

2023



Sustainability Report

Kerkyra Blue Hotel & Spa





Sustainability Report 2023

Greeting from the Management

Welcome to the island of Corfu and the Kerkyra Blue Hotel & Spa. Our island is world-famous for its natural beauty, its genuine Corfiot hospitality, and the 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 Urselman

General Manager

Kerkyra Blue Hotel & Spa

Sustainability Statement.

At the Kerkyra Blue Hotel & Spa, 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 sources (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 ensuring 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 2023.

With a view to achieving the above goals, we have appointed a team, consisting of the managers of all the departments of the hotel, for issues related to environmental management human resources and social integration. The Hotel's General Manager, Mr. Urselmann, has been appointed as leader of the team, who will inform and guide the sustainability team, and furthermore, will supervise the implementation of the best practices across the entire range of activities of the company.

SUSTAINABILITY TEAM

NAME Job title	SCOPE OF RESPONSIBILITY	RESPONSIBILITIES
Tsotsis Evangelos Operations Manager	Environmental Management Employee well-being and work rules	Solid waste management, social integration, labour and human rights, guests
Ginargyrou Spyridoula F.O. Manager	Environmental Management Employee well-being and work rules	Diffusion of progress, guests, social integration
Zazaras Fotis Head Chef	Environmental Management Employee well-being and work rules	Solid waste management, guests
Voutsela Zoi Housekeeper	Environmental Management Employee well-being and work rules	Management of contamination, corrosion, dangerous substances, guests
Aristeidou Markos Chief Engineer	Environmental Management Employee well-being and work rules	Water and energy management, guests
Papouli Sevasti Cost Controller	Involvement and support of the community	Suppliers
Zoupas Vasilis Chief accountant	Employee well-being and work rules Involvement and support of the community	Human and financial resources, legislation, business policies
Digkas Theodoris Service Manager	Environmental Management Employee well-being and work rules	Solid waste management, social integration, labour and human rights, guests

In addition, Kerkyra Blue Hotel & Spa will continue to ensure high quality service through collection of data from various sources, such as: tour operator CSQs, Guestflip, online guests reviews, exclusivi app., etc.

STAKEHOLDERS

Stakeholder	Material topic	Ways of engagement
Shareholders	<ul style="list-style-type: none"> -Regulatory compliance -Human rights issues -Customer health & safety -Occupational health & safety -Procurement practices -Economic issues 	<ul style="list-style-type: none"> -Meetings -Website -Financial report -Organization policies -Newsletters
Hotel personnel	<ul style="list-style-type: none"> -Human rights issues -Regulatory compliance -Employment issues -Occupational health & safety -Economic issues 	<ul style="list-style-type: none"> -Meetings -Training -Organization policies -Newsletters
Guests	<ul style="list-style-type: none"> -Customer health & safety -Human rights issues -Customer privacy -Regulatory compliance 	<ul style="list-style-type: none"> -Website -Social media -Adds -Newsletters
Suppliers	<ul style="list-style-type: none"> -Customer health & safety -Economic issues -Regulatory compliance -Procurement practices 	<ul style="list-style-type: none"> -Website -Newsletters
Local community	<ul style="list-style-type: none"> -Regulatory compliance -Occupational health & safety -Biodiversity -Procurement practices -Economic issues 	<ul style="list-style-type: none"> -Website -Meetings -Newsletters
Public authorities	<ul style="list-style-type: none"> -Regulatory compliance -Employment issues -Human rights issues -Public policy 	<ul style="list-style-type: none"> -Website -Newsletters

Introduction to Kerkyra Blue Hotel &

Spa

1. Hotel's Profile

Kerkyra Blue Hotel & Spa is set amidst beautifully landscaped gardens and framed against the serene Mediterranean Sea. It is a member of the Hellenic Tourist Organization, the Hotel Chamber of Greece, the Corfu Hotel Association and the A.O.C.T.A..

The multi-awarded, 5 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 20th All Inclusive Resort in Europe for 2018 and 9th Top Family Hotel In Greece for 2018, and has received Travelife Goldaward in 2021. In addition, Kerkyra Blue Hotel & Spa has received an ISO 22000: 2018 certification, BLUE FLAG and "GREEK BREAKFAST" certification.

The hotel was built in 1973 and it has been fully renovated in 2023; therefore, it is now part of the Louis Hotels Elegant Collection as its F& B departments, its common-used areas and its 240 rooms have been renovated. 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.



