

We're going to keep making a difference



GRECOTEL

HOTELS & RESORTS

**ENVIRONMENTAL, SOCIAL & GOVERNANCE
REPORT 2022**



Casa Paradiso

GRECOTEL FAMILY RESORT-KOS



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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 Casa Paradiso 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 second public sustainability report of Greotel Casa Paradiso and covers 2022 season (reporting periods are from opening to the closing day).



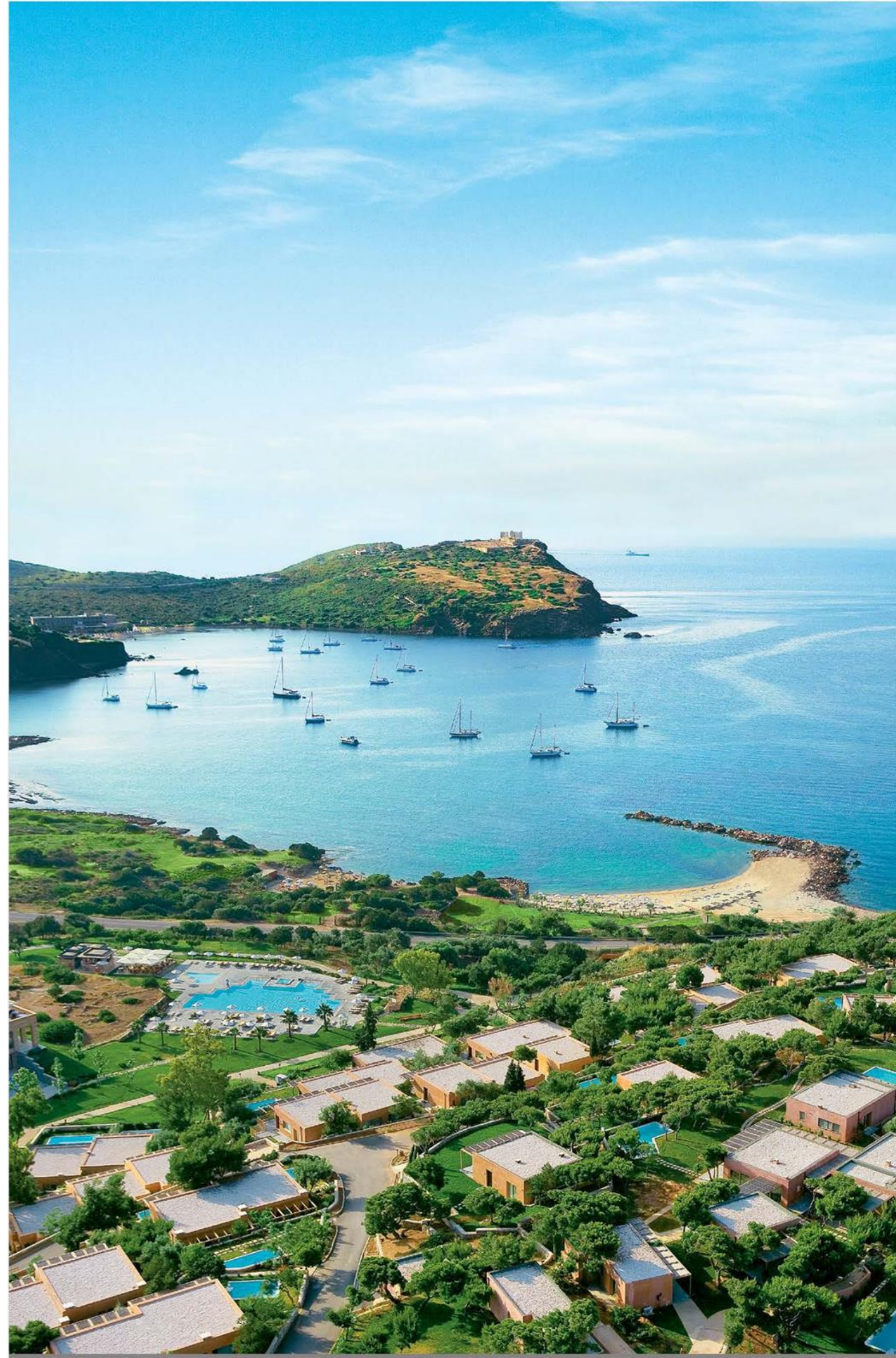
Welcome to Grecotel





Introduction

About Grecotel



Grecotel Casa Paradiso | Sustainability Report 2022

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

GRECOTEL
HOTELS & RESORTS

40

Resorts & Hotels

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

GRECOTEL
HOTELS & RESORTS



BOUTIQUE

GREECE AVANT-GARDE. SPECTACULAR RESORTS ON MYTHICAL LOCATIONS

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

BEACH
LUXE

BEACH LUXURY

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

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

LUX
ME®

LUX ME

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

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



LIFESTYLE ALL IN

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

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

MYKONOS
CORFU
CRETE
PELOPONNESE
KOS
RHODES
HALKIDIKI



Unique Locations



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

Traditional Farms & Villages

DANILIA CORFU

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

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



AGRECO FARM

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

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



Our vision

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



Our mission

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



Business in the Community

During its 45 years of operation, 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



The COVID-19 global pandemic posed an existential threat not just to the hospitality and travel industries, but also to our very way of life. The unprecedented disruption that was caused to our business operations in 2020 required the Group to take exceptional measures to protect the people we care for and support affected local communities, while operating in an environmentally sustainable manner.

HERE AT GRECOTEL, OUR NUMBER ONE PRIORITY HAS ALWAYS BEEN AND WILL ALWAYS BE THE SAFETY AND WELL BEING OF OUR GUESTS & EMPLOYEES WITHOUT MAKING ANY COMPROMISES TO THE QUALITY OF THE EXPERIENCE.

In 2020 we introduced “**The Stay Safe Commitment**”, establishing a safe environment for our beloved guests. We are proud to have **successfully operated 15 Hotels & Resorts** and hosted 50.000 guests to date. We are grateful to announce **NO Covid cases at our properties!**

We dedicate this achievement to our employees and our beloved guests who entrusted us with their holidays.



WITH SPECIALIZED PARTNERS. OUR STAY SAFE COMMITMENT



TUV Austria for Healthy & Safety
Certification across our Hotel portfolio



Sealed Air Diversey Care, a global leader in providing
smart, sustainable solutions for cleaning & hygiene



DQS Hellas, world's Premier Audit Company
with provision of Quality assurance

Grecotel Casa Paradiso | Sustainability Report 2022





*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
- ROYAL PARK
- LUX ME RHODOS
- OLYMPIA RIVIERA & AQUA PARK
- OLYMPIA OASIS & AQUA PARK
- CASA MARRON
- PELLA BEACH
- MELI PALACE



Eco-label Award

- RIVIERA OLYMPIA & AQUA PARK
- CAPE SOUNIO
- PALLAS ATHENA
- VOULIAGMENI SUITES
- MYKONOS BLU
- FILOXENIA KALAMATA
- ASTIR
- EGNATIA
- LARISSA IMPERIAL

NEW
HOTELS 2022



Eco-label award for beaches.

- CAMEL
- 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
- PELLA BEACH

2 NEW
Beaches 2022



AGRECOFARMS



Other Awards



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

GRECOTEL All-In

CASA PARADISO



ALL IN LIFESTYLE RESORTS

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.

Welcome note from General Manager



"A beautiful environment
starts with you."

For tourism industry, 2020 was the most terrible year for tourism. Despite the enormous hurdles we faced, we remained committed to maintaining a laser-like focus on our sustainability initiatives.

In Grecootel, the largest hotel chain in Greece, we believe that the quality of our hotels is equal to the quality of the holidays' environment. By developing Environmental Management and Sustainability procedures, the hotel defines all the environmental aspects of its operations and has established policies and programmes that aim to continuously improve its performance and results.

This report reflects the best examples of our company and areas of growth. This report represents a first step in our journey to becoming an even more sustainable company. You will hear and see a lot more from us in the coming years as our efforts will continue.

Thank you for spending some time to have a look at our Sustainability Report and his opportunity to learn more about Grecootel Casa Paradiso.

Paraskevopoulos Lampros

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.



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. CHILDREN UP TO 14 YO. STAY FREE AT THEIR PARENTS' ROOM.



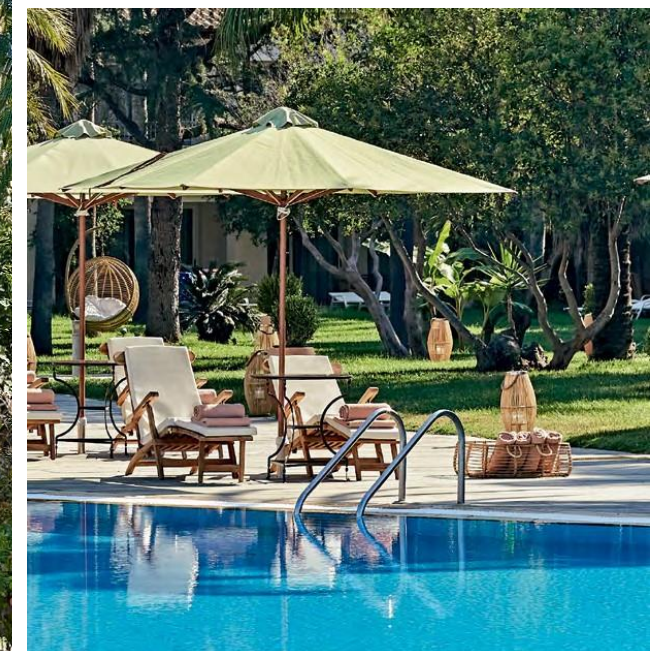
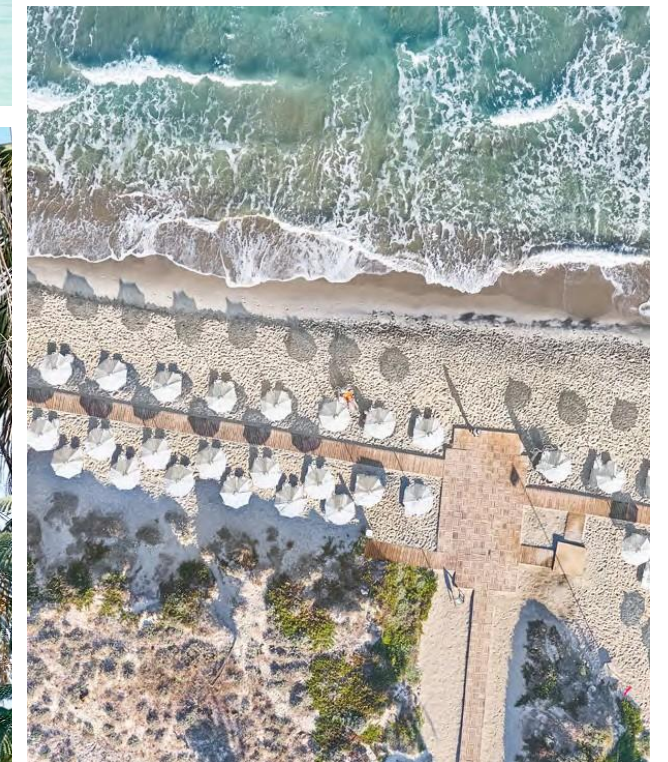
Casa Paradiso

