

# CORPORATE SOCIAL RESPONSIBILITY REPORT 2010



CLUB HOTEL \*\*\*\*\*  
**CASINO LOUTRAKI**  
CONFERENCE RESORT & CASINO

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## ADMINISTRATOR'S NOTE

The Corporate Social Responsibility Report 2010 is the first annual report published by Club Hotel Casino Loutraki, based on the GRI-G3 international standard for the compilation of corporate social reports.

I am very pleased that you are currently holding this publication in your hands. In the following pages, we clearly describe our company's overall commitment to Corporate Social Responsibility, as well as our principles, priorities, actions and performance concerning each sector of CSR: Marketplace, Society, Human Resources and the Environment.

We decided to issue our first GRI-based Social Report for the year 2010, as it coincides with Club Hotel Casino Loutraki's 15th anniversary of operation.

Since our establishment, we have followed a course of successful operation and growth, which has now made us the biggest casino in Greece, and one of the top casino resorts in Europe.

Most of all however, we feel especially proud of the fact that our evolution was not just limited to the business growth of our company. Club Hotel Casino Loutraki's commitment to become a nucleus for the development of the entire Loutraki area and to benefit the local community has been a conscious decision, to which we have remained true, responsible and consistent since the commencement of our operations.

In our business operations we have incorporated values and policies based on the principles of Corporate Responsibility, which promote the development of the local community, culture, the work lives of our people and the protection of the environment. Moreover, as we operate in the gaming market, we apply practices and measures, which ensure the responsible conduct of games of chance in our premises and which promote the concept of responsible entertainment to our guests.

We responsibly adhered to our commitments in 2010 as well, despite the deep economic crisis that is plaguing our country for the last two years, and the additional tough challenges the gaming sector was –and still is- facing.

Even though the circumstances above have inevitably affected our business activity, we have taken steps to support the local community and economy, to preserve employment, social solidarity and constitutions, as well as to promote Culture as a comparative advantage for Greek tourism, and to reinforce the reputation of Loutraki as a tourist destination, in line with our business policy and our priorities for sustainable development.

Our main goals remain consistent on ensuring the sustainable development of Club Hotel Casino Loutraki, maintaining cooperation with our community associates on the basis of mutual understanding and benefits, and continuing our responsible contribution to the market, the society, our people and the environment, as reflected in our corporate principles and vision.

**Antonis Stergiotis**

Administrator  
Club Hotel Casino Loutraki



# COMPANY PRESENTATION

Club Hotel Casino Loutraki was established in April 1995 as a joint venture, holding a licence granted by the Hellenic State, through an international tender, for opening and operating a casino in Greece. The company commenced its activities in September of the same year, opening the Loutraki Casino in Loutraki, Corinthia.

## 1.1 Club Hotel Casino Loutraki

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Club Hotel Casino Loutraki is a two-part joint venture between: the Municipality of Loutraki – Aghioi Theodoroi via its Municipal Company «Touristiki Loutrakίου Societe Anonyme O.T.A. – Loutraki S.A.» and the multinational company «Club Hotel Loutraki S.A.», which is also the administrator of the joint venture.

Club Hotel Casino Loutraki has its registered seat in Loutraki, where it operates. The venue’s facilities include the casino and the same-named five-star luxury hotel. The casino has two luxurious gaming halls and separate gaming lounges for VIP and VVIP guests. It covers a total area of around 5,000 mÇ and is equipped with 87 tables and 1,000 slot machines.

The «Club Hotel Casino Loutraki» five-star hotel, which opened its doors in 2002, is comprised of 255 rooms, 20 suites, 4 gourmet restaurants, bars, cafis, stores, a gym studio, an integrated wellness centre with indoor and outdoor swimming pools, gardens and an underground car-parking for 1,000 cars.

Additionally, the complex’s facilities include a 1,000 mÇ conference hall for up to 900 attendees, with ultra-modern equipment.

Having fulfilled 15 years of successful operation, Club Hotel Casino Loutraki employs a staff of around 1,700 employees, and is the biggest casino in the Greek market and one of the biggest casino resorts in Europe.

## 1.2 Vision and Corporate Values

Club Hotel Casino Loutraki operates in the sector of quality tourism, entertainment, recreation and amusement. Since its establishment, the company has adopted a system of values based on the principles of Corporate Responsibility and Social Reciprocity.

These values and principles constitute the core of Club Hotel Casino Loutraki’s business strategy and transcend every aspect of its operation.



### Our Vision...

To be the preferred choice, among integrated luxury destinations for entertainment, recreation and amusement for Greek and International guests, by...

- Offering high quality services to our visitors
- Providing a stable and modern working environment for our people
- Operating with respect for local community
- Creating value for our shareholders

### Our Corporate Values...

- |                       |                          |
|-----------------------|--------------------------|
| • Responsibility      | • Meritocracy            |
| • Transparency        | • Ethos                  |
| • Integrity           | • Hospitality            |
| • Business Excellence | • Loyalty                |
| • Quality             | • Innovation             |
| • Professionalism     | • Continuous Improvement |





1.3 Milestones

1995	Establishment and opening of Club Hotel Casino Loutraki
2002	Inauguration of the luxury 5-star hotel.
2005	Expansion and opening of the new casino hall  The company receives the «Carl Faberge» international award for its quality of services
2007-2008	Renovation of the casino hall and hotel rooms
2009	Company Award from «Best Work Places 2009» as one of the top 10 (ten) biggest companies in Greece with the best working environment
2010	Company Award for the second consecutive year from «Best Work Places 2010» as one of the top 10 (ten) biggest companies in Greece with the best working environment  Company Award by «Corporate Superbrands 2010» as one of the top Corporate Brands in Greece for 2010
2011	Inauguration of the new luxurious VVIP lounge «THOLOS»  Certification of the hotel's facilities with the international «Green Key Eco Label» for eco-friendly hotels, by the Foundation of Environmental Education (FEE)  Certification of the hotel's 5-star status by Eurocert, the European Inspection and Certification Company

1.4 Corporate Governance

Corporate Governance, as introduced and regulated by Law 3016/2002, concerns corporations or public limited companies (societe anonyme) that list or have listed shares or other securities on an organized stock market, and determines the body of rules that regulate the relationships of shareholders, managing bodies and parties exercising an influence on or having a say in the company's operation.

Being a joint venture, Club Hotel Casino Loutraki is not the type of company that is obliged to apply the rules of corporate governance, as specified by the law.

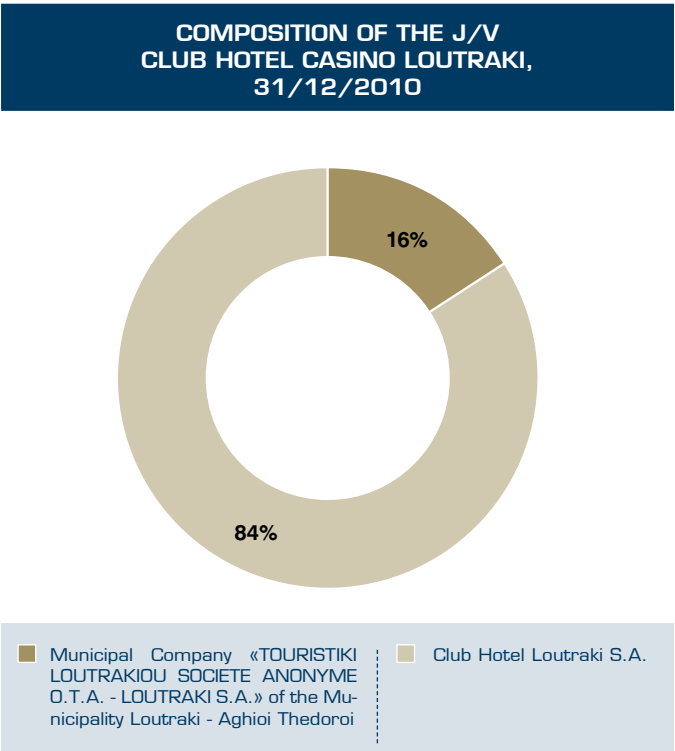
However, although it is not obliged to do so, due to its heightened sense of responsibility and optimum business operation, Club Hotel Casino Loutraki incorporates rules and practices in its organization that reflect the concept and objectives of corporate governance, in view of ensuring the smooth operation of the business, its sustainable development, the value creation for its shareholders, and the wellbeing of all of its stakeholders.

Club Hotel Casino Loutraki joint venture has its registered seat in Loutraki, Corinthia, and is managed by an Administrative Board (collective body) consisting of eleven (11) members. Three (3) members are appointed by the Municipal Company of Loutraki Municipality «TOURISTIKI LOUTRAKIOU SOCIETE ANONYME O.T.A. – LOUTRAKI S.A.» and eight (8) members are appointed by «Club Hotel Loutraki S.A.», which is also responsible for the administration of the joint venture.

The eleven-member Administrative Board is responsible for the company's strategy and supervision. The Administrative Board elects the Joint Venture's Administrator, who is responsible for representing the joint venture and managing its operations.

According to the joint venture's articles of association, the Administrator is selected from among the executives of «Club Hotel Loutraki SA» and is one of the 8 members representing it on the Administrative Board. The Administrator is the joint venture's top executive and legal representative, constituting thus its governance entity. The Administrator's role is fundamental due to the legal nature of the joint venture and the organizational structure of such a company.

Club Hotel Casino Loutraki operates in compliance with its



legal and regulatory obligations in all aspects that concern its operational activity.

