

Sustainability Report 2021



**TUI BLUE KERKYRA
GOLF**

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Greeting from the management

Welcome to the island of Corfu and the TUI BLUE KERKYRA GOLF Hotel. Our island is world-famous for its natural beauty, its genuine Corfiot hospitality, and unforgettable taste experience of the traditional cuisine.

At our hotel, we all work for your comfort, entertainment, and safety with respect to the environment, human rights, social traditions and customs and diversity of people.

Through our efforts we intend our guests, our staff, as well as our suppliers and external partners to constitute a direct advertising of our hotel.

Antonis Urselmann
General Manager
TUI Blue Kerkyra Golf

Sustainability Statement.

At the TUI BLUE Kerkyra Golf Hotel, we are all aware of and concerned about the issues that have arisen worldwide over the last decades in relation to the management of energy resources (electricity, water, food, land, etc.). All these matters have had an adverse impact on the environment, and accordingly on economy and society. For this reason, as a hotel and as a sustainability team, we are committed to ensure that our operation method will have a positive impact on the environment and society, where possible.

Thus, we have set goals and standards which are easy to understand, count and compare and will facilitate us in reducing waste. In order to meet a broader range of sustainability criteria, including the welfare of the local community and our employees' well-being, we shall renew TRAVELIFE GOLDAWARD in 2021. With a view to achieving the above goals, we have appointed Mr. Urselmann, Hotel's General Manager, as responsible for environmental management and issues related to human resources and social integration, who will inform and guide the sustainability team and will supervise the process of implementation of the best practices across the entire range of activities of the company.

In addition, TUI BLUE KERKYRA GOLF Hotel, will continue to ensure high quality service through various collection of data, such as: Tour Operator CSQs, MV Opinion (external guest survey), Review Pro (Trip Advisor- Holiday Check), online guests reviews, etc.

Tsotsis Evangelos	Gavrilis Panagiotis	Ginargyrou Spyridoula
F&B Manager	Head Chef	F.O. Manager
Voutsela Zoe	Aristeidou Markos	Papouli Sevasti
Housekeeper	Chief Engineer	Cost Controller

Introduction to TUI BLUE KERKYRA GOLF

Hotel's profile

The TUI BLUE KERKYRA GOLF Hotel is set amidst beautifully landscaped gardens and framed against the serene Mediterranean Sea. It is a member of the Hellenic Tourist Organisation, the Hotel Chamber of Greece, the Corfu Hotel Association and the A.O.C.T.A.. The multi-awarded, 4 star all inclusive Hotel, invites you to experience a unique experience in the island of Corfu and promises you truly remarkable holiday.

The hotel has received the Traveler's Choice Award by Trip Advisor, ranked 22nd All Inclusive Resort in Europe for 2018 and 9th Top Family Hotel In Greece for 2018, and has received Travelife Goldaward in 2019.

The hotel was built in 1973 and all its 240 rooms were last renovated in 2016. In its premises of 90 acres in area it features restaurants, bars, pools and spaces for meetings, events and weddings. It is just 3 Km. away from the old town of Corfu and 5 Km. away from the airport.

Natural environment (flora and fauna)

The landscape's natural beauty includes various trees and ornamental plants as well as fruit trees, vegetables and herbs. Some of them are pine trees, ferns, olive and palm trees, kumquat trees, rosemary, mint, roses and mallow plants. The river's biodiversity with gulls, ducks and other animals and birds of the region enhances the landscape.

Our employee's profile

Most of the hotel's employees are from the greater area while for those who do not have a permanent residence in the island are offered accommodation in nearby small hotels. The staff consists of 71 women 54 men and is allocated to departments, as set out in detail in the following table (See Table 1).

Table 1: Allocation of human resources in the hotel's departments

Accounts-Warehouse Dpt 6.4%	Housekeeping 22.4%
Kitchen 27.2%	Reception 7.2%
Restaurants 13.6%	Maintenance 11.2%
Bar 9.6%	Musicians 2.4%

Our vision

The safety of our employees and our guests is at the heart of our business. For this reason, special health and safety seminars are conducted every year. For this year, facing the new conditions to prevent the spread of the COVID-19 epidemic, special seminars were exceptionally held on taking appropriate measures, as defined in the relevant Art. of the Hellenic Constitution (see Art. 3, Training in observance of hygiene protocols of tourist accommodations and Annex I of the Greek Gazette B/2084/30/5/2020. under title: "Specific health and hygiene protocols according to which the tourist companies operate in relation to the measures taken against COVID-19").