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**

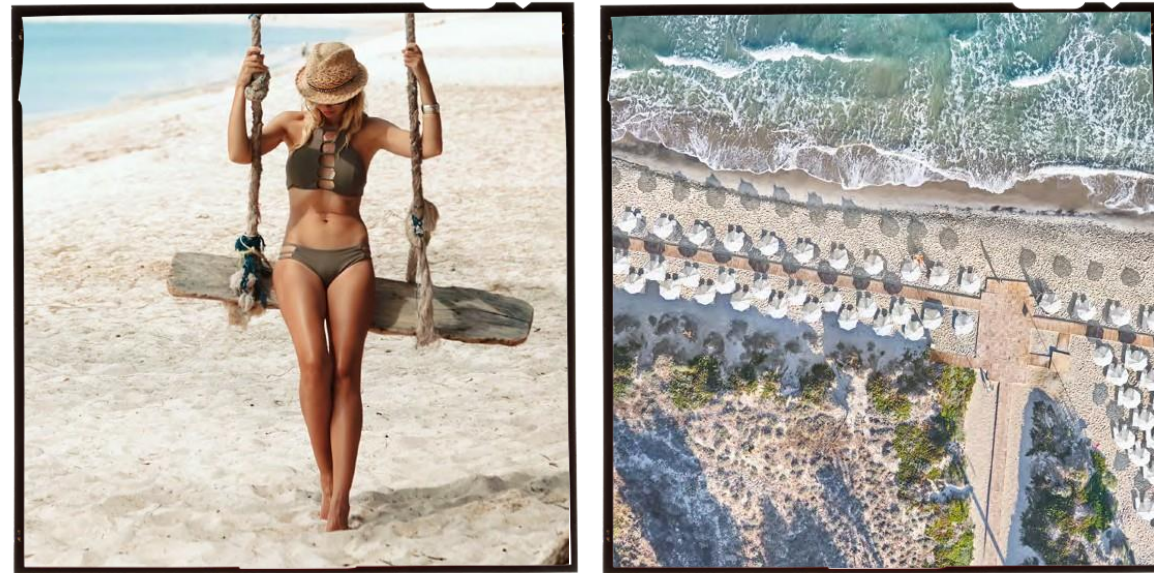
TAVERNA

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

BARS & LOUNGES

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





FITNESS, ACTIVITIES & WELLNESS

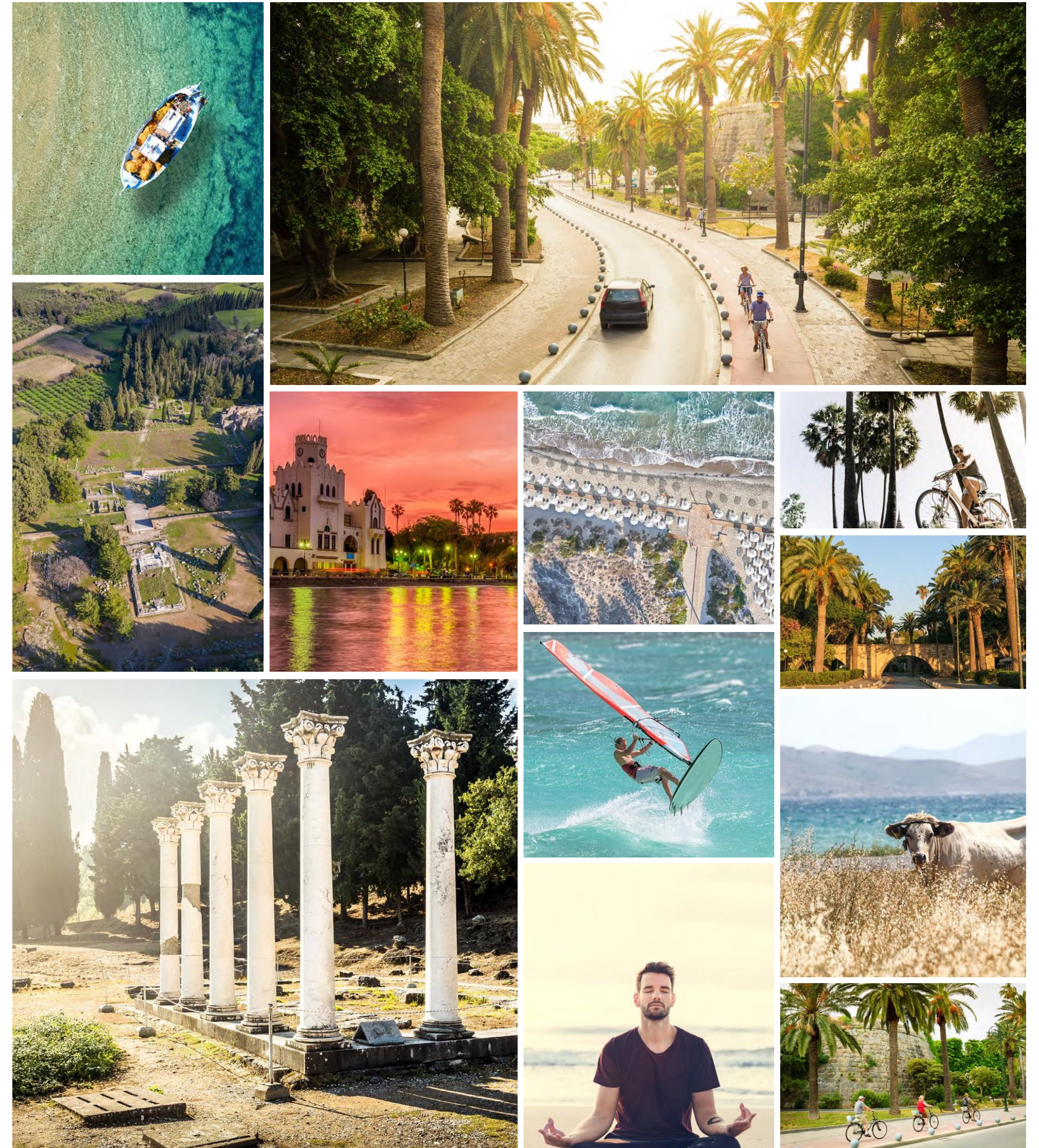
FITNESS: Gym, Water Gym, Keep fit, Outdoor fitness area, Aerobics.

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.



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!

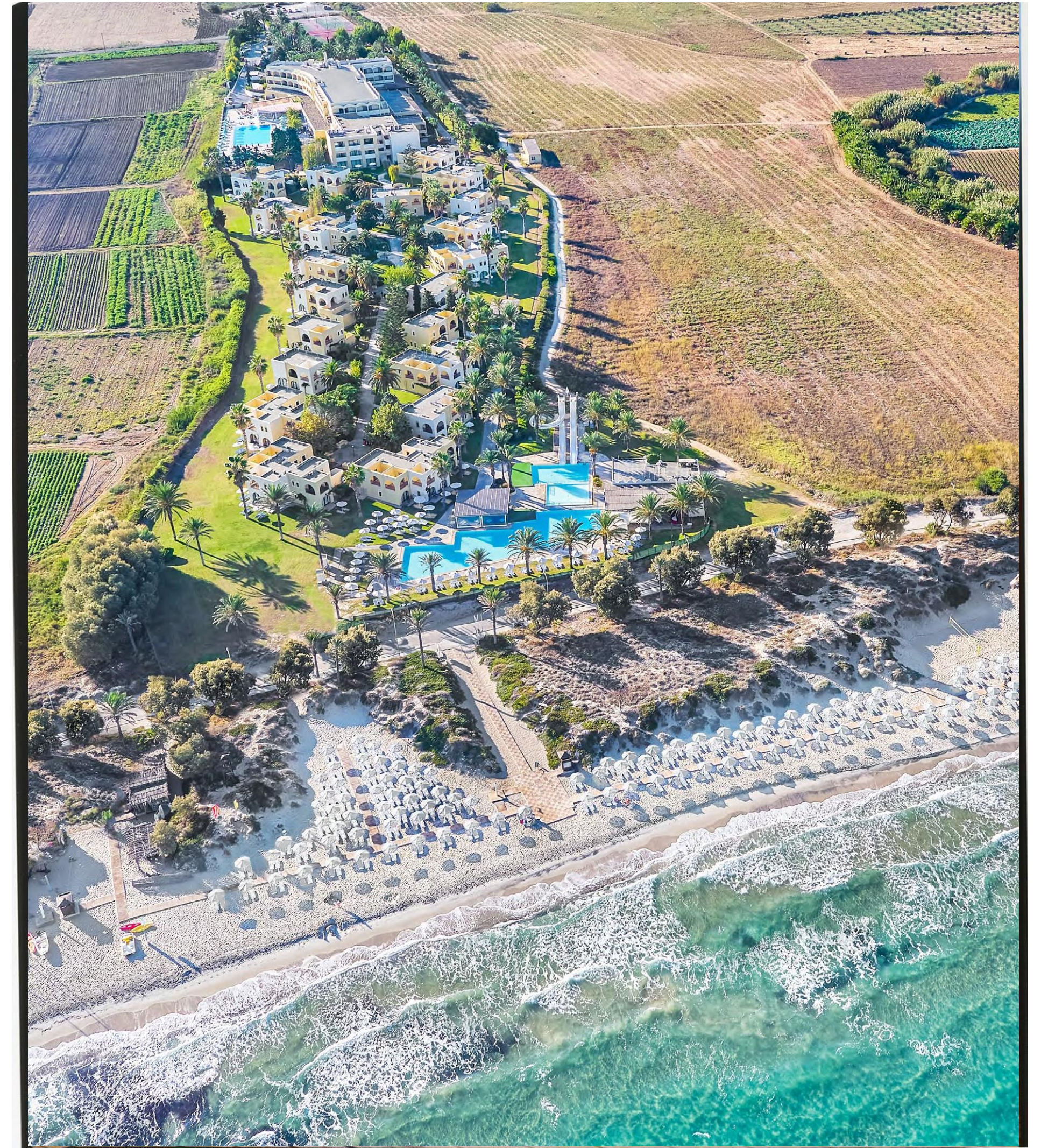
BEACH & POOLS: On Aghios Georgios famous beach

