

We're going to keep making a difference



GRECOTEL

HOTELS & RESORTS

**ENVIRONMENTAL, SOCIAL
& GOVERNANCE REPORT
2022 – 2023**

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





About this report

In order to demonstrate all our actions to our stakeholders in a transparent and systematic way, Greotel White Palace is introducing its annual Sustainability Report. The objective of this Report is to disclose our sustainability performance and approach with respect to the society, the environment, human resources and culture. This is the fourth public sustainability report of Greotel White Palace and covers 2022 and 2023 seasons (reporting periods are from opening to the closing day).



Welcome to Grecotel





Introduction

About Grecotel



Grecotel White Palace | Sustainability Report 2022 - 2023

Dedicated to mastering the craft of welcoming luxury in the hospitality industry, Grecotel Hotels and Resorts, the leading hotel chain in Greece, delivers sophisticated lifestyle experiences for travelers in the country's most beautiful destinations.

GRECOTEL
HOTELS & RESORTS

40

Resorts & Hotels

Introducing the definite list of the
greatest holiday moments you can enjoy at
Grecotel 40 resorts with new classification

GRECOTEL
HOTELS & RESORTS



BOUTIQUE

GREECE AVANT-GARDE. SPECTACULAR RESORTS ON MYTHICAL LOCATIONS

AMIRANDES *Crete*, MYKONOS BLU *Mykonos*, MANDOLA ROSA *Peloponnese*, CARMEL *Crete*,
CAPE SOUNIO *Athens Riviera*, **New** LOLITA MYKONOS, **New** GRECOTEL ACROPOLIS, *Athens*.

BEACH
LUXE

BEACH LUXURY

LUXURY BEACH RESORTS ALSO FOR THE FAMILY TRAVELLER. GREAT
PROPERTIES ON THE BEACH THAT LOOK, FEEL & CONNECT WITH LUXURY

CORFU IMPERIAL *Corfu*, LA RIVIERA *Peloponnese*, CRETA PALACE *Crete*, KOS IMPERIAL *Kos*,
EVA PALACE *Corfu*, MARGO BAY & CLUB *Turquoise Halkidiki*

LUX
ME®

LUX ME

“LUXE ALL-INCLUSIVE®” WATERFRONT LIFESTYLE WILL BECOME A PART OF YOUR LIFE.

LUX ME WHITE PALACE *Crete*, LUX ME DAMA DAMA *Rhodes*, LUX ME DAPHNILA BAY DASSIA *Corfu*
KOS IMPERIAL *Kos*, OLYMPIA OASIS *Peloponnese*



LIFESTYLE ALL IN

VILLAGE STYLE RESORTS RIGHT ON A NATURAL BEACH, FOR BOHEMIAN
LIFESTYLE. IDEAL FOR LIKE-MINDED PEOPLE AND THEIR FAMILIES

CASA MARRON *Peloponnese*, MARINE PALACE & AQUA PARK *Crete*, **New** CASA PARADISO *Kos*,
ROYAL PARK *Kos*, MELI PALACE *Crete*, ILIA PALMS *Peloponnese*, **New** COSTA BOTANICA *Corfu*

MYKONOS
CORFU
CRETE
PELOPONNESE
KOS
RHODES



Unique Locations



Grecotel is part of the N. Daskalantonakis Group of Companies, which includes among others city and resort affiliated hotels, the Agreco traditional farm and line of products from Crete and the Danilia traditional village and museum in Corfu.

Traditional Farms & Villages

DANILIA CORFU

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

<https://www.grecotel.com/el/greece-destinations/corfu/danilia-village.html>

AGRECO FARM

At Agreco Farm in Rethymnon, visitors revive traditional Cretan life and participate in agricultural activities.

<https://www.agreco.gr/>



Our vision

is to offer an authentic experience to our visitors and to highlight the local character of the destinations where we operate. Through the promotion of a sustainable development model, we aim at further developing our guests' experiences, and enhancing the position of Greece on the global tourism map.



Our mission

is to provide luxurious and cordial hospitality to our guests through our hotels, located in the most beautiful destinations of Greece. The high level of personalized services and the unique experience of accommodation offered, in combination with the promotion of culture and locality, are the fundamental principles that characterize the hospitality we provide. Our commitment lies with the efficient operation of our hotels, strengthening of local communities, protection of their natural resources, species and ecosystems, as well as equal opportunities, continuous education and training for all our employees.

An aerial photograph of a sandy beach with a wooden boardwalk. Three people are lying on the sand near the boardwalk. A man in a white shirt and dark shorts is on the left, a woman in a white swimsuit is in the middle, and a woman in a blue top and white shorts is on the right. They are all smiling and holding coconuts. The boardwalk is made of wooden planks and runs diagonally across the frame. There are some small green plants scattered on the sand.

Business in the Community

During its 45 years of operation, Greotel is a responsible business model, which includes actions aiming at its responsible social and environmental operation that leads to its constant reward and certification (over 2000 international awards by guests and the most prestigious international tourism organizations).



feel Safe

feel Grecotel

#FEELSAFEBYTHEBEACH

#FEELGRECOTEL



*Grecootel's
Sustainability
Program*

Sustainability Program

WORKING TOWARDS A MORE SUSTAINABLE WORLD

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

Grecotel Sustainability program "**GRECOTEL ECO**" is one of the basic operating standards for all Hotels of the Group. It contains key areas aimed at protecting the Environment, highlighting local communities and strengthening the economy.

The basic ideology of the program is the "**Think global Act Local**".





THE GLOBAL GOALS

WORKING TOWARDS A MORE SUSTAINABLE WORLD



The Sustainable Development Goals (SDGs), also known as Global Goals, are a set of 17 integrated and interrelated goals to end poverty, protect the planet and ensure that humanity enjoys peace and prosperity by 2030.

GRECOTEL is developing, in all its hotels, environmental programs based on the fundamental commitments made regarding its sustainable development for 2030, to **minimize its environmental footprint**. We aim to provide high quality services while respecting both the environment and the local communities.



Environmental Programms and Certifications



Internationally accommodation sustainability program.

- AMIRANDES
- CAMEL
- CRETA PALACE
- LUX ME WHITE PALACE
- CLUB MARINE PALACE
- PLAZA SPA
- CORFU IMPERIAL
- EVA PALACE
- LUX ME DAPHNILA
- KOS IMPERIAL
- CASA PARADISO
- DAMA DAMA
- OLYMPIA RIVIERA & AQUA PARK
- OLYMPIA OASIS & AQUA PARK
- CASA MARRON
- MELI PALACE



Eco-label Award

- RIVIERA OLYMPIA & AQUA PARK
- CAPE SOUNIO
- PALLAS ATHENA
- THE ROC CLUB
- MYKONOS BLU
- FILOXENIA KALAMATA
- ASTIR
- EGNATIA
- LARISSA IMPERIAL
- THE DOLLI
- AGRECO FARMS

**NEW
HOTELS 2023**



Eco-label award for beaches.

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



AGRECOFARMS

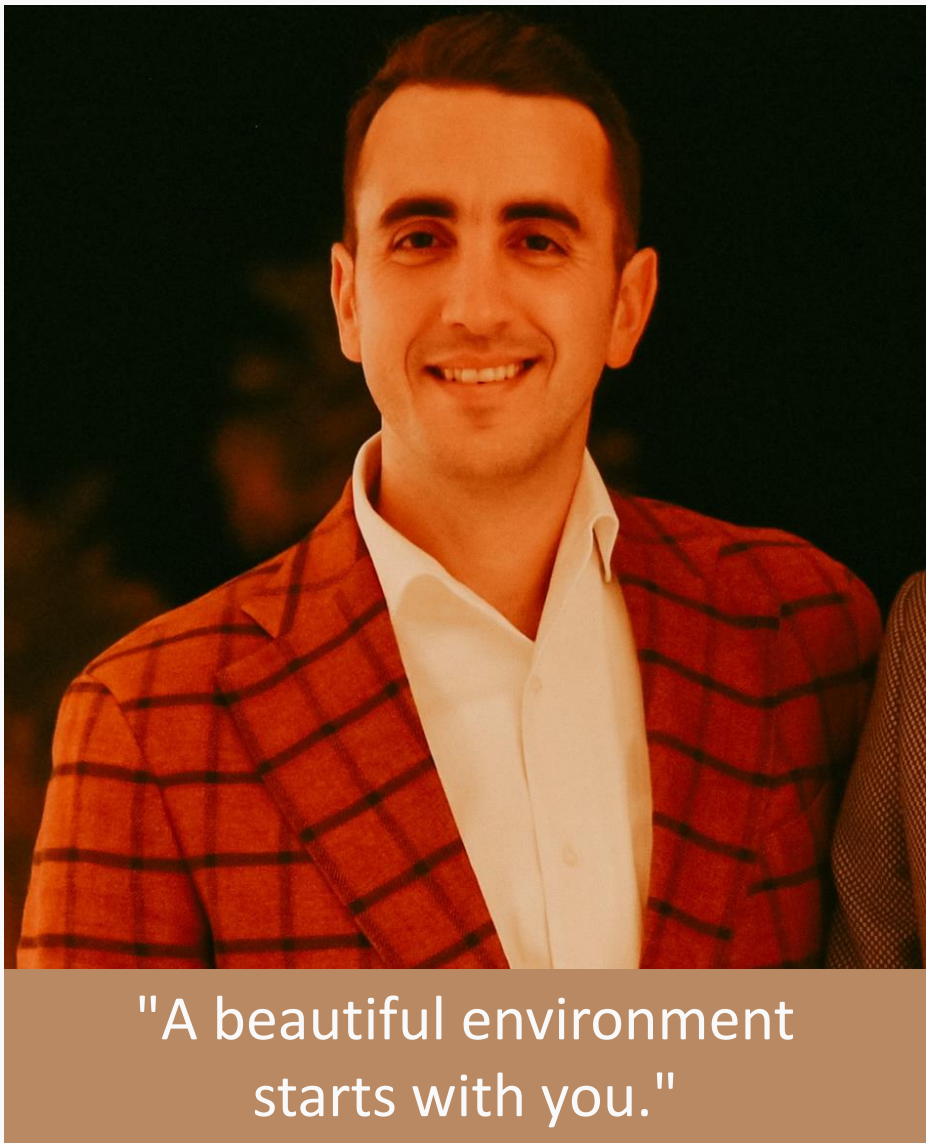


Other Awards



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

Welcome note from The Hotel Manager



At Greotel, the largest hotel chain in Greece, we are committed to harmonizing luxury with sustainability. We firmly believe that the quality of our guest experience is intrinsically linked to the quality of our environment.

Our dedication to Environmental Management and Sustainability is reflected in the procedures we have developed over the years, to identify and address the environmental and social impacts of our operations. We are proud to share that our policies and programs are continuously evolving to enhance our environmental performance.

This report showcases the best practices and significant strides we have made in our sustainability journey. It represents our efforts towards the sustainable development of our company. In the coming years, you can expect to see even more innovative initiatives from us as we strive to lead the way in sustainable hospitality. We appreciate your interest in our Sustainability Report and invite you to explore the ways in which Greotel White Palace is making a positive impact on our planet. Together, we can create a brighter, greener future for all.

Thank you for joining us on this important journey.

Warm regards,
Kontorinis Vardis

CRETE

LUX·ME WHITE PALACE

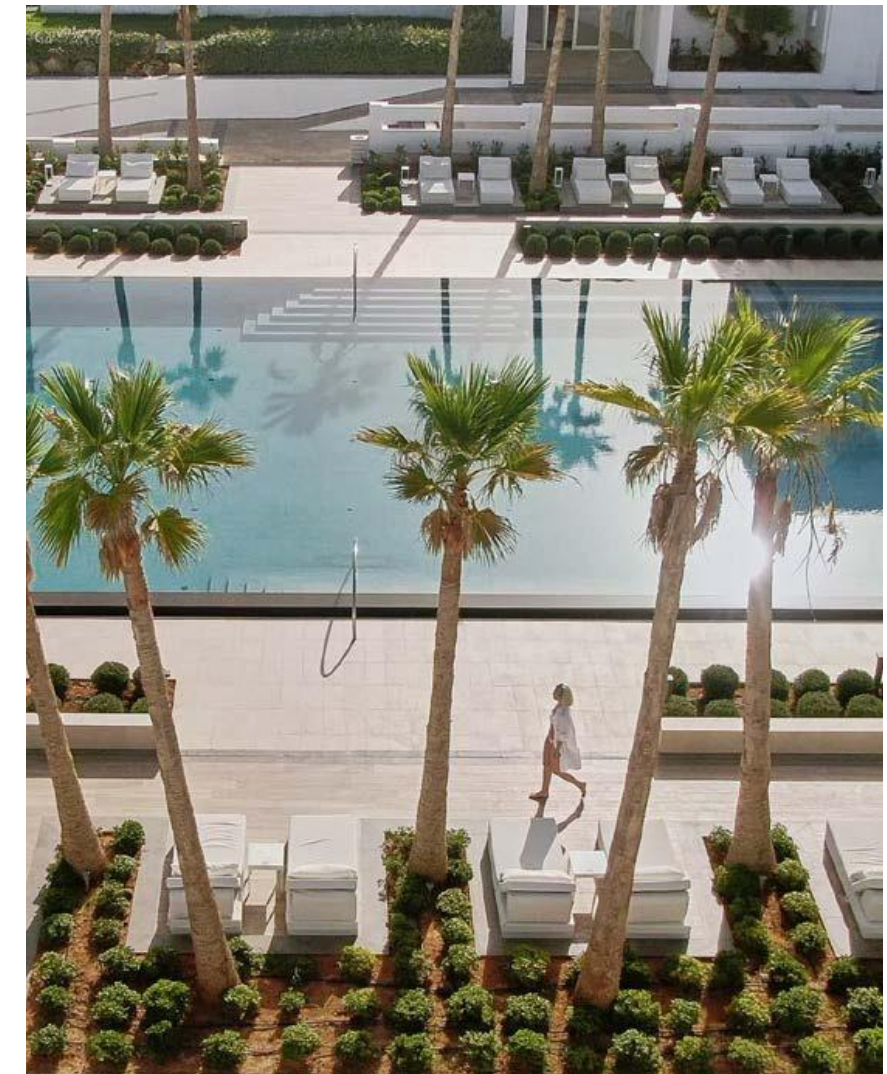
LUXURY MADE EASY

GRECOTEL



AT A GLANCE

LUXME®WHITE PALACE



On Crete's stunning north coast, featuring open-style public spaces & generous light-filled accommodations that mirror the easy elegance of a Grecotel luxury resort lifestyle.



