

# SUSTAINABILITY REPORT 2024/25



## APOLLONIA BEACH RESORT & SPA

## **1. Apollonia**

### **1.1. Working for a better future**

Beyond our commitment to our customers, we also recognize our obligations to those who work directly and indirectly to support our work. Our employees, the local community, our partners, and our suppliers are key to our success, and we are committed to sharing that success with them. Furthermore, we recognize the importance of nature, whether local or global, both for the sustainability of the hotel and our own as part of it. Our goal is to reduce the carbon footprint of the hotel's operations.

With this in mind, and guided by the principles of sustainability and responsible entrepreneurship, our hotel is committed to four key pillars that define its operation and development:

- **Reducing greenhouse gas emissions**  
We implement responsible consumption practices and, where possible, invest in energy-saving technologies and utilize renewable sources with the aim of steadily reducing our energy footprint.
- **Protecting biodiversity**  
We recognize the unique natural heritage of our region and strive to preserve it through practices such as responsible water management, reducing the use of single-use plastics, and collaborating with local organizations to protect the natural environment.
- **Respect and protection of human rights**  
Our operations are governed by principles of equality, transparency, and fairness. We promote a non-discriminatory work environment that respects the diversity and needs of each employee, while strengthening the local community through equal employment opportunities.
- **Supporting vulnerable social groups with an emphasis on children**  
We consider it our duty to protect and support the most vulnerable. For this reason, every year we seek out actions that promote the well-being of children and other socially vulnerable groups, through collaborations with organizations, educational programs, and social responsibility initiatives.

In this way, we cultivate a culture that combines environmental responsibility with social contribution on a daily basis, contributing significantly to the sustainable development of our region.

We have also implemented targeted actions to fulfill these commitments and goals. Starting with educational and informational activities to raise awareness among all stakeholders, we have defined our identity and set a steady course toward our goals.

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

Help us achieve our sustainability goals!

At **Apollonia Beach Resort & Spa**, we have taken initiatives across our entire operation to help us achieve our sustainability goals. We encourage our guests, staff, and guests to support us by following the instructions and signs they will find throughout the hotel regarding water and energy conservation, as well as waste separation and minimization.

## 2. Policies

☞ The Hotel and its Management, taking into account geopolitical crises, developed a Sustainability Policy, which sets out the commitment of the organization as a whole to serving its customers through a framework of sustainable development. Along with this, additional policies have been formulated to better describe the organization's goals and commitments. Overall, all Hotel operations are governed by the following policies:

- Quality Policy
- Food Safety Policy
- Sustainability Policy
- Environmental protection Policy
- No Food Waste Policy
- Sustainable procurement policy
- Human resources policy
- Health and safety policy
- Policy to prevent violence and harassment
- Child and youth protection policy
- Policy on complaints and grievances management
- Community policy

Our Policies are posted on the Hotel's website, were reviewed in 2025 with the drafting of this report and were found to meet our current requirements.

## 3. Environmental performance

### 3.1 Reduction in energy and fuel consumption

The hotel has analyzed its main sources of energy consumption and has developed measures to reduce it.

For the hotel's lighting, 99% of the bulbs used are LED bulbs. Lighting management systems have been installed in certain areas, such as the dimmer system in the spa area. The rooms are equipped with a "trap" to activate and deactivate the air conditioning when the guest opens the exterior doors.

All critical equipment was properly maintained before the start of the season, and its performance was monitored throughout the season.

To reduce fuel consumption, solar energy is used primarily for water heating, supplemented by burners when necessary.

We have developed awareness materials for our employees and guests to help reduce energy consumption.

In 2025, there was a 3% increase in energy consumption. This increase can be attributed to better recording of energy consumption on the Travelife EPIT (Environmental Performance Improvement Tool) platform. On the other hand, the electricity provider, which has the largest contribution to energy consumption, had a reduced carbon dioxide coefficient, so the actual carbon footprint remained stable.

You can help by setting the air conditioning thermostat to reasonable levels and ensuring that cooling units are turned off whenever doors or windows are open. In addition, please turn off the lights when not in use and take showers at midday, when most of the hot water comes from solar energy.

