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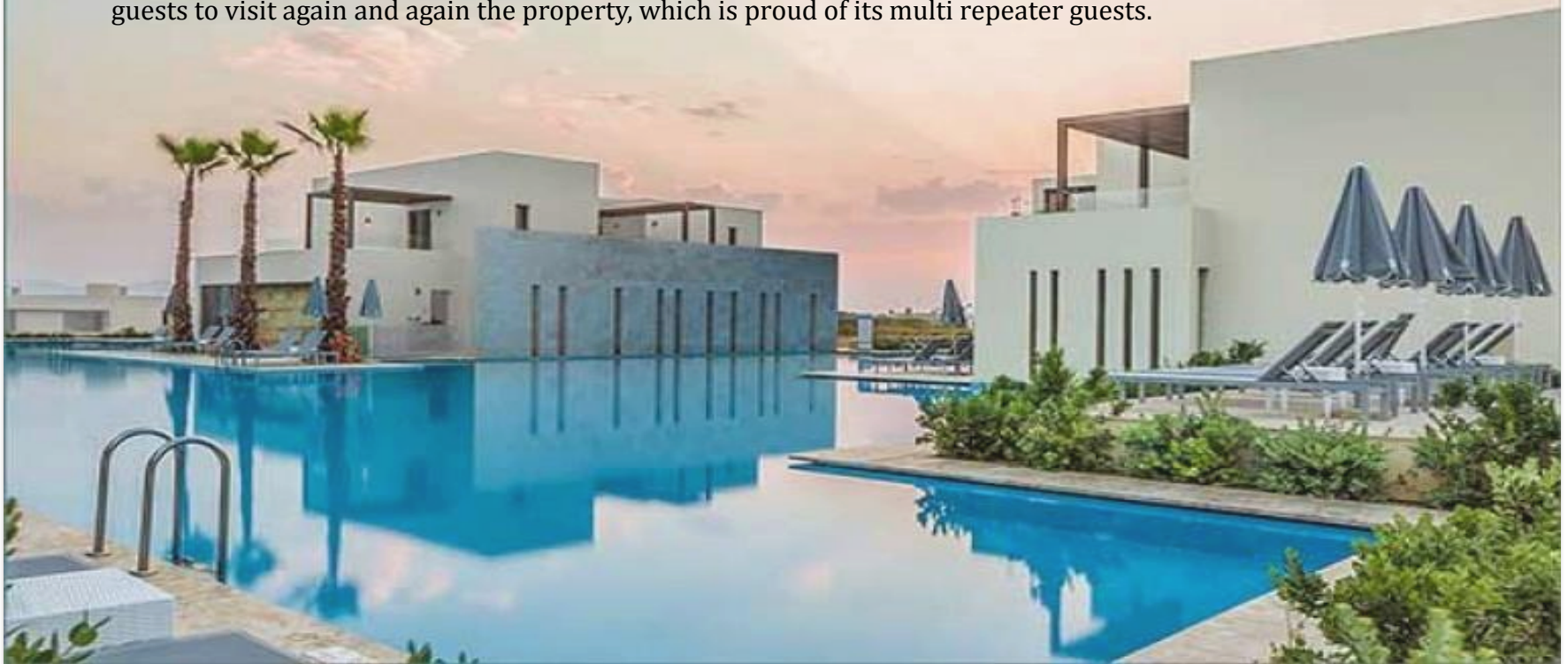
CORPORATE PROFILE

Owned by **Mr. Spiros Ranis**, President and CEO of “Ranger Marine”, a maritime enterprise & “Occidental” Tourist Company S.A. and managed by **Mr. Manolis Kritsotakis** President & CEO of “AVRA COLLECTION” is consistently investing in Tourism Hospitality, trusting that this economy segment consist of a driving force of the country’s development.

Astir Odysseus Resort & Spa operates since 2009 and is a multi award hotel that invest and focuses in innovation that adds dynamic and quality to destinations in Kos.

Basic elements that distinguish Astir Odysseus Resort & Spa is its unique minimal style, its creative modern architecture and design and overall the exceptional authentic hospitality services, the friendly staff and the high standards of luxury accommodation and quality that offers.

The combination of the above principals mixed with the haute gastronomy, the beautiful nature landscape, the relaxing atmosphere, the archeological sites and the exceptional multi culture of Kos Island, allure the guests to visit again and again the property, which is proud of its multi repeater guests.



Astir Odysseus Resort & Spa is a couple & family friendly hotel which was built in 2009 in an area of 20 hectares, on the beach at the north part of Kos island and was expanded in 2015 to the ‘executive department’ with luxury Presidential executive maisonettes and suites with private pool. In total the hotel has 337 rooms devised in 35 blocks, surrounded by well-kept gardens with emphasis to Greek flora and more than 16.771 trees, bushes, herbs & flowers, combined with the exotic palm trees around the swimming pools.