2. 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.

Alykes Potamos beach is on the north east coast of Corfu, and more precisely it is located on the seaside part of a wider open bay of 4,300 metres long, which is formed in the west of Potamos bay. The beach has a length of 520 metres and an average width of 5 metres and faces north. The coast's beach is made up by sand and features a low and sclerophyllous vegetation mostly in its western part. Seabed is sandy and has a gentle gradient, since the 5 metres isobath is situated to 75 metres offshore. Finally, the water depth for swimming is normal for the first metres.



3. Our employees' 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 following table/graph shows the distribution of employees based on gender.

	<u>2021</u>	<u>2023</u>
Female	71	95
Male	54	78

Table 1: Employees at Kerkyra Blue Hotel & Spa, based on gender

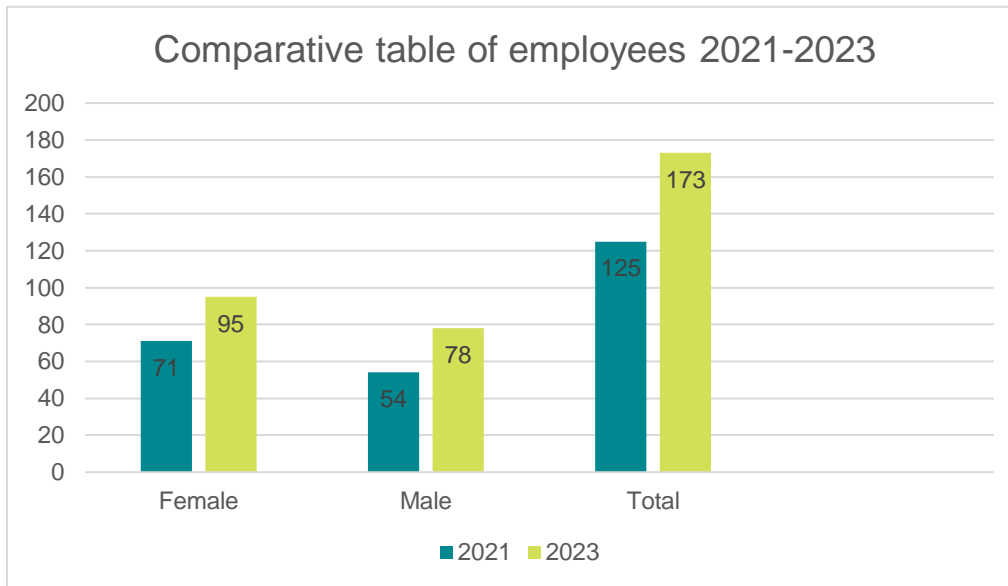


Table 2: Comparative table of employees Kerkyra Blue Hotel & Spa, 2021-2023

A 38.4% increase has been observed this year in recruitment of employees, and accordingly an increase of contribution to the economy of the local community. Male and female rates remained approximately at the same levels; male employment rate is 45% compared with 43.2% in 2021, while the female employment rate is 54.9% compared with 56.8%, accordingly. The table below shows the distribution of human resources in the hotel's department.

Distribution of employees per department	
H/K	20.9%
Accounting – Warehouse Dpt.	4.9%
Kitchen	21.8%
Front Desk	7.9%
F&B	34.5%
Maintenance	7.2%
Entertainers	2.8%

Table 3: Distribution of employees at Blue Hotel & Spa, per department

The Hotel’s Management is jointly committed to ensure that all employees are always afforded excellent possible working conditions. It is our belief that our staff is our most valuable asset, and therefore we acknowledge that 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.

Kerkyra Blue Hotel & Spa 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.

For 2023, many of our employees have come from different countries, such as: Albania, Pakistan, Romania, Ukraine, Bulgaria, Morocco, Philippines, etc.

4. Our policy and vision

The basic principle and commitment of the hotel and its’ executives is to provide its guests with high quality services and products, and be responsible for the health and safety of the employees and third parties. Therefore, the hotel is committed to carry out all those actions required to prevent and improve the health and safety conditions as provided for by Greek and European legislation.

Our vision is to combine luxury, hospitality, stunning views, and a friendly atmosphere. The company's motto is: "in Louis Hotels people come first. Neither the guests nor the employees come first but people!" Our purpose is to make "happy faces in happy places". 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 in particular, aiming to improving our customers' service, in-house seminars on the operation and services of 5-star hotels have been carried in Greece and Cyprus.



