



# SUSTAINABILITY REPORT 2018

GRIFID HOTELS | GOLDEN SANDS | MAY 2019

# GRIFID HOTELS

## OUR COMMITMENT

We in Griffid Hotels realize the importance of the environment and its preservation for the existence and the development of our business.

We as Holiday service providers are pursuing a policy that protects and preserves resources and strives to manage our business in a way that reduces the harmful impact of our operations on the environment by using good practices and modern methods in our work.

We in Griffid hotels engage all our employees in our efforts to operate a sustainable and green business.

We work in several key directions that help us in our goal of running hotels that along with their successful performance also contribute to protecting the environment.

Our main areas of work are:

- ENVIRONMENT:

- conservation of natural resources through saving and management of energy and water consumption;
- minimizing of waste and carbon dioxide emissions;
- use of alternative renewable energy sources – e.g. solar panels.

- LOCAL CULTURE:

- our operational activity is closely related to the destination and the local culture - employees, partners, community. We offer our guests an insight into the local culture, heritage and environment and the experiences associated with them.
- we are a Bulgarian hotel group and have established lasting ties with local producers, communities and partners. This allows us to conduct an effective policy by involving staff, local society and guests in the events and initiatives we organize to protect the environment.
- we are actively working with all employees to make everyone be aware of and contribute to the goals that our management has set for the sustainable development of our business;
- we take care of the working conditions and the welfare of our employees.

- RESPONSIBLE BUSINESS:

- we are aware of and respect the laws and regulations relating to the protection of the environment and the reduction of the negative impact of our operational activities on nature.
- all our actions towards sustainable development are traceable and registered.

## GRIFID HOTELS – WHO ARE WE

Grifid Hotels is a Bulgarian hospitality brand. Our first hotel was opened in 2001 and the trademark has been established in 2006.

The group operates seven 4-star hotels located in the resort Golden Sands near the city of Varna.

### **GRIFID HOTEL ARABELA**

The first Grifid Hotel: opened in 2001 set the beginning of our very successful experience with the All-Inclusive formula. Over the years we have continually built, developed and perfected our tourist product, added new restaurants, a bar, patisserie, gym with a panoramic view, renovated the accommodations and the common areas of the hotel.

Today Grifid Hotel Arbella has a stylish and modern design rooms overlooking the sea, 4 restaurants, 3 of those a la carte, lobby bar, bar lounge, pastry, mini club, 2 outdoor pools and an indoor pool, spa, multifunctional playground.

Grifid Hotel Arbella has all it takes to be the perfect choice for a family holiday.

### **GRIFID HOTEL BOLERO**

It is the second Grifid hotel opened in 2005. This hotel is the perfect choice for a relaxing holiday in terms of location and facilities, a huge variety of recreational and entertainment options, an excellent ULTRA All Inclusive formula, sophisticated specialties, cozy and comfortable rooms and a fun team of animators, as well as courteous service, sports opportunities, evening entertainment, a rich daytime animation program, cozy and relaxing atmosphere. The hotel offers to its guests 2 buffet and 3 a la carte restaurants, a bar lounge, a pool bar and a relax bar, it has extensive outside areas with a classic shaped and landscaped outdoor pools, an indoor pool, an aquapark with over 400 meters of water slides, designed for children and adults with 3 additional beautiful pools and situated in close proximity to them a children's complex with a mini club and a children's playground.

### **GRIFID HOTEL VISTAMAR**

Joined the family of Grifid hotels in 2011. It has an extremely attractive direct beachfront location and deservedly adopted its new name Vistamar. The majority of its hotel rooms offer unrivaled sea views. Grifid Vistamar embodies Grifid hotels' desire to rediscover and revive traditions, reconstruct, change, develop projects that have a history. During the winter season of 2018/2019, the hotel was renovated, and one of the blocks of the hotel was recently built, which features a modern reception block with a la carte restaurants and a lobby bar, a new buffet restaurant located on the second floor with breathtaking sea views and modern furnished new rooms. The old rooms of the hotel are also completely renovated.