DESTINATION

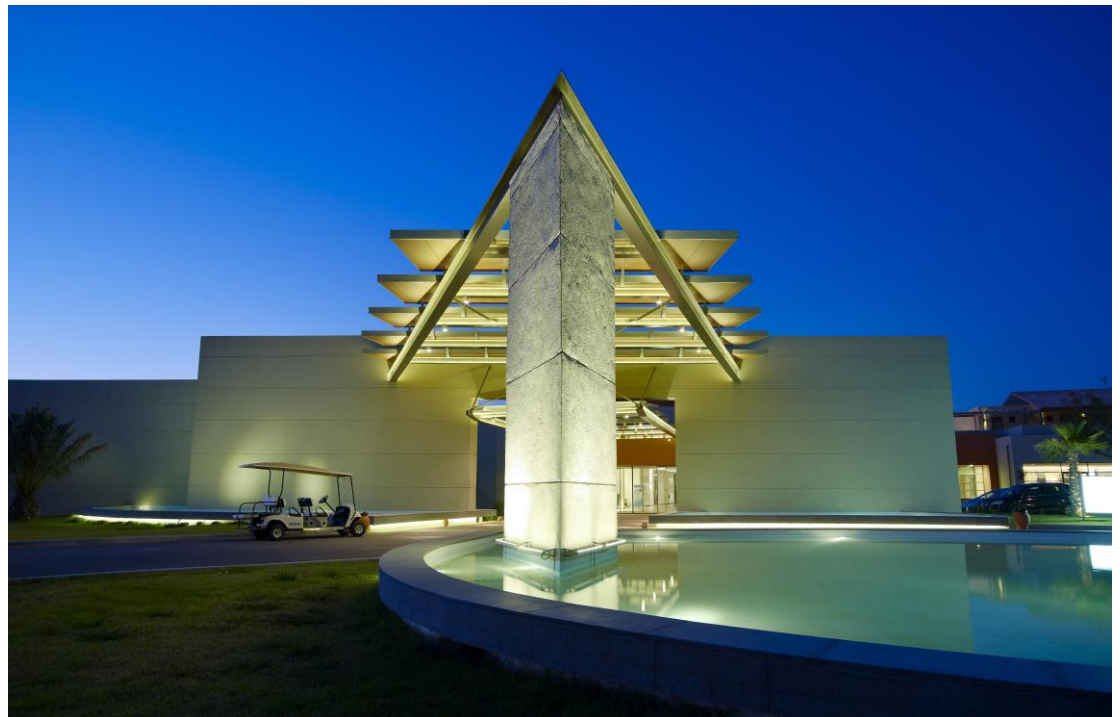
Kos

OPENING PERIOD

April-October

NUMBER OF EMPLOYEES

220-230



HOTEL FACILITIES

- Beach Resort
- 337 Rooms & Suites
- 5 outdoor swimming pools
- 2 separate children's pool
- 1 Indoor Heated Pool
- Achilles Main Restaurant
- Argo Restaurant at the Beach
- Ithaki à la carte Restaurant
- Sirens main Bar
- Dawn Beach Pool Bar
- Kirki beach Bar
- Climbing Wall
- Tennis court(2)
- Mini Soccer
- Multi court (Basketball/volleyball)
- Amphitheatre
- Mini Club
- 2 Playgrounds
- Aegeo Spa Facilities
- Mini Market
- Jewelry shop
- Conferences Halls
(Ariadne, Athena, Theseus)
- Calypso Business Center
- Play room
- Gym
- Library



ABOUT THIS REPORT

This is a sustainability report of ASTIR ODYSSEUS RESORT & SPA for the season 2020. Most of the policies, data and targets are produced from the above property management team.

The sustainability team of the resort cooperates with 3rd party experts and the performance information gathered are in line with the hospitality industry standards.

This report is indented to provide an accurate representation of **ASTIR ODYSSEUS RESORT & SPA** sustainability performance, aiming to the preservation of the environment, the continuous support of the local community, the best interests of it's associates and the highest quality level of service for its guests, always within the international health and safety standards.

