



**GRECOTEL**

HOTELS & RESORTS



# Sustainability Report 2023

*We're going to keep making a difference*

# Our Priority Areas

01

A Sustainable Journey to Excellence



02

A Commitment to the Planet



03

People First: A Future We Build Together



04

Responsible Operations





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



# Welcome note from General Manager

Dear Guests, Partners, and Friends,

It is with great pride that I welcome you to GrecoTel Casa Paradiso's 2023 Sustainability Report. As General Manager, I am honored to share the progress we have made in our ongoing commitment to sustainability and environmental stewardship. This report highlights the many initiatives and efforts we have undertaken this past year to ensure that Casa Paradiso remains a leader in sustainable hospitality.

At GrecoTel Casa Paradiso, our approach to sustainability goes beyond compliance—it is deeply rooted in our values. We believe in the power of thoughtful action to make a positive impact on the environment, the community, and the lives of our guests. In 2023, we continued to reduce our carbon footprint, enhance our water and energy efficiency, and prioritize the use of eco-friendly products and practices throughout our operations.

Our journey is not one we take alone. The incredible partnerships we have forged with our suppliers, guests, and local communities are at the heart of our success. Together, we are making strides toward a more sustainable future, creating meaningful change that benefits us all.

As we look ahead to the coming years, we remain fully committed to further integrating sustainable practices into everything we do. We are excited about the road ahead and the opportunities it holds for GrecoTel Casa Paradiso to continue making a positive impact.

Thank you for your support and for joining us on this journey toward a more sustainable and responsible future.



Warm regards, Skoufoglou George  
General Manager, GrecoTel Casa Paradiso



A Sustainable Journey  
to Excellence

01

# Welcome to Grecotel

Grecotel is the largest Greek hospitality group, presenting a unique collection of 33 luxury hotels and resorts across Greece, in iconic locations, intertwined with Greece's history and heritage: its portfolio contains a spectrum of products, from luxurious beachfront and luxury all-inclusive resorts to high-end city hotels.



# Greecotel around Greece

## CRETE

Amirandes, Heraklion  
Creta Palace, Rethymnon  
LUXME White Palace, Rethymnon  
Caramel, Rethymnon  
Plaza Beach House, Rethymnon  
Grand Leoniki Residence,  
Rethymnon  
Villa Oliva, Rethymnon  
Marine Palace & Aqua Park,  
Panormo  
Casa Marina & Aqua Park,  
Panormo  
Meli Palace, Sissi, Lasithi  
Agreco Farm, Rethymno

## ATHENS / ATTICA

Cape Sounio, Sounio  
Pallas Athens, Athens  
Vouliagmeni Suites, Athens  
The Dolli, Athens

## CORFU

Corfu Imperial, Kommeno  
The Villas of Kommeno Peninsula  
LUXME Daphnila Bay, Dassia  
Eva Palace, Kommeno  
LUXME Costa Botanica, Acharavi  
Danilia Village

## MYKONOS

Mykonos Blu, Psarrou  
Mykonos Bu Villas, Psarrou  
Mykonos Lolita, Ag. Sostis

## KOS

LUXME Kos Imperial, Psalidi  
Casa Paradiso, Marmari

## RHODES

LUXME Dama Dama, Faliraki

## PELOPONNESE

Mandola Rosa, Kyllini  
La Riviera, Kyllini  
LUXME Olympia Oasis, Kyllini  
Ilia Palms, Kyllini  
Casa Maron, Achaia  
Filoxenia, Kalamata

## ALEXANDROUPOLIS

Astir, Alexandroupolis  
Egnatia, Alexandroupolis

## LARISSA

Larisa Imperial



# Grecotel at a Glance

The 33 luxury Grecotel hotels and resorts are located in Athens, Attica, Crete, Rhodes, Corfu, Kos, Mykonos, W. Peloponnese, Larissa, Halkidiki, Kalamata and Alexandroupolis.

They are grouped in 5 major product lines based on their characteristics, product offerings and target audience.

## Iconic Hotels & Resorts

Spectacular resorts in Mythical locations. Exclusive design inspired by surrounding landscapes, each with a distinctive character in landmark locations around Greece.



### Iconic Hotels & Resorts

- Amirandes
- Corfu Imperial
- Cape Sounio
- Mandola Rosa
- Mykonos Blu

**Total**

## The Luxury Collection

Grecotel's heart and Soul, luxury beach & boutique resorts also for the family traveller, offering elegant design and genuine Greek hospitality.



### The Luxury Collection

- Creta Palace
- Caramel
- Eva Palace
- Lolita
- La Riviera

**Total**

## LUXME Resorts

Grecotel's upscale All-inclusive holiday concept. Spectacular seafront location, personal modern service, outstanding gastronomy, activities and entertainment.



### LUXME Resorts

- White Palace
- Costa Botanica
- Daphnila Bay
- Kos Imperial
- Dama Dama
- Olympia Oasis

**Total**

## Lifestyle All Inclusive Resorts

Village style all-inclusive resorts for bohemian lifestyle. Right on natural beaches, surrounded by unspoilt landscapes and exotic gardens, offering a multitude of activities.



### Lifestyle All Inclusive Resorts

- Marine Palace
- Meli Palace
- Casa Paradiso
- Casa Marron
- Margot Bay

**Total**

## Other Grecotels

City-resorts or city centre hotels in premium locations favored for its business and leisure character offering personalised service and signature hospitality



### Other Grecotels

- Plaza Beach House
- Grand Leoniki residence
- Villa Oliva
- Pallas Athena
- Vouliagmeni Suites
- Filoxenia
- Astir
- Egnatia
- Larisa

**Total**



# Sustainable Certification 2023

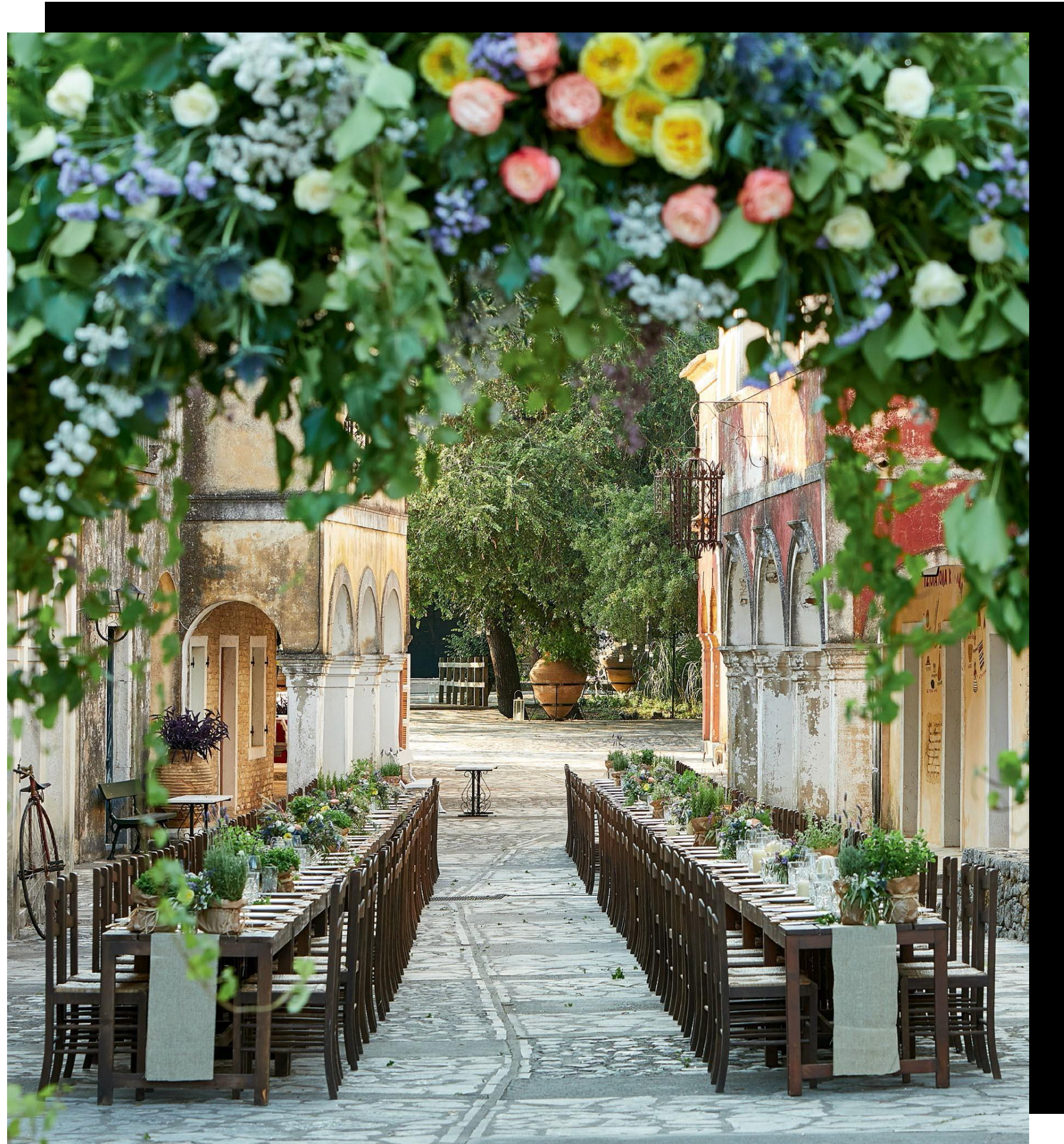
Our dedication to sustainability has been acknowledged with numerous environmental awards and certifications, ranging from Green Key and TRAVELIFE certifications for our hotel's environmental management to Blue Flag accreditations for our exceptional beaches.



## HOTELS & RESORTS



	Travelife	Green Key	BLUE FLAG
PLAZA BEACH HOTEL	✓		
CRETA PALACE	✓		✓
CARMEL BOUTIQUE RESORT	✓		✓
WHITE PALACE	✓		✓
CLUB MARINE PALACE	✓		✓
AMIRANDES BOUTIQUE RESORT	✓		
MELI PALACE	✓		
DAMA DAMA	✓		✓
KOS IMPERIAL	✓		
CASA PARADISO	✓		✓
MYKONOS BLU		✓	
CASA MARRON	✓	✓	✓
OLYMPIA LA RIVIERA	✓	✓	✓
OLYMPIA OASIS	✓	✓	✓
MANDOLA ROSA		✓	✓
ILIA PALMS		✓	✓
FILOXENIA KALAMATA		✓	
CORFU IMPERIAL	✓		✓
EVA PALACE	✓		✓
DAPHNILA BAY DASSIA	✓		✓
COSTA BOTANICA		✓	✓
MARGO BAY CLUB TURQUOISE	✓		✓
ASTIR / EGNATIA		✓	
LARISSA IMPERIAL		✓	
PALLAS ATHENA		✓	
VOULIAGMENI SUITES		✓	
CAPE SOUNIO		✓	
AGRECO FARMS		✓	



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

## **GRECOTEL** HOTELS & RESORTS

### **DANILIA CORFU**

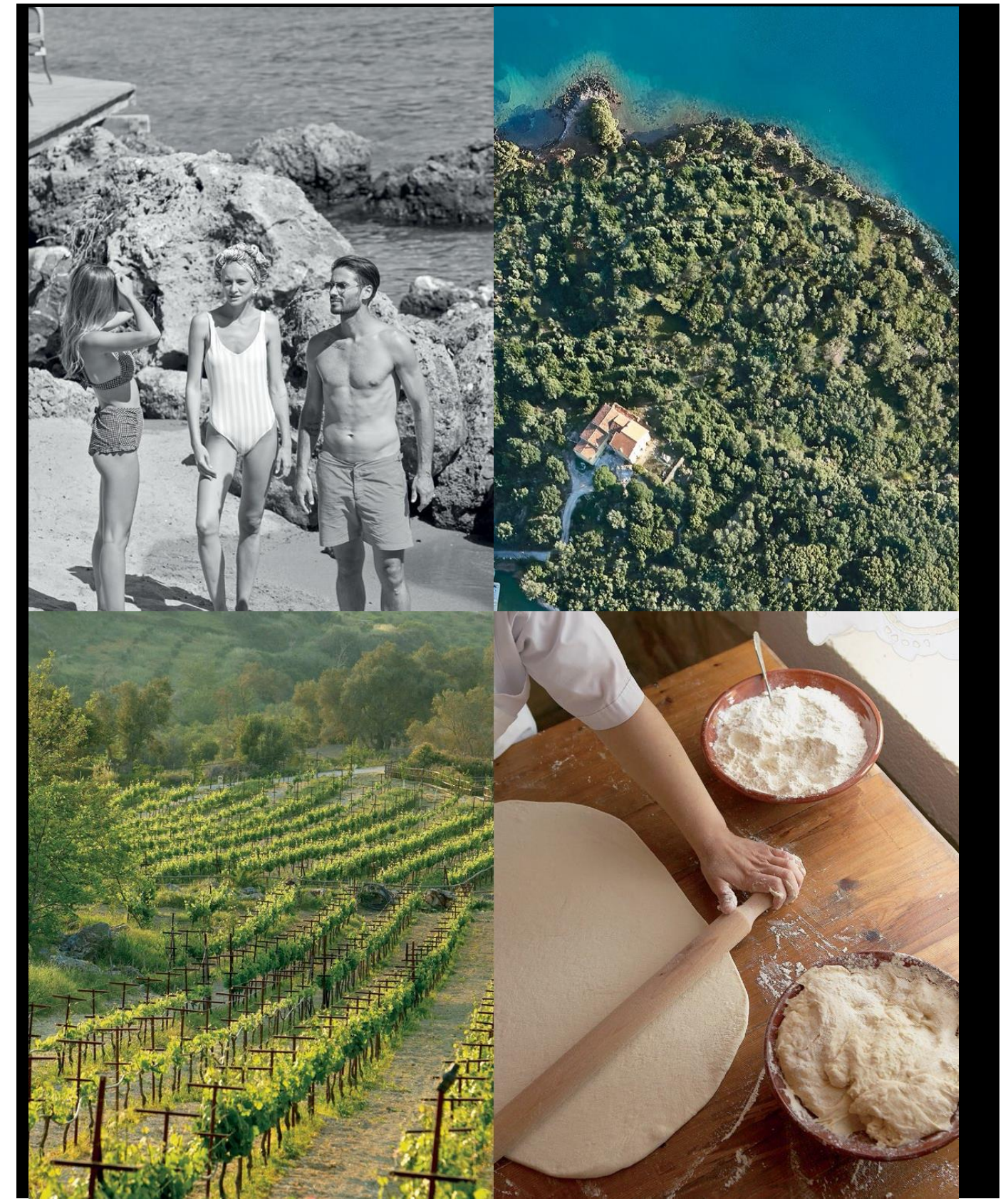
The village of Danilia is a traditional theme park. An entire Corfiot village with its own museum and traditional small shops.

<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/>



# Welcome to Casa Paradiso

All-In

KOS - GREECE

GrecoTel hotels & resorts is delighted to invite you to its "lifestyle all-inclusive resorts", village style resorts right on a natural beach next to farmers fields, with families in mind.



*Casa Paradiso*

# KOS

IDEALLY LOCATED ON AN IDYLIC STRETCH OF COAST IN THE QUIET LUSH COUNTRYSIDE, JUST 2 KMS FROM THE FISHING VILLAGE OF MARMARI, 17 KM FROM KOS TOWN, 15 KM FROM KOS AIRPORT AND 17 KM FROM KOS HARBOUR.

