

# TUI FAMILY LIFE KERKYRA GOLF

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## Sustainability Report 2019



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## INDUCTION TO FAMILY LIFE KERKYRA GOLF

### TUI FAMILY LIFE KERKYRA GOLF

Set amidst beautifully landscaped gardens and framed against the serene Mediterranean Sea on the beautiful island of Corfu, the multi-awarded, 4-star, all-inclusive hotel, TUI FAMILY LIFE Kerkyra Golf, invites you to experience a truly remarkable Corfu holiday. One of the leading, all-inclusive hotels in Corfu, TUI FAMILY LIFE Kerkyra Golf promises an unforgettable holiday in Corfu. Our hotel received the following accomplishments: Traveler's Choice Award by Tripadvisor, ranked 20th Top All Inclusive Resort in Europe for 2018 and 9th top family hotel in Greece for 2018. Gold award from Travelife in 2017.



## INDUCTION TO SUSTAINABILITY REPORT

Here at the TUI FAMILY LIFE Kerkyra Golf Hotel, we are all aware of the big issues that have arisen globally over the last few decades regarding to waste of energy / sources of energy (i.e. electricity, water, food, land etc.). This has had a negative impact to the environment and extended to the increase of socio-economic issues. Hence, it is our commitment as a hotel and people to ensure that our operation will have a positive impact to the environment and the community where possible. This will be done by setting goals and standards which will facilitate us in reducing waste to reach these goals.

In order to satisfy broader sustainability criteria including the environmental, community and human resource welfare, Travelife Gold award renewal in year 2019. To achieve our goals, we have appointed a member of the management, Mr. Ioannis Stefanidis (Hotel's General Manager) the responsibility to manage the environmental, human resource and community issues. It is important that this person informs and guides the management team through the resolution of these issues where possible and ensures that procedures apply to all parts of the business and business activities.

Along with the Travelife management system, the TUI FAMILY LIFE Kerkyra Golf ensures that a quality service through various collection of data – i.e. Tour Operator CSQs, MV Opinion (external guest survey) and Review Pro (TripAdvisor-holidaycheck), online guests reviews.



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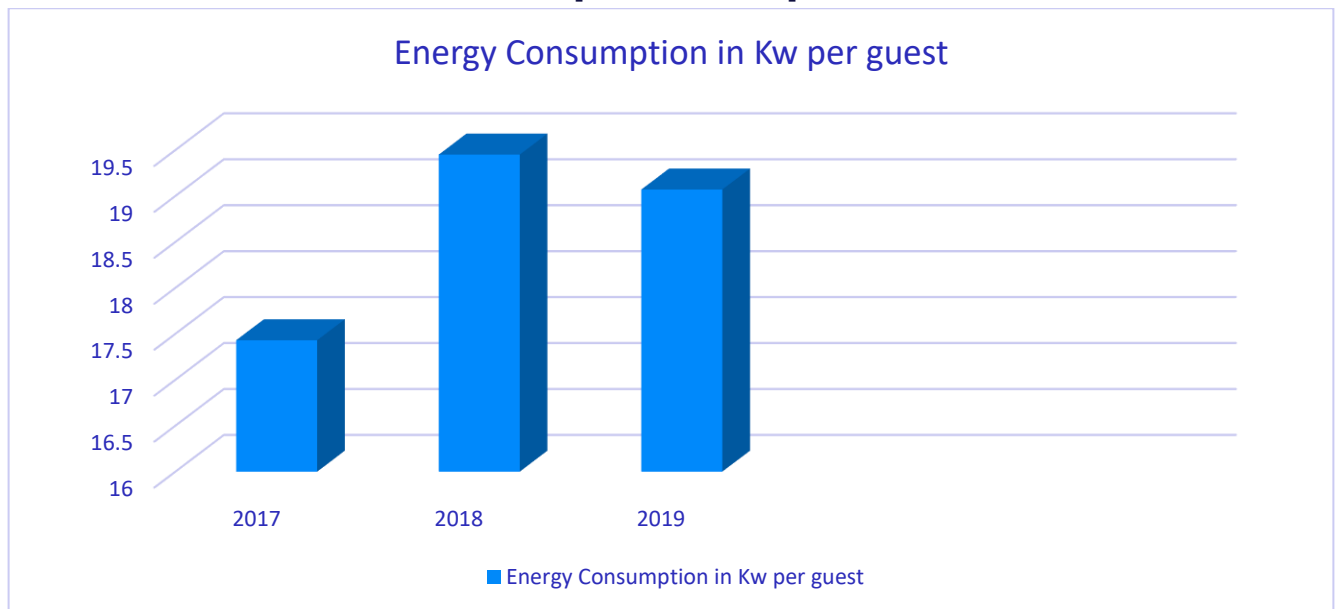
**Travelife**  
**Sustainability in tourism**

