



ZEUS HOTELS

G R E E C E

The Management of Zeus Hotels – Papakaliati Brothers SA has defined implements and communicates to all interested parties Policies for Environmental Management, Food Safety Management, Health and Safety at Work and Corporate Social Responsibility.

Our aim and will is to be constantly harmonized, as a modern company, with the requirements by our internal and external operating environment, following a path of sustainable development with a prudent and rational use of natural resources, while minimizing the negative environmental impacts of our activities, creating a modern and professionally suitable work environment, investing in new technologies and continuous education of Human Resources, respecting human rights, while remaining open to communication with our executives, our employees, our customers, our partners and suppliers, the Public Authorities and the local community.

In the context of our continuous improvement in all the above-mentioned areas, we set goals that are reviewed annually in terms of their degree of implementation, new ones are approved or old one are modified, according to the performance of each hotel and circumstances, always committed to active participation and provision of resources at each level in order to achieve the best possible result.

It is a fact that the recent pandemic has imposed important difficulties on the tourist sector all over the world, with a reduced number of flights and reservations. As a result, almost 50% of hotels and tourist accommodation services were unable to function especially during the summer season of 2020, which was at the same time, a very short season. The first visitors from abroad arrived in July and the majority of international flights stopped the first weeks of September. In this adverse context, the company operated 3 of its 6 hotels, more specifically Blue Sea Beach, the Village Resort and Cook's Club, for the short period of two months.

Maintaining our optimism that with patience and trust in the international scientific community, we will get over this difficult situation, we remain true to our principles, our goals and the desire to meet all the requirements of a modern, extrovert Organization with respect to the Human, the Society and the Environment, we look forward for further certification of our other actions.

Our Power:

- *The trust of our clients, many of whom constantly choose our hotels for their holidays every year,*
- *their high rankings in our services,*
- *our constant partnerships with international Tour Operators,*
- *the satisfactory financial figures and results, both at company and at hotel level,*
- *the commitment of our executives*
- *the reputation of our organization in the local market, expressed by our external partners, our suppliers, local clubs and associations.*

Eleftherios M. Papakaliatis
Managing Director

HOTELS

The Village Resort & Waterpark

Location: Hersonissos, Heraklion, Crete

Number of beds: 701

Swimming Pools: 2 for adults, 1 for infants and 1 Water Park



Neptuno Beach

Location: Amoudara Beach, Heraklion, Crete

Number of beds: 218

Swimming Pools: 1 for adults and 1 for infants



HOTELS

Cosmopolitan Hotel

Location: Ixias Beach, Rhodes

Number of beds: 686

Swimming Pools: 2 for adults and 1 for infants



Blue Sea Beach

Location: Stalis, Heraklion, Crete

Number of beds: 376

Swimming Pools: 2 for adults, 9 private, 1 spa and 1 for infants



HOTELS

Marina Beach

Location: Kato Gouves, Heraklion, Crete

Number of beds: 1.164

Swimming Pools: 3 for adults and 1 for infants



Cook's Club

Location: Hersonissos, Heraklion, Crete

Number of beds: 448

Swimming Pools: 2 for adults and 1 spa



HEALTH AND SAFETY

Food Safety

The insurance of Quality and Food Safety, that Zeus Hotels manage, is a key priority for its Administration, its executives and all employees in hotels' food departments.

As a result, a Food Safety Management System has been established, in all Zeus Hotels, in accordance with the International Standard **ISO 22000:2005**, which was certified in 2015.



In this context, the management of **Zeus Hotels** for each one of its hotels:

- ✓ Is committed to comply with the legal and regulatory requirements as far as food safety is concerned
- ✓ Sets realistic as well as ambitious goals which help to improve and update the management system
- ✓ Has developed a close, honest and sincere cooperation with the supervisory authorities and the members of the food network in order to protect the consumer's health
- ✓ Continually invests in the development of new technologies and techniques which improve the hygiene level of its products

HEALTH AND SAFETY

- ✓ Disposes of further plans concerning the management of potential food safety crisis and proceeds to timely and full withdrawal in case a product does not abide by the rules
- ✓ Invests in continuous formation workshops, in informative and educative seminars, so that its members could promote ensure and guarantee food safety in each of their activities
- ✓ Maintains a specific sampling plan for the regular check of both food and drinking water, in collaboration with an accredited laboratory, with excellent results
- ✓ Conducts regular, unannounced internal hygiene inspections in all food departments, in collaboration with an external inspector - food safety advisor.



ISO 22000: 2005 certification for Zeus Hotels means:

- ✓ Prestige and international recognition
- ✓ Knowledge for controlling the food throughout its course: from the initial selection of raw materials and the confirmation of the strict quality criteria upon receipt from the hotel, until their presence at the buffet for the customers
- ✓ Customers' trust

HEALTH AND SAFETY

Prevention of Legionella

INFORMATION FOR THE BACTERIA AND THE DISEASE

Legionnaires' disease was named after a respiratory infection from which a large number of veterans of the Legion of America suffered, in a conference in Philadelphia, USA, in 1976.

The bacterium that causes the disease belongs to the Legionella Spp family, while there are approximately 42 legionella species, with Legionella Pneumophila being the most common species associated with the disease.

L. pneumophila has been found in natural water sources such as lakes and rivers, as well as in artificial water installations such as cooling towers for water-cooled air conditioning systems, cold and hot water systems (taps and showers), water storage tanks, spa baths, garden watering systems, water shows (fountains, indoor waterfalls, etc.).

The contagion is achieved when the person inhales droplets (size 1-5 mm) contaminated water with legionella. So, a running a tap, a shower, cleaning a toilet, even the bubbles emerging from a spa reservoir, can cause infection.

Legionella:

- ✓ In temperatures above 70 degrees of Celsius, is destroyed
- ✓ In temperatures from 0 to 19 degrees is inactive.
- ✓ In temperatures from 20 to 45 degrees, multiplies.

Legionella's proliferation is favored when a bio membrane has been developed on the internal surface of the piping, which is created when there are rust, salts, algae and micro-organisms.

HEALTH AND SAFETY

OUR ACTION:

All Zeus Hotels have a specific procedure to prevent Legionella from appearing on their premises, based on the 15-Point Plan of the European Guidelines for Legionella Control.