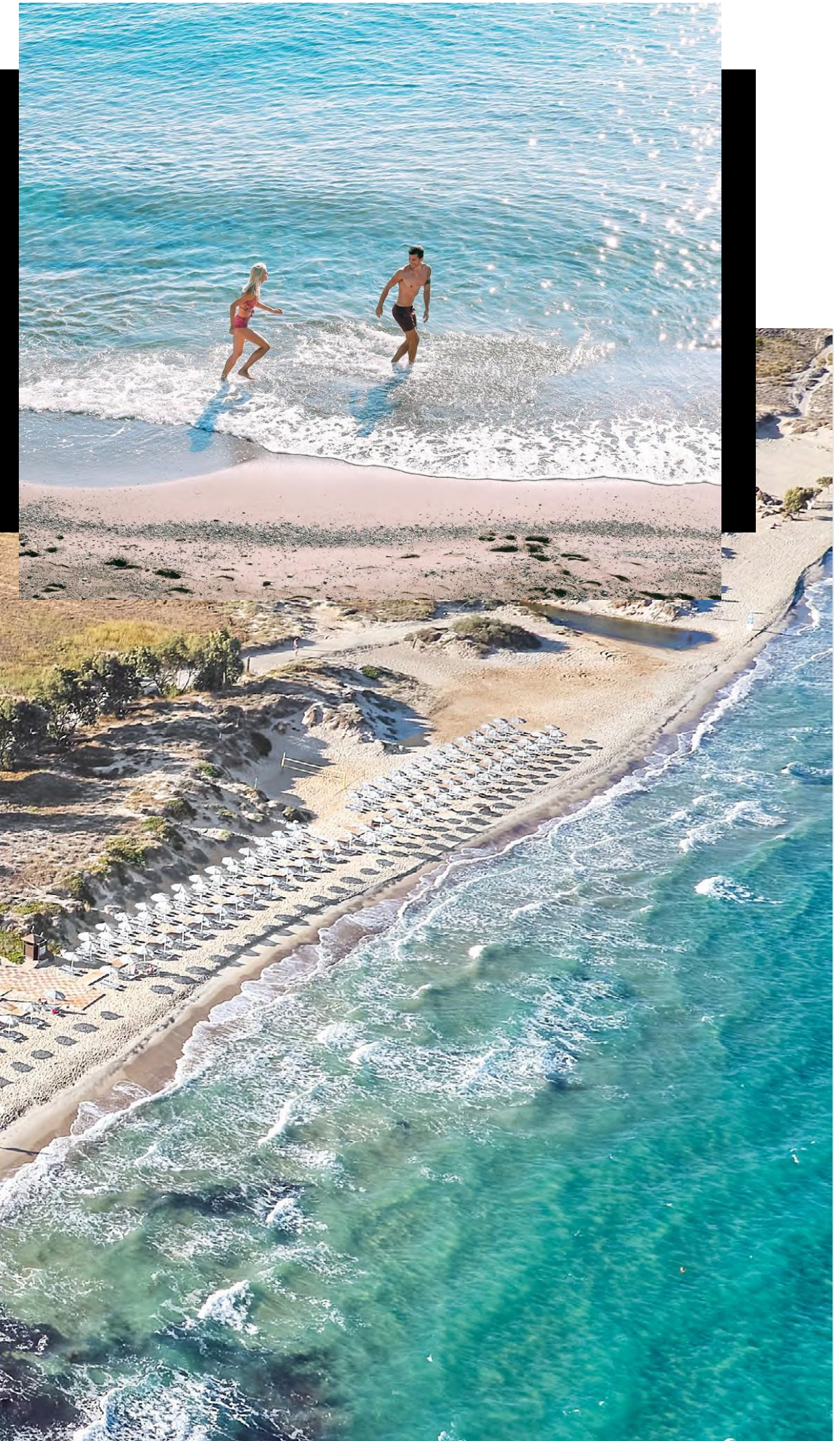


Casa Paradiso

GRECOTEL FAMILY RESORT-KOS

**ON A DUNES BEACH, WITH ITS OWN PALMERAI, NEXT TO FARMERS FIELDS. A FANTASTIC FAMILY AFFAIR BETWEEN SAND DUNES AND FARMERS' FIELDS. FULLY RENOVATED CASA ROOMS, REDECORATED BUNGALOWS.**

Bohemian in vibe, rooms sit in neighbourhoods by the gardens or the seaside. For unlimited all-inclusive dining: We introduce the Greek Plateia (Village square) where everything is happening: cuisines of the world, live cooking, café and drinks, music, dance and festivities. And we amaze with our "Beach Life" Zones full of games, sports, pools, snacks, drinks, Grecoland and waterslides.



# Casa Paradiso

GRECOTEL FAMILY RESORT-KOS



## ACCOMMODATION

BOHEMIAN IN VIBE, ROOMS SIT IN NEIGHBORHOODS BY THE GARDENS OR THE SEASIDE. AIRY VILLAGE-STYLE REDECORATED BUNGALOWS. FULLY RENOVATED CASA ROOMS. REDECORATED BUNGALOWS. IDEAL FOR FAMILIES, SPACIOUS FAMILY ROOMS & BUNGALOWS WITH FLAT ROOFS AND WHITE-WASHED EXTERIORS AMONG MULTI-COLOURED GARDENS.



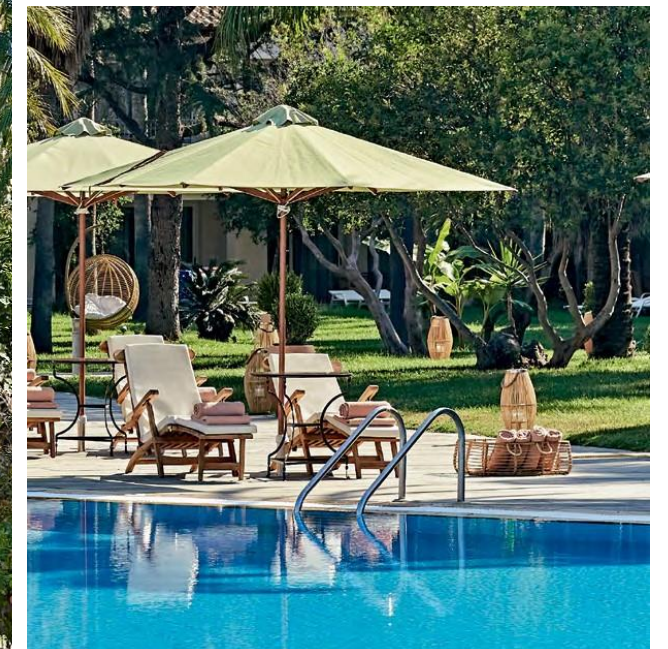
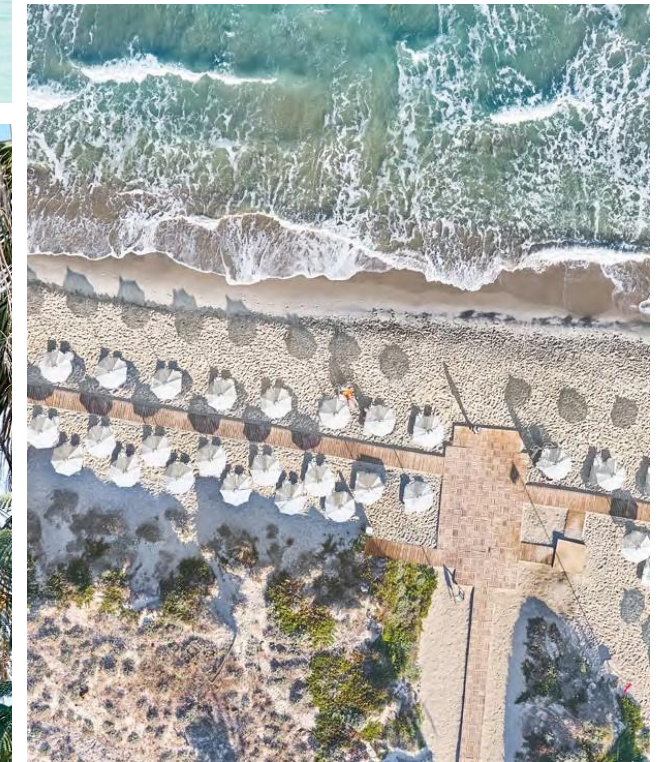
# Casa Paradiso

GRECOTEL FAMILY RESORT-KOS



## FAMILIES LOVE

Endless hours of fun for the children at Grecoland Kids Club with indoor and open-air playgrounds, activities and creations and at the two amazing waterslides! **The spacious, family friendly rooms & bungalows** with flat roofs and white-washed exteriors among multi-coloured gardens. Free Kids Dining & snacks. Children up to 14 y.o. stay free at their parents room. Pre-arrival order of baby equipment and baby food.



Casa Paradiso

GRECOTEL FAMILY RESORT-KOS

# UNLIMITED DINING

**BREAKFAST:** American Buffet with fitness food corner and local corner with traditional products. Late Continental Breakfast.

**LUNCH:** Self-service Buffet in the main restaurant or Light lunch at the Taverna. Hot Main Courses and Desserts. Live Cooking Show. Wine, Beer, Water and Refreshments are all free of charge.

**DINNER:** Main Restaurant, cold & hot starters, soup, salads, main courses and a variety of cheese and desserts. À la carte at the Greek Taverna (selected days, season and weather permitting, table reservations necessary). Live cooking show. Wine, Beer, Water

and Refreshments are all free of charge. Weekly theme evenings at no extra cost.

**SNACKS:** At selected hours & bars during the day, Midnight snacks

**COFFEE & DESSERTS:** Served in the Bar (cakes at selected hours)

**DRINKS:** International (labels) and local alcoholic and non-alcoholic drinks from 10.30-01.30 hrs

**KIDS DINING:** At the main Restaurant, from morning to evening, the special kids buffet offers a constant supply of fresh, tempting food and drinks exclusively for our little guests!

## RESTAURANTS & BARS

### CASA PARADISO RESTAURANT

The resort's mediterranean buffet restaurant. It is a celebration of different cuisines freshly prepared with live cooking and daily themed dinners. **B L D**

### TAVERNA

An all day beach place, with shaded lounging and great simple fresh food. **L D**

### BAR & LOUNGES

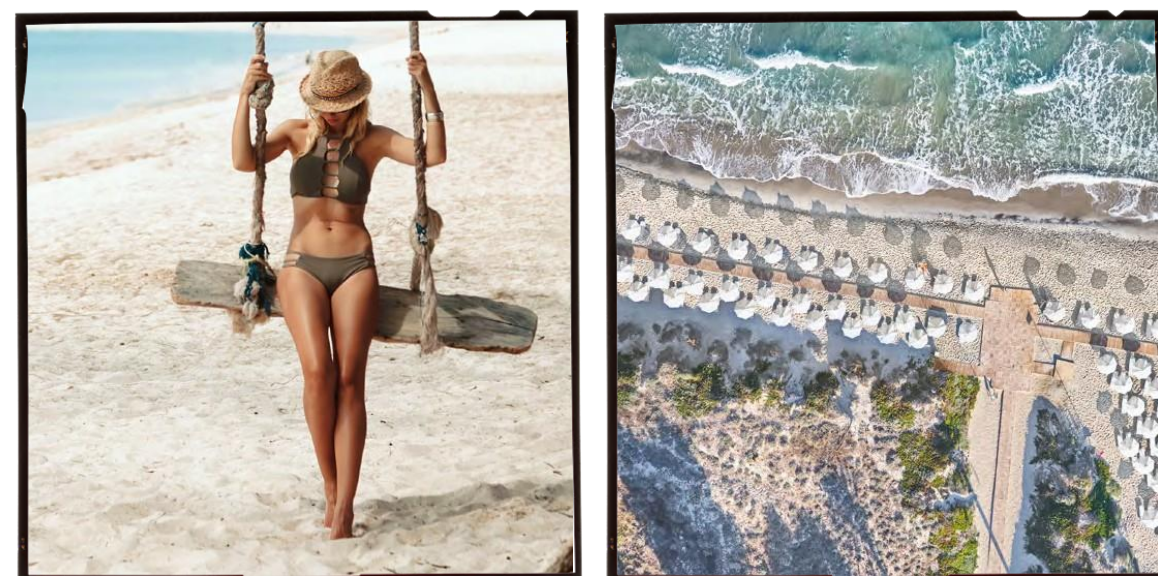
Alcoholic and non-alcoholic drinks, Beer, Wine, and Soft Drinks are served in the resort at well situated bars.





# Casa Paradiso

GRECOTEL FAMILY RESORT-KOS



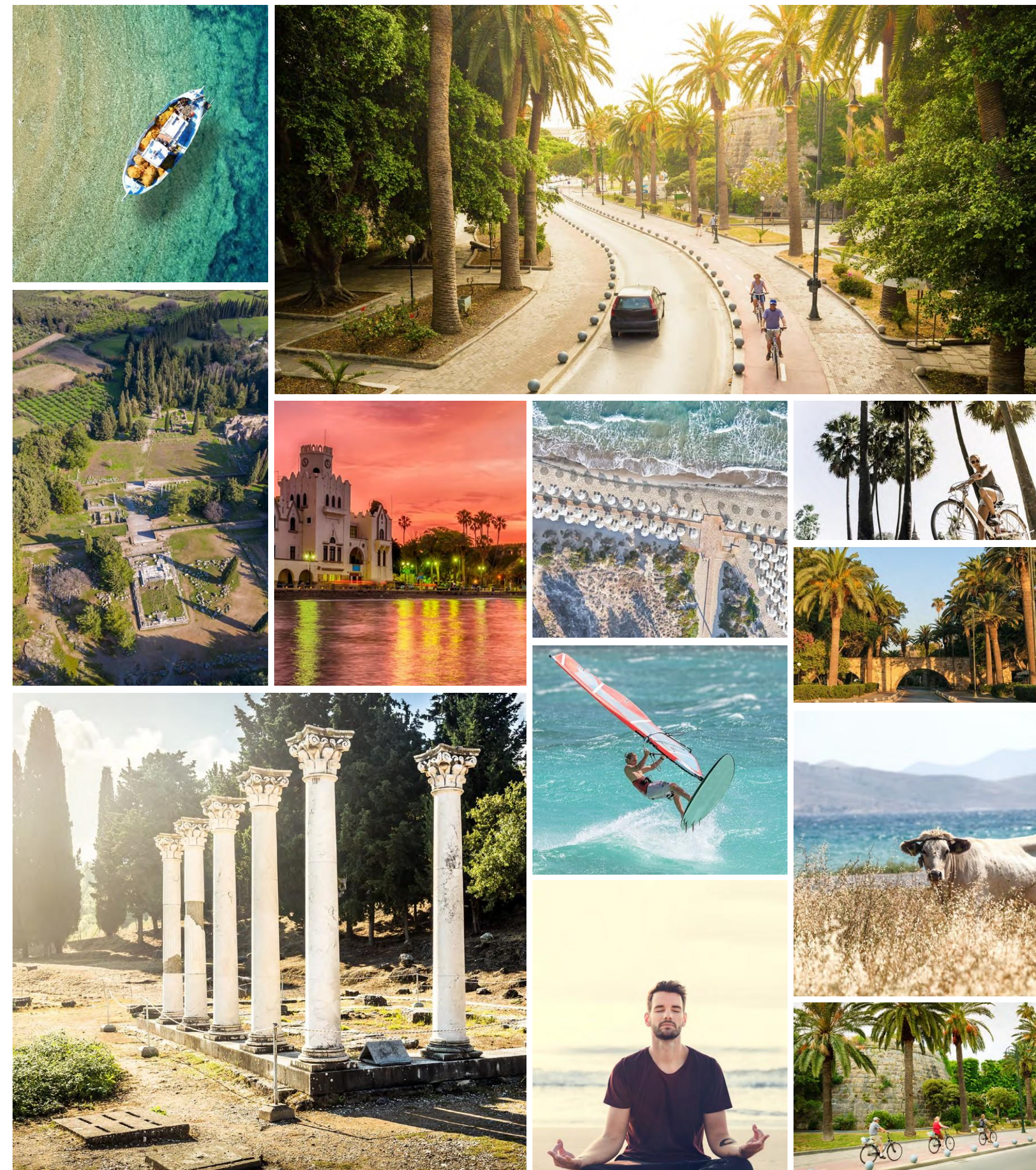
## FITNESS, ACTIVITIES & WELLNESS

**FITNESS:** Gym, Water Gym, Keep fit, Outdoor fitness area, Aerobics.

**SPORTS:** 2 Tennis Courts, Table Tennis, Canoes, Pedal Boats, Beach Volley, Basketball, Windsurfing. Extra charge: Best Watersports School with Windsurfing, Sailing, Kitesurf & Catamaran, Tennis Lessons, Swimming lessons, Mountain Bikes Centre, Horse-riding.

**ENTERTAINMENT:** Various theme nights including live music and special family nights.

**FUN AROUND:** Kos has more to offer than just golden, dazzling beaches. Make time to visit Apollo's Temple or touch the thermal springs waters at the Asklepion, where Cleopatra has been the most noteworthy visitor! The island is also ideal for walking & biking with dedicated cycle paths on most roads. The fabulous Kos Town is only 4km away! Additional fee. Transportation not included.



Casa Paradiso  
GRECOTEL FAMILY RESORT-KOS

# The All Inclusive at CASA PARADISO

**A RICH EXPERIENCE WITH ITS FOCUS ON DELICIOUS, FRESH, UNPRETENTIOUS FOOD AND A VAST CHOICE OF COMPLIMENTARY ACTIVITIES. THE MEAL PLAN IS ON AN ALL INCLUSIVE BASIS FOR A WORRY FREE HOLIDAY!**

**LOCATION:** Dodecanese's most exciting destination! Kos Island is among Greece's most popular tourist destinations, receiving millions of visitors each year who are drawn by the islands' history, gorgeous beaches, bountiful land with thick vegetation, casual atmosphere, and luxury resorts. Ideally located on an idyllic stretch of coast in the quiet lush countryside, just 2 kms from the fishing village of Marmari, 17 km from Kos town, 15 km from Kos Airport and 17 km from Kos Harbour.

