

Casa Marron

GRECOTEL ALL INCLUSIVE RESORT

ESG REPORT 2024

SUSTAINABILITY

Timeless hospitality.

"Responsible choices in everything we do."

GRECOTEL

HOTELS & RESORTS



Welcome
to our
family





WELCOME TO GRECOTEL

The leading Hospitality Group in Greece, proudly celebrating **50 years of excellence.** Synonymous with iconic luxury hotels and resorts in breathtaking locations, Grecotel is deeply intertwined with the country's cultural landmarks and natural heritage – a collection truly unique in the world.

For half a century, we have been ambassadors of authentic Greek hospitality, a tradition carried forward by our founding family with passion and purpose. With an intimate knowledge of Greece, we offer our guests the very best of its history, culture, spirit, gastronomy, and people. Across 40 exceptional properties in 15 of the country's most coveted destinations, we curate experiences that inspire a true sense of belonging.

As we look to the future, our commitment extends beyond exceptional service, embracing sustainability as a core value in everything we do.



ABOUT THIS REPORT

We are proud to present Grecotel Casa Marron Sustainability Report; marking another milestone in our ongoing journey to shape a more responsible and inspiring future for luxury hospitality. 2024 has been a year of meaningful progress. Amid a constantly changing world, our focus has remained clear: to accelerate sustainable growth, lead with integrity, and deliver exceptional guest experiences while minimizing our environmental impact.

This report offers a comprehensive overview of our key performance data for the year, along with independent certifications. But beyond the facts and figures, it also highlights the everyday stories of our people—their dedication, creativity, and teamwork, that drive real change across our hotels.

Our commitment to sustainability is not just a strategy, it's part of our culture. We continue to invest in innovative solutions, strengthen partnerships, and embed sustainability across every layer of our operations.

To our loyal guests, local communities, colleagues, owners, investors and suppliers, thank you. Your support and engagement have been instrumental to our progress, and we look forward to building a brighter, more sustainable future together.



01 A SUSTAINABLE JOURNEY TO EXCELLENCE

At Grecotel, we offer more than luxury; we offer intention. Sustainability is part of how we think, act, and evolve across every level of our operations.

GRECOTEL AT A GLANCE

Grecotel's portfolio comprises 40 luxury hotels and resorts located in some of Greece's most iconic destinations, including Attica, Crete, Rhodes, Corfu, Kos, Mykonos, Western Peloponnese, Larissa, Kalamata, and Alexandroupolis. Each property reflects the unique character of its location, while collectively they represent the essence of Greek hospitality. To better serve the diverse needs and preferences of our guests, the Grecotel collection is organized into 5 distinct product lines, each defined by its specific features, offerings, and target audience.

ICONIC COLLECTION

A selection of landmark hotels and resorts across Greece, each with a unique character rooted in history and culture, offering refined hospitality and a deep sense of place .



THE DOLLI AT ACROPOLIS
CAPE SOUNIO
THE ROC CLUB
MYKONOS BLU
MYKONOS LOLITA
CORFU IMPERIAL
MANDOLA ROSA
AMIRANDES
CARAMEL

ALL INCLUSIVE RESORTS

Grecotel's all-inclusive resorts provide carefree beachfront holidays with premium dining, entertainment, and family-friendly experiences in Greece's top destinations.



MARINE PALACE & AQUA PARK
MELI PALACE
CASA PARADISO
CASA MARRON

LUXME COLLECTION

LUXME® – Luxury Made Easy – combines upscale all-inclusive living with stylish design, curated gastronomy, and vibrant experiences for modern travelers.



LUXME WHITE
LUXME KOS
LUXME COSTA BOTANICA
LUXME DAPHNILA BAY
LUXME DAMA DAMA
LUXME OASIS
LUXME PALMS

LUXURY RESORTS

Extraordinary beachfront resorts nestled in stunning landscapes, offering exceptional amenities, tailored services, and authentic Greek hospitality for every guest.



CORFU IMPERIAL
EVA PALACE
AMIRANDES
CARAMEL
CRETA PALACE
MANDOLA ROSA
LA RIVIERA
FILOXENIA

HOMES & VILLAS

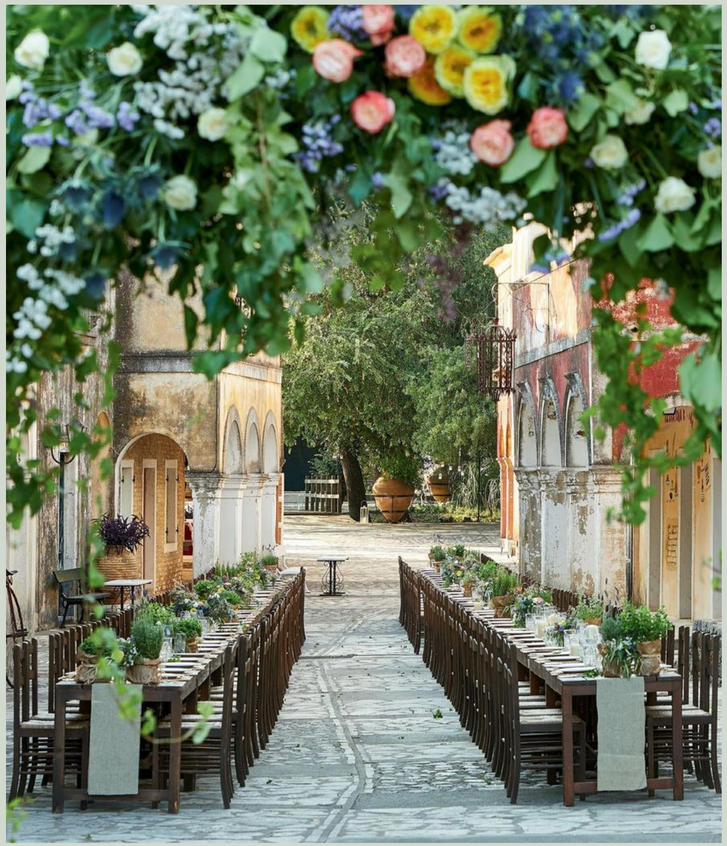
A refined collection of private beachfront villas and homes, offering bespoke experiences, personalized service, and the comfort of a summer house by the sea.



CORFU
CRETE
MYKONOS
SOUNIO
ATHENS RIVIERA
PELOPONNESE
KOS ISLAND

GRECOTEL
HOTELS & RESORTS TO LIVE®

TRADITIONAL FARMS & VILLAGES



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.

DANILIA CORFU

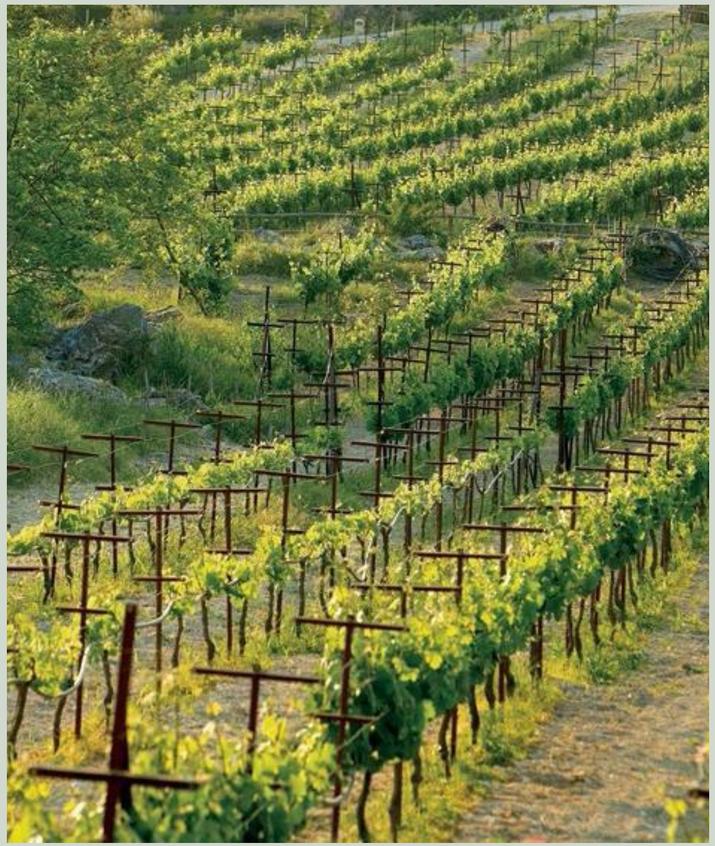
The village of Danilia is a traditional theme park. An entire Corfiot village with its own museum and traditional small shops.

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/



TIMELESS HOSPITALITY

RESPONSIBLE CHOICES IN EVERYTHING WE DO.

Grecotel was the first hotel group in the Mediterranean to link hospitality with environmental and cultural stewardship, long before sustainability became a global imperative. Driven by the vision of our founder, N. Daskalantonakis, we embrace our responsibility to actively safeguard the diverse ecosystems and cultural heritage of our destinations, ensuring their resilience for conscious travelers today and tomorrow.

VISION

We aim to offer authentic guest experiences that highlight Greece's natural beauty and cultural richness, while actively supporting a sustainable future for our destinations.

