



SUSTAINABILITY REPORT

RIVIERA OLYMPIA MEGA RESORT

RIVIERA OLYMPIA GRECOTEL MEGA RESORT



The birthplace of the Olympic Games, the unspoiled, legendary Peloponnese is a welcoming paradise waiting to reveal its secrets to its guests.

Kyllini lies on the west coast of the Peloponnese, in the region of Ilia, just 45 minutes from the airport of Araxos and 100 km from the seaport of Patras.

No other part of Greece combines stupendous mountain scenery and scenic hikes with deserted, pristine beaches and an incredible wealth of ancient sites like the Peloponnese.

Riviera Olympia Resort is a holiday fantasy on a 2 km of golden sand lapped by the crystal-clear waters of the Ionian Sea; one of the longest sandy beaches in the Mediterranean

The **Riviera Olympia Greotel Mega Resort** is part of Travelife, an international sustainable management certification program. Hotels that meet TRAVELIFE criteria are officially recognized with the TRAVELIFE award, In order to recognize their achievements.

The Riviera Olympia Greotel Mega Resort is a member of TRAVELIFE since 2013 and has won the TRAVELIFE GOLD award for achieving its goals.

By applying its goals within the company as well keeping the commercial relationships with its partners, implements environmentally innovative practices aiming at saving energy, rationalizing water use, reducing CO2 emissions, managing waste, managing hazardous materials or substances, improving the quality of the indoor environment, rationalizing resources and addressing the positive impact. Also ensures good working conditions and protects human rights.

It supports local society, economy and traditions.

We aim for the benefits through economic analysis to strengthen

The environmental protection and lead to increase sustainable levels of prosperity.

MAIN ECO POLICY

To be realistic in setting goals, according to local considerations and development, so that environmental measures and actions will not undermine the quality of the existing Greotel product.

- To implement measures of natural resources management (energy, water, raw materials) and waste, with the aim of improving the local environment and to encourage other members of the tourism industry to undertake corresponding initiatives.
- Environmental measures will feature in order of priority: a) the use of local recycled, recyclable and natural, biodegradable materials, b) energy and water saving, c) minimising and re-using waste and d) controlling air / soil / water pollution.
- The conservation and protection of the landscape, wildlife and historical resources near each Greotel will have priority over other regional or general projects.
- Greotel SA aims to collect and co-ordinate information on relevant programmes via its connections and partners, so as to avoid repetition of actions and to achieve the best possible use of available resources.
- To increase level of awareness of environmental issues within its own organisation, to local residents, hotel guests and business partners.
- To include improved environmental considerations in all new building and renovation plans.
- To balance financial benefits from waste management and energy saving against increased initial costs of other improvements.

ENVIRONMENTAL POLICY

As member of the GRECOTEL hotels chain that since 1992 has implemented an environmental policy in all of its hotels, Grecotel Olympia Riviera Resort, recognizes the importance the protection of the environment plays in the sustainable development of tourism. Therefore, Grecotel Olympia Riviera Resort 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