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 2022



TripAdvisor
Excellence Award



Umwelt
champions by
TUI



Certificate of Quality
by Ayda.ru



Certificate of Quality
by Ayda.ru



Travelife Gold for
Sustainability in Tourism



Blue Flag
Award



HACCP
Certificate



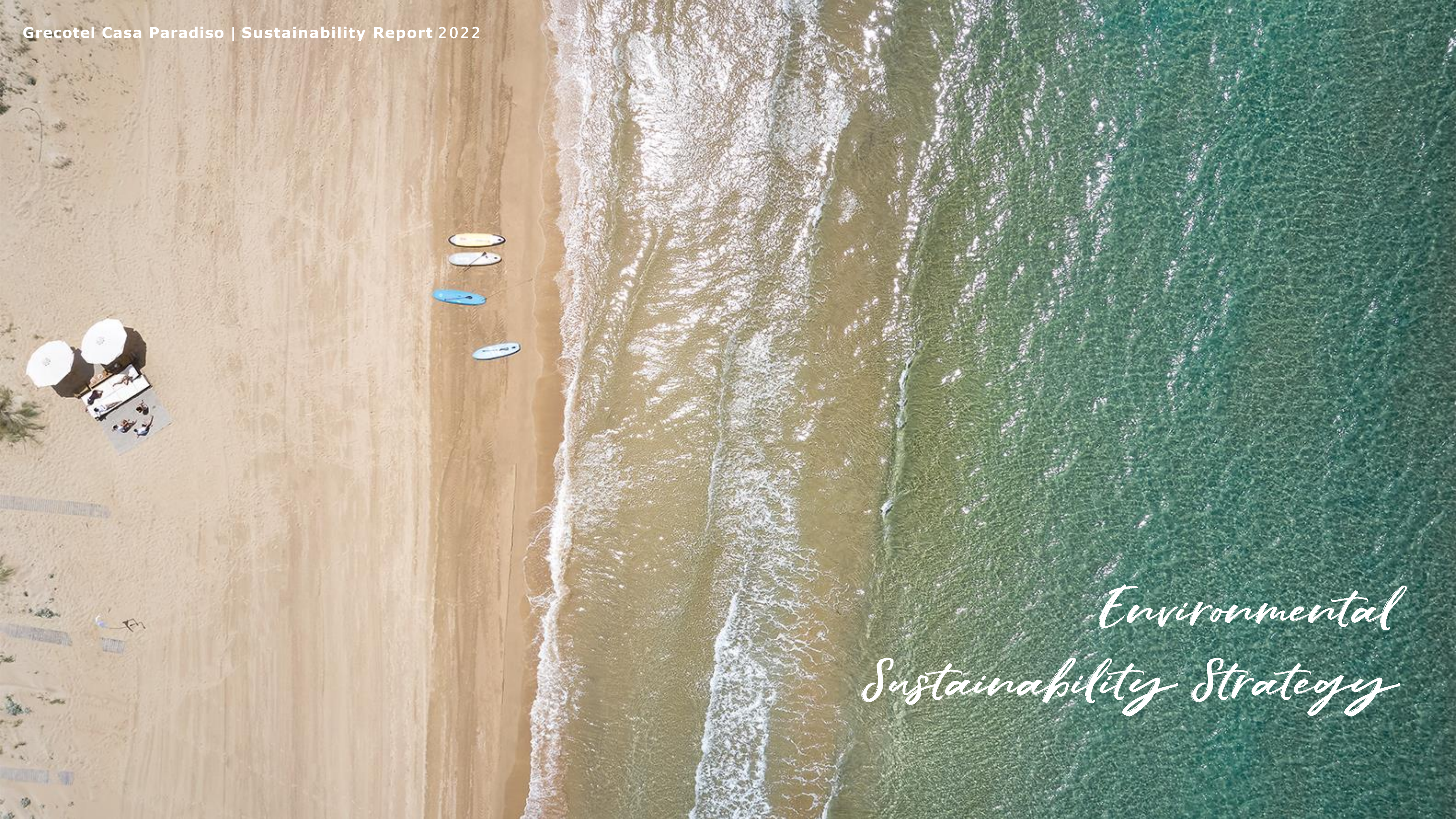
Greek Breakfast Certification
by Hellenic Chamber of Hotels

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 2019	Guests 2022
Greeks	17.885	19.067
Europeans	62.598	66.735
Americans	2.683	2.860
Rest	6.260	6.673
TOTAL	89.425	95.335



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

Our Sustainability Team

Paraskevopoulos Lampros

General Manager

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

Mitraka Irene

Purchasing Manager

Has the responsibility for all the environmental actions and management.

Oikonomou Eirini

Guest Relations Manager

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

Ragazzini Giorgos

Human Resources Manager

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

Mallias Panteleimon

Maintenance Manager

Responsible for the maintenance and proper operation of the Hotel.

Rizoudis Konstantinos

Chef

Responsible for the food waste monitoring program.

Akrivopoulos Velissarios

Service Manager

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

Plati Garyfallia

H/K Manager

Monitor all the daily operations of the housekeeping department

Sigouros Charalampos

Storekeeper

Responsibility for the storage, movement and distribution.



2022 Highlights

The outbreak of Covid-19 had a global impact last year, and it was a remarkable challenge for the hotel industry. Travel restrictions and the deployment of additional health and safety procedures have had an impact on our operations. Despite the hurdles, we are pleased with our 2022 performance.



Employee training

149 Trained
3.000 Hours



Food Waste

Food Waste Reduction and
Measurement program.



Green Activities

114 guests participated in
Eco-Activities



Plastic Free

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



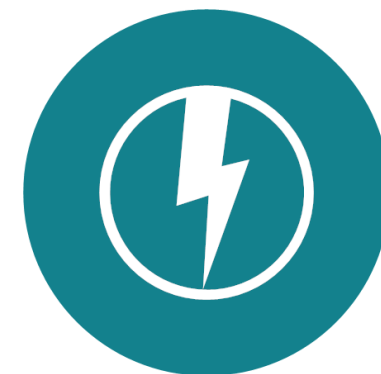
Employees

41% of our
personnel are locals.



Hazardous waste

100% recycled



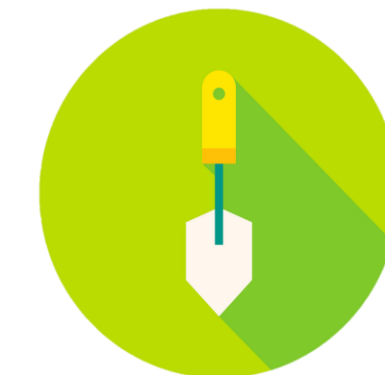
Energy Efficiency

90% led lamps



Blue Flag

Since 1992



Garden & Flora

12.390 euro to
enhance biodiversity



How we manage sustainability

Casa Paradiso

GRECOTEL FAMILY RESORT-KOS

Environmental Impact

GRECOTEL, BEING ONE WITH NATURE

Grecootel 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 2022, we remain dedicated to halving our environmental impact across our whole value chain.



Grecohotel Casa Paradiso Sustainable Business Model



RESPONSIBILITY

Climate Change

Providing a one-of-a-kind experience and cutting-edge services, as well as immersing consumers in the Grecohotel Casa Paradiso'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 - Grecohotel 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 Grecohotel strategic planning and risk management.

Water and Energy

Water and energy conservation is a key part of the Grecohotel Stainable 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 Casa Paradiso). We saw a large drop in 2022, owing primarily to lower occupancy and entire or partial temporary suspensions of properties.

Our employees were encouraged to use operational best practices such as partial building shutdowns, variable plant load operation, and strengthened building controls to save energy and carbon emissions when occupancy was low. At Grecotel 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.

Environmental Program

Grecootel Environmental Program was used as an example in the publication Agenda 21 for the Global Travel & Tourism Industry. It includes activities inside and outside the hotels and it focuses in **4 Key Performance Indicators (KPI)**:



01. Energy

02. Water

03. Waste & Recycling

04. Chemicals



2022

Casa Paradiso
SPECIALTY FAMILY RESORTS

OUR EFFORTS
CONTRIBUTE TO
THE SUSTAINABLE
DEVELOPMENT
GOALS:



Energy

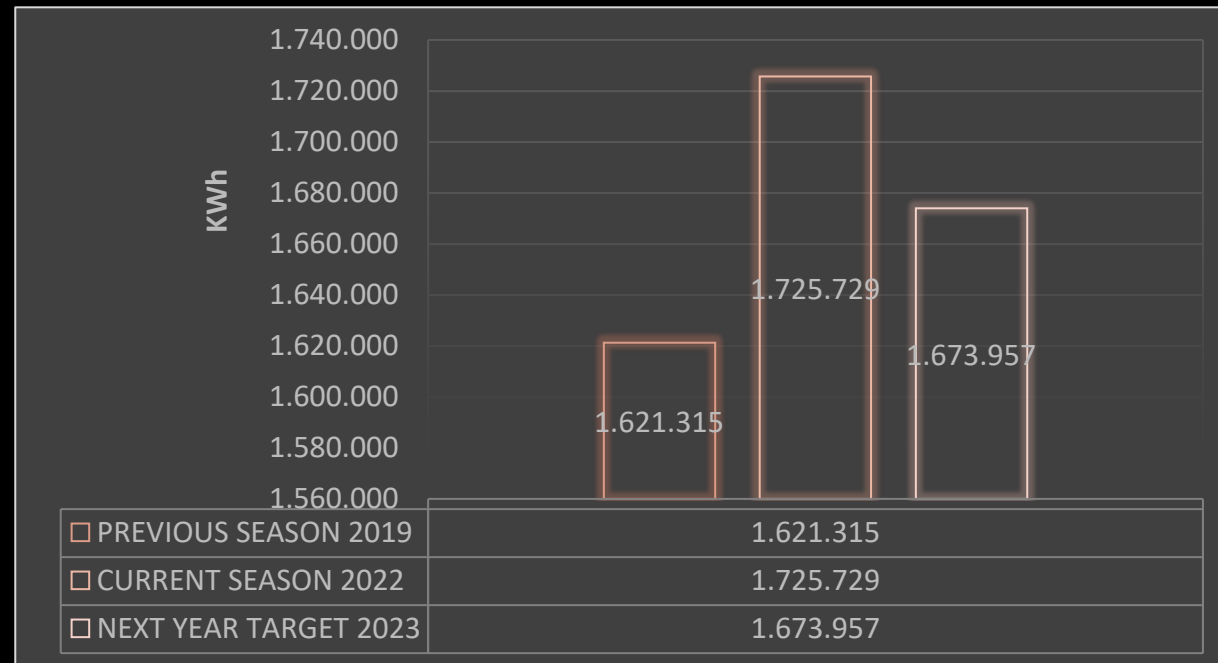
1.725.729 kWh

Efficient use

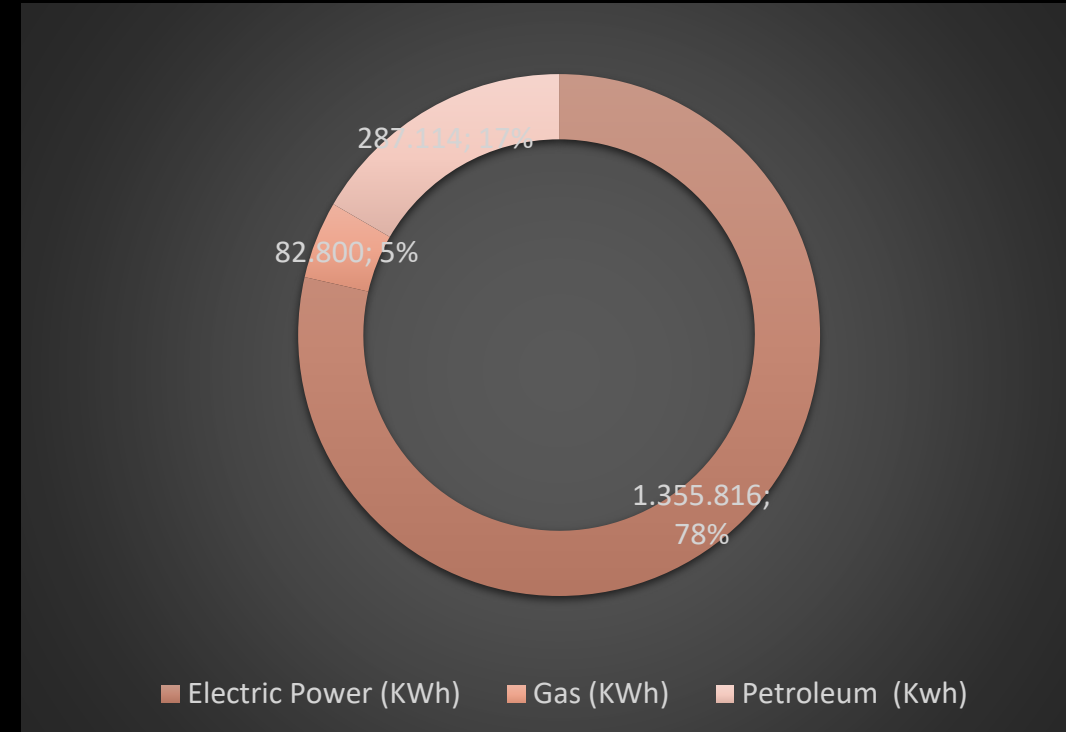
Energy consumption is the main contributor to direct and indirect GHG emissions which affect the climate change. By creating the necessary infrastructure and using the latest available technology in energy management, we endeavor to reduce our energy consumption and maximize the use of renewable energy.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

