



Cyan group of hotels
spa and wellness

Sustainability Report 2019 / 2020



apollonia
r e s o r t & s p a
a member of cyan group of hotels

FOREWORD

In ancient Greece, Plato, the philosophers and the Stoics understood nature as the orderliness of the world as a whole.

In this day and age everything has to be fast and convenient, which has led to the fact that the community and the nature have been pushed into the background.

Let us take the time again to turn our senses to nature and to reconcile. Our operating philosophy is to act as a community to ensure the continuance of the Greek traditions and hospitality, to secure the labor market and to support local suppliers and their products.

With the support and the aid from the above we strive to protect our heritage and do our utmost's to respect and keep our beautiful island attractive and environmental friendly.

Especially on Crete you will find many endemic plants and animals. Our top priority is the preservation of nature and careful management of our resources, and it has become part of our daily work.

The goal of Cyan Group of Hotels is to satisfy customers in all issues in connection with a fair relationship with all our employees, the local community and the suppliers, the protection of the traditions, environment and to preserve the beauty of Crete for coming generations.

Dimitris Anastasiadis
Hotel Manager

INTRODUCTION

The Cyan group of hotels was founded in 2007 and includes the hotels Apollonia Beach Resort & Spa, Santa Marina Resort and Sitia Beach City Resort & Spa on Crete, Greece.

The goal of the merge of the three hotels is to optimize our services committed to improve our customer relations and establish a system to create awareness in sustainable tourism to preserve heritage for all next generations.

The name Cyan refers to the traditional color blue for Greece and to be associated with the Aegean Sea to reflect our identity as a Greek company and the commitment to our Greek traditions and hospitality.

Nature is relentless and unchangeable. And it is a matter of indifference whether the hidden reasons and types of their actions are understandable to man or not.

Galileo Galilei

Cyan group of hotels

VISION OF SOCIAL RESPONSIBILITY

Environmental Policy

The management and the staff of Cyan group of hotels is knowing about the importance of the protection of the environment in the development of tourism and in general have developed and put in practice a System of Environmental Management according to the criteria of the international model ISO 14001:2015. The System of Environmental Management covers the total of the hotel activities and especially accommodation and dining services.

The hotel management therefore commits itself:

To submit to any requirements of the law or others related to environmental activities

To value the effects on the environment of these activities with a view to decreasing or even eliminating these negative effects

To become active in every possible way for the protection of the environment and the prevention of pollution.

To set goals with the aim of a continual improvement.

With the above commitments the hotel aims to the following:

- ✦ Realization of activities related to energy saving measures, decrease of water consumption, the right management and decrease of waste and sewage.
- ✦ Maintenance of the air quality.
- ✦ Protection of the beach and of the quality of sea water
- ✦ Co-operation with the local authorities for the preservation of the natural beauties of the area.
- ✦ Information of all the local authorities about the environmental activities of the hotel in order to make them aware of environmental issues.
- ✦ Educating and making the hotel staff participate to the System of Environmental Management.

Information of the guests about the environmental activities in the hotel with the aim to encouraging their active participation.

The above goals of our policy are made successful with the System of Environmental Management developing definite and measurable aims, by controlling regularly the environmental parameters and the results of the interventions, by inspecting the adequacy of the System of Environmental Management and re-examining the goals set so that they can be improved.

POLICY FOR OCCUPATIONAL SAFETY AND HEALTH AND EMPLOYMENT

The policy of Apollonia Resort & Spa for occupational safety and health (A & H) consists of the following principles and intentions and applies to all activities.

Principles

The company's management is committed:

- To conduct business in such manner and in such an environment to ensure as far as practicable the safety and health of its employees, the environment and other affected persons within company facilities.
- To comply with all relevant laws and regulations concerning safety and health in the workplace and with other requirements to which the company subscribes. Also, for the development of the management system, to comply with the legal and operational changes.
- To provide the necessary resources to make it possible to implement this policy.
- To continuously improve of the system.

Our intention is:

- The reduction of accidents in the workplace and improve facilities and working methods.
- Continually recognize, evaluate and control the risks to health and safety issues associated with our activities and implementation of appropriate pro-active processes.
- Set and revise the goals and objectives for safety and health at work, and implement an action plan to reduce the risks related to occupational H & S.
- Support and ensure that all appropriate training in occupational H & S issues.
- Ensure that all employees are aware of their responsibilities for compliance with the policy and procedures relating to occupational H & S.
Communicate to employees our policy on health and safety at work and ensure that they are aware of their responsibilities under the occupational H & S management system.
- Conduct risk assessments in all our activities at a frequency proportional to the risk.
- Make our policy public.
- Review our policy frequently so that it is relevant and appropriate to the activities of our company.

POLICY FOR OCCUPATIONAL SAFETY AND HEALTH AND EMPLOYMENT

The administration of Cyan group of hotels has a continuous commitment about :

- The protection and respect of the international proclaimed human rights.
- The elimination of any form of forced work and discrimination in relation to recruitment and employment.
- The defense of union organizing and recognition for collective negotiations.
- The conflict to all forms of corruption, extortion and bribery.

Employment / occupation and exploitation of children

All the employees of the hotel are responsible for the care, safety and protection of children. This responsibility extends to the identification and the timely response to concerns about the possible sexual, physical, psychological and emotional abuse or neglect of the children.