The Administrator is assisted in his work by the company's Divisions, as depicted in the relevant organizational chart.

The company's organizational structure, with its individual divisions and complete staffing, ensures its financial, social, operational and environmental performance.

There are no committees that are controlled by the Administrative Board, as there is no legal or contractual provision for such a mechanism for joint ventures. The individual divisions, by nature and activity, cooperate in view of achieving the objectives of the joint venture.

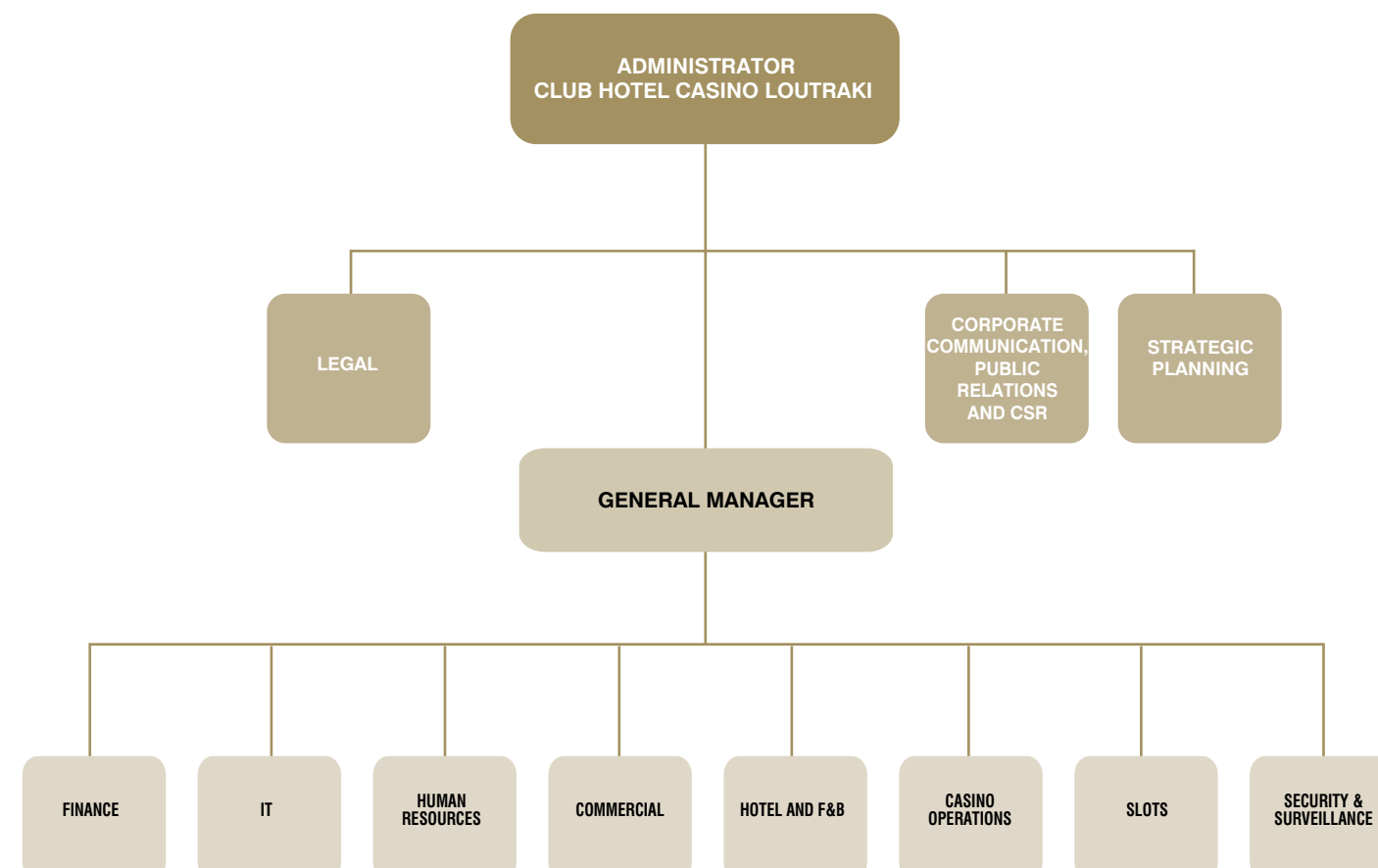
Regular meetings – annual, quarterly, monthly and weekly,

departmental and inter-departmental – take place at all levels of the hierarchical structure, aiming to ensure the company's smooth operation, the efficient implementation of its strategy, the definition of objectives, its decision-making, its alignment with corporate policies and culture, and the control its progress.

There are no shareholders, and especially minority shareholders, as defined by the relevant legislation. Both member-partners of the joint venture, as direct participants in the Administrative Board, have direct knowledge of and access to the company's administration and management mechanism, and also contribute to the Administrator's work.

Employee opinions are expressed by the Employees' Union, that has direct access to and the right to express its views to the top level of the joint venture

#### ORGANIZATIONAL STRUCTURE OF CLUB HOTEL CASINO LOUTRAKI



### 1.5 Awards



#### • Best Workplaces 2010

In 2010, Club Hotel Casino Loutraki was awarded by Best Work Places as one of the top 10 largest companies in Greece with the best working environment. It is worth noting that the company received the same award in 2009, being the only company in the tourism and entertainment sector which has received the specific award for two consecutive years.

The particular value of the award lies in the fact that the evaluation of the participating companies is based mostly on the way employees themselves evaluate their working environment and their relationship with the company.



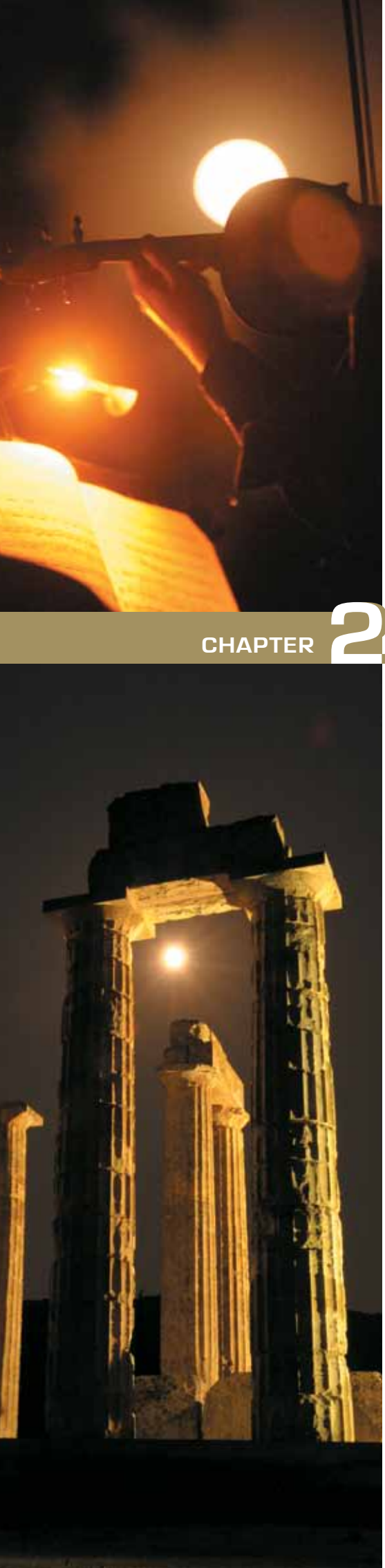
#### • SuperBrands 2010

In 2010, Club Hotel Casino Loutraki was rewarded by the Corporate Superbrands constitution, which is organized in Greece and another 75 countries around the world. The company was awarded as one of the top brands in the Travel & Tourism category, among a total of 17 brands, 8 of which are hotel enterprises.

Club Hotel Casino Loutraki was evaluated and awarded on the basis of a number of criteria including the following: the value of branded products and services it provides in the tourism and entertainment sectors, its reliability and long-term consistency, its Corporate Responsibility, the ratio of quality, price and service provided, its working environment, its environmental practices and its consistent contribution in projects.







## APPROACH TO CORPORATE SOCIAL RESPONSIBILITY

Club Hotel Casino Loutraki’s commitment to the principles of Corporate Social Responsibility is a strategic choice, and is linked to its business operation and growth. For this reason, the company’s principles of operation incorporate and reflect the principles and philosophy of Corporate Responsibility.

### 2.1 General Approach

Club Hotel Casino Loutraki’s commitment to the principles of Corporate Social Responsibility is a strategic choice, and is linked to its business operation and growth. For this reason, the company’s principles of operation incorporate and reflect the principles and philosophy of Corporate Responsibility.

The company applies the principles of Corporate Social Responsibility, above and beyond its legal obligations, undertaking initiatives aimed at sustainable development and also at contributing to social progress and prosperity.

The company’s objective is to be perceived as a responsible business entity by its main stakeholders, that focuses through its actions, rather than through its words, on sustainable development, relationships of good cooperation, transparency, mutual benefits and the enhancement of its positive impact towards society and the environment; Actions that are implemented consistently, systematically and reliably, thus achieving tangible and long-term results.

Club Hotel Casino Loutraki’s Corporate Social Responsibility policy embraces the following four main pillars: Marketplace, Human Resources, Society and the Environment, with the priorities of each pillar listed in the following table.



