

We 're going to keep making a
difference



GRECOTEL

HOTELS & RESORTS

ENVIRONMENTAL,
SOCIAL
& GOVERNANCE



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We have a single mission:
to protect and hand on the
planet to the next
generation.





About this

report In order to demonstrate all our actions to our stakeholders in a transparent and systematic way, Greotel Creta Palace is introducing its annual Sustainability Report. The objective of this Report is to disclose our sustainability performance and approach with respect to the society, the environment, human resources and culture. This is the sixth public sustainability report of Greotel Creta Palace and covers 2023 season (reporting periods are from opening to the closing day).



Welcome to Grecotel





Introduction

About Grecote



Grecotel Creta Palace Luxury Beach Resort | Sustainability Report 2023

Dedicated to mastering the craft of welcoming luxury in the hospitality industry, Grecotel Hotels and Resorts, the leading hotel chain in Greece, delivers sophisticated lifestyle experiences for travelers in the country's most beautiful destinations.

GRECOTEL
HOTELS & RESORTS

40 Resorts

Introducing the definite list of the greatest holiday moments you can enjoy at Grecotel 40 resorts with new classification

GRECOTEL
HOTELS & RESORTS



BOUTIQUE

GREECE AVANT-GARDE. SPECTACULAR RESORTS ON MYTHICAL LOCATIONS
AMIRANDES *Crete*, MYKONOS BLU *Mykonos*, MANDOLA ROSA *Peloponnese*, CAMEL *Crete*,
CAPE SOUNIO *Athens Riviera*, **New** LOLITA MYKONOS, **New** GRECOTEL ACROPOLIS, *Athens*.

BEACH
LUXE

BEACH LUXURY

LUXURY BEACH RESORTS ALSO FOR THE FAMILY TRAVELLER. GREAT
PROPERTIES ON THE BEACH THAT LOOK, FEEL & CONNECT WITH LUXURY
CORFU IMPERIAL *Corfu*, LA RIVIERA *Peloponnese*, CRETA PALACE *Crete*, KOS IMPERIAL *Kos*,
EVA PALACE *Corfu*,

LUX
ME®

LUX ME

"LUXE ALL-INCLUSIVE®" WATERFRONT LIFESTYLE WILL BECOME A PART OF YOUR LIFE.
LUX ME WHITE PALACE *Crete*, LUX ME DAMA DAMA *Rhodes*, LUX ME DAPHNILA BAY DASSIA *Corfu*
KOS IMPERIAL *Kos*, OLYMPIA OASIS *Peloponnese*



LIFESTYLE ALL IN

VILLAGE STYLE RESORTS RIGHT ON A NATURAL BEACH, FOR BOHEMIAN
LIFESTYLE. IDEAL FOR LIKE-MINDED PEOPLE AND THEIR FAMILIES
CASA MARRON *Peloponnese*, MARINE PALACE & AQUA PARK *Crete*, **New** CASA PARADISO *Kos*,
ROYAL PARK *Kos*, MELI PALACE *Crete*, ILIA PALMS *Peloponnese*, **New** COSTA BOTANICA *Corfu*

MYKONOS
CORFU
CRETE
PELOPONNESE
KOS
RHODES



Unique Locations



Grecotel is part of the N. Daskalantonakis Group of Companies, which includes among others city and resort affiliated hotels, the Agreco traditional farm and line of products from Crete and the Danilia traditional village and museum in Corfu.

Traditional Farms & Villages

DANILIA CORFU

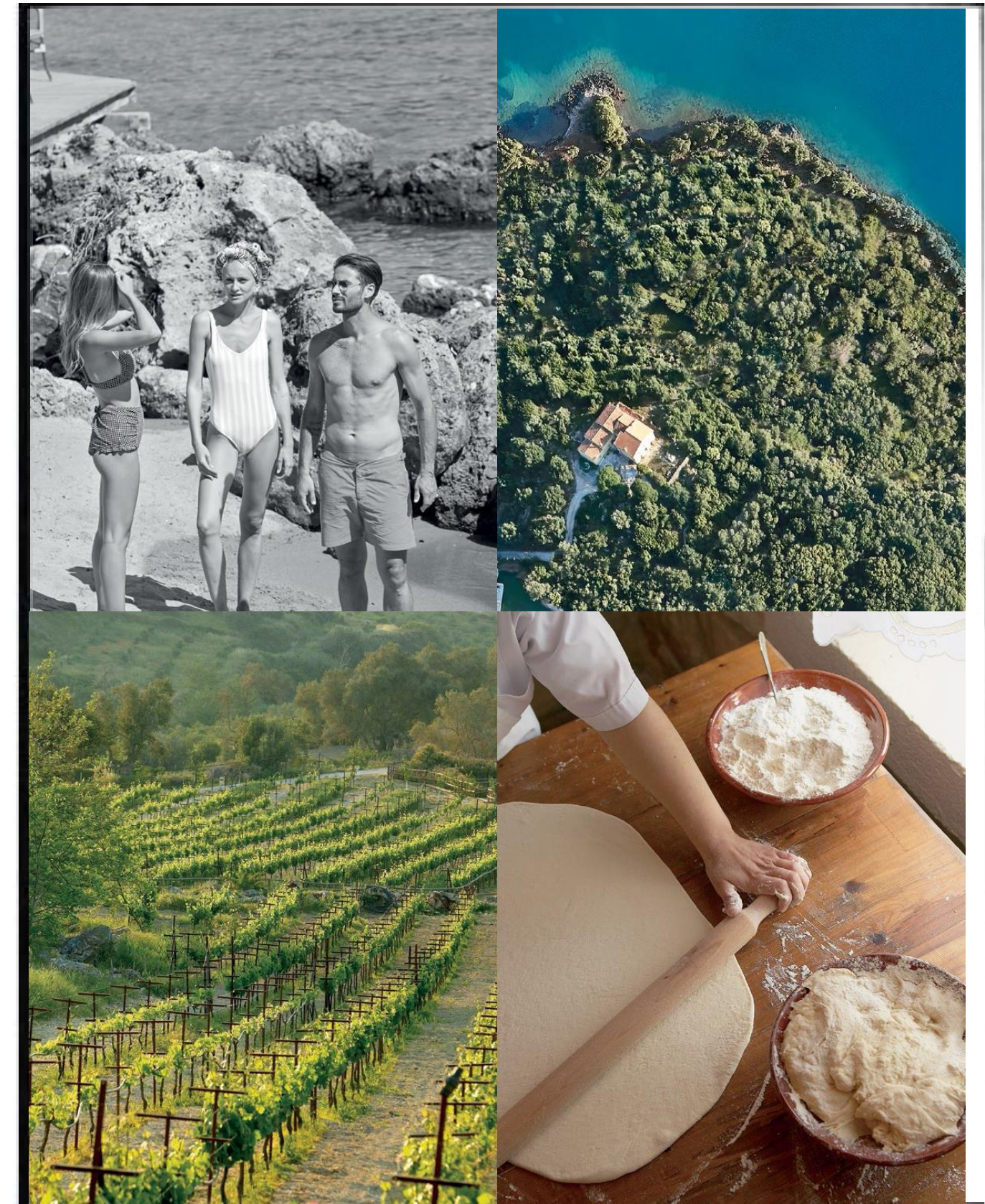
The village of Danilia is a traditional theme park. An entire Corfiot village with its own museum and traditional small shops.

<https://www.grecotel.com/el/greece-destinations/corfu/danilia-village.html>

AGRECO FARM

At Agreco Farm in Rethymnon, visitors revive traditional Cretan life and participate in agricultural activities.

<https://www.agreco.gr/>



Our vision

is to offer an authentic experience to our visitors and to highlight the local character of the destinations where we operate. Through the promotion of a sustainable development model, we aim at further developing our guests' experiences and enhancing the position of Greece on the global tourism map.



Our mission

is to provide luxurious and cordial hospitality to our guests through our hotels, located in the most beautiful destinations of Greece. The high level of personalized services and the unique experience of accommodation offered, in combination with the promotion of culture and locality, are the fundamental principles that characterize the hospitality we provide. Our commitment lies with the efficient operation of our hotels, strengthening of local communities, protection of their natural resources, species and ecosystems, as well as equal opportunities, continuous education and training for all our employees.



Business in the Community

During its 45 years of operation, Greotel is a responsible business model, which includes actions aiming at its responsible social and environmental operation that leads to its constant reward and certification (over 2000 international awards by guests and the most prestigious international tourism organizations).



feel Safe

feel

Grecootel

#EVERYTHING
#FEEL GRECOTEL



Grecootel's Sustainability Program

Sustainability Program

WORKING TOWARDS A MORE SUSTAINABLE WORLD

In 1992, Grecootel became the first Mediterranean hotel group to undertake eco-audits in its hotels according to EU standards and formed an Environment and Culture Department.

Grecootel Sustainability program "**GRECOTEL ECO**" is one of the basic operating standards for all Hotels of the Group. It contains key areas aimed at protecting the Environment, highlighting local communities and strengthening the economy.

The basic ideology of the program is the "**Think global Act Local**".





THE GLOBAL GOALS

WORKING TOWARDS A MORE SUSTAINABLE WORLD



The Sustainable Development Goals (SDGs), also known as Global Goals, are a set of 17 integrated and interrelated goals to end poverty, protect the planet and ensure that humanity enjoys peace and prosperity by 2030.

GRECOTEL is developing, in all its hotels, environmental programs based on the fundamental commitments made regarding its sustainable development for 2030, to **minimize its environmental footprint**. We aim to provide high quality services while respecting both the environment and the local communities.



Environmental Programms and Certifications



Internationally accommodation sustainability program.

- AMIRANDES
- CAMEL
- CRETA PALACE
- LUX ME WHITE PALACE
- CLUB MARINE PALACE
- PLAZA SPA
- CORFU IMPERIAL
- EVA PALACE
- LUX ME DAPHNILA
- KOS IMPERIAL
- CASA PARADISO
- LUX ME DAMA DAMA
- OLYMPIA RIVIERA & AQUA PARK
- OLYMPIA OASIS & AQUA PARK
- CASA MARRON
- MELI PALACE



Eco-label Award

- RIVIERA OLYMPIA & AQUA PARK
- CAPE SOUNIO
- PALLAS ATHENA
- VOULIAGMENI SUITES
- MYKONOS BLU
- FILOXENIA KALAMATA
- ASTIR
- EGNATIA
- LARISSA IMPERIAL
- COSTA BOTANICA
- THE DOLLI
- AGRECO FARM

NEW
HOTELS 2023



Eco-label award for beaches.

- CAMEL
- CRETA PALACE
- LUX ME WHITE PALACE
- CLUB MARINE PALACE
- CORFU IMPERIAL
- EVA PALACE
- LUX ME DAPHNILA
- CASA PARADISO
- LUX ME DAMA DAMA
- RIVIERA OLYMPIA & AQUA PARK
- CASA MARRON



AGRECOFARMS



Other Awards



All the Group's hotels have environmental/sustainable programs.

Welcome note from General Manager



*"A beautiful environment
starts with you."*

At Grecotel, the largest hotel chain in Greece, we are committed to harmonizing luxury with sustainability. We firmly believe that the quality of our guest experience is intrinsically linked to the quality of our environment.

Our dedication to Environmental Management and Sustainability is reflected in the procedures we have developed over the years, to identify and address the environmental and social impacts of our operations. We are proud to share that our policies and programs are continuously evolving to enhance our environmental performance.

This report, which has been reviewed and approved by our Management Team, showcases the best practices and significant strides we have made in our sustainability journey. Additionally, it represents our efforts towards the sustainable development of our company. Our sustainability success hinges on collaboration with our valued stakeholders. We invite guests, employees, suppliers, and the local community to actively participate in shaping our sustainability journey. Your insights and feedback are instrumental in identifying opportunities for improvement and driving positive change. We encourage you to share your perspectives by contacting our sustainability team.

We appreciate your interest in our Sustainability Report and invite you to explore the ways in which Grecotel Creta Palace is making a positive impact on our planet. Together, we can create a brighter, greener future for all.

Thank you for joining us on this important journey.

Warm regards,
Gialitakis Haralambos



CRETE

CRETA PALACE

GRECOTEL BEACH LUXE RESORTS

GRECOTEL



AT A GLANCE

CRETA PALACE



The epitome of contemporary comfort
for families & heartfelt warm hospitality.
The resort life is spread on an amazing sandy beach and
mature lush gardens & pools.
True luxury holidays with Cretan soul
in a unique Greek resort.



DINING

CRETA PALACE



Cuisine is original and in a class of its own. Comfort pack, all-inclusive upgrade meal option, available.



ROOMS & BUNGALOWS

CRETA PALACE





SUITES & VILLAS

CRETA PALACE



Awards & Recognitions 2023



Blue Flag
Since 1994



Travelife for
accommodation
sustainability



HACCP Certification
for Food Safety



GREEN & FAIR
HOTEL AWARD
2023 by TUI

For our projects and operational excellence, we have received widespread recognition and numerous important accolades. The receipt of an award validates the good impact of our work.



Distribution of visitors by country

Areas	Guests 2021	Guests 2022
Greeks	1.967	2.192
Europeans	74.870	88.163
Americans	682	2.339
Rest	18.879	42.251
TOTAL	96.398	134.945

An aerial photograph of a beach. The top half of the image shows a wide expanse of golden sand. On the left side, there is a small cluster of people sitting on towels or blankets, with two large white beach umbrellas. In the center of the beach, several colorful surfboards (yellow, white, blue, and light blue) are lined up. The bottom half of the image shows the ocean with gentle waves washing onto the shore, creating white foam. The water is a deep, clear blue-green color.

