Sustainability Statement

Our vision is to create a culture that aims for:

“A sustainable society where we can satisfy our own needs without reducing the possibilities for future generations to satisfy their needs”.

It is well understood to the Management of “LOUIS CRETA PRINCESS AQUA PARK & SPA” the necessity to implement a sustainable action plan in order:

• to reduce the environmental impact from its activities,
• to adapt to the socio – economic fast changes and contribute to the local community,
• to create a safe, fair and pleasant work environment and finally
• to avoid any form of child exploitation.

For the above purposes Louis Creta Princess aqua park & spa implements, maintains and develops the below standard system:

Louis Creta Princess Aqua Park & Spa is awarded by Travelife Sustainable systems Gold.
Louis Creta Princess Aqua Park & Spa Management sets goals and to achieve them it:

• Has created a sustainable team, which is composed from all department heads and assigned the deputy general manager Mr. Thomas Tsatsoulis as the head of the team.
• Undertakes to carefully examine and understand the specific requirements and needs of its clients and to adopt policies and procedures that satisfy them with certainty.
• Provides fast, efficient, and friendly service to customers and partners.
• It is committed to producing and delivering safe and high-quality food products that meet the needs and expectations of its guests in a way that ensures absolute hygiene and quality.
• Has installed an Operating System that is in line with the hotel’s wider targets as a Travel Services Provider and which analyzes the risks based on a risk study that assesses the risks based on their likelihood of occurrence and severity and recognizes Critical CCP’s and OPRPs to control these potential risks, taking into account sensitive consumers Legislation, the recommendations of the competent authorities as well as new scientific data on food dangers.
• is committed to supporting the HACCP and Security Committee with all the resources and resources required to ensure that Food Safety and Health and Safety Management Systems work efficiently and meet the goals of their creation.
• Provides customers the "best value for their money", the best quality, safety and value in products and services for the money they pay.
LOUIS CRETA PRINCESS AQUAPARK & SPA

Sustainability Statement

- Periodically checks to verify the effectiveness of the Operation / Safety, Health and Environment / Food Safety Systems in order to take the necessary corrective actions
- It is committed to ensuring that the Operations, Safety, Health, Environment and HACCP policy is understood, implemented and maintained at all levels of the organization.
- Maintains the facilities and equipment of the hotel according to the highest possible levels of maintenance, cleaning, disinfection, comfort, functionality, and efficiency.
- Provides all the means for staff training on health and safety issues and the allocation of responsibilities within the Hotel
- Provides health and safety to employees, subcontractors, suppliers, visitors and other third parties on the premises of the Hotel and environmental protection and takes all appropriate measures to control these factors
- Creates a culture at work of sensitivity in safety, health and environmental issues.
- Continuously monitors the reduction of incidents that harm human health and / or the environment.
- Adopts and implements policies and procedures that systematically and efficiently ensure the highest levels of hygiene, safety, and protection of the hotel's interior and exterior environment.
- Provides staff continuously through training, coaching, protection and well-being at the work.
- The policies and procedures outlined in this Handbook are an integral part of the hotel's management and operation, for which we are proud and ensure that they are effectively implemented at all times.
- The Operating System will be continuously monitored, maintained and improved through a program of inspections and reviews. It invests in continuous training, updating and informing of its executives to promote Quality in all their activities
- Develops long-lasting, mutually beneficial relationships with trusted, technologically upgraded and quality conscientious suppliers.
- It sets measurable targets for quality, safety, health, environment and HACCP at operational level, operational level of departments and / or processes, as well as products. These targets are established and evaluated in terms of their achievement by the Hotel's Top Management within the framework of the Management Review and on monthly management meetings.
- Communicates periodically the results to the guests.
- Communicates periodically the results to the employees.
- Monitor, measure and evaluate critical parameters and processes to ensure quality of services, health & safety, food hygiene, limitation of the impact on the environment, the optimum contribution to the local community, child protection and fair treatment of its employees.
- Comply with the relevant environmental legislation & take a proactive approach to future requirements & obligations.
- This policy is applied by all employees at all levels of the business and recognizes the individual hazards of their workplaces, contributing to improving the performance of all the above.
LOUIS CRETA PRINCESS AQUAPARK & SPA

Action Plan Content – Best Practises

RECYCLING OF:

- Paper
- Glass
- Plastic
- Batteries
- Electrical domestic appliances
- Electronic appliances
- Frying oil
- Metals
- Clothing

SAVE ENERGY BY:

- Monitoring energy sources, electricity, gas, diesel
- Low energy bulbs and led lights
- Electricity Cut off in the rooms, balcony doors & windows
- Key magnet to connect room electricity
- Prefer as much as possible local suppliers

WATER SAVINGS

- Flow reducers in the shower heads
- Economic toilet flush
- Encouraging guests to re-use towels
- Re use treated water for garden watering

WASTE MANAGEMENT

- Participating in municipal organic waste management network (compactor)
- Avoid purchasing of individual packaging, prefer catering size packaging.
- Recycling
- Separation of bio-waste in cooperation with municipality of Platanias starting from 2020
LOCAL COMMUNITY

- The hotel is in close cooperation with municipality of Platanias, Maleme village school
- The hotel offers social symposium to the pure people of Maleme village
- Supports Church of Maleme Agios Antonios, monastery of Kolymbari (Moni Gonias)
- Make presentation at public schools for sustainability
- Used linen donation in local football teams (Platanias, Poseidon)
- “Greek Breakfast” We as member of Louis Hotels implement the concept of Greek breakfast. Offering the guests an authentic Greek cuisine is part of the support of the local community.

