



GRECOTEL

HOTELS & RESORTS

Sustainability Report 2023

We 're going to keep making a difference

Our Priority Areas

01

A Sustainable Journey to Excellence



02

A Commitment to the Planet



03

People First: A Future We Build Together



04

Responsible Operations





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



Welcome note from General Manager

Dear Guests, Partners, and Friends,

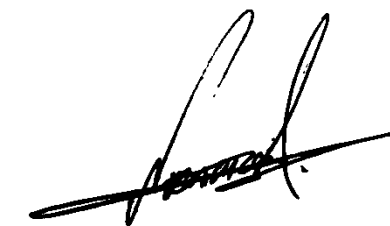
It is with great pride that I welcome you to Greotel Luxme Dama Dama's 2023 Sustainability Report. As General Manager, I am honored to share the progress we have made in our ongoing commitment to sustainability and environmental stewardship. This report highlights the many initiatives and efforts we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

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

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

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

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



Warm regards,
Pappas Nikos, General Manager,
Greotel Luxme Dama Dama



A Sustainable Journey
to Excellence

01

Welcome to Grecotel

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



Greecotel around Greece

CRETE

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

ATHENS / ATTICA

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

CORFU

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

MYKONOS

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

KOS

LUXME Kos Imperial, Psalidi
Casa Paradiso, Marmari

RHODES

LUXME Dama Dama, Faliraki

PELOPONNESE

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

ALEXANDROUPOLIS

Astir, Alexandroupolis
Egnatia, Alexandroupolis

LARISSA

Larisa Imperial



Grecotel at a Glance

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

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

Iconic Hotels & Resorts

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



Iconic Hotels & Resorts

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

Total

The Luxury Collection

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



The Luxury Collection

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

Total

LUXME Resorts

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



LUXME Resorts

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

Total

Lifestyle All Inclusive Resorts

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



Lifestyle All Inclusive Resorts

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

Total

Other Grecotels

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



Other Grecotels

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

Total

Sustainable Certification 2023

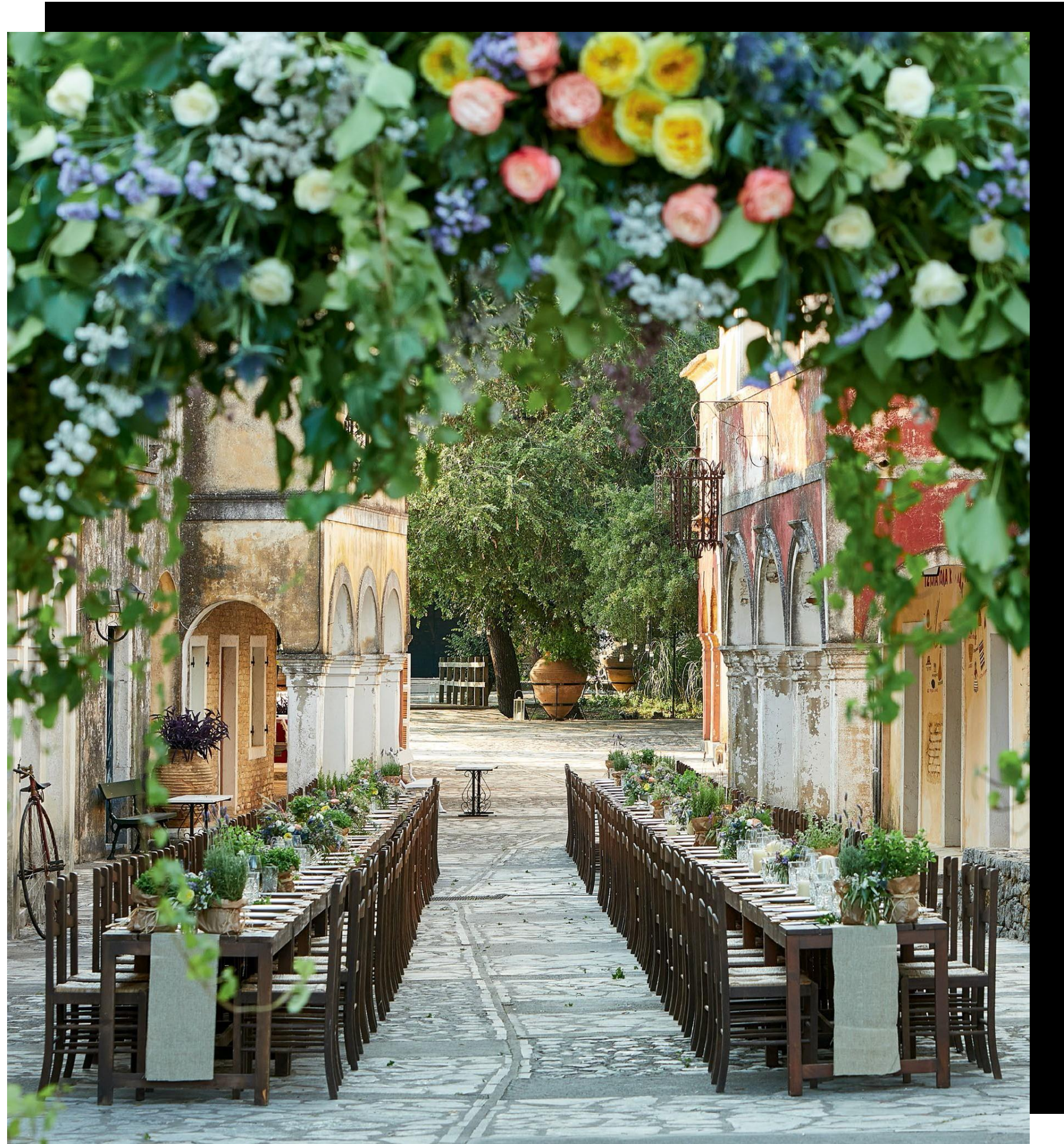
Our dedication to sustainability has been acknowledged with numerous environmental awards and certifications, ranging from Green Key and TRAVELIFE certifications for our hotel's environmental management to Blue Flag accreditations for our exceptional beaches.



HOTELS & RESORTS



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



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

Traditional Farms & Villages

GRECOTEL
HOTELS & RESORTS

DANILIA CORFU

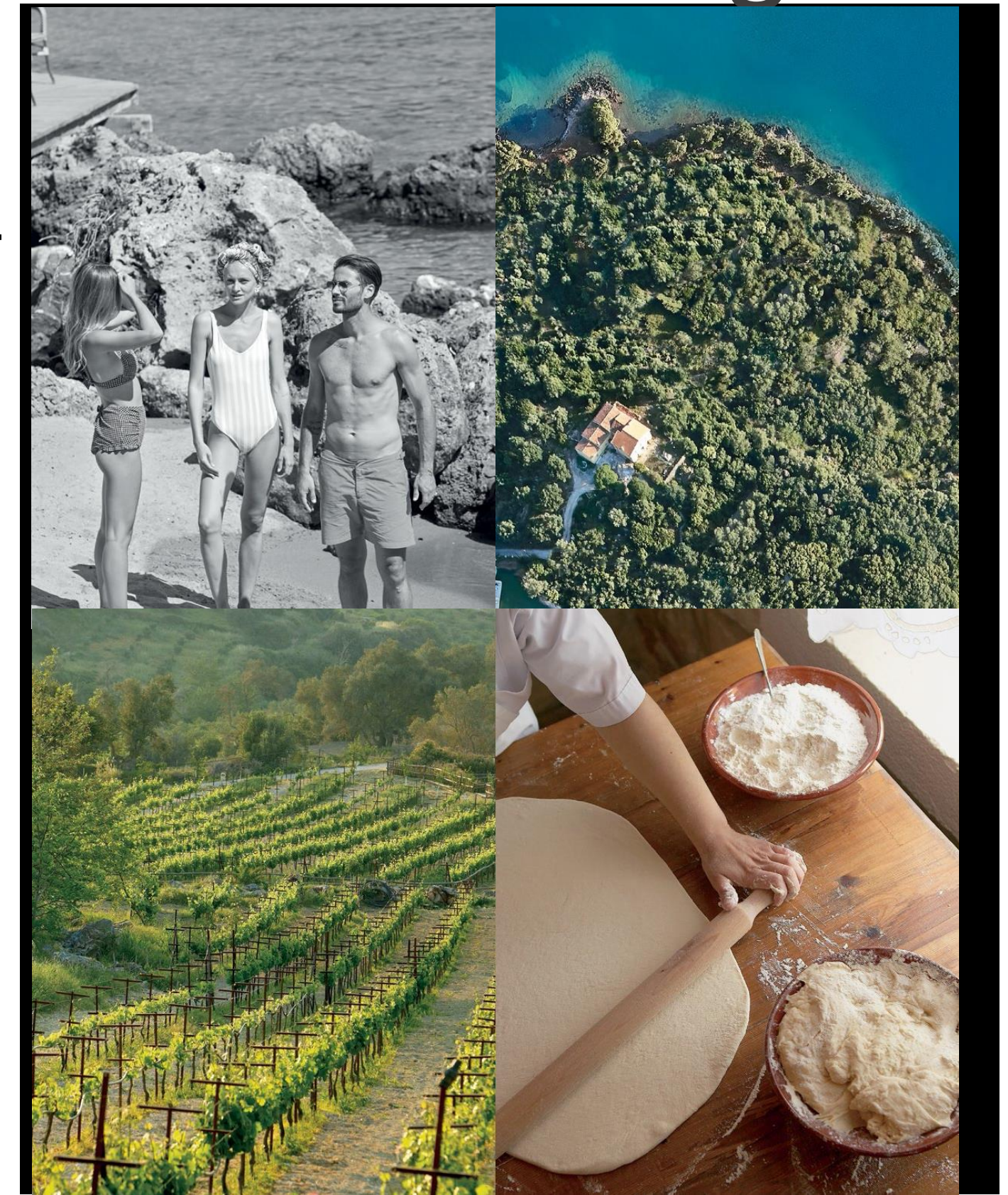
The village of Danilia is a traditional theme park. An entire Corfiot village with its own museum and traditional small shops.

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

AGRECO FARM

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

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



Welcome to Luxme Dama Dama



RHODES GREECE

LUX·ME DAMA DAMA

GRECOTEL LUXE ALL-IN LIVING

GRECOTEL PROUDLY PRESENTS LUXME® RESORTS AND REDEFINES THE UPSCALE ALL-INCLUSIVE HOLIDAY CONCEPT. LUXME® IS LUXURY MADE EASY® IN EVERY ASPECT: SPECTACULAR SEAFRONT LOCATIONS, GREAT SERVICE, OUTSTANDING DINING, TAILORED ACTIVITIES, SPORTS, WELLNESS & ENTERTAINMENT!