**ACCOMMODATION:** Airy village-style redecorated bungalows, fully renovated Casa Rooms or oh-so convenient family accommodations with separate sleeping areas surrounded by inspiring fragrant gardens.

**DINING:** A rich experience with its focus on delicious, fresh, unpretentious food and a vast choice of complimentary activities. The meal plan is on an all inclusive basis for a worry free holiday!

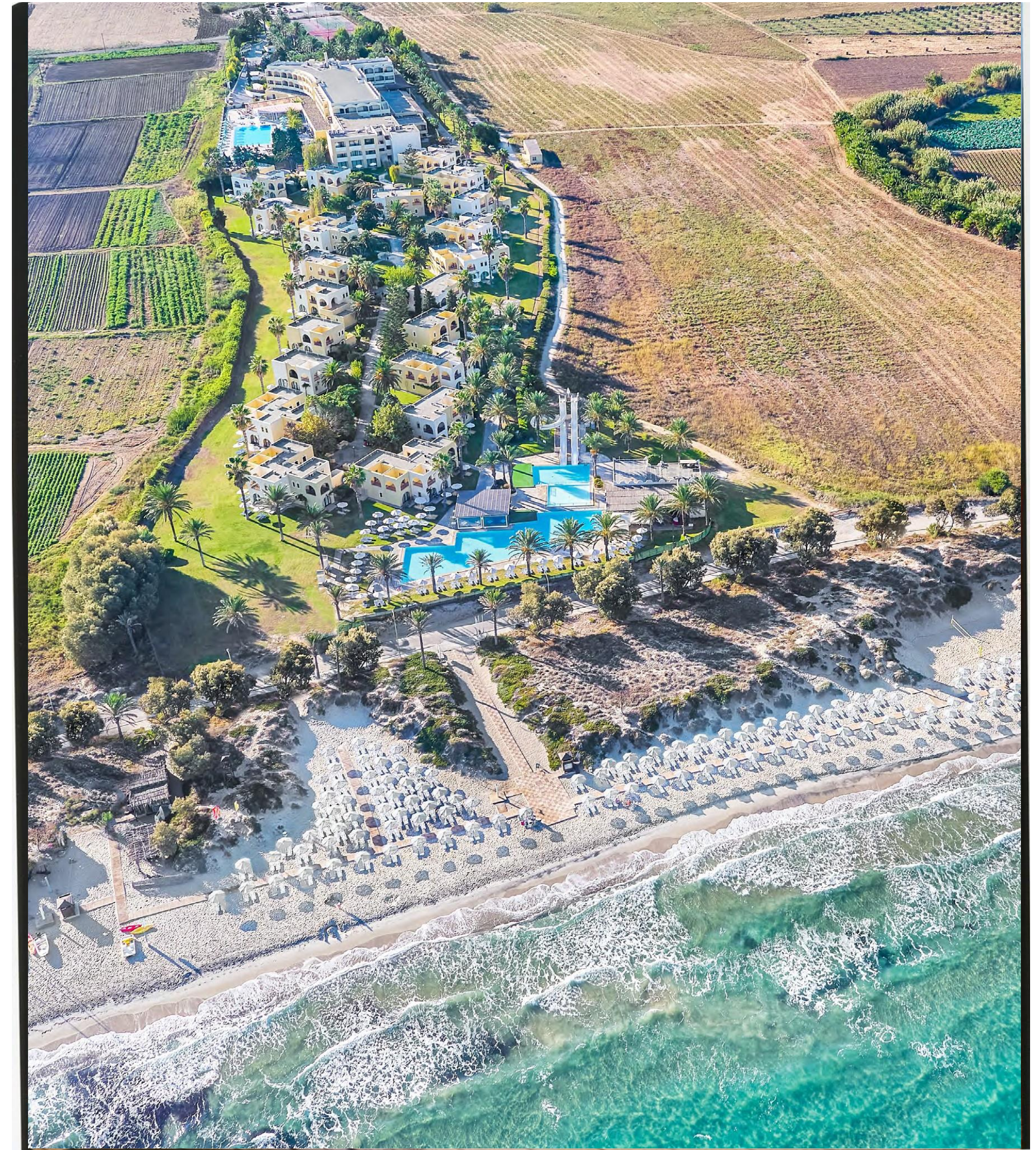
**BEACH & POOLS:** On Aghios Georgios famous beach

for its sandy expanse and gently shelving waters. The resort boasts 1 sea view pool with water slides, 1 quiet garden pool, 1 children's pool and 1 baby's paddling pool.

**FITNESS, ACTIVITIES & WELLNESS:** Gym, Water Gym, Keep fit, Outdoor fitness area, Aerobics, 2 Tennis Courts, Table Tennis, Canoes, Pedal Boats, Beach Volley, Basketball. Best Watersports School with Windsurfing, Sailing, Kitesurf & Catamaran, Tennis Lessons, Swimming lessons, Mountain Bikes Centre, Horse-riding. Fun Around Kos.

**KIDS & FAMILY:** Grecoland Kids Club featuring indoor & outdoor play areas, water and sand features, amazing pool with two waterslides, pre-arrival order of baby equipment and baby food. Free Kids Dining & snacks. Children up to 14 y.o. stay free at their parents room.

**GRECOTEL SERVICES:** Free of charge WiFi access in all hotel areas and rooms, Guest Portal online guests' services, What's app services.



# Awards & Recognitions 2023

---

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.



HACCP  
DQS Certificate



Travelife Gold for  
Sustainability in Tourism



Blue Flag  
Award



Bike Friendly Hotel  
Award



## Distribution of visitors by country

Areas	Guests 2019	Guests 2022	Guests 2023
Greeks	17.885	19.067	506
Europeans	62.598	66.735	86.092
Americans	2.683	2.860	316
Rest	6.260	6.673	25049
<b>TOTAL</b>	<b>89.425</b>	<b>95.335</b>	<b>111.963</b>



# About this report

---

We are pleased to present Grecootel Casa Paradiso's 2023 Sustainability Report, a comprehensive overview of our ongoing commitment to fostering sustainable tourism and responsible business practices. This report reflects our dedication to preserving the environment, supporting our local communities, and operating in harmony with the natural beauty that surrounds us.

In 2023, Grecootel Casa Paradiso continued to integrate sustainability into all aspects of our operations. We focused on reducing waste, enhancing energy efficiency, and promoting responsible resource use throughout the hotel. Our aim is to deliver exceptional guest experiences while ensuring that we protect and nurture the environment for future generations.

This year's report highlights several key initiatives, including our ongoing waste reduction programs, energy-saving efforts, and partnerships with local suppliers that prioritize sustainable practices. We are proud of the progress we have made, but we recognize that sustainability is an ongoing journey, and there is always more to be done.



## 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.

## Integrating ESG into Our Operations

We understand that our long-term prosperity is intrinsically linked to the well-being of our guests, our team, and the destinations we call homes. This commitment manifests in various ways:

- ***Sustainable Practices:*** From embracing renewable energy to minimizing waste and preserving local ecosystems, we strive to leave a positive footprint on the environment.
- ***Ethical Operations:*** We uphold the highest standards of integrity and respect in our dealings 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 reside, nurturing vibrant communities and enriching the travel experience.

By prioritizing responsibility alongside excellence, we aim to be more than just a hotel chain. We aspire to be stewards of Greek hospitality, leaving a lasting legacy of care and respect for generations to come.

# ESG STRATEGIC FRAMEWORK

## The integration of ESG across our business:

At Grecootel Casa Paradiso, every employee from every department joins forces to spread the magic of sustainable luxury hospitality. Together, we're lighting the way towards a brighter future, guided by our ambitious 2030 sustainability goals. Every step we take, every smile we share, is a step closer to a world where travel leaves a positive impact.



### FRONT OF HOUSE

**Sustainability Ambassadors:** Share Grecootel's goals and initiatives with guests, inspiring sustainable choices.

**Unlock Authentic Experiences:** Promote authentic experiences and products that empower local communities and preserve traditions.

**Enthusiasts:** Connect guests with opportunities to support local conservation efforts and participate in projects that benefit the community.

**Ambassadors of Care:** Equipped to recognize and report any concerning activities that infringe upon human and children's rights, including instances of harassment, child labor, and violence. Their training is dedicated to fostering a safe and respectful environment for everyone.

### HUMAN RESOURCES

**Invest in Employees Development:** Offer diverse training and educational programs, upskilling employees for career advancement and personal fulfillment. Promote a culture of lifelong learning through ongoing skills development programs.

**Partner with Local Communities:** Actively recruit and welcome local talent, enriching our workforce with diverse perspectives and fostering economic opportunity.

**Champion Internal Mobility:** Encourage talent growth by providing internal job openings and fostering career progression within Grecootel.

**Diversity, Inclusion & Human Rights:** Ensure all Employees receive comprehensive training on building a welcoming and respectful environment for everyone.

### SALES

**Deep-Dive Training:** Sales professionals are equipped with in-depth knowledge of Grecootel's sustainability initiatives, certifications, and environmental achievements, enabling them to confidently answer guest inquiries and showcase our commitment.

**Collaborations:** Partnerships with eco-conscious travel agencies amplify our reach and promote sustainable tourism across wider networks.

**Tailored Sustainable Event Packages:** From carbon footprint calculations and offsetting options to locally sourced menus, energy-efficient meeting spaces, and waste reduction initiatives, these packages cater to clients seeking responsible gatherings.

### HOUSEKEEPING

**Sustainability in Action:** Trained in sustainable cleaning techniques, our team uses certified eco-friendly products, minimizing water and energy consumption while ensuring impeccable hygiene.

**Sustainable Practices:** Beyond green cleaning, our team undergoes comprehensive training in responsible sourcing, waste reduction, and minimizing our environmental footprint. Actively participate in recycling programs and conduct regular audits to identify and address areas for improvement.

Additionally, conduct regular maintenance to prevent water leaks and ensure responsible energy use, adhering to strict conservation protocols.

**Human Rights and Child Protection:** Recognizing the broader impact of our work, our team receives in-depth training on human rights and child protection practices.

**Towel and Linen Policy:** We adhere to a sustainable towel and linen policy, optimizing usage and laundering practices to minimize environmental impact.

### PROCUREMENT

**Supporting responsible producers:** Actively seeking partnerships with certified organic suppliers who share our commitment to ethical practices, ensuring the welfare of people, animals, and the planet.

**Minimizing waste through bulk buying:** We purchase larger quantities of ingredients whenever feasible, utilizing efficient packaging solutions to minimize waste and optimize cost-effectiveness.

**Expanding organic offerings:** Continuously expanding our selection of certified organic products across all our hotels, offering guests wider access to healthy and sustainable choices.

**Minimizing risk, maximizing biodiversity:** Proactively managing the nutritional landscape to reduce health risks associated with unhealthy food choices while actively supporting the preservation of biodiversity through responsible sourcing.

### ENGINEERING

**Targeted Initiatives:** Analyze data and identify areas with the highest energy and water consumption, focusing our efforts on these "impact zones" for maximum benefit.

**Sustainable Solutions:** When replacing equipment or upgrading systems, we prioritize options with the lowest energy consumption, ensuring long-term savings and environmental impact reduction.

**Predictive Maintenance:** We go beyond reactive repairs, implementing a comprehensive maintenance program that identifies and addresses potential leaks and energy optimizations.

**Continuous Training:** Our team undergoes regular training on the latest sustainable practices and technologies, ensuring they have the knowledge and skills to implement them effectively. We stay informed about and adhere to the latest environmental regulations and industry best practices, leading by example in responsible resource management.

### FOOD AND BEVERAGE

**Embrace local options:** Integrate locally sourced ingredients whenever feasible, reducing transportation emissions and supporting regional agriculture.

**Effective training and awareness programs:** Equipping our staff with the knowledge and tools to embrace sustainable practices, ensuring responsible sourcing, food preparation, and waste management become second nature.

**Sustainable gastronomy menus:** Curating menus that tantalize taste buds while respecting the environment. We combine authentic flavors with locally sourced ingredients, prioritizing cage-free eggs, sustainable seafood, and seasonal produce.

**Our dedication to organic:** Owning and operating Agreco Farms, a haven for organic production, allows us to provide guests with fresh, chemical-free produce grown with respect for the environment.

**Responsible disposal:** We implement an effective recycling program, diverting waste from landfills and promoting a circular economy. We actively encourage guests to control their portion sizes by offering customizable options and encouraging responsible choices, minimizing plate waste.

**Advanced equipment:** We invest in water-efficient kitchen equipment, from dishwashers to cooking appliances, minimizing water consumption without compromising hygiene or performance.

### SUSTAINABILITY DEPARTMENT

**Sustainability Education:** Comprehensive training and resources equip employees to embed sustainable practices in their daily tasks, from reducing energy consumption to minimizing waste.

**Volunteering Initiatives:** Encourage all employees to contribute their time and talents to worthwhile causes within the community, strengthening social bonds and promoting positive change.

**Rigorous Data and Analysis:** Track our environmental impact through comprehensive audits and data analysis, informing our decision-making and fostering accurate assessments of progress towards established goals.

**Continuous Improvement as a Cornerstone:** Identified areas for improvement trigger tailored action plans and inspire innovative solutions, ensuring we remain at the forefront of sustainable practices.

**Regular Audits and Reviews:** We conduct internal and external audits to ensure compliance with policies and regulations, identifying areas for improvement and best practices to adopt.

**Benchmarking and Collaboration:** We actively benchmark our performance against industry leaders and collaborate with relevant organizations to accelerate our sustainability journey.

**Transparency and Reporting:** We publish annual sustainability reports and communicate our progress transparently to stakeholders, fostering trust and accountability.

### MANAGEMENT

**Future-Proofing Our Business:** We integrate sustainability into our long-term vision and strategy, ensuring our business thrives in a resource-constrained future.

**Governance with Sustainability at Heart:** Our Board of Directors actively champions sustainability, integrating it into strategic decision-making and holding management accountable for progress.

**Clear Policies and Procedures:** Establish and adhere to rigorous ESG policies, ensuring compliance with all relevant regulations and industry best practices.

**Risk Management with a Green Lens:** We proactively identify and mitigate sustainability-related risks, safeguarding our business and the environment simultaneously.

**Materiality Assessments:** We regularly conduct materiality assessments to identify the most significant ESG issues that impact our stakeholders and operations. Based on these assessments, we develop a comprehensive Sustainability Management Plan with clear goals, targets, and action plans for each ESG area.

**Sustainable Investments:** We prioritize investments in energy-efficient technologies, green infrastructure, and responsible sourcing practices, ensuring long-term financial and environmental benefits.

# Our Sustainability Team

Grecotel Casa Paradiso has established a Sustainability Team tasked with ensuring the successful implementation of environmental measures and initiatives.

Additionally, the entire staff is dedicated to promoting, endorsing, and integrating environmental programs into their daily operations.

**Skoufoglou George**  
General Manager

**Ragazzini Giorgos**  
HR Manager

**Anastasiou Panagiotis**  
F&B Manager

**Spaliaras Aggelos**  
Service Manager

**Mallias Panteleimon**  
Maintenance Manager

**Plati Garyfallia**  
H/K Manager

**Rizoudis Konstantinos**  
Chef

**Arvaniti Nicoleta**  
GR Manager

**Papadakis Nikos**  
Purchasing Manager



Working closely with our stakeholders is a fundamental part of our business. Our commitment extends beyond providing exceptional hospitality services to actively engaging with our stakeholders at local, country and global level.



At Grecootel Casa Paradiso, effective communication and collaboration are vital to our success.

We engage in continuous, two-way cooperation with all stakeholders, recognizing their influence on our operations.

Through initiatives, partnerships, and responsible practices, we strive to be a catalyst for positive change, promoting sustainability, cultural preservation, and community development.

**Together with our stakeholders, we create value for both guests and local communities.**

## 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

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

**Individual and Corporate Clients:** Grecootel believes that exceptional guest experiences hinge on open and consistent communication. We prioritize keeping guests informed throughout their journey, from pre-arrival planning to post-departure follow-up. Recognizing the growing importance of sustainable practices, we rigorously implement and uphold policies that prioritize health, safety, data privacy, environmental protection, and responsible work practices.

**Employees:** Grecootel's heart beats with its dedicated employees. We champion their growth through meaningful career opportunities, fostering well-being with open communication, events, and training. We prioritize their concerns, from safety and development to career paths, in an open and collaborative environment.

**Management & Shareholders:** The Company's Management and Shareholders play a key role in shaping the strategy and making important decisions that affect the operation of Grecootel. These decisions determine the course of the Company and have a significant impact on the performance of its investments. The participation of the Management and Shareholders extends to all aspects of the business activity, as they seek to ensure the optimal operation of the Company and the effective management of business challenges.