By 2021, the TUI BLUE KERKYRA GOLF Hotel will have completed an employee training program on issues of sustainability and proper use of tools and methods in order the goals set to be achieved.

Accordingly, the guests will receive a better information in relation to the environmental actions and shall be encouraged to participate in them, if possible.

A similar effort shall be made in order energy usage (electricity, water, fuels, etc.) to be reduced. An effort also shall be made to record the waste management and compare it with previous.

We shall ensure that the water flow will remain within the limits set by the Travelife Sustainability Programme: Showers: 10l/min, Basins: 5l/min, Toilets: 6.5l/flush, Urinals: 2l/flush

We identify the processes/procedures that have a negative impact on the environment and strive to minimize them. We inform our partners in relation to the sustainability policies we follow.



Energy management

The TUI BLUE KERKYRA GOLF Hotel has electricity consumption at 26,73Kwh per guest per night. The electricity consumption per department and the energy consumption per guest are shown in detail in the following diagrams (table 2 and table 3 respectively).

Table 2: Electricity Consumption per department (%)

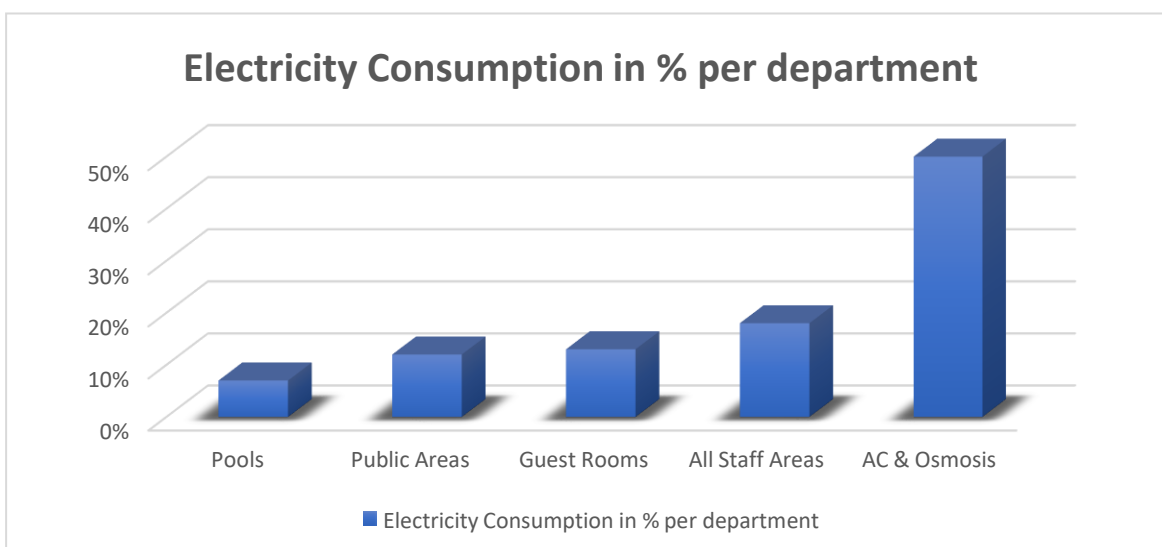
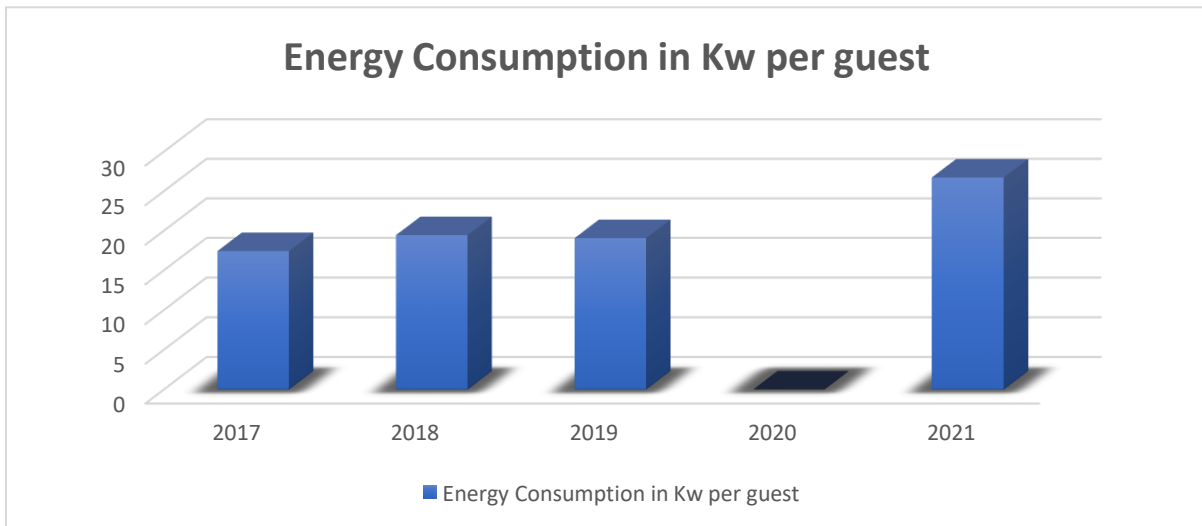


