

Corporate and Social Responsibility

Grecotel Plaza Spa Apartments key objectives



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

Quality Awards

Awarded *** RCI HOSPITALITY

RCI Hospitality award 2014

RCI SILVER E CROWN

RCI Silver Crown award 2012 & 2013

Grecotel Plaza Spa Apartments



Recommended on Holiday Check in years 2013 - 2014 -2015



Travelife Gold award 2014 - 2016

Hotel Operations

Energy Management

In year 2015 we have managed to decrease energy consumption by 2% per overnight.

In year 2015 we consumed 381.644Khw (13,36kwh / guest night -140 operating days), while in 2014 we consumed 489.894Khw (13.58kwh / guest night - 190 operating days).

Our target for 2016 is to reduce energy consumption by 3%.

We decreased energy consumption by using Led or economic light bulbs in indoor and outdoor public areas and in the rooms as well.

In 2016 we are planning to further training of our staff, in order to use energy more wisely, as well as putting more "save energy" signs in public areas, so that we motivate guests to act accordingly.

Water Management

We are connected to the local central drainage system operated by the Municipality of Rethymno ensuring the best possible management of wastewater.

In year 2014 the water consumption of the hotel was 0,39m3 per guest per overnight, while in 2015 it was 0,51m3 per guest per overnight. This was due to the fact that in 2015 the public local water supplier has replaced some water measurements in the hotel in order to have a more detailed outcome of the hotels' water consumption.

In 2016 we are planning to put water flow reducers in all our rooms. That shall help us reach our goal of reducing water consumption up to -5%. Furthermore, the use of more "save water" signs in public areas will motivate guests and hotel staff to be more attentive when using water.





What do we recycle in numbers?



In 2015 we have managed to recycle 20% more glass than in 2014. In numbers, in 2014 we recycled 928kg of glass (190 operating days), while in 2015 we have recycled 742kg (140 operating days).



In 2014 we have recycled 2340kg of electronic devices.



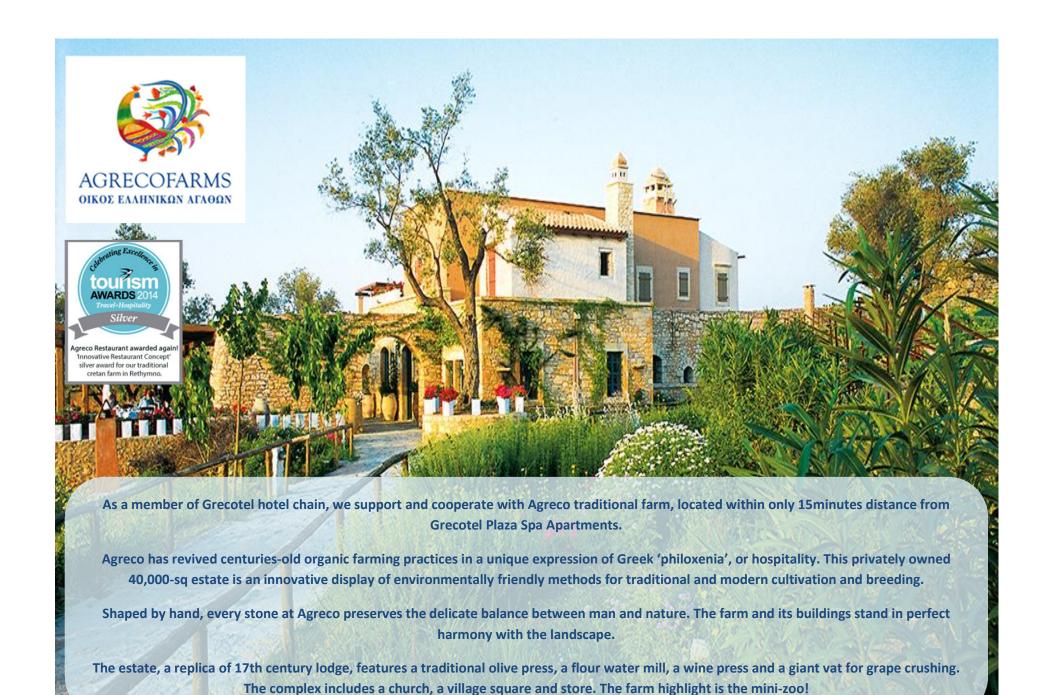
In 2014 we have recycled 60kg of batteries



In 2015 we have recycled 300kg of returned cooking oil, while in 2014 we had recycled 420kg of returned cooking oil.