CORPORATE SOCIAL RESPONSIBILITY PILLARS & PRIORITIES				
	Marketplace	Employees	Society	Environment
Priorities	Responsible Entertainment	Work Environment	Vulnerable Groups	Reduction of environmental footprint
		Jobs	Culture	Preservation of the natural environment
			Sports	
			Entrepreneurship	

### 2.2 Corporate Principles of Operation

#### Responsible Growth

- Emphasizing sustainability and responsible development

We place emphasis on the company’s sustainable and responsible development in our sector, through on-going investments, upgraded service quality, efficient resources management and the best possible advancement of our human resources.

- Compliance to Legislation

We apply with integrity all rules and legislation established by the State and the European Union for smooth marketplace operation and fair competition.



### Marketplace

#### • Customer satisfaction

We treat our guest with the highest sense of hospitality, responsibility, professionalism and integrity, aiming to meet their expectations for a high level of entertainment and amusement experience.

#### • Corporate Ethos

We operate based on the principles of business ethics and fair competition.

### Our People

#### • Respect for our employees

We operate in respect to the rights, personality and dignity of each and every one of our employees, and we strive to maintain an open dialogue with their representatives on all issues regarding the organization and operation of the company.

#### • Safety

We follow the rules for the safe and sound operation of our facilities and ensure the systematic cultivation of a sense of personal responsibility among all members of our organization.

### Society

#### • Respecting the society and local community

We act with respect for the society and, especially, for the local community in which we operate, striving to act as an integral and creative part of it.

### The Environment

#### • Care for the Environment

We care for the environment and we aim to reduce our environmental footprint through actions and initiatives, which by far exceed the requirements set by the Greek and European legislation.

### 2.3 Stakeholders

Club Hotel Casino Loutraki communicates and cooperates with its main stakeholders through a spirit of open dialogue, professionalism, ethos, transparency, mutual respect and understanding for the institutional role of each party.

The term «main stakeholder» refers to each group of people or institutions, which interact with the company, are affected by and, in turn, affect the company's operation.

The company's main stakeholders include: customers, shareholders, employees, suppliers, government bodies and local authorities, local community, the media and professional organizations with which the company cooperates.

The company's main stakeholder groups are determined through a mechanism of systematic meetings and consultations between the relevant divisions' executives

and the senior management.

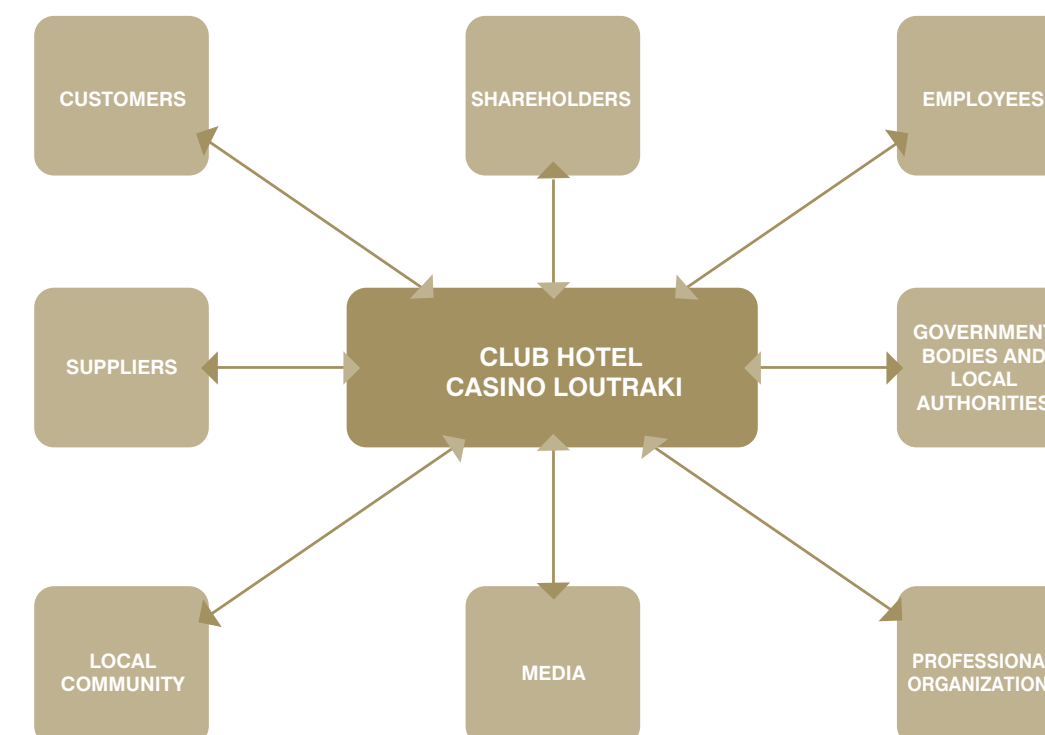
### 2.4 Participation in Associations

Club Hotel Casino Loutraki participates actively in Greek and international associations and bodies, in view of promoting, among other things, the principles of Corporate Social Responsibility, Responsible Gaming and fair entrepreneurship.

The company is a member of the Association of Greek Tourism Enterprises (SETE), the American-Hellenic Chamber of Commerce and the European Casino Association (ECA).



### CLUB HOTEL CASINO LOUTRAKI'S MAIN STAKEHOLDER GROUPS







CHAPTER 3

ECONOMIC PERFORMANCE

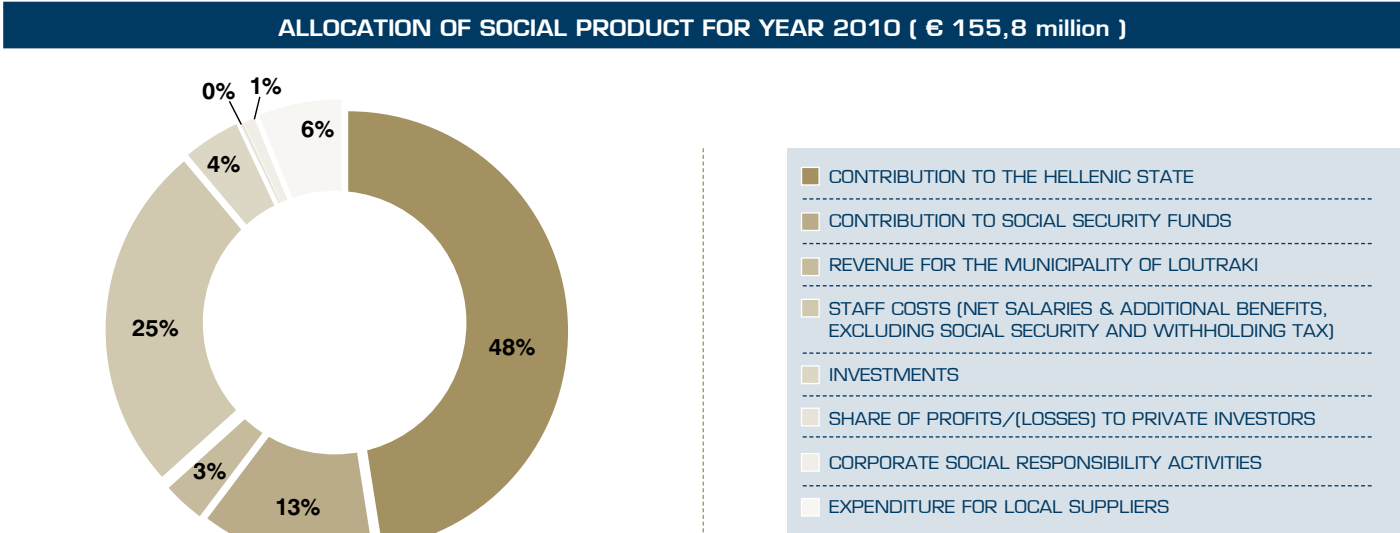
The company’s overall contributions to the Hellenic State (including contributions to social security funds) and local authority bodies (Loutraki Municipality) amount to 64%. Staff costs and benefits account for 25% of the company’s social product. 6% was allocated to local suppliers, 4% to investments, while 1% of the company’s social product was allocated to sponsorships and donations.

Club Hotel Casino Loutraki’s revenues and social product for year 2010 are analysed in the below table.

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REVENUE 2010	
TOTAL REVENUE	(million €) 169,30
SOCIAL PRODUCT 2010	
CONTRIBUTION TO THE HELLENIC STATE	(million €) 74,8
Contribution from Entrance Tickets	10,5
Gaming Tax on Gross Gaming Revenue	53,7
Income Tax & various other Taxes	0,4
Value Added Tax	0,8
Wages' Withholding Tax	5,0
Fees & contributions to EOT (Hellenic Tourism Organization)	0,7
Social Responsibility tax	3,6
CONTRIBUTION TO SOCIAL SECURITY FUNDS	20,6
REVENUE FOR THE MUNICIPALITY OF LOUTRAKI	4,1
STAFF COSTS (NET SALARIES & ADDITIONAL BENEFITS, EXCLUDING SOCIAL SECURITY & WITHHOLDING TAX)	39,8
INVESTMENTS	6,6
SHARE OF PROFITS/(LOSSES) TO PRIVATE INVESTORS	- 0,7
CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES	1,4
EXPENDITURE FOR LOCAL SUPPLIERS	9,3
CLUB HOTEL CASINO LOUTRAKI SOCIAL PRODUCT 2010	155,8





# CHAPTER 4



## MARKETPLACE

Participating in games of chance is a legal, widespread, and increasingly popular entertainment and amusement activity for a significant number of adults.

