

1. Anissa Beach Hotel

A magnificent 4-star all-inclusive resort, located in a privileged position in Anissaras, Crete, just opposite the beach, consisting of 2 two-storey buildings and 315 rooms, on the north coast of Crete, 22 km east of Heraklion.

1.1. Working for a better future

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

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

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

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

2. Policies

In 2022 the Hotel and its Management, taking into account the dramatic geopolitical crises, developed the Total Quality Policy, which sets out the commitment of the organisation as a whole to serve its customers through a framework of sustainable development. Along with this, additional policies were formulated to better describe the organisation's objectives and commitments. Overall, all hotel operations were governed by the:

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

Our Policies are posted on the Hotel's website.

3. Environmental performance

3.1. reduction of energy & fuel consumption

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

So far 13% of the rooms have been renovated and there is a target to renovate all the rooms within the next two years. Similarly, public areas have been renovated, specifically La Veranda restaurant and the Pool bar, with a target to renovate the main restaurant and kitchen by March 2026.

The same philosophy is also applied when renewing our equipment, where technologies with lower energy consumption and/or emissions are selected. For example, conventional A/C units are replaced by A/C units with higher energy efficiency. Energy saving light bulbs are replaced with LED bulbs in all areas and lighting management systems have been installed. Specifically in communal WCs there are motion sensors while & in the refurbished rooms there is a heat detector to turn the air conditioning on and off when the guest is in the room. All critical equipment was properly serviced prior to the start of the season by qualified external contractors to ensure that they function properly. In addition, in 2023-2024, solar panels were installed to generate electricity on all the buildings' roofs with an average production of 280kwh per day and the Hotel is awaiting their interconnection to the public distribution network.

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

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

With the above actions, the Hotel aims to reduce energy consumption by 20% by 2024 and to reduce by 10% our contribution to CO₂.

Energy consumption	Total kWh	Average kWh per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2024 (until July)	1.925.252,55 kWh	11,66 kWh	577.768,09 kg CO ₂ e	6,34 kg CO ₂ e
2023	2.083.293,80 kWh	13,45 kWh	1.133.311,83 kg CO ₂ e	7,31 kg CO ₂ e
2022	1.062.073,70 kWh	13,75 kWh	1.047.337,39 kg CO ₂ e	7,48 kg CO ₂ e

3.2.Reduction of water consumption

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

All critical equipment was properly maintained before the start of the season and its performance was monitored throughout the season. This is done through daily measurements and

monthly logs along with laboratory analysis to evaluate treatment efficiency and overall water quality.

This year, the new tertiary biological purification plant was also opened, which allows the production of water suitable for human consumption. **This allows us to use the approximately 150 cubic metres of water produced per day for watering the gardens.** The quality of the water produced and the operation of the biological treatment plant is constantly monitored to ensure that it is working properly. Watering is carried out on the basis of a schedule drawn up by the partner agronomist, who also has overall supervision of the gardens, in the evening and early morning hours.

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

Last season we reduced our total water consumption per night by 5% and this year we aim to continue this reduction.

Water consumption	Total m ³	Average m ³ per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2024 (until July)	46.719 m ³	333,56 m ³	222 kg CO ₂ e	<0,01 kg CO ₂ e
2023	48.966 m ³	316,05 m ³	285 kg CO ₂ e	<0,01 kg CO ₂ e
2022	31.350 m ³	344,05 m ³	138 kg CO ₂ e	<0,01 kg CO ₂ e

3.3.Reduction of waste and consumption of goods

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

We focus on continuously reducing the amount of waste generated. **To achieve this, we aim to reduce the disposal of solid waste for landfill from our Hotel to 5% of the total by 2026,** implementing all the regulations and directives adopted by the European Union and the Greek authorities on the circular economy and waste management.

Particular efforts are being made in particular to reduce organic waste which, if disposed of in landfills, can have a significant impact on climate change by producing greenhouse gases. The 5-step waste hierarchy model we are developing is a useful planning tool for the transition to zero waste. (Reduce, Reuse, Recycle, Recover, Residue management).

The initial step was taken by monitoring and reducing food waste, **applying an appropriate management system, for which we were certified by TUV AUSTRIA HELLAS in 2022.** Part of the food that is not consumed (~1.5%) is donated and this year an additional step was taken with the disposal of unavoidable food waste, which is the largest percentage (~60%) for composting, which was an important target for our Hotel.