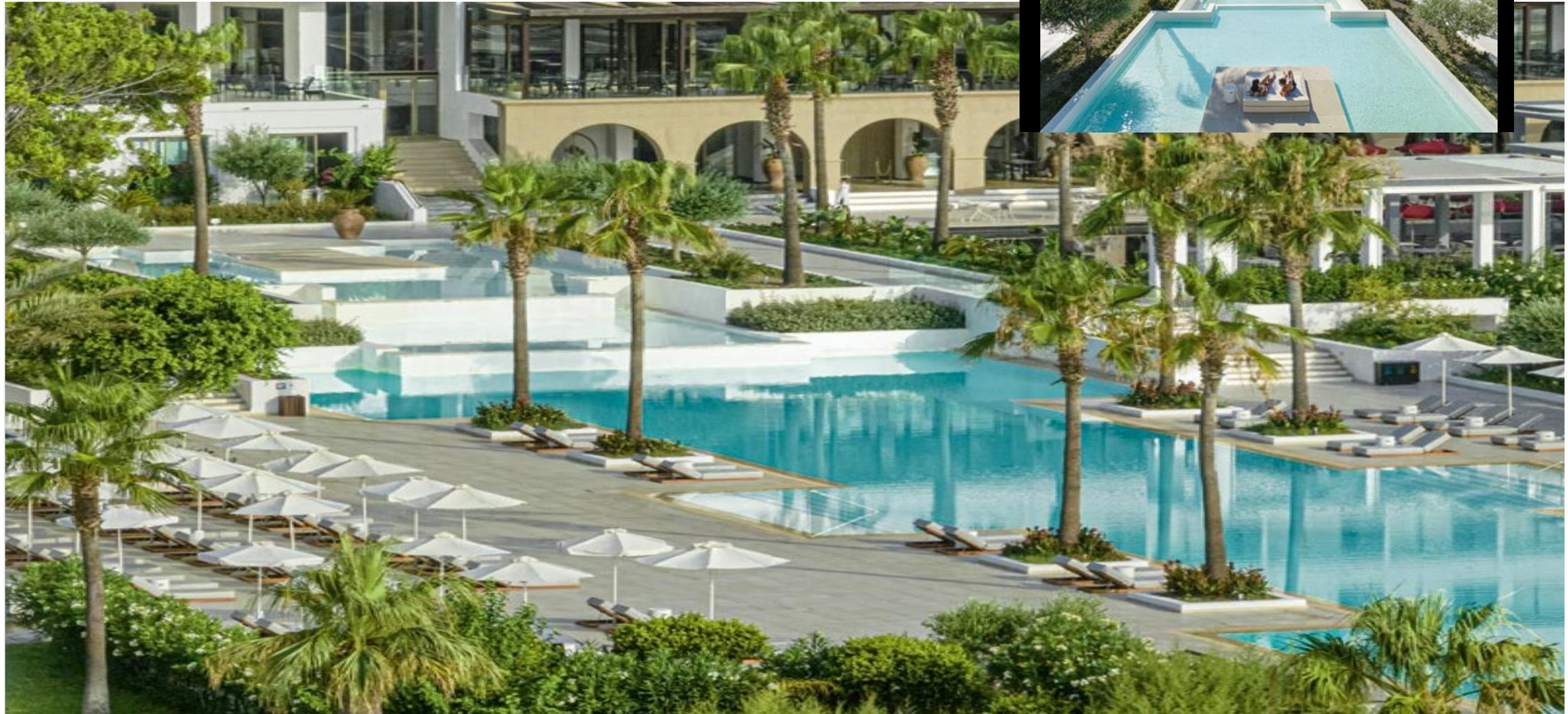
LOCATION

In Kallithea and nearby Faliraki • Rhodes town: 12 km • Faliraki:
4 km
•Rhodes Airport: 18 km



THE RESORT IS NAMED AFTER THE DAMA-DAMA DEER THAT LIVES ON THE ISLAND
SINCE
ANTIQUITY AND ITS MARBLE IDOLS STAND PROUD ON FAMOUS RHODES HARBOUR.

Dama Dama lies on famous faliraki beach & features sunfilled public spaces, a 100-meter pool & gardens with bungalows



LUX·ME DAMA DAMA



ACCOMMODATION

Total Rooms 307 • Rooms 261 • Bungalows 46

IDEAL FOR

All ages, Luxury all inclusive living, family friendly hotel.

Mobility Impaired Guests: There are ramps leading into the hotel, specially adapted rooms and shared toilets for mobility impaired guests.

Animals Dogs that weigh up to 8kg are allowed in selected bungalows with private gardens. Restrictions apply. Service animals are allowed to accompany their handler in all hotel premises. View pets policy at [grecotel.com/pets-policy](https://www.grecotel.com/pets-policy).

LUX·ME
DAMA DAMA



FAMILIES LOVE

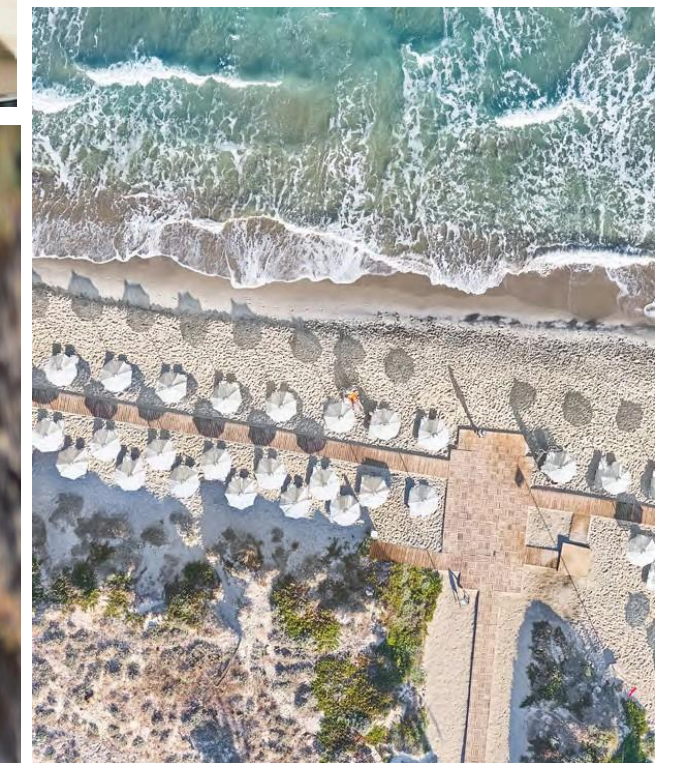
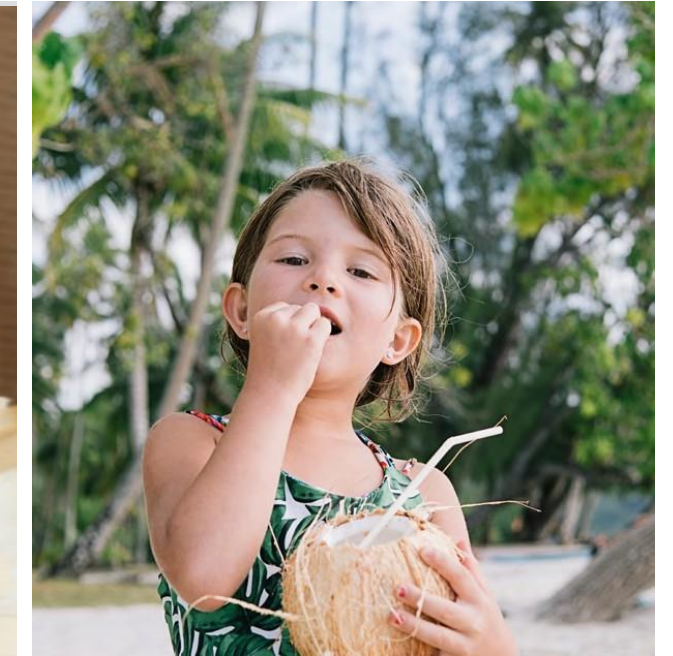
Kids Go Free Children up to 12 years old enjoy free kids dining in the "Tasty Corner", free Grecoland kids' programme, GrecoTeens and outdoor creative activities.

Grecobaby, 0-3 yrs. Pre-arrival order of baby equipment, baby food order. • Baby-sitting, extra charge

Grecoland Kids Club, 4-12 yrs. 6 times per week (10.00-18.00). Children under 4 yrs. must be supervised at all times by a parent or guardian.

Grecoteens Activities, 13+ yrs. From mid June – mid September

Free Kids Dining, 3-12 yrs. • Tasty corner buffet dining at Dama Dama main restaurant



LUX-ME DAMA DAMA

UNLIMITED DINING

MEAL PLAN

Lux All-In Living A luxurious, all-in, holiday concept opens up a world of endless choices on the most stunning waterfront location. A top-notch food and beverage selection to be enjoyed throughout the day, including lavish breakfast, lunch, and dinner options, à la carte dining venues, delicious snacks on scheduled time gaps, Pâtisserie-Chocolaterie and Creperie-Gelateria spots, unlimited drinks from a wide collection of premium brands, selected wine labels, refreshing cocktails and healthy juices. Guests enjoy fun fitness and wellness activities. Kids go free.

RESTAURANTS & BARS

DAMA DAMA Mediterranean buffet style restaurant with themed dinners. B+L+D

BEACH LOUNGE The all-day hangout with a great Bar, Gelateria & Creperie open until sunset. Lunch time comes with grills & salads and chefs' sandy dreams. Right on the beach. L

LIGHT FARE BY THE POOL Light fare menu served by the pool loungers. L

THE ROSE Fine Dining A brand-new and incredibly elegant dining venue has landed in the stunning Dama Dama resort, serving a selection of degustation menus that celebrate our favourite world cuisines. Experience the breathtaking sunset. Adults only (12+). D

ASIANA® Black & wood vibes in the open kitchen Bar of Asiana. Dynamic recipes along with simply fresh sushi selections. D

TAVERNAKI The LUXME beloved Greek extravaganza. A family restaurant not to miss. Located by the beach. D

ITALIAN RESTAURANT at gourmet gallery. Enjoy delicious Italian flavors in the al fresco dining area. D

PÂTISSERIE & CHOCOLATERIE All about chocolate & sweet breads, pastries, cakes, macarons & a candy kingdom.

CREPERIE - GELATERIA Indulge a yummy crepe filled with your favorite cream flavor or enjoy gelato, a fruit "granita". Refreshments are served from morning to sunset.

AFTERNOON TEA Organic herbal teas & traditional homemade "kaloudia". A ritual not to be missed and always cherished. (Reservations required)

LATE NIGHT SNACKS up to 03.00 hours / 7 days a week lounge and dine with coffee, pastries, small plates and innovative cuisine.

SNACKING During the day we treat you with a choice of canapes, Rhodian, Asian and Mediterranean bites.

SOMMELIER SERVICE With the consultancy of our sommelier, guests may taste exceptional wines from a vast variety of etiquettes that will guarantee a memorable experience.

UNLIMITED DRINKS A remarkable range of 100+ regular & premium brands, cocktails & healthy juices served at 2 bars & 1 Wine Cellar.

in All restaurants Vegan/Vegetarian/Gluten Free options, as well as Vegan and BIO wines in all restaurants.

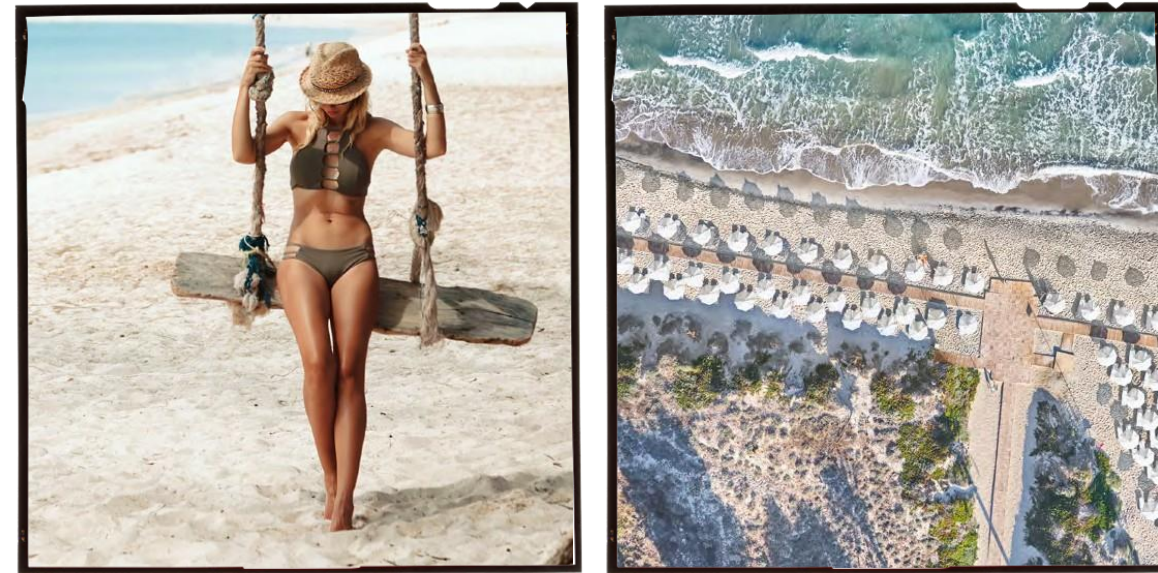
ROOM SERVICE 07:00-23:00 (upon request and extra charge)

LuxME Dining-Terms & Conditions

LuxME is valid in all available Restaurants and Bars, and does not apply to in-room dining. Restaurants are subject to availability and are subject to change due to seasonality, weather or other unforeseen causes.



LUX-ME DAMA DAMA



FITNESS, ACTIVITIES & WELLNESS

ELIXIR FITNESS CLUB

Facilities: Reception & Concierge service, Lounge area, Yoga & Pilates Club, Indoor Pool (heated April, May & October), Sauna & Indoor Gym.