OUR POLICY

Our policy is to conduct our business in a manner which ensures:

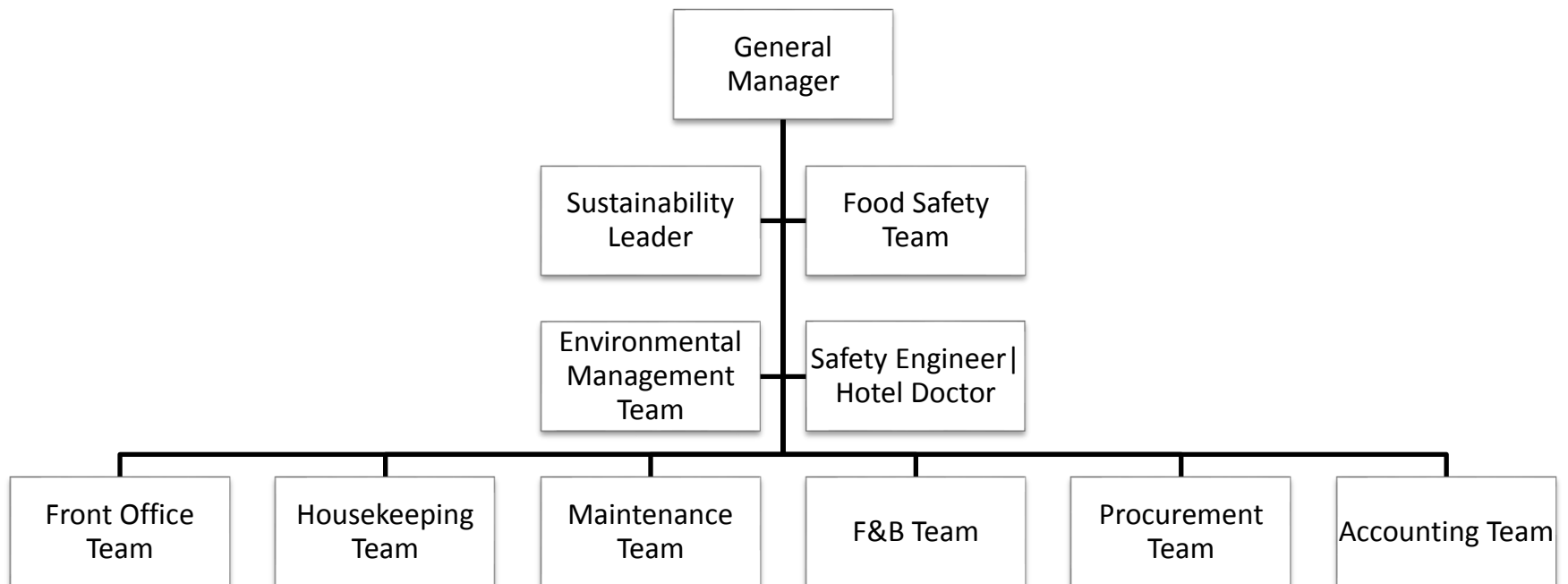
- The transparency of our business policies and practices by meeting all relevant legislation and by keeping ethical best business practices throughout our operations
- The encouragement of our business partners , the local community & local Authorities to evaluate & reach our company's standards by improving their services, focusing to overturned the reputation of the island as “mass tourist destination” to an '***Exclusive Destination***'
- Fair treatment of all our employees and guests
- The continuous improvement of our corporate and social responsibility strategy
- The implementation of all necessary actions for the protection of the environment
- The maintenance of high standards in all matters relating to Health & Safety in the working environment

OUR AWARDS | 2020

- Certification ISO 22000
- Certification ISO 14001
- Certification ISO 9001
- Travelife Gold Certification
- Green Key : Environmental Management System
- EU Blue Flag Award | International Award
- Trip Advisor Awards | Certificate of Excellence
- Holiday Check | Certificate of Excellence
- TUI TOP Quality 2020
- TUI TOP 100 TUI HOTEL WORLDWIDE
- TUI UMWELT CHAMPION 2020
- JET2 Holidays- Quality Award winner 2020
- Awarded with “Customer’s Choice Award 2018” by Apollo



SUSTAINABILITY ORGANIZATIONAL TEAM



THE ROLE OF THE SUSTAINABILITY ORGANIZATIONAL TEAM

The team follows the environmental program and all the commitments of the above-mentioned general policies. It focus on three main areas: Environment, Society and Human Resources.

