

PLAZA BEACH HOUSE

WE'RE GOING TO *keep making a difference*



together with nature



Accommodation Sustainability

stay better 

Contents of the Report



- 01 Our Company – Welcome to Grecotel
- 02 Our Hotel – Grecotel Plaza Beach House
- 03 Sustainability Development
- 04 Environmental Impact
- 05 Social Dimension
- 06 Economic Dimension



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





About this report

In order to demonstrate all our actions to our stakeholders in a transparent and systematic way, Grecotel Plaza Beach House introducing its annual Sustainability Report. The objective of this Report is to disclose our sustainability performance and approach with respect to the society, the environment, human resources and culture. This is the second public sustainability report of Grecotel Plaza Beach House and covers 2019 season (reporting periods are from opening to the closing day).

The COVID-19 global pandemic posed an existential threat not just to the hospitality and travel industries, but also to our very own way of life. The unprecedented disruption that was caused to our business operations in 2020 and 2021 required the Group to take exceptional measures and keep the Grecotel Plaza Beach House closed for both seasons. This is the reason we are presenting data for 2019.



Welcome to
Grecotel





Introduction

About Grecotel



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

40

Resorts & Hotels

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

GRECOTEL
HOTELS & RESORTS



BOUTIQUE

GREECE AVANT-GARDE. SPECTACULAR RESORTS ON MYTHICAL LOCATIONS

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

BEACH
LUXE

BEACH LUXURY

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

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

LUX
ME®

LUX ME

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

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



LIFESTYLE ALL IN

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

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

MYKONOS CORFU CRETE PELOPONNESE KOS RHODES HALKIDIKI


GRECOTEL
HOTELS & RESORTS



Unique Locations



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

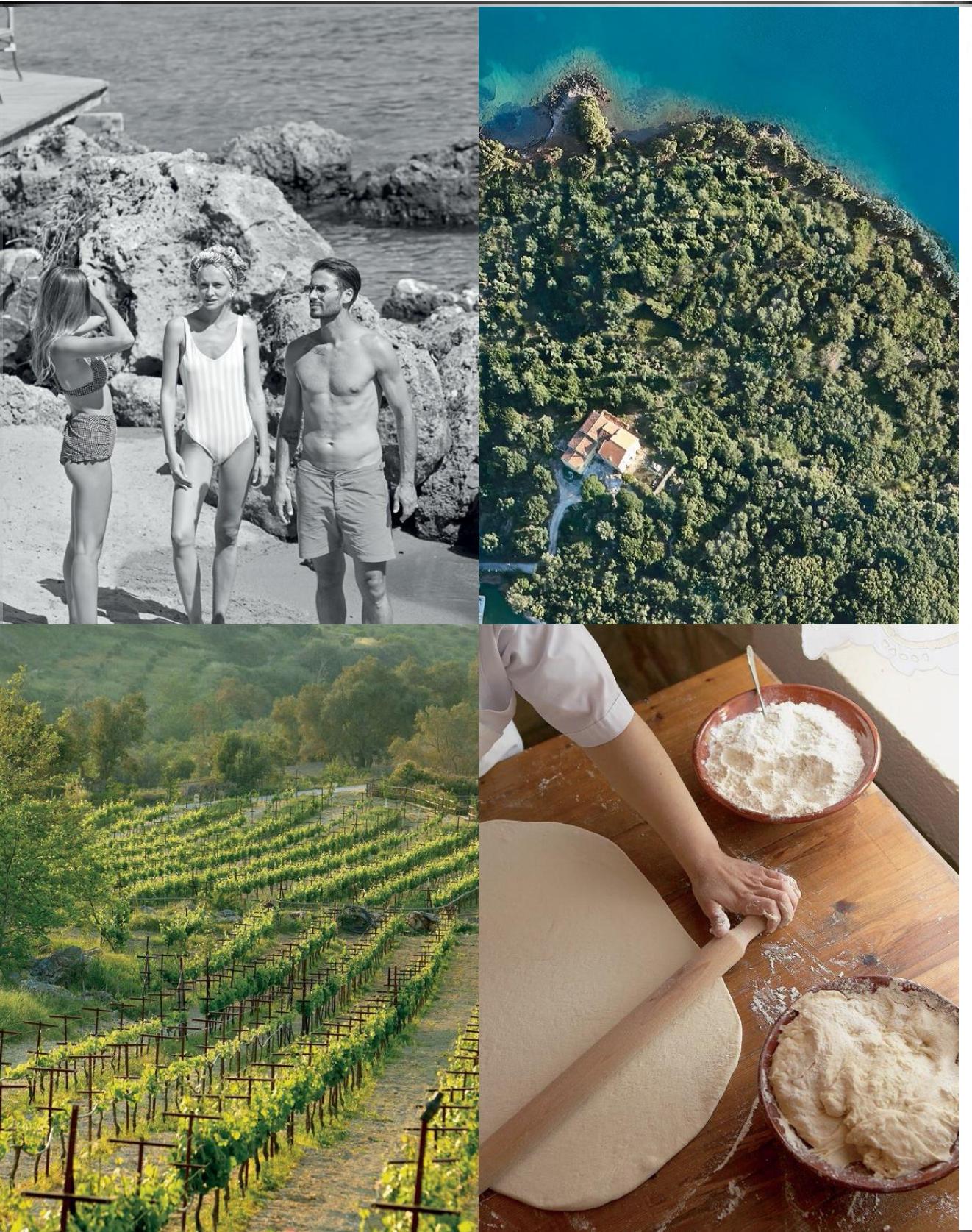
Traditional Farms & Villages

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

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

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

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



Our vision

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



Our mission

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



Business in the Community

During its 45 years of operation, Grecotel 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).

Sustainability Program

WORKING TOWARDS A MORE SUSTAINABLE WORLD

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

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

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





THE GLOBAL GOALS

WORKING TOWARDS A MORE SUSTAINABLE WORLD

The Sustainable Development Goals (SDGs), also known as Global Goals, are a set of 17 integrated and interrelated goals to end poverty, protect the planet and ensure that humanity enjoys peace and prosperity by 2030.

GRECOTEL is developing, in all its hotels, environmental programs based on the fundamental commitments made regarding its sustainable development for 2030, **to minimize its environmental footprint**. We aim to provide high quality services while respecting both the environment and the local communities.



Environmental Programs and Certifications



Internationally accommodation sustainability program.

- AMIRANDES
- CARAMEL
- CRETA PALACE
- LUX ME WHITE PALACE
- PLAZA SPA
- MARINE PALACE & AQUA PARK
- EVA PALACE
- LUX ME DAPHNILA
- KOS IMPERIAL
- ROYAL PARK
- LUX ME RHODOS
- OLYMPIA RIVIERA & AQUA PARK
- OLYMPIA OASIS & AQUA PARK
- CASA MARRON
- PELLA BEACH



Eco-label Award

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

NEW HOTELS 2022



Eco-label award for beaches.

- CARAMEL
- CRETA PALACE
- LUX ME WHITE PALACE
- MARINE PALACE & AQUA PARK
- EVA PALACE
- LUX ME DAPHNILA
- ROYAL PARK
- LUX ME RHODOS
- RIVIERA OLYMPIA & AQUA PARK
- CASA MARRON
- Plaza Beach House

