

We're going to keep making a difference



GRECOTEL

HOTELS & RESORTS

**ENVIRONMENTAL, SOCIAL
& GOVERNANCE REPORT**





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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, Grecohotel Caramel 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 third public sustainability report of Grecohotel Caramel and covers the 2022 season (reporting periods are from opening to the closing day).



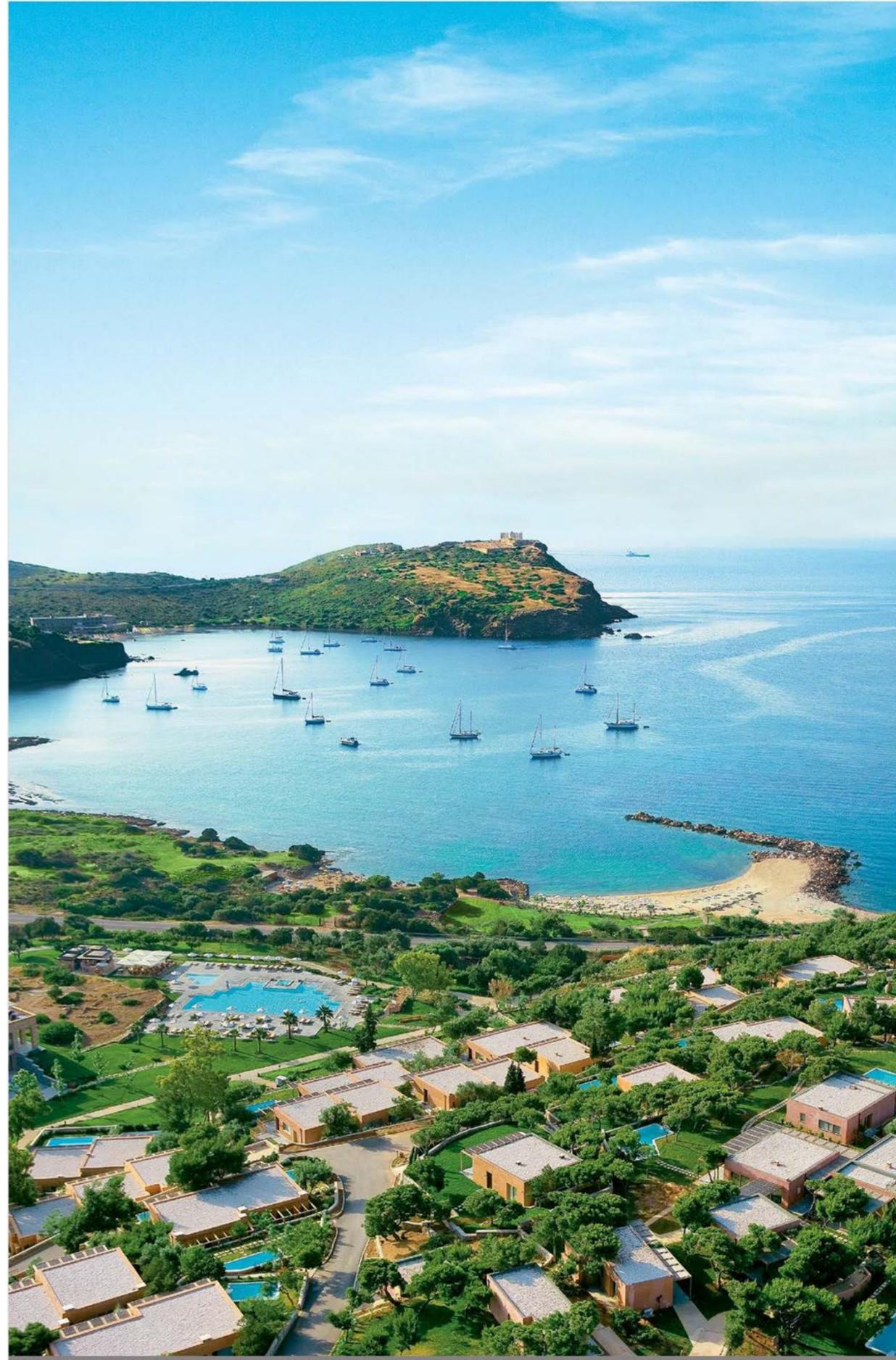
Welcome to Grecotel





Introduction

About Grecotel



Grecotel Caramel Boutique Resort | 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*, 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*, 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



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

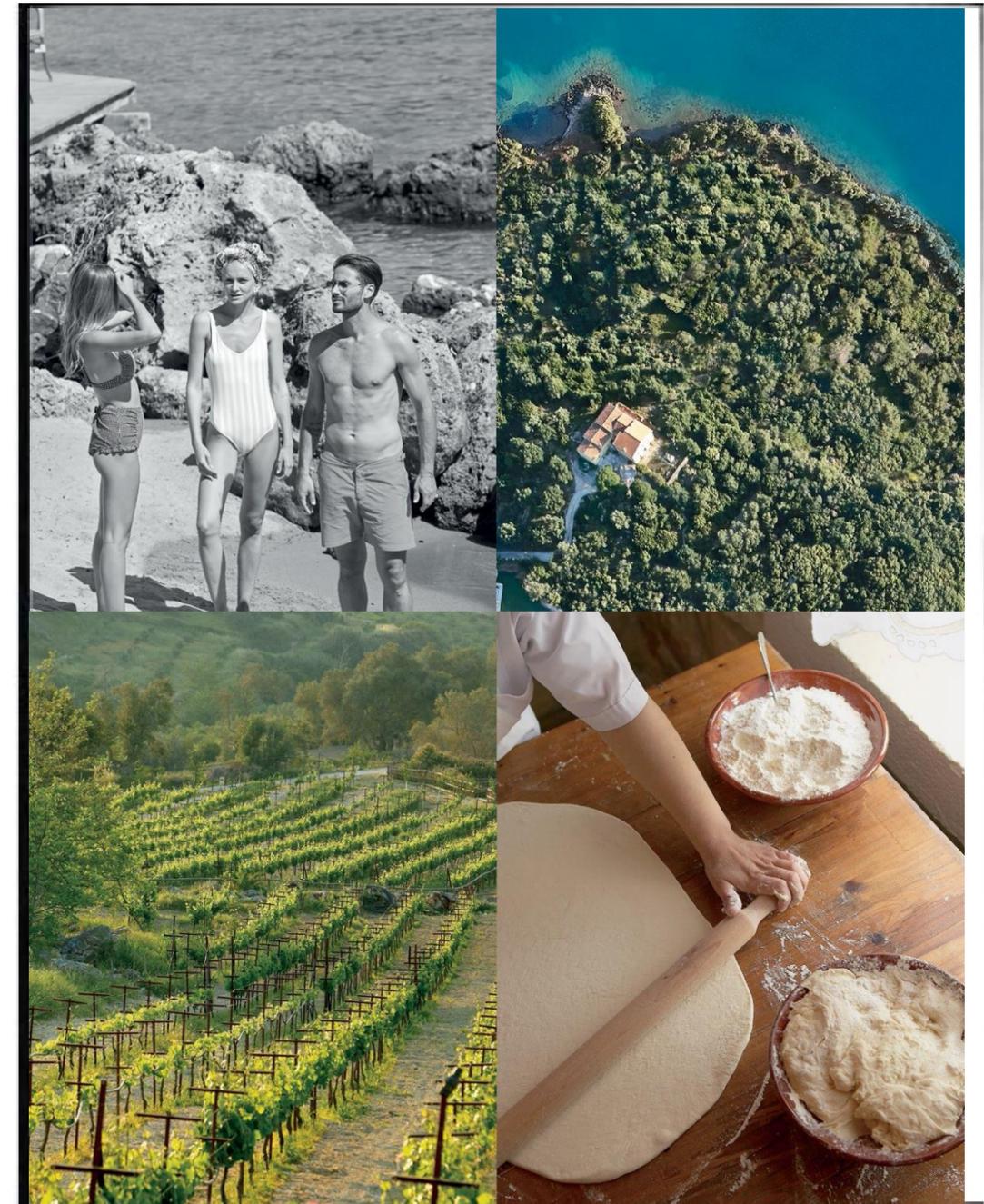
The village of Danilia is a traditional theme park. An entire Corfiot village with its own museum and traditional small shops.

<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, Grecootel 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 BOUTIQUE RESORT
- CRETA PALACE
- LUX ME WHITE PALACE
- CLUB MARINE PALACE
- PLAZA BEACH HOUSE
- 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

**NEW
HOTELS 2022**



Eco-label award for beaches.

- CAMEL BOUTIQUE RESORT
- 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

**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."

Dear Guest,

Despite the enormous hurdles we faced during the Covid-19 pandemic, 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 Caramel Boutique Resort.

A handwritten signature in black ink, appearing to read "Panagiotis Markou".

Panagiotis Markou
General Manager



CARAMEL

GRECOTEL LUXURY-BOUTIQUE RESORT

Crete

GRECOTEL

ECCENTRIC LUXURY ON THE BEACH

Just 9 km from Rethymno town, 76 km from Chania airport and 78 km from Heraklion airport.

GREECE



GRECOTEL CARMEL

An only suites & villas boutique resort in an idyllic beachfront setting with gleaming hallways, fabulous terraces, magnificent guestrooms and personalized service.