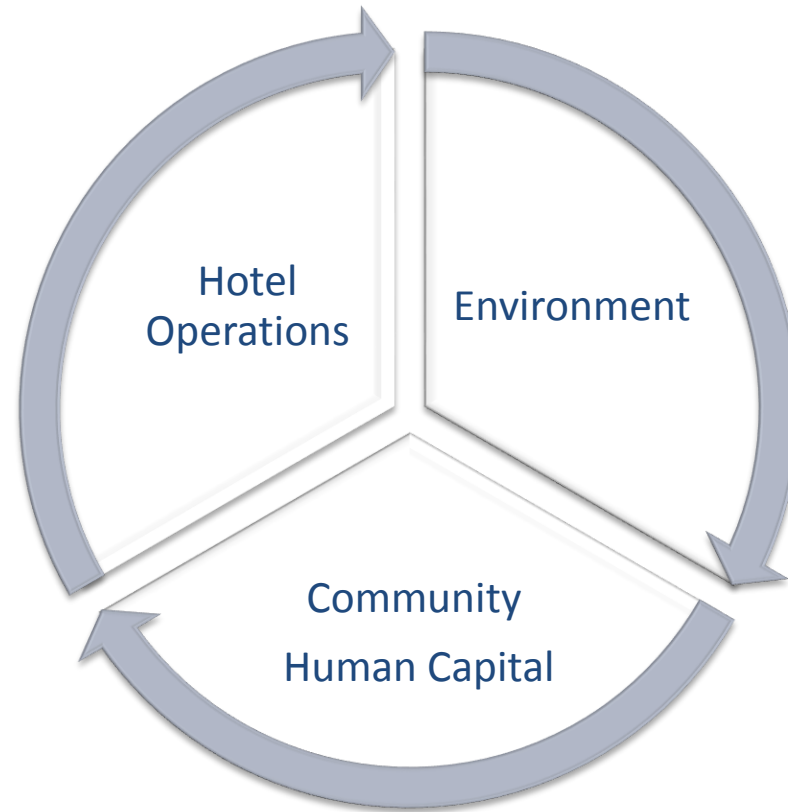
Therefore the sustainability organizational team of ASTIR ODYSSEUS RESORT & SPA is committed to:

- To seek continuous improvement by setting goals
- To get daily feed back from guests and handle every complain or suggestion on the spot during their stay.
- Registering on a 15-day basis with questionnaires customer's opinion and archiving their suggestions to improve the service.
- Contacting the Representatives (Reps) of the Tour Operator's on a daily basis demanding to report every complain that they receive from customers.
- Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities
- Select the appropriate personnel and put effort in their continuous training and assessment
- To assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts
- Be active in every possible way to protect the environment and prevent pollution
- Establish strong relations with the local suppliers & community promoting best procurement practices
- Set as an operational priority the Health & Safety of both employees and guests

Based on these commitments, the sustainability organizational team of ASTIR ODYSSEUS RESORT & SPA aims at:

- Ensuring all necessary resources to maintain and update the system and infrastructure improvements
- Controlling the revenue and the occupancy by Monthly & Seasonal Statistic
- Achieving a high level of customer satisfaction to improve the services
- Organizing meeting and Hotel inspections to Tour Operators
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste
- Updating all stakeholders involved in social and environmental activities in order to raise the appropriate awareness and participation

SUSTAINABILITY



HOTEL OPERATIONS | WHY & HOW WE IMPLEMENT THE ECO POLICY

- As a priority we set realistic goals, according to local considerations and development, so that environmental measures and actions will not undermine the quality of the existing product.
- Environmental measures will feature in order of priority: a) the use of local recycled, recyclable materials b) energy and water saving, c) minimizing waste and d) controlling air / soil / water pollution.
- We support the conservation and protection of the landscape, wildlife and historical resources near the property will have priority over other regional or general projects.
- Increase level of awareness of environmental issues within own organization, to local residents, hotel guests and business partners.
- Have included improved environmental considerations in all new building and renovation plans.
- To balance financial benefits from waste management and energy saving against increased initial costs of other improvements.



HOTEL OPERATIONS | ENVIRONMENT

WATER

- An automated irrigation system is used in the gardens.
- Dripping Procedures in the garden (60%).
- Monitoring Water consumption with water meters.
- Use flow-reducing filters on taps.
- Double flow flushers.
- Leakages are monitored by Maintenance Department & Gardeners
- Sheets and towels are changed either upon request or in accordance with the frequency determined by the environmental policy of the hotel.
- Regular chemical and microbiological analyses of water (drinking water & pool water) are conducted by a certified laboratory
- Timers in staffs WC
- The average water flow in the rooms (taps and shower heads) is no more than 5 L / min.

save water

SOLID WASTE

- Reduce waste at source
- Recycle glass, paper, plastic, batteries, light bulbs, scrap metals and electronic devices.
- Use of recycling bags in common areas (beach, main pool, the common areas)
- Separation of solid waste in rooms by the housekeeping during cleaning.
- Recycling bins in Reception and all common areas
- The hotel uses wherever possible returned bottles, soft drinks, water-nitrogen, gas water or uses post-mix procedures to reduce the consumption of solid waste.
- Dispenser mechanism in kitchen paper, aluminum foil , napkins.



