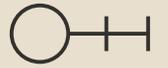


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SUSTAINABILITY
REPORT

20
23

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We have been in the hospitality industry for over 30 years. When our guests arrived at our first hotel in 1991, they came as visitors and left as dear friends, and we realized that we were doing something we loved deeply, and they felt it too.

Hospitality has never been deliberate for us, but always spontaneous and authentic. We felt that it was something ingrained in our nature.

Today, more than ever, we owe it to our guests, to society, to our people, and to the environment to declare and implement business initiatives and practices that are aligned with these principles.

Sustainability and sustainable development are now concepts intertwined with our business decisions and the channel through which we increasingly aim to communicate with people and society.

With this sustainability statement, we summarize everything we have been doing wholeheartedly up to this day, while also committing ourselves to a long-term challenge by turning the page towards a new chapter.

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FOR OUR GUESTS



- Food Safety System ISO 22000:2018
- Quality Management System ISO 9001:2015
- Real-time Customer Complaint Management System
- Health Management System in collaboration with a Medical Center and Hospital
- Three well-equipped and eco-friendly fitness centers offering Yoga or Pilates classes daily by professionals.
- Healthy Dining Options: Organic and locally sourced foods, vegetarian and vegan choices, menus tailored to various dietary preferences and restrictions
- Mindfulness and Meditation: Dedicated yoga space, master yogi-guided meditation sessions, mindfulness workshops, quiet spaces for reflection
- Outdoor Activities: Hiking, biking, nature walks, beach activities
- Holistic Treatments & Retreats: Acupuncture, shiatsu, Moxa therapy, Ayurvedic therapies,
- Sound Healing sessions, Cocoa ceremonies
- Personalized wellness plans during their stay
- Relaxation Areas: Saunas, steam rooms, a Byzantine style marble hammam, hot tubs, small meditation gardens with sea views, and sunset spots
- Spa and Wellness Products: Aromatherapy oils, custom-made candles, vegan-cruelty free cosmetics, herbal teas, Greek hand-made beauty products

FOR OUR EMPLOYEES



- Food Safety System ISO 22000:2018
- Group insurance program
- Workplace wellness events
- Facility evacuation program - drills
- Employee performance awards
- Annual training from certified trainers, Vocational Training Institutes (IEK), tourism schools, and collaboration with Hellenic Mediterranean University
- Specialized hands-on training in international cuisines and culinary techniques
- Employee Experience Program

SOCIAL SOLIDARITY INITIATIVES & ACTIONS



- Volunteer Blood Donation Day in collaboration with University General Hospital of Heraklion
- Donations to vulnerable social groups
- Collaboration with the parish to provide goods to families in need
- Utilization of human resources with an emphasis on local involvement
- Donations to flood victims in the Agia Pelagia area

CONTRIBUTION TO LOCAL SOCIAL EVENTS

- Sponsorship of cultural events
- Provision of equipment, supplies, and technology to local clubs, schools, and churches
- Assistance and contributions to events organized by social-oriented institutions and clubs
- Volunteer clean-up of the area surrounding our hotels.

ACTIONS INVOLVING OUR CUSTOMERS

- Reforestation in our facility's areas
- Planting and Naming of Olive Trees by our customers

ACTIONS INVOLVING OUR SUPPLIERS

- Strengthening our suppliers based on the criterion of locality
- Inspection and evaluation of local suppliers based on the "KRETA" label of the Agro-Food Partnership of the Region of Crete
- Maintaining a quality supply chain of food suppliers for the facility based on the ISO 22000:2018
- Food Safety certification, which we re-certify annually through TUV AUSTRIA audits



ENERGY

- Reduction of environmental footprint
- Use of renewable energy sources & Solar panels
- Bioclimatic buildings
- Low-energy bulbs

WASTE & WASTE MANAGEMENT

- Organic waste management system
- Recycling system for three types of materials [glass - paper - plastic]

WATER

- Reverse Osmosis System
- Heat Pumps
- Controlled use in faucets
- Biological water management

CLEANING PRODUCTS

- Certified suppliers of environmentally-friendly cleaning products



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YOUR CONTRIBUTION MATTERS

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