

*We're going to keep making a difference*



**GRECOTEL**

HOTELS & RESORTS

## **ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT**





# Contents of the Report

01	Our Company – Welcome to Grecotel
02	Our Hotel – Grecotel Creta Palace Luxury Beach Resort
03	Sustainability Development
04	Environmental Impact
05	Social Dimension
06	Economic Dimension





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







## About this report

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In order to demonstrate all our actions to our stakeholders in a transparent and systematic way, Grecohotel 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 fifth public sustainability report of Grecohotel Creta Palace and covers 2022 season (reporting periods are from opening to the closing day).





*Welcome to Grecotel*







# *Introduction*

Grecootel Creta Palace Luxury Beach Resort | Sustainability Report **2022**



# About Grecotel



Grecotel Creta Palace Luxury Beach Resort | Travelife Sustainability Report 2022

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 & Hotels

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*, CARMEL *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*, MARGO BAY & CLUB Turquoise *Halkidiki*

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  
HALKIDIKI



*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.



An aerial photograph of a sandy beach with sparse green vegetation. A wooden boardwalk made of parallel planks runs diagonally from the bottom left towards the top right. Three people are lying on the sand near the boardwalk. A man in a white shirt and dark shorts is on the left, with his hands behind his head. Two women in light-colored swimwear are to his right, one sitting up and the other lying down. A yellow beach ball is on the sand near the man.

# *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 Grecotel

#FEELSAFEBYTHEBEACH

#FEELGRECOTEL





# Grecootel's Sustainability Program



# Sustainability Program

## WORKING TOWARDS A MORE SUSTAINABLE WORLD

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

Grecotel 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
- ROYAL PARK
- LUX ME RHODOS
- OLYMPIA RIVIERA & AQUA PARK
- OLYMPIA OASIS & AQUA PARK
- CASA MARRON
- PELLA BEACH
- MELI PALACE



**Eco-label Award**

- RIVIERA OLYMPIA & AQUA PARK
- CAPE SOUNIO
- PALLAS ATHENA
- VOULIAGMENI SUITES
- MYKONOS BLU
- FILOXENIA KALAMATA
- ASTIR
- EGNATIA
- LARISSA IMPERIAL

**NEW  
HOTELS 2022**



**Eco-label award for beaches.**

- CAMEL
- CRETA PALACE
- LUX ME WHITE PALACE
- CLUB MARINE PALACE
- CORFU IMPERIAL
- EVA PALACE
- LUX ME DAPHNILA
- ROYAL PARK
- LUX ME RHODOS
- RIVIERA OLYMPIA & AQUA PARK
- CASA MARRON
- PELLA BEACH

**2 NEW  
Beaches 2022**



AGRECOFARMS



## Other Awards



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



# Welcome note from General Manager



"A beautiful environment  
starts with you."

For tourism industry, 2020 was the most terrible year for tourism. Despite the enormous hurdles we faced, we remained committed to maintaining a laser-like focus on our sustainability initiatives.

In Grecotel, the largest hotel chain in Greece, we believe that the quality of our hotels is equal to the quality of the **holidays'** environment. By developing Environmental Management and Sustainability procedures, the hotel defines all the environmental aspects of its operations and has established policies and programs that aim to continuously improve its performance and results.

This report reflects the best examples of our company and areas of growth. This report represents a first step in our journey to becoming an even more sustainable company. You will hear and see a lot more from us in the coming years as our efforts will continue.

Thank you for spending some time to have a look at our Sustainability Report and his opportunity to learn more about Grecotel Casa Paradiso.



Georgios Perantonakis



# CRETA PALACE

GRECOTEL LUXURY BEACH RESORT

*Crete*

GRECOTEL



## A TRADITIONAL LUXURY FAMILY RESORT

Inspired by the legendary Cretan hospitality,  
Creta Palace looks upon the glorious Creta sea and Rethymno old town silhouette 1,5 km away.  
Just 4km from Rethymno town, 70km from Chania airport and 79km from Heraklion airport.





## GRECOTEL CRETA PALACE

A miniature Cretan village square, a church, a traditional kafenion, a monastery souvenir shop and retro retail make up for a unique atmosphere in Grecotel's Birthplace. Cuisine is original and in a class of its own. Above all, Creta Palace is a kids and activities paradise.







GRECOTEL

## CRETA PALACE

GRECOTEL LUXURY BEACH RESORT

# ACCOMMODATION

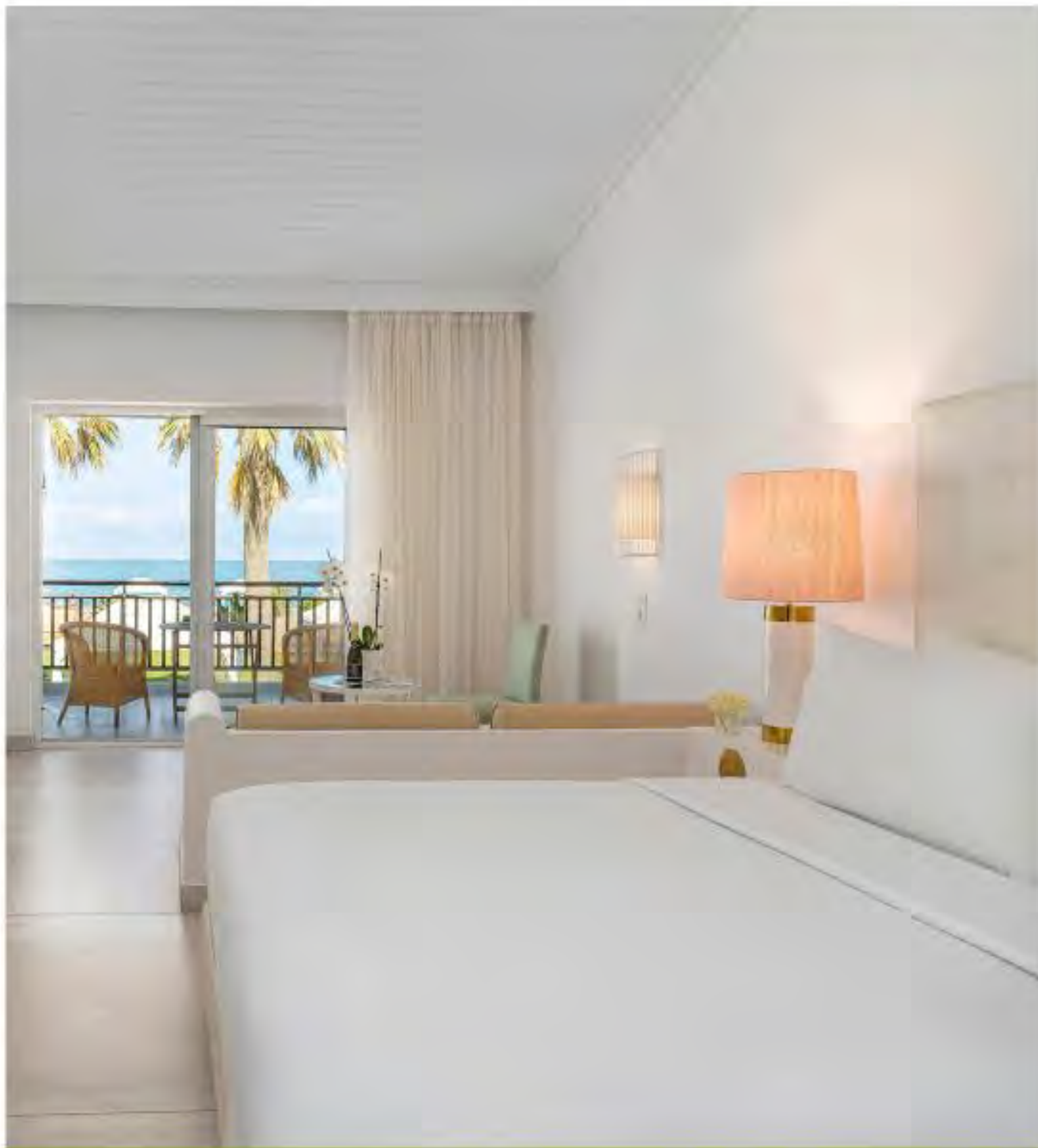
*A real resort classic*

Creta Palace has it all.

From Bungalow Suites with separate sleeping areas & direct access to the beachfront gardens, to Presidential & Dream Villas with private pool, courtyard and hydromassage.

Total Rooms 335 • Rooms 153 • Bungalows 182





ROOMS &

## *Bungalows*

IDEAL FOR FAMILIES, THESE SPACIOUS ACCOMMODATIONS OFFER RELAXING VIEWS TO THE CRETAN SEA OR TO THE LUSH MEDITERRANEAN GARDENS.

**GRECOTEL**







## SUITES & *Villas*

THESE LUXURIOUS  
ACCOMMODATIONS PROVIDE  
GENEROUS SPACE, INTIMATE  
ATMOSPHERE AND AMAZING  
SEA VIEWS, FOR ENDLESS  
RELAXATION AND  
REJUVENATION.