**Suppliers and Partners:** Grecootel's effective supply chain management and selection of partners and suppliers are crucial for its success. The company continuously communicates with its suppliers and partners, evaluates them based on quality, environmental, and social criteria, procures certified organic products, and promotes destinations/local products and services through guest experiences (such as visits to local markets, observing traditional techniques etc). These efforts support local communities and economies.

**Tourism Partners (Tour operators, sales offices, etc.):** Grecootel works closely with a wide network of partners in the travel industry, such as tour operators, sales offices, airlines, and others, to offer its guests a complete holiday experience. The main issues of interest in relation to sustainable development are the protection of the health and safety of visitors, the protection of the environment, responsible employment practices, and cooperation with local communities in the context of sustainable tourism.

**Local Communities:** Grecootel plays a vital role in local communities, boosting the economy, fostering social well-being, and creating employment opportunities. They actively engage with local representatives, support cultural and environmental initiatives, and contribute to charitable causes through sponsorships. Key focuses include environmentally sustainable operations, job creation, and supporting the local economy.

**Government Agencies & Institutions:** Committed to responsible operations, Grecootel stays in touch with authorities, continuously monitor regulatory developments in the legal framework, actively participates in legal discussions, and ensures full compliance. Key issues for this group include compliance with legislation, ethical employment practices, protection of the health & safety of employees/visitors, environmental protection, addressing the climate crisis, data privacy, and sustainable tourism initiatives.

**Tourism Industry Associations:** Grecootel actively engages in industry consultations and conferences to stay informed about tourism trends and advocate for its interests. They collaborate with stakeholders like the Ministry of Tourism, the Greek National Tourism Organization, and industry chambers to address key issues such as responsible tourism operations, emergency management etc.

**Public Media and communication:** Open communication is key for Grecootel. We collaborate with media, providing information and access to showcase our work and values to the public. This includes new investments, sustainability efforts, and social initiatives, fostering trust and transparent relationships with all stakeholders.

**Academic institutions:** Partnering with 100+ universities/collages, Grecootel offers internships through academic programs and Erasmus+. We rigorously select interns via university interviews, showcasing our opportunities at career events. Understanding academic concerns, we prioritize industry trends, valuable learning experiences, and responsible work practices, ensuring intern satisfaction and success.

**NGOs:** Dedicated to environmental and social responsibility, Grecootel collaborates with organizations on key issues like protecting vulnerable communities, preserving the environment, and promoting sustainability. This collaborative effort fosters a framework for action that upholds social justice and empowers a more responsible future.



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 Grecootel 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 Kos Island 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 Grecootel Casa Paradiso.	+ / -	  
Environment	Water consumption	Water consumption for Grecootel Casa Paradiso (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 guests.	+ / -	 
Governance	Compliance and business ethics	Smooth operation of Grecootel Casa Paradiso 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.	+	  

# Material Topics for Grecootel Casa Paradiso

The topics are presented above are classified into three categories: Environment (E), Social (S), and Governance (G).

Detailed information on Grecootel's Casa Paradiso approach and performance for each of these material topics is presented and analyzed in the corresponding sections of this Report.

02

# A Commitment to the Planet

We believe that tourism and environmental protection can not only coexist, but that one is an integral part of the other. We consciously invest in practices that protect the environment and biodiversity in the areas we operate in.

---

# 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), commonly referred to as the Global Goals, comprise 17 interconnected objectives aimed at eradicating poverty, safeguarding the planet, and ensuring peace and prosperity for all by the year 2030.

**GRECOTEL** is implementing comprehensive environmental initiatives across all its hotels, grounded in the fundamental commitments established for sustainable development by 2030.

Our objective **is to minimize our environmental impact** while delivering high-quality services that honor both the environment and the local communities.



*How we manage  
sustainability*





## 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).

# Sustainable Development Strategy

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

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





# 2023 Highlights



## Environmental awareness

In all of employees



## Stop Waste

Food Waste Reduction and Measurement program.



## Green Activities

850 guests participated in Eco-Activities



## Plastic Reduction

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



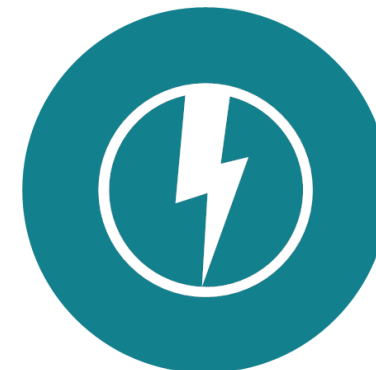
## Employees

41% of our personnel are locals.



## Waste

100% recycled



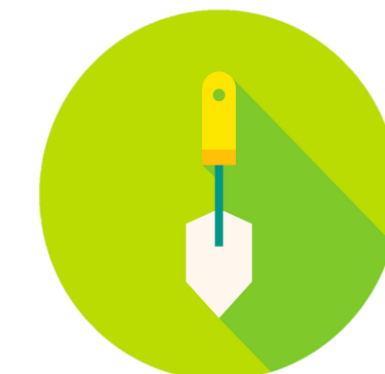
## Energy Efficiency

98% led lamps



## Blue Flag

Since 2020



## Garden & Flora

20540 euro to enhance biodiversity

*Casa Paradiso*  
GRECOTEL FAMILY RESORT-KOS

# 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 2023, we remain dedicated to halving our environmental impact across our whole value chain.



# 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)**:



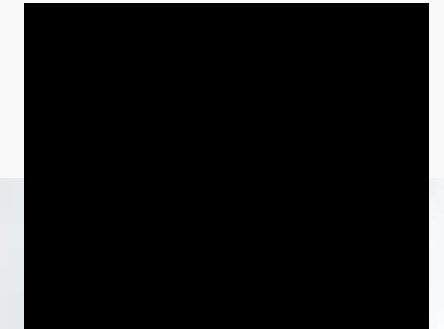
**01. Energy**

**02. Water**

**03. Waste & Recycling**

**04. Chemicals**

*Casa Paradiso*  
GRECOTEL FAMILY RESORT-KOS



2023

# Energy, GHG Emissions & Climate Change

## Efficient use

Adoption of substantial measures to reduce our energy consumption, continuous improvement of our performance and provision of training to staff, alongside an increase in the use of renewable energy sources, through the creation of appropriate infrastructure and the integration of new technologies.

In order to reduce its carbon footprint, Grecootel has established and implemented a policy for energy consumption management. Our goal is to ensure conditions and services that provide the required level of comfort to guests, while achieving the lowest possible energy consumption.

In order to save energy and reduce its carbon footprint, Grecootel makes significant investments and energy upgrade programs on an annual basis.

- The Grecootel Casa Paradiso goal is to improve the energy efficiency of the buildings and minimize energy consumption year after year.
- The hotel passed an energy audit, and the study will be submitted to the Ministry of the Environment by the end of 2024.
- Grecootel Casa Paradiso continues to train all staff in energy and carbon management in order to decrease energy use.

OUR EFFORTS  
CONTRIBUTE TO  
THE SUSTAINABLE  
DEVELOPMENT  
GOALS:



**1.324.756 kWh**

The electricity consumption  
has **decreased by**  
**approximately 2.3%** from  
2022 to 2023.

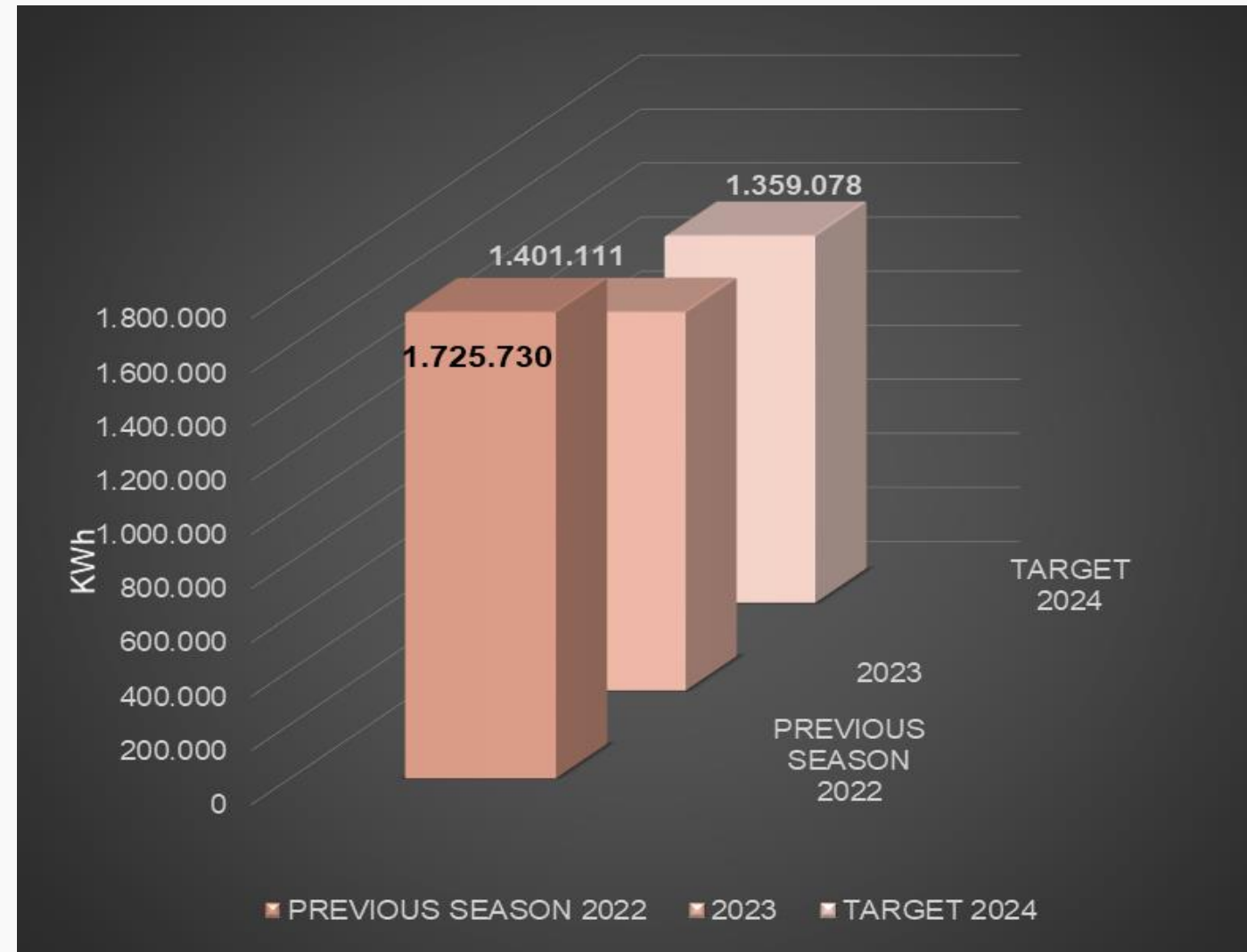
# Energy Reduction

In 2022, the hotel accommodated 103,509 stays, with 1,355,816 kWh consumed. This gives an electricity consumption of approximately 13.1 kWh per stay.

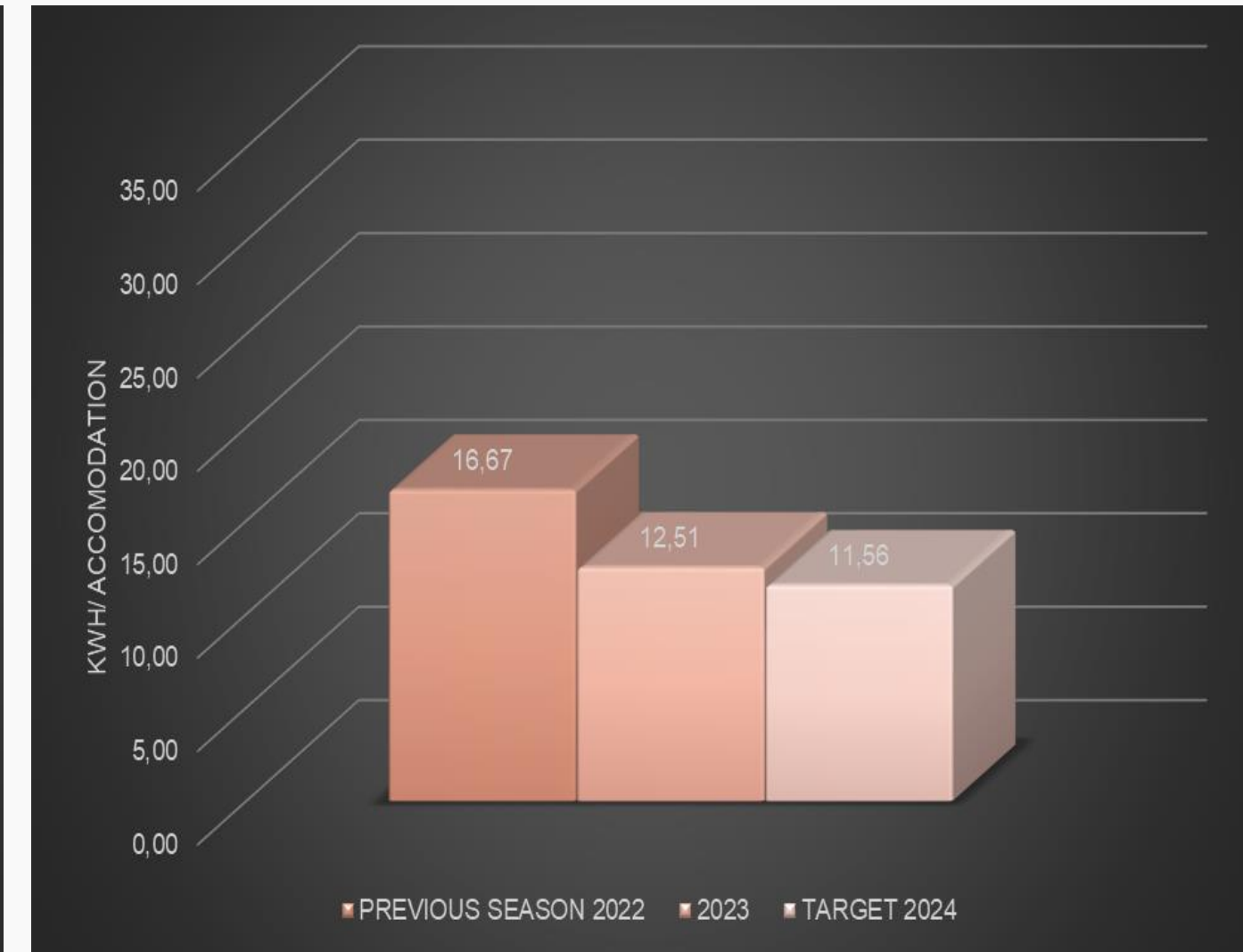
In 2023, with 111,963 stays and 1,324,756 kWh consumed, the electricity consumption per stay dropped to 11.8 kWh per stay.

In 2023 we had 10% improvement in electricity efficiency per guest stay, showing that Grecotel Casa Paradiso has successfully reduced its electricity footprint on a per-guest basis.

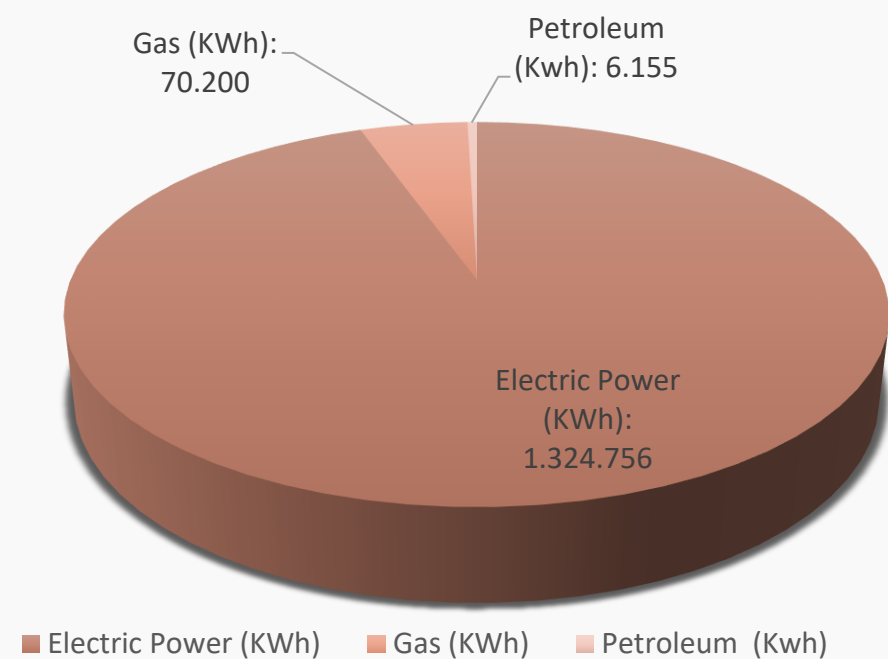
Annual Energy consumption (kWh)



Annual Energy consumption per accommodation



Annual Energy consumption per source (kWh)



In 2023, Grecotel Casa Paradiso primarily relied on electricity (1,324,756 kWh), with minimal petroleum (6,155 kWh for backup) and gas (70,200 kWh), focusing on reducing fossil fuel use.



