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ROBINSON  KYLLINI BEACH



## Sustainability Report 2022

World of  TUI

CLUB KYLLINI BEACH



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## Prologue

Environmental and sustainability issues are an important and central part of our hotel's strategy. Not only to reduce our CO2 emissions, but also to reduce our energy use, water, waste and use of chemicals. In addition, social engagement is of high importance to us so that the community and local population benefits. In order to continuously review and improve our commitment to the environment and sustainability, we obtain certification from several external standards.

With this report, we would like to inform all stakeholders about our sustainability measures and progress over the last three years.

Your

Giorgos Skoulaxinos  
General Manager



## Management & Sustainability

Our hotel has a high standard of its own corporate responsibility. We know that we have a high impact on the environment, national economic development, education and promotion of employees, as well as their health and well-being.

Our goal is to minimize our impact on the environment now and in the future, strengthening local communities while doing the best we can for our guests. To this end, we have set the following goals: improving energy and water efficiency, reducing waste and recycling recyclables, outreach to guests and collaborative partners, sustainable procurement, and volunteerism.

For this reason, our sustainability strategy is based on 6 V's: avoid, reduce, recycle, beautify, communicate and understand. They support the TUI Group's sustainability strategy "Better Holidays, Better World".

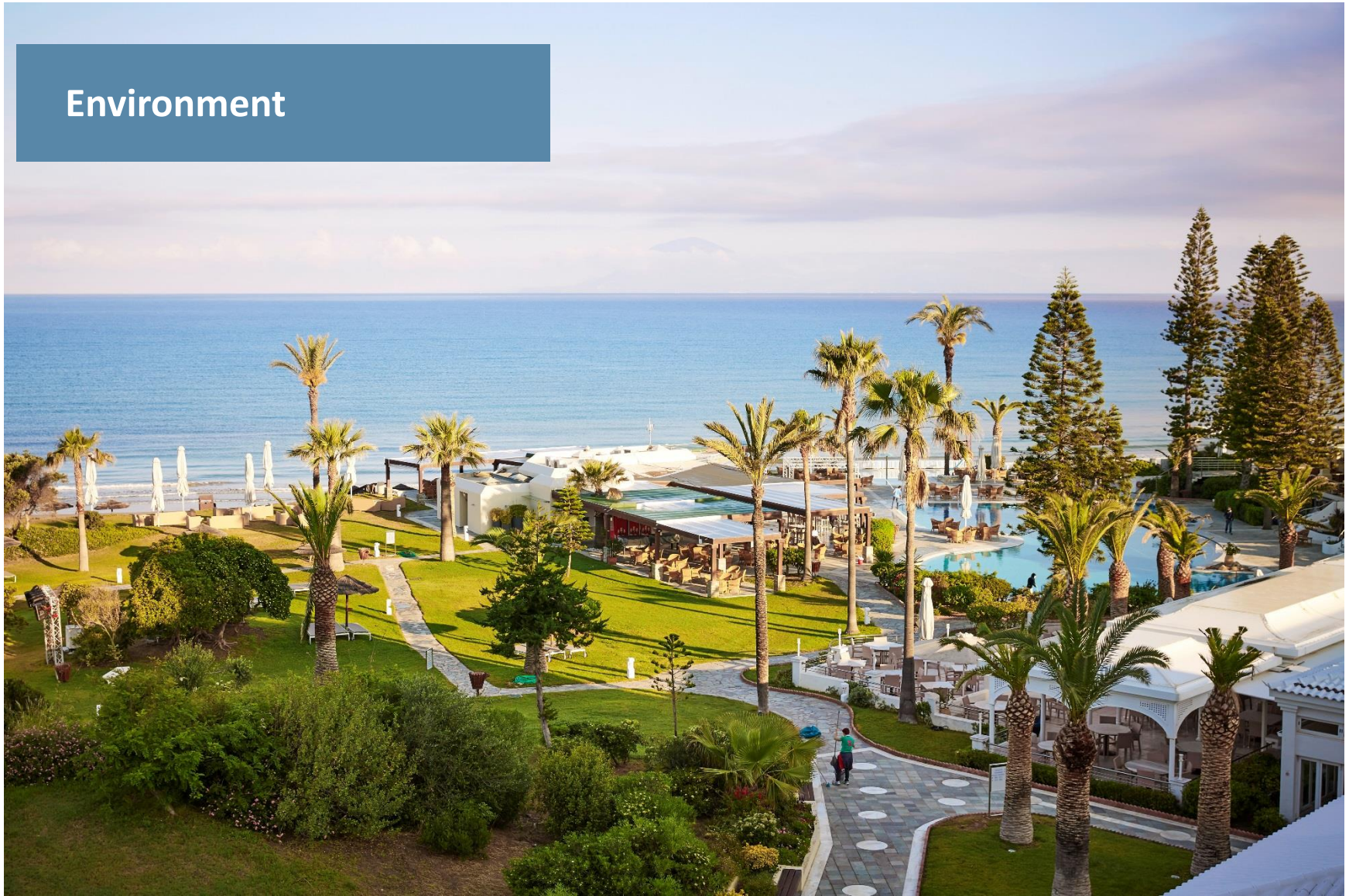
Goals are formulated, activities to achieve these goals are planned, activities carried out during the year are documented, results are compared with the goals at the end of the year, and goals and activities for the next year are formulated on this basis.