Environmental Sustainability Strategy

Sustainable Development Strategy

We recognize our critical responsibility to protect our planet and preserve the beautiful destinations in which we operate for generations to come.

GrecoTel Creta Palace Luxury Beach Resort has its Environmental Sustainability Strategy, designed around using energy and water resources more thoughtfully, building smarter, and innovating and inspiring.

Our Sustainability Team

Gialitakis Haralambos

General Manager

Managing the hotel & business supports, communicating and working with the local community, local business and protecting local culture and traditions.

Papadaki Stella/Garantonakis Antonis

Human Resources Supervisors

Has the responsibility for managing the welfare and labor standards of all employees and for managing human rights.

Chatzidakis Minas

Maintenance Manager

Responsible for the maintenance and proper operation of the Hotel.

Mitsiou Annie

H/K Manager

Monitor all the daily operations of the housekeeping department

Karakatsanis Nikos

Food & Beverage Manager

Specialized in forecasting, planning and controlling the ordering of food and beverages for a hospitality property

Xeraxoudis Christos

Chef

Responsible for the food waste monitoring program.

Papadogianni Antigoni

Guest Service Manager

Providing exceptional service to guests and educated them for our sustainability program.

Zoulakis Giannis

Storage Manager

Responsibility for the storage, movement and distribution.



2023 Highlights



Employee training

421 Trained



Food Waste

Food Waste Reduction and Measurement program.



Green Activities

Regular Guest participation in Eco-Activities



Plastic Free

Plastic-free hotel program, with the aim to reduce all plastics.



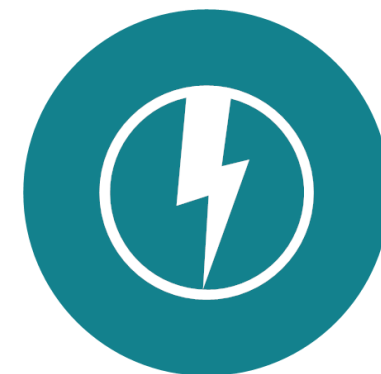
Employees

70% of our personnel are locals.



Hazardous waste

100% recycled



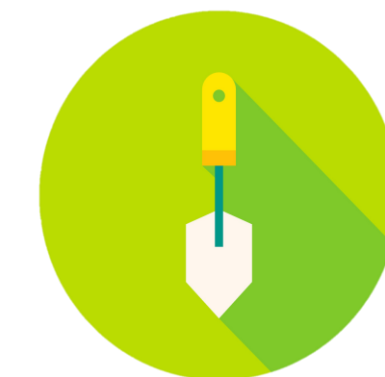
Energy Efficiency

Annual investments in Energy Efficiency upgrades



Blue Flag

Since 1992



Garden & Flora

Annual investments to enhance biodiversity



How we manage
sustainability



Environmental Impact

GRECOTEL, BEING ONE WITH NATURE

Grecootel operates in some of the most beautiful locations on Greece, and we understand how important it is to conserve our environment so that future generations can enjoy it as well.

Despite the obstacles of 2020, we remain dedicated to halving our environmental impact across our whole value chain.



Greotel Creta Palace Sustainable Business Model



RESPONSIBILITY

Climate Change

Providing a one-of-a-kind experience and cutting-edge services, as well as immersing consumers in the Greotel Creta Palace sustainable and responsible programs.

Climate Change

Increasing the number of social and environmental parameters used to identify partners.

Climate Change

Fostering long-term partnerships with a variety of entities, including other businesses, government agencies, non-profit organizations, multilateral organizations, and so on.



PEOPLE

Employees

Promoting equal opportunity.

Community

Youth employment - Investing in training and career support for young people.

Hotels with a heart - Greotel potential as a hotel chain is being used to provide lodging for people who need help.



PLANET

Climate Change

The fight against climate change lies at the heart of Greotel strategic planning and risk management.

Water and Energy

Water and energy conservation is a key part of the Greotel Stainable Program.

Waste Management and the Circular Economy

Working with suppliers to develop circular economy possibilities and synergies.



Zero Carbon Emissions

The drastic reduction of carbon emissions presents an urgent need for our economy and climate. For this reason, at GRECOTEL, as leaders in hospitality in Greece and Mediterranean, we recognize our duty not only to reduce our carbon footprint, but also to influence the hospitality industry towards a net zero economy.



Our primary source of emissions is from the operation of our hotel (Grecotel Creta Palace). Our employees were encouraged to use operational best practices such as partial building shutdowns, variable plant load operation, and strengthened building controls to save energy and carbon emissions when occupancy was low. At Grecotel Creta Palace we encourage suppliers to set goals around reducing their environmental and social impact.

We remain committed to minimizing our environmental footprint by reducing energy consumption, optimizing water usage, and minimizing waste generation.

THERE IS NO PLANET B

Fighting Climate Change



We recognize climate change to be a critical threat to our planet, our communities and our business, and we've made combatting it a top business priority.

Environmental Program

Grecootel Environmental Program was used as an example in the publication Agenda 21 for the Global Travel & Tourism Industry. It includes activities inside and outside the hotels and it focuses in 4 Key Performance Indicators (KPI):

01. Energy
02. Water
03. Waste & Recycling
04. Chemicals



2023



OUR EFFORTS
CONTRIBUTE TO
THE SUSTAINABLE
DEVELOPMENT
GOALS:



Energy

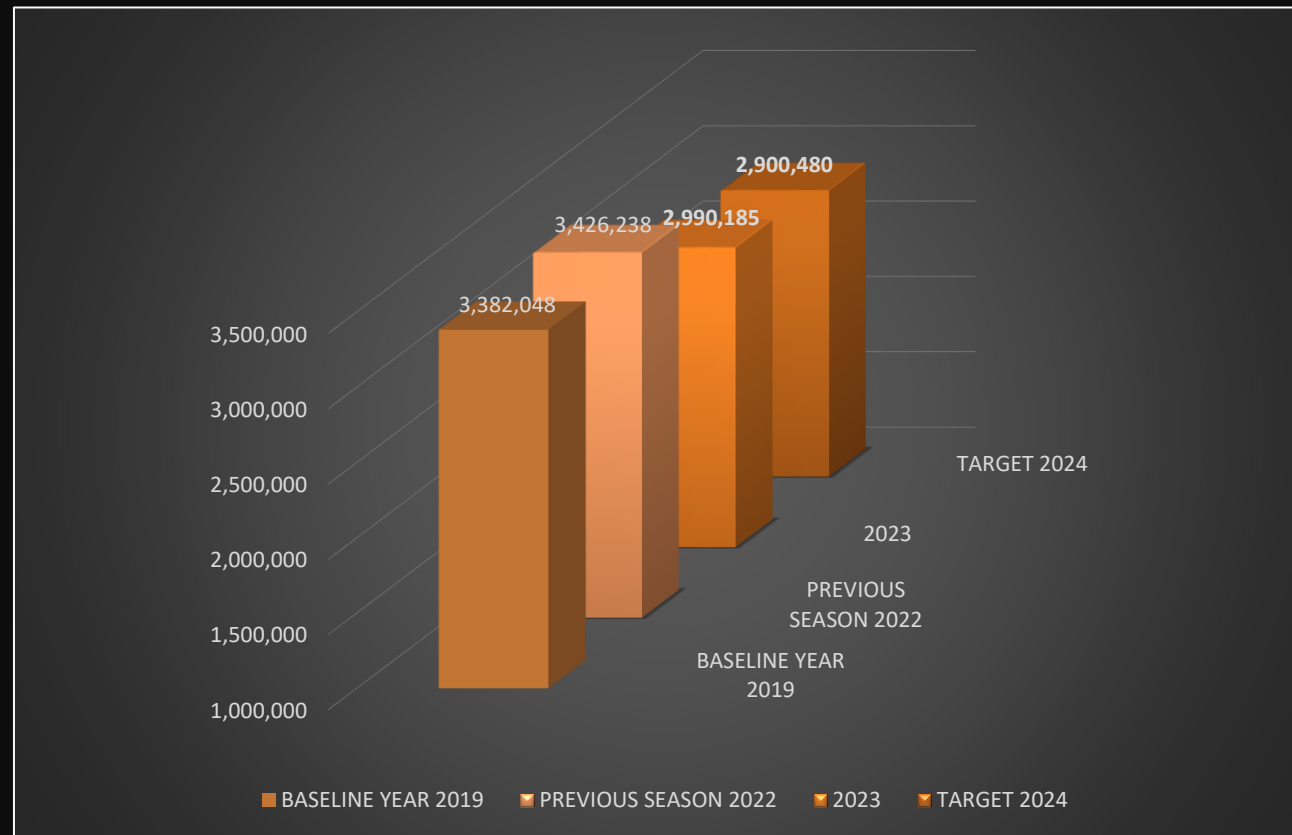
2.990.185 kWh

Efficient use

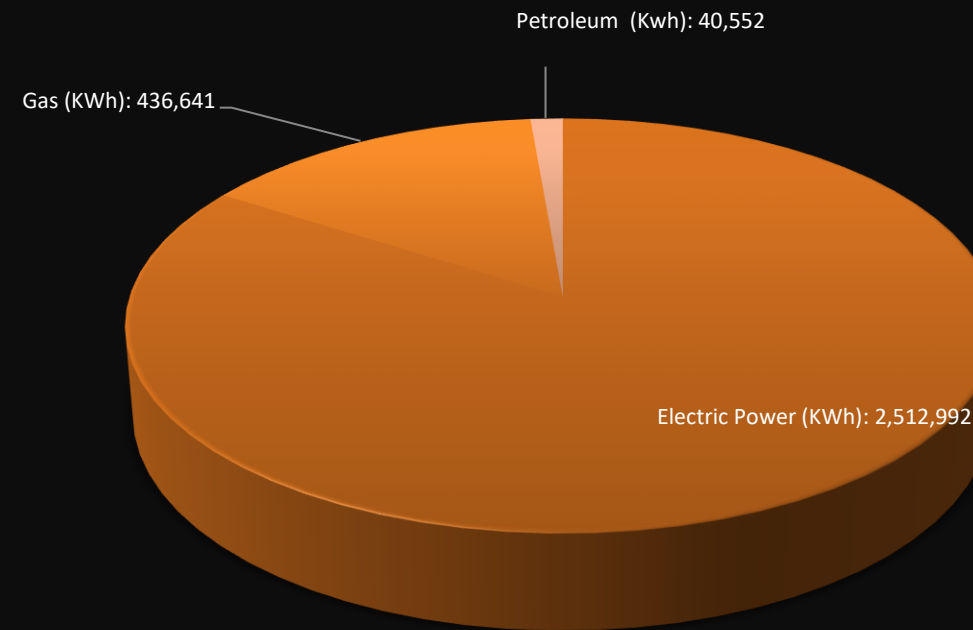
Energy consumption from all sources is the main contributor to direct and indirect GHG emissions which affect the climate change. By creating the necessary infrastructure and using the latest available technology in energy management, we endeavor to reduce our energy consumption and maximize the use of renewable energy. Advanced materials and systems are installed in the buildings of o to reduce energy consumption. These include:

- Energy-efficient window panels.
- A high-quality, external wall insulation system that significantly reduces energy losses by wrapping the building in a thermally resistant envelope.
- Heat Pumps and Low energy technology lighting.
- Electronic lighting ballasts.
- Central lighting control systems.

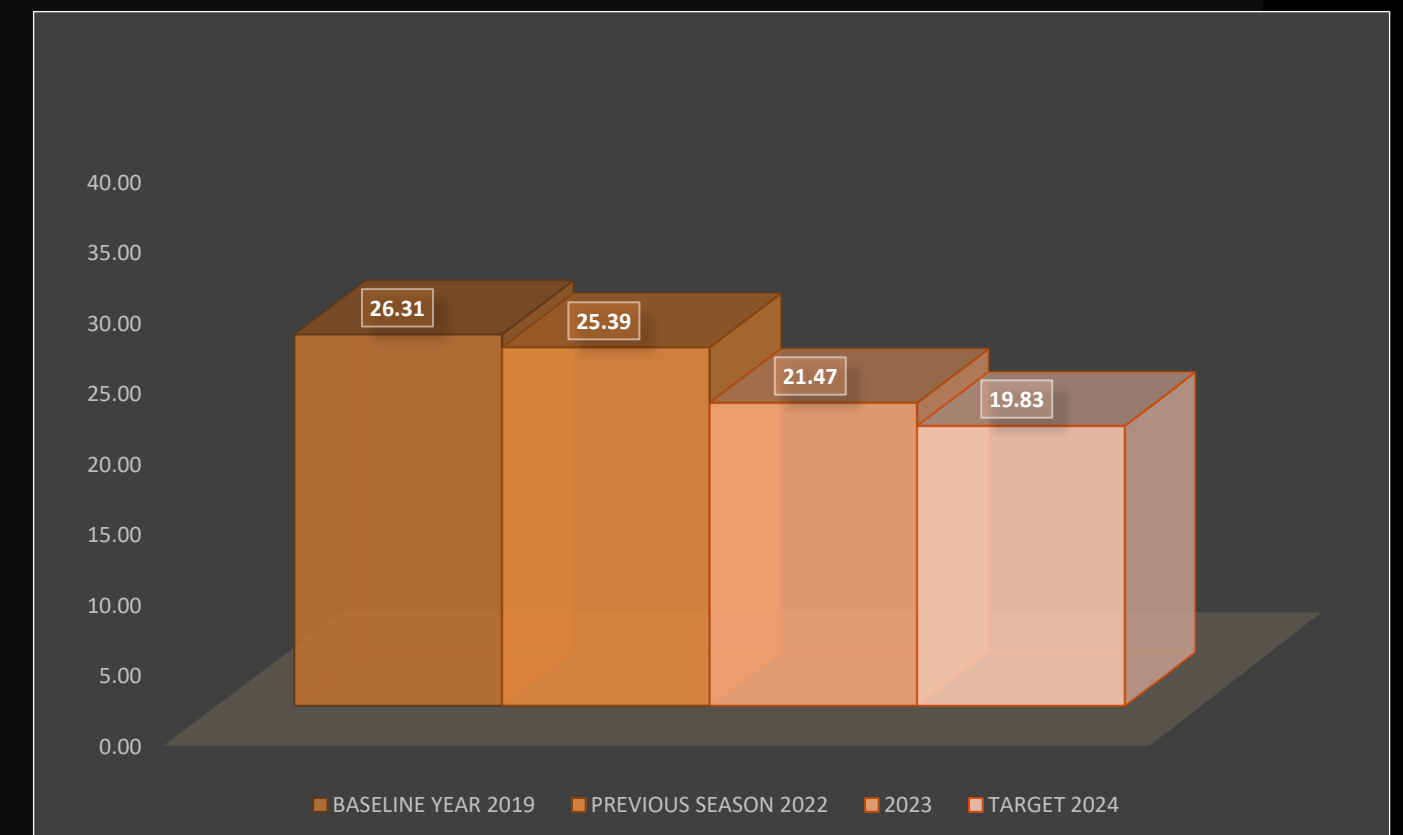
Annual Energy consumption (KWh)



