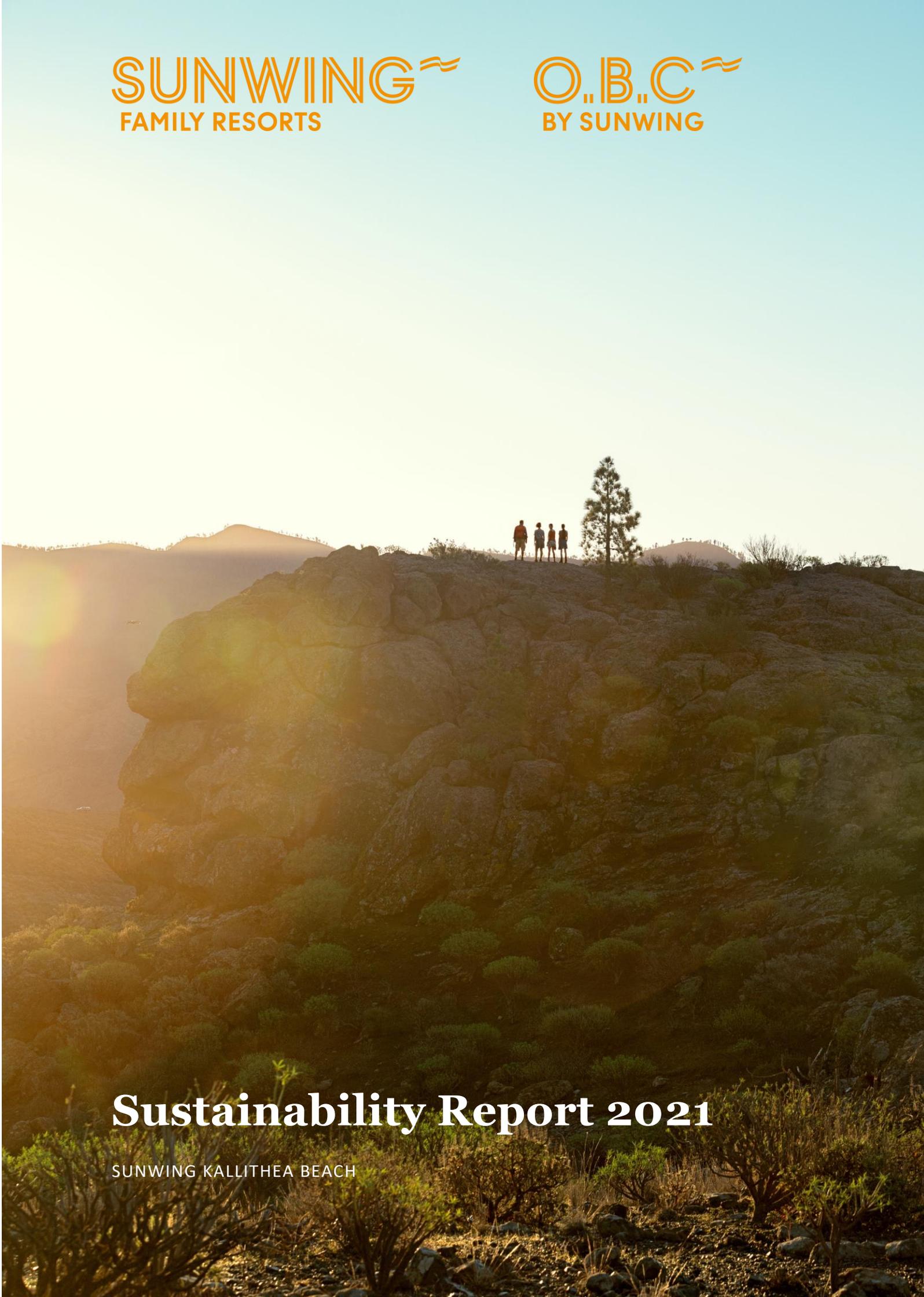


SUNWING[≈]
FAMILY RESORTS

O..B..C[≈]
BY SUNWING



Sustainability Report 2021

SUNWING KALLITHEA BEACH

Introduction to our business

Sunwing Kallithea Beach has been practicing sustainability issues for many years. Thus, this is the seventh issue of our Sustainability report which reflects the approach for continuous improvement in contributing to a sustainable tourism sector.