NEWS

LUXME®WHITE PALACE



New Luxury for the sensational 'Yali' Seafront Villa Collection & the Swim Up Room Collections. Elevated LUXME in-room bar.



RESTAURANTS & BARS

LUXME®WHITE PALACE

THE WHITE

fine dining D

VENTANAS IL MAR Mediterranean buffet
style

restaurant B+L+D

TAVERNAKI

Meze+Ouzo L+D

FICO d' INDIA

Italian classics L+D

ASIA WHITE D LOBSTERIA

lobster and sparkling wine D

WINE LIBRARY

PÂTISSERIE & CHOCOLATERIE
CREPERIE – GELATERIA

AGRECO FARM

Traditional Cretan cuisine D

UNLIMITED DRINKS

at 4 bars & 2 Wine Cellars

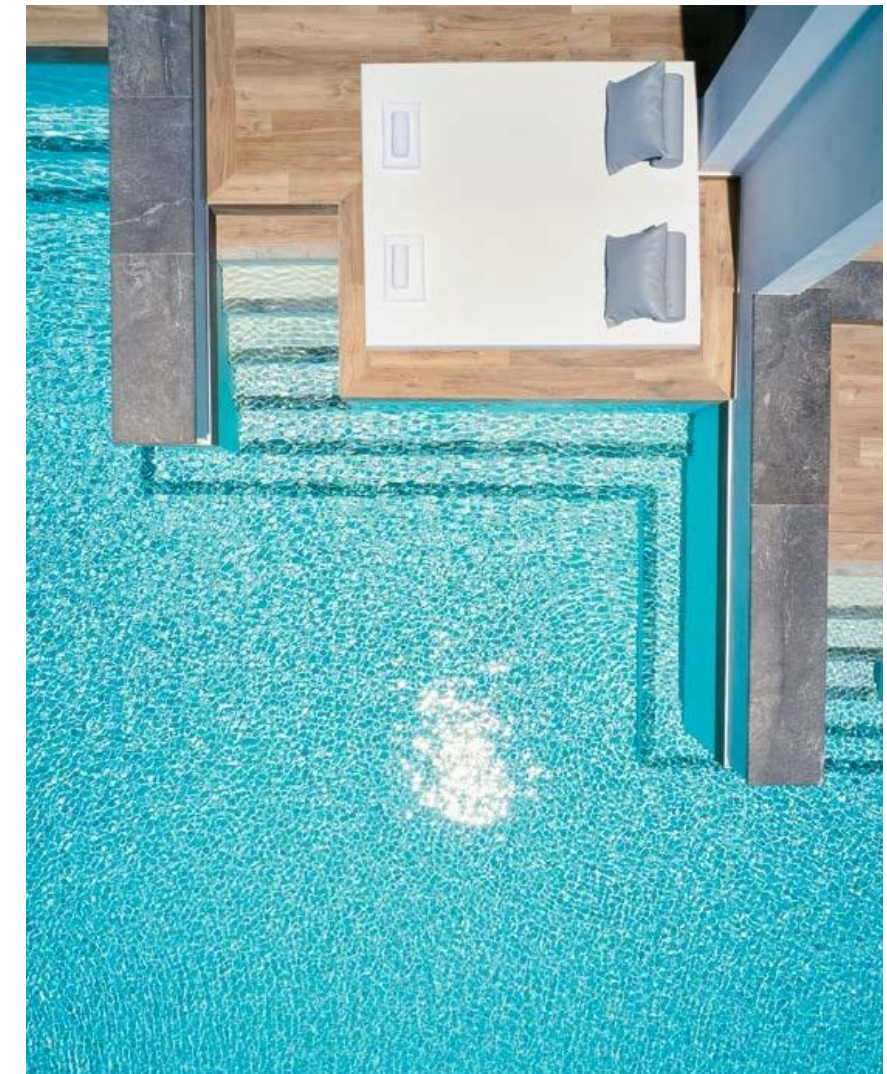
**SNACKING, LIGHT FARE & LATE
NIGHTS SNACKS**

AFTERNOON TEA



GUESTROOMS, BUNGALOWS & SUITES

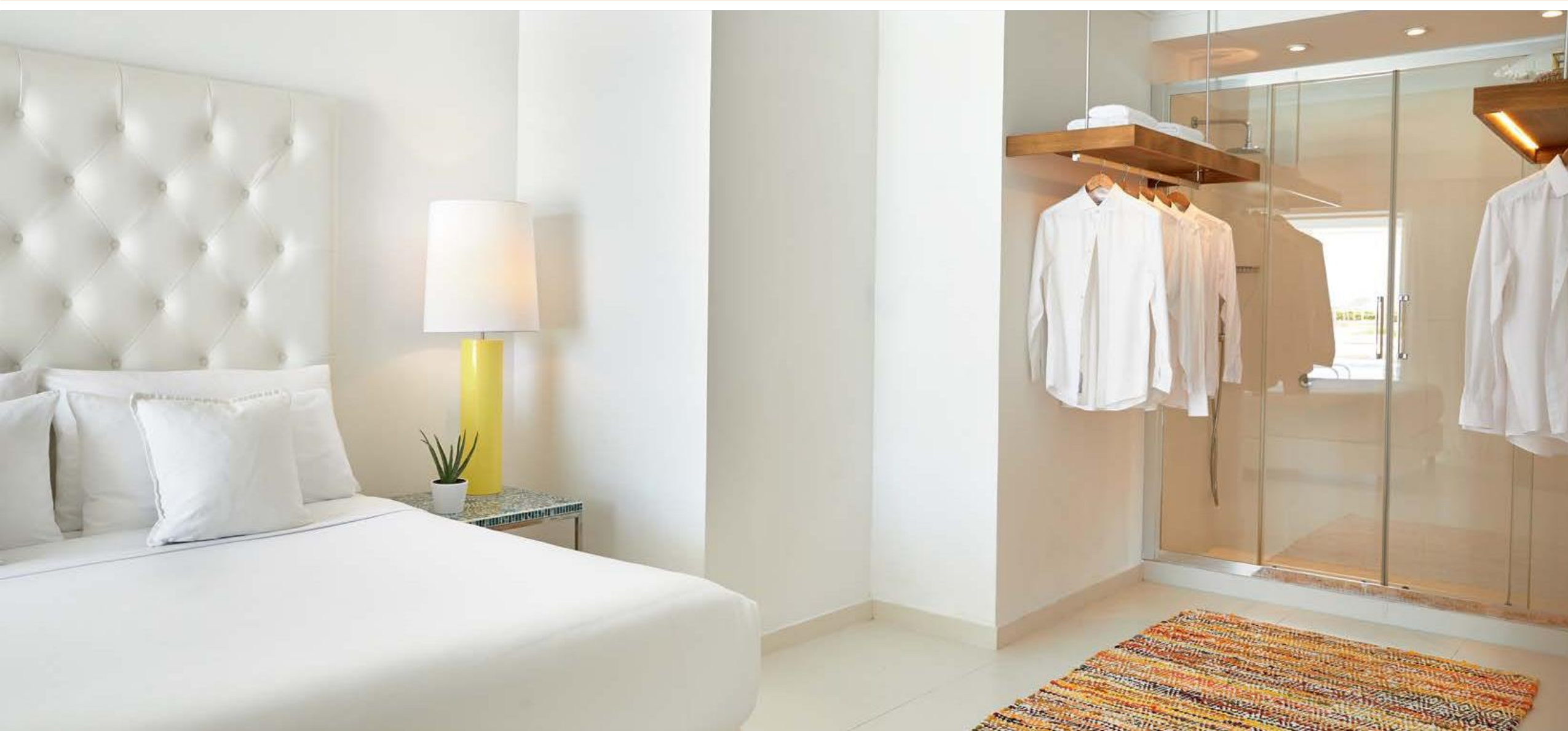
LUXME®WHITE PALACE





FAMILY ACCOMMODATION

LUXME®WHITE PALACE





**“YALI” EXCLUSIVE
COLLECTION**
LUXME®WHITE PALACE



Awards & Recognitions 2023



Blue Flag
Certification for
Sustainable Beaches



HACCP Certification
for Food Safety



Travelife Certification
for Accommodation
Sustainability

For our projects and operational excellence, we have received widespread recognition and numerous important accolades. The receipt of an award validates the good impact of our work.



Distribution of visitors by country

Areas	Guests 2022	Guests 2023
Greeks	26.476	13.253
Europeans	40.393	7.061
Americans	123	2
Rest	16.212	1.122
TOTAL	83.204	21.438



Stakeholder Engagement

At Grecotel, we recognize that success is impossible without effective communication and collaboration. In this context, we engage in continuous and two-way cooperation with our stakeholders.

As stakeholders we recognize all social groups and business partners with whom we collaborate and who are influenced by, or have an influence on our operations.

By fostering transparent and mutually beneficial relationships, we aim to contribute to the social and economic well-being of the regions where our hotels are situated. Through various initiatives, partnerships, and socially responsible practices, Grecotel strives to be a catalyst for positive change, promoting sustainability, cultural preservation, and community development.

Along with our stakeholders we are working towards creating value for both our guests and the local communities we are proud to be a part of.

In greater detail, our stakeholders are outlined below, providing a comprehensive overview of the foundations of communication and collaboration with them, along with key areas of mutual interest. This structured presentation offers insights into the diverse network of stakeholders with whom we engage, showcasing the depth and breadth of our relationships.

Stakeholder Groups

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

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.



Individual and Corporate Clients: Grecotel 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: Grecotel'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 Grecotel. 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.

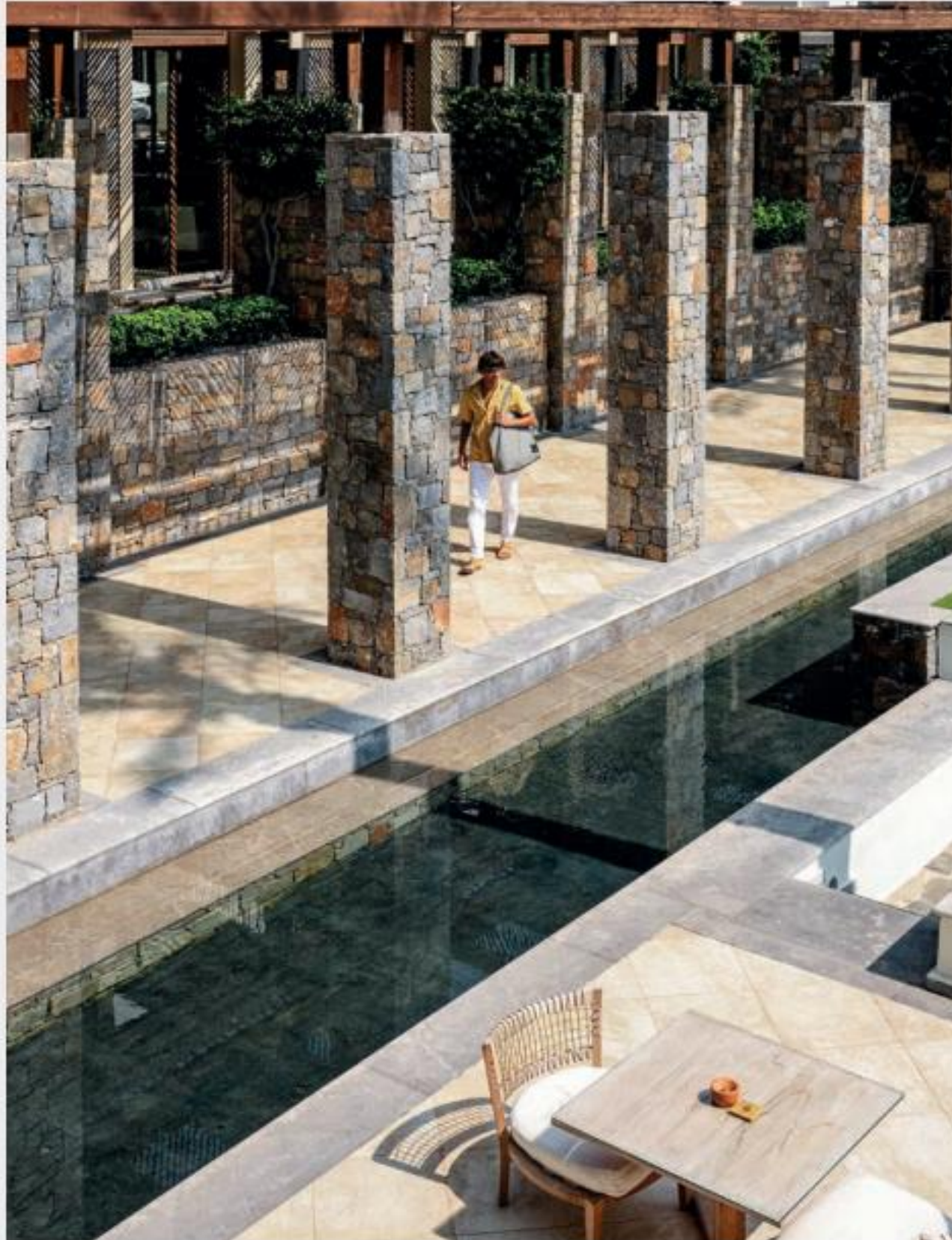


Suppliers and Partners: Grecotel's effective supply chain management and selection of partners and suppliers are crucial for its success. The company continuously communicates with its suppliers and partners, evaluates them based on quality, environmental, and social criteria, procures certified organic 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 Closemies.



