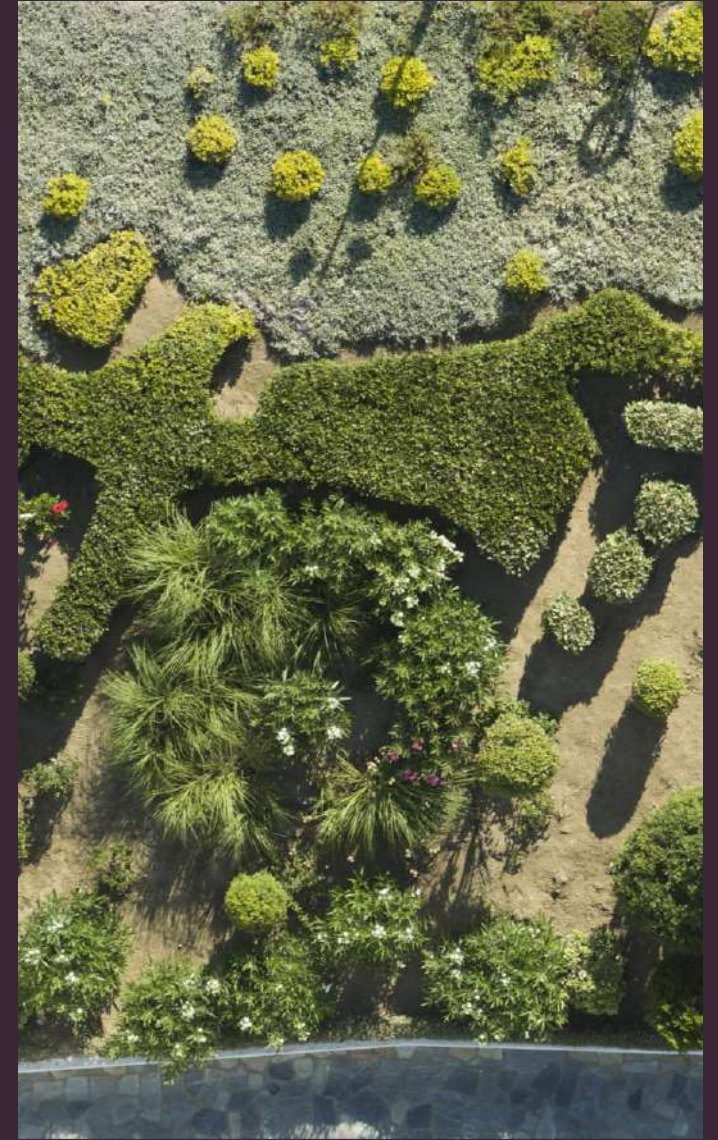

PROGRESS SUSTAINABILITY REPORT

2015 - 2020

Footsteps Towards Sustainability





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INTRODUCTION



This report represents our effort to evaluate the sustainability performance of Neptune Hotels Resort, Convention Centre & Spa relative to its implementation of sustainable management over the last five years across all of its departments.

Emphasis is placed on the results of social and environmental responsibility for the years 2019-2020. The assessment for each action area is based on the comparison with the year 2015 (baseline year), which was a milestone for the integrated approach to sustainability and achieved relevant measurable results in all of the hotel's operating sectors. Also during that year, no unforeseen external events took place that affected the hotel's operation (in contrast to 2016-2017, with the major earthquake, or the arrival of hundreds of refugees on the island, etc.).

Nevertheless, no year proved as difficult and with such unpredictable challenges as the previous year of 2020, during which the Covid-19 pandemic spread throughout the world. And though tourism was more seriously impacted than other financial sectors, the Management and people at Neptune Hotels worked tirelessly and responsibly, guided by scientific data and official directives. The result was that we managed to maintain the quality, safety and sustainability of our hotel.

As humanity is gradually recovering from the unexpected pandemic, we are finding there is a need to urgently respond to an even greater challenge, which is none other than climate change. This is the principal cause of biodiversity loss and various catastrophic phenomena that threaten resource availability for the survival of future generations.

These factors highlight the importance of operating and developing our facility in accordance with sustainability principles. These include safeguarding the health, safety and well-being of employees, guests and cooperating suppliers while also doing our best to care for our planet. Because, on a sick planet even healthy people cannot live.

I would like to take this opportunity to thank my colleagues for their steadfast dedication in these difficult times. I am also grateful to our clients and partners for their trust and support.

Konstantinos Zarikos
General Manager

This report is intended to be used:

1. To inform the Head of Departments during the annual follow-up management meeting
2. To inform tourism industry partners and suppliers
3. During reviews of the sustainability system
4. To update communication of our sustainable actions and their results to our guests and the local community



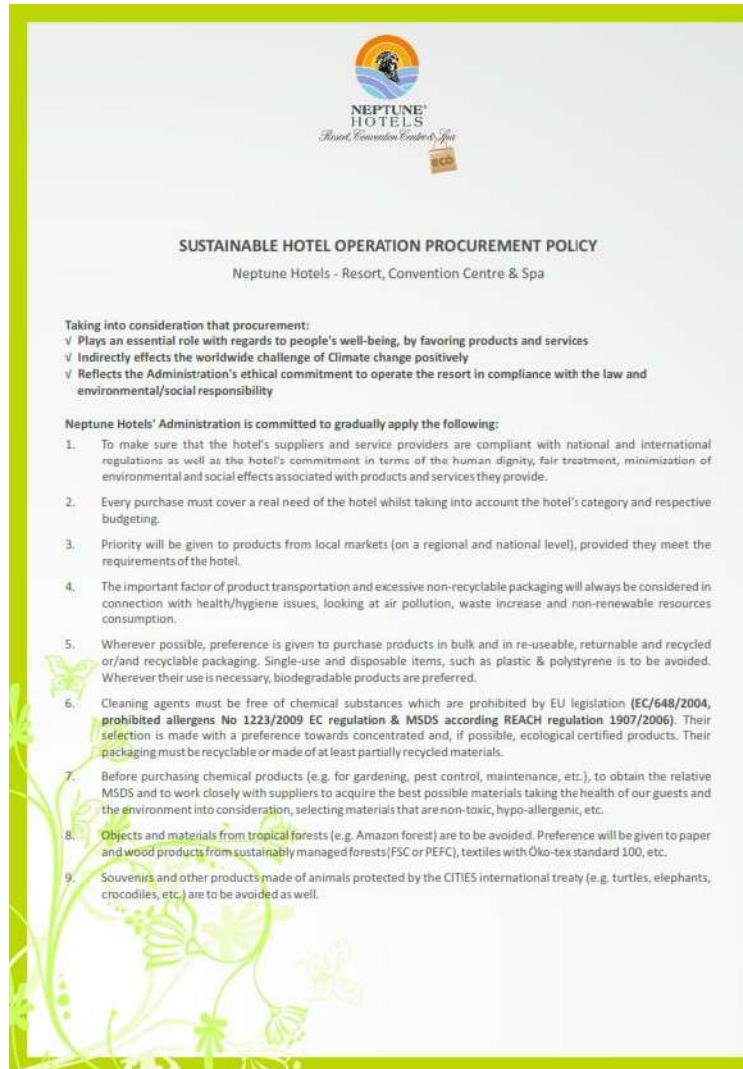
“ The way to get started
is to quit talking and
begin doing.

Walt Disney

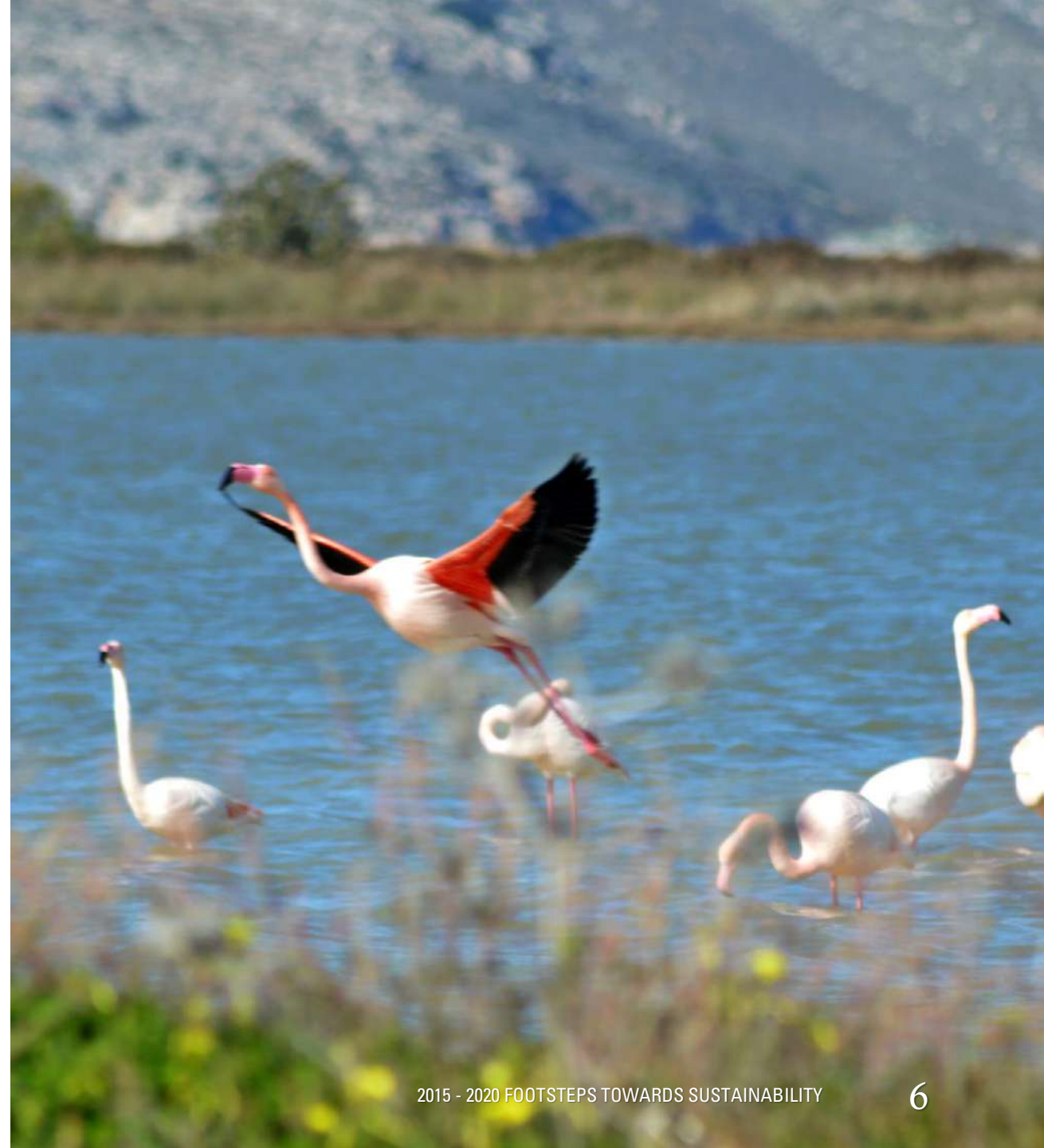
SUSTAINABILITY POLICIES

The policies included in the 2017-18 report still apply, as well as those on the hotel's official website, for General Sustainable Management & Development, Human Resources, Health & Safety, and Quality. The Operating Purchasing Policy was revised and enriched with sustainability criteria, aimed at promoting eco-label products, restricting use of plastics, strengthening "Sustainable F&B services", etc.

Neptune Hotels strives to reduce its direct and indirect footprint which aggravates climate change and its impacts.



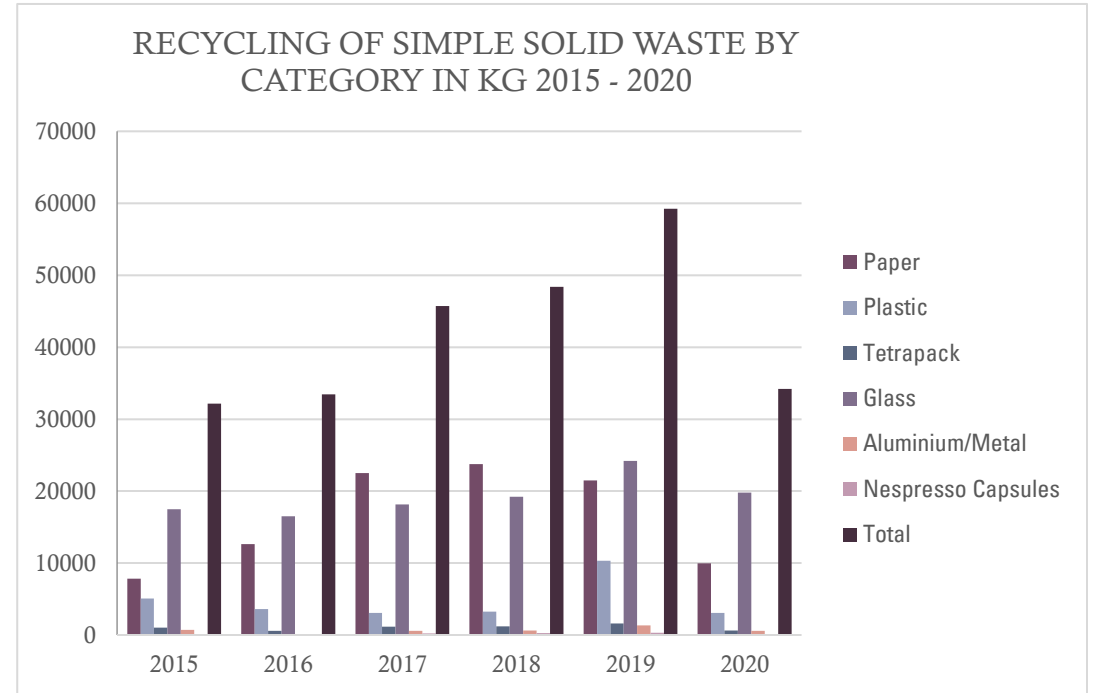
ENVIRONMENTAL MANAGEMENT



WASTE MANAGEMENT - (REDUCE, REUSE, RECYCLE)

1.1.a. Recycling of simple and hazardous solid waste 2015 - 2020

Simple Packaging	2015	2016	2017	2018	2019	2020
Paper	7.833 kg	12.620 kg	22.500 kg	23.756 kg	21.472 kg	9.950 kg
Plastic	5.074 kg	3.605 kg	3.070 kg	3.270 kg	10.335 kg	3.096 kg
Tetra-pack	1.012 kg	565 kg	1.160 kg	1.220 kg	1.593 kg	620 kg
Glass	17.500 kg	16.500 kg	18.150 kg	19.200 kg	24.200 kg	19.800 kg
Aluminium / Metal	735 kg	150 kg	600 kg	650 kg	1.360 kg	585 kg
Nespresso Capsules	-	-	232 kg	280 kg	300 kg	143 kg
<i>Total Recyclables in kg.</i>	32.154 kg	33.440 kg	45.712 kg	48.376 kg	59.260 kg	34.211 kg