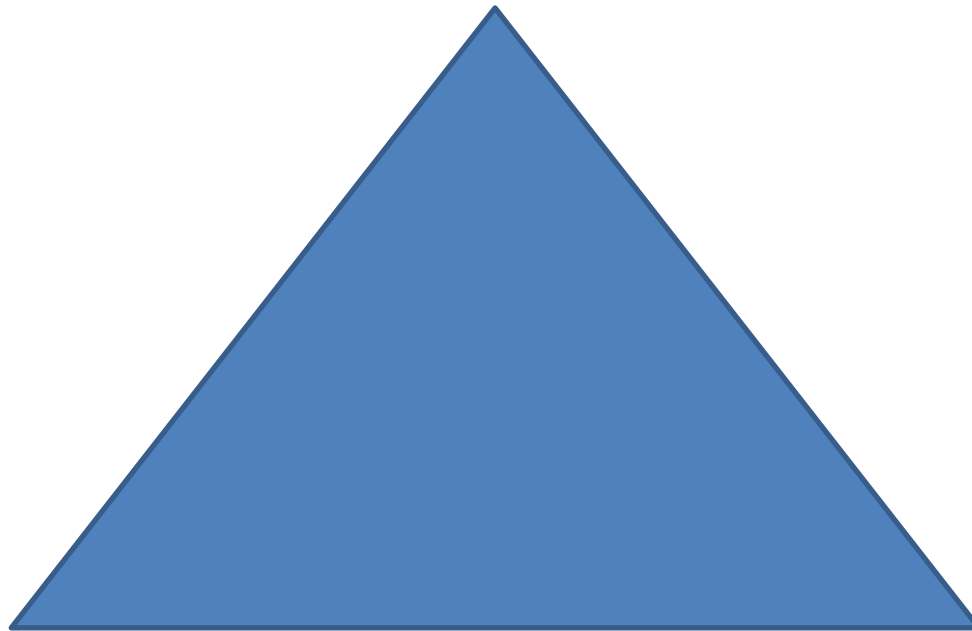
To increase environmental awareness of staff, guests, hotel associates and local community through seminars, special events and environmental presentations

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

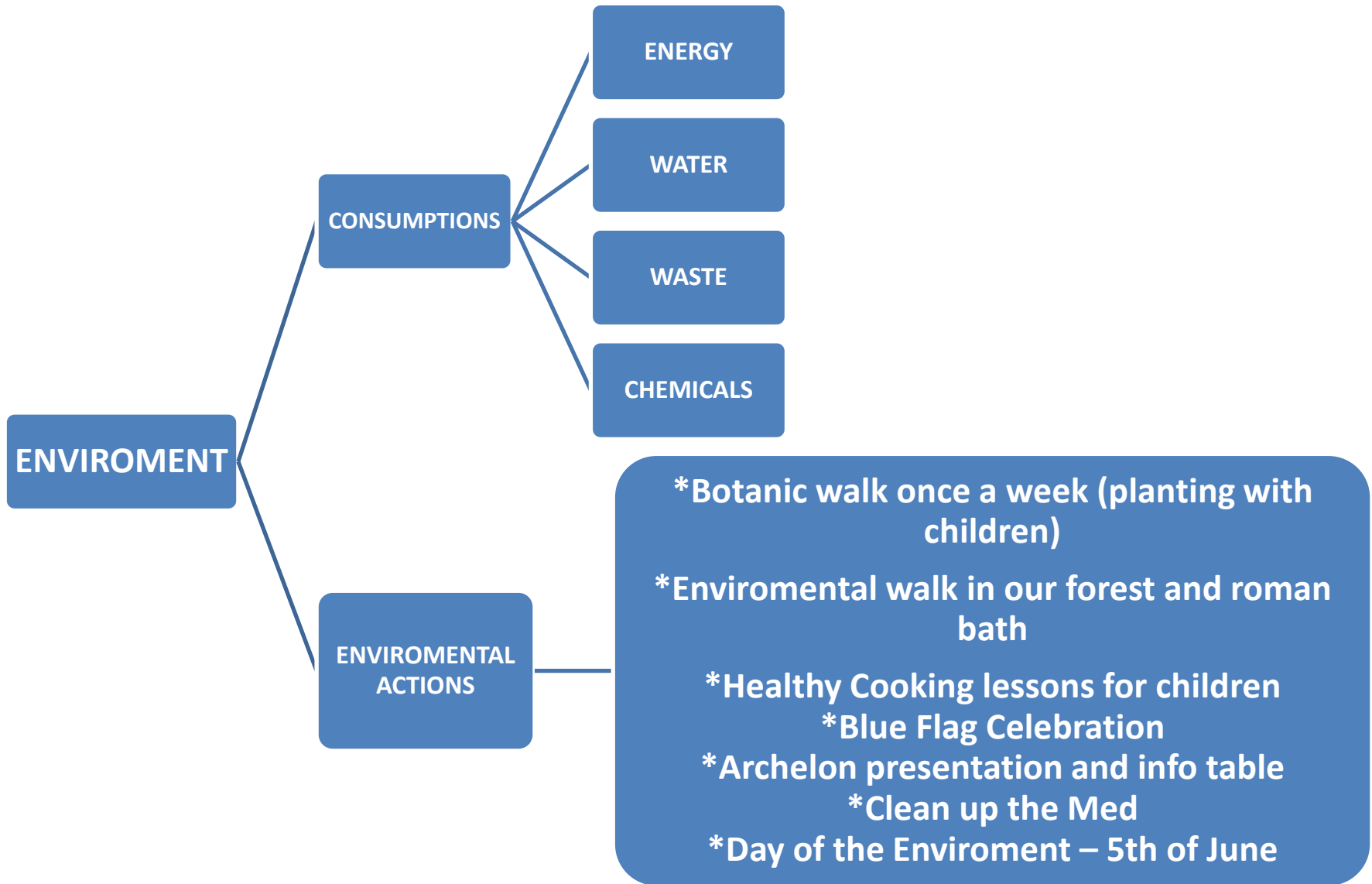
To invite local producers, NGOs, women's local cooperatives to give presentations in an effort to increase guests awareness, promote and recognise local tradition and establish a close collaboration with the local community