CHILD PROTECTION

- Organizing seminars on child protection from:
  / Neglect
  / Physical abuse
  / Sexual abuse
  / Emotional abuse
- Implementing of Louis group manuals on child protection

GUESTS’ CONTRIBUTION

- Separate & Recycle in designated areas or leave in the room and the maids will do it for you
- Re-use bath & beach towels
- Turn water on only when necessary
- Use the toilet low flush button when possible
- Batteries are recycled in the lobby area
- Do not leave a separate magnet on the key fob when leaving your room.
- Creta is a beautiful place, take the opportunity to visit historical sites, omalos mountain, Manoysakis wineries, monasteries etc. Complimentary information booklet is found at the reception area.
- We are a family hotel and many children are around. We kindly ask you if you see any weird behaviour against a child, please immediately report it to the deputy General Manager or to the General Manager.
LOUIS CRETA PRINCESS AQUAPARK & SPA

Action Plan Content – Best Practises

EMPLOYEES CONTRIBUTION

We strive to involve as much as possible our employees in this initiative by training and informing them about recycling, and that recycling in our days should be... a way of life!

TARGETS & ACTUAL FIGURES

We set separate target per bednight for:

- Water consumption in litres
  - Electricity consumption in Kwh
- Fuel consumption in litres
  - Gas consumption in litres

For all the above we have one target energy consumed per bednight in Kwh

<table>
<thead>
<tr>
<th></th>
<th>SUMMER 2017</th>
<th>SUMMER 2018</th>
<th>SUMMER 2019 (TARGET)</th>
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<tbody>
<tr>
<td>Water</td>
<td>0.378</td>
<td>0.205</td>
<td>0.202</td>
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<tr>
<td>Energy (electricity, gas, fuel)</td>
<td>14.7965</td>
<td>14.5845</td>
<td>14.5223</td>
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</tbody>
</table>
SOLID WASTE

We have identified the areas that produced solid waste and our efforts are to minimize the quantities that are thrown in the waste bins.

Paper, Toners, electronic equipment, batteries, plastic containers, bottles, glass, light bulbs, copy machines ink, tyres, garden trash, are all recycled.

LIQUID WASTE

All water is treated by the central sewage plant. Frying Oils are also recycled. Pool back wash in sewage plant.

USE CHEMICALS

A list of the pool chemicals has been prepared. The yearly consumption is monitored and are converted in kg. A list of chemicals used in the kitchen and in the housekeeping is also prepared. The consumption is also monitored. For all chemicals there instructions how to use and what protection to take.(PIS / MSDS)

We confirm that all our actions are complied with the Greece law and European directives.

Yours sincerely,

Thomas Tsatsoulis

General Manager
TRAVELIFE

What is Travelife? Travelife is an international sustainability certification scheme for hotels and accommodations. We help them to improve how they manage their environmental and social impacts, such as reducing their energy or water consumption, and ensuring they support local people, businesses and culture.

The criteria also covers issues like human rights, child protection and employee welfare. Helping to ensure they operate fair practices and are working to protect their guests, employees and the local community where they operate. Accommodations that prove they meet the Travelife sustainability criteria become certified and receive either a Travelife Gold Award or Travelife Award of Excellence

What does the Louis Creta Princess aqua park & spa:

- The hotel is a member of Greece Sustainable Tourism Initiative, with whom applies the project Greek Breakfast, which aims to offer authentic Greek cuisine.
- Recycles paper, plastic, glass, batteries, computers, metals, lamps, frying oil, clothing.
- Monitor the consumption of electricity, water and fuel (gas / diesel).
- Offers authentic Greek cuisine using the local products
- Helps and contributes Charity centers like Erithros Stavros, Church of Maleme etc.
- Participates at schools of the community for sustainability in tourism lectures. Supports their initiatives.
- Organizes beach cleaning, blood donations, tree planting with guests and staff.
- Organizes seminars
- The hotel issued statement for 3 Policies, which cover the criteria of Travelife. These statements are in the Staff room’s board and at the Information board. A) Community responsibility B) Human Resources Management and C. Child safety and protection, applying the “The Code”. ( separate information ).

RECYCLING

- PAPER
- GLASS
- PLASTIC
- WHERE: STAFF AREA & PUBLIC AREAS
- FRYING OIL
- METALS, DOMESTIC ELECTRICAL APPLIANCES, ELECTRONIC APPLIANCE
- CLOTHING
- BATTERIES.
- ELECTRONIC APPLIANCE
- PLASTIC CAPS (of bottles) buying wheelchair

SAVE ENERGY

- LOW ENERGY BULBS
- WINDOW/BALCONY DOOR ELECTRICITY CUT OFF
- ROOM ELECTRICITY CUT OFF WHEN CLIENTS ARE OUT (magnet)
- WATER SAVING SHOWER HEADS

RECORDING CONSUMPTION EVERY DAY OF:

- ELECTRICITY in Kwh
- WATER in liters
- FUEL in liters

TOTAL ENERGY CONSUMPTION PER BEDNIGHT

- ELECTRICITY
- FUEL
- GAZ
DEAR GUESTS, PLEASE HELP US IMPROVE OUR SUSTAINABILITY PROGRAM BY:

- Recycling paper, glass, plastic, batteries. Use the designated bins.
- Save water as much as possible. Do not leave the tap open and please report any eventual leakage!
- Do not leave room with the magnet on while out and a/c on!
- Please change towels when necessary, following the instruction in your room.
- Do not leave on the beach any garbage.