We believe in the fundamental right of children to grow up safely, free from exploitation and abuse.

We have the following principles:

- No employment of children.
- No tolerance for child exploitation and abuse.
- Identification of the best interests of the child.
- We share the responsibility for children protection.

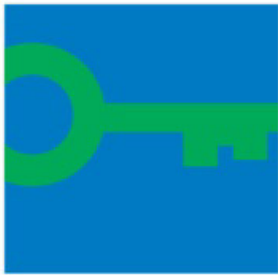
Therefore, every time realizing or suspecting that a child is in danger or may accept any form of abuse, the management will be informed to follow the necessary procedure to resolve the issue.

OUR AWARDS



Blue Flag

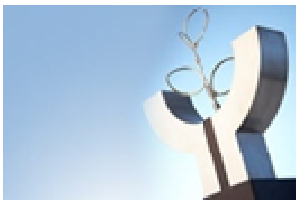
is a voluntary eco-label award which works towards sustainable development of beaches and marinas through strict dealing with water quality, environmental education and information, environmental management, safety as well as other services. Since 1991 Apollonia Beach Resort & Spa is part of the Blue Flag campaign, Sitia Beach City Resort & Spa since 1995 and Santa Marina Resort since 2009.



**The Green
Key**

Green Key

is an eco-label award which aims to increase the use of environmentally friendly and sustainable methods of operation and technology in the establishments. Since 2009 Apollonia Beach Resort & Spa is member of the Green Key, Sitia Beach City Resort & Spa since 2010 and Santa Marina Resort since 2011.



TUI Environmental Champion

This TUI award exists since 1996 for hotels that are especially committed to protecting the environment and be socially responsible. TUI intends to increase the TUI Environmental Champion awareness and commitment of the hoteliers for sustainability. Since 2005 our hotel Apollonia Beach Resort & Spa is taking part at this program and certified yearly.

OUR AWARDS



Travelife

is an internationally recognized independent sustainability certification scheme which helps hotels members around the world to improve their environmental social and economic impacts cost-effectively. In 2010 Apollonia Beach Resort & Spa has been receiving the gold medal for the first time and receiving it ever since. In 2015 both hotels, Sitia Beach City Resort & Spa and Santa Marina Resort have also been rewarded with the gold medal.



TÜV Hellas

TÜV HELLAS is a certification and inspection body, 100% subsidiary of the German TÜV NORD Group. It has been active in Greece since 1987, providing Third Party Inspection-Certification services, for all types of enterprises, in both the private and public sector, in the fields of Technology, Quality, Security, Energy, and the Environment.



Tourism Award

The Tourism Awards reward top practices and innovative initiatives undertaken by Greek tourism companies and organizations. Our hotel Apollonia Beach Resort & Spa has been awarded in 2015 with the silver medal for sustainability & operations and in 2016 with the bronze medal as eco-friendly resort and in 2017 with bronze as all-inclusive resort..

OUR AWARDS



Ecolabel

The EU Ecolabel helps to identify products and services that have a reduced environmental impact throughout their life cycle, from the extraction of raw material through to production, use and disposal. Recognized throughout Europe, EU Ecolabel is a voluntary label promoting environmental excellence which can be trusted. All our hotels use environmental friendly cleaning products. The hotel Apollonia Beach Resort & Spa has been labeled in 2009 as enterprise with the EU Ecolabel.



Costa Nostrum

Costa Nostrum Ltd. was founded in August 2015 with the main purpose of disseminating and applying the private certification standard "Certification Standard for Sustainable Management and Development of Mediterranean Beaches - Costa Nostrum Sustainable Beaches" in order to achieve the sustainable management and development of each beach in an objective way.



SETE

The purpose of SETE is the continuous strengthening of competitiveness and to highlight the significant role of tourism to the Greek economy. Represents the nationwide industry associations of tourism enterprises as well as individual companies operating in the wider tourism economy and cover the whole range of tourist activities.

OUR AWARDS



We do local

We do local is a business certification standard. The business certified by We do local Standard support the production, economy and human resources of the place they are situated in, promote their uniqueness and the responsibility of hospitality and offer services which promote the local culture and gastronomy, respect the environment and the sustainability of their homeland. Since the initiation of the certificate in 2015 the Cyan group of hotels is member of We do local.



Boussia Communication Environmental Award

The Apollonia Beach Resort & Spa has been awarded in 2016 and 2018 with the environmental award of Boussia Communication.

OUR AWARDS



Treasures of Greek Tourism Award

The New Times Publishing organizes the annual meeting for the business excellence of Greek tourism sector, Treasures of Greek Tourism. The distinctions are mainly based on the financial performance of tourism businesses. In particular, data of some 1500 companies are collected and evaluated according to certain strict criteria.

The Cyan group of hotels has been awarded in 2017 and 2018..



Diamonds of the Greek Economy

The objective is to become the most dynamic Greek companies. Their assessment is based on specific economic indicators and criteria, among which are: profitability, debt burden, liquidity, own equity, etc. At the same time, specific factors are taken into account such as the capital invested by the companies, their human resources policy as well as the corresponding issues of corporate and social responsibility .

The Cyan group of hotels has been awarded in 2017.

Boussia Communication Environmental Award

The Apollonia Beach Resort & Spa has been awarded in 2016 and 2018 with the environmental award of Boussia Communication.