Due to Covid restrictions and travelling bans, Sunwing Kallithea Beach operated in 2020 for less than 3 months out of the usual 6 months summer season operation from April to October and welcomed from Nordic Leisure Travel Group's Tour Operator in 2020 approx. 5.500 hotel guests mostly from the Nordics, compared to the approx. 38.000 each previous year.

The hotel has been a premium product for families since 1975 with a high percentage of returning customers – around 30%. 95% all guests are satisfied or very satisfied.

The hotel is situated at the North-East Coast of Rhodes Island in quiet surroundings, directly by the sea and is close to everything. There are 5 buildings over 124 acres of land and a total of 534 apartments.

The hotel has 4 restaurants and 6 pools, 3 for adults and 3 for children.

You will find a wide range of restaurants, shops and other attractions in Rhodes Town, which is about 4 km from the hotel.

The hotel employs on a full summer season approx. 280 employees, locals in their biggest majority.

In the following pages you can read about our work in relation to the environment and the local community. We believe that in the future, it will be even more important to offer sustainable tourism accommodation and we want to continue "Creating a Difference with Every Holiday"

The company has more than 30 years of experience with environmental and CSR issues, and has delivered many results over time.



SUSTAINABILITY POLICY

Tourism and travel affect not only the environment but also the local inhabitants at the destinations we travel to. We constantly strive to minimize the negative effects of tourism and increase the positive ones, whenever possible and anywhere we operate, while at the same time showing the highest regard for people and places. As part of our engagement in corporate responsibility and sustainable operations, we are fully committed to comply with Human Rights and protect Children, represent and support the important cause to protect our world, and to care for customers, employees and partners and deliver transparency and communication in all we do.

ENVIRONMENTAL POLICY

NLTG has a dedicated environmental policy, which sets out goals for the business in reducing the consumption of fossil fuels within our own airline operations; measures to help us reduce resources, such as materials and products used in the supply chain; waste, energy consumption and heating reduction; reduced consumption of environmentally harmful chemicals; noise pollution; and conscious purchasing. The policy also describes our efforts on emissions offset approach.

CHILD PROTECTION POLICY

At Nordic Leisure Travel Group, we are fully committed to respecting children's rights as set out by the United Nations Convention on the Rights of the Child. The Child Protection policy outlines the company's standards which are in place to safeguard children, both customers and local at destinations.

The policy outlines our commitment to provide adequate training, information and support to customers and employees, reporting processes and investigation procedures to protect children from harm.



We operate a zero-tolerance policy against any form of abuse, neglect, or exploitation of children.

We condemn all forms of sexual exploitation of children and support all acts of law made to prevent and punish such crimes. NLTG demands that guests, partners and all members of staff refuse to take part in sexual exploitation of children, and that they report all cases of sexual exploitation of children of which they become aware. Breaching this policy may result in dismissal, reporting to the police and the end of ongoing collaboration.



Transparency is important for us:
Over the financial year, two cases of concern
have been registered, both of which have been
reported to the Swedish authorities.

Animal Welfare Policy

At Nordic Leisure Travel Group, we care about the welfare and protection of both captive and wild animals which form part of tourist attractions, and which are also impacted by tourism.

No compromises can ever be made.

That is why we have devised a clear policy for animal welfare. The policy is underpinned by a fundamental message:

We have zero-tolerance for exploitation of animals, and distance ourselves completely from everything that involves animals in captivity and from any other type of animal use or abuse for entertainment or commercial purposes.

In practice this means that we commit ourselves to refrain from participating in, organizing activities, or selling excursions to our customers, which includes activities where animals are either exhibited, used, or exploited for entertainment or commercial purposes. Consideration shall apply to animals in captivity of whatever form.



**We operate a zero-tolerance policy against any
form of exploitation of animals.**



Transparency is important for us:
No animal welfare cases have been reported
during the financial year.

ANTI-BRIBERY AND CORRUPTION

Our Anti-Bribery and Corruption Policy includes a list of actions and circumstances that constitute warnings for corruptions. It also clarifies our zero tolerance with all forms of bribery and corruption, both internally and externally.

If suppliers violate our policies, we are entitled to cancel contracts immediately and without penalty.

To ensure that our policies are complied with, there is a whistleblowing function for reporting wrongdoing (illegal or unethical conduct) or malpractice.

Our Supplier Speaking Out Policy specifically describes how suppliers, and their employees should proceed to confidentially report violations to our established standards, such as health and safety risks, unethical behavior, suspected crime, or corruption.



