

Kassandra Bay Resort, Suites & SPA Sustainability Report 2018



Kassandra Bay Resort & Spa is a unique Resort Complex nestled within a timeless landscape by the sea and surrounded by nature in the beautiful island of Skiathos. The complex has been designed and crafted using friendly materials and is inspired by its own supreme beachfront location.

The hotel complex recreates the laid-back ambience of a summer holiday combined with the elegance & amenities of a modern luxury resort.

It's a place full of beauty and experiences, experiences that become memories. Come and enjoy the beauty of the sea, the sky, the earth, the people and spend precious moments with the ones you love...

INTRODUCTION

Kassandra Bay Resort, Suites & SPA aims to be a trusted property for Responsible Business in our interactions with all our stakeholders including: owners, developers, partners, guests, employees and the local communities in which we operate.

Based on the belief that we can use our passion for hospitality to make a lasting, positive difference in people's lives and the wider world, having the support of our guests, employees, community and collaborators in all the above, we do the best possible in order to protect our heritage and to respect and keep our beautiful island attractive and environmental friendly.

Therefore, since 2010 we successfully carry out all our planned actions and activities and manage to be "Sustainable".

We focus on the areas of responsibility that impact our business and society. The main goals of our sustainability actions are:

- Satisfied customers in all issues
- A close and fair relationship with all our employees and the community
- Protection of our local environment, heritage and landscape
- Preserve our island for the next generations

We kindly invite you all to join and be part of our vision and look forward to welcoming you to Kassandra Bay Resort, Suites & SPA in Skiathos Island!



People. Planet. Prosperity.

THE PROPERTY

The hotel is splendidly located within lush gardens and the fabulous Vasilias Beach with its crystal-clear waters.

The hotel consists of:

100 family friendly rooms

28 adults only suites

Picturesque idyllic private beach

Casual all-day dining

Buffet restaurant

3 salt water adult swimming pools and 1 children's pool

Pool Bar

Fitness centre

Spa centre

Additional information:

Total number of employees is 100 persons

English, Scandinavian, German, Romanian, Italian markets



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OUR LATEST AWARDS



Kassandra Bay Resort has achieved the Gold Travelife Award (2016-2018)
The Travelife Collection is about looking after people and places to keep destinations special and authentic.



Green Key is an eco-label for tourism and leisure establishments and is awarded to establishments that fulfil a list of environmental requirements.



KASSANDRA BAY RESORT & SPA has been honoured with the prestigious Gold Award in category Eco-friendly Hotels/Resorts at the annual Tourism Awards 2017.



Kassandra Bay Resort has been awarded from TripAdvisor with the certificate of excellence 2017!



Guest Review Award by Booking.com, for season 2017!



Kassandra Bay Resort has been awarded with the Greek Breakfast label from Hellenic Chamber of Hotels.

EMPLOYMENT

At Cassandra Bay Resort we strongly believe that the success of a company, apart from the satisfaction of its customers with the services provided, is also measured by the satisfaction of its employees and their well-being.

The KBR team is characterized by its loyalty to the company and its identification with its philosophy of service. All this backed up by the Human Resources policy to ensure that we consistently offer our guests the best service on a daily basis.

- We do not employ children. In case of employment of minors 15 to 18 years, this is in full compliance with the provisions of the labour law.
- We do not discriminate (based on sex, colour, ethnicity, religion, age, etc.) at any stage of hiring staff, staff selection, promotion and payment. An annual staff evaluation and all HR functions are based on objective criteria, i.e. qualifications, experience, knowledge, skills, abilities and performance.
- We comply with the Labour Law to ensure a healthy and safe working environment and follow the provisions by the Employees Physician and Safety Technician thereby minimizing the likelihood of accidents at work and exposure to health hazardous factors.
- Promote equality of employees in the workplace as well as career opportunities and access to the labour market.

Moreover:

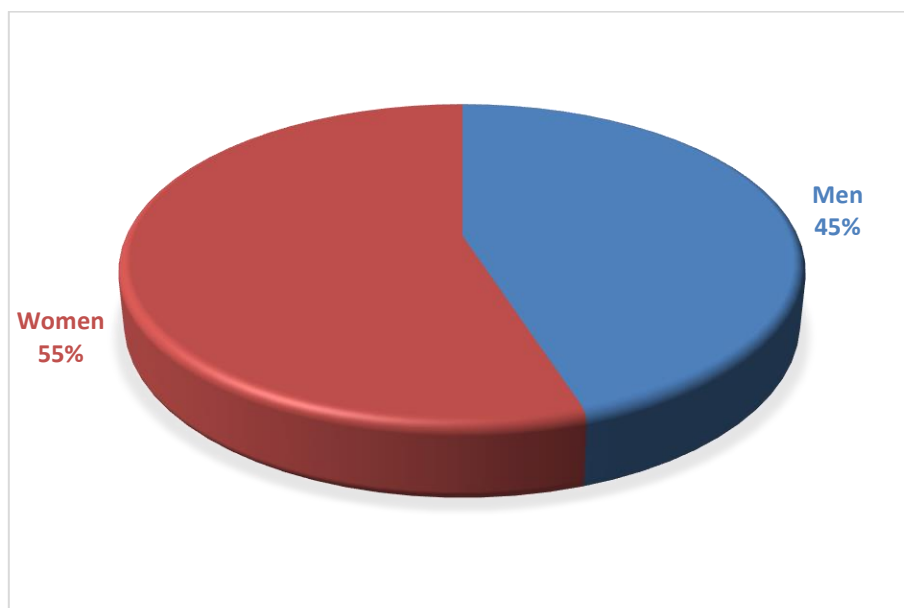
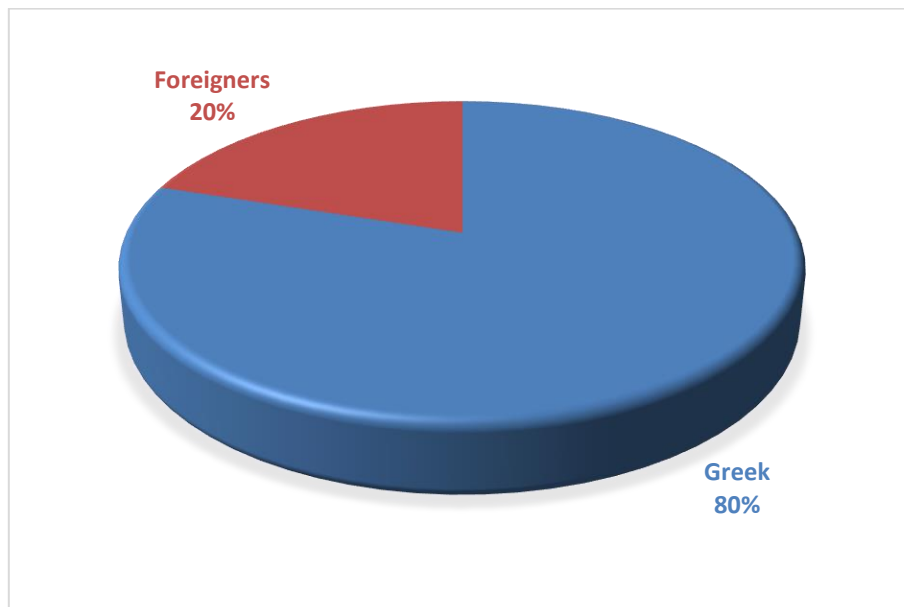
- Clear Health & Safety policy is in place
- All employees have access to the hotels' doctor
- Free accommodation is offered to employees
- Free breakfast, lunch and dinner is offered to all our employees
- Special rates for friends and family accommodation
- Employee development. We encourage the professional performance of employees through objective and transparent processes, promoting training for ongoing improvement
- We recognize the right to trade union association. All members of staff are encouraged to join the Hotel employees Trade Union.
- All our employees are fully insured and have a legal contract according to Greek legislation.

Employee's statistics

More than 80% of our employees are Greek people from local or near communities. Our target for summer season 2019 is to keep this percentage at same level.

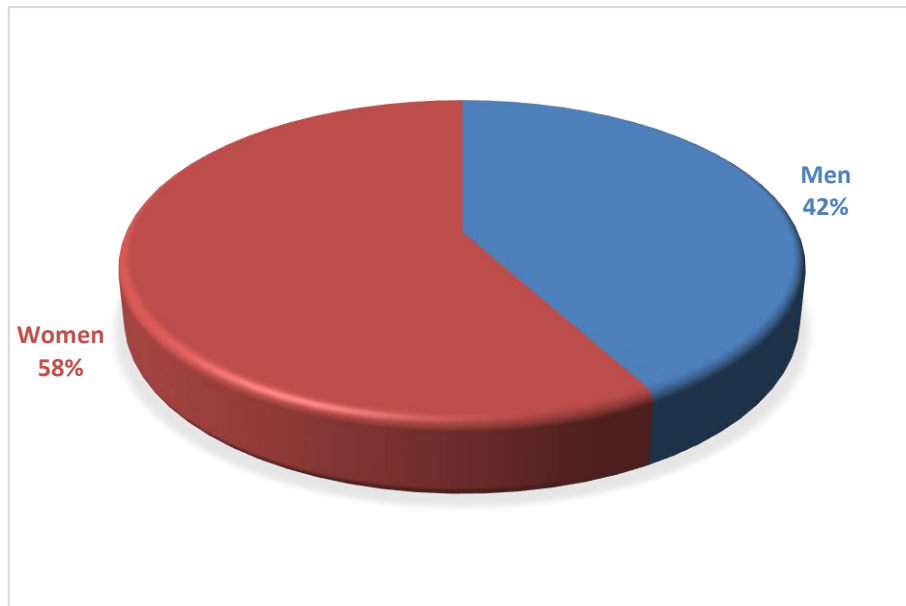
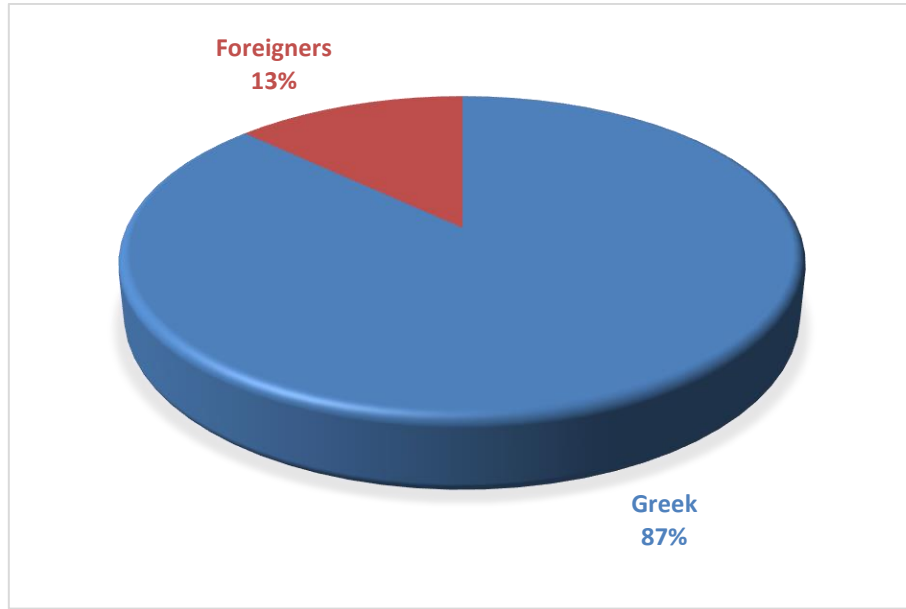
2017

