



Kalithea Hotels 2022 Sustainability Report:



Introduction

Kalithea Hotels operate on the basis of the Rhodian family values, creating value for the remarkable people working together, the guests, the environment, the local community and the economy.

True to this philosophy is the need to preserve our ideals as well as environmental treasures and to inherit them to next generations.

My own Rhodian family values have also been to voluntarily contribute to a sustainable social growth, creating bonds with local community and preserving ideals like transparency and voluntary reporting.

All actions and policies that have contributed to our sustainable growth so far are available in this Sustainability Report through a review of globally accepted standards.

We keep on striving for the best, despite any difficulties, all together, for the shake of our generations to come!

With due respect to a better future for all

Philippos Stamatiadis

Chairman and Managing Director of Kalithea Hotels

Kalithea Mare Horizon Resort



Creating value for the environment

Basic Principles for Sustainability Development

KaliThea Mare Horizon offers supreme quality services with respect to sustainability. We are constantly reducing the use of electricity, diesel, gas, and water. We strive to minimize the waste and cooperate with leading companies in recycling (glass, paper, plastic and all metal) and use eco-friendly chemicals; without compromising the quality of services we offer and respecting all health and safety issues.

We actively participate into Rhodes Co-Lab initiative, a work with TUI and local authorities to transform Rhodes into a leading example of sustainable tourism for the future, developing solutions as a blueprint globally.



THE RHODES CO-LAB
SUSTAINABLE DESTINATION
SOUTH AEGEAN REGION & TUI GROUP

Results for season 2022

Our plan was to reduce the impact on the environment, promote sustainable practices into both our guests and staff and at the same time comply with local environmental and waste management legal requirements.

Overall Energy Consumption

KaliThea Mare Horizon offers high quality services and according to our sustainability plan we invested in using a much eco-friendlier powering business plan by installing additional modern solar panels for hot water, replacing mini fridges and A/C units with more efficient and eco-friendly ones to most hotel rooms and restaurant buffets leading to an additional reduce of total electric power consumption by an impressive 35% from 2020 to 2022.

Overall Energy Consumption	2020	2021	2022	2023 (targeted)



kW/gn	12.26	11.75	9.08	8
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Water consumption

We also managed to accomplish a significant reduce in water use by rationalizing surrounding gardens irrigation and efficiently managing pools backwash by scoring a staggering further reduction of 15% in overall water usage, taking incredibly seriously literally every drop of water available.

Overall Water Consumption	2020	2021	2022	2023 (targeted)
m³/gn	0.38	0.35	0.33	0.28

Recycling

Kalithea Mare Horizon actively complies with local waste management legislation and along with licensed associated partners and the Rhodes municipality has achieved a significant improve on waste management by recycling the vast majority of packaging and containers used throughout its' operation. Here is a draft overview of what we accomplished, while out target remains to further minimize whatever is led to city waste and landfills.

Overall Waste Management Scores	2020	2021	2022	2023 (targeted)
Edible oils recycled	750L	1100L	1450L	1500L
Paper packaging recycled	700kg	1450kg	5500kg	7000kg
Plastic bottles recycled	4368kg	5580kg	8460kg	9000kg
Glass containers recycled	126tons	145tons	152tons	160tons
Aluminum cans recycled	60kg	255kg	265kg	300kg
Tin metal containers recycled	220kg	350kg	420kg	450kg



OUR MISSION

The overriding aim of KaliThea Mare Horizon is providing value for money services to its guests, always respecting the environment and associates. Minimizing environmental impact is a major concern of enterprise so designed and applied every year step-by-step leading in that direction.

The cooperation of the hotel with tour operators, suppliers and the local community determines the right and upward course of business so take care to align our policies and priorities with those of our partners.