We act with zero-tolerance against bribery or corruption in any form by any stakeholder group related to the company.



**Transparency is important for us:
No cases have been reported this fiscal year.**

HEALTH & SAFETY POLICY

The health and safety of our customers and employees is of the utmost importance to us. We recognize our legal and wider responsibilities when providing accommodation, transportation, and excursions. We also recognize the variety of products and services provided through us. These are delivered by many independent suppliers, operating in many jurisdictions with diverse regulatory regimes and safety standards. We understand our responsibility to contract with reputable suppliers and to provide services that meet legislative requirements and reasonable safety standards.

To fulfil this commitment, we are working both with internal checklists and external expertise, based on European branch standards (ABTA/FTO).

Environmental Highlights

ENERGY

In Sunwing Kallithea Beach 95% of light bulbs have been replaced by low-energy bulbs and timers and photocells have been installed for the controlled operation of outdoor lights. Now, we take a step further and we have already started to change all low-energy bulbs to LED ones. Room temperatures are individually controlled by thermostats and there are automatic systems which turn the lights and the air conditioning off when guests leave their rooms.

A heat recovery system has been installed which produce hot tap water from the air conditioning chillers, covering the resort's needs for hot water during the months in which the air conditioning systems operate.

Additionally, a Building Management Systems is centrally adjusting the operating time of high energy consumption machinery.

New technology generators have been installed in Sunwing Kallithea Beach pool plant rooms which by a chemical reaction with the small amount of sea water use at the pools, produce

the chlorine needed for their safe and healthy operation and reduction of the chemicals purchase. Sand filters have been replaced with crystal filters reducing the number of back washes needed to keep the clearance of the water and by this way also reducing energy and water consumption.

Moreover, special maintenance procedures have been drawn up and documented for these energy-consuming machinery and equipment to achieve high efficiency and low energy consumption. Electricity and oil consumption are closely controlled, documented and followed up with provisions for better information.

Last, cooperation with Universities trying to find ways to improve the energy performance of the buildings, by implementing a methodology for calculating their integrated performance and setting standards based on certification schemes.

Despite the continuous improvement in the services offered to Sunwing Kallithea Beach guests, including the new spa & private pool installations, new appliances in the rooms (microwave ovens, toasters, boilers, etc.) or the introduction of All-Inclusive concept, has resulted a slight decrease in energy consumption.

Nevertheless, in constructing or purchasing decisions, environmental criteria are still considered thus minimizing environmental effect without compromising the comfort of Sunwing Kallithea Beach guests.

WATER

All room taps, and showers have been equipped with aerators which reduce water flow while maintaining water pressure and 80% are of the single mixer type. Toilet flushers are adjusted to less than 6lt of water per flush and during renovations double flushing system is installed. Showers in kitchens or outdoors have a system to stop the flow of water automatically after a certain time or if not occupied, and the gardens are normally irrigated during night hours to avoid water evaporation from the hot summer sun.

Finally, periodic inspections checking for water leakages are documented and forwarded to maintenance staff for corrective actions. During the past year we have cooperated with the Travel Foundation on a water project in Rhodes, in order to retrieve ways to further develop in water management.

Continuous improvement in the services offered to Sunwing Kallithea Beach guests, including the new spa installations, new sports pool construction, new private pools, new water slides, the introduction of all-inclusive concept, or climate change (global warming) has resulted a slight increase in water consumption.

However, in constructing decisions, environmental criteria are considered thus minimizing environmental effect without compromising the comfort of Sunwing Kallithea Beach guests.

CHEMICALS

The use of disinfectants and chemicals is limited: where this unavoidable however, environmentally friendly products are sought out. All the chemicals are biodegradable, and the quantity is measured through dosing devices. New generation generators which by chemical reaction produce the chlorine needed for a safe pool have been installed. Chemical-free cleaning methods are also promoted.

WASTE

All Sunwing Family Resorts have introduced the sorting of waste into at least five categories. Recycling stations are placed strategically around the resort areas, even though in some locations the local authorities have been slow to respond.

We routinely avoid buying small quantities or materials which are over-packaged or are even designed for one use; such products include shampoos, soaps, shower caps, and breakfast portions such as butter or marmalade.

We introduced purchasing of bio-degradable bags replacing the plastic ones used in our Mini Markets. From 2018 reusable purchasing bags will be at our guest's disposal to buy.