Employees: 90



2018

Employees: 108



WATER MANAGEMENT

The Mediterranean is among the regions that are most subject to water shortages. This region happens to be a favorite destination for tourists. This situation causes greater concern because the consumption by tourists rises far above consumption by local residents. Indeed, a guest at an international hotel consumes an average of 300 liters a day.

Five-star hotels like Cassandra Bay Resort face another challenge and this is the expectation of tourists' higher standards especially whilst on holiday, and this include services that consume water such as rooms with hot tubs, rooms with private pools, daily change of linen and towels -may even twice a day-, daily change of beach towels etc.

This means that, we have to contradict this essential need and desire of our guests with the responsibility we hold as citizens of the world and our local community concerning the preservation of water efficiency in our island, the island of Skiathos.

Our tools for water saving success:

- Installation of water meter
- Water Assessment Worksheet
- Actions that help improve water, more specifically areas of use and measures taken to reduce the consumption
- We Calculate the water used per guest per night by dividing the total water consumed in guest rooms by the number of guests for that month.
- We try to establish realistic goals for each department and the entire hotel

Areas of use and Measures taken to reduce water consumption include

Rooms and public areas of service to the customer:

- All toilets are equipped with dual flow flush pumps (these may reduce water consumption to half).
- In all room bathrooms there are signs that encourage guests to re-using towels and bed linen to cut down on the amount of water used in laundry.
- One hand-controlled bath taps
- Hot and cold-water pipes insulation in place.
- Regular inspections of hotel plumbing fixtures and piping by maintenance in order to avoid losses; any leakage, or damage to water pipes are fixed on the spot.
- Staff training on hotel policies and actions to save water

Laundry

- Washing machines operate only with full loads
- Sort the laundry according to the degree of soiling, so that only the dirtiest items are washed intensively
- Automatic dispensers for detergents installed in all washing machines
- Washing machines have automatic programs that weigh the laundry load, default programs per linen category and thus use the appropriate quantity of water

Swimming pools

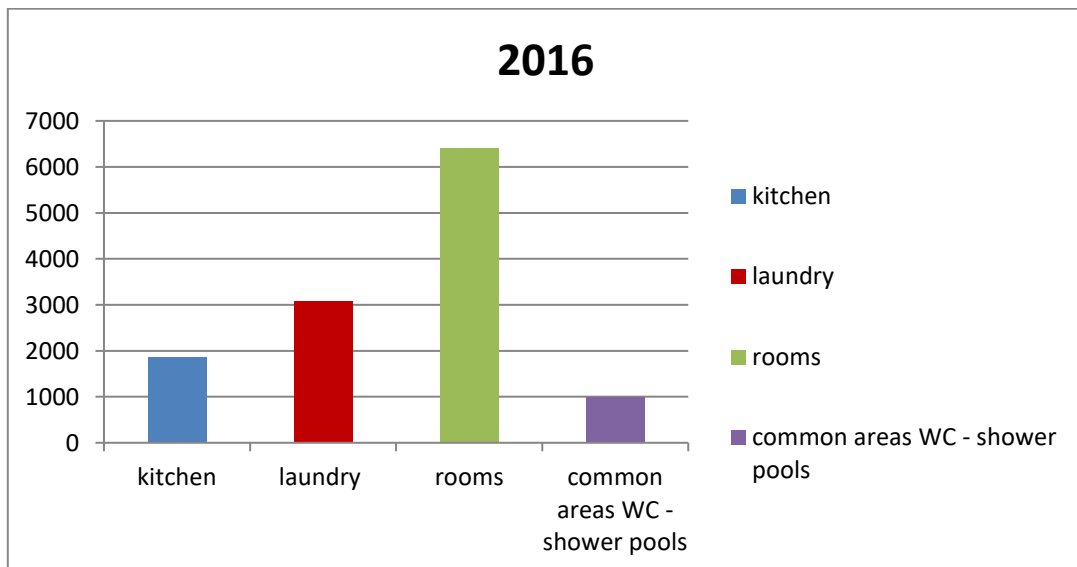
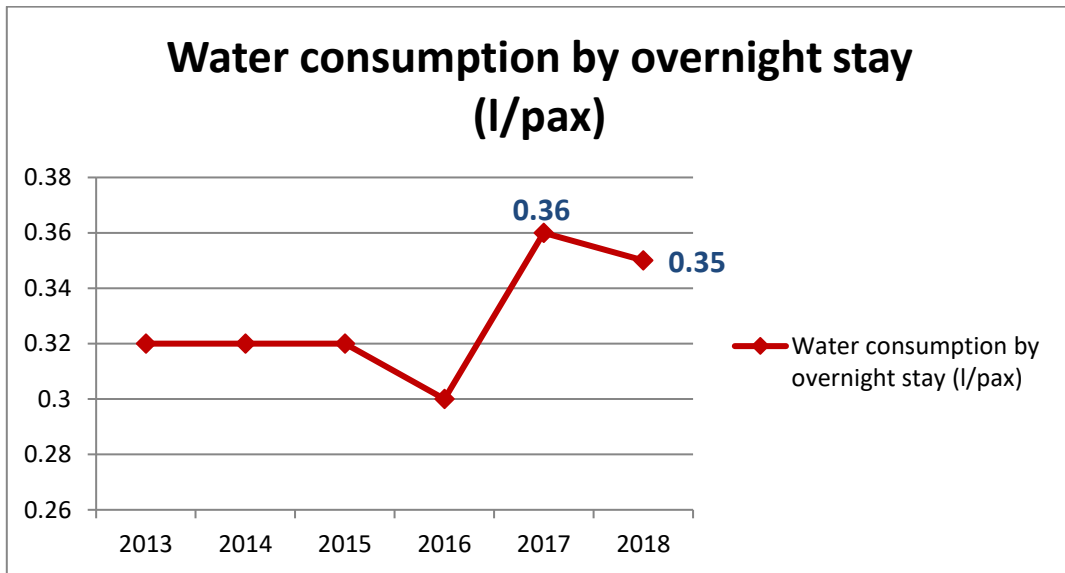
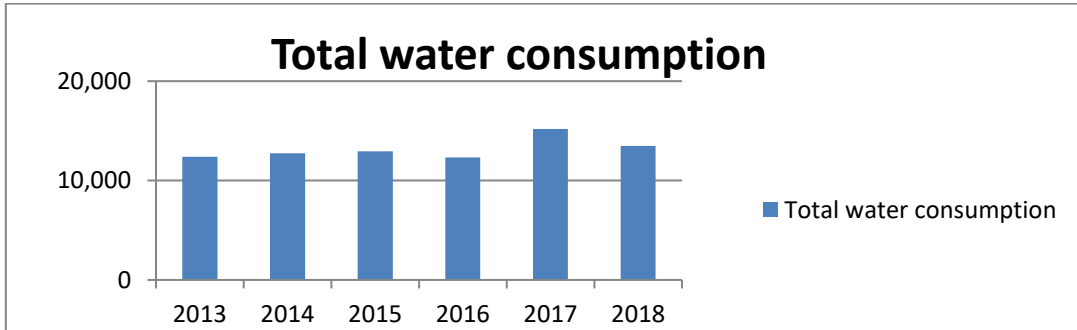
- Over-flow pools. The water enters the overflow tank, is filtered and cleaned through the sand filter, the chlorinator and the PH regulator and then returns into the pool.
- Continuous filtering of pool water and regular monitoring of the water quality