ENVIRONMENT



LABOUR & COMMUNITY

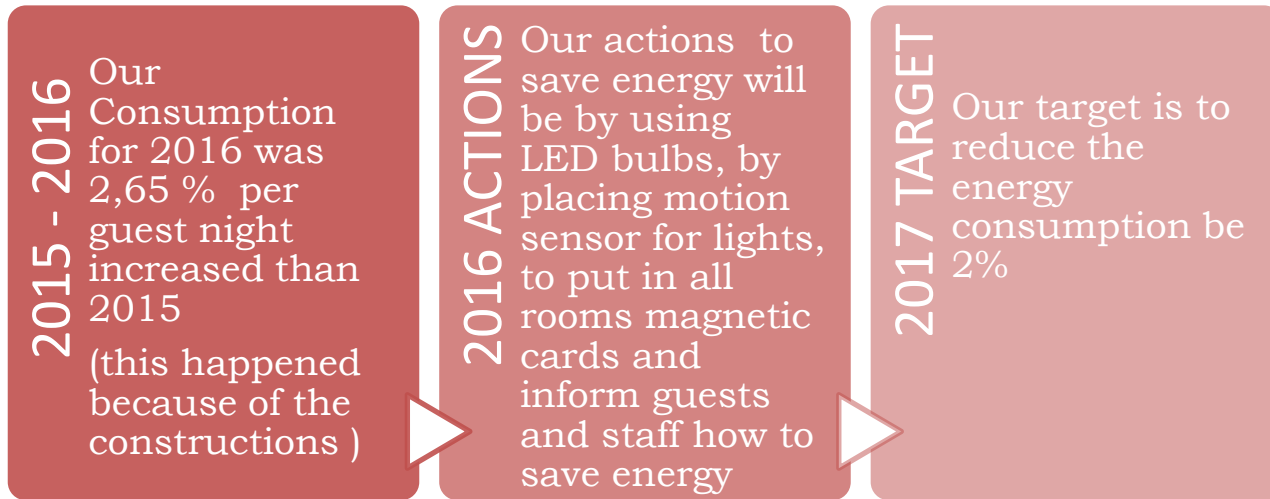
SUPPLIERS & GUESTS



ACTIONS



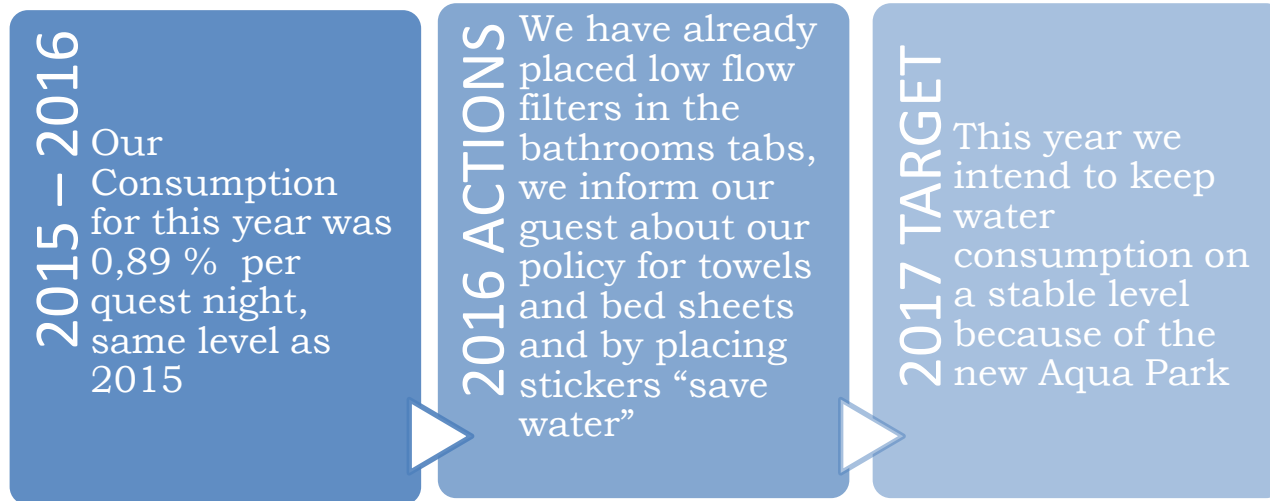
ENERGY CONSUMPTION



What we do - Energy saving:

- Use of economic light bulbs (LED)
- Solar energy for water heating
- Use of gas for kitchen appliances and dishwasher machine
- V.R.V. air conditions depending upon the outside temperature with specific switches
- Electric magnetic keycards for the automatic interruption of lighting and electrical appliances (except refrigerator)
- Automatic interruption of air condition when the balcony door opens

WATER CONSUMPTION



What we do - Water saving:

- Computerized garden irrigation
- Sewage treatment / Wastewater treatment
- Reverse osmosis