The Plan, among others, provides:

- ✓ Responsible person, suitable trained to prevent Legionella
- ✓ Training all housekeeping staff for proper cleaning and disinfection in rooms and public areas
- ✓ Regular maintenance of the entire air conditioning system by qualified professionals
- ✓ Cleaning the air conditioner filters at each customer departure
- ✓ Cleaning and disinfection of tanks and pipelines of cold and hot drinking water
- ✓ Regular inspections of tanks and pipelines
- ✓ Daily temperature, chlorine and pH measurement of potable water in tanks, kitchens and rooms

The confirmation of the Scheme is achieved by sampling drinking water, based on a specific schedule, in collaboration with an accredited analytical laboratory.



HEALTH AND SAFETY

Swimming Pools Management

Zeus Hotels apply all the hygiene and safety rules in the management of swimming pools, which is assigned to suitably trained and experienced staff, to whom is provided continuous training by professional chemists, engineers and lab analysts.



In our Swimming Pools:



✓ At least 2 times a day, water quality check (chlorine concentration, temperature, pH) is performed using advanced technology and corrective action is taken, when needed, based on specific instructions for the use of chemical formulations by professional chemists and suppliers.

- ✓ In Daily bases the inside, their filters and the outside surrounding areas are cleaned thoroughly.
- ✓ Continuous checks are made daily for any damage and safety issues
- ✓ A microbial water analysis is performed by an accredited analytical laboratory based on a specific sampling schedule.



ENVIRONMENTAL MANAGEMENT

In Zeus Hotels an Environmental Management System has been established in accordance with the International Standard **ISO 14001: 2015**, as well as the TRAVELIFE Sustainability System, certified so far in four of the company's hotels.



In this context, each one of **Zeus Hotels**:

- ✓ systematically monitors and observes the environmental compliance obligations related to the environmental aspects
- ✓ systematically identifies, evaluates and controls the environmental impacts of all hotel activities, including external providers, customers and stakeholders
- ✓ protects the natural environment from harmful changes and degradation caused by its operations and services
- ✓ takes care of environmental protection including pollution prevention, sustainable use of resources, mitigation and adaptation to climate change and the protection of biodiversity and ecosystems
- ✓ rationally manages its produced waste and increases the amount of materials for recycling, compared to those available for disposal



ENVIRONMENTAL MANAGEMENT

Waste Recycling

- ✓ In 2017 bins were placed for the separate collection of paper, plastic and glass at public locations so that all customers and hotels' guests can recycle
- ✓ Since 2018 we have been expanding our partnerships with waste collection and recycling companies so that the list is complete and includes as many categories as possible.



Quantities of waste recycled in 2018

| Type of waste: | PAPER / PLASTIC | GLASS | OIL | CONTAINERS OF CHEMICALS | BATTERIES | ELECTRONIC / ELECTRICAL EQUIPMENT | SCRAP METAL |
|---------------------------------|------------------|-----------------|-----------------|-------------------------|---------------|-----------------------------------|-----------------|
| The Village Resort & | 12.950 Kg | 1.670 Kg | 1.670 Kg | 88 units | 9 Kg | 2.195 Kg | 1.405 Kg |
| Neptuno Beach | 7.100 Kg | 605 Kg | 605 Kg | 29 units | 8 Kg | 0 Kg | |
| Cosmopolitan Hotel | 14.350 Kg | 712 Kg | 712 Kg | 512 units | 30 Kg | 4.958 Kg | |
| Blue Sea Beach | 9.920 Kg | 2.190 Kg | 2.190 Kg | 26 units | 9 Kg | 37 Kg | |
| Marina Beach | 14.400 Kg | 1.968 | 1.968 | 21 units | 50 | 53 | |
| Cook's Club | 2.240 Kg | 500 | 500 | 0 | 0 | 0 | |
| TOTALS: | 51.690 Kg | 7.645 Kg | 7.645 Kg | 676 units | 106 Kg | 160 Kg | 1.405 Kg |

ENVIRONMENTAL MANAGEMENT

Quantities of waste recycled in 2019

| Type of waste: | PAPER / PLASTIC | GLASS | OIL | CONTAINERS OF CHEMICALS | BATTERIES | ELECTRONIC / ELECTRICAL EQUIPMENT | SCRAP METAL |
|----------------------|------------------|------------------|-----------------|-------------------------|--------------|-----------------------------------|-----------------|
| The Village Resort & | 11.775 | 7.500 | 1.350 | 165 | 7 | 425 | 1.276 |
| Neptuno Beach | 5.575 | 1.275 | 365 | 73 | | | |
| Cosmopolitan Hotel | 12.470 | | 344 | 647 | 17 | 428 | |
| Blue Sea Beach | 10.350 | 5.440 | 1.735 | 50 | | 225 | 215 |
| Marina Beach | 12.110 | 6.560 | 2.235 | 11 | 28 | 976 | |
| Cook's Club | 680 | 1.400 | 555 | 27 | | | |
| TOTALS: | 52.960 Kg | 22.175 Kg | 6.584 Kg | 973 τμχ | 52 Kg | 2.054 Kg | 1.491 Kg |

Quantities of waste recycled in 2020

| Type of waste: | PAPER / PLASTIC | GLASS | OIL | CONTAINERS OF CHEMICALS | BATTERIES | ELECTRONIC / ELECTRICAL EQUIPMENT | SCRAP METAL |
|----------------------|-----------------|-----------------|---------------|-------------------------|-------------|-----------------------------------|---------------|
| The Village Resort & | 2.500 | 1.300 | 280 | 79 | | 250 | 560 |
| Blue Sea Beach | 4.400 | 2.910 | 280 | 7 | | | |
| Cook's Club | 1.030 | 2.350 | 200 | | | | |
| TOTALS: | 7.930 Kg | 6.560 Kg | 760 Kg | 86 τμχ | 0 Kg | 250 Kg | 560 Kg |

The Management, supporting this important effort, is committed to:

- ✓ ensuring the necessary resources for the efficient operation of the Environmental Management System and its continuous improvement,
- ✓ the continuous training and education of staff and their encouragement to active participation, on an individual and team level, in the field of operation, in order to fulfill environmental objectives, to avoid environmental pollution, to preserve natural resources and to ensure the improvement of the Environmental Management System
- ✓ Promoting the open dialogue and informing interested parties in a spirit of sincere and mutual respect

ENVIRONMENTAL MANAGEMENT

Consumption of Natural Resources

In all our hotels, important actions have been taken in order to **reduce energy and water consumption**. For instance:

- ✓ installation of switches on balcony doors that shut off the power of A/Cs in the rooms, when the doors are opened
- ✓ the use of electronic key cards that shut off the power supply when the guest is leaving the room
- ✓ changing linen and towels every second day
- ✓ replacement of all standard light bulbs with new ones of low energy consumption or led lights in all public areas, accommodations
- ✓ purchase of equipment of high energy class only
- ✓ installation of water flow reduction systems on washbasins' taps
- ✓ systematic recording of water consumption meters for the early detection of any possible leaks.