Energy Consumption per Source



Annual Energy consumption per accommodation



Energy Reduction

- Hotel operations are aligned with best practice energy management techniques and technology.
- The Greotel Creta Palace Green goal is to improve the energy efficiency of the buildings and minimize energy consumption year after year.
- Greotel Creta Palace continues to train all staff in energy and carbon management in order to decrease energy use.

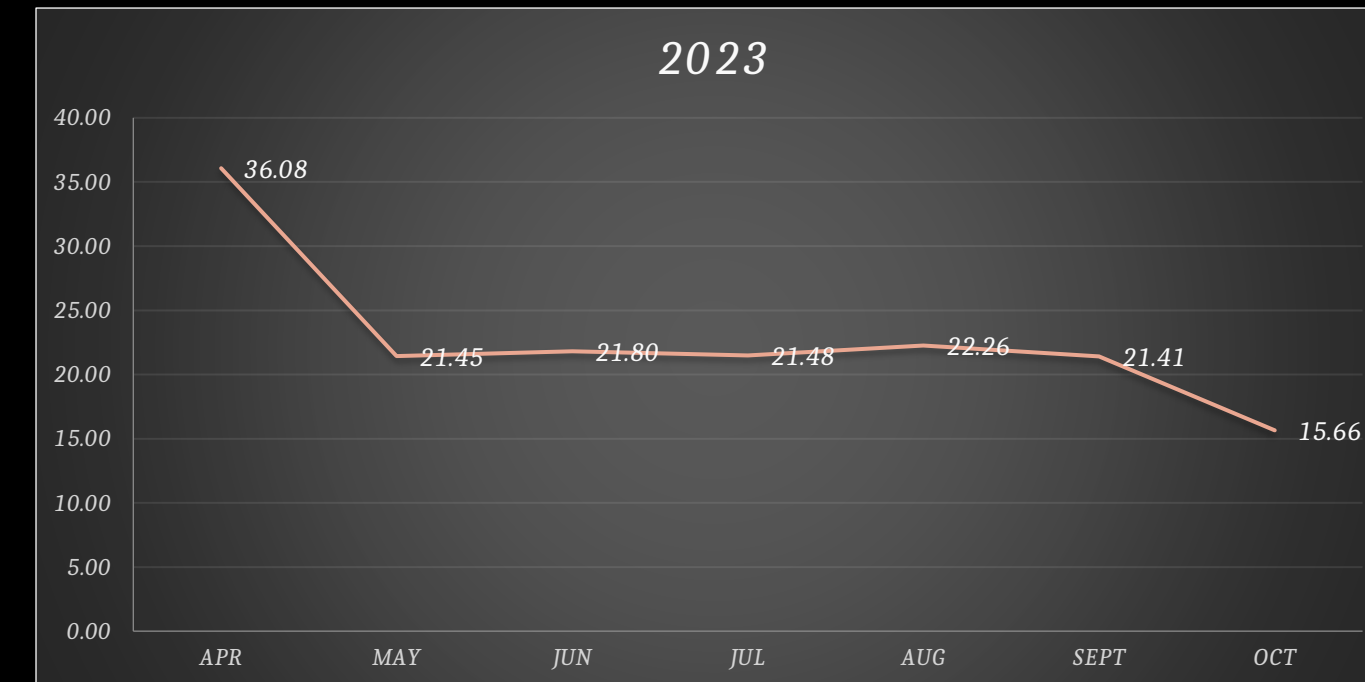
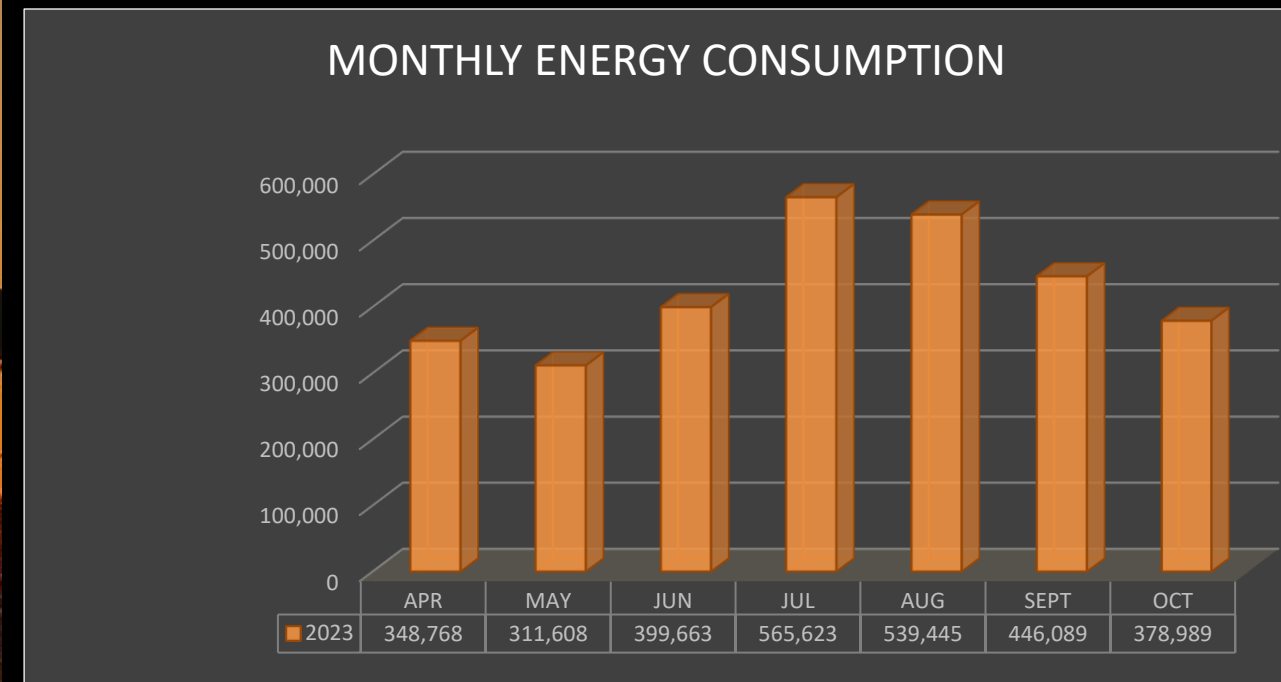


In 2023, energy consumption was reduced by 12% compared to 2022. We acknowledge that the reduction has been achieved mainly due to the improvement of the electrical energy supply, thus efficiently upgrading our energy usage.

Energy Consumption



Monthly Energy Consumption Per Guest Day



In 2023, Greotel Creta Palace energy consumption was:

**0,45
liters**

*of average gas
consumption per
guest*

**18,04
kWh**

*of average electricity
consumption per guest.*

Energy Assessment

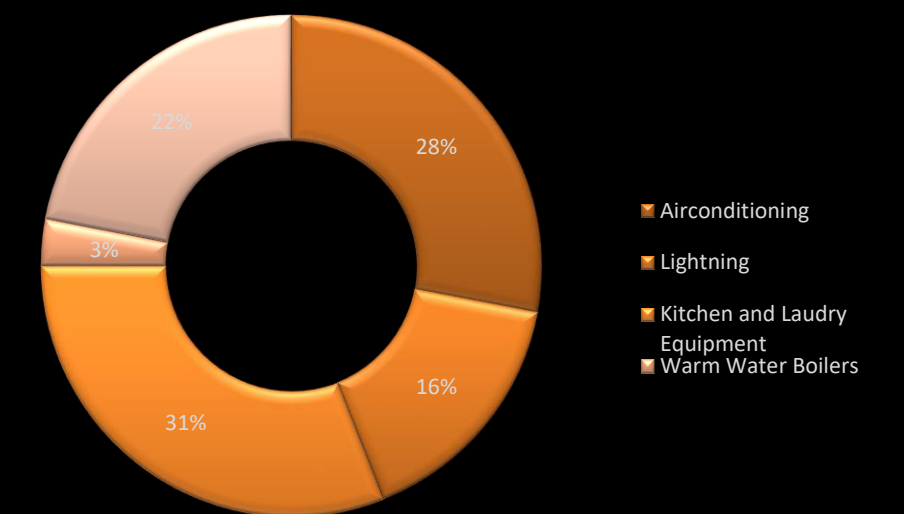
GrecoTel Creta Palace has proceeded with investments, aiming to the efficient use of energy. Specifically:

- Obtain increased efficiency through proper maintenance of the Cooling system.
- Use natural cooling techniques.
- Use Night ventilation techniques, ceiling fans.
- Use super metal halide fluorescent lamps.
- Use electronic fluorescent ballasts.
- Electric magnetic keycards for the automatic interruption of lighting and electrical appliances .
- Use improved luminaries.
- Motion sensors, timing devices.
- Use daylight effectively within the building.
- Public awareness and communication.
- Use high-efficiency equipment when replacing old equipment throughout the hotels.
- Use Solar panels in order to heat the water.
- Provide information and warning labels for guests and staff.



The main energy consuming consumption sources in a hotel are:

- Airconditioning
- Lighting
- Kitchen
- Warm Waters
- Other



The relative importance of the different energy end-uses is described as follows: .

Kitchen usage is the largest user, accounting for up to 31% of the total energy demand.

Air conditioning (heating/cooling, ventilation), accounting for approximately 28% of the total consumption.

Lighting usage is the third accounted user for up to 16% of the total consumption.

Warm water is accounting for approximately 3%. Others such as catering, laundry and maintenance also account for a considerable share of energy consumption, (22%).

Water Reduction

ENVIRONMENTAL RESPONSIBILITY

Water scarcity is a recognized global problem, with demand for water projected to exceed supply by 40% by 2030. At Grecotel Creta Palace we recognize the value that water has for both human life and nature. The Grecotel Sustainability Program places great emphasis on water conservation, actively demonstrating this way our commitment to environmental protection through the conservation of both aquatic and marine ecosystems.

OUR EFFORTS CONTRIBUTE TO THE
SUSTAINABLE DEVELOPMENT GOALS:



Water

The implementation of a sustainable tourism development is directly linked with the availability of water resources.

Continuous efforts are made to reduce water needs. Grecotel Creta Palace follows all the national and international legislation to ensure that the source of the water does not affect the local supply or local environment in any way.

Water Highlights for 2023

Our water use remained roughly at the same levels in 2023 compared to the previous year. Grecotel Creta Palace's water use per guest was 0,61 m³ in 2023 and 0,89 m³ in 2019.

100%
of the rooms have
water reduction filters

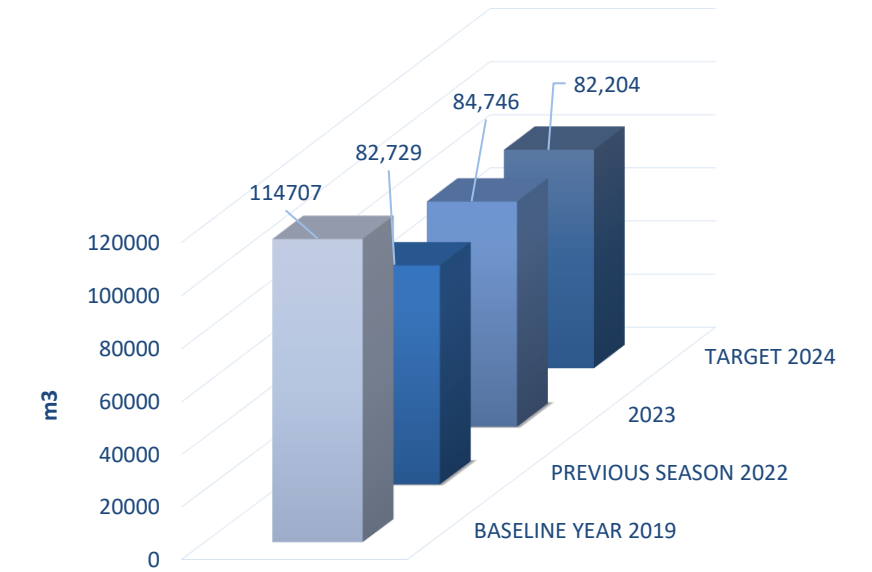
The quality of water is monitored in cooperation with accredited laboratories.