**GRECOTEL**







# DINING

A culinary journey to the dining world of Creta Palace  
with its 10 restaurants and bars.

## RESTAURANTS & BARS

LABYRINTH  
Atrium Main Restaurant, International Cuisine. B L D

PRINCESS ARIADNE  
À La Carte Pool Brasserie, Greek & International  
Cuisine. L

BARBAROSSA – New Menu for 2023  
Restaurant de Maison. D

GOLDEN DRAGON – New Menu for 2023  
Steak & Sushi à La Carte Restaurant. D

ZEUS + AMALTHIA – New Menu for 2023  
Sky Bar à La Carte Restaurant. D

TASTY CORNER  
Kids free dining. L

TALOS  
Lounge Bar

PRINCESS ARIADNE  
Pool Bar

KAFENION “THE BEAUTIFUL HELLAS”  
Authentic Greek coffee house

CARETTA CARETTA  
Beach bar

24h ROOM SERVICE  
07:00 – 02:00

PRIVATE DINING  
A sunset dinner on the beach, in yacht or in-  
room/villa dining experience.

AGRECO FARM TAVERNA  
Cretan Organic Dining in an authentic setting near  
Rethymnon. D

HALFBOARD DINING CONCEPT  
A well-tended half board concept offering a large variety of  
dishes and tastes in lavish breakfast and dinner buffets at  
Labyrinth Atrium main restaurant, or choice of à la carte  
restaurants with credit allowance of 20€ per adult & 10€ per  
child (reservation required).

COMFORT ALL - IN PACK  
An innovative dining concept for absolute dining freedom and  
an utterly carefree holiday experience. Apart from the half  
board meals, enjoy lunch, a selection of drinks and beverages,  
snacks throughout the day, as well as a free à la carte dinner  
for every 7 nights stay.









GRECOTEL

# ACTIVITIES

With crystal clear waters and a wealth of sports, wellness activities and entertainment,  
each day brings the possibility of a new adventure.

## BEACH AND POOLS

A 300m long sandy and blue flag awarded beach, 1 fresh water main pool,  
1 children’s fresh water pool with 2 water slides

## Elixir Beauty Spa

A 2.000m² spa with indoor pool whirlpool, hydromassage, sauna and gazebo open- air  
massage.

## SPORTS

A great choice of sports within the resort for everyone such as 2 tennis courts, table tennis,  
beach volley, boccia.  
Extra charge: biking, crete golf club, horse riding (nearby).

## FITNESS ROOM

A fully equipped fitness room.

## ENTERTAINMENT

Live music performances, dance parties and shows.

## crete ISLAND

Crete welcomes and overwhelms visitors with its wealth of myths and history, a blessed and  
dramatic landscape, and an abundance of experiences.  
Holidays in crete are incredible, exciting, surprising, relaxing, inspiring: exactly as a vacation  
should be.









GRECOTEL

## KIDS GO FREE

As we know the importance of coming together and reconnecting, we offer extra amenities and activities to pamper and delight our little guests and families.

### FAMILY LIVING

Children up to 12 y.o. stay free in the parent’s room (depending in room type).

### KIDS FREE DINING

Children up to 12 y.o enjoy snacks, lunch buffet at Tasty corner and free kids dining at designated a la carte restaurants from kids menu.

### GRECOLAND KIDS ACTIVITIES

A world of sports, activities and adventures,

### GRECOBABY

Prearrival order of baby equipment and baby food



# CRETA PALACE

GRECOTEL LUXURY BEACH RESORT

*Creta*

**GRECOTEL**

CRETAPALACE.COM



# Awards & Recognitions 2022



AUBERGE  
AWARD 2022 by  
Deutsche  
Tageszeitung



Blue Flag  
Since 1994



Travelife Gold  
Since 2016



EXCELLENCE  
AWARD 2022  
by Tripadvisor



QUALITY GLOBAL  
HOTEL AWARD  
2022 by TUI



HOLIDAY CHECK  
RECOMMENDATION  
2022

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
<b>TOTAL</b>	<b>96.398</b>	<b>134.945</b>





*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.

Grecohotel 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

Perantonakis George

General Manager

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

Garantonakis Antonis

Human Resources Manager

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

Piretzi Konstantina

FNB Manager

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

Papadaki Maria

Sustainability committee

Has the responsibility for all the environmental actions and management.

Chatzidakis Minas

Maintenance Manager

Responsible for the maintenance and proper operation of the Hotel.

Mitsiou Anni

H/K Manager

Monitor all the daily operations of the housekeeping department

Argyriou Panagiotis

Guest Relationship Manager

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

Xeraxoudis Christos

Chef

Responsible for the food waste monitoring program.

Frantzis Vasilis

Storage Manager

Responsibility for the storage, movement and distribution.





# 2022 Highlights

The outbreak of Covid-19 had a global impact last year, and it was a remarkable challenge for the hotel industry. Travel restrictions and the deployment of additional health and safety procedures have had an impact on our operations. Despite the hurdles, we are pleased with our 2020 performance.



## Employee training

301 Trained  
5.382 Hours



## Food Waste

Food Waste Reduction and  
Measurement program.



## Green Activities

438 guests participated in  
Eco-Activities



## Plastic Free

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



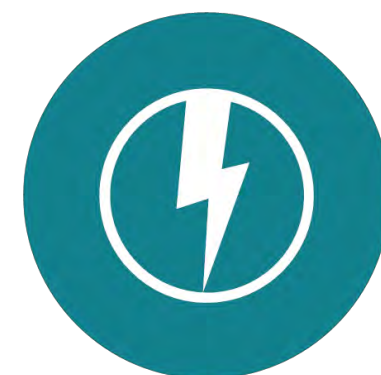
## Employees

81% of our  
personnel are locals.



## Hazardous waste

100% recycled



## Energy Efficiency

100% led lamps



## Blue Flag

Since 1992



## Garden & Flora

75.224,96 euro to  
enhance biodiversity





*How we manage sustainability*





# Environmental Impact

## GRECOTEL, BEING ONE WITH NATURE

Grecotel 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.





# Grecootel 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 Grecootel 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 - Grecootel 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 Grecootel strategic planning and risk management.

### Water and Energy

Water and energy conservation is a key part of the Grecootel Sustainable 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). We saw a large drop in 2020, owing primarily to lower occupancy and entire or partial temporary suspensions of properties.

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.

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

Grecotel 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)**:

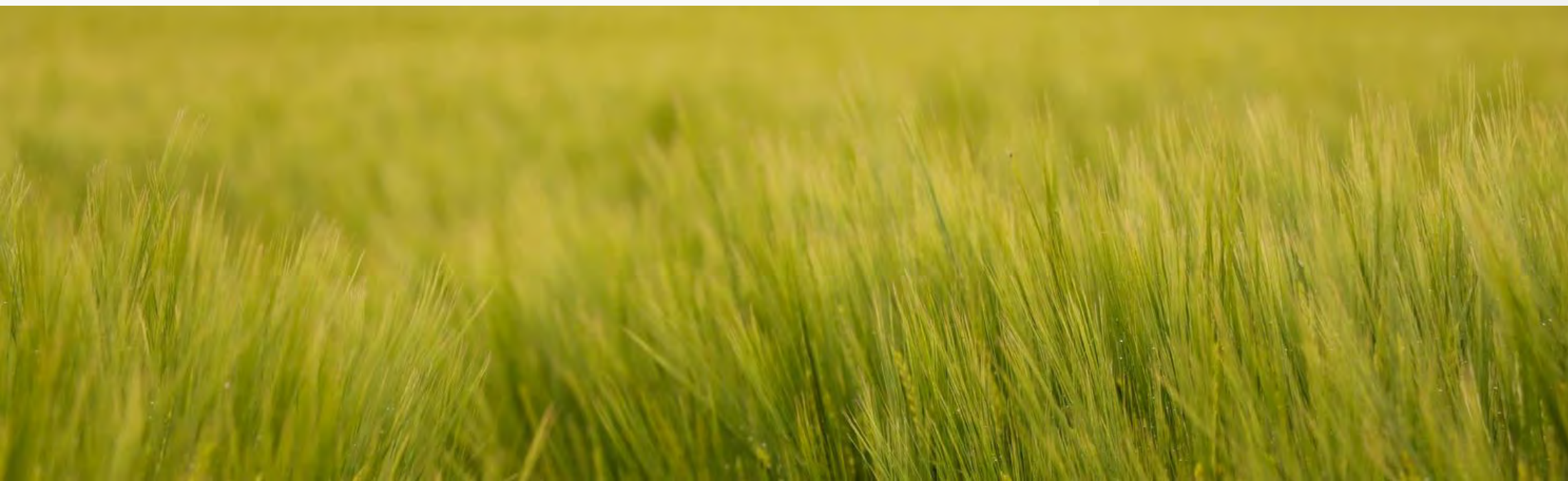


**01. Energy**

**02. Water**

**03. Waste & Recycling**

**04. Chemicals**





2022



OUR EFFORTS  
CONTRIBUTE TO  
THE SUSTAINABLE  
DEVELOPMENT  
GOALS:



# Energy

2.346.775 kWh

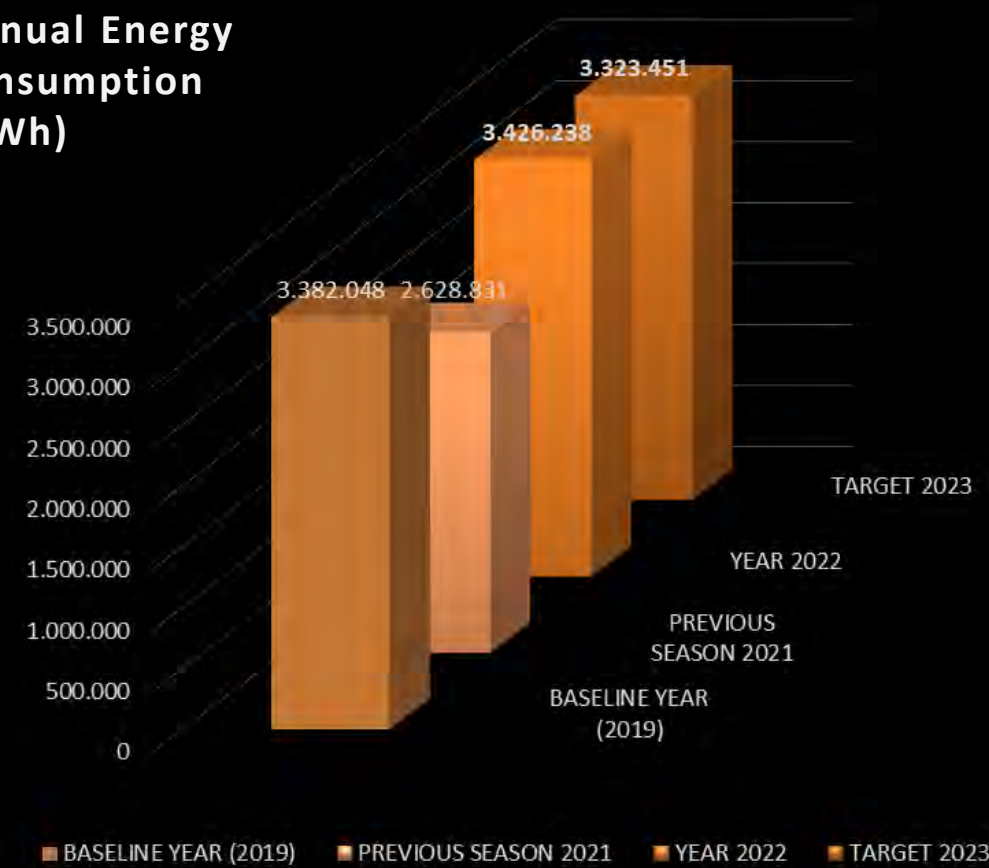
## Efficient use

Energy consumption 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:

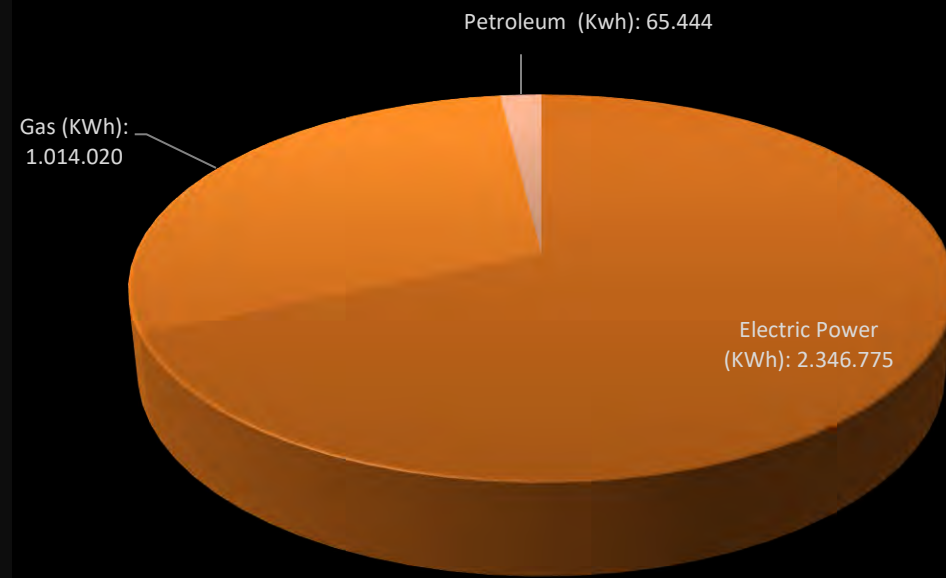
- Energy-efficient window panels.
- A high-quality, external wall insulation system that significantly reduces energy losses by wrapping the building in a thermally resistant envelope.
- Heat Pumps and Low energy technology lighting.
- Electronic lighting ballasts.
- Central lighting control systems.