We care every year for actions relating:

- The improving of waste management
- The reduction of plastic use
- Prompt and efficient recycling program
- The reduction of chemical use
- The environmental control of the supply chain
- Ensuring staff and customer
- The use and promotion of local and Greek products
- The continuous training and education of the personnel on issues

Concerning:

- } The environment
- } The human rights
- } The children protection
- } Water and energy savings
- } The waste management
- } Health and Safety
- } And a range of other issues relevant to the subject of engaging.

This is the first official sustainability report of KaliThea Horizon aiming to provide accessible information to the company, its' operation, its' hosting services and all those activities which are inherent in the environmental, economic and social nature of the business.

This report refers to the period **from 01/01/2020 to 31/12/2022** and constitutes the business commitment to external and internal partners. The sustainability



report will be submitted annually. It focuses on a number of business sectors and displays comprehensively and briefly:

- The company's profile
- **The market needs**
- **The market share of enterprise**
- **The sustainability policies**
- **The contribution to the environment and the society** and a number of other issues for achieving sustainable tourism and sustainable development.

Market Needs and Market Share

KaliThea Mare Horizon offers value and benefits to our clients, over and above the standard of our facilities and affordable rates.

We provide our guest with a luxurious, relaxed environment within which to conduct their business. Our guests need to know that they can develop a relationship with the hotel that will ensure efficiency, value for their money and reliability in supplying them with the support they need, when they need it.

Macro-environment

The external factors which affect the business constitute the macro-environment and refer to the political, social, economic, epidemiological and technological environment of the business.

♣ **Political:** The political environment includes the political stability, the political system and the laws. All the political scene affects the operation of the business while tensions with neighboring countries have a negative impact.

♣ **Economic:** As with most industries, the hospitality and tourism sector is experiencing numerous challenges as a result of the global economic crisis. The industry is feeling the impact of a shrinking capital market and decreased spending by both corporate and individual consumers. In addition, tourism can be the driving force behind Greece's economic recovery.

♣ **Social:** the trend towards cost effective travel leads hotel guests to seek more



value for money, which is where our added value differentiation strategy comes into play.

♣ **Epidemiological:** COVID-19 pandemic affected tourism globally in a way that simply could not be predicted. POSI policies are still widely used to respond to all contagious sicknesses foreseen.

♣ **Technological:** Technology plays an important role in the hospitality and tourism industry. Both customers and businesses can benefit from advances in communication, reservations and guest services systems.

Technology allows continuous communication and streamlines the guest experience, from reservation to check out.

SWOT Analysis

The following analysis is a strategic designed tool which highlights the internal strengths and weaknesses of our organization, the opportunities and threats facing the company in our external environment.

KaliThea Mare Horizon Resort is dedicated to providing its guests with the highest quality of service and standards in order to positively engage with all our partners, to understand their sustainability targets and to align our priorities (customers, suppliers, local community). As a response we aim to minimize environment impacts, optimize business processes and maximize safety, quality and performance.

Strengths

- ♣ A strong reputation within the local market.
- ♣ Effective environmental management system.
- ♣ Technical innovations to improve customer experiences.
- ♣ Awarded by a series of certifications.
- ♣ Specialized and experienced staff that is motivated and highly skilled.
- ♣ Co-operation with local suppliers.

Weaknesses

- ♣ Differentiation strategy needs to be more clearly communicated externally, within local and national markets.
- ♣ Operations are affected globally due to different Government policies and



parameters.

- ♣ Seasonal turnover requires ongoing training and orientation of new staff.

Opportunities

- ♣ Strong, long-term relationships established with suppliers.
- ♣ Innovation in customer services.
- ♣ Positive signs of the touristic market.

Threats

- ♣ Economic and political turbulence in most countries.
- ♣ Competition on price point.

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ENERGY



In Kalithea Mare Horizon resort, 100% of light bulbs are low-energy bulbs (which consume one fifth compared to ordinary bulbs) and timers and photocells have been installed for the controlled operation of outdoor lights. Room temperatures are individually controlled by thermostats and there are automatic systems which turn the lights and the air conditioning off when guests leave their rooms: these have been installed in all of the guest rooms.