Main priority of Club Hotel Casino Loutraki within its framework of Corporate Social Responsibility, is to minimize the negative effects of its activity, through the promotion of responsible gaming and the prevention of gambling addiction.

### 4.1 «Responsible Gaming»

Since its establishment, Club Hotel Casino Loutraki has differentiated itself from other companies in the sector, by operating as an integrated Entertainment Centre and not simply as a Gaming Space.

Participating in games of chance is a legal, widespread, and increasingly popular entertainment and amusement activity for a significant number of adults. However, gambling also entails risks for certain people.

Main priority of Club Hotel Casino Loutraki, within its framework of Corporate Social Responsibility, is to minimize the negative effects of its activity, through the promotion of responsible gaming and the prevention of gambling addiction.

Within this framework and very early on, the company applied innovative and pioneering, by casino standards, Corporate Responsibility actions, in order to ensure an environment of «Responsible Entertainment» for its guests.

#### 4.1.1 Prevention and protection from addiction

As early as 1998, Club Hotel Casino Loutraki commenced regular cooperation with the Hellenic Centre for Intercultural Psychiatry, in order to develop a special programme aimed at informing, preventing and treating people addicted to gambling.

At the same time:

- It annually finances the operation of a 24-hour «SOS Helpline», providing information and help to those in need, their families and their friends, irrespective of whether they are guests of the casino or not.
- It consistently applies policies such as voluntary self-barring and has extended this policy, to allow barring by first-degree relatives, long before it became a state policy.
- It trains and prepares its personnel to be able to identify addicted or potentially addicted players and to inform them of the existence of the Intercultural Psychiatry Centre for responsible scientific support and help.

Club Hotel Casino Loutraki finances continuously these actions, to ensure that «entertainment does not become a threat».



#### 4.1.2 Code of Practice for Responsible Gaming in the Casino Environment

Club Hotel Casino Loutraki has adopted and is committed to adhering to the «Code of Practice for Responsible Gaming in the Casino Environment» of the European Casino Association, of which it is a member.

The Code of Practice sets the rules and operating standards for responsible gaming, for provision of valid information regarding games of chance and their promotion, in order to ensure adherence to responsibility standards, safe implementation and minimization of the potential adverse effects on visitors and society in general.

#### 4.1.3 Information and Communication with Visitors

Club Hotel Casino Loutraki provides information to its guests about responsible gaming and the risk of gambling addiction, through the following actions:

- Through informative leaflets on responsible gaming that include clear reference to the provision of assistance to anyone in need.
- Through a special message and the contact details for the Hellenic Centre of Intercultural Psychiatry printed on the reverse side of the casino entrance tickets.
- By informing its guests that they can request, in writing, to be removed from advertisement & promotional mail-





ing lists, as well as to be exempted from any privileges for specific casino services, special membership cards, etc.

- Through distribution to each new guest information on all types of games available in the casino, as well as their rules of conduct, in the Orientation Pack that is provided to them during their initial registration at the Casino's reception.
- Through the operation of a specialized Customer Service department, that manages guest complaints or questions, ensuring their satisfaction and service, either in person or via telephone.
- By providing questionnaires for customer satisfaction, complaints and suggestions, both in Greek and in English. The questionnaires are collected, processed and used to brief the relevant departments, in order to improve the company's services for the satisfaction of its guests.
- Through a special electronic communication form on the corporate website. This serves as another channel of direct communication for queries, suggestions and requests, to which the company aims to respond directly and efficiently.

The company follows the rules and regulations concerning the information and labelling of its products and services; as a result, there have been no incidents of non-compliance or fines for non-compliance, regarding the use of products and services.

Moreover, the company complies with the rules and regulations concerning the data protection of its guests; as a result, there have been no substantiated complaints regarding breaches of customer privacy and losses of customer data.

#### 4.1.4. Responsible Advertising

Club Hotel Casino Loutraki consistently adheres to the regulations and codes of the Greek and European legislation, for all aspects relating to the advertisement and promotion of its services, and no fines or penalties have been imposed for non-compliance regarding the contents of its advertising and marketing communications.

The advertising companies cooperating with Club Hotel Casino Loutraki are members of EDEE (association of advertising companies in Greece), following the association's standards regarding printed and verbal advertising of the company's services. The company's standard policy is to

refrain from advertising or promoting its services to minors, children and vulnerable groups, while at same time ensuring that the printed materials for the Casino systematically contain the message for «Responsible Gaming».

In particular, in compliance with the Code of Practice of the European Casino Association, which Club Hotel Casino Loutraki has adopted voluntarily, its advertising and marketing communication is governed by the following principles:

- It complies with the Greek and European legislation.
- It is not false, misleading or deceptive.
- It does not create the impression that gaming is a reasonable method for gaining economic benefits or income.
- It does not contain misleading statements regarding odds, prizes or chances of winning.
- It is not directly or indirectly addressed to minors, vulnerable or disadvantaged socially and economically groups.
- It reflects generally accepted aesthetic standards of good taste.

#### 4.1.5. Preventive measures for protection of minors

In order to protect minors, Club Hotel Casino Loutraki implements the following measures:

- It clearly communicates the casino's entrance the legal, permissible age for entry.
- It states the permissible age for entry in its advertisements and marketing materials.
- It pays attention that no minors approach the broader casino area, and takes all necessary measures to prevent their entry into the casino.

#### 4.1.6. Responsible serving of alcoholic beverages

The company maintains a responsible attitude regarding the serving of alcoholic beverages to its casino guests:

- It stops serving alcoholic beverages to persons who are clearly in a state of intoxication.
- It prevents persons who are clearly under the influence of

alcohol from participating in games.

- It informs and regularly trains its personnel regarding company's policy for responsible serving of alcoholic beverages.

### 4.2 Food safety

Club Hotel Casino Loutraki is certified according to the HACCP Food Safety Management System, for the preparation and serving of food and beverages, in accordance with the International Code of Practice and the General Principles for Food Hygiene & Safety. The company applies all procedures and regulations foreseen by the management system for the safe preparation, preservation and serving of food and snacks to its customers, and has no incidents of non-compliance.

### 4.3 Local Suppliers

Fundamental goal of Club Hotel Casino Loutraki was to create an integrated complex for recreation, amusement and entertainment, so as to become a core driver for the development and prosperity of the broader Loutraki area, benefiting the local market, employment and the quality of life of its inhabitants.

The company enhances the economic growth of the entire Corinthia region, since its policy includes preferring local suppliers for its procurement needs. As a result of this policy, the company has developed continuous cooperation relationships with around 300 local businesses from all sectors.

For year 2010, a year of profound economic crisis, the company's expenditure on the local market (local suppliers) of Loutraki and Corinthia, amounted to 9.3 million EUR.





Club Hotel Casino Loutraki’s interest in the community in which it operates, is a commitment proven in practice. During its 15 years of operation, the company has developed a significant and multifaceted activity in the fields of Social Solidarity, Culture, Sports and Entrepreneurship. The company’s priority areas can be viewed as concentric circles: 1st circle, Loutraki; 2nd circle, Corinthia; 3rd circle, rest of Greece.

5.1 General

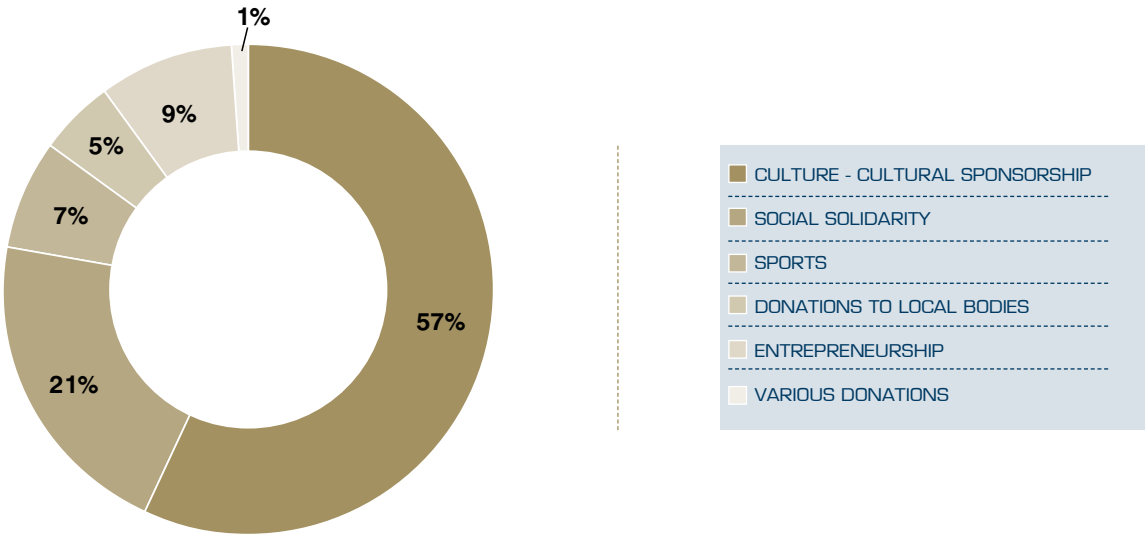
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The company’s policy is to invest mainly in long-term programmes rather than in ad-hoc, short-term actions. This policy has many substantial benefits: it establishes regular cooperation with non profit-making organizations and bodies, allowing them to plan for the long- rather than the short-term. In this way, the company as well is in a position to plan its actions and to invest in projects and infrastructures that produce long-term results and benefits.

