

SENTIDO MIKRI POLI ATLANTICA

SENTIDO MIKRI POLI ATLANTICA SUSTAINABILITY REPORT

At SENTIDO Mikri Poli Atlantica, we make a commitment with our guests. This commitment binds us to create high quality experiences for them in order to enjoy their stay with us. Part of our commitment is that although we will deliver a high quality level of services, we will also always look for ways to reduce any impact we have to the environment and maximize the benefits for all our suppliers, employees and local community within which we act. Through our many years of experience, we have come to the conclusion that tourism in general and hotels more specifically can have a great impact on the environment, the local community and our partners/colleagues. Therefore, we have created a sustainability strategy, set the guidelines and always try to stick to and improve our program and goals.

The main areas in which we have focused, set goals and implemented many actions are the following three:

- Protection of the environment / minimizing the impact the hotel has at the environment.
- Engaging with the local community.
- Created a framework to establish a good relationship/ cooperation with our employees.

In this report we are going to write a summary of the actions that we have undertaken in each of these three sectors in order to show the progress we have made.

PROTECTION OF THE ENVIRONMENT/ MINIMIZING THE IMPACT THE HOTEL HAS AT THE ENVIRONMENT

During the season 2015, the hotel began to actively seek a way to proactively express to the guests the hotel's actions for the protection of the environment and how it always tries to minimize its' impact to the environment. Therefore, we found out that Travelife, fulfills all the necessary criteria and we have acquired the Gold Travelife Award.

Following the acquisition of Travelife we have created more standardized procedures in order to follow our energy, water and waste consumptions and we set more specific baselines and targets. Therefore, on the following table you will find our targets, our progress on the targets and some comments about them.

Target	2018 progress	Comments
<p>Reduce office and retail electricity consumption compared to 2017.</p>	<p>Achieved</p>	<p>In 2018, we have achieved almost the same consumption in electricity as 2017 (40,39 kwh/room/day consumption of 2017 as opposed to 41,07 in 2018). Our target for 2018, was 42,51 and we manage to accomplish it. We have achieved a reduction in our consumption mainly due to installing new technologies, such as LED lighting.</p>
<p>Reduce water consumption at least by 10%.</p>	<p>Achieved</p>	<p>In 2017, our water consumption was 0,24 m³/person/day. In 2017, we have set a consumption target of 0,25 m³/room/day and we have achieved 0,20 m³/room/day. One of the main reasons that we achieved our goal, is that we have changed some sinks to work with photocells in order to reduce our water consumption and reduced the range of gardens.</p>

<p>Targets for working issues for the season 2019</p>	<p>Ongoing</p>	<p>Supply to at least 50% of our staff the internal satisfaction survey in order to make sure that our staff is satisfied with their job and that we solve all potential problems they encounter during the season. Second goal is to have no work complaints from our staff during or at the end of the season. Finally, to minimize the amount of the staff that quits to less than 10% of the total staff.</p>
<p>Reduce paper usage.</p>	<p>Achieved</p>	<p>In 2018, we reduced the number of brochures printed across the business. Moreover, we always tried to print everything in 2-sides and used only e-mails for the communication between the heads of departments.</p>
<p>Reduce the fuel consumption.</p>	<p>Achieved</p>	<p>In 2017, our fuel consumption was 0,08 litres/room/day. In 2018 our goal was to achieve a consumption of 0,06 litres/room/day and we managed to achieve the target.</p>

All our hotel suppliers to implement a local sourcing policy for food and beverage.	Ongoing	As hotel that has achieved the Travelife Gold award we have implemented local sourcing policies for food and beverage. We are looking to increase the number of suppliers that come from the local community.

The next step was to create a social context and goals the company would pursue to achieve. Some of the actions are summarized below (on a monthly basis).

For the Season of 2018, we have continued our policy regarding our short and long term goals regarding our actions as far as our social activity is concerned. Some of our long – term actions and goals are:

- To establish in the mind and the consciousness of all our employees, suppliers, external subcontractors and in general all the persons that collaborate with our company, the “green thinking”, which means to do everything possible, both in their working environment and their everyday lives in order to protect the environment.
- To establish a set of activities that take place in a regular basis in order to help individuals or associations who act on behalf of people who need the help of the society.
- Try to establish a standard of purchasing all or most of the products/services needed from the hotel for its operation from local suppliers.

Our short term goals are established and take place on a monthly basis. For April we have decided and implemented the following actions/goals:

- We have organized a training session concerning the Health and Safety regulations, in order to train all the staff of the hotel first of all to understand how important it is to work in a safe environment and secondly to discover and eliminate any possible threats inside their working environment.

We also organized a training session with all the staff of the maintenance and the supervisors of all the departments of the hotel about legionella, in order to be informed about this virus and help prevent its spread, so that we can maximize the water safety inside our premises.

During May, continuing from the actions of the previous month, our short term goals (set and implemented) were the following:

- We have organized a training session concerning ISO 14000 regulations, in order to train all the staff of the hotel to understand on how important the environmental management is and we managed to renew our ISO 14000 certification.