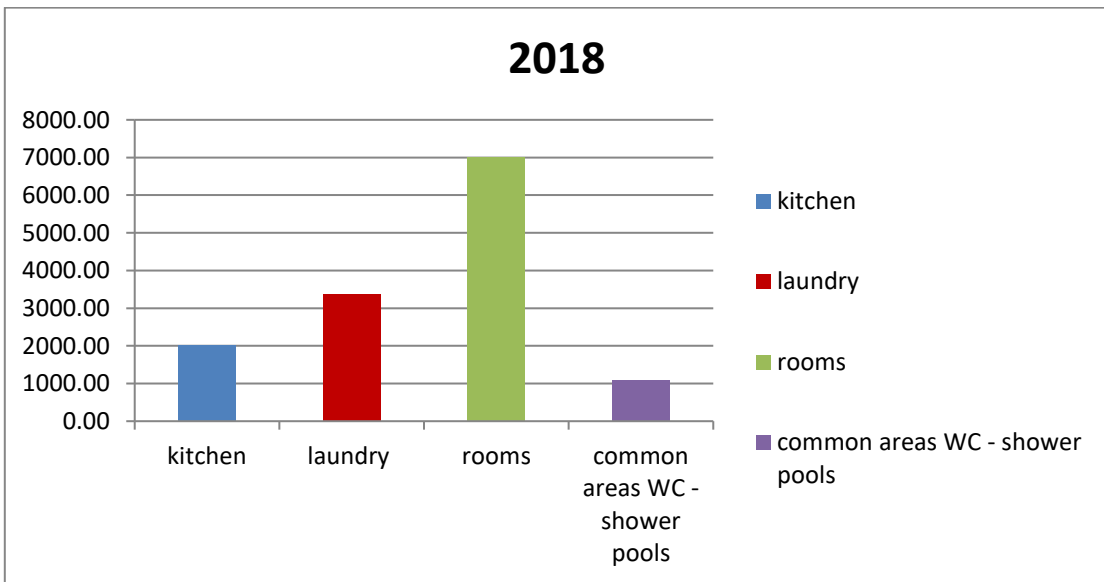
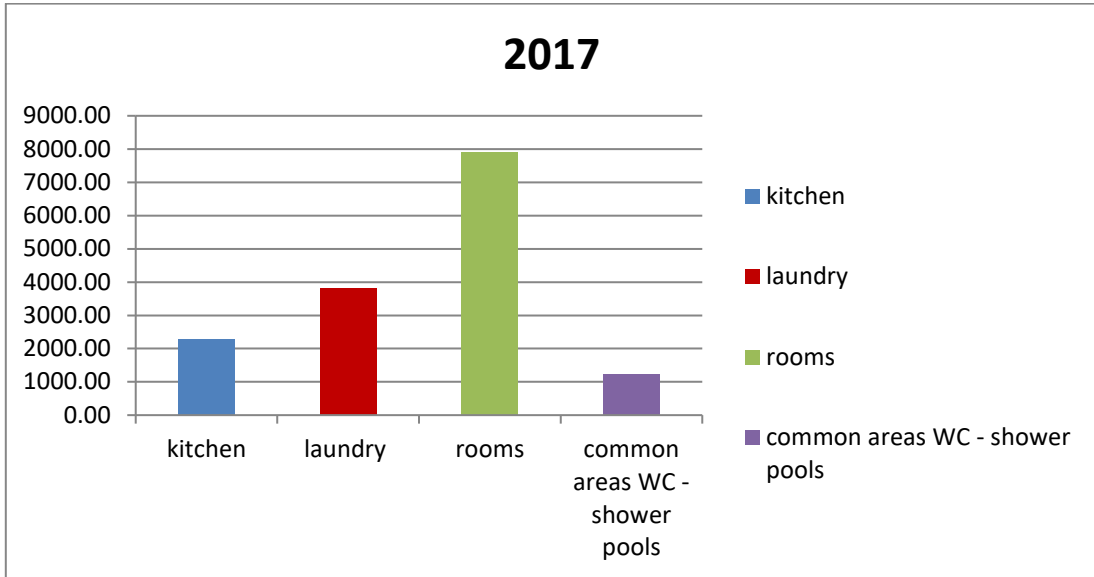
Gardens

