

Port Royal Villas & Spa Hotel Sustainability Report on S2020-2021

Port Royal Villas & Spa is a luxury “adults only” resort Hotel located at the North East coast line of Rhodes Island in the area of Kolymbia. The Hotel consist of 202 luxury and stylish rooms ideal for couples that are seeking to enjoy their holidays in a 5 plus star resort with high quality of services and top-level of food and beverage experiences. The hotel is a member of Sentido brand and occupies more than 140 employees for seasonal period.

Sentido Port Royal Villas & Spa Hotel is located at Efkalipton str, near the center of Kolymbia at the most valued part of this area from the aspect of shopping outlets. Meanwhile, the Hotel is located on the most beautiful part of the beach lines of Kolymbia, right within the gulf of Afandou beach line, part of which included in the Kolymbia area.

Port Royal Villas & Spa Hotel has been built on 2007-2009 and first operated on 2009 season as the first Hotel worldwide of Sensimar brand launched by TUI Tour Operator. On 2013 our Hotel entered in Sentido brand which was part of Thomas Cook Group and remained within this brand until the end of 2019. After the bail out of Thomas Cook Group on the 23rd of September of 2019 Port Royal Villas & Spa Hotel renew the franchise agreement with DER Touristik the new owners of Sentido brand.

THE THREE SPHERES OF SUSTAINABILITY



Our sustainability policy is based on the three principle spheres that are commonly accepted by the modern operation management: Environmental, Social and Economic sphere.

Environmental sphere is consisting of the balanced Natural resources use with the appropriate Environmental management and an efficient Pollution Prevention policy. That means an integrated operation of our Hotel in all levels of production and service.

Social sphere has to do with the standards of living, the level of education for our employees, our policy of equal opportunity to all members of our company and the interaction of our company with the local community.

Economic sphere has to do with our healthy way of operating relatively to the profit, cost savings and generally with our economic growth.

The core of our operating plan is a healthy sustainable economic growth with respect to our employees, to our customers, to the local community and to the environmental ethic. This frame of four elements consist the drive map for our operation in our Hotel.

Our Employees: The management's effort is to train efficiently all the staff through seasonal training courses that taking place within our facilities exploiting the knowledge base of our management team and the knowledge of external experts.

Training courses addressed to the staff have been taken place before the opening of every season with the participation of our management team and external experts always focused in all fields of operation. We are training our staff how to improve their skills within the framework of their working position in order to deliver better service to our customers and always according to the operation concept of our hotel.

The ownership of this Hotel is investing constantly to improve the knowledge and the capabilities of our employees in Safety & Health processes. We have trained our staff how to firefight and how to protect our customers in dangerous unexpected events. We have managed to certify members of our staff as lifeguards for the safety of our customers within the area of all the hotel's pools and in the beach area too. We have supplied with all the required means all of our staff members in order to work in compliance to the labor safety legislation and secure customer's safety.

According to our administration policy, the management team always tries to be as close as possible to our staff in order to be fast informed about their needs and their working problems. Daily meetings per department are taking place in order to discuss all the issues and to prevent problems to grow.



Through often and constant meetings and detailed discussions, new ideas are born and developed that drive our group to further development exploiting innovation and experience background of our management team.

Port Royal Villas & Spa Hotel is fully complied with the Greek Labor & Human rights legislation in all levels of operation.

Our hotel is cooperating with specialists, doctors & medical clinics in order to support the health of our staff team by initiated health examinations for all of our staff members at the beginning of every season with all expenses covered by our company. All of our employees are health certified as they should be according to the Greek & European labor legislation. Our aim is to achieve and maintain a frame work for Health matters oriented to our staff health support by signing contracts with Health sector companies like clinics with provisioned discount policies for examinations for all of our staff members during the working season.

All the members of our staff should work as a strong intergraded team in all levels as this is the first driver of our sustainable operation.

Customer's satisfaction: The satisfaction of our customers consists a major factor in our management policy as this is the second fundamental driver for our sustainability policy that effects essentially our company's growth. For this reason, Port Royal Villas & Spa Hotel has developed a strong cooperation with all Tour Operator's Quality Monitor departments along with our Guest Relation department in order to monitor all the customer reviews in all social networks (e.g. tripadvisor, holidaycheck, etc.) and fast respond to all of their remarks in order



to improve our performance and finally deliver better services to our valued customers. Expertized personnel are focused to customer's satisfaction within our operating schedule. Among those personnel are Holiday Concierge staff and Guest Relation Manager that are working throughout the season with main working objective to approach our customers and being informed about all of their concerns relatively to their

stay at our hotels. It is our concern to assist our visitors in all of their needs and secure a wonderful holiday for them.