By 2023, all employees of Kerkyra Blue Hotel & Spa shall have been trained on sustainability issues and proper use of tools and methods in order the goals set to be achieved. Accordingly, the guests will obtain a more comprehensive overview in relation to the environmental actions and shall be encouraged to participate in them, if possible.

Kerkyra Blue Hotel & Spa is committed to implementing preventive measures to protect and preserve the environment for future generations. We recognise the environmental impact of our work, and our hotel's goal is to be more efficient, green and environmentally friendly hotel. We strive to minimise any harmful impacts arising from our hotel's activities. Working together with our guests, we can help create a cleaner and safer environment and ensure that environmental issues remain the focus of attention and receive the appropriate care.

Kerkyra Blue Hotel & Spa'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.

Finally, a key commitment of the Kerkyra Blue Hotel & Spa’s management is to ensure the way in which its processes influence the local and business community. Therefore, we continue working to ensure that the hotel, through promoting sustainable tourism in the region, shall cause positive, social and economic impacts (through purchase, employment, donations), and where possible, minimise or even eliminate any negative impacts.

Environmental management

1. Energy management

The Kerkyra Blue Hotel & Spa has electricity consumption at 24,45KwH per guest per night. Its energy sources are electricity, fuel and gas. The follow graphs show the energy consumption per source and the energy consumption per guest.

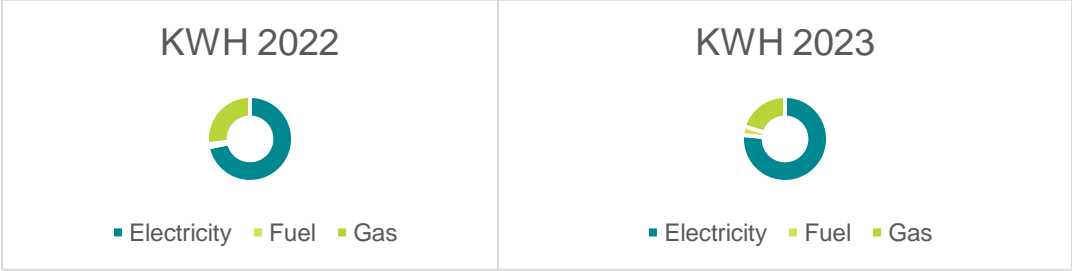


Table 4: Energy consumption per source, 2022-2023

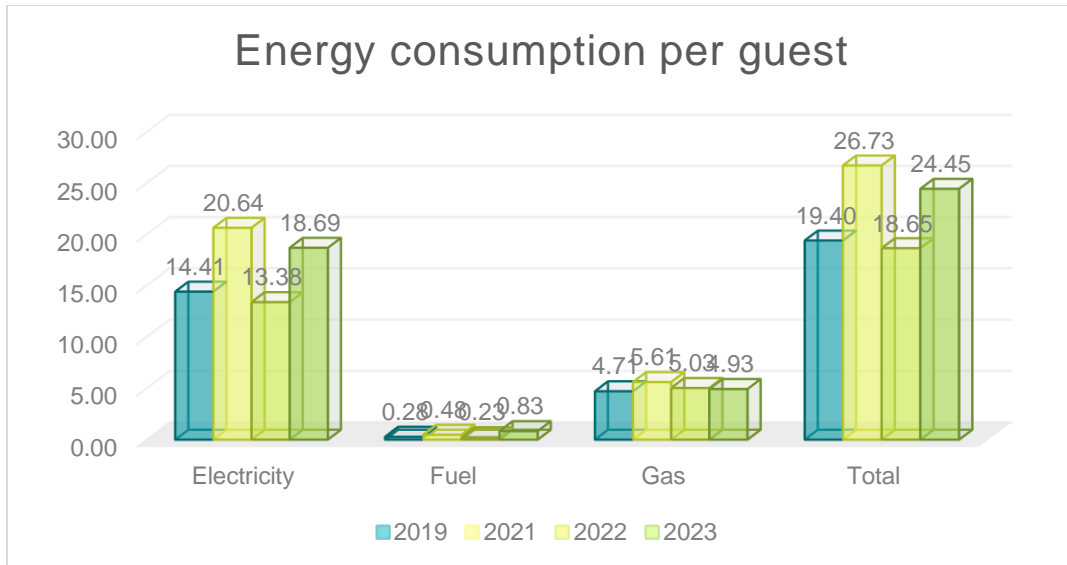


Table 5: Energy consumption per guest/per night

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 any 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.