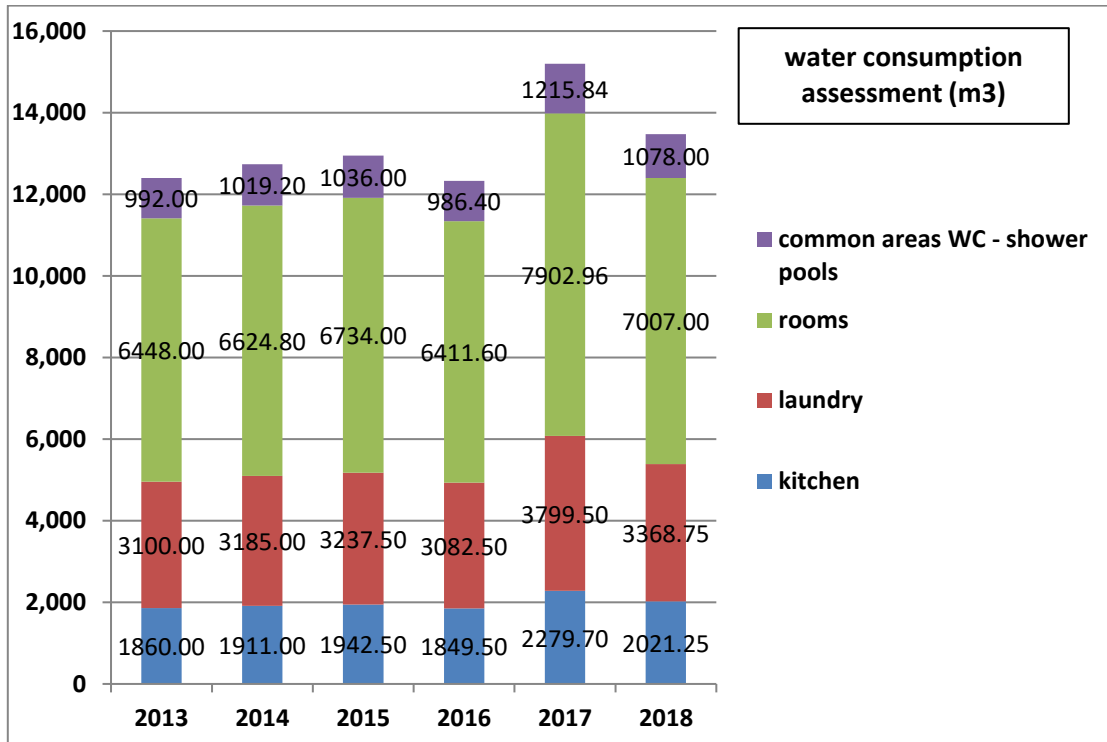
- The gardens of the resort are watered by a mixed system (manual and automatic spraying) depending on the areas (plants, or grass). Again, the process of irrigations in gardens is performed in the early hours of the morning or last hours of the afternoon to avoid absorption of water by evaporation process.
- Saving water by watering part of garden area with the processed liquid waste that has been processed by the biological treatment unit and by using an underground watering system.

Kitchens

- Washing machines for plates and cutlery are used only when load is full and are equipped with automatic dosage dispensers for detergents
- We educate staff not to leave water flow while cleaning or rinsing
- Soak the dirty dishes before placing them in the dishwasher in order to shorten prewash.







Water management in numbers

- -3% water consumption since 2017

Target for 2019

- Maintain the same level as in 2018

Improvements for 2019

- Educate kitchen staff better in order to save up water, 30min per month extra training.
- Educate housekeeping staff better in order to respect the instructions concerning reuse of towels and bed linen, 30min per month extra training.
- Install flow regulators in room bathrooms (where not installed)
- Water meters will be installed in laundry room and kitchens
- Continuous monitoring by maintenance team to check good operation of pipes, taps etc and fix leakages and problems on the spot.
- Change of all dual flushes in all room bathrooms. The management is currently implementing this change and all rooms will be ready for operation in May 2019.

ENERGY MANAGEMENT

Energy supply is tightly intertwined with national and international security and with many of the most damaging and dangerous environmental problems. Hotels use significant amounts of energy for daily operations and recreational activities. In order to contribute in saving energy we skipped ahead to the following actions:

Thermal insulations and shading components (tents, umbrellas, reeds) are often used for increasing natural cooling.