The quality factors in all of our operating plan is driven by **Haccp & ISO** certificated processes in all of our hotels. The finest first material products are always our choice in all of our production departments as to deliver high quality food to our guests. Peculiarities as allergies or food preferences are always taking care by our management team in every aspect of the accommodation and F&B daily process.

Maintenance fast respond process with the use of technology and our internal network is always accurate and efficient. Building Management System (BMS) is a powerful tool in our maintenance efforts to monitor online all of the fundamental electrical and water systems in all of our hotels.

Cleanness is another factor that is always our priority in our hotel. Expertized personnel are monitoring every room and all indoor & outdoor facilities of our hotel in order to secure a clean and well set up in every aspect on a daily base.

The safety and the satisfaction of our customers is a priority for Port Royal Villas & Spa Hotel. Every year our hotel is inspected & certified for health and safety operating features by experts from independent companies that are cooperating with us or/and with Tour Operators. The satisfaction of our visitors are monitored through questionnaires organized daily by us or/and by TO. Valuable further data about these matters is gathered by social media as TripAdvisor and Holiday Check websites where visitors grade our performance through detailed reviews. We strongly believe that "your opinion matters" when it comes to our operation.

Interaction with local community: Port Royal Villas & Spa Hotel always tries to choose most of the staff crew from the local community. It is our strategy to strengthen our bonds with the local community as we believe in a harmonized interaction with it. A great part of our financial turnover is distributed to the local community through our Employee Recruitment Policy and our Purchasing policy.

Our Purchasing policy is focus on the local market and distributors. Most of our purchasing is been materialized through local distributors and at the same time we are introducing local products to our customers as part of our marketing policy to create destination experiences.

Furthermore, activities like donations to local charity or municipal organizations throughout every season are granted a lot in our annual budget plans.

SENTIDO PORT ROYAL VILLAS & SPA HOTEL					
STAFF SPATIAL DISTRIBUTION BY ORIGIN					
SEASON	LOCAL COMMUNITY AREA	PROPORTION (%)	FOREIGN ORIGIN	PROPORTION (%)	TOTAL STAFF
2015	117	80,69%	28	19,31%	145
2016	133	84,18%	25	15,82%	158
2017	133	76,00%	42	24,00%	175
2018	132	73,75%	47	26,25%	179
2019	132	75,43%	43	24,57%	175
2020	136	77,28%	40	22,72%	176

During the season of 2020 where we faced an unprecedented crisis in the Tourism sector globally because of the Covid-19 pandemic which led to the shortening of the operation period of our Hotel and the increase of our operation cost in unprecedented upper levels we choose in the face of all previous facts to operate the Hotel in order to support our personnel and the local economy. It's also a fact that staff recruiting amid crisis has become very hard to accomplished due to the health risk increase.

Environmental ethic-policy: Our Company has developed an environmental strategy profile which is based on provisions during the construction's process for any new built facility and to provisions that are focused on the operation of our production units.



Regarding the construction process we start with the architectural aspect of our buildings that are oriented to be environmental integrated (e.g. not more than two floors, bungalow style and all the buildings spread in large plots). Furthermore, we always try to use in our constructions environmental friendly materials like stone and wood along with energy efficient frames, door and shutter assemblies and solar water heating systems. All the equipment are energy efficient and their operation is monitored by BMS (building management system) or with the use of proper equipment in order to secure a high level of energy efficiency for the hotel in total.

Our Environmental Operation Policy in our hotel is based on two pillars. The first pillar consists of special trainings by external experts of our staff especially those of housekeeping and F&B and Maintenance departments. These trainings are taking place every year in order to update our knowledge for using environmentally friendly new materials and eco-technology updates.

Recycling process is been followed during the last 4 years interacting with external companies that are dedicated to recycling materials. Certifications about recycling we collect in the end of every season.

Port Royal Villas & Spa hotel is one the very best equipped hotel in aspect of environmental friendliness. Similar level of environmental friendly operation is taking place to the other two hotels of our group too.



Our Environmental Policy:

- **Compliance:** We will comply with all applicable environmental laws, regulations, permits and other environmental requirements.
- **Prevention:** We will employ procedures and systems designed to prevent activities or conditions that pose a threat to the environment.
- **Communication:** We will communicate our commitment to environmental protection to our employees, suppliers, and customers.
- **Continuous Improvement:** We will continuously search for opportunities to improve our understanding and adherence to these principals.