2 NEW Beaches 2022



AGRECO FARMS



Other Awards



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



GRECOTEL
HOTELS & RESORTS

RETHYMNO, CRETE

Plaza Beach House

GRECOTEL RESORT

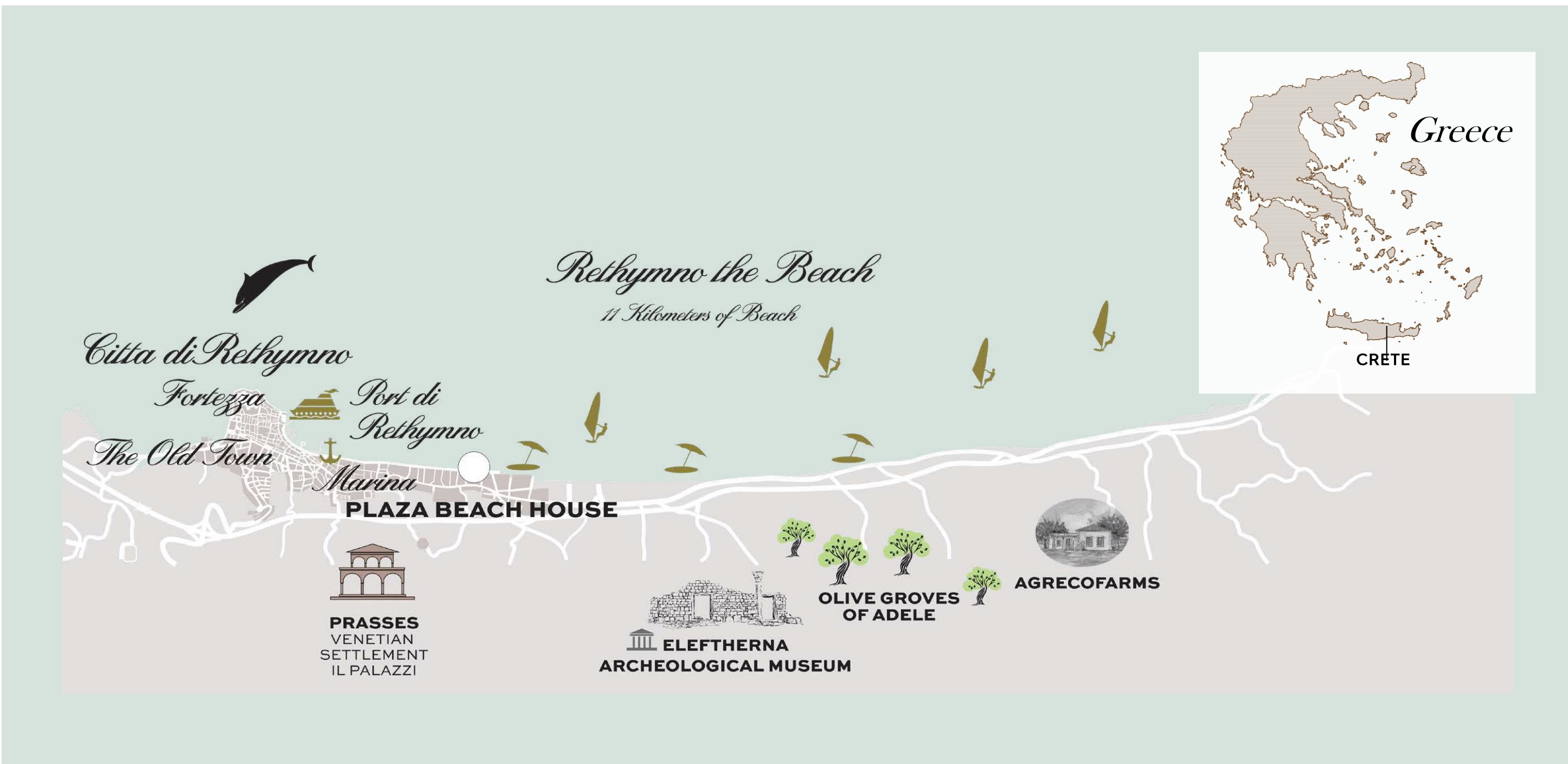


PLAZA
BEACH HOUSE

GRECOTEL HOTELS & RESORTS

PLAZA BEACH HOUSE

LOCATED ON THE CRETAN RIVIERA NEAR RETHYMNO, THE THIRD LARGEST TOWN ON CRETE, AN INTRIGUING MIXTURE OF OLD-WORLD CHARM AND LIVELY CRETAN LIFE. ACCESSIBLE BY AIRPLANE BY 2 INTERNATIONAL AIRPORTS: "NIKOS KAZANTZAKIS" HERAKLION AIRPORT AND "IOANNIS DASKALOGIANNIS" CHANIA AIRPORT. ALSO ACCESSIBLE BY FERRY.



Welcome note from Hotel Manager



"A beautiful environment
starts with you"

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

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

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

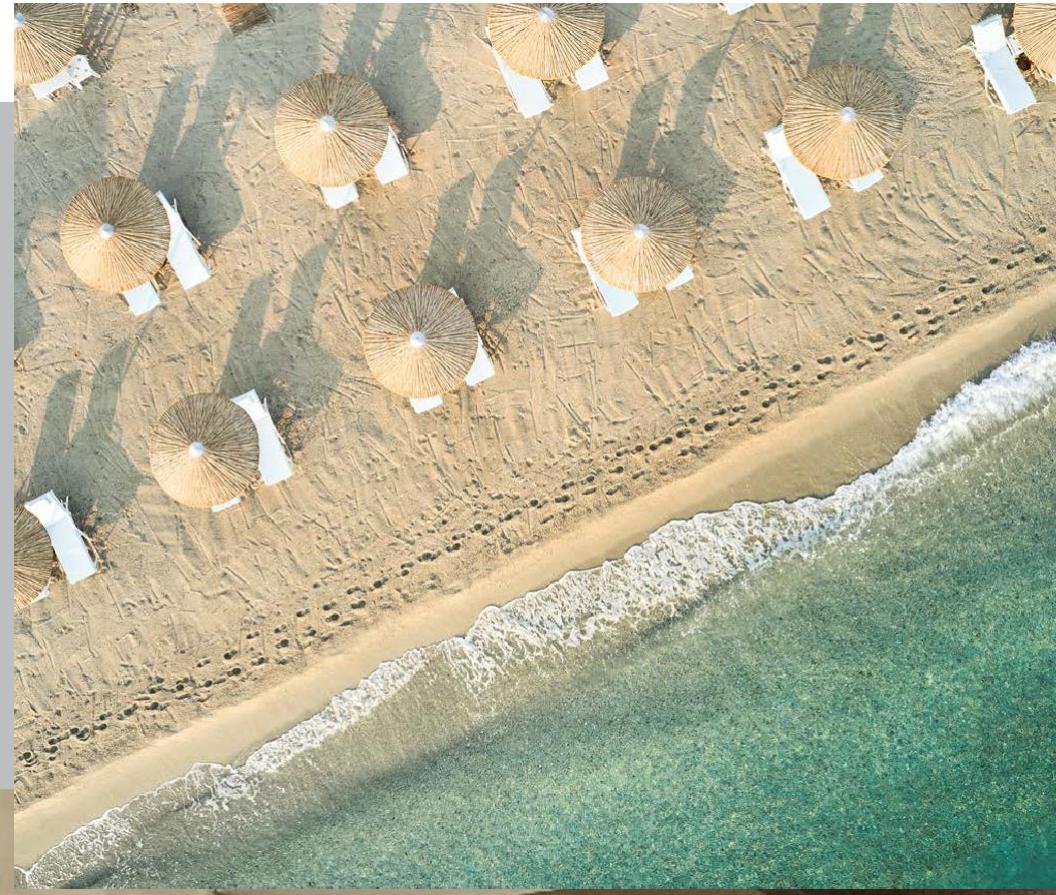
Thank you for spending some time to have a look at our Sustainability Report and the opportunity to learn more about Grecotel Plaza Beach House.

A handwritten signature in black ink, appearing to read "Michalis Gioulountas".

Michalis Gioulountas

WELCOME TO PLAZA BEACH HOUSE

On the seafront right on the edge of Rethymno town. Authentic, yet international. Its little neighborhoods house lofts and apartments perfect for summer breaks. The beach is soft sand, the sea Greek blue and kids splash about on paddleboards. Delight in the all day lounging at the Pool House, taste tempting seasonal cuisine at the House Kitchen restaurant or enjoy games, kids, Fitness Room at the Play House.



PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS



BEACH HOUSE

THE COMFORTABLE APARTMENTS OFFER A WIDE RANGE OF ACCOMMODATION AND FAMILY CHOICES WITH SELF-CATERING FACILITIES: FROM STUDIOS TO 1 OR 2-BEDROOM APARTMENTS OR LOFTS. YOU CAN COOK THAT MIDNIGHT SNACK IN YOUR FULLY EQUIPPED KITCHEN OR ENJOY A MEAL ON YOUR PRIVATE VERANDA WATCHING THE SUNSET.



PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS



Grecotel Plaza Beach House HOUSE KITCHEN

ALL-DAY CUISINE AT OUR OPEN-AIR RESTAURANT.
BREAKFAST IS INCLUDED IN YOUR STAY.
DINING OPTIONS INCLUDE HALF BOARD FOR
AN ABSOLUTE CAREFREE EXPERIENCE.

RESTAURANTS & BARS

HOUSE KITCHEN Restaurant

Our restaurant at the heart of the Beach House. All day cuisine, seasonal menus and summer classics. Enjoy beach atmosphere, open-air dining. Ice cream kiosk and traditional patisserie not to be missed.

POOL CLUB VERANDA

Modern lounges on the terrace for cocktails and refreshments.