MISSION

Our mission is to deliver exceptional hospitality while preserving the natural beauty, biodiversity, and cultural heritage of our destinations. We are committed to empowering local communities, promoting equal opportunities, and continuously investing in the growth and development of our people every step of the way.



INTEGRATING ESG INTO OUR OPERATIONS

We recognize that our long-term prosperity is deeply intertwined with the well-being of our guests, our team, and the destinations we call home. This commitment is reflected in three key pillars:

- **Sustainable Practices:** From minimizing waste and conserving water resources to supporting local communities and preserving biodiversity, we are dedicated to creating a lasting, positive impact.
- **Ethical Operations:** We uphold the highest standards of integrity, transparency, and respect in all our interactions—with guests, employees, partners, and local communities.
- **Community Investment:** We actively support and celebrate the unique cultures and traditions of the regions where our hotels are located, fostering vibrant communities and enriching the travel experience.

By placing responsibility at the core of our philosophy, we aim to be more than just a hotel chain. We aspire to be stewards of Greek hospitality, leaving a **legacy of care, respect, and sustainability for generations to come.**



COMMITTED TO A SUSTAINABLE FUTURE

Grecotel champions sustainable development, blending luxury with environmental and social responsibility. Our commitment is clear, to create a sustainable future through responsible hospitality and strong community partnerships.

As a proud member of the UN Global Compact, we embrace its principles on human rights, labor, environmental protection, and anti-corruption, while supporting the UN's 17 Sustainable Development Goals. Across our hotels, we reduce waste, support local producers, and raise environmental awareness. We actively engage guests, staff, and local communities in volunteer actions, education, and social initiatives.

Our Focus Areas

Grecotel celebrates Greek traditions and diversity, ensuring guests, employees, and local communities feel welcome and included. We showcase seasonal, locally sourced products, reduce food waste, and create culinary experiences that respect both people and the planet.

Through sustainable design and sustainable amenities, our rooms and interiors combine comfort with minimal environmental impact. (Linked SDGs: 3, 5, 8, 12, 13)

Our Focus Areas

We are committed to continuously improving our hotel operations by investing in sustainable practices and efficient technologies, engaging local suppliers and property owners, minimizing waste, conserving water, and reducing our carbon footprint. (Linked SDGs: 6, 7, 11, 13)

What We Contribute to Society

Grecotel actively supports local communities, protects cultural heritage, and contributes to biodiversity conservation. We foster partnerships, volunteer initiatives, and educational programs that create shared value and strengthen social cohesion across Greece. (Linked SDGs: 8, 10, 15, 17)

02

WELCOME TO

Casa Marron

GRECOTEL ALL INCLUSIVE RESORT



WELCOME NOTE FROM GENERAL MANAGER

Casa Marron
GRECOTEL ALL INCLUSIVE RESORT



Dear Guests, Partners, and Friends,

At Grecotel, our legacy is rooted in a deep respect for people, culture, and the natural beauty of Greece. As our industry evolves, we remain true to these values—shaping hospitality that is both luxurious and responsible.

In 2024, we strengthened our commitment to sustainability across multiple areas. At CASA MARRON , we focused on reducing our energy and water use, protecting local biodiversity, and expanding partnerships that support our community and promote local sourcing. These efforts reflect not only operational improvements, but a culture of care and purpose.

Behind every initiative is the dedication of our people—from chefs designing seasonal menus with local producers to engineers implementing more efficient systems, and colleagues giving back through volunteering and awareness campaigns.

We know there is more to be done, and we remain committed to continuous improvement. Sustainability is an essential part of our long-term strategy and a key driver of how we create value for our guests, partners, and future generations.

Thank you for being part of this journey.
Together, we are building a more thoughtful and resilient future for hospitality.

Warm regards,
Avdelas Ioannis - General Manager



Casa Marron

GRECOTEL ALL INCLUSIVE RESORT

Overview & Accommodation

Resort Size: Grecotel Casa Marron is an all-inclusive resort located in Lakkopetra, Peloponnese, Greece, set amidst 80.000 square meters estate at the edge of a fertile plain this unique laid back venue blends into the unspoiled natural landscape and sparkles with the warmth of Mediterranean ambience and tradition.
Atmosphere: Family-friendly and ideal for guests of all ages.

Surroundings: Lush greenery offering a peaceful setting with convenient access to key locations:

- **35 km from Patra**
- **12 km from Achaia**
- **10 km from Araxos Airport**

Accommodation Options
Discover the resort's 14 type ,each designed to elevate your experience From expansive family-friendly bungalows to opulent suites, all thoufully positioned to unveil uninterrupted vistas of the azure sea.:

- **Rooms: 166**
- **Bungalows/Suites:101**

Total Units: 267



WHAT IS INCLUDED

ACCOMMODATION: 267 unique and versatile rooms, bungalows and cabanas each thoughtfully designed to elevate your coastal getaway. Accommodation offer serene garden, open fields or stunning sea views from private balconies, terraces or verandas. Interiors showcase a bohemian-inspired aesthetic with open-plan layouts, plush furnishings, modern amenities and light filled spaces. An array of spacious family friendly accommodations feature separate living and sleeping areas for added comfort and convenience. Feel immersed in nature with spacious patios and shaded terraces that lead to the flourishing Mediterranean gardens of the resort.

DINNING: Casa Marron Restaurant, all day international restaurant, Breakfast + Dinner. Casa Marron BBQ House, grilled for breakfast + dinner. Plaz Marron, Mediterranean dining experiences Dinner, Faros, Mediteranean a la carte Dinner. Trattoria, authentic Italian Pasta Lunch. Pizzaria, Italian pizzeria lunch. Bakery-Pastry, Pastries, pies, croissants, cookies and cakes. Creperie-Gelateria, Ice creams, sweets and crepes. Unlimited drinks at 3 bars, snacks, coffee & desserts, midnight snacks

WELLNESS Casa Marron Wellness center offers private massage rooms, relaxation lounge, fitness room with cardio equipment ,sauna and indoor pool.

SPORTS & WATERSPORTS: A diverse range of complimentary activities awaits, including tennis courts, football, basketball, beach volley, table tennis, windsurfing, pedaloes and canoes. Professional motorized watersports are available at an extra charge.

ENTERTAINMENT: Various themed nights include energetic or relaxing outdoor events, live music, professional external and hotel entertainment shows summer family evenings.

KIDS FOR FREE: Casa Marron amazes families with its choice of family accommodation. Kids up to 12 yo stay free in the parent's.

POOLS & WATERSLIES: Great pools and fantastic Aqua Splash rides. Enjoy two expansive outdoor swimming pools, two children's pools featuring a trilling waterskied and one invigorating indoor pool with fresh water.

THE BEACH: Experience our Blue Flag beach, stretching 340 meters with soft sandy or pebbled shores, equipped with changing cabins, showers, sunbeds, beach towels and umbrellas for your comfort.





Casa Marron
GRECOTEL ALL INCLUSIVE RESORT

HOSPITALITY BEYOND SERVICE

Rooted in a deep sense of responsibility, we integrate sustainability into our operations, striving to deliver authentic experiences that honor the culture, community, and natural beauty of West Peloponnese . Our approach is guided by a comprehensive ESG (Environmental, Social, and Governance) strategy that informs every decision we make.

We continuously invest in initiatives that promote social inclusion and environmental stewardship. From honoring cultural heritage and embracing inclusive practices, to advancing environmental stewardship and supporting local organizations that empower women and protect vulnerable communities, we are committed to creating meaningful impact through equity, sustainability, and respect for diversity.

Our commitment goes beyond targets — it is a way of life. With integrity, transparency, and consistency, we continue to redefine luxury hospitality by offering experiences that respect and uplift the people and places we serve.



A Truly International Destination

Grecotel Casa Marron welcomes guests from around the world, reflecting our global appeal and commitment to cultural exchange. In 2024, we recorded this number of visitors who enjoyed Grecotel's exceptional hospitality.

- **Greeks:** 20.432 visitors
- **Europeans:** 75.554 visitors
- **Americans:** 394 visitors

This diversity not only enriches the resort's vibrant atmosphere but also fosters cultural understanding, strengthens cross-border connections, and supports the local economy through increased tourism activity.

Grecotel Casa Marron continues to attract a broad mix of repeat guests and new travelers, proving that authentic Greek hospitality, sustainability practices, and premium experiences resonate across different cultures and markets. The resort's strategic location, unique experiences, and commitment to personalized service have positioned it as a preferred destination for discerning travelers seeking both relaxation and cultural discovery.

TRAVELIFE GOLD CERTIFICATE

Travelife
Gold Certified for Accommodation Sustainability

H.A.C.C.P CERTIFICATION

FOOD SAFETY H.A.C.C.P CERTIFIED

TRIPADVISOR TRAVELLER'S AWARD CHOICE 2024

Tripadvisor Travellers' Choice Awards 2024

Casa Marron
GRECOTEL ALL INCLUSIVE RESORT



AWARDS & RECOGNITIONS

At Grecotel Casa Marron, excellence in sustainability, safety, and guest experience is at the heart of everything we do. We are proud to have received several prestigious certifications and awards that reflect our continuous efforts to operate responsibly and deliver exceptional service.