Measuring & Monitoring Performance for Sentido Port Royal Villas & Spa: Below is presented an overview of our hotel regarding energy consumption & material recycling for season period 2009 to 2020:

SENTIDO PORT ROYAL VILLAS & SPA ENVIRONMENTAL STATISTICS												
CATEGORY	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
GAZ PER OVERNIGHT (LT)	0,68	0,73	0,56	0,59	0,65	0,65	0,66	0,67	0,78	0,66	0,80	0,86
ELECTRIC POWER CONSUMPTION PER OVERNIGHT (kwh)	48,80	39,79	27,75	31,45	32,55	31,24	34,08	34,99	43,83	33,31	43,20	58,00
WATER CONSUMPTION PER OVERNIGHT(m3)	1,04	0,97	0,97	0,97	0,95	0,95	0,94	0,95	0,68	0,33	0,51	0,61
DIESEL PER OVERNIGHT (LT)	0,46	0,34	0,35	0,33	0,30	0,35	0,35	0,32	0,41	0,44	0,15	0,34
OIL RECYCLING PER OVERNIGHT (KG)	0,000	0,000	0,000	0,012	0,007	0,007	0,013	0,009	0,009	0,009	0,019	0,019
GLASS RECYCLING	MATERIALIZED WITHOUT KEEPING RECORDS											
BATTERY RECYCLING	MATERIALIZED WITHOUT KEEPING RECORDS											
PAPER RECYCLING	MATERIALIZED WITHOUT KEEPING RECORDS											
ALUMINIUM RECYCLING	MATERIALIZED WITHOUT KEEPING RECORDS											

The second pillar of our Environmental Operation Policy is based on Measuring & Monitoring Performance which is a daily process where measurements are taking place focusing in all principle energy & water consumption factors in order to be harmonized with Greek & European relative legislation.

Last but not least is the communication of our Environmental Operation Policy to our Cliental. We use eco-friendly printings to inform our customers about the environmental policy of our hotel during their stay on a constantly basis throughout their stay in our Hotel by placing those

printings in specific spots within their rooms. Besides those printings we also use digital ways to communicate furthermore our policy like hotel's application on mobile devices and Hotel's TV information channel.

Review on the last season 2020-2021: Port Royal Villas & Spa Hotel has achieved all the set targets for season 2020.

During this year we have developed a well-trained staff in all aspects of maintaining all levels of certifications that have been conquered during the last years. At the same time a renovation plan of 10 suites has been completed successfully and a new pool bar has been built and enlarged which has been successfully operated during this season. Our customers have welcomed those upgrades of our facilities and it is well proved through their on-line channel's reviews.



We have successfully adjusted our operation plan to the new standards of Covid-19 legislation. The Hotel has been certified on Health First Official Certification by the Greek Government Authorities. All Staff members have been trained and certified by external Official Certified Partner.

Furthermore, we have implemented paperless procedures in all aspects of our service towards our guests by developing special applications for mobile devices to be used in our F&B departments and Front Desk department. One of our signal new implemented services is Fast Check-in/Check-out process for all customers.



Awards: During the season 2020 Sentido Port Royal Villas & Spa Hotel is awarded by TripAdvisor as one of the "Best of the Best" hotels worldwide and ranked among 17 best hotels of Greece. HolidayCheck and Booking.com have also awarded our Hotel for 2020 with great praises.

All those of awards certify our orientation of our Operation to High Quality of Standards and a recognition of those efforts by our guests.

Covid-19 pandemic effect in Tourism sector: Covid-19 pandemic has huge impact on the growth of the Global Tourism and the loss that has already occurred in Tourism and related sectors is estimated to be higher than 4 trillion dollars for the period 2020-2021 affecting strongly the Global Economy and the Global Growth. It is anticipating just for this year (2021) the total loss to reach up to the level of 1.7 -2.4 trillion dollars according to a study by the UN's Conference on Trade and Development and the UN's World Tourism Organization.

Our Hotel have managed to face this challenge with satisfying success for season 2020 capitalizing critical experience and operational knowhow to deal with this unprecedented

crisis. We are running our Hotel for season 2021 with more confidence in our administration capabilities, a very well-studied operation & sales plan and with faith in our well-trained personnel. We are looking forward to overcome this Health & Economic crisis counting on the power of our scientist and the cooperation and the solidarity of all countries of Europe and the World.

Future targets of our group: Sentido Port Royal Villas & Spa Hotel will keep on oriented to sustainable growth by strengthening the implementation of our strategy in all of four presented elements that consist our drive map of growth.

It is our commitment to reinforce our fundamental strategies in all fields of operation, year by year staring always to the future needs of our guests and the people we work with.

George Platis

General Manager

Sentido Port Royal Villas & Spa Hotel