

PRIMASOL LOUIS IONIAN SUN SUSTAINABILITY POLICY



PrimaSol Louis Ionian Sun Hotel Sustainability Policy

Here at the PrimaSol Louis Ionian Sun we are all aware of the big issues that have arisen globally over the last few decades in regards to waste of energy / sources of energy (i.e. electricity, water, food, land etc.). This has had a negative impact to the environment and extended to the increase of socio-economic issues.

Hence, it is our commitment as a hotel and people to ensure that our operation will have a positive impact to the environment and the community where possible. This will be done by setting goals and standards which will facilitate us in reducing waste to reach these goals.

In order to satisfy broader sustainability criteria including the environmental, community and human resource welfare, Travelife Gold award must be achieved if possible in 2016.

To achieve our goals, we have appointed a member of the management, Mr. George Georgiou (General Manager) the responsibility to manage the environmental, human resource and community issues. It is important that this person informs and guides the management team through the resolution of these issues where possible and ensures that procedures apply to all parts of the business and business activities.

Along with the Travelife management system, the PrimaSol Louis Ionian Sun ensures that a quality service through various collection of data – i.e. Tour Operator CSQs, MV Opinion (external guest survey) and Trip Advisor (online guests reviews).

George Georgiou

General Manager
PrimaSol Louis Ionian Sun

PrimaSol Louis Ionian Sun Hotel

Environmental Policy Statement

1. Energy supply & management

Energy consumption must be measured daily, weekly and monthly and must be done for electricity, gas and petrol. Consumption of electricity must be calculated in KWh/guest night and for gas and petrol in liters/guest night. Consumption must be comparable to consumption of previous years.

Operationally the PrimaSol Louis Ionian Sun undertakes the following:

- Ensure that all equipment purchased in the future is rated as energy efficient
- Ensure our staff is trained as appropriate in energy conservation

Whilst ensuring a wide range of high quality products, our hotel purchases the most from the local market suppliers. In addition, orders are placed on standard basis within a week to reduce delivery slots. This will help us reduce CO2 emissions from transportation of products from abroad.

2. Energy saving initiatives

The PrimaSol Louis Ionian Sun Hotel ensures throughout its operation, optimal efficiencies by undertaking the following:

- a. We will use low energy light bulbs or LED lights in public areas, accommodations and back of house areas
 - Energy light bulbs (outdoors, guest rooms)
 - LED (Restaurant, corridors)
- b. Public areas
 - Outdoor lighting is controlled by timers
- c. Accommodation
 - Electricity switches on only with a magnetic key
 - Air-conditioning / Heating works only with the magnetic key
 - Most of the balcony doors are double-glazed to preserve temperature in the room

3. Water management

Water consumption must be measured daily, weekly and monthly. Consumption must be calculated in litres per guest night. Consumption must be comparable to consumption of previous years. The hotel will take actions where necessary to reduce the water consumption.

4. Waste management

Our hotel minimizes its solid waste production and encourages guests and staff to join the recycle program. Specifically, we:

- Recycle glass, paper, cardboard, plastic, metal, batteries, UCO (used cooked oil), lamps and electric devices.
- Replaced disposable plastic cups with reusable polycarbonate cups
- Reduce the use of plastic by replacing the plastic plates with reusable melamine plates
- Serve water by glass rather than in plastic bottles

- Buy in bulk

5. Chemicals

The hotel purchases environment friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use.

6. Purchasing

Whilst ensuring a wide range of high quality products, our hotel purchases and promotes mostly 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 make sure that they are energy efficient.

Our vision

PrimaSol Louis Ionian Sun Hotel will provide a thorough training to its employees in regards to the environmental issues, our targets, and the tools / methods which will coincide to achieve our goal.

Our guests will receive better information on our environmental action.

Energy usage (electricity, water, fuel, gas) will be reduced.

We will make sure that the water flow will be remaining to the requirements of the Travelife Sustainability Programme:

Showers: 10l/min, Basins: 5l/min, Toilets: 6.5l/flush, Urinals: 2l/flush

Identify the processes / procedures that have a negative impact to the environment and try to minimize them.