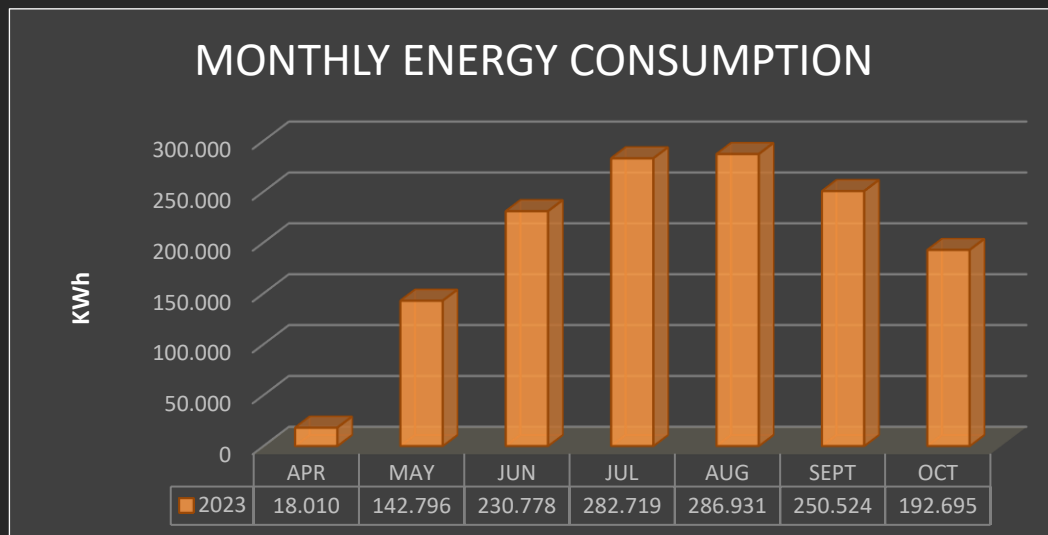
The charts highlight Casa Paradiso's commitment to reducing total energy consumption and per-guest usage.

Despite welcoming over 100,000 guests, we recognized the need to reduce our energy footprint.

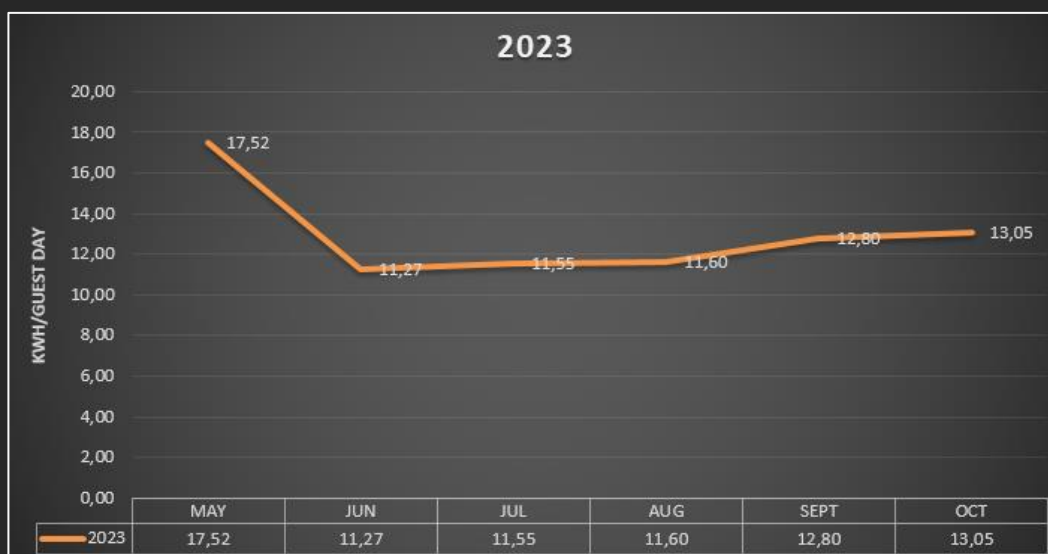
The total energy consumption decreased to **1,401,111 kWh**, showing a significant reduction of about **18.8%** from 2022.

# Energy Consumption

Monthly Energy Consumption Per Guest Day



Monthly Energy Consumption



Based on the average energy usage (gas consumption in liters per guest and energy consumption in kWh per night), there are three categories of hotels in Greece, according to applicable legislation and statistics:

- A hotel is considered an energy “diamond” for average consumption of up to 0.30 liters of gas per guest and up to 16 kWh of average electricity consumption per guest.
- Very good to excellent for average energy consumption of up to 0.70 liters of gas per guest and 24 kWh of average electricity consumption per guest.
- From 0.70 liters to 0.90 liters of average gas per guest and 25 - 30 kWh of average electricity consumption per guest, the hotel is considered energy-intensive and requires energy saving interventions.

Casa Paradiso, with **11.83 kWh per guest** and **0.63 liters of gas per guest**, falls within the "very good" energy efficiency range.

In 2023, Grecotel Casa Paradiso’s energy consumption was:

**0,63**  
liters

of average gas  
consumption per guest

**11,83**  
kWh

of average electricity  
consumption per guest.

# Energy Efficiency at Greccotel Casa Paradiso

We've made key investments to reduce energy use, focusing on:

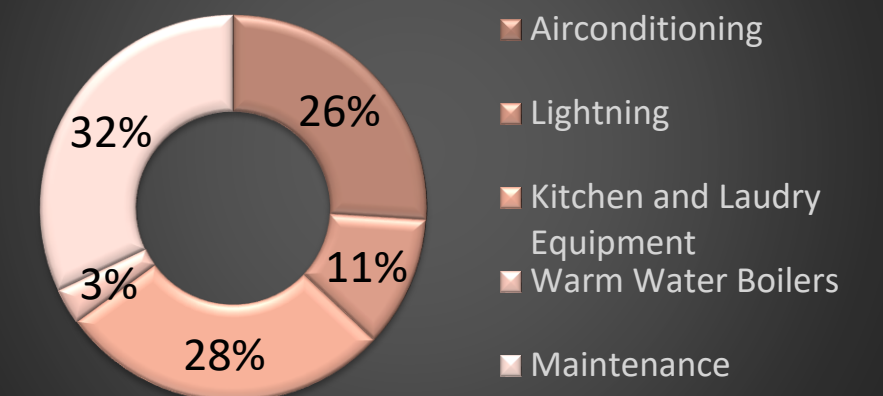
- **Cooling:** Improved efficiency through system maintenance, natural cooling, and night ventilation.
- **Lighting:** Motion sensors, daylight usage, and energy-efficient lamps.
- **Water Heating:** Solar panels to reduce reliance on boilers.
- **High-Efficiency Equipment:** Upgrades in kitchen, laundry, and maintenance areas.



The main energy consuming consumption sources in a hotel are:

- Air Conditioning (26%): Largest energy consumer. Strategies like natural cooling, night ventilation, and system maintenance help reduce this.
- Lighting (11%): Motion sensors, daylight usage, and energy-efficient lighting have reduced consumption significantly.
- Kitchen & Laundry (32%): Biggest share. Upgrading to high-efficiency equipment and proper maintenance are key.
- Warm Water Boilers (20%): Solar panels are reducing energy reliance for water heating.
- Maintenance (11%): Regular maintenance ensures equipment runs efficiently, minimizing energy waste.

## ENERGY ASSESMENT



# 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.



Despite the increase in stays, the hotel reduced its overall energy consumption, which directly impacted carbon emissions. In 2023, the reported carbon emissions were 751.053.793 kg CO<sub>2</sub>e.

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 Casa Paradiso 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.





# Water Reduction

At Casa Paradiso, we are committed to responsible water management.

By optimizing water use in our daily operations, employing advanced water-saving technologies, and encouraging mindful practices among our guests and staff, we ensure a sustainable future.

**Every drop matters in our mission to preserve the natural beauty that surrounds us, while maintaining the highest standards for guest comfort and safety.**

## 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.
- 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.

OUR EFFORTS  
CONTRIBUTE TO THE  
SUSTAINABLE  
DEVELOPMENT GOALS:



# Water

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.

Our continuous efforts are made to reduce water needs. Greotel Casa Paradiso following all the national and international legislation ensure that the source of the water does not affect the local supply or local environment in any way.

## Water Highlights for 2023

The graph shows that total water consumption increased slightly from 38,798 m<sup>3</sup> in 2022 to 40,379 m<sup>3</sup> in 2023.

The target for 2024 is to reduce this to 39,168 m<sup>3</sup>, suggesting that further water-saving strategies are planned.

Despite increased guest numbers in 2023, water use per guest day has decreased, indicating successful water-saving efforts such as the implementation of water filters and better water management.

Water usage peaks during the summer months (July-August) as guest numbers are highest, and there is increased demand for swimming pools, gardens, and other water-intensive amenities.

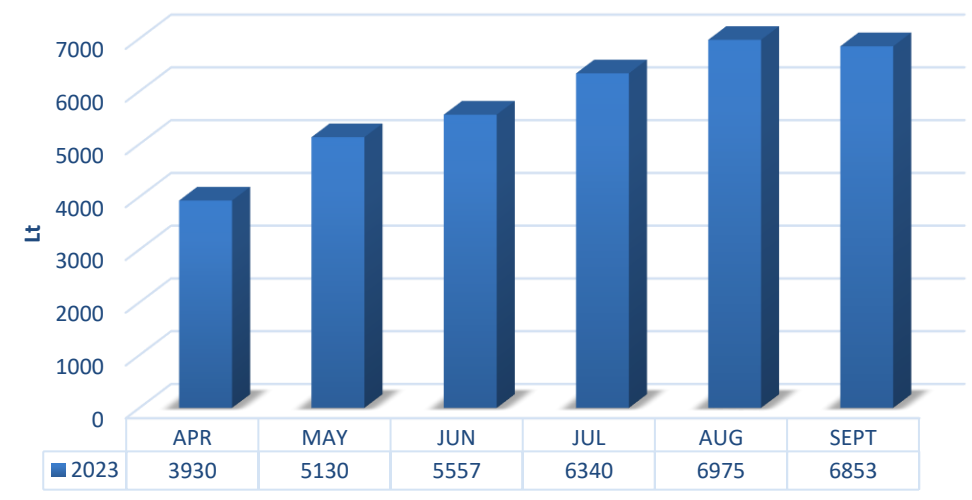
We ensure the highest standards of water quality by closely monitoring in cooperation with accredited laboratories.

By following all regulations, we prioritize the health and safety of our guests, ensuring a safe and enjoyable stay.