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

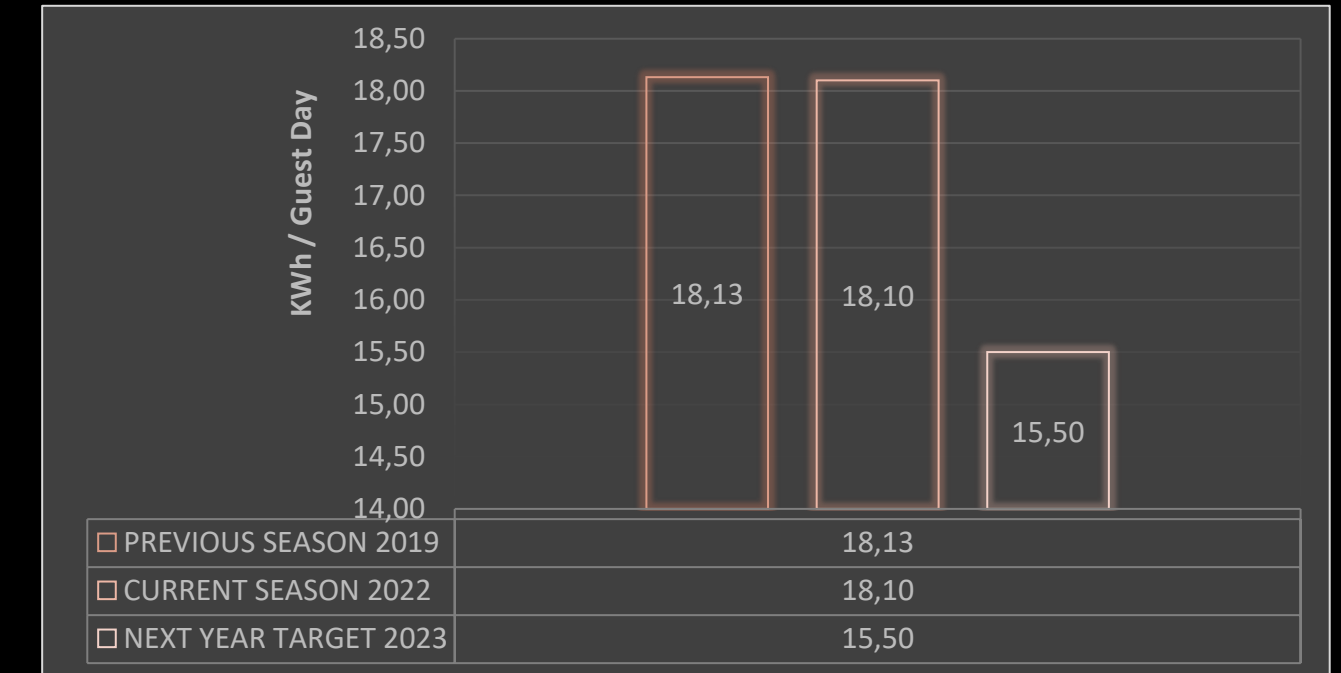
Annual Energy consumption (kWh)



Annual Energy consumption per source (kWh)



Annual Energy consumption per accommodation



Energy Reduction

- Hotel operations are aligned with best practice energy management techniques and technology.
- The Greotel Casa Paradiso Green 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 was submitted to the Ministry of the Environment.
- Greotel Casa Paradiso continues to train all staff in energy and carbon management in order to decrease energy use.



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 2022, Greotel Casa Paradiso’s energy consumption was:

**0,21
liters**

**of average gas
consumption per guest**

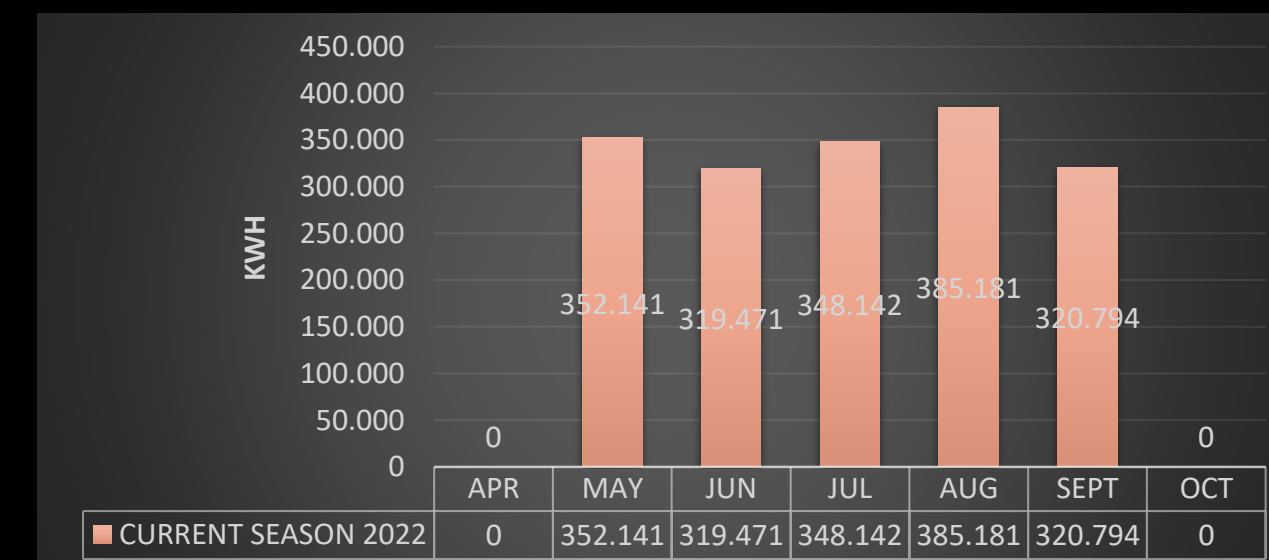
**14,22
kWh**

**of average electricity
consumption per guest.**

Monthly Energy Consumption Per Guest Day



Monthly Energy Consumption



Energy Assessment

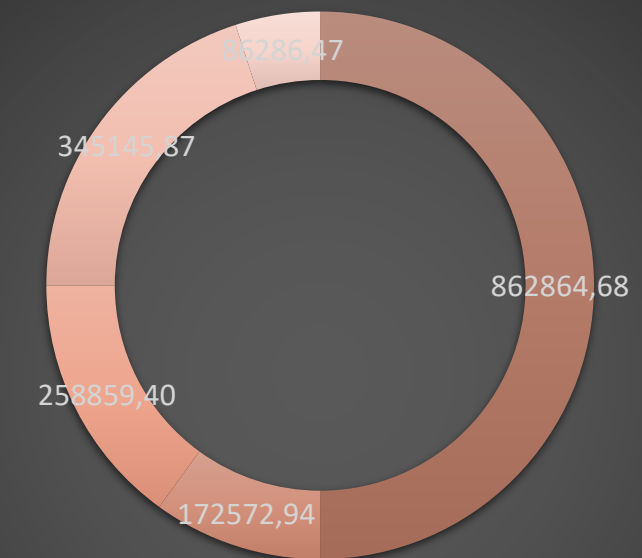
Grecotel Casa Paradiso has proceeded with investments, aiming to the efficient use of energy. Specifically:

- 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.

Casa Paradiso
GRECOTEL FAMILY RESORT-KOR

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 ■ Lighting
■ Kitchen and Laundry Equipment ■ Warm Water Boilers
■ Rest

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 Casa Paradiso 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 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.

All wastewater, including rainwater 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 2022

Our water use increased in 2022 compared to the previous year due to the strict sanitation regime we implemented through our Covid-19 standards, as well as lower occupancy. Grecotel Casa Paradiso's water use per guest was 0,76 m³ in 2022 and 0,69 m³ in 2019.

100%

of treated water is reused
for irrigation

100%

of the rooms have
water reduction filters

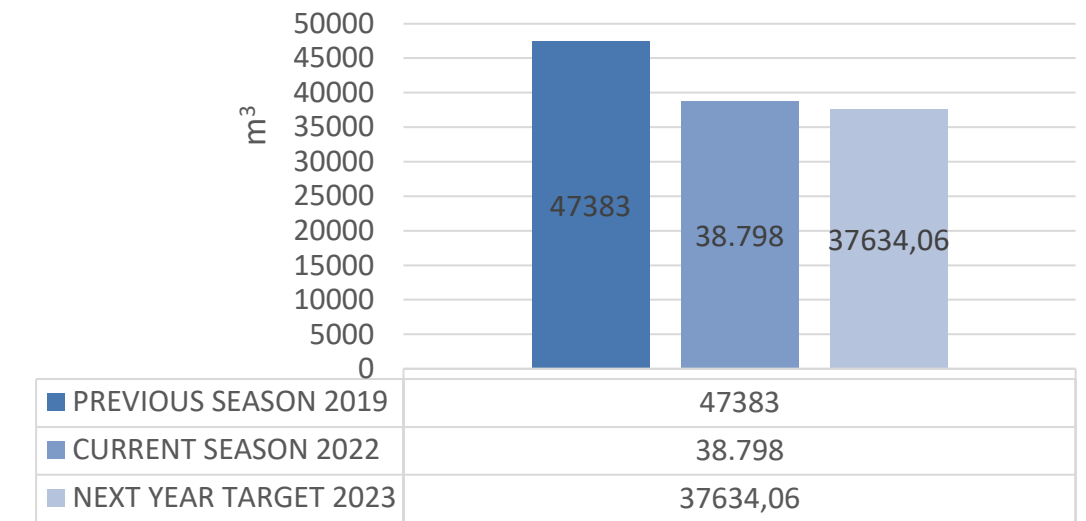
The quality of water is monitored in cooperation with accredited laboratories.

WATER - SAVING MEASURES

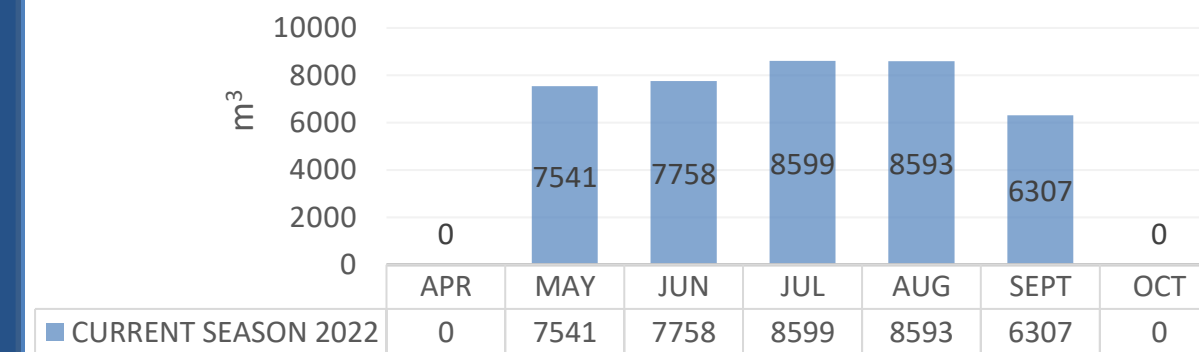
Below you can see the most important actions taken in order to reduce the Water consumption:

- 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.
- Taps in kitchens have a maximum flow of 10 litres per/min.
- We give the opportunity to our guests to reduce the water consumption (Water reduction info material in all rooms).
- We communicate and educate the management's commitment for water reduction and goals to all employees.