These recognitions validate the positive impact of our work—from environmental warship and food safety to sustainable hospitality and guest satisfaction.





03 SUSTAINABLE GOVERNANCE & RESPONSIBLE LEADERSHIP

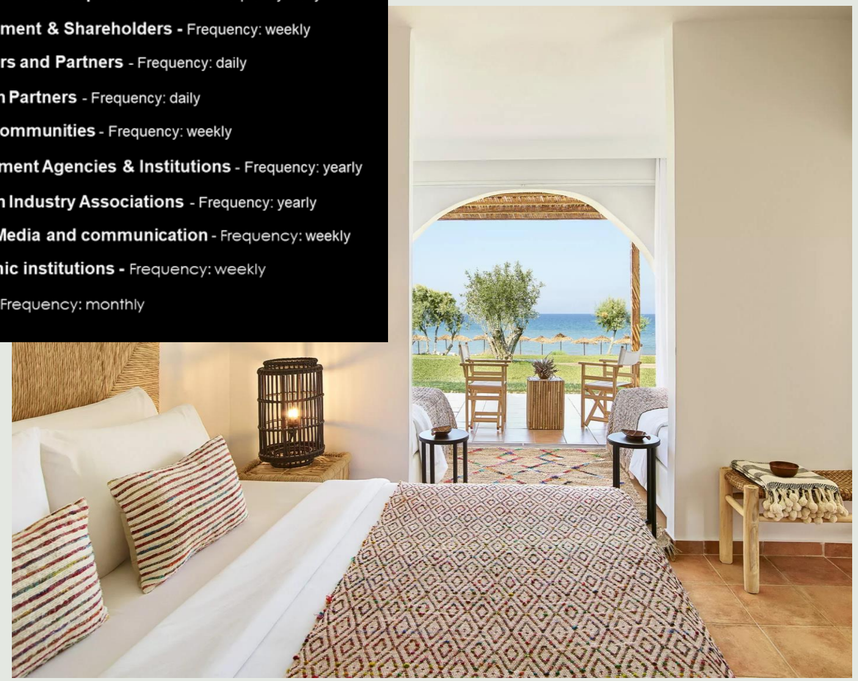
Sustainability is leadership in action—guided by integrity, transparency, and care for future generations.

SUSTAINABILITY GOVERNANCE

At Grecotel, sustainable governance is the foundation of our long-term success. We are committed to embedding responsibility, transparency, and ethical practices into every level of decision-making—from group strategy to daily hotel operations.

STAKEHOLDER GROUPS

- **Employees -** Frequency: daily
- **Individual and Corporate Clients** - Frequency: daily
- **Management & Shareholders -** Frequency: weekly
- **Suppliers and Partners** - Frequency: daily
- **Tourism Partners** - Frequency: daily
- **Local Communities** - Frequency: weekly
- **Government Agencies & Institutions** - Frequency: yearly
- **Tourism Industry Associations** - Frequency: yearly
- **Public Media and communication** - Frequency: weekly
- **Academic institutions -** Frequency: weekly
- **NGOs** - Frequency: monthly



Grecotel Casa Marron engages with both internal and external stakeholders to seek their expertise, set expectations and align priorities for the development of ESG programs.

At Grecotel Casa Marron, sustainable governance ensures that environmental, social, and ethical principles are embedded in our decision-making and daily operations. We operate within the Group's sustainability framework, guided by internal policies, certified standards, and compliance with national and international regulations.

Our on-site Sustainability Coordinator works closely with hotel management to track performance, coordinate audits, and ensure alignment with group-wide ESG goals. Key focus areas include energy and water efficiency, biodiversity protection, waste reduction, health and safety, and staff engagement.

We engage regularly with key stakeholder groups—guests, employees, suppliers, community partners, and government bodies—to understand expectations, share progress, and ensure transparent communication. Feedback is gathered through meetings, surveys, and day-to-day interactions, helping us to continuously improve and adapt our strategy in a collaborative way.



MATERIAL TOPICS FOR GRECOTEL CASA MARRON

The topics are presented above are classified into three categories: Environment (E), Social (S), and Governance (G). Detailed information on Grecotel's Casa Marron approach and performance for each of these material topics is presented and analyzed in the corresponding sections of this Report.

ESG Category	Material Issue	Main Impacts	Type of Impacts	Sustainable Development Goals
Governance	Creating shared value - Social product	Creating economic and non-economic value for the benefit of all stakeholders, such as employees, local communities, shareholders, the government, suppliers, the tourism sector, and others.	+	
Social	Contribution to Local Communities and Responsible Procurement Practices	Contribution to the prosperity and development of local communities and economies in the areas where Grecotel operates, through job creation and sourcing from local suppliers.	+	
Social	Employment and Work practices	Providing significant employment opportunities in various sectors and implementing responsible employment practices.	+	
Environment	Energy Management	Energy consumption to meet the needs of our Hotels, and actions for energy conservation and efficiency improvement.	+ / -	
Social	Training and Development	Providing opportunities for personal and professional development and training for employees.	+	
Social	Destination Promotion	Attracting visitors to the areas where Grecotel operates and contributing to the promotion of the tourism product.	+	
Environment	Emissions and climate change	Greenhouse gas emissions (GHG) due to the operation of our Hotels and the supply of products and services.	-	
Environment	Waste management and circular economy	Waste production and management of the entire activity of Grecotel.	+ / -	
Environment	Water consumption	Water consumption for the needs of our Hotels (including pools and irrigation). Implementation of desalination and water conservation practices.	+ / -	
Social	Health and safety of employees and guests	Protection of the health, safety, and well-being of workers and clients.	+ / -	
Governance	Compliance and business ethics	Smooth operation of the Group and creation of value for society through compliance with the applicable framework and regulations.	+	
Governance	Personal data and privacy	Implementation of practices and regulations for the protection of client's data privacy.	+	
Environment	Protection of biodiversity and ecosystems	Effects on ecosystems and biodiversity (protected species) at the local level and participation in biodiverse and ecosystem protection.	+ / -	
Social	Diversity, inclusion, and human rights	Shaping a work environment of equal opportunities for all and supporting diversity.	+	

SUSTAINABILITY POLICIES

At Grecotel, we recognize that the challenges of climate change, social equity, and responsible governance are deeply interconnected. The Environmental, Social and Governance (ESG) framework guides the development of our policies across destinations and supply chains, shaping a more resilient and inclusive hospitality model.

Our ESG strategy is rooted in compliance and driven by impact. By reporting through ESG metrics, we transparently communicate our efforts to maximize positive environmental and social outcomes.

These policies are publicly available on the official Grecotel website, within the Sustainability section, reinforcing our transparency and accountability to all stakeholders.



BUSINESS CONDUCT & COMPLIANCE (BCC)

Our BCC policies guide our people and partners in upholding the highest standards of ethical conduct, fully aligned with national laws, international norms, and Grecotel's core values. They serve as a framework to ensure that every decision we make reflects integrity, transparency, and accountability.

From anti-corruption, anti-bribery, and data protection, to human rights, labor standards, and environmental responsibility, these policies demonstrate our commitment to responsible business practices. Regular reviews and updates ensure our policies remain relevant and reflect evolving regulations and stakeholder expectations.



SUSTAINABILITY RISK MANAGEMENT

Grecotel has identified the key sustainability issues most relevant to its operations and stakeholders through a materiality assessment, taking into account economic, social, and environmental impacts as well as stakeholder concerns. Climate-related risks are included as a dedicated category in the resort's integrated risk register.

At Casa Marron , our Crisis Management Manual and Risk Assessment Study guide our approach to sustainability risk management.

- **Crisis Management Manual:** Outlines procedures and protocols to prevent, respond to, and recover from incidents that could affect resort operations or the safety of guests and staff. It defines clear roles and responsibilities, communication flows, and measures to minimize potential impacts in the event of natural disasters, environmental events, or social crises.
- **Risk Assessment Study:** Systematically evaluates potential threats and regulatory changes—while setting priorities and mitigation actions to ensure resilient and sustainable operations.

This approach enables proactive planning and effective risk management, reinforcing Casa Marron's commitment to long-term sustainability and guest well-being.

SUSTAINABLE GOVERNANCE & TEAM LEADERSHIP

At Grecotel, sustainability is embedded in a structured, hotel-wide system. Each hotel has a dedicated Sustainability Coordinator, supported by on-site teams and guided by a Regional Sustainability Lead.

At Grecotel, sustainability isn't a program—it's our way of leading, operating, and inspiring.

Anna Arvanitaki
Regional Sustainability Lead



MEET OUR SUSTAINABILITY TEAM

At Grecotel Casa Marron, our sustainability governance is led by a cross-functional team that ensures the integration of environmental and social responsibility into every aspect of our operations. Regular internal audits, monthly performance monitoring, and active leadership engagement ensure continuous improvement and alignment with Group strategy.

