



## 1. Paralos Venus Suites

### 1.1. Working for a better future

In addition to our commitment to our clients, we are also aware of our obligations to those who work directly and indirectly to support our work. Our employees, local community, partners and suppliers are key parts of our success and we are committed to sharing it with them. In addition, we know the importance of nature, whether local or global, to both the sustainability of the hotel and our own sustainability as part of it.

With this in mind, we decided to work on these pillars to create and develop a sustainability programme for our hotel, working tirelessly on it over the last few years.

First, we have established sustainability policies with clear commitments and targets. We then implemented targeted actions to implement these commitments and targets. Starting with educational and information actions to raise awareness among all stakeholders, we defined our identity, setting a steady path towards our goals.

For every step we take, we disseminate our actions and the results achieved to all stakeholders, knowing that without their cooperation any action will have minimal impact.

## 2. Policies

In 2023 the Hotel and its Management, taking into account the dramatic geopolitical crises, developed the Total Quality Policy, which sets out the commitment of the organisation as a whole to serve its customers through a framework of sustainable development. Along with this, additional policies were formulated to better describe the organisation's objectives and commitments. Overall, all hotel operations were governed by the:

- ☞ Total Quality Policy
- ☞ Food Safety Policy
- ☞ Policy on Sustainability
- ☞ Policy for the protection of the Environment
- ☞ Policy to manage food waste
- ☞ Human resources policy and single disciplinary procedure
- ☞ Health and safety policy at work
- ☞ Policy of respect for people and their rights
- ☞ Child and youth protection policy

Our Policies are posted on the Hotel's website and have been reviewed in 2024 with the drafting of this report and deemed to meet our current requirements.



### 3. Environmental performance

#### 3.1. reduction of energy & fuel consumption

The Hotel has proceeded to analyse the main sources of energy consumption and has developed measures to mitigate this. The first measures to be taken to mitigate energy consumption come from the construction of the facilities. The use of materials with a high insulation index and the intelligent use of shading contribute to the limitation of the use of energy to control the internal temperature.

**The year 2022 the total premises of the hotel have been renovated.**

When renewing our equipment, technologies with lower energy consumption and/or emissions were selected. For example, conventional A/C units are replaced by central A/C units with higher energy efficiency. Energy saving light bulbs are replaced with LED bulbs in all areas and lighting management systems have been installed. Specifically in communal WCs and parking area there are motion sensors while & in the rooms there the air conditioning turns off when the external doors are open. All critical equipment was properly serviced prior to the start of the season by qualified external contractors to ensure that they function properly.

In addition to electricity consumption, actions have been developed to reduce fuel consumption. For water heating, heat pumps with internal recirculation spirals are now used to avoid the use of fuels (LPG or oil) and to reduce water consumption.

In addition, the Hotel has arranged for two buses to transport staff and **aims to fully replace the catering vehicles with electric vehicles. There are also plans to gradually replace old equipment in the kitchen (ovens, hobs) over the next two years to further reduce LPG consumption.**

**With the above actions, the Hotel aims to reduce energy consumption by 10% by 2024 and to reduce by 10% our contribution to CO<sub>2</sub>.**

Energy consumption	Total kWh	Average kWh per guest night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
2024 (until August)	273.439 kWh	17,23 kWh	156.878,2 kg CO <sub>2</sub> e	8,89 kg CO <sub>2</sub> e
2023	347.048 kWh	15,51 kWh	200.802,8 kg CO <sub>2</sub> e	9,97 kg CO <sub>2</sub> e

#### 3.2.Reduction of water consumption

To protect water resources, we use faucets and showers with low water flow and dual flush toilets and develop awareness material for our employees and visitors so that they can also contribute to reducing consumption.

All critical equipment was properly maintained before the start of the season and its performance was monitored throughout the season. This is done through daily measurements and monthly logs along with laboratory analysis to evaluate treatment efficiency and overall water quality.

Watering is carried out on the basis of a schedule drawn up by the partner agronomist, who also has overall supervision of the gardens, in the afternoon hours.