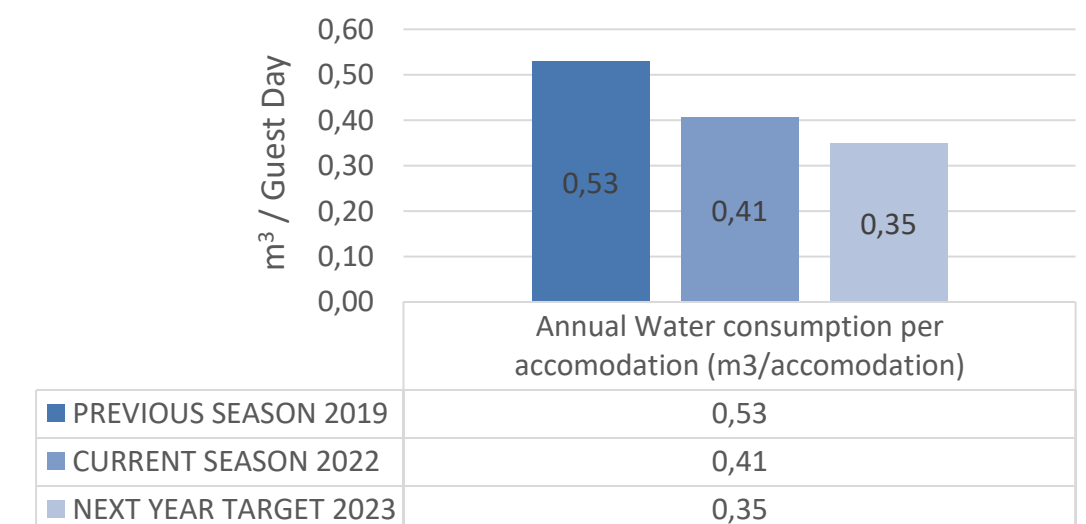
Annual Water Consumption



Monthly Water Consumption

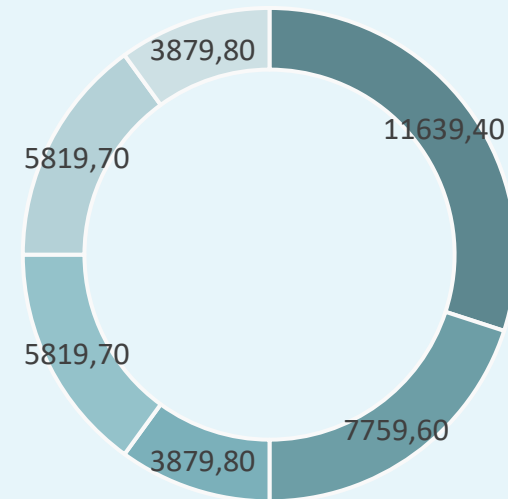


Annual Water Consumption per Guest Day



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

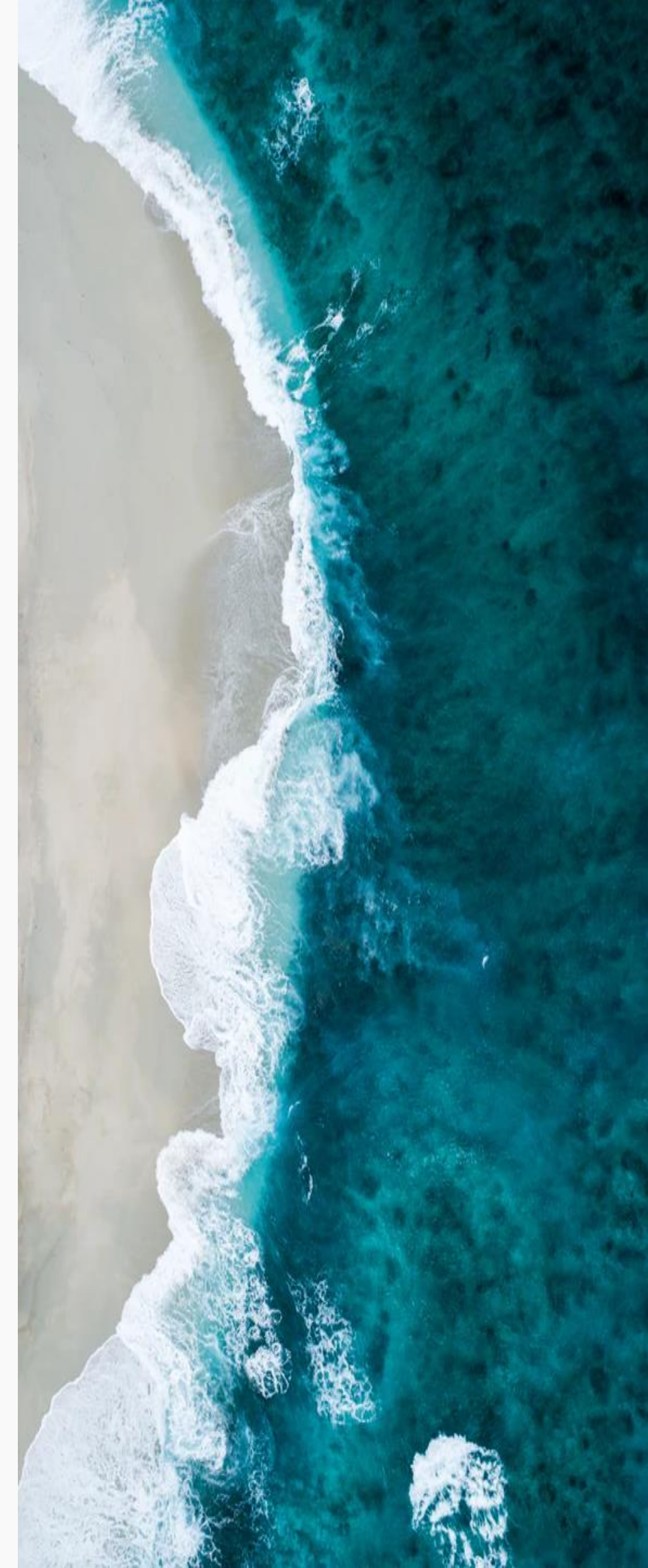
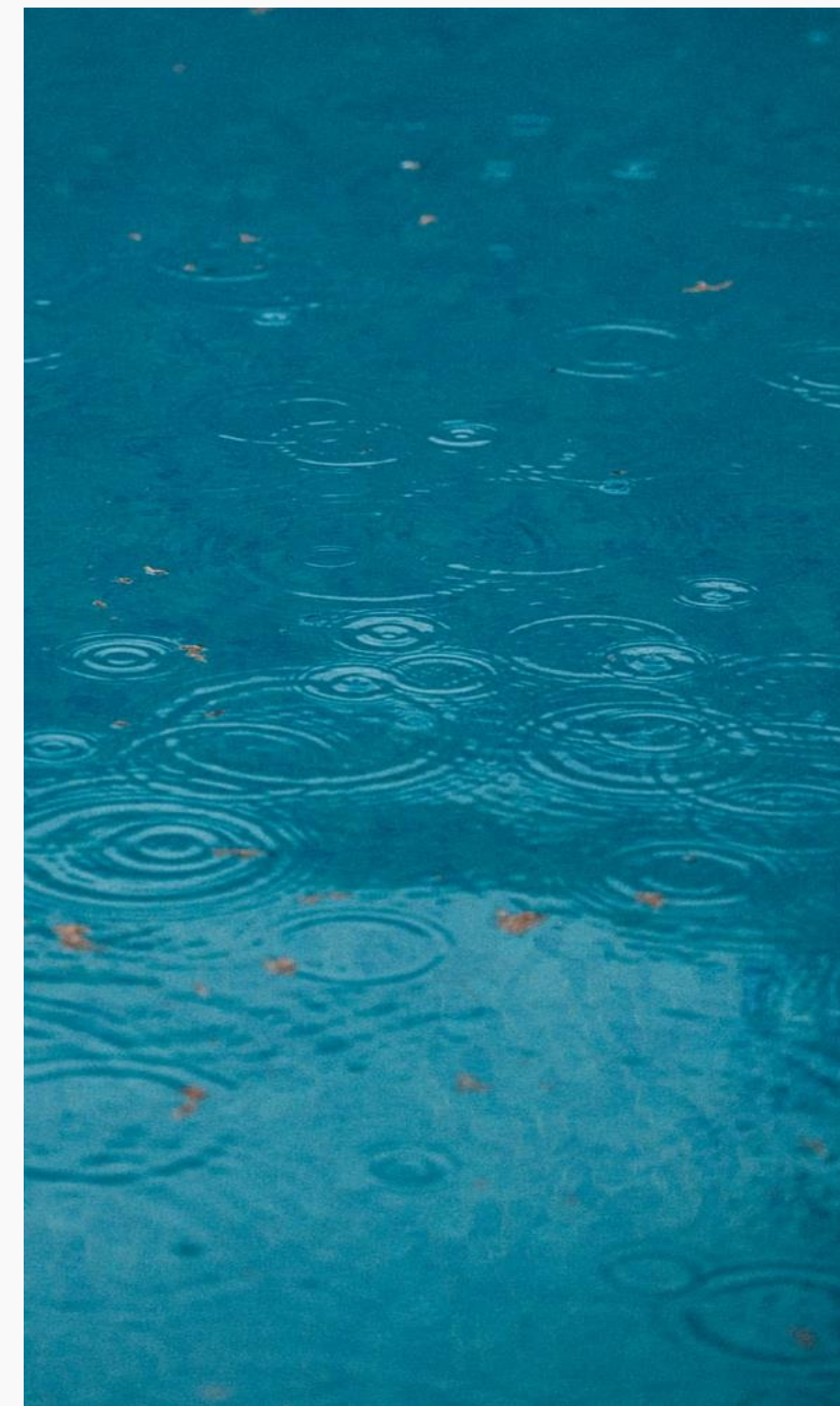


- Guest Rooms
- F&B (inc. Kitchen)
- Gardens
- Laundry
- Restrooms and public toilets
- Rest (HVAC, Pools etc)

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

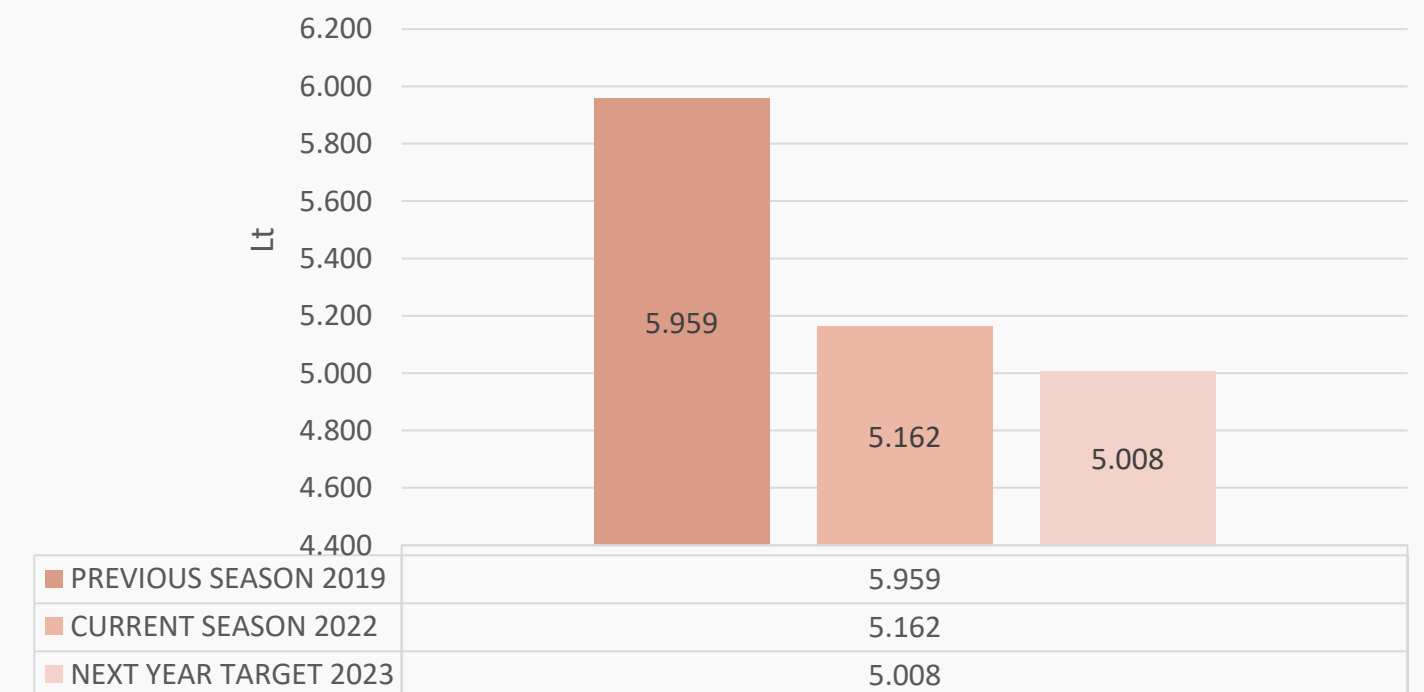


Chemical Use

USE OF ENVIRONMENTALLY FRIENDLY CHEMICALS

Driven by a high sense of environmental awareness, GrecoTel 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.