Hotel Manager	F&B Manager	HR Manager	Executive Chef	Maintenance Manager	Housekeeping Manager	Guest Services Supervisor	Entertainment Manager	Sustainability Coordinator
Leads overall sustainability vision, builds partnerships, and drives community engagement.	Aligns food & beverage sourcing and operations with sustainability priorities and waste reduction.	Ensures fair labor practices, employee welfare, and staff sustainability training.	Minimizes food waste, designs low-impact menus, and supports local, seasonal sourcing.	Improves energy and water efficiency, ensures responsible facility operations.	Implements sustainable housekeeping standards and resource-conscious practices.	Engages and educates guests about Grecotel's sustainability initiatives.	Creates programs and messaging that highlight sustainability and local culture.	Oversees sustainability planning, coordinates actions, and ensures implementation of sustainability goals.



04 RESPONSIBILITY FOR OUR PLANET

At Grecotel, our operations are deeply rooted in the natural beauty of Greece, and we strive to protect and enhance this heritage through conscious practices, regenerative hospitality, and a deep respect for biodiversity.



ENVIRONMENT

From coastal conservation to energy efficiency, our environmental strategy is designed to harmonize luxury with ecological integrity. We believe that true sustainability is not only about minimizing harm, but about actively restoring balance—ensuring that the landscapes we cherish today remain vibrant and resilient tomorrow. We've tracked energy, emissions, water, and waste since 2019, and we disclose our progress transparently through our sustainability report.

Category	Indicator	2030 Target	Notes
Water	Avg. water use (m3/guest-night)	-5% vs 2019	Use low-flow fixtures, smart irrigation etc.
Energy	Energy use (kWh/guest-night)	-5% vs 2019	Includes electricity, LPG, diesel, etc.
Energy	Renewable energy (%)	50 %	Expand solar or REC.
Emissions	CO_2e per guest-night	-5% vs 2019	Factor in Scope 1 & 2.
Waste	Recycling rate (%)	60%	Expand recycling programs and engage staff/guests.
Waste	Food waste (kg/guest-night)	70%	Portion control, food donation, composting.
Purchasing	Local/seasonal sourcing (%)	60%	Strengthen local supply chains.
Plastics	Single-use plastics eliminated	100% phase-out	Switch to reusables and compostables.
Employees	Sustainability training (%)	≥75%	Include onboarding + refreshers.
Community	Local engagement events/year	≥5	Beach clean-ups, cultural events, etc.

Tracking energy, water, and waste is only the beginning—restoring balance is how we ensure the landscapes we cherish remain vibrant for generations.

DECARBONIZATION & CLIMATE RESILIENCE

Carbon dioxide (CO_2) is one of the main greenhouse gases and is directly linked to global warming and climate change. Recognizing the critical role of carbon emissions in environmental degradation, we are committed to implementing sustainable practices that contribute meaningfully to their reduction.

In our commitment to reducing our environmental impact, we have established a structured approach to monitoring and managing carbon emissions across our operations. Each month, we systematically record our Scope 1 and Scope 2 emissions, which include direct emissions from fuel combustion and indirect emissions from purchased electricity, respectively. In 2024, we undertook a Scope 3 quantification exercise to better understand this hidden impact.

Using internationally recognized emission factors, we convert energy consumption data into quantifiable carbon emissions. This process allows us to accurately assess our carbon footprint and identify the most emission-intensive areas of our operations.

Our primary objective is to gain a clear understanding of where improvements are needed. By analyzing trends and performance indicators, we can make targeted investments in energy-efficient technologies, operational upgrades, and staff training. These actions are designed to help us minimize emissions, enhance sustainability, and align with broader climate goals such as net zero targets and climate resilience. This data-driven approach not only supports transparency and accountability but also empowers us to make informed decisions that contribute to a more sustainable future.

AVOIDING HARMFUL REFRIGERANT GASES

As part of our commitment to sustainability, we have completely eliminated the use of refrigerant gases that contribute to global warming and harm the ozone layer. This initiative reflects our broader goal of minimizing our environmental footprint and promoting eco-conscious operations.

ACTIONS:

- We have excluded the use of equipment containing CFCs, HCFCs, or high-GWP HFCs, ensuring our operations do not contribute to their negative environmental impact.
- All systems and machinery we procure comply with our environmental standards and are free from the gases we have pledged to avoid, reinforcing our commitment to responsible and sustainable practices.



REDUCING CARBON EMISSIONS

By engaging local suppliers, optimizing operations, and fostering awareness among employees and guests, we ensure that every stay supports a low-carbon future. Our efforts align with the United Nations Sustainable Development Goals (SDGs 7, 11, and 13) and reflect our long-term commitment to a climate-resilient hospitality sector.

Case Study: Energy Audits Driving Sustainable Operations

As part of Grecotel's ongoing commitment to reduce environmental impact and improve operational efficiency, the Group has conducted comprehensive **energy audits** across all hotel properties. These audits align with both Greek and EU regulatory requirements and form a cornerstone of our broader decarbonization strategy.

Specialized auditors evaluated energy consumption patterns, equipment performance, and building efficiency across representative properties. The audits identified opportunities for energy savings, highlighted priority areas for investment, and ensured compliance with EU Directive 2012/27/EU on energy efficiency.

Looking ahead, Grecotel is actively working to translate these insights into tangible actions across our entire portfolio.



As part of Grecotel's broader environmental strategy, we place strong emphasis on reducing carbon emissions associated with the use of fossil fuels. This commitment reflects our recognition of the urgent need to transition toward more sustainable energy sources and low-impact mobility solutions—both within our operations and in the services we offer to our guests.

To this end, we have implemented a series of targeted actions and initiatives, including:

- **Installation of charging stations** to support the use of electric guests' vehicles, promoting cleaner mobility options.
- **Guest engagement and awareness campaigns** encouraging the use of public transportation as a more sustainable alternative for travel.



ENERGY AT GRECOTEL CASA MARRON

Energy powers the experiences we create — but it also comes with a climate cost. Acknowledging this balance, we've made energy efficiency a cornerstone of our sustainability strategy. Energy consumption remains a leading contributor to greenhouse gas emissions, significantly impacting climate change.

By combining strategic investments with smart design and consistent action, Grecotel Casa Marron is advancing toward a low-carbon future, ensuring that sustainability enhances, not compromises, the guest experience.

By pairing innovation with accountability, Grecotel Casa Marron transforms energy savings into meaningful climate action; proving that comfort, elegance, and responsibility can thrive together.

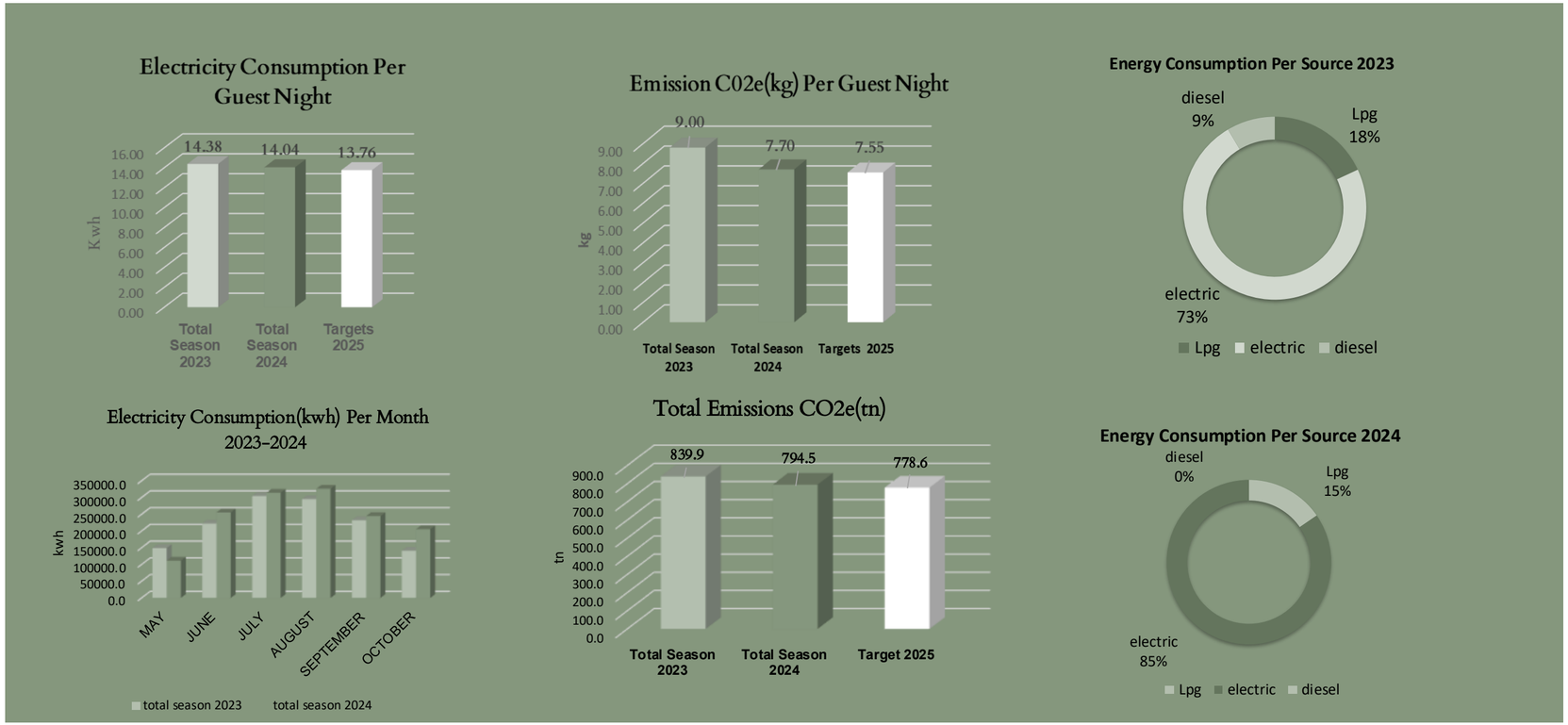


In 2024, Grecotel Casa Marron proved that smart monitoring, sensors, and daily actions can deliver significant energy savings without compromising guest comfort.