## Energy supply & management

**The Family Life Kerkyra Golf Hotel has electricity consumption at 14.10 Kwh per guest night. Operationally the Family Life Kerkyra Golf undertakes the following:**

- **Ensure that all equipment purchased in the future is rated as energy efficient**
- **Ensure our staff is trained as appropriate in energy conservation**

**Whilst ensuring a wide range of high quality products, our hotel purchases the most from the local market suppliers. In addition, orders are placed on standard basis within a week to reduce delivery slots. This will help us reduce CO2 emissions from transportation of products from abroad.**

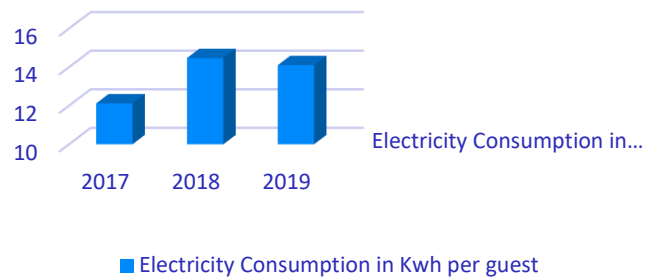


### ***Energy saving initiatives***

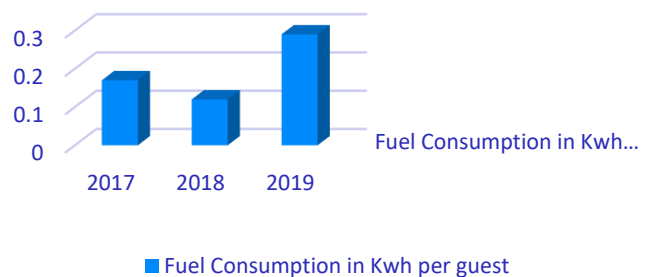
**The Family Life Kerkyra Golf Hotel ensures throughout its operation, optimal efficiencies by undertaking the following:**

- a. We use low energy light bulbs or LED lights in public areas, accommodations and back of house areas.**
  - **Energy light bulbs (outdoors, guest rooms)**
  - **LED (Restaurant, corridors)**
  - **Movement sensors in emergency exits.**
- b. Public areas**
  - **Public rest rooms lighting is controlled by sensors**
  - **Outdoor lighting is controlled by timers and sensors**
- c. Accommodation**
  - **Electricity switches on only with a magnetic key**
  - **Air-conditioning / Heating works only when balcony doors are closed**
  - **Balcony doors are double-glazed to preserve temperature in the room**

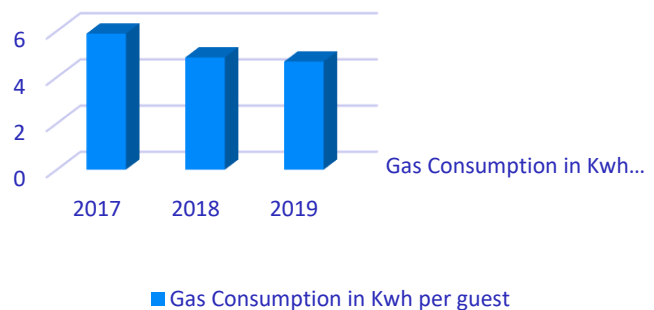
**Electricity Consumption in Kwh per guest**