OUR ENVIRONMENT ACTIONS AND COMMUNITY ENGAGEMENT

The Cyan group of hotels is working together with various international environmental organizations and involves the guests to be part of these efforts. Our yearly events are:



LEGAMBIENTE

Legambiente

Is the most widespread environmental organization in Italy, with 20 regional branches and over 115,000 members and one of the leading members of the IUCN. This event takes place every year in late May / early June and includes not only our employees and animators to participate but also our guests are invited to come along. Despite the seriousness of this action, it is still a great family fun, for young and old, to spend a morning on the beach.



UNEP

World Environment Day (WED) is the United Nations' principal vehicle for encouraging worldwide awareness and action for the environment. Over the years it has grown to be a broad, global platform for public outreach that is widely celebrated by stakeholders in over 100 countries. It also serves as the 'people's day' for doing something positive for the environment, galvanizing individual actions into a collective power that generates an exponential positive impact on the planet.

OUR ENVIRONMENT ACTIONS AND COMMUNITY ENGAGEMENT



Hands across the Sands

The mission of Hands across the Sands is to bring together like-minded individuals and organizations with the conviction to organize a Global movement to promote a clean energy future for our earth and end our dependence on dirty fuel sources. These gatherings brings thousands of American and Global citizens to our beaches and cities and draws metaphorical and actual lines in the sand; human lines in the sand against the threats Fossil Fuels pose to our present and future planet.

Clean up the World



Clean Up the World engages an estimated 35 million volunteers in 130 countries each year, making it one of the largest community based environmental campaigns in the world. It inspires and empowers community groups, schools, businesses, and local governments to join as Members and carry out community-based activities that address local environmental issues. By facilitating local action, Clean Up the World brings about global environmental change.

OUR COMMITMENT TO THE ENVIRONMENT

Solar energy and biogas

The three hotels of Cyan Group of Hotels, Apollonia Beach Resort & Spa, Santa Marina Resort and Sitia Beach City Resort & Spa, use solar energy for hot water. The roofs of the hotels are covers with solar panels. To cover the amount hot water demand during the day each hotel uses biogas in addition.

Electricity and Water

To reduce the consumption of non-renewable energy all guests' rooms have general light switches with key cards. And automatic interrupter switches off the air-condition in the guests' room when the balcony door is open. The air conditioning in public areas provides automatically a pleasant climate according to ambient temperatures. All rooms and public areas are equipped with energy saving lamps. The illumination of the outdoor of the hotels is equipped with energy saving bulbs to save energy here too.

All hotels have their own fresh water source, which is located about 1.5 km from the hotel. The water is pumped via a closed pipe system to the hotel and cleaned from any residues and salt through a filter system to be then subsequently fed into the various utilities. The hotel uses wastewater to irrigate the gardens (with the exception of the lawn). Automatic sprinklers provide the watering in the entire garden.

To reduce water consumption in the rooms and public areas showers and faucets are equipped with mixer tabs and water reducer. Towels are exchanged only upon request of the guests. Bed linen are changed every three days or on request.

OUR COMMITMENT TO THE ENVIRONMENT

Staffs are informed of the electricity and water saving measures.

Electrical appliances are regularly maintained and cleaned, broken electrical appliances in the guests' rooms, public area and kitchen are replaced with modern, energy-efficient appliances. CFC-free refrigerators in all rooms and kitchen areas.

All pools automatically receive chemical additives as needed to minimize the use of chemicals to preserve the water quality. A chemical analysis of the water in the pools, drinking and waste water, is carried out regularly.

Through the years until 2018 we could reduce our electricity and gas consumption despite the extension to a winter season program starting from November 2017. Due to the cold winter in 2018/19 there was a slight increase in the electricity consumption.

Despite the increase of overnights from the extension to the winter season from 2017 we could reduce our water consumption by 1%.

Due to the Covid pandemic in the years 2020 and 2021 the consumption has increased. One factor to the increase can be attributed to much fewer nights, the increase in cleaning frequency, additional washing specific linen and the aging of the facilities.

OUR COMMITMENT TO THE ENVIRONMENT

Carbon footprint reduction

We established in our hotel the pure vegan restaurant “Avocado” inspired by the Cretan Cuisine.

Each day, a person who eats a vegan diet saves:

4.164 liters of water

20 kg of grains

2,8 sqm of forest

9,07 kg of CO₂

the life of one animal

Waste management

In the restaurants and bars we use vending machines instead of individual bottles, reusable plastic decorations for cocktails and recycling of plastic straws. Recyclable wine and mineral water bottles and fruit baskets without packaging material are provided as a welcome present in the rooms.

Bulk purchase of products in recyclable or reusable packaging (fresh fruits and vegetables, avoidance of individual packaging for milk, honey, etc., cleaning agents, oil, etc.) and use of concentrated cleaning products to reduce the packaging waste.

Partially used soaps are recycled. Soap dispensers in the bathrooms and public toilets to prevent waste.

Waste bins and ashtrays are present throughout the plant and on the beach. Ashtrays are also provided under the parasols on the beach. We also provide bins for waste separation.

We comply with strict control over the use of biodegradable cleaning products to the environmental and health regulations.

The hotels have been painted with water-soluble and non-toxic paint.



OUR COMMITMENT TO THE ENVIRONMENT

Waste management

We use in all our hotel the **Diversey Products** like:

Jonmaster System, saving 716 m³ water annually.