Tourism Partners (Tour operators, sales offices, etc.): Grecotel 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.

Stakeholder Groups



Local Communities: Grecotel 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, Grecotel 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: Grecotel 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 Grecotel. 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/colleges, Grecotel 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, Grecotel 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.

An aerial photograph of a beach. The left side shows a wide expanse of golden sand. On the left, there is a small cluster of white beach umbrellas and some people. Further down the beach, several colorful surfboards (yellow, white, blue, and grey) are laid out on the sand. The right side of the image shows the ocean with gentle waves washing onto the shore, creating white foam. The water is a deep green color.

Environmental Sustainability Strategy

Sustainable Development Strategy

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

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



Goals and Targets

ENVIRONMENT

SUSTAINABILITY GOALS AND TARGETS	2023	2025	2030
Food waste reduction	2%	5%	10%
Single-use plastic reduction (base year 2022)		80%	100%
Promotion of circular economy practices	100%	100%	100%
Number of sustainable events organised		5	
Conduct a full carbon footprint calculation for all our hotels		100%	
Percentage of absolute Scope 1 & 2 GHG Emissions reduction (base year 2019)		2%	5%
Increase paperless operation practices / paper reduction (base year 2019)	80%	82%	85%
Provision of ongoing staff training on sustainability practices and the importance of environmental preservation	80%	85%	100%
Continuous supporting of environmental organizations for biodiversity protection at our regions	✓	✓	✓



Goals and Targets

EMPLOYEES & SOCIETY

SUSTAINABILITY GOALS AND TARGETS	2023	2025	2030
Work-related injuries and work-related ill health	Zero	Zero	Zero
Incidents of discrimination	Zero	Zero	Zero
Co-signing of the Women's Empowerment Principles Initiative	✓	✓	✓
Organization of volunteering activities with the participation of employees	✓	✓	✓
Women in total headcount		50%	
Number of students reached/benefited		900	
Implementation of wellness programs for employees (mental health, fitness, etc)	✓	✓	✓
Provision of ongoing training to employees	✓	✓	✓
Conduct regular safety drills and health & safety training for employees	✓	✓	✓
Implementation of employee satisfaction surveys	100%	100%	100%



Goals and Targets

GOVERNANCE

SUSTAINABILITY GOALS AND TARGETS	2023	2025	2030
Incidents of personal data breach	Zero	Zero	Zero
Development and implementation of an ESG KPI-registration-platform	✓	✓	✓
Employee trainings in ESG and Sustainable Development Issues		95%	
Development and implementation of an Ethical Business Code of Conduct	✓	✓	✓
Percentage of employees trained on Business Code of Conduct	100%	100%	100%
Alignment of the Sustainability Report with the European Sustainability Reporting Standards (ESRS)	100%	100%	100%
Conduct "Due Diligence" for all new suppliers in supply chain		100%	
Coduct a Double Materiality Assessment and further engagement with Grecootel's stakeholders	✓	✓	✓
Develop a strategy for climate change and decarbonization		✓	
BoD training on sustainable governance, regulations, industry standards an best practices		✓	
Provision of training to company's top executives on CSRD	✓	✓	✓
Establishment of a Sustainable Development Committee as advisor to the Bod		✓	
Become a signatory of UN's Global Compact	✓		
Establishment of a confidential and accessible whistleblower protection program		✓	
External assurance provision to validate accuracy and completeness of our Sustainability reporting		✓	

Our Sustainability Team

Kontorinis Vardis

Hotel General Manager

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

Pavlakis Dimitris

Human Resources Manager

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

Perogiannakis Giorgos

F&B Manager

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

Bourantas Nikos

Sustainability Coordinator Grecotel

Has the responsibility for all the environmental actions and management.

Kantaifakis Giorgos

Maintenance Manager

Responsible for the maintenance and proper operation of the Hotel.

Paragioudaki Evangelia

Housekeeping Manager

Monitor all the daily operations of the housekeeping department

Laliotis Alexandros

Guest Relationship Manager

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

Lyras Kyriakos

Chef

Responsible for the food waste monitoring program.

Mavromichelakis Efstratios

Storage Manager

Responsibility for the storage, movement and distribution.



2023 Highlights



Employee training

352 Trained
7.040 Hours



Food Waste

Food Waste Reduction and
Measurement program.



Green Activities

Guest engagement in
Eco-Activities



Plastic Free

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



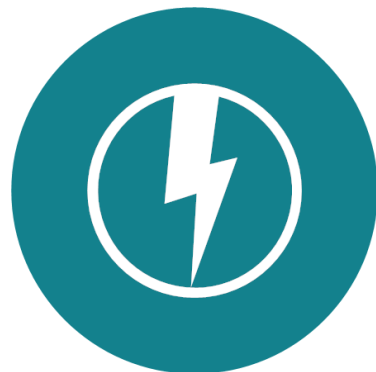
Employees

76% of our
personnel are locals.



Hazardous waste

100% recycled



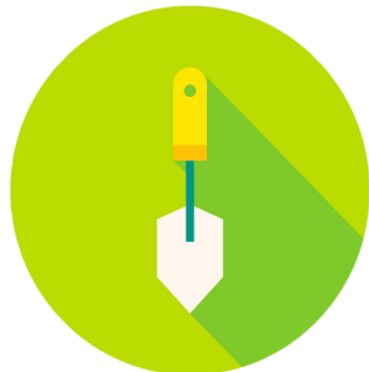
Energy Efficiency

100% led lamps



Blue Flag

Since 1994



Garden & Flora

Annual investments to
enhance biodiversity



How we manage sustainability

Environmental Impact

GRECOTEL, BEING ONE WITH NATURE

Grecotel operates in some of the most beautiful locations on Greece, and we understand how important it is to conserve our environment so that future generations can enjoy it as well.

We will remain dedicated to halving our environmental impact across our whole value chain.



Greotel White Palace Sustainable Business Model



RESPONSIBILITY

Climate Change

Providing a one-of-a-kind experience and cutting-edge services, as well as immersing consumers in the Greotel White Palace's sustainable and responsible programs.

Climate Change

Increasing the number of social and environmental parameters used to identify partners.

Climate Change

Fostering long-term partnerships with a variety of entities, including other businesses, government agencies, non-profit organizations, multilateral organizations, and so on.



PEOPLE

Employees

Promoting equal opportunity.

Community

Youth employment - Investing in training and career support for young people.

Hotels with a heart - Greotel potential as a hotel chain is being used to provide lodging for people who need help.



PLANET

Climate Change

The fight against climate change lies at the heart of Greotel strategic planning and risk management.

Water and Energy

Water and energy conservation is a key part of the Greotel Sustainable Program.

Waste Management and the Circular Economy

Working with suppliers to develop circular economy possibilities and synergies.



Zero Carbon Emissions

The drastic reduction of carbon emissions presents an urgent need for our economy and climate. For this reason, at GRECOTEL, as leaders in hospitality in Greece and Mediterranean, we recognize our duty not only to reduce our carbon footprint, but also to influence the hospitality industry towards a net zero economy.



Our primary source of emissions is from the operation of our hotel (Grecotel White Palace). 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 White Palace we encourage suppliers to set goals around reducing their environmental and social impact.

THERE IS NO PLANET B

*Fighting
Climate Change*



We recognize climate change to be a critical threat to our planet, our communities and our business, and we've made combatting it a top business priority.

Environmental Program

Greotel 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



2023

Energy

2.921.122 kWh

Efficient use

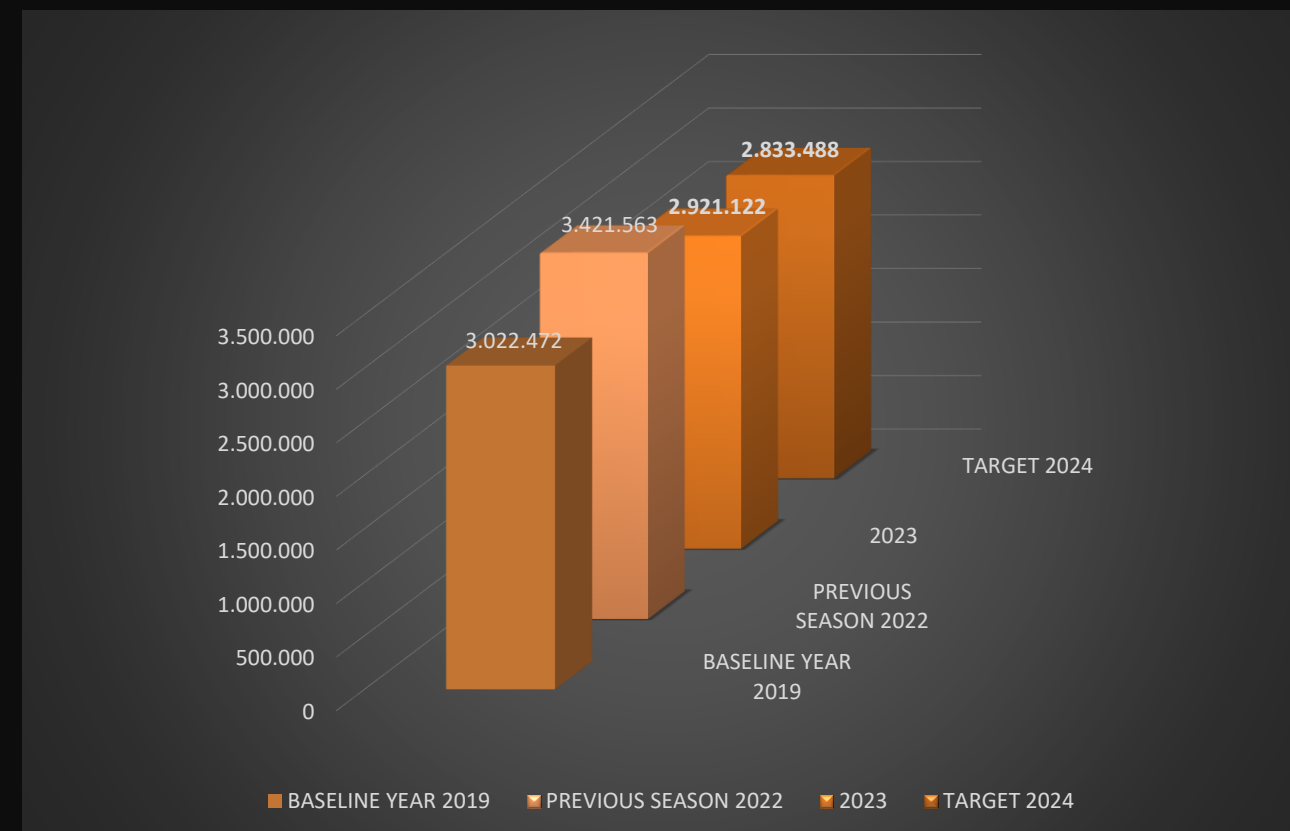
Energy consumption is the main contributor to direct and indirect GHG emissions which affect the climate change. By creating the necessary infrastructure and using the latest available technology in energy management, we endeavor to reduce our energy consumption and maximize the use of renewable energy. Advanced materials and systems are installed in the buildings to reduce energy consumption. These include:

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

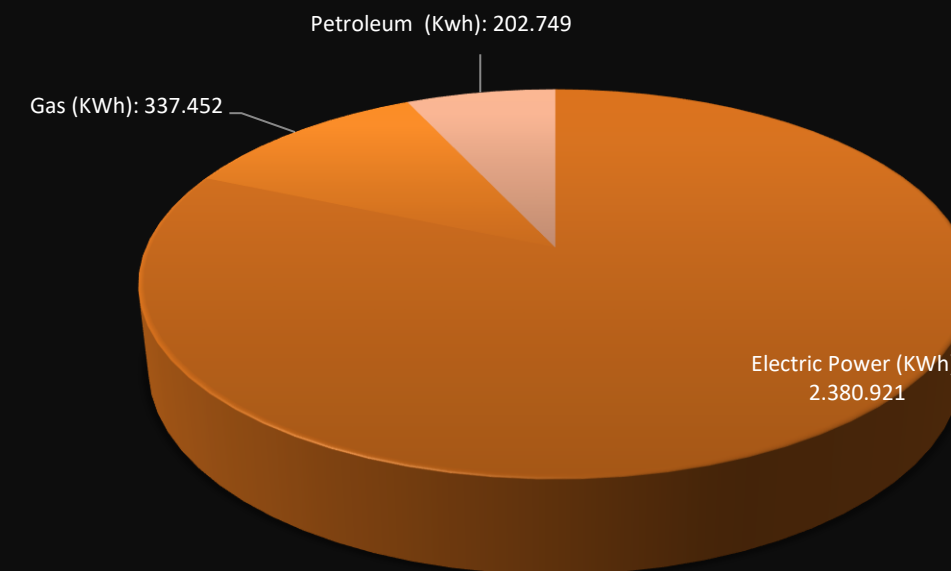
OUR EFFORTS
CONTRIBUTE TO
THE SUSTAINABLE
DEVELOPMENT
GOALS:



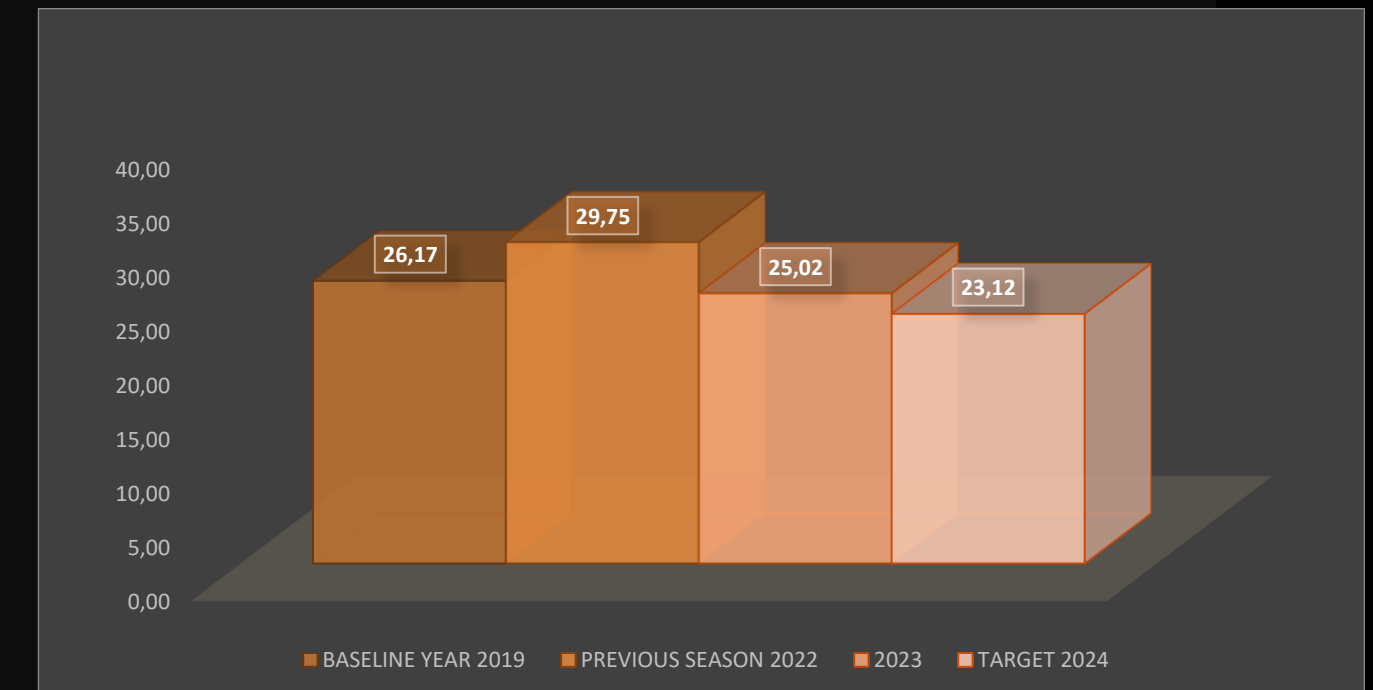
Annual Energy consumption (KWh)



Energy Consumption per Source



Annual Energy consumption per accommodation



Energy Reduction

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



In 2023, energy consumption was reduced by 4% compared to 2019 and by 15% compared to the previous season 2022. We acknowledge that the reduction has been achieved mainly due to the implementation of our Energy Efficiency Upgrade Plan. Noting that all measurements began in April and ended in October.

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.

In 2023, Greotel White Palace energy consumption was:

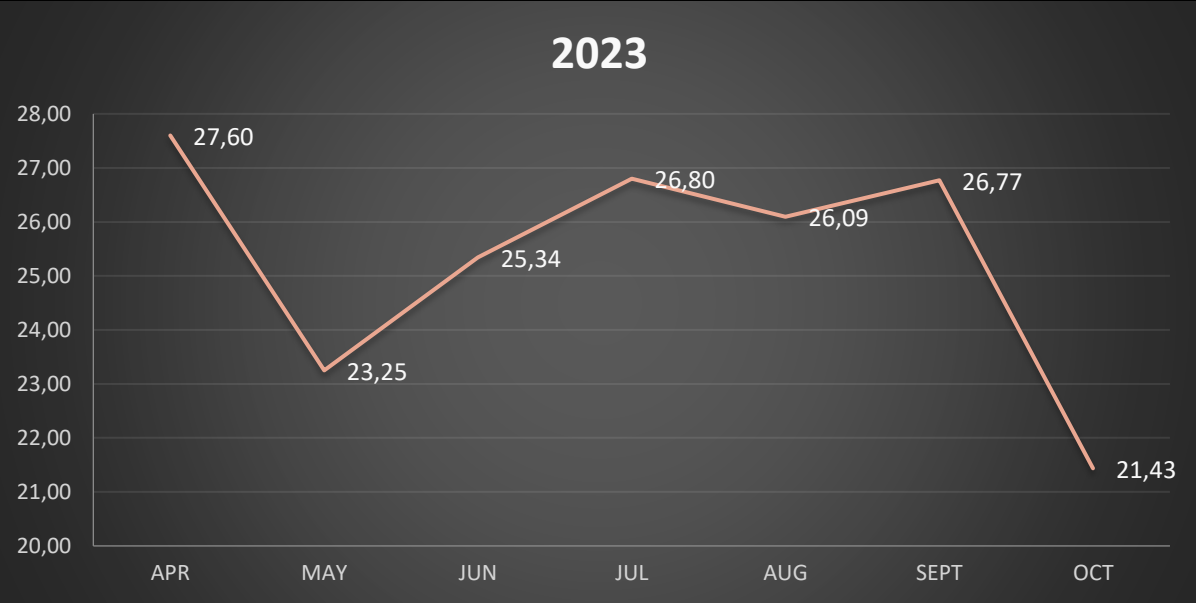
0,41
liters

of average gas
consumption per guest

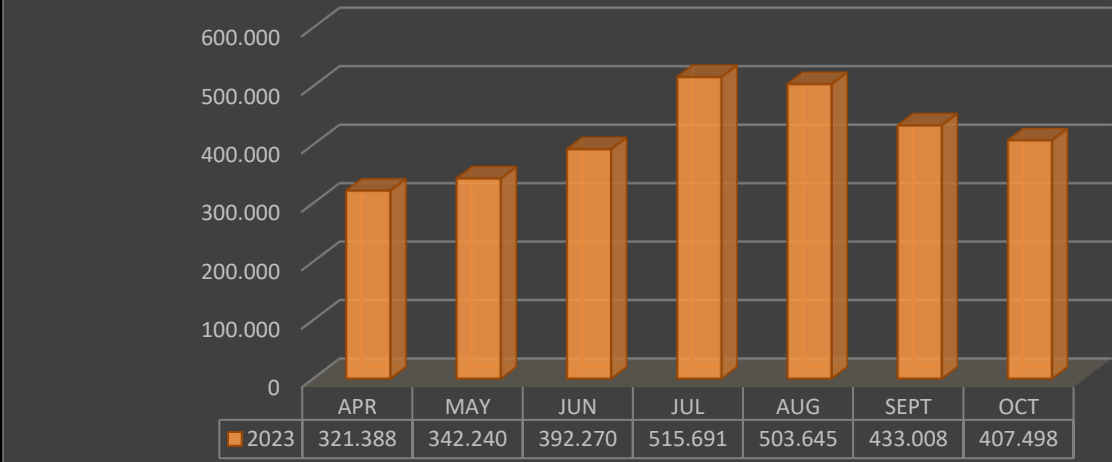
20,40
kWh

of average electricity
consumption per guest.

Monthly Energy Consumption Per Guest Day



MONTHLY ENERGY CONSUMPTION



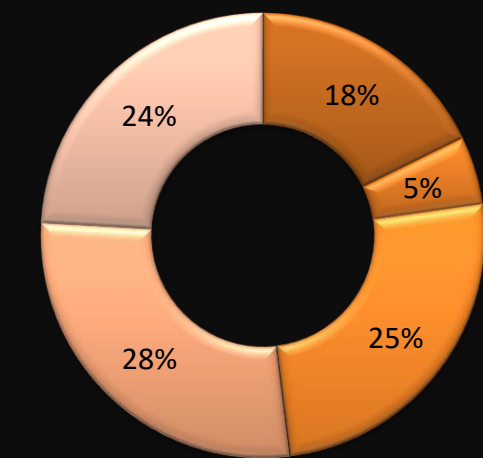
Energy Assessment

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

- Obtain increased efficiency through proper maintenance of the Cooling system.
- Use natural cooling techniques.
- Use Night ventilation techniques, ceiling fans.
- Use super metal halide fluorescent lamps.
- Use electronic fluorescent ballasts.
- Electric magnetic keycards for the automatic interruption of lighting and electrical appliances .
- Use improved luminaries.
- Motion sensors, timing devices.
- Use daylight effectively within the building.
- Public awareness and communication.
- Use high-efficiency equipment when replacing old equipment throughout the hotels.
- Use Solar panels in order to heat the water.
- Provide information and warning labels for guests and staff.

The main energy consuming consumption sources in a hotel are:

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



■ Airconditioning ■ Lightning
■ Kitchen and Laundry Equipment ■ Warm Water Boilers
■ Maintenance

Water Reduction

ENVIROMENTAL RESPONSIBILITY

Water scarcity is a recognized global problem, with demand for water projected to exceed supply by 40% by 2030. At Grecotel White Palace we recognize the value that water has for both human life and nature. The Grecotel Sustainability Program places great emphasis on water conservation, actively demonstrating this way our commitment to environmental protection through the conservation of both aquatic and marine ecosystems.

OUR EFFORTS CONTRIBUTE TO THE
SUSTAINABLE DEVELOPMENT GOALS:



Water

The implementation of a sustainable tourism development is directly linked with the availability of water resources.

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

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

Water Highlights for 2023

Our water use at the same levels in 2023 compared to the previous year.

Grecotel White Palace's water use per guest was 0,76 m³ in 2023 and 0,69 m³ in 2022.

100%

of the rooms have
water reduction filters

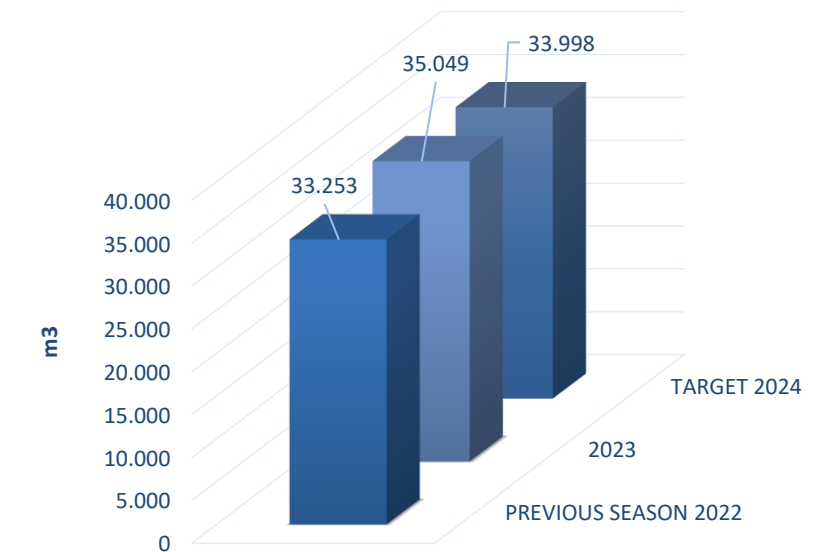
The quality of water is monitored in cooperation with accredited laboratories.

WATER - SAVING MEASURES

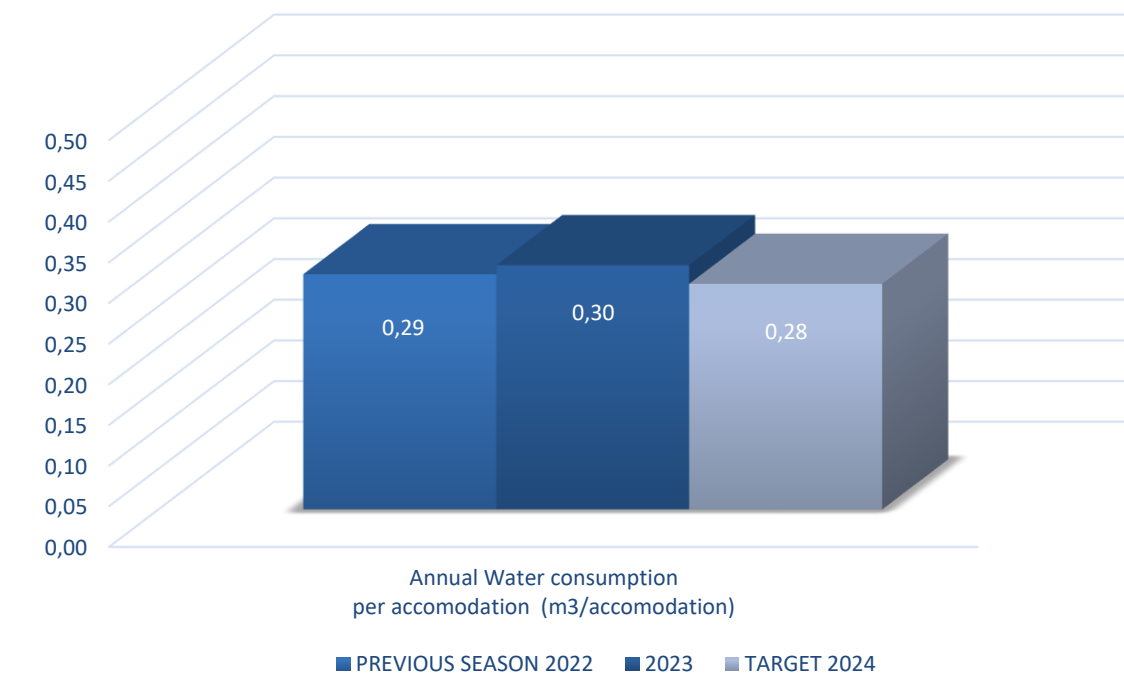
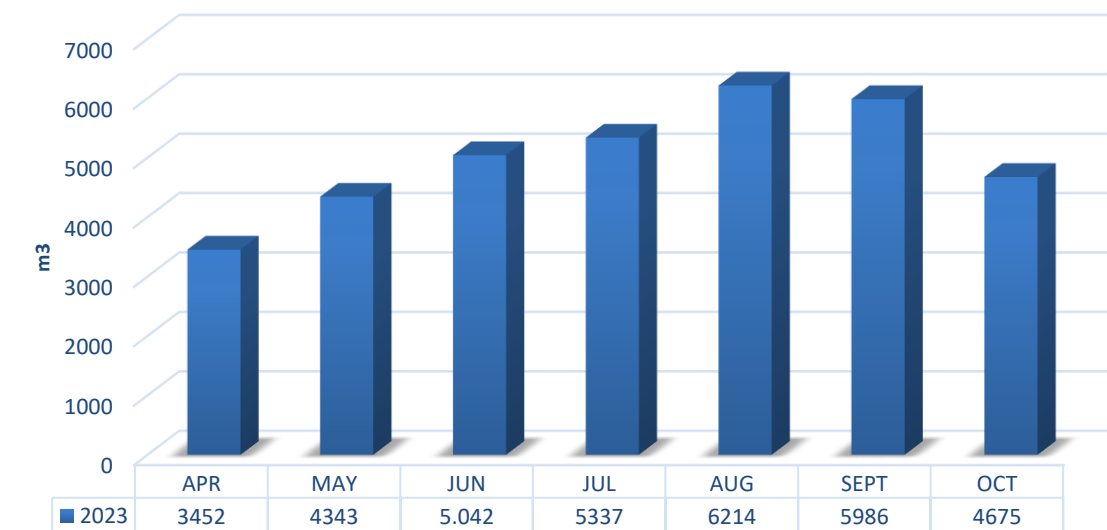
Below you can see the most important actions taken in order to reduce the Water consumption:

- Linen & Towel policy.
- Water reduction filters to all taps of the hotel.
- Double tank toilet flushes.
- Regular maintenance to prevent leaks.
- Automatic night watering the green areas and the organic fields of the hotel.
- Application of drip irrigation systems and underground irrigation systems with reduced water evaporation.
- Run the washing machine only with a full load.
- Desalination/reverse osmosis and filtration units.
- Taps in kitchens have a maximum flow of 10 litres per/min.
- We give the opportunity to our guests to reduce the water consumption (Water reduction info material in all rooms).
- We communicate and educate the management's commitment for water reduction and goals to all employees.