- Energy efficient light bulbs in all public areas and most guest rooms.
- New purchases in order to replace old high energy consuming equipment.
- Key cards or magnets to switch off lights when guests leave the room.
- Investment in renewable energy systems.
- Regular maintenance & training on the equipment at the beginning of each season towards efficient energy use

Rooms

- Energy saving light bulbs or LED installed at all points of light
- Energy efficient TV, minibar, hairdryer
- Power switch (key card slot) that turns off the electricity in the absence of the guest
- Main temperature controllers in the rooms & double-glazed windows, resulting in energy saving for air conditioning
- Empty rooms policy when overall occupancy is lower than 70%

Public Areas

- Large windows at reception and lounges that provide natural light throughout the day
- Daily schedule followed by front desk clerks with turning on and off hours for lighting in public areas
- All open-air areas are covered with shadings in order to reduce heat gains during the summer (awnings, shade interior room by curtains, etc.).
- Move detectors in hallways and public lavatories
- Three elevators in use

Kitchen, Restaurants, Breakfast Area, Pool Bar

- All facilities (except for main kitchen) boost natural lighting, in addition to general lighting
- The restaurants and kitchens are equipped with industrial cold-rooms, ovens, extractors, wine conservators, dishwashers, fridges
- The evening buffet restaurant and breakfast area feature refrigerated buffet, hot buffet, toasters and a big electric soup bowl
- Only the breakfast area and kitchens are equipped with air conditioning as the evening buffet restaurant and a la carte restaurant are open air and have natural breeze
- The pool bar has natural light, refrigerators, freezers to store ice cream, squeezers, mixer, coffee machine, wine by the glass dispenser and dishwasher.

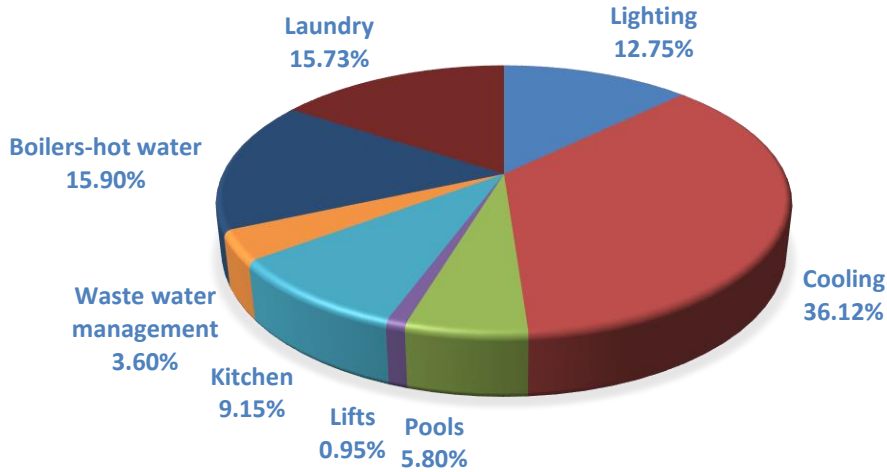
Laundry room

- Lighting with fluorescent tubes
- Three industrial washing machines operated only with full loads
- Two industrial dryers operated only with full loads
- One industrial iron