- Motion Sensors & LED Lighting – Installed across the hotel, these upgrades reduced unnecessary energy consumption and improved lighting quality.
- Solar Thermal Systems – Now supply a major share of the resort's hot water needs, cutting fossil fuel use and emissions.
- High-Efficiency Equipment – Kitchens, laundry facilities, and HVAC systems were modernized, replacing older models to ensure better performance with less energy.
- Heat Pumps for Heating & Cooling – Deployed across the property, boosting heating and cooling efficiency while lowering operational costs.
- Regular Energy Audits – Conducted to identify opportunities for further optimization and align with Grecotel's long-term sustainability targets.
- Employee Engagement & Training – All team members received energy training, reinforcing a culture of awareness and shared responsibility.
- Smart Cooling Practices – Natural ventilation, night-time airflow strategies, and regular maintenance improved cooling efficiency and comfort.

ENERGY & EMISSIONS ANALYSIS (2024)

Grecotel Casa Marron improved efficiency even as it grew—investments in modern equipment and renewables are already reducing carbon intensity and positioning the hotel for a lower-carbon future.



ENERGY & EMISSIONS

Guest Nights: 103619 (+10.9% vs. 2023)

Carbon Intensity: Decreased 14.4 %,
from 9.0 kg CO_2e/guest night (2023)
→7.7 kg CO_2e (2024)

Total Emissions: 5.4 % improved tn CO_2e
838.9 tn (2023)→794.5 tn (2024)
Decrease driven by renewing our equipment for kitchens, buffets, refrigeration.

ENERGY MIX SHIFT

Electricity use: Grew to **85 %** (2024) from **73 %** (2023)

LPG use: Decreased to **15 %** (2024) from **18%** (2023)

Diesel use: Decreased to **Zero** in 2024 from **9%** in (2023)

KEY INSIGHTS 2024

- Higher guest numbers, increased short-term electricity demand, but modernized equipment kept per-guest consumption at the same level and **reduced reliance on fossil fuels**..
- **Improved network reliability** and **backup generator maintenance** reduced diesel consumption to Zero.
- Higher occupancy spread fixed energy loads across more guests, **lowering per-guest emission**



RESPONSIBLE WATER MANAGEMENT & QUALITY ASSURANCE

At Grecotel Casa Marron, we uphold strict water quality standards to protect our guests, employees, and the local environment. All water sources (potable, pools, spas, and seawater) are continuously tested by accredited labs to meet national and international regulations.

Preventive maintenance, automated monitoring, and trained employees keep filtration systems efficient, reducing chemical use without affecting safety or comfort.

As part of Grecotel's sustainability program, we track and share water quality and usage results to ensure accountability and transparency, supporting SDG 6 (Clean Water and Sanitation) and safeguarding local resources for every guest.

Why Water Management Matters at Grecotel Casa Marron

Effective water management is vital. As part of Grecotel's wider sustainability strategy, we are committed to responsible water management, ensuring our operations do not deprive the local community of access to water resources. Conserving water safeguards ecosystems, supports community resilience, and sustains tourism.

Through meticulous monitoring, reporting, and conservation measures, we minimize consumption, optimize efficiency, and reduce our footprint—without compromising guest comfort or safety. Our program is fully integrated into Grecotel's HACCP environmental system, aligned with government standards, and benchmarked against Travelife certification.

Key Actions

- **Monitoring & Reporting:** Continuous tracking and monthly reporting of water consumption, with performance benchmarked against reduction targets.
- **Quality Testing:** Rigorous water quality checks by accredited laboratories for potable water, swimming pools, spas, and seawater facilities.
- **Smart Infrastructure:** Low-flow fixtures, double-flush toilets, drip irrigation, automatic night watering to reduce evaporation, water-efficient laundry and dishwashing equipment, and pool filtration systems designed to minimize water loss.
- **Preventive Maintenance:** Scheduled inspections and rapid repair of leaks or inefficiencies to avoid unnecessary water waste.
- **Guest Engagement:** In-room signage, Grecoland children's activities, and environmental events encouraging guests of all ages to conserve water.
- **Employee Training:** Regular refreshers and best practice sharing to ensure every team member applies water-saving methods daily.

By uniting smart technology, proactive maintenance, engaged employees, and guest participation, Grecotel Casa Marron preserves the island's precious water resources and natural beauty for future generations, while delivering the highest standards of comfort and luxury hospitality.

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WATER MANAGEMENT ANALYSIS

We are dedicated to sustainable tourism, ensuring our water usage does not impact local resources or environments. All wastewater, including rainwater, is safely treated and disposed of, in compliance with all environmental regulations.





Water Consumption (Season 2024)

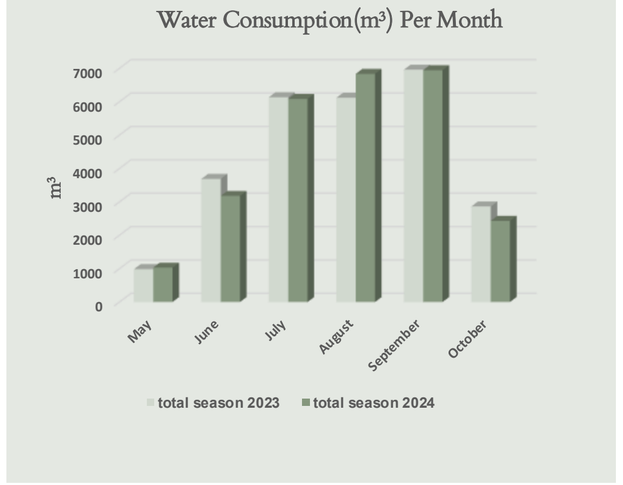
- Drilling Water: -130 m^3 decrease compared to last year (24213 m^3 → 24083 m^3).
- Irrigation Water: -123 m^3 decrease compared to last year (2538 m^3 → 2415 m^3).
- Total Water Consumption: -253m^3 (-0.9 %) compared to last year (26751 m^3 →26498 m^3).

Despite the hotter summer conditions and ongoing maintenance activities, overall water consumption decreased slightly by 0.9% in 2024 compared to 2023, indicating improved resource management and efficiency..

In 2024, average water use per guest night was 0.26 m^3, compared to 0.28 m^3 in 2023; a decrease of 0.02 m^3 (-7.1%). This reduction reflects improved efficiency in water management, driven by conscious conservation efforts and more sustainable usage habits.

Water-related emissions decrease to 0.046 kg CO_2e/guest night in 2024 (vs 0.052 in 2023)







SUSTAINABILITY PROGRAMS IN ACTION

We are dedicated to sustainable tourism, ensuring our water usage does not impact local resources or environments. All wastewater, including rainwater, is safely treated and disposed of, in compliance with all environmental regulations.

OPERATING WITH BLUE FLAG VALUES

Grecotel Casa Marron's beach proudly holds the Blue Flag certification, reflecting our dedication to environmental excellence and sustainable tourism. Our team organizes regular beach clean-up activities, engaging both staff and guests in protecting the coastal environment.

We also conduct frequent water quality analyses to ensure safe swimming conditions and compliance with the highest international standards. Additionally, we provide ongoing environmental education and awareness initiatives, fostering a culture of responsibility and care for the natural surroundings.

CHEMICAL MANAGEMENT

As part of our Environmental Management System, Grecotel Casa Marron maintains a comprehensive chemical management program that ensures environmental protection while meeting operational excellence standards.

During the current period, an increase in the consumption of cleaning chemicals was observed.(+39,7% in Kg and +30% in litres) This is attributed to the higher number of guests and the ongoing effort to maintain the high standards of cleanliness and hygiene implemented across our facilities. However, this remains an area where improvement is needed, and we are actively seeking ways to optimize chemical usage while maintaining effectiveness and aligning with our sustainability goals..



Ensuring Safety, Quality, and Environmental Responsibility

At Grecotel Casa Marron, chemical management is a mandatory requirement for guest and employee safety and a core element of our sustainability program. We comply with strict national and international standards to ensure all chemicals (whether used for cleaning, laundry, water treatment, or pool maintenance) are applied responsibly and efficiently.

Our Approach

- Trusted Partners: We carefully select certified suppliers who provide high-quality, sustainable products with verified safety data sheets and packaging.
- Rigorous Monitoring: Swimming pool chemicals and water treatment processes are regularly tested and recorded, guaranteeing compliance with safety regulations and maintaining premium water quality.
- Efficiency Measures: Low-water cleaning systems and precise dosing equipment reduce chemical consumption while maintaining hygiene standards.
- Employee Training: All relevant staff receive specialized training on chemical handling, storage, dosing, and water-saving practices to minimize use without compromising safety.
- Monitoring & Reporting: Chemical use is measured and reported, ensuring transparency and continuous improvement.