## **GRIFID HOTEL METROPOL**

Was presented in the brand Grifid hotels first in 2013 as an extremely ambitious, categorical, different and modern project - PREMIUM All Inclusive, adults only, all inclusive with a la carte service in all restaurants and bars on the grounds of the complex, Fusion restaurant with gourmet cuisine, 9 course Degustation Menu, Molecular Cuisine, extremely individual service and Concierge care, Grifid Beach with Lounge Bar and reserved access of Grifid Metropol's Guests, incredible Sky Bar, Bio Pool with natural stones – this project became our little gem! We found and developed the adults only concept - for all over 16 years - for those of our guests who are looking for and prefer peace and privacy during their holiday. Here our staff is extremely discreet and unobtrusive to create an atmosphere of relaxation, intimacy, undisturbed personal space. Challenge for us who create this unique products and reward for our distinguished guests!

## **GRIFID EKANTO BEACH**

Joined the group only in the 2016 as a result of the acquisition of a competitive business in financial difficulties. This is our last completed project - completely renovated in 2017/2018, this lovely hotel with a great location has modernly furnished rooms, most of them with wonderful sea views; restaurant located on the second floor with a direct sea-view terrace, a spacious foyer with a lobby bar, an infinity pool on the 5th floor and an indoor pool. It has the widest and cleanest beach in the resort, with a beach bar and a modern restaurant. Through the hotel-based medical center, Grifid hotels spa enter a new market for health and recreational tourism.

## **SENTIDO MAREA**

Although marketed under a brand owned by the leading European tour operator Thomas Cook, is actually operating and being run as part of our own Grifid Hotels chain. This hotel also joined Grifid hotels as a result of the deal for the acquisition of competitive hotels in 2016. In the same year, we started a major reconstruction of the hotel, completely renovating its appearance. We built a new modern and bright reception block, having completely changed the entrance of the hotel to improve the safety and peace of the holidaymakers. The accommodations, common areas and exterior areas were completely renovated. Today the hotel has a main restaurant located directly facing the beach, a la carte restaurant, 4 bars including beach and pool, 3 swimming pools, one with wonderful water facilities for children and next to the beach.

## **GRIFID FORESTA**

It is our smallest hotel, opened in 2016 as a brand new hotel in place of a former car repair service base. Today it functions as a small boutique hotel, scattered on the outskirts of the Golden Sands Resort. In addition to its accommodation, the

hotel operates outside of the tourist season and as a training center for hospitality professionals and qualification center of our staff. During the season there is also our own laundry facility, as well as auxiliary production workshops for confectionery and butchers production.

We hoteliers are much more than sellers of accommodation and catering. We work with the idea of constantly improving by offering experiences, emotions, care, unforgettable moments, sensations, delight, imagination ... we sell memories ... and that is our greatest responsibility!

The realization of all these projects is possible thanks to our main asset – our employees. We have the pleasure of working with young and ambitious people, a generator of new ideas and determined to open new horizons that work with heart and enthusiasm. We are aware of the fact that the care of our staff is a concern for our guests - we develop a favorable social policy, every year during the off season we organize language courses and qualification courses, incentive management trips to high-class hotels abroad and cruise ships. We have also found our own Staff Training Center, our Grifid Academy.

We are confident that investing in our staff is an investment in the satisfaction of our guests.

## GRIFID HOTELS – WE PRACTISE SUSTAINABLE TOURISM

We at GRIFID HOTELS engage all our employees in our efforts to lead a sustainable and "green" business. We observe strictly all the norms of the Bulgarian and European legislation as regards the protection of environment, working conditions and human rights, health, financial norms and requirements.

We always set and reach new goals, not only in terms of the satisfaction of our guests, but also those that aim at reducing the consumption of electricity, gas, water, environmentally hazardous detergents, etc.

We inform, invite and encourage our guests and employees how to save electricity and water, throw away their garbage separately, engage in cleaning and environmental protection activities. Use more than once the towels in their rooms to reduce the influence of detergents. Additional information about the development of sustainable tourism is provided by inviting leaflets in the rooms and on the information boards in lobbies and common areas in each of our hotels.

The rooms and common areas of our hotels are equipped with energy-saving lighting units, motion sensors and shut-off sensors of the AC for open doors. All showers, sinks, toilet cisterns, etc. have minimal water consumption.

Since 2012 we are gradually replacing our hotel air conditioning systems with modern multi unit highly energy efficient VRF(variable refrigerant flow) HVAC systems with a very high COP (coefficient of performance) values exceeding 5, all using the R407 refrigerant, which is so far the safest for the planet's ozone layer.

Since 2011 all our newly purchased faucets have to comply with max 5,9 l/ min consumption (standard ones 10-11 l/ min), sanitary systems with 3 & 6 l/ min consumption (standard one 8&9 l/ min), head & hand shower 9,5 l/ min (standard ones 15 l/min)

The established in 2015 Grifid Hotels Laundry is equipped with machines with the highest class of energy efficiency and low consumption of water and detergents.