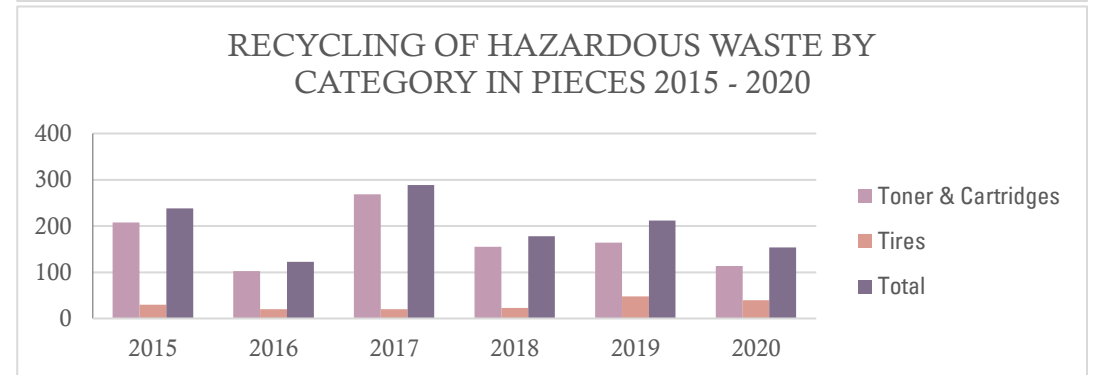
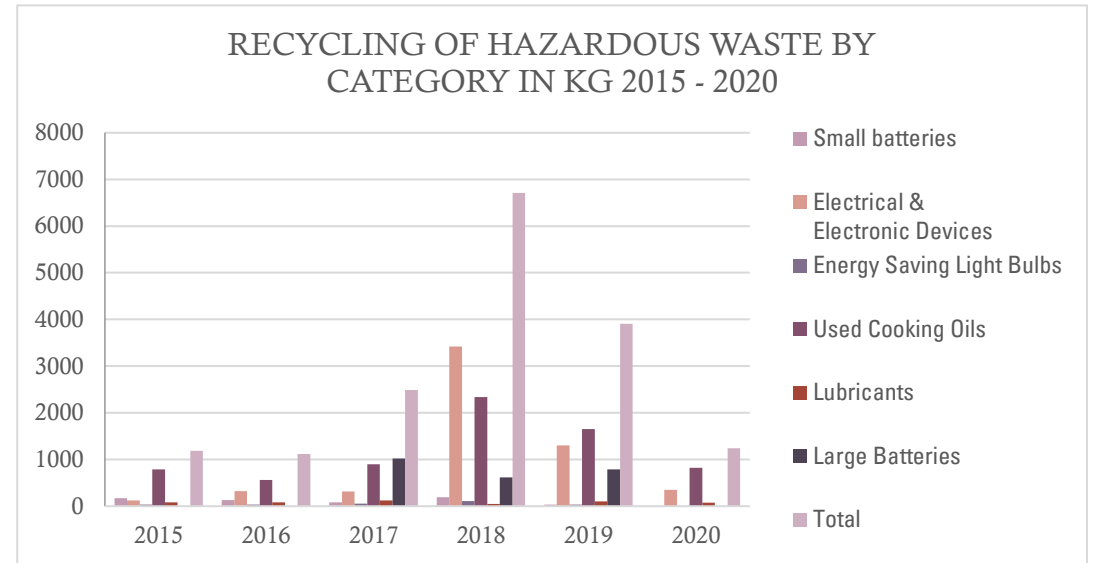


RESULT:

Recycling of simple solid waste from 2015 to 2019 ↑ 84.3% increase

Recycling of simple solid waste from 2019 to 2020 ↓ 42.3% decrease

Hazardous Waste	2015	2016	2017	2018	2019	2020
Small Batteries (Afis)	168 kg	127 kg	83 kg	188 kg	36 kg	-
Electrical & Electronic Devices	120 kg	318 kg	315 kg	3,416 kg	1,299 kg	345 kg
Light Bulbs	30 kg	33 kg	54 kg	110 kg	30 kg	-
Used Cooking Oils	787 kg	558 kg	896 kg	2,335 kg	1,650 kg	820 kg
Lubricants	80 kg	80 kg	120 kg	49 kg	100 kg	76 kg
Large Batteries	-	-	1,020 kg	613 kg	790 kg	-
Total Hazardous in kg.	1,215 kg	1,136 kg	2,488 kg	6,711 kg	3,905 kg	1,241 kg
Tires	30 pcs	20 pcs	20 pcs	23 pcs	48 pcs	40 pcs
Toners	208 pcs	103 pcs	269 pcs	155 pcs	164 pcs	114 pcs
Total Hazardous in pcs.	238 pcs	123 pcs	289 pcs	178 pcs	212 pcs	154 pcs

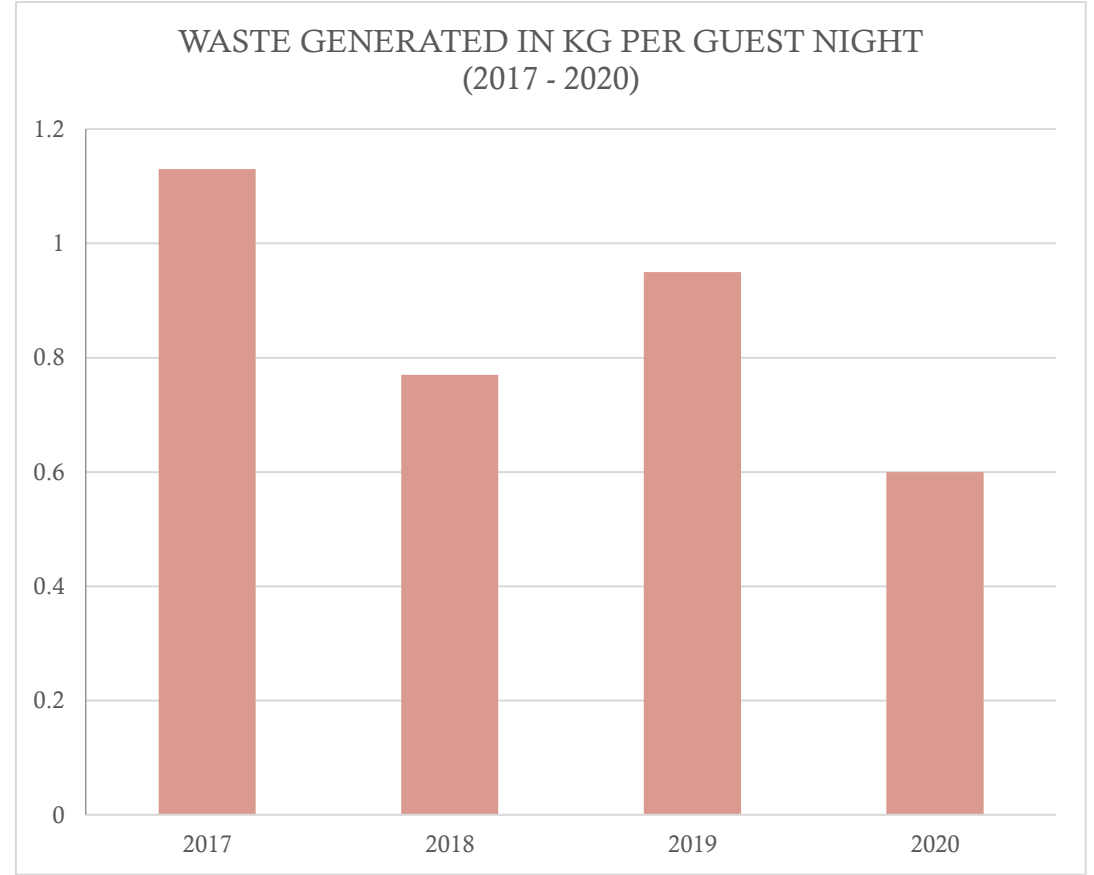



RESULT:

Recycling of hazardous solid waste from 2015 to 2019 ↑ 321.4% increase

Recycling of hazardous solid waste from 2019 to 2020 ↓ 68.2% decrease

Landfill	2017	2018	2019	2020
Landfill in kg.	194.500 kg	190.880 kg	160.064 kg	43.030 kg
Landfill in kg. per guest night	1,13 kg	0,77 kg	0,95 kg	0,60 kg



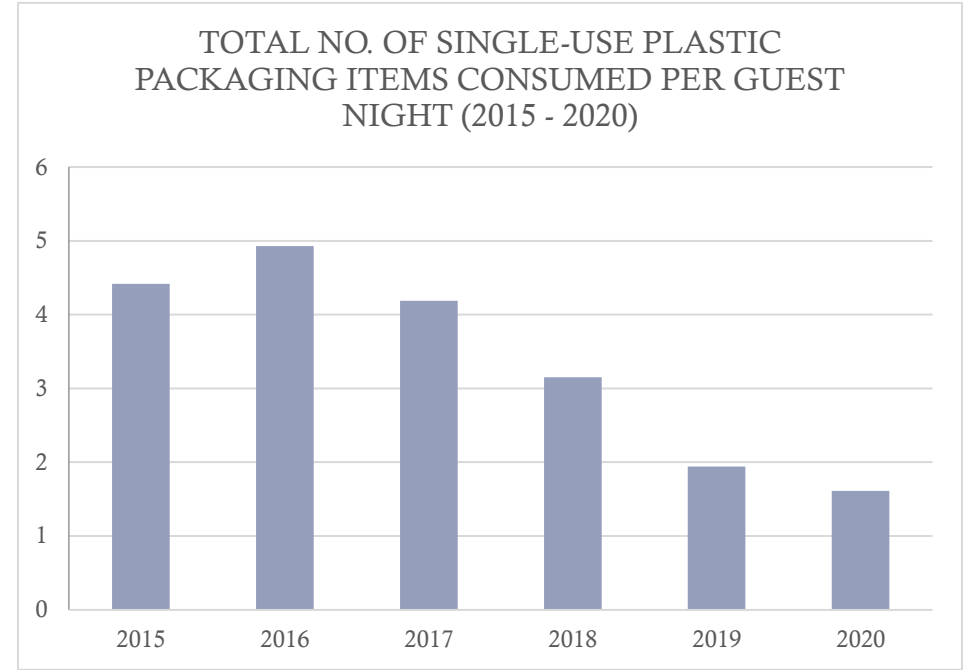
RESULT: 

Waste generated from 2015 to 2019 ↓ 15.9% reduction

Waste generated from 2019 to 2020 ↓ 36.8% reduction

1.1.b. Consumption of single-use plastic packaging (mainly from F&B Department) 2015 - 2020

	2015	2016	2017	2018	2019	2020
Plastic packaging	257.016	287.615	317.386	284.706	136.265	54.398
Plastic bags	142.954	103.913	122.610	109.860	115.815	46.530
Milk portions	171.651	139.831	120.000	58.880	41.370	8.060
Butter portions	148.384	119.400	162.000	123.720	33.246	6.800
Total no. of items	720.005	650.759	721.996	577.166	326.696	115.788
Total guest nights	162.718	132.048	172.120	182.997	168.208	72.137
<i>Total no. of items per guest night</i>	4,42	4,93	4,19	3,15	1,94	1,61



RESULT:

Consumption of single-use plastic packaging from 2015 to 2019 ↓ 56.1% reduction

Consumption of single-use plastic packaging from 2019 to 2020 ↓ 17% reduction




NOTES:

1. The significant reduction in 2020 is due to replacing single-use personal care items in 2/3 of guest rooms with refillable larger bottles. It is also due to replacing a large part of take-away food packaging with wooden (cutlery) and paper bowls for salads, ice cream, and Management's decision to assume the cost of serving guests in the main restaurant instead of increasing the use of single-use plastic with self-service.
2. The above quantities include mainly single-use consumables used in the F&B department, such as cutlery, plates, glasses, salad/ice cream bowls, etc. They do not include data on all 10 categories of the new law on the reduction of the impact of certain plastic products (Directive (EU) 2019/904). A more detailed record-keeping process will begin in 2021 and comparative data will be available in 2022. Only the plastic bag category applies to the hotel's entire operation.

1.1.c Additional results from the policy to reduce solid waste:

- Increase in returnable glass bottles of 9% and 22% for other containers (beer barrels, beer bottles, post mix, pallets, crates, etc.) per night spent (2015-2019)
- Decrease in non-returnable glass containers by 6% per night spent. Recycling of all packaging
- Aside from the complete replacement of shampoos and other personal care products with certified “green” products, there was a 65% decrease in the use of single-use plastic containers of shampoo, body lotion and bath gel, from 2019 to 2020 due to their phased-in replacement with larger containers





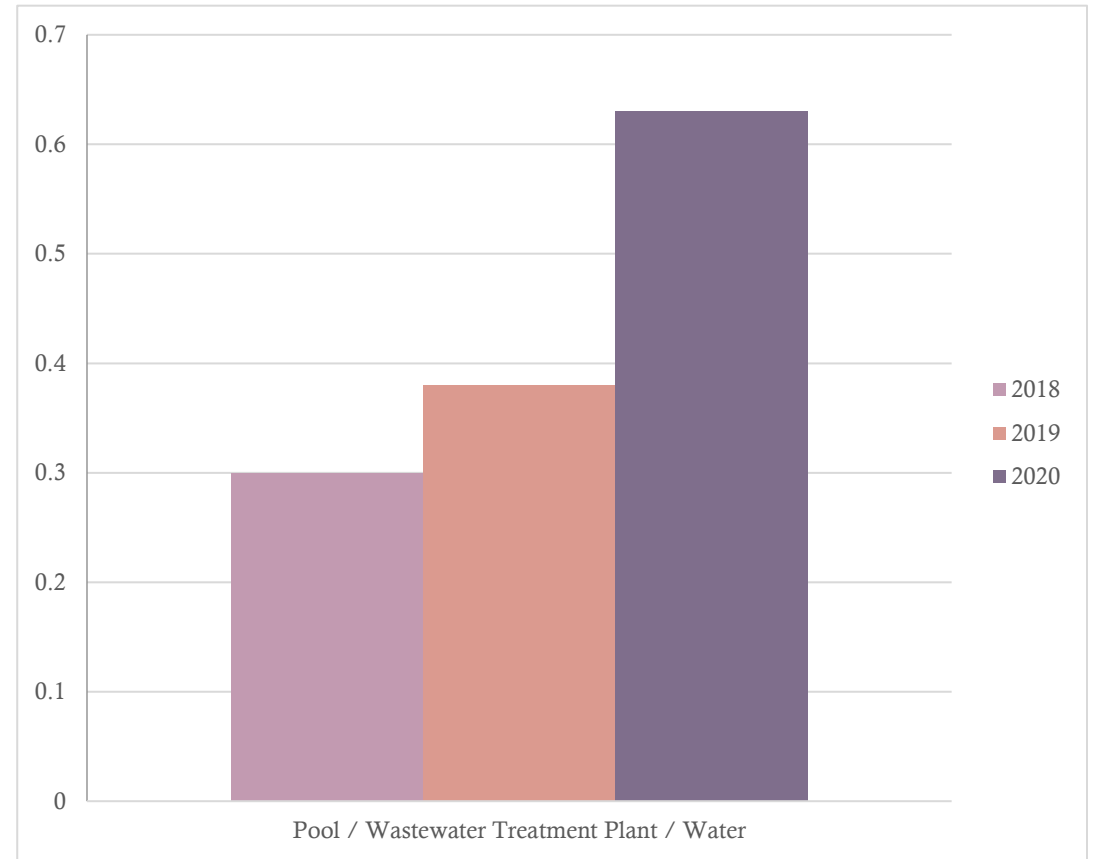
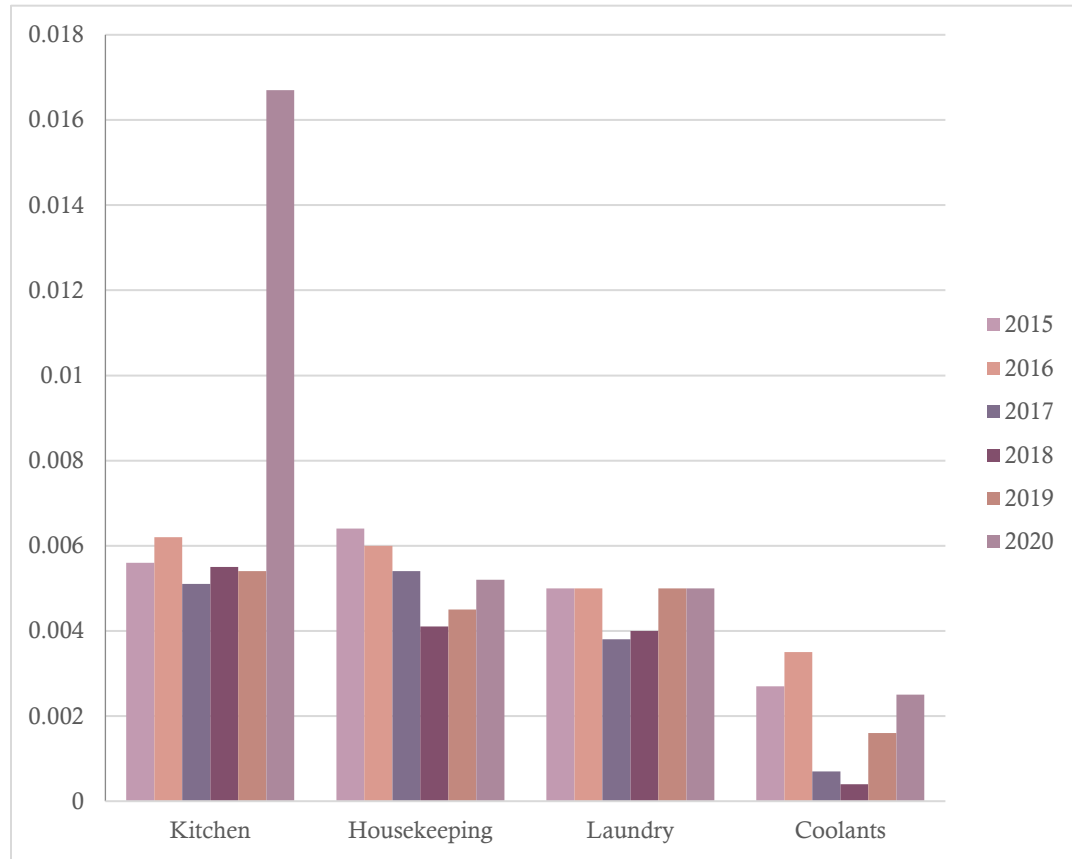
“ A nation that destroys its
soil destroys itself.
Forests are the lungs of
our land, purifying the air
and giving fresh strength
to our people.