GRECOTEL

CARAMEL

GRECOTEL LUXURY BOUTIQUE RESORT

ACCOMMODATION

Crete Avant - Garde

Main house suites, bungalow suites, maisonettes, villas, each one is unique, but yet all feature handmade floor tiles, designer fabrics, are decorated with antique and contemporary furniture, have spacious spa-inspired bathrooms, creating an eclectic style, so characteristic of their charm.

Total Rooms 69 • Suites 54 • Villas 15

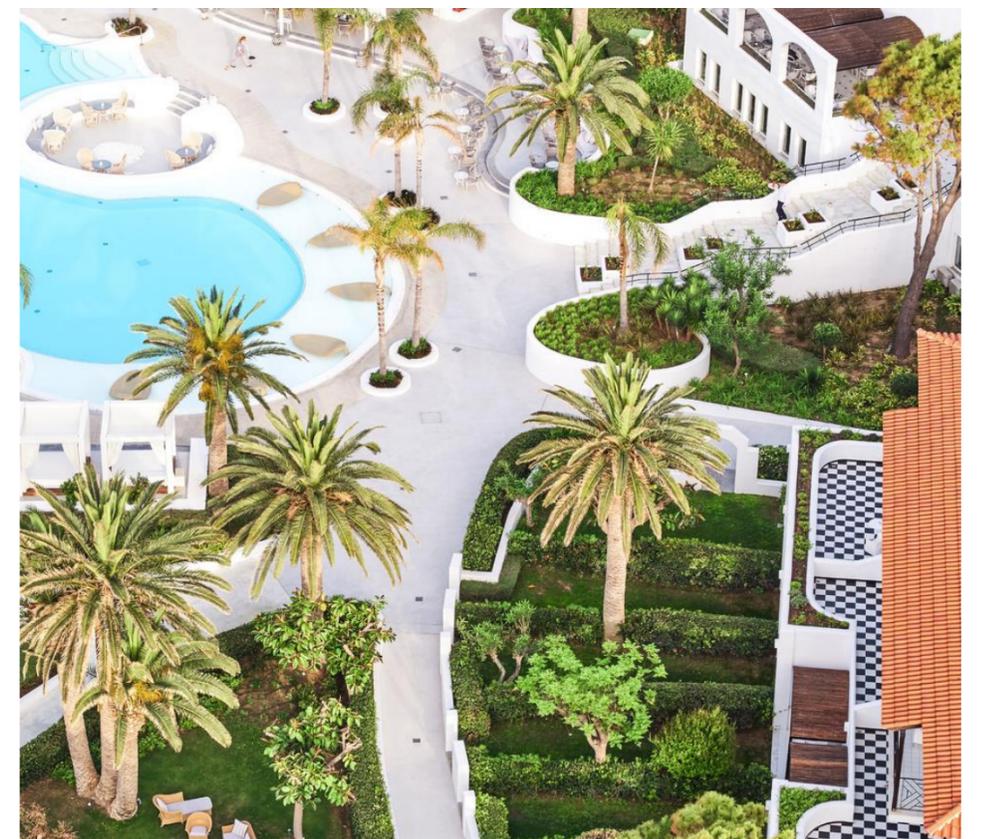


STYLISH

Suites

OFFERING UNIQUE FEELING OF LUXURY AND COMFORT, THESE ELEGANTLY DECORATED SUITES WITH CONTEMPORARY DESIGNER FURNITURE SET THE TONE FOR CAREFREE AND LAVISH HOLIDAYS.

GRECOTEL





LUXE

Bungalows

ULTRA-STYLISH BUNGALOWS,
DESIGNED FOR REFINED
LIVING, PROVIDE MAJESTIC
VIEWS TO THE CRETAN SEA
OR TO THE MULTI-COLORED
RESORT'S GARDENS.

GRECOTEL





UNIQUE SUITES &

Villas

ROMANCE IS SURE TO BLOSSOM WITH THESE CHARMING SUITES & VILLAS, OVERLOOKING THE SUBLIME GARDENS AND ALLOWING COMPLETE PRIVACY, FOR UNIQUE HOLIDAY MOMENTS.

GRECOTEL



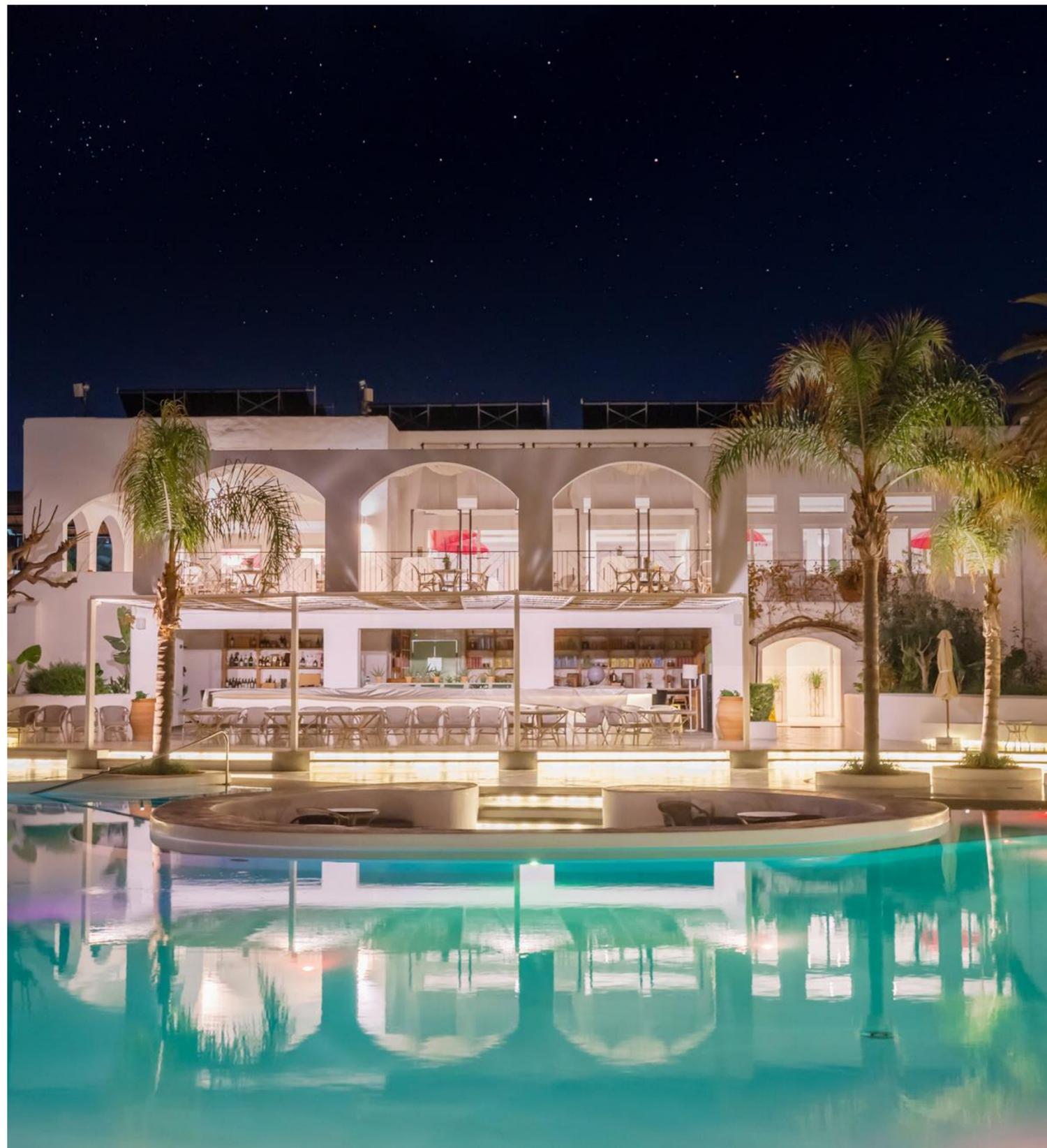


Ultimate
ACCOMMODATION

THESE ELEGANT AND STYLISH VILLAS, FEATURING EXPANSIVE LIVING ROOMS, EXQUISITE HANDPAINTED TILES IN LUSTRE AND PURE WHITE LACQUERED WOODS, ARE IDEAL FOR THOSE WHO WISH TO SPEND THEIR VACATION IN UNPARALLELED LUXURY.

GRECOTEL





GRECOTEL

DINING

A culinary journey to the dining world of Caramel,
with authentic flavours made with the finest of Greek produce.

RESTAURANTS & BARS

CAMEL THE RESTAURANT

Mediterranean, Buffet Restaurant. B D

CONFETTI POOL LOUNGES

Delicious Greek and International lunches
and snacks. L

GOURMET A LA CARTE RESTAURANT

Mediterranean, seafood a la carte
restaurant. D

PANTHER LOBBY BAR

Beverages at the impressive lounges and
terraces.

24h ROOM SERVICE

PRIVATE DINING

AGRECO FARM TAVERNA

Cretan Organic Dining in an authentic
setting near Rethymnon. D

THE DINE CLUB

HALFBOARD DINING CONCEPT

An exciting half board dining concept, including breakfast and lunch or dinner, credit in selected restaurants in Grecotel Resorts around Crete, two free à la carte dinners per week, including Agreco Farm experience, and free dining for kids. Just book the half board basis plan.





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

Directly on a 300m sandy beach, 1 large seawater pool with hydromassage.

ELIXIR WELLNESS CENTER

One massage room with two massage beds, beauty salon, gazebo open-air massage and treatments.

SPORTS

Sport lovers find a wealth of challenges, including watersports, tennis, biking, horse riding and the crete golf club (nearby).