The detergents that are used in our kitchens, restaurants, bars, and hotel hosted are nature-friendly - quickly and completely degradable.

Separate waste collection and waste separation is organized for paper and paper packaging, metal and metal packaging, plastic and plastic packaging, glass and glass packaging, biodegradable and household waste.

All goods are delivered in large packaging to minimize waste packaging.

In order to reduce carbon dioxide emissions from cars for all employees we provide organized company run transportation to and from the workplace.

Beside our guests, workers are equally important to us as well. Grifid hotels, employing nearly 1400 people in active season, strive to offer some of the best working conditions:

All 7 hotels in the group are located in the resort Golden Sands. Further to and from the city of Varna, the company provides transport to other settlements in the area such as Dobrich, Beloslav, Aksakovo and others.

The company provides uniforms and safety clothing.

In the off season workers can take advantage of company paid language courses.

Since 2015 Grifid Training Center is opened. It is dedicated for training candidates for the professions "Waiter", "Cook", "Ship cook", "Baker", "Barman", "Maid". Upon completion of the theoretical part of their training, the students receive the right to practice at Grifid hotels. The Center is licensed under Bulgarian law and the diplomas awarded are internationally recognized.

We from Grifid hotels organize and participate in social and charity events, donations and more in order to improve the tourist infrastructure, cultural and natural resources of the Varna region.

We make sure that the food products we buy for our restaurants are from local producers. We encourage our tens of thousands of visitors to visit more cultural and natural tourist sites during the summer season.

We use e-mail as a means of communication to reduce paper-based correspondence and paper-based information.

## GRIFID HOTELS – ACCOMPLISHMENTS – MAY'18 TO APRIL'19

### ENVIRONMENT PROTECTION POLICY

It is the shared commitment of the management and owner of GRIFID HOTELS to ensure sustainable protection of the environment during the management of operating the holiday product.

What are the main goals of our Environmental Policy:

- Comply with all applicable laws and regulations in the field of environmental protection;
- To educate staff for environmental protection so that employees understand the role they play in meeting our goals
- Invite our guests to support our efforts to reduce waste in the environment;

To achieve these goals during the reporting period, we have optimized energy efficiency by completing a reconstruction and modernization of 2 hotels from the group - Hotel Enkanto and Hotel Vistamar, including:

- Replacement of all luminaires with high energy-efficient LED technology;
- Replacing the entire existing air-conditioning of the hotel with the latest generation VRF installation of a new generation with an efficiency factor (COP) of more than 5.35;
- Replacement of all cold rooms and refrigerators at the hotel, with refrigeration facilities being the latest generation of Electrolux brand products with very high energy efficiency and cold rooms operated by a central unit providing much more efficient work compared to single split devices;
- Replacement of lifts - the newly installed elevators are from the latest generation of the Spanish manufacturer Orona and provide up to 80% lower energy consumption compared to the old lifts. When running full down and empty up the elevator practically does not consume energy but uses gravity momentum.
- The hot kitchen equipment has been replaced as we have put in place the induction technology that guarantees energy consumption only during use.



- Refrigerant R22 used in old system has been replaced the ozone layer save R407;
- The domestic hot water system (DHW) has been replaced, with all solar power produced in the 200 solar collectors on the roof of Hotel Marea.
- At Hotel Vistamar for the first time in Bulgaria Samsung HVAC instalation is used with full waste heat recovery. All waste heat generated during the operation of the cooling air conditioning system is used to heat DHW. Thus, the efficiency factor of the system goes over 10 times the energy consumed.
- Mixers of all sanitary facilities and showers are replaced, the new mixers have a water consumption of 5.5 liters / min compared to 9 liters in the old ones and the toilets are washed with 3 or 6 liters of water depending on the mode chosen, against 8/9 liter for old toilets.
- In addition, we conduct system training for our employees in all energy saving hotels. We perform day-to-day control of indoor and outdoor lighting by observing a switch-on and shutdown schedule; we use motion and light sensors to turn on the lights only when needed.