From summer 2019, Sunwing Kallithea Beach Is saying No to Straws and will replace it's single use plastics with PLA (biodegradable) ones.

We recognize that purchasing decisions can contribute significantly to environmental protection.

Social Highlights

The hotel has been awarded the Great Children's Holiday Prize 2019 as the best family hotel among all charter hotels and for best family hotels in Rhodes.

Tourism and travel affect not only the environment but also the local inhabitants at the destinations we travel to. To succeed in this effort, has laid down four guidelines:

- Working conditions
- Child labour
- The environment
- Child sex tourism

The guidelines are based on the UN Convention on the Rights of the Child and the conventions on working conditions and workers' rights, as set out by the UN's labour agency: ILO.

1. Working conditions

We will work towards working conditions that include:

- the freedom to join a trade union
- a minimum wage
- a good working environment
- regulated working hours

2. Child labour

We will work towards:

- The prohibition of child labour (we accept no employees younger than the laws of the respective countries allow)

3. The environment

We will aim to:

- Influence partners to act in as environmentally conscious ways as possible in their activities (for example in the areas of energy, water and chemical consumption, and in waste separation)
- Reduce the amount of carbon emissions and waste at the destinations.
- Encourage a healthy development of tourism at the destinations
- Stimulate the use of local products and labour

4. Child Protection from sexual abuse in tourism

We condemn all forms of sexual exploitation of children and support all laws to prevent and punish such offences.

- We have established a policy regarding commercial sexual exploitation of children
- We inform and train our staff
- We inform our travellers
- We add a clause to all our hotel contracts
- We inform local partners about our standpoint

ACTIONS TAKEN FOR QUALITY ASSURANCE

- We receive online feedback from our customers on a weekly basis and meetings within the management of the hotels on actions to be taken for improvements
- We train on a yearly basis our employees on Food and Room H&S for better service
- We hold departmental meetings on a weekly basis during which employees and Leads of departments are discussing quality of service provided to the customers
- A Year Business plan with targets presented to all employees during the Kick offs and results presented on the Kick downs by the Manager.

EVENTS AND DONATIONS

- We support financially every year the SOS villages and the Smile of the Child, Greek organizations focused on children's welfare.
- All furniture, electrical equipment or linen which are replaced on every renovation are donated.

In cooperation with the local hospital, we organize at least once a year blood donation with the contribution of our employees.

Social Community Charity

Charity actions take place on a yearly basis toward the local community, through:

- Food donations to the needy
- Linen donations to the local hospital and hotel's employees
- Furniture donations to the local community

Code of Conduct

The Code of Conduct is our main policy document and serves as an umbrella for all other guidelines and contains fundamental principles for how we as an organization should conduct our business in an ethical, social, and environmentally correct way. It includes business ethics and legislation, the environment, the working environment, and employment conditions, as well as human rights. This applies to all employees and all parts of the Nordic Leisure Travel Group business.

Sustainability programme

The sustainability responsibilities in Nordic Leisure Travel Group Resort & Hotels include:

- monitoring and reporting sustainability performance every year
- working with external sustainability organizations to further our knowledge and support best practice
- integrating sustainability processes into the day-to-day operations of our businesses

At Sunwing Kallithea Beach, The Hotel Manager with the appointed Sustainability Manager and in cooperation with All the Management Team, are taking over the above responsibilities and implementing all relevant Initiatives.

They are also working together with local authorities and individual stakeholders to improve awareness and general conditions on this destination.

By convincing others to undertake similar plans, we hope to advance sustainable tourism generally.



Gold Travelife Award since 2010

In parallel we actively support Travelife which is a sustainability scheme supported by the major tour operators. Therefore, the hotel has to fulfil not only environmental criteria, but social ones as well.

All our Sunwing Family Resorts achieved the Golden Award! The auditing was effected by the management of Travelife itself who has conducted the majority of the audits and the rest were conducted by independent consultants, since we feel that this approach has a greater impact and seriousness behind it. Moreover, using Travelife's system now, we have the most objective, accurate and updated sustainability database of our hotel's performance.



First hotel in Europe with EU-Ecolabel Award in 2003

We actively support the European Union's Ecolabel Scheme by having awarded 10 Sunwing Family Resorts and by participating in its revision process and openly share our experience and knowledge from its implementation in our resorts.