FITNESS ROOM

A fully equipped fitness room.

ENTERTAINMENT

Live music performances.

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.





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.

KIDS FREE DINING

Children up to 12 years old enjoy free kids dining in the "tasty corner".

GRECOLAND KIDS ACTIVITIES

A world of sports, activities and adventures,

GRECOBABY

Prearrival order of baby equipment and baby food

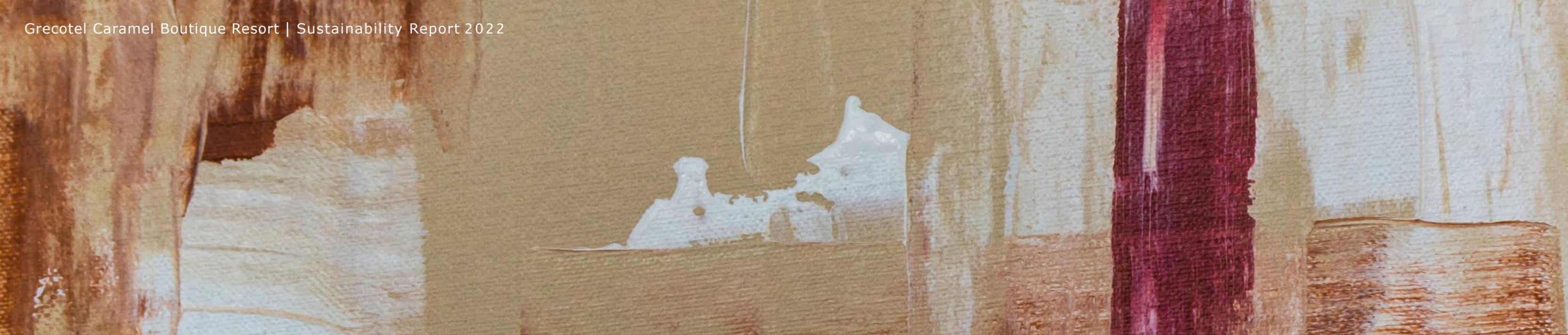
CARAMEL

GRECOTEL LUXURY BOUTIQUE RESORT

Crete

GRECOTEL

CAMEL.GRECOTEL.COM



Awards & Recognitions 2022



Green & Fair Hotel Excellence Award
By TUI



Travelers' Choice
By Tripadvisor



Recommended by
Holiday Check
reviewers



Blue Flag
Since 1992

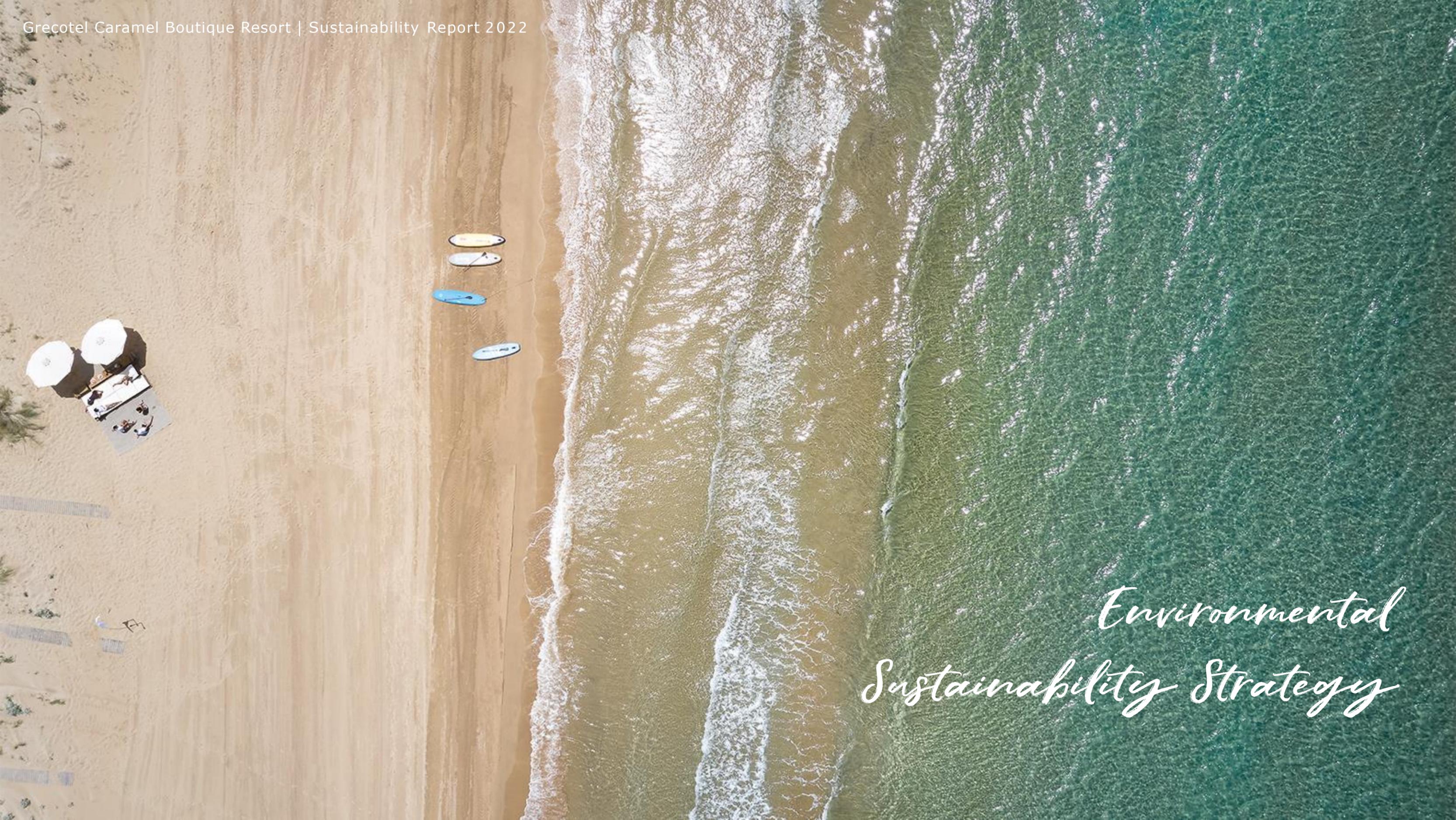


HACCP Certification
for Food safety



Travelife Gold for
Accommodation
Sustainability

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.



*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.

Greotel Caramel has its Environmental Sustainability Strategy, designed around using energy and water resources more thoughtfully, building smarter, and innovating and inspiring.

Our Sustainability Team

Panagiotis Markou

General Manager

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

Persa Manousaki

Assistant FO Manager – Sustainability Coordinator

Has the responsibility for all the environmental actions and management.

Katerina Douroudoudaki

Rooms Division Manager

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

Melina Thomadaki

Human Resources Manager

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

Konstantinos Mygiakis

Maintenance Manager

Responsible for the maintenance and proper operation of the Hotel.

Nikos Kopanakis

Chef

Responsible for the food waste monitoring program.

Giorgos Pavlidakis

F&B Manager

Specialized in forecasting, planning and controlling the ordering of food and beverages. Supervisor of the food waste program.

Agapi Daskalaki

H/K Manager

Monitor all the daily operations of the housekeeping department

Giorgos Ninirakis

Storage Manager

Responsibility for the storage, movement and distribution.



2022 Highlights



Employee training

139 Trained
2.780 Hours



Food Waste

Food Waste Reduction and
Measurement program.



Green Activities

120 guests participated in
Eco-Activities



Plastic Free

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



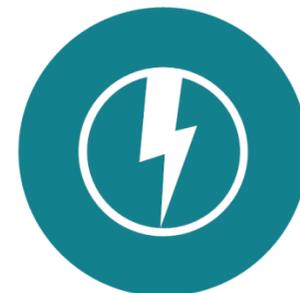
Employees

69% of our
personnel are locals.



Hazardous waste

100% recycled



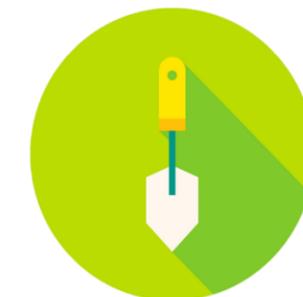
Energy Efficiency

99% led lamps



Blue Flag

Awarded Beach 2022



Garden & Flora

23.061 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 the Covid-19 pandemic, we remain dedicated to halving our environmental impact across our whole value chain.