For the management of waste, a suitable area has been set up for its collection and collection, where there is a refrigerator for organic waste, a locked area for returned packaging, special bins for recyclables and a press for plastic and paper recyclables.

We have also expanded the volume of packaging waste given for recycling, with an increase of 5% for 2024 so far, which is the Hotel's target.

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2024 (έως Ιούλιο)	Landfill	Landfill	Landfill	Landfill
	111797,28 kg	1,22 kg	70074,6 kg CO ₂ e	0,77 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	29429,78 kg	0,32 kg	508,92 kg CO ₂ e	<0,01 kg CO ₂ e
	Composting /Anearobic	Composting /Anearobic	Composting /Anearobic	Composting /Anearobic
	17840 kg	0,20 kg	159,69 kg CO ₂ e	<0,01 kg CO ₂ e
	Total	Total	Total	Total
751407,06 kg	8,25 kg	223038,67 kg CO ₂ e	2,45 kg CO ₂ e	
2023	Landfill	Landfill	Landfill	Landfill
	13,28 kg	<0,01 kg	8,32 kg CO ₂ e	<0,01 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	5529,78 kg	0,22 kg	117,75 kg CO ₂ e	<0,01 kg CO ₂ e
	Composting /Anearobic	Composting /Anearobic	Composting /Anearobic	Composting /Anearobic
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Total	Total	Total	Total
5543,06 kg	0,22 kg	126,08 kg CO ₂ e	0 kg CO ₂ e	

4. Sustainable Procurement

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

In 2024 19% of our suppliers will have developed certified sustainability-related activities. This percentage is targeted to increase in the coming years by at least ~10% through information and awareness of our suppliers

In addition, about 71% of the suppliers are based in Crete and the Hotel uses a variety of locally produced goods (about 30%, mainly fruit and vegetables, olive oil, honey, dairy products and meat) to further support local production and businesses. The majority of these products come from small producers with a long-standing relationship with the Hotel.

These partnerships have existed for several years and that is why the Hotel is certified by the Greek Chamber of Hotels with "Greek Breakfast" & by TUV AUSTRIA HELLAS with the "Sima Crete" of the Agri-Food Partnership of the Region of Crete.

In addition to locality, an important criterion for the selection of green management products, sunscreens, cosmetic products and packaging materials is the absence in their ingredients of items

listed in the list of Unacceptable Practices and Practices in Appendix I of the Travelife Certification Requirements.

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

In terms of food procurement, we monitor purchases of products associated with increased CO2 emissions in order to improve the average consumption per night through appropriate menu adjustments. Respecting the right to choice, the hotel offers a variety of food options for guests and staff, including vegetarian, vegan and halal dishes. This is in addition to the different theme nights from which our guests can choose, including Greek, Asian, Italian and Mediterranean nights, along with the a la carte options available.

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

4.1. Management of hazardous chemicals.

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

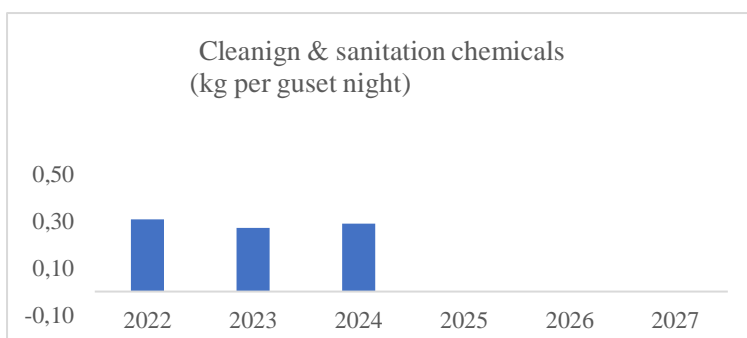
Also, the use of chemicals for the management of the greenery is done by the Hotel's gardeners only upon recommendation and with the supervision of the cooperating Agronomist. Similarly, all pest management work is done exclusively by an external partner who has the appropriate licensing from the Ministry of Rural Development & Food.

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

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

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

In the previous season (2023) the Hotel managed to reduce the consumption of cleaning chemicals by approximately 10% with the above actions, aiming to further reduce the consumption of chemicals in general by 5% this season.



5. Local biodiversity

The gardens occupy most of the open space of the unit. Their size and structure gives the entire unit a sense of tranquility and well-being. Through the trees and plantings, shady and cool spots are created, and the hotel's guest capacity is camouflaged because the current hotel population is dispersed.