Annual Chemicals usage



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

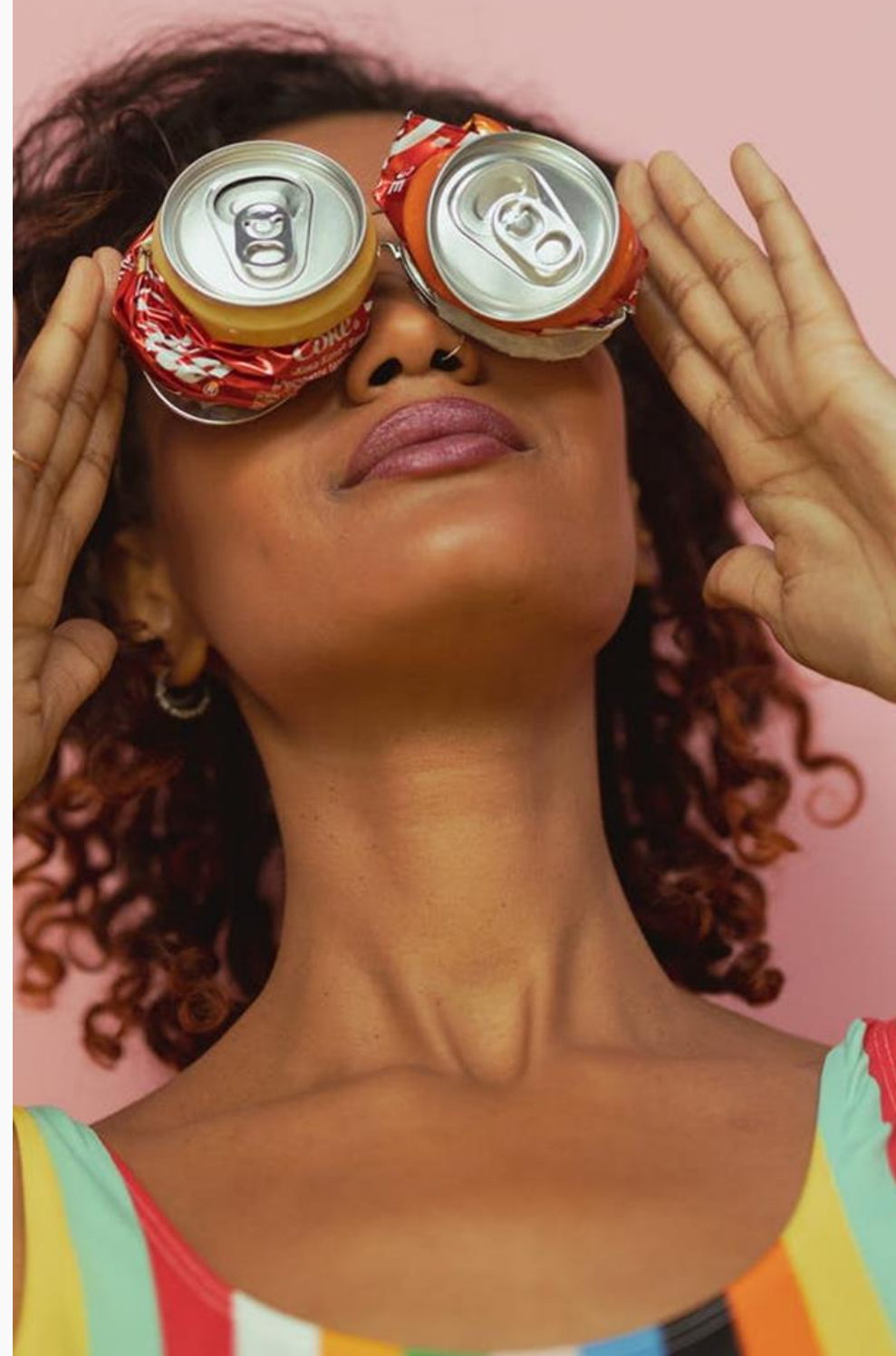
Waste management is an integral part of our waste management policy, as Greotel actively contributes to a more circular economy. Aiming to become a Zero Waste company, we have developed and implement an integrated waste management strategy that results to waste elimination through waste cross utilization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

We ensure that all operations and activities at Greotel 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:



Casa Paradiso
GREOTEL FAMILY RESORT-KUS



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 Greotel, 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.

MONITORIN

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 Casa Paradiso:

	2022	kg	Present
Cooked Oil:		500	1,8 %
Glass:		12000	45%
Plastic:		4000	15%
Paper/Packaging:		10000	38%
Lamps:		40	0,1%



55%

waste diversion rate from landfills (non-hazardous waste)



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 Casa Paradiso:

- 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 Casa Paradiso 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.

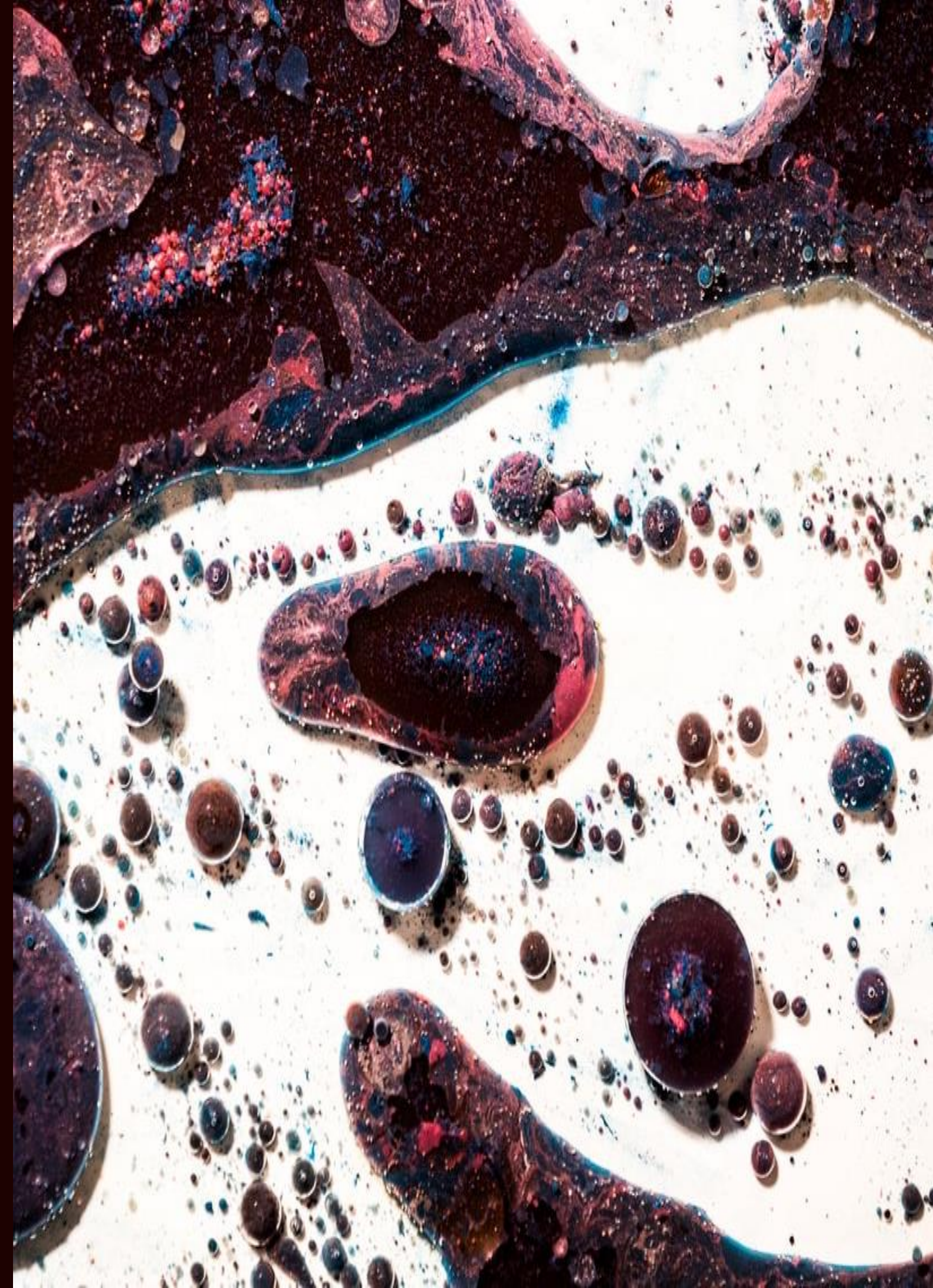


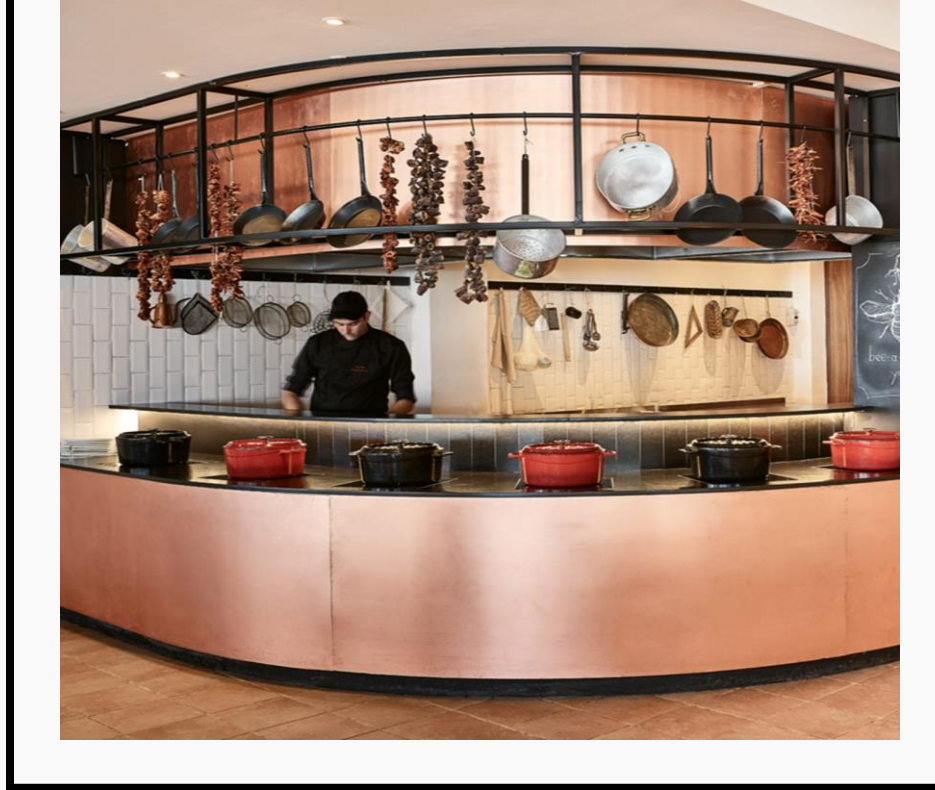
Hazardous Substances Usage

The environment is totally affected by the hazardous substances. Greccotel Casa Paradiso 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.