Electricity Consumption

| Hotel | Quantities in kw | | | kw / guest night | | | | |
|---|------------------|-----------|-----------|------------------|-------|--------|-------|---------|
| | 2018 | 2019 | 2020 | 2018 | 2019 | +/- | 2020 | +/- |
| The Village Resort & Waterpark | 1.471.168 | 1.341.301 | 469.365 | 10,20 | 10,65 | + 0,45 | 18,55 | + 7,9 |
| Neptuno Beach | 328.375 | 283.610 | - | 6,22 | 6,06 | - 0,16 | - | - |
| Cosmopolitan Hotel | 1.713.897 | 1.553.016 | - | 12,11 | 11,47 | - 0,64 | - | - |
| Blue Sea Beach | 1.039.348 | 1.014.724 | 660.333 | 11,59 | 11,58 | - 0,01 | 18,16 | + 6,58 |
| Marina Beach | 1.449.795 | 1.458.695 | - | 10,76 | 10,06 | - 0,70 | - | - |
| Cook's Club | 402.903 | 558.532 | 306.568 | 11,18 | 13,33 | + 2,15 | 27,98 | + 14,65 |
| Totals / Average | 6.405.486 | 6.209.878 | 1.436.266 | 10,34 | 10,53 | + 0,18 | 21,56 | + 11 |

ENVIRONMENTAL MANAGEMENT

Diesel Consumption

| Hotel | Quantities in Lt | | | Lt / guest night | | | | |
|--------------------------------|------------------|--------|--------|------------------|------|--------|------|--------|
| | 2018 | 2019 | 2020 | 2018 | 2019 | +/- | 2020 | +/- |
| The Village Resort & Waterpark | 300 | 600 | 0 | 0 | 0 | - | 0 | - |
| Neptuno Beach | 17.500 | 16.750 | - | 0,33 | 0,36 | + 0,03 | - | - |
| Cosmopolitan Hotel | 33.515 | 27.959 | - | 0,24 | 0,21 | - 0,03 | - | - |
| Blue Sea Beach | 27.895 | 27.800 | 14.900 | 0,31 | 0,32 | + 0,01 | 0,41 | + 0,09 |
| Marina Beach | 1.300 | 900 | - | 0,01 | 0,01 | 0 | - | - |
| Cook's Club | 7.200 | 8.500 | 3.200 | 0,20 | 0,20 | 0 | 0,29 | + 0,09 |
| Totals / Average | 87.710 | 82.509 | 18.100 | 0,22 | 0,22 | 0 | 0,22 | 0 |

Gas Consumption (LPG)

| Hotel | Quantities in Lt | | | Lt / guest night | | | | |
|--------------------------------|------------------|---------|--------|------------------|------|--------|------|--------|
| | 2018 | 2019 | 2020 | 2018 | 2019 | +/- | 2020 | +/- |
| The Village Resort & Waterpark | 77.534 | 70.067 | 19.807 | 0,54 | 0,56 | + 0,02 | 0,78 | + 0,22 |
| Neptuno Beach | 6.011 | 5.427 | - | 0,11 | 0,12 | + 0,01 | - | - |
| Cosmopolitan Hotel | 1.960 | 1.900 | - | 0,01 | 0,01 | 0 | - | - |
| Blue Sea Beach | 12.943 | 12.823 | 5.479 | 0,14 | 0,15 | + 0,01 | 0,15 | 0 |
| Marina Beach | 55.351 | 59.755 | - | 0,41 | 0,41 | 0 | - | - |
| Cook's Club | 3.918 | 3.210 | 1.042 | 0,11 | 0,08 | - 0,03 | 0,10 | + 0,02 |
| Totals / Average | 157.717 | 153.182 | 26.328 | 0,22 | 0,22 | 0 | 0,34 | + 0,12 |

ENVIRONMENTAL MANAGEMENT

Water consumption

| Hotel | Quantities in Lt | | | Lt / guest night | | | | |
|---|------------------|---------|--------|------------------|------|--------|------|--------|
| | 2018 | 2019 | 2020 | 2018 | 2019 | +/- | 2020 | +/- |
| The Village Resort & Waterpark | 54.507 | 52.780 | 24.381 | 0,38 | 0,42 | + 0,04 | 0,96 | + 0,54 |
| Neptuno Beach | 15.235 | 13.250 | - | 0,29 | 0,28 | - 0,01 | - | - |
| Cosmopolitan Hotel | 55.285 | 56.297 | - | 0,39 | 0,42 | + 0,03 | - | - |
| Blue Sea Beach | 45.124 | 31.814 | 28.218 | 0,50 | 0,36 | - 0,14 | 0,78 | + 0,42 |
| Marina Beach | 36.800 | 40.362 | - | 0,27 | 0,28 | + 0,01 | - | - |
| Cook's Club | 11.726 | 7.492 | 3.060 | 0,33 | 0,18 | - 0,15 | 0,28 | + 0,1 |
| Totals / Average | 288.677 | 201.995 | 55.659 | 0,36 | 0,32 | - 0,04 | 0,67 | + 0,35 |

Note: Due to the short operating period in 2020 (2 months)and to the fact that half of our hotels remained closed during the season of 2020, consumption is significantly reduced, however the indicators per guest-night appear significantly increased in most cases, as the basic functions of the hotels require electricity and water of a certain amount, regardless of the number of guests, which, due to the special conditions of the pandemic was significantly reduced in 2020 compared to 2019.