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

These species can be found scattered through the extensive lawns (Canarian Phoenix, Theophrastus Phoenix, Wassingtonia, Coconut Phoenix, Arecasterum, Dypyssis, Chamois low, Olive, Mulberry, Mulberry, Cypress, Scinus, Melaleuca, Callistemon, Ficus australis, Ficus microleaf, Eucalyptus, Gazia, Sage, Sallow, Laurel, Angelica, Myoporus, Vivurno, Hibiscus, Hibiscus, Elaia, Hibiscus, Ligurian, Gypsy, Daphne, Laurel, Wisteria, Ebony, Strelitsia, Penisetum, Stipa, Ladana, Geranium, Elderberry, Cottonwood, Cottonwood, Plumbago, Vestrigia, Lavender, Lavender, Lotus, Convolvulus, Oenothera, Aptenia, Labrador, Plumeria, Bougainvillea, Jasmine, Rynchosperma, Petunias, Bitunia, Bitens, Pendas, Fern, Nufaro etc.).

Also in 2024, separate flowerbeds were formed with the exclusive presence of native plants of the Cretan flora with the highlighting of the species with appropriate signage that, apart from the botanical name of the plant, bears a Qr-code with relevant information and references. Here are cultivated endemic species such as the Cretan Ebony and the Cretan Dittany, species that are autochthonous only in Crete and other plants that can be found in the rest of Greece such as the Phoenix of Theophrastus, Thyme, Oregano, Sage, Sage, Ladany, Rosemary, Rosemary, Wormwood, Sparto, Stamnagathi, Cretamo, Asfaka, Atriplex, Acanthus, Dysenthemum, Bee Balm, etc.á.

Above the indoor pool there is a planted roof of extensive type with herbaceous plants of small root system, installed at a soil depth of 8 to 15 centimetres. Here we find Cannae, Dymorphophyte, Gazania creeping, Penisetum, Steppe, Ophiopsis, etc.

At the beginning of the current period 2024, suitable locations were selected for the creation of "Urban Meadows" with the installation of flower seeds to increase the population of pollinating insects (bees, chrysophores, beetles, etc.). In the Cretan gardens, a seed mix was used exclusively with plants of the Greek flora (such as Vicus, Pea, Clover, Coriander, Rockrose and Anathus) while the rest of the hotel used seed mixes consisting of low to medium height annual herbaceous plants with strong flower colour combinations. The flowering of the mixtures is sequential, from early summer to mid-autumn or early winter. These plants are both native and alien (such as purple and white alyssum, calendula, centaurea, mallow, calisthenes, godetia, gorse, cateopsis, coraeopsis, cosmos, gypsophila, poppy).

The plantings (old and new) as well as their maintenance (through pruning) aim at a rich and successive flowering in combination with the different foliage, in order to create a feeling of well-being for our visitors from other countries with different flora.

There are no animals either wild or domestic, while for the non-domestic cats of our area we have created appropriate places for feeding and watering with appropriate signs and information to our guests.

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

6. Staff

Our employees are our most valuable asset and we are committed to fostering a culture of respect and empowerment by continuously investing in the development of our team members. At Anissa beach Hotel we employ 220 staff of both genders. Women make up 57% of the staff and the remaining 43% are men. Staff salaries are determined only by the job they cover based on the collective agreement of the industry in Heraklion and no other criterion.

91% of these staff are residents of Crete and permanent residents of the regional unit of Heraklion, while for managers and supervisors this percentage is 100%. The staff who do not reside in Crete do not belong to a sensitive minority such as immigrants and have been working with the Hotel for many years. Stability in the cooperation and the development of the staff within it is a constant aim of the Hotel.

6.1. Architecture and site management

As for the plantations, the renovation works at the Hotel are carried out after an architectural study that takes into account the local architecture and the existing natural environment, while the materials we use are mainly wood, glass, marble and stone for our facilities and equipment, which are durable and recyclable. In addition, all facilities are designed to ensure accessibility for people with disabilities.

6.2. Local community - Social responsibility

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

Particular importance is also given to the direct support of members of our society in need. In this context, furniture and linen has been donated to educational institutions and to poor families in the area, following the renovation. This action will continue and will become more systematic in the next two years due to the renovation of the rooms, while aiming to increase the number of meals given to soup kitchens.

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

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Start of evaluation period (month and year): 01^{ος} 2023

Interim evaluation period (month and year): 07^{ος} 2024

End of evaluation period (month and year):