Linen and towels are managed by the housekeeping department based on the relevant instructions given to the staff and available for information in the guest rooms. Linen and towels are washed by an external partner who has the appropriate equipment and expertise to ensure optimal energy and water consumption.

**During 2024 we managed to keep our total water consumption per night at the same levels as the previous years, even though this year a new restaurant and kitchen were operating. For the next years we aim to reduce our water consumption.**

Water consumption	Total m <sup>3</sup>	Average m <sup>3</sup> per guest night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
2024 (until August)	<b>6787</b> m <sup>3</sup>	<b>0,39</b> m <sup>3</sup>	<b>1011,3</b> kg CO <sub>2</sub> e	<b>0,058</b> kg CO <sub>2</sub> e
2023	<b>7332</b> m <sup>3</sup>	<b>0,34</b> m <sup>3</sup>	<b>1092</b> kg CO <sub>2</sub> e	<b>0,054</b> kg CO <sub>2</sub> e

### 3.3.Reduction of waste and consumption of goods

Zero Waste relates to a set of principles that focus on preventing waste generation by encouraging the redesign of the resource life cycle so that all products are reused. The Zero Waste approach aims to reduce and ultimately eliminate waste.

We focus on continuously reducing the amount of waste generated. **To achieve this, we aim to reduce the disposal of solid waste for landfill from our Hotel to 5% of the total by 2027**, implementing all the regulations and directives adopted by the European Union and the Greek authorities on the circular economy and waste management.

Particular efforts are being made to separate and reduce organic waste which, if disposed of in landfills, can have a significant impact on climate change by producing greenhouse gases.

For the management of waste, there are bins for the dedicated to recyclable organic waste. There are also special bins for batteries, electrical appliances and lamps.

**We aim to increase the volume of packaging waste given for recycling at 5% for 2025.**

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
2024 (until August)	Landfill	Landfill	Landfill	Landfill
	8912 kg	1,22 kg	6.259,98 kg CO <sub>2</sub> e	0,360 kg CO <sub>2</sub> e
	Recycling	Recycling	Recycling	Recycling
	3888 kg	0,32 kg	68,78 kg CO <sub>2</sub> e	<0,01 kg CO <sub>2</sub> e
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
	12800 kg	1,54 kg	6.328,74 kg CO <sub>2</sub> e	0,365 kg CO <sub>2</sub> e



## 4. Sustainable Procurement

All purchases are made based on our Sustainable Procurement Policy by selecting large packages and organizing our orders based on inventory and forecasting needs. In addition to communicating our Sustainability Policy to suppliers, and communicating to them practices that are not accepted by our partners, we encourage them to develop their own Policy. The existence and certification of this is a key criterion when evaluating and selecting them, as defined by our Sustainable Procurement Policy.

**In 2024 16% of our suppliers will have developed certified sustainability-related activities. This percentage is targeted to increase in the coming years by at least ~10% through information and awareness of our suppliers**

In addition, about 51% of the suppliers are based in Crete and the Hotel uses a variety of locally produced goods (mainly fruit and vegetables, olive oil, honey, dairy products and meat) to further support local production and businesses. The majority of these products come from producers with a long-standing relationship with the Hotel.

In addition to locality, an important criterion for the selection of green management products, sunscreens, cosmetic products and packaging materials is the absence in their ingredients of items listed in the list of Unacceptable Practices and Practices in Appendix I of the Travelife Certification Requirements.

For wood and paper products, the existence of certification and/or relevant labelling (FSC logo) for the application of environmentally friendly practices that help to preserve forests is an additional criterion for the selection of the supplier.

In terms of food procurement, we monitor purchases of products associated with increased CO<sub>2</sub> emissions in order to improve the average consumption per night through appropriate menu adjustments. Respecting the right to choice, the hotel offers a variety of food options for guests and staff, including vegetarian, vegan and other.

**The aim is to reduce the average volume of non-processed animal products consumed per night by 5% over the next two years.**

### 4.1. Management of hazardous chemicals.

The equipment with substances related to fluorinated greenhouse gases has been registered on the Ministry of Environment's platform and is managed by appropriately licensed external partners. All equipment, even that which is removed is located in controlled areas where it is locked and if it needs to be removed this is done by an external contractor licensed for the project.