- Information and awareness of staff
- Towel change upon request and linen change every second day
- Regular controls and immediate repair in case of leaks on pipes and taps
- Dual flush toilet cisterns
- Water flow regulators in all bathroom taps

CHEMICALS CONSUMPTION



What we do - Control of pollution of natural resources:

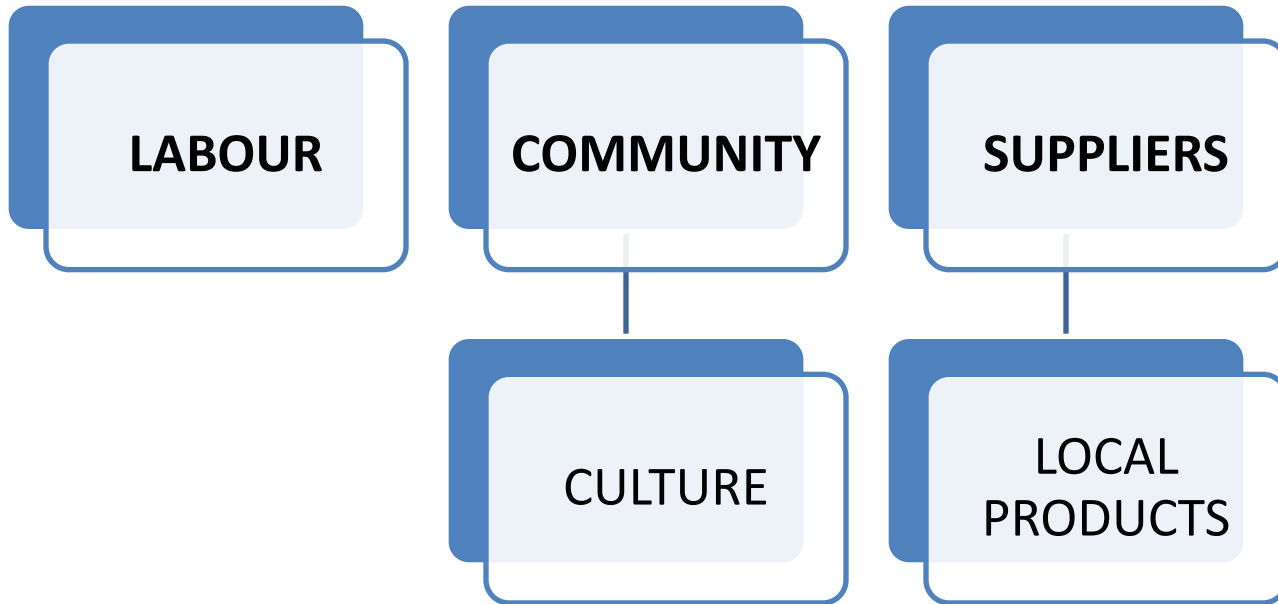
- Regular chemical and microbiological water analyses (drinking water, sea and pools) in cooperation with a certified laboratory
- All cleaning products and detergents are selected according to environmentally friendly standards regarding their composition, packaging and usage
- Ozone friendly refrigerants substances
- Implementation of the HACCP food and hygiene safety management system