As a result of the investments made in energy efficiency during the reporting period, we have achieved the following results:

	17						18					
	ENC	ARA	BOL	VIS	MET	SEN	ENC	ARA	BOL	VIS	MET	SEN
BEDNIGHTS												
MAY	1549	9703	8078	7672	4148	2644	2699	15572	11905	8446	4017	7459
JUNE	10145	16189	18445	12703	7302	11935	13017	16076	17353	12552	7138	18777
JULY	17013	26052	26117	17110	8174	19980	18993	24718	25773	18506	8061	22419
AUGUST	17499	26381	26352	17042	8249	20586	18717	24588	25690	17721	8258	22269
SEPTEMBER	11 198	15478	16352	13023	7556	15134	13983	15554	14652	12055	7307	19070
SEASON	57404	93803	95344	67550	35429	70279	67409	96508	95373	69280	34781	89994
ENERGY												
MAY	91316	297508	338339	189083	128588	99217	95411	254080	371604	171067	129903	63988
JUNE	164193	318558	463069	195378	154471	163108	181316	302669	456994	192675	165732	206832
JULY	199195	371171	559355	222025	165851	193348	208674	365517	542895	219142	178790	183715
AUGUST	271864	382639	581038	238589	173671	205560	220648	377802	559320	232886	176616	193790
SEPTEMBER	189474	303462	456668	197943	131760	188459	177542	307677	418961	183314	128144	157009
SEASON	916041	1673338	2398468	1043019	754341	849692	883591	1607745	2349775	999084	779185	805334
WATER												
MAY	1685	5021	5003	3130	1473	1736	2675	7757	6781	2315	2644	1696
JUNE	8499	6141	8215	3244	2535	3133	4341	6631	6925	4231	2552	3059
JULY	4960	7469	8734	5449	2563	4210	4315	8692	8647	4554	3045	5992
AUGUST	5077	10095	11696	5820	3428	3420	4205	10599	10340	5520	3514	7079
SEPTEMBER	4324	7318	7531	3728	2316	4020	2902	8162	7729	4585	3711	5336
SEASON	24545	36044	41179	21371	12315	16519	18438	41841	40422	21205	15466	23162

- We reduced the total energy consumption in all Grifid Hotels by 3%;

	17						18					
	ENC	ARA	BOL	VIS	MET	SEN	ENC	ARA	BOL	VIS	MET	SEN
<b>BEDNIGHTS</b>												
MAY	1549	9703	8078	7672	4148	2644	2699	15572	11905	8446	4017	7459
JUNE	10145	16189	18445	12703	7302	11935	13017	16076	17353	12552	7138	18777
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SEASON	57404	93803	95344	67550	35429	70279	67409	96508	95373	69280	34781	89994
<b>ENERGY PPPD</b>												
MAY	58.95	30.66	41.88	24.65	31.00	37.53	35.35	16.32	31.21	20.25	32.34	8.58
JUNE	16.18	19.68	25.11	15.38	21.15	13.67	13.93	18.83	26.34	15.35	23.22	11.02
JULY	11.71	14.25	21.42	12.98	20.29	9.68	10.99	14.79	21.06	11.84	22.18	8.19
AUGUST	15.54	14.50	22.05	14.00	21.05	9.99	11.79	15.37	21.77	13.14	21.39	8.70
SEPTEMBER	16.92	19.61	27.93	15.20	17.44	12.45	12.70	19.78	28.59	15.21	17.54	8.23
SEASON	15.96	17.84	25.16	15.44	21.29	12.09	13.11	16.66	24.64	14.42	22.40	8.95
<b>WATER PPPD</b>												
MAY	1.09	0.52	0.62	0.41	0.36	0.66	0.99	0.50	0.57	0.27	0.66	0.23
JUNE	0.84	0.38	0.45	0.26	0.35	0.26	0.33	0.41	0.40	0.34	0.36	0.16
JULY	0.29	0.29	0.33	0.32	0.31	0.21	0.23	0.35	0.34	0.25	0.38	0.27
AUGUST	0.29	0.38	0.44	0.34	0.42	0.17	0.22	0.43	0.40	0.31	0.43	0.32
SEPTEMBER	0.39	0.47	0.46	0.29	0.31	0.27	0.21	0.52	0.53	0.38	0.51	0.28
SEASON	0.43	0.38	0.43	0.32	0.35	0.24	0.27	0.43	0.42	0.31	0.44	0.26