FITNESS & ACTIVITIES

FITNESS & WELLNESS	SPORT & FUN	GROUP FUN	FUN AROUND
Stretching	Table tennis	Darts	Horse riding centre*
Aqua Gym	Water polo	Pool dance show	Visit to Rhodes Medieval City - UNESCO Heritage Site*
Aqua Aerobics	Beach volley	Boccia	Visit the famous Valley of the butterflies - Part of Natura 2000 networking*
Water Yoga	Mountain bike rental*	Banana safari*	Daily boat trips around Rhodes and to the nearby islands*
Aqua Gym	Water sports centre*	E-BIKE & E-SCOOTER SERVICE: Includes digital tour, GPS and other in-app services **	
Pilates	Canoes, Pedal boats		
Outdoor Gym			
Gazebo Massage *			

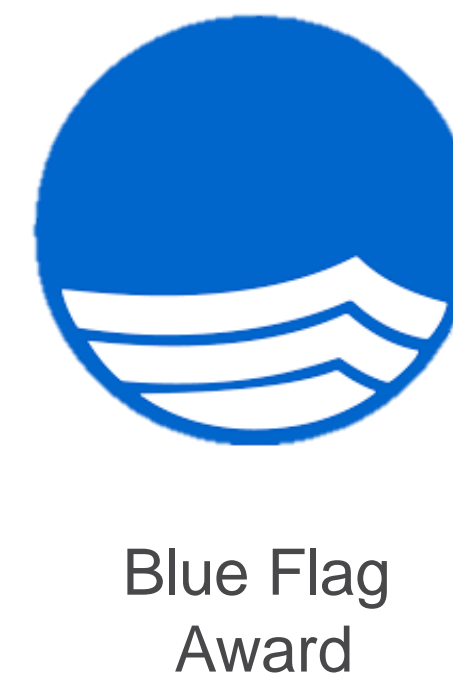
*at an extra charge ** Cost depends on rental duration. The service will be available daily from 7 am - 11 pm. The rental procedure as well as the acceptance of the Terms & Conditions and the payment will be automated and completed by guest.

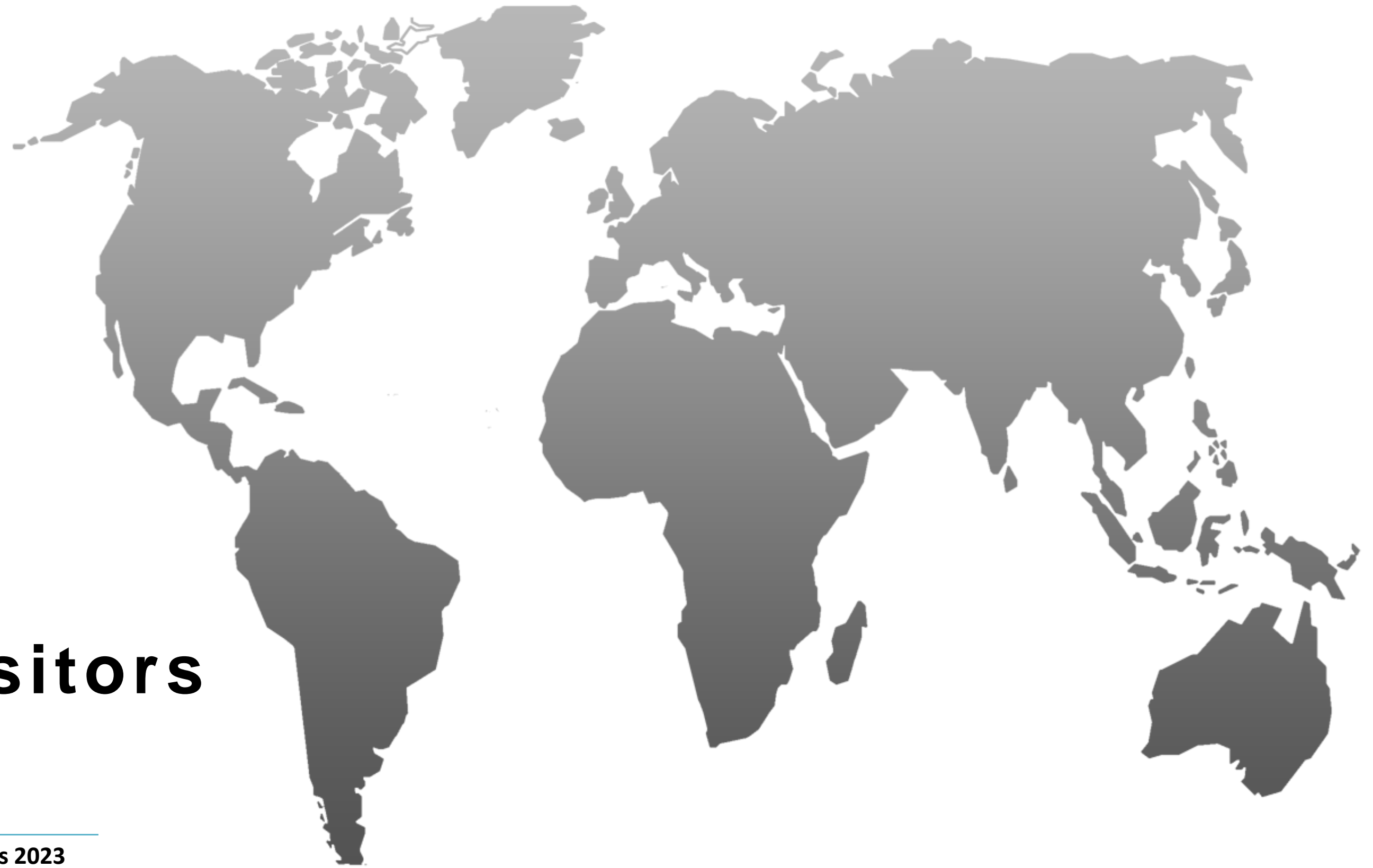
Evening Entertainment Live music & DJ, Professional entertainment shows



Awards & Recognitions 2023

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





Distribution of visitors by country

Areas	Guests 2019	Guests 2022	Guests 2023
Greeks	1.390	1.778	1.440
Europeans	97.843	109.161	96.122
Americans	335	490	713
Rest	3.424	2.536	4.273
TOTAL	102.992	113.965	102.548

About this report

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

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

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





Our vision

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

Our mission

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

Integrating ESG into Our Operations

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

- ***Sustainable Practices***: From embracing renewable energy to minimizing waste and preserving local ecosystems, we strive to leave a positive footprint on the environment.
- ***Ethical Operations***: We uphold the highest standards of integrity and respect in our dealings with guests, employees, partners, and local communities.
- ***Community Investment***: We actively support and celebrate the unique cultures and traditions of the regions where our hotels reside, nurturing vibrant communities and enriching the travel experience.

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

ESG STRATEGIC FRAMEWORK

The integration of ESG across our business:

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



FRONT OF HOUSE

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

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

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

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

HUMAN RESOURCES

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

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

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

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

SALES

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

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

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

HOUSEKEEPING

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

Sustainable Practices: Beyond green cleaning, our team undergoes comprehensive training in responsible sourcing, waste reduction, and minimizing our environmental footprint. Actively participate in recycling programs and conduct regular audits to identify and address areas for improvement. Additionally, conduct regular maintenance to prevent water leaks and ensure responsible energy use, adhering to strict conservation protocols.

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

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

PROCUREMENT

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

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

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

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

ENGINEERING

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

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

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

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

FOOD AND BEVERAGE

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

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

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

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

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

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

SUSTAINABILITY DEPARTMENT

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

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

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

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

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

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

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

MANAGEMENT

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

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

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

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

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

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

Our Sustainability Team

Greotel Luxme Dama Dama has established a Sustainability Team tasked with ensuring the successful implementation of environmental measures and initiatives.

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

Pappas Nikos
General Manager

Michanos Andreas
Operations Manager

Hatziagorou Christina
RD Manager

Avramakis Giannis
F&B Manager

Barbas Philippos
Maintenance Manager

Diakonikolaou Tsambika
H/K Manager

Vordos Giorgos
Chef

Hatzigiannakis Kyriakos
HR Manager

Kosta Despoina
Purchasing Manager

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



At Grecotel Luxme Dama Dama , effective communication and collaboration are vital to our success.

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

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

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

Stakeholder Groups

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

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

Individual and Corporate Clients: 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 economies.

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.

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/collages, 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.

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

Material Topics for Grecotel Luxme Dama Dama

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

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

02

A Commitment to the Planet

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

Sustainability Program

WORKING TOWARDS A MORE SUSTAINABLE WORLD

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

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

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



THE GLOBAL GOALS

Working towards a more sustainable world

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

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

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



How we manage sustainability





Business in the Community

During its 45 years of operation, 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).



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.

Grecotel Luxme Dama Dama has its Environmental Sustainability Strategy designed around using energy and water resources more thoughtfully, building smarter, and innovating and inspiring.



2023 Highlights



Environmental awareness

In all of employees



Stop Waste

Food Waste Reduction and Measurement program.



Green Activities

850 guests participated in Eco-Activities



Plastic Reduction

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



Employees

30% of our personnel are locals.



Waste

100% recycled



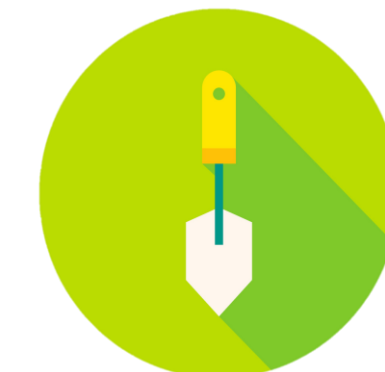
Energy Efficiency

98% led lamps



Blue Flag

Since 2020



Garden & Flora

20540 euro to enhance biodiversity

Environmental Impact

GRECOTEL, BEING ONE WITH NATURE

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

Despite the obstacles of 2023, we remain dedicated to halving our environmental impact across our whole value chain.

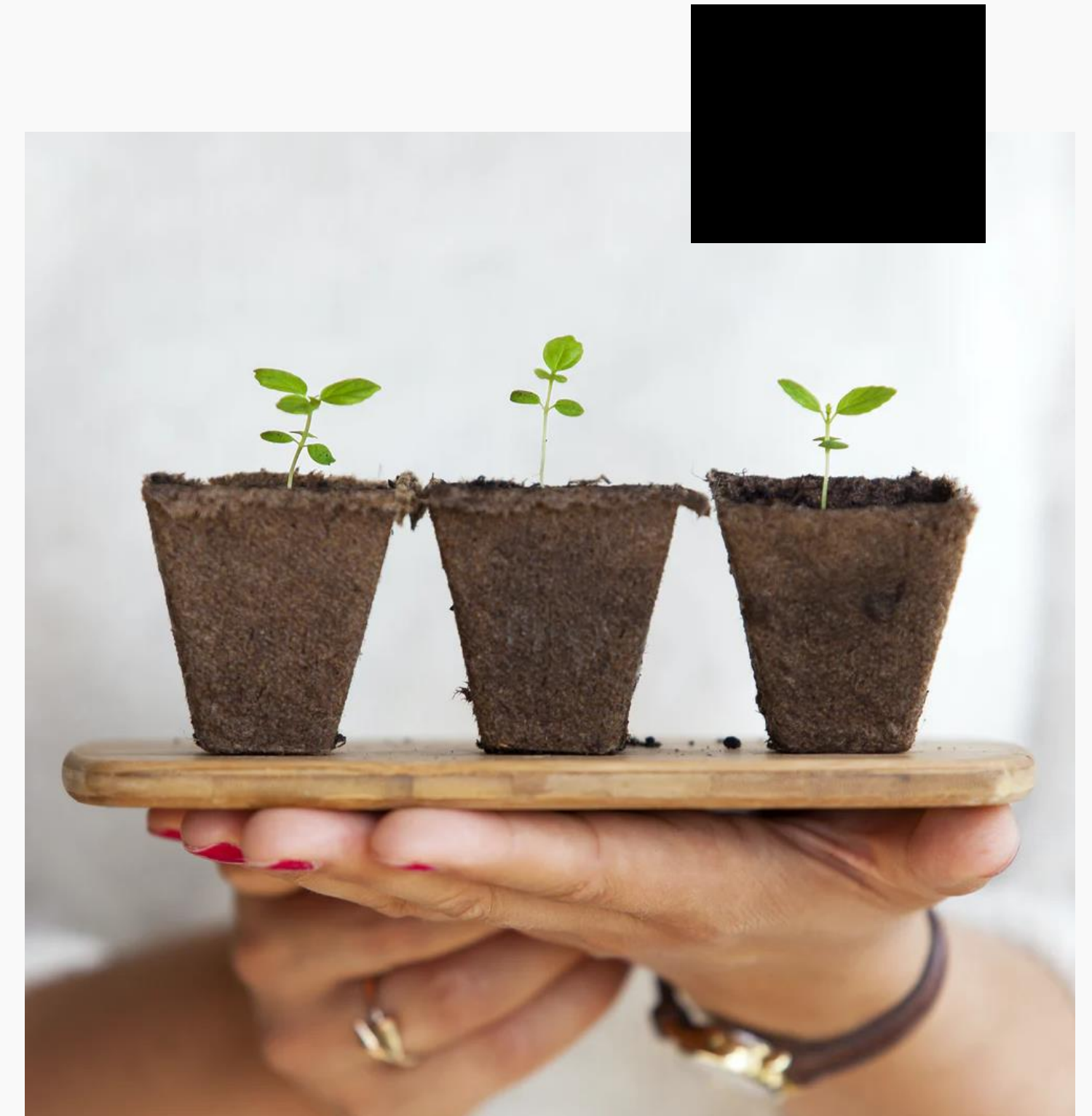


Environmental Program

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



- 01. Energy
- 02. Water
- 03. Waste & Recycling
- 04. Chemicals



2023

Energy, GHG Emissions & Climate Change

Efficient use

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

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

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

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

OUR EFFORTS
CONTRIBUTE TO THE
SUSTAINABLE
DEVELOPMENT
GOALS:



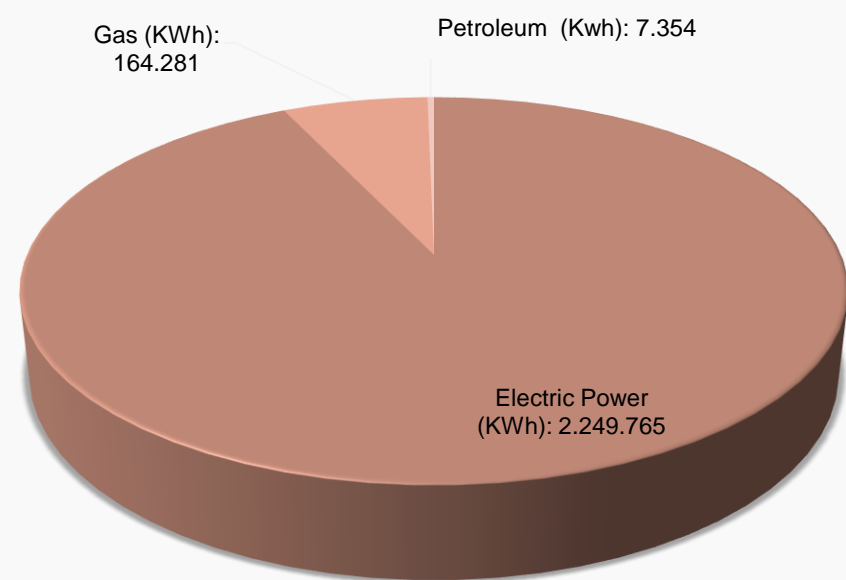
2.249.765kWh

Our target is to decrease our
consumption by 67.493 kWh in
2024

Energy Reduction

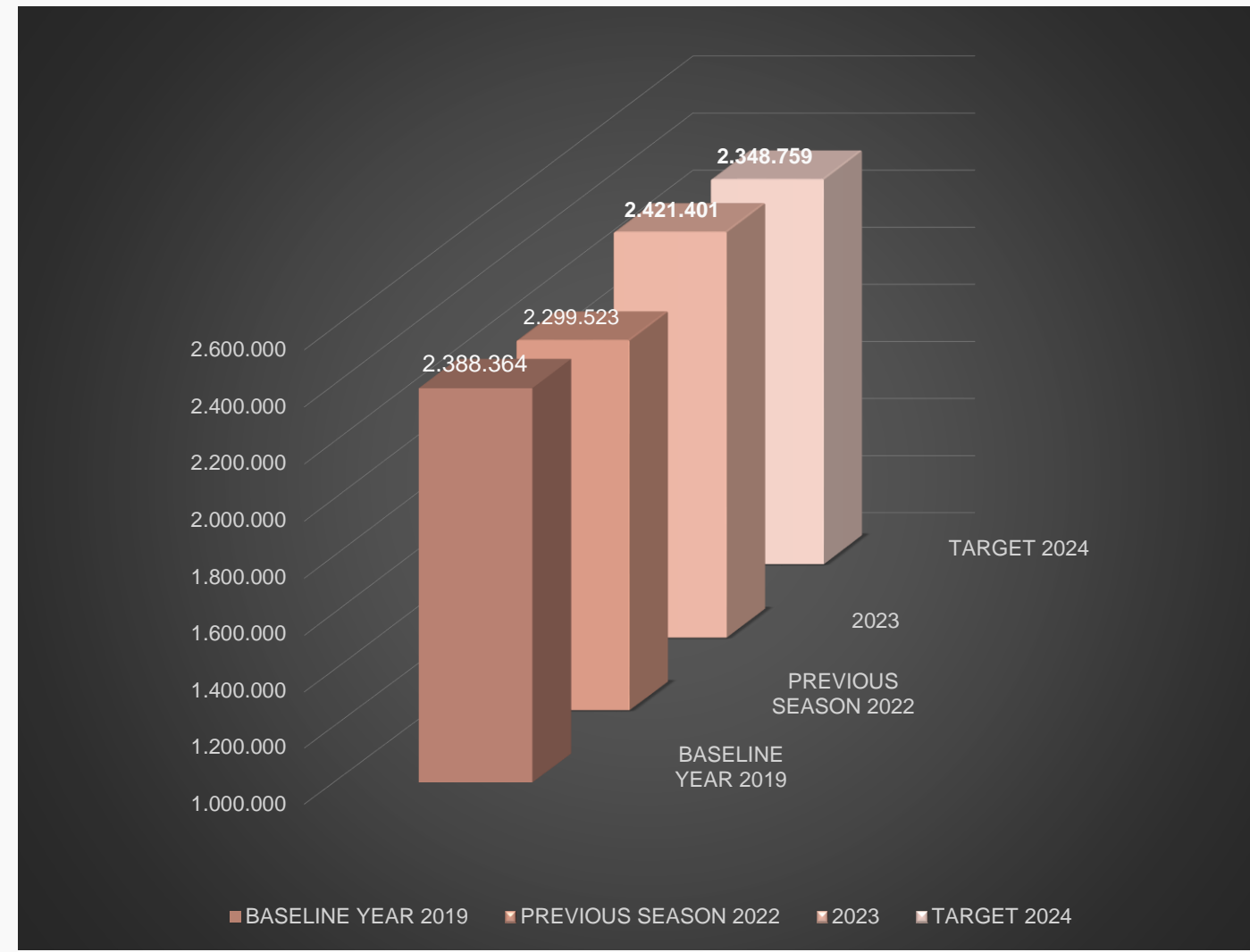
- Hotel operations are aligned with best practice energy management techniques and technology.
- The Grecootel Luxme Dama Dama Green goal is to improve the energy efficiency of the buildings and minimize energy consumption year after year.
- The hotel passed an energy audit, and the study was submitted to the Ministry of the Environment.
- Grecootel Luxme Dama Dama continues to train all staff in energy and carbon management in order to decrease energy use.

Annual Energy consumption per source (kWh)

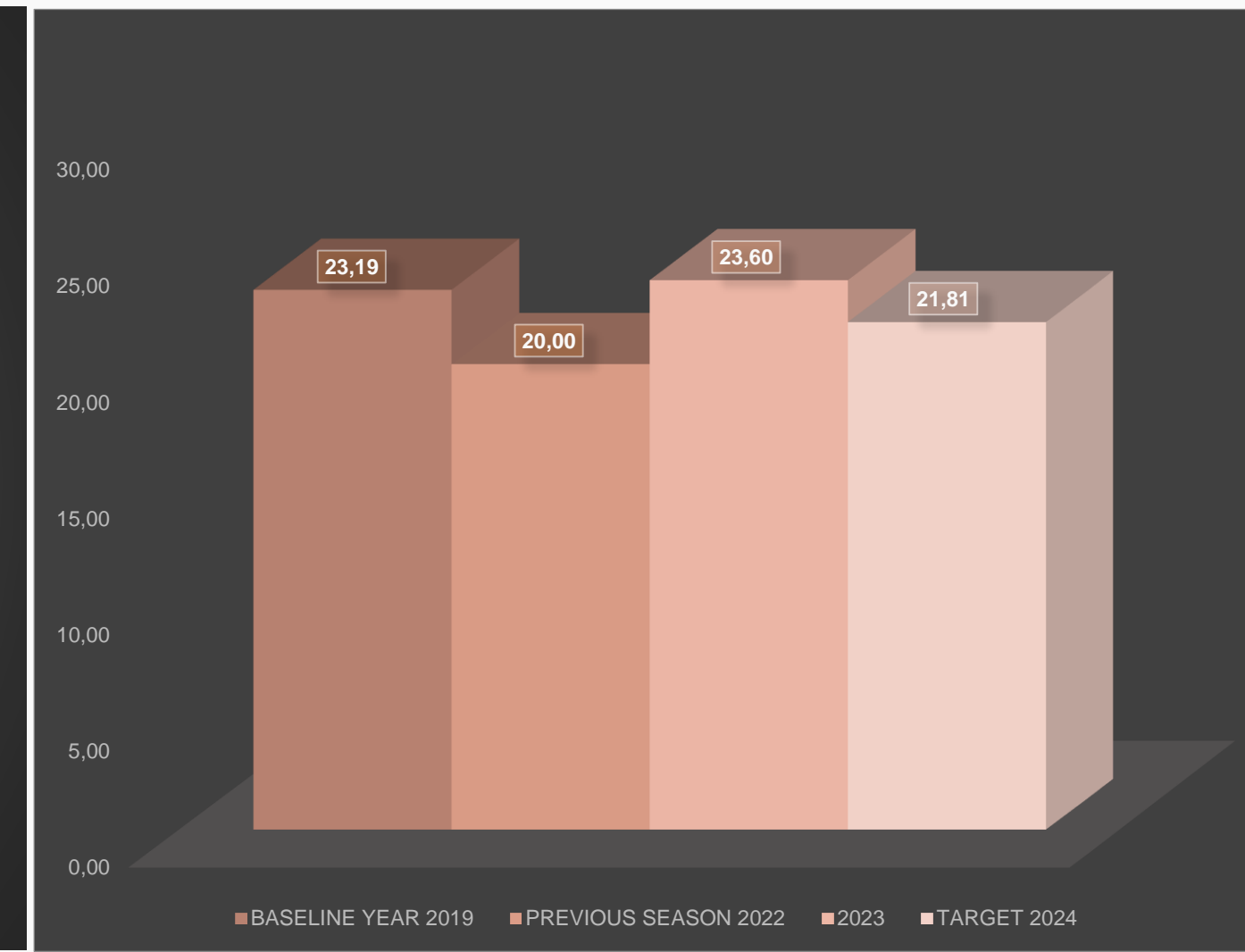


In 2023, Grecootel Luxme Dama Dama primarily relied on electricity (2,249,765 kWh), with minimal petroleum (7,354kWh for backup) and gas (164,281kWh), focusing on reducing fossil fuel use.

Annual Energy consumption (kWh)



Annual Energy consumption per accommodation



The increase in electricity use is due to essential investments in advanced mechanical equipment for the hotel's operations.

Already, our consumption data reflects a gradual reduction, and over time, these upgrades are expected to further lower overall energy use, aligning with our commitment to efficiency and sustainability.

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

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.

Luxme Dama Dama, with **21,93 kWh per guest** and **0.23 liters of gas per guest**, falls within the "very good" energy efficiency range.