ENERGY/ FUELS

- Employee Trainings and raise guest's awareness on saving energy.
- Solar collectors & heat pumps for hot water heating are placed in all complex.
- Led energy efficiency lamps 90%.
- Gradual replacement with A energy class equipment
- In the rooms magnetic cards are used to reduce energy consumption.
- Electricity pause with magnets on windows and balcony doors in new buildings.
- Regular equipment maintenance for optimal performance.
- Timers are used for external lightning.

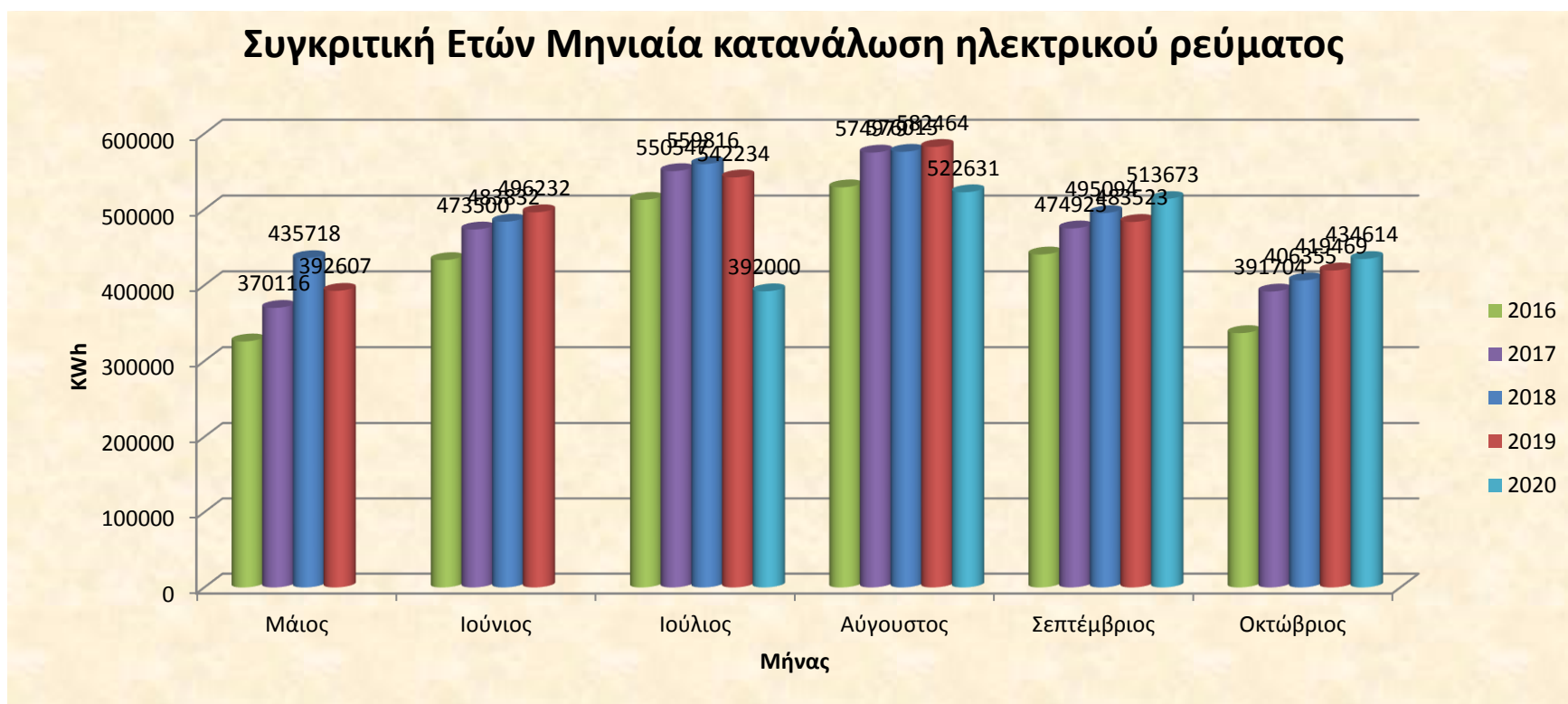


CONTROL OF POLLUTION OF NATURAL RESOURCES

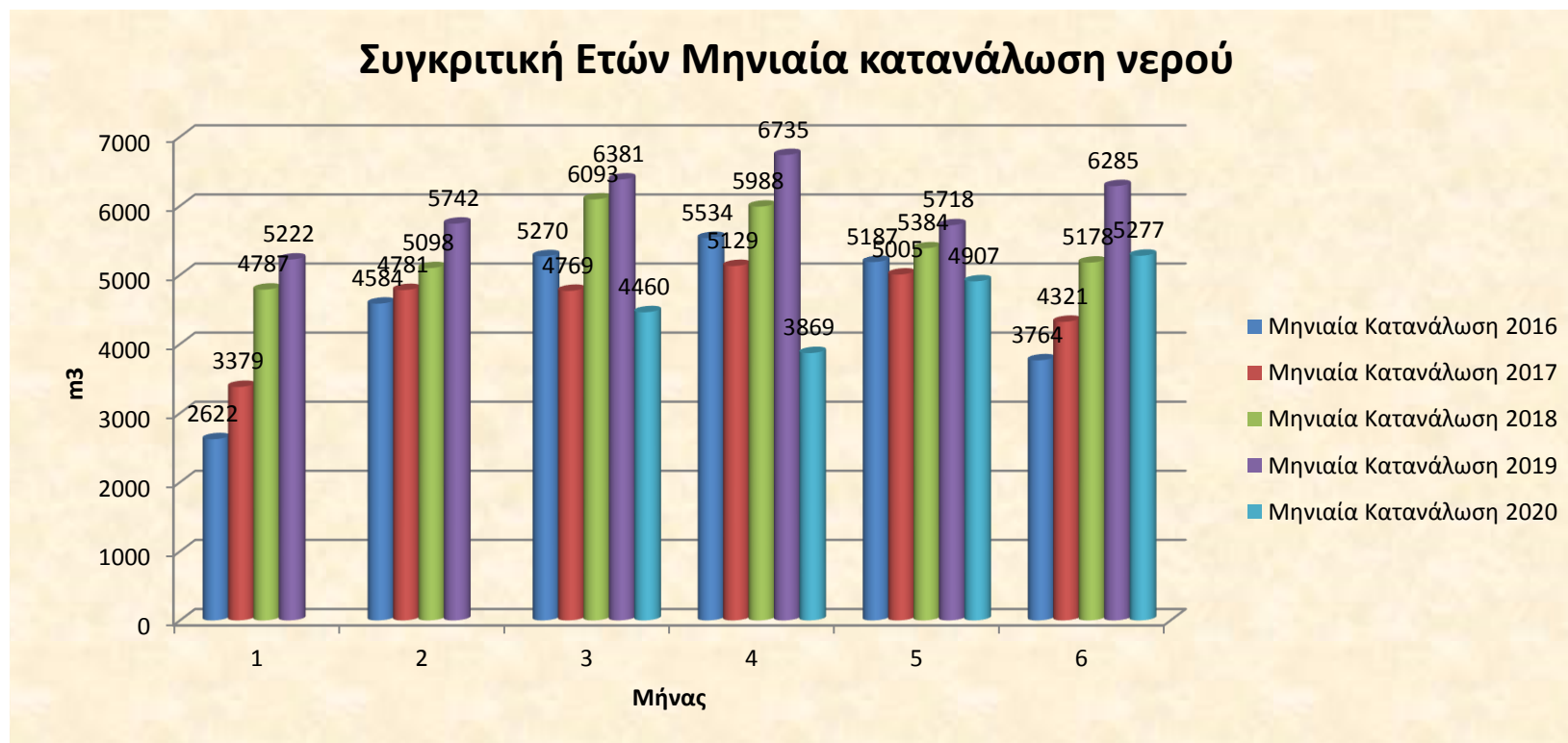