Heat recovery systems have been installed which produce hot tap water by recovery from the air conditioning chillers, covering the resort's needs for hot water during the months in which the air conditioning systems operate. Solar panels are installed heating water from the sun at no cost.

- } We investigate and evaluate alternatives for saving and producing energy on the spot
- } Use of low energy technology (led lamps)
- } Old equipment replacement plan
- } Staff training in the proper use of electricity issues
- } Implement policy wash on demand
- } Change of linen when demanded



- } Use of energy management system in order to have control of heating systems - air conditioning and lighting in guest rooms
 - } Check for electrical appliances in empty rooms.
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WATER

All room taps and showers have been equipped with limiting aerators centrally which reduce water flow while maintaining water pressure and are of the single mixer type. Toilet flushers are adjusted to 6lt of water per flush or less and double flushing system is installed in all renovated rooms. Showers in kitchens or outdoors have a system to stop the flow of water automatically after a certain time or if not occupied, and the gardens are normally irrigated after sunset or early morning (till 10:00), to avoid water evaporation from the hot summer sun. Finally, periodic inspections checking for water leakages are documented and forwarded to maintenance staff for corrective actions.

Installation flow control devices for the rational use of water

- } Staff training on proper water management
- } Growing specific species of plants which are based on local weather changes
- } Irrigation of green fields with the drip method
- } Installation and existence of sanitary ware with authorized amounts of water consumption (toilets, showers, faucets with low water flow)
- } Re-use policy of towels and bedding in the rooms
- } Wash linen outsourced
- } Proper inspection and maintenance of the pool
- } Always check for leaks repaired



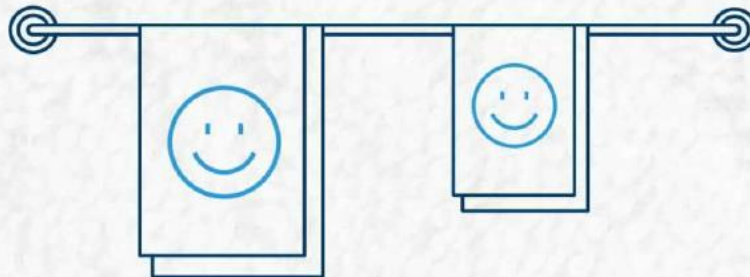
**SAVE WATER
SAVE LIFE**



TOWELS RE-USE POLICY

A CALL TO ACTION: WITH HUMOUR

- **Let me hug you once more. And reuse me tomorrow.**
- Towels inside the bathtub mean "Please change my towels".
- Towels hanging on the rail mean "I am going to use my towels again".



- **Reduced the amount of towels washed at 80.000kg per year**
- **Reduced by 10.5% the amount of detergent and other laundry chemicals**
- **Significantly reduced water and energy costs contributing into the overall sustainability performance**



CHEMICALS



The use of disinfectants and chemicals is limited: where this unavoidable however due to COVID19 protocols, environmentally friendly products were sought out. All the chemicals are biodegradable and the quantity is measured through dosing devices. Chemical-free cleaning methods are also promoted.

- } Record the amount of chemicals collected
 - } Secure storage of these based on international and national standards
 - } Staff training on the correct use of chemicals
 - } Check the minimum incidence of those in health and environment
 - } Necessary equipment for users of these
 - } Existence of an incident record
 - } Existence and notification instructions for emergency situations
 - } A detailed service report and control of supplier
 - } Integration Hotel in program named development system
- integrated approach enemies palm with plant safe removal of

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WASTE

Kalithea Mare Horizon Resort have introduced the sorting of waste into at least four categories. Recycling stations are placed strategically around the resort areas, even though in some locations the local authorities have been slow to respond. We routinely avoid buying small quantities or materials which are over-packaged or are even designed for one use; such products include shampoos, soaps, shower caps, and breakfast portions such as butter or marmalade. We introduced purchasing of bio-degradable bags replacing the plastic ones used in our Mini Markets.