Our Code of Conduct sets out our commitment to climate protection, and employees are made aware of the issue through training courses. The promotion of our employees and good working conditions as well as the development of the destination on site are important goals. The sustainability report is based on three core areas: Environment, Community, and Local and Social Engagement.





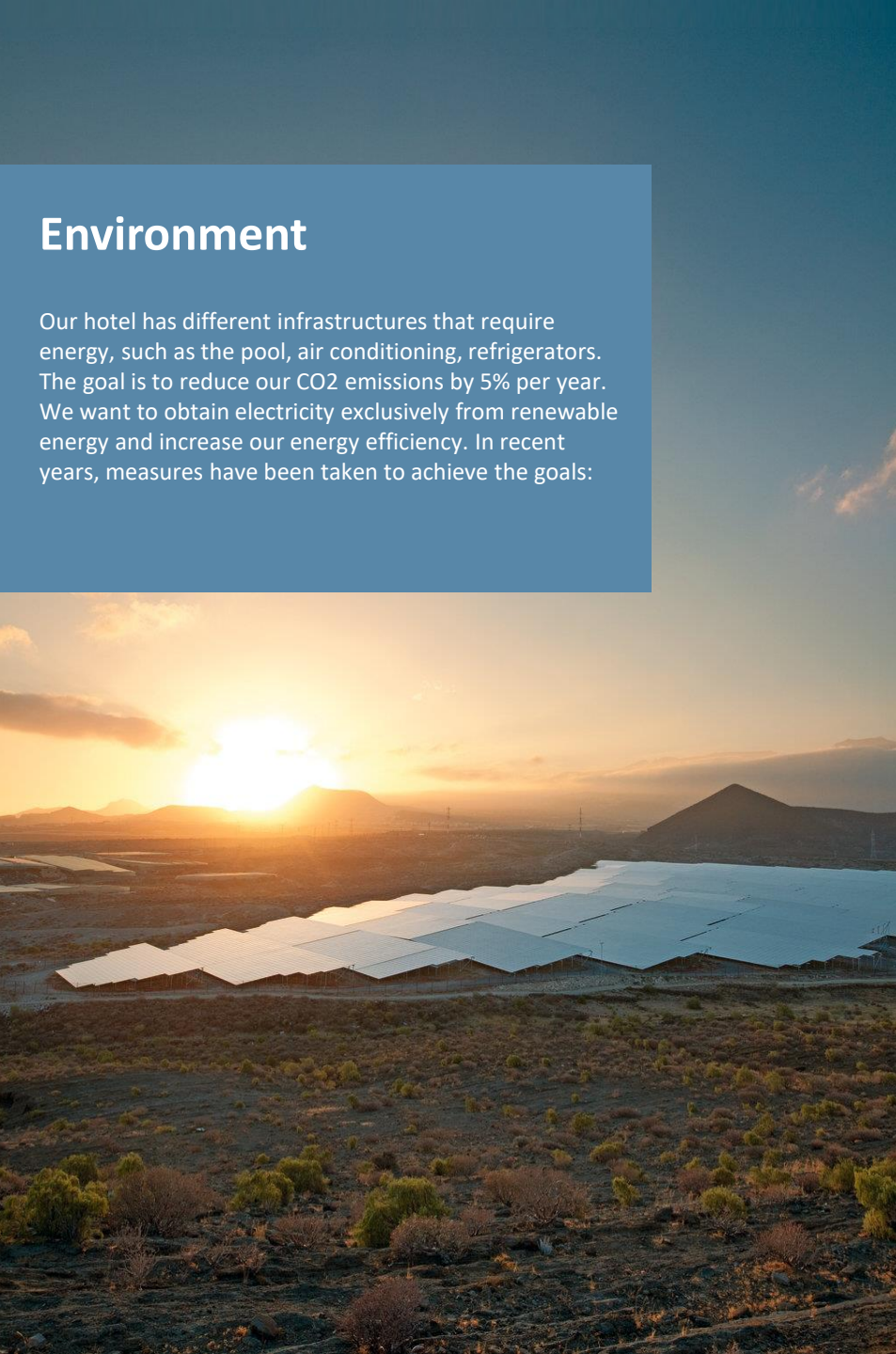
# Environment





# Environment

Our hotel has different infrastructures that require energy, such as the pool, air conditioning, refrigerators. The goal is to reduce our CO2 emissions by 5% per year. We want to obtain electricity exclusively from renewable energy and increase our energy efficiency. In recent years, measures have been taken to achieve the goals:



## Total Energy consumption (in KWh)



## Total Energy consumption guest/day (in KWh)



Through training and communication, we sensitize our employees and guests to the issue. For example, bed linen and towels are now only changed in addition to the standard at the request of the guest.

In 2022 we made a lot of energy savings compared to 2021 ( 29,4 Kw 2022 - 33,1 Kw 2021 Guest / day ) despite the fact that we had several thousand more overnight stays .This is due to investments made in technical facilities , such as for example BMS system upgrade , replacement of large pumps with inverter pumps , replacement of old water storage tanks etc.