CORPORATE SOCIAL RESPONSIBILITY

Working Environment

Zeus Hotels' Management and Hotels' Staff are committed to:

- ✓ Systematically monitoring and observance of compliance obligations relating to health and safety at work
- ✓ Systematically identifying, assessing the health and safety risks arising from their activities
- ✓ Informing and encouraging their staff to actively participate, at an individual and team level, in improving the working environment
- ✓ Ensuring the protection of the Health and Safety of staff, guests, associates, local society and the public
- ✓ The continuous improvement of working conditions, through the development of process evaluation and relevant indicators
- ✓ Promoting open dialogue and informing interested parties in a spirit of honest and mutual respect

In this context:

- ✓ A written Occupational Risk Assessment has been prepared for each one of our hotels
- ✓ We have permanent cooperation with external partners - professionals on health and safety issues
- ✓ All the required Personal Protective Equipment is provided to our staff
- ✓ Annual training for security matters is carried out
- ✓ Annual exercises for emergency planning and preparedness are carried out



CORPORATE SOCIAL RESPONSIBILITY

Supporting Local Communities

The financial support of the local communities, in which we operate our hotels, through our cooperation with businesses, professionals and individuals, is a major concern for the Management of **Zeus Hotels** and its executives.

Our Corporate line of business in this field includes:

- ✓ The use of services by freelancers and businesses in Crete and Rhodes
- ✓ The Cooperation mainly with local suppliers in all categories of goods supplied
- ✓ The priority to local employees and workers for staffing our hotels and for the selection of human resources, in general
- ✓ The advertise of main attractions of each region and encourage our customers to visit them
- ✓ The obligatory inclusion of exclusively local products in the food supply list
- ✓ The supply of each hotel's wine cellar with wines from local wineries in major percentage



CORPORATE SOCIAL RESPONSIBILITY

As a result of our policy:

- ✓ In the sector of services, we maintain cooperation exclusively with local businesses and freelancers. Indicatively, there are collaborations with craftsmen of every category, doctors, security experts, engineers, consultants, businesses for clothing hiring and cleaning and customers clothing cleaning.
- ✓ More than 90% of our hotel employees pertains to residents of the regions in which we operate in Crete and Rhodes.
- ✓ In the food and beverage sector, a fixed rate of 30% is being spent on purchases of exclusively local produced goods.

Table of turnover distribution in the categories of local produced goods

| CATEGORY | € 2018 | € 2019 | € 2020 |
|--------------------------------------|------------------|------------------|----------------|
| Cold Cuts | 81.095 | 1020 | |
| Fresh fruits & vegetables | 318.860 | 311.302 | 44.943 |
| Oils | 60.313 | 59.266 | 12.254 |
| Eggs | 63.831 | 74.415 | 15.268 |
| Bakery products | 141.380 | 120.461 | 15.979 |
| Juices & Beverages | 120.000 | 116.980 | 28.079 |
| Wines | 110.000 | 100.120 | 10.290 |
| Bottled water | 5.600 | 10.500 | 7.900 |
| Spirits | 195.783 | 202.450 | 27.200 |
| Yeast products | 43.553 | 44.875 | 7.849 |
| Cheese | 34.180 | 39.421 | 7.940 |
| Fresh Fish | 14.575 | 10.267 | 1.512 |
| TOTALS | 1.189.170 | 1.091.077 | 179.214 |

Note: The significant decrease in the year 2020 is due to the short operating period (2 months) and to the fact that half of our hotels remained closed during the season of 2020, as well.

CORPORATE SOCIAL RESPONSIBILITY

Cooperation with Local Community

At **Zeus Hotels**, we believe in the communication and cooperation with the communities in which we have presence, and they are expressed through collective bodies, unions, private entities and local people.

Willing to help in every effort of training, education, help to the community and our fellow men, even in difficult times for the country, and with the pleasure and satisfaction gained by the offer, we try to meet the needs of local societies, within the capabilities of a private organization.

- ✓ We keep constant cooperation with:
 - Training Institute of Heraklion
 - Private Training Institute AKME
 - Private Training Institute EUROPROODOS
 - Center of Learning Level 2 “Kappa studies”
 - Private Training Institute “LE MONDE EDUCATIONAL EPE”
 - Training School of OAED (Manpower Employment Organization)
 - Private Training Institute DEREKAS VAS. KONSTANTINOS



CORPORATE SOCIAL RESPONSIBILITY

- ✓ We proceed in actions such as the following:
 - **Food donations** to charities and institutions, every year at the end of the season
 - **Donations of equipment** to charities and institutions, each time we renovate our facilities
 - **Money boxes** available to our customers and visitors in all our hotels, for donating money to charities, animal welfare organizations etc.
 - **Supporting non-profit associations** in a variety of other ways, in addition to those mentioned above
 - **Symbolical activities for environmental protection**, such as beach cleaning, tree planting
 - **Sponsoring** local community events

Gratitude letters –Announcements – Photo gallery

Donation of furniture, electrical appliances and clothing to the foundation “St. Spyridonas”



Οι Lions και οι Αφοι Παπακαλιάτη κοντά στο Ίδρυμα “Άγιος Σπυρίδωνας”

Κρήτη | 14.11.16 10:45



Προσφορά στο ίδρυμα

Η Λέσχη Lions Ηρακλείου αξιοποιώντας τα φιλανθρωπικά αισθήματα της εταιρίας ΑΦΟΙ Παπακαλιάτη Α.Ε ενίσχυσε το ίδρυμα ειδικών παιδιών «Άγιος Σπυρίδωνας» με απαραίτητο εξοπλισμό για τον ξενώνα τους.

Συγκεκριμένα προσφέρθηκαν 40 κουβέρλι, 93 σετ κουρτίνες, 20 κομοδίνα, 25 ψυγεία, 16 καθρέπτες, 16 ντουλάπες, 16 σκαμνοί και 20 έπιπλα δοματίων.

Η Λέσχη Lions Ηρακλείου ευχαριστεί την εταιρία ΑΦΟΙ Παπακαλιάτη Α.Ε. για όλο τον εξοπλισμό που προσέφερε και για την στήριξη της στο ίδρυμα Άγιος Σπυρίδωνας.