Annual Water Consumption



Monthly Water Consumption



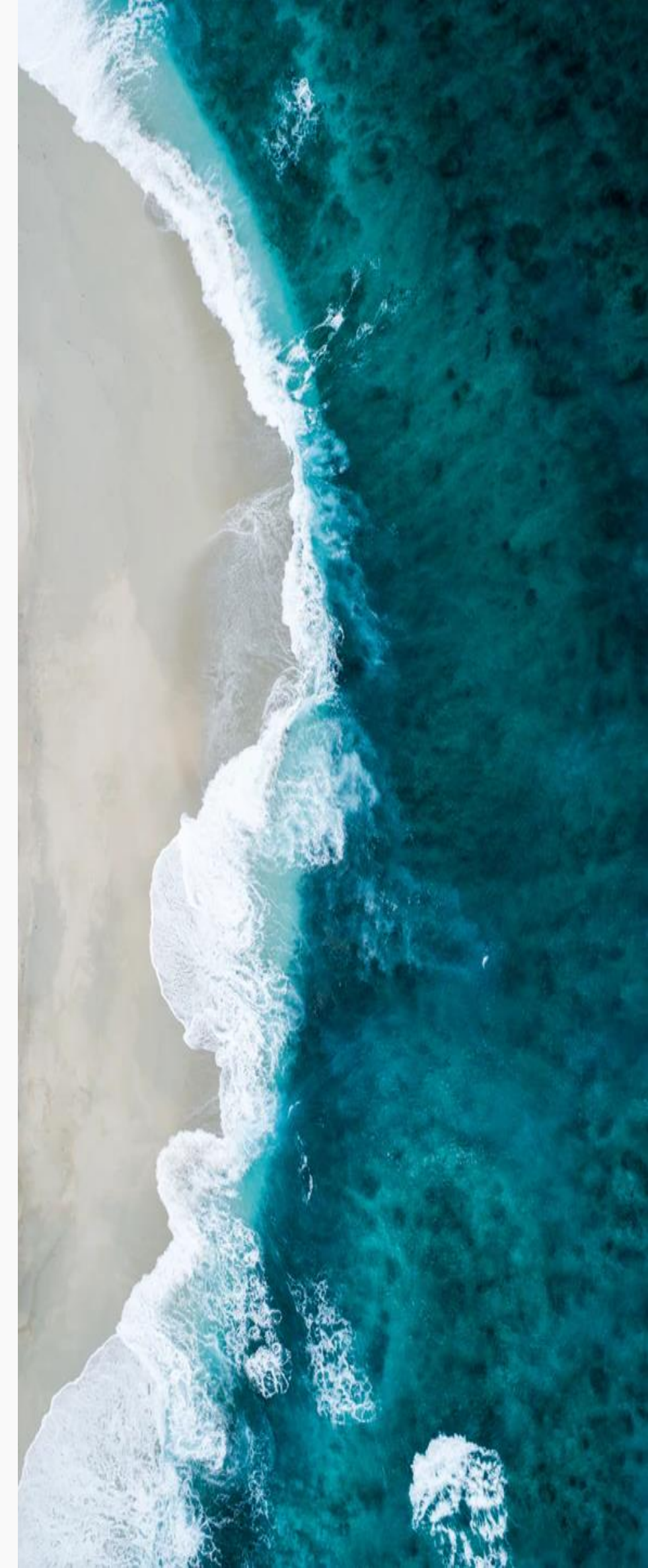
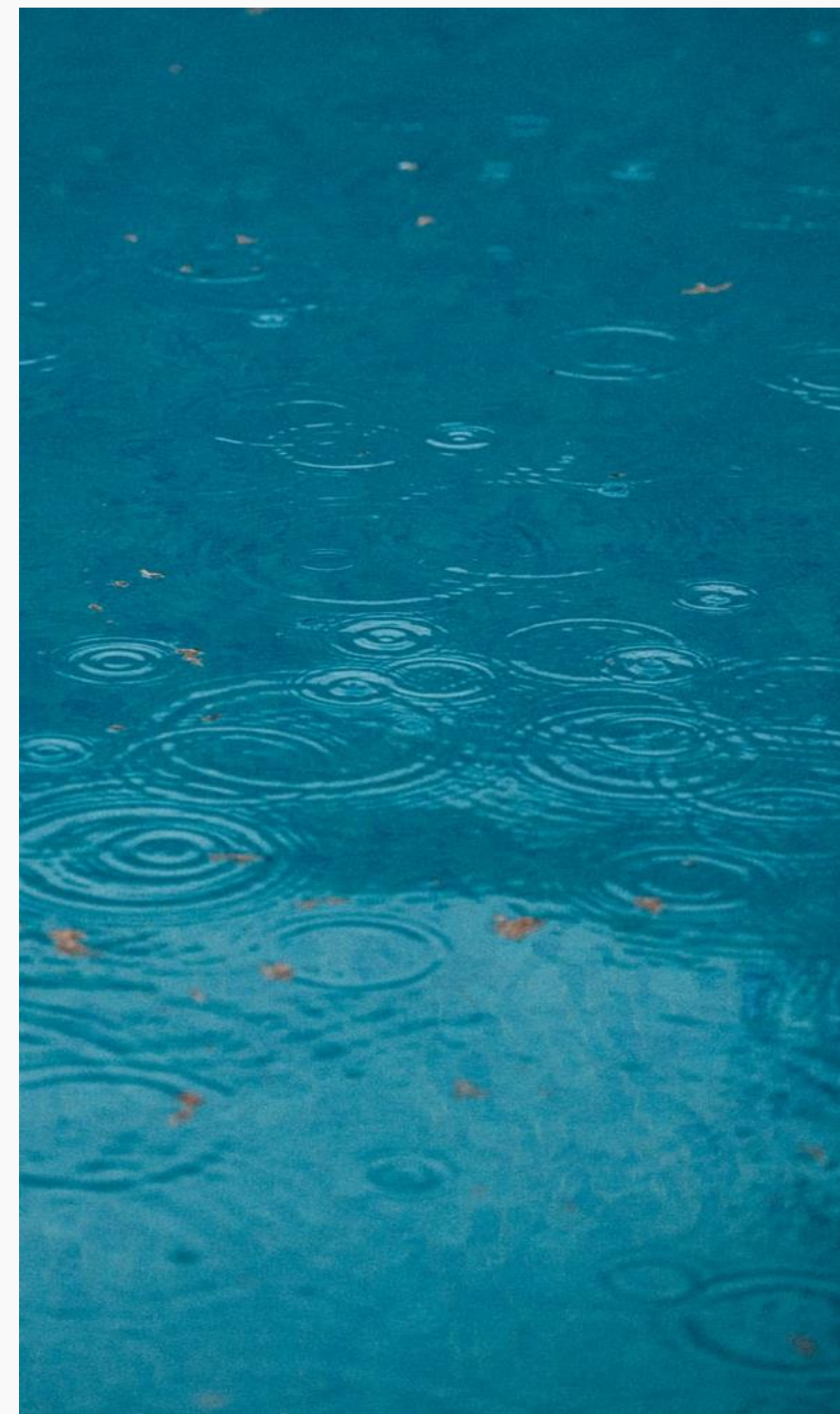
A series of water-saving measures have been applied, based on best available practices that focus on consumption monitoring (e.g. leak control, improved efficiency), including educational programs for visitors.

Water Assessment

The first step was to start measuring water consumption and set some tangible targets. It's vital to know our start point (baseline year) and find out how much water is consumed and how it is divided among the various uses such as in the guest rooms and common areas.

The main water consuming activities in a hotel are:

- Guest Rooms (20%)
- Kitchen (20%)
- Laundry (5%)
- Gardens (50%)
- Restrooms & public toilets (5%)

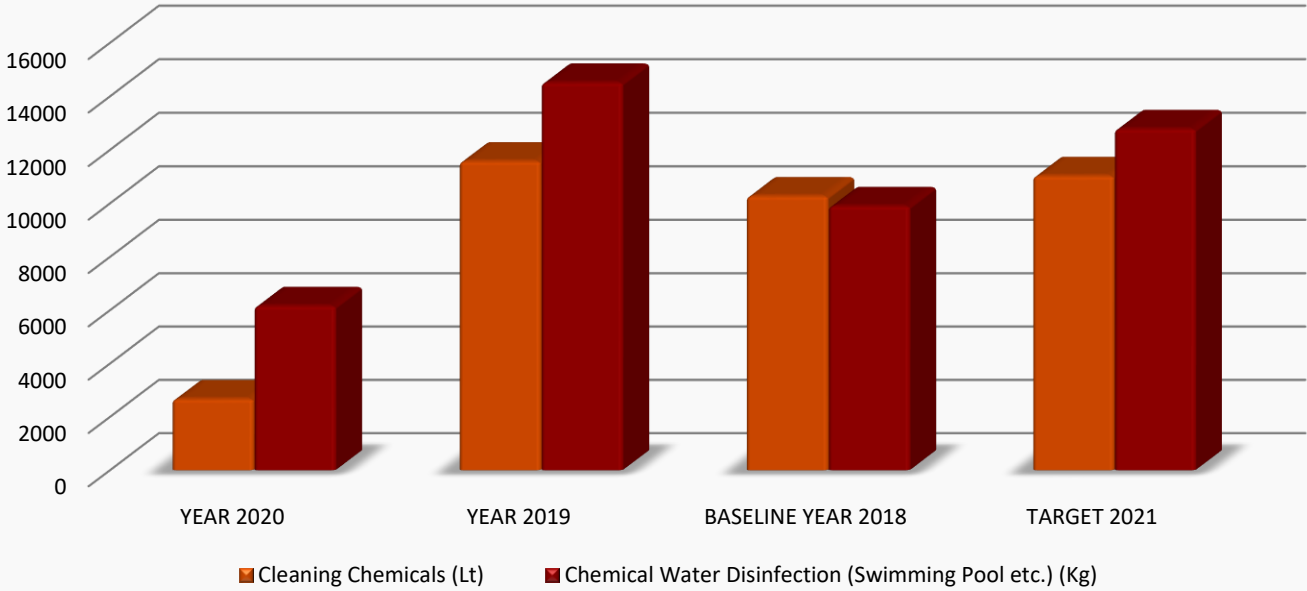


Chemical Use

USE OF ENVIRONMENTALLY FRIENDLY CHEMICALS

Driven by a high sense of environmental awareness, Grecotel White Palace chooses to use certified cleaners and chemicals, with environmentally friendly specifications regarding both their packaging and composition. This way we achieve a great balance of cleaning effectiveness along with environmental protection. Furthermore, we apply a new model of alternative gardening, avoiding the use of chemical fertilizers and pesticides, further emphasizing the statement that the safety of our guests, our partners and the natural environment is a top priority for us.

Annual Cleaning Chemical Used



All chemicals used are evaluated in terms of sustainability criteria and are applied with dosage systems in order to ensure efficient usage.

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

Frequent staff training for proper use.

Waste Management

Waste management is an integral part of our waste management policy, as **Grecotel** actively contributes to a more circular economy. **Aiming to become a Zero Waste company**, we have developed and implement an integrated waste management strategy that results to waste elimination through waste cross utilization and recycling.

We ensure that all operations and activities at Grecotel White Palace fully comply with all current national waste management regulations. At every stage of our operation, we are devoted to reducing waste output by applying reduction, training, and recycling approaches.

OUR EFFORTS CONTRIBUTE TO THE SUSTAINABLE DEVELOPMENT GOALS:



WASTE MANAGEMENT SYSTEM

PREVENTION

Disposable products and unnecessary packaging are avoided to be bought. Priority is given to more durable/long-lasting products. Purchase of recyclable goods.

REDUCE

At Grecotel, we're committed to helping the world end the ocean plastic crisis. Most effective ways to **reduce waste is by reusing everyday items**. In each room we provide our guests with a reusable canvas bag.

REUSE

We are **donating materials** to churches and to local community. We reuse paper that has been printed only on one side. We also **upcycle items** that no longer serve their original purpose into DIY crafts.