- Monthly chemical and microbiological analyses of water (drinking water& pool water) are conducted by a certified laboratory.
- All cleaning agents and detergents are selected according to environmentally friendly standards, regarding their composition, packaging and usage.
- The refrigerant substances & A/C used in the hotel are ozone friendly (compliant with the international legislation).



ENVIROMENTAL RESULTS – Monthly Power Consumption per Year

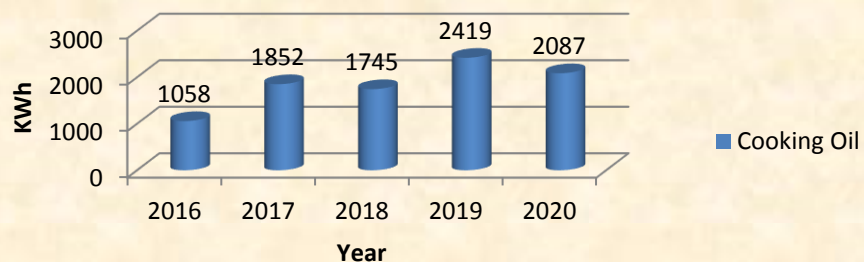


ENVIROMENTAL RESULTS – Monthly Water Consumption per Year



ENVIROMENTAL RESULTS – Recycling Rates

Annual Cooking Oil Recycling Rate (L)