WASTE MANAGEMENT



What we do - Waste Management

- We recycle: paper, plastic, glass, aluminum, batteries, light bulbs, electric and electronic equipment, used cooking oil, ink and toner cartridges, wood
- We return: glass bottles of water, beer, refreshments and wine, water plastic bottles, palettes, beer barrels etc.
- Purchase: we avoid individual packages and prefer large ones (catering), fruits and vegetables are purchased in returnable crates and sacks
- Textile bags for shopping are offered to our hotel guests



COMMUNITY

We support the local community and we actively participate in local community council.

Indicative:

- Special orthodox services and celebrations in our hotel's church, dedicated to the Saints Anargyroi with invitations to hotel guests and local residents
- Organization of volunteer blood donation
- Promotion of local products of the Ilia prefecture and the Cretan Diet in our hotel's restaurants and Mini Markets
- Visit of local schools to show them the hotel, our Spa area and the hot springs
- Food donation to "The smile of the child" by the end of the season
- Donation of old equipment or linen to local institutions and hospitals by the end of the season
- Collection of plastic lids to acquire a wheelchair for a needy
- Contribution to the fire department
- Participation in social events of the region
- Participation in the festival of the Municipality Andravida – Killini

Social policy

GRECOTEL acknowledges that its greatest asset and a major factor in the organization's successful development is the people working in it as well as the community in which it flourishes.

The relationship between the organization and its employees defines the quality of the high level services provided which are achieved through a trustful, loyal, and long term cooperation. GRECOTEL employees are considered the ambassadors of GRECOTEL's hospitality philosophy and are treated with respect and consideration which is expressed through its commitment to:

- Comply with all national applicable employee laws and regulations as well as human rights.
- Employ staff from the local community
- Encourage our employees to reach the maximum of their potential and achieve their personal professional and economic growth, as well as succeed in their understanding their significance in the delivering of our organization's objectives and goals, through training that is beneficial to them as well as the organization.
- Ensure that no one is discriminated against, because of their age, gender, ethnicity, sexuality, religion, culture or disability, and in general protect human rights.
- Acknowledge the right to trade union association

For **2017** GRECOTEL RIVIERA OLYMPIA RESORT aims to:

- Continue the language training programme
- Further increase the number of local staff.
- Train our employees in order to help them understand what role they play in the realization of our organization's sustainability strategies.

The organization also aims to contributing to the well being of the communities in which its hotels operate by committing to:

To work close, and cooperate with the local community by establishing a regular communication channel

Address any concerns that might occur in reference to our business operation

Encourage our staff to proceed to contributing to the community through their active participation by donating money, or maybe clothing and food to local institutions that host old people or children in need.