Franklin D.
Roosevelt

PREVENTION- MANAGEMENT OF MATERIALS & CHEMICAL SUBSTANCES POSING A THREAT FOR AIR, SOIL & WATER RECIPIENTS POLLUTION

1.2.a. Consumption of chemicals for: cleaning, pool water, water supply and wastewater treatment plant | cooling substances per guest night 2015 - 2020

	2015	2016	2017	2018	2019	2020
Kitchen	930,35 lt	829,05 lt	894,55 lt	1.017,34 lt	908,30 lt	1.206,90 lt
Housekeeping	1,068,90 lt	798,00 lt	934,05 lt	755,50 lt	759,00 lt	378,00 lt
Laundry	805,50 lt	722,25 lt	670,25 lt	738,50 lt	847,17 lt	376,17 lt
Coolants	440 lt	467 lt	135 lt	73 lt	279 lt	179 lt
Pool / wastewater treatment plant / water	-	-	-	55.763 lt	63.664 lt	45.803 lt
Total guest nights	162.718	132.048	172.120	182.997	168.208	72.137





NOTES:

CLEANING CHEMICALS:

- The large increase in chemical use in the kitchen for 2020 is due to the kitchen being charged for total consumption of disinfectants by all departments.
- Ongoing staff training, monitoring consumption and investment in modern tools and cleaning products have helped reduce the use of chemicals even during the pandemic, in comparison to relative consumption in 2015.

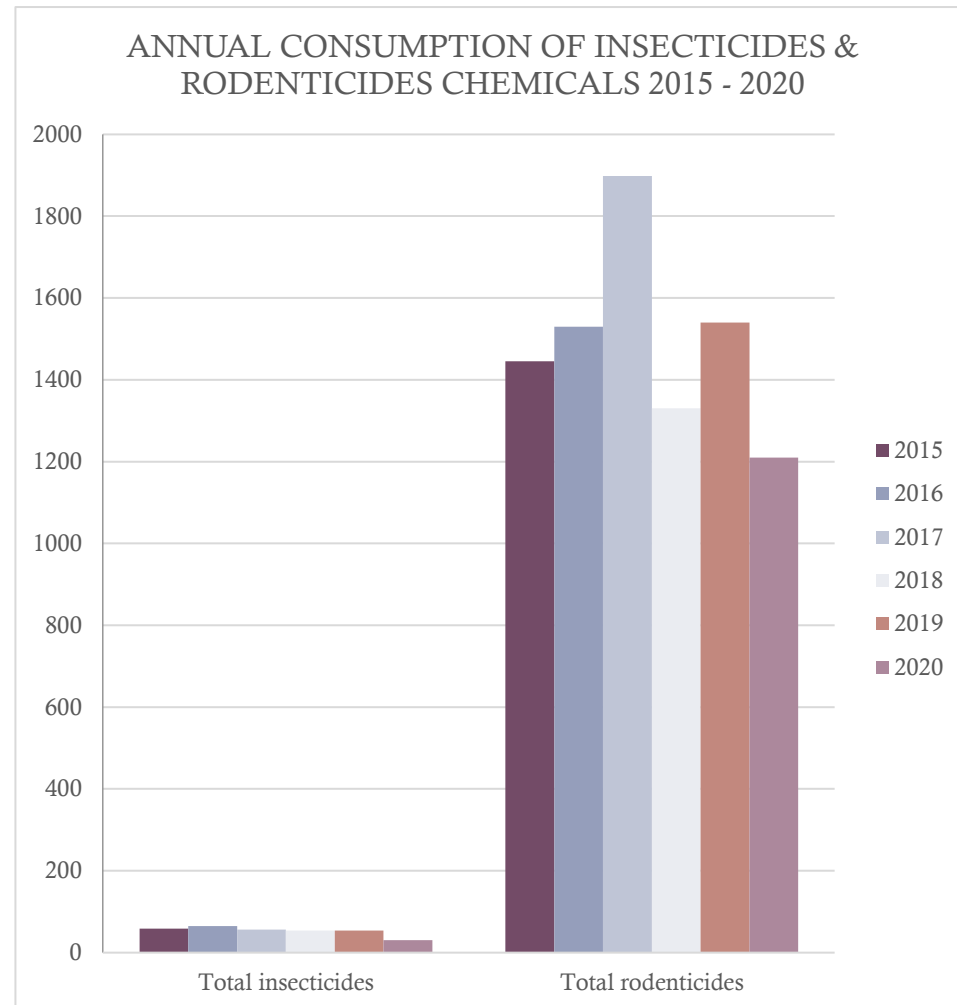
MAINTENANCE CHEMICALS:

- Consumption of chemicals for the pools, as well as the wastewater treatment plant and drinking water system, is systematically monitored and compared to baseline data for 2018, when the biological treatment facility was upgraded, and automatic chemical dosing systems for pool water quality maintenance, came into full use. In addition, liquid chlorine is used instead of granular as the main disinfectant in pools and the final output water from the wastewater treatment plant. The result is a large increase in the use of chlorine in litres, but with greater safety in use for maintenance staff and pool-users. Liquid chlorine (sodium hypochlorite) is purchased in returnable plastic containers of 1-ton.
- The increase in consumption in 2019 is due to a greater incidence of defecation in pools, resulting in extra chlorine shock treatments and to the more systematically chlorination of the final outflow water from the wastewater treatment plant.
- Additional sanitising activity took place based on the protocol for the year of the Covid pandemic -2020- led to an extra increase in chemicals' cost and quantity.

1.2

1.2.b. Consumption of insecticides/rodenticides chemicals 2015 - 2020

	2015	2016	2017	2018	2019	2020
Fendona (lt)	3.3	1.8	-	-		1,1
Icon (lt)	2.3	5	2,2	-		-
Phobi (lt)	36	38	14,6	4,6	4,6	4,2
Du-Dim (lt)	17.2	17.3	11,4	10,1	10	5,4
Dobol Microcyp (lt)	-	-	-	20	21	10
Inastro (lt)	-	-	0,7	0,7	0,4	
Pesquard A (lt)	-	-	-	1,6	3,9	
Solfac (τεμ)	-	-	16	10,1	-	
MaxForce Quantum (τεμ)	-	-	11	7	1,4	10
<i>Total for insect control</i>	58,8	62,1	55,9	54,1	53,9	30,7
Notrac (τεμ)	1.445	1.530	1.898	1.090	1.180	950
Klerat (τεμ)	-	-	-	240	360	260
<i>Total for rodent control</i>	1.445	1.530	1.898	1.330	1.540	1.210



NOTES:

- Pest control is carried out according to safety and sustainability specifications, rules and relative instructions which are detailed in the protocol of April 2018.
- Combined with preventive actions, only approved preparations are used and targeted to the specific problem at hand. They are applied by a specially qualified certified crew using all safety measures and expired used products and waste packaging are collected by the crew, which is responsible for delivering them to a suitably licensed company for safe final disposal.

ΠΡΟΔΙΑΓΡΑΦΕΣ ΓΙΑ ΤΗΝ ΕΦΑΡΜΟΓΗ ΠΑΡΑΣΙΤΟΠΡΟΣΤΑΣΙΑΣ ΒΑΣΕΙ ΑΠΑΙΤΗΣΕΩΝ SUSTAINABILITY

A.ΤΕΧΝΙΚΕΣ ΠΡΟΔΙΑΓΡΑΦΕΣ ΠΡΟΣΦΟΡΑΣ

1. Οι εφαρμογές θα γίνονται από εξειδικευμένο συνεργείο και με την παρουσία υπεύθυνου επιστημονογράφου 4 του Π.Δ. 374/67-68(1147).
2. Πρέπει να ακολουθείται πιστά η κυρωτική οδηγία Ε.Υ.93/43, σύμφωνα με την οποία οι εργασίες απεντόμωσης και μυκητοκτονίας απαιτούν επιστημονικά παρακολούθηση, καταγραφή και εκμυστοποίηση.
3. Ο υπεύθυνος επιστημονικός θα παρακολουθεί όλη τη διαδικασία από την παρασκευή του υλικού παρέμβασης, τη χρησιμοποίησή του, καθώς και να λαμβάνονται όλα τα απαραίτητα μέτρα αυτοπροστασίας, πρόληψης και υγιεινής και μέτρα προστασίας των εργαζομένων και του κοινού.Ο ίδιος θα υπογράφει και τη σχεδωμένη πιστοποιητικά.
4. Το έγκυρο πιστοποιητικό , μυκητοκτονίας, απεντόμωσης των εγκαταστάσεων βεβαιώνει την κάθε εργασία ανά εφαρμογή, τις φραστικές ουσίες που χρησιμοποιήθηκαν καθώς και τα αντίδοτα τους, διάρκειας 3 μηνών έκαστο.
5. Το συνεργείο θα πρέπει να μπορεί να διαθέσει και να ανανεώνει όποτε χρειάζεται τα παρακάτω:
 - Αιτήγισμο από το Υπουργείο Γεωργίας, σε από 4-μήνα από τον ημερομηνία έκδοσης της Άδειας
 - κατάσταση με τα εγκεκριμένα σκευασμένα Υπενοδομής Σημιασίας του Υπουργείου Γεωργίας που θα χρησιμοποιήσει ελληνικά και αγγλικά.
 - Καταγραφή των περιοχών τοποθέτησης των δολωματικών σταθμών με τα δολωματικά δολωμάτια

οι εφαρμογές θα γίνονται με ευθύνη του αναδόχου από την επίβλεψη έμπειρου επιστημονικού και θα ενημερώνεται ο Υπεύθυνος του ξενοδοχείου τόσο κατά την αφαίμαξη του συνεργείου όσο και αναλυτικά για τις εργασίες που έγιναν,με την ολοκλήρωση των εργασιών ώστε τα κλιμακωτά να γίνεται απόδοση ευθύνης στο Ξενοδοχείο,επιπλέον παρέχεται η παράδειξη του αναδόχου .

7.Για να πραγματοποιηθεί μια τακτική εφαρμογή πρέπει να ελεγχθεί ο Υπεύθυνος, με μόνιμο ή κατά,σε συγκεκριμένο χρόνο που θα συμφωνηθεί από πριν την έναρξη της συνεργασίας, και να αποδειχθεί την προτεινόμενη ημερομηνία.

- Πημείωση 1:**
Τα κημικά σκευασματα που θα χρησιμοποιηθούν για την απεντόμωση και μυκητοκτονία θα πρέπει να είναι:
 - ♦ Γεωκεκμημένα για την ελληνική αγορά, κατά τα κριτήρια στο άρθρο 3 παρ.1 του ΠΑ.205/2001 (ΔΕΚ 160/Α/01) «Υγκρηση, διάθεση στην αγορά και έλεγχος βιοκτόνων προϊόντων σε συμμόρφωση προς την οδηγία 98/8/ΕΚ του Ευρωπαϊκού Κοινοβουλίου και του Συμβουλίου», όπως τροποποιήθηκε και ισχύει.
 - ♦ Να συνοδεύονται από τα δεκτικά ασφαλείας(MSDS) των προϊόντων της παρασκευαστικής εταιρείας στην ελληνική γλώσσα και αν υπάρχουν και στην αγγλική.
 - ♦ Έπε υγιής μορφή, είτε σε μορφή gel, ειδικά κέρνα δολωμάτια για την μυκητοκτονία και απειθμητικά σκευασματα οσμής για τα φίδια.
 - ♦ Σχεδόν ή εντελώς άοσμα, ασφαλή για την χρήση τους σε κατοικημένους χώρους.
 - ♦ Θα έχουν υδατική βάση.
 - ♦ Δεν θα επηρεάζουν τον τεχνολογικό εξοπλισμό και
 - ♦ Δεν θα είναι δυνατό να προκαλέσουν έκρηξη, πυρκαγιά ή άλλα ατυχήματα.
 - ♦ Οι χρησιμοποιημένες συσκευασίες όπως και τα δολωμάτια που αναπαύονται πρέπει να συλλέγονται από το συνεργείο και να διατίθενται με τρόπο ασφαλή για το περιβάλλον και την δημόσια υγεία.

Πημείωση 2:
Βασική προϋπόθεση είναι τα διάφορα σκευασματα να ενυδατώνονται τακτικά ώστε να αποφεύγεται ο εσωικός των παρασιτών. Εφόσον χρησιμοποιηθούν δολωμάτια 87Γενικός με θέση στερεοποίηση/τρίμα/με διακερμικό τίτλο εκτομής Block σον(βρω),σε κάθε δολωματικό πρέπει να τοποθετούνται 2 τίτλοι αντισυμωμάτων. Διαφορετικό σκευασματος, σε καθένα.

B.ΠΡΟΔΙΑΓΡΑΦΕΣ ΕΡΓΑΣΙΩΝ ΤΩΝ ΤΑΚΤΙΚΩΝ ΕΦΑΡΜΟΓΩΝ

- Β1.ΑΠΕΝΤΟΜΩΣΗ ΕΣΩΤΕΡΙΚΩΝ ΧΩΡΩΝ /ΤΥΠΗΩΝ**
-Η καταπολέμηση γενούς είδους οικειοθέρμων εντόμων (κατσαφιδών, μυρμηγκιών,μήλλων, τσιμπούρων, κ.α., σαρμαγιών, κ.α.) θα γίνει με υπολειμματικούς ψεκασμούς μόνο με τα συσκευασματα που αναφέρονται στην προσφορά και έχει συμφωνηθεί η χρήση τους και μόνο στις περιόδους που έχουν χαρακτηρηθεί από πριν.
-Στα φρεάτια, χωρίς τον ψεκασμό,δεν κριθεί απαραίτητα θα χρησιμοποιηθεί και τριτογενή κημικά με έντομοκτόνο κυρία για έριπνοτα (Αντομ). Συντάσσεται η χρήση του, και σε απολύτως ασηλγησίων /αποχετεύσεων σε δωμάτια πελατών /χώρου προέμων.
-Ο ψεκασμός θα γίνεται μόνο από απόσταση 20-30 εκ στις επιφάνειες και ποτέ στον αέρα, μέχρι αυτές να διαβροχούν καλά, χωρίς όμως να στάζουν σταγόνες.
-Σε περίπτωση που χρειαστεί να ψεκαστεί κάποια διαφορετική περιοχή θα πρέπει να γίνεται σε συνεννόηση με τον Υπεύθυνο απεντόμωσης του ξενοδοχείου και με έγκρηση του Διευθυντή.
Τύναλο εφαρμογής:
Το τύναλο των εφαρμογών το πολύ 4,ανά έτος και ο χρόνος εφαρμογής θα προκύπτει από τον βιολογικό κύκλο των προς καταπολέμηση εντόμων την αποτελεσματικότητα των εφαρμογών σε συνδυασμό με τις καιρικές συνθήκες και ανεπάρκειες συνθήκες που μπορούν να συμβάλουν σε εξόνωση του προβλήματος.
1. Κατά την απεντόμωση στα κτίρια θα χρησιμοποιηθεί 5 lt δολωματικό/100 m²
2. Κατά την εντομοκτονία στα φρεάτια θα χρησιμοποιηθούν 0.1lt δολωματικό/φρεάτιο. (και' εκτέμηση επιφάνεια/ φρεάτιο 0,5 m²) Η εργασία θα γίνει με όσο το δυνατόν καλύτερη διαβροχή στα τοιχώματα των φρεατίων και θα καλύπτεται τις σκάρες και τα ανοιχτάματα.