In 2015 we have recycled 21 pieces of ink cartridge, while in 2014 we have recycled 15 pieces of ink cartridge.



PURCHASING 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 Grecotel'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, aluminum, 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.

Environment

Grecotel Plaza Spa Apartments recognizes the importance of protection of the environment and through several environmental actions we are aiming to preserve high quality service without "turning against" the environment.

Each year we offer as a donation an amount of money to the organization "Friends of Animals Rethymno", to help them take care of animals that have not been fostered by any family yet.

Target 2016: continue yearly donation



Φιλοζωικός σύλλογος Ρεθύμνου Friends of Animals Rethymno www.foar.gr



The past few years we co-operate with "Archelon", an organization for the protection of sea turtles in Greece.

Every afternoon we take away all sunbeds from our beach, so that the sea turtles will come out of the sea to lay their eggs (they only lay their eggs in the night hours). In the morning we take them down again, for our guests to use.

We also offer to their volunteers an area to use every Sunday morning, to sell "Archelon" products and raise money for their goal – help sea turtles lay their eggs and prevent their extinction.

Target 2016: "adoption" of a turtle nest, put a donation box in the reception to raise money







ENVIRONMENTAL 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 Grecotel 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) minimizing and re-using waste and
- d) controlling air / soil / water pollution.
- The conservation and protection of the landscape, wildlife and historical resources near each Grecotel will have priority over other regional or general projects.
- Grecotel SA aims to collect and co-ordinate information on relevant programs via its connections and partners, so as to avoid repetition of actions and to achieve the best possible use of available resources.

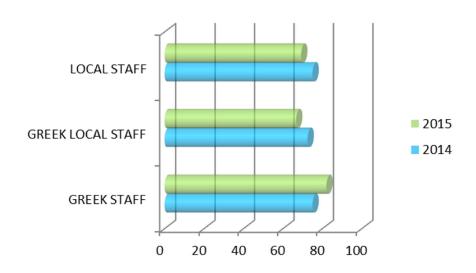
- To increase level of awareness of environmental issues within its own organization, to local residents, hotel guests and business partners.
- To include improved environmental considerations in all new building and renovation plans.
- To balance financial benefits from waste management and energy saving against increased initial costs of other improvements.



Local Community Support and Human Capital

Staff analysis by gender – no discrimination policy

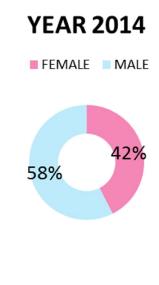
Staff analysis by nationality and residence

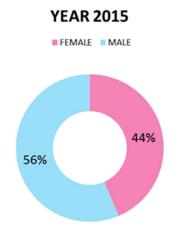


Local staff: In year 2015 69.23% of our staff was local (in 2014 was 75%) – that means that regardless their nationality, they now live in Rethymno.

Greek local staff: In year 2015 66.67% of our staff was Greek local staff (was 72.50% in year 2014).

Greek staff: In year 2015 82.05% or our staff was Greek (was 75%).





Corporate Social Responsibility

What do we do for the Society?



Annual Charity Event for the support of "Agapi" Society and disabled people



Equipment donation to Rethymno's Nursing Home (in 2014 we donated furniture)



Food supplies donation to Municipality of Rethymno Social Services (at the end of season 2014 & 2015 unused food supplies of the hotel were offered to the Municipality)



We support "Chamogelo tou paidiou", a non-governmental organization that helps children in need. In 2015, we had provided its founders' free stay at the hotel, during a big charity bazaar for "Chamogelo tou paidiou" which was taking place in Rethymno.

Human Resources

What do we do for our staff





- Blood bank (Grecotel blood donation on yearly basis, Grecotel staff has the right to ask for blood from Grecotel Blood Bank)
- Continuous training and development programs (e.g. language learning, seminars)

GRECOTEL PLAZA SPA APARTMENTS



- Free meals, uniforms, transportation to and from work place, free accommodation for students
- Special rates for the staff, when staying in other Grecotels and free accommodation awards during the Annual Employees Party

Local Community Support and Human Capital

Our principals

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, 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.

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.