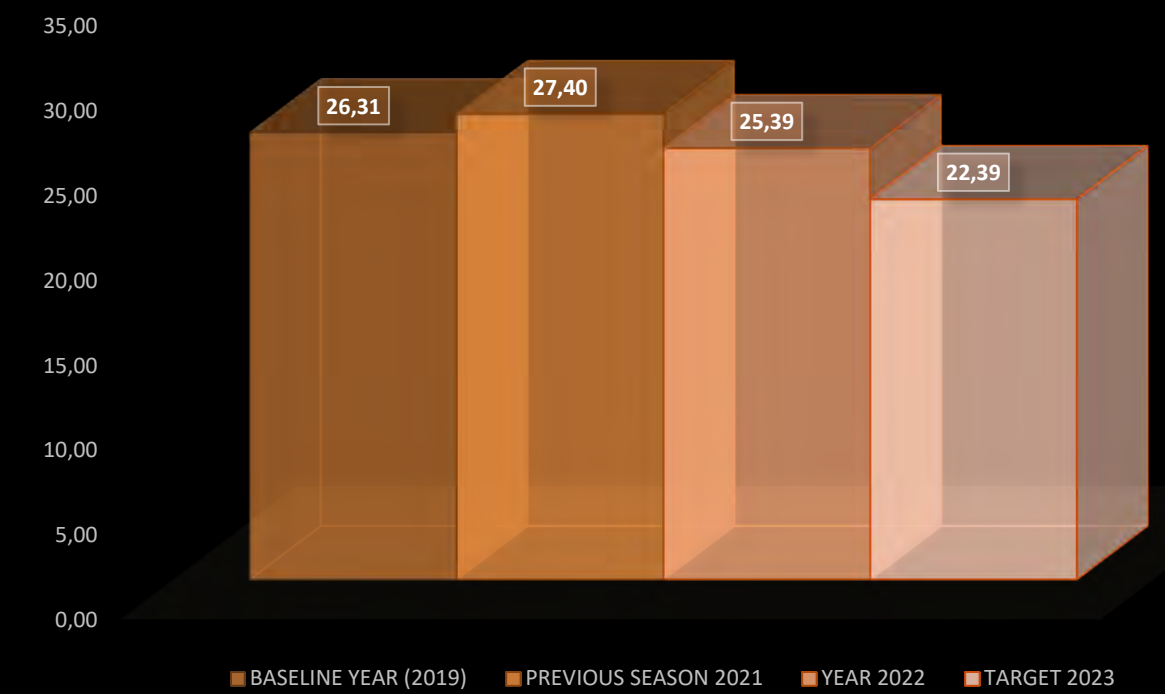
**Annual Energy consumption (KWh)**



**Energy Consumption per Source**



**Annual Energy consumption per accommodation**



# Energy Reduction

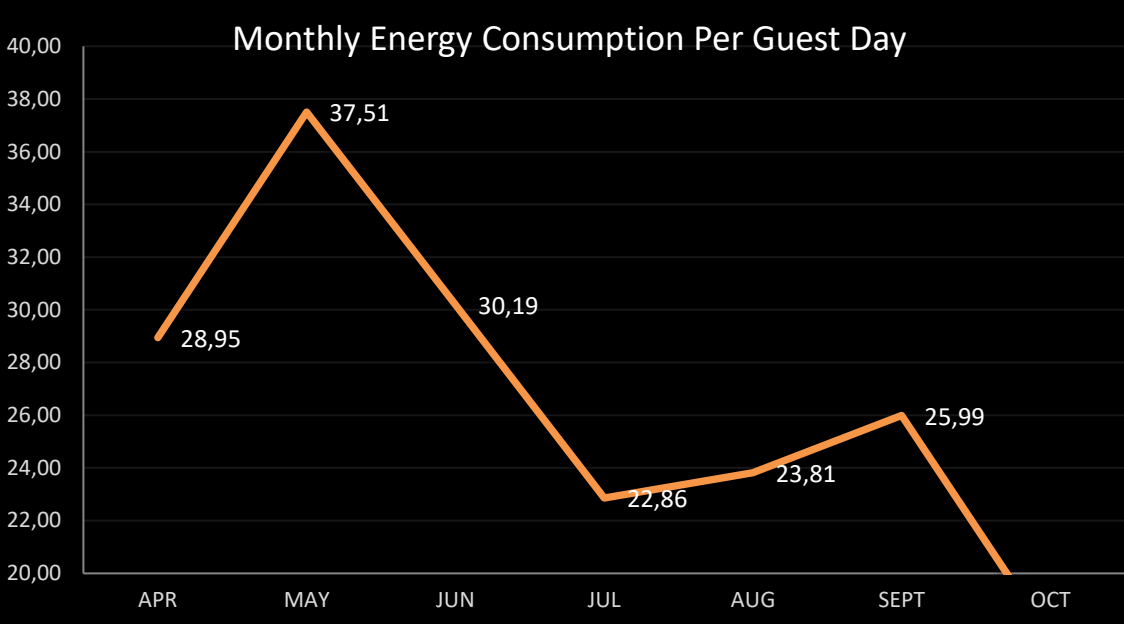
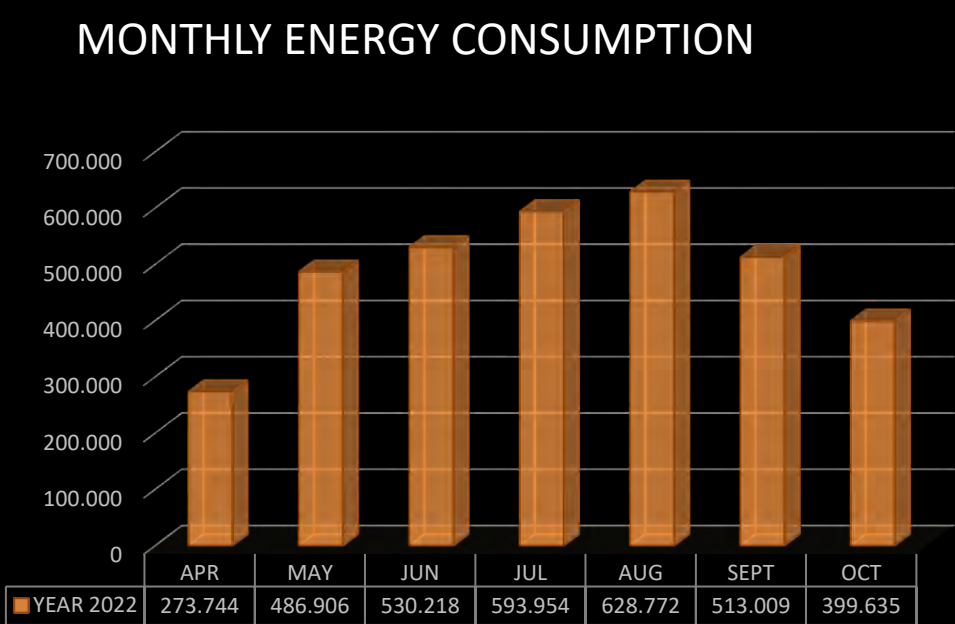
- Hotel operations are aligned with best practice energy management techniques and technology.
- The Greotel Creta Palace Green goal is to improve the energy efficiency of the buildings and minimize energy consumption year after year.
- Greotel Creta Palace continues to train all staff in energy and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







# Energy Consumption



In 2022, Greotel Creta Palace energy consumption was:

1,07  
liters

of average gas  
consumption per guest

17,39  
kWh

of average electricity  
consumption per guest.



# Energy Assessment

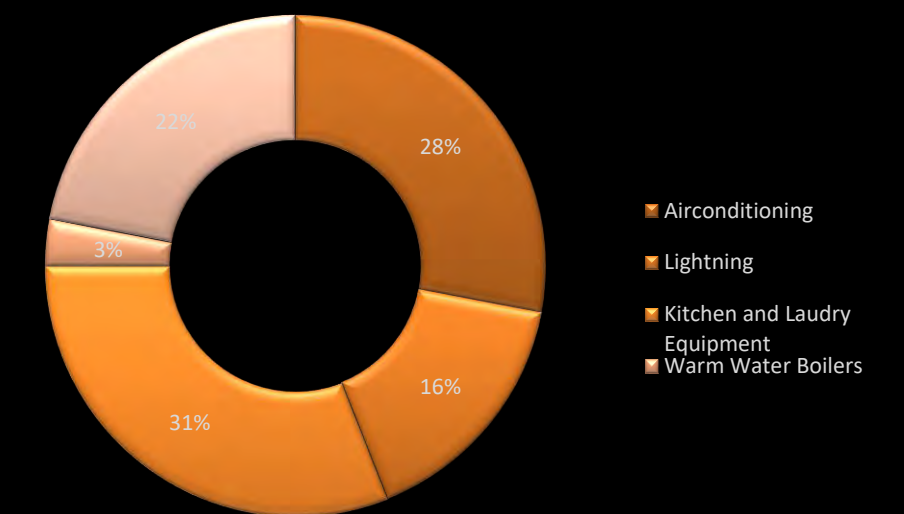
Grecotel Creta Palace has proceeded with investments, aiming to the efficient use of energy. Specifically:

- 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,
- Others



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.

Lightning 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

## ENVIROMENTAL 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.

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

## 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.

## Water Highlights for 2022

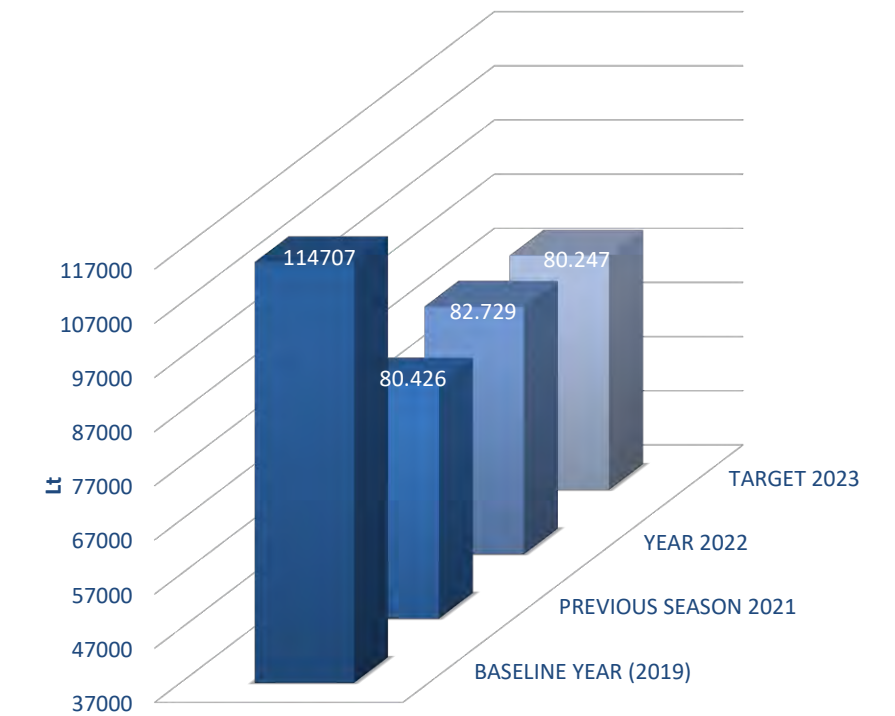
Our water use decreased in 2022 compared to the year 2019 due to the strict sanitation regime we implemented through our Covid-19 standards, as well as lower occupancy. Grecotel Creta Palace's water use per guest was 0,61 m<sup>3</sup> in 2022 and 0,89 m<sup>3</sup> in 2019.