Β2.ΑΠΕΝΤΟΜΩΣΗ ΧΩΡΩΝ ΔΙΑΧΕΙΡΙΣΗΣ ΤΡΟΦΙΜΩΝ

-Χρήση Ηλεκτρικών Ξυσκευών ΣόΔληρης Ιεταμένων εντόμων με κολλώδεις επιφάνειες, σε χώρους προετοιμασίας τροφίμων και χρήση Ηλεκτρικών Ξυσκευών Θεανόωσης των εντόμων μόνο σε σημεία συγκεντρωσης απορριμμάτων.
-Οι κολλώδεις επιφάνειες πρέπει να αλλάζονται από το συνεργείο και τον υπεύθυνο του ξενοδοχείου κάθε 35-40 ημέρες. Σε κάθε αλλαγή πρέπει να σημειώνεται έτος και ποσο από την επιφάνεια,η ημερομηνία τοποθέτησης.Οι λαμπερές πρέπει να αλλάζονται, κάθε περίοδο 3ετηρηκές, ή βάσει προδιαγραφών του κατασκευαστή.

-Η επιλογή των κατάλληλων Ηλεκτρικών Ξυσκευών και η τοποθέτηση τους έχουν συγκεκριμένες προδιαγραφές ,που θα δοθούν σε γρασειται.
-Συμπληρωματικά στις κοινές των χώρων σίτισης μπορεί ,αν κριθεί απαραίτητο ,να τοποθετηθούν θερομονικές παλινδές έριπνοτων εντόμων (καρπας για κατσαφιδες) ως δεκτης παρουσίασης τους και μόνο για καλύτερο εντομοκτόνο τους και καταπολέμηση.

Β3. ΜΥΚΗΤΟΚΤΟΝΙΑ

Οι εργασίες μυκητοκτονίας αφορούν τη μείωση και τον έλεγχο του αριθμού των τριτωικών και στόχο έχουν τη διατήρηση της υγιεινής και τη προστασία των παραβρισκόμενων στους χώρους εφαρμογής.
Η καταπολέμηση των τριτωικών θα γίνει:
1. με την τοποθέτηση δολωματικών στους ήδη υπάρχοντες δολωματικούς σταθμούς και 'έλεγχος τους, ανά μήνα.
2. με την τοποθέτηση νέων όπου κριθεί απαραίτητο,και αντικατάσταση των κατεστραμμένων προκειμένου να συντηρηθεί ένα δίκτυο δολωματικών σταθμών μυκητοκτονίας ικανό για την αποτελεσματική προστασία των χώρων.

Β3α. ΔΟΛΩΜΑΤΑ -ΤΥΠΗΕΣ

- Κατά την μυκητοκτονία τα δολωματικά και τα σκευασματα που θα χρησιμοποιηθούν πρέπει να είναι:
 - ♦ αντιληπτικά β' γενιάς που θα παρεμποδίζουν την πήδη του αίματος στο σκάκι του τριτωικού και θα προκαλούν την μυσμοποίηση των τριτωικών ώστε να αποφεύγονται οι δυσοσμίες.
 - ♦ ελευστικά οσμής για τα τριτωικά (ενώσι να γίνονται ανηλεπτά από την ανθρώπινη όσφρηση)
 - ♦ βραβείες εθροστικές δράσεις, με αποτέλεσμα να μη δημιουργείται διαταρακτικό, να μην είναι αναγκαία η προδίκωση, να υπάρχει επίδραση χρόνου για παροχή αντιδότη (βιτομίνη Κ1) και τέλος να υπάρχει μακρότερος κίνδυνος για ζωομη στόχους.
 - ♦ Με έλεγχρη τα «ασηλή» φρεάτια που τα δολωμάτια μπορεί να στερεωθούν με σύρμα ,δεν εκπέμπεται κανένα «κλειθερο» δολωματικό και σε μη προσβάσιμες περιοχές

Τα δολωμάτια πρέπει να αντικαθίστανται σε περίπτωση έστω και μικρής καταπόνησης και να μην αφήνονται να αλλοιώνονται όταν δεν καταπολέμηση για μεγάλο διάστημα

Β3β. ΔΟΛΩΜΑΤΙΚΟΙ ΣΤΑΘΜΟΙ | ΜΗΧΑΝΙΚΟΙ ΠΑΠΑΙΣ | ΤΡΟΠΟΙ ΔΟΛΩΣΗΣ

- Οι δολωματικοί σταθμοί θα πρέπει να:
 - ♦ είναι ασφαλείας με κλάση (οδηγία 43/93 Ε.Ε), προκειμένου να καταστεί απαγορευτική η ένθεση ανθρώπων/παιδιών, που είτε από περιέργεια ή καταρροβία μπορεί να ερβούν σε επαφή μαζί τους ή άλλα οργανισμούς με στόχων πέριχ των τριτωικών.
 - ♦ η πρόσβαση στους σταθμούς θα επιτρέπεται μόνο σε άτομα του είδους συνεργείου και σε άτομα του ξενοδοχείου που θα έχει αρσεται από τον υπεύθυνο Παραστοπροστασίας με έγκρηση του Δ/ντη του ξενοδοχείου.
 - ♦ Να είναι στερεωμένοι με ευκρηση σήμανση με την ημερομηνία τοποθέτησης τους και αριθμηση βάσει της αντίστασης χρητονοφάφησης τους.
 - ♦ είναι άοσμα, με μεγάλο χρόνο διάρκειας σταθερότητας και υψηλή αντοχή στον ήλιο.
 - ♦ να διαθέτουν την κατάλληλη από είσοδου όλων των τριτωικών και άμεση πρόσβαση του τριτωικού στο δολωμα.

Εκείνους στους εσωτερικούς χώρους, απεντόμωσης,προετοιμασίας και παράδωσης τροφίμων θα πρέπει να τοποθετηθούν συσκευές μηχανικής παλινδές τριτωικών (κολλώδεις επιφάνειες) ή δολωματικές παλινδές με διάφορα κημικά (καυίνες) με χρήση τυρωσι ή έλεσι για καταγραφή παρουσίας. Στόχος η ενόχληση της συνημειωμένης στους προβλήματα των χώρων διαχείρισης τροφίμων,έξι και όχι μέσα σε αυτούς.
Σε κάθε περίπτωση οι παλινδές δεν θα πρέπει να αποτελούν κίνδυνο για τα προϊόντα που διατηρούνται ή αποθηκεύονται στους χώρους όπου τοποθετούνται .

Γ.ΑΛΙΑ ΣΤΟΙΧΕΙΑ ΥΠΟΧΡΩΣΕΩΝ ΠΡΟΣΦΟΡΑΣ

- Δεσφώνων των παρεσμένων και για κάλυψη των απαιτήσεων των συστημάτων HACCP,TRAVELIFE για ασηλή χρήση, διάθεση επικίνδυνων ουσιών και καταγραφή των εφαρμογών :
 1.θα τηρείται απαραίτητα (μηνιαία) φάκελος έλεγχου με πλήρη κάλυψη όλων των προδιαγραφών που αναφέρονται στην παράγραφο (Α)
 2.Οι όριτες Υπεύθυνοι έδωκω του αναδόχου ότι έλαβε γνώση των παρόντων όρων και προϋποθέσεων τις οποίες, και αποδέχεται πλήρως.
 3.Σε συμφωνία με την Εταιρία | Ξενοδοχείο, θα γίνει δεκμοαληπτικός έλεγχος από την ΜΒ εκ μέρους της Διεύθυνσης 2 φορές την εσών παρουσία του Υπευθύνου του Ξενοδοχείου.
 5.Σε περίπτωση έκτακτης ανάγκης (επιδημίες, προβλημάτων ή επωκρηκής έλεγχου φαινομένων ανάμεσα στις εφαρμογές) θα πρέπει να υπάρχει άμεση αντιμετώπιση ,εντός 24 ωρών.

Η παρούσα ΤΕΧΝΙΚΗ ΕΚΘΕΣΗ συνοδεύεται από κημικωποιημένες, εγκεκριμένες, κατάφρες των εγκαταστάσεων και των εξωτερικών χώρων της Ξενοδοχειακής μονάδας.

1.3

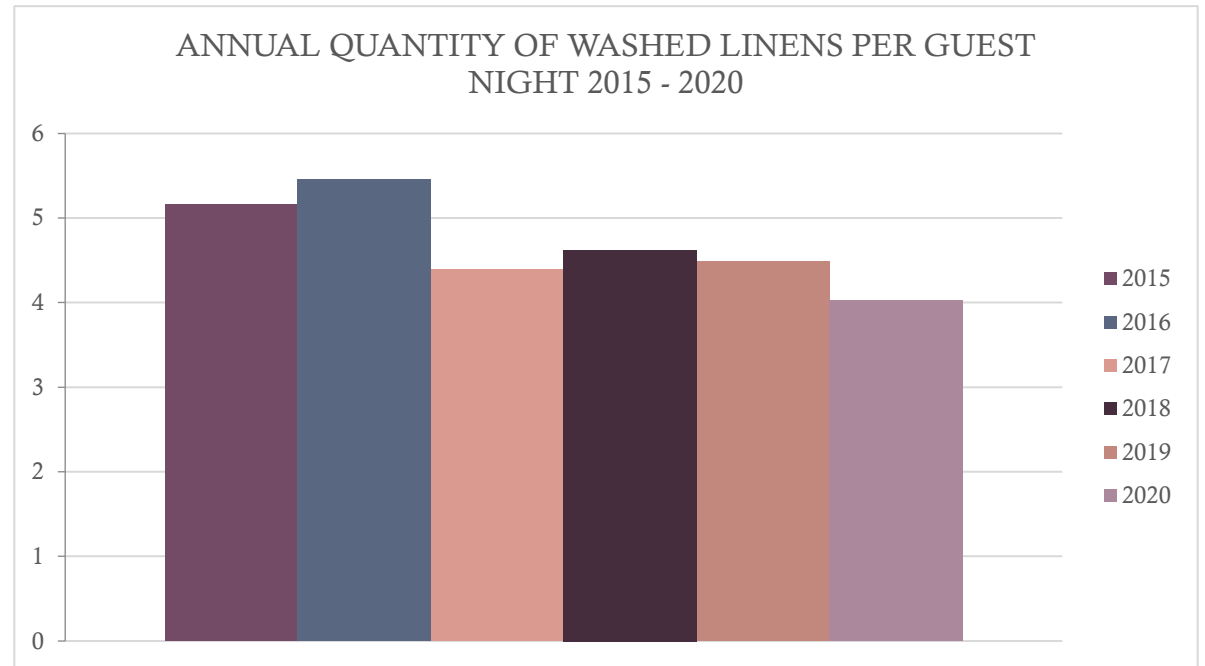
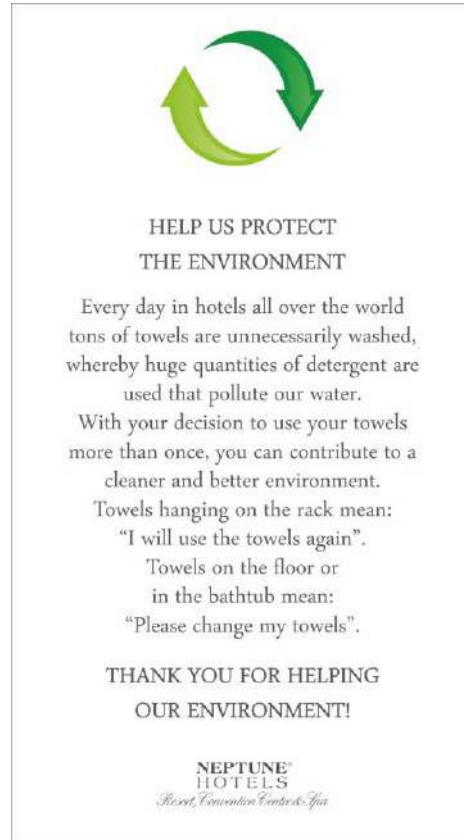
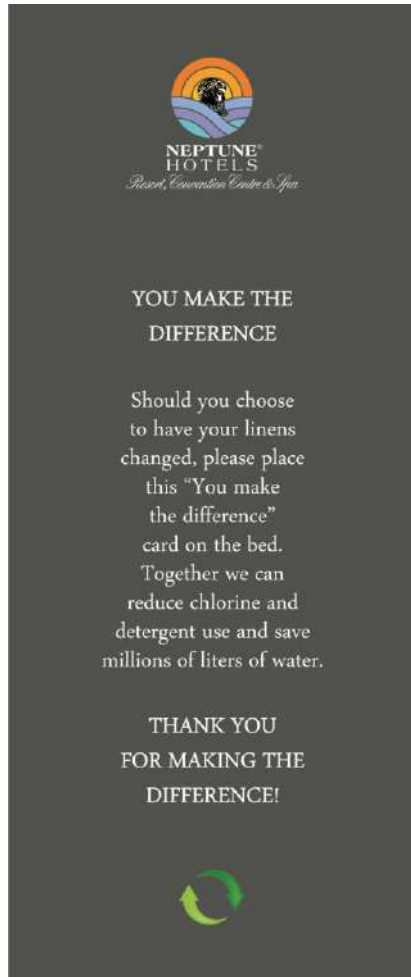
RESULTS OF RE-USE LINEN POLICY IN GUEST ROOMS

1.3. Annual quantity of washed linens in pieces per guest night 2015 - 2020

	2015	2016	2017	2018	2019	2020
Single sheets	121.373	97.919	104.817	114.068	100.745	42.567
Double sheets	8.149	6.861	6.972	6.160	5.935	2.196
Mattress covers	5.076	2.825	2.958	5.059	5.443	5.439
Single duvet covers	40.128	32.568	36.295	42.401	45.071	17.558
Double duvet covers	2.812	2.022	2.266	3.099	2.854	2.545
Pillowcases	124.740	88.991	98.890	105.782	100.927	39.692
Face towels	113.794	102.546	99.431	115.124	97.504	37.035
Bath towels	107.017	97.567	100.241	110.736	89.818	35.773
Bathrobes	16.685	14.184	10.818	11.934	11.252	6.116
Bathmats	83.754	77.736	76.575	90.343	78.370	25.986
Flannels	106.925	106.144	106.567	121.972	111.173	29.064
Bed runners	164	674	5.806	2.117	987	40
Beach towels	109.392	90.551	103.929	116.654	104.443	46.193
Total	840.009	720.588	755.565	845.449	754.622	290.204
Total guest nights	162.718	132.048	172.120	182.997	168.208	72.137
<i>Total no. of items per guest night</i>	5,16	5,45	4,39	4,62	4,49	4,02

NOTE:

In practice, the results from 2017 and thereafter are particularly encouraging for continuing to more effectively apply the programme for towel and bedding reuse during the guests' stay. The reduction in laundering is combined with an increase in used linens, due to room renovation/upgrade and the addition of a night service.



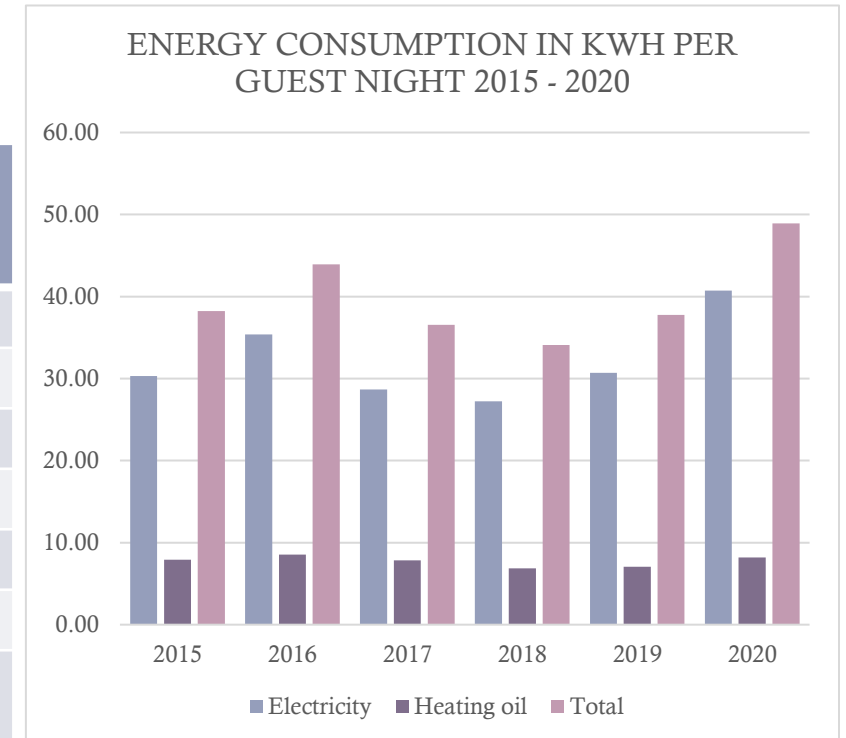
““ One of the first conditions of happiness is that the link between man and nature shall not be broken.