**With the above actions, the Hotel aims to reduce energy consumption per night and CO2 emissions per night by 1% by 2026.**

Energy consumption	Average kWh per night	Average kg CO <sub>2</sub> e per overnight stay
9th/2023 έως 8th/2024	15.70 kWh	4.714 kg CO <sub>2</sub> e
9th/2024 έως 8th/2025	18.64 kWh	4.715 kg CO <sub>2</sub> e

### 3.2. Reduction in water consumption

To protect water resources, most washbasins and showers are equipped with flow restrictors.

All critical equipment was serviced before the start of the season and its performance is monitored throughout the season. This is done through daily measurements and monthly records, along with lab tests to check how well the treatment is working and the overall water quality.

Watering is carried out according to a schedule drawn up by the Head Gardener, who has overall supervision of the gardens. Watering is avoided during hours of high evaporation (12:00 to 17:00).

The wastewater produced is directed to and managed by the municipality's biological treatment plant.

Help us achieve our sustainability goals! Take shorter showers. Showering consumes between 6 and 45 liters per minute. Turn off the tap when brushing your teeth. This can save 6 liters of water per minute.

Follow our linen management policy. Information material is available on the info channel. Sheets and towels are washed by an external partner who has the appropriate equipment and expertise to ensure the best possible energy and water consumption. Only give the necessary linen for washing.

**With these actions, the hotel aims to reduce water consumption and CO2 emissions per overnight stay by 1% by 2026.**

In 2025, there was an increase in water consumption per overnight stay. This increase is attributed to the intense phenomenon of African dust followed by rain at the beginning of the tourist season, resulting in the need for extensive cleaning multiple times.

Water consumption	Average m3 per overnight stay	Average kg CO2e per overnight stay
9th/2023 έως 8th/2024	0,35 m3	0,013 kg CO2e
9th/2024 έως 8th/2025	0,36 m3	0,014 kg CO2e

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

The hotel separates waste into recyclable and mixed waste. Since 2025, an effort has been underway to separate organic waste as well, with training provided to staff. **Sample waste weighings show that organic waste accounts for the largest percentage in terms of weight.** This is followed by recyclables and finally landfill waste. Unfortunately, however, the municipality has not yet installed organic waste bins.

There are special bins for waste separation in staff work areas and common areas for recyclables and general waste. There are also collection points for returnable packaging, battery recycling, electrical appliance recycling, light bulb recycling, and used oil recycling.

Information material and signage are available for our employees and visitors so that they too can contribute to the proper separation and reduction of waste.

At our accommodation, you will find recycling bins with instructions on what you can recycle. Always use the recycling bins for plastic containers, aluminum containers, paper, and glass. Do not throw recyclable waste in your room together with general waste; leave it for our staff to collect and dispose of properly. In addition, choose only what you will eat from our buffet and opt for more meat-free meals.

**The goal for 2026 is for the municipality to install an organic waste bin at the hotel, which will significantly contribute to reducing landfill waste per overnight stay.**

## 4. Sustainable Procurement

All purchases are made in accordance with our Sustainable Procurement Policy and by organizing our orders based on inventory counts and demand forecasts. Our suppliers have been informed of our Sustainability Policy and practices that are not acceptable to our partners. The existence of a Sustainability Policy is a criterion in the evaluation of suppliers, as defined in our Sustainable Procurement Policy.

By 2025, 15% of our suppliers have developed certified sustainability-related actions. **We aim to increase this percentage by at least 1% by 2027 through informing and raising awareness among our suppliers or by selecting new partners.**

71,6% of our suppliers are based in Crete. **The hotel already uses several locally produced goods. Our goal is to increase the percentage of local products by 2% by 2026 to further support local production.**

An important criterion for selecting green management products and packaging materials is the absence of ingredients listed in the Appendix I of the Travelife Certification Requirements. Our partners within the hotel who use sunscreen or cosmetic products have also been informed so that they can carry out the necessary checks and take the necessary action on their part.

The percentage of paper and chemical products we purchase with sustainability certification is approximately high. (FSC, ECOLABEL, etc.)

The percentage of food and beverage products we purchase with sustainability certification is approximately low in relation to the total number of products.

With regard to food supplies, we monitor purchases of products associated with increased CO2 emissions. Respecting the right to choose, the Hotel offers a variety of food options for its guests and staff, including vegetarian and other dishes. It also has an à la carte restaurant with an exclusively vegan menu.

When it comes to plastic supplies, the hotel strives to reduce the volume of plastic by choosing large product packaging, reusable options such as glasses, and products made from other more environmentally friendly materials.

### 4.1 Management of hazardous chemicals.

Equipment containing substances related to fluorinated gases is managed by appropriately licensed external partners. All equipment, even that which is removed, is kept in controlled areas where it is locked away, and if it needs to be disposed of, this is done by an external contractor licensed for the project.

Furthermore, the use of chemicals for the management of green spaces is carried out exclusively by the person responsible for the gardens, who is specially trained for these tasks, including the rational management of chemicals.



Chemicals for water treatment are stored in a locked area in the maintenance rooms, as are any chemicals used for maintenance work. Cleaning chemicals are stored in locked areas and their distribution to departments is controlled, while there are dosing pumps where they are used by staff.

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

All hotel staff who handle chemicals that are hazardous to themselves and the environment have received the necessary training.

You can contribute to our efforts by disposing of your batteries in the bin designated exclusively for battery recycling.

## **5. Local biodiversity**

There are no wild animals at the hotel. The hotel's flora includes many different species of trees, shrubs, and herbaceous plants that belong to the native flora of Crete, as well as some exotic species that are resistant to the Greek climate. These species are scattered throughout the hotel's outdoor areas. (Oregano, mint, thyme, rosemary, sage, metrosideros, stipa, penicillium, carex, agapanthus, eugenea, euphorbia, alocasia, monstera, pine trees, banana trees, mulberry trees, orange trees Pomegranate trees Lemon trees Mandarin trees Grapefruit trees Avocado trees Peach trees Apricot trees Lemon cypress trees Cypress trees Carob trees Palm trees Mini palm trees, Leyland cypresses Acacia trees Plane trees -Benjamin Callistemon Vanilla Rose bushes Hibiscus Lavender Amberose Lemon thyme Oleaster Jasmine Solanum Boukavilia Ligustrum Angelica Strelitzia Polygala Anthuria Chlorophytum, kakikas Phytolacca Picrodaphne ,Ficus ,Rouelia, Ramnos Salvia Penisetum ,Gaurea ,Teucrium ,Zamia ,Canes Agoclimata, Sansevieria, Aloe ,Gynura ,Ripsalis ,Dracaena)

To support biodiversity, the hotel has organized annual awareness and information campaigns, and in 2025, such as:

1. Clean the Med (beach clean up)
2. Planting on the hotel grounds
3. Educating children from local nurseries about sea daffodils

We are always exploring new initiatives.

**Our goal is to plant at least three new species of local plants by October 2026.**

## 6. Staff

Our employees are our most valuable asset, and we are committed to fostering a culture of respect by continuously investing in the development of our team members. The hotel employs staff of both genders. Women make up 56% of the staff and men 44%. All staff, except for management, are residents of Crete and permanent residents of the regional unit of Heraklion. Stability in cooperation and staff development within the hotel is a constant goal.

Staff remuneration is determined solely by the position they hold, based on the collective labor agreement for the sector in Heraklion, and no other criteria.

### 6.1 Social responsibility

The company encourages the local community to participate in voluntary activities that it plans and seeks ways to contribute tangibly to local infrastructure related to entrepreneurship and culture. Local entrepreneurs are active within the company in an effort to strengthen the local market.

In this context, the company has made a donation to the association supporting patients suffering from neoplastic disease "Living Well with Cancer." - We walk together for cancer prevention. **The company's goal is to organize, on an annual basis, support through donations or actions for vulnerable social groups (people with financial difficulties, immigrants) or social structures and organizations.**

To reduce any traffic congestion that may be caused in the area by our visitors, we encourage them to use alternative means of transport, such as buses and bicycles, which are available at the hotel. In addition, we provide parking for our staff and guests if they have a rental vehicle.

*Our hotel invites guests, the community, and our staff to share their opinions and suggestions regarding our efforts to improve our carbon footprint and our environmental and social impact. You can share your comments and ideas with us on our website and via email.*

*Completed by: Papadogiannis Stavros*

*Job title: Quality Manager*

*Start of evaluation period: 9/2024*

*Interim evaluation period (month and year): 9/2025*

*End of evaluation period (month and year): 10/2026*