SELF CATERING FACILITIES

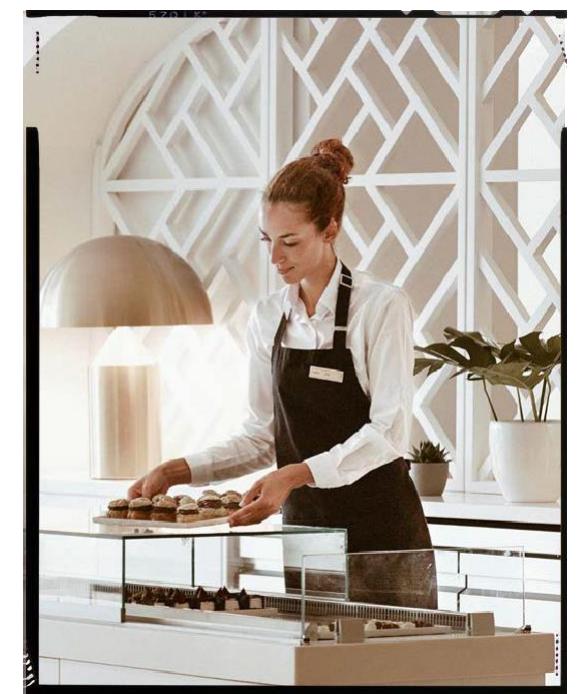
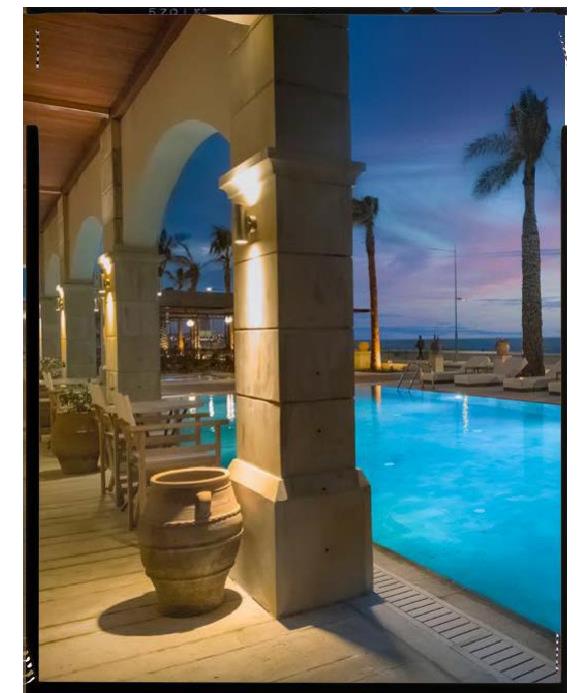
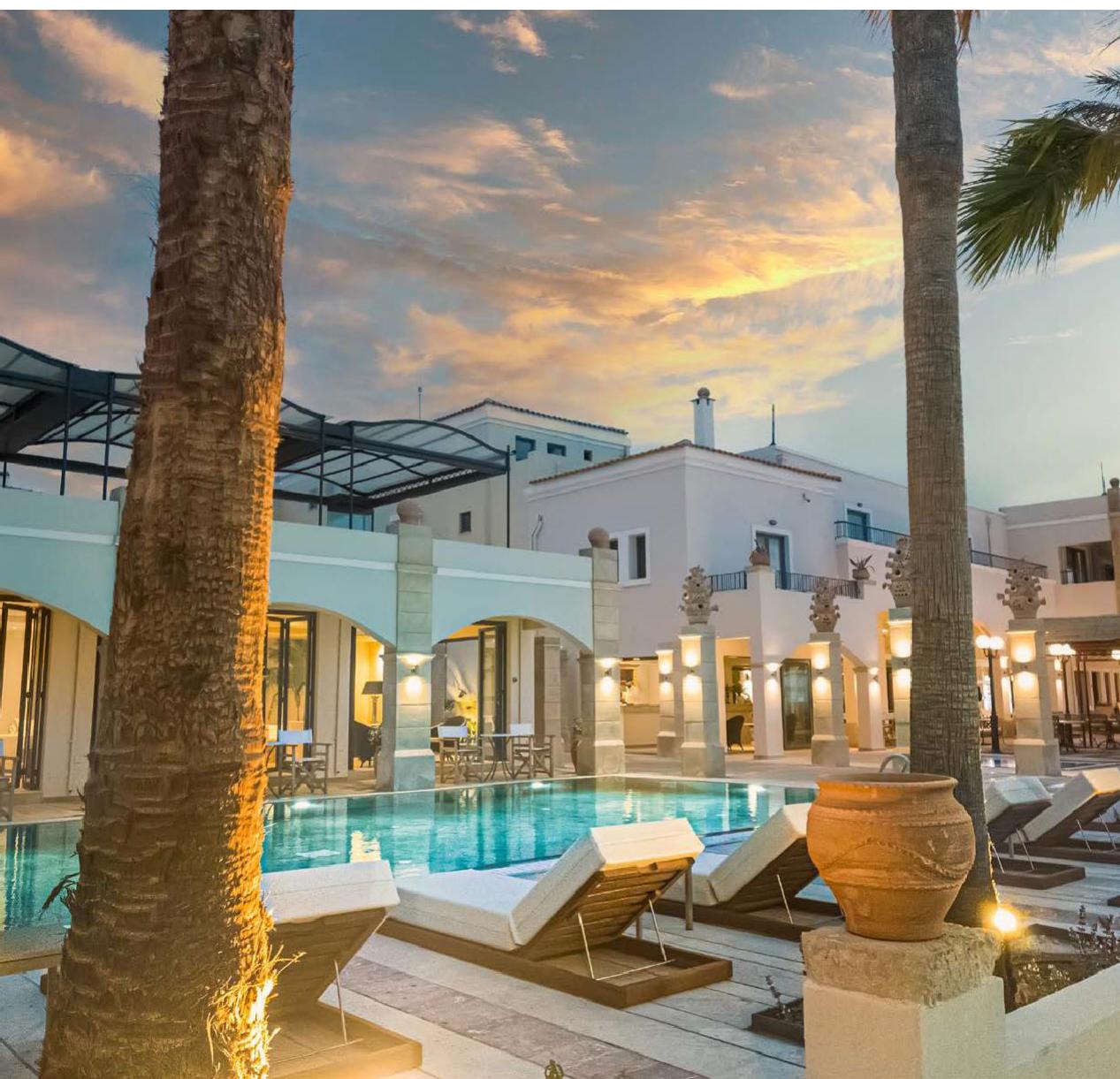
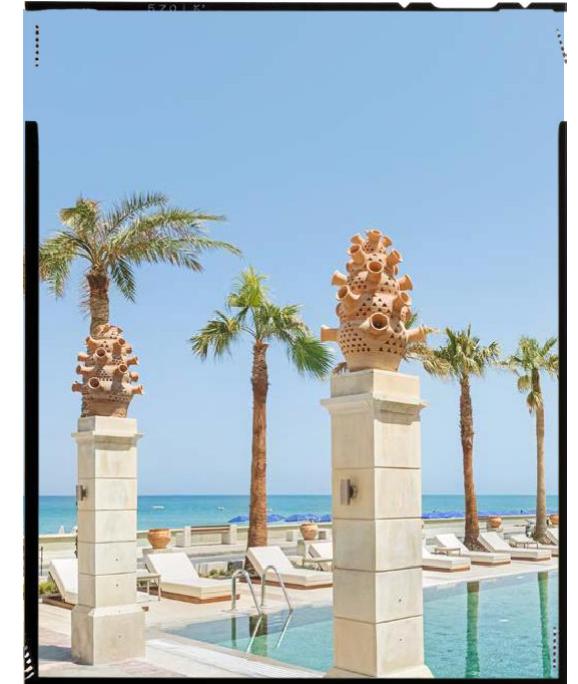
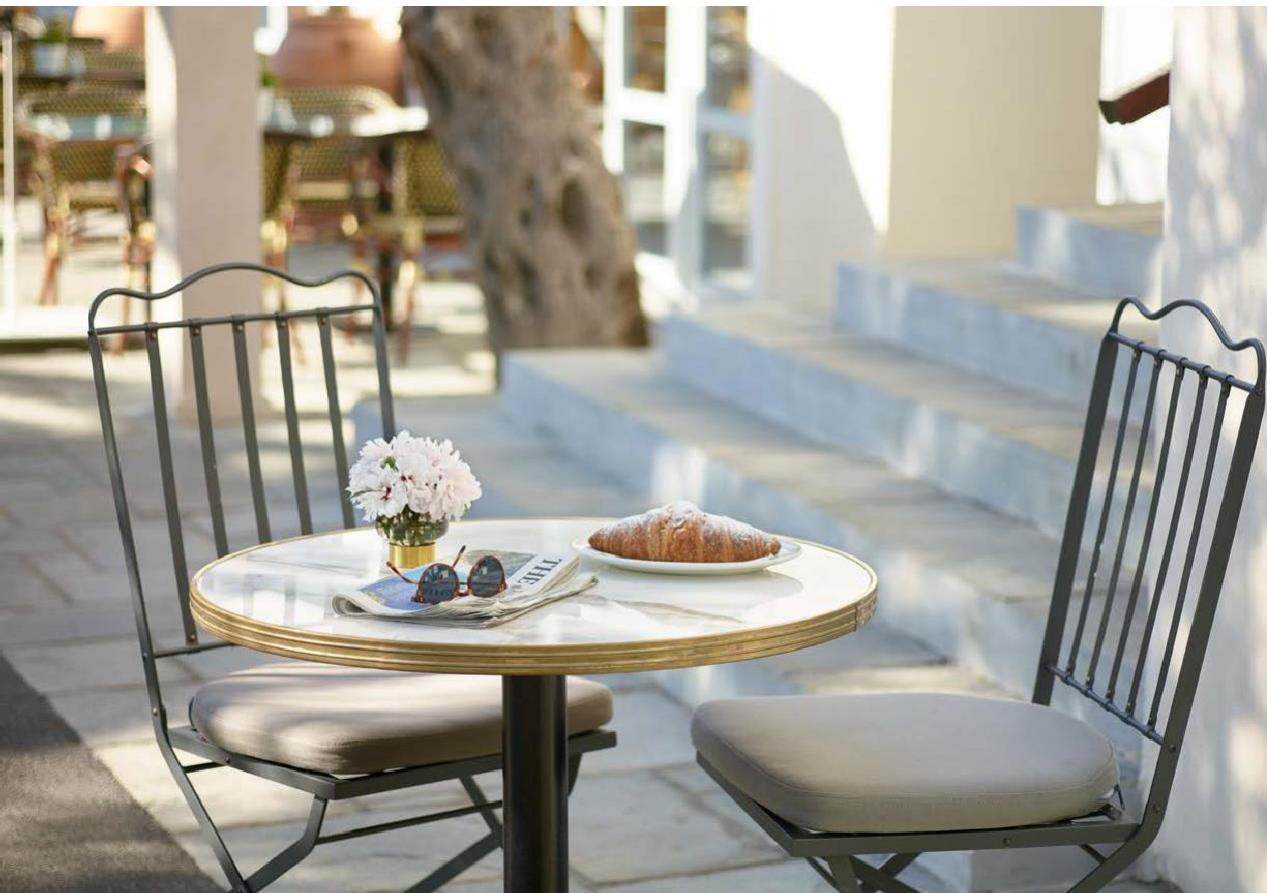
Prepare your own midnight snack in the fully equipped kitchen of your apartment or enjoy a meal on your private veranda watching the sunset.