ΚΕΝΤΡΟ ΕΙΔΙΚΩΝ ΠΑΙΔΙΩΝ - Ο ΑΓΙΟΣ ΣΠΥΡΙΔΩΝ

Συμμετό Η.Π.Δ. "Είδικος Αναγνωρισμένο ως Φιλανθρωπικό"
Αριθμός Απόφασης: 15731-10-1973 Επιθεώρηση Κοινωνικών Υπηρεσιών Κρήτης
Πιστοποιημένος θεσμός παροχής Ψυχοπαιδείας Κοινωνικής Θεραπείας
Τηλ. 2810 236687 2810 711560 Fax 2810 236687
E - mail: info@agiospiridon.gr WEB: www.agiospiridon.gr
Τομέας Κοινωνικής Θεραπείας 1142 Κεντρικό Τοχειρόμειο Ηρακλείου / 711 10 Ηράκλειο Κρήτης

ΕΥΧΑΡΙΣΤΗΡΙΟ

Ως ελάχιστη έκφραση ευγνωμοσύνης, το Διοικητικό Συμβούλιο του «ΚΕΝΤΡΟΥ ΕΙΔΙΚΩΝ ΠΑΙΔΙΩΝ – Ο ΑΓΙΟΣ ΣΠΥΡΙΔΩΝ» Ηρακλείου Κρήτης, εκφράζει τις θερμότερες ευχαριστίες του, προς τους Αδελφούς Παπακαλιάτη Α.Ε. – Ξενοδοχείο Neritupo Beach, για την προσφορά σε ντουλάπες, κομοδίνα, διάφορα έπιπλα δωματίου, καθρέπτες, ψυγείακια, σετ κουρτίνες, κουβέρλι, για τον εξοπλισμό του ξενώνα φιλοξενίας Α.μ.Ε.Α.

Η προσφορά αυτή, εκφράζει τις ιδιαίτερες ευαισθησίες ως προς τους σκοπούς μας και ενισχύει το επιτελούμενο έργο.