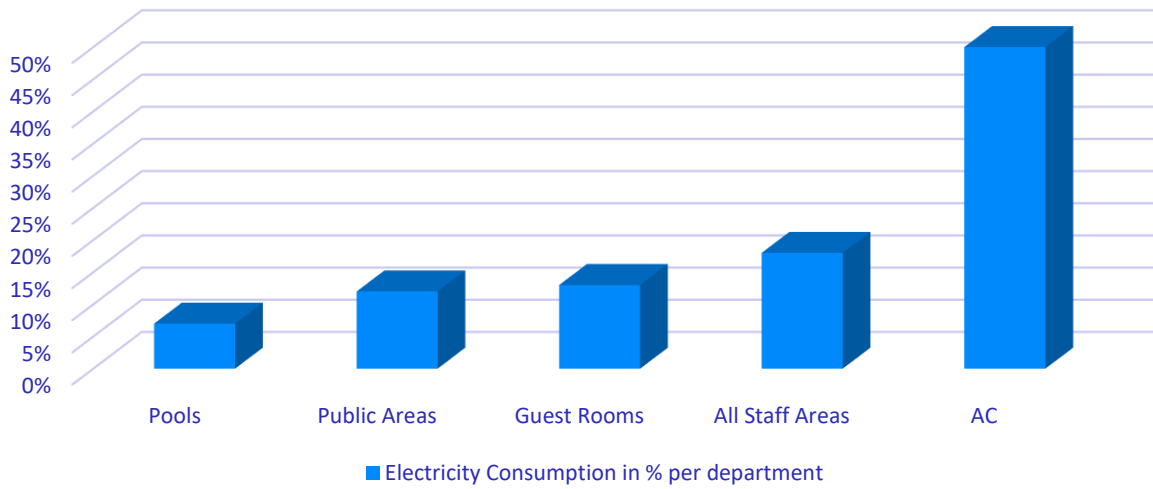
**Fuel Consumption in Kwh per guest**



**Gas Consumption in Kwh per guest**



Electricity Consumption in % per department



## Water management

**The Family Life Kerkyra Golf Hotel, since 2013 is operating a high-tech desalination facility in order to not burden the aquifer. With this facility, we are able to not compromise guest comfort or health & safety, yet incorporates water saving procedures and devices to minimize overall water consumption. The water consumption is 240 Ltr per guest night.**

### ***Water saving initiatives*** **Hotel (Public areas)**

- Toilets in public areas are equipped with low flush buttons
- Hot water is constantly circulated to have instant hot water at the sinks.
- New technology boilers are purchased and are in operation in order to reduce LPG

### **Public areas**

- Most of public showers are equipped with push buttons to control the duration of flow
- Beach towels are changed every 3 days to save laundry water. (flexible if dirty)

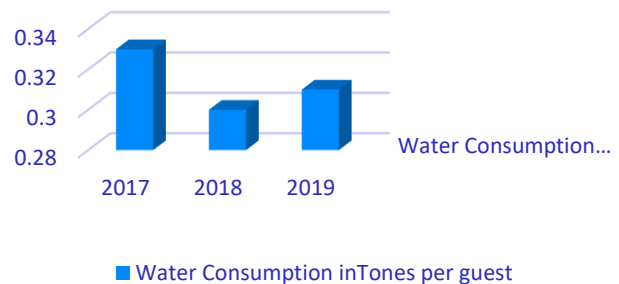
### **Accommodation**

- Bed linen is changed every 3 days (flexible if dirty)
- Guests are encouraged to reuse bathroom towels by hanging them back on the rail