Table 3: Energy Consumption per guest (Kw)



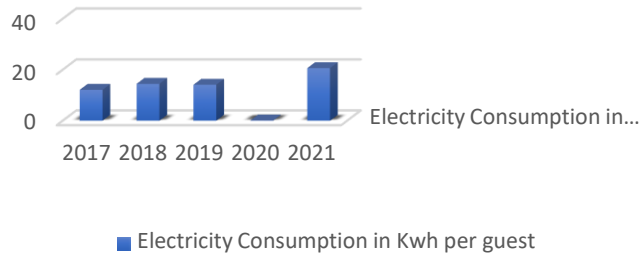
Specifically, we commit to the following:

- Comply with legal provisions and regulations in order to ensure that the company shall take care of the environmental protection.
- Ensure that all equipment purchased in future shall be considered energy efficiency.
- Ensure the training of our staff in respect of the proper electricity and energy conservation.
- We announce our commitment to save energy to our employees, suppliers, and guests as well as the public services and the local community in which the company operates.

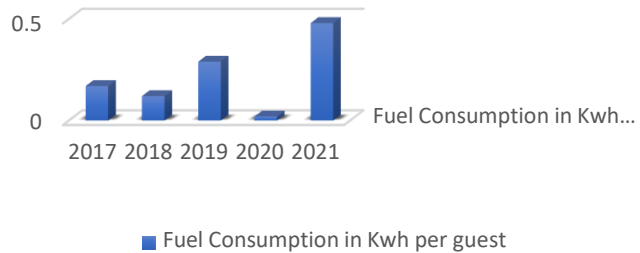
Energy saving strategies

- Use low energy light bulbs or LED lights in common-used areas, accommodations and back of the house (more than 50%).
- Use of motion sensors in emergency exits.
- Motion light sensors in public toilets.
- Outdoor lighting with motion sensors and timers.
- Power supply in accommodations only by using magnetic card.
- Air-conditioning only runs when balcony doors are closed.
- Double glazed balcony doors in order to control temperature.

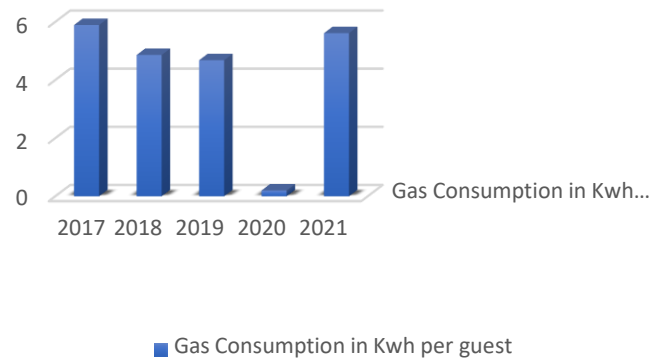
Electricity Consumption in Kwh per guest



