understand the hotel's general policies, health & safety precautions; during this week they would also receive on-the-job training so as to be more prepared to deal with their job's requirements. The new employees will also receive the company's Codes of Conduct booklet in order to know the "do's" and "don'ts", job requirements, adhering to rules & regulations etc.
- When there is a job opening ,we try to promote from within – 90% of our Management team have been promoted internally from both the Primasol Louis Ionian Sun Beach and the Louis Hotel Group.
- We also aim to re-employ our staff every year – 85% are repeat employees (2015 figure); in 2016 & 2017 this percentage increased to 90%.
- All employees are entitled to benefits i.e. social insurance, annual leave, 13th salary ,Easter allowance, sick leave, 75% extra allowance on salary when they work on Sundays and/or Public Holidays, uniforms, meals on duty, join the Hotel Unions etc.

CONCLUSION/TARGETS

During 2016 and 2017, there have been no cases of complaints related to employment and human rights neither any difference with employees regarding mistreatment or unfair dismissals. Targets for zero cases with human resource related issues have been successfully achieved.



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HEALTH & SAFETY

We try to adhere to all Health and Safety at Work regulations as we wish to ensure the safety and welfare of all of our employees. We provide to all employees the necessary tools so as to work in a safe environment; these may include, related information leaflets and guidelines, various safety equipment to work with as well as 'safety data sheets' of chemicals etc. Several other publications such as the 'Evacuation & Emergency Plan', 'Louis Hotels manuals', the 'Codes of Conducts hand-book' etc. are also given to staff and are available to read and use. Furthermore, we apply rules on personal appearance and hygiene, we provide staff with the best possible food options as well as changing rooms & shower rooms. With regards to accidents and illnesses [involving both guests and employees], we record all kind of accidents/illnesses no matter how important - or not - they are, and we take immediate corrective actions so as to prevent them from happening again. An analysis of all accidents and illnesses is done once a year in order to study their nature, frequency, cause, location etc. preventive actions are taken when necessary and if possible.

CONCLUSION/TARGETS

Our targets on Health & Safety are ongoing and remain the same; we want to provide the safest environment to both guests and staff with zero accidents and zero illnesses occurring around the hotel's premises. When these occur though, we evaluate and investigate each and every incident so as to take all the right corrective actions in order to prevent them from happening again and/or to stop any possible spread of infection.



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GRIEVANCE & DISCIPLINE

All members of staff may discuss any issues and personal complaints with their Department Heads. If they feel that their issue or complaint was not resolved after meeting with their department head, they are free to ask to meet with the Hotel Manager. Staff needs to feel comfortable with their colleagues and supervisors, and furthermore at their workplace, therefore meeting with their head of department and the hotel management is made easy for them. Disciplinary penalties / warnings are given/issued by the Hotel Manager. In case of minor wrong doing, the employees are issued with a verbal warning. Repeating or in case of another minor wrong doing, will lead to the first written warning. Whilst issuing a warning, the employee is explained why he or she is receiving the said warning so as to understand his/her wrong doing in order to avoid repeating it in the future. If this continues, and after issuing a 3rd written warning, employees are dismissed from the hotel. In case of serious wrong doing (i.e. stealing, abusing/bullying colleagues or guests, etc.), the employee will be dismissed on the spot with no warning. At the beginning of their employment, our employees are issued with the 'Codes of Conduct' handbook; all information related to employment conditions, disciplinary rules and regulations, "do's" and "dont's" etc. are mentioned on the said handbook so as employees read and understand the same. A suggestions box is also available so employees can use to drop their suggestions/complaints etc. anonymously or by using their name.

CONCLUSION/TARGETS

We aim to provide our employees with a friendly, comfortable environment so as to make it as easy as possible [for them] to express concerns and issues related to work when needed. Staff is treated fairly and is explained in detail what is expected from them whilst at work incl. grievance and discipline.

CHILDREN PROTECTION

The Primasol Louis Ionian Sun Hotel fully supports the protection of under-aged including child labor, physical and sexual abuse. All employees receive training to distinguish basic children abuse incidents and are also encouraged to report to the hotel's management when they notice one. The management in return will immediately report the incident to the local child protection authorities whether they originate from guests or employees. Our hotel and its employees can not under any circumstance tolerate such incidents.

CONCLUSION/TARGETS

We did not notice neither we have been informed about any such incidents. We aim to continue protecting children by training our staff so as to be able to identify any kind of abuse and subsequently report the same at the local authorities.