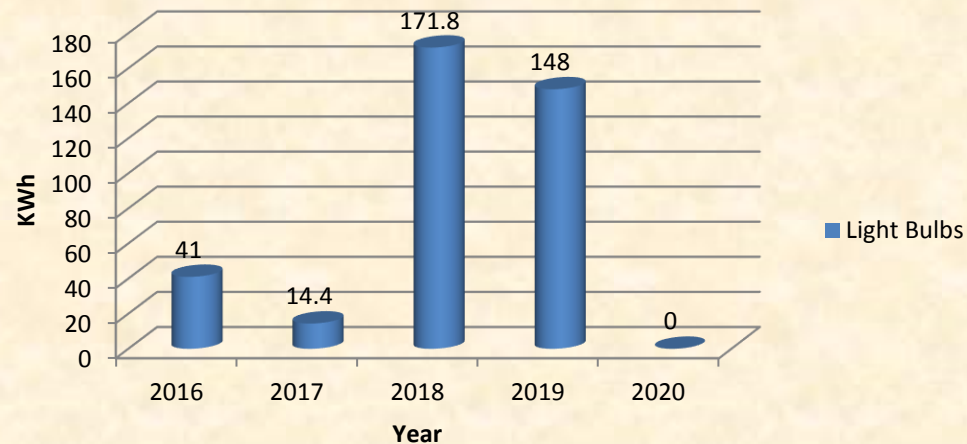
Annual Paper Recycling Rate (Kg)



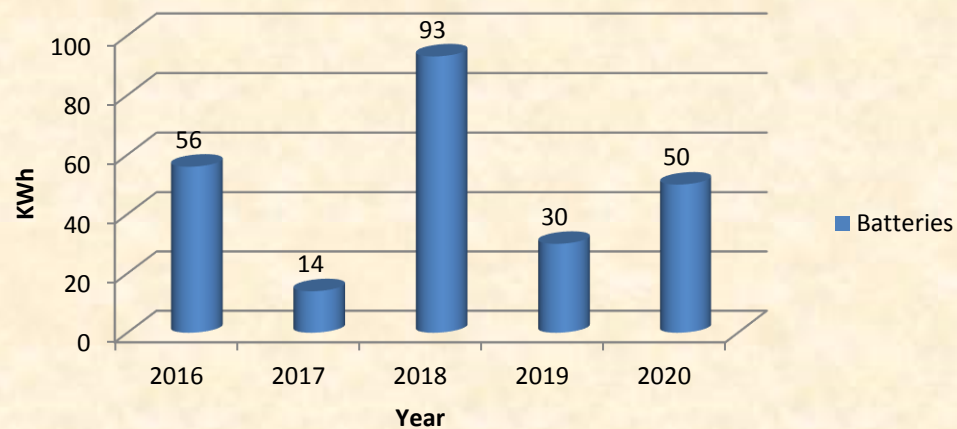
Annual Glass Recycling Rate (Kg)



Annual Light Bulbs Recycling Rate (Kg)



Annual Batteries Recycling Rate (Kg)



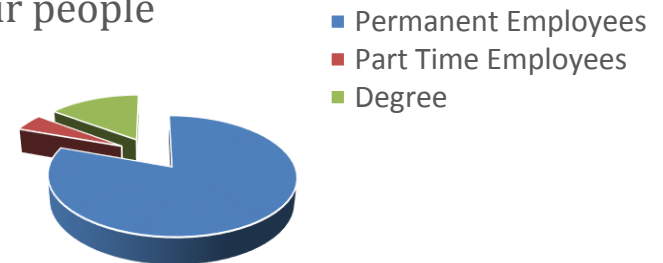
CORPORATE AND SOCIAL RESPONSIBILITY POLICY

LOCAL COMMUNITY & HUMAN RESOURCES

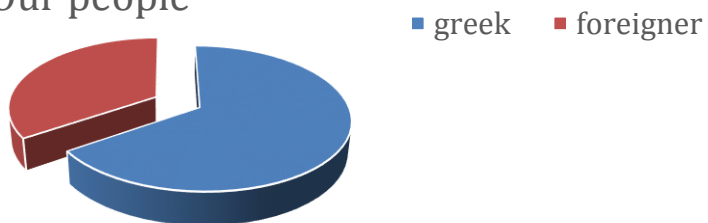
Total employees : 231

- Degree of Tourist Schools & Universities : 40
- 94 Male & 138 Female
- Greek : 139
- Foreign: 92