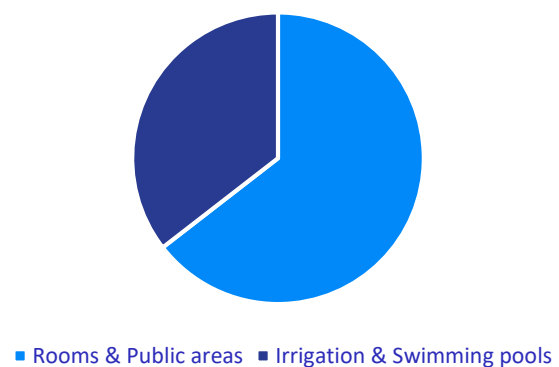
### **Waste water**

- Grey water is disposed to the public sewage treatment system

Water Consumption in Tones per guest



Water Consumption per department





## Waste management

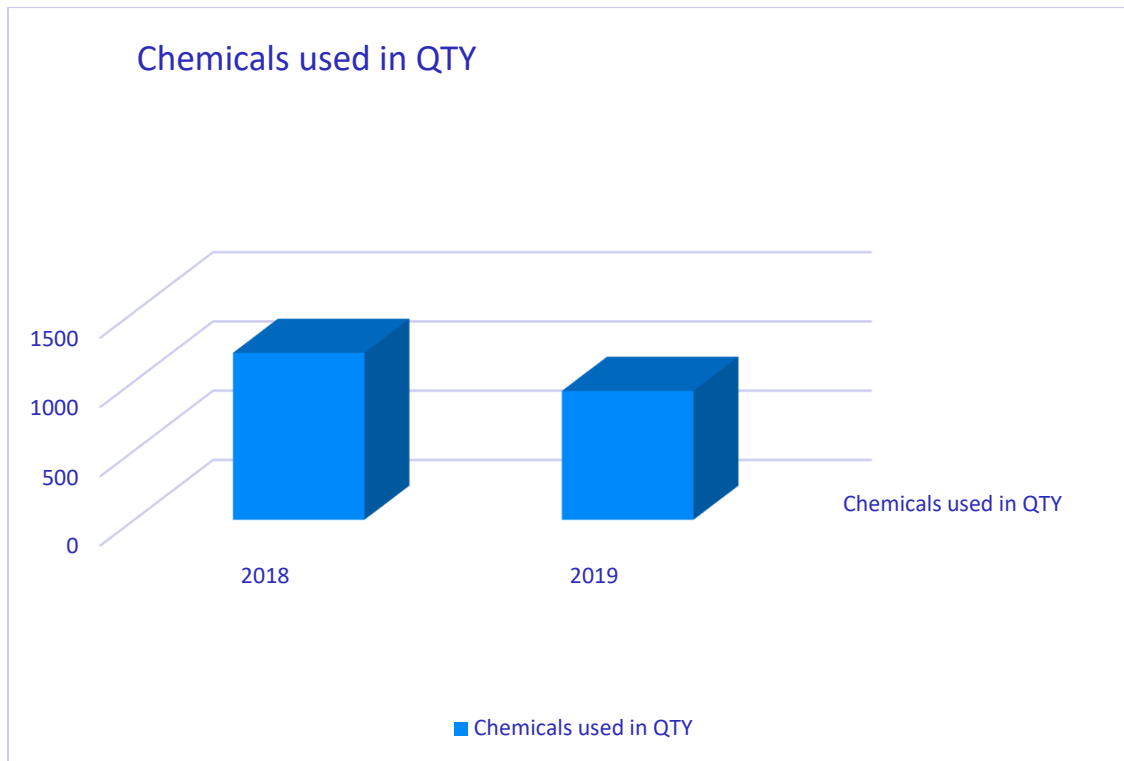
**Our hotel minimizes its solid waste production and encourages guests and staff to join the recycle program. Specifically, we:**

- **Recycle glass, paper, cardboard, plastic, metal, batteries, UCO (used cooked oil), lamps, toners & inks and electric devices.**
- **Replaced disposable plastic cups with reusable polycarbonate cups**
- **Reduce the use of plastic by replacing the plastic plates with reusable melamine plates**
- **Serve water by glass rather than in plastic bottles**
- **Buy in bulk**



## Chemicals

**The hotel purchases environment friendly cleaning supplies biodegradable (90%) and staff is trained for appropriate use.**



## Purchasing

**Whilst ensuring a wide range of high quality products, our hotel purchases and promotes mostly from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad.**

**Additionally, prior to every purchase of electrical equipment we make sure that they are energy efficient.**

## **Our vision**

**By 2019, the Family Life Kerkyra Golf Hotel will have provided a thorough training to its employees in regard to the environmental issues, our targets, and the tools / methods which will coincide to achieve our goal.**

**Our guests will receive better information on our environmental action.**

**Energy usage (electricity, water, fuel, gas) will be reduced.**

**We will make sure that the water flow will be remaining to the requirements of the Travelife Sustainability Programme:**

**Showers: 10l/min, Basins: 5l/min, Toilets: 6.5l/flush, Urinals: 2l/flush**

**Identify the processes / procedures that have a negative impact to the environment and try to minimize them.**

## **Community Policy Statement**

### **1. Promotion of responsible tourism in the area**

**The Family Life Kerkyra Golf Hotel is member of the 'Greek Tourism Organization', 'Greek Hotel Association', and cooperates with "Lavranos" Recycling Company.**

**As well the beach in front of the hotel is certified with the recognized award of the Blue Flag offering the possibility of our guests and community for each use.**

### **2. Purchasing**

**Whilst ensuring a wide range of high quality products, our hotel purchases and promotes mostly from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad. Additionally, prior to every purchase of electrical equipment we make sure that they are energy efficient.**

### **3. Employment**

**Our hotel and management are aware of the importance of recruiting local people. We understand that this will help money circulate locally and keep small and medium enterprises alive. Furthermore, this motivates locals to stay within the community and not seek for jobs abroad.**

#### **4. Children Protection**

**Our hotel fully supports the protection of under-aged including child labor, physical and sexual abuse. All employees receive training to distinguish basic children abuse incidents as well as they are encouraged to report to the hotel's management; the management in return will report such incidents to the local child protection authorities whether they originate from guests or employees, as we cannot tolerate the same.**

#### **5. Donations / Charity**

**The management of our hotel is concerned about socio - economical issues and when it is possible we aid with participation in fundraising (i.e. 'Family Holiday Association').**

**In 2015, the hotel donated furniture, linen or products that are no longer suitable for use within the hotel and food for poor people.**