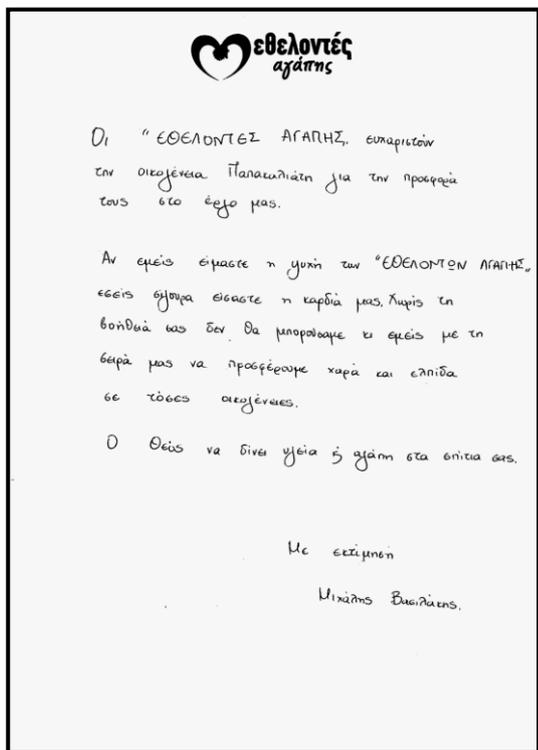
Για το Διοικητικό Συμβούλιο
Ο Πρόεδρος



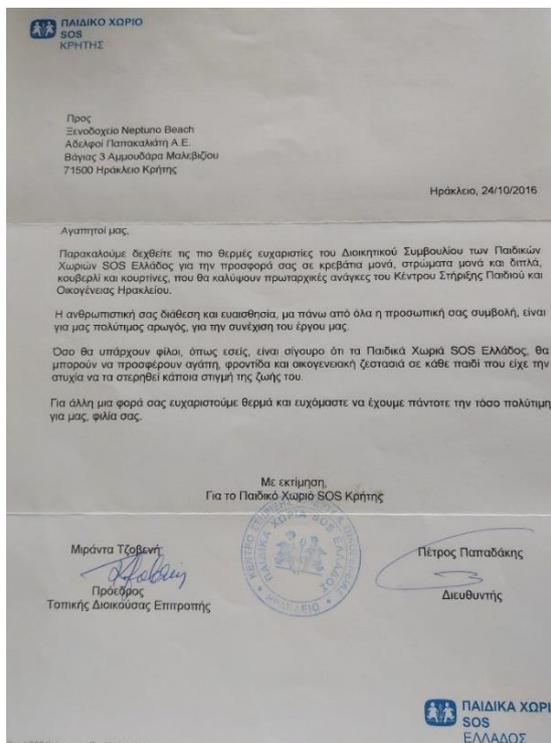

Γιουρτάκης Γεώργιος

CORPORATE SOCIAL RESPONSIBILITY

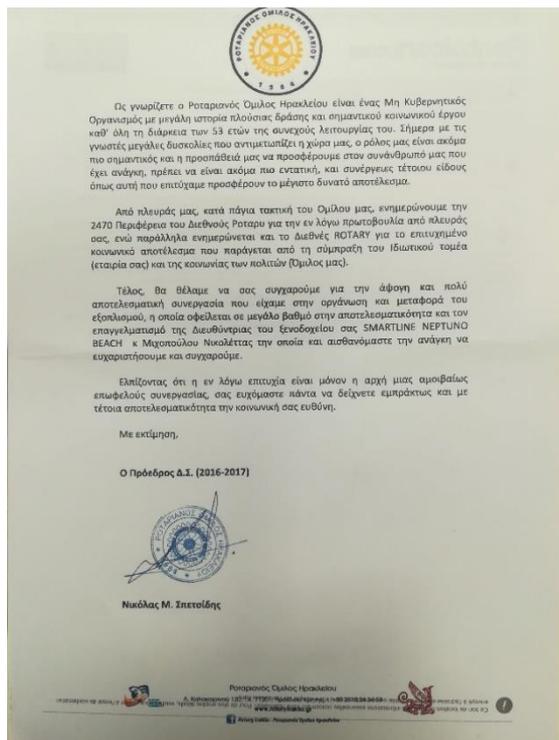
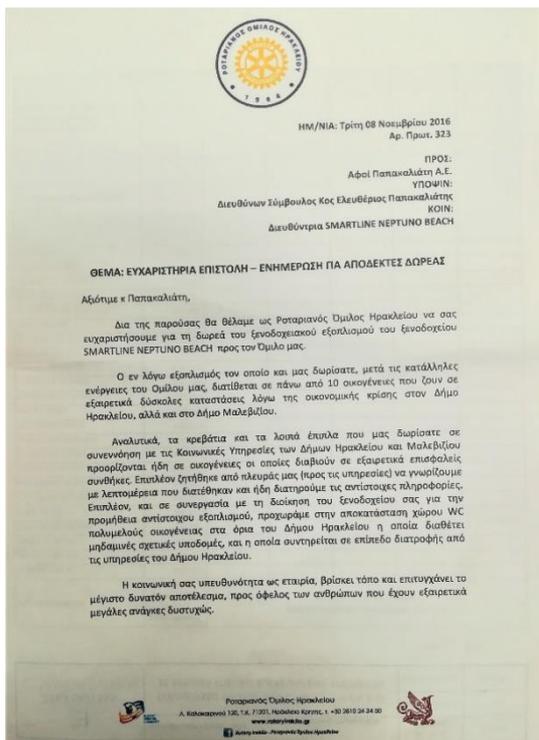
Food donation



Donation of furniture and clothing to the «SOS Children's Village CRETE» insitution

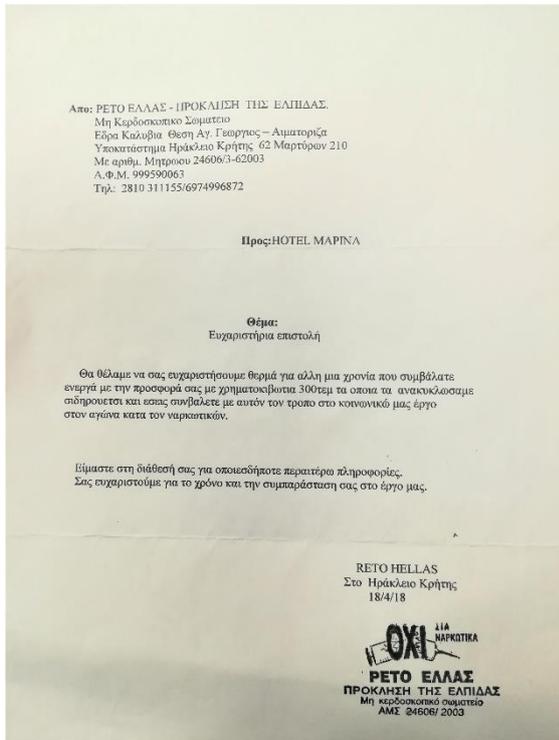


Donation of furniture to the Heraklion Rotary Club

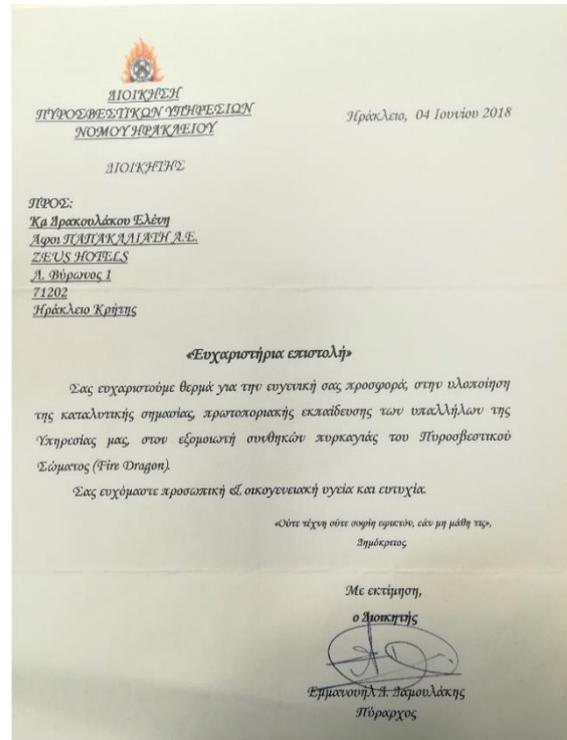


CORPORATE SOCIAL RESPONSIBILITY

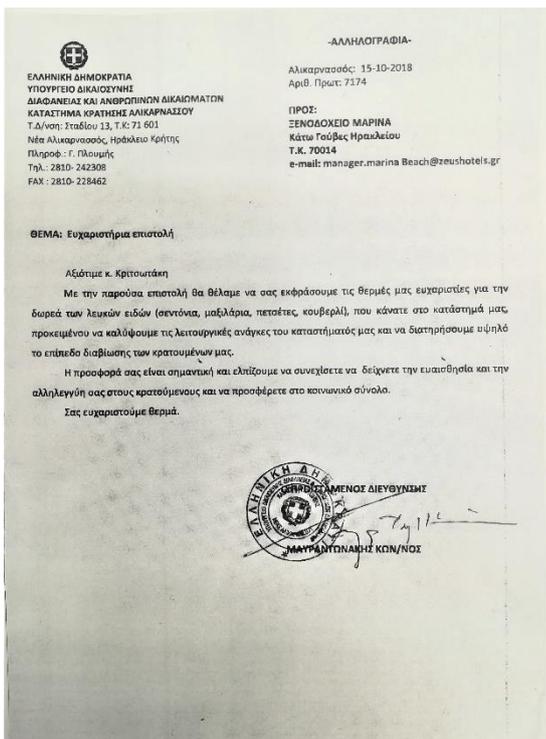
Donation of safe boxes for recycling to RETO HELLAS non-profit association