The company’s investments in Corporate Responsibility actions for the year 2010 amounted to 1.35 million EUR. Although the expenditures for sponsorships dropped in 2010 due to the economic crisis, the company was still able to meet its commitments arising from long-term contracts, and thus to support its social partners and the local community despite the negative economic climate.



ALLOCATION OF SPONSORSHIP EXPENDITURE 2010	
TOTAL	(million €) 1,35







## 5.2. Social Solidarity

Respect and caring for people and engaging in activities aimed at promoting social solidarity and mitigating phenomena of social exclusion are at the core of the company's interests.

### 5.2.1 Vulnerable Groups

Club Hotel Casino Loutraki is committed to supporting vulnerable groups and fighting social exclusion. Within this framework, it sponsors on a regular, annual basis the work of recognized non profit-making organizations and social solidarity associations. The organizations supported by the company in 2010 include «Hamogelo tou Paidiou» (ie The Child's Smile), an organization for the treatment and care of abused children, the «Euthymeion Centre» in Corinth for disabled people and «ELEPAP» for children with special needs.

Moreover, in 2010, the company's Management in agreement with its Employees donated a new, ultra-modern, mobile Diagnostic Ophthalmologic and Hearing Testing Unit for preventive medical care to The Child's Smile.

### 5.2.2 Contribution in the fight against poverty

As every year, the company covered the costs of the Easter festive family lunch for more than 450 economically disadvantaged or multi-member families, as well as families with members with special needs, in the Loutraki-Perahora Municipality. This initiative is conducted in cooperation with the Municipality and is addressed to more than 1300 people.

### 5.2.3 Blood Bank

Club Hotel Casino Loutraki maintains its own Blood Bank for its personnel and their families. Every year, 2-3 blood drives take place at the company's facilities, in cooperation with the Corinth General Hospital. In 2010, the company's volunteer blood donors donated 132 units of blood, 30% of which were delivered to Corinth General Hospital for its needs.

### 5.2.4 First Aid

Each year since 2009, the company organizes an annual First Aid training programme for its employees, under the auspices and with the support of the Corinth Medical Association and the Red Cross. In 2010, 34 company

employees attended and successfully completed the First Aid training programmes, acquiring skills that constitute a valuable tool for the company and for the community.

## 5.3. Culture

Club Hotel Casino Loutraki's belief is that Culture comprises a strategic comparative advantage for Greek Tourism, as well as a quality measure for the development of an area. For this reason, the company's contribution to the protection and promotion of Greek cultural heritage, as well as its support of contemporary artistic creativity and cultural decentralization, is one of the main pillars of its actions, within the framework of Corporate Social Responsibility.

Club Hotel Casino Loutraki invests in long-term programmes that deliver tangible results, in order to support and promote cultural heritage on a local and national level. The company aims to enhance Greece's international reputation and to leverage Loutraki area as an international tourism destination.

### 5.3.1 Full Moon Music Nights

As every year since 2007, in 2010 Club Hotel Casino Loutraki was the Major Sponsor of the «Full Moon Music Nights».

These events take place in July and August at the archaeological sites of Ancient Corinth, Ancient Nemea and Ancient Sikyona. They have become a distinctive feature of Corinthia's cultural life, giving visitors and residents the opportunity to experience the area's most important cultural monuments under the light of the full moon and the sounds of classical music.

The Full Moon Music Nights take place under the auspices of the Ministry of Culture & Tourism, they are supported by the Embassy of Austria in Greece, and are implemented in cooperation with the 27th Ephorate of Prehistoric and Classical Antiquities of Corinthia.

### 5.3.2 International cultural events

The company sponsored the concerts of the London Philharmonic Orchestra, which took place in London in 2010, on the initiative of the charity organization Life Action Trust. The purpose of the company's support was to create opportunities for participation and promotion of talented Greek musicians in the famous orchestra.

### 5.3.3 Publications

Every year since 2007, Club Hotel Casino Loutraki undertakes the initiative of creating and publishing bilingual Greek and English books on subjects relating to Corinthia, for the promotion of the area's cultural heritage and history.

In 2010, the company published the edition «Indiana Miller and the Temple of Nemean Zeus», by the Archaeologist and professor emeritus at University of California, Berkeley, Mr. Stephen Miller. The book describes the author's activities and work, of over 4 decades, in the excavation and restoration of the Temple of Zeus in Ancient Nemea.

## 5.4. The institutional framework of «Cultural Sponsorship»

Cultural Sponsorship has been institutionalized by the Hellenic State, aiming at funding culture and cultural actions with funds from the private sector, as defined by law 3525/2007 on «Cultural Sponsorship».

Club Hotel Casino Loutraki was the first company in Greece to apply this new institutional framework from the very beginning when it was established. The company embraced and supports Cultural Sponsorship, with most of its cultural activities and long-term programmes being approved by and included in the institutional framework of «Cultural Sponsorship».

### 5.4.1 Protection and promotion of archaeological sites and monuments

Club Hotel Casino Loutraki supports the efforts of the corresponding State bodies for the protection and promotion of significant cultural monuments in Corinthia.

In 2010, the company supported through cultural sponsorship the 25th Ephorate of Byzantine Antiquities of Corinthia for the systematic excavation of Acrocorinth and the drafting of a study for the promotion of Isthmia Castle.

### 5.4.2 Nafplion Festival and Kalamata International Modern Dance Festival

The enhancement and elevation of significant cultural events of the Peloponnese Region is one the company's priorities.



Club Hotel Casino Loutraki was the Major Sponsor of the 19th Nafplion Festival 2010. The Nafplion Festival is a major national event for classical music, where each year thousands of locals and visitors enjoy excellent concerts by internationally acclaimed musical ensembles.

The company was also the Major Sponsor of the 16th International Modern Dance Festival of Kalamata. Club Hotel Casino Loutraki supports the Festival on a regular basis for the past 10 years. The extended and high-quality programme of the Kalamata Modern Dance Festival hosts all the trends and artistic expressions of contemporary global choreography.

The Festival has become a landmark event on the cultural map of the Mediterranean South, while also contributing to the cultural establishment of Kalamata and the region of Peloponnese.

#### 5.4.3 Cultural Exhibitions and Conferences

Club Hotel Casino Loutraki supports the organisation of exhibitions and conferences aimed at promoting the country's cultural heritage and significant cultural events.

In 2010, the company was the exclusive sponsor of the exhibition entitled «Ancient Greek Treasures at the Numismatic Museum of Athens», which includes 4,700 ancient coins from Greece and the East (from the 5th to the 1st Century B.C.), many of which originated in the Corinthia region.

Last but not least, the company sponsored an exhibition by the famous Greek costumier, Giannis Metzikof, at the National Art Gallery.

#### 5.4.4 Supporting local cultural organizations

The company is present at all significant cultural events of Corinthia. It regularly sponsors the cultural activities of the Cultural Centres of the Municipalities of Loutraki – Perahora, Solygeia, Eurostini and Velos.

As a result of the long-term sponsorship support of Club Hotel Casino Loutraki, year 2010 saw the completion of the renovation and conversion of four historic primary schools in the Municipality of Feneos into centres for contemporary cultural activity: A Municipal Cinema and Municipal Library (Mati area), a Youth Cultural Centre (Mosia area), a Folk Art Museum – Folk Art Workshop (Feneos area) and finally, an Archaeological Museum (Ancient Feneos area). The Archaeological Museum of Ancient Feneos will house the re-exhibition of findings from the area, in accordance

with a study, which is also sponsored by Club Hotel Casino Loutraki, and conducted by the 27th Ephorate of Prehistoric and Classical Antiquities of Corinthia.

Also in 2010, Club Hotel Casino Loutraki and the company's Employees Union supported the Municipality of Anogeia (Rethymno County, Crete), in constructing the «G. Sakellarakis» hall for the display and promotion of the work of Archaeology professor Giannis Sakellarakis, in the area of Ideon Andro and Ancient Zominthos.

### 5.5. Sports

For Club Hotel Casino Loutraki, the support of athletics constitutes an investment in youth and a more healthy society. For this reason one of the company's Corporate Social Responsibility priorities is to support sport associations and athletic activities in the local area, while at same time promoting the area as one of the most suitable parts of Greece for Sports Tourism and for hosting major sports events of global fame.

#### 5.5.1. «Poseidon» of Loutraki

Club Hotel Casino Loutraki supports, on long-term basis, the activities of the «Poseidon» sports association of Loutraki, which is one of the biggest sports clubs in Peloponnese, involved in 12 Olympic sports and with more than 510 active athletes.

Additionally, the company has always supported the efforts and preparation of swimming champion and member athlete of «Poseidon», Christos Moutsos, for his participation in the London 2012 Olympic Games.

#### 5.5.2. Team Sports sponsorships

Club Hotel Casino Loutraki sponsored the football team of Olympiakos Loutrakiou, as well as PAO Loutrakiou, champion of the Corinthia 1st League in 2010, now playing in the 4th National League Championship.

Finally, the company also supported the finals of the European Kick-Boxing Championship, organized by the National Kick-Boxing Federation.

### 5.6. Entrepreneurship

#### 5.6.1. Contribution to the dissemination of Corporate Social Responsibility Principles

Corporate Social Responsibility is assuming an increasingly important role over time, taking into account the social and economic challenges that derived from the international economic crisis, as well as the growing environmental challenges that our planet is facing.