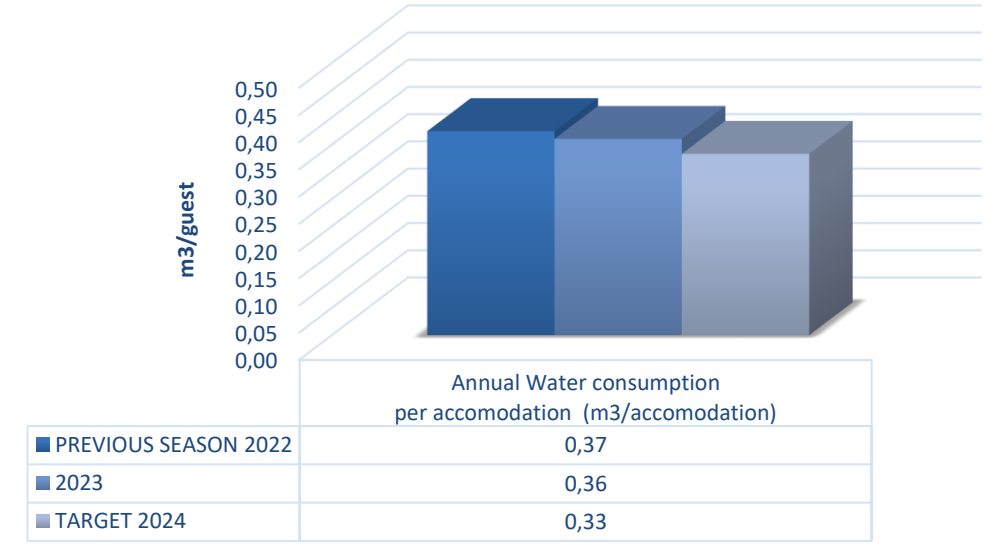
Annual Water Consumption



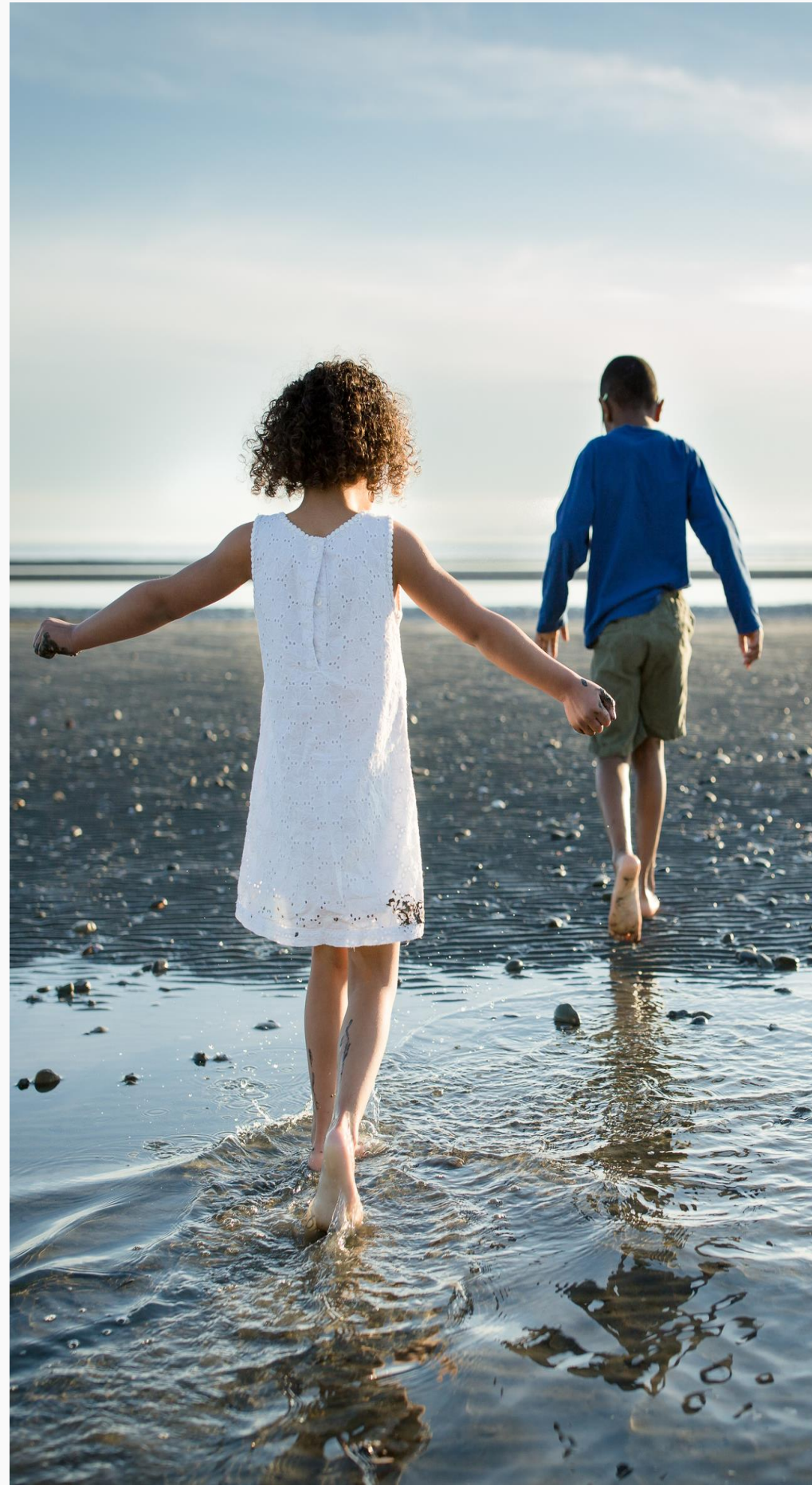
Monthly Water Consumption



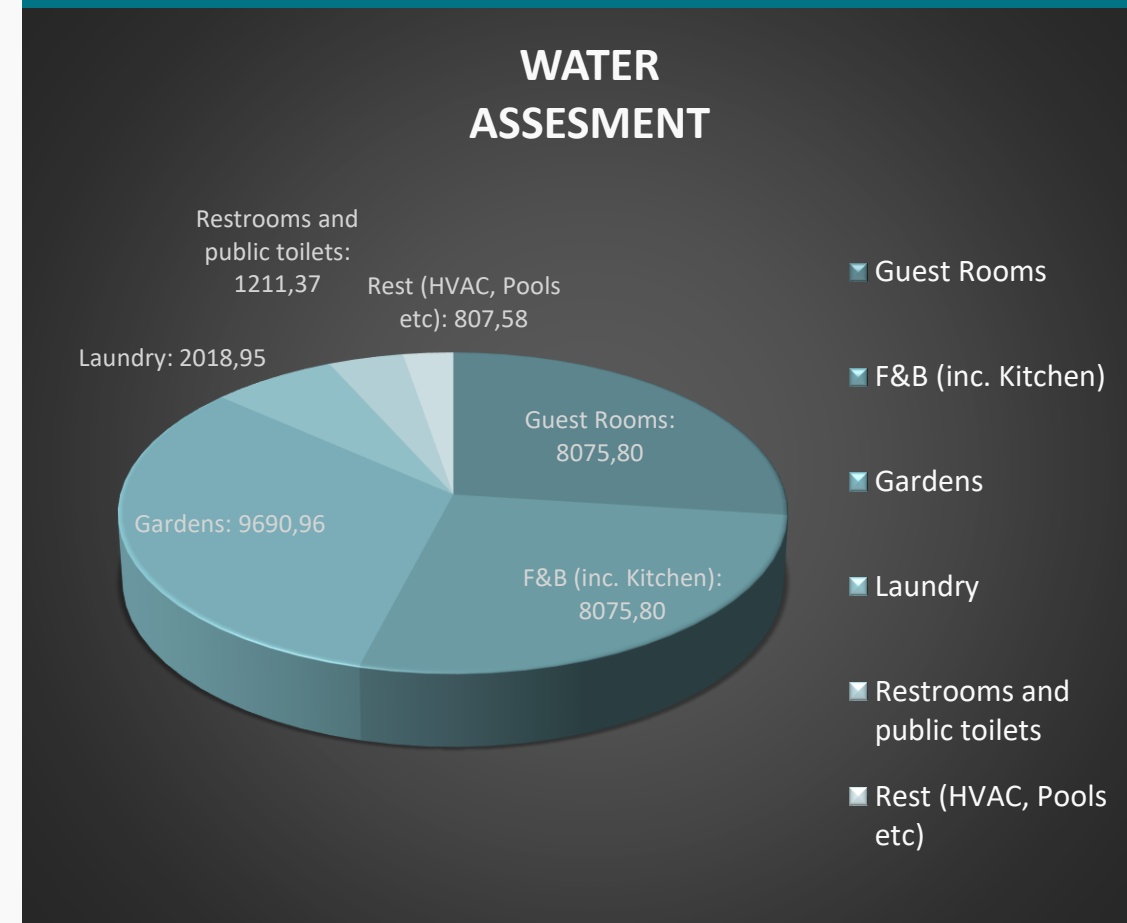
Annual Water Consumption per Guest Day



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 at Greccotel Casa Paradiso



Our goal is to further reduce water consumption. To achieve this, we will continue to implement **guest education programs**, invest in **water-saving technologies**, and explore **solutions** to improve water efficiency in every aspect of our operations.

The main water consuming activities in a hotel are:

- Guest Rooms (30%)
- Kitchen (20%)
- Laundry (15%)
- Gardens (10%)
- Restrooms & public toilets (15%)
- Other (10%)

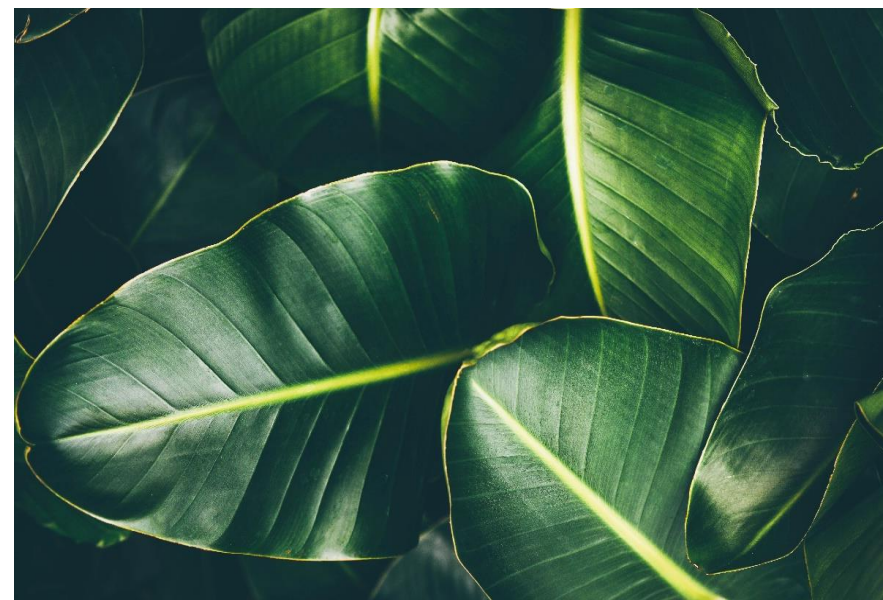


# Chemical Use

## USE OF ENVIRONMENTALLY FRIENDLY CHEMICALS

Driven by a high sense of environmental awareness, Greotel Casa Paradiso 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.

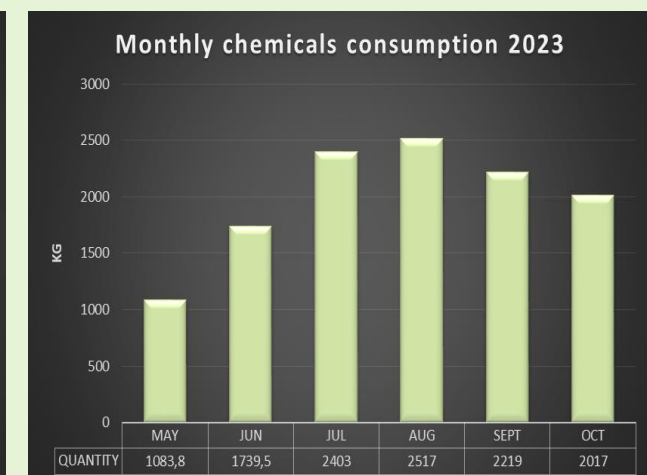
Consumption is **monitored on a monthly basis** and is measured with a guest per night indicator.

**Frequent staff training** for proper use

We noticed a rise in chemical use in 2023, and much of this can be attributed to a shift in guest patterns.

With more short-term stays, we experienced faster room turnover, which required more frequent and thorough cleaning.

Each guest expects a spotless environment, so our housekeeping teams have been working hard to meet these standards, increasing the need for cleaning products and disinfectants.



# Waste Management

Waste management is an integral part of our waste management policy, as **Grecootel** 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 Grecootel Casa Paradiso are fully comply with all current national waste management regulations.

At every stage of our operation, we are devoted to reducing waste output by applying reduction, training, and recycling approaches.

OUR EFFORTS CONTRIBUTE TO THE SUSTAINABLE DEVELOPMENT GOALS:



## Waste Management at Grecootel Casa Paradiso

At Grecootel Casa Paradiso, our waste management system is designed to minimize environmental impact, reduce waste generation, and promote recycling and sustainable practices throughout the hotel's operations.

### 1. Waste Segregation

- Separate bins for recycling (paper, plastic, glass, metal), organic waste, and general waste across all areas.
- Guest and staff education for proper waste disposal.

### 2. Recycling Program

- Collaborate with municipality for processing materials.
- Hazardous waste (batteries, chemicals) handled by certified contractors.

### 3. Organic Waste

- Active food waste reduction program through portion control and donations.

### 4. Single-Use Plastics Reduction

- Reduction of single-use plastics.
- Refillable dispensers in guest areas or toiletries.

### 5. Monitoring & Reporting

- Regular waste audits and track progress.
- Aim to reduce overall waste and move towards **zero waste**.

# WASTE MANAGEMENT MEASURES

In Greotel 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 Greotel Casa Paradiso:

2023	kg	Present
Cooked Oil:	916	3,97 %
Glass:	6050	26,21%
Mettal:	4605	19,95%
Plastic:	4000	17,33%
Appliances:	1200	5,2%
Paper/Packaging:	6275	27,18%
Lamps:	40	0,17%



**55%**

waste diversion rate from landfills (non-hazardous waste)

## Our Approach:

- **Measurement:** We track the purchase and use of single-use plastic items to measure progress.
- **Alternatives:** We are transitioning to sustainable alternatives where possible (e.g., reusable glassware, biodegradable materials).
- **Guest Engagement:** Guests are encouraged to join us in reducing plastic use by opting for refillable amenities and reusable items during their stay.

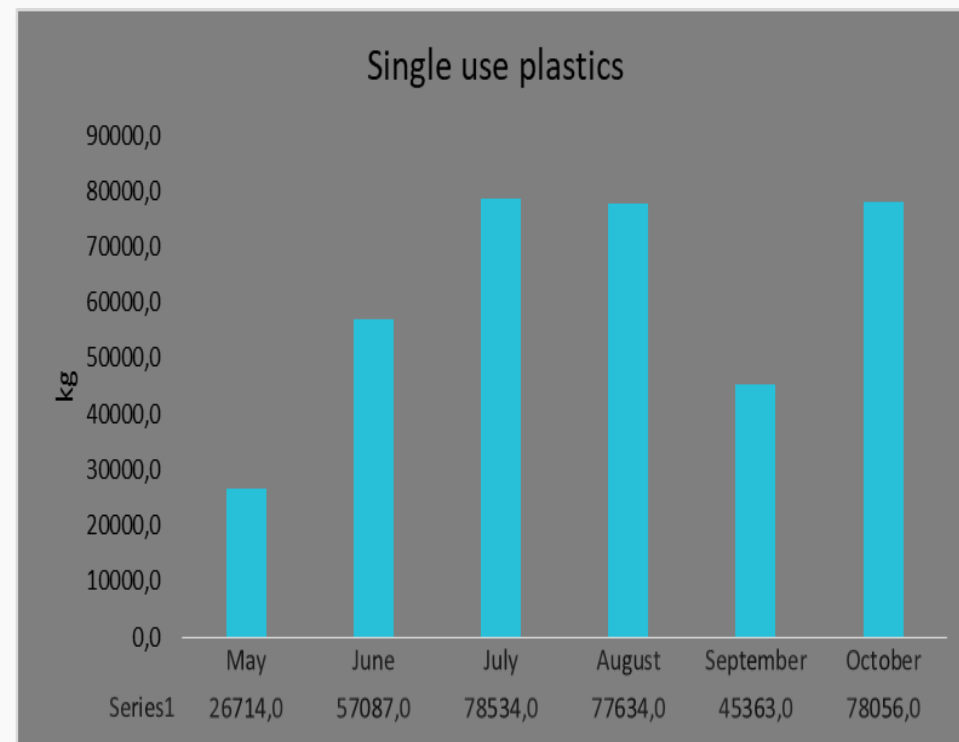


**Call to Action:** We invite our guests to participate in this initiative by using eco-friendly alternatives and supporting our efforts in creating a cleaner, plastic-free environment.

# Plastic Reduction Program

## LIFE FREE of PLASTIC

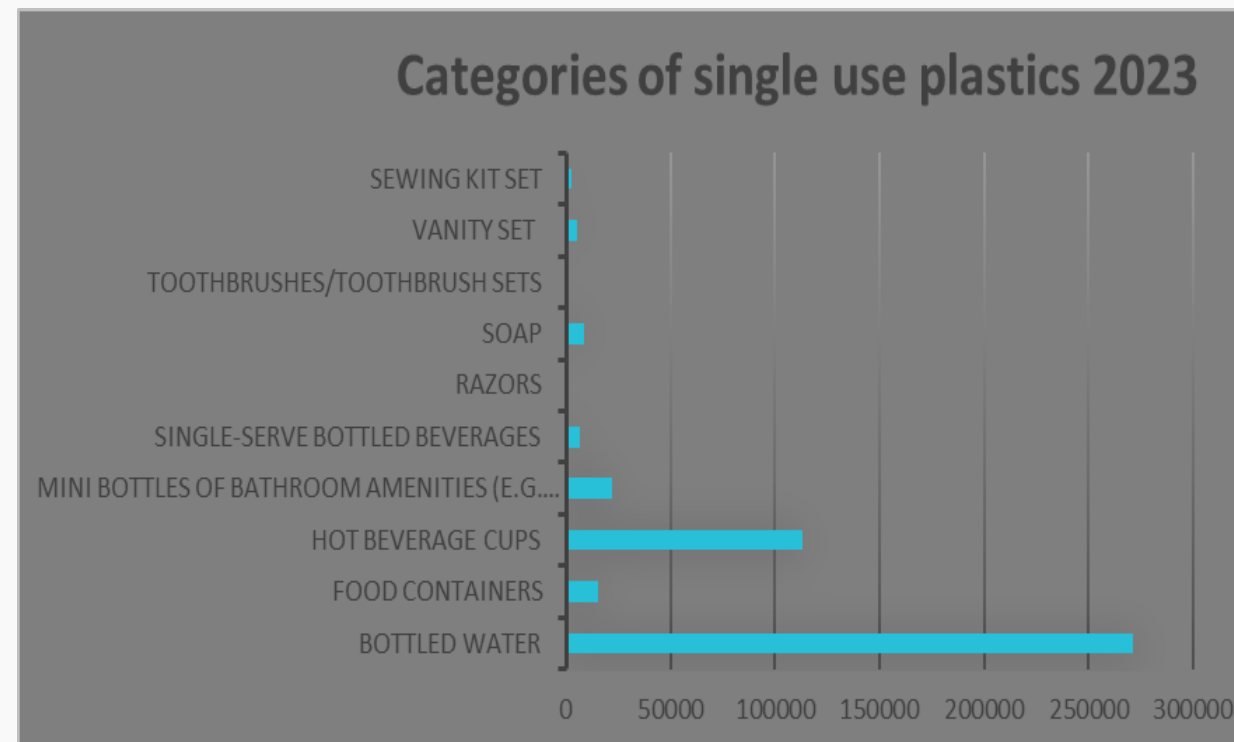
With an increased sense of environmental responsibility and the desire to contribute towards a more sustainable travel experience, Grecootel Casa Paradiso implements a Plastic reduction program, with the aim to reduce the use of all plastics, while promoting the use of reusable, recyclable and more environmentally friendly materials.



## Our Impact:

Our plastic reduction program contributes to:

- Preserving marine life by minimizing plastic waste along our beachfront.
- Supporting biodiversity in our local environment.
- Meeting global sustainability goals for responsible consumption.



Our program focuses on minimizing plastic waste, preserving biodiversity, and aligning with global environmental standards.



*Casa Paradiso*

GRECOTEL FAMILY RESORT-KOS

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

# Sustainable Gastronomy

Grecotel Casa Paradiso | Sustainability Report 2023





# Food of High Quality and Value

NUTRITION, HEALTH AND WELL – BEING

## FOOD QUALITY

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



## FOOD SAFETY

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



# Organic meals

## HEALTHY & SUSTAINABLE NUTRITION

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

At Grecotel Casa Paradiso 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.

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



Grecotel Casa Paradiso's guests have the exclusivity to taste organic products and meals, which in 2023 offered approximately 4238 meals of high nutritional value and quality.



Generally, its purchases' rates for the year 2023 were:

- Kos: 39%
- Greece: 35%
- Import: 26%

Which means that it has contributed to the national and local economies with 542.000 euros.

# From Farm to Fork

High quality food can go hand in hand with limited impacts to the environment. At Grecotel Casa Paradiso 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 Casa Paradiso 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.



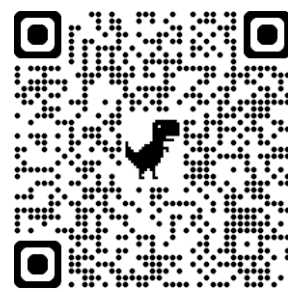


One third of all food produced is wasted each year. This issue is a priority for our sustainability program.

**Fighting Food Waste in Greccotel Casa Paradiso:**

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

We are taking primary steps to avoid food waste at source by reducing overproduction through better planning, storage and handling.



Scan to read more

# Greccotel Casa Paradiso and the Stop-Waste Program

The Stop-Waste Program is an EU-co-financed initiative designed to help businesses, particularly in the hospitality industry, reduce food waste and contribute to sustainability goals. The program provides tools, guidelines, and resources to assist hotels, restaurants, and other food service establishments in managing food waste more effectively, ultimately helping them comply with local and EU-wide regulations.