# Water

In addition to the protection of energy resources, the reduction of water consumption is a central goal of our hotel. Since 2009, we have succeeded in continuously reducing the total water consumption per guest per day despite increasing guest numbers. Our goal is to continue this in the coming years.

For example, the installation of flow restrictors and the maintenance and care of the hotel infrastructure to prevent leakage resulted in a saving of 5 liters per guest per day.

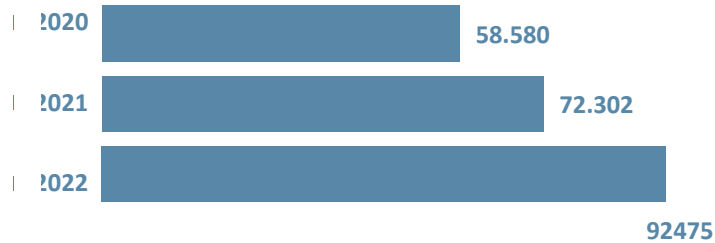
We also raise awareness among our staff and guests about water consumption (e.g. with cards in the rooms).

We draw water from our own well (bore water). After use, this water is returned to the hotel's own sewage treatment plant and reused.

The increased water consumption compared to 2021 is entirely due to the increase in the number of overnight stays ( 2021-88,678 overnight stays / 2022 - 102,485 overnight stays ).



Total Water consumption (in l)



Total water consumption Guest/Day (in l)





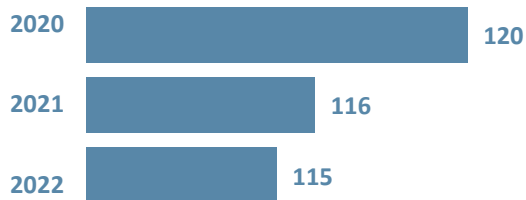
## Waste Management & Hazardous Substances

With 2.5 kg of waste per overnight stay per guest, we were able to reduce the amount compared to previous years, but it is still important to us to reduce this further in the coming years.

We measure food waste and take measures to further reduce it. For example, we train our employees and inform our guests about our food and measures to avoid waste. We source our food from sustainable and regional sources.

The products we use, such as cleaning agents, are environmentally certified and biodegradable. The goal here is to reduce the amount of cleaning products used by 15 percent.

