



ZEUS HOTELS

G R E E C E

Zeus Hotels SA – Hotel Management Company

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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.

In the context of our company's extroversion and focusing on customer satisfaction and the provision of high quality services, in 2015 we proceeded in **ISO 22000:2005 Certification** on **Food Safety Management System** that applies on food departments of all our hotels, while in 2017 we proceeded in **ISO 14001:2015 Certification** on **Environmental Management System**, installed in all **Zeus Hotels**, willing to communicate our interest for our environmental footprint.

Our Certified Management Systems include, among other things, procedures for measuring customer satisfaction, effective management of complaints, labor relations, health and safety at work, emergencies readiness and response.

Remaining coordinated with developments 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



Location: Hersonissos, Heraklion, Crete

Number of beds: 701

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



Location: Amoudara Beach, Heraklion, Crete

Number of beds: 218

Swimming Pools: 1 for adults and 1 for infants



HOTELS



Location: Ixias Beach, Rhodes

Number of beds: 686

Swimming Pools: 2 for adults and 1 for infants



Location: Stalis, Heraklion, Crete

Number of beds: 376

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



NEW HOTELS FOR 2018



Location: Kato Gouves, Heraklion, Crete

Number of beds: 1.164

Swimming Pools: 2 for adults and 1 for infants



Location: Hersonissos, Heraklion, Crete

Number of beds: 448

Swimming Pools: 3 for adults



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 and since then it has been successfully inspected annually by an independent, accredited Certification Body.



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

- ✓ 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 biomembrane 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, on the basis of 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**, which was certified in 2017 by an independent, accredited Certification Body

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

The Actions taken in 2017, include significant steps in **waste recycling**:

- ✓ placing bins for the separate collection of paper, plastic and glass at more locations so that all customers and hotels' guests can recycle
- ✓ expansion of our partnerships with waste collection and recycling companies so that the list is complete and includes as many categories as possible.



In 2017, till August, indicatively for the main categories, we provided:

Type of waste:	PAPER	GLASS	OIL
The Village Resort & Waterpark	3.975 Kg	3.230 Kg	745 Kg
Neptuno Beach:	1.580 Kg	1.270 Kg	310 Kg
Cosmopolitan Hotel	1.660 Kg	2.012 Kg	352 Kg
Blue Sea Beach	2.500 Kg	1.320 Kg	1.180 Kg
TOTAL:	8.135 Kg	6.562 Kg	2.277 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

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

In order to achieve our **environmental goals**, we will continue the effort:

- ✓ reducing our energy consumption by:
 - using light bulbs with low energy consumption or led lights in all public areas, accommodations
 - using motion detectors for lighting public places
 - buying equipment in high energy class.
- ✓ reducing our water consumption by:
 - dual flush toilets in guests' bathrooms and public toilets
- ✓ reducing the waste we send to landfill by:
 - separating our waste streams including glass, paper, cans, batteries, organic wastes, cooking oils etc. and recycling these materials
- ✓ reducing the use of potentially harmful chemicals in our day-to-day operations by:
 - using, when it is possible, biodegradable and friendly environmentally cleaning materials



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



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.

CORPORATE SOCIAL RESPONSIBILITY

- ✓ Approximately **2 million Euros** (€ 1,99m) was spent on our local markets, for 2017 and up to (including) September 2017, for food, beverages and consumables, accounting the 76% of the total purchases on this field. From this amount, more than 600.000 Euros was devoted exclusively to the purchase of local produced goods.

Table of turnover distribution in the main categories of local produced goods

Type	Cold Cuts	Fresh fruits & vegetables	Bakery	Juices & Beverages	Wines	Cheese	Fresh Fishes
Amount of turnover	€ 58.852	€ 207.110	€ 77.724	€ 97.171	€ 89.088	€ 23.063	€ 4.390

- ✓ A total of **374 employees** work in our hotels, from which 300 people come from the local market, which accounts the 80% of all our hotel staff. Of these, 217 employees are in the area of Heraklion and the other 83 in the island of Rhodes

Table of personnel allocation, per hotel

Hotel	The Village Resort & Waterpark	Neptuno Beach	Cosmopolitan Hotel	Blue Sea Beach
Number of Employees	87	43	83	87

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
 - Private Training Institute DEREKAS VAS. KONSTANTINOS

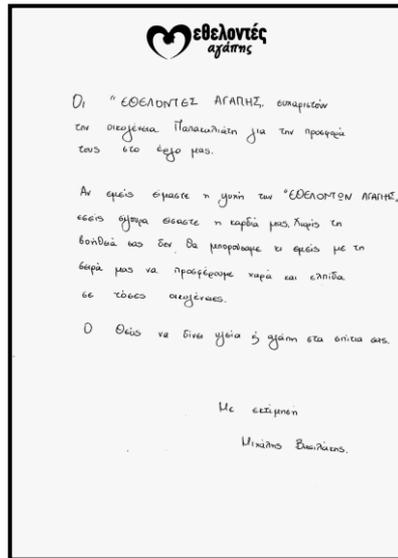
And in the 2017 season, a total of 24 apprentices were employed in the food departments of our hotels, practicing many of their profession activities, guided by experienced staff.



CORPORATE SOCIAL RESPONSIBILITY

We make donations:

- ✓ **of food**, to clubs and charities, every year at the end of the season



- ✓ **of equipment**, each time we renovate our facilities:



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

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:

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



- ✓ SENTIDO BLUE SEA BEACH
The only Gold Winner in Crete 2017
- ✓ SMARTLINE COSMOPOLITAN HOTEL
1st place for 2 consecutive years
2015 & 2016



- ✓ SMARTLINE COSMOPOLITAN HOTEL
2nd place
QUALITY AWARD 2016
- ✓ SMARTLINE NEPTUNO BEACH
2nd place
QUALITY AWARD 2017



- ✓ SENTIDO BLUE SEA BEACH
5,5 / 6 for the year 2017
- ✓ SMARTLINE THE VILLAGE RESORT & WATERPARK
5,1 / 6 for the year 2017



- ✓ SMARTLINE NEPTUNO BEACH
Silver Customers' Choice Award
2016



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

Certificate of Excellence 2017