Greotel Caramel 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 Casa Marron's 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 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 Caramel). 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 Caramel 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

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





2022

Energy 1.101.368 kWh

Efficient use

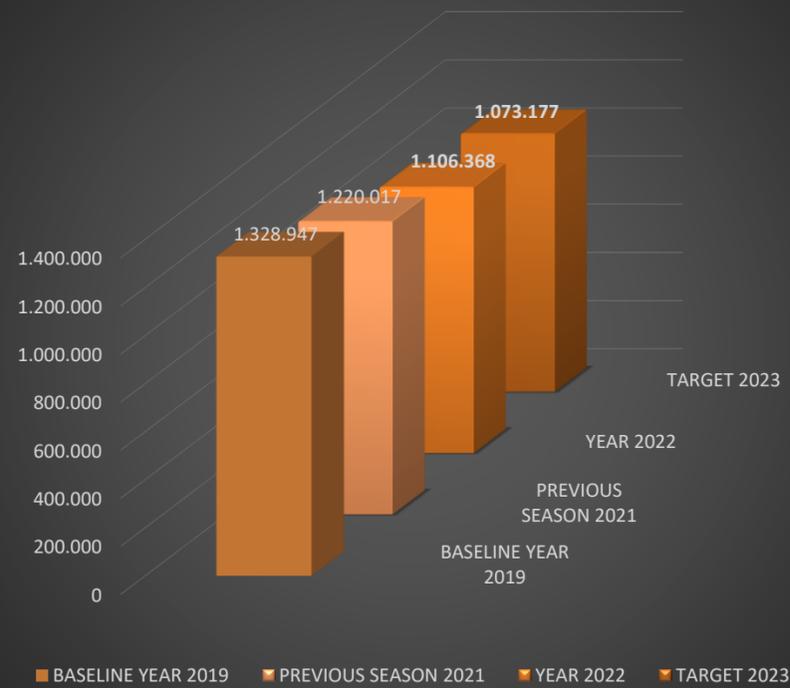
Energy consumption is the main contributor to direct and indirect GHG emissions which affect the climate change. By creating the necessary infrastructure and using the latest available technology in energy management, we endeavor to reduce our energy consumption and maximize the use of renewable energy. 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.
- Low energy technology lighting.
- Electronic lighting ballasts.
- Central lighting control systems.

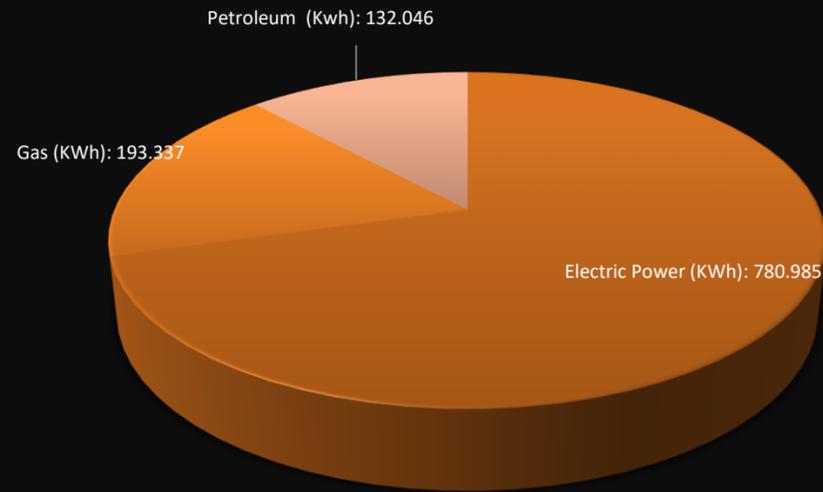
OUR EFFORTS
CONTRIBUTE TO
THE SUSTAINABLE
DEVELOPMENT
GOALS:



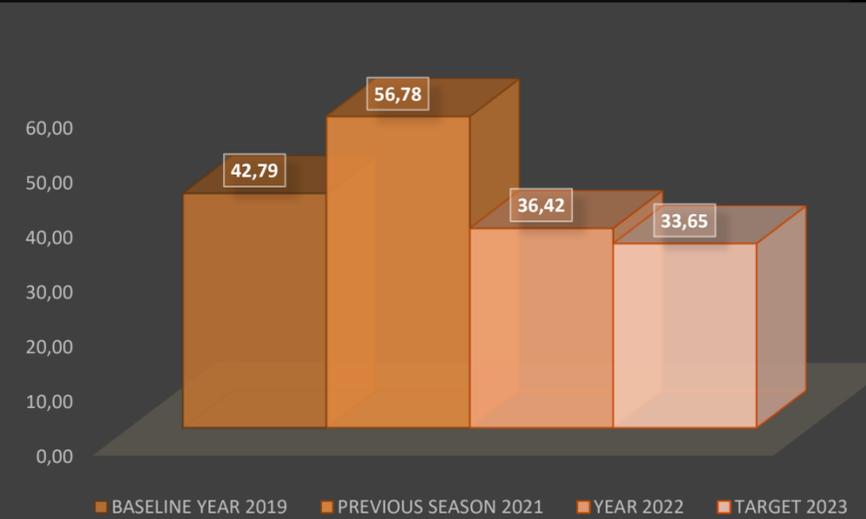
Annual Energy consumption (KWh)



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 Caramel Green goal is to improve the energy efficiency of the buildings and minimize energy consumption year after year.
- Greotel Caramel continues to train all staff in energy and carbon management in order to decrease energy use.



In 2022, energy consumption was reduced by 17% compared to 2019. In addition, energy consumption per accommodation has also decreased by 15%. Noting that all measurements began in April and ended in September.



Energy Consumption

In 2022, Greotel Caramel's energy consumption was:

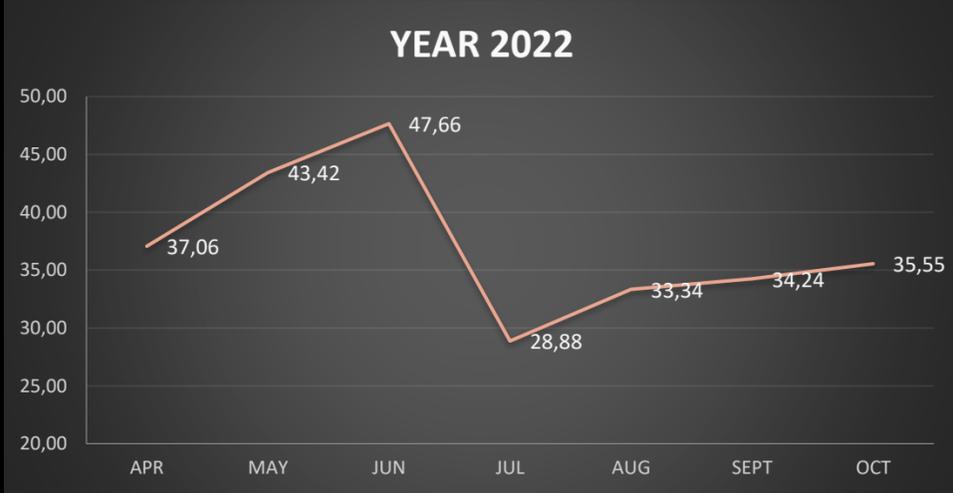
0,87
kWh

of average gas
consumption per guest.

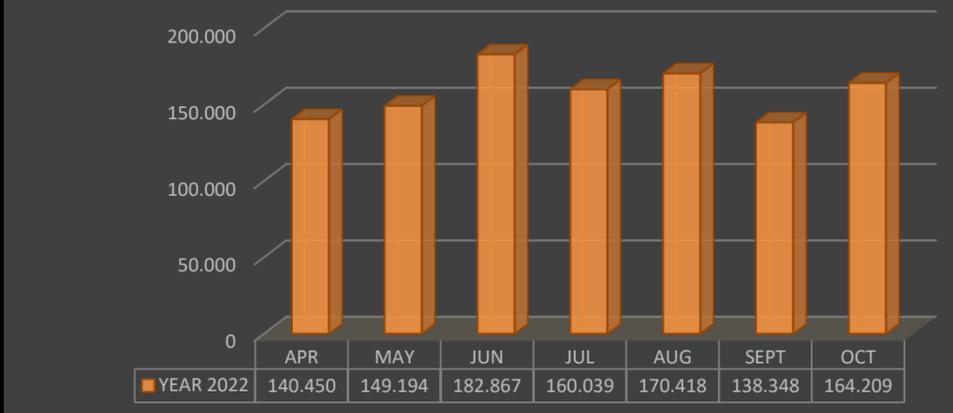
25,71
kWh

of average electricity
consumption per guest.

Monthly Energy Consumption Per Guest Day



MONTHLY ENERGY CONSUMPTION



Energy Assessment

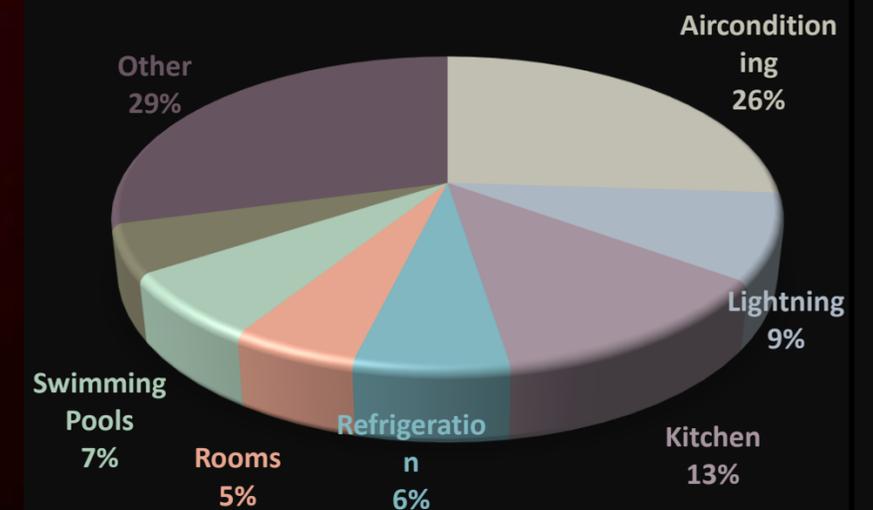
Grecotel Caramel has proceeded with investments, aiming to the efficient use of energy. Specifically:

- 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:

- cooling rooms,
- lighting,
- hot water use and other energy consuming activities by guests,
- preparing meals,
- laundry,
- swimming pool,
- others



The relative importance of the different energy end-uses is described as follows: Air conditioning (heating/cooling, ventilation), accounting for approximately 26% of the total consumption. Kitchen also accounts for a considerable share of energy consumption 13%. 9% per cent is used for lighting, and 7% for the operation of swimming pools. Other uses account for 29%.