In 2010, Club Hotel Casino Loutraki was the Major Sponsor of the Corporate Social Responsibility conference entitled «Building Responsible Companies: Sustainability and Best Practices», and the Entrepreneurship conference entitled «The Hour of the Greek Economy», organized by the American-Hellenic Chamber of Commerce, contributing to the dissemination of the principles of Corporate Social Responsibility, as well as to informing and encouraging the Greek business community to exchange experiences and promote best practices.







Recognizing and acknowledging the value of its human resources, Club Hotel Casino Loutraki invests in the sound management and development of its people, through meritocratic systems such as equal opportunities and fair promotion policies, performance evaluation practices, training, health and safety procedures, as well as moral and material rewards for their efforts.

6.1 General

The employees of Club Hotel Casino Loutraki have turned the company into one of the most successful casino resorts in Europe, with a leading position on the Greek market. Their skills, dedication and daily efforts are a fundamental factor of the company’s efficiency, growth and sustainability.

Recognizing and acknowledging the value of its human resources, Club Hotel Casino Loutraki invests in the sound management and development of its people, through meritocratic systems such as equal opportunities and fair promotion policies, performance evaluation practices, training, health and safety procedures, as well as moral and material rewards for their efforts.

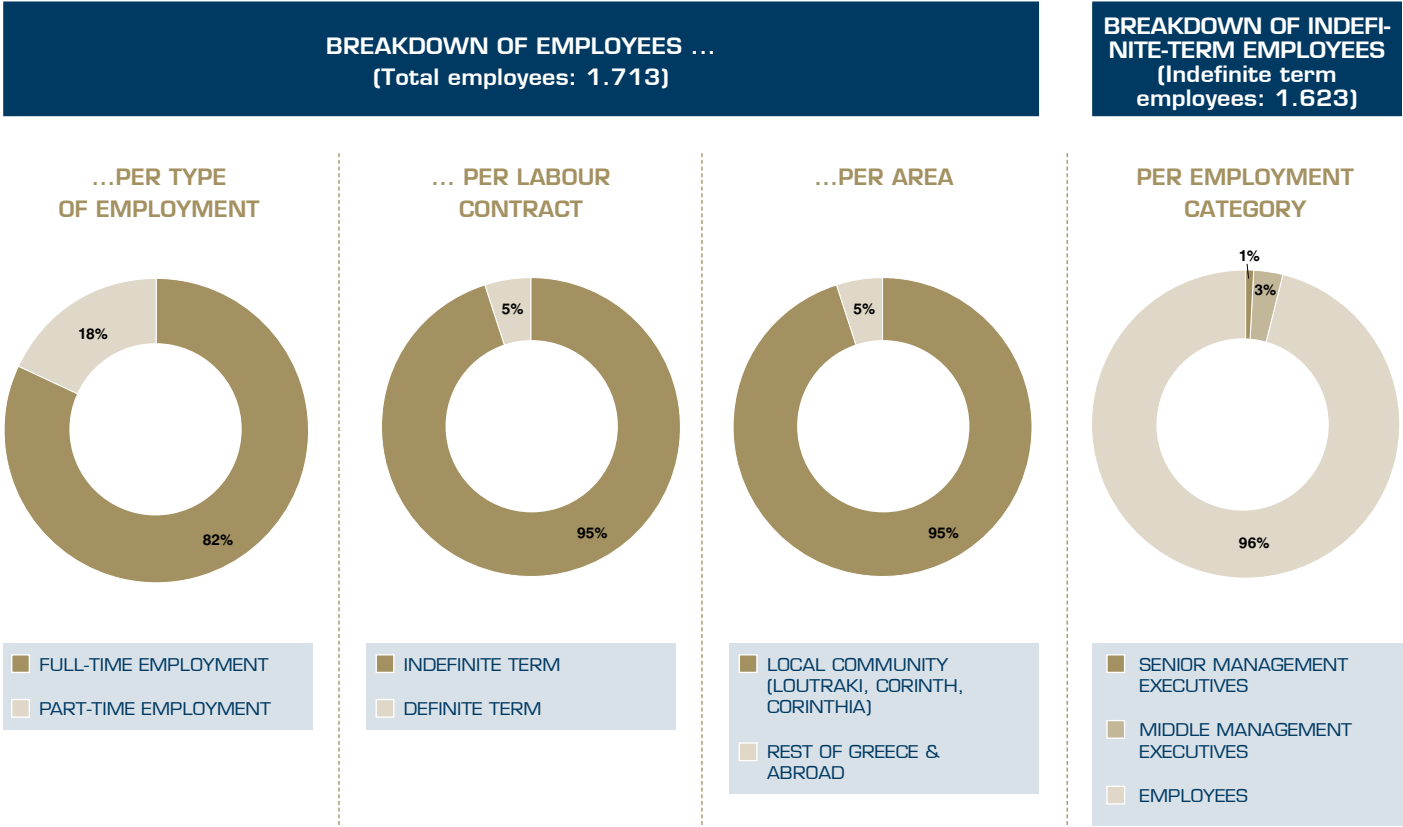
The company’s main priority, especially in a period of intense crisis, is to ensure the viability of the company and, by extension, its employees.

Club Hotel Casino Loutraki’s consistency towards its employees was acknowledged through the grant of the Best Work Places 2010 award (a distinction the company had also received in 2009), as one of the top 10 biggest



companies in Greece with the best working environment, a distinction that is based on evaluations performed by the company’s employees themselves.

6.2 Human Resources Analysis







### 6.3 Health & Safety

Club Hotel Casino Loutraki's activities and operations take place in facilities equipped with the necessary infrastructure for the health & safety of its employees. At the same time, the strict adherence to health & safety rules and procedures is a daily task for the company.

Club Hotel Casino Loutraki conducts systematic auditing of occupational hazards at its facilities (microclimate, ventilation, fire safety, incident reports, infrastructure, electrical-mechanical facilities, etc.) in cooperation with a specialized external partner in order to ensure the health and safety of its employees.

The company records all incidents at work, even if they are light injuries or minor accidents (e.g. light injury during food preparation, etc.). These reports also include accidents that occur outside the company, on the employees' way to and from work, as foreseen by the relevant legislation.

Total number of employees 2010	1.713
Total number of work days 2010	483.276
Total number of work hours 2010	3.221.856
Total number of accidents at work 2010	104[*]
Total number of fatal accidents at work 2010	0
Total number of days of absence from work 2010	20.584[**]

#### Explanations:

(\*) The 104 accidents that occurred during 2010 were all minor injuries and none of them was any serious accident.

(\*\*) Days of absence due to accidents, illness, as well as unpaid leave/absence.

### 6.4 Equal Opportunities

Club Hotel Casino Loutraki applies meritocratic criteria for the selection and promotion of its employees, based on equal opportunities, irrespective of gender, age or other diversity categories. The meritocratic system for the evaluation and development of its staff facilitates the recognition, selection and best possible utilization of each employee's skills and competencies. In 2010, 97% of the company's employees received an official performance evaluation report.

Executive positions are covered, on a priority basis, by internal promotions and employees moves. The company proceeds in selection and recruitment from the external

job market, in the cases where positions cannot be covered internally, due to lack of required specialized skills, competencies or experience.

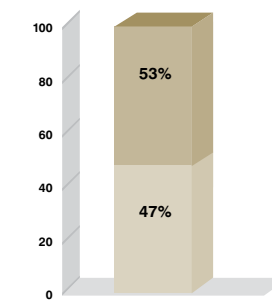
The percentage of women in the company's total workforce is high, as also is the percentage of women occupying executive positions (senior and middle management).

Club Hotel Casino Loutraki respects the diversity of each employee, with no incidents of discrimination having been reported.

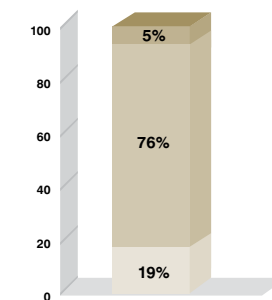
Moreover, the company's entire security personnel have received official training regarding the company's policies and procedures, including issues of Human Rights, as well as issues for the protection of life and First Aid.

#### BREAKDOWN OF EMPLOYEES...

##### ...PER GENDER

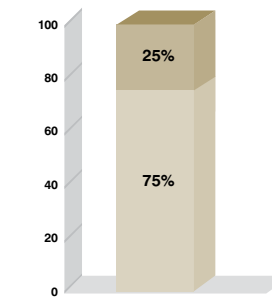


##### ...PER AGE GROUP

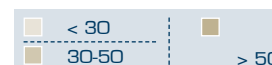
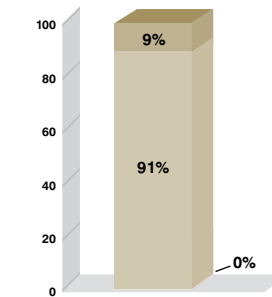


#### BREAKDOWN OF EMPLOYEES IN EXECUTIVE POSITIONS...

##### PER GENDER



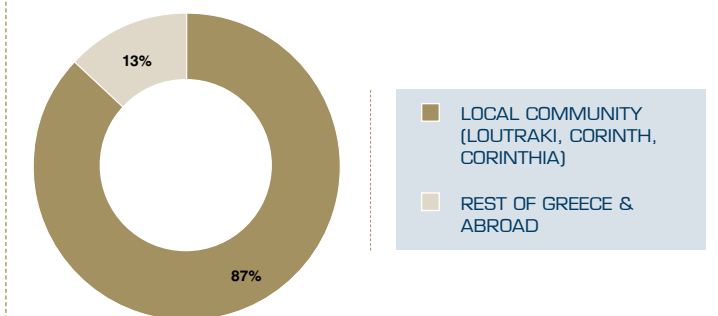
##### PER AGE GROUP



### 6.5 Local Community Hiring

Club Hotel Casino Loutraki places priority in hiring employees from the local community: Loutraki, Corinth and the area of Corinthia. Of the 246 employees hired in 2010 (96% of which were seasonal employees to cover the company's needs), 87% were from the local community.