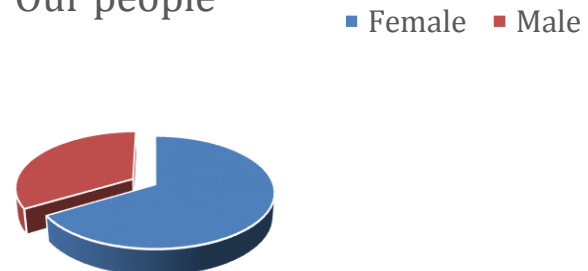
Our people



Our people



Our people



- Furniture's donation to the installed Greek Army on the island and clothes and blankets to the Prisoners.
- Blood Donation of the staff twice per season
- Collection of plastic lids for recycling and purchase of wheelchair as donation to “Red Cross”
- Promote local & Greek products e.x “Oil Bar”
- Promote local cuisine & culture by organizing weekly “Theme Nights”.
- Promotion of Kos & Greek Nutrition, providing “Greek Breakfast” buffet , “Aegean Corner during dinner & “Greek Theme Night “once per week.
- Promotion of Greek & local Traditional Music and Dancing through Greek Thematic Day with Greek buffet
- Named all dishes at the `a la carte restaurant “Ithaki” with names of the Odyssey.
- Promotion of local culture &” wine taste” by Island Tour
- Beach cleaning workshop in coordination with the local authorities and inspired clients to join volunteered the groups
- Tree planting
- “Adoption” of a garden of a local kindergarden
- Welcoming School visits to provide the environmental sensibility and to guide children in the property
- Bus Time schedules for promoting the local villages and towns.





EMPLOYEE BENEFITS

- Continued performance management through training and development programs
- Residence for staff
- Monthly award to best employee

EMPLOYEE TRAININGS

- HACCP
- Environmental policy and actions
- First Aid
- Fire Safety
- F&B Training
- Guest Relations Training
- Managing Hotel Reviews Training



CHILD PROTECTION POLICY

- Reject eradicate and condemn, any form of exploitation of human beings especially of a sexual nature particularly when this affects minors
- The company adhere strictly to country laws governing labor standards

PROPOSALS FOR NEW SUSTAINABILITY INVESTMENTS

- Enforce employee's trainings on sustainability policy of the resort
- Expand activities related to environmental actions and local community activities
- Place informative signs of the Greek herbs within the hotel premises
- Reduction of disposable plastics and harmonization with the current legislation



GENERAL INFORMATION

- **WORK SCHEDULES** Work schedules for team members are established by Department Manager. Schedules will be posted in the departments and it is the team member's responsibility to check the schedules daily for any changes. Days off and working hours must be coordinated with Department Manager.
- **PAYDAY** Team members are paid monthly, through bank.
- **POLICIES & PROCEDURES** For the following and more policies & procedures training will be provided.
- **GROOMING STANDARDS** For a professional image and to show respect to the guests, it is important that team members reveal business like appearance in both behavior and dress.
- Additional guidelines will be required according to your department.
- **PERSONAL HYGIENE** High level of personal hygiene is required by all team members, such as daily bathing/showering, shaving, usage of deodorant, and brushing teeth, etc. Colognes/perfumes should be used conservatively and tastefully applied. Hats should not be worn unless issued as part of the uniform.
- **NAME TAGS** are required. Damaged or misplaced name tags should be immediately reported.
- **SHOES** should conform to applicable department and safety standards. Shoes should be closed toe and heel, well-polished and businesslike appearance. Boots, platforms or sneakers are not permitted.

EMPLOYEE HANDBOOK



- **HAIR** should be conservative in style and color and should not interfere with eye-to eye contact. Male team members must be clean-shaven or neatly trimmed mustache.
- **JEWELRY** should be conservative and discreet. Nose, eyebrows, lip or tongue jewelry is not permitted.
- **COSMETICS** should be natural in appearance. Nails must be kept clean, short and in neutral colors.
- **UNIFORMS** will be provided according to your department requirements. Every team member must wear uniform while on duty. Uniform must be clean and neatly pressed. Individual variations or additions to the uniform are not permitted.
- **NON-UNIFORMED** team members must wear formal, business like attire. Males should wear business suits, or pants with collared shirt. Females should wear business suits or matching jackets with dresses, skirts or pants. Dresses/skirts lengths should be within 5cm of the knee.
- **HARASSMENT FREE WORKPLACE** We believe in treating all people equally, with the same level of respect and dignity regardless of ethnicity, religion, gender, age, sexual orientation, origin or physical ability. Sexual harassment is defined as unwelcome sexual advances or requests for sexual favors.

THANK YOU
YOUR ASTIR ODYSSEUS TEAM

Let's Stay Green Together!