We recognize that purchasing decisions can contribute significantly to environmental protection.

Reduction of packaging materials with greater market packaging products.

- } Waste management - recycling (paper, glass, plastic, toner, burnt oil, etc.)
- } Proper management of food quantity proportional to the number of customers
- } Use of electronic systems instead of paper for business purpose
- } Training of personnel for the proper management of waste and recycling
- } Implement a restaurant and cuisine F.I.F.O. method
- } Minimize disposable products
- } Use of soap dispensers in bathrooms
- } Reduce the use of plastic bags for single use
- } Informing visitors about environmental issues and recycling program that is applied to the hotel through a series of events

AWARENESS



In KaliThea Mare Horizon Resort we try to raise awareness of environmental issues both internally and externally through a variety of educational and training initiatives. Our staff participates in environmental training programs which include methods of controlling the amount of detergents and disinfectants used, reducing electricity and water consumption separating waste into the appropriate receptacles where can you have in a hotel hazardous waste, and general environmental issues.

A key element In KaliThea Mare Horizon Resort focus on quality and environment issues is our recognition of the importance of staff involvement. Proper training and information for staff have encouraged their involvement in environmental initiatives.

Environmental Policy

KaliThea Horizon Resort believes that continuing success in the hotel industry depends on:

- Offering high quality services in a clean, safe and well-protected environment.*
- Constant adaptation of its services and products to new environmental standards and to the demands of its guests as these are shaped by the economy, technology and social changes.*
- Consistent training of staff so that they understand and adopt these new technologies and practices which protect the environment.*

Each hotel department and its employees participate in this effort: it is necessary to ensure that products and services are always safe and do not damage the environment but if possible, protect it and improve it.



We also motivate and put pressure on our partners, suppliers and local authorities to accept and implement similar practices, always keeping in mind local circumstances and national legislation.

Our company is committed to the environmental targets it has set itself, using material and human resources to achieve the targets. We make this policy known to our guests,

Objectives

Continuous improvement is based on measurable environmental objectives set out in accordance to EU Flower eco-label criteria:

- Reduction of energy consumption.
- Reduction of water consumption.
- Elimination or limited use of harmful chemicals.
- Limited production of wastes.

We contribute to a healthy environment at tourist destinations and sustainable development by:

1. Reduce the use of limited resources such as oil and coal
2. Reduce the use of environmentally harmful substances such as heavy metals and flame retardants
3. Caring for plants and animals, such as avoiding the exploitation of valuable natural
4. Streamline and economize on resources, such as recycling wastes
5. Implement environmental and social responsibility through the Eco-label and Best Life.

We review our ongoing activities based on environmental policy and relevant legislation. Each employee is responsible for their part in environmental work, practical implementation. To support environmental initiatives are provided training and facilities. We engage and make demands on partners, suppliers and local authorities. We inform our guests about how we can reduce the environmental impact of the trip. To continually improve environmental performance, we put measurable goals and is closely following a planned follow-up program. We report our environmental work openly and objectively.

Environmental targets

MANDATORY ECOLOGICAL CRITERIA

Before- Energy • At least 22% of electricity coming from renewable energy sources service saving (when applicable) phase

- *At least 22% of electricity used for heating rooms and sanitary hot water coming from renewable energy sources (when applicable)*
- *No oil with S content > 0,2% and no coal as an energy source*
- *Boiler efficiency > 90% as measured according to Directive 92/42/EEC*
- *Air conditioning system with Class B efficiency according to Directive 2002/31 /EC*
- *Appropriate window insulation*
- *Sauna with timer control*
- *Energy efficiency light bulbs*
- *Water saving*
- *Water flow from tap or shower < 12lt/ min.service*
- *No more than 5 urinals flushing at the same time phase*
- *Towels and sheets changed once or twice a week or on request*
- *Water plants and garden after sunset or before high sun*
- *Waste water has to be treated*
- *Follow local waste water plan and water protection plan*
- *Limit amount of disinfectants used*
- *Choice of low environmental impact water source (when applicable)*
- *Staff training for disinfectant and detergent usage*