Leo Tolstoy

ENERGY EFFICIENCY & SAVING

1.4 Energy efficiency & saving 2015 - 2020

Energy efficiency - Total consumption	2015	2016	2017	2018	2019	2020
Electricity in kWh	4.934.271	4.672.447	4.936.133	4.980.852	5.161.714	2.938.259
Electricity per guest night	30,32	35,37	28,68	27,22	30,69	40,73
Heating oil in kWh	1.290.000	1.130.000	1.353.000	1.258.092	1.191.555	589.985
Heating oil per guest night	7,93	8,56	7,86	6,87	7,08	8,18
Total energy in kWh	6.224.271	5.802.448	6.289.133	6.238.944	6.353.269	3.528.244
Total guest nights	162.718	132.084	172.120	182.997	168.208	72.137
<i>Total energy consumption per guest night</i>	38,25	43,93	36,54	34,09	37,77	48,91



RESULT:

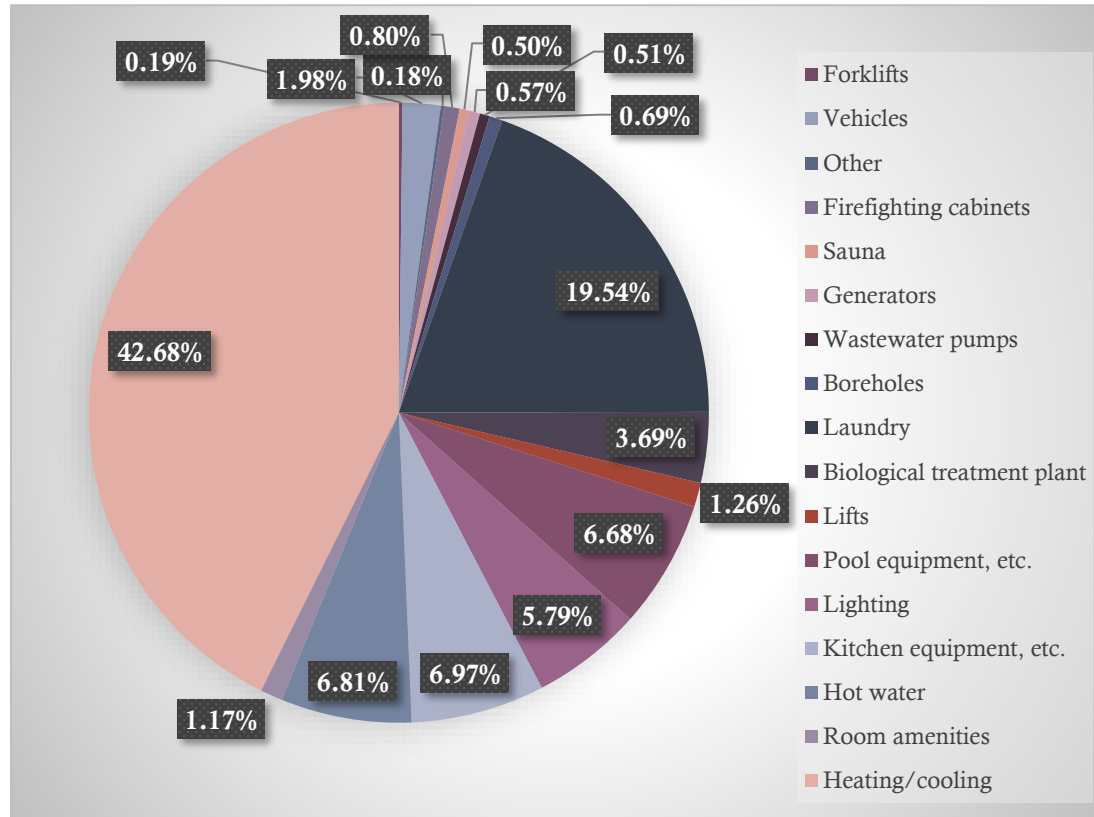


Energy consumption from 2015 to 2019 ↓ 1.3% reduction

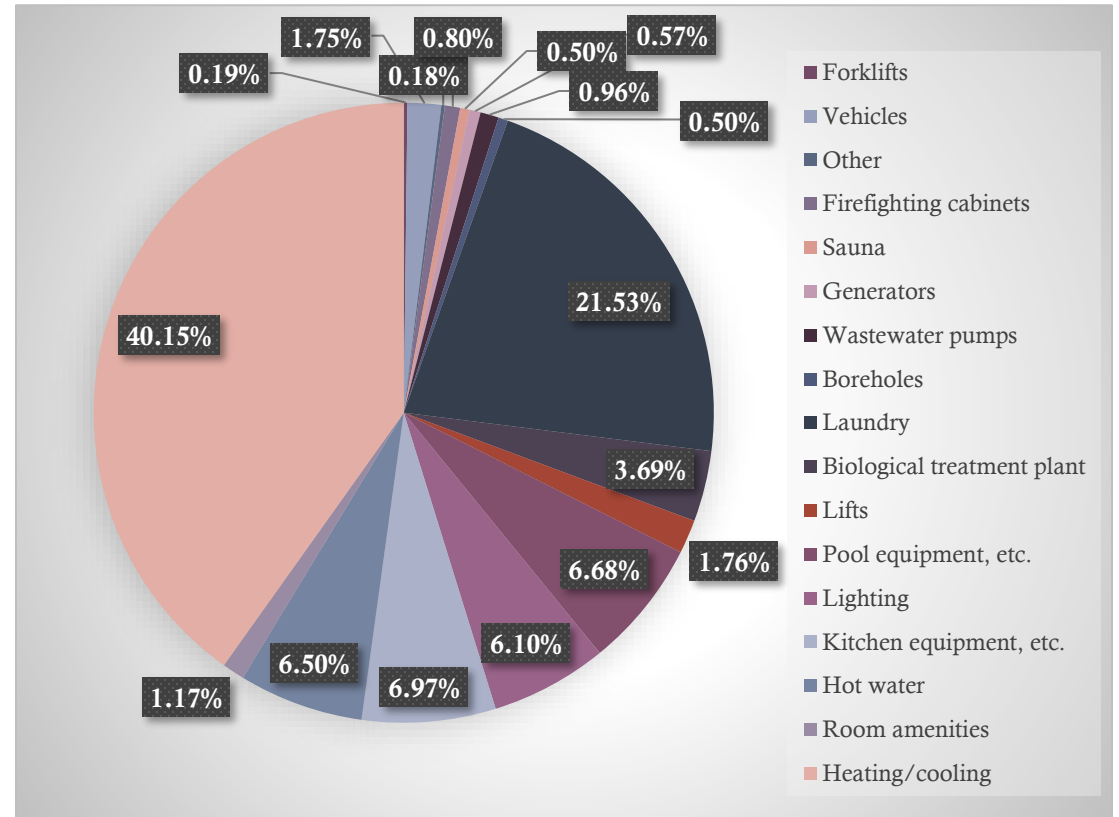
Energy consumption from 2019 to 2020 ↑ 29.5% increase

ENERGY ASSESSMENT

2018



2019



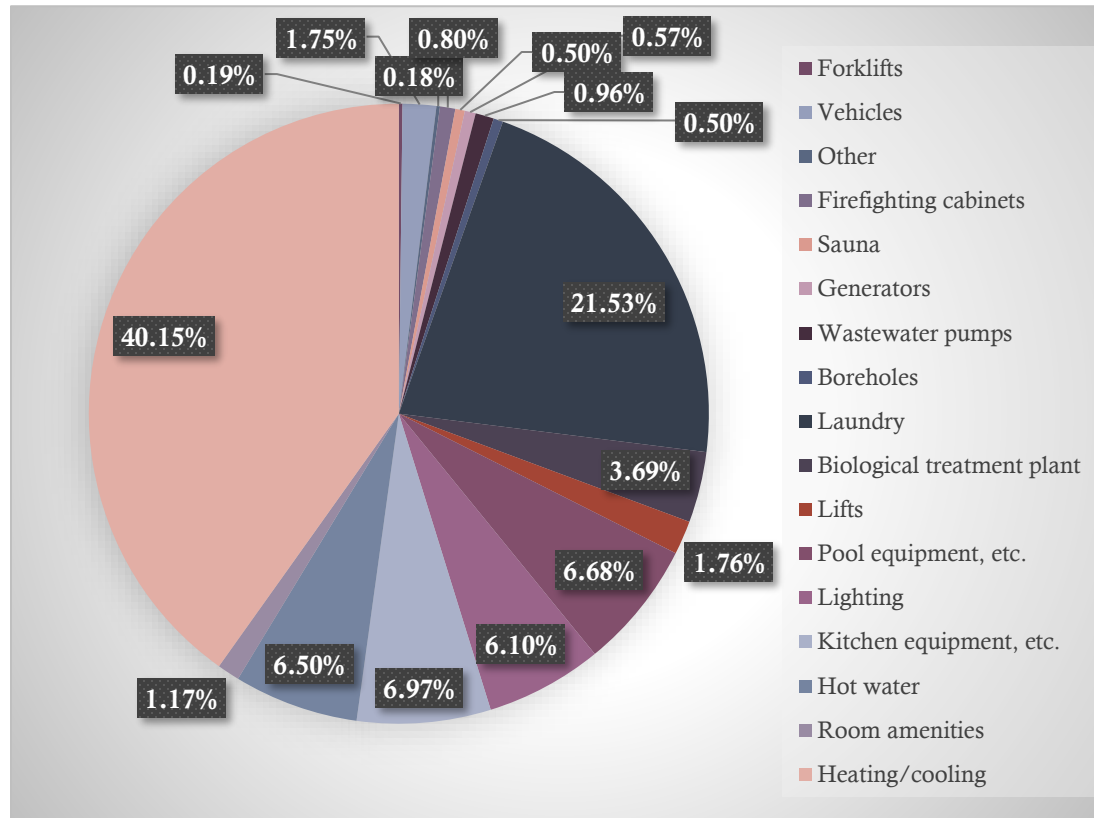
NOTES

relative to consumption (total consumption rates) between 2018 and 2019:

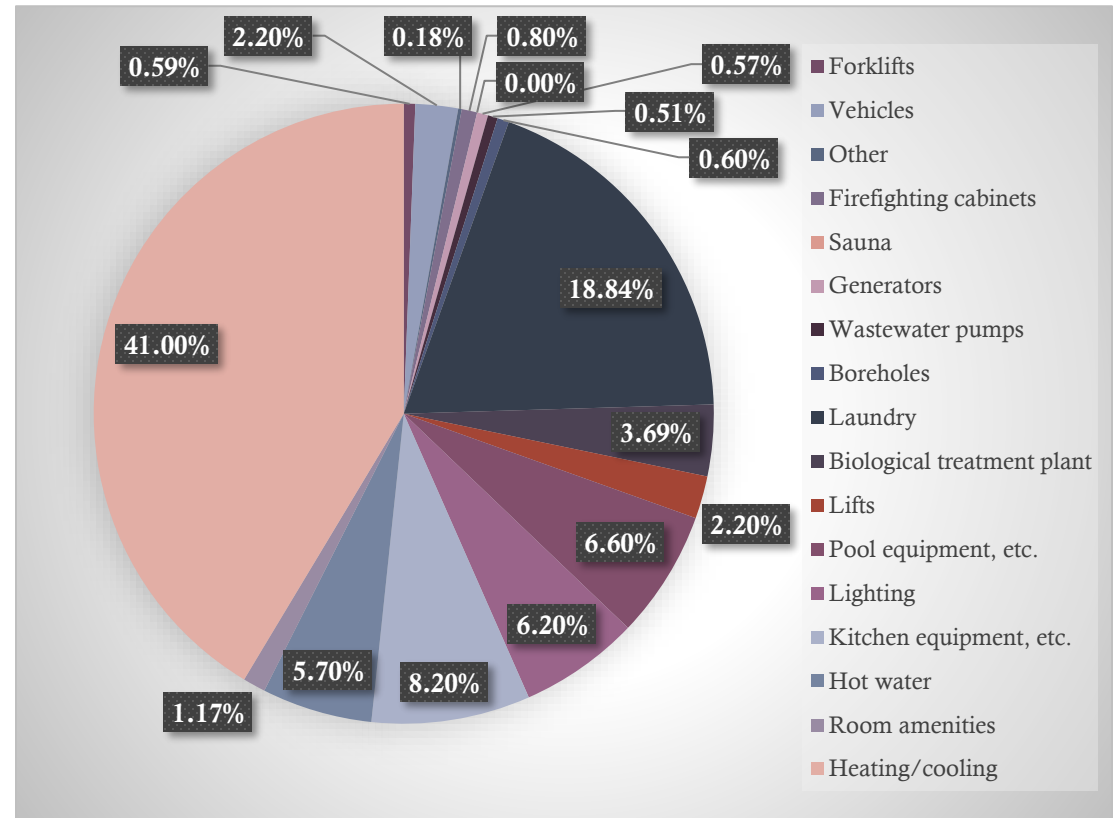
1. A small increase in electricity consumption was noted in 2019 compared to the 2018 season (5,161,714 kWh versus 4,980,852 kWh), as well as a small decrease in energy derived from oil.
2. Interventions to upgrade air conditioners in buildings 5400 and 5600 resulted in a decrease in the rate of energy consumption.
3. Meanwhile, there was a significant increase in the rate of energy consumed for washing machines, due mainly to the age of the machines. Continuous malfunctions resulted in some of these being out of commission, which meant the rest of the machines operated under heavier loads.
4. Although the rate of energy consumed for the wastewater treatment plant remained the same for both periods, the energy consumed in kWh, not as a percentage for 2019, was far greater due to the addition of new machinery to achieve the desired result mandated by regulations.
5. Similarly, the rate of consumed energy related to the recirculation and disinfection of pools in 2019 was far greater due to the increased operation of recirculation pumps, combined with the new method for monitoring chemicals to achieve the desired result mandated by protocols and regulations.
6. Both the wastewater treatment plant and the pools underwent a trial period during which the machinery was operating for additional hours due to the many tests being conducted to arrive at the proper operating method.
7. Overall, the total increase in energy per night spent is due to the following parameters:
 - Additional split units were installed in areas which lacked air conditioning.
 - Malfunctioning air conditioners (in the main building), combined with their age and low efficiency, led to an increase in electricity consumption. In fact, in many cases, air conditioning units were installed locally (e.g. in the kitchen), as the existing units based on older technology were unable to meet the demand of the spaces.
 - Changes in certain pool equipment rooms and the biological treatment facility at the complex.
 - The inactivation of the solar panels at the main building (due to age => required complete removal) which, along with failures in the building's ZNX tanks, led to increasingly greater use of oil to provide hot water to the main building.
 - Higher temperatures which prevailed in July and (particularly) August of 2019, compared to the same period in 2018, leading to greater and often continuous use of air conditioning units.

ENERGY ASSESSMENT

2019



2020





NOTES

relative to consumption (total consumption rates) between 2019 - 2020:

1. Given the limited length of time the hotel was operational (1 July-20 October) and the low occupancy rate relative to previous years, data cannot be exported for assessment.

2. The small increase in the rate of consumption (6.20% compared to 6.10%) is due to:

- The central ZNX systems operated for much fewer users (due to lower occupancy), which led to increased system losses
- There were also increased ZNX demands because of the new kitchen at the MEATing restaurant
- Cleaning for the prevention of Covid-19.

3. The increase in the amount of energy required for cooling/air conditioning/ventilation, despite the renovations to rooms in block 3000 is reasonable, given the hotel's period of operation in 2020 (1 July-20 October), when particularly high temperatures prevailed and there was a greater need for dehumidification at the same time. Meanwhile, energy needs grew because of the pandemic and the requirement to ventilate indoor spaces, as regulations in many areas mandated 24-hour use of the KKM's and their chillers.

4. The reduction in electricity related to the wastewater treatment plant is justified by the limited operation (beginning of July) and the partial operation of the system.