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



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 2022 offered approximately 2,000 meals of high nutritional value and quality.



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

- Kos: 44%
- Greece: 40%
- Import: 26%

Which means that it has contributed to the national and local economies with 986,425 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.





Conservation of Biodiversity

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

Experience & Activities

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



Animal Protection

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

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



Garden

To plant a garden is to believe in tomorrow.

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,
- treated wastewater is used for irrigation,
- we apply composting.

114 guests participated in Eco – learning programs.

ECO-LEARNING PROGRAMS FOR GUESTS

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

SUSTAINABLE ARCHITECTURE & ECODESIGN



Aiming at the preservation and protection of our natural heritage, GRECOTEL focuses on integrating sustainable architecture into its hotels, so that they are fully harmonized with the landscape. The renovated "third generation" hotel (such as Grecotel 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.

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




GRECOTEL
HOTELS & RESORTS

*Our People
your hosts*



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.



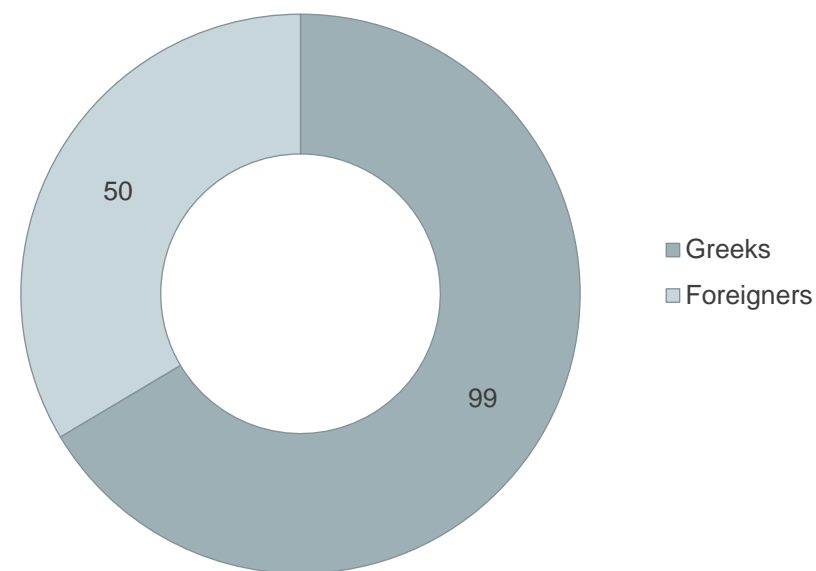
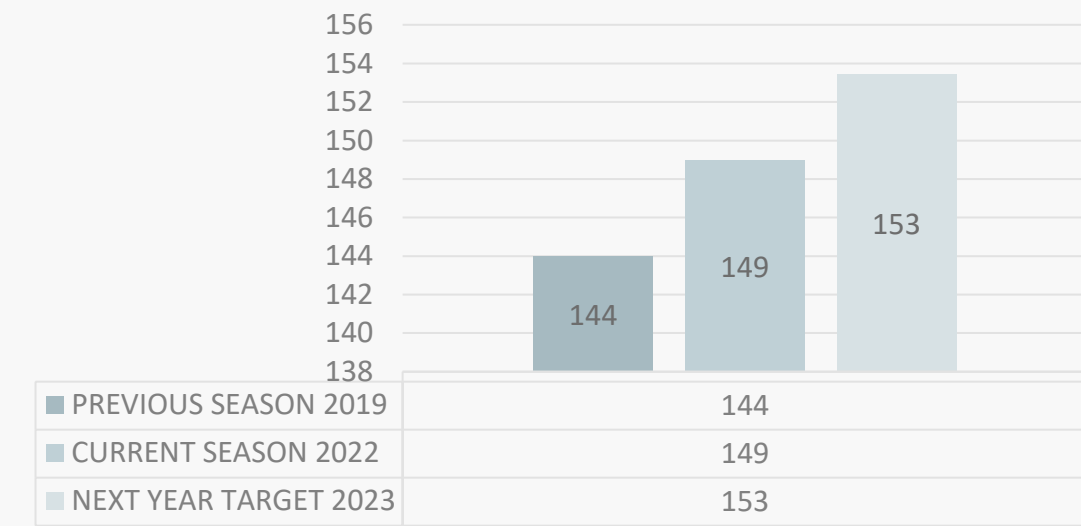
- A mentor is taking care every new member.
- We provide them with three different handbooks which explains in details all the aspects of their profession.
- Weekly food Program, Breakfast, Lunch, Dinner.
- We provide opportunities to develop new skills, e.g. languages courses, oenology, barista training,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

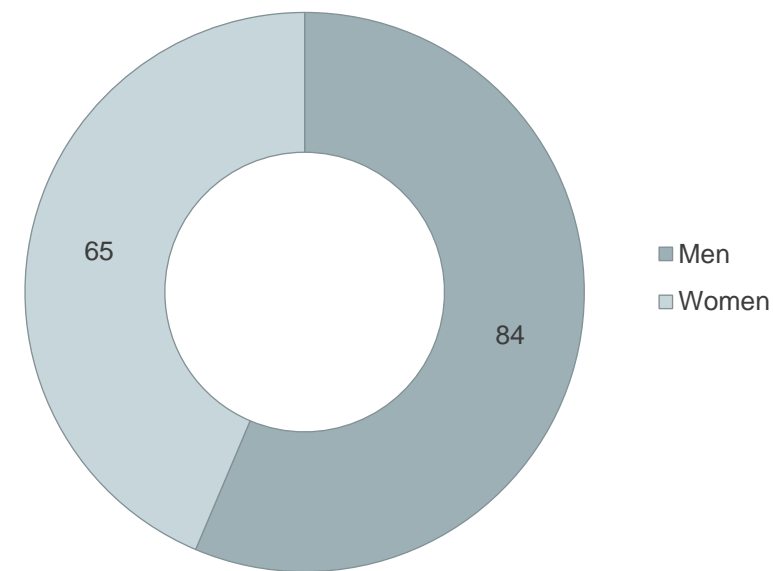
EMPLOYEES RATE

This year, Grecotel Casa Paradiso employed 149 employees. This number is divided quite evenly to male (84) and female (65) employees, who are either from Greece or live in Kos permanently.

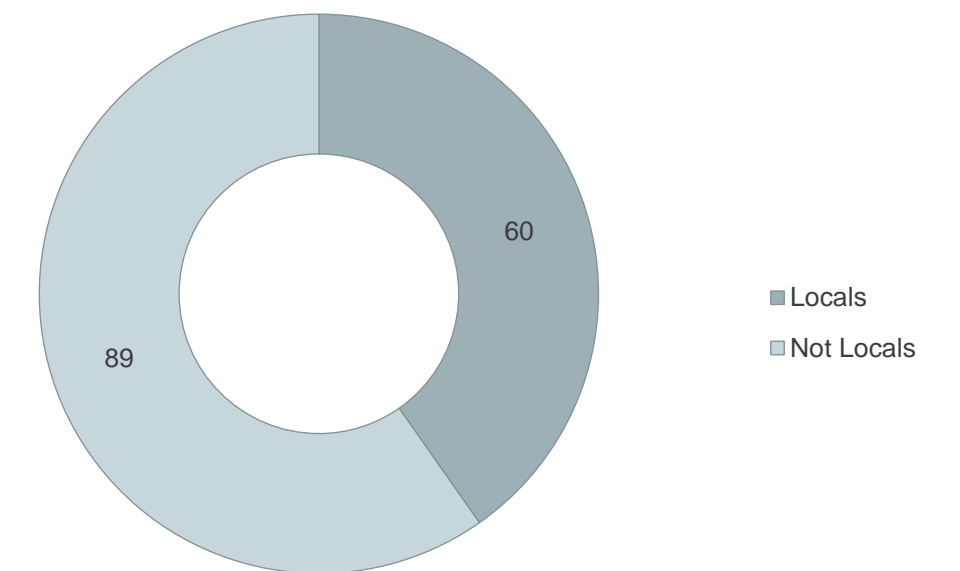
Total Workforce



Proportion of different nationality.
99 Greeks / 50 Other



Total workforce by gender.
70 man / 87 women



Proportion of local employees.
60 Locals / 89 not Locals



Learning & Development

At Grecotel 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.

In 2022 three non-reportable minor incidents were recorded at the hotel premises. Our main goal for 2023 is to minimize all these incidents. We also complete the construction of our health and safety handbook that became a general prototype in Grecotel hotels and resort.

We formed a Covid-19 team in 2020, which is dedicated to protecting our guests and employees from the Covid-19 pandemic and submits daily reports. In addition, we have a doctor and an ambulance on site 24 hours a day, 7 days a week.



MANAGEMENT OF THE COVID-19 HEALTH CRISIS



BEFORE GUESTS' ARRIVAL

ONLINE COMPLETION OF FORMALITIES IS RECOMMENDED PRIOR TO ARRIVAL



ON THE WAY TO THE HOTEL

FILLING OUT THE FORMALITIES PRIOR TO THE ARRIVAL IS RECOMMENDED



UPON ARRIVAL

GUEST APP AVAILABLE WITH ALL HOTEL'S FEATURES FOR ENHANCING A MORE CONTACTLESS EXPERIENCE



YOUR ROOM

ROOMS ARE THOROUGHLY SANITIZED WITH INDUSTRYLEADING CLEANING & DISINFECTING PRODUCTS



GASTRONOMY

100% OPEN-AIR SETTING OF OUR RESTAURANTS
EXTRA SANITIZATION PRACTICES IN ALL FOOD



SPORTS & ACTIVITIES

SPORTS & RECREATIONAL ACTIVITIES THRIVE AT GRECOTEL RESORTS



ENTERTAINMENT

WE ARE ADAPTING OUR ENTERTAINMENT, WITH PRIMARY FOCUS ON THE BEAUTIFUL OUTDOORS



DEPARTURE

CONTACTLESS DEPARTURE & CHECK OUT PROCESSES ARE PUT IN PLACE FOR GUESTS WHO REQUIRE THEM

*feel Safe
feel Grecotel*

#FEELSAFEBYTHEBEACH

#FEELGRECOTEL

Here at **Grecotel Casa Paradiso**, our number one priority has always been and will always be the **safety and well being of our guests & employees** without making any compromises to the quality of the experience.

Grecotel has implemented different initiatives and **adapted more than 960 standards**, completely redesigning its guest experience cycle. We have followed the recommendations of the World Health Organization (WHO), the Center for Disease Control and Prevention (CDC), and the local Greek health authorities which we operate.

The new **safety plan** encompasses all the necessary aspects to **allow our hotel to operate with maximum safety guarantees for guests and employees**: from the cleaning and sanitization processes for each hotel space, to new digital solutions, protocols for managing F&B services, safety distancing regulations, personal protection protocols and equipment, and air and water purification control, among others.

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.





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.

