

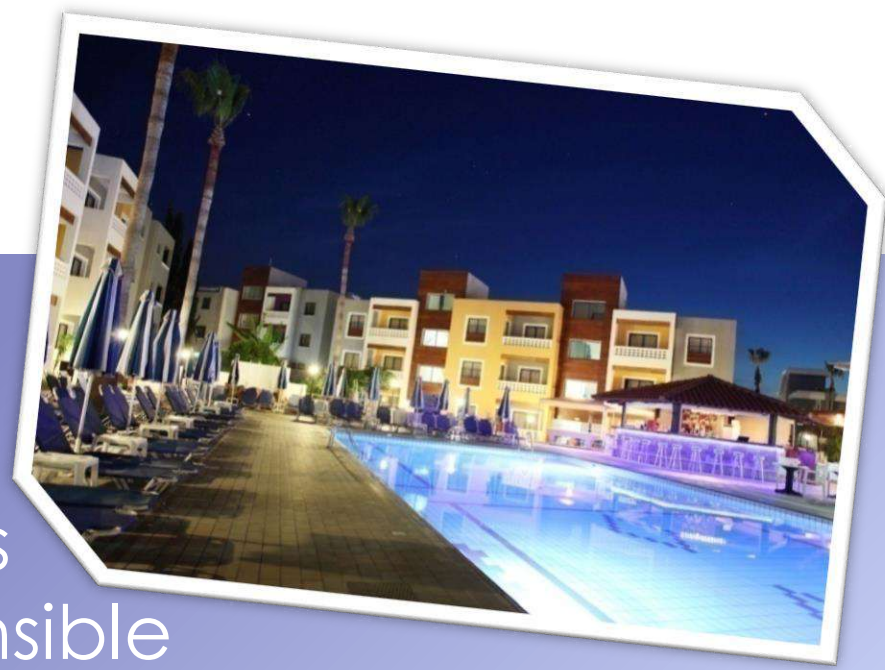


# ACHIEVEMENTS 2022

Corporate Social Responsibility



At KEFALOS TOURIST  
VILLAGE HOTEL,  
we concentrate our efforts  
on becoming more responsible  
towards the environment and the local community



THESE ARE OUR COMMITMENTS AND OBJECTIVES



**WE CARE ABOUT  
THE ENVIRONMENT**  
KEFALOS HOTELS



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# ENVIRONMENT

We are fully aware how our company's activities affect the environment. Therefore, it is our responsibility to attempt to minimize our impact through a number of initiatives



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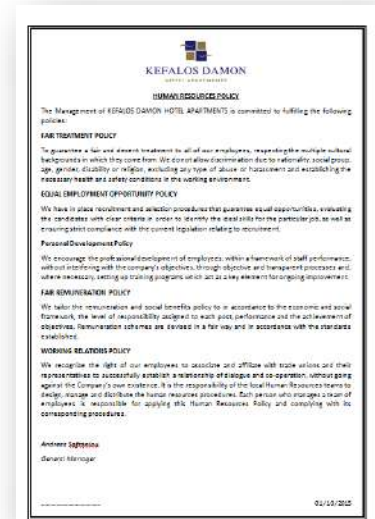
# SUSTAINABLE AWARENESS



Developing new awareness initiatives



Raising environmental awareness of our staff and guests



Introducing new sustainability policies



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Achievements 2022



# SAVING WATER

We believe in sensible water use striving to reduce consumption and minimize waste



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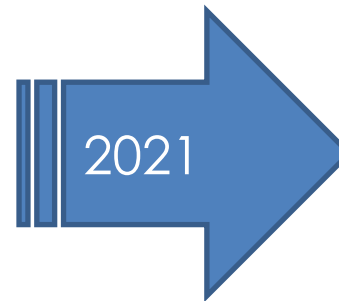
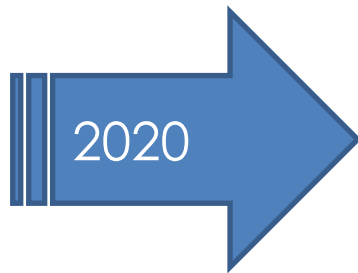


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# Water (Liters per guest night)