**In 2016 we have donated mattresses to police department and orphanage.**

**In 2019, we have donated 397 pillows and 150 sheets to the General Hospital.**

#### **6. Community integration**

**The Family Life Kerkyra Golf, promotes the local customs and products through:**

- a. Greek breakfast (Since 2014 certified member of Greek Breakfast SETE Association)**
- b. Traditional food corner every day at lunch**
- c. Greek themed dinner buffet once a week**
- d. Promote local drinks (ouzo & koum quat) at the restaurant once a week**

- e. **A new restaurant opened since 2016 (Greek Taverna) in order to show Greek way of dining to our guests.**

**Conference rooms, restaurants and bars are available to the public at charge.**

## **Human Resources Policy Statement**

**Our hotel and management is committed to ensure employment in a pleasant and fair treatment work context. We believe that our employees are valuable assets and we have an ethical and legal obligation to take care of them in order to build a mutually beneficial cooperation. In our hotel we occupy 160 people, in which 60% are women and 40% men, in addition 90% of our staff are local. We provide accommodation to 10% of our staff.**

### **1. Recruitment**

**The Family Life Kerkyra Golf provides equal employment opportunities to all people regardless of gender, age, race, nationality, disability, and/or religion to join our workforce.**

**We rely on our permanent full time staff and always try to re-employ all employees every season.**

**We are against the employment of under aged people with the exemption of local students participating in training schemes, as we fully support Child Protection Policies.**

## **2. Contract**

**All employees have a written contract which meets at least the minimum national legal requirements and signed by both parties. A copy of this contract is given to all employees.**

**We do not make or receive payments before the contract dates and we do not keep any of their personal documents. All members of staff receive a salary no less than the legal minimum wage.**

**In the occasion that a member of staff leaves their employment before the end of their contract, they will receive all benefits and payments according to the law and agreement.**

## **3. Induction & Training**

**Upon start, all hotel employees go through an induction program (orientation week) and on the job training. This includes the familiarization and knowledge of the company's philosophy, culture and objectives, Health & Safety, technical skills etc.**

## **4. Health & Safety**

**We provide all our employees with the necessary health & safety tools (i.e. training seminars and equipment). These include the hotel's emergency plan (handbook, annual seminar from head office and fire alarm tests) and training for the proper use of chemicals.**

**Furthermore, we apply rules on personal appearance and hygiene, provide our staff with fresh food as well as changing rooms / shower rooms**

**With regards to accidents involving guests or/and employees, we record all of them and take corrective actions, as well as analyzing them in the end of each year in order to study the frequency, cause, place etc. to take preventive actions.**

## **5. Grievances & Discipline**

**All members of staff may discuss their complaints to their Department Heads and if they are not satisfied they may ask for an appointment with the Hotel Manager.**

**Disciplinary actions and observations are to be done through the Department Head whenever possible. In case of minor wrong doing the employees are given a verbal warning. Repeating or in case of another minor wrong doing will lead to a written warning. After the 3<sup>rd</sup> written warning, employees are dismissed from the hotel. In case of serious wrong doing (i.e. stealing, abusing of colleagues or guests etc) the employee will be dismissed immediately without any warnings.**

## **6. Development & Promotion**

**All employees are encouraged to develop their skills and job knowledge for development and promotion. We proudly promote from within when possible, hence the inclusion of seminars / training sessions and examinations that can build on their employability.**



## **7. Benefits**

**All employees are entitled to the following benefits:**

- a. Social insurance**
- b. Health insurance**
- c. Annual leave**
- d. Join the Hotel Unions**
- e. Uniform is provided by the hotel**
- f. Meals on duty**
- g. Sick leave**

## **Regulations**

### **EUROPEAN REGULATIONS ABOUT ENVIRONMENT**

All the laws and amendments about European environmental regulations are available on this webpage:

<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32004L003>

### **INTERNATIONAL REGULATIONS ABOUT HUMAN RIGHTS**

All the laws and amendments about International Human Rights regulations are available on this webpage:

[http://www.mlsi.gov.cy/mlsi/dlr/dlr.nsf/page23\\_en/page23\\_en?OpenDocument](http://www.mlsi.gov.cy/mlsi/dlr/dlr.nsf/page23_en/page23_en?OpenDocument)

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### **EUROPEAN REGULATIONS ABOUT HEALTH & SAFETY**

All the laws and amendments about European Health & Safety regulations are available on this webpage:

[https://osha.europa.eu/en/legislation/index\\_html](https://osha.europa.eu/en/legislation/index_html)