RECYCLE

Recycling of glass, cardboard, paper, cooking oil, soap, metal, aluminum, batteries, medicines and electric utilities, **through private special waste contractors**. Recycling of plastic, paper, aluminum and textiles, through the **municipality waste system**. **Composting** of vegetables, fruits, grass cuttings and garden waste within the company's grounds.

MONITORING

Performing of **regular monitoring** of waste in order to ensure that the waste minimization strategy results to **reduced amounts of waste** disposal each month.



PROMOTE GUESTS PARTICIPATION

Customers can help the Waste management plan by keep saving our environment by always using the recycle bins

PROMOTE EMPLOYEES PARTICIPATION

Through training and support, ensure that all staff are aware of their responsibilities under Grecootel environmental policy and how compliance can be achieved and maintained.

- Employees are required to:
- become familiar with the type of waste and their appropriate handling and disposal methods and
 - adopt the procedures for waste separation using the correct color-coded bags and bins.



WASTE MANAGEMENT MEASURES

In Grecootel we separate waste according to local authority guidance.

Waste prevention in all departments and throughout supply chain.

All quantities are reported annually.

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

Chemical and microbiological analyses of water are conducted by laboratory.

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

Recycling streams for Grecootel White Palace:

2023	kg
Cooked Oil:	3.120
Glass:	36.100
Plastic:	11.673
Paper/Packaging:	14.008
Ink/Cartridges:	8



FOOD WASTE

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

Fighting Food Waste in Grecootel White Palace:

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

Our hotels are taking primary steps to avoid food waste at source by reducing overproduction through better planning, storage and handling. We also take secondary steps to recycle unavoidable food waste through energy recovery and composting.



Plastic Free

LIFE FREE of PLASTIC

With an increased sense of environmental responsibility and the desire to contribute towards a more sustainable travel experience, Greotel White Palace implements a plastic-free hotels program, with the aim to reduce the use of all plastics, while promoting the use of reusable, recyclable and more environmentally friendly materials.

Every year plastic audits are conducted in order to identify areas for improvement. Waste prevention in all departments and throughout the supply chain. Greotel introduced the plastic initiative which aims to ban the use of single used plastics (EU list) and reuse or recycle all plastic packaging.

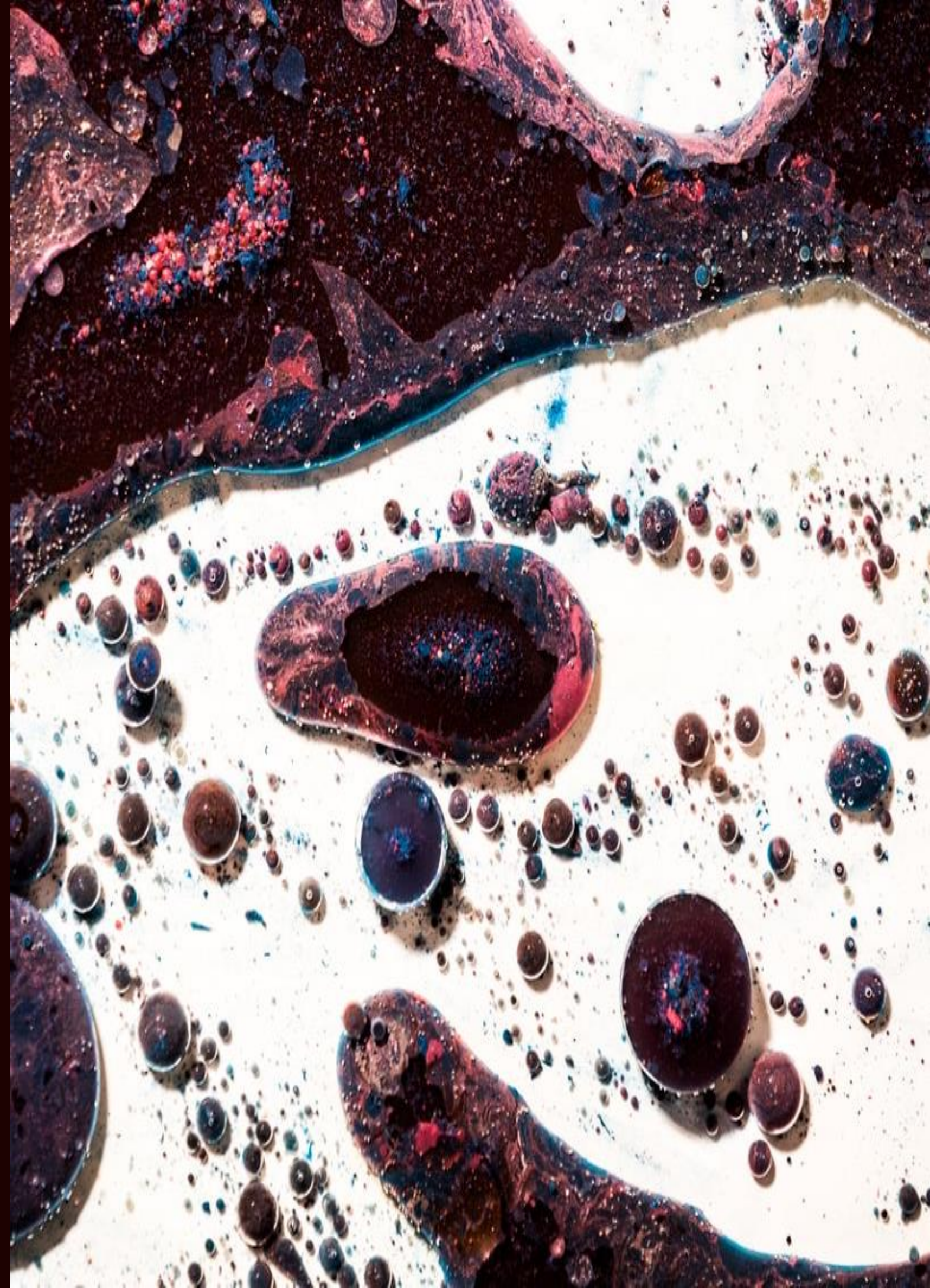


Hazardous Substances Usage

The environment is totally affected by the hazardous substances. Greccotel White Palace keeps a list of all hazardous substances used (e.g. chemicals, hazardous materials, light bulbs, batteries, ink/toner cartridges etc.).

All hazardous substances are used safely according to the manufacturer instructions and are stored safely, in line with national and international standards. Chemical are disposed safely, in line with national and international standards and collected by a fully licensed contractors.

The usage of chemicals is limited and only from special trained staff members. All the employees receive an annual training regarding the correct use of the chemicals (quantity, required Personal protective equipment) and the possible harmful effects.





Sustainable Gastronomy

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



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

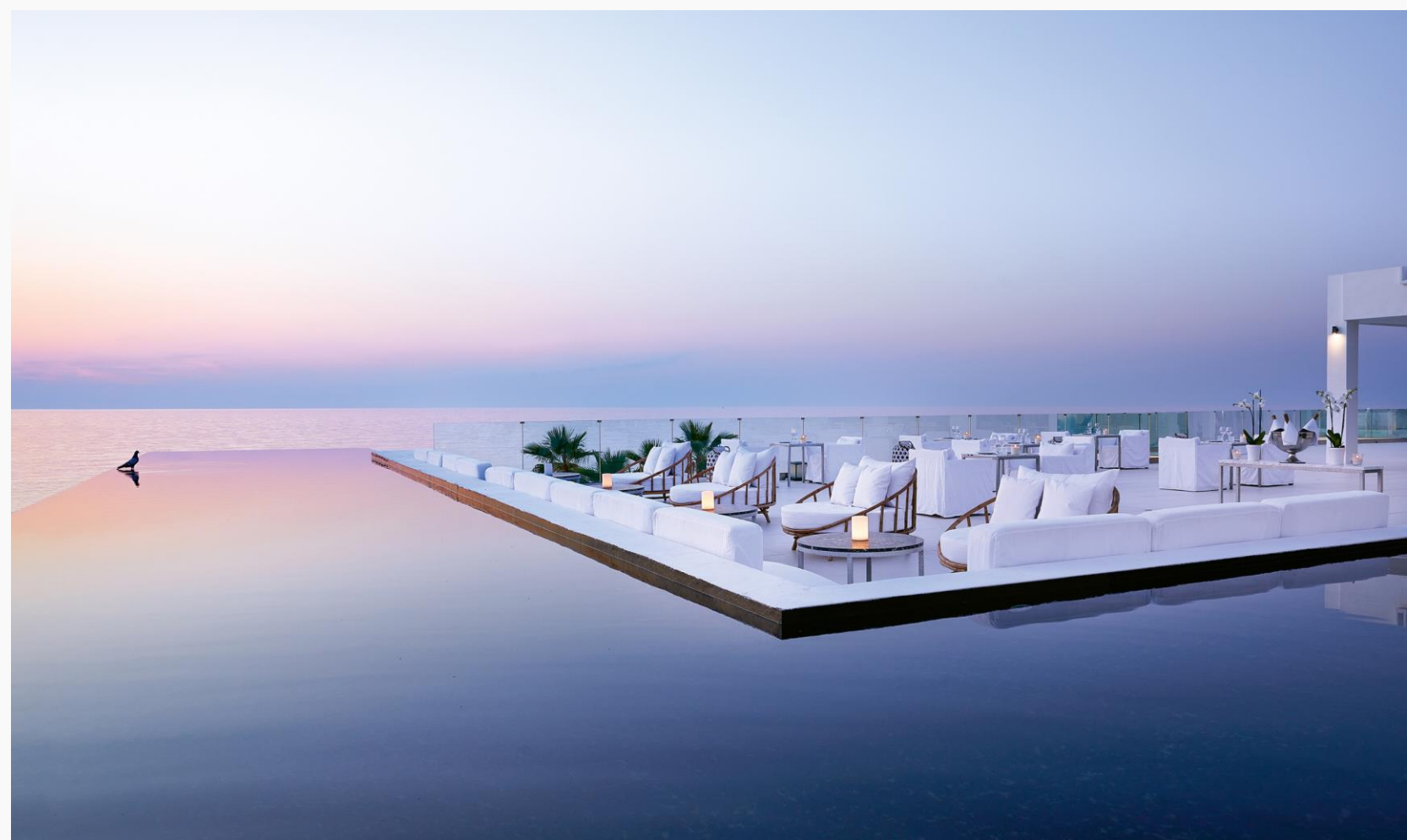


Organic meals

HEALTHY & SUSTAINABLE NUTRITION

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

At Grecotel White Palace we emphasize both at reducing the risks associated with nutrition, while at the same time actively supporting the conservation of biodiversity and holistic health, of the present and future generations.



Grecotel White Palace's guests have the exclusivity to taste organic products and meals in "The White" Restaurant, which in 2023 offered approximately 15,379 meals of high nutritional value and quality.



From Farm to Fork

High quality food can go hand in hand with limited impacts to the environment. At Greotel White Palace 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, Greotel White Palace evaluates its partners against quality and corporate responsibility criteria, and sources certified sustainable products, achieving this way the development of sustainable and responsible local supply chains.

In any negotiation with the supplying company, we inform them about our environmental policy, and we ask them to inform us about the various environmental-friendly products on offer.

We give priority to products from the local markets, if they meet the requirements and basic needs of the company.





Conservation of Biodiversity

At Grecotel White Palace, we have developed partnerships with a series of organizations (e.g. with NGOs like ARCHELON, WWF), aiming to protect and preserve ecosystems, while also raising awareness between our guests and employees.

Experience & Activities

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



Animal Protection

Animal welfare is included in our discussion of sustainability because of the fundamental importance of respecting other living creatures.

We avoid putting further pressure on endangered species or supporting environmentally harmful production.



ECO-LEARNING PROGRAMS FOR GUESTS

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

Garden

To plant a garden is to believe in tomorrow.

Grecotel White Palace 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,

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 White Palace) complexes follow the most modern and sustainable architectural trends, whilst maintaining each destination's special local character, always in harmony and with respect for the local history and people. The idea is that building, landscape and nature merge together causing as less impact on the environment as possible.

Take Action **With Us**

TOGETHER FOR A GREEN WORLD

No act of kindness, no matter how small, is ever wasted.

During your holiday, **YOU may also help us make your vacation friendlier to our planet:**

- Try to consume energy responsibly and intelligently (Think of the planet).
- Make sure to close the balcony door of your room when the air conditioning is working.
- Maintain your air conditioning unit's temperature 23°C (better system efficiency).
- Use water responsibly.
- Inform us in case of water leakage.
- Reuse body, face, and beach towels.
- Reduce the use of plastic as much as possible.
- Choose to recycle.
- Keep the beach clean.
- Protect animals and their ecosystems.
- Respect and protect the cultural heritage of the local area.

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



The Grecotel Environmental Days are held to celebrate nature's conservation and to inform visitors. A range of exciting eco-activities are organized both within and outside of the Group's hotels, through an extensive program aiming to raise awareness among our guests and educate through plenty of original ideas and participation in innovative research projects.



Social Responsibility





ACCOMPLISHMENTS YOUTH CAREERS

Grecotel White Palace always protects and invests in young people from local tourism schools, we are recognized for our exemplary practices in corporate school practice and responsibility. Every year we give the opportunity to the best students to succeed as professionals in other Grecotel Hotel.



TRAINING DEVELOPMENT AND PRINCIPLES

All our employees receive training to familiarize them with the company's core values and code of conduct and attend thorough training programs in order to develop their skills and enhance their career opportunities. All our associates receive our policies, and they are asked to follow the same principles.

Employees

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

Grecotel for its staff are the blood bank, continuous performance management through training and development programs, trips abroad, residence for staff, bonus program, special rates when staying in company's hotels and providing loans.

Wellness in the workplace

Our employment policies promote an inspiring, safe and secure working environment for all, safeguarding equality and eliminating discrimination based on gender, religion, nationality or sexual orientation.