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## WASTE MANAGEMENT

We emphasize the significance of reducing our waste and managing it responsibly by separating the waste in order to be recycled as efficiently as possible



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## SAVING ENERGY

We are set on a continuous effort of upgrading our equipment with more efficient and eco friendly devices to reduce energy consumption on both electricity and fuels



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# ENERGY CONSUMPTION (per guest night)

ELECTRICITY

2020

752333  
kWh

2021

597792  
kWh

DIESEL

2020

6.47  
kWh

2021

6.11  
kWh

LPG

2020

1.52  
kWh

2021

1.41  
kWh



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## EMISSIONS REDUCTION

We are engaged in a continuous effort of minimizing our impact on the environment

By applying multiple energy saving measures we aim to keep our carbon footprint as low as possible



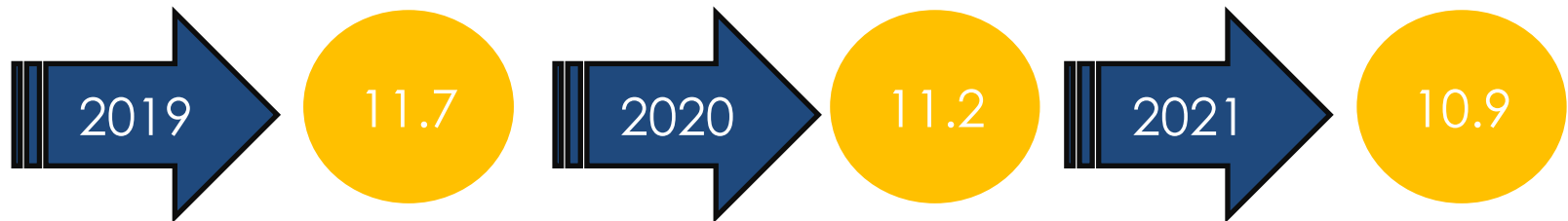
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# Carbon Footprint (Kg CO<sub>2</sub> per guest night)



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# LABOUR & HUMAN RIGHTS



KEFALOS HOTELS guarantees a fair and decent treatment to all employees, respecting the multiple cultural backgrounds in which they come from. We do not allow discrimination due to nationality, social group, age, gender, disability or religion.



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# KEFALOS TOURIST VILLAGE HOTEL

<u>STAFF</u>	2022
•MALE	60
•FEMALE	75
•LOCALS	39
•LONGTERM STAFF	28
(over 3 years)	24



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## SOCIAL



KEFALOS HOTELS has a special commitment towards its customers and employees as well as the local community by acting responsibly with the utmost respect and integrity



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# LOCAL COMMUNITY

Purchasing  Services  
Products

100% Local  
suppliers and  
distributors

Employment

40% Local  
employees



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## CHILD PROTECTION

Kefalos Hotels will ensure the protection of all children through adherence to the Child Protection guidelines adopted by our hotels

We are well aware of child abuse within the tourism industry worldwide and good practices and actions are in place to eradicate the problem



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# DONATION FOR UKRAINE WAR



**KEFALOS HOTELS  
HAS DONATED  
€ 1000 FOR THE  
UKRAINE REFUGES  
AND HIRE PEOPLE  
FROM UKRAINE.**



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# Furniture Donation

- We recently donated the old Furnitures and Tvs of the hotel to the local people and our staff.
- Also this year our sister hotel will be renovated and some of the furniture's will be given to our employees and local peoples.