Water Reduction

ENVIRONMENTAL RESPONSIBILITY

Water scarcity is a recognized global problem, with demand for water projected to exceed supply by 40% by 2030. At Grecootel Caramel we recognize the value that water has for both human life and nature. The Grecootel 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. Greotel Caramel 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.

All wastewater is disposed of in a controlled way in order to protect areas lying outside the boundaries of a property from becoming contaminated by water, chemicals, pollutants, effluent and other materials.

Water Highlights for 2022

Our water use decreased in 2022 compared to the previous year 2021, as well as baseline year 2019. However, Greotel Caramel's water use per guest was 0,53 m³ in 2019, 0,66 m³ in 2021 and 0,52 m³ in 2022. This shows a significant decrease compared to 2021, mostly due to the higher occupancy rates of 2022, and similar levels compared to 2019.

100%

**of the rooms have
water reduction filters**

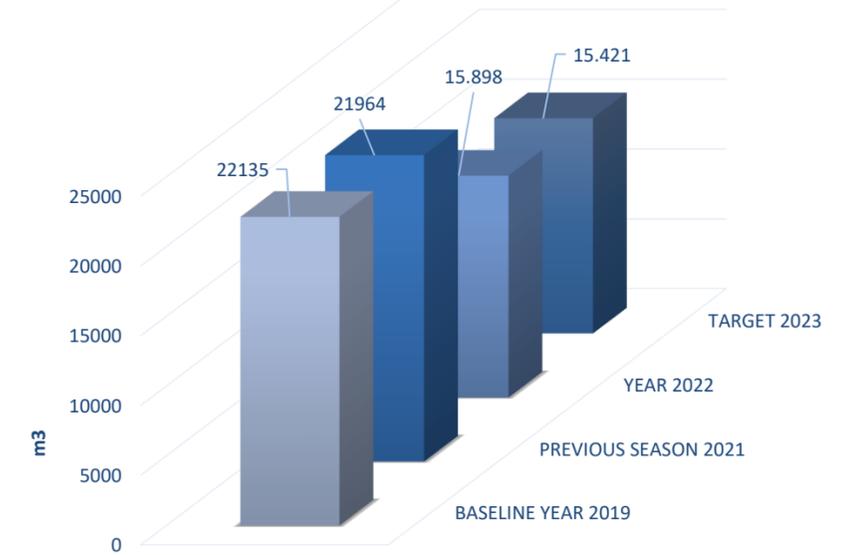
The quality of water is monitored in cooperation with accredited laboratories.

WATER - SAVING MEASURES

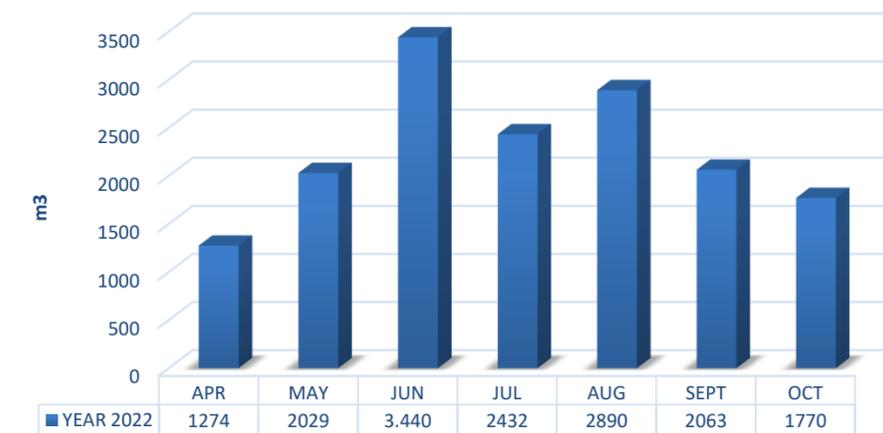
Below you can see the most important actions taken in order to reduce the Water consumption:

- 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.

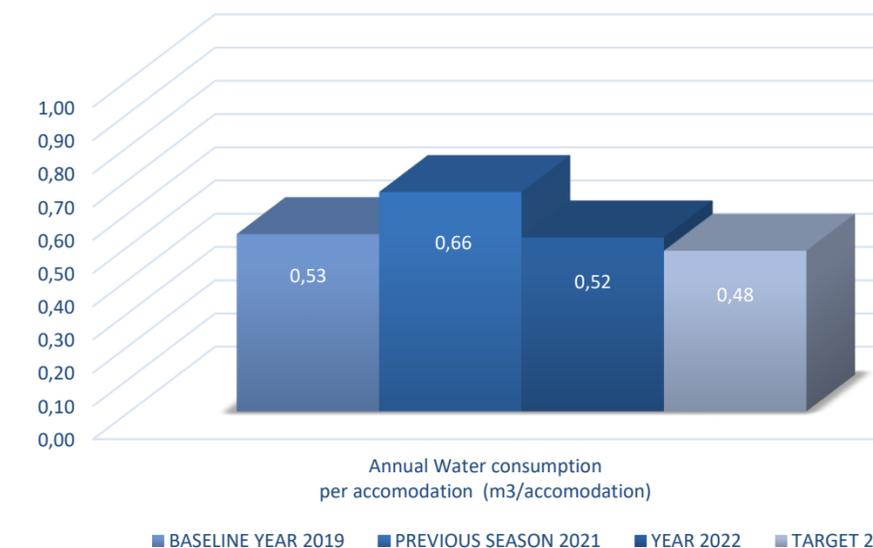
Annual Water Consumption



Monthly Water Consumption

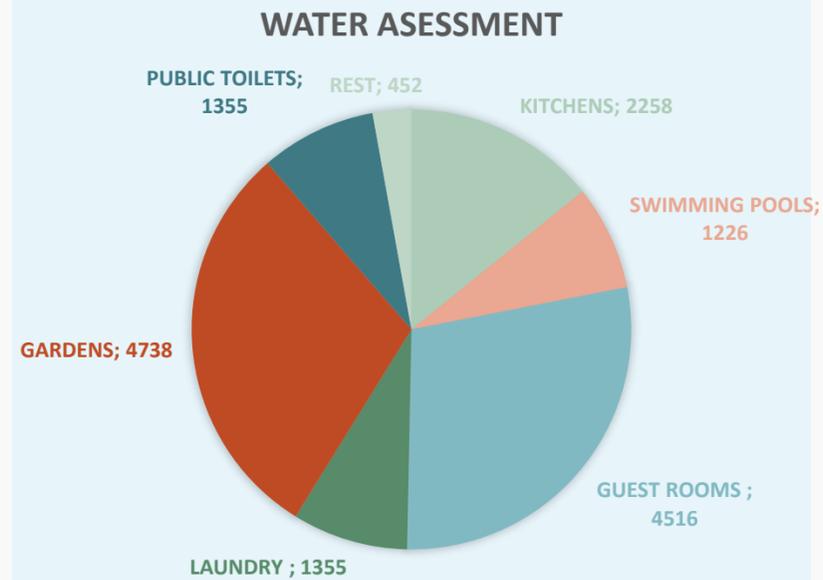


Annual Waste Consumption per Accommodation



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.

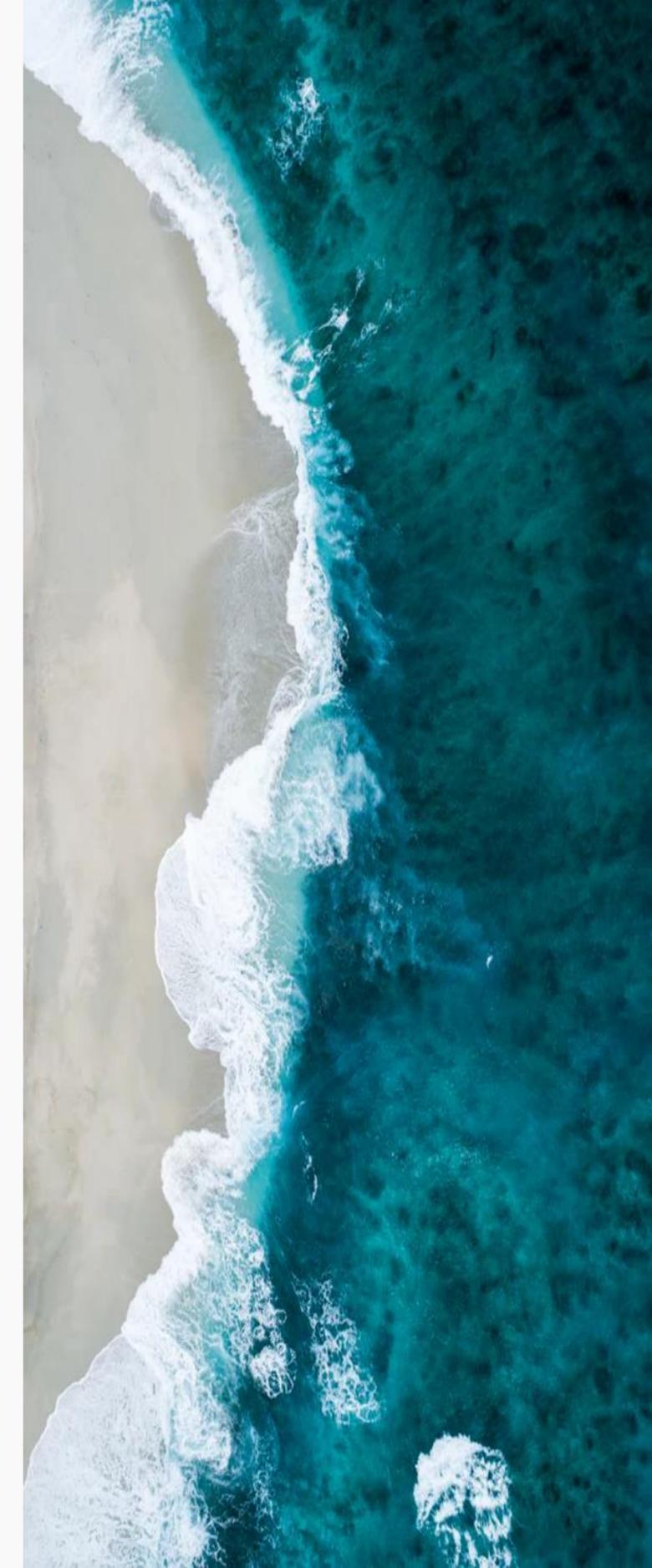
Water Assessment



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:

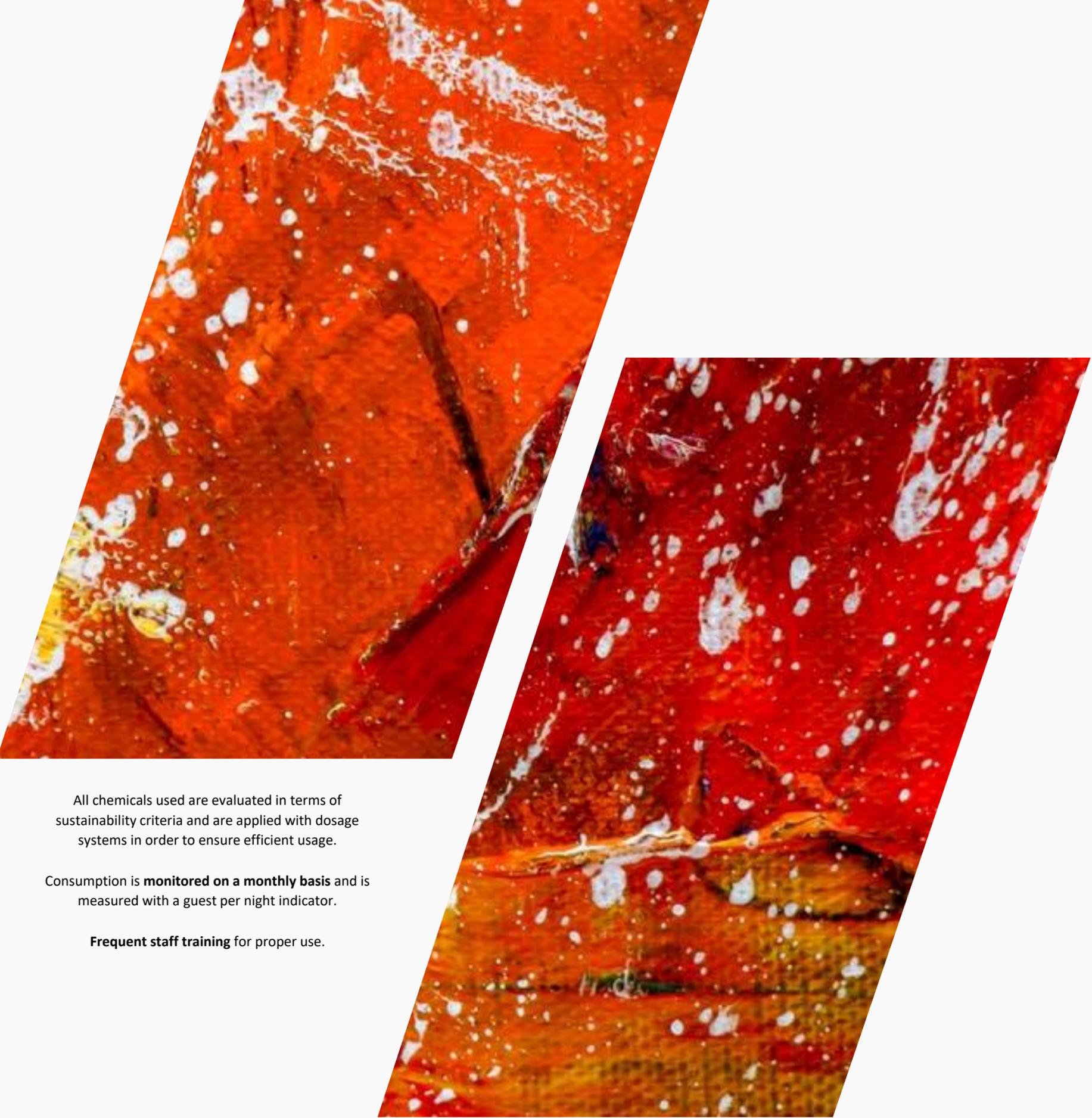
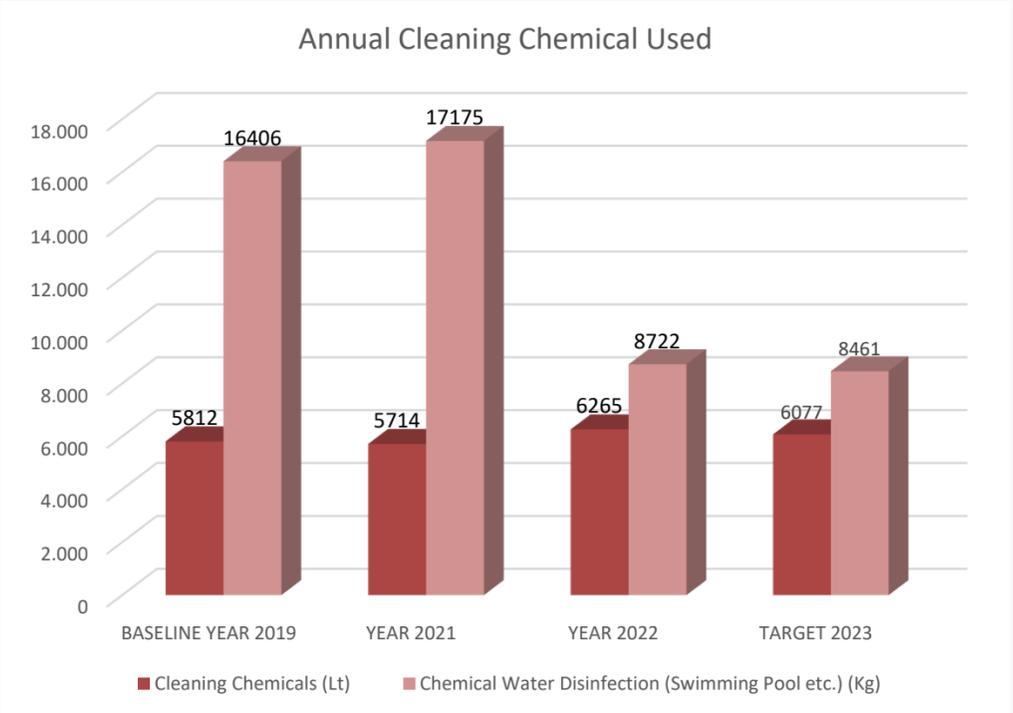
- Guest Rooms (28%)
- Swimming Pools (8%)
- Kitchen (14%)
- Laundry (9%)
- Gardens (30%)
- Restrooms & public toilets (3%)



Chemical Use

USE OF ENVIRONMENTALLY FRIENDLY CHEMICALS

Driven by a high sense of environmental awareness, Grecotel Caramel 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 Caramel 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 Grecootel 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 Grecootel we separate waste according to local authority guidance.

Waste prevention in all departments and throughout supply chain.

All quantities are reported annually.

The hotel's liquid waste is treated in the wastewater treatment plant.

Chemical and microbiological analyses of water are conducted by laboratory.

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

Recycling streams for Grecootel Caramel:

2022	kg
Cooked Oil:	1015
Glass:	5930
Plastic:	5000
Paper/Packaging:	4000
Batteries/Ink:	10/12
Appliances	1140
Lamps	71



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 Grecootel Caramel:

- 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 Caramel 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.