CONCLUSION: The sharp increase in energy per night spent compared to 2019 is due to the decreased occupancy. Despite the decreased occupancy, many (particularly central) installations operated fully (e.g. exterior lighting, main restaurants, common area lighting, pools, KKM chillers in common areas, ZNX heaters, etc.) for the period that the hotel was open in 2020 (start of July-20 October). Also during that period, there were particular needs for air conditioning, with the addition of new facilities that require energy, such as the new MEATing restaurant and the new backwash water management system.



“...from earth arises
water and from water
soul...

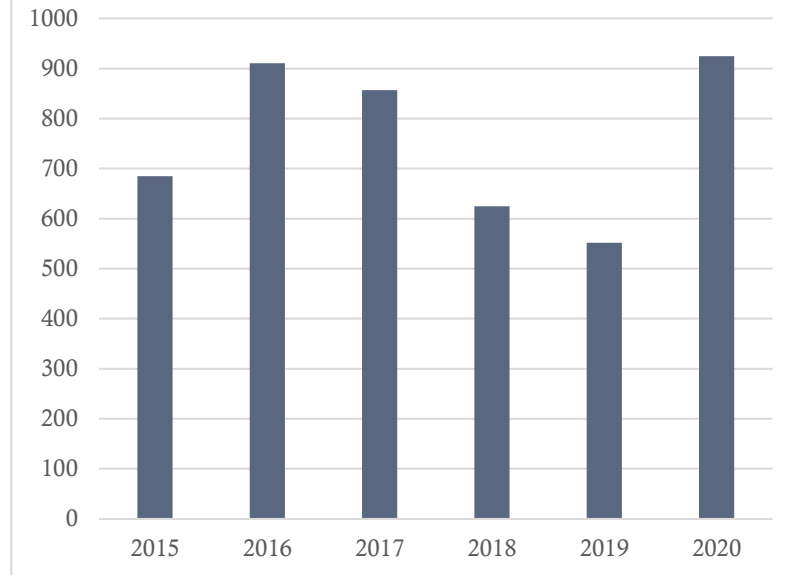
Heraclitus

WATER MANAGEMENT (SAVING)

1.5 Water consumption 2015 - 2020

	2015	2016	2017	2018	2019	2020
Rooms	33.209	37.458	27.500	22.850	13.714	8.004
Kitchen, bars, common areas			20.682	15.782	10.870	16.340
Pools	10.220	12.084	12.700	13.500	6.095	3.747
Laundry	8.526	7.680	9.398	8.976	5.601	4.142
Irrigation	59.503	63.142	77.314	53.430	56.631	34.463
<i>Total water consumption in m3</i>	111.458	120.364	147.594	114.538	92.911	66.696
Guest nights	162.718	132.084	172.120	182.997	168.208	72.137
<i>Water consumption per guest night, in litres</i>	685	911	857	625	549	925

ANNUAL WATER CONSUMPTION IN LITRES PER GUEST NIGHT 2015 - 2020



RESULT:

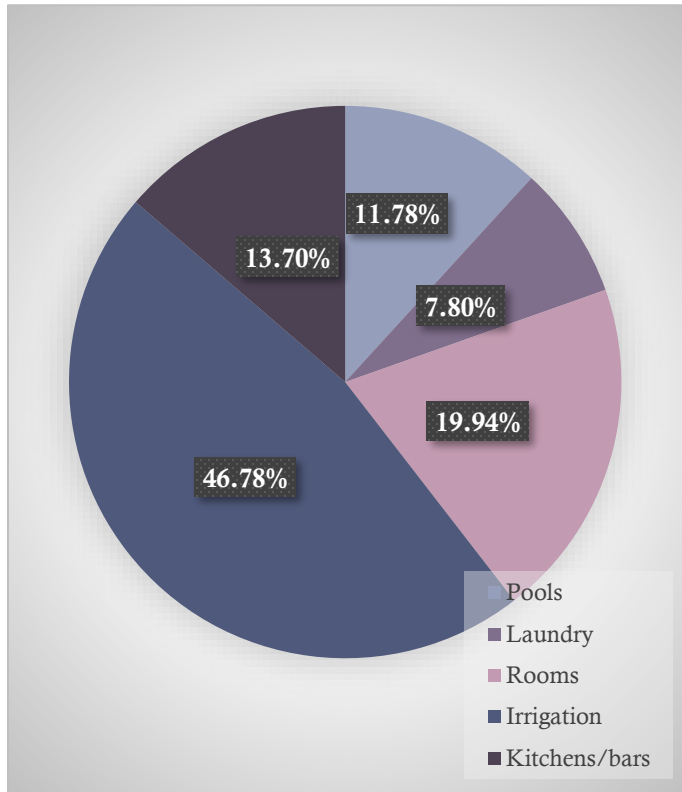


Water consumption from 2015 to 2019 ↓ 19.4% reduction

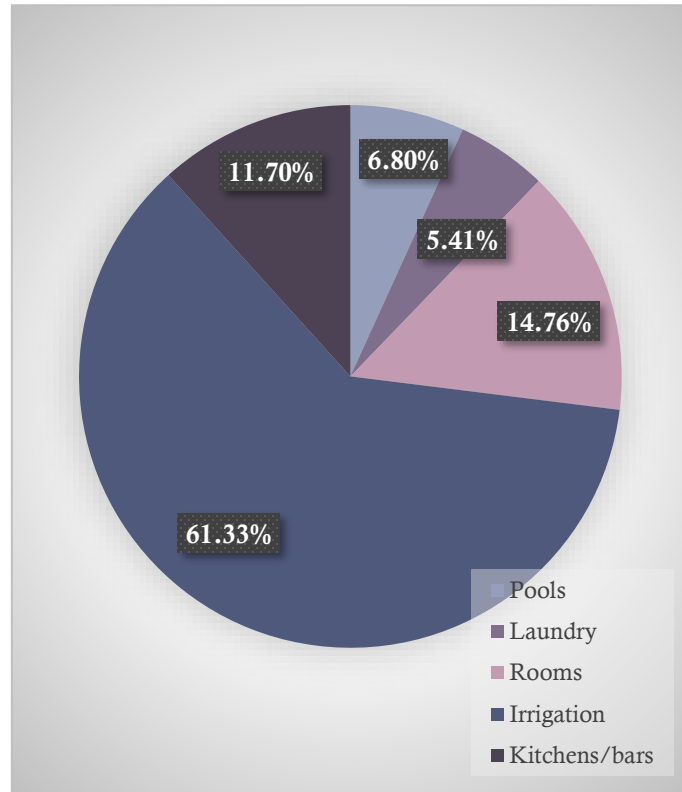
Water consumption from 2019 to 2020 ↑ 35% increase

ASSESSMENT OF WATER MANAGEMENT

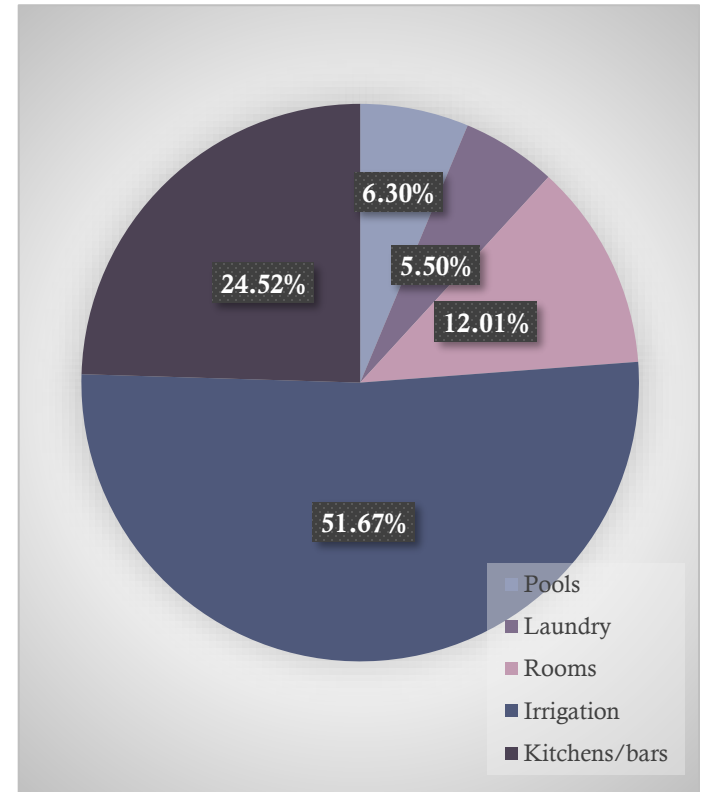
2018



2019



2020



NOTES:

IRRIGATION: In 2019, numerous leaks occurred in the underground watering system due to its age. The decrease in 2020 is due to proper management of irrigation water, based on the guidelines of the agronomist and making use of the tertiary phase of the biological wastewater treatment. In 2021, the gradual replacement of the system got under way.

ROOMS: The gradual renovation of guest rooms coincided with a reduction in water consumption, as flow restrictors and modern fittings were installed. In 2020, another 79 rooms in block 3000 were added.

KITCHENS/RESTAURANTS/BARS: The increased water consumption in 2020 was due to the addition of a new restaurant (MEATing), and to the greater water use due to Covid-19 for both handwashing and more thorough cleaning of areas and utensils.



1.6 SUSTAINABILITY POLICY & ACTIONS F&B DEPARTMENT



Actions & measurable targets set in 2018 - 2023:

1. Reduction in purchases of imported foods (related to air or long-distance shipping).
TARGET: 25% reduction
2. Increased consumption of local and Greek-origin products.
TARGET: 15% increase
3. Increase consumption of fresh local & Greek fruits and vegetables instead of imported frozen products and those grown in heated greenhouses. Preference for fresh Greek seasonal products.
TARGET: 10% increase in fresh vegetables and 15% in fresh fruit
4. Reduce beef consumption as much as possible, particularly imported, intensively farmed beef. Preference for local, free-range, organically farmed meat.
TARGET: 6% reduction of imported meat and 5% reduction in imported beef
5. Preference for certified sustainable fisheries and local, fresh, seasonal fisheries.
TARGET: 20% of total seafood consumption to be MSC & ASC
6. Reduction in single-use plastics in all F&B outlets and replacement of plastics which their use is banned by law, starting from 2021.
TARGET: Elimination of single-use plastics in all F&B outlets
7. Reduction in food loss and waste.
TARGET: 10-15% reduction by end of 2022

1.6

1.6.a. Consumption of main food categories per guest night 2015 - 2020

	2015		2017		2018		2019		2020	
	Qty/GN	Cost/GN	Qty/GN	Cost/GN	Qty/GN	Cost/GN	Qty/GN	Cost/GN	Qty/GN	Cost/GN
Meat	277 gr	€ 1,33	259 gr	€ 1,22	250 gr	€ 1,17	262 gr	€ 1,33	271 gr	€ 1,47
Beef	84 gr	€ 0,64	66 gr	€ 0,54	67 gr	€ 0,49	77 gr	€ 0,58	85 gr	€ 0,72
Seafood	124 gr	€ 0,94	158 gr	€ 1,46	161 gr	€ 1,38	169 gr	€ 1,44	141 gr	€ 1,23
Vegetables	913 gr	€ 0,71	902 gr	€ 0,70	895 gr	€ 0,73	996 gr	€ 0,85	981 gr	€ 0,82
Fresh vegetables	737 gr	€ 0,44	735 gr	€ 0,45	730 gr	€ 0,52	825 gr	€ 0,60	818 gr	€ 0,60
Frozen vegetables	176 gr	€ 0,27	167 gr	€ 0,25	166 gr	€ 0,21	169 gr	€ 0,23	160 gr	€ 0,21
Fruit (96% fresh)	494 gr	€ 0,47	497 gr	€ 0,45	557 gr	€ 0,47	626 gr	€ 0,62	637 gr	€ 0,64
Dairy	486 gr	€ 1,06	455 gr	€ 1,10	446 gr	€ 1,08	458 gr	€ 1,10	468 gr	€ 1,10
Cold cuts	71 gr	€ 0,31	68 gr	€ 0,32	63 gr	€ 0,30	60 gr	€ 0,30	66 gr	€ 0,29
Total	2.365 gr	€ 4,82	2.339 gr	€ 5,25	2.372 gr	€ 5,13	3.794 gr	€ 8,25	3.756 gr	€ 8,15

RESULT:



Consumption of fresh fruit up to 2020 ↑ 21% increase



Consumption of fresh vegetables up to 2020 ↑ 10.7% increase



Consumption of beef up to 2019 ↓ 8.4% decrease



Consumption of meat up to 2019 ↓ 5.7% decrease



Of the total frozen seafood consumed in the period 2018-2019, 24% was from sustainable fish farms and MSC-ASC-certified fisheries.

NOTES:

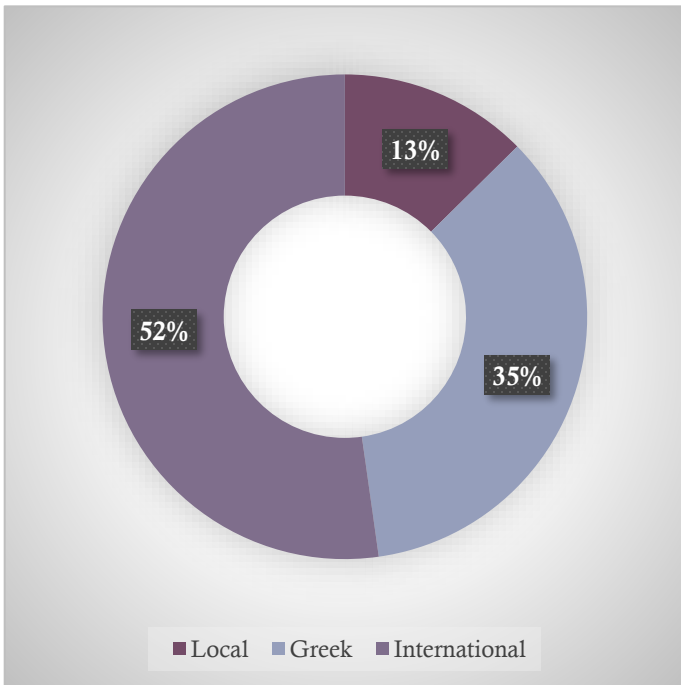
1. The Chef's preference for quality, fresh, local seafood and seafood with sustainability certifications contributed to the gradual redesign of the menu with more options for fish and a resultant increase in its consumption over meat.
2. Nevertheless, for 2020, meat and beef consumption rose by 3.3% and 10% respectively, due to a higher consumption of ingredients that were more readily available on the market at a reduced cost. The need for the business to survive and fully meet its obligation to pay staff salaries and wages led it to cut back on the cost of food purchases.
3. In the same year, there was a significant drop in the use of certified seafood with sustainability labels due to the difficulty of procuring it, mainly because of the low demand on the Greek market and resultant fewer imports.

1.6

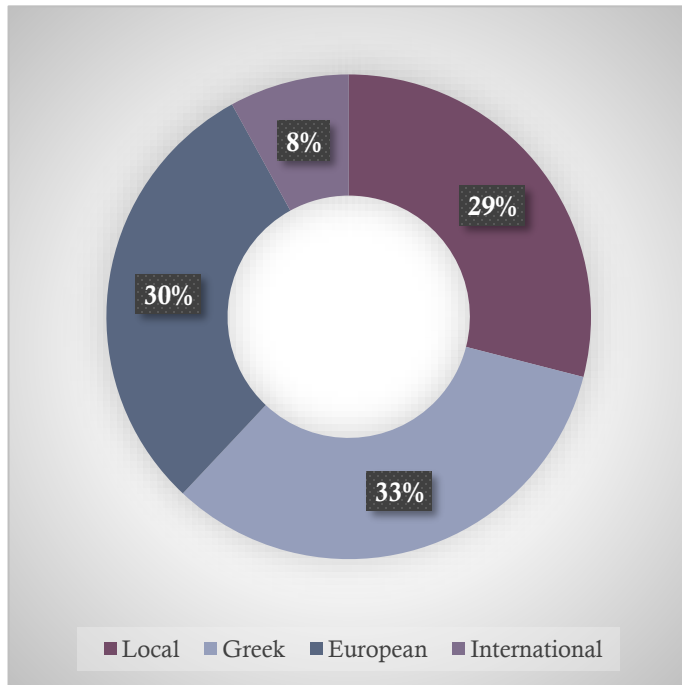
1.6.b. Origin of food & beverages 2018 - 2020

In 2018, the hotel began to document the origin of the foods it uses, with the aim of increasing the use of local and Greek products and reducing the use of imported items, with the completion of the system and addition of all beverages in 2019, along with the ability to calculate the imported products from Europe and the international market (long-distance shipping). For a more objective comparison and assessment in calculating the relative targets below, only results for food were used. Officially, the documentation for all categories and for beverages per night spent began in 2020.