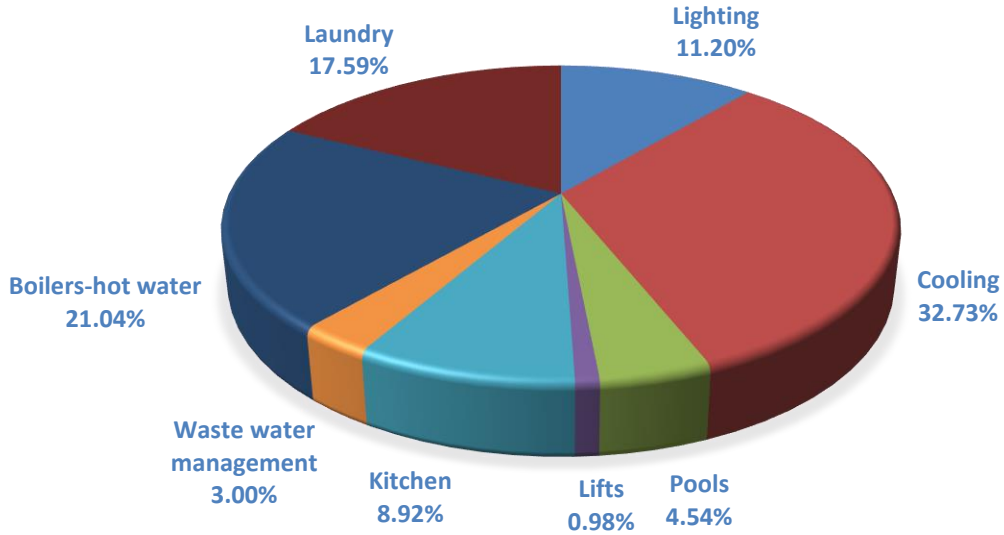
Swimming pool and gardens

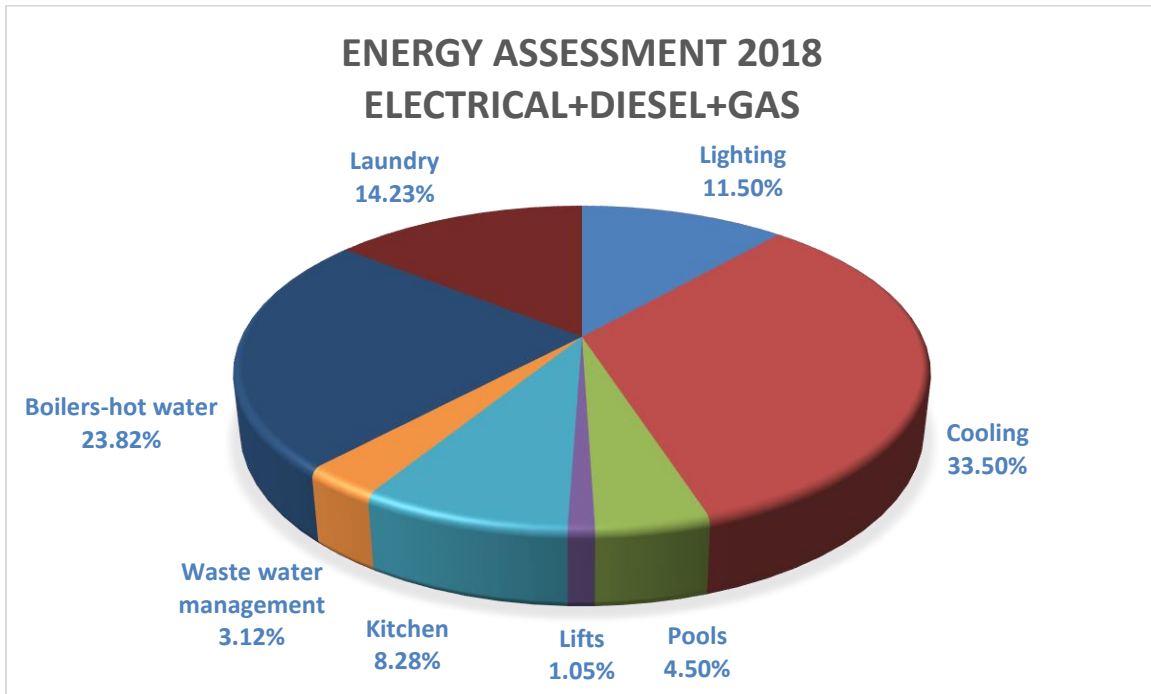
- Three overflow swimming pools. Water is filtered through sand filters and re-used
- Equipment for automatic chlorination and Ph batching
- Due to seasonal operation the swimming pools are not heated
- Energy saving bulbs are used for garden lighting

ENERGY ASSESSMENT 2016
ELECTRICAL ENERGY+DIESEL+GAS



ENERGY ASSESSMENT 2017
ELECTRICAL ENERGY+DIESEL+GAS





Energy management in numbers

- -5% total energy consumption (kWh) since 2017

Target for 2019

- Maintain the same level as in 2018

Improvements for 2019

- Educate kitchen staff better in order to further understand the use of equipment and save up energy. 30min extra training per month.
- Educate housekeeping staff better in order to further understand the policy concerning reuse of towels and bed linen and produce less wash loads. 30min additional training per month.
- Educate laundry staff better in order to further understand the use of equipment. 30min additional training per month.
- Educate hotel staff in general on how to save energy.
- Install motion detectors in all hallways for lights operation.
- Continuous monitoring by maintenance team to check good operation of machinery, equipment etc and repair of any problems on the spot.

WASTE MANAGEMENT AND RECYCLING

Recycling has always been an integral part of the environmental awareness of Kassandra Bay Resort & SPA. All recyclable materials are collected and sent for recycling. Action takes include:

- Used oil & fats are recycled
- Recyclable cartridges
- Recycle bins available in public areas for batteries, plastic, glass, aluminum
- We undertake efforts to limit the use of disposable products
- Reuse of paper for internal use
- We choose returnable glass - bottles wherever available
- Support of the local transport (buses, water taxi)

2018_RECYCLING IN NUMBERS

- Used cooking oil: 450lt
- Electrical & Electronic Equipment: 140kg
- Toners & cartridges: 45 pieces
- Glass bottles returned: 25.340
- Plastic bottles recycled: 32.631
- Paper: 270kg
- Cartons: 130kg
- Aluminum & metal: 140kg

RECYCLING TARGETS FOR 2020

- Used cooking oil: 600lt
- Electrical & Electronic Equipment: 150kg
- Glass bottles returned: 27.000
- Plastic bottles recycled: 34.000
- Paper: 300kg
- Aluminum & metal: 160kg



CHEMICAL MANAGEMENT

It is well known the negative impact of chemicals directly on man or indirectly via food, crops, livestock, wildlife or climate before the substance is released. In order to make a safer usage of chemicals we skipped ahead to the following actions:

- We apply environmental criteria when purchasing cleaning agents.
- Use of chemicals is limited.
- Use of local plants in the garden that need less water and are more resistant to the local climate.
- The daily control of the swimming pools in order to use the minimum amount of chemicals and other substances.
- Minimum use of chemicals in garden area and housekeeping department.