- Annual inspection of facilities and equipment.
- New technology gas boiler so as to reduce LPG use.

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.
- Installation of modern technology equipment in all the departments of the hotel.
- Placing more signs in the staff’s workplace in order to save energy.
- Improve energy consumption management and reduce consumption as shown in the following table.

Key indicator	Current Status	Next year goal	Methodology
Electrical consumption per guest	18.69 kWh	17.80 kWh	Personnel training, guest information
Gas consumption per guest	4.93 kWh	4.50 kWh	Optimize equipment usage
Fuel consumption per guest	0.83 kWh	0.80 kWh	Optimize equipment usage

Table 6: Targeting of energy management.



2. Water management

Kerkyra Blue Hotel & Spa has water consumption at 0.52 tons per guest per night. Table 7 shows in detail in detail the water consumption of our guests and our departments as well. The hotel has used a latest desalination plant since 2013 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

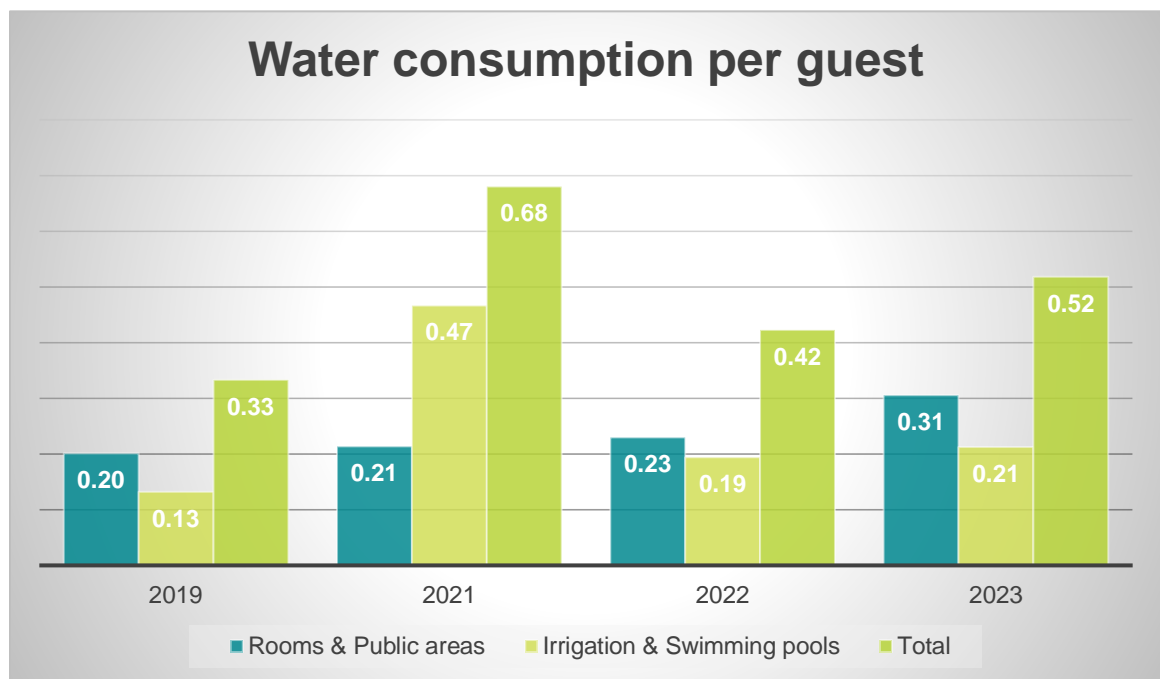


Table 7: Water consumption per guest/per night and per department (%)

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.
- Most public showers are supplied by push buttons which control flow times.
- Change of beach towels upon inspection; each guest is entitled to only one sea towel in order to save water from washing.

- Guests are encouraged to re-use their towels by hanging them back on a a towel rail.
- Drains are discharged into the public sewer system.
- There is immediate information in case of damage in the water supply system.
- Care for replacement and installation of high-tech irrigation sprinklers (nozzles) for a better spraying and less water use.
- Use washing machines only with full load.
- Annual inspection of the facilities for any leaks.