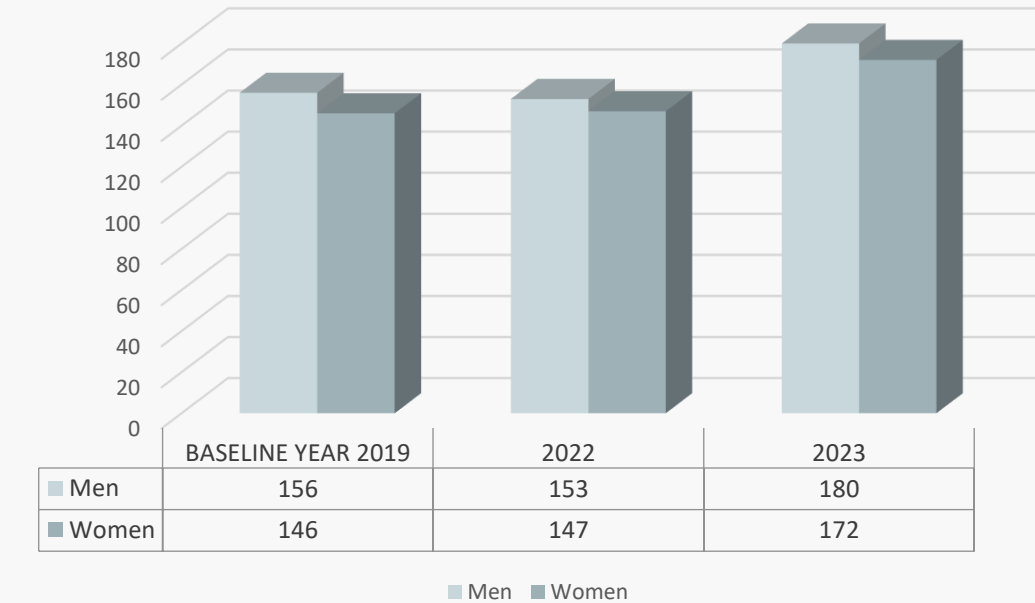


- A mentor is taking care every new member.
- We provide them with three different handbooks which explains in detail all the aspects of their profession.
- Weekly food Program, Breakfast, Lunch, Dinner.
- We provide opportunities to develop new skills, e.g. languages courses, oenology, barista training, butler service.
- Involve staff in hotel operations and invite their comments regarding improvements.
- Encourage seasonal staff to return next year.
- Untypical benefits such as flexible hours, job sharing, pensions, free transfer by hotels bus, blood donation, medical insurance.
- Increase the feeling that they belong to one of the best hotels in Europe and this is a huge plus in their CV.

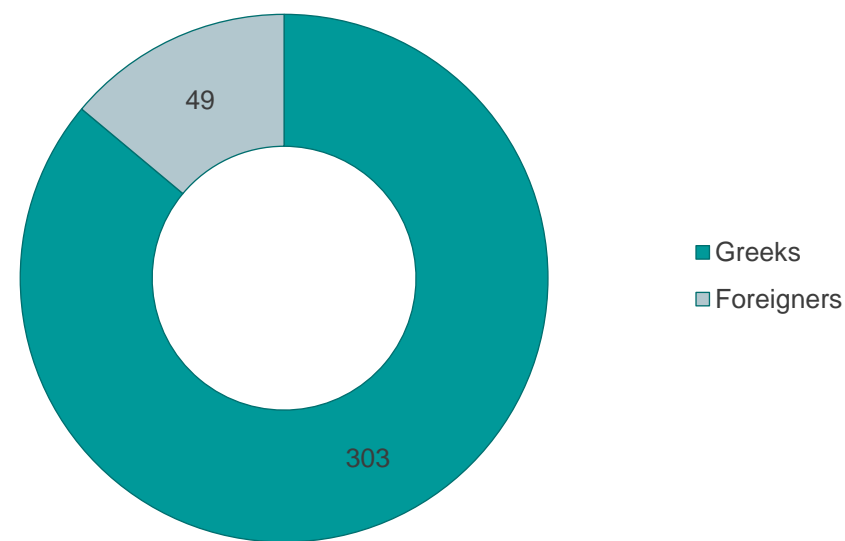
Social Indicator

EMPLOYEES RATE

In 2023, Grecotel White Palace employed 352 employees. This number is divided almost equally to male (180) and female (172) employees, who are either from Rethymno, Heraklion and Chania, or live on Crete permanently, with most of them belonging to the age group of 18-29 years (43%).



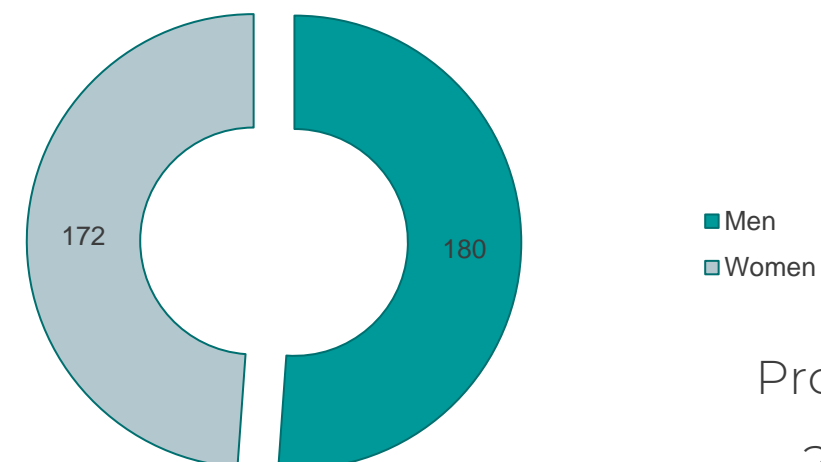
Employees Rate



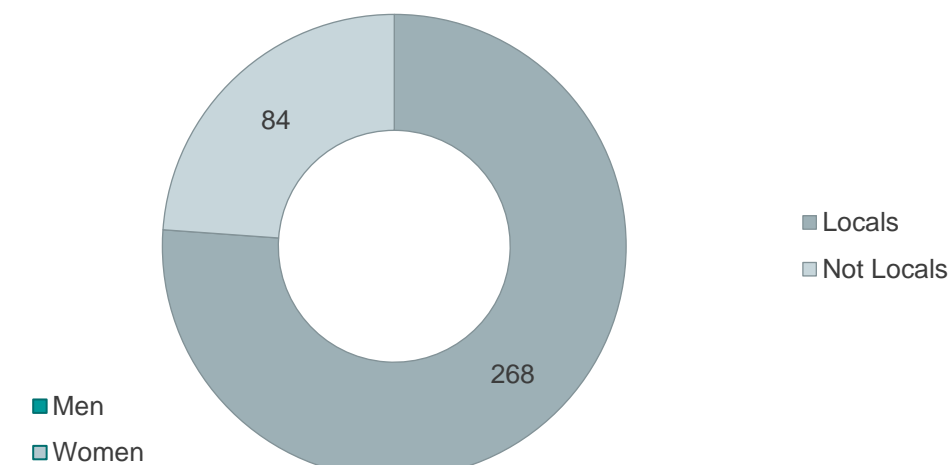
Proportion of different nationality.
303 Greeks / 49 Other countries

Total workforce by gender.
180 men / 172 women

Employees Rate



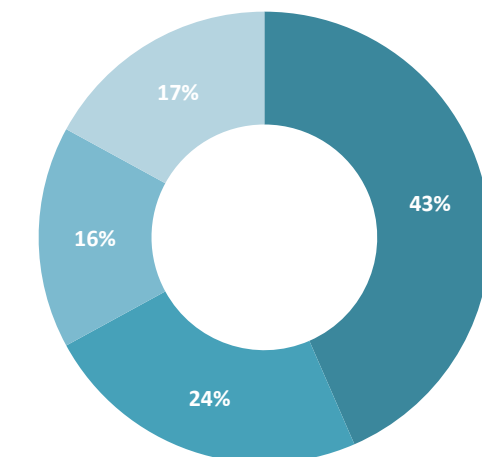
Employees Rate



Proportion of local employees.
268 Locals / 84 non-Locals

Age distribution
of our workforce.

■ 18-29 years old ■ 30-39 years old ■ 40-49 years old ■ 50-64 years old





Learning & Development

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



Health and Safety

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

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

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

Our main goal for 2023 is to minimize to zero all these incidents. We also complete the development of our Crisis Management handbook that became a general prototype in Grecotel hotels and resort.



Food of High Quality and Value

NUTRITION, HEALTH AND WELL – BEING

FOOD QUALITY

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

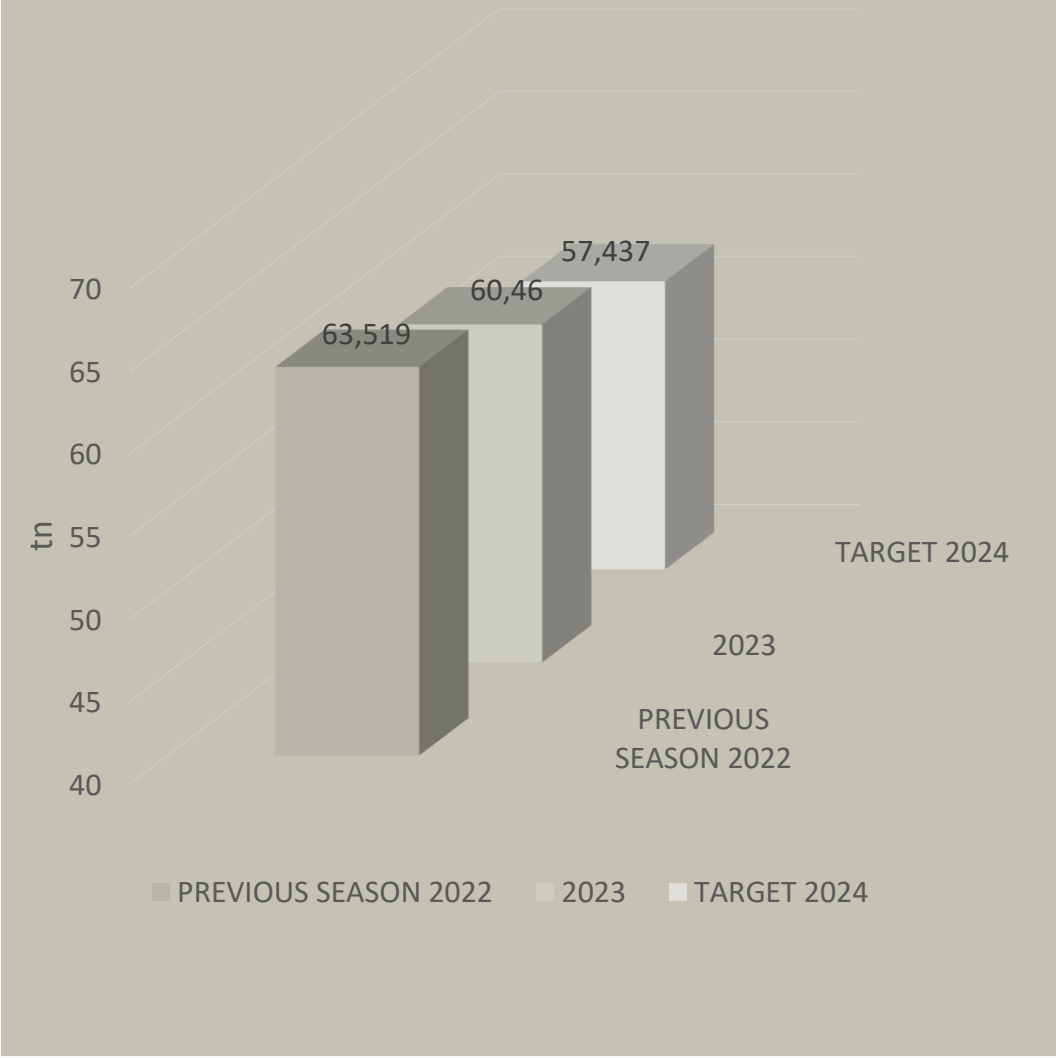


FOOD SAFETY

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



Food Waste 2022 -2023



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!

 zero food waste

 2 ZERO HUNGER

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





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

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

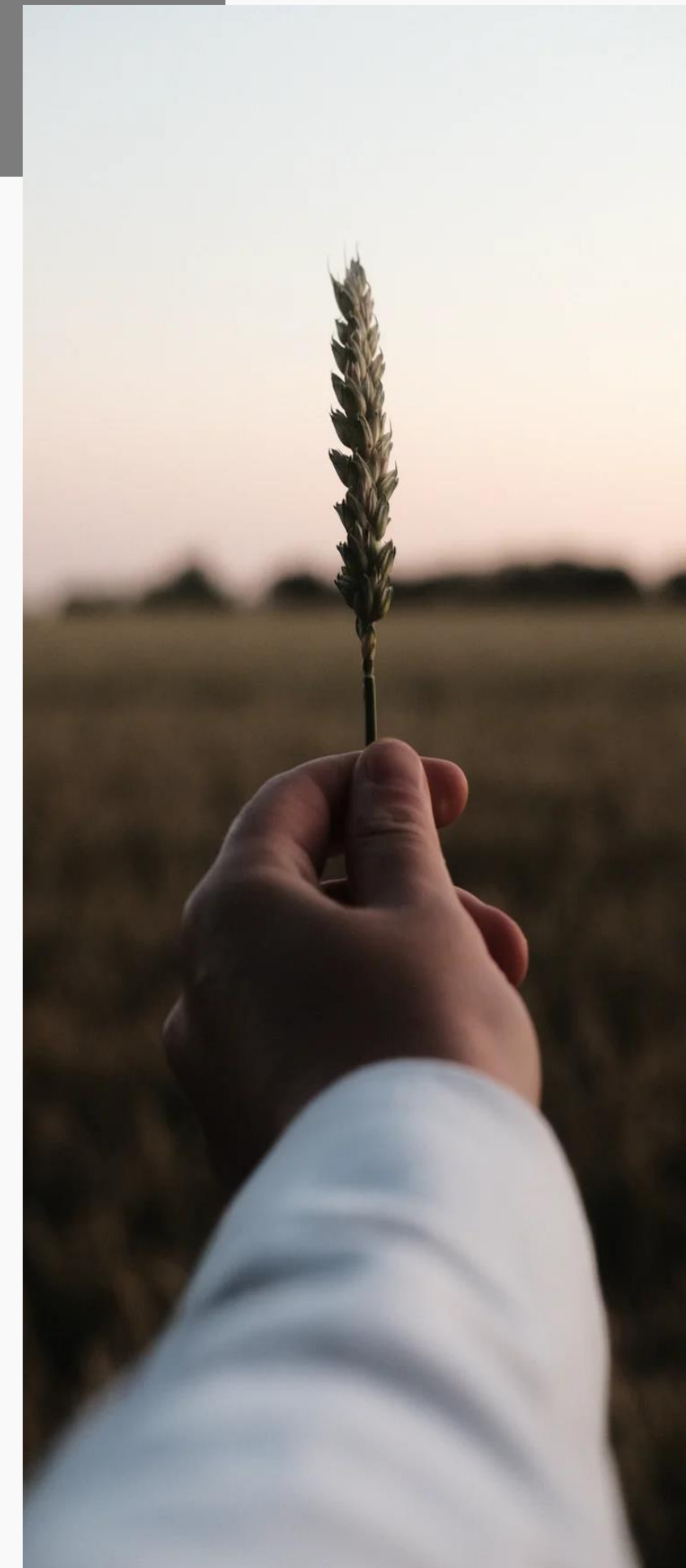
Sustainable tourism creates the necessary momentum for the continuous, inclusive and sustainable economic development of Peloponnese.