WATER - SAVING MEASURES

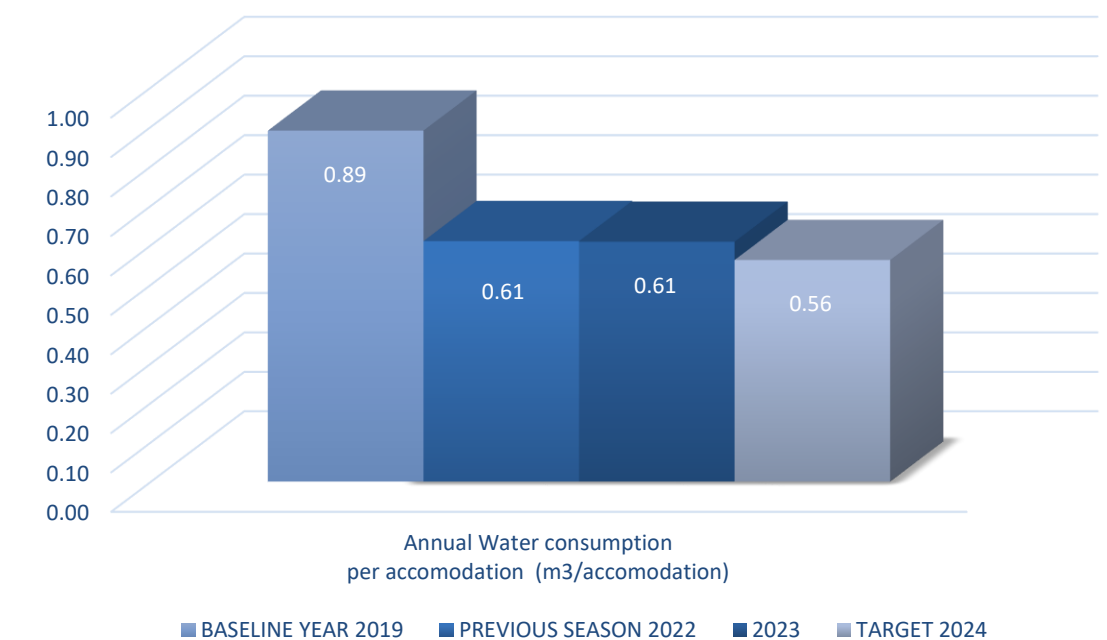
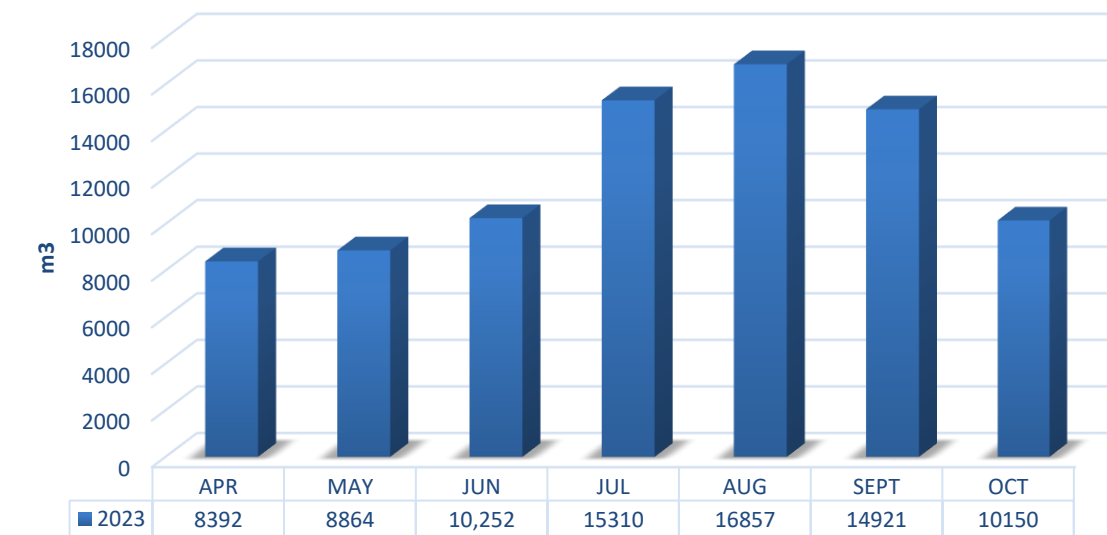
Below you can see the most important actions taken in order to reduce the Water consumption:

- Linen & Towel policy.
- Water reduction filters to all taps of the hotel.
- Double tank toilet flushes.
- Regular maintenance to prevent leaks.
- Automatic night watering the green areas and the organic fields of the hotel.
- Application of drip irrigation systems and underground irrigation systems with reduced water evaporation.
- Run the washing machine only with a full load.
- Desalination/reverse osmosis and filtration units.
- Taps in kitchens have a maximum flow of 10 litres per/min.
- We give the opportunity to our guests to reduce the water consumption (Water reduction info material in all rooms).
- We communicate and educate the management's commitment for water reduction and goals to all employees.

Annual Water Consumption

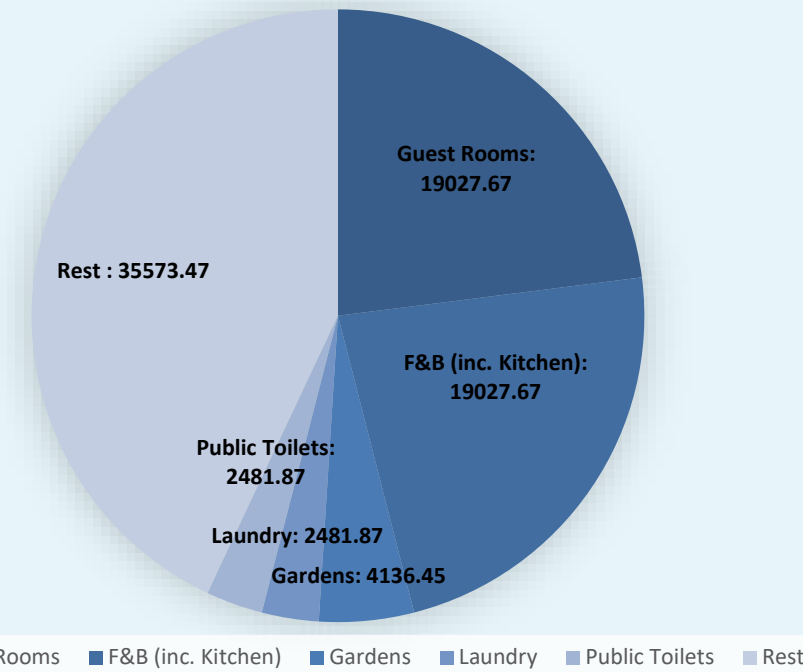


Monthly Water Consumption



A series of water-saving measures have been applied, based on best available practices that focus on consumption monitoring (e.g. leak control, improved efficiency), including educational programs for visitors.

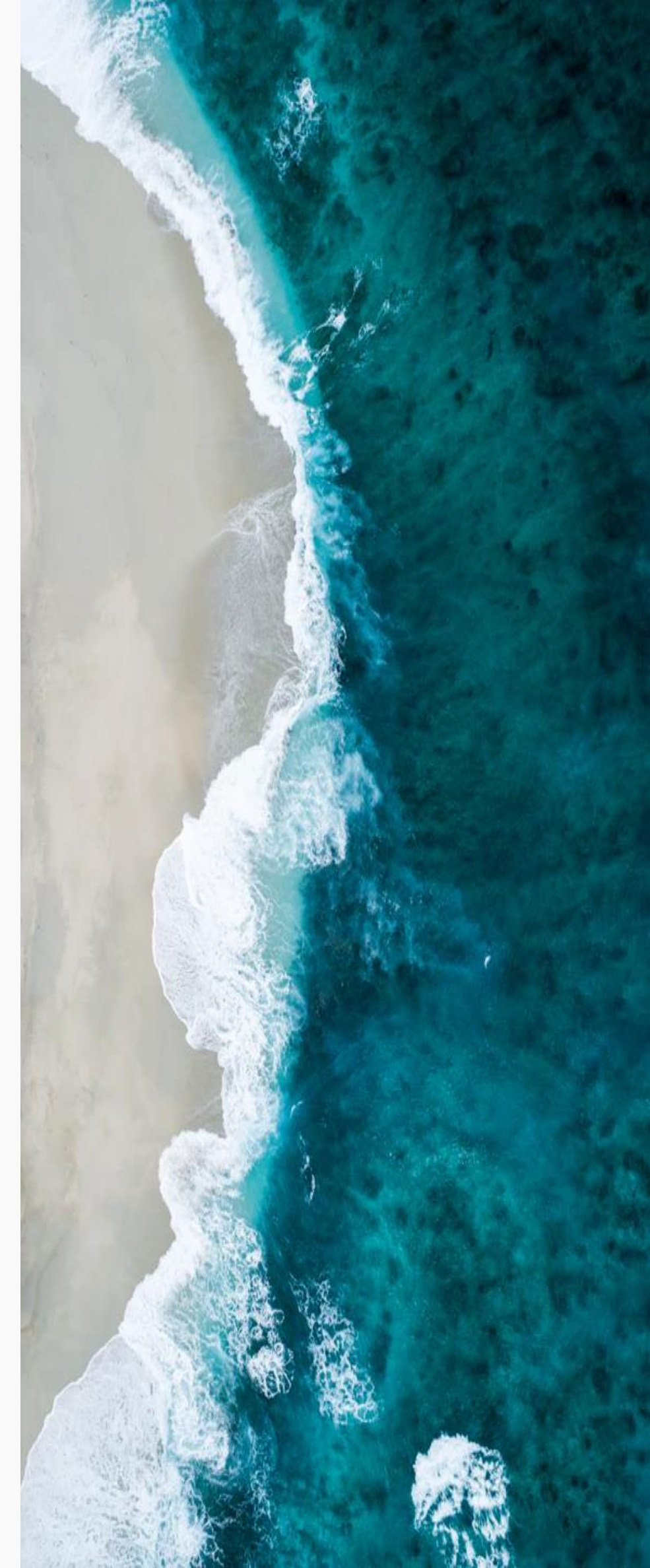
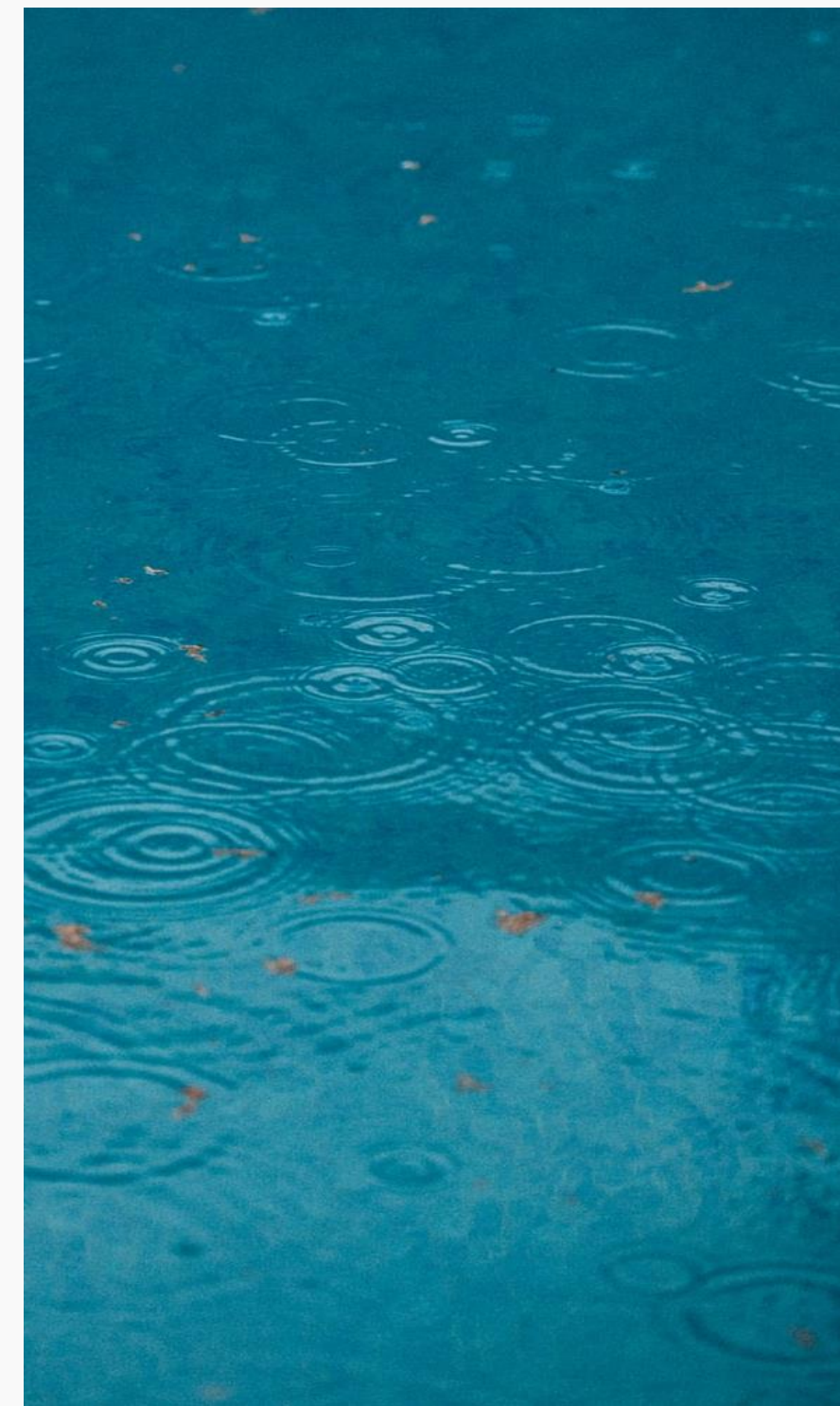
Water Assessment



The first step was to start measuring water consumption and set some tangible targets. It's vital to know our start point (baseline year) and find out how much water is consumed and how it is divided among the various uses such as in the guest rooms and common areas.