In 2023, Grecotel Luxme Dama Dama’s energy consumption was:

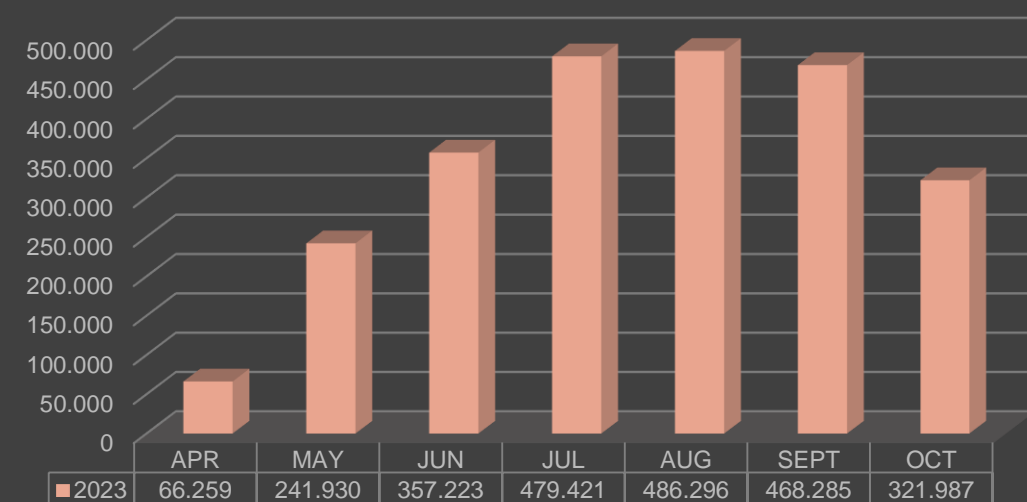
**0,23
liters**

**of average gas
consumption per
guest**

**21,93
kWh**

**of average electricity
consumption per
guest.**

MONTHLY ENERGY CONSUMPTION



Energy Efficiency at Greccotel Luxme Dama Dama

Greccotel Luxme Dama Dama 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 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.

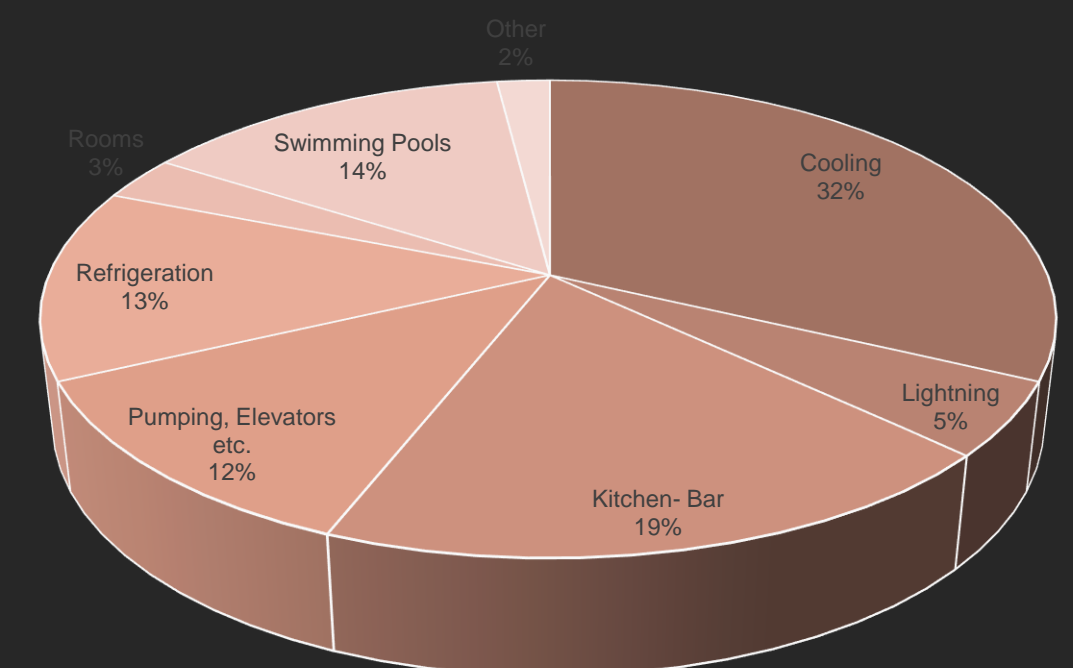
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The main energy consuming consumption sources in a hotel are:

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

ENERGY ASSESSMENT



Zero Carbon Emissions

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



Despite the increase in stays, the hotel reduced its overall energy consumption, which directly impacted carbon emissions. **In 2023**, the reported carbon emissions were **1.200.085.614,2 kg CO2e**.

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 Luxme Dama Dama we encourage suppliers to set goals around reducing their environmental and social impact.

THERE IS NO PLANET B

Fighting Climate Change



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

Water Reduction

At Luxme Dama Dama , we are committed to responsible water management.

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

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

WATER - SAVING MEASURES

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

- Linen & Towel policy.
- Water reduction filters to all taps of the hotel.
- Double tank toilet flushes.
- Regular maintenance to prevent leaks.
- Automatic night watering the green areas and the organic fields of the hotel.
- Application of drip irrigation systems and underground irrigation systems with reduced water evaporation.
- Run the washing machine only with a full load.
- Taps in kitchens have a maximum flow of 5 litres per/min.
- We give the opportunity to our guests to reduce the water consumption (Water reduction info material in all rooms).
- We communicate and educate the management's commitment for water reduction and goals to all employees.

OUR EFFORTS
CONTRIBUTE TO THE
SUSTAINABLE
DEVELOPMENT GOALS:



Water

We are dedicated to sustainable tourism, ensuring our water usage does not impact local resources or environments.

All wastewater, including rainwater, is safely treated and disposed of, in compliance with all environmental regulations.

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

Water Highlights for 2023

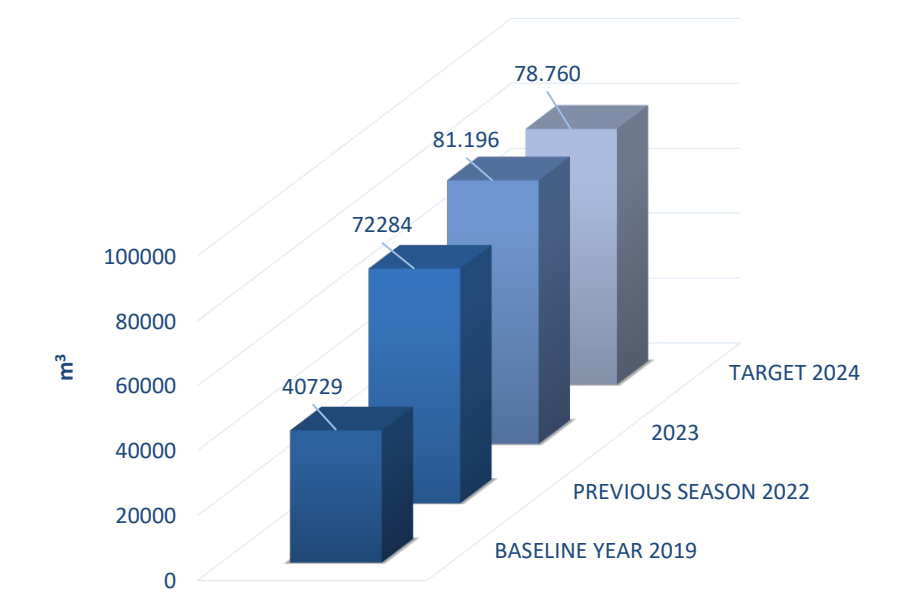
Our water use increased in 2023 compared to the previous years. However, we remain committed to reducing our consumption for next year by 3%. Grecotel Dama Dama water use per guest was 0,63 m³ in 2022 and 0,79 m³ in 2023.

Regular monitoring to ensure that
100%
 of the rooms have water reduction filters

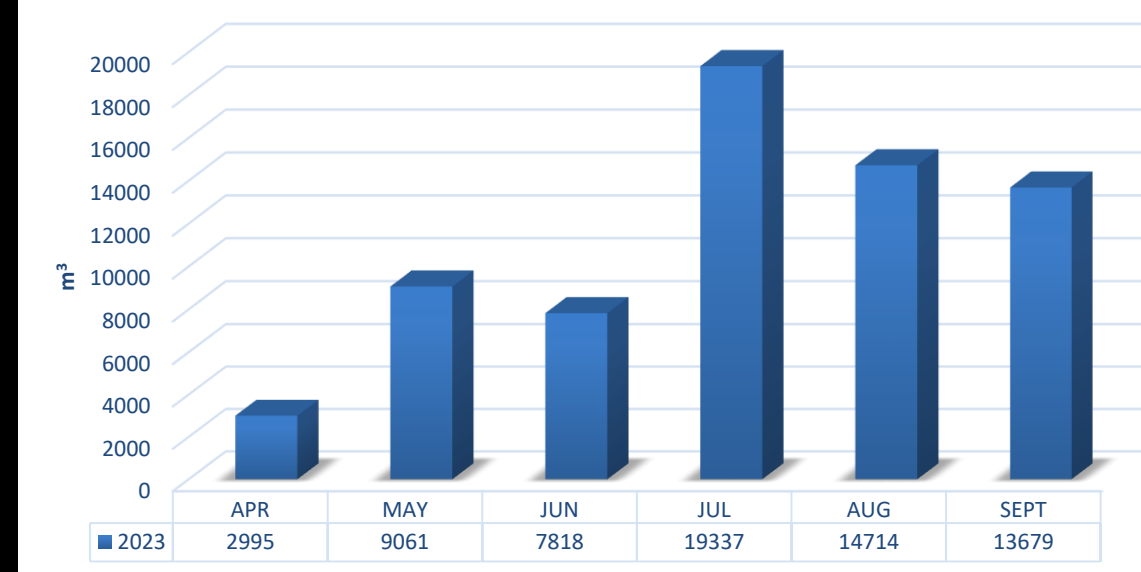
The quality of water is monitored in cooperation with accredited laboratories.

We ensure the highest standards of water quality by closely monitoring in cooperation with accredited laboratories.
 By following all regulations, we prioritize the health and safety of our guests, ensuring a safe and enjoyable stay.