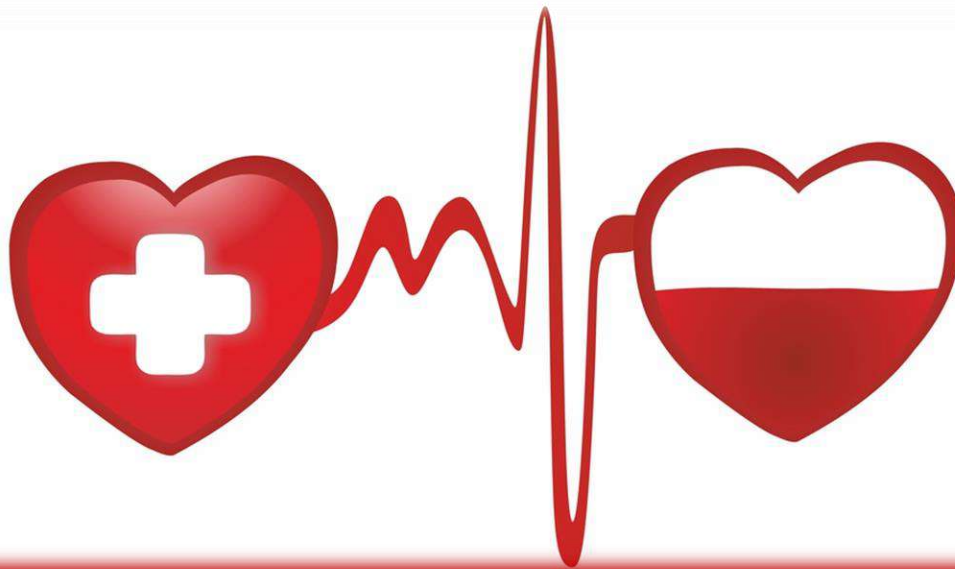
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The Blood Donation day organized annually at KEFALOS BEACH is gaining great popularity amongst our staff. Our aim is to achieve even greater numbers of participation



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## HEALTH & SAFETY

We understand the importance of maintaining a healthy and safe working environment for employees and customers. We take in to great consideration of the current legislations as well as the recommendations of the competent authorities



***SAFETY  
FIRST!***



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## HEALTH & SAFETY TRAINING PROGRAMS

- SAFETY AT WORK
- FIRE SAFETY
- FIRST AID



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# CUSTOMER SATISFACTION

At KEFALOS HOTELS we aim to maximize customer satisfaction that has been integral to the success of our business over the years



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# CUSTOMER SATISFACTION

98.3%  
2020 Overall  
satisfaction  
rate

98.62%  
2021 Overall  
satisfaction  
rate

Our goal is  
to increase  
by 1% in  
2022



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# OUR AWARDS



2015



2016



2017



2018



2019



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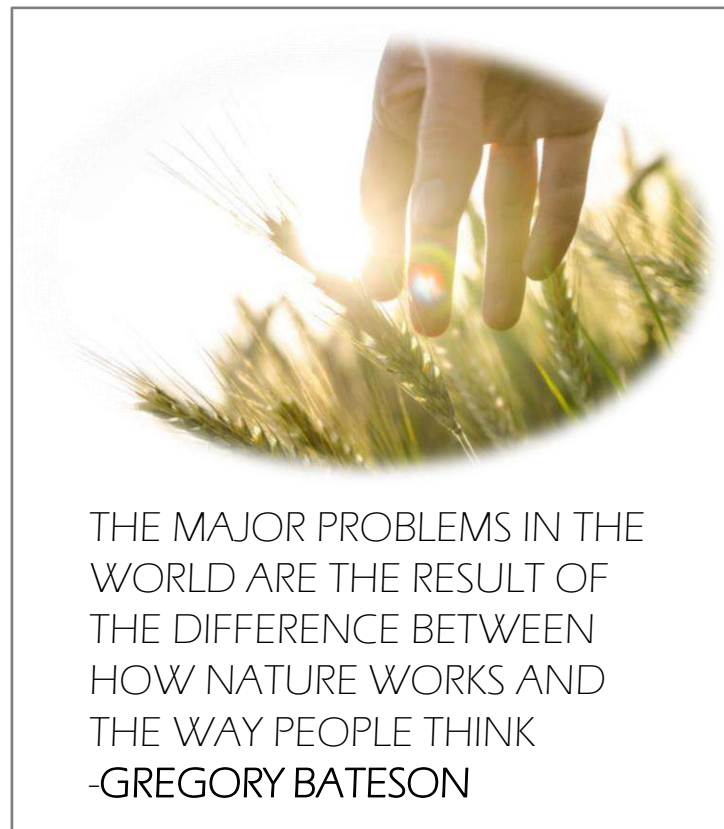
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## SUSTAINABILITY WARRANTY

We have decided to achieve TRAVELIFE system certification ensuring the sustainable management of our hotels and the fulfillment of these commitments



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THANK YOU FOR HELPING  
US ACHIEVE OUR GOALS!