Also, the use of chemicals for the management of the greenery is done by the cooperating Agronomist. Similarly, all pest management work is done exclusively by the external partner who has the appropriate licensing from the Ministry of Rural Development & Food.

Water treatment chemicals are kept in a locked maintenance areas, as are any chemicals used for maintenance work. Cleaning chemicals for the housekeeping and F&B departments are in locked areas and their availability in the departments is controlled, and there are dosing pumps where they are used by staff.



Packaging of hazardous maintenance chemicals is returned to suppliers for management, while cleaning chemicals are rinsed with water after emptying and forwarded for management and recycling.

All hotel staff handling chemicals that pose a risk to themselves and the environment have received the required training.

**We are aiming to reduce the consumption of chemicals in general by 5% over the next two years.**

## 5. Local biodiversity

The composition of the hotel's flora includes many different species of shrubs and herbaceous plants that belong to the native flora of Crete and some alien species (Cacti, Succulents, trees and shrubs of other floral regions), which have little need for water.

These species can be found scattered through hotel (Arecastrum, Dracaena, Drago, Strelitzia, Nicolai, Strelitzia Regina, Agave, Fern, Aromatic Plants (Oregano, Mint, Sage, Thyme, Mint, Rosemary, Thruvi), Stipa, Pennisetum, Carex, Landanthus, Agatha, Euphorbia, Euphorbia - Cacti, Alocasia, Monstera, Areca etc.).

There are no animals either wild or domestic.

The Hotel does not promote or organise events to areas of natura, or areas of outstanding natural beauty or areas with protected species. However, there is information material at the reception for the correct behaviour of our guests if they choose to visit some of the protected areas in Crete.

## 6. Staff

Our employees are our most valuable asset and we are committed to fostering a culture of respect and empowerment by continuously investing in the development of our team members. At Paralos Venus Suites we employ 50 staff of both genders. Women make up 54% of the staff and the remaining 46% are men. Staff salaries are determined only by the job they cover based on the collective agreement of the industry in Heraklion and no other criterion.

84% of these staff are residents of Crete and permanent residents of the regional unit of Heraklion, while for managers and supervisors this percentage is 84%. The staff who do not reside in Crete do not belong to a sensitive minority such as immigrants and have been working with the Hotel for many years. Stability in the cooperation and the development of the staff within it is a constant aim of the Hotel.

### 6.1. Architecture and site management

As for the plantations, the renovation works at the Hotel were carried out after an architectural study that takes into account the local architecture and the existing natural environment, while the materials we use are mainly wood, glass and stone for our facilities and equipment, which are durable and recyclable. In addition, all facilities are designed to ensure accessibility for people with disabilities. A room key and a breakfast menu and room service based on the Braille system are also available for the visually impaired.



## 6.2. Local community - Social responsibility

Our Hotel encourages the participation of the local community in voluntary activities it plans and seeks ways to contribute tangibly to local infrastructure related to entrepreneurship, culture, sports and youth. Within the Hotel there are spaces where local entrepreneurs are active in an effort to support them. There is also a church that is open to anyone who wants to visit.

**Particular importance is also given to the direct support of members of our society in need. In this context, the company has carried out a blood donation, cleaning of a local park and participated in an action for women's entrepreneurship.**

To reduce any traffic congestion that may occur in the area from our guests, we provide and encourage our guests to use alternative means of transport, such as bicycles, to get around during their stay. Suitable cycle parking areas have been provided for this purpose and a charging area for electric vehicles has also been provided. In addition, we provide parking space sufficient to accommodate all our staff and most of our guests if they have a rented car

*Our hotel welcomes feedback from our guest, community and staff about the work we are doing to improve our environmental and social impacts, including suggestions about how we can improve. You may share your comments or ideas in the hotel's toolbox or email.*

*Completed by: Katsoprinakis Konstantinos. Job title: Management*

*Start of evaluation period (month and year): 01/2023*

*Interim evaluation period (month and year): 08/2024*

*End of evaluation period (month and year): 12/2025*