Operational General

- *No-smoking section in common areas. phase Management*
- *Good maintenance and servicing of equipment.*
- *Environmental policy statement and precise action programme.*
- *Staff training for application of environmental measures and awareness raising.*
- *Active information to guests on environmental policy, objectives and actions*
- *Data collection (energy and water consumption, chemicals use and waste production)*
- *Good maintenance and servicing of boilers*

Operational Waste

- *Facilitate waste separation by guests.*
- phase reduction • Staff separates hazardous waste as defined in Decision 2000/532/EC.*

- **Waste sorted**, separated and transported to appropriate site (if applicable).
 - *No use of disposable products (soap, shampoo, shower caps, etc).*
- Operational Information • Switch off air conditioning/heating when windows are open (when no phase to guests automatic switch off is in place).*

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- Switch off lights when leaving the room (when no automatic switch off is in place).





- *Information on how to save water in bathroom and toilets*
- *Use waste bin for appropriate waste in toilets*
- *Inform staff of any leaks*
- *Information on local public transport*

Operational Information on

- *Measures taken to save energy and water and to reduce waste.*
Phase the Eco-label
- *General environmental improvement.*

HUMAN RIGHTS AND EMPLOYEE POLICY

KALITHEA MARE HORIZON respects all human beings and its operation is based on the principle that all humans – irrespective of religion, gender, nationality, skin, color, sexuality, age, culture or disability – have the universal right to be treated with dignity, equality and respect.

KaliThea Horizon's social commitment consists of its responsibility towards its employees and the community in which it carries out its business. Both are governed by respect and by encouraging personal, economic and professional development.

We value our staff and treat them fairly and with respect, ensuring that no-one is discriminated against, irrespective of age, sexuality, gender, ethnicity, religion, culture or disability.

We commit to provide all necessary resources so that staff can work smoothly and securely to a suitable working environment.

We take staff development seriously and provide training to support our employees in their roles as a Team and throughout their careers at our hotel.

We comply with all applicable employee laws and regulations in our country.

Wherever, possible, we employ staff that lives in the local community.

We pay our staff above the national minimum wage.

We thoroughly train our staff on our sustainability commitments, so that they understand the role they play in delivering our objectives and targets.

KaliThea Mare Horizon protects the rights of people in our local community ensuring that:

We don't restrict the local community's public rights of access.

Public access to essential natural resources, particularly water, is not restricted and local sanitation services are not compromised.

No historical or archaeological artifacts are sold on the premises and those that may be displayed are done so with the correct licenses or permission.

Protected or sensitive areas are identified and the property has a plan in place to minimize negative impacts



KaliThea Mare Horizon, in terms of its operation, concerns and cares for its staff, as we usually call it 'our family'.

Through a series of actions and initiatives we aim to provide skills, training and first of all satisfaction for our employees.

OUR EMPLOYEES

It is well known that one of the most stable pillars of our 23 years of success is our loyal and professional employees, who we take great pride off.

As a company of soul, knowing their needs, we can meet and exceed their expectations in the best way possible:

- We do not employ children.
- We do not discriminate (based on sex, color, ethnicity, religion, age, etc.) at any stage of hiring staff, staff selection, promotion and payment. An annual staff evaluation and all HR functions are based on objective criteria, i.e. qualifications, experience, knowledge, skills, abilities and performance.
- We comply with the Labor Law to ensure a healthy and safe working environment and follow the provisions by the Employees Physician and Safety Technician thereby minimizing the likelihood of accidents at work and exposure to health hazardous factors.
- Promote equality of employees in the workplace as well as career opportunities and access to the labor market.
- Moreover:
 - Clear Health & Safety policy hotel.
 - All employees have access to the hotels' doctor.
 - Special rates for friends and family accommodation.
- Continual employee development (e.g. language courses, professional development courses, First Aid courses, etc.) .
- All members of staff are encouraged to join the Hotel employees Trade Union.
- All our employees are fully insured and have a legal contract according to Greek legislation.