The main water consuming activities in a hotel are:

- Guest Rooms (23%)
- F&B (incl. Kitchens) (23%)
- Laundry (3%)
- Gardens (5%)
- Public Toilets (3%)
- Rest (43%)

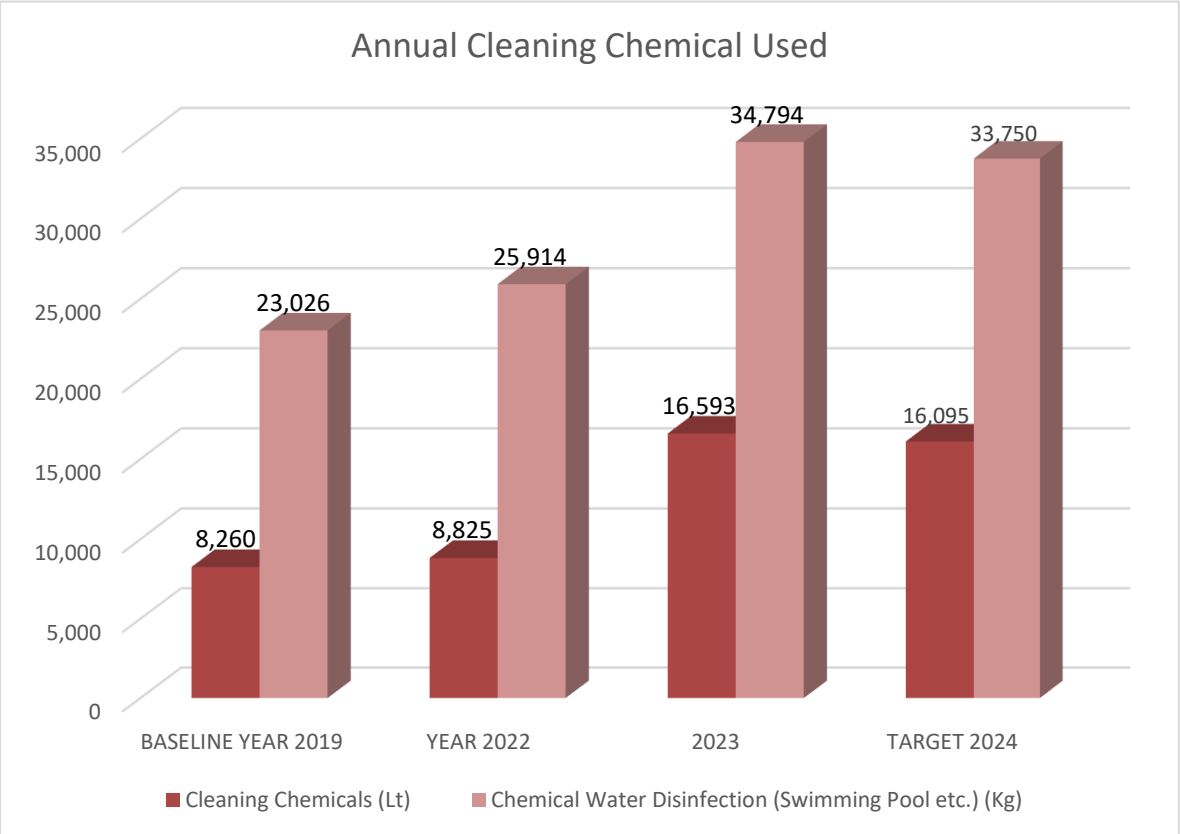




Chemical Use

USE OF ENVIRONMENTALLY FRIENDLY CHEMICALS

Driven by a high sense of environmental awareness, Grecotel Creta Palace chooses to use certified cleaners and chemicals, with environmentally friendly specifications regarding both their packaging and composition. This way we achieve a great balance of cleaning effectiveness along with environmental protection. Furthermore, we apply a new model of alternative gardening, avoiding the use of chemical fertilizers and pesticides, further emphasizing the statement that the safety of our guests, our partners and the natural environment is a top priority for us.



All chemicals used are evaluated in terms of sustainability criteria and are applied with dosage systems in order to ensure efficient usage.

Consumption is monitored on a monthly basis and is measured with a guest per night indicator.

Frequent staff training for proper use.

Waste Management

Waste management is an integral part of our waste management policy, as GrecoTel actively contributes to a more circular economy. Aiming to become a Zero Waste company, we have developed and implement an integrated waste management strategy that results to waste elimination through waste cross utilization and recycling.

We ensure that all operations and activities at GrecoTel Creta Palace fully comply with all current national waste management regulations. At every stage of our operation, we are devoted to reducing waste output by applying reduction, training, and recycling approaches.

OUR EFFORTS CONTRIBUTE TO THE SUSTAINABLE DEVELOPMENT GOALS:



WASTE MANAGEMENT SYSTEM

PREVENTION

Disposable products and unnecessary packaging are avoided to be bought. Priority is given to more durable/long-lasting products. Purchase of recyclable goods.

REDUCE

At GrecoTel, we're committed to helping the world end the ocean plastic crisis. Most effective ways to **reduce waste is by reusing everyday items**. In each room we provide our guests with a reusable canvas bag.

REUSE

We are **donating materials** to churches and to local community. We reuse paper that has been printed only on one side. We also **upcycle items** that no longer serve their original purpose into DIY crafts.

RECYCLE

Recycling of glass, cardboard, paper, cooking oil, soap, metal, aluminum, batteries, medicine and electric utilities, **through private special waste contractors**. Recycling of plastic, paper, aluminum and textiles, through the **municipality waste system**. **Composting** of vegetables, fruits, grass cuttings and garden waste within the company's grounds.

MONITORING

Performing of **regular monitoring** of waste in order to ensure that the waste minimization strategy results to **reduced amounts of waste** disposal each month.



PROMOTE GUESTS PARTICIPATION

Customers can help the Waste management plan by keep saving our environment by always using the recycle bins

PROMOTE EMPLOYEES PARTICIPATION

Through training and support, ensure that all staff are aware of their responsibilities under Grecotel environmental policy and how compliance can be achieved and maintained.

Employees are required to:

- become familiar with the type of waste and their appropriate handling and disposal methods and*
- adopt the procedures for waste separation using the correct color-coded bags and bins.*



WASTE MANAGEMENT MEASURES

In Grecotel we separate waste according to local authority guidance.

Waste prevention in all departments and throughout supply chain.

All quantities are reported annually.

Chemical and microbiological analyses of water are conducted by laboratory.

All the refrigerant substances used in the hotel are ozone friendly.

Recycling streams for Grecotel Creta Palace:

2023	kg
Cooked Oil:	4.930
Glass:	23.100
Plastic:	3.949
Paper/Packaging:	5.562
Appliances:	1,070
Ink Cartridges:	14
Lamps:	80
Batteries:	23



FOOD WASTE

One third of all food produced is wasted each year. This issue is a priority for our sustainability program.

Fighting Food Waste in Grecotel Creta Palace:

- Food measurements / analysis.*
- Informing visitors and staff.*
- Actions were taken to reduce waste.*

Our hotels are taking primary steps to avoid food waste at source by reducing overproduction through better planning, storage and handling. We also take secondary steps to recycle unavoidable food waste through energy recovery and composting.





Plastic Free

LIFE FREE of PLASTIC

With an increased sense of environmental responsibility and the desire to contribute towards a more sustainable travel experience, Greotel Creta Palace implements a plastic-free hotels program, with the aim to reduce the use of all plastics, while promoting the use of reusable, recyclable and more environmentally friendly materials.

Every year plastic audits are conducted in order to identify areas for improvement. Waste prevention in all departments and throughout the supply chain. Greotel introduced the plastic initiative which aims to ban the use of single used plastics (EU list) and reuse or recycle all plastic packaging.

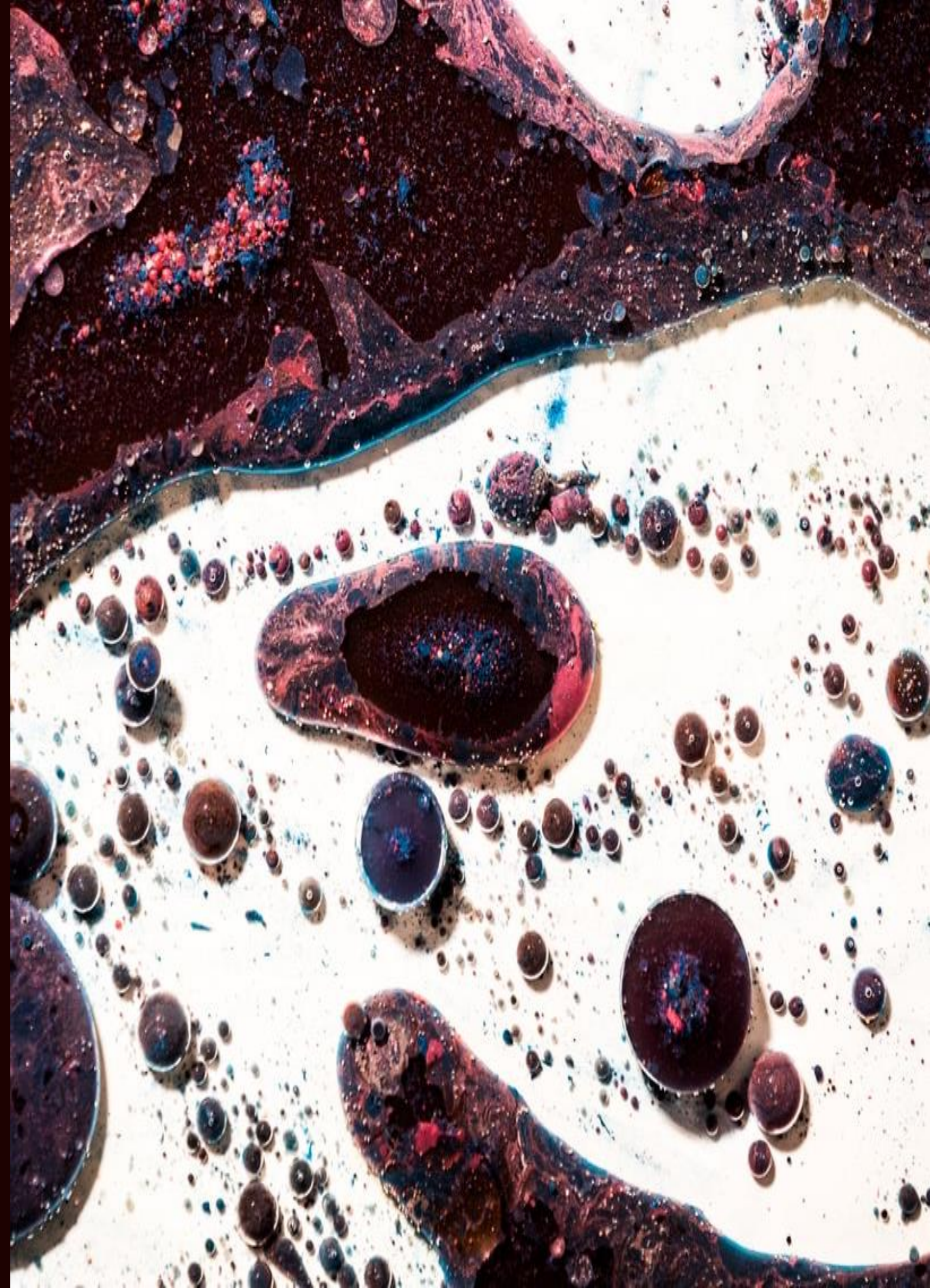


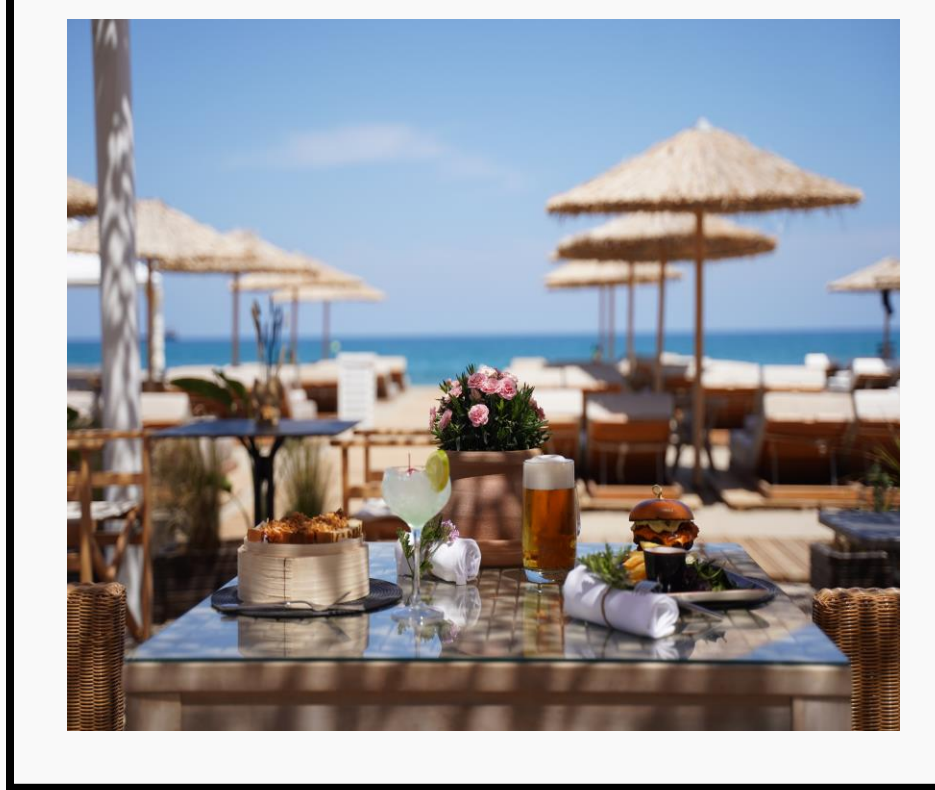
Hazardous Substances Usage

The environment is totally affected by the hazardous substances. Grecotel Creta Palace keeps a list of all hazardous substances used (e.g. chemicals, hazardous materials, light bulbs, batteries, ink/toner cartridges etc.).