#### HIRING PER AREA



### 6.6 Additional benefits

Since its establishment, Club Hotel Casino Loutraki provides its employees a series of benefits, in order to upgrade the quality of their work life, as well as to facilitate their professional and personal development

- Offer of Free meals at the employees' restaurant and free beverages in the staff break venue
- Special prices for purchases and services at the in-house restaurants, shops, etc. of the company
- Company's employees discount card for more than 300 local enterprises
- Additional group medical and pharmaceutical insurance
- Educational programmes.
- Rewarding events for employees; initiatives for reinforcing team spirit; internal sports tournaments; group dinners and entertaining/educational excursions for the company's employees and their families
- Flexible leave schedules and shift planning to support employees' family and personal needs
- Additional benefits based on the hierarchical level and position



## 6.7 Education

Education and training of its employees is a constant goal for Club Hotel Casino Loutraki. Besides providing technical knowledge and know-how, the company's programmes also aim in developing skills and competencies, such as interpersonal communication, positive attitude, customer-orientation, flexibility and adaptability, team spirit and cooperation. In 2010, the company's education and training programme concerned the following: technical work knowledge and know-how, new technologies, leadership skills development, business administration, customer service, health & safety, etc.

Additional company policies and practices regarding employee training include:

1. Operation of internal academies to cover company needs. Such academies are: the Dealer's Academy,

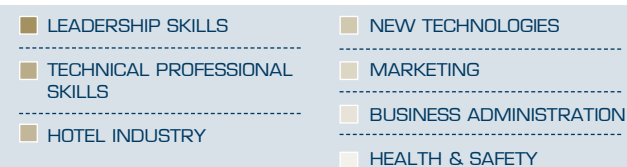
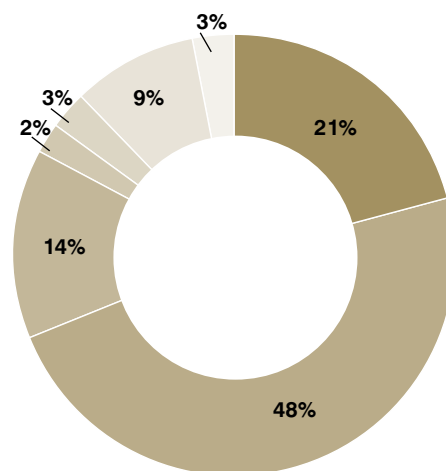
the F&B Academy and the Security Academy.

2. Coverage of 50% of educational expenses for company employees studying at the Open University, or at Public Universities for postgraduate degrees or for postgraduate business degrees at the Hellenic Management Association.
3. Coverage of 100% of educational expenses for master's degrees in Business in the UK (distance learning).
4. Participation and distinction of employees in recognized professional competitions, such as the European Dealers' Championship, the National Bartenders' Championship, international bartending competitions, etc.

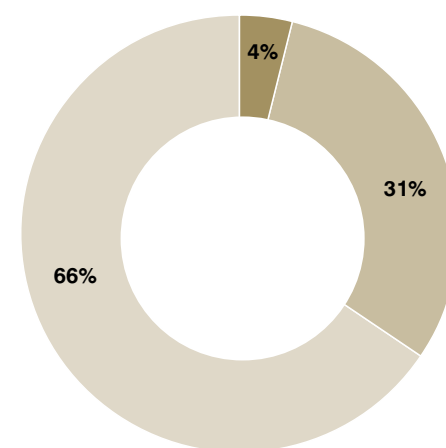
A total of 1.805 hours of training & education were implemented in 2010, with total training expenditure amounting to €173.000.

**BREAKDOWN OF TRAINING HOURS...**  
(Total hours of training: 1.805)

... PER SUBJECT CATEGORY



... PER EMPLOYEE CATEGORY



## 6.8 Continuous two-way communication

Club Hotel Casino Loutraki adopts initiatives and practices which facilitate open and two-way communication, the fostering of dialogue and the mutual understanding with its employees.

- Intra-departmental and inter-departmental meetings take place on a regular basis, through which employees are informed about issues concerning their work, the company and the sector in general.
- The company's standard «open-door» policy facilitates the discussion of issues of concern at any time, allowing employees to have access to any level of the corporate hierarchy.
- Club Hotel Casino Loutraki systematically publishes an internal newsletter entitled «Our Club».
- «Town Hall» open meetings between the company's senior management and all employees were organized, for their information and communication on significant corporate matters, on strategy, goals, challenges and the company's progress.

## 6.9 Supporting creativity and team spirit

Club Hotel Casino Loutraki provided moral and material support for the creation of a theatrical group by its employees, with the aim of reinforcing the concepts of team spirit, collective activity and creativity.

The first sample of work by the theatrical group was in 2010, staging of the famous comedy play by Giorgos Tzavelas, «The wife shall fear her husband». The play gained the recognition, enthusiasm and warm applause by employees and external audiences. The play to be staged in 2011 is «A hero in slippers», by A. Sakellarios and C. Giannakopoulos.

The company also supports an Employee Football Team, which participates in the corporate championship and in friendly games for charity and social objectives.





CHAPTER 7



ENVIRONMENT

Environmental care and protection is a heartfelt daily duty for Club Hotel Casino Loutraki. The company adopts and applies responsible policies to minimize its environmental footprint and to raise environmental awareness among employees and guests. It operates respecting the area’s natural resources and takes active steps to protect and preserve them. At the same time, the company participates in global efforts to confront climate change.

7.1 General

Environmental care and protection is a heartfelt daily duty for Club Hotel Casino Loutraki. The company adopts and applies responsible policies to minimize its environmental footprint and to raise environmental awareness among employees and guests. It operates respecting the area’s natural resources and takes active steps to protect and preserve them. At the same time, the company participates in global efforts to confront climate change.

7.2 «Green Key» certification

In 2010, the company initiated the process of receiving the international “Green Key” Eco Label certificate, issued by the Foundation for Environmental Education (FEE), for all of its environmental policies and actions, and with the aim to receive the certification within 2011. The “Green Key” distinction will verify and award Club Hotel Casino Loutraki for its ecological performance and will position the complex among Greece’s eco-friendly “green” hotels.

7.3 Energy consumption & saving

The Club Hotel Casino Loutraki hotel incorporates since its establishment an energy management system (Room Management system) applicable to all rooms, which automatically deactivates the air conditioning and lighting when the room is empty. If the room is occupied, the air conditioning is also automatically deactivated when a door or window is opened, thus reducing energy consumption. The minimization of diesel usage for water heating, as initiated in 2009, continued in 2010; a modern technique that exploits alternative energy sources is currently applied. All



the hot water in the complex is derives from advanced heat reclamation systems integrated in the air conditioning system. Selected areas in the complex are equipped with lighting installations that use LED-lighting technology; these ensure an additional energy saving of approximately 3% per annum.

Source	Consumption
Electricity	18.234.000 KWh
Propane	170.613 Kgr
Heating Oil	136.615 liter





#### 7.4 Water consumption

In order to protect and preserve the area's valuable natural mineral water, the company applies a series of measures, systems and infrastructure in its facilities, such as appliances for water conservation in the hotel rooms and sensor-controlled taps in communal areas. Within this frame, the company informs its guests of ways to conserve water, in order to manage the consumption of this valuable natural resource.

In 2010, water consumption at Club Hotel Casino Loutraki's facilities amounted to 131.652 m<sup>3</sup>.

#### 7.5 Recycling

Club Hotel Casino Loutraki has adopted practices for materials recycling, thus reducing the volume of its waste disposals. Moreover, it has significantly reduced the use of plastic cups in the complex, thus leading to 800.000 fewer plastic cups disposed each year.

##### Quantities recycled in 2010

Glass	36 tn
Batteries	114 kg

#### 7.6 A complex in harmony with the environment

Loutraki is identified by the marked presence of water, since it faces a clean sea and has historically famous hot springs and natural mineral water. During Club Hotel Casino Loutraki's design and construction and since its establishment, particular attention has been paid to the balanced and tasteful harmonization of the complex within the area's natural environment. This respect for the area's natural characteristics is reflected in the architecture of the complex, through its simple, clean lines, but also through and the leading role of water elements.

Club Hotel Casino Loutraki's landscape hosts a rare natural collection of plants and flowers, including tall palm trees and rare species of local flora. The company conducts 80.000 plantings of flora per season, while the olive trees, aged up to 2.000 years and protected with the utmost

care and attention, constitute a reference point for the complex.

#### 7.7 Cooperation with local government on Environmental issues

Club Hotel Casino Loutraki cooperated with the local authorities of Corinthia on environmental issues, for the establishment, training and provision of resources for volunteer fire-fighters in protecting the area's natural environment.

#### 7.8 Voluntary cleaning of Loutraki beach

As practical proof of the company's sensitivity regarding the protection and promotion of the area's natural capital, the Management and Employees of Club Hotel Casino Loutraki volunteer in Loutraki beach cleaning. The Corinthian House of "The Child's Smile" Association has also voluntarily contributed to this effort, with the simultaneous aim of cultivating environmental awareness in the children.