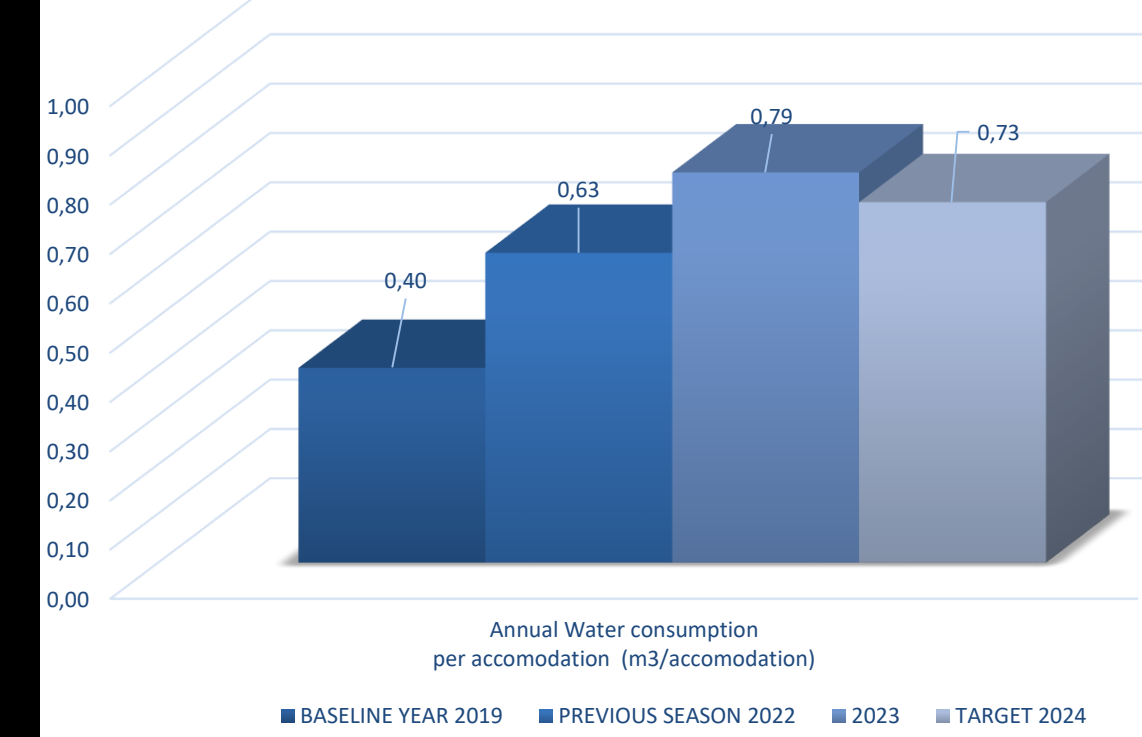
Annual Water Consumption



Monthly Water Consumption



Annual Water Consumption per Guest Day

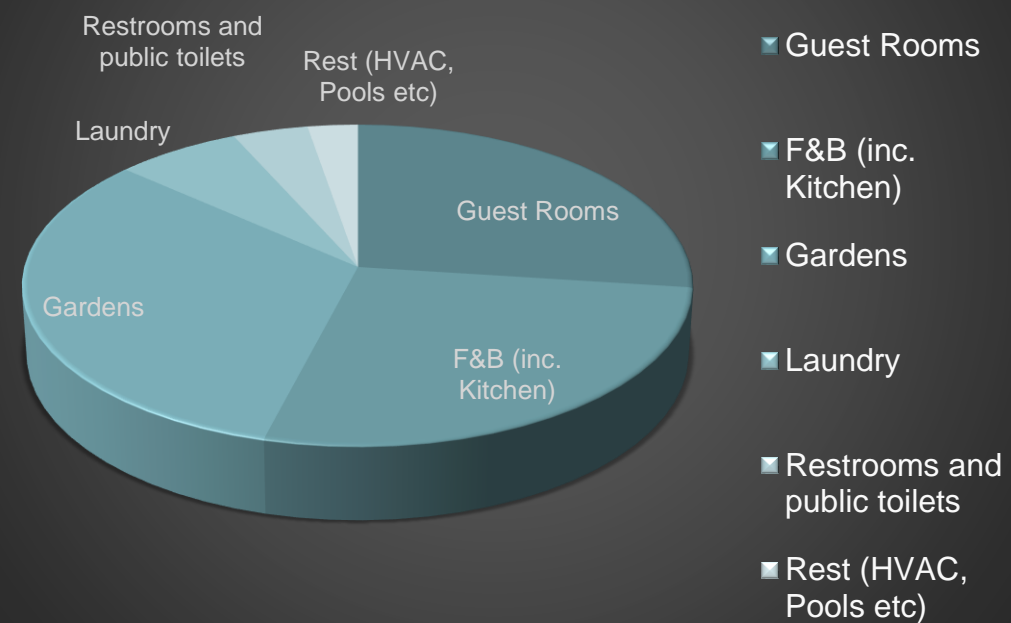


A series of water-saving measures have been applied, based on best available practices that focus on consumption monitoring (e.g. leak control, improved efficiency), including educational programs for visitors.



Water Assessment at Greccotel Luxme Dama Dama

WATER ASSESMENT



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

The main water consuming activities in a hotel are:

- Guest Rooms (40%)
- Kitchen (12%)
- Swimming Pools (5%)
- Gardens (30%)
- Laundry (10 %)
- Rest (3%)



Chemical Use



USE OF ENVIRONMENTALLY FRIENDLY CHEMICALS

Driven by a high sense of environmental awareness, Greotel Luxme Dama Dama chooses to use certified cleaners and chemicals, with environmentally friendly specifications regarding both their packaging and composition.

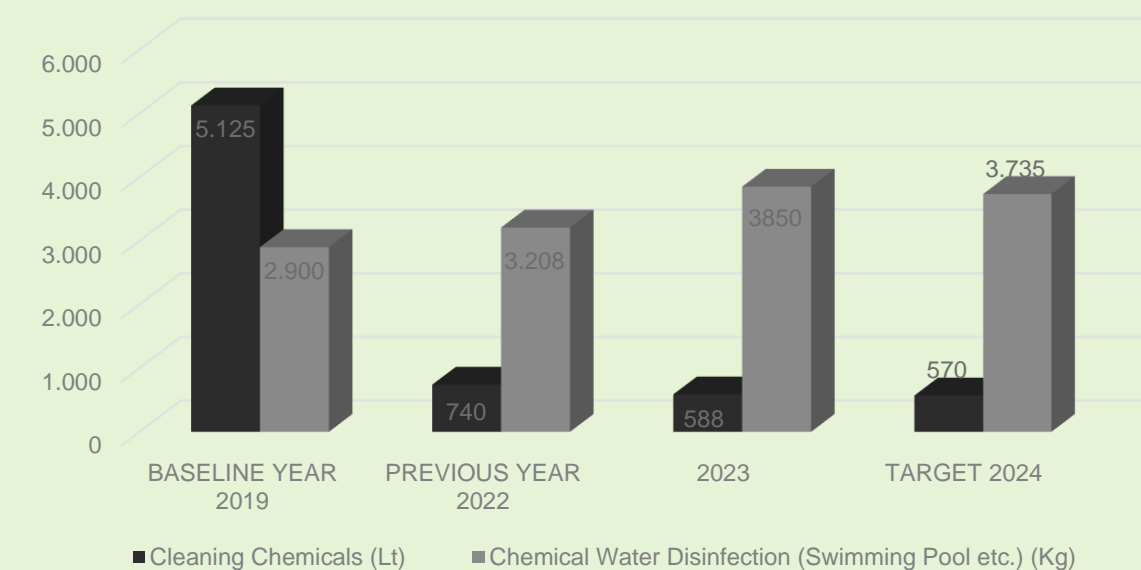
This way we achieve a great balance of cleaning effectiveness along with environmental protection. Furthermore, we apply a new model of alternative gardening, avoiding the use of chemical fertilizers and pesticides, further emphasizing the statement that the safety of our guests, our partners and the natural environment is a top priority for us.

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

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

Frequent staff training for proper use

Annual Cleaning Chemical Used



Waste Management

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

We ensure that all operations and activities at Grecootel Luxme Dama Dama are fully comply with all current national waste management regulations.

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

OUR EFFORTS CONTRIBUTE TO THE SUSTAINABLE DEVELOPMENT GOALS:



Waste Management at Grecootel Luxme Dama Dama

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

1. Waste Segregation

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

2. Recycling Program

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

3. Organic Waste

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

4. Single-Use Plastics Reduction

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

5. Monitoring & Reporting

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



WASTE MANAGEMENT MEASURES

In Greotel we separate waste according to local authority guidance.

Waste prevention in all departments and throughout supply chain.

All quantities are reported annually.

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

Chemical and microbiological analyses of water are conducted by laboratory.

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



Recycling streams for Greotel Luxme Dama Dama:

2023	kg
Cooked Oil:	1.010
Glass:	30.774
Plastic:	12.310
Paper/Packaging:	15.387
Batteries	40
Clothing	215



Our Approach:

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



Plastic Reduction Program

LIFE FREE of PLASTIC

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

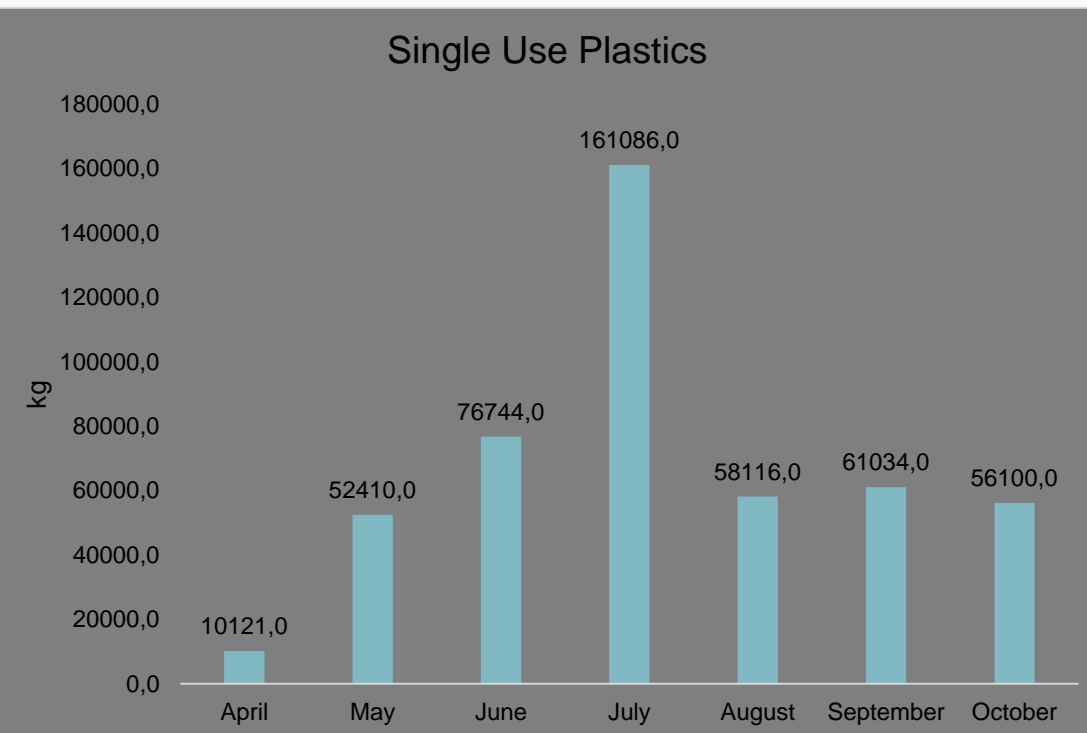
Our Impact:

Our plastic reduction program contributes to:

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



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



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



LUX·ME DAMA DAMA

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

Sustainable Gastronomy

Grecotel Luxme Dama Dama | Sustainability Report 2023



Food of High Quality and Value

NUTRITION, HEALTH AND WELL – BEING

FOOD QUALITY

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



FOOD SAFETY

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



For decades, Greotel 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 Greotel Luxme Dama Dama 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.



Greotel Luxme Dama Dama's guests have the exclusivity to taste organic products and meals, which in 2023 offered approximately **28.802 meals** of high nutritional value and quality.



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

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

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

From Farm to Fork

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

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

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





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

Fighting Food Waste in Greccotel Luxme Dama Dama:

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

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



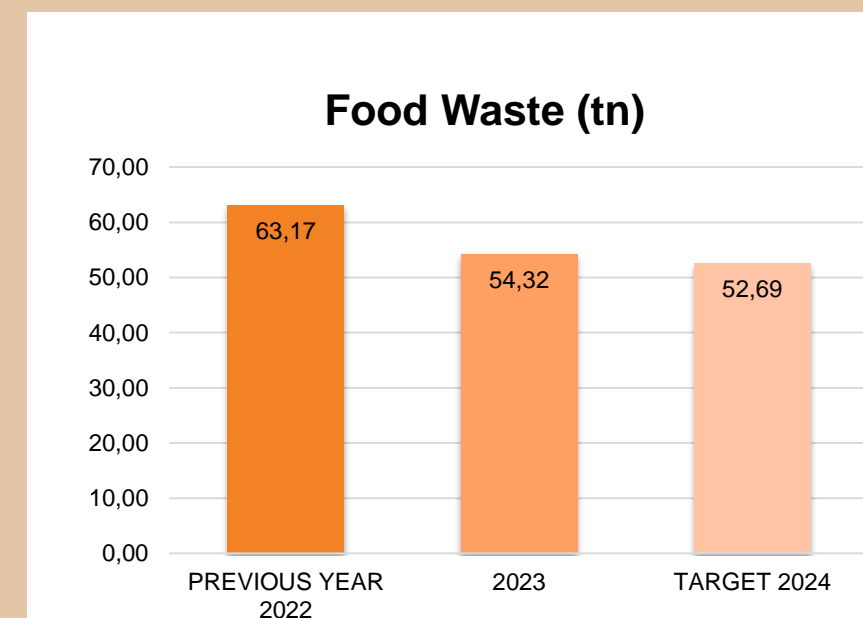
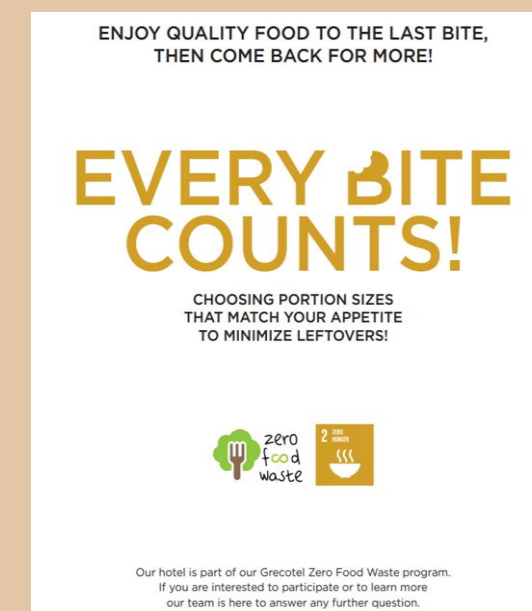
Scan to read more

Greccotel Luxme Dama Dama and the Stop-Waste Program

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

Key Elements of the Stop-Waste Program:

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



Conservation of Biodiversity

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

Our Monitoring System:

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



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



Strict Monitoring of Products:

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



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



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

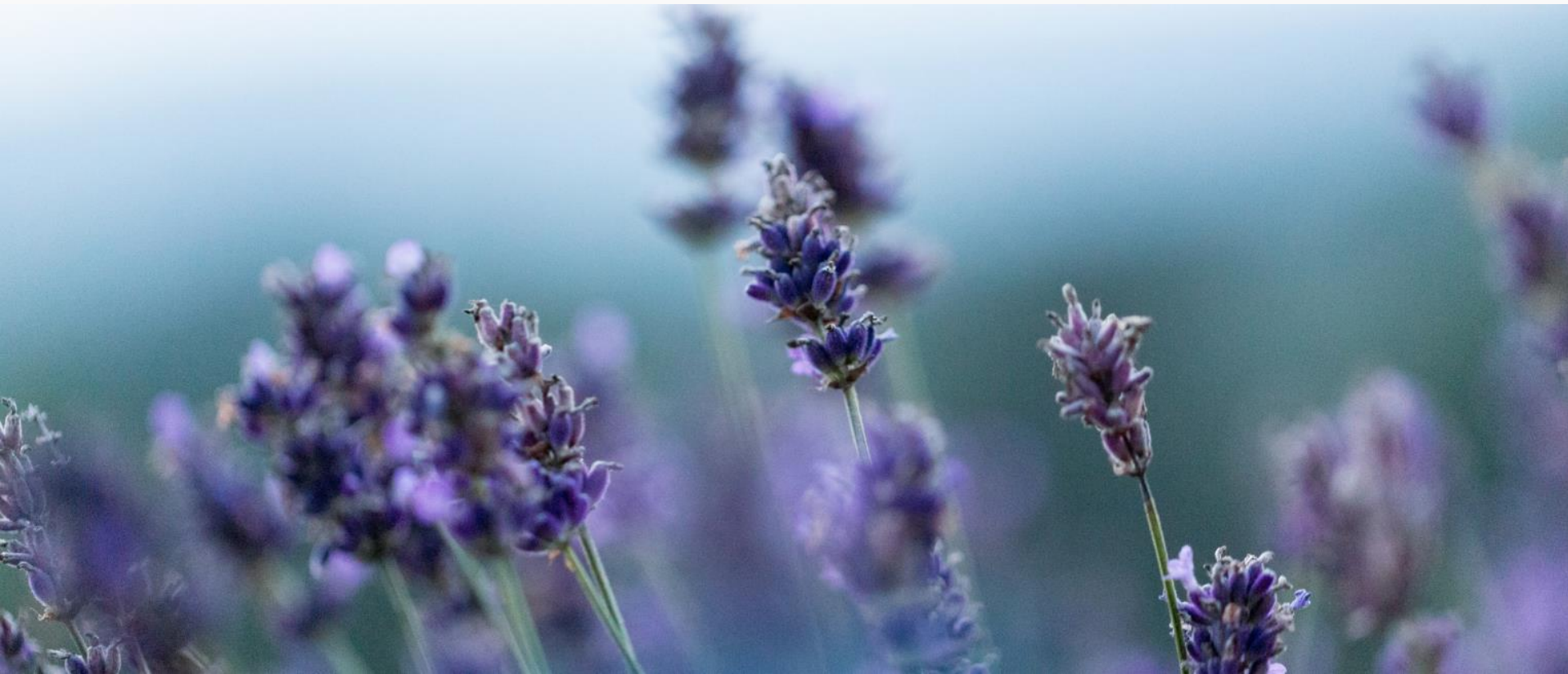
Experience & Activities

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

Animal Protection

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

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



Garden

To plant a garden is to believe in tomorrow.

Grecootel Luxme Dama Dama implements garden programs:

- a new model of alternative hotel gardening, avoiding the use of chemical fertilizers and pesticides,
- we plant Mediterranean and local plants in our gardens,
- automatic irrigation system in the evening,
- we plant certain plants to grow together to naturally repel pests, enhance growth, and improve the soil quality.

850 guests participated in Eco – learning programs.

Our Approach to Preventing Invasive Species Introduction: At Grecootel Luxme Dama Dama , we understand the critical role that local biodiversity plays in maintaining a balanced and healthy ecosystem.

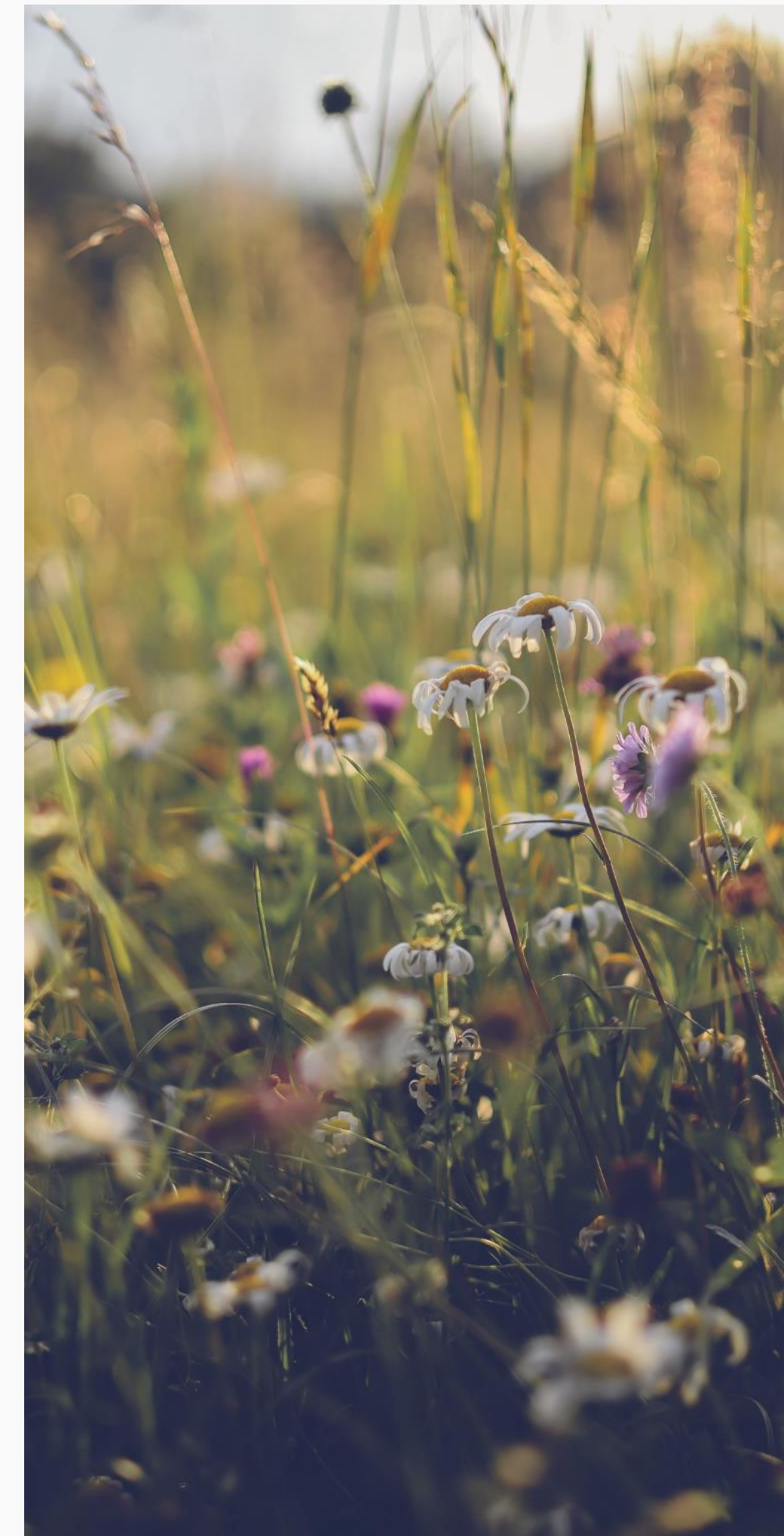
In line with this, we strictly follow the regulation of **not buying or introducing any invasive species** into our environment. This ensures that we protect native plant and animal species and maintain the natural harmony of the surrounding area.

Our Biodiversity Protection Program:

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



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



learning programs
for guests



Climate Change Strategy: Avoiding Harmful Refrigerant Gases

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

Key Focus Areas:

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

SUSTAINABLE ARCHITECTURE & ECODESIGN

Grecotel Luxme Dama Dama | Sustainability Report 2023



Aiming at the preservation and protection of our natural heritage, GRECOTEL focuses on integrating sustainable architecture into its hotels, so that they are fully harmonized with the landscape. The renovated "third generation" hotel (such as Grecotel Luxme Dama Dama) complexes follow the most modern and sustainable architectural trends, whilst maintaining each destination's special local character, always in harmony and with respect for the local history and people. The idea is that building, landscape and nature merge together causing as less impact on the environment as possible.



People First: A
Future We Build
Together

03



ACCOMPLISHMENTS YOUTH CAREERS

Grecotel Luxme Dama Dama 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.

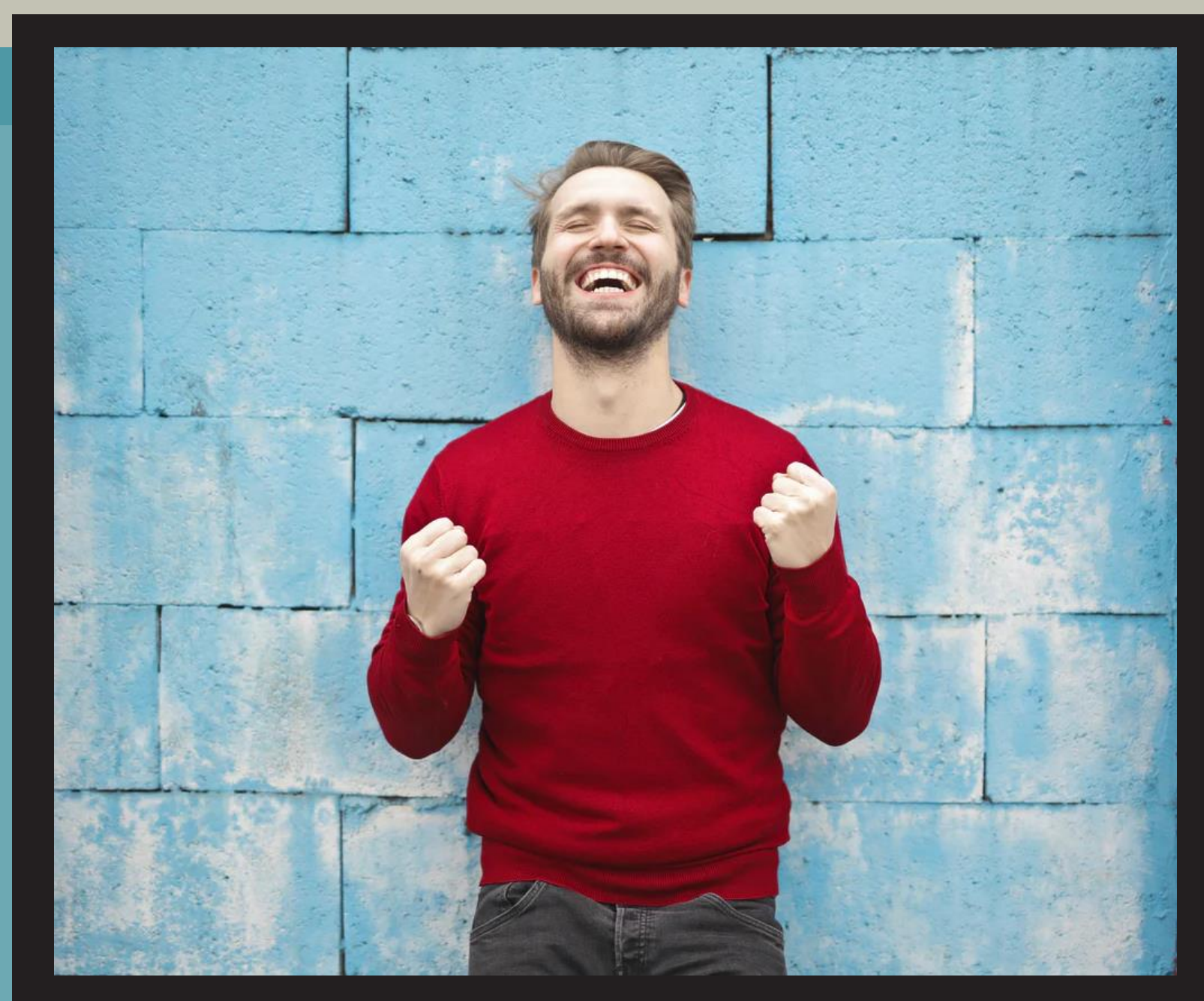
Employees

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.