	ENC	ARA	BOL	VIS	MET	SEN
<b>DIFERENCE ENERGY PPPD 2018/2017</b>						
MAY	-40%	-47%	-25%	-18%	4%	-77%
JUNE	-14%	-4%	5%	0%	10%	-19%
JULY	-6%	4%	-2%	-9%	9%	-15%
AUGUST	-24%	6%	-1%	-6%	2%	-13%
SEPTEMBER	-25%	1%	2%	0%	1%	-34%
SEASON	-18%	-7%	-2%	-7%	5%	-26%

	ENC	ARA	BOL	VIS	MET	SEN
<b>DIFERENCE WATER PPPD 2018/2017</b>						
MAY	-9%	-4%	-8%	-33%	85%	-65%
JUNE	-60%	9%	-10%	32%	3%	-38%
JULY	-22%	23%	0%	-23%	20%	27%
AUGUST	-23%	13%	-9%	-9%	2%	91%
SEPTEMBER	-46%	11%	15%	33%	66%	5%
SEASON	-36%	13%	-2%	-3%	28%	9%

- We reduced the energy consumption per guest for all Grifid hotels by 11% and specially for the newly renovated Encanto by over 18%;

- For all hotels, we increased by 80% the amount of paper and plastic packaging waste handed over for recycling compared to 2017. The amount of biodegradable waste handed over for compostation has increased with 117%;

	17							18						
	ENC	ARA	BOL	VIS	MET	SEN		ENC	ARA	BOL	VIS	MET	SEN	
	BEDNIGHTS													
MAY	1549	9703	8078	7672	4148	2644		2699	15572	11905	8446	4017	7459	
JUNE	10145	16189	18445	12703	7302	11935		13017	16076	17353	12552	7138	18777	
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SEPTEMBER	11 198	15478	16352	13023	7556	15134		13983	15554	14652	12055	7307	19070	
SEASON	57404	93803	95344	67550	35429	70279		67409	96508	95373	69280	34781	89994	
	ORGANIC WASTE FOR COMPOSTATION													
MAY	1278	1332	4500	2680	956	3230		1546	8989	7400	4800	1198	5360	
JUNE	2985	1540	7500	2800	1140	4362		8966	9911	10500	5200	1025	9950	
JULY	4517	1715	8600	2950	1151	6236		9911	10555	11600	9800	1114	10525	
AUGUST	4489	1844	7100	2300	1198	6652		11355	10803	10100	8900	1028	11350	
SEPTEMBER	2942	1030	6600	1800	1002	5980		10803	5820	9600	7200	1110	8936	
SEASON	16211	7461	34300	12530	5447	26460		42581	46078	49200	35900	5475	46121	
	PAPER FOR RECYCLING													
MAY	57	180	460	150	102	112		52	228	370	200	888	190	
JUNE	245	265	500	180	160	225		150	367	659	350	571	336	
JULY	89	315	310	190	175	180		170	405	510	450	350	450	
AUGUST	70	380	280	120	223	360		380	438	540	550	225	420	
SEPTEMBER	29	130	820	160	180	200		700	327	335	540	198	400	
SEASON	490	1270	2370	800	840	1077		1452	1765	2414	2090	2232	1796	
	PLASTIC FOR RECYCLING													
MAY	0	72	20	120	50	115.00		170	108	169	140	34	160	
JUNE	62	95	23	203	150	160.00		62	126	205	268	241	210	
JULY	0	125	25	149	0	135.00		80	185	135	25	70	190	
AUGUST	150	210	20	88	0	95.00		400	233	350	150	205	290	
SEPTEMBER	0	100	160	80	250	70.00		230	138	160	285	249	155	
SEASON	212	602	248	640	450	575		942	790	1019	868	799	1005	
	DIFERENCE ORGANIC WASTE FOR COMPOST 2018/2017							DIFERENCE WASTE FOR RECYCLING 2018/2017						
MAY	21%	575%	64%	79%	25%	66%		289%	33%	12%	26%	507%	54%	
JUNE	200%	544%	40%	86%	-10%	128%		-31%	37%	65%	61%	162%	42%	
JULY	119%	515%	35%	232%	-3%	69%		181%	34%	93%	40%	140%	103%	
AUGUST	153%	486%	42%	287%	-14%	71%		255%	14%	197%	237%	93%	56%	
SEPTEMBER	267%	465%	45%	300%	11%	49%		3107%	102%	-49%	244%	4%	106%	
SEASON	344%	31%	311%	36%	78%	75%		241%	36%	31%	105%	135%	70%	
						120%							79%	

Taking into account the impact of tourism on the environment and climate change, and in the future, GRIFID HOTELS will work to introduce energy-saving devices where possible, ensure responsible waste management, avoid pollution, encourage guests to respect and participate in efforts of the hotel to minimize the environmental impact of hotel operations.