Divermite & Safepack Systems, reducing greenhouse gas emissions by 615,17kg CO₂ and waste to landfill by 75,21 kg of plastic (vs 5lt canister) annually

SoftCare Line Lux Shampoo & ShowerGel System, reducing waste to landfill by 2.736kg of plastic (vs 40ml bottles) annually

A2UFood Project by EU

We take part at the EU - UIA Program and implement at our main restaurant the RESOURCEMANAGER-FOOD Program - A2UFood - Avoidable and Unavoidable Food.

A2UFood expects to reduce the amount of avoidable food waste, spark utilization of unavoidable food waste as raw materials, and facilitate processing of food waste in an environmentally friendly and financially beneficial manner. Our aim is to reduce food waste by 1-3% in our hotel.

We transfer all food we can't use any more to LIFE-F4F organization, an innovative process for transforming hotels food wastes into Animal Feed.

The main aim of the LIFE-F4F is to evaluate, through a pilot scale realization, an innovative, simple technology and low emissions process that allows the safe transformation of source separated food wastes, mainly from hotels (and generally from the hospitality industry and restaurants), into animal feed, utilizing an altered solar drying process.

OUR COMMITMENT TO THE ENVIRONMENT

Waste management

24.08.2021 Practical Application of the Circular Economy in the Certified Sustainable Beaches, of three hotel units

It is widely known that billions of tons of waste are generated annually within the European Union, while thousands of tons of this waste end up polluting the Mediterranean beaches with negative effects on both the coastal environment and the tourism product of each coastal country.

The need to move to a sustainable development model, which will include the principles of the circular economy, is extremely urgent.

In this context, Costa Nostrum, wanting to contribute to the dissemination of the principles of the circular economy, but also to contribute to the widespread of packaging materials recycling, a cooperation agreement was signed on August 17, 2021, with the cooperating hotel units Apollonia Beach Resort & Spa, Creta Maris Beach Resort by Metaxa Hospitality Group and TUI MAGIC LIFE Candia Maris, also by Metaxa Hospitality Group, as well as, with the company 3D printing, GET 3D and the technical office AELIA – Sustainable Engineering, for the pilot creation of new useful products from PET packaging waste discarded on the certified sustainable beaches of Costa Nostrum – Sustainable Beaches.

As part of the partnership, the three (3) hotel units, Apollonia Beach Resort & Spa, Creta Maris Beach Resort, TUI MAGIC LIFE Candia Maris, will collect a small quantity of bottles (PET) from their certified sustainable beaches and will deliver them to Costa Nostrum, GET3D and AELIA Sustainable Engineering, which in turn they will try to “produce” a new useful object, which will come from the recycling of PET bottles.