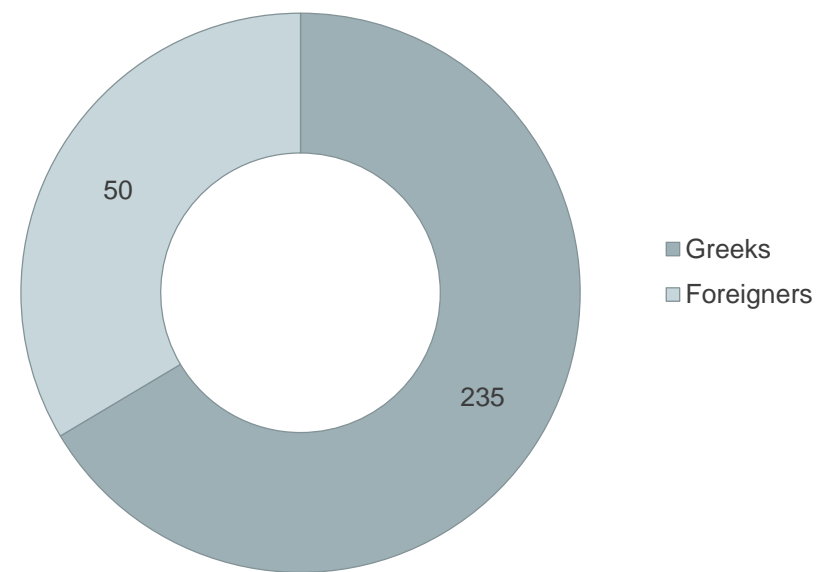
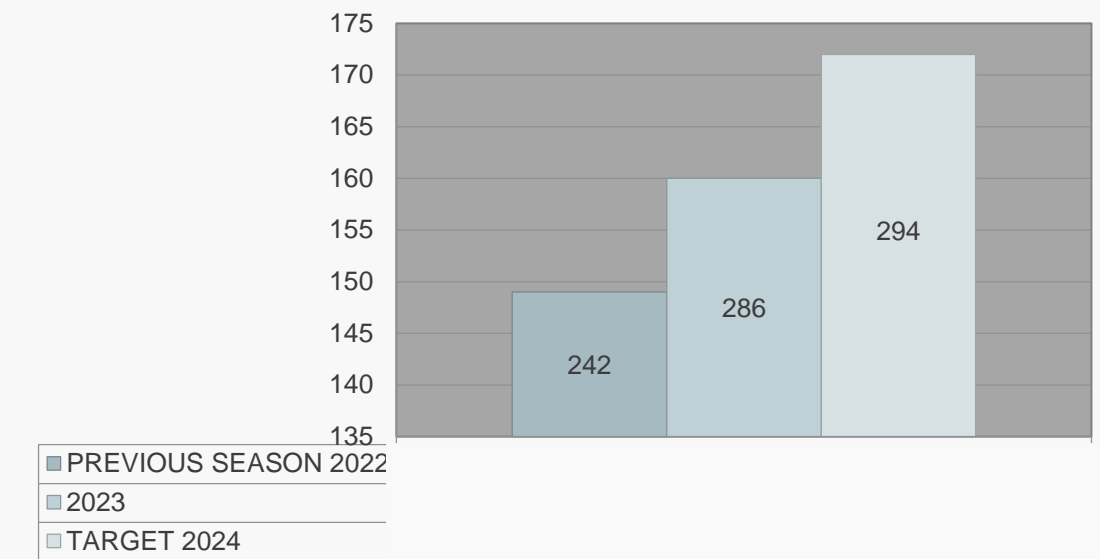
- A mentor is taking care every new member.
- We provide them with three different handbooks which explains in details all the aspects of their profession.
- Weekly food Program, Breakfast, Lunch, Dinner.
- We provide opportunities to develop new skills, e.g. languages courses, oenology, barista training,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

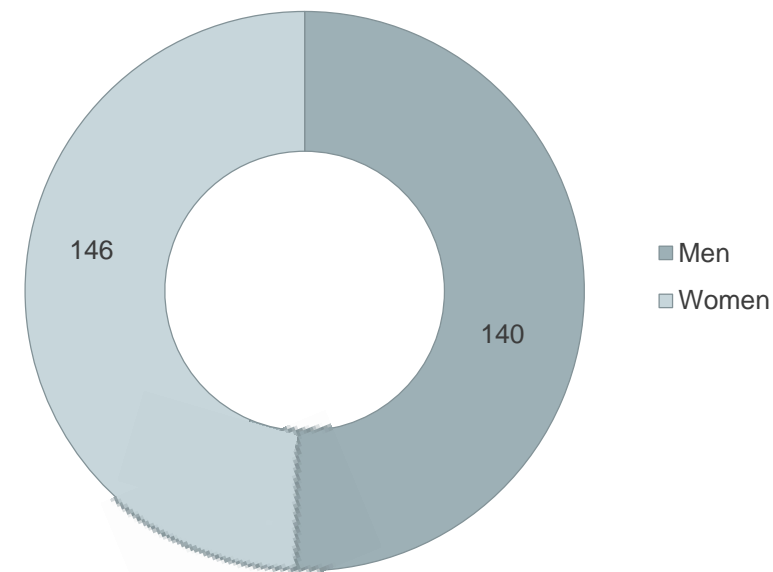
EMPLOYEES RATE

This year, Grecotel Luxme Dama Dama employed 286 employees. This number is divided quite evenly to male (140) and female (146) employees, who are either from Greece or live in Rhodes permanently.

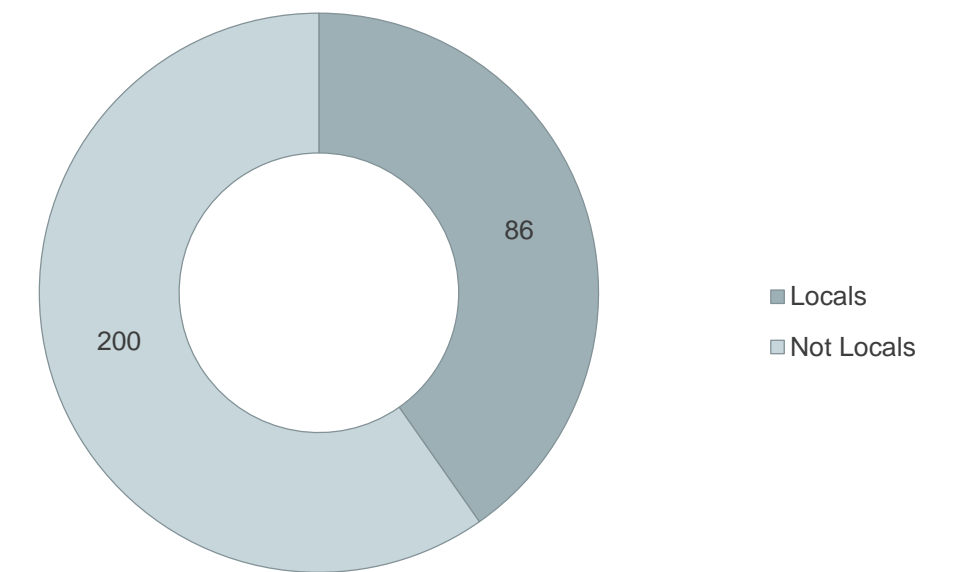
Total Workforce



Proportion of different nationality.
235 Greeks / 50 Other



Total workforce by gender.
140 man / 146 women



Proportion of local employees.
86 Locals / 200 not Locals



Learning & Development

At Grecotel Luxme Dama Dama 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

Grecootel Luxme Dama Dama 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 like hood 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, Grecootel safety team.

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

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



An aerial photograph of a beach area. In the foreground, there are waves with white foam washing onto a sandy beach. Behind the beach, a wooden walkway runs parallel to the shore. On either side of the walkway, numerous white beach umbrellas are arranged in neat rows. The background shows a mix of green vegetation and sandy terrain.

04

Responsible Operations

Take Action With Us

TOGETHER FOR A GREEN WORLD

No act of kindness, no matter how small, is ever wasted. During your holiday, **YOU may also help us make your vacation friendlier to our planet:**

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

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



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



Social Responsibility

Having as our primary goal to improve our society's quality of life, we take initiatives and carry out numerous actions with significant social impact.

One of those streams may well be our empowering collaborations with social/environmental organizations and accredited NGOs.

Local Community



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

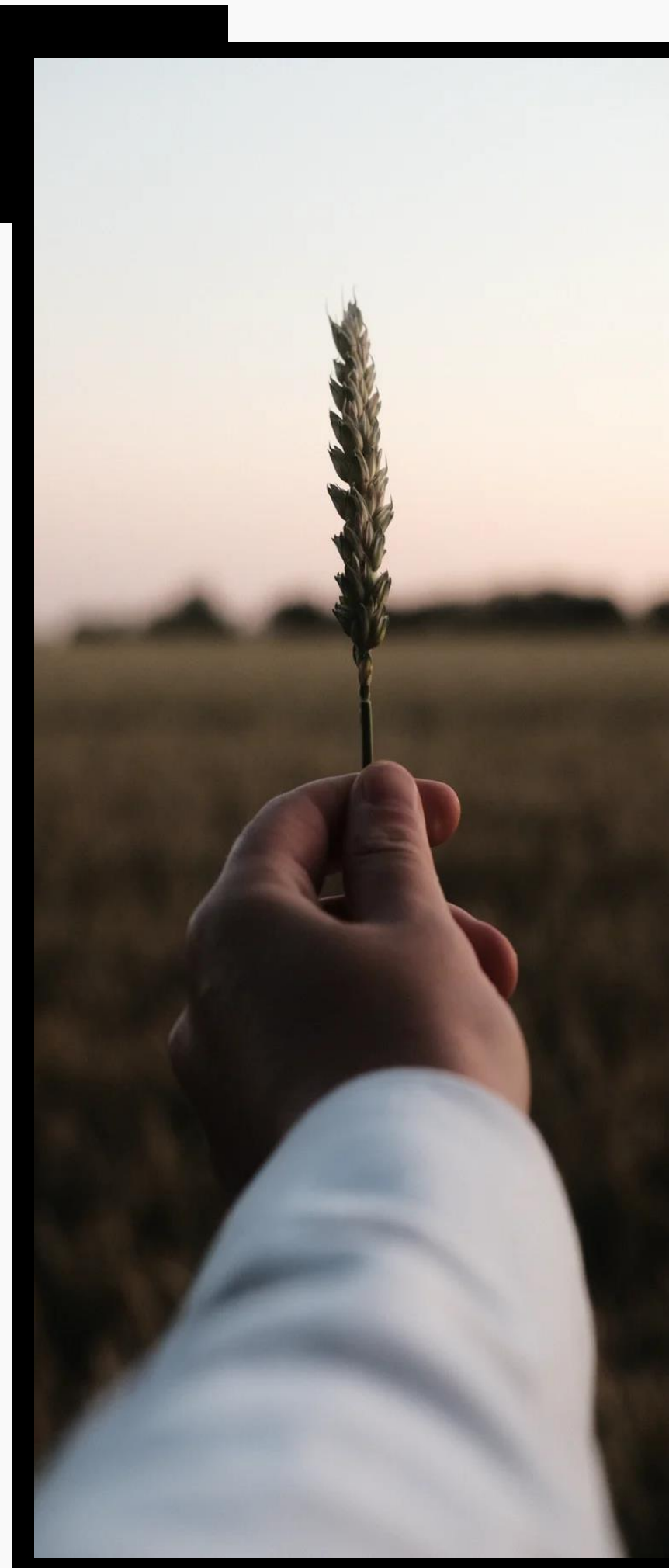
- We effectively support the needs of the local community and implement initiatives accordingly
- Our impact on the local and wider community is understood and nurtured.
- Dialogue with local communities is encouraged for mutual benefit.

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

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.



Casa Paradiso
GRECOTEL FAMILY RESORTS & SPA

Grecotel policies:

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

HUMAN
RIGHTS
ARE NOT
OPTIONAL



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

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

Evaluation Program:

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

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

Partnerships and Donations

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



PARTNER WITH "THE SMILE OF THE CHILD"

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

PARTNER WITH "VISION OF HOPE ASSOCIATION"

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





Economic Dimension

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

Sustainability Goals & Targets

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

LUX·ME
DAMA DAMA

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: epoultidou@grecotel.com