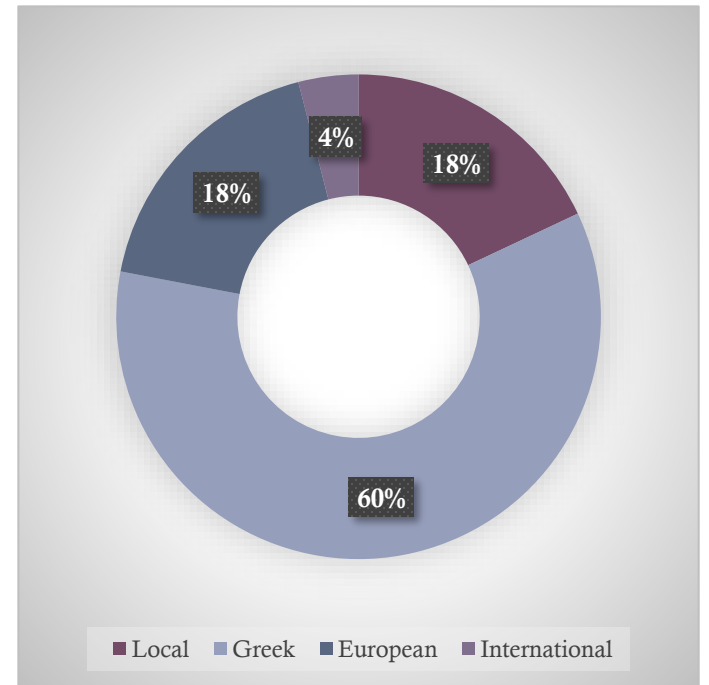
2018



2019



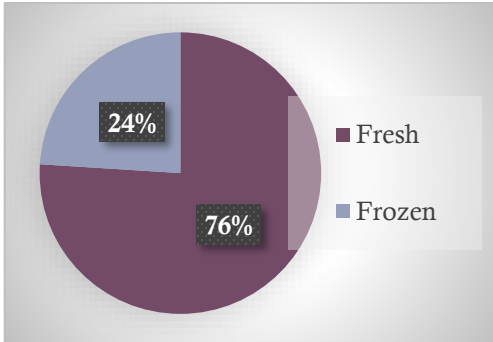
2020



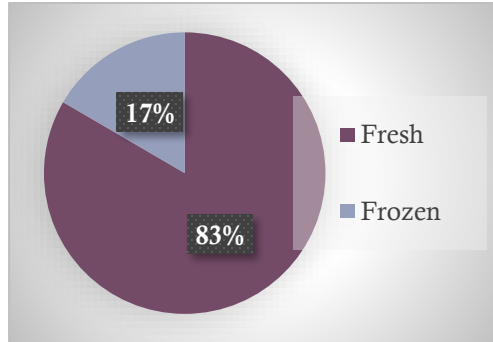
1.6

1.6.c. Consumption of fresh & frozen vegetables 2019 - 2020

2019

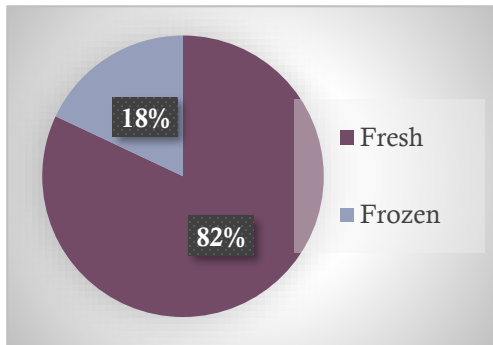


2020

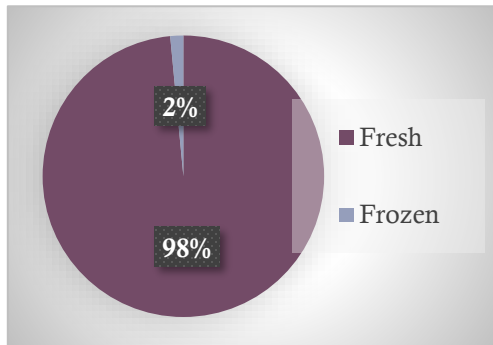


1.6.d. Consumption of fresh & frozen fruit 2019 - 2020

2019



2020



SOCIAL RESPONSIBILITY & COMMUNICATION



The Management's commitment to operating our hotel with sustainability, is not limited to its responsibility towards the environment, but also includes support for its personnel, its relationships with the local community and our guest's satisfaction.

We continue to hire local people based on formal qualifications, to promote local products and businesses, to provide support through sponsorships and to promote the traditions and cultural heritage of the island. Our aim is to serve the needs of Kos residents, while offering top-quality and warm hospitality to our guests.

Due to the unprecedented experience of dealing with the Covid-19 pandemic in 2020, we made it our top priority to strengthen hygiene protocols in all departments through:

- more frequent cleaning of high-touch surfaces
- use of internationally certified disinfectants for hands and surfaces that are safe for users, guests and the environment
- improved ventilation and air quality
- implementing all mandatory guidelines for physical distancing, mask use, hand hygiene, etc.
- adaptation and increased food safety by more stringent application of the HACCP system



“ We have forgotten
how to be good
guests, how to
walk lightly on the
earth as its other
creatures do.

Barbara Ward

BIODIVERSITY PROTECTION

Sustainable landscape management

Because we care about the health of our soil!!



APPLICATIONS & RESULTS:

1. Staff training | Establishment of operating standards and fostering understanding of sustainability
2. Improved irrigation system and water consumption management
3. Maintaining soil health | Assimilation of inorganic nutrients from plants | Organic fertiliser
 - peat moss from earthworms in all landscaped areas
 - increase in microorganism population in the soil and improvement of all parameters used to quantify soil health
4. Biodiversity increase
 - Wildlife to be present in selected areas
 - Management of insects, fungi, bacteria and weeds using organic plant protection products and preparations approved by EU reg. 834/2007 on organic production
 - Stopped use of all synthetic chemical pesticides & fertilisers
5. Visitor information and awareness-raising on practices we follow





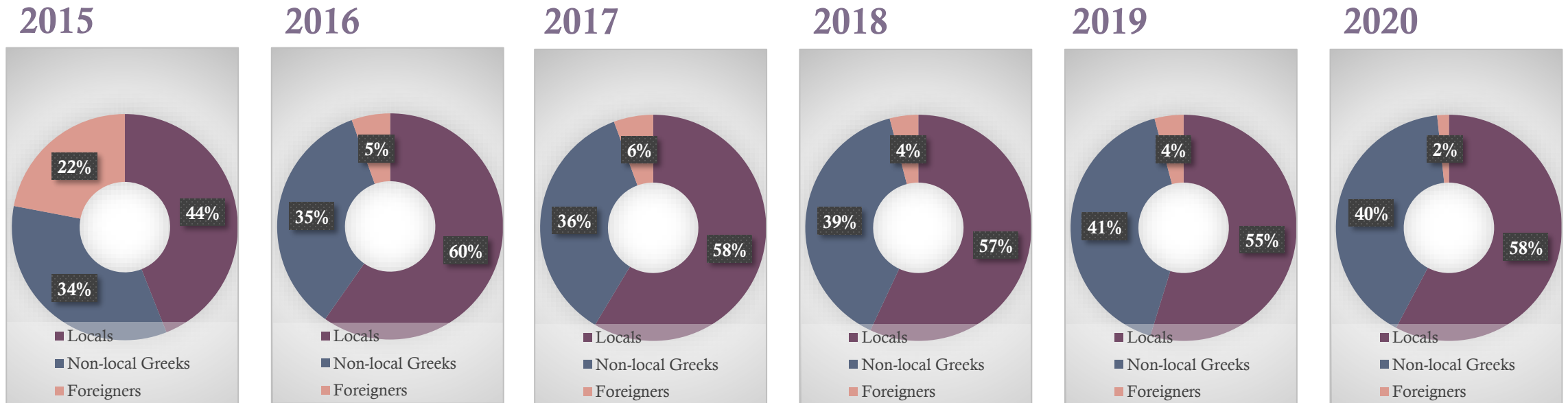
FUTURE GOALS:

1. Recognition of Neptune Hotels' lawn areas as organically cultivated grasslands under EU reg. 834/2007.
2. Deeper understanding of Sustainable Landscape practices by the Greenkeeping team.
3. Completion of replacement of underground irrigation system with a modern one to minimise water consumption

PERSONNEL POLICY

A key component of the heartfelt hospitality offered by Neptune Hotels to its guests, as well as a factor in its success, is the quality of its people, allowing the hotel to exceed guest expectations and respond to the challenges of the times. That is why the ongoing empowerment of our staff and safeguarding their well-being are at the core of our values and our strategy.

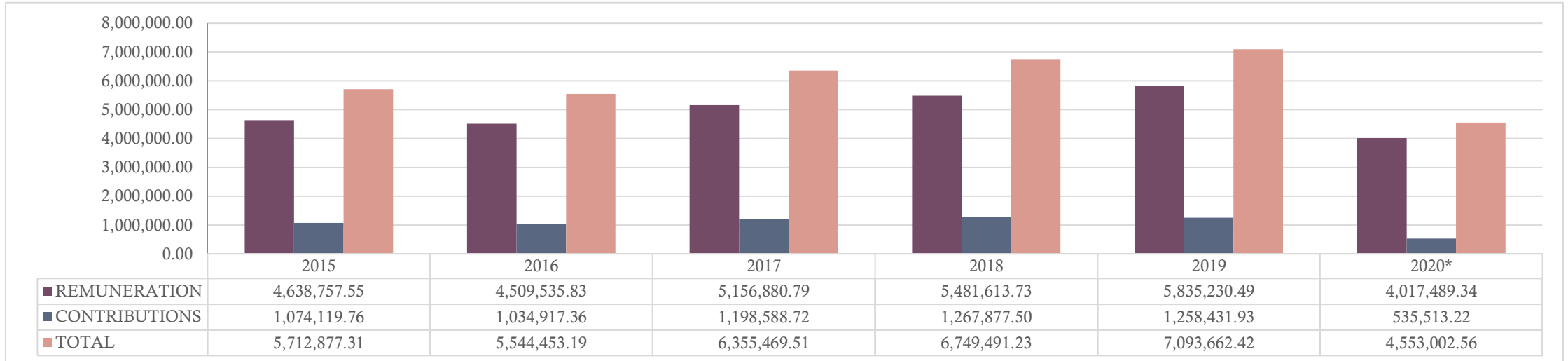
2.2.a. Staff demographics 2015 - 2020



2.2

2.2.b. Remuneration and employer contributions 2015 - 2020

* The difference is due to the hotel's opening on 1 July because of Covid-19.



AT A GLANCE:

Total staff

2019: 409 hotel | 27 outsourced
2020: 366 hotel | 13 outsourced

Total annual payroll

2019: € 7.100.000,00
2020: € 4.500.000,00

Workforce

2019: men: 52,3% | women: 47,7%
2020: men: 53,8% | women: 46,2%

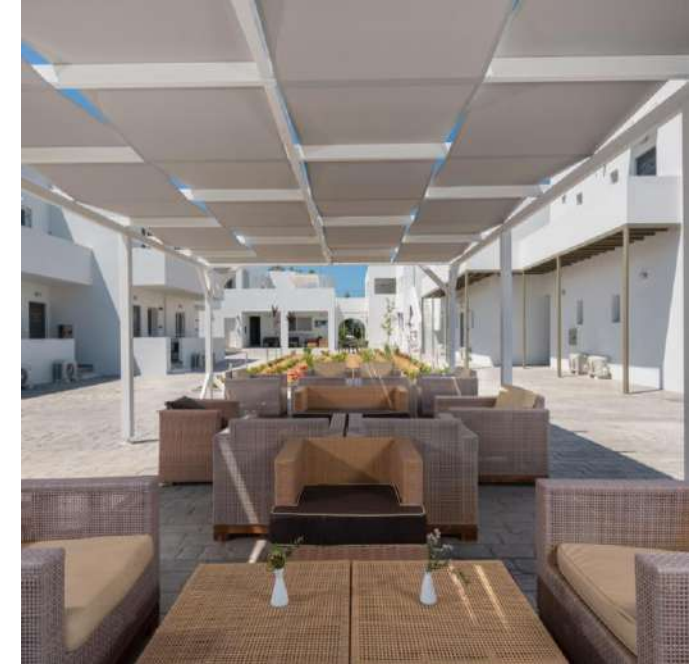
Staff turnover

2019: 9,3%
2020: 15,4%

NEPTUNE PERSONNEL CAMPUS

Once again demonstrating its respect and recognition of its staff as its driving force, Neptune Hotels Resort, Convention Centre & Spa purchased a hotel in Mastichari and refurbished it completely to accommodate staff members who are not from Kos. The facility can accommodate 106 persons and the total investment came to € 2,500,000.00.

The company's philosophy is to provide excellent living conditions for its employees since this has been shown to have a positive effect on their performance at work.



PERSONNEL SATISFACTION

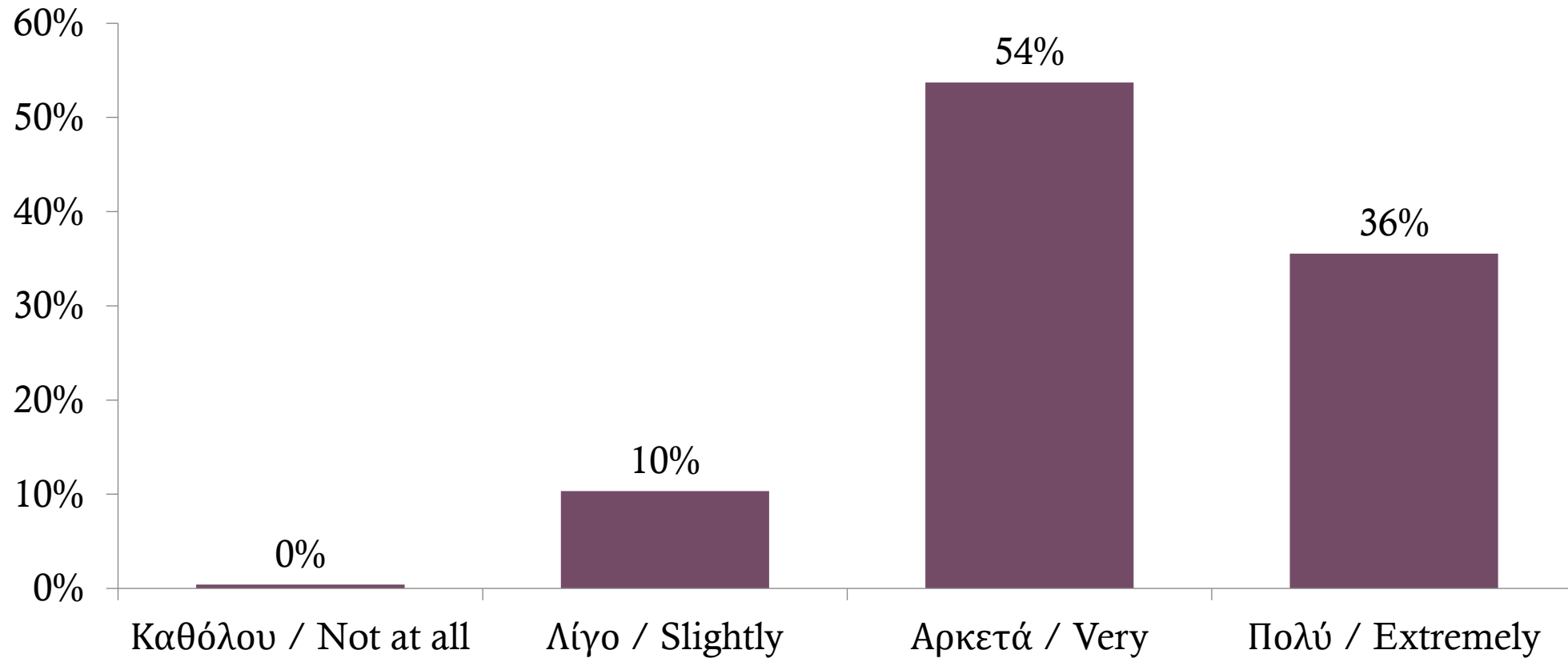
2.2.d. Staff assessment system - main results 2018 & 2019