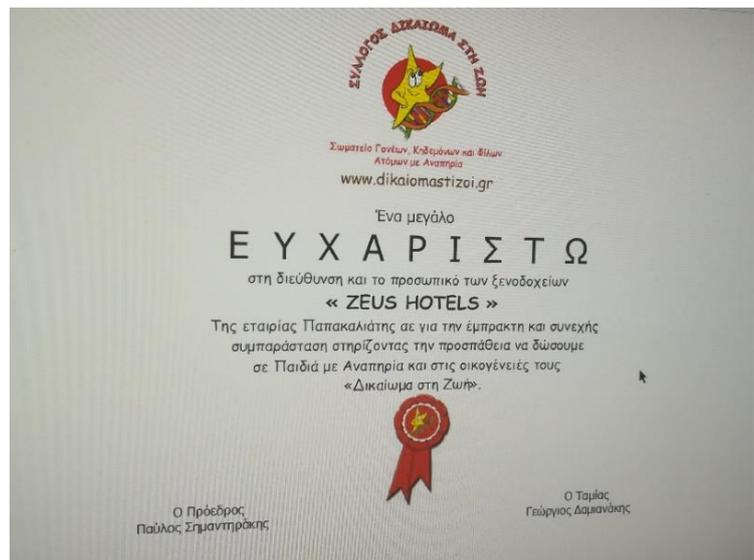
Hosting of firefighter trainers from Athens



Donation of clothing to Nea Alikarnassos Prison



«Right to life» - Association of Parents and Friends of Persons with disabilities



CORPORATE SOCIAL RESPONSIBILITY

Collection of plastic bottle caps for the Association of Disabled People "The Future"



smartline The Village Resort & Waterpark

28 Σεπ στις 13:23 • 🌐

Our team achieved to collect 14kg of plastic bottle caps (approximately 14.000 caps) for the Cretan Organization for People with Disabilities. These caps are given symbolically to a local plastic recycling company and the community receives money for their basic needs.

#supportpeoplewithdisabilities



Σύλλογος ΑΜΕΑ Νότιας Κρήτης
"Το Μέλλον"

...

1 Οκτ στις 10:25 • 🌐

Ευχαριστούμε θερμά το ξενοδοχείο αλλά και τους εργαζόμενους του "Zeus the village resort" στη Χερσόνησο, για την ποσότητα πλαστικών καπακιών που συνέλεξαν και πρόσφεραν στο σύλλογό μας.

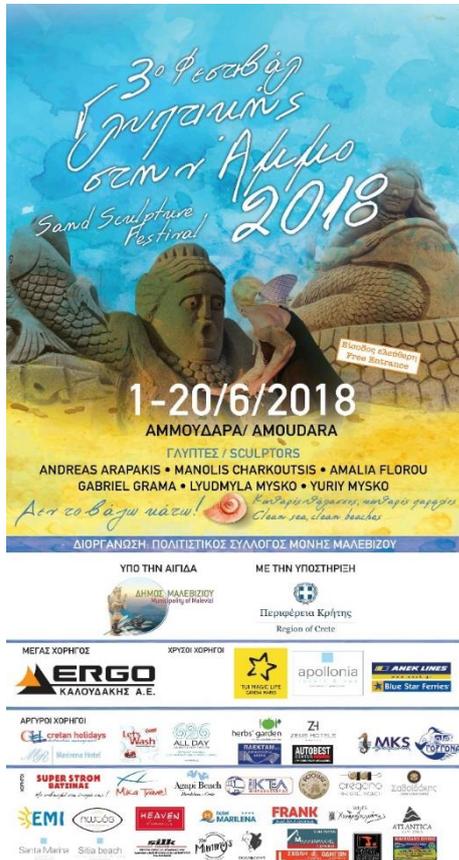


Cleaning of the beach of "Kato Gouves" with customer participation – Clean Up The Med 2018!



CORPORATE SOCIAL RESPONSIBILITY

Sponsorship to the Sand Sculpture Festival – 2018



Cleaning of the beach of "Ammoudara" – Clean Up The Med 2019!



CORPORATE SOCIAL RESPONSIBILITY

Plant a tree – The Village Resort & Waterpark



Ο χρήστης **smartline The Village Resort & Waterpark** βρίσκεται στην τοποθεσία **smartline The Village Resort & Waterpark**.

25 Ιουν στις 13:48 • Χερσόνησος • 🌍

It's more than just putting a seed or a plant in the ground - it's about motivating people and helping nature thrive. **#plantatree** 🌱 -> 🌳

#enviromental #activities
#smartlinethevillage #resort #waterpark
#familyhotel #summer2019 #holidays
#Hersonissos #Crete #Greece #zeushotels



**Δωρεά Ιματισμού
και τοποθέτηση κουμπάρά**

Σύλλογος ΑΜΕΑ γονέων και φίλων Νότιος Κρήτης "ΤΟ ΜΕΛΛΟΝ"
Αριθμ. Πρωτ. 446 Φανερωμένη, 27 Σεπτεμβρίου 2019

Θέμα : Χορηγία λινών κλινοσκελεταμάτων & τοποθέτηση κουμπάρια του Συλλογο ΑμεΑ -ΤΟ ΜΕΛΛΟΝ-

Αξιότιμοι/οι Κύριοι/Κύριοι,

Σε αυτές τις πολύ κρίσιμες για όλους μας εποχές, ο Σύλλογος Ατόμων Με Αναπηρία Γονέων Και Φίλων Νότιος Κρήτης -"ΤΟ ΜΕΛΛΟΝ"- εκπροσωπούμενος από τα μέλη του ΔΣ του, σας εκφράζει τη βαθιά ευγνωμοσύνη του για τη συνεχή και έμπρακτη συμπαράστασή σας προς το σύλλογό μας.

Όπως σας είναι γνωστό, οι ανάγκες του συλλόγου δεν τελειώνουν ποτέ, καθώς συνεχώς προσπαθεί να προσφέρει το καλύτερο στα μέλη του, στην ευρύτερη κοινωνία της Μεσοαράς και όχι μόνο. Συνεπώς, η δωρεά των κλινοσκελεταμάτων που προσφέρατε στο σύλλογό μας, είναι εξαιρετικά σημαντική για την κάλυψη αυτής της ανάγκης του συλλόγου αλλά και άλλων ιδρυμάτων της περιοχής, στα οποία κρίναμε αναγκαία τη διανομή μέρους αυτών.