Lebensmittel Abfall (in gr) pro Übernachtung und Gast



In 2016 we implemented a waste management system, where we encourage our guests and employees to separate the waste. Our certified partners recycle recyclable materials such as paper, plastic, glass, or hazardous waste is collected by certified companies. We recycle paper, plastic, glass and batteries.,



## Community & Supply Chain





# Our employees

Our hotel currently employs 246 people, 177 of whom are of Greek nationality. The 69 other people are mainly from Germany.

National and international standards regarding environmental protection, labor law and safety are applied at our hotel. Through extensive, biannual training and education programs, we educate our employees not only in sustainability topics. By continuously raising awareness among colleagues (through e-mails, signs or descriptions), we try to increase environmental responsibility.

A high level of job satisfaction is important to us. Therefore, we conduct regular employee satisfaction surveys through external organizations to increase loyalty, company loyalty and satisfaction.

Compliance at all levels, the possibility of anonymous reporting to the management, extensive training measures and internal job advertisements are a central and important component of our hotel.

You are welcome to download our ROBINSON App, Club Kyllini. There you can read all policies in the directory A-Z.





## Purchasing and stakeholders



For our purchasing managers, it is important to give preference to sustainable and environmentally friendly products. For example, any renewal of technical equipment must be documented in terms of its environmental friendliness. When purchasing food, we prefer fresh regional and sustainable products in order to avoid long transports.

We involve our stakeholders throughout the entire value chain. When selecting our contractual partners, we pay attention to common climate protection objectives and draw on the experience of scientists and governmental and non-governmental organizations in our dialogs and coordinate with the local community.

## Our guests



Our hotel is committed to its environment, which it shares with its guests and employees. Conversations between guests and environmental managers are always available upon request to explain or answer questions about sustainability.

Our guests are always invited to participate in our environmental actions and sustainability efforts.

We communicate our activities through our sustainability report and social media channels.

## Social & local commitment





## Social engagement



Together with vacation guests and the TUI Care Foundation, we use the opportunity of tourism to bring about good for the people and societies in the destinations. The TUI Care Foundation places particular emphasis on bringing about change directly on the ground. To bring about sustainable and positive change, it builds on strong partnerships with regional and international organizations. 100% of donations flow into the projects. In 2017, €7.3 million in donations were collected and ten new projects were added, which are now supported by the TUI Care Foundation.

For example, the TUI Care Foundation and its partners are enabling a winegrowing project in Lanzarote, as the sun and volcanic rock provide ideal conditions for the local Malvasia grape, thus preserving winegrowing in Lanzarote and creating jobs.  
More information at: [www.tuicarefoundation.com](http://www.tuicarefoundation.com)

## Protection of children



We condemn any form of child exploitation, which is a fundamental disregard for the rights and integrity of children.

We do not hire children and report all suspicious activities towards children, both by employees and guests to the local authorities. Training sessions are held to educate our employees about child protection and how to recognize and report incidents contrary to child protection to their supervisors.

We reserve the right to sever any relationship with any person or company if they are associated with the exploitation of children.



## Certifications



## Awards



The internationally recognized Travelife seal of approval is used in the TUI Group in particular to assess sustainability performance. To obtain the seal of approval, a corresponding sustainability organization and measures that include ecological and social aspects are required. An external auditor carries out the audits. The seal of approval, awarded in gold for 163 fulfilled test criteria, is valid for two years.



The most environmentally friendly hotels from TUI Deutschland's range, are awarded the TUI Environmental Champion. The basis for awarding the title is Travelife's criteria. An additional measure of success is the feedback in the TUI guest questionnaire to the question: "How satisfied are you with the measures to protect the environment?". Both values together are included in the annual review and award of the best hotels. The objectivity of the selection and the evaluation process is checked by an independent expert on behalf of TUI Deutschland.



The Blue Flag is an eco-label in the field of sustainable tourism, awarded annually to beaches, coasts, inland waters and marinas that have met standards in the previous season in terms of environmental education, environmental management, service quality and water quality



Cristal Standards, market-leading health, safety and quality management company has released a new audit solution to help prevent the spread of infection (POSI). POSI-Check is designed to support organizations as the world recovers from the COVID-19 pandemic. The POSI-Check solution guides hoteliers and restaurants to demonstrate that they are effectively managing the prevention of the spread of infection.