Moreover, we managed to obtain once again the Blue Flag that signifies the cleanliness and quality of our beach.



During June, our short term goals (set and implemented) were the following:

- We have organized on June 5th, a cleaning of the beach of our hotel as well as a tree planting inside the premises of our hotel, as part of our program to promote the World's Environmental Day. We had a lot of children as participants and they were very happy to be part of our program.



Moreover, we organized a seminar at the conference of the hotel for all the appropriate staff to participate, regarding Norovirus and its effects. The staff was very happy to receive new information about the subject and thankful for the fact that both they and the guests will be more protected from Norovirus by exploiting all the newly acquired information.

In July we proceeded into several activities:

We have organized on July 7th, a cleaning of the beach of our hotel as part of Global Mediterranean Week. A lot of the children of our guests participated along with the animation team, our Holiday Concierge and our lifeguard, and they were very happy to take part in this activity.

Moreover, we gathered a lot of plastic caps in order to donate them to a local charity organization, so that wheelchairs for handicapped people will be created.

In August, we implemented the following:

We have adopted “skip the straw” campaign, which encourages our guests not to use straws for their drinks in order to reduce plastic consumption. As part of this campaign, we have replaced the plastic straws with biodegradable straws for the guests that still wish to use them.

Moreover, we have made several donations to different organizations:

- Organization of retired police officers.
- To an organization that protects orphans.
- Medical equipment (of 1000€ value) to the people of Athens who were struck by the destructive fires.
- Donation to a first – aid supplying organization for the purchase of a defibrillator.
- Donation to an organization for drug rehabilitated people.
- Donation of food to the volunteers that cleaned gorge of Pefki.

During September, we made several donations in order to show our sensitivity towards the local society:

- We have donated money to the Association of Retired Police Officers in order to help them cover the association’s needs.
- We have donated money to an Association who looks after people with disabilities located in Agios Nicolaos.
- We became donors of the 3rd Festival of Tourism that was made in the port of Makrys Gialos. We have supplied the festival with a buffet and we have invited all our repeated guests to receive an award for repeatedly choosing Makrys Gialos for their holidays. Moreover, all the Heads of Departments and the Manager of the hotel were present at the ceremony.



Finally, in October, we made several donations in order to show our sensitivity towards the local society:

- We have donated plates and silverware to the local hospitals of Sitia and Ierapetra.
- We have donated plastic cups to a local charity organization.
- We have donated 250€ to a local football team.

ENGAGING WITH THE LOCAL COMMUNITY

One of the most integral parts for our business is our suppliers. Therefore, we always choose carefully who to trust and introduce to our guests (through his products). The vast majority of our suppliers come from the local community, from suppliers of vegetables, meat and poultry until suppliers of plants, fertilizers, cleaning products etc, so that the hotel plays an integral part to the growth of the local economy. Moreover, we advertise the services and products of local shops to our guests by giving them important information about the sightseeing in the nearby area and always urging them to explore the surroundings.

Moreover, we have participated in numerous activities / charities that further advertise our hotel and the surrounding area, such as:

- We have given All inclusive bracelets valid for 1 family for 1 day as a present to various school contests.
- We organize on weekly basis as part of our animation team's program, a discovery walk in the nearby area and the gorge of Pefki village, so that the guests can taste the local culture, see the surroundings and sightseeing giving a boost at the local economy.



- We have offered food and staff to the annual tourism festival organized by the Municipality of Ierapetra at the port of Makrys Gialos and had more than 2000 attendants from Greece as well as abroad.

- We have donated linen to various monasteries for the summer camp of children and we have received many documents expressing their appreciation.

Created a framework to establish a good relationship/ cooperation with our employees.

We know that a successful business is a business with happy employees. We believe that we have created a very good context within which our employees feel safe and secure for their job during the economic crisis, Greece goes through. This is achieved by paying all the wages of our staff in time, giving them to opportunity to work exactly as described by the law (no overtime, receive and sign the employment contract, we don't have employees under 18 years old etc). Furthermore, our employees participate in the local union of employees in order to have a more formal communication with the management of the hotel. Furthermore, we provide constant training through periodic training sessions and seminars to all our staff without discrimination in order to facilitate them to carry out more easily their everyday job. More specifically, all our employees have received training for the following:

- Health and safety at work – what protective measures they should take in order to make their job easier and above all, without any risk during their duty.
- Training about the Travelife, Blue Flag and explanation about the environmental strategy of our company.
- Training about Food Hygiene and Safety so that all the staff that works with food is aware of the dangers that might occur and prevent them.
- Training from a Health & Safety professional company in order to know how to react in case of a fire or another emergency.
- Training to all our maintenance staff in order to know how to what actions they should perform in case of a spill of dangerous material and what is the proper way to use them in their everyday job.
- Training of the staff in order to facilitate their jobs in all the sectors of the hotel due to the acquisition of the ISO certificates that we obtained:
 - ISO 9001
 - ISO 18001
 - ISO 22000
 - ISO 14001