Επίσης, γαιόμαστε ιδιαίτερα που αγαλιάσατε μια πολύ σημαντική όραση του συλλόγου μας, αυτή της τοποθέτησης κουμπάρων, για την ενίσχυση του έργου του συλλόγου μας στις ξενοδοχειακές εγκαταστάσεις σας.

Σας ευχαριστούμε πολύ γιατί χωρίς τη δική σας έμπρακτη συμπαράσταση και κοινωνική ευαισθησία, το έργο μας θα ήταν δυσκολότερο.

Σας ευχαριστούμε πολύ που με κάθε ευκαιρία στηρίζετε το έργο μας.

Μετά τιμής

Για το Διοικητικό Συμβούλιο

Ο ΠΡΟΕΔΡΟΣ
Στεφανουδάκης Εμμανουήλ

Φανερωμένη Όμοιο Φοιτητάς • Τηλ. 28720.23404 • 6940.784.204 • email: staff@melonkifi.gr • www.melonkifi.gr

CORPORATE SOCIAL RESPONSIBILITY

Human and Employees Rights

Management of **Zeus Hotels** is committed and concern for:

- ✓ Full compliance with national and international labor regulations, treaties, conventions and principles related to work, as well as to the protection of well-being, health and safety of children. In this context, people under the age of 18 are not hired on its premises. Child labor is not acceptable and Hotel's Policy is not to cooperate with suppliers who make use of child labor in their facilities or in their subcontractors' facilities
- ✓ The mandatory signing of employment contracts with all employees
- ✓ The compliance of national legislation concerning working hours and wages
- ✓ Safeguarding employment equality and equal opportunities regardless of:
 - Sex,
 - The marital status,
 - The existence (or not) of dependent members,
 - Religious belief or political position,
 - The race (ethnicity, skin color, etc.)
 - The age
 - Any special needs, health issues or peculiarities
- ✓ The impartial assessment of staff, avoiding the use of disciplinary practices, where the hotels' principles are not violated in terms of health and safety at work and corporate social responsibility
- ✓ The protection of personal data and literary property of personnel, customers and any other interested party.



CORPORATE SOCIAL RESPONSIBILITY

In our hotels over time:

- ✓ Personnel of every ethnicity is employed that has residential status in all regions where we operate.
- ✓ The percentage of women in our hotels accounts to more than 50% of the personnel, distributed to all jobs and departments.

Zeus Hotels' Management and Hotels' Staff are further committed to:

- ✓ Respecting the rights of children and protecting them from all forms of exploitation, including sexual exploitation. Staff is required to report to Hotel Management and Local Authorities any suspicious activity related to children
- ✓ Combating all forms of violence, bribery, corruption and fraud
- ✓ Respecting customers and competitors by preventing any unfair competition and similar practices and promoting free market rules
- ✓ Encouraging suppliers and general external providers to comply with the Hotels' Policies and Principles.



CERTIFICATIONS – AWARDS – DISTINCTIONS



ISO 22000:2005 & ISO 14001:2015 for all the ZEUS HOTELS:

- ✓ BLUE SEA BEACH
- ✓ COSMOPOLITAN HOTEL
- ✓ THE VILLAGE RESORT & WATERPARK
- ✓ NEPTUNO BEACH
- ✓ MARINA BEACH
- ✓ COOK'S CLUB



Travelife Accommodation Sustainability:

- ✓ BLUE SEA BEACH
- ✓ COSMOPOLITAN HOTEL
- ✓ THE VILLAGE RESORT & WATERPARK
- ✓ NEPTUNO BEACH



Certificate of Excellence 2018 for all the ZEUS HOTELS:

- ✓ BLUE SEA BEACH
- ✓ COSMOPOLITAN HOTEL
- ✓ THE VILLAGE RESORT & WATERPARK
- ✓ NEPTUNO BEACH
- ✓ MARINA BEACH
- ✓ COOK'S CLUB

Certificate of Excellence 2019:

- ✓ NEPTUNO BEACH
- ✓ COOK'S CLUB
- ✓ THE VILLAGE RESORT & WATERPARK
- ✓ COSMOPOLITAN HOTEL
- ✓ MARINA BEACH

Tripadvisor Travellers' Choice 2020:

- ✓ COSMOPOLITAN HOTEL

CERTIFICATIONS – AWARDS – DISTINCTIONS



2018:

- ✓ **BLUE SEA BEACH**
(8.6 / 10)
- ✓ **THE VILLAGE RESORT & WATERPARK**
(8.6 / 10)
Plus: Traveller Review Awards 2020
- ✓ **COSMOPOLITAN HOTEL**
(9 / 10)
- ✓ **NEPTUNO BEACH**
2018: 8.5 / 10 – 2019: 8.7 / 10
- ✓ **MARINA BEACH**
(8.4 / 10)
- ✓ **COOK'S CLUB**
(9.3 / 10)



Gold Customers' Choice Award 2018 for all the ZEUS HOTELS:

- ✓ **COSMOPOLITAN HOTEL**
(9.2 / 10)
One of the best accommodations in Europe for 2018
- ✓ **THE VILLAGE RESORT & WATERPARK**
(9.1 / 10)
- ✓ **NEPTUNO BEACH**
(9.3 / 10)
- ✓ **BLUE SEA BEACH**
(9.8 / 10)
- ✓ **MARINA BEACH**
(9.3 / 10)
- ✓ **COOK'S CLUB**
(9.8 / 10)

CERTIFICATIONS – AWARDS – DISTINCTIONS



- ✓ **BLUE SEA BEACH**
5.4 / 6 for the year 2019
- ✓ **THE VILLAGE RESORT & WATERPARK**
5 / 6 for the year 2018
Recommended Hotel for 2019 & 2020
- ✓ **COSMOPOLITAN HOTEL**
5.3 / 6 for the year 2018
5.3 / 6 for the year 2019
- ✓ **NEPTUNO BEACH**
5.4 / 6 for the year 2018
5.4 / 6 for the year 2019
- ✓ **COOK'S CLUB**
5.4 / 6 for the year 2018
Recommended Hotel for 2020



- ✓ **BLUE SEA BEACH**
Customer Excellence Award 2018 (grade 9.1 / 10)



- ✓ **NEPTUNO BEACH**
2018: One of the most popular in the destination award



- ✓ **NEPTUNO BEACH**
Silver Customers' Choice Award 2018