Fuel Consumption in Kwh per guest



Gas Consumption in Kwh per guest



TARGETS FOR 2022

With the intention of constant renewal and improvement of efforts in relation to the resources management and protecting our planet, we deem necessary for the upcoming year the following actions to be carried out:

- *Replacement the remaining incandescent light bulbs with LED bulbs.*
- *Better energy management and 2% consumption reduction.*

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Water management

The TUI BLUE KERKYRA GOLF Hotel has water consumption at 0.68 tons per guest per night. In the following tables it is shown in detail the water consumption of our guests and our departments as well (see Table 5 & Table 6). The hotel has used a latest desalination plant since 2013 in order to lighten the burden on aquifer. Specifically, we commit to the following:

- Ensure the safety and hygiene of our guests and our staff with monthly water chemical analyses (hot & cold water, ice).
- Inform our staff and our guests on the proper practices for water conservation.

Table 4: Water Consumption per guest (tons)

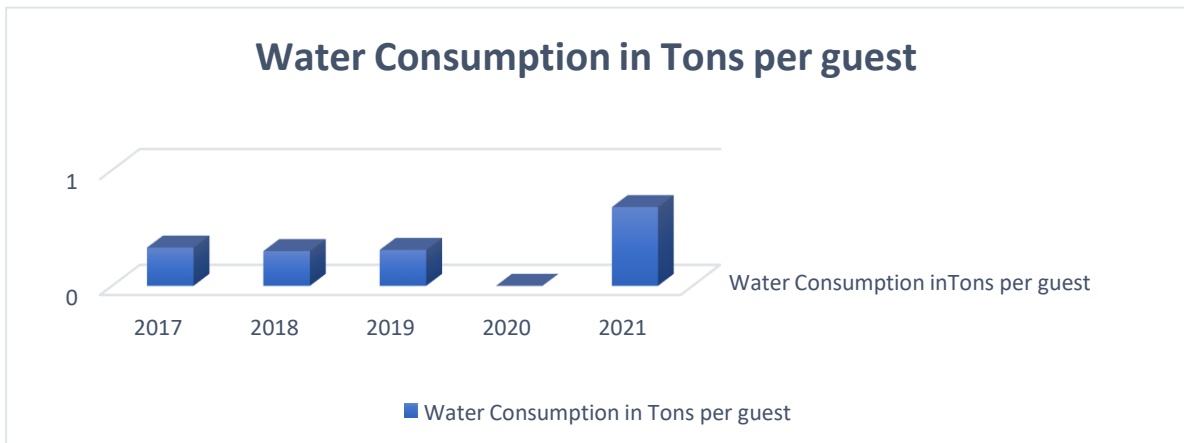
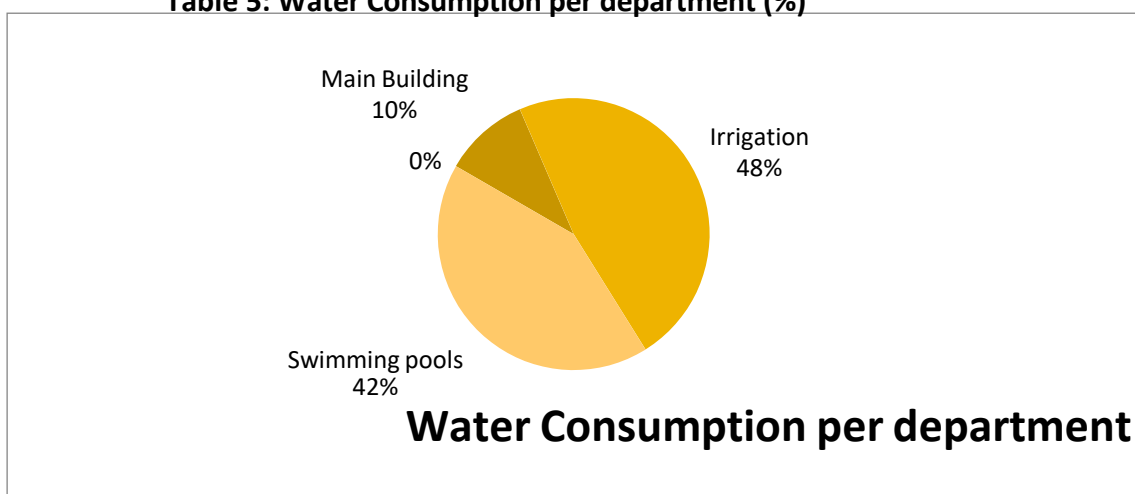