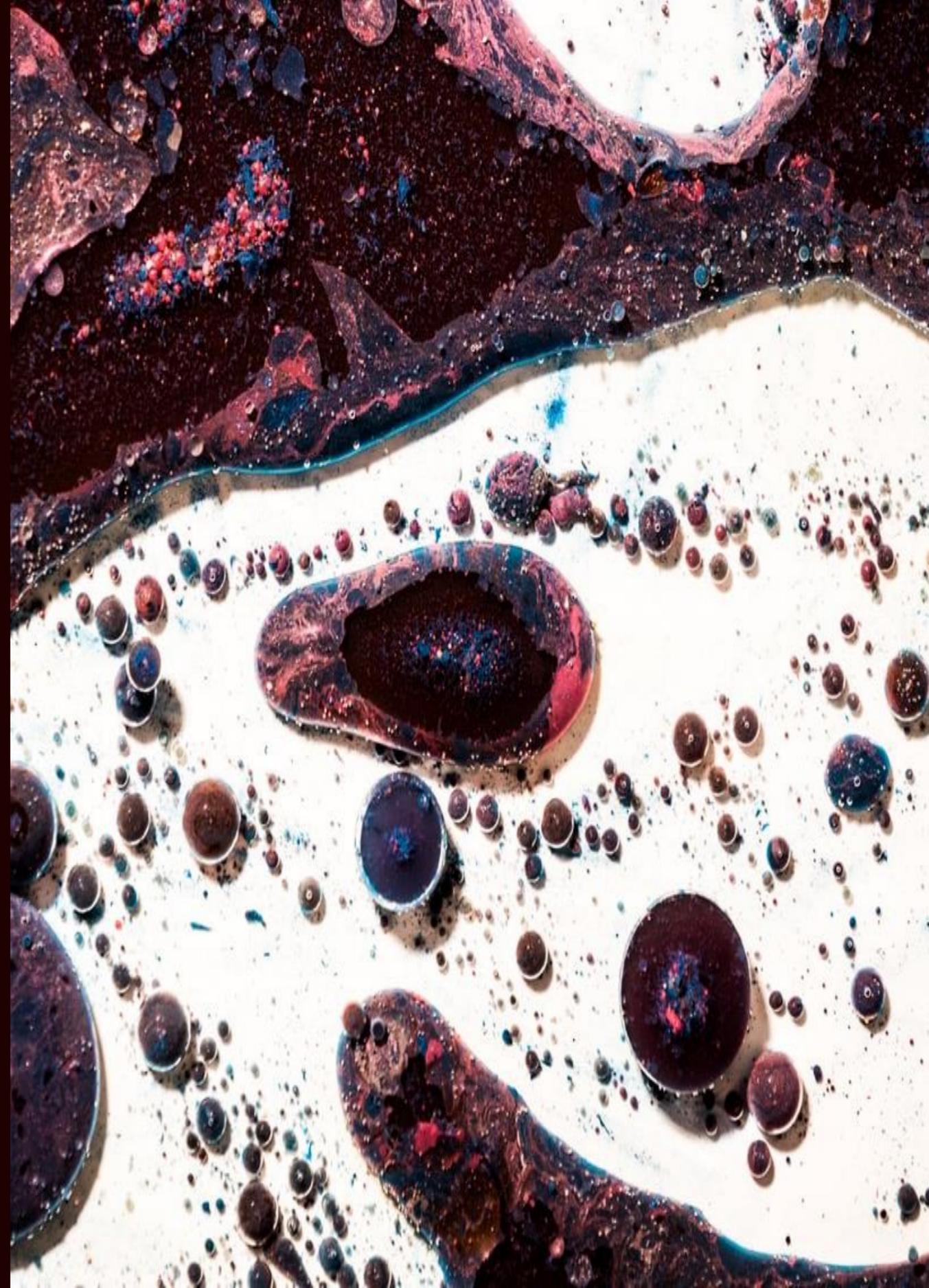


Hazardous Substances Usage

The environment is totally affected by the hazardous substances. Grecotel Caramel 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, Grecootel 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 Grecootel Caramel 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.





Generally, its purchases' rates for the year 2022 were:

- Crete: 21%
- Greece: 63%
- Import: 15%

Which means that it has contributed to the national and local economies with 414.669 euros.

From Farm to Fork

High quality food can go hand in hand with limited impacts to the environment. At GrecoTel Caramel 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 Caramel 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 Caramel, 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.



Garden

To plant a garden is to believe in tomorrow.

Greotel Caramel implements garden programs:

- a new model of alternative hotel gardening, avoiding the use of chemical fertilizers and pesticides,
- we plant Mediterranean and local plants in our gardens,
- automatic irrigation system in the evening,

120 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 Caramel) 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.

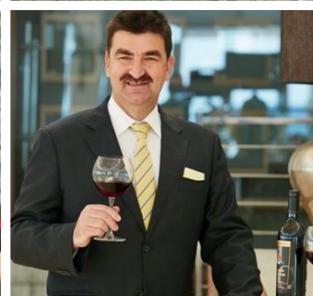
Travel and lodging have the potential to transform our lives into something better. However, travelling results to environmental, social, and economic impacts. All of us at Grecotel Caramel are committed to reducing this impact as much as possible, but as we cannot do it alone, we would like to ask for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

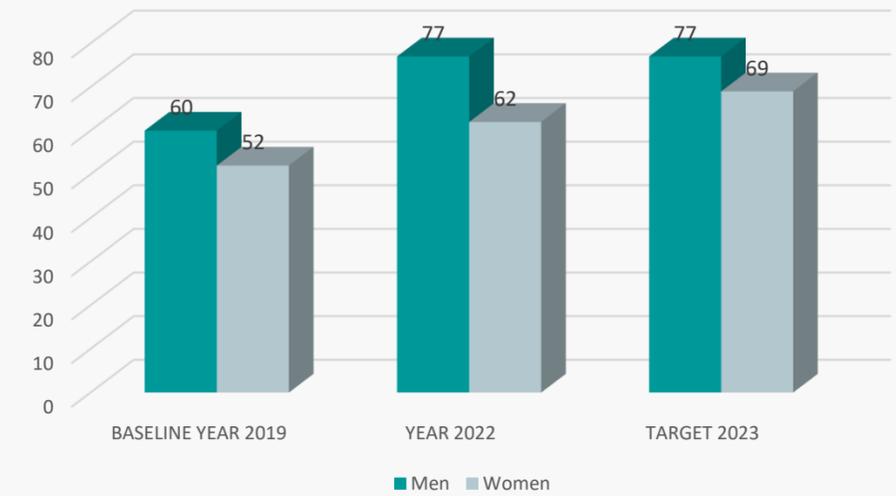


- A mentor is taking care every new member.
- We provide them with three different handbooks which explains in detail all the aspects of their profession.
- Weekly food Program, Breakfast, Lunch, Dinner.
- We provide opportunities to develop new skills, e.g. languages courses, oenology, barista training,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

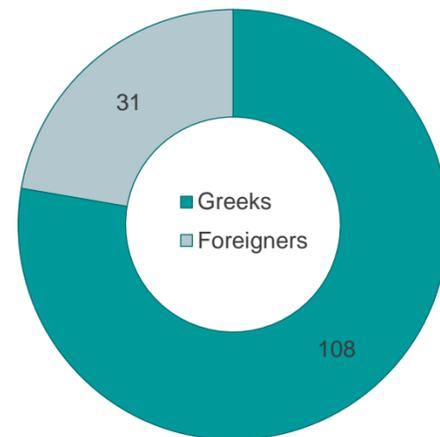
Social Indicator

EMPLOYEES RATE

This year, Grecotel Caramel employed 139 employees. This number is divided to male (70) and female (87) employees, who are either from Rethymno, Crete or live in Crete permanently.



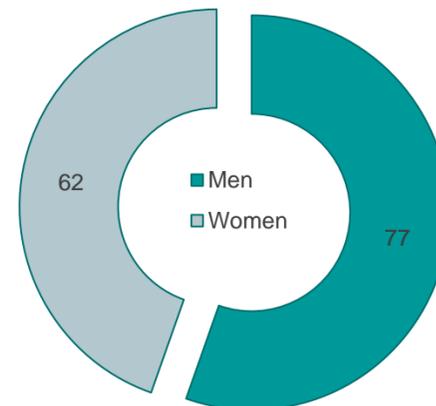
Employees Rate 2022



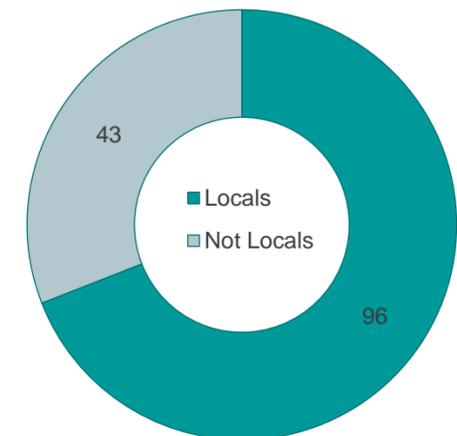
Proportion of different nationality.
108 Greeks / 31 Other

Total workforce by gender.
77 man / 62 women

Employees Rate 2022



Employees Rate



Proportion of local employees.
96 Locals / 43 not Locals



Learning & Development

At Grecootel Caramel 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

Greotel Caramel 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 like hood 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, Greotel safety team.

Our main goal for 2023 is to minimize to zero all incidents. We have also completed the construction of our health and safety handbook that became a general prototype in Greotel 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

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 Caramel's 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.