BIODIVERSITY & ECOSYSTEMS PROTECTION

At Grecotel Casa Marron, biodiversity is woven into every aspect of our operations and guest experience. Inspired by Peloponnes's natural beauty, we actively protect both marine and terrestrial ecosystems while fostering a culture of environmental awareness among guests, employees, and local partners.

We kindly ask all guests, employees, and partners to protect and respect the unique biodiversity of Peloponnese. Animal welfare is included in our discussion of sustainability because of the fundamental importance of respecting other living creatures. Your mindful actions help us leave a lasting positive impact on the island's natural heritage.

Sea & Beach Protection: Daily clean-ups of our private beach and surrounding waters keep the coastline clean, safe, and free from pollution—protecting marine habitats.

Native Flora & Landscaping: Each year, a dedicated portion of our landscaping budget supports native-species planting, irrigation upgrades, and sustainable garden features. We select local flowers, shrubs, herbs, and trees—avoiding chemical fertilizers and pesticides—to enrich soil, support pollinators, conserve water, and enhance the natural beauty of our grounds.

Children's Eco-Learning Programs: Herb garden tours, "green & blue days," and hands-on eco-activities teach kids the importance of pollinators and respecting all living creatures.

Sustainable Practices: We avoid pesticides, insecticides, fungicides, and herbicides with Persistent Organic Pollutants. Cosmetics, soaps, and fragrances with Oxybenzone, Octinoxate, or microplastics are not purchased or sold. All products on site are microplastic-free to reduce harm to marine and land habitats.

Ethical Purchasing & Animal Welfare: Our supply chain excludes endangered species or environmentally harmful production and prioritizes ethical, sustainable suppliers.

As part of our commitment to biodiversity conservation, we conduct annual audits to record and assess the plant species in our hotel gardens, ensuring the absence of invasive species. Each property has established a dedicated garden team responsible for overseeing and implementing this process, securing the best possible outcome in line with Travelife's biodiversity criteria.



SUSTAINABLE PROCUREMENT

At GRECOTEL, we are committed to building a sustainable value chain that reflects our dedication to responsible business practices. Through our Supplier Code of Conduct and ESG Evaluation Program, we ensure that our suppliers align with our standards and contribute to a better, more sustainable future.

SUPPLIER EVALUATION & MONITORING

We partner with suppliers who share our commitment to innovation, responsibility, and nature conservation:

- **Sustainability Leadership:** Suppliers are evaluated on resource efficiency, circular solutions, and low-carbon innovations that push environmental performance forward.
- **Community & Human Rights:** Fair labor, safe workplaces, and contributions to local well-being are non-negotiable standards.
- **Ethics & Governance:** Transparent operations, anti-corruption practices, and compliance with international standards are strictly monitored.
- **Rigorous Oversight:** Vendor screening, audits, and surprise checks ensure products are safe, responsible, and free from harmful substances.
- **Biodiversity Action:** Collaboration on initiatives like reducing plastic use, sourcing certified sustainable seafood, and supporting habitat restoration.
- **Awareness & Engagement:** Employee and patners are informed through campaigns and workshops that connect daily choices to global conservation goals.

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At Grecotel Casa Marron, sustainability extends from gardens to our guests' plates. Our menus feature eco-certified and locally sourced products, showcasing the rich flavors of Greece while reducing food miles and environmental impact.

AGRECOFARMS

We also produce our own AgrecoFarm products (organic oils, honey, herbs, and traditional delicacies) crafted with sustainable methods. These items are not only enjoyed in our hotels but are also available at major airports and select outlets, allowing travelers to take a piece of authentic Greek tradition and sustainability with them wherever they go.

SUSTAINABLE GASTRONOMY

With thousands of restaurant meals served across our resorts, every menu is thoughtfully designed to celebrate Greek heritage, respect the planet, and delight our guests.

Locally Sourced & Seasonal Ingredients: We collaborate with regional farmers, fisheries, and producers to support the local economy, reduce transport emissions, and showcase authentic Greek flavors.

Menu Planning Excellence: Menus are planned with precision—aligned with guest occupancy, seasonal availability, and dietary needs—to minimize waste while ensuring freshness and quality.

Employee Training & Culinary Innovation: Our chefs and service teams receive ongoing training in sustainable cooking, portion control, and zero-waste techniques. We also partner with culinary schools to mentor future chefs and integrate sustainability into their education.

Guest Engagement & Experience: Through themed nights, live cooking demonstrations, and storytelling about local ingredients, we invite guests to discover rich culinary traditions. Campaigns like “Every Bite Counts” inspire mindful consumption.

Food Waste Tracking & Action: Advanced tracking systems monitor food waste across our hotels. Data is analyzed to identify improvements, adjust purchasing, and share best practices group-wide.

Celebrating food Culture: From traditional recipes passed down for generations to innovative plant-based dishes, our gastronomy connects guests to Greece’s cultural heritage while promoting healthier, planet-friendly choices.

Purchases of fresh and frozen meat, dairy, and seafood decreased to70328.8 kg in 2024 (from 89566.4 kg in 2023, –19327.6 kg or –21.5%). This reflects improved portion planning, a growing emphasis on plant-based menu options, and more efficient supply chain management

At Grecotel, gastronomy is our passion.

We are committed to sustainable gastronomy, supporting local producers, minimizing our environmental footprint, and offering authentic culinary experiences that honor both nature and culture.







EVERY BITE COUNTS!

Food waste is a serious global issue, with 1.3 billion tons of food lost each year, costing $1 trillion and contributing to 8-10% of global carbon dioxide emissions. In our group, sustainable gastronomy is our top priority and food waste is one of the sector's biggest environmental challenges.

At Grecotel, we recognize that responsible consumption begins with awareness at every meal. **"Every Bite Counts"** is our group-wide initiative to encourage guests to choose portion sizes that match their appetite and return for seconds, rather than taking more than they will consume.
Clear, consistent messaging is displayed across all buffet and dining areas, supported by discreet tips from our culinary teams. This approach respects both the value of food and the natural resources behind it, while maintaining a positive and engaging guest experience.

FOOD WASTE PROGRAM

Behind the scenes, the Stop Waste Program provides the data and structure to systematically reduce food waste across our operations. Through a partnership with the company Stop Waste, we monitor and measure organic food waste in real time using a digital platform. This allows us to track consumption patterns, analyze trends, and identify opportunities for improvement.

Our food and beverage teams conduct regular audits, hold collaborative review sessions, and adjust purchasing and preparation volumes based on actual occupancy and demand. These measures ensure that every ingredient is used effectively, reduce emissions linked to waste disposal, and strengthen our contribution to global sustainability goals, including UN SDG 12 – Responsible Consumption and Production.

Together, Every Bite Counts and Stop Waste create a comprehensive system that combines guest awareness with data-driven operational excellence, reinforcing Grecotel's commitment to sustainable gastronomy.

2024 Food Waste: 26.584 tn (reduction vs. 2023's)

Peak Month: August

Food Waste Intensity: 0.26 Kg per guest stay

Grecotel Hotels & Resorts is an active member of the Food Saving Alliance – Boroume, proudly representing Greece's hospitality and tourism industry in the national effort to reduce food waste and promote sustainable practices across the entire food value chain.



WASTE MANAGEMENT SYSTEM

At Grecotel Casa Marron, we are committed to the highest standards of national waste management regulations. Across every department and operation, we actively work to reduce waste generation through prevention, training, and innovative recycling practices.

Waste Prevention First: Measures are implemented throughout all departments and supply chains to minimize waste at its source.

Responsible Separation: All waste is sorted according to local authority guidelines to maximize recycling and recovery.

Transparency & Improvement: Annual waste reporting ensures accountability, tracks progress and drives continuous improvement.

Employee Engagement: Ongoing training empowers employees to adopt best practices, fostering a culture of responsibility and environmental care.

Partnerships for Impact: Collaboration with local recyclers and suppliers helps expand circular solutions beyond our hotels.



PLASTIC REDUCTION PROGRAM

Driven by our commitment to environmental responsibility, Grecotel Casa Marron actively works to create a more sustainable travel experience by minimizing single-use plastics across all operations.

Our program focuses on:

- Eliminating unnecessary plastics in guest areas, dining and back-of-house operations.
- Promoting reusable and recyclable alternatives, such as durable glassware and refillable containers.
- Introducing biodegradable and compostable materials wherever possible.
- Engaging guests and staff through awareness campaigns to encourage responsible use and disposal.

In 2024, single-use plastic usage at Grecotel Casa Marron increased by 8.1% compared to 2023, primarily due to higher occupancy levels

RECYCLE STATISTICS

- 27.2% increase of recycled waste from 2023 to 2024
- Average waste per guest/night (kg CO2e) decreased by 5.4% (0,39 in 2023 – 0,37 in 2024)
- In 2024, landfilled waste emissions increased to 37,317.8 kg CO_2e (from 35,392.7 kg in 2023, +5.4%), primarily due to the rise in visitor numbers. , while recycled emissions rose to 1085.1kg CO_2e (+27%), highlighting improved waste handling and stronger recycling efforts.