All hazardous substances are used safely according to the manufacturer instructions and are stored safely, in line with national and international standards. Chemical are disposed safely, in line with national and international standards and collected by a fully licensed contractors.

The usage of chemicals is limited and only from special trained staff members. All the employees receive an annual training regarding the correct use of the chemicals (quantity, required Personal protective equipment) and the possible harmful effects.





Sustainable Gastronomy

By applying new practices for a more sustainable gastronomy, we are committed to reducing both food waste and the raw materials used to produce them. We focus on developing a culture based on sustainable practices through effective staff training and awareness campaigns, aiming to deliver sustainable gastronomy menus that combine authentic flavors with respect for the environment.



For decades, Greotel was the first to introduce authentic high-quality organic products in the restaurants of its hotels, establishing this way a powerful link with the local agricultural production.



Organic meals



HEALTHY & SUSTAINABLE NUTRITION

Sustainable nutrition is key to achieving the optimal development and holistic health for people, through the support and promotion of their physical, mental and social well-being.

At Greotel Creta Palace we emphasize both at reducing the risks associated with nutrition, while at the same time actively supporting the conservation of biodiversity and holistic health, of the present and future generations.



Greotel Creta Palace's guests have the exclusivity to taste organic products and meals in "Barbarossa" Restaurant, which in 2023 offered approximately 4.396 meals of high nutritional value and quality.



From Farm to Fork

High quality food can go hand in hand with limited impacts to the environment. At Grecotel Casa Marron we are committed to helping our guests acquire healthier eating habits while at the same time reducing the impact that the food production activities have on the environment.

SUSTAINABLE SUPPLY CHAIN

The integration of the most important environmental and social parameters in our supply chain is one of the most crucial pillars of sustainability. For this purpose, Grecotel Creta Palace evaluates its partners against quality and corporate responsibility criteria, and sources certified sustainable products, achieving this way the development of sustainable and responsible local supply chains.

In any negotiation with the supplying company, we inform them about our environmental policy, and we ask them to inform us about the various environmental-friendly products on offer.

We give priority to products from the local markets, if they meet the requirements and basic needs of the company.





Conservation of Biodiversity

At Greotel Creta Palace, we have developed partnerships with a series of organizations (e.g. with NGOs like ARCHELON, WWF), aiming to protect and preserve ecosystems, while also raising awareness between our guests and employees.

Experience & Activities

Eco-learning programs for guests, available to children at the Grecoland Club, give younger guests the opportunity to learn about the local biodiversity, including turtles, birds and flowers, as well as local customs and products. In the weekly program, there is a blue day and a green day. We pledge to protect and enhance biodiversity by reducing pollution, preserving natural habitats, and supporting wildlife conservation efforts.



Animal Protection

Animal welfare is included in our discussion of sustainability because of the fundamental importance of respecting other living creatures.

We avoid putting further pressure on endangered species or supporting environmentally harmful production.

Amalthea's Botanic Garden

To plant a garden is to believe in tomorrow.

Amalthea's Botanic Garden is carefully tended and cultivated by experienced farmers who are passionate about providing the freshest, most nutritious produce possible.

We grow a wide range of herbs, vegetables and fruits picked at the peak of their ripeness, ensuring maximum flavor and nutrition.

At our Amalthea's Botanic Garden, we believe in the importance of supporting local agriculture and reducing our carbon footprint.

That's why we grow all our vegetables, fruits, and herbs right here on our farm by using sustainable and environmentally friendly practices with only natural fertilizers and pest control methods.

Whether you're a home cook looking for fresh ingredients for your next meal or a high-quality produce, our Amalthea's Botanic Garden has everything you need.

We invite all our Guests to cut, smell, cook our products and taste the difference that fresh, locally grown vegetables can make.

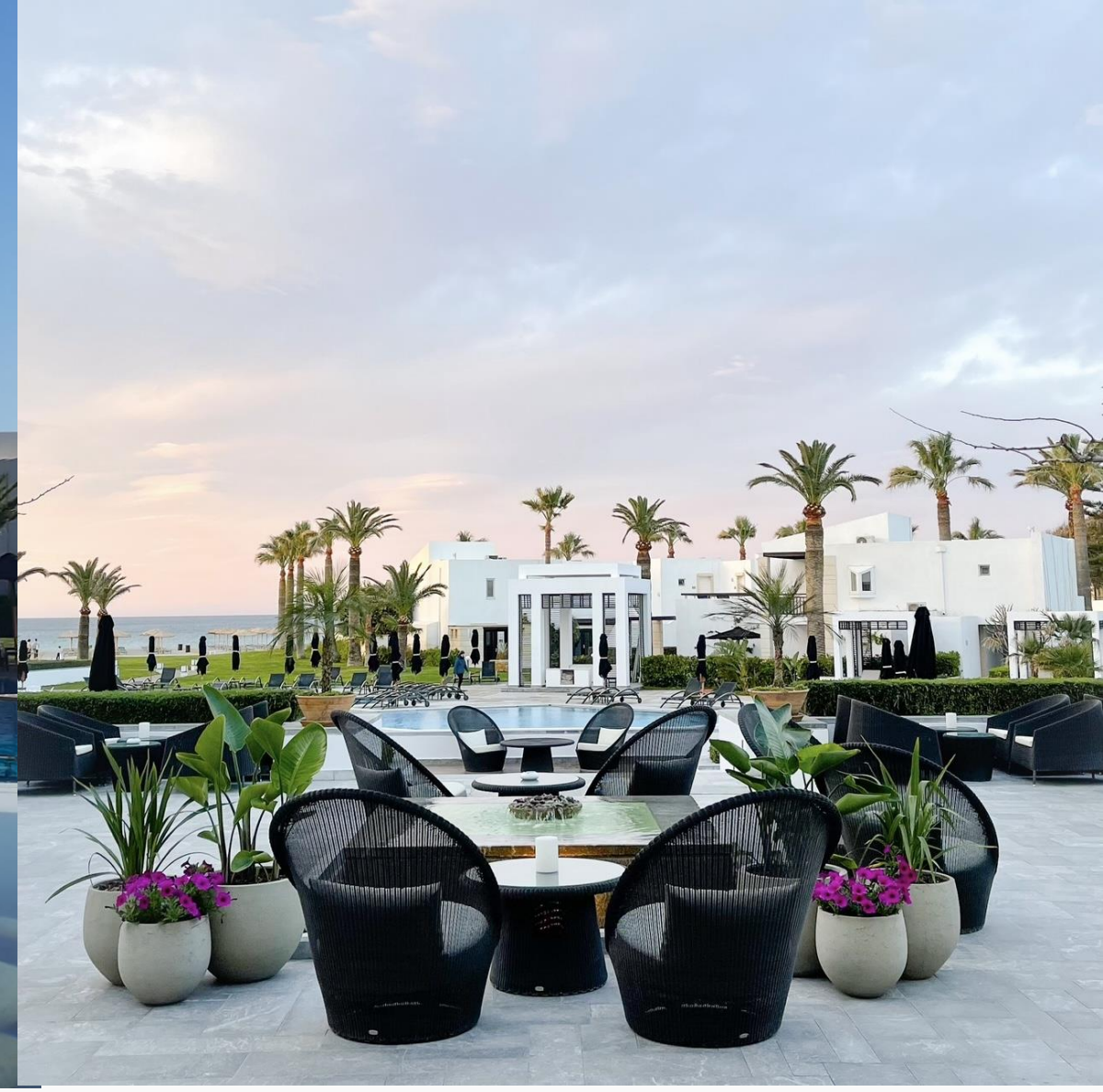
Regular guest participation in eco – learning programs.

ECO-LEARNING PROGRAMS FOR GUESTS

We invite our guests to explore the unique biodiversity and visit the onsite herb gardens.



SUSTAINABLE ARCHITECTURE & ECODESIGN



Aiming at the preservation and protection of our natural heritage, GRECOTEL focuses on integrating sustainable architecture into its hotels, so that they are fully harmonized with the landscape. The renovated "third generation" hotel (such as Grecotel Creta Palace) complexes follow the most modern and sustainable architectural trends, whilst maintaining each destination's special local character, always in harmony and with respect for the local history and people. The idea is that building, landscape and nature merge together causing as less impact on the environment as possible.

Take Action **With Us**

TOGETHER FOR A GREEN WORLD

No act of kindness, no matter how small, is ever wasted. During your holiday, **YOU may also help us make your vacation friendlier to our planet:**

- Try to consume energy responsibly and intelligently (Think of the planet).
- Make sure to close the balcony door of your room when the air conditioning is working.
- Maintain your air conditioning unit's temperature 23°C (better system efficiency).
- Use water responsibly.
- Inform us in case of water leakage.
- Reuse body, face, and beach towels.
- Reduce the use of plastic as much as possible.
- Choose to recycle.
- Keep the beach clean.
- Protect animals and their ecosystems.
- Respect and protect the cultural heritage of the local area.

Travel and lodging have the potential to transform our lives into something better. However, travelling results to environmental, social, and economic impacts. All of us at Grecotel Creta Palace are committed to reducing this impact as much as possible, but as we cannot do it alone, we would like to ask for your contribution in this challenging task.



The Grecotel Environmental Days are held to celebrate nature's conservation and to inform visitors. A range of exciting eco-activities are organized both within and outside of the Group's hotels, through an extensive program aiming to raise awareness among our guests and educate through plenty of original ideas and participation in innovative research projects.

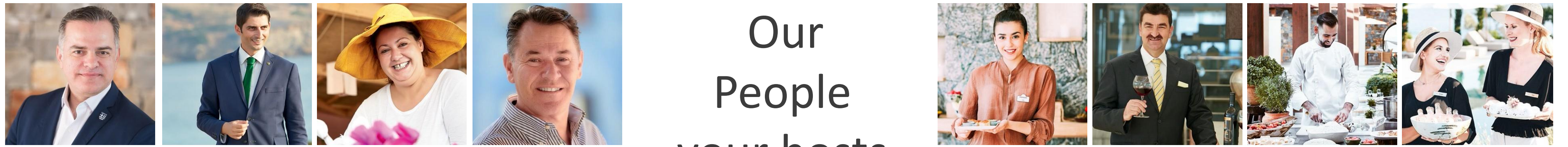


Social Responsibility



GRECOTEL
HOTELS & RESORTS

Our
People
your hosts





ACCOMPLISHMENTS YOUTH CAREERS

Grecotel Creta Palace always protects and invests in young people from local tourism schools, we are recognized for our exemplary practices in corporate school practice and responsibility. Every year we give the opportunity to the best students to succeed as professionals in other Grecotel Hotel.



TRAINING DEVELOPMENT AND PRINCIPLES

All our employees receive training to familiarize them with the company's core values and code of conduct and attend thorough training programs in order to develop their skills and enhance their career opportunities. All our associates receive our policies, and they are asked to follow the same principles.

Employees

The main concern of Grecotel all these decades is the uninterrupted support of the Company for the professional and personal development of all employees, but also to make them contributors to the overall vision of Grecotel.

Grecotel for its staff are the blood bank, continuous performance management through training and development programs, trips abroad, residence for staff, bonus program, special rates when staying in company's hotels and providing loans.

Wellness in the workplace

Our employment policies promote an inspiring, safe and secure working environment for all, safeguarding equality and eliminating discrimination based on gender, religion, nationality or sexual orientation.