Table 5: Water Consumption per department (%)



Water saving strategies

- Toilets in public areas are equipped with low flush buttons.
- Hot water is always circulating through the system so that it is available at every faucet immediately.
- New technology boilers are used in order to reduce gas (LPG) consumption.
- Most public showers are supplied by push buttons which control flow times.
- Change of towels every 3 days (there is a flexibility) so as to reduce laundry's water usage.
- Change of bed linen every 3 days (bedsheets, pillowcases, etc.) (there is a flexibility) for the same reason.
- Guests are encouraged to re-use their towels by hanging them back on a towel rail.
- Drains are discharged into the public sewer system.
- There is immediate information in case of damage in the water supply system.
- Replacement and installation of high-tech irrigation sprinklers (nozzles) for a better spraying and less water use.
- Use washing machines only with full load.

TARGETS FOR 2022

An attempt is to be made to reduce water consumption by 1.5% by replacing the toilet flush mechanisms (where it is deemed necessary due to damage) with dual-flush toilets, possible water leaks in gardens, toilet flushes and possible water waste in pools.

Waste management

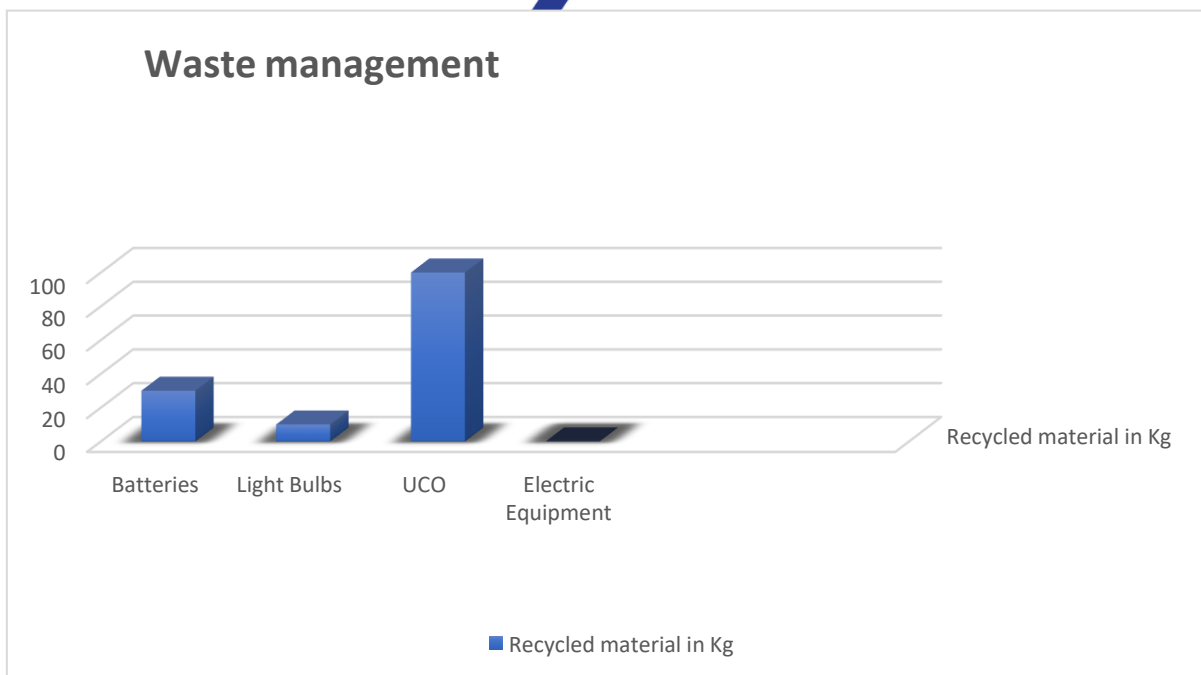
The TUI BLUE KERKYRA GOLF Hotel's aim is to reduce the solid waste generation and encourage our employees and guests to do the same. The results of waste measurements are set out below (see Table 6 & Table 7). Specifically, we commit to the following:

- Ensure the training of our staff in respect of the proper segregation of recycling and organics waste.
- Update the inventory of recycled materials and record the measurements of all recycled materials.
- Elimination of all single-use plastics (straws, cutlery).
- Recording of quantities and entry in the waste record book.