# 100%

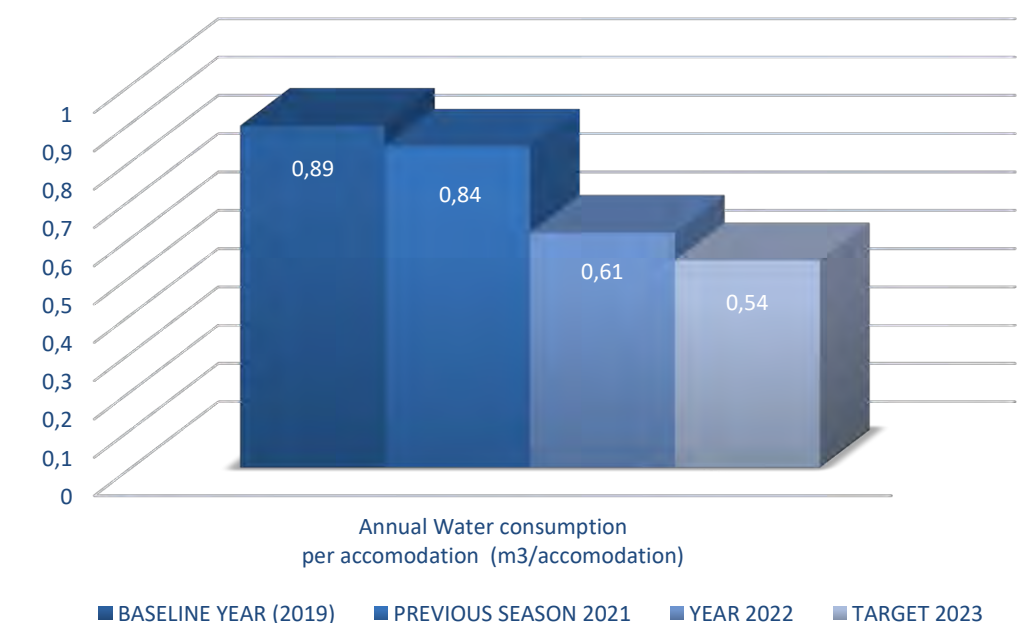
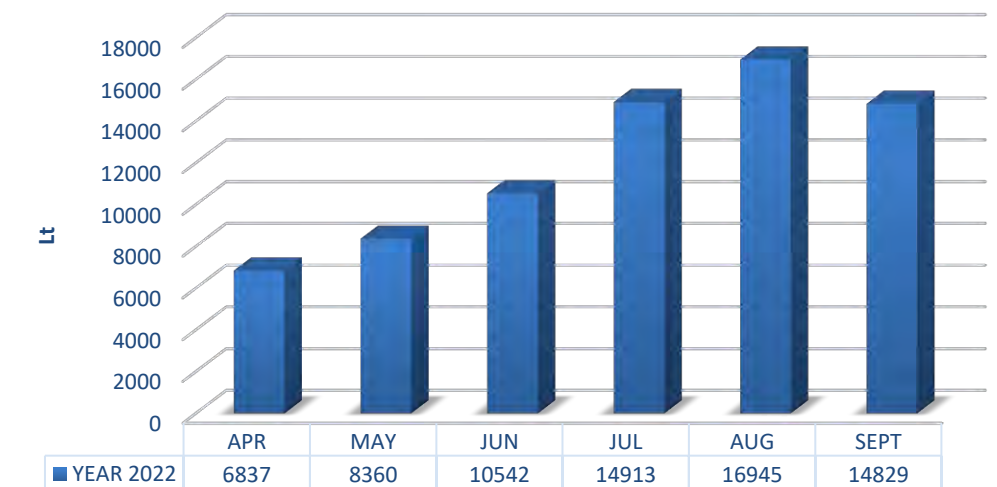
of the rooms have  
water reduction filters

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

### Annual Water Consumption



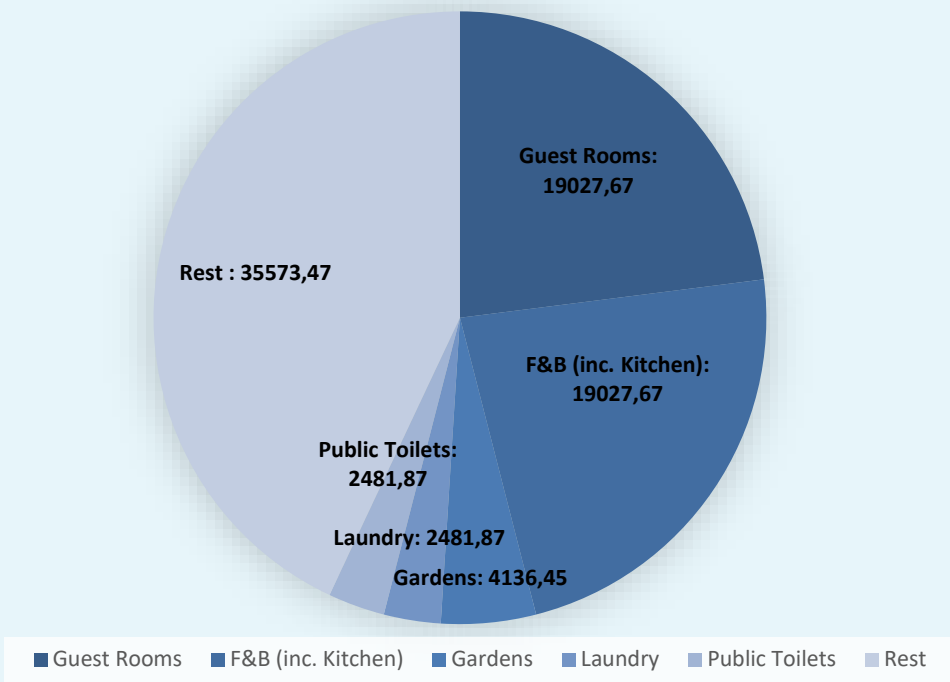
### Monthly Water Consumption





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.

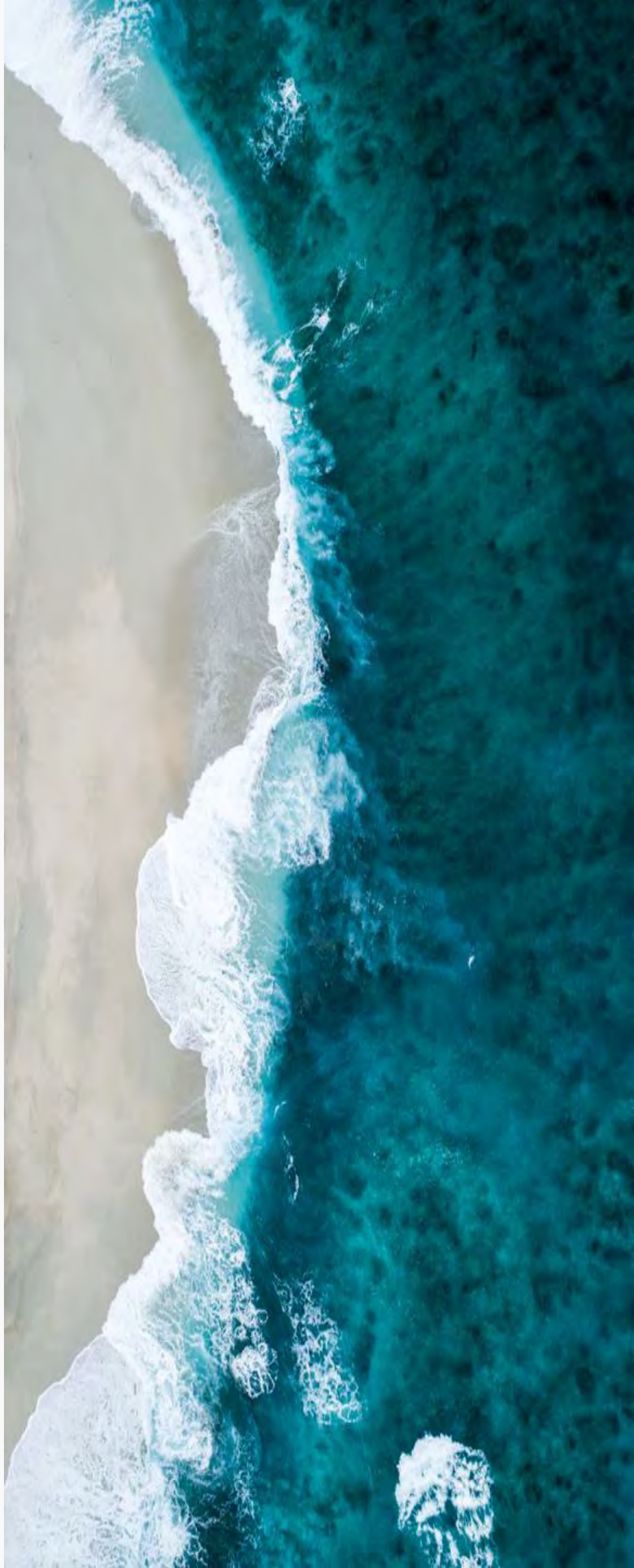
# Water Assessment



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%)