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

It creates links with agriculture and service providing sectors and stimulates the development of key infrastructure (road construction, upgrade of airport facilities) and the provision of financial services from which the local economy as a whole can benefit.

The revenue generated by the increase in tourist arrivals in the region has a positive direct impact on a wide range of economic sectors incorporated in the tourism value chain.

The positive impact from tourism growth on income and employment in the local community is multiplied, creating a vibrant local economy.

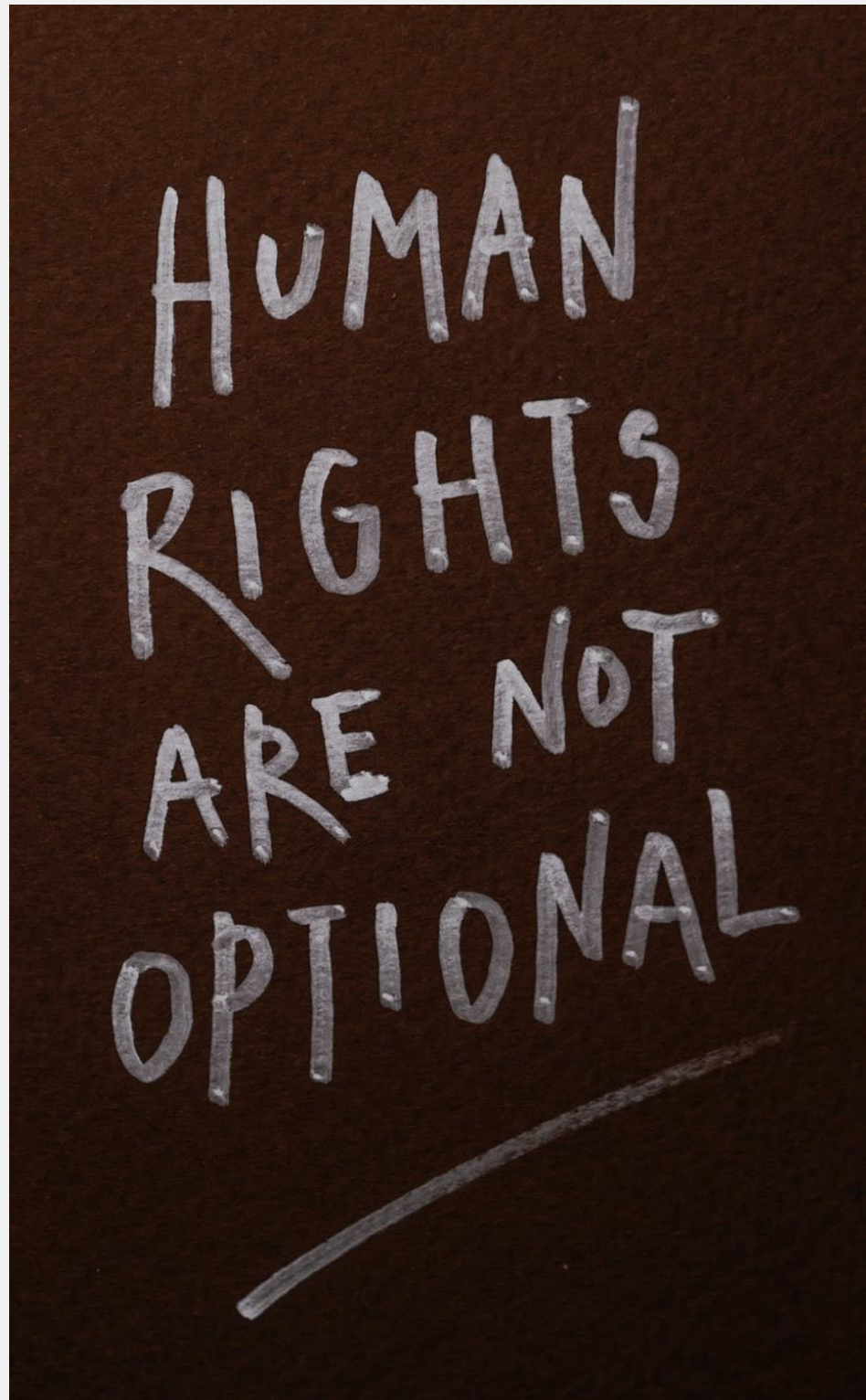


The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.

Human Rights

We support and respect the protection of internationally proclaimed human rights. All employees are responsible for complying with social policy and for ensuring that the standards of behavior required by the company are observed.

We are continually training our staff on human rights and child protection, so that they understand the role they play in delivering our objectives. Over the last few years, we have zero incidents reported.



Grecotel White Palace policies:

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

Partnerships and Donations

With an increased sense of offering, social prosperity and solidarity, the Grecotel White Palace makes donations for charities aiming to provide support for socially vulnerable groups and activities related to the promotion of culture, the environment and sports. Some of the results of our contributions are donations to "Vision of Hope" for its Bone Marrow Donor Bank, provision of goods to parishes and many other actions.



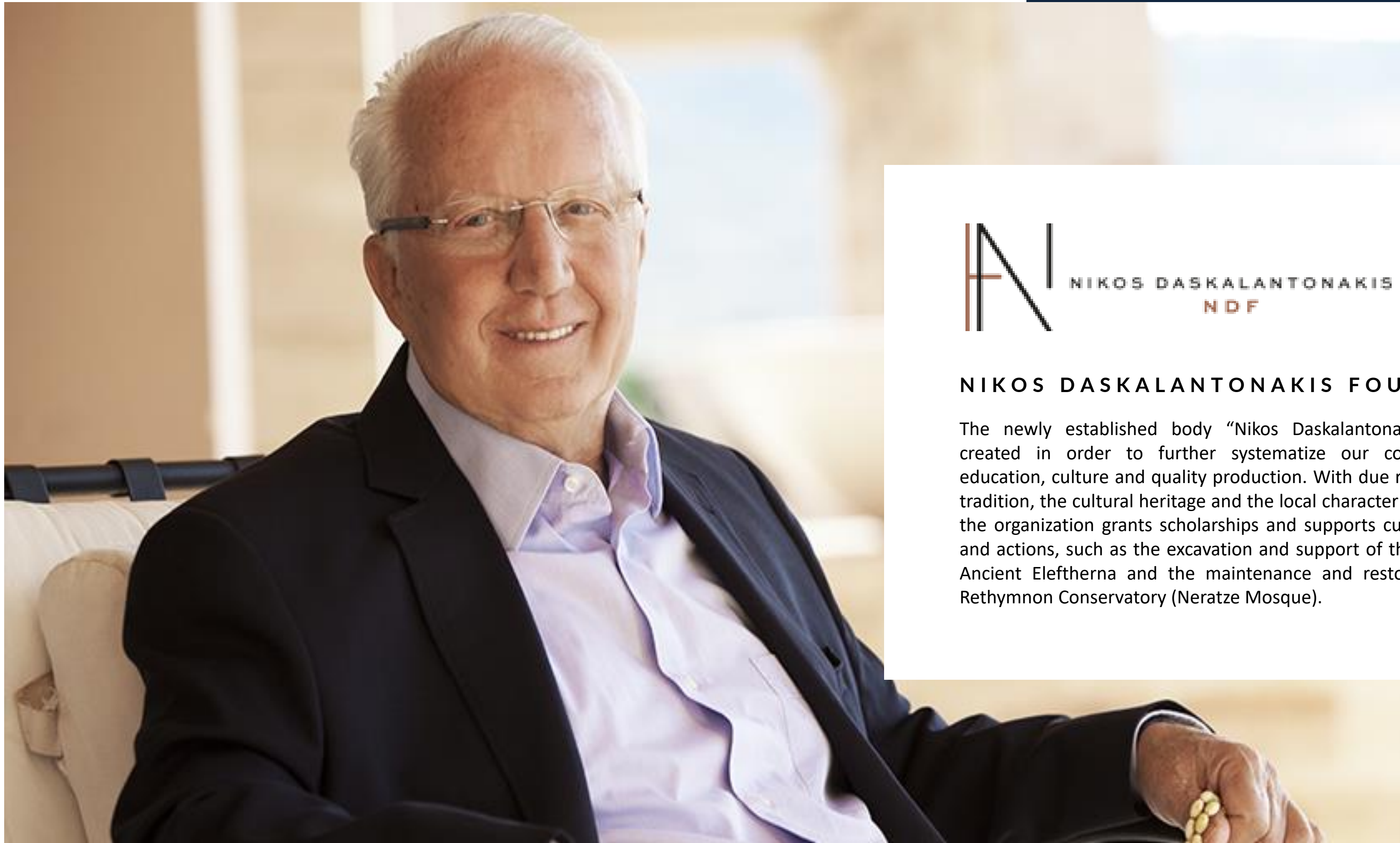
PARTNER WITH "THE SMILE OF THE CHILD"

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

PARTNER WITH "VISION OF HOPE ASSOCIATION"

It was founded in 2012 and is another link in the supply chain of medical, mental and social care of the Association of Friends of Children with Cancer "ELPIDA". Main purposes of the Association is the information and sensitization of the Public Opinion on the issue of voluntary donation of hematopoietic cells and the importance of their offer to a patient in need of transplantation.





NIKOS DASKALANTONAKIS FOUNDATION

The newly established body “Nikos Daskalantonakis-NDF” was created in order to further systematize our contribution to education, culture and quality production. With due respect for the tradition, the cultural heritage and the local character of each place, the organization grants scholarships and supports cultural projects and actions, such as the excavation and support of the Museum of Ancient Eleftherna and the maintenance and restoration of the Rethymnon Conservatory (Neratze Mosque).



Economic Dimension

Economic dimension refers to the way in which the company organizes its position in the marketplace to actively develop its sustainable profile by using its economic stability and profitability for continuous improvement. Our long-standing commitment to responsible business helps to create opportunities for all the interested parties, including our associates, guests, hotel owners and local communities. We continue to drive meaningful results benefitting youth, global diversity and inclusion, health and wellness, responsible sourcing and support for human rights.

		ENVIROMENTAL	SOCIAL	ECONOMIC
<div> <div>GRECOTEL</div> <div>HOTELS & RESORTS</div> </div>	WE BELIEVE	<ul style="list-style-type: none"> Continuous improvement in our Corporate and Social Responsibility (CSR) Strategy. Encourage our business partners to follow Grecotel Policies and quality Standards. Meet all relevant legislation. 	<p>Our impact to the local community is understood and nurtured:</p> <ul style="list-style-type: none"> Discuss with the local community for mutual benefits. Effectively support the needs of the local community. Respect the protect the internationally proclaimed human rights . Transparency for our business policies and practices. 	<p>Economic Sustainability focuses on the following major areas:</p> <ul style="list-style-type: none"> Maximize profit Deliver quality products and services Implement economy of scale Enhance work efficiency Engage local partners Equal employment opportunity.
	WE DO	<ul style="list-style-type: none"> Keep updated policies and procedures Ensure that the Green Team has all the required Resources. Establish realistic Green goals for each department. Follow ISO 14001 Principles. Set targets on Energy and Water Reduction. Check if funding / loans are available for investment in new technology. Encourage staff to put forward their own suggestions for water/energy reduction. Implement a Waste management Framework Annual sustainability report. 	<ul style="list-style-type: none"> Provide information through websites and reports. Communicate constantly with the local authorities. Make donations to local and international causes and projects. Encourage Guest and Team Members to donate. Terminate partnerships where human rights violations or child labor is discovered. Hire people regardless any personal characteristics. Training programs for team members 	<ul style="list-style-type: none"> Achieve Economic Sustainability by continual enhancements of efficiency and quality of work, as well as maximizing benefits for our stakeholders. Seek Constantly boosting competitiveness and demonstrating the key role of tourism in the Greek economy.
	WE WILL	<ul style="list-style-type: none"> Compare total and departmental consumption figures with hotel industry benchmarks. Train staff to make prudent use of environmental indicators and how to maintain equipment for optimum energy-efficiency. 	<ul style="list-style-type: none"> Guest Satisfaction Surveys. Continue the partnership with the Children’s Smile. Encourage more internal promotions. Update and enrich the already existing handbooks (Pre-Arrival, Initial Training and Care) 	<ul style="list-style-type: none"> Prolong opening season. New Market opportunities. Use Satisfaction Questionnaires and Surveys to improve services and be competitive to the market. Improve performance and increase the number of arrivals and overnight stays, while improving improving the distribution of demand over time.

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

GRECOTEL

HOTELS & RESORTS

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