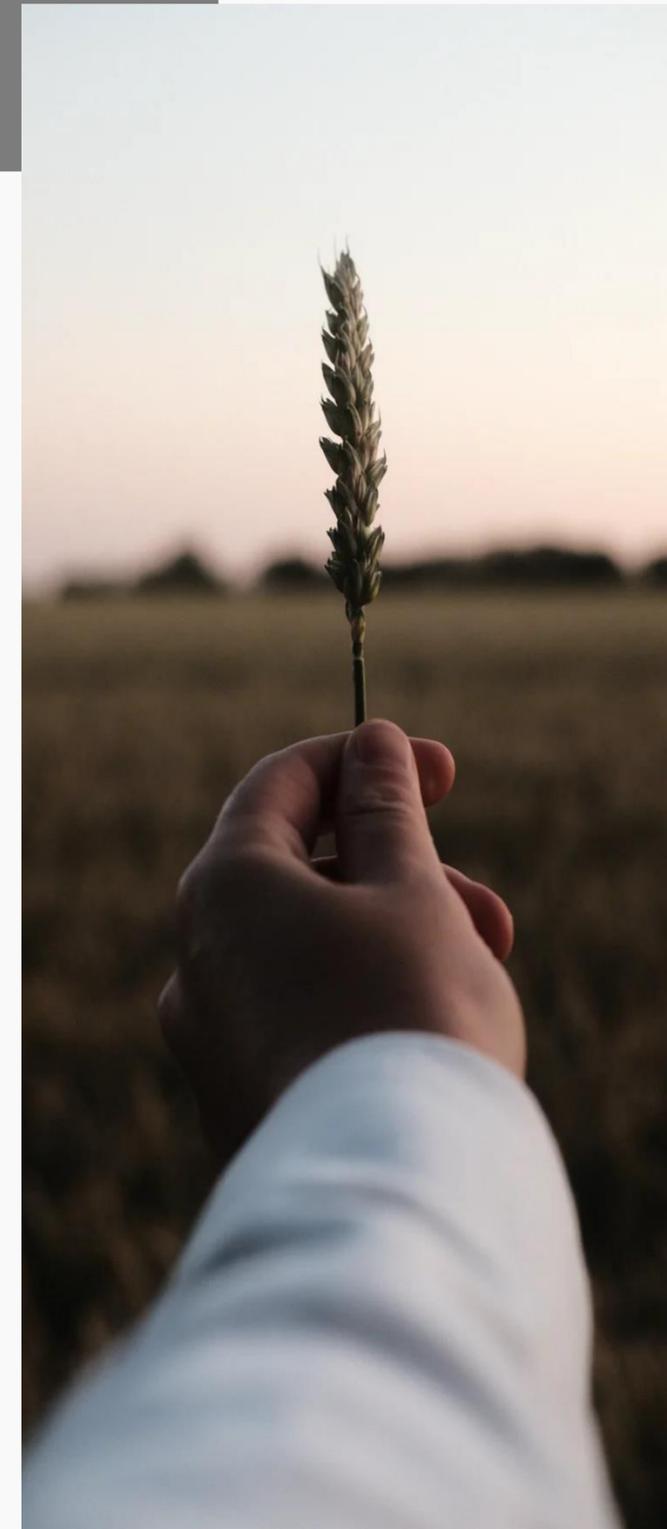
Sustainable tourism creates the necessary momentum for the continuous, inclusive and sustainable economic development of Peloponnese.

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.

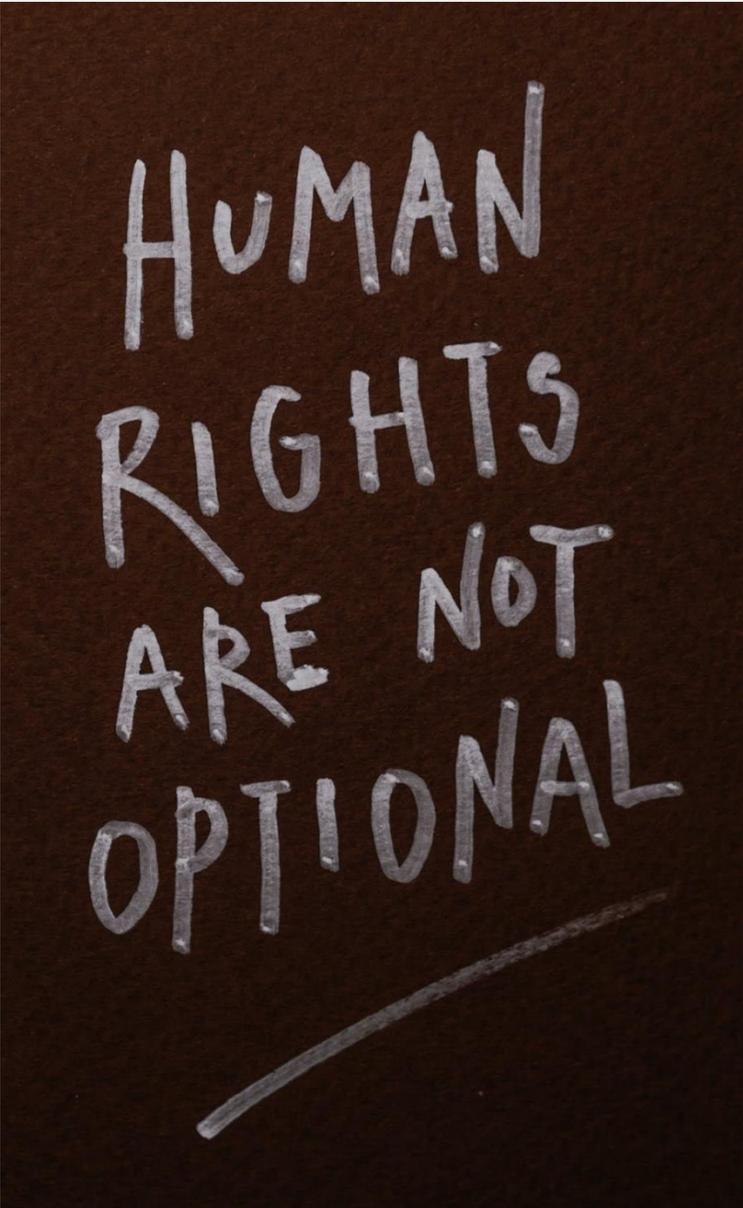


The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.

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 Caramel 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 Caramel 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.



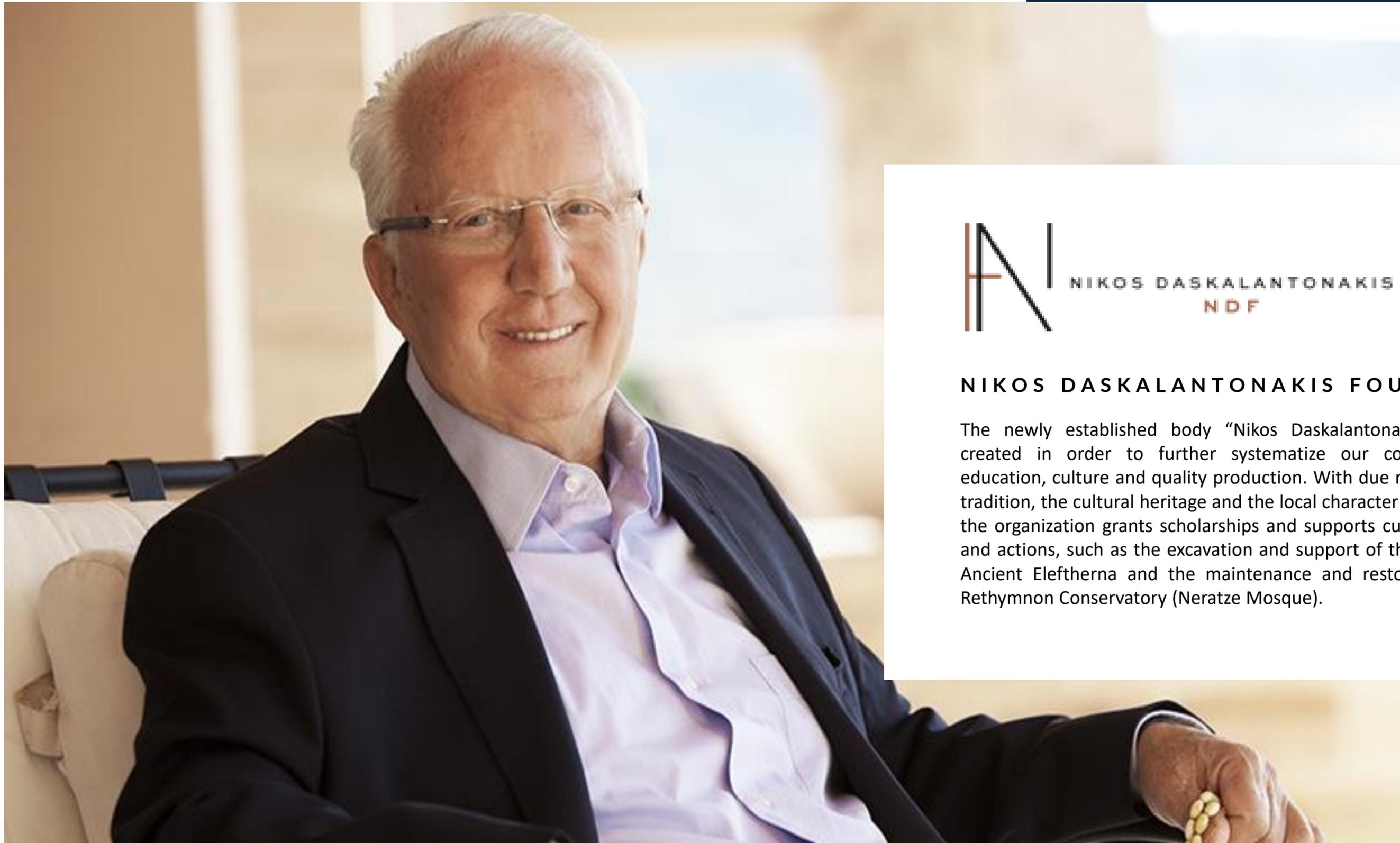
PARTNER WITH "THE SMILE OF THE CHILD"

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 transplantaion.





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. 	<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"> • Implement a Waste management Framework • Annual sustainability report. • 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

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If you need further information about the report or a summary in another language, please contact: nbourantas@grecotel.com