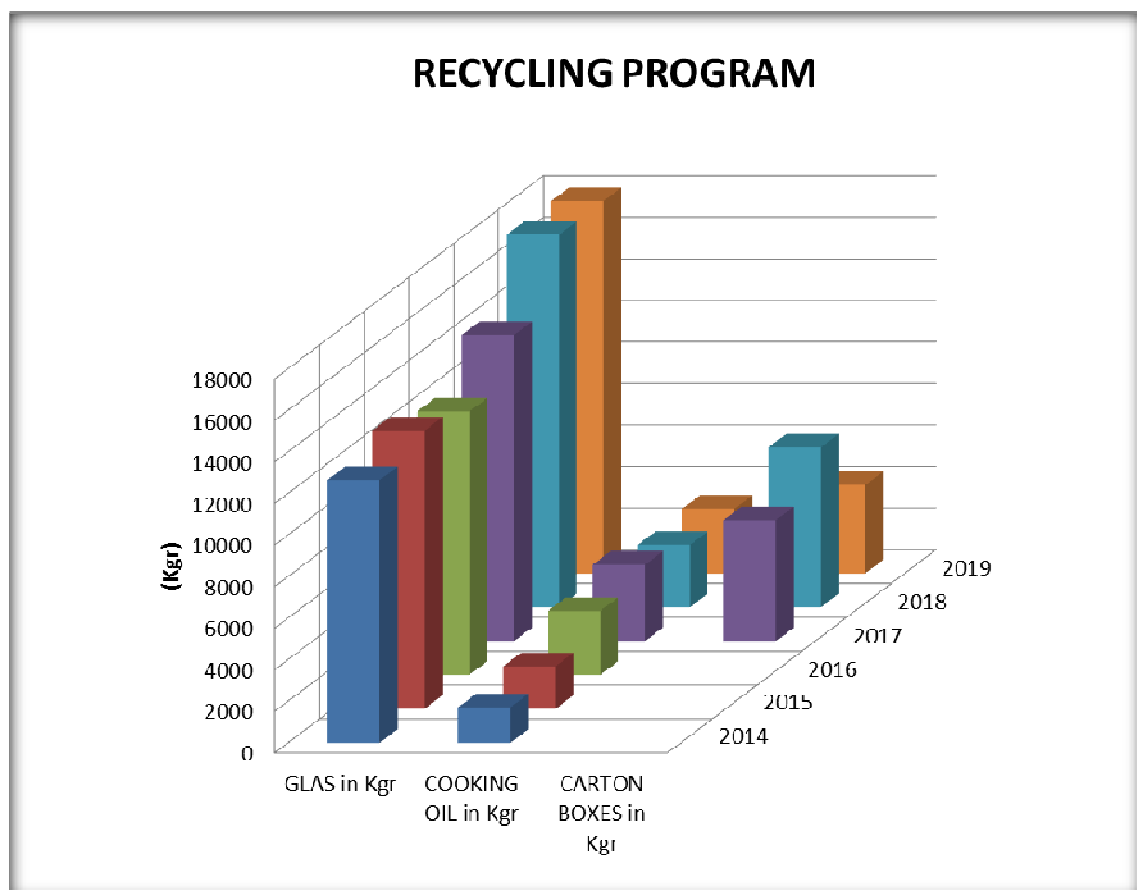
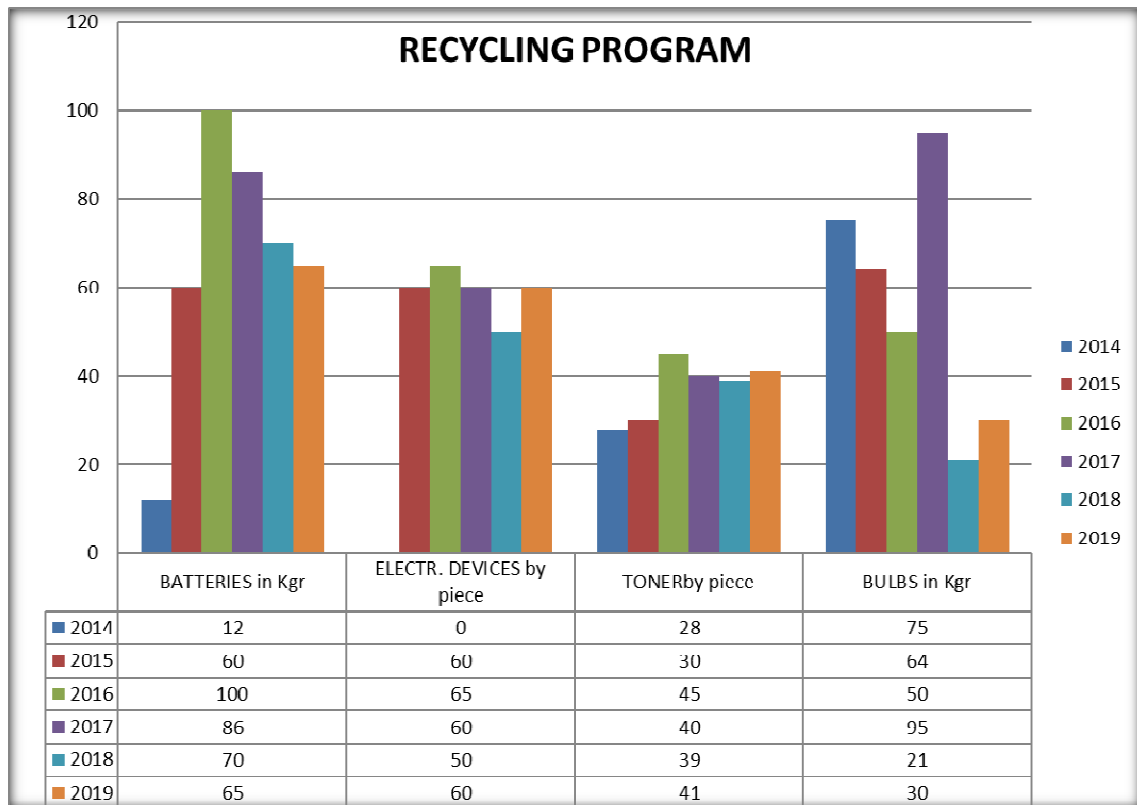
OUR COMMITMENT TO THE ENVIRONMENT

Waste management



We all wish this pilot action to be crowned with success and in a short time to be able to present to the general public a new useful product which will come from the recycling of packaging waste, PET bottles, which will have been collected by certified sustainable Costa Nostrum beaches – Sustainable Beaches.

OUR COMMITMENT TO THE ENVIRONMENT



WATER CONSUMPTION

The hotel is supplied with water from the network of the Municipality of Malevizi and has a drilling.

There are two facilities of the municipality which are connected to a collecting tank for drinking water and to which the hotel is connected to.

The drilling located outside the hotel with water license number 1624 allows us to use 128 cubic meters per day and a total of 30,720 cubic meters during the season from March to October and up to 34,650 cubic meters for the whole year.

There are meters of water consumption at all water inlets from the municipality.

There is also a meter at the outlet of our drinking tank, but we also need a meter in the drilling and two in the irrigation to know exactly our consumptions.

The water is consumed as follows:

- in the public sanitary facilities, cleaning, washing of some work cloths and in housekeeping
- in the food departments
- for daily and annual winter maintenance (cleaning of roads, common areas, fire safety, etc.)
- in the sanitary facilities of the employees
- watering the gardens
- for the operation of the three swimming external and the internal pools (1 heated pool and 1 jacuzzi) located in the Spa area

WATER CONSUMPTION

We undertook following measurements to reduce the water consumption:

- The water from the cleaning of the swimming pool filters is passed through a pipe into a tank in order to be able to make prudent use of water and to water the trees around the hotel.
- We have trained our staff and inform our customers with information in the rooms about water saving possibilities
- We carry out regular inspections by the maintenance department for leaks and damage to the water supply system
- We have an external supplier who undertakes the washing of the linens
- We carry out quality inspections monthly in our waters
- We water our plants during the hours of little sunshine and at night
- We installed economy filters in all the taps of the rooms

As a result of these measurements we could observe the following:

In 2017 the hotel operated the first year for 11 months with closing on December 15th. While the target was a 5% reduction in consumption per night, this consumption increased by 3% (from 263.9lt / gn -> 272.96lt / gn) due to the extended operation time.