## **HUMAN RESOURCES MANAGEMENT POLICY**

This is the shared commitment of the management and owner of GRIFID HOTELS to ensure that all our employees are provided with excellent working conditions at all times.

What are the main goals of our human resources management policy:

- Comply with all applicable laws and regulations in the field of labor and human resources;
- Offer equal rights and opportunities to all employees in the company;
- To offer trainings;
- Offer payment in accordance with legislation.

To achieve these goals, we have undertaken:

- We develop a non-discriminatory policy on recruitment and selection of staff so that all candidacies are treated fairly and that job applicants are not discriminated in any way irrespective of their race, age, gender, nationality, disability or religion.
- All employees of GRIFID HOTELS must have a contract that complies with the rules laid down in national law.
- In order to stimulate the recruitment of employees from underdeveloped economic regions of the country, we have expanded the organized and financed company transport network to remote settlements outside major urban areas and villages such as Cherna, Zhitnitsa etc..
- In order to create conditions for recruiting candidates from even more remote and less developed economic regions of the country, we launched a program for providing accommodation of employees from remote regions in a hotels rented and financed at the expense of the company and organizing a full-day meals for the accommodated persons.
- In order to create conditions for recruitment of candidates from less economically developed regions outside the country, besides the provision of accommodation facilities and catering, the company also undertakes to cover the expenses of the employees for transportation to and from the country.
- All employees are encouraged to develop their skills at the Griffid Academy.

- Whenever possible, we provide the opportunity to promote employees from the company before looking for outsiders.
- We also respect the religious holidays of all working people, no matter what religion they profess. Their rights, obligations and conditions of labor, pay and social benefits are the same for all.

As a result of the activities undertaken in May 2017-2018, we achieved the following results:

- Increased share of minority employees among company employees, providing them with equal access to work and pay. Thanks to these efforts, minority candidates received a chance of realization, decent pay and career development;
- We have doubled the share of employees from underdeveloped regions in the country that have found a job in the company;
- The share of employees from less developed economies increased steadily from 40 in the previous reporting period to nearly 140 in the present.
- We have increased the number of jobs for employees in all our companies.

With respect to the human resource management policy and in the future, GRIFID HOTELS will work in the direction of:

- Increasing accessibility for work in the hotels of minorities, the long-term unemployed, regions with high unemployment and difficult transport accessibility and with permanently reduced working capacity;
- Expanding the scope of our dual training contracts and other vocational schools from regions with high unemployment;
- Training at Grifid Academy of persistently unemployed persons and providing opportunity to work at Grifid Hotels and enhancing the qualification of the employees of Grifid Hotels for further career development in the organization;

## COMMUNITY POLICY

This is the shared commitment of the management and owner of GRIFID HOTELS to pay attention to how its operations affect the local residential and business community.

Through our Community policy we set ourselves the following goals:

- To prove that we are protecting the local community;
- Support the local economy;
- Prioritize the recruitment of local staff to promote the development of the societies in which the company is present;
- To preserve local culture and traditions.

In order to achieve our goals during the reporting period:

- We encourage each of our Guest relation officers to promoting attendance of cultural events as well as historical sites and places of interest on the territory of Varna Municipality.
- Representatives of the company's management, proven professionals in their field, took part in exam commissions for State Exams for graduating professional formation at the Professional Schools on the territory of the Municipality of Varna.
- We have concluded contracts for dual training with Vocational Schools not only from Varna Municipality but also with schools with areas where the level of unemployment is higher.
- We have provided an opportunity to conduct professional practices for students from vocational schools in regions with high unemployment.
- We organized free language and professional courses to develop the capabilities and qualities of our staff, thus engaging local Language Centers .
- We have provided items - which are no longer suitable for use within the hotel, to be offered to local organizations that could benefit from them - bed linen to the Military Hospital Varna, Emergency Center, Nursery home – Gergana. We donated pianos of the The National School of Arts "Dobri Hristov" - Varna;
- We provided free transportation and accommodation for visually impaired people in a socially disadvantaged position.

With regard to its policy towards the community in the future GRIFID HOTELS will work in the direction:

- Organization and financing of charity causes;
- Future plans for the development of our business include setting up a Foundation to encourage and support community youth in the development of their talents or career development.



**Grifid**  
HOTELS