Waste (tn)	2023	2024
Cooked Oil	0.98	1.35
metal	0.58	0.12
Electric Equipment	0.034	0,150
paper	11.93	12.82
plstic	5.80	3.60
Glass	21.45	33.80

Casa Marron

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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 Casa Marron) complexes follow the 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.





05 People First:

A Future We Build Together

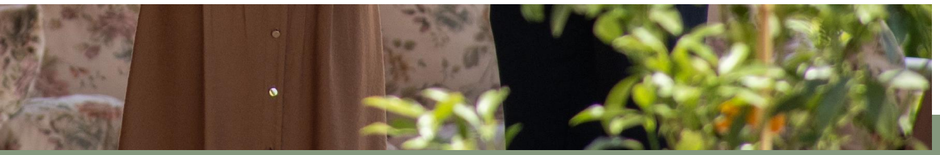
ASSOCIATE EXPERIENCE

At Grecotel, we continually seek innovative ways to enrich our people's experience through meaningful career development, comprehensive wellbeing initiatives, active engagement, and a strong sense of belonging. By investing in our employees' growth and welfare, we ensure exceptional guest service, strengthen team loyalty, and attract and retain the talented professionals who drive our long-term success as Greece's leading hospitality brand.



Human Capital Investments

- Supporting physical, emotional, financial, and social wellbeing.
- Promoting a culture of belonging and respect across all resorts and HQ.
- Recognizing and engaging employees to celebrate their contributions.
- Creating learning and development opportunities to build future leaders.



HUMAN RIGHTS

- At Grecotel, respect, equality, and the well-being of our employees, partners, and guests are central.
- We foster a workplace that upholds dignity, safety, and personal growth, while actively preventing child labor and exploitation across our operations and supply chain.
- All employees receive annual human rights and child protection training, and these standards are shared with partners and subcontractors to ensure compliance.
- Strict procedures and BCC prevent harassment, abuse, or violence, supported by regular training and collaboration with specialized organizations.

DIVERSITY, EQUITY & INCLUSION

At Grecotel, Diversity, Equity & Inclusion (DEI) is fundamental. We celebrate the richness of cultures, perspectives, and experiences to ensure every team member feels valued and empowered.

Our Guiding Principles:

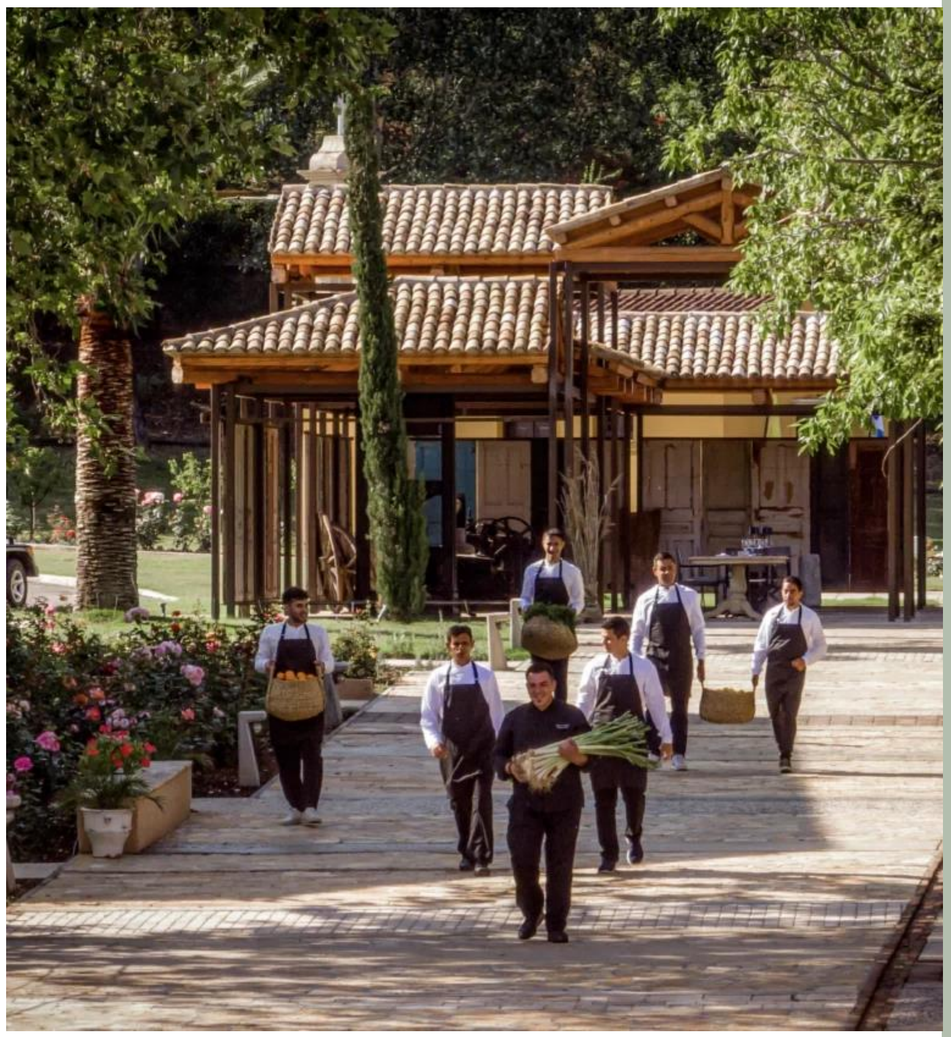
- **Leadership & Strategy:** Our dedicated DE&I Steering Group guides our strategy, promoting continuous learning and dialogue.
- **Engagement & Awareness:** We share monthly resources—including articles, podcasts, and event highlights—focused on International Women's Day, Pride Month, World Mental Health Day, and Greek cultural celebrations.
- **Community Building:** We encourage team members to share their stories and organize on-site events, volunteer activities, and celebrations to strengthen bonds.
- **Training & Development:** We provide inclusivity and active bystander training to all employees, fostering a culture of respect, fairness, and belonging

SOCIAL INDICATOR

At Grecotel Casa Marron, we uphold the values of equality and social inclusion, fostering a respectful, welcoming, and discrimination-free workplace for everyone.

We are deeply committed to our local community, offering employment opportunities to residents and contributing to the social and economic growth of the Peloponnese region.

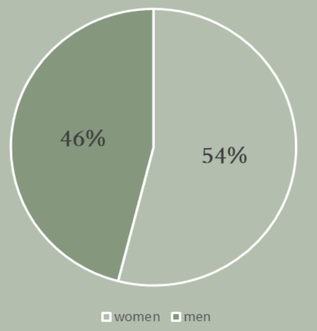
In 2024, 187 employees were part of the Grecotel Casa Marrom family, an increase of 20 compared to 2023. Gender distribution remained nearly balanced, with 101 women and 86 men. Greeks represented 180 team members (96.3%), while 7 employees (3.7%) were non-Greeks.



At Grecotel, inclusion isn't an initiative—it's part of the spirit of filoxenia: welcoming everyone with open hearts.

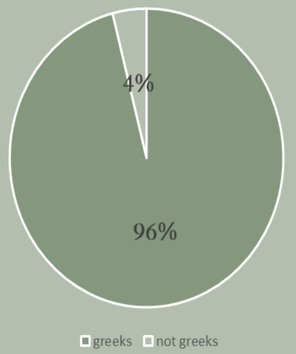
Total workforce by gender

101 Women / 86 Men



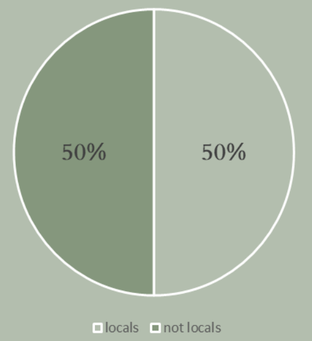
Proportion of different nationality

180 Greeks / 7 Not Greeks



Local employees

94 Locals/ 93 not Locals



SUPPORTING OUR PEOPLE – GROWTH, CARE & BELONGING

At Grecotel Casa Marron, we strive to create an inspiring, safe, and inclusive workplace for everyone. Our employment policies uphold equality and actively prevent discrimination based on gender, religion, nationality, or sexual orientation.

By promoting respect, fairness, and equal opportunity, we ensure that every team member feels valued, supported, and empowered to thrive within the Grecotel family.



From the moment they join us, **new team members** are supported by dedicated mentors who guide them through their first steps at Grecotel. Comprehensive handbooks and onboarding resources help them understand our values, standards, and operations, ensuring a smooth integration and a confident start in their roles.

To support daily well-being, we provide a **comprehensive meal program**—breakfast, lunch, and dinner—so our people are cared for throughout their shifts. **Seasonal employees** are welcomed back year after year, strengthening continuity, trust, and team spirit.

We go beyond the basics to **invest in long-term growth and recognition**. Professional development is encouraged through specialized training such as language courses, wine education, barista techniques, and many more. Feedback and innovative ideas from employees are not only welcomed but actively encouraged, ensuring everyone has a voice in shaping the future of our operations.