**Key Elements of the Stop-Waste Program:**

- **Waste Measurement:** Tracks food waste at every stage, from preparation to disposal, using a specialized app for improvement.
- **Awareness & Education:** Educates staff and guests on the environmental and financial impacts of food waste, encouraging sustainable practices.
- **Data & Analytics:** Provides insights into food waste, helping businesses optimize operations and reduce waste for better environmental and financial outcomes.
- **Sustainability Goals:** Aims to lower carbon footprints by reducing food waste sent to landfills, supporting the EU’s move toward a circular economy.

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

## EVERY BITE COUNTS!

CHOOSING PORTION SIZES THAT MATCH YOUR APPETITE TO MINIMIZE LEFTOVERS!

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



# Conservation of Biodiversity

As part of our sustainability program, we closely monitor and control all products purchased and used at Grecotel Casa Paradiso to ensure they are free from harmful chemicals and pollutants that threaten marine life and biodiversity.

## Our Monitoring System:

- **Vendor Screening & Audits:**  
We work closely with our suppliers to ensure that all products meet our strict environmental standards.
- **Regular Audits:**  
Ongoing checks and audits are conducted to verify compliance and ensure that all products are free from harmful substances.
- **Transparency & Awareness:**  
We educate staff and guests about the importance of using environmentally safe products and support global efforts to protect biodiversity.



## Strict Monitoring of Products:

We strictly avoid the use of pesticides, insecticides, fungicides, or herbicides that contain dangerous POPs listed under the **Stockholm Convention** (e.g., DDT, Endrin, Hexachlorobenzene).



We do not purchase or sell any sun protection products, cosmetics, soaps, or fragrances containing harmful ingredients such as **Oxybenzone**, **Octinoxate**, or **microplastics**, which are known to damage marine ecosystems.

**Goal:** To protect biodiversity and marine life by eliminating harmful substances from our supply chain, ensuring our operations have minimal environmental impact.



**All products used and sold at our Hotel are free from microplastics, ensuring minimal impact on both marine and terrestrial environments.**

## Experience & Activities

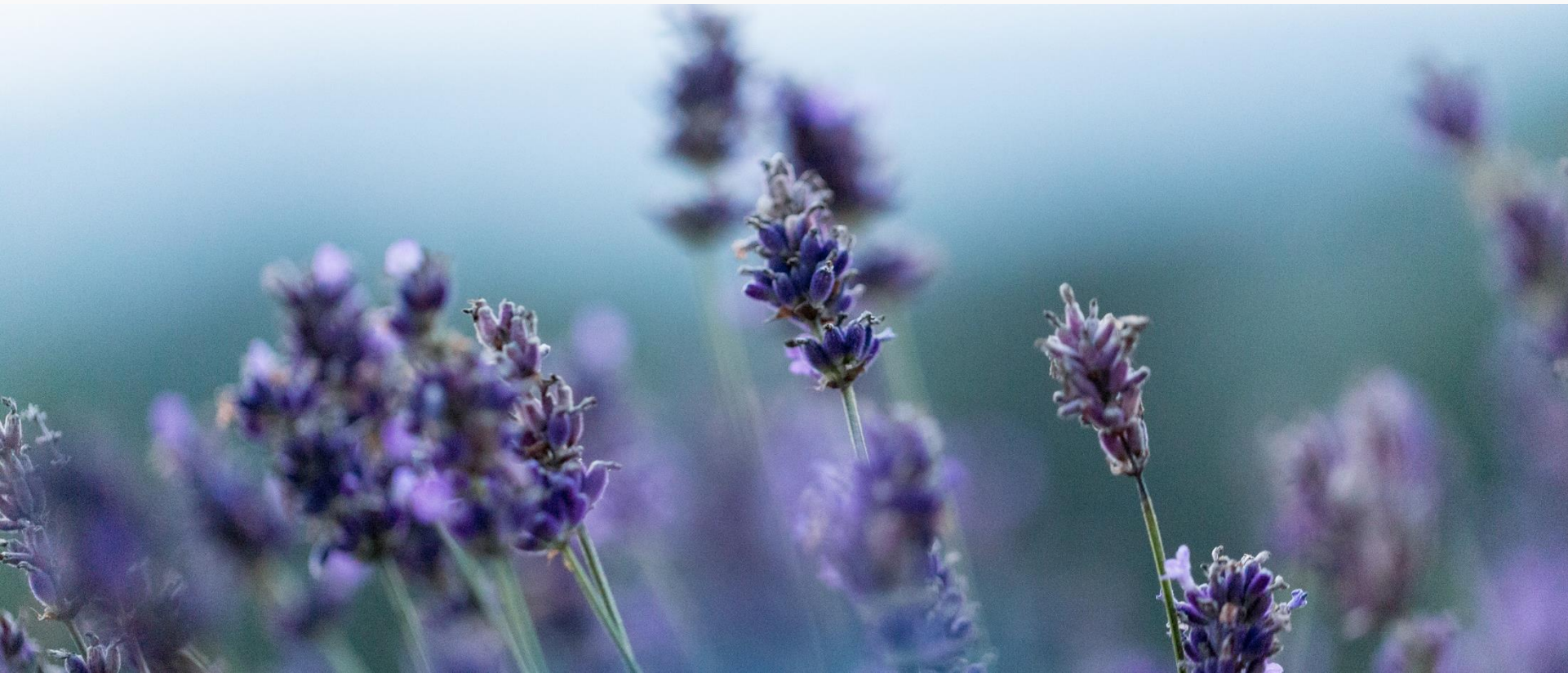
Eco-learning programs for guests, available to children at the Grecoland Club, give younger guests the opportunity to learn about the local biodiversity, including turtles, birds and flowers, as well as local customs and products. In the weekly program, there is a blue day and a green day.

# 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.

At Greotel Casa Paradiso, we have developed partnerships with a series of organizations (e.g. with NGOs like KIVOTOS Animal Rescue Kos), aiming to protect and preserve ecosystems, while also raising awareness between our guests and employees.



# Garden

**To plant a garden is to believe in tomorrow.**

GrecoTel Casa Paradiso 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,
- we plant certain plants to grow together to naturally repel pests, enhance growth, and improve the soil quality.

**850 guests participated in Eco – learning programs.**

**Our Approach to Preventing Invasive Species Introduction:** At GrecoTel Casa Paradiso, we understand the critical role that local biodiversity plays in maintaining a balanced and healthy ecosystem.

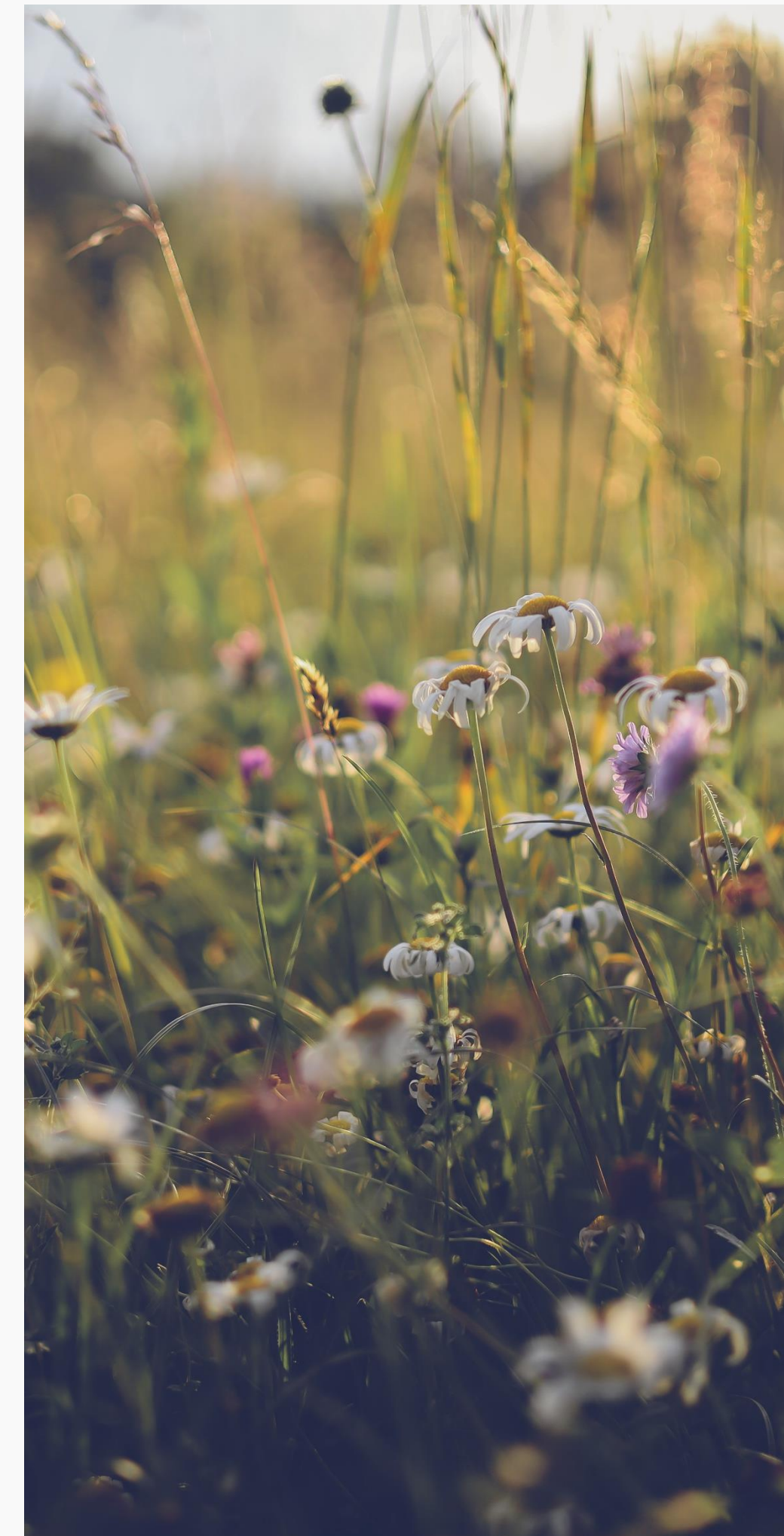
In line with this, we strictly follow the regulation of **not buying or introducing any invasive species** into our environment. This ensures that we protect native plant and animal species and maintain the natural harmony of the surrounding area.

## Our Biodiversity Protection Program:

- **Strict Monitoring:** We monitor all landscaping purchases to ensure compliance with regulations regarding invasive species.
- **Indigenous Plant Usage:** All plants used on the property are native species that support the local ecosystem, prevent erosion, and promote sustainable growth.
- **Employee Training:** Our landscaping team receives continuous education on the importance of biodiversity and the role of native species in maintaining environmental balance.



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



**LEARNING PROGRAMS  
FOR GUESTS**



## Climate Change Strategy: Avoiding Harmful Refrigerant Gases

**Our Climate Commitment:** As part of Greotel Casa Paradiso's proactive climate change strategy, we have completely avoided the use of harmful refrigerant gases that contribute to global warming and damage the ozone layer. This decision is part of our larger commitment to reduce our environmental footprint and promote sustainable operations.

### Key Focus Areas:

- we have chosen not to use any equipment containing CFCs, HCFCs, or high-GWP HFCs in our operations, ensuring that we do not contribute to their harmful environmental impacts.
- We only procure equipment and systems, ensuring that they are free of the gases we have committed to avoiding.



# SUSTAINABLE ARCHITECTURE & ECODESIGN

Grecotel Casa Paradiso | Sustainability Report 2023



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 Paradiso) 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.



People First: A Future  
We Build Together

03



### ACCOMPLISHMENTS YOUTH CAREERS

Grecotel Casa Paradiso always protects and invest 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

---

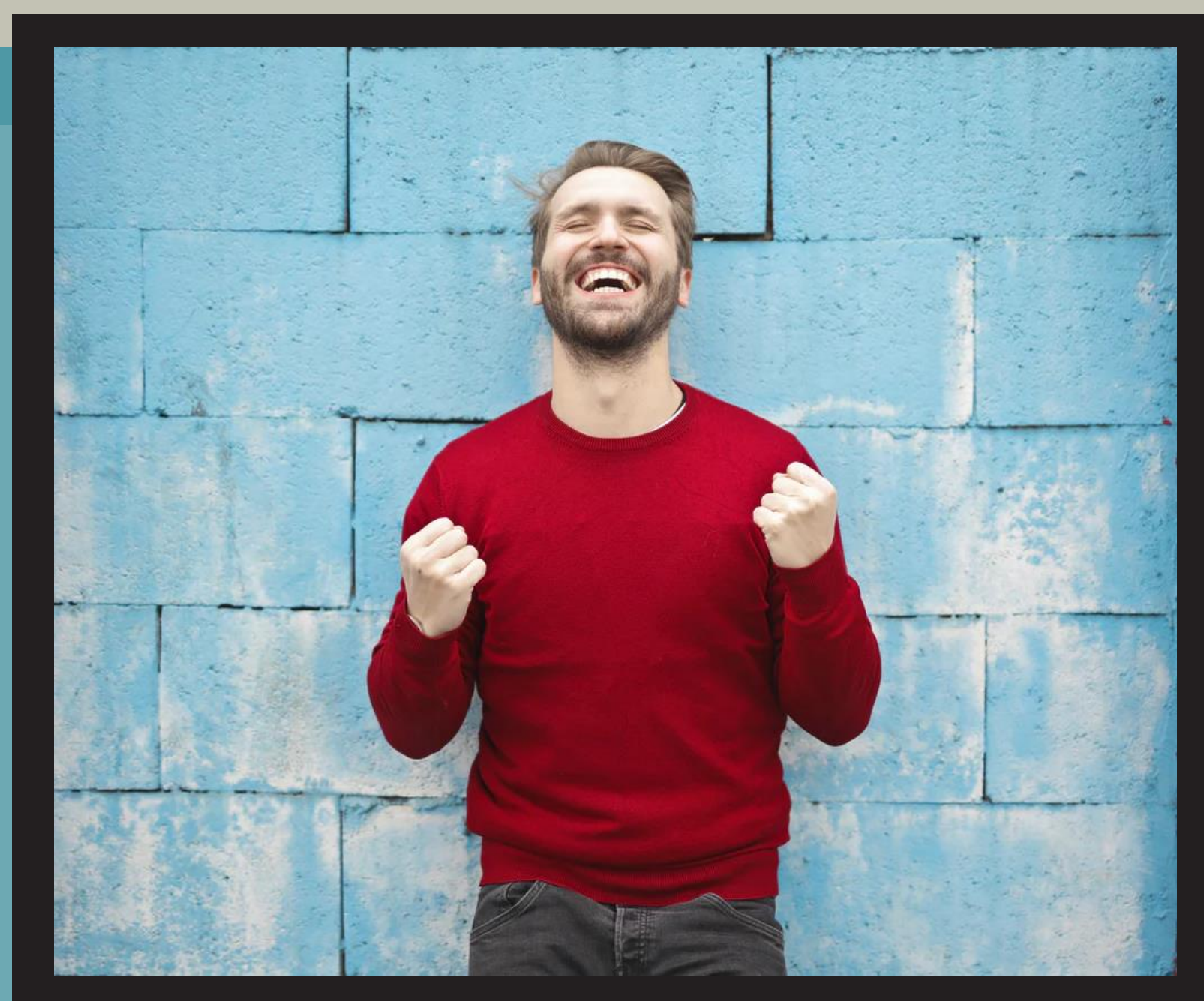
The main concern of Grecotel all these decades is the uninterrupted support of the Company for the professional and personal development of all employees, but also to make them contributors to the overall vision of Grecotel.

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.