Staff Training

Posing the human factor as our main concern, we care every year for the staff training. The staff training is done through external and internal partners with main objective to familiarize employees with the values and the code of conduct of the company in order to develop their skills and to enhance their career opportunities.

During 2020 as every year, a series of training seminars on a wide range of modules took place for the acquisition of important knowledge useful for the workplace and beyond.

KaliThea Mare Horizon actively acknowledges how important is the competitive advantage of human factor and for this reason is next to them ensuring their satisfaction.

- The clothing of personnel with appropriate uniforms is company's responsibility.
- The company cares for the staff training.
- Also the company has ensured the existence of doctor when necessary.
- On annual basis a staff celebration is organized during which the best employees of the season are awarded with prize.
- On annual basis the staff excursion, also, takes place.

Supporting the local community

Our policy on corporate social responsibility is a key factor for the sustainable development of the business. The good corporate citizenship involves a series of initiatives and actions. Particular emphasis is given to strengthening our supply chain through the selection of local, national products, working with our suppliers to reduce waste and recruiting local manpower.

} Promotion of local products through conducting a series of events.

} **Policy for encouraging the local purchasing**

} **Promoting local businesses and points of interest**

} **Support and enhance environmental agenda:**



- Organization planting - offer in the municipality
- Visit a school with main target to promote environmental issues through a variety of activities
- Donations to local actors of protection and animal care
- Work to supply food and drinks from local suppliers in more than 60%
- Employment of mainly local workforce
- Organizing environmental events to enhance the environmental awareness of residents

SUPPORT LOCAL COMMUNITY AND CULTURE

- Weekly presentation of local coffee and Greek breakfast
- Greek cooking lessons by members of the management
- Greek dancing performances
- We organize activities, which are inspired by the traditions of Rhodes
- Local events Promotion (local concerts, theater plays, local feasts & celebrations etc.)

“Rhodian Corner with local traditional dishes”.





The policy of **KaliThea Mare Horizon** is to support the local community, the local suppliers fully complied with and encourage their clients in this direction.

- } support the local manpower
- } support the local producers
- } maintain and disseminate the customs and traditions
- } promote the local cuisine
- } respect the environment

LOCAL COMMUNITY AND PURCHASE POLICY

KaliThea Mare Horizon hotel commits to treat the local community fairly.

We commit to maintaining a close relationship with our local community, ensuring that their concerns about our business operations are addressed. We encourage our guests to support the local community through choosing to buy goods and services from local suppliers.

In KaliThea Mare Horizon wherever is possible, we purchase locally produced goods in preference to imported products, ensuring that local, traditional or fresh products are available to our guests during their stay.

Wherever possible, preference is given to buying from local suppliers, instead of national/ multinational companies, ensuring that authentic experiences are available to guests during their stay.

Quality, price, reliability, and supply stability are the main criteria upon which we base decisions on initiating new business and carrying out specific transactions.

As a rule, we compare offers from several vendors simultaneously and also the Quality for a fair supplier selection.

We purchase from multiple suppliers to avoid excessive reliance on a single vendor and to prevent vendors from depending excessively on us.

We create opportunities for newcomers by periodically reviewing our regular vendors.

We preserve the confidentiality of vendor information obtained in transactions. We do not engage in transactions that lead to the violation of a third party's intellectual property rights.

Our purchasing personnel do not permit personal interest to influence relationships with existing or prospective vendors.