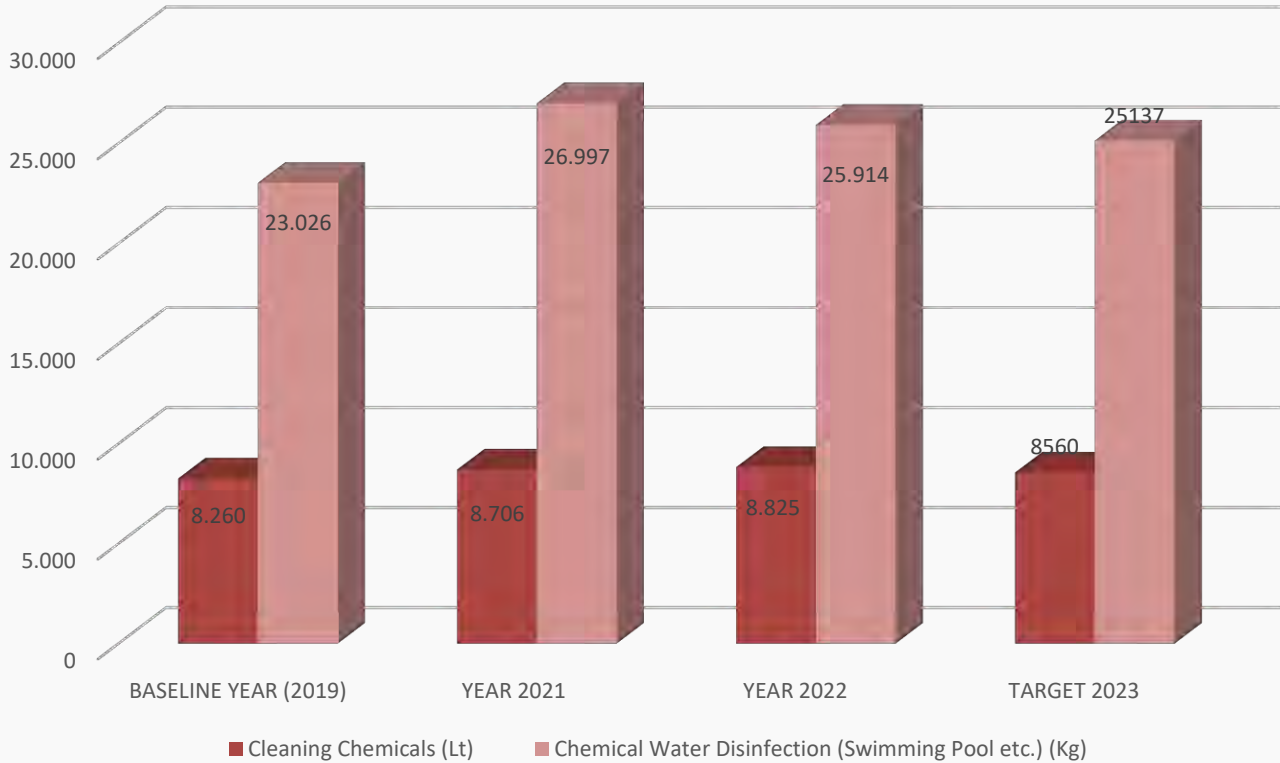


# Chemical Use

## USE OF ENVIRONMETALLY 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.

Annual Cleaning Chemical Used



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 are 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, medicines 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:

2022	kg	Percent
Cooked Oil:	2.998	8,73%
Glass:	21.090	61,40%
Plastic:	3.798	11,06%
Paper/Packaging:	5.400	15,72%
Appliances:	975	2,84%
Ink Cartridges:	13	0,04%
Lamps:	30	0,09%
Batteries:	47	0,14%



### 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.



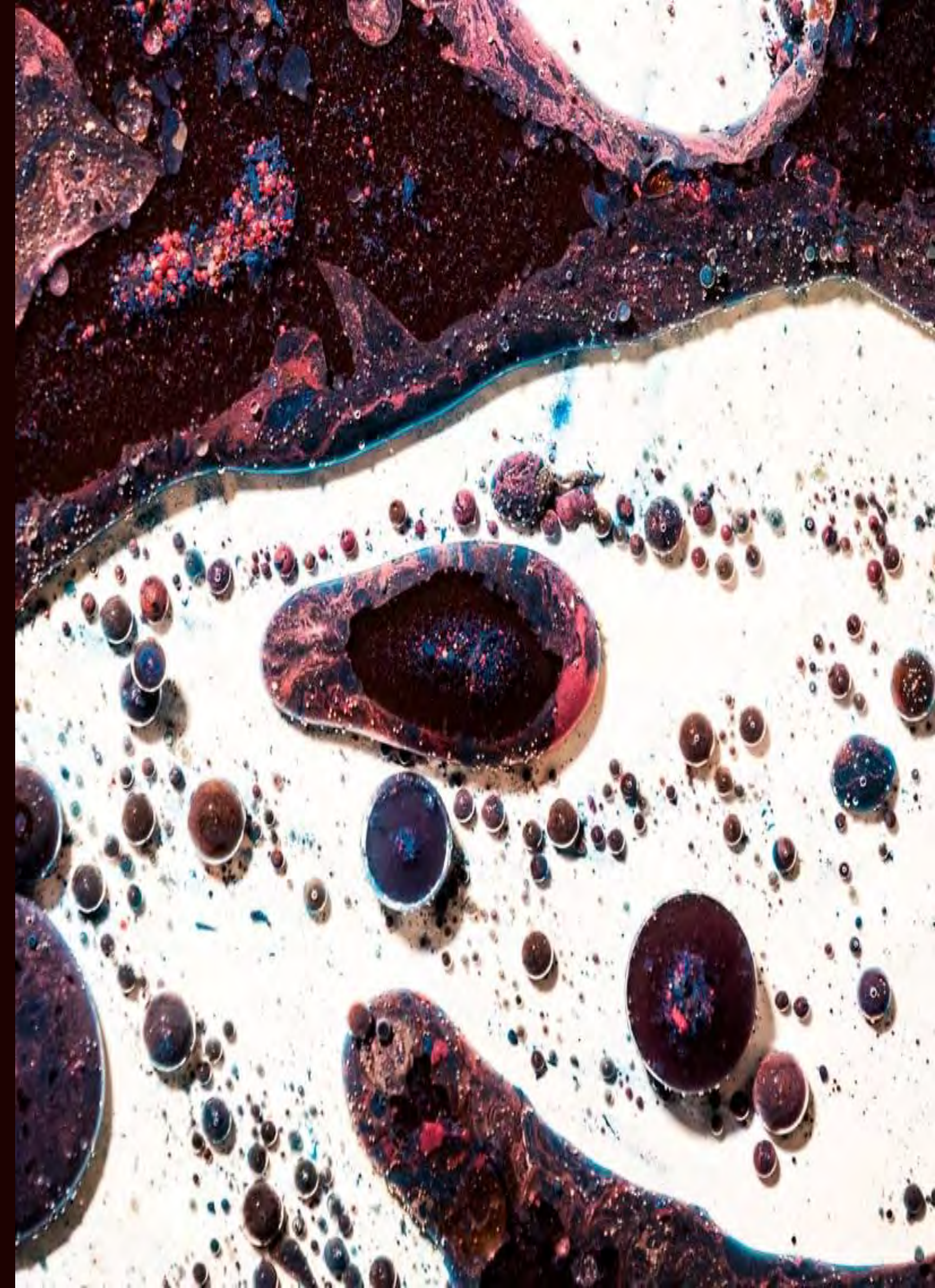


# Hazardous Substances Usage

The environment is totally affected by the hazardous substances. Greccotel 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.







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.

# Sustainable Gastronomy





For decades, Grecotel 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 Grecotel 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.



Grecotel Creta Palace's guests have the exclusivity to taste organic products and meals in "Barbarossa" Restaurant, which in 2022 offered approximately 4.268 meals of high nutritional value and quality.





Generally, its purchases' rates for the year 2020 were:

- Crete: 60%
- Greece: 40%

Which means that it has contributed to the national and local economies with 2.295.316,54 euros.

# 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.





# 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.

**458 guests participated 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*









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.