Flexible working arrangements, job-sharing options, pension plans, free transportation via hotel buses, and medical support, these initiatives reinforce our belief that **a thriving team is the cornerstone of our success**.

Our **benefits package** reflects our appreciation for the dedication and excellence our teams deliver. We provide **accommodation** for both seasonal and permanent employees, as well as **bonus and incentive programs** that reward outstanding performance. Employees enjoy **special rates for personal stays** at Grecotel hotels, giving them the chance to experience the exceptional hospitality they help create. **Loan support** is also available to provide financial assistance when needed.

As part of **Grecotel's 50th anniversary celebrations**, we organize **monthly events and team parties**, creating opportunities for meaningful connections, team bonding, and joyful moments outside of daily work.

LEARNING, GROWING, SUCCEEDING TOGETHER

At Grecotel Casa Marron, we believe in young people and actively support their growth.

At Grecotel Casa Marron we place great emphasis on the growth and development of our people. Employee training is a key priority, ensuring alignment with the company's values and standards of conduct.

Through targeted learning initiatives — including e-learning, virtual classrooms, simulations, podcasts, and participation in professional conferences — our team members strengthen their skills and expand their career prospects.

All associates are thoroughly informed about our policies and take part in training programs that help them apply these principles consistently in their daily work, contributing to a culture of excellence and continuous improvement.



We deliver organized annual training and regular briefings on employment and non-discrimination, human rights and child protection, sustainability and ecosystems, proper chemical and equipment use, safety, first aid, and many others.

Through close collaboration with local tourism schools, we offer meaningful opportunities for learning and professional development. Our commitment to corporate responsibility and hands-on training is widely recognized.

Each year, top students are given the chance to begin their careers in Grecotel hotels, building a strong foundation for their future in hospitality.

Through the "Nikos Daskalantonakis – NDF" foundation, we actively support the academic journey of both our employees and high-achieving young individuals.

By offering scholarship programs focused primarily on tourism studies, we help them pursue further education and unlock new opportunities for personal and professional growth.

COMMITMENT TO PRIVACY, INTEGRITY, AND SERVICE EXCELLENCE

PERSONAL DATA PROTECTION

At Grecotel Casa Marron, protecting personal data is central to our commitment to customer satisfaction and trust. We comply fully with GDPR and relevant legislation through clear, regularly reviewed policies for data collection and processing, available on all Grecotel websites.

We safeguard privacy with strong technical and organizational measures—including encryption, pseudonymization, secure systems, and strict internal controls—supported by staff training and cross-departmental collaboration. These measures ensure the confidentiality, integrity, and availability of personal data, with timely access guaranteed even in the event of natural or technical incidents.

At the same time, we seek to continually evolve our systems and processes, and we make sure to adequately train our employees through special training and awareness programs to create a strong data protection culture at all levels. Additional information about personal data protection is provided on the Grecotel website.

No personal data breach incidents were recorded in 2024.

AVOIDANCE OF CONFLICTS OF INTEREST AND BUSINESS ETHICS

At Grecotel Casa Marron, we actively work to prevent conflicts of interest by informing all executives and employees about the importance of disclosing any potential issues. Staff are encouraged to ask questions and consult the company's legal department if they are uncertain whether a situation constitutes a conflict of interest. Employees with concerns about business ethics or professional conduct are urged to communicate them to their hotel management, who will take the necessary corrective actions. To support transparency, we have established internal reporting procedures and appointed a dedicated officer to receive and monitor such reports.

No significant incidents of non-compliance with laws or regulations were recorded in 2024.



COMPLAIN POLICY

The continuous improvement of service levels provided to guests is a fundamental priority for Grecotel. In this context, the company implements a Complaints Management System, certified according to the international standard ISO 10002:2014 for Quality Management: Customer Satisfaction – Complaints Management. Effective complaints management is crucial for providing quality services and serves as a vital mechanism for identifying areas for improvement in the policies and procedures implemented.

Furthermore, a Complaints Management Policy has been established and developed, outlining the guiding principles regarding the management of complaints. The implementation of this policy ensures that submitted complaints will be processed fairly and promptly with efficiency and confidentiality.

2024: Zero safety incidents across all operations; protecting every guest, every colleague, every day.



HEALTH & SAFETY

At Grecotel Casa Marron, safety is a shared responsibility and a non-negotiable priority. We apply rigorous standards to protect guests, employees, and local communities, ensuring every experience at our resort is both enjoyable and secure.

We conduct comprehensive risk assessments aligned with national and international standards, systematically identifying potential hazards and evaluating their likelihood and severity across all hotel areas. Based on these assessments, we implement targeted risk-mitigation strategies to maintain the highest level of safety across our operations.

KEY MEASURES AND ACTIONS

- **Staff Training:** Continuous education on sustainability, occupational health, first aid, fire safety, and emergency procedures to keep teams prepared and confident.
- **Quality Audits:** Regular inspections by internal teams and trusted external partners (e.g., TUI, SGS etc) to ensure compliance and identify areas for improvement.
- **Safety Equipment:** Hotels are equipped with modern safety tools, clear multilingual signage, and accessible emergency response kits.
- **Crisis Management:** A new Grecotel-wide Crisis Management Handbook standardizes protocols for all properties, ensuring rapid, coordinated responses to any incident.
- **Guest Awareness:** Visible safety instructions, activity briefings, and child-friendly guidelines promote shared responsibility and informed participation.
- **Community Collaboration:** We cooperate with local authorities and emergency services for drills and preparedness, reinforcing resilience beyond our property lines.

LOCAL COMMUNITY

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

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.

Grecotel Casa Marron 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.



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

SUPPORTING THE LOCAL COMMUNITY THROUGH DONATIONS

As part of our strategy for sustainable development and social responsibility, we actively support the local community of Patras, recognizing its essential role in shaping the region's cultural, social, and economic identity.

Grecotel Casa Marron continues to uphold Grecotel's values of social responsibility and community engagement in the region of Peloponnese. In alignment with the Group's broader sustainability strategy, the resort supported the local charity "BRIGHT STAR" through a food donation The initiative reflects the resort's vision to support underprivileged families in the local community

Beyond this initiative, Casa Marron's presence in the Peloponnese has been distinguished by a series of meaningful actions during 2023–2024, reflecting the Group's commitment to social solidarity and public health. These include support for the Karamanlaneio General Children's Hospital, the Patras Municipal Nursery, and the Health Center of Kato Achaia. In addition, Grecotel Casa Marron contributed to the efforts of the Refugee Rights Advocacy Movement and collaborated with the Paraplegics Association of Pella, reinforcing its dedication to inclusive support and community well-being.



These efforts reflect the resort's and the Group's ongoing commitment to inclusive hospitality, environmental stewardship, and meaningful collaboration with local institutions. Through such contributions, Casa Marron reinforces its role not only as a luxury destination, but as a responsible and caring member of the local community.

PARTNERSHIPS

With an increased sense of offering, social prosperity and solidarity, the Grecotel Casa Marron 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.

Casa Marron

GRECOTEL ALL INCLUSIVE RESORT

Garden & Flora

21911.8 € to Enhance Biodiversity

Employee training

64% trained online from Grecotel Academy

Green Activities

Guest Engagement & Eco Activities

Plastic Free

plastic use per guest-night improved and aim for 100% elimination by 2030.

GREECE BY 50 YEARS GRECOTEL

Hazardous Waste

100% Recycled

Energy Efficiency

100% LED Lamps

Employees

49% of our Personnel are Women

Food Waste

Measurement & Reduction Program



SUSTAINABILITY GOALS & TARGETS

CATEGORY	ENVIRONMENTAL TARGET	TARGET MEET	MONITORING METHOD	RESPONSIBLE
Electricity consumption	Reduce annual electricity consumption by 2% per season	NO	Meetings and on-site visits	Sustainability Coordinator & Maintenance Manager
Water consumption	Reduce annual water consumption by 2% per season	NO	Meetings and on-site visits	Sustainability Coordinator & Maintenance Manager
Greenhouse gas emissions	Reduce the impacts of Air Emissions	YES	Meetings and on-site visits	Sustainability Coordinator & Maintenance Manager
Greenhouse gas emissions	Reduce the risks arising from Air Emissions	YES	Meetings and on-site visits	Sustainability Coordinator & Maintenance Manager
Biodiversity	Protection and support of biodiversity	YES	Meetings and on-site visits	Sustainability Coordinator & Hotel Manager
Local community	Inform the local community about climate change and promote historic, archaeological, cultural & spiritual sites of significance	YES	Meetings with local authorities	Sustainability Coordinator & Hotel Manager
Waste	Reduce waste ending up in the landfill.	NO	Meetings and on-site visits	Sustainability Coordinator & Hotel Manager

TAKE ACTION WITH US

Travel and lodging have the potential to transform our lives into something better.

However, travelling results in environmental, social, and economic impacts. All of us at Grecotel Casa Marron 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.

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 24°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.



Casa Marron

GRECOTEL ALL INCLUSIVE RESORT

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

26930 51713

Sustainabiliy@grecotel.com

https://www.grecotel.com/casa-marron/

Should you require this document in another language, please reach out to Grecotel's Sustainability Department at sustainability@grecotel.com.