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:

- Optimize the pool operation.
- Staff training and guest information.
- Cooperation with certified subcontractors in terms of sustainability issues, concerning the linen washing.
- Inventory of grey water.
- Improve water management and reduce consumption as shown in the following table.

Key indicator	Current Status	Next year goal	Methodology
Water consumption m^3 per guest	0.52 m^3	0.30 m^3	Personnel training, guest information

Table 8: Targeting of water management.

3. Waste management

In Kerkyra Blue Hotel & Spa we continue working 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). Additionally, during the 2022-2023 renovation 40.000 kg of metal and 13.000 kg of electrical materials and equipment, were recycled.



Table 9: Waste management 2022-2023

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.

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).
- Banning of plastic water bottles and replacement with glasses.
- Banning of paper menu and display via exclusive app.
- Use only paper straws.
- Purchases are made in large packages 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) storeroom 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.
- Use of electronic systems to communicate and order reception.
- Adjustment of food quantity in relation to the number of guests.
- Implementation of F.I.F.O. method in all departments.
- Elimination of guest questionnaire forms and use of exclusive app.

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.
- Suggestion to purchase organic waste composters.
- Suggestion to purchase cardboard compactors to improve management of recyclable waste.

Key indicator	Current Status	Next year goal	Methodology
Full load garbage bins number collected daily	10 pcs	10 pcs	Personnel training, better communication with municipality
Food waste garbage bins	8 pcs	8 pcs	Personnel training, better communication with municipality
Glass quantity recycled	3850 kg	5000 kg	Personnel training
Full load recycles bins (paper, plastic, aluminum) number collected daily	8 pcs	8 pcs	Personnel training, better communication with municipality
Batteries recycled	10 kg	50 kg	Personnel training
Light Bulbs recycled	25 kg	50 kg	Personnel training
UCO recycled	3850 kg	4000 kg	Personnel training
Electric equipment recycled	n/a	Καταγραφή	Personnel training
Toner recycled	33 pcs	80 pcs	Personnel training

Table 10: Targeting of waste management.

4. 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.

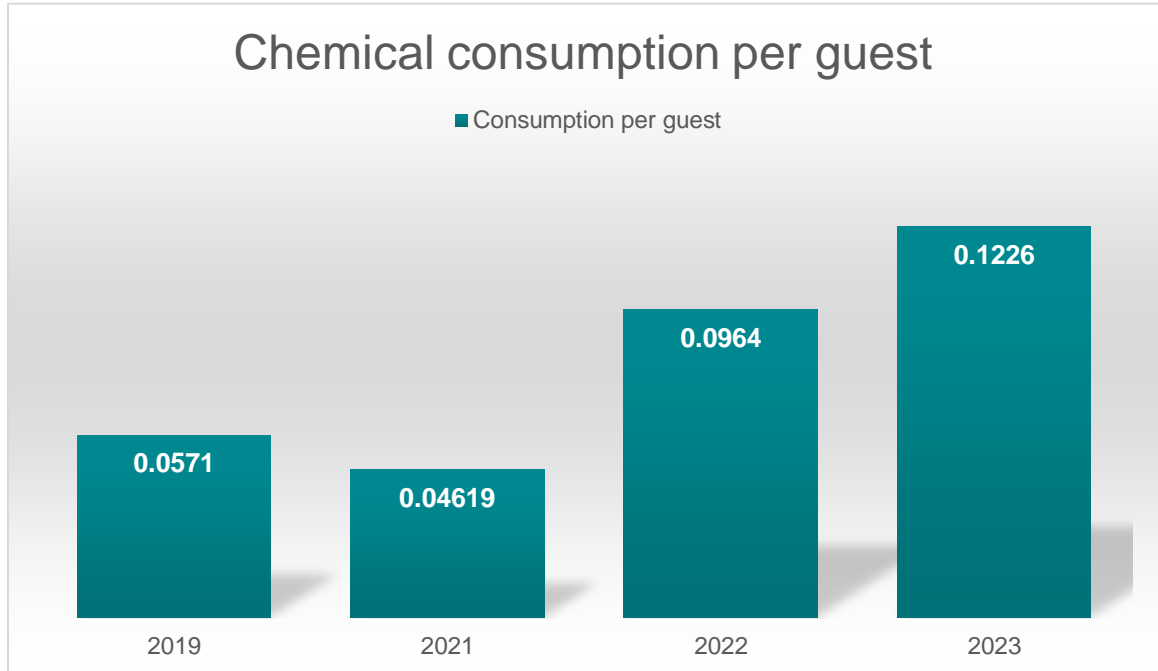


Table 10: Use of chemicals per guest/per night

Detergent consumption was recorded in 2023 per guest/night (0.083 lt). The following graph shows the chemical consumption per use.