RATES FROM PURCHASES

TOTAL PURCHASES LOCAL MARKET 38 %

TOTAL PURCHASES INTERNATIONAL MARKET 30%

TOTAL PURCHASES NATIONAL MARKET 32 %

On annual basis **Kalithea Mare Horizon care and consider about the community**. 'Kalithea Mare Horizon Resort has been participating in the 'Make Holidays Greener' campaign for some years. In particular, we have involved a special needs children's school and an orphanage to participate in beach clean-ups. We have also been keen to involve guests and staff members in the clean-up activities.

We have wanted to highlight the importance of keeping the environment clean and to maintaining the natural habitat. We believe this sets a good example to surrounding businesses and sets a precedent for the future.

QUALITY ASSURANCE POLICY

Kalithea Horizon was established to provide accommodation and leisure services to our guests. We are based in Kalithea Rhodes and employ almost 430 people. Quality is important to our business because we value our guests.

We strive to provide our guests with the services that meet and even exceed their expectations. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- a) Regular gathering and monitoring of guest feedback.
 - b) Customer complaints procedure.
 - c) Training and development for all our employees.
 - d) Regular monitoring of feedback, taking action to improve when identified.
 - e) Measurable quality objectives which reflect our service level standards.
 - f) Regular reporting to management of our guest feedback and complaints.
- Our internal procedures are reviewed regularly and our quality objectives are communicated to all our employees through team meetings.



Though the General Manager has ultimate responsibility for quality, all employees have a responsibility in their own areas of work, helping to ensure that quality is embedded across the whole property.

“Quality is never accidental.

It is the result of a smart effort»

John Ruskin, 1819

HEALTH AND SAFETY POLICIES

KaliThea Mare Horizon hotel is committed to providing and maintaining a safe and healthy workplace for all staff, and to providing the information, training and supervision needed to achieve this.

KaliThea Mare Horizon hotel will take responsibility for health and safety procedures, however, employees need to be aware of their responsibilities and comply with the business' health and safety policy.

Each employee is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

Being involved in the workplace health and safety system.

Insisting on correct procedures and equipment.

Wearing protective clothing and equipment as and when required.

Reporting any pain or discomfort feels as soon as possible.

Ensuring all accidents and incidents are reported.

Helping new employees, trainees and visitors to the workplace understand the right safety procedures and why they exist.

Telling the manager immediately of any health and safety concerns. Keeping the workplace tidy to minimize the risk of any accident or fall.

CHILDREN PROTECTION POLICY



All staff employed by KaliThea Mare Horizon hotel is responsible for the care, safety and protection of children. This responsibility extends to the identification and timely response to concerns regarding the possible sexual, physical, psychological and emotional abuse or neglect of a child.

We believe in the fundamental right of children to grow up safely and enjoy a childhood that is free from exploitation and abuse.



We have following principles:

Zero tolerance of child exploitation and abuse.

Recognition of the best interests of the child.

Sharing responsibility for child protection.

Our responsibility is to make sure that we are doing everything we can to safeguard the rights and welfare of children wherever we are.

Social responsibility

Our policy on corporate social responsibility is a key parameter for the sustainable development of the business. The good corporate citizenship involves a series of initiatives and actions. Particular emphasis is given to strengthening our supply chain through the selection of local, national products, working with our suppliers to reduce waste and employing local manpower.

- } Promotion of local products through conducting a series of events
- } Policy for encouraging the local purchasing
- } Promoting local businesses and points of interest
- } Support and enhance environmental agenda:
 - Organization planting - offer in the municipality
 - Visit a school with main target to promote environmental issues through a variety of activities
 - Donations to local actors of protection and animal care
 - Work to supply food and drinks from local suppliers in more than 60%
 - Employment of mainly local workforce
 - Organizing environmental events to enhance the environmental awareness of residents

To support and implement the policy of protection of human and labor rights, the hotel caters and ensures that conditions guarantee a safe, fair and positive working environment for all employees. Respecting the relevant declarations on human rights, the company is committed to the protection and safeguarding not only labor but also all rights.