Table 6: Waste management (kg)



Table 7: Waste management



Waste management strategies

- Glass, paper, aluminum, plastic, batteries, used oil, light bulbs, toner and printer inks as well as electrical appliances are recycled.
- Replacement of disposable plastic glasses with reusable ones (polycarbonate).
- Replacement of disposable plastic plates with reusable ones (melamine).
- Banning of plastic water bottles and replacement with glasses.
- Banning of paper menu and display via QR CODE.
- Use only paper straws.
- Purchases are made in large packages in order to reduce waste.
- Written information to suppliers about our policy in relation to the waste management.
- Organic waste is kept in a special designed (refrigerated) store room which is washed and disinfected every time it is emptied.
- Selection of our suppliers is based on environmental criteria; we try to ensure, wherever possible, that there is returnable or recycled packaging.

TARGETS FOR 2022

At this point, we set out our goals regarding the best possible improvement of waste management at our plant:

- *Reduce the volume of garbage volume through a better management of food preparation and increase to purchase products with returnable or recycled packaging.*
- *Greater effort in garbage management and increase of the amounts of recycled materials.*



Chemicals management

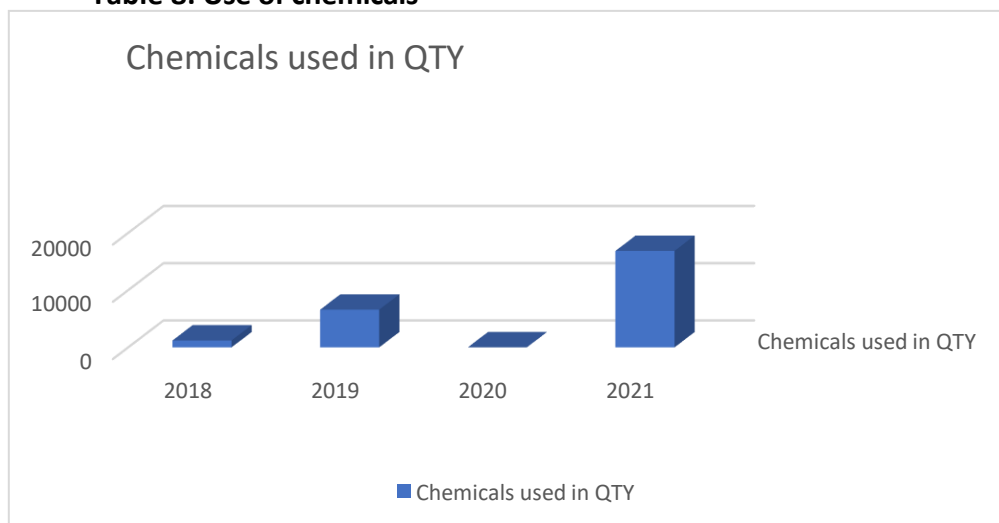
The Hotel purchases and uses environmentally friendly chemicals and cleaning products, 90% biodegradable materials, and our staff is trained in order to properly use them.

We use refrigerant (freon) (R 134, R 407, R 404, R 410) both in refrigerators and air-conditioning units which does not destroy ozone while at the same time we use A energy efficiency class split air conditioners.

The cleaning materials we use are environmentally friendly in accordance with the Community Directives; they are distributed and properly diluted ready for use by regularly checked dispensers.

Finally, there are hand soap dispensers for waste reduction in kitchens and public toilets

Table 8: Use of chemicals



TARGETS FOR 2022

- *Reduce the consumption of chemicals by 3% through a better management and training.*
- *Specifying departments with the highest consumption of chemicals.*

Purchasing management

Whilst we ensure that there is a wide range of products at our hotel, we purchase most of the products from local suppliers.

Efforts have been made to strengthen the local market, and indeed, most of the products our hotel purchases are local (fruit & fresh vegetables, meat, fish, bread, confectionery products, equipment, etc.).