Approve and assist the hotel's donation to charity, and local institutions

GRECOTEL RIVIERA OLYMPIA RESORT aims to:

- Enhance the relationship with local community groups such as the Samaritans and the local Red Cross.
- Further increase the quantities of local goods, purchased from the local market. (such as food and beverage)
- Continue its charity project, by supporting the local institutions of the nursing home in Lechaina for children with disabilities. (donation of food and bed linen)
- Continue protecting human rights and the rights of the personnel as well as the guests with emphasis to the protection of children's protection and welfare
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Corporate and Social Responsibility Policy

Commitment

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

Ethical Business Conduct

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

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, ethic 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 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 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 recognized 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.

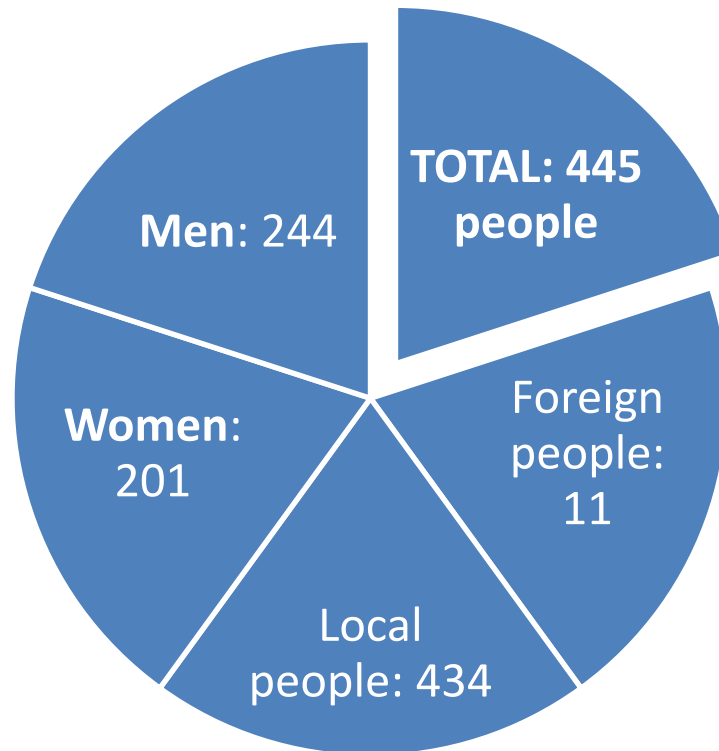
The Human Resources Department, carries out a periodic review of Grecotel's equal opportunity policy and monitors the effects and the application of this policy across the company.

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 hotel and providing loans.

EMPLOYEES

Total Human Capital in 2016





STAFF TRAINING 2016

SUBJECT	NUMBER OF PERSONS	TYPE OF SEMINAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
HACCP	KITCHEN SERVICE BAR				o				
ENVIRONMENTAL POLICY & ACTIONS	ALL STAF				•				
DIVERSAY JOHNSON	HK KITCHEN								
FIRST AID	ALL STAFF								
BAR TRAINING	BAR				✓				
SERVICE TRAINING	SERVICE								
F&B TRAINING	BAR SERVICE								

• BRIEFING o E-MAIL ✓ SEMINAR

EMPLOYEE BENEFITS

Indicative benefits of *Greotel* for its staff are:

- The blood bank
- Continuous performance management through training and development programs
- Trips abroad
- Residence for staff
- Bonus Programm Special rates when staying in company's hotels

Also *Greotel* offer discounts:

- Plaisio (computers etc.)
- Interamerican (Life safety)
- HERON (energy)
- Minoan Lines

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 labour of any kind. We adhere strictly to country laws governing labour standards.

As a member of Grecotel's group, Olympia Riviera Resort does not tolerate any form of children's exploitation or violent behavior.

We collaborate with the organization "Smile of the Child", which has as main concern to defend children's rights, not just on paper but in practice as well, providing services to children on a 24-hour, 7 days a week, 365 days a year-basis, working for their physical, mental, and psychological stability. Therefor our staff is well trained to encounter any signs of children abuse.