- } Written terms and conditions of employment
- } Non-discrimination in any way
- } Equal pay for equal work offered
- } Ideal time keeping working and off
- } Written protection policy for children's rights
- } Protecting children from all forms of exploitation
- } Staff training in protecting human rights and child protection issues



- } Staff training in protecting human rights and child protection issues
- } Wage above the minimum
- } Tour Organization and celebration for staff
- } Prize Awarding the best employees by department.

The following objectives were achieved during 2019 - 2020:

We reform a series of policies concerning:

- Human rights
- Children protection
- Environmental protection
- Health & safety in the workplace
- Local community support
- Quality Assurance

These policies were posted on social media, website and on different places in the property in order to be available for customers, partners, suppliers and local community.

We create a sustainability report that includes the mission of KaliThea Mare Horizon, the objectives were implemented during the current year and the targets set for the coming years and their implementation. Through sustainability report hotel displays the operational guidelines, the quantitative and qualitative targets set and how they are achieved.

⊕ We carried out a series of educational seminars in all the departments of the Hotel on issues related on their work piece.

The training seminars took place in the property by certified instructors who gave us the proper certification of attendance Assurance who conducted a series of trainings on general issues such as staff training seminar on the protection of human rights, protection of the environment and a number of other issues.

We continue our effective recycling program which refers to the recycling of paper, plastic, glass, aluminum, batteries, electric devices, oil etc.

REVIEW ACTION PLAN 2023

As a part of the energy saving policy, KaliThea Mare Horizon, during 2022, raised a number of objectives for the year 2023 to achieve energy savings at a rate of 25% compared to the previous year.



Achieving the goal set will be clarified at the end of the year by comparing the changes in energy consumption in all parts of the hotel. At this stage we can see in detail whether the actions were implemented that had been set as an action plan last year.

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Action plan

Environmental Policy

KaliThea Horizon Hotel believes that continuing success in the hotel industry depends on:

- Offering high quality services in a clean, safe and well-protected environment.
- Constant adaptation of its services and products to new environmental standards and to the demands of its guests as these are shaped by the economy, technology and social changes.

- Consistent training of staff so that they understand and adopt these new technologies and practices which protect the environment.

Each hotel department and its employees participate in this effort: it is necessary to ensure that products and services are always safe and do not damage the environment but if possible, protect it and improve it.

We also motivate and put pressure on our partners, suppliers and local authorities to accept and implement similar practices, always keeping in mind local circumstances and national legislation.

Our company is committed to the environmental targets it has set itself, using material and human resources to achieve the targets. We make this policy known to our guests, staff and stakeholders.

Our activities are examined with respect to our policy and relevant legislation.

Our Environmental work is reported openly and objectively.

Objectives:

Continuous improvement is based on measurable environmental objectives such as:

- Reduction of energy consumption
- Reduction of water consumption
- Elimination or limited use of harmful chemicals. Limited production of waste



Certifications and Awards



The respect and love for our natural environment, our contribution to the local community, the proper treatment and evaluation of our workforce and our excellent attitude for the responsibility towards fellow human beings and environment, have made possible our **Travelife Gold Certification** constantly since 2018.



Kalithea Horizon Resort has been successfully certified to **ISO 14001** compliance since 2018 and **ISO 22000 (2018)** compliance by **EUROCERT** accredited body as of 2020.

Both Environmental Awareness and Food Safety management systems are strictly followed and internally audited to fully comply with the Standards.



However, this is only the beginning. Over the next few years we will address new and major challenges in order to fulfill our vision in responsible and sustainable ways. Our collective efforts will increasingly focus in the areas where we think Kalithea Horizon Resort can have the greatest impact - creating pathways to opportunities for young people, building stronger and thriving communities and preserving our environment.

We hope to continue getting closer to the ideal leading and socially relevant company with the ambition to continue contributing with our activity to breaking down barriers and fostering socio-economic development of the destination where we operate.

On behalf of the entire team

Kalithea Mare Horizon Resort