Furthermore, any orders are carried out based on a fixed weekly schedule which helps us to reduce CO2 emissions, regarding transportation of products from abroad and daily local transport. At the same time, we ensure that an appropriate research is conducted in relation to the energy efficiency before purchasing any equipment.

TARGETS FOR 2022

Increase of local suppliers and biological products.

Incorporating only local products in menus.



Significant sustainability reports 2021

- Reduction of electricity, oil and gas consumption by 56.41 %
- Recording the amounts of recycled batteries and light bulbs, recycled appliances, as well.
- Blue Flag for 19 consecutive years.
- LED lighting in rooms at a rate of 100%.
- 9190 kg of recycled waste.
- ISO 22000:2018 certification.



Community policy statement

1. Promotion of responsible tourism in the area

The TUI BLUE KERKYRA GOLF Hotel cooperates with “Lavranos” Recycling Company as well as with the Municipality of Corfu in regard of recycling collection.

In addition, the beach in the front of the hotel has been awarded with the “Blue Flag” and hotel’s guests as well as anyone else are allowed to use it. Within the context of social integration, beach clean-up actions are organized every year in cooperation with public and private institutions. Finally, the hotel provides opportunities of practical training to students in cooperation with local schools.

2. Purchasing

Whilst we ensure that there is a wide range of products at our hotel, we purchase most of the products from local suppliers. Furthermore, any orders are carried out based on a fixed weekly schedule which helps us to reduce CO2 emissions, regarding transportation of products from abroad and daily local transport. At the same time, we ensure that an appropriate research is conducted in relation to the energy efficiency before purchasing any equipment.

3. Recruiting

The hotel strives to recruit persons who live in the greater area. We comprehend that such an action supports local economy as well as small and medium sized enterprises. Moreover, in this way local people avoid migration due to unemployment.

4. Child protection

Our hotel supports the protection of minor children, stands against child labour and condemns all forms of physical and sexual abuse. All employees are trained in order to recognize the basic signs of child abuse and are encouraged to report such incidents in the hotel management. The hotel, in turn, must report any incident of child abuse to the local competent authorities, whether a guest or one of its employees is responsible for it.

5. Donations - Charity

The hotel's management is interested in socio-economic issues as far as possible and participates in donations and fundraising for charity cause. In particular, the hotel donates furniture, linen and products which are no longer suitable for use. In 2016, the hotel donated mattresses to the police station and orphanages. In 2018, a fundraiser was organized for the fire victims in Mati, and in 2019 the hotel donated pillows and sheets to the Corfu General Hospital. In 2020, food was donated to the local parish. Finally, in collaboration with the local animal welfare, the guests have the possibility to provide an amount of money on the protection of stray animals.

6. Community integration

The hotel promotes the local customs and products through a variety of actions. Since 2014, it has been granted the "GREEK BREAKFAST" certification while it provides a Greek theme dinner buffet once a week where local tastes are spread; there is also a traditional food corner every day at lunch. Accordingly, local drinks, such as ouzo and koumquat are promoted at the bars. A greek restaurant (greek taverna) has opened since 2016 in the hotel where greek "meze" is served to the guests. All hotel facilities are available, on respective charges, to the local society. Finally, the hotel has an excellent cooperation with the local market and contributes at a great extent to the local economy.

Human resources policy statement

The TUI BLUE KERKYRA GOLF Hotel and its management are jointly committed to ensure that all employees are afforded excellent possible working conditions at all times. It is our belief that our staff is our most valuable asset, and therefore we have a moral and legal duty to them. We believe that by treating our employees well, they in turn will continue to take the very best care of our guests.

1. Recruiting

Th TUI BLUE KERKYRA GOLF Hotel ensures that a fair process is carried out through which we provide all applicants equal opportunities and fair treatment in relation to the available positions. This process does not allow any discrimination and all applications for the job are accepted regardless of the applicants' race, age, sex, nationality, disability, or religion. We rely on permanent staff and always strive to re-employ every season all our employees. The hotel's policy is against the child labour, save the employment of students who participate in practical training programs.