What to do if you suspect abuse:

- report to Human Resources Manager, or Guest Officer, or Manager on Duty and
- call National Helpline for children SOS 1056 getting information and guidance for the situation

PURCHASING POLICY

Every purchase must cover a real need of the hotel whilst taking into account the hotel category.

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 Greotel'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.

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.

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).

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.

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.

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.

The purchase of fresh fruit and vegetables and the promotion, wherever possible, of Greek, local, traditional products and organic cultivation products should be applied.

Regarding the purchase of equipment, priority is given to the products that consume less water, energy and fuel and do not contain CFC's.

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.

We use local products in our restaurants. Vegetables, meat, fruits & Fish.
 We avoid individual packages and prefer large ones (catering), fruits and vegetables are purchased in returnable crates and sacks. We support of local producers and farmers.

Local Supplier	Product	Quantity 2016
KALOMOIRIS	CREAM CHEESE	1152 kg
	WHITE CHEESE	400 kg
VRIONIS	WATERMELON	59391 kg
	LETTUCE	1200 pcs
MALLIOPOULOS	FRESH LUMP MEAT	260 kg
ARVANITIS	TOMATOES	13039 kg
	CUCUMBER	15446 pcs
SPATIOTIS	STRAWBERRY	1596 kg
PAPAKONSTANTINOU	MELONS	9325 kg
KAPONIS	POTATOES	11040 kg
	ONIONS	8179 kg
KOLLIAS	FISH	1167 kg
TERZIS	VEGETABLES	65090 kg

BIODIVERSITY

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graph TD; A[BIODIVERSITY] --> B[PROTECTION OF PLANTS]; A --> C[PROTECTION OF ANIMALS]; B --> D["* Restoration and conservation of dunes<br/>* We protect the rare and endangered Sea daffodil on the hotel's beach<br/>* Fire safety team with water tank truck<br/>* Reforestation in Loutra, Killini"]; C --> E["* Protection of the endangered sea turtles 'Caretta-caretta' and its coastal environment, in cooperation with 'Archelon', the responsible society for the protection of the sea turtles in Greece"];
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PROTECTION OF PLANTS

- * Restoration and conservation of dunes
- * We protect the rare and endangered Sea daffodil on the hotel's beach
- * Fire safety team with water tank truck
- * Reforestation in Loutra, Killini

PROTECTION OF ANIMALS

- * Protection of the endangered sea turtles "Caretta-caretta" and its coastal environment, in cooperation with "Archelon", the responsible society for the protection of the sea turtles in Greece

What we do - MORE...

Support of the development of organic agriculture:

- We apply a new model of alternative hotel gardening, avoiding the use of chemical fertilizers and pesticides
- In our organic garden we plant Mediterranean and local plants

Noise reduction:

- Double glazing windows in all public areas and most of the bedrooms
- Noise level control, depending upon place and time

Public awareness and communication of staff, guests, associates and media:

- Staff environmental training to raise their active participation in the hotel environmental management system
- Guest information of the environmental board in the hotel
- Organization of environmental activities with the participation of the hotel's "Green Team", staff and guests.
- Environmental activities: Clean up the med, Clean up the world, protection of the sea turtles "Caretta – caretta"
- Environmental programs: Travelife, Green Key, Blue Flag, TUI Eco Resort and TUI Umwelt Champion
- Weekly presentation of the society "Archelon" for the endangered sea turtles "Caretta – caretta"
- Celebration of the World Turtle Day, World Environment Day, World Tourism Day, etc.

OUR GOALS:

- Improvement of hotel's operation with minimum environmental impact
- Awareness of environmental issues (staff, guests, local community)
- Monitoring and communication of the hotel's environmental results to guests and staff
- Design of long-term environmental programs and monitoring system of the hotel's Green Team

AWARDS



TRAVELIFE, HACCP, BOOKING COM, TRIP ADVISOR
BLUE FLAG, HOLIDAY CHECK

THANK YOU
FOR TAKING THE TIME TO READ OUR SUSTAINABILITY REPORT