ENVIRONMENTAL ACTIONS AND GUESTS

As guests of this planet we want to ensure an extended and more enjoyable stay for all of us. Our mission to care for the communities we call home includes a deep commitment to care for the natural environment on which we all depend. Therefore, we give great attention in order to encourage our visitors to put their efforts towards the above goal:

- Sustainability information to our visitors
- Guests' involvement in our environmental activities
- Protection of the local flora and fauna
- Sponsoring of trekking paths
- Info book with island information
- Encouraging guests to support recycling

SUPPORT LOCAL COMMUNITY AND CULTURE

- Greek breakfast award
- Greek cooking lessons by members of the management
- Greek theme nights including dancing performances
- Local events Promotion (local concerts, theatre plays, local feasts & celebrations etc.)
- Support of local excursions/shops and sights to our guests

SOCIAL ISSUES

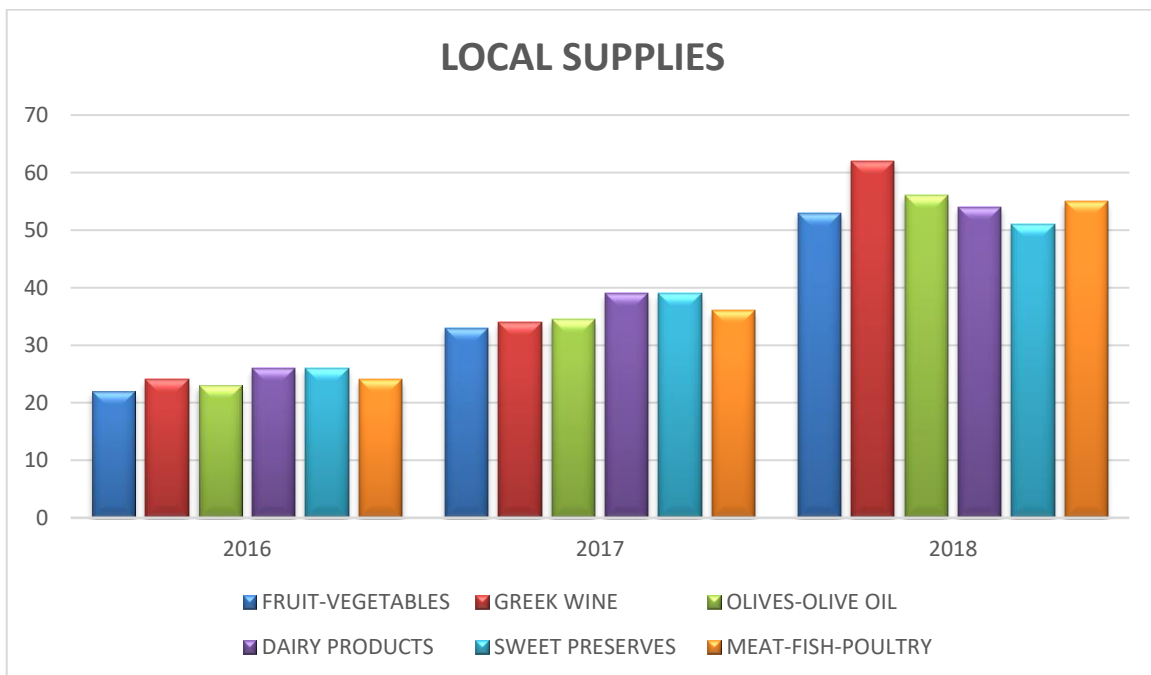
- Donations to various organizations such as the Greek Organization "The smile of a child" and the organization of Doctors Without Borders
- We support local institutes by giving donations to local hospital, sports clubs, cultural associations etc.
- Whenever renovations take place, furniture, equipment and other various materials are given to members of the society or organizations in need

SUPPLIERS-STAKEHOLDERS

We conduct business reviews and audits with our suppliers and distributors and incorporate environmental, social and diversity considerations into our sourcing activities. Engagement with our suppliers enables us to source high-quality products aligned with our corporate responsibility commitment, such as sustainable ingredients for our restaurants.

- Priority is given to products from the local markets (on a regional and state level). We support our local suppliers by purchasing products for our food and beverage outlets.,
- We have adopted a new purchasing policy with sustainability criteria trying to increase the local value and the sustainability supply chain

Kassandra Bay Resort & SPA has a close cooperation with the local community, town hall and local organizations



Targets for 2020

Solid waste Management

- 3% reduction of solid waste
- 5% increase in electronic devices recycle
- 5% increase in glass recycle
- 5% increase in plastic recycle

Water Management

- 3% reduction of water consumption

Energy Management

- 3% reduction of energy consumption

Education

- 10% increase in education hours

Biodiversity & Locality

- 5% increase in Greek wine labels and beer labels
- Retention of cocktail of the week enhanced with Greek ingredients (mastiha etc.)
- Retention of themed nights: Greek Night, Barbeque Night, Fish Night
- Support the local community
- 3% increase of hiring staff from the local community
- 3% increase in donation to various organizations for public benefit and to local sport clubs including Skiathos soccer & basketball team.
- Retention of financing cultural events during the season 2019
- Retention of financing trekking paths in the island
- Continuous cooperation with locals, sending clientele to experience the island with cruises that run almost every day
- Suggesting local restaurants that offer Greek specialties International

MEASURING AND MONITORING PERFORMANCE

All of us here at the Cassandra Bay Resort & SPA take our environmental and social responsibilities very seriously. Whether it's developing resorts using sustainable materials, recycling waste materials, conserving water or preserving ecosystems, we are always prepared to take the initiative.

Our aim is to create unforgettable, enlightening experiences for our guests, while aiming to illuminate lives and tread lightly on the earth.

We use our position to inspire people, partners and customers to respect our planet, and champion products and processes that contribute to healthier, happier communities while minimizing our environmental impact.

However, this is only the beginning. Over the next few years we will address new challenges in order to fulfil our vision in responsible and sustainable ways. Our collective efforts will focus in the areas where we think Cassandra Bay Resort can have the greatest impact - creating opportunities for young people, building stronger communities and preserving our environment.

We hope to continue getting closer to the ideal leading and socially relevant company with the ambition to continue contributing with our activity to breaking down barriers and fostering socioeconomic development of the destination where we operate.

We invite you to review our sustainability actions, while at the same time we welcome your input and encourage you to join us as we invest in the community where we do business!