2. Contract

Throughout the entire period of employment, all the employees of the have a contract with TUI BLUE KERKYRA GOLF Hotel, which meets at least the legal requirements as defined by national laws and regulations. Pursuant to the contract all payments are made at predetermined date and personal employee records are not kept. Any employee receives at least the minimum wage, as specified by the Greek legislation. In case an employee leaves before the end of his contract, he shall receive all benefits and payments he is entitled as provided for by law.

3. Induction and training

The TUI BLUE KERKYRA GOLF Hotel ensures that a proper welcome and training is provided to new employees through which new employees are introduced to the company's philosophy and culture, products knowledge, employee welfare, health and safety, sustainable policy, performance management, etc..

4. Health and safety

The TUI BLUE KERKYRA GOLF Hotel's management ensures that all its employees are afforded the required health and safety tools by preserving in this way their safety and health (i.e. training seminars, equipment, etc.) These include the hotel's emergency plan (handbook and appropriate training) as well as the training for the safe handling of chemicals. Furthermore, personal appearance and hygiene rules are observed. Locker rooms and showers are available in the hotel and all employees receive daily meals. Finally, accident records are kept, whether the incident happens to a guest or an employee, and respective corrective actions are taken accordingly along with studies and analyses, as well.

5. Grievances & Discipline

All employees are entitled to raise a grievance to their Department Heads and if they are not satisfied they may ask for a meeting with the Hotel Manager. The Department Heads are entitled to follow a disciplinary process, wherever necessary. In case of a minor disciplinary wrongdoing, the employees are given a verbal warning, for instance arriving late at work without serious cause. Upon multiple verbal warnings the employer may receive a written reprimand; upon three (3) written reprimands any employer is dismissed. In case of gross misconduct (i.e. theft, mistreatment of colleagues or guests, substance use, etc.), the employee is dismissed immediately and without any warning.

6. Development and Promotion

All employees of the hotel are encouraged to further develop their skills and any opportunities for promotion will be provided wherever possible. All employees will have individual objectives and individual development plans, wherever possible, which will be agreed with managers and/or supervisors and will be reviewed when required.

7. Benefits

All employees of the hotel are entitled to the following:

- Social insurance
- Health insurance
- Annual leave
- Uniforms
- Meals
- Sick leave
- Accommodation for employees whilst on business journeys.

Child Protection Policy Statement

Our hotel supports the protection of minor children and stands against child labour, physical and sexual violence. All employees are trained in order to recognize the basic signs of child abuse and are encouraged to report such incidents in the hotel management. The hotel, in turn, must report any incident of child abuse to the local competent authorities, whether a guest or one of its employees is responsible for it since there is zero tolerance in this matter. At the TUI BLUE KERKYRA GOLF Hotel we commit to the 6 steps of ECPAT Code (End Child Prostitution, Pornography & Trafficking for sexual purposes) to keep children safe from sexual abuse. ECPAT Code is an initiative which aims to provide awareness, tools and support to the tourist industry to prevent the sexual exploitation of children. ECPAT is an international network dedicated to the protection of children, info@ecpat.net. By virtue hereof, we make it clear to everyone that the hotel has put in place the procedures for understanding when a child is at risk and for dealing with such cases.

For this reason, we train our staff, inform our guests, maintain contacts with public authorities or other institutions and declare that we have zero tolerance, especially in matters of sexual harassment and abuse.

Safety and health policy statement

The basic principle and commitment of the hotel and its' executives is to provide its guests with high quality services and products, to be responsible for the health and safety of the employees and third parties; therefore, the hotel is committed to carry on all those actions required to prevent and improve the health and safety conditions as provided for by Greek and European legislation and ISO 22000 provisions which fully meet their requirements and expectations.

The hotel's vision is to combine luxury, hospitality, stunning views and atmosphere of a seaside hotel; it has adopted the company's motto: «“in Louis Hotels man comes first. Neither the guests nor the employees come first but man!” Our purpose is to make “happy people at a pleasant environment”». With a view to achieving the aforesaid, the Hotel Management has established a Food Safety Management System, in accordance with the International Standard ISO 22000:2018, which covers the entire range of the hotel's activities including: suppliers' evaluation, purchase, delivery, storage, preparation, food & drinks display and serving in the hotel's restaurants and bars