Having been awarded with the European Ecolabel is the best way to tell our guests about our efforts regarding environmental measures and quality improvements.

Enterprises bearing the Flower logo have officially been distinguished as being amongst the most environmentally friendly in their area since it is the Europe's official trademark with high reputation based on strong and reliable criteria.

The European Ecolabel is a guarantee for high environmental performance, since independent auditors are awarding the label after an onsite audit which is being effected before the awarding and can also be effected whenever during the label award.

The tourist accommodation must comply with all criteria (best practice & performance) in order to be awarded the EU Ecolabel, which aims to ensure a green future and sustainable development.

Awarded with the International Blue Flag since 1992



**BLUE FLAG
BEACH CERTIFICATE**



For achieving excellent standards
in the fields of environmental education,
water quality, environmental management and safety,

Reni 1/Sunwing Kallithea Beach
has been awarded the **Blue Flag**
for the season **2021**
and for **30** consecutive years since **1992**.


Sophie Bachet Granados
Blue Flag International Director


Dareia-Nefeli Vouridoumpa
National Blue Flag Director


Lesley Jones
FEE President

Blue Flag is an eco-label awarded to more than 4000 beaches, marinas and ecotourism boats in 50 countries worldwide.
Blue Flag is a programme of the Foundation for Environmental Education (FEE).

www.blueflag.gr • www.blueflag.global

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Sunwing Kallithea Beach has been awarded for 30 consecutive years with the International Blue Flag for its Beach organization, cleanliness, its swimmers' safety, care of the natural environment and the quality of its sea water.

Measuring & monitoring performance

ENERGY CONSUMPTION (KWH/BEDNIGHT)

Year	2018	2019	2020
Value	12,61	12,52	44,33

WATER CONSUMPTION (KWH/BEDNIGHT)

Year	2018	2019	2020
Value	386	377	1477

WASTE (GR/BEDNIGHT)

Year	2018	2019	2020
Unsorted	640	607	1320
Sorted	90	201	306

CHEMICAL CONSUMPTION (GR/BEDNIGHT)

Year	2018	2019	2020
Value	89,69	138,63	305,89

1. *Additional private pools in Rooms increased the demand for Pool chemicals in 2019.*
2. *Lower occupancy and less operating months during year 2020 gave a substantial increase in the hotel's consumptions*

Action plan

ENVIRONMENTAL POLICY

Sunwing Kallithea Beach believe that continuing success in the hotel depends on:

- Offering high quality services in a clean, safe and well-protected environment.
- Constant adaptation of its services and products to new Sustainability standards and to the demands of its guests as these are shaped by the economy, technology and social changes.
- Consistent training of staff so that they understand and adopt these new technologies and practices.

Each hotel department and its employees participate in this effort: it is necessary to ensure that products and services are always safe and do not damage the environment but if possible protect it and improve it.

We also motivate and put pressure on our partners, suppliers and local authorities to accept and implement similar practices, always keeping in mind local circumstances and national legislation.

Our company is committed to the environmental targets it has set itself, using material and human resources to achieve the targets. We make this policy known to our guests, staff and stakeholders.

Our activities are examined with respect to our policy and relevant legislation. Our environmental work is reported openly and objectively.

OBJECTIVES

Continuous improvement is based on measurable environmental objectives such as :

- Reduction of energy consumption.
- Reduction of water consumption.
- Elimination or limited use of harmful chemicals.
- Limited production of wastes.

ENVIRONMENTAL TARGETS

- Sunwing Kallithea Beach to continue achieving the Travelife Gold Award
- Ensure a continuous reduction in the consumption of natural resources
- Ensure that all new employees are informed of our environmental activities by completing training in basic environmental and Sustainability issues and business-related environmental aspects every year.

SUSTAINABILITY STRATEGY

NLTG mission is to take a position as the leading holiday company in sustainable travel. We are currently working on setting our long-term sustainability strategy framework, reaching further into our future than our previous three-year plan. This framework will be a clear guideline for ourselves and our efforts to improve our way of doing business, effective from 2021 to 2030.

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*“Αν επιθυμείτε να λάβετε αντίγραφο της αναφοράς μας Βιωσιμότητας στα
Ελληνικά, μπορείτε να μας το ζητήσετε ηλεκτρονικά στο:*

Kallithea@sunwing.net

Θα χαρούμε να σας εξυπηρετήσουμε”