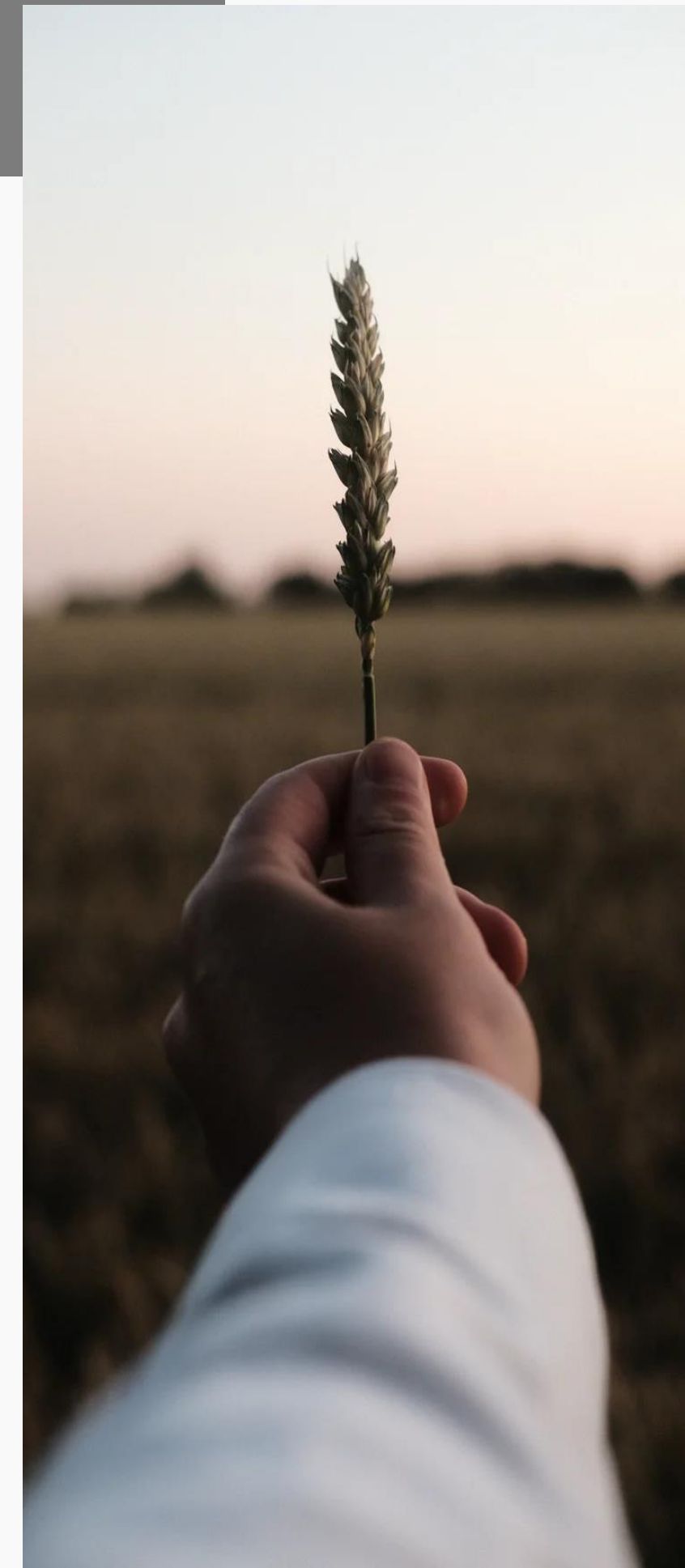
- We effectively support the needs of the local community and implement initiatives accordingly
- Our impact on the local and wider community is understood and nurtured.
- Dialogue with local communities is encouraged for mutual benefit.

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.

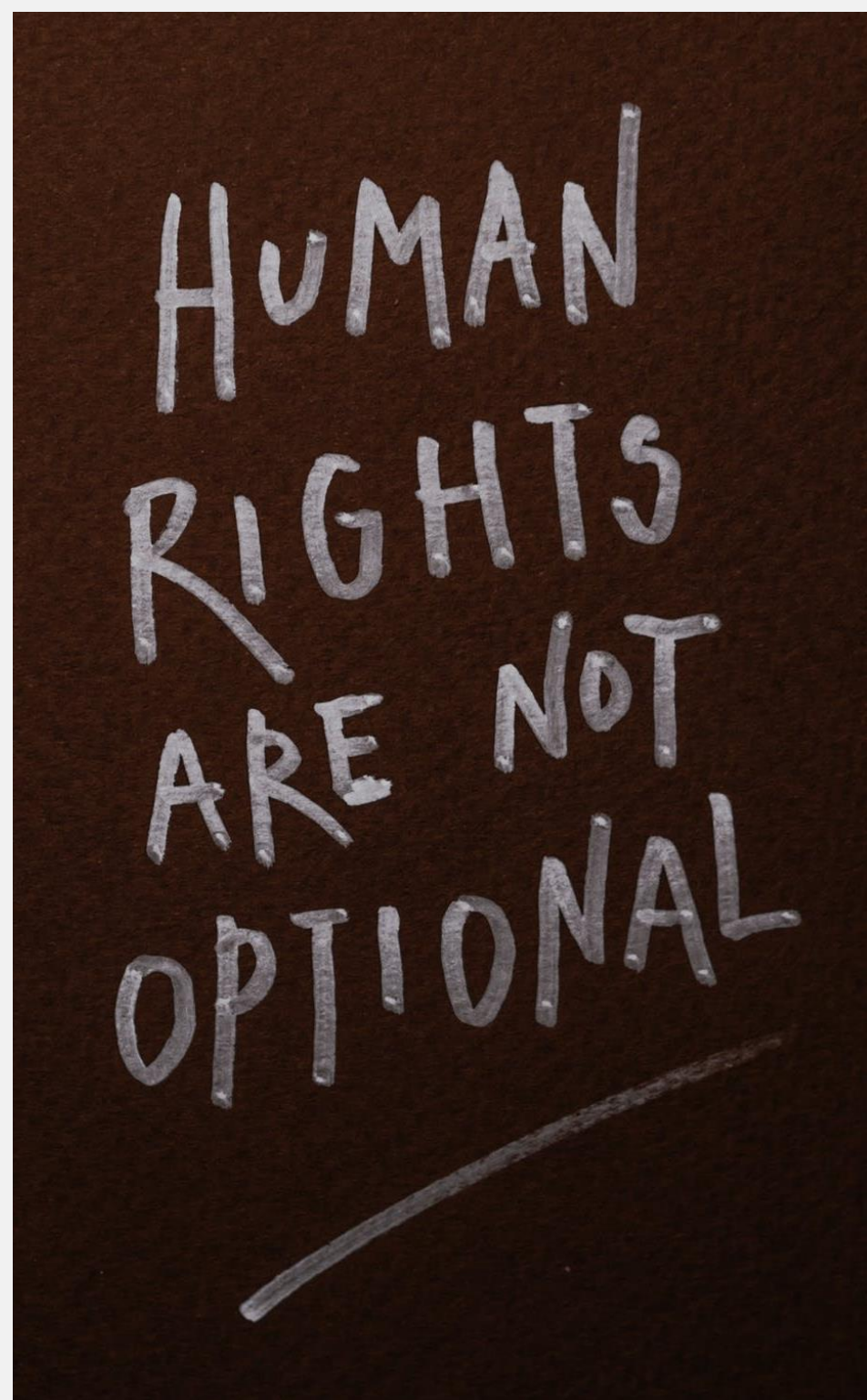


The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.

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.



Grecotel Casa Paradiso 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 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.



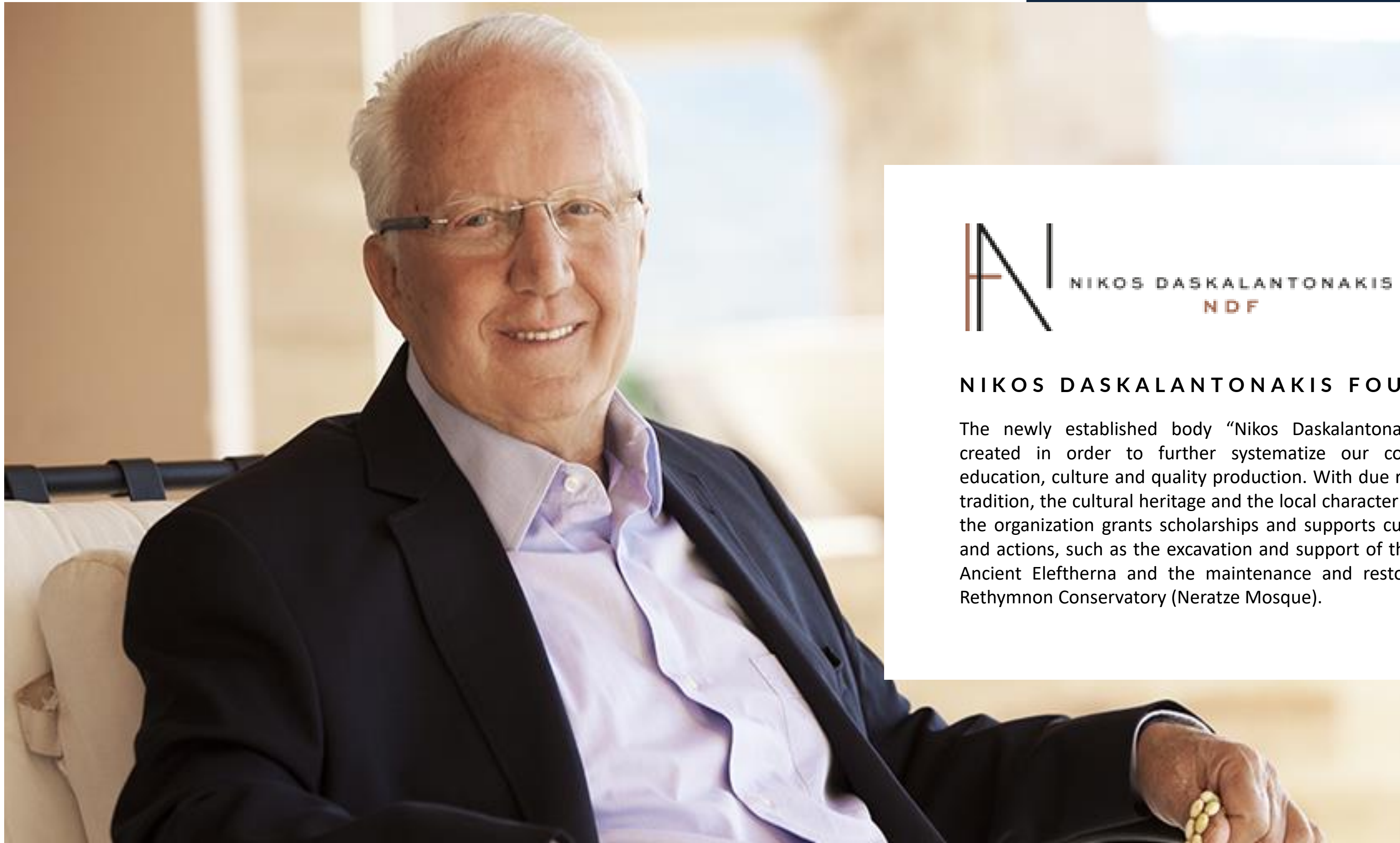
PARTNER WITH "THE SMILE OF THE CHILD"

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.





NIKOS DASKALANTONAKIS FOUNDATION

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



Economic Dimension

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

	ENVIROMENTAL	SOCIAL	ECONOMIC
WE BELIVE	<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. • Use Satisfaction Questionnaires and Surveys to improve services and be competitive to the market.
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. • Improve performance and increase the number of arrivals and overnight stays, while 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