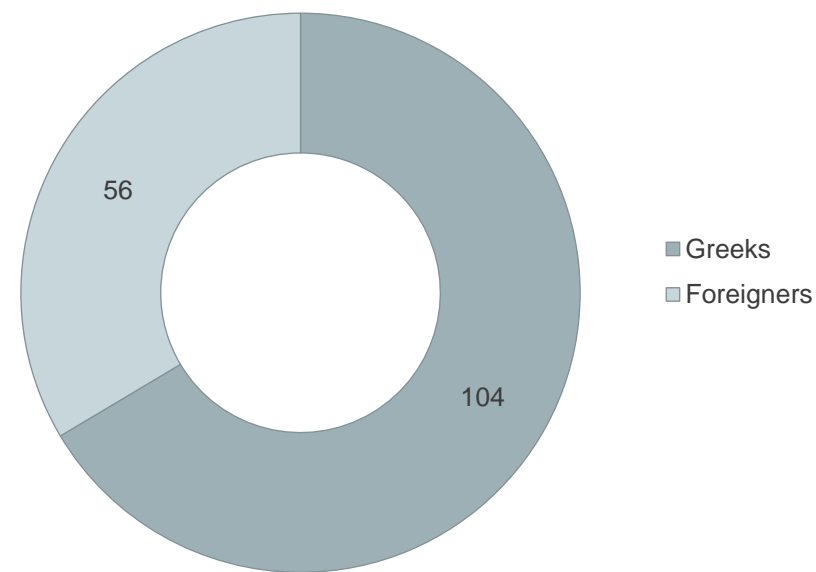
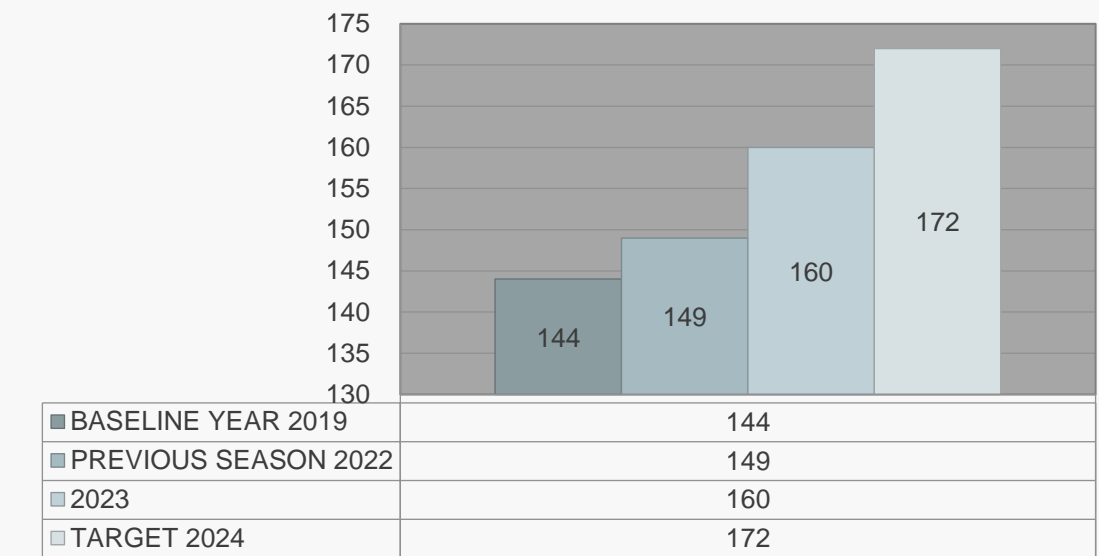
- A mentor is taking care every new member.
- We provide them with three different handbooks which explains in details all the aspects of their profession.
- Weekly food Program, Breakfast, Lunch, Dinner.
- We provide opportunities to develop new skills, e.g. languages courses, oenology, barista training,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

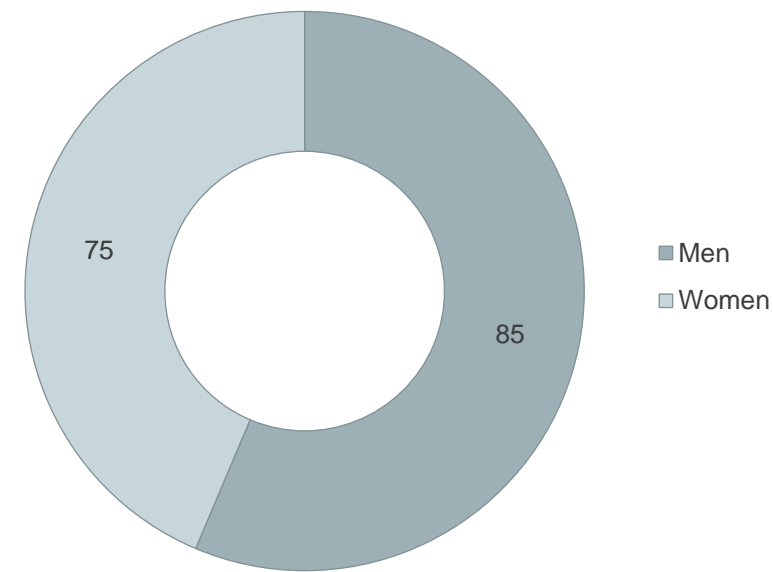
## EMPLOYEES RATE

This year, Grecotel Casa Paradiso employed 160 employees. This number is divided quite evenly to male (85) and female (75) employees, who are either from Greece or live in Kos permanently.

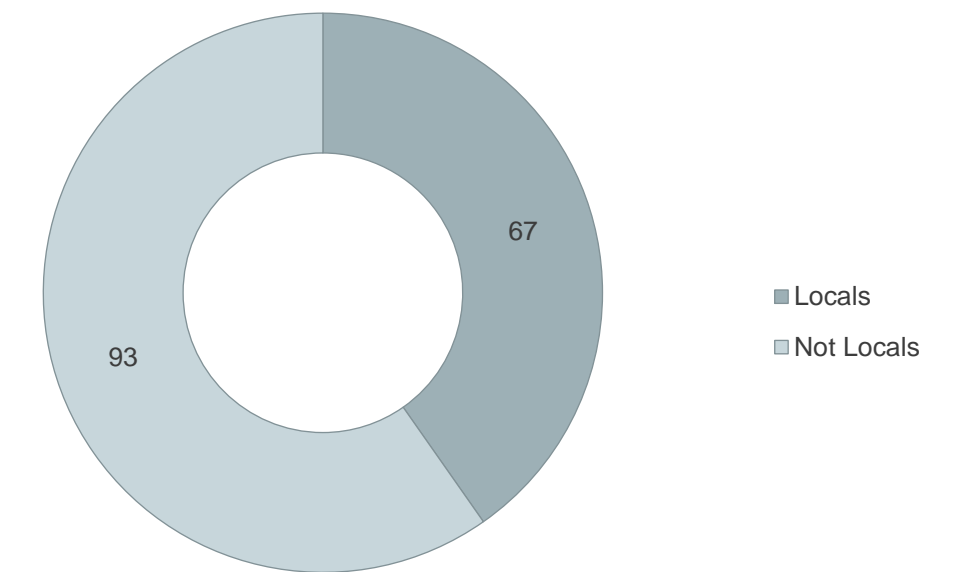
Total Workforce



Proportion of different nationality.  
104 Greeks / 56 Other



Total workforce by gender.  
85 man / 75 women



Proportion of local employees.  
67 Locals / 93 not Locals



# Learning & Development

---

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



# Health and Safety

---

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

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

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

Our main goal for 2023 is to minimize to zero all these incidents.

We have also completed the development of our Crisis Management handbook that will become a general prototype in all Grecotel hotels and resorts.



An aerial photograph of a beach area. In the foreground, there are waves with white foam washing onto a sandy beach. Behind the beach, a large area is covered with numerous white beach umbrellas arranged in neat rows. A wooden walkway or boardwalk runs through the area, separating the umbrellas from a more vegetated area with some trees and a small stream or drainage ditch. The overall scene is bright and sunny.

04

Responsible Operations



# 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 Casa Paradiso 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

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

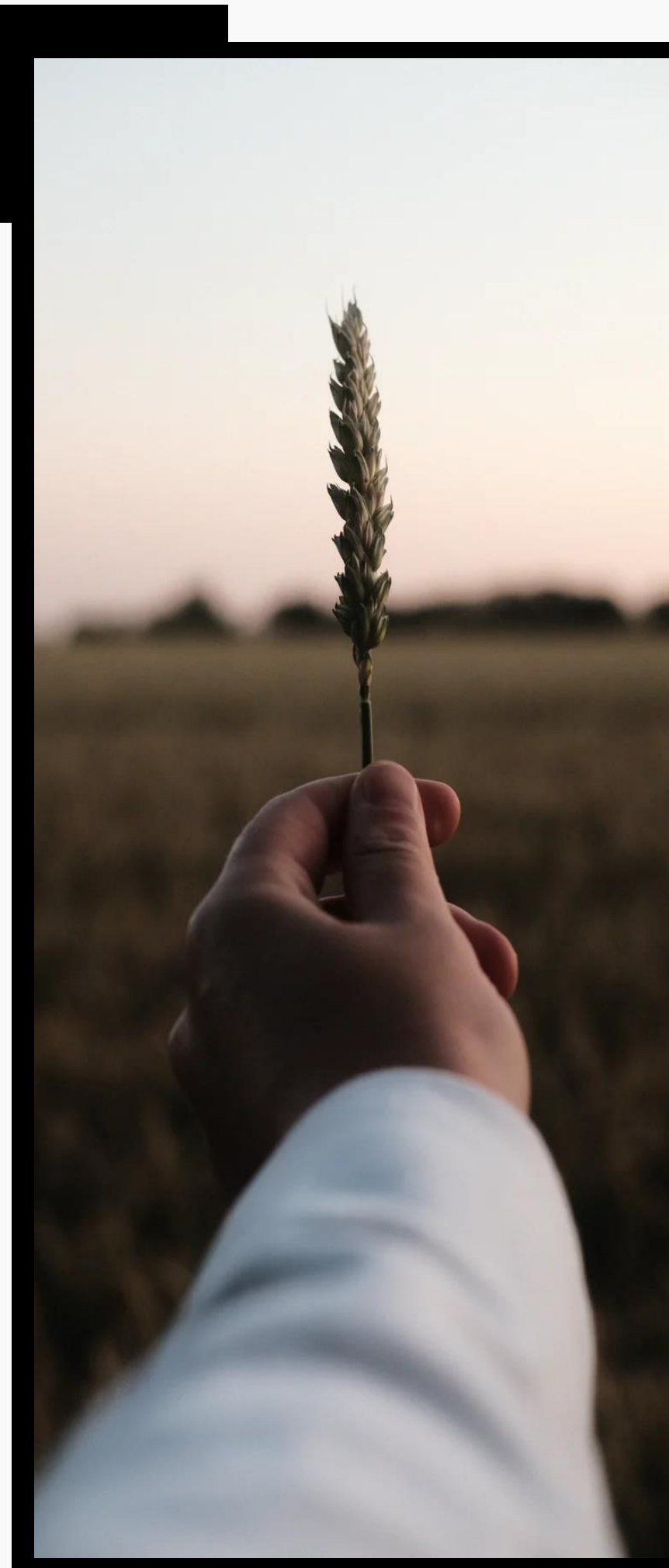
- We effectively support the needs of the local community and implement initiatives accordingly
- Our impact on the local and wider community is understood and nurtured.
- Dialogue with local communities is encouraged for mutual benefit.

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

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.

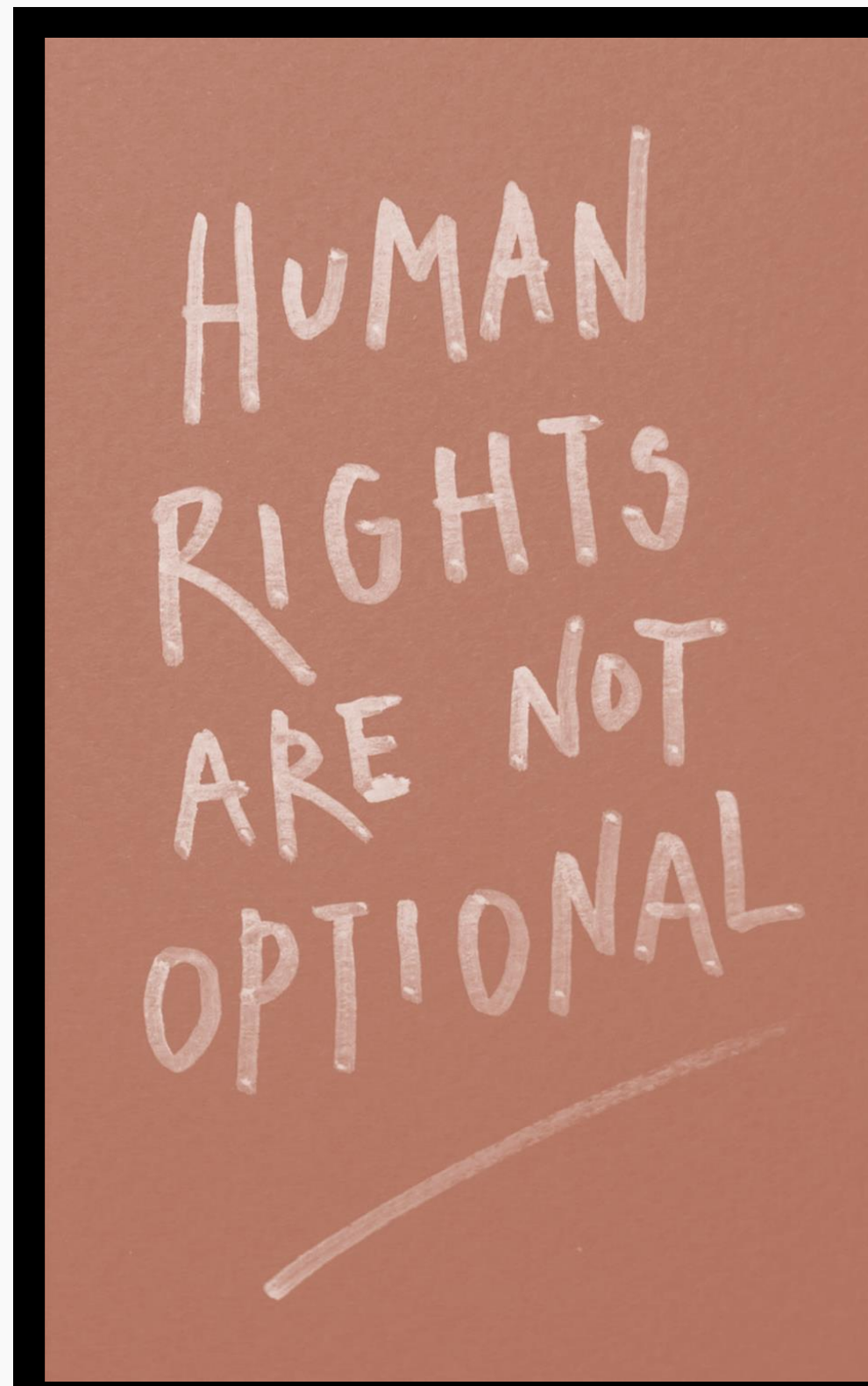


The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.

# 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.



Greotel Casa Paradiso policies:

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



## Evaluating Our Suppliers for a Sustainable Future: GRECOTEL'S Commitment to a Better Value Chain

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 (Environmental, Social, and Governance) Evaluation Program, we ensure that our suppliers align with our standards and contribute to a better, more sustainable future.

### Evaluation Program:

Our **Supplier Evaluation Program** is designed to assess our suppliers across four key areas:

- **Environmental Impact** – Evaluating suppliers on their sustainability practices, resource management, and efforts to reduce their environmental footprint.
- **Social Responsibility** – Ensuring that suppliers uphold fair labor practices, support local communities, and engage in socially responsible initiatives.
- **Human Rights** – Verifying that our suppliers respect human rights, adhere to fair working conditions, and prevent any form of exploitation.
- **Governance** – Assessing governance structures to ensure ethical business conduct, transparency, and compliance with legal requirements.

# Partnerships and Donations

With an increased sense of offering, social prosperity and solidarity, the Greotel Casa Paradiso 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 Organization deals with the daily problems children encounter. The Organization'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.*





# 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.

# Sustainability Goals & Targets

CATEGORY	ENVIRONMENTAL TARGET	MONITORING METHOD	RESPONSIBLE
Electricity consumption	Reduce annual electricity consumption by 2% per season	Meetings and on-site visits	Environmental Management Officer & Maintenance Manager
Water consumption	Reduce annual water consumption by 2% per season	Meetings and on-site visits	Environmental Management Officer & Maintenance Manager
Greenhouse gas emissions	Reduce the impacts of Air Emissions	Meetings and on-site visits	Environmental Management Officer & Maintenance Manager
Greenhouse gas emissions	Reduce the risks arising from Air Emissions	Meetings and on-site visits	Environmental Management Officer & Maintenance Manager
Biodiversity	Protection and support of biodiversity	Meetings and on-site visits	Environmental Management Officer & Hotel Manager
Local community	Inform the local community about climate change and promote historic, archaeological, cultural & spiritual sites of significance	Meetings with local authorities	Environmental Management Officer & Hotel Manager
Waste	Reduce waste ending up in the landfill. Separation of waste into appropriate bins	Meetings and on-site visits	Environmental Management Officer & Hotel Manager



# Casa Paradiso

GRECOTEL FAMILY RESORT-KOS

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

# GRECOTEL

HOTELS & RESORTS

The report or part of the report cannot be published or used without the official license of Grecotel.  
If you need further information about the report or a summary in another language, please contact: [epoultidou@grecotel.com](mailto:epoultidou@grecotel.com)