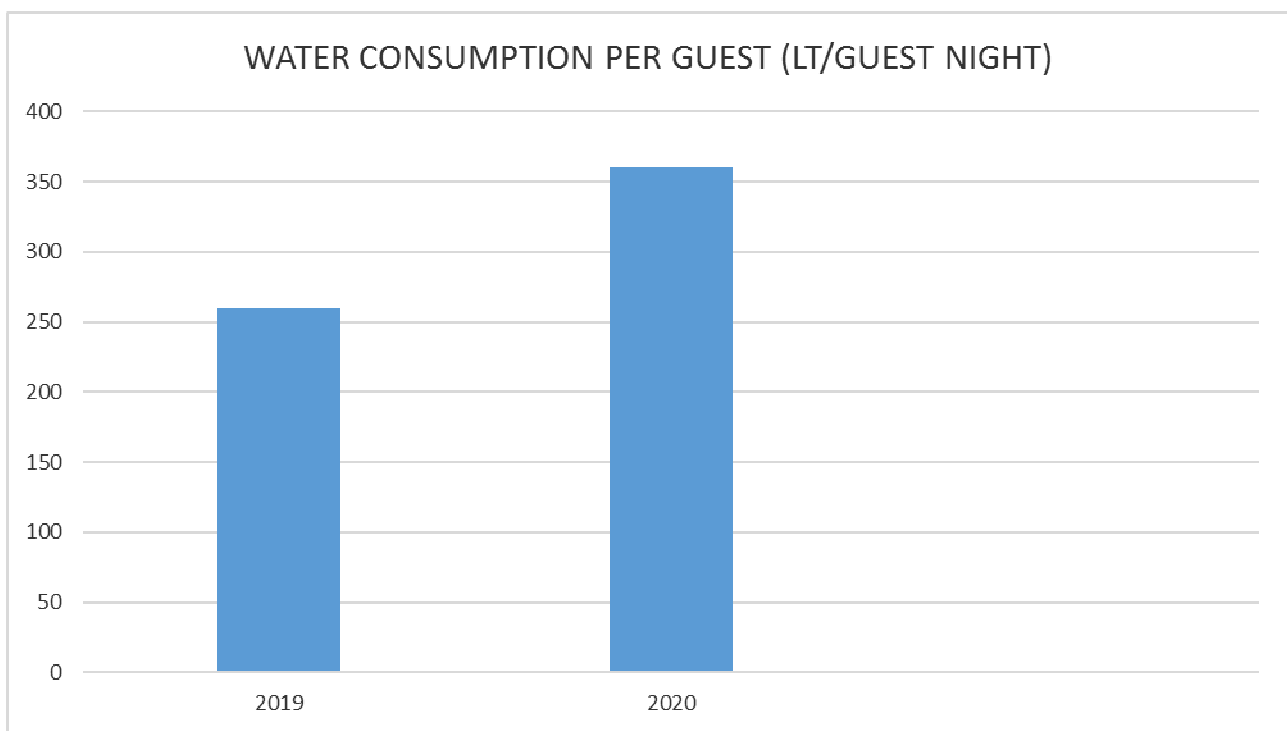
In 2018 we had a decrease of 6.9% (from 272.96 lt / GN-256.07lt / GN) and in 2019 we had approximately the same consumption.

Due to the Covid pandemic in the years 2020 and 2021 the consumption has increased. One factor to the increase can be attributed to

- much fewer nights
- increase in cleaning frequency
- additional washing specific linen
- aging of the facilities.

WATER CONSUMPTION

The below diagram shows the total water consumption from both the wells and the municipality.