AGRECO FARMS, CRETAN ORGANIC DINING

Cretan traditional farm, mini zoo & à la carte taverna.

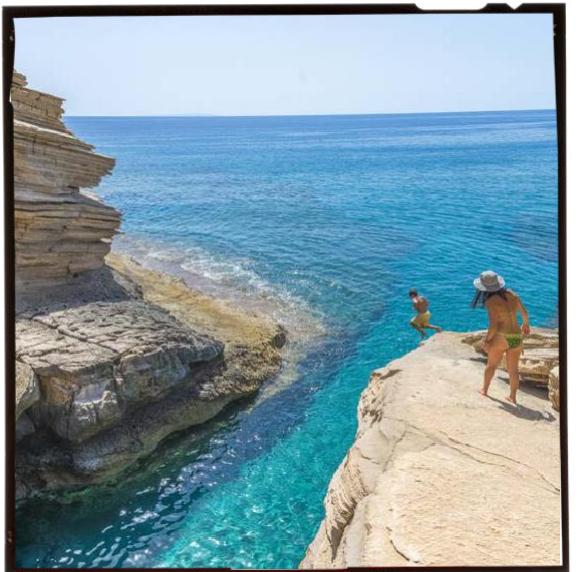
THE GRECOTEL CRETAN EXPERIENCE

A world of culinary adventures and holiday experiences for all, at the 8 amazing Grecotel Hotels around Crete.



PLAZA BEACH HOUSE

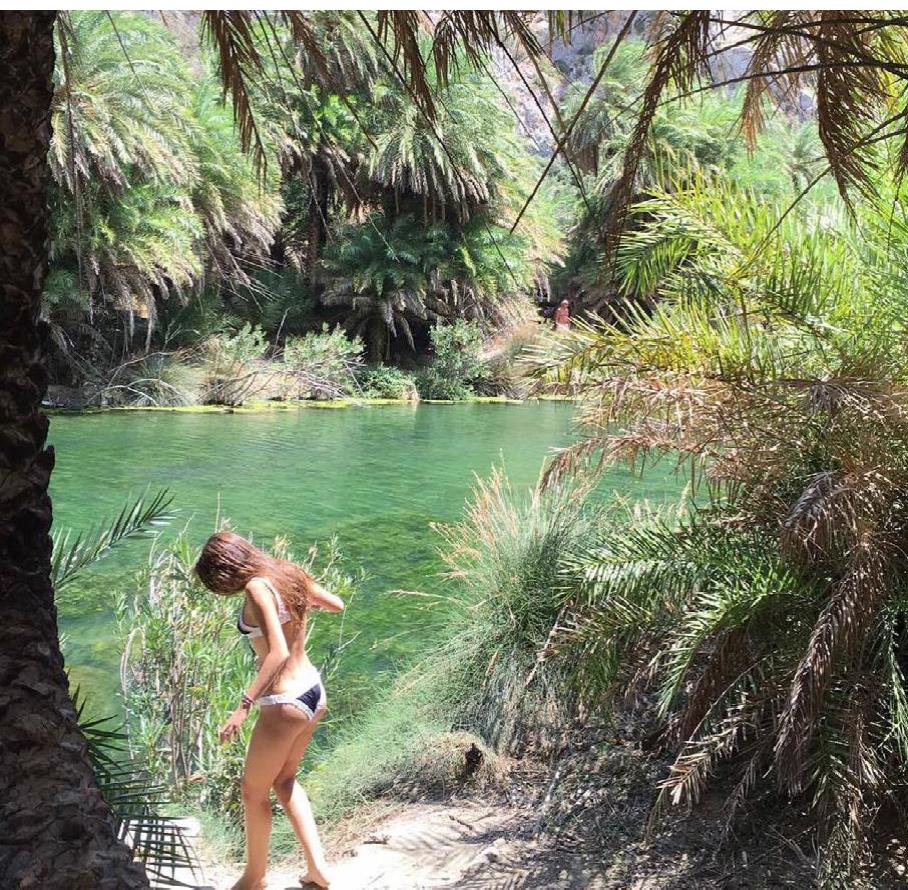
GRECOTEL HOTELS & RESORTS



AROUND CRETE

THE ISLAND OF ZEUS OFFERS ENDLESS POSSIBILITIES. FROM PALM BEACHES UP TO 2,000 M HIGH MOUNTAIN PEAKS, A WORLD RENOWNED ANCIENT CIVILIZATION AND A FAMOUS TRADITIONAL CUISINE. 7,000 ADVENTUROUS YEARS OF HISTORY AWAKEN THE SPIRITS OF OLDER GUESTS AND YOUNGER HEROES.

Rethymnon, the third largest town on Crete, is an intriguing mixture of old-world charm and lively Cretan life. The vivacious atmosphere of the old town is just the place for a stroll on long summer evenings. The different eras and influences on the town can be seen in the unusual architecture and buildings. Around the picturesque harbour one can see the Venetian influence that later gave way to the Turkish regime. The multitude of bars, cafes, tavernas, kafenions, and discos are guaranteed to provide entertainment to suit everyone's taste.



**PLAZA
BEACH HOUSE**

GRECOTEL HOTELS & RESORTS

AT A GLANCE

LOCATION: Located on the Cretan Riviera in Rethymno, the third largest town on Crete. Accessible by airplane by 2 international airports: "Nikos Kazantzakis" Heraklion Airport and "Ioannis Daskalogiannis" Chania Airport. Also accessible by ferry.

BEACH HOUSE LOFTS & APARTMENTS: The comfortable apartments offer a wide range of accommodation and family choices with self-catering facilities: from studios to 1 or 2-Bedroom apartments or lofts. You can cook that midnight snack in your fully equipped kitchen or enjoy a meal on your private veranda watching the sunset.

THE HOUSE KITCHEN: Our restaurant at the heart of the Beach House. All day cuisine, seasonal menus and summer classics. Enjoy beach atmosphere, open-air dining. Ice cream kiosk and traditional patisserie not to be missed. Breakfast is included in your stay. Dining options include half board for an absolute carefree experience. Kids dine free. Kids & babies' food is available.

POOL HOUSE: All day swimming and lounging by the pool in the evening. Right on the promenade with sea views. Pool is cool full of buzz. Great drinks menu.