Thanks to the coordinated efforts of bodies, inhabitants and businesses in the area, Loutraki beach is awarded with the Blue Flag every year year.







## CHAPTER 8



## CSR REPORT 2010 INFORMATION

The structure of the Corporate Social Responsibility Report 2010 follows the guidelines of the international standard GRI-G3, level C. It includes a general description of the company's approach to Corporate Social Responsibility, as well as a detailed presentation of its activities in the individual sectors of Corporate Social Responsibility: Marketplace, Society, Human Resources and the Environment.

Club Hotel Casino Loutraki's Corporate Social Responsibility Report 2010 is the company's first publication, based on the GRI-G3 international standard, regarding the management and implementation of the Corporate Social Responsibility principles, policy, actions and programmes.

The Corporate Social Responsibility Report 2010 covers the period from January 1<sup>st</sup> to December 31<sup>st</sup> 2010. The information, data and indicators of the Report concern the Corporate Social Responsibility performance of Club Hotel Casino Loutraki joint venture, in the fields of social, environmental and economic contribution (social product).

The structure of the Corporate Social Responsibility Report 2010 follows the guidelines of the international standard GRI-G3, level C. It includes a general description of the company's approach to Corporate Social Responsibility, as well as a detailed presentation of its activities in the individual sectors of Corporate Social Responsibility: Marketplace, Society, Human Resources and the Environment.

The publication is addressed to the company's main stakeholders: employees, shareholders, customers, suppliers, central and local government authorities, the media, professional bodies and the local community, in which Club Hotel Casino Loutraki operates.

The aim of Club Hotel Casino Loutraki through the publication of its CSR Report 2010 is to inform its stakeholders about its efforts, performance and commitments towards Corporate Social Responsibility and Sustainable Development.

The disclosure of information contained in this publication is a significant tool for the company, allowing it to determine its performance and enable its main stakeholders to conclude whether the company adheres to its commitments for Responsible Operation and Growth.

Data regarding food quality are certified by the HACCP Food Safety Management System for the preparation and serving of food and beverages, in accordance with the International Code of Practice and General Principles for Food Hygiene & Safety.

Its environmental performance is not subject to any relevant environmental management system, due to the nature of the product (services). However, the company has initiated a process for environmental certification based on the «Green Key» environmental standard for hotel & tourism enterprises, and aims to be certified within year 2011.

Regarding its social performance (community & human resources), all relevant actions, programmes and quantita-

tive elements are presented, as recorded in the files of the company's relevant departments.

The Corporate Social Responsibility Report 2010 of Club Hotel Casino Loutraki was drafted with the cooperation of executives from the relevant company divisions and under the coordination of the Corporate Communication, Public Relations & Corporate Social Responsibility Division. The above team of executives was responsible for collecting the necessary information and data concerning the individual sectors of Corporate Social Responsibility.

The company's Corporate Communication, Public Relations & Corporate Social Responsibility Division was responsible for the structure definition, data collection & analysis, as well as the contents development, drafting and editing of the Report.

The terms «company», «joint venture» and «enterprise», as well as the trade name «Club Hotel Casino Loutraki» refer to the Joint Venture Club Hotel Casino Loutraki, legally registered as «TOURISTIKI LOUTRAKIOU ANONYMI ETAIRIA O.T.A. - LOUTRAKI A.E. – CLUB HOTEL LOUTRAKI CASINO – TOURISTIKES & XENODOHEIAKES EPIXEIRISEIS A.E.».

### Contact

As mentioned above, the main objective of Club Hotel Casino Loutraki's Corporate Social Responsibility Report 2010 is in keeping the company's main stakeholders informed.

We would appreciate receiving your comments regarding the contents and information provided by this Report. Please contact:

### Sissy Alevropoulou

Deputy Director  
Corporate Communication, Public Relations  
& Corporate Social Responsibility

### Club Hotel Loutraki S.A.

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Tel.: +30 210 36 25 966  
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CHAPTER

9

TABLES

9.1 GRI-G3 TABLE

GRI INDICATOR	DESCRIPTION	PAGE	COVERAGE
Administrator's Note			
1.1	Administrator's Note.	2	●
Organizational Profile			
2.1	Name of the organization.	37	●
2.2	Primary brands, products, and/or services.	5	●
2.3	Operational structure.	7, 8	●
2.4	Location of organization's headquarters.	5, 7	●
2.5	Number of countries where the organization operates.	5	●
2.6	Nature of ownership and legal form.	5, 7	●
2.7	Markets served.	5	●
2.8	Scale of the reporting organization.	5, 15	●
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	37	1 <sup>st</sup> Report
2.10	Awards received in the reporting period.	9	●
Report Parameters			
3.1	Reporting period for information provided.	37	●
3.2	Date of most recent previous report (if any).	37	1 <sup>st</sup> Report
3.3	Reporting cycle (annual, biennial, etc.).	37	Annual
3.4	Contact point for questions regarding the report or its contents.	37	●
Report Scope & Boundary			
3.5	Process for defining report content.	37	●
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, etc.).	37	●
3.7	Any specific limitations on the scope or boundary of the report.	37	●
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	37	●
3.10	Explanation of the effect of any re-statements of information provided in earlier reports.	37	1 <sup>st</sup> Report
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	37	1 <sup>st</sup> Report
3.12	Table identifying the location of the Standard Disclosures in the report.	38, 39	●
Governance. Commitments & Engagement			
4.1	Governance structure of the organization.	7, 8	●
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	7, 8	●
4.3	Number of members of the highest governance body that are independent and/or non-executive members.	7, 8	●
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	8	●
Stakeholder Engagement			
4.14	List of stakeholder groups.	13	●
4.15	Basis for identification and selection of stakeholders.	13	►
Economic Performance Indicators			
EC1 (M)	Direct economic value.	15	●
EC6 (M)	Policy, practices and spending on locally-based suppliers.	15, 19	●
EC7 (M)	Procedures for local hiring.	29	●
EC8 (M)	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	21 - 25	●
Environmental Performance Indicators			
EN3 (M)	Direct energy consumption.	33	●
EN4 (M)	Indirect energy consumption.	33	●
EN5 (S)	Energy saved.	33	►
EN8 (M)	Total water withdrawal.	34	●
EN22 (M)	Total weight of waste by type and disposal method.	34	►
EN26 (M)	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	33 - 35	●

GRI INDICATOR	DESCRIPTION	PAGE	COVERAGE
Labour Practices and Decent Work Indicators			
LA1 (M)	Total workforce by employment type, employment contract, and region.	27	●
LA3 (S)	Benefits provided to employees.	29	●
LA7 (M)	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	28	●
LA10 (M)	Average hours of training per year.	30	●
LA12 (S)	Percentage of employees receiving regular performance and career development reviews.	28	●
LA13 (M)	Composition of governance bodies and breakdown per category according to gender and age group.	28, 29	●
Human Rights Indicators			
HR4 (M)	Total number of incidents of discrimination.	29	●
HR6 (M)	Operations identified as having significant risk for incidents of child labour.		—
HR7 (M)	Operations identified as having significant risk for incidents of forced or compulsory labour.		—
HR8 (S)	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	29	●
Social Performance Indicators			
S08 (M)	Compliance with laws and regulations.	7	●
Product Responsibility Indicators			
PR2 (S)	Compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle.	19	●
PR3 (M)	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	17 - 18	●
PR4 (S)	Compliance with regulations and voluntary codes concerning product and service information and labelling.	17 - 18	●
PR5 (S)	Practices related to customer satisfaction.	18	●
PR6 (M)	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	18, 19	●
PR7 (S)	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.	18, 19	●
PR8 (S)	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	18	●
PR9 (M)	Compliance with laws and regulations concerning the provision and use of products and services.	18	●

M = Main Indicator

S = Secondary Indicator

● = Full coverage

► = Partial coverage

— = Irrelevant to the company

9.2 GRI APPLICATION LEVEL TABLE

		2002 According to	C	C+	B	B+	A	A+
Mandatory	Self-Declared		☑	Certification by external Body		Certification by external Body		Certification by external Body
	Third Party Checked							
Optional	GRI checked							

CHAPTER 10

FEEDBACK QUESTIONNAIRE

We would appreciate receiving your opinion within the framework of our effort to improve our company’s Corporate Social Responsibility reports.

1. Which group of main stakeholders do you belong to?

Employee	<input type="checkbox"/>	Professional organization	<input type="checkbox"/>
Customer	<input type="checkbox"/>	Association, Organization, NGO	<input type="checkbox"/>
Supplier	<input type="checkbox"/>	Journalist / Media	<input type="checkbox"/>
Central or Local Government Authority	<input type="checkbox"/>	Other	<input type="checkbox"/>

2. What is your opinion on each of the Corporate Social Responsibility Report’s chapters?

	POSITIVE	NEUTRAL	NEGATIVE
Company Presentation			
Economic Performance			
Marketplace			
Human Resources			
Society			
The Environment			
Approach to CSR			
Other			

3. Do you believe that Club Hotel Casino Loutraki’s Corporate Social Responsibility Report is:

	YES	NO	A LITTLE
Is understandable and clear?			
Covers the issues that interest you?			
Creates a sense of transparency?			
Clearly depicts the Company’s Principles, Values and Position?			

4. Are there any sections or chapters that, in your opinion, should have been analysed in greater detail?

5. Do you have any other comments or suggestions for improvement?