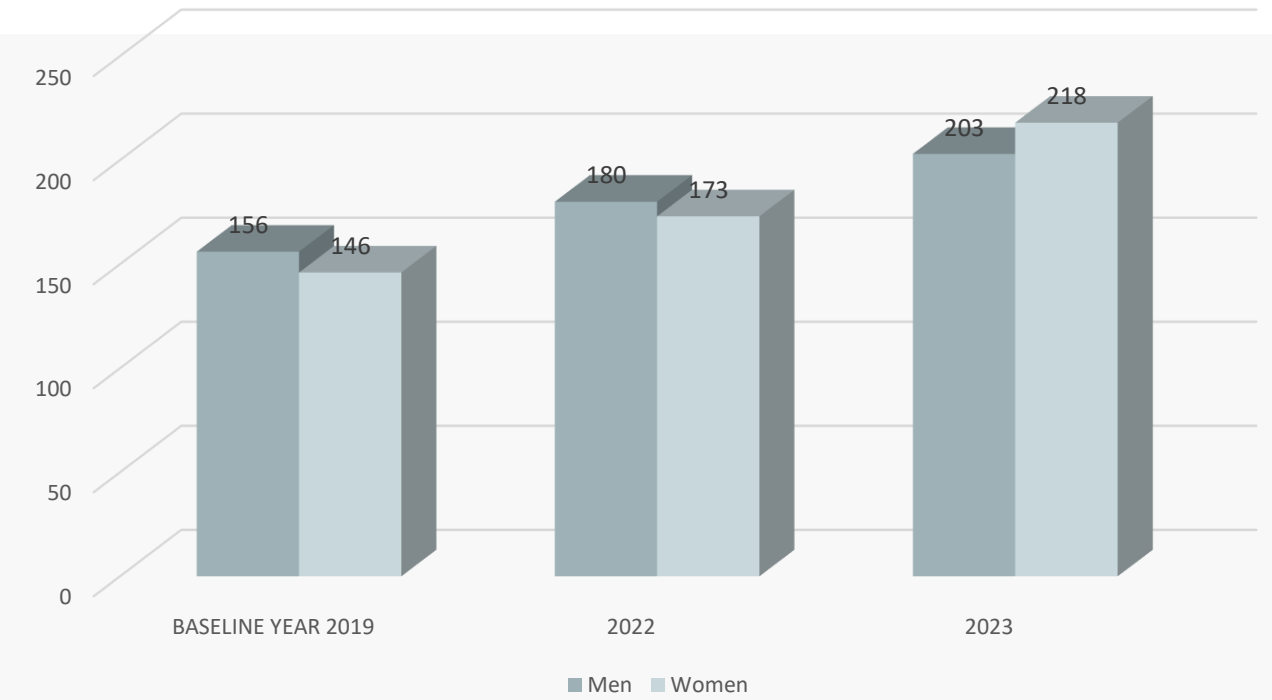


- *A mentor is taking care every new member.*
- *We provide them with three different handbooks which explains in detail all the aspects of their profession.*
- *Weekly food Program, Breakfast, Lunch, Dinner.*
- *We provide opportunities to develop new skills, e.g. languages courses, oenology, barista training, butler service.*
- *Involve staff in hotel operations and invite their comments regarding improvements.*
- *Encourage seasonal staff to return next year.*
- *Untypical benefits such as flexible hours, job sharing, pensions, free transfer by hotels bus, blood donation, medical insurance.*
- *Increase the feeling that they belong to one of the best hotels in Europe and this is a huge plus in their CV.*

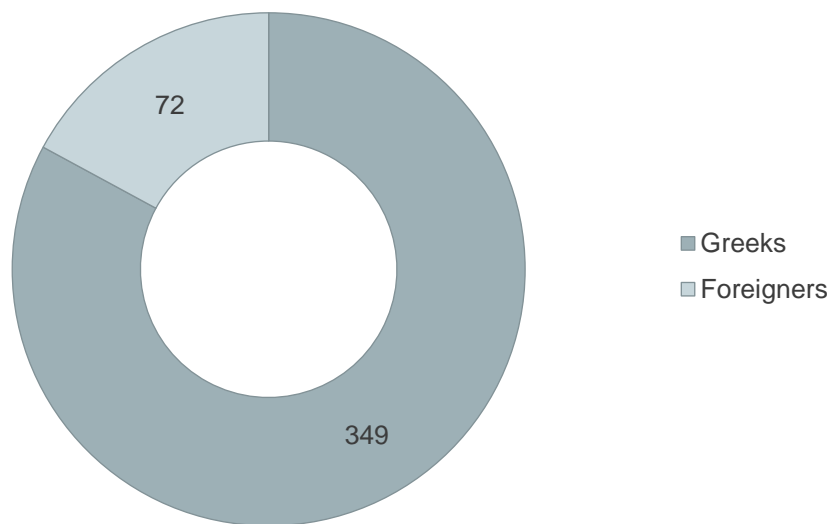
Social Indicator

EMPLOYEES RATE

This year, Grecotel Creta Palace employed 421 employees. This number is divided almost equally to male (203) and female (218) employees, for the most part coming from Rethymno, Crete. Most of them belong to the age group of 18-29 years (179).



Employees Rate



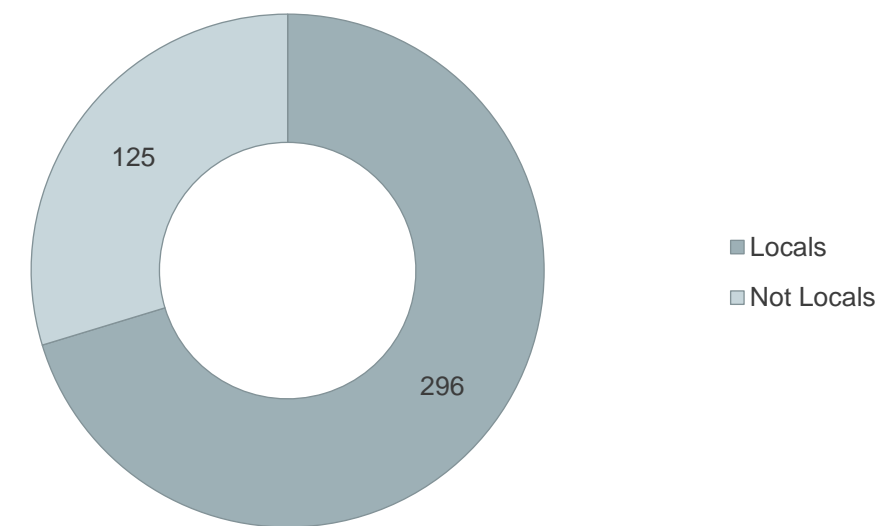
Proportion of different nationality.
349 Greeks / 72 Rest

Total workforce by gender.
203 man / 218 women

Employees Rate



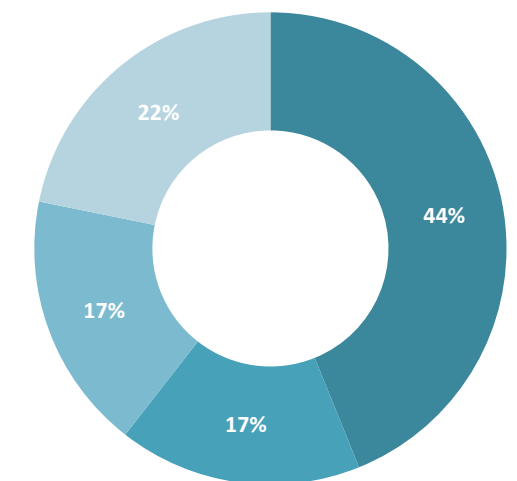
Employees Rate



Proportion of local employees.
81 Locals / 76 not Locals

Age distribution of our workforce.

18-29 years old 30-39 years old 40-49 years old 50-64 years old





Learning & Development

At Grecotel Creta Palace we implement policies which encourage the training and development of our employees, aiming at their continuous development in the hospitality industry. For that reason, we are constantly developing new educational initiatives, both through live and online seminars, such as e-learning, virtual classes, simulations, podcasts as well as participation in conferences and seminars. At the same time, through the organization "Nikos Daskalantonakis-NDF" we grant scholarship programs to both employees of the Group and young people who excel, supporting them to continue their studies, mainly in the tourism sector.

Health and Safety

Grecotel Creta Palace puts the same emphasis on guest safety as it does on its team members. We undertake comprehensive risk assessments – following the national and international standards – our purpose is to identify the likelihood and the severity of all risks in any place in the hotel – and then we put out risk reduction plan.

We are continually training our staff on our sustainability commitments and health and safety issues, so that they understand the role they play in delivering our objectives and targets.

We are always trying to be equipped with all necessary safety tools and signage, we carry out frequent quality checks from internal and external cooperators such TUI Safety control, SGS, Travelife, Grecotel safety team.

We have completed the development of our crisis management handbook. Our aim is to gradually train all our employees on the guidelines and procedure they will need to follow in case of emergency.



Food of High Quality and Value

NUTRITION, HEALTH AND WELL – BEING

FOOD QUALITY

Lesser first day kind god us earth. The With the quality of raw materials being a non-negotiable value for us we reduce unnecessary food waste, by also communicating with clarity our expectations to our suppliers. We work with them to formulate requirements for quality, traceability, and environmental responsibility, while ensuring that products and materials are produced with the right working conditions.



FOOD SAFETY

We are deeply committed to the highest standards regarding the key elements of the food chain such as quality, traceability, but also food safety. This enables us to offer our guests food of high nutritional value produced in a sustainable and safe way, directly from production to consumption.



Food Waste 2022 -2023



ENJOY QUALITY FOOD TO THE LAST BITE,
THEN COME BACK FOR MORE!

EVERY BITE COUNTS!

CHOOSING PORTION SIZES
THAT MATCH YOUR APPETITE
TO MINIMIZE LEFTOVERS!



Our hotel is part of our Grecootel Zero Food Waste program.
If you are interested to participate or to learn more
our team is here to answer any further question.





Having as our primary goal to improve our society's quality of life, we take initiatives and carry out numerous actions with significant social impact.

One of those streams may well be our empowering collaborations with social/environmental organizations and accredited NGOs.

Social Responsibility

Local Community



Grecotel Creta Palace growth is directly linked to the prosperity of the destination. Contributing significantly to the local economy and supporting regional development is a key priority.

- We effectively support the needs of the local community and implement initiatives accordingly*
- Our impact on the local and wider community is understood and nurtured.*
- Dialogue with local communities is encouraged for mutual benefit.*

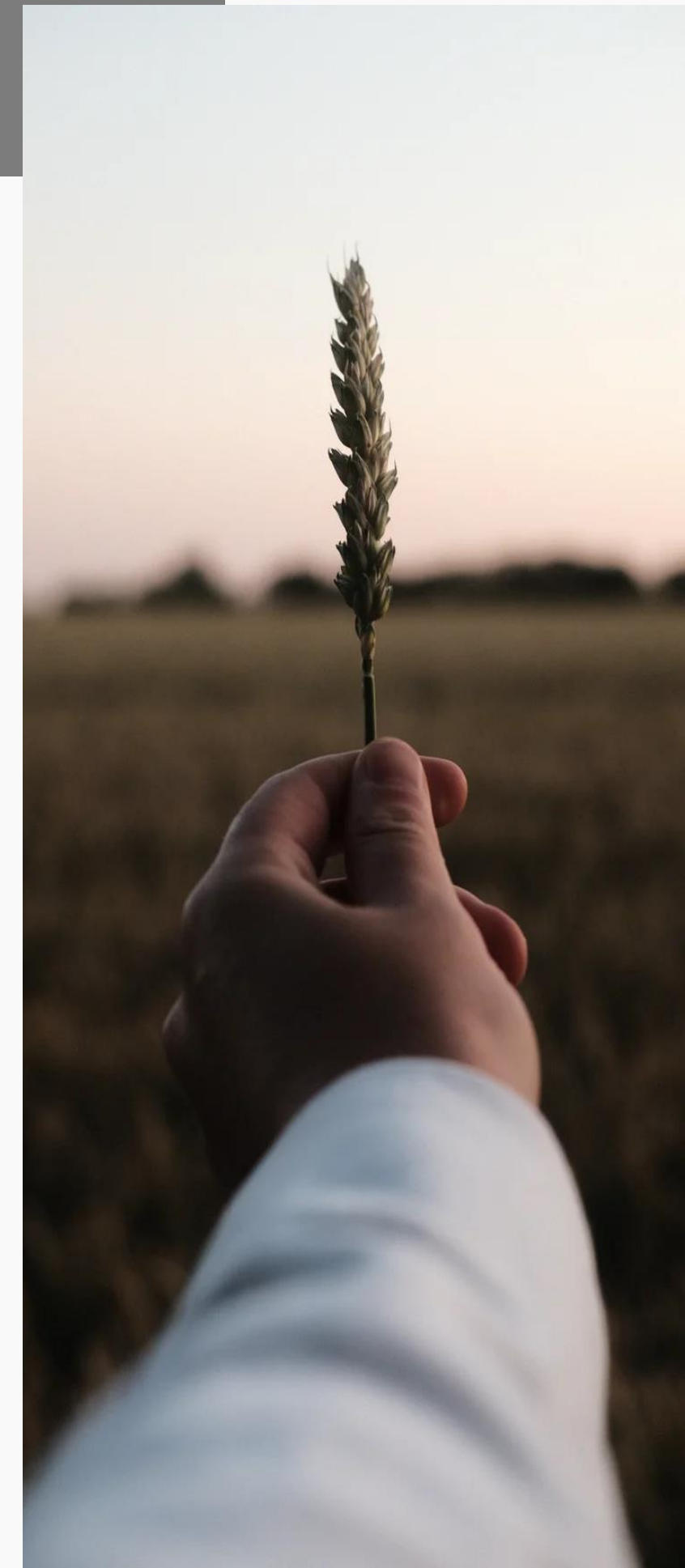
Sustainable tourism creates the necessary momentum for the continuous, inclusive and sustainable economic development of Peloponnese.