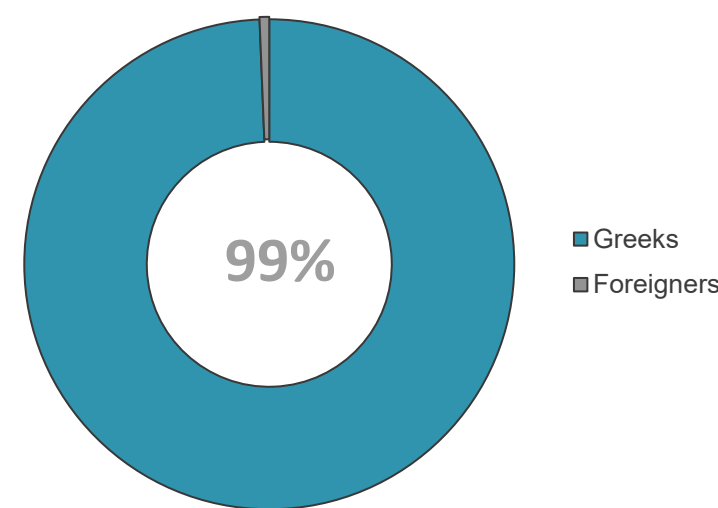
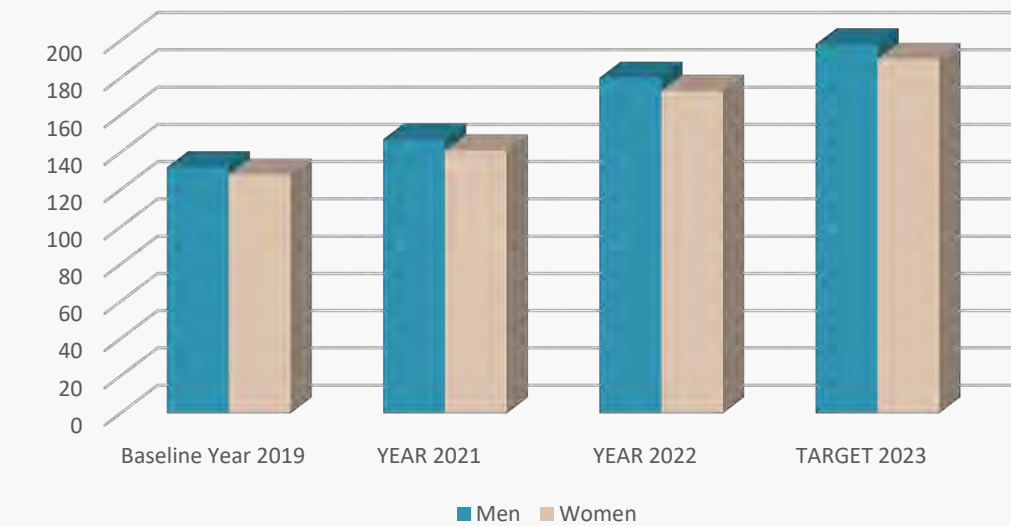
- A mentor is taking care every new member.
- We provide them with three different handbooks which explains in detail all the aspects of their profession.
- Weekly food Program, Breakfast, Lunch, Dinner.
- We provide opportunities to develop new skills, e.g. languages courses, oenology, barista training, 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

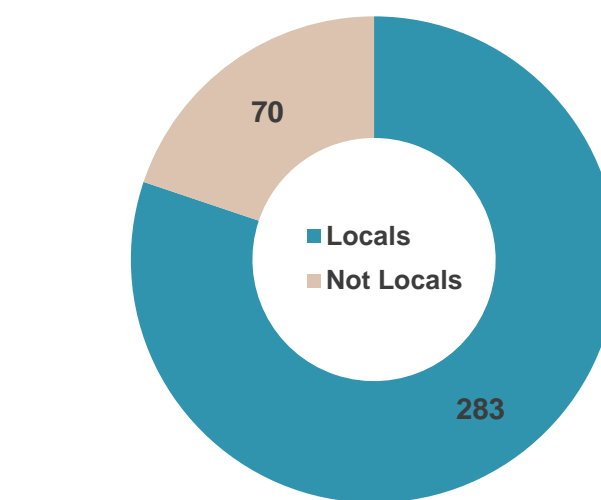
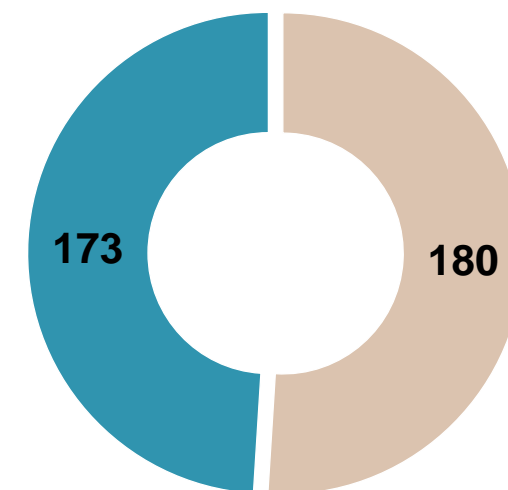
## EMPLOYEES RATE

This year, Grecotel Creta Palace employed 353 employees. This number is divided almost equally to male (180) and female (173) employees, for the most part coming from Rethymno, Crete. Most of them belong to the age group of 18-29 years (151).



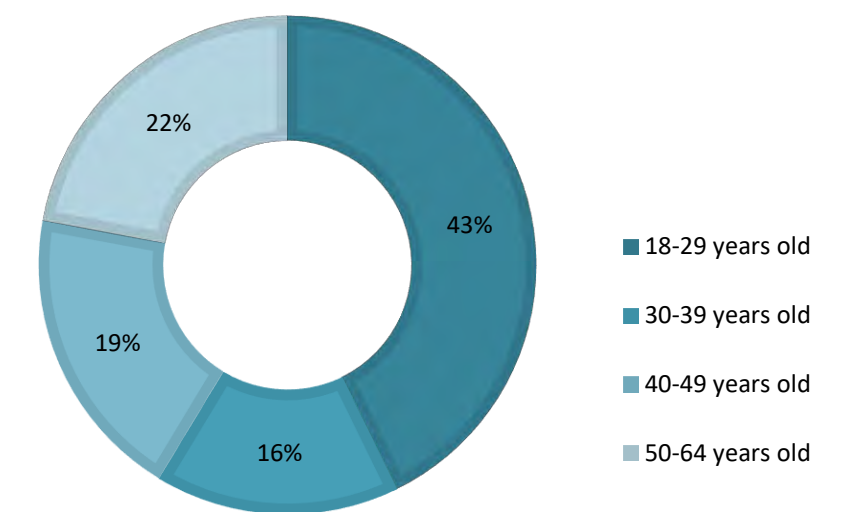
Proportion of different nationality.  
348 Greeks / 5 Other

Total workforce by gender.  
180 man / 173 women



Proportion of local employees.  
81 Locals / 76 not Locals

Age distribution  
of our workforce.







# 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 as TUI Safety control, SGS, Travelife, Grecotel safety team.

In 2022 three non-reportable minor incidents, such as cuts, were recorded at the hotel premises. Our main goal for 2023 is to minimize to zero all these incidents. We also complete the construction of our health and safety handbook that became a general prototype in Grecotel hotels and resort.

In addition, we have a doctor and an ambulance on site 24 hours a day, 7 days a week.





# 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.







# Social Responsibility

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.



# 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.

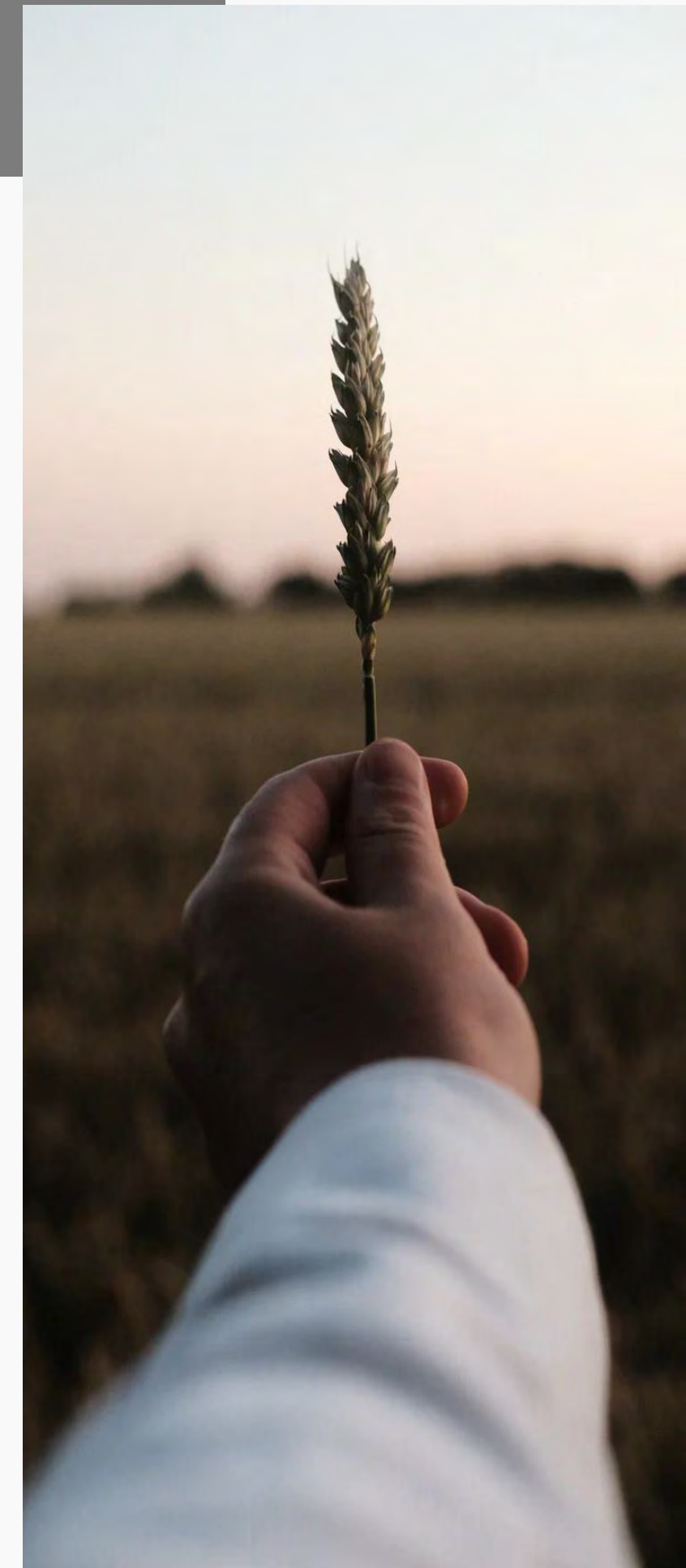
Sustainable tourism creates the necessary momentum for the continuous, inclusive and sustainable economic development of Peloponnese.