Community Policy Statement

1. Promotion of responsible tourism in the area

The PrimaSol Louis Ionian Sun Hotel is member of the 'Greek Tourism Organization', 'Greek Hotel Association', and cooperates with "Lavranos" Recycling Company.

2. Purchasing

Whilst ensuring a wide range of high quality products, our hotel purchases and promotes mostly 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 make sure that they are energy efficient.

3. Employment

Our hotel and management are aware of the importance of recruiting local people. We understand that this will help money circulate locally and keep small and medium enterprises alive. Furthermore, this motivates locals to stay within the community and not seek for jobs abroad.

4. Children Protection

Our 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 as well as they are encouraged to report to the hotel's management; the management in return will report such incidents to the local child protection authorities whether they originate from guests or employees, as we can not tolerate the same.

5. Donations / Charity

The management of our hotel is concerned about socio-economical issues and when possible we aid economically or with equipment (i.e. linen, furniture e.t.c)

6. Community integration

The PrimaSol Louis Ionian Sun , promotes the local customs and products through:

- a. Greek breakfast (Since 2014 certified member of Greek Breakfast SETE Association)
- b. Traditional food corner everyday at lunch
- c. Greek themed dinner buffet once a week
- d. Promote local drinks (ouzo) at the restaurant once a week

Restaurants and bars are available to the public at charge.

Human Resources Policy Statement

Our hotel and management is committed to ensure employment in a pleasant and fair treatment work context. We believe that our employees are valuable assets and we have an ethical and legal obligation to take care of them in order to build a mutually beneficial cooperation.

1. Recruitment

The PrimaSol Louis Ionian Sun provides equal employment opportunities to all people regardless of gender, age, race, nationality, disability, and/or religion to join our workforce.

We rely on our permanent full time staff and always try to re-employ all employees every season.

We are against the employment of under aged people with the exemption of local students participating in training schemes, as we fully support Child Protection Policies.

2. Contract

All employees have a written contract which meets at least the minimum national legal requirements and signed by both parties. A copy of this contract is given to all employees.

We do not make or receive payments before the contract dates and we do not keep any of their personal documents. All members of staff receive a salary no less than the legal minimum wage.

In the occasion that a member of staff leaves their employment before the end of their contract, they will receive all benefits and payments according to the law and agreement.

3. Induction & Training

Upon start, all hotel employees go through an induction program (orientation week) and on the job training. This includes the familiarization and knowledge of the company's philosophy, culture and objectives, Health & Safety, technical skills etc.

4. Health & Safety

We provide all our employees with the necessary health & safety tools (i.e. training seminars and equipment). These include the hotel's emergency plan (handbook, annual seminar from head office and fire alarm tests) and training for the proper use of chemicals.

Furthermore, we apply rules on personal appearance and hygiene, provide our staff with fresh food as well as changing rooms / shower rooms

With regards to accidents involving guests or/and employees, we record all of them and take corrective actions, as well as analyzing them in the end of each year in order to study the frequency, cause, place etc. to take preventive actions.

5. Grievances & Discipline

All members of staff may discuss their complaints to their Department Heads and if they are not satisfied they may ask for an appointment with the Hotel Manager.

Disciplinary actions and observations are to be done through the Department Head whenever possible. In case of minor wrong doing the employees are given a verbal warning. Repeating or in case of another minor wrong doing will lead to a written warning. After the 3rd written warning, employees are dismissed from the hotel. In case of serious wrong doing (i.e. stealing, abusing of colleagues or guests etc) the employee will be dismissed immediately without any warnings.

6. Development & Promotion

All employees are encouraged to develop their skills and job knowledge for development and promotion. We proudly promote from within when possible, hence the inclusion of seminars / training sessions and examinations that can build on their employability.

7. Benefits

All employees are entitled to the following benefits:

- a. Social insurance
- b. Health insurance
- c. Annual leave
- d. Join the Hotel Unions
- e. Uniform is provided by the hotel
- f. Meals on duty

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 ABOUT 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 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