Sustainable tourism creates the necessary momentum for the continuous, inclusive and sustainable economic development of Crete.

It creates links with agriculture and service providing sectors and stimulates the development of key infrastructure (road construction, upgrade of airport facilities) and the provision of financial services from which the local economy as a whole can benefit.

The revenue generated by the increase in tourist arrivals in the region has a positive direct impact on a wide range of economic sectors incorporated in the tourism value chain.

The positive impact from tourism growth on income and employment in the local community is multiplied, creating a vibrant local economy.



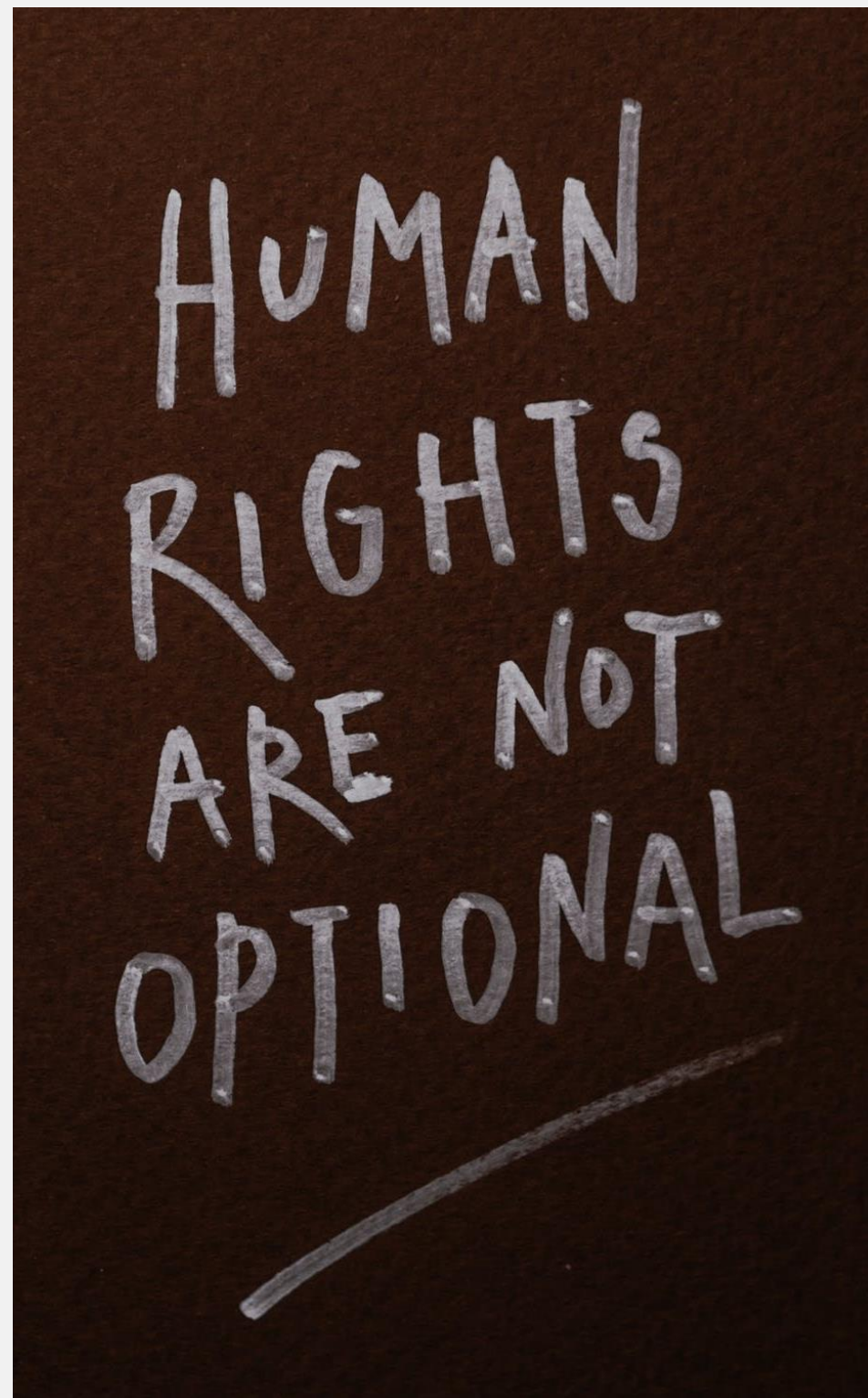
The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.

Human Rights

We support and respect the protection of internationally proclaimed human rights. All employees are responsible for complying with social policy and for ensuring that the standards of behavior required by the company are observed.

We are continually training our staff on human rights and child protection, so that they understand the role they play in delivering our objectives. Over the last few years, we have zero incidents reported.

We have zero tolerance for child exploitation and abuse. We are committed to preventing such acts and will report any suspected incidents to the appropriate authorities.



Grecotel Creta Palace policies:

- *Policy and procedures against forced labor.*
- *Policy and procedures against child labor.*
- *Employee reporting mechanism for human right incidents.*

Partnerships and Donations

With an increased sense of offering, social prosperity and solidarity, the Grecootel Creta Palace makes donations for charities aiming to provide support for socially vulnerable groups and activities related to the promotion of culture, the environment and sports. Some of the results of our contributions are donations to "Vision of Hope" for its Bone Marrow Donor Bank, provision of goods to parishes and many other actions.



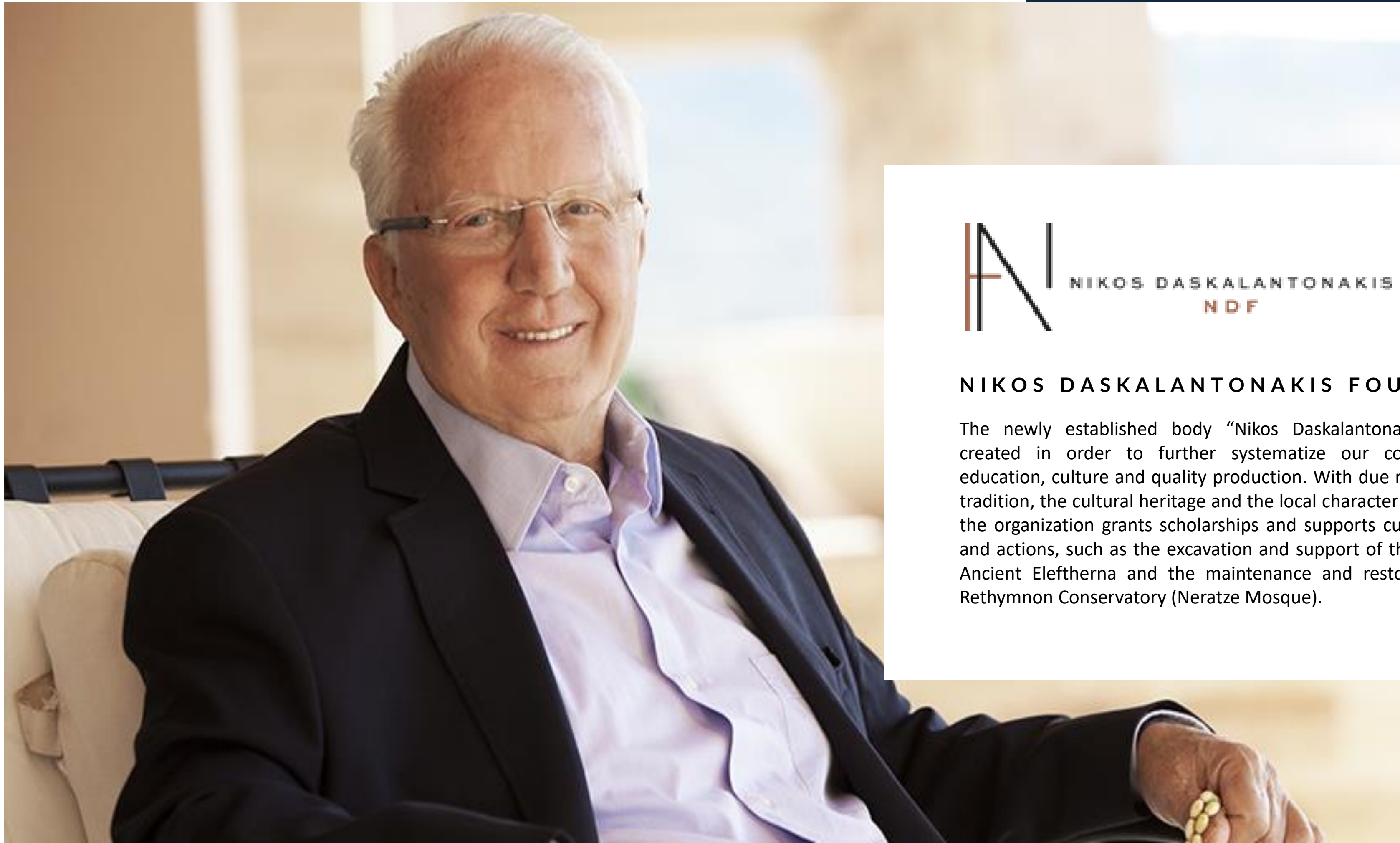
PARTNER WITH "THE SMILE OF THE CHILD"

As its main objective, the Organisation deals with the daily problems children encounter. The Organisation's main concern is defending children's rights, not just on paper but in practice as well, providing services to children on a 24-hour, 7 days a week, 365 days a year-basis, working for their physical, mental, and psychological stability.

PARTNER WITH "VISION OF HOPE ASSOCIATION"

It was founded in 2012 and is another link in the supply chain of medical, mental and social care of the Association of Friends of Children with Cancer "ELPIDA". Main purposes of the Association is the information and sensitization of the Public Opinion on the issue of voluntary donation of hematopoietic cells and the importance of their offer to a patient in need of transplantation.





NIKOS DASKALANTONAKIS FOUNDATION

The newly established body “Nikos Daskalantonakis-NDF” was created in order to further systematize our contribution to education, culture and quality production. With due respect for the tradition, the cultural heritage and the local character of each place, the organization grants scholarships and supports cultural projects and actions, such as the excavation and support of the Museum of Ancient Eleftherna and the maintenance and restoration of the Rethymnon Conservatory (Neratze Mosque).



Economic Dimension

Economic dimension refers to the way in which the company organizes its position in the marketplace to actively develop its sustainable profile by using its economic stability and profitability for continuous improvement. Our long-standing commitment to responsible business helps to create opportunities for all the interested parties, including our associates, guests, hotel owners and local communities. We continue to drive meaningful results benefitting youth, global diversity and inclusion, health and wellness, responsible sourcing and support for human rights.

	ENVIROMENTAL	SOCIAL	ECONOMIC
WE BELIEVE	<ul style="list-style-type: none"> • Continuous improvement in our Corporate and Social Responsibility (CSR) Strategy. • Encourage our business partners to follow Grecotel Policies and quality Standards. • Meet all relevant legislation. 	<p>Our impact to the local community is understood and nurtured:</p> <ul style="list-style-type: none"> • Discuss with the local community for mutual benefits. • Effectively support the needs of the local community. • Respect the protect the internationally proclaimed human rights . • Transparency for our business policies and practices. 	<p>Economic Sustainability focuses on the following major areas:</p> <ul style="list-style-type: none"> • Maximize profit • Deliver quality products and services • Implement economy of scale • Enhance work efficiency • Engage local partners • Equal employment opportunity.
WE DO	<ul style="list-style-type: none"> • Keep updated policies and procedures • Ensure that the Green Team has all the required Resources. • Establish realistic Green goals for each department. • Follow ISO 14001 Principles. • Set targets on Energy and Water Reduction. • Check if funding / loans are available for investment in new technology. • Encourage staff to put forward their own suggestions for water/energy reduction. • Implement a Waste management Framework • Annual sustainability report. 	<ul style="list-style-type: none"> • Provide information through websites and reports. • Communicate constantly with the local authorities. • Make donations to local and international causes and projects. • Encourage Guest and Team Members to donate. • Terminate partnerships where human rights violations or child labor is discovered. • Hire people regardless any personal characteristics. • Training programs for team members 	<ul style="list-style-type: none"> • Achieve Economic Sustainability by continual enhancements of efficiency and quality of work, as well as maximizing benefits for our stakeholders. • Seek Constantly boosting competitiveness and demonstrating the key role of tourism in the Greek economy.
WE WILL	<ul style="list-style-type: none"> • Compare total and departmental consumption figures with hotel industry benchmarks. • Train staff to make prudent use of environmental indicators and how to maintain equipment for optimum energy-efficiency. 	<ul style="list-style-type: none"> • Guest Satisfaction Surveys. • Continue the partnership with the Children’s Smile. • Encourage more internal promotions. • Update and enrich the already existing handbooks (Pre-Arrival, Initial Training and Care) 	<ul style="list-style-type: none"> • Prolong opening season. • New Market opportunities. • Use Satisfaction Questionnaires and Surveys to improve services and be competitive to the market. • Improve performance and increase the number of arrivals and overnight stays, while improving improving the distribution of demand over time.

**Sustainability is not a goal to be reached
but a way of thinking, a way of being,
a principle we must be guided by.**

GRECOTEL

HOTELS & RESORTS

The report or part of the report cannot be published or used without the official license of GrecoTel.
If you need further information about the report, a summary in another language, or you have any feedback on how we can improve our sustainability performance please contact: nbourantas@grecotel.com