Table 11: Chemical/detergents consumption / per guest/per night and per use

In the following table we set out our goals regarding the best possible improvement of chemicals management at our plant:

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

Key indicator	Current Status	Next year goal	Methodology
Chemical consumption per guest	0.123 lt	0.11931 lt	Personnel training
Chemical baseline	7597 lt	7,369 lt	Personnel training

Table 12: Targeting of chemicals management.

5. Suppliers & Purchases

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.). In addition, we have compiled a wine list which consists of 75% greek labels.

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 appropriate research is conducted in relation to the energy efficiency before purchasing any equipment. The following graph shows the distribution of suppliers, depending on the localization

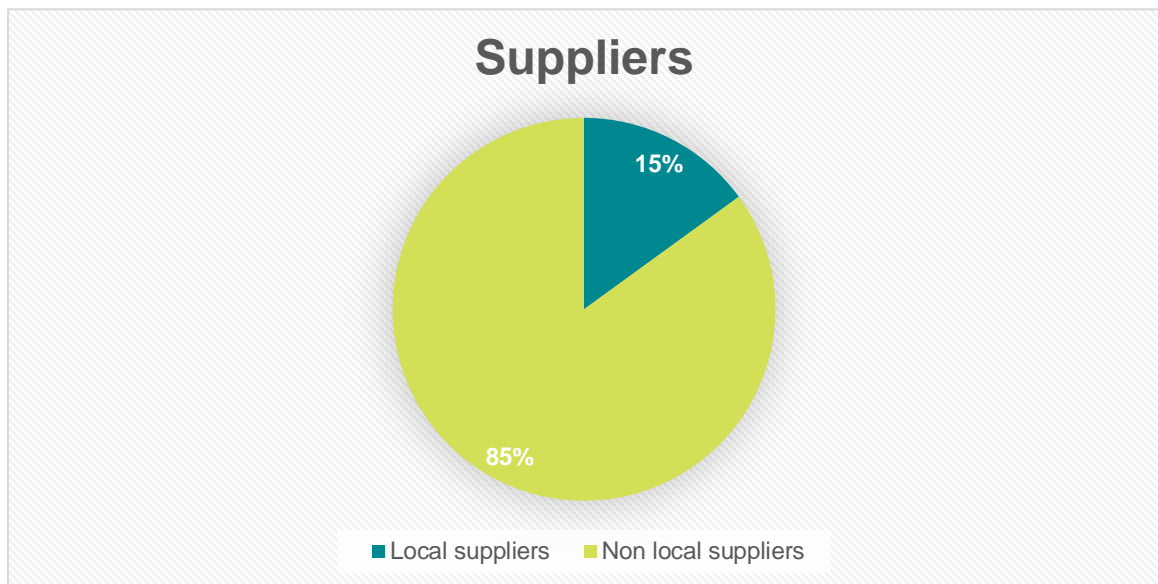


Table 13: Distribution of suppliers per localization

In the following table we set out our goals regarding the suppliers and purchases:

- Increase of local suppliers and biological products.
- Recording local products.
- Incorporating only local products in menus.

Key indicator	Current Status	Next year goal	Methodology
Local suppliers	9	15	Local market research

6. Significant sustainability reports Sustainability Report 2023

- Increase of labour force at 38.4 %.
- Reduce energy consumption per guest/per night at 1.515%.
- Reduce water consumption per guest/per night at 0.06%.
- Recording the amounts of recycled batteries and light bulbs, recycled appliances, as well.
- Increase of chemical consumption per guest/per night.
- Blue Flag for 21 consecutive years.
- Led lighting in rooms at a rate of 100%.
- 17201 kg of recycled waste.
- ISO 22000:2018 certification.
- Travelife Gold award certification.
- “GREEK BREAKFAST” certification.

7. Certifications



HOTEL N' SPA
KERKYRA BLUE
CORFU | GREECE