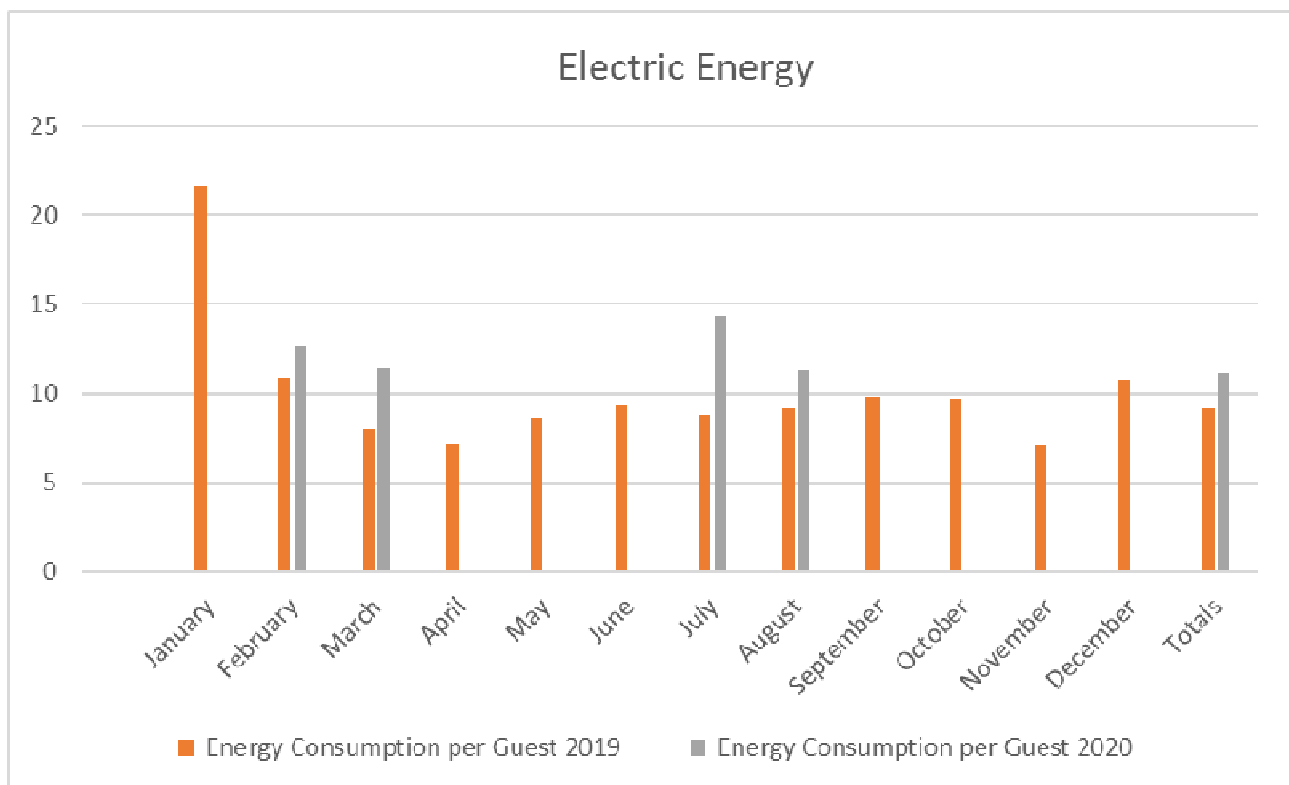


ENERGY CONSUMPTION

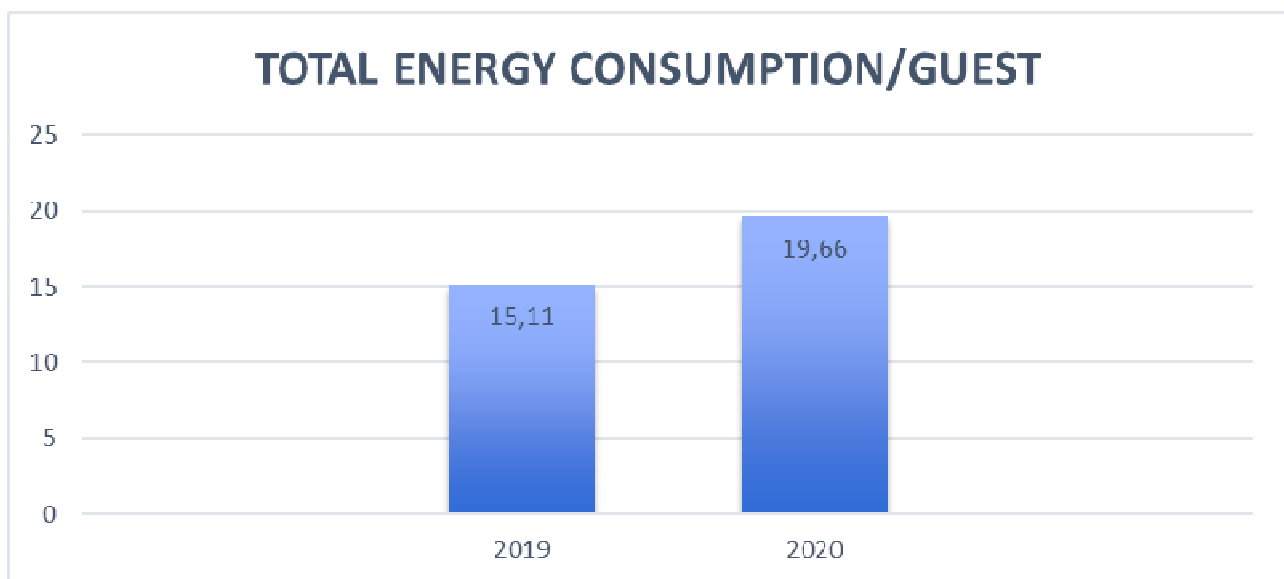
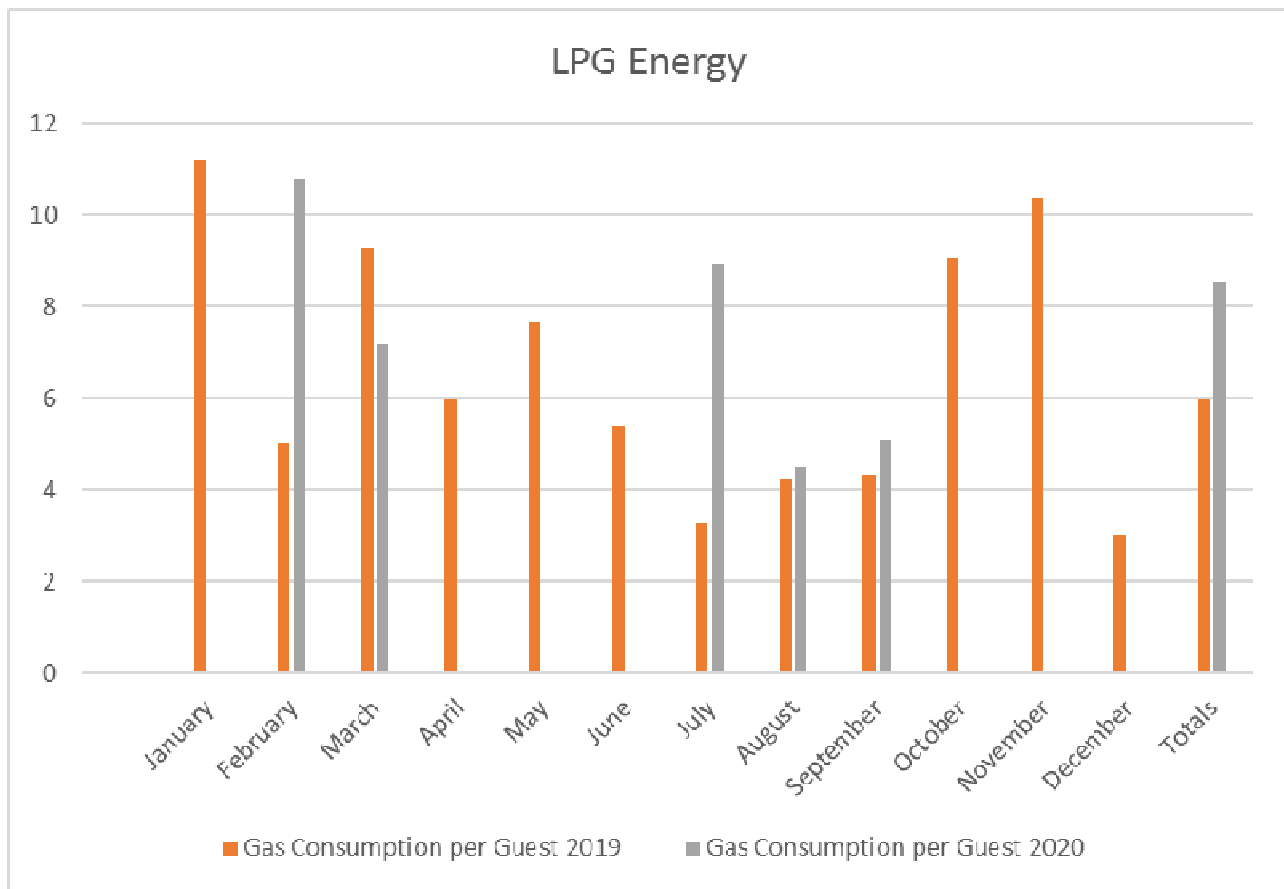
The energy consumption 2018 and 2019 was similar.

In 2020, we had an increase in energy consumption of 40%, due to fewer overnight stays during the Covid pandemic in relation to the power supply required in the hotel areas.

We notice that this year the energy consumption fell to normal levels with a small increase, which is justified by the number of nights but also by the fact that strict health protocols are implemented and the fact that specific linens needed to be washed by the hotel's housekeeping.



ENERGY CONSUMPTION



OUR COMMITMENT TO THE COMMUNITY

In order to support the local economy we purchase foods from local suppliers. For our guests all local and traditional dishes are labeled specifically to create awareness for the local products.

We donate to various national and international organizations.

We support local institutions by organizing e.g. blood donations, donate old, discarded furniture, equipment and various materials to be reused by the needed, collect no longer needed medicine.

We invite local schools and kindergartens to take part at our environmental actions.

All our hotels are accessible to people with walking disabilities.

All hotels of the Cyan Group of Hotels are members of the hotel association.



OUR COMMITMENT TO OUR GUESTS

Sustainability information to our guests is provided in the rooms and in the public areas by brochures, flyer, posters and announcements.

Guests are actively invited to join campaigns and environmental activities throughout the season.

Special programs invite the guests to learn about the tradition, culture and nature of their holiday destination (Greek dance evening, cooking lessons, garden tour, wine festival etc).

ECO learning and activities in our kids club.

Promotion of local events (wine festival, world tourism day, theater plays, local celebrations)

Promotion of special places of interest (local sightseeing) and support of local transportations.

Promoting local food and beverages in our restaurants and bars.

We optimize our carbon footprint by enlarging and reafforesting our hotel park and by initializing “The Anthousai Trail”: a special tour through our lush hotel park with information about heritage and history of the plants of the hotel. Every year we plant new trees together with our guests and share information about how everybody can lower his own carbon footprint.



OUR COMMITMENT TO OUR GUESTS AND TO THE COMMUNITY

To ensure a safe holiday for our international guests, our staff participated at a 5-day seminar for the health and safety during the Corona pandemic in 2020 and an updating seminar in 2021. The goal of the seminar to guaranty the safety for the staff and the guests to defeat the spreading of the virus.



After the distavorous earthquake in September 2021 around the village of Alkalohori we donated 350 pillows, duvets, towels and food for the residences that lost their homes in the affected area

GALLERY





Cyan group of hotels

spa and wellness



apollonia

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