RESULTS OF QUESTIONNAIRE FOR YOUR JOB IN NEPTUNE				
TOTAL				
PARTICIPANTS 257				
QUESTIONS	ANSWERS			
	EXTREMELY	VERY	SLIGHTLY	NOT AT ALL
Are you satisfied from your work in Neptune?	129 51%	105 42%	15 6%	3 1%
Are you provided with the required equipment to perform your job properly?	119 47%	110 43%	17 7%	7 3%
Is your place you work safe?	154 61%	84 33%	13 5%	1 0%
Are you satisfied from your stay (if you live) in staff rooms?	45 40%	40 35%	19 17%	9 8%
Are you satisfied from the staff dining?	76 31%	83 34%	52 21%	31 13%
Do you think that in case of making a complaint, you will be treated hierarchically and fairly by the company?	93 38%	102 41%	35 14%	16 7%
Is there cooperative and teamwork spirit in your department;	88 35%	98 39%	50 20%	16 6%
Is the cooperation between your department and other departments good?	76 31%	125 50%	37 15%	10 4%
Do you receive sufficient information/assessment for the implementation of your duties?	98 40%	106 43%	36 15%	7 3%
Are you satisfied with the functioning of the Personnel Office?	165 66%	78 31%	6 2%	2 1%

RESULTS OF QUESTIONNAIRE FOR YOUR JOB IN NEPTUNE				
TOTAL				
PARTICIPANTS 242				
QUESTIONS	ANSWERS			
	EXTREMELY	VERY	SLIGHTLY	NOT AT ALL
Are you satisfied from your work in Neptune?	86 36%	130 54%	25 10%	1 0%
Are you provided with the required equipment to perform your job properly?	95 39%	117 48%	25 10%	5 2%
Is your place you work safe?	133 55%	91 38%	11 5%	7 3%
Are you satisfied from your stay (if you live) in staff rooms?	72 64%	31 27%	8 7%	2 2%
Are you satisfied from the staff dining?	58 24%	108 45%	53 22%	23 10%
Do you think that in case of making a complaint, you will be treated hierarchically and fairly by the company?	62 26%	112 46%	56 23%	12 5%
Is there cooperative and teamwork spirit in your department;	66 27%	103 43%	51 21%	22 9%
Is the cooperation between your department and other departments good?	59 24%	127 52%	43 18%	13 5%
Do you receive sufficient information/assessment for the implementation of your duties?	88 36%	109 45%	36 15%	9 4%
Are you satisfied with the functioning of the Personnel Office?	137 57%	92 38%	11 5%	2 1%

2.2

Γενικά, είσαι ικανοποιημένος/η από την εργασία σου στο Neptune Hotels;
Are you satisfied from your work in Neptune Hotels?





“ The natural healing force
within each of us
is the greatest force
in getting well.

Hippocrates



GUEST AWARENESS - LOCAL COMMUNITY SUPPORT & COMMUNICATION

2.3

2.3.a. Actions to raise environmental awareness and promote local & Greek gastronomy and tradition

LOCAL & GREEK COOKING LESSONS WITH OUR CHEF:

The Greek gastronomic tradition and the foods we select can potentially play a powerful role in boosting people's health and protecting the environment. These food choices can also strengthen the economy and promote the local history and customs of our region.

As part of our goal to continually improve the hotel's performance in sustainability, we continued the Sustainable Cooking Lessons programme for our guests, which takes place every two weeks. The programme has proven very popular and a great success.

Results of the courses:

- In 2019, the course was offered: 9 times
- Number of participants in 2019: 198 persons
- Guest feedback: Our guest satisfaction was particularly high and quite a few guests said they saw the hotel's policy in a positive light.





TASTING OF LOCAL WINES AND GREEK CHEESES:

In cooperation with local vintners, such as V. Hatziemmanouil and the Petra Marinou Winery producing organic wines, we offered our guests the opportunity to sample local wines and learn more about the vinification history of Kos, one of the most important wine-making regions in the South Aegean.

They also learned about and tasted local and PDO Greek cheeses of unique flavour and quality which were largely unfamiliar to them.

Results of tasting:

- In 2019, it was offered: 1 time on 6 October
- Number of participants in 2019: 28 persons
- Guest feedback: highly satisfied with the fascinating knowledge and direct contact with local producers.

2.3

CELEBRATION OF WORLD ENVIRONMENT DAY: LOCAL OLIVE OIL & BREAD

Olives have always been one of the principal sources of income for the agricultural sector on the island of Kos, while olive oil is also the basic ingredient of the local cuisine. The purpose of this action was to introduce our guests to one of the oldest grains cultivated in ancient Greece, “Zea” emmer wheat, as well as to the history of the local olive trees, “Hamada”, which are threatened by extinction due to climate change.

As part of this initiative, our guests made traditional bread with Zea flour under the guidance of a local baker and tasted their result when combined with the local extra-virgin olive oil, and the BIO olive oil made from “Hamada” olives.

Results of tasting:

- In 2019, it was offered: 1 time on 5 June
- Number of participants in 2019: 50 persons
- Guest feedback: Found the information on the quality of the olive oil and the history and nutritional value of the Greek “Zea” wheat highly interesting. They wanted to know where to buy it in Kos so they could take some with them.



2.3



GREEK COCKTAIL LESSONS:

Introduction of our guests to modern and traditional, high-quality Greek beverages and spirits.

The goal was to use them in the class to prepare cocktails in combination with local Greek soft drinks, fresh juices and the hotel's artisanal creations made from herbs and spices. The final cocktails were garnished with flowers and herbs from the hotel garden.

Results of the courses:

- In 2019, they were offered: 8 times
- Number of participants in 2019: 104 persons
- Guest feedback: All the products were appreciated for their flavour and their aesthetic presentation. The guests did not expect Greece to have such a large number of producers making such a variety of quality spirits.

2.3

BEACH-CLEANING:

Following our commitment to the implementation of Sustainable Development Policy, Neptune Hotels on 20 July 2019 took part in the “Big Holiday Beach Clean” campaign for the fifth consecutive year by organising the cleaning of a beach near the hotel, with the participation from guests and staff members.

Action results:

- In 2019, it took place: 1 time on 20 July
- Waste collected: 35 kg
- Number of participants: 115 persons (guests and staff)
- Guest feedback: They were particularly impressed that the hotel is interested in the environment and were happy to participate in this event. Some repeater guests had taken part in actions held in previous years.



GREEK BREAKFAST CORNER (PERMANENT ACTION UP TO 2019):

A separate buffet was set up at the main restaurant with local traditional design and in accordance with the Hellenic Chamber of Hotels “Greek Breakfast” standard. For display purposes, traditional utensils and equipment used by Kos' residents in the past were also placed there as testimony to the daily lives of people from another era. Many of these items are usually found in folk history museums.

The aim of this action was to promote the special products of small producers and typical breakfast products from the island, the Dodecanese and Greek gastronomy. Authentic yoghurt made from local goat and sheep milk was included, as well as herbs, honey, olives, fresh bread made with locally grown wheat, fresh seasonal vegetables, local herbal teas, spoon sweets and traditional pies.



“

You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make.

Jane Goodall

2.3.b



SUSTAINABILITY AND COMMUNICATION

Find out more about Neptune Hotels' promotional actions and the ways in which it motivates guests to participate and actively support the hotel's efforts towards sustainability.

LEAFLET ON THE POLICIES, ACTIONS AND RESULTS OF THE HOTEL'S SUSTAINABILITY MANAGEMENT

RECOGNITION & AWARDS

For the current state of the natural & human environment, challenges the future of our world and requires immediate action. We at Neptune Hotels, are actively working to be the change we wish to see in tourism for a better world.

The current state of the natural & human environment, challenges the future of our world and requires immediate action. We at Neptune Hotels, are actively working to be the change we wish to see in tourism for a better world!

Forastroskou Janice
General Manager

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website: www.neptune.gr
e-mail: neptunehotels@neptune.gr

OUR VISION

Align our local tourism business with the Global Sustainable Development Goals-UN 2015, thus continuing to serve the needs of our people and Kos as a destination while offering premium, heartfelt hospitality to our guests.

Align our local tourism business with the Global Sustainable Development Goals-UN 2015, thus continuing to serve the needs of our people and Kos as a destination while offering premium, heartfelt hospitality to our guests.

Our vision areas of engagement, supporting SDG's of the United Nations 2015

Our Sustainable journey continues...

...fuel your soul & support our efforts for a better future!

SHAPING OUR COMMON FUTURE TOGETHER

Every small contribution from you to our sustainable efforts can create a significant impact locally, creating a global effect as well.

Here is how...

Report damages Report any damage and leakage to the reception.	Save water Take a shower, not a bath and re-use your towels and bed sheets (see respective room info).	Save energy Turn off all lights, AC & TV when leaving your room.	Avoid waste Leave no waste on the hotel grounds nor on the local sites you will visit.
Recycle Support the success of our recycling program by following the provided info.	Local gastronomy Discover local and Greek traditional edible treasures & flavors in our restaurants.	Shop locally Buy local made souvenirs & products and avoid anything made of endangered species.	Travel responsibly Whenever possible, walk, cycle or use public transportation to get around the island.

Any comments, suggestions and positive input are welcomed!!

SHAPING OUR COMMON FUTURE TOGETHER (GERMAN)

Every small contribution from you to our sustainable efforts can create a significant impact locally, creating a global effect as well.

Here is how...

Report damages Report any damage and leakage to the reception.	Save water Take a shower, not a bath and re-use your towels and bed sheets (see respective room info).	Save energy Turn off all lights, AC, TV when leave your room.	Avoid waste Leave no waste on the hotel grounds nor on the local sites you will visit.
Recycle Support the success of our recycling program by following the provided info.	Local gastronomy Discover in our restaurants, local and Greek traditional edible treasures & flavors.	Shop locally Buy local made souvenirs & products and avoid anything made of endangered species.	Travel responsibly Whenever possible, walk, cycle or use public transportation to get around the island.

Any comments, suggestions and positive input are welcomed!!

RESULTS 2017/2018

People Enhancement | People Enhancement

Total staff Total staff	Total annual payroll Total annual payroll	Workforce Workforce	Staff turnover Staff turnover
359 hotel / 27 outsource	€ 4.779.000	52,1% - 47,9%	20%

Demographic situation
Demographic situation

Local products
Local products

Charity investments
Charity investments

Demographic situation Demographic situation	Local products Local products	Charity investments Charity investments
40,9% = +4,5%	24% / € 215.017 of total F&B supplies	€ 18.377

Our Guest's Well-being | Our Guest's Well-being

Guest satisfaction Guest satisfaction	Evaluation of environmental measures Evaluation of environmental measures	% repeater guests % repeater guests
9,52/10	9,05/10	40%

Responsible Environmental Management | Responsible Environmental Management

Energy efficiency Energy efficiency	2015 43,21 kWh/guest night	2018 34,09 kWh/guest night	↓ 26,8%
Water efficiency Water efficiency	0,68 m ³ /guest night	0,63 m ³ /guest night	↓ 8,0%
Efficient waste management Efficient waste management	Simple packaging recycling Simple packaging recycling	Hazardous waste recycling Hazardous waste recycling	↑ 82,2%
	Landfill waste Landfill waste	Single use plastic consumption Single use plastic consumption	↓ 31,8%
			↓ 28,7%

Sustainable Supplies | Sustainable Supplies

Annual F&B supplies Annual F&B supplies	Room amenities Room amenities	Sustainable fisheries Sustainable fisheries
29,7% = 70,3%	100% ECOCERT & BIO	19% MSC ASC

2.3

INFORMATION ON THE RECYCLING EFFORT AND RESULTS



SUSTAINABLE DEVELOPMENT GOALS

People Enhancement
Sustainable Supplies
Responsible Environmental Management
Our Guest's Well-being
Neptune Hotels' Area of Engagement

NEPTUNE HOTELS
"Always, Passionate, Caring, Safe"

Dear Guests,
Neptune Hotels Resort, Convention Centre & Spa strengthen their commitment to more sustainable hospitality by improving their responsible supplies. Our guests enjoy quality with care for our planet and people, by using the following eco-labelled products:

Liebe Gäste,
Das Neptune Hotels Resort, Convention Centre & Spa stärken ihr Engagement für eine nachhaltigere Gastfreundschaft, indem sie ihre verantwortungsvolle Versorgung verbessern. Unsere Gäste genießen Qualität mit Sorgfalt für unseren Planeten und die Menschen, indem sie die folgenden Produkte mit dem Umweltzeichen verwenden:

Because We Care!

24% of Fisheries is	ASC CERTIFIED MSC CERTIFIED SUSTAINABLE SEAFOOD	2% of Wine Consumption is	BIO HELLAS
33% of Ice-Cream is	RAINFORREST ALLIANCE CERTIFIED	88% of Tea & Coffee is	UTZ Certified
52% of Soaps Used is	Ecolabel	80% of Guest Amenities is	ECO CERT
40% of Paper Used is	FSC Ecolabel	100% of Guest Room Linen is	CONFIDENCE IN TEXTILES

GUEST INFORMATION ON THE CERTIFIED ECO-LABELLED PRODUCTS USED IN NEPTUNE HOTELS

GUEST SATISFACTION RESULTS

	2018	2019	2020
TUI	out of 10		
Measures to preserve the environment	9.05	9.32	9.17
Internal iFeedback system filled-out by all guests: Environmental & Social Responsibility	out of 5		
Applied measures	-	4.66	4.66
Staff involvement	-	4.66	4.63

2.4

SPONSORSHIPS AND DONATIONS 2019 - 2020:



In brief:

In the years 2019-2020, € 35,000 was disbursed, along with donations of equipment, furniture and clothing.

A total of € 101,074 was disbursed **over the five-year period 2015-2020**, along with donations of equipment, furniture and clothing.

Memberships, Sponsorships & Donations	Recipient	Amount in € or products
Memberships	Hellenic Society for the Protection of Nature	
	Association of Greek Tourism Enterprises	
	Hellenic Chamber of Hotels	
	Hotel Owners Association of Kos	2019: € 9.500 2020: € 9.000
	European Hotel Managers Association	
	Greek-Italian Chamber of Commerce	
	Greek-German Chamber of Commerce	
Sponsorships	"Hippocrates" Kos Athletic Association basketball team 2019	€ 2.000,00
	"Antimachos" Kos Athletic Association basketball team Uniforms 2019	€ 500
	Dikaio Athletic Union basketball team Uniforms 2020	€ 600
Donations	Special Vocational Education & Training Workshop of Kos 2020	Furniture
	Pyli Primary School 2020	Furniture
	Metropolitan Church and various churches of Kos	2019: € 1.000,00 2020: Furniture
	Community Grocery Store of Karditsa 2020	100 sheets & 100 pillowcases
	Educational Support and Counselling Centre of Kos Purchase of laptop 2020	€ 500
	International Hippocratic Foundation of Kos 2019	€ 5.000,00
	"Theokritos" Cultural Association Support for local wine festival 2019	€ 200,00
	South Aegean Region Regional Administrative Offices of Kos - Nisyros 2019	Furniture
	80th National Guard High Command & 80th National Guard Armoured Battalion of Kos	Furniture
	Kos Prison 2020	Furniture
	Kidney Patient Association	€ 2.000,00
	Neptune Hotels staff 2020	Furniture
Kos Airport Fire Brigade Repairs to fire truck 2020	€ 300	


RECOGNITION: CERTIFICATIONS & AWARDS

2019



2020



A scenic sunset over a body of water with mountains in the background and a wooden structure in the foreground. The sun is low on the horizon, casting a golden glow across the sky and reflecting on the water. The sky is filled with wispy clouds, and the mountains in the distance are silhouetted against the bright light. In the foreground, there is a grassy area and a dark wooden structure, possibly a boat or a pier, partially visible.

“ Love responsibility.
Say: It is my duty, and mine
alone, to save the earth. If it
is not saved, then I alone
am to blame.

Nikos Kazantzakis



This report was prepared by the hotel in cooperation with Ms. Maria Valerga, our consultant on sustainability.
For more information, please contact Ms. Eline Boersma, secretary@neptune.gr

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