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.



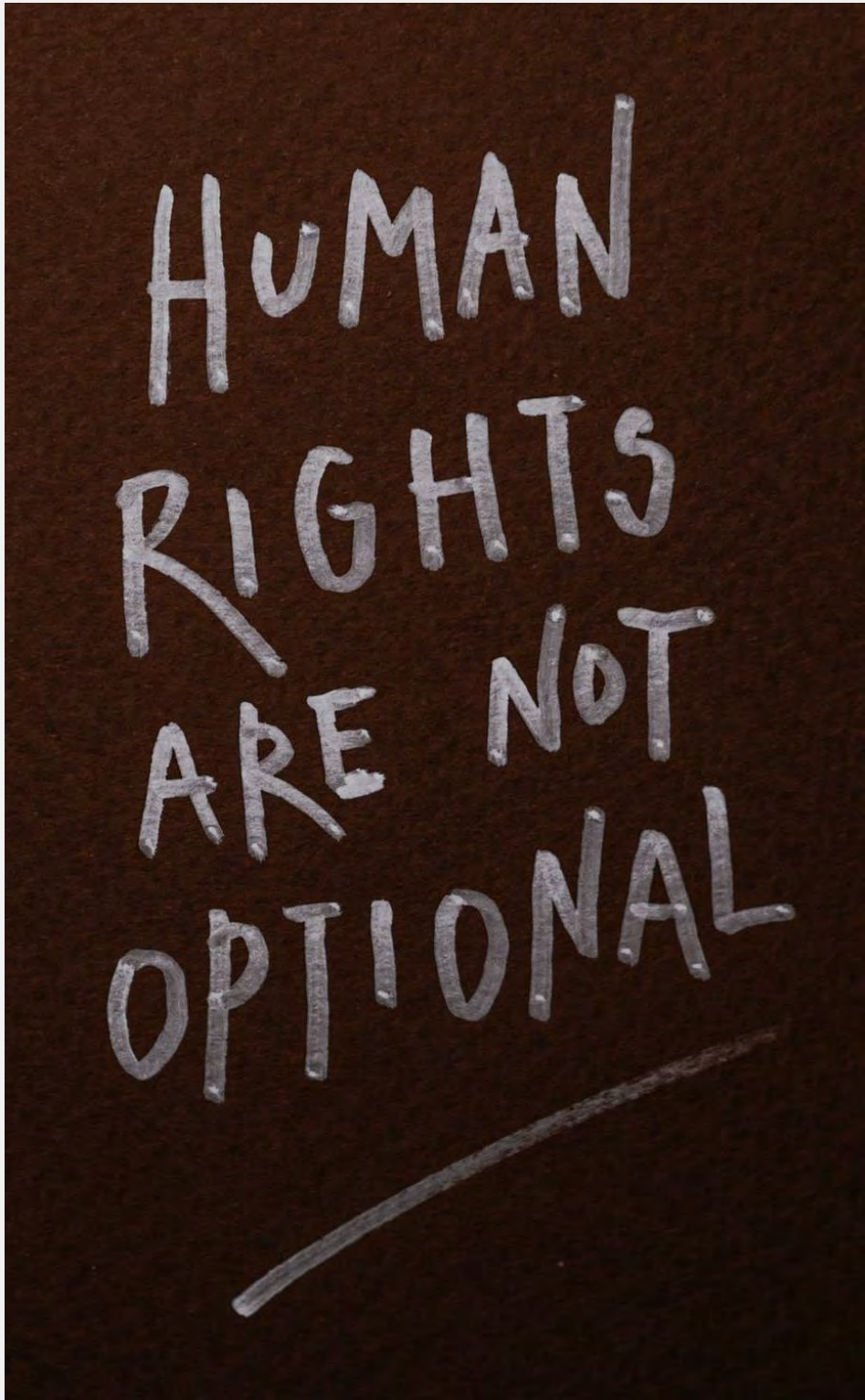
The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.



# 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.



- 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 Grecotel 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”

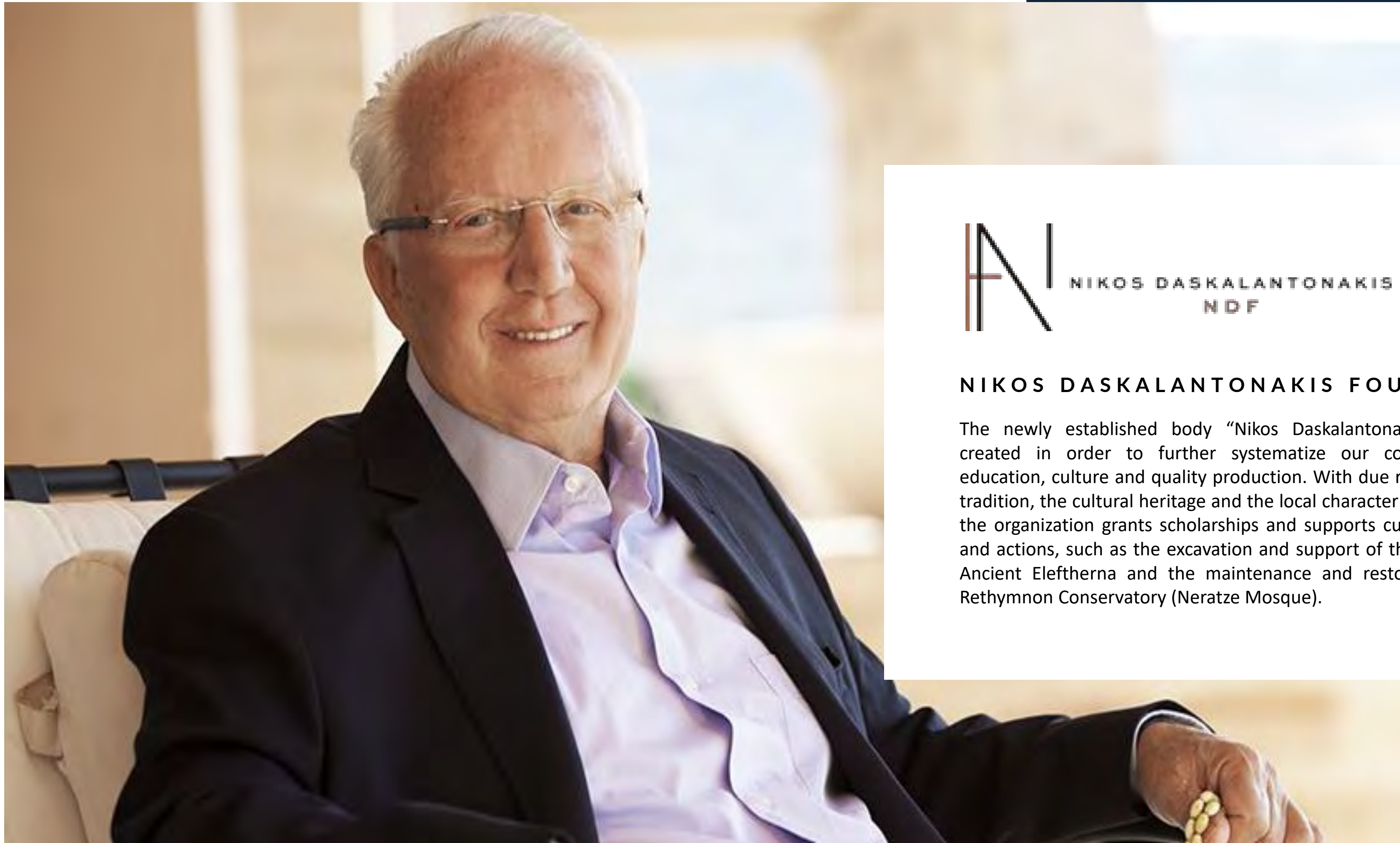
*As its main objective, the Organisation deals with the daily problems children encounter. The Organisation’s main concern is defending children's rights, not just on paper but in practice as well, providing services to children on a 24-hour, 7 days a week, 365 days a year-basis, working for their physical,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

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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.









**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

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If you need further information about the report or a summary in another language, please contact: [kbertoli@grecotel.com](mailto:kbertoli@grecotel.com)