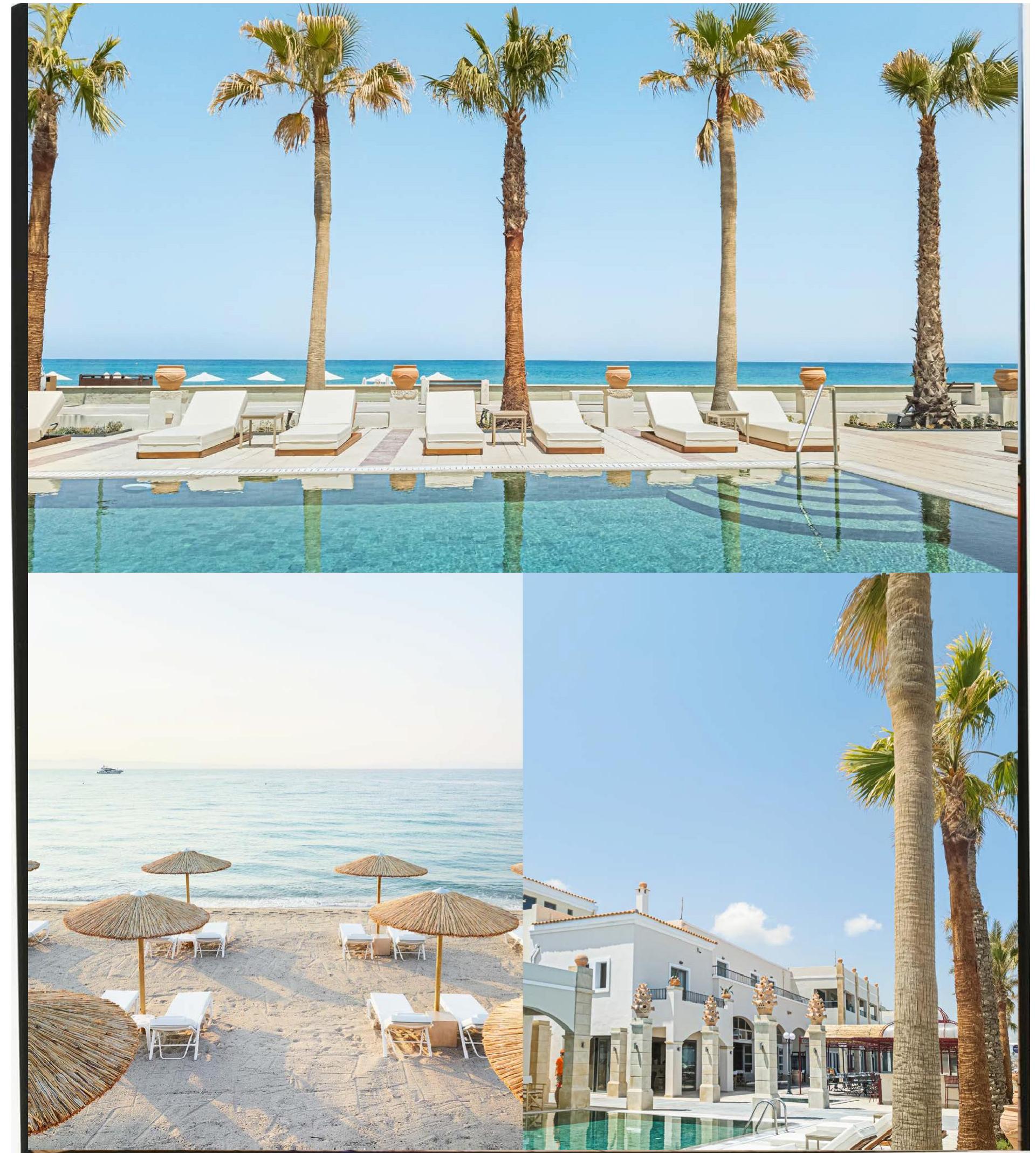
Spectacular sunset over town silhouette followed by moonlights. Plunge into the main pool whilst the kids play in the nearby shallow pool. Plaza Beach House features 1 Sea view freshwater pool, 1 fresh water pool, half-indoor half out-door spa pool, 1 Children paddling Fresh water pool.

BEACH: On Rethymno's long sandy beach with comfortable loungers and beach service. The beach is "Blue Flag" awarded as complying with the directives of the European programme.

PLAYHOUSE SPORTS & ACTIVITIES: Morning gym, water gym, aerobics, aqua-aerobics, boccia. Table tennis, beach games, tournaments and events. Water Sports School & Scuba Diving, Pedal boats, Canoes, Water-Skiing (nearby, at an extra charge). Biking (nearby, at an extra charge).

KIDS: Playhouse Grecoland Corner, Kids Creative Activities, Grecobaby prearrival order of baby equipment and baby food. Kids free dining. Children up to 12 y.o. stay free in the parent's room.

FACILITIES & SERVICES: Concierge services, Guest Portal online guests services, What's app services. Free WIFI in all hotel public areas and most guest rooms.



Awards & Recognitions 2019



Travelife Gold



Blue Flag
Beach



TripAdvisor
Excellence Award



Customer Satisfaction
and Complaint
Management

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 2018	Guests 2019
Greeks	792	6555
Europeans	28426	25299
Americans	986	98
Rest	853	2587
TOTAL	28508	34038





*Environmental
Sustainability Strategy*

Sustainable Development Strategy

We recognize our critical responsibility to protect our planet and preserve the beautiful destinations in which we operate for generations to come.

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



Our Sustainability Team

Michalis Gioulountas General Manager

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

Chrysa Galanakou
Entertainment Manager
Responsible for the hotel's entertainment program and ensuring quality time for our guests.

Maria Daskalaki
Front Office Manager
Providing exceptional service to guests, while having the responsibility for all the environmental actions.

Styliani Papadaki
Human Resources Manager
Has the responsibility for managing the welfare and labor standards of all employees and for managing human rights.

Manolis Chompis
Service Manager
Specialized in forecasting, planning and controlling the ordering of food and beverages for a hospitality property.

Manousos Pavlakis
Executive Chef
Responsible for the food waste monitoring program.

Christina Giannouli
Storage Manager
Responsibility for the storage, movement and distribution.

Eleftheria Dramitinou
Housekeeping Manager
Monitor all the daily operations of the housekeeping department.

Manousos Kokkinos
Maintenance Manager
Responsible for the maintenance and proper operation of the Hotel.

2019 Highlights

Business has an increasingly critical role to play on taking on our world's most pressing social, environmental and economic challenges. We aim to reduce the negative environmental and social impact of our business activities.

Our Sustainability and Social Impact Highlights focus on our progress and achievements in 2019.



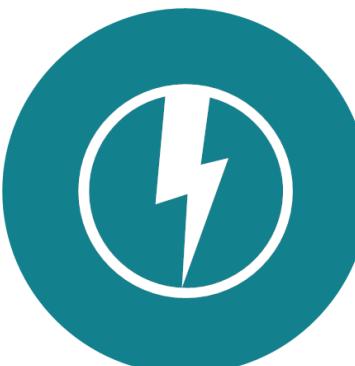
Employee training

42 Trained
840 Hours



Plastic Free

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



Energy Efficiency

Replacing high energy consumption lights with led lamps



Food Waste

Food Waste Reduction and Measurement program.



Employees

52% of our personnel are locals.



Green Activities

26 guests participated in Eco-Activities



Hazardous waste

100% recycled



Blue Flag

Since 1992



Garden & Flora

7.600 euro to enhance biodiversity



How we manage sustainability

Environmental Impact

GRECOTEL, BEING ONE WITH NATURE

GRECOTEL is actively contributing to the protection of Greek ecosystems, as we have realized that our success is largely determined by our ability to function and expand in a sustainable manner.

Being Greece's largest hotel group and a trendsetter in the Mediterranean region, we believe that we have a vital duty to protect our communities and the environment so that our hotels and resorts, located in a wide range of destinations, remain vibrant and resilient for future generations of conscious visitors.



Grecotel Plaza Beach House Sustainable Business Model



RESPONSIBILITY

Climate Change

Providing a one-of-a-kind experience and cutting-edge services, as well as immersing consumers in the Grecotel Plaza Beach House's sustainable and responsible programs.

Climate Change

Increasing the number of social and environmental parameters used to identify partners.

Climate Change

Fostering long-term partnerships with a variety of entities, including other businesses, government agencies, non-profit organizations, multilateral organizations, and so on.



PEOPLE

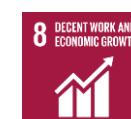
Employees

Promoting equal opportunity.

Community

Youth employment - Investing in training and career support for young people.

Hotels with a heart - Grecotel potential as a hotel chain is being used to provide lodging for people who need help.



PLANET

Climate Change

The fight against climate change lies at the heart of Grecotel strategic planning and risk management.

Water and Energy

Water and energy conservation is a key part of the Grecotel Sustainable Program.

Waste Management and the Circular Economy

Working with suppliers to develop circular economy possibilities and synergies.



Zero Carbon Emissions

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



Our primary source of emissions is from the operation of our hotel (Grecotel Plaza Beach House). 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 Plaza Beach House we encourage suppliers to set goals around reducing their environmental and social impact.

THERE IS NO PLANET B

*Fighting
Climate Change*



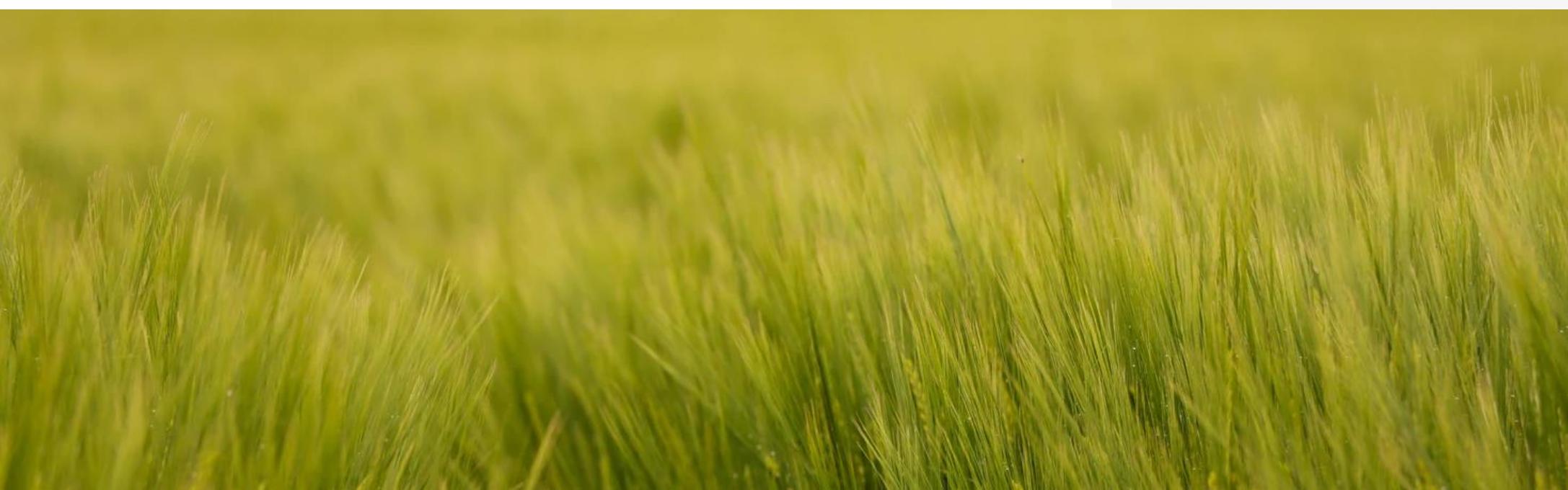
We recognize climate change to be a critical threat to our planet, our communities and our business, and we've made combatting it a top business priority.

Environmental Program

Grecotel 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



PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

OUR EFFORTS
CONTRIBUTE TO
THE SUSTAINABLE
DEVELOPMENT
GOALS:



2019

Energy

572,753 kWh

Efficient use

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

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

Energy Reduction

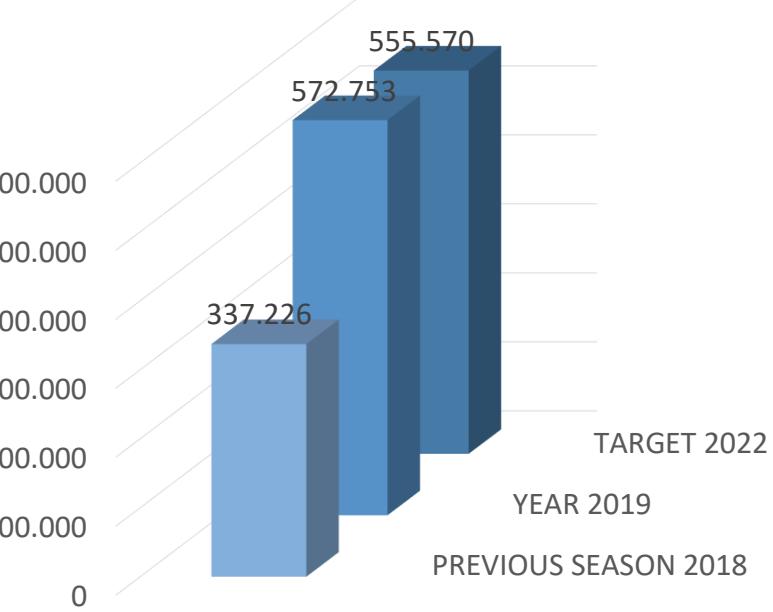
- Hotel operations are aligned with best practice energy management techniques and technology.
- The Grecotel Plaza Beach House Green goal is to improve the energy efficiency of the buildings and minimize energy consumption year after year.
- Grecotel Plaza Beach House continues to train all staff in energy and carbon management in order to decrease energy use.

All measurements began in April and ended in October. In 2019, energy consumption was increased but overnight stays also increased.

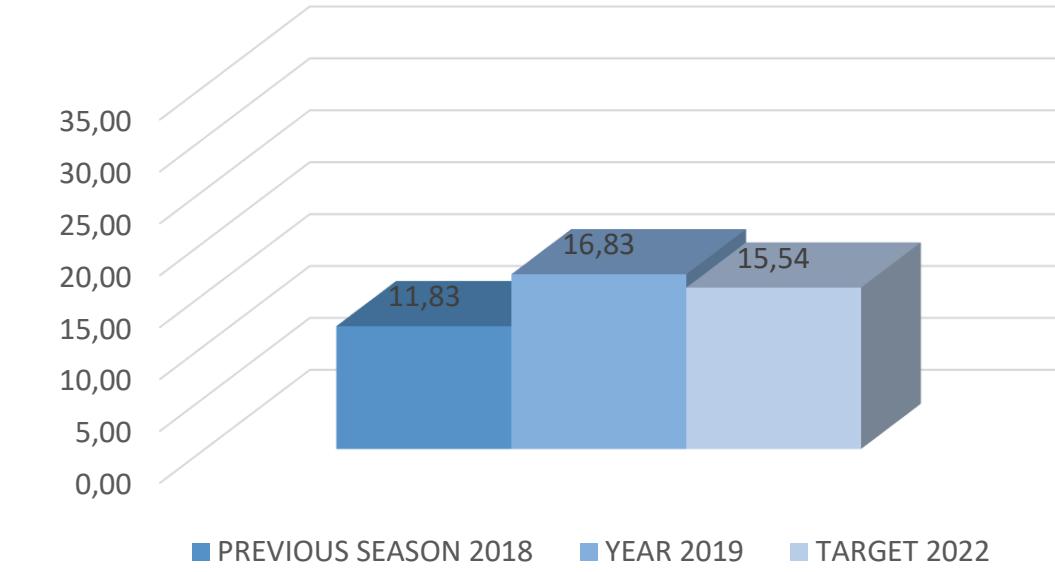
In 2022 the lodging is anticipated to function the same days and with same rooms



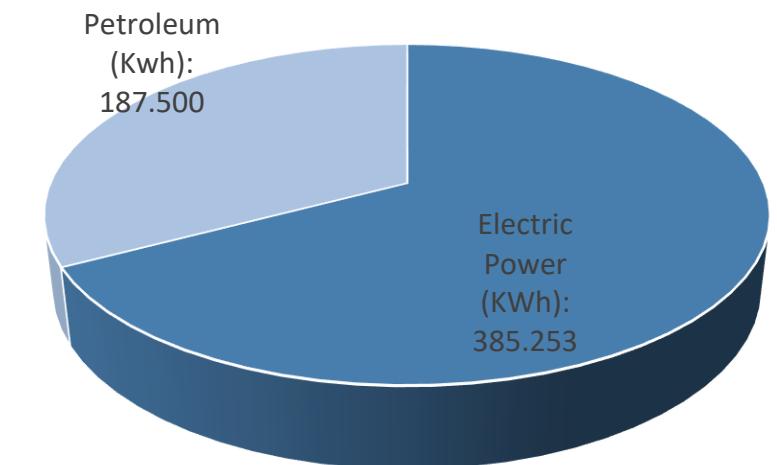
Annual Energy consumption (kWh)



Annual Energy consumption per accommodation (kWh/guest night)



Energy consumption per source (kWh)

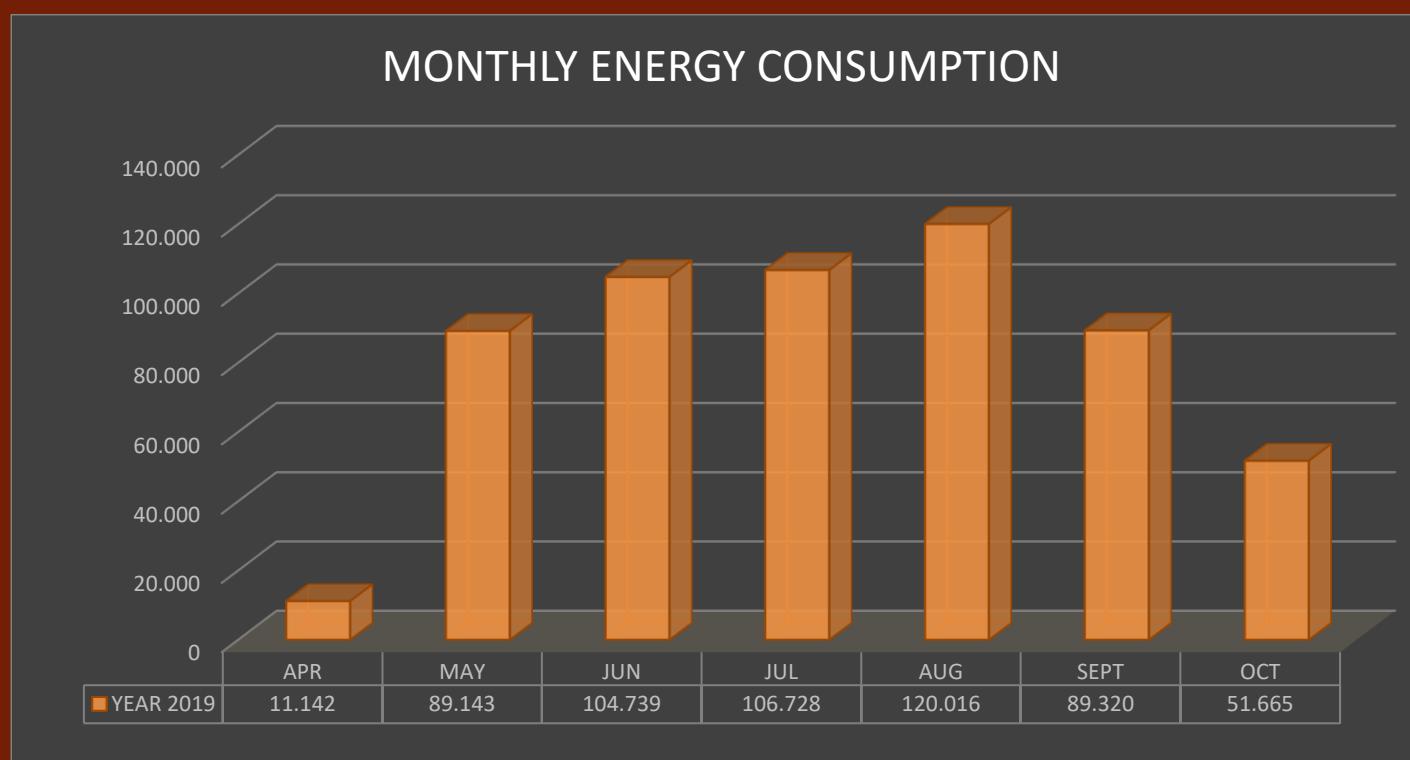




Energy Consumption

Based on the average energy usage (gas consumption in liters per guest and energy consumption in kWh per night), there are three categories of hotels in Greece, according to applicable legislation and statistics:

- A hotel is considered an energy “diamond” for average consumption of up to 0.30 liters of gas per guest and up to 16 kWh of average electricity consumption per guest.
- Very good to excellent for average energy consumption of up to 0.70 liters of gas per guest and 24 kWh of average electricity consumption per guest.
- From 0.70 liters to 0.90 liters of average gas per guest and 25 - 30 kWh of average electricity consumption per guest, the hotel is considered energy-intensive and requires energy saving interventions.



In 2019 Grecotel Plaza Beach House's electricity consumption was:

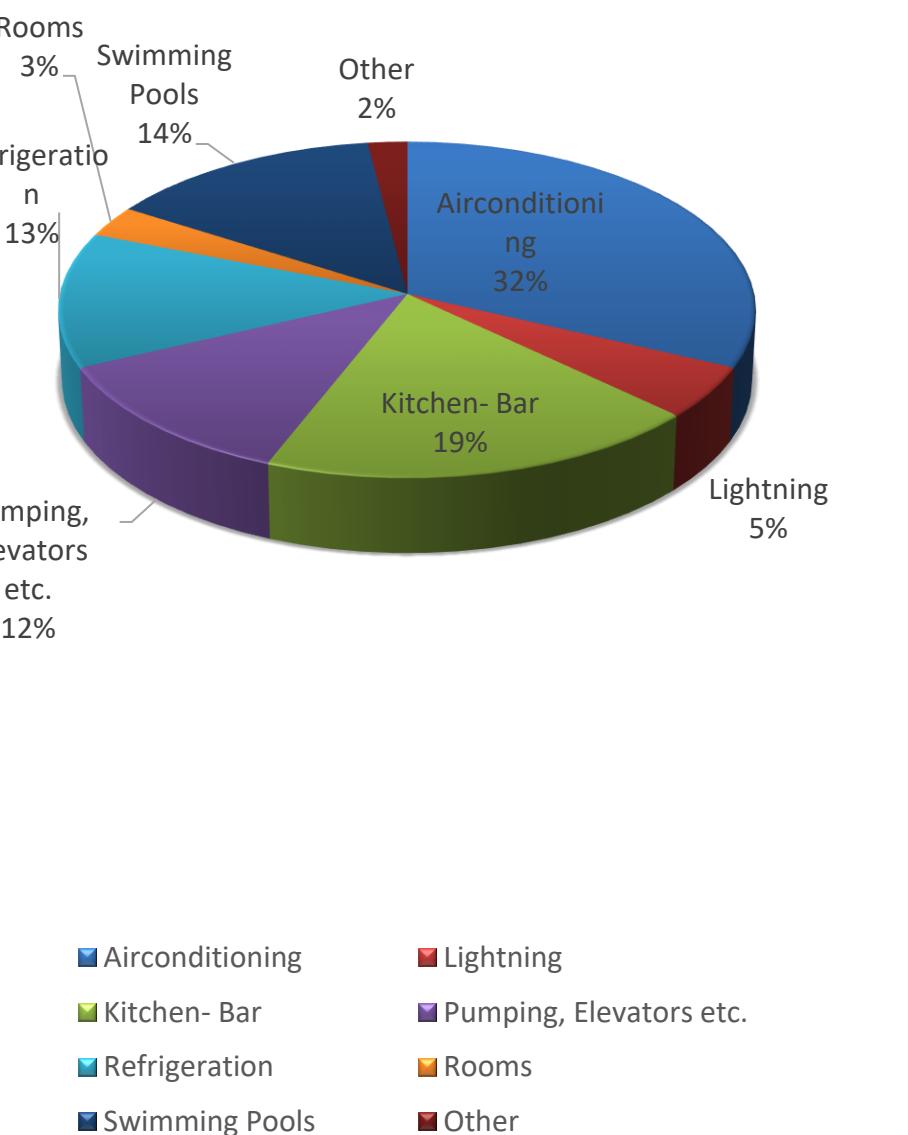
11,32
kWh

of average electricity consumption per guest.

Energy Assessment

Grecotel Plaza Beach House has proceeded with investments, aiming to the efficient use of energy. Specifically:

- Obtain increased efficiency through proper maintenance of the Cooling system.
- Use natural cooling techniques.
- Use Night ventilation techniques, ceiling fans.
- Use super metal halide fluorescent lamps.
- Use electronic fluorescent ballasts.
- Electric magnetic keycards for the automatic interruption of lighting and electrical appliances .
- Use improved luminaries.
- Motion sensors, timing devices.
- Use daylight effectively within the building.
- Public awareness and communication.
- Use high-efficiency equipment when replacing old equipment throughout the hotels.
- Use Solar panels in order to heat the water.
- Provide information and warning labels for guests and staff.



Water Reduction

ENVIRONMENTAL RESPONSIBILITY

Water scarcity is a recognized global problem, with demand for water projected to exceed supply by 40% by 2030. At Grecotel Plaza Beach House we recognize the value that water has for both human life and nature. The Grecotel Sustainability Program places great emphasis on water conservation, actively demonstrating this way our commitment to environmental protection through the conservation of both aquatic and marine ecosystems.

OUR EFFORTS CONTRIBUTE TO THE
SUSTAINABLE DEVELOPMENT GOALS:




MARGO BAY
& CLUB TURQUOISE

PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

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 machines only with a full load.
- Taps in kitchens have a maximum flow of 10 liters 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.

100%

of the rooms have water reduction filters

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

Water

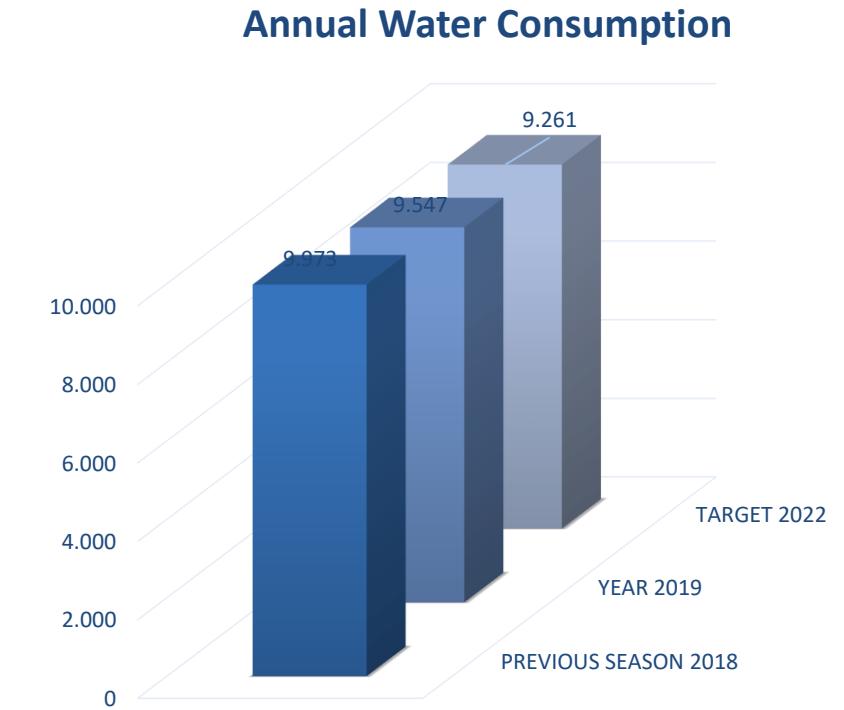
The implementation of a sustainable tourism development is directly linked with the availability of water resources.

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

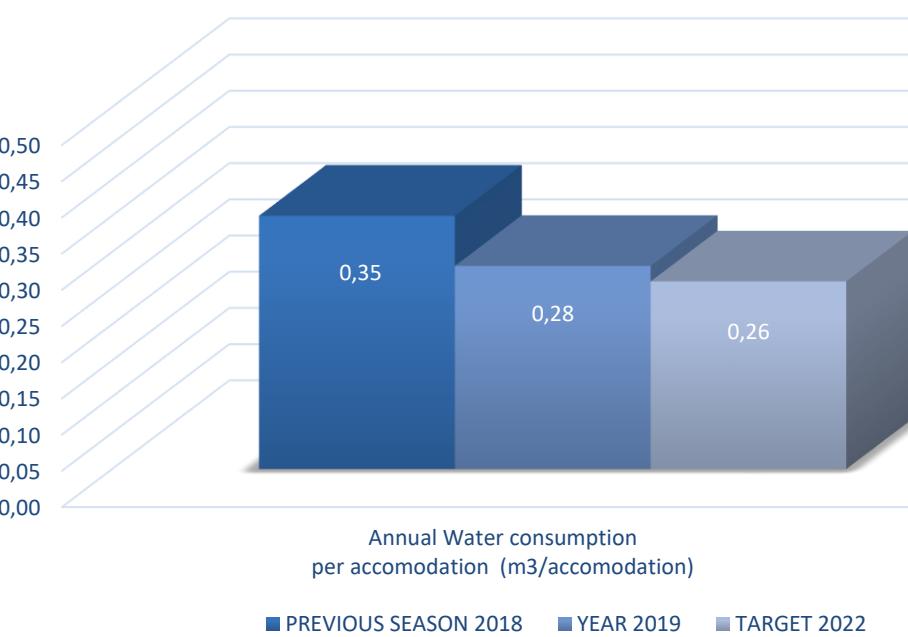
All wastewater, including rainwater are disposed of in a controlled way in order to protect areas lying outside the boundaries of a property from becoming contaminated by water, chemicals, pollutants, effluent and other materials.

Water Highlights for 2019

Our water use decreased in 2019 compared to the previous year due to more responsible consumption standards. Grecotel Plaza Beach House's water use per guest was 0,35 m³ in 2018 and 0,28 m³ in 2019.



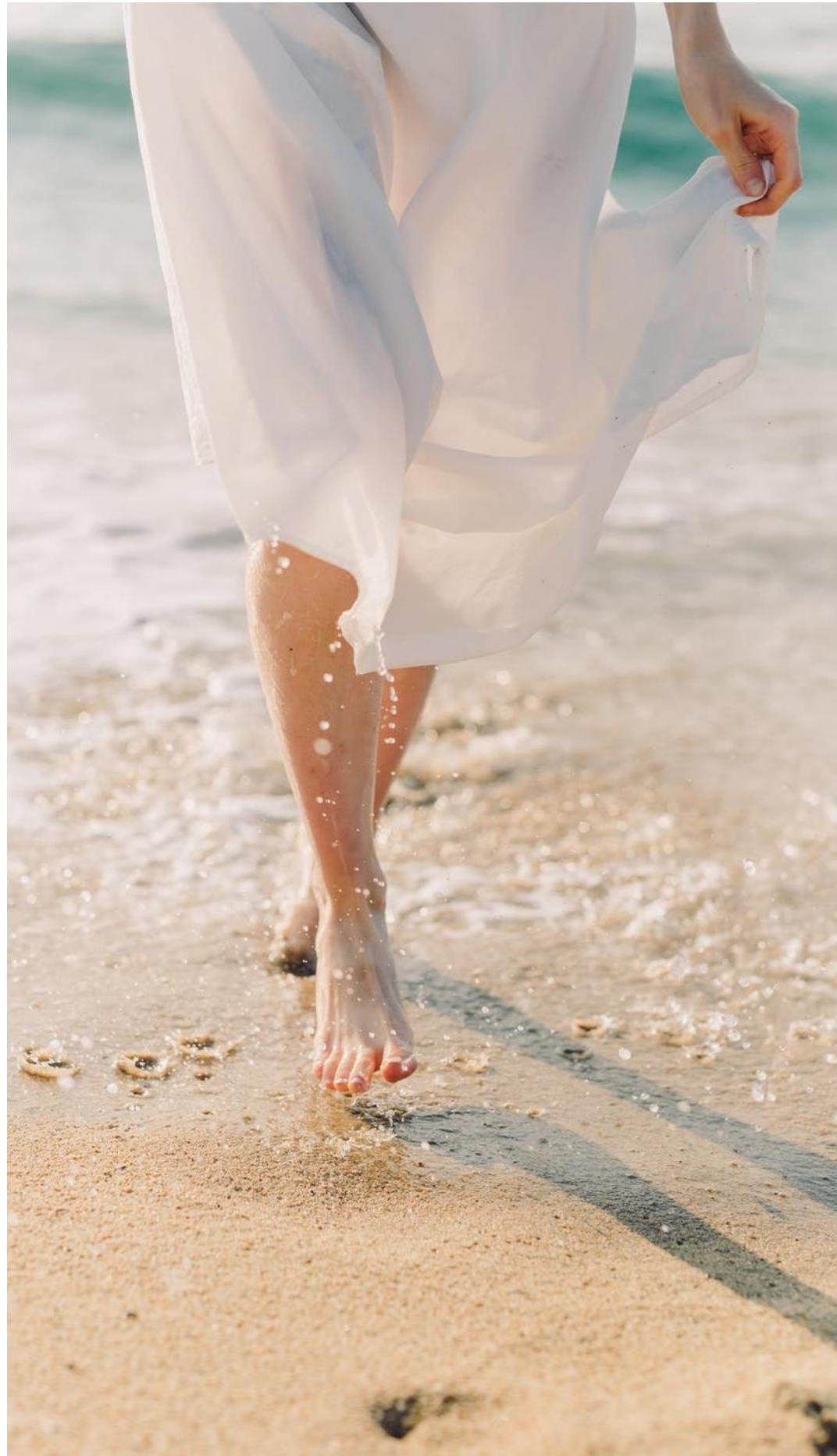
Annual Water consumption per accommodation



