2022

# ZEUS HOTELS

GREECE



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.

### **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





# **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



- ✓ 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



# **Prevention of Legionella**

### INFORMATION FOR THE BACTERIA AND THE DESEASE

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 microorganisms.



### **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.





# **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.





In Zeus Hotels the TRAVELIFE Sustainability System has been established, certified so far in two of the company's hotels, while a certification inspection is scheduled for two more of our hotels during the next year.



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







# **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:



- > Paper
- Plastic
- ➤ Glass
- > Oil
- Containers of chemicals
- Batteries
- > Electronic / Electrical equipment
- Scrap metal
- Printer inks and toners
- Garden waste

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

- ensuring the necessary resources for the efficient operation of the Recycling System and its continuous improvement,
- ✓ the continuous training and education of staff and their encouragement to active
  participation, in the field of operation, in order to avoid environmental pollution,
- ✓ advising our partners and customers to participate in the waste recycling process



# **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
- ✓ progressive replacement of window frames and glass where necessary
- ✓ purchase of equipment of high energy class
- √ replacement of old electrical equipment
- ✓ adding solar water heaters
- ✓ building insulation
- ✓ installation of water flow reduction systems on washbasins' taps
- ✓ systematic recording of water consumption meters for the early detection of any
  possible leaks.

Comparative figures for energy and water consumption during the years 2021 and 2022 are set out below.

However, it is worth noting, that in 2021 the hotels operated for a limited period and with a significantly reduced number of visitors, which is reflected in the consumption indicators per guest-night.



Electricity	/ Consum	ption
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Hotel	Quantiti	ntities in kw kw / guest nigh		ight	
	2021	2022	2021	2022	+/-
Cosmopolitan Hotel	1.093.712	1.812.036	17,26	12,82	- 4,44
Blue Sea Beach	682.702	846.514	12,90	9,84	- 3,06
Marina Beach	1.168.536	1.455.180	12,06	8,39	- 4,21
Cook's Club	411.564	497.712	12,20	9,73	- 2,47

# **Diesel Consumption**

Hotel	Quantiti	Quantities in kw		kw / guest night	
	2021	2022	2021	2022	+/-
Cosmopolitan Hotel	84.255	142.425	1,33	1,01	- 0,32
Blue Sea Beach	284.960	393.464	5,39	4,57	- 0,82
Marina Beach	15.510	26.304	0,16	0,15	- 0,01
Cook's Club	85.488	105.216	2,53	2,06	- 0,47

# **LPG** Consumption

Hotel	Quantities in kw		kw / guest night			
	2021	2022	2021	2022	+/-	
Cosmopolitan Hotel	1.712	16.776	0,03	0,12	+ 0,09	
Blue Sea Beach	106.574	129.746	2,01	1,51	- 0,5	
Marina Beach	504.565	653.169	5,21	3,77	- 1,44	
Cook's Club	38.004	40.400	1,13	0,79	- 0,34	

# **Total Energy Consumption**

Hotel	Quantities in kw		kw / guest night			
	2021	2022	2021	2022	+/-	
Cosmopolitan Hotel	1.179.679	1.971.238	18,62	13,95	- 4,67	
Blue Sea Beach	1.074.236	1.369.724	20,30	15,93	- 4,37	
Marina Beach	1.688.611	2.134.653	17,43	12,31	- 5,12	
Cook's Club	535.055	643.328	15,86	12,58	- 3,28	



# **Water consumption**

Hotel	Quantiti	es in m3	m3 / guest night		
	2021	2022	2021	2022	+/-
Cosmopolitan Hotel	45.012	58.668	0,71	0,42	- 0,29
Blue Sea Beach	26.067	33.949	0,49	0,39	- 0,10
Marina Beach	27.679	35.115	0,29	0,20	- 0,09
Cook's Club	6.487	9.744	0,19	0,19	0

The Company's Administration 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 and to preserve natural resources
- ✓ promoting the open dialogue and informing interested parties in a spirit of sincere and mutual respect



# **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





# **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, children 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,
  - Sexual orientation
  - Financial situation
  - Marital status,
  - Existence (or not) of dependent members,
  - Religious belief or political position,
  - Race (ethnicity, skin color, etc.)
  - 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.





### 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.





# **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





# 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 80% 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. This percentage concerns the following food and beverage categories:
  - Cold Cuts
  - > Cheese
  - > Fresh fruits & vegetables
  - ➤ Oils
  - Eggs
  - Bakery products
  - Juices & Beverages
  - > Wine
  - Bottled water
  - > Spirits
  - Pastry products
  - > Fresh Fish



# **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





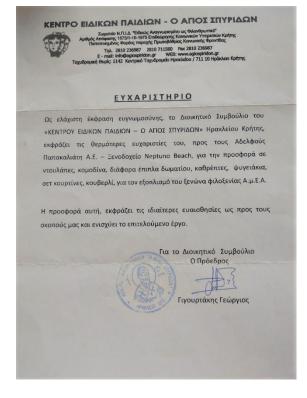


- ✓ We proceed in actions such as the following:
  - Food donations to charities and institutions, every year at the end of the season
  - Donations of equipment to charities and institutions, each time we renovate our facilities
  - Money boxes available to our customers and visitors in all our hotels, 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

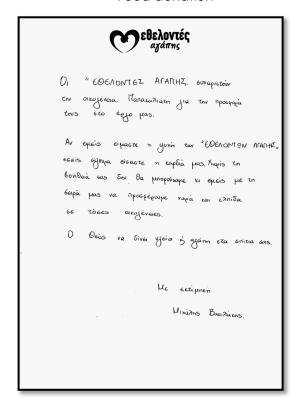


Donation of furniture, electrical appliances and clothing to the foundation "St. Spyridonas"





### Food donation



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



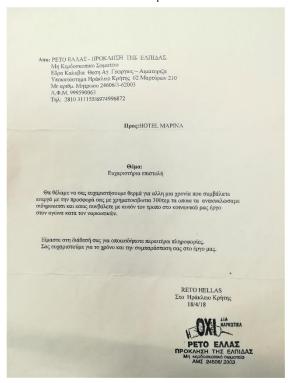


# Donation of furniture to the Heraklion Rotary Club





# 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



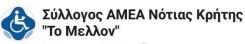
Collection of plastic bottle cups for the Association of Disabled People "The Future"



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





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!





Sponsorship to the Sand Sculpture Festival – 2018







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





Plant a tree – The Village Resort & Waterpark





Donation of clothing to the Association of Disabled People "The Future"



Certificate for saving environmental resources by the LUCART company





Electric car charging points - Blue Sea Beach Hotel & Marina Beach Hotel





CRETAN TASTE AWARDS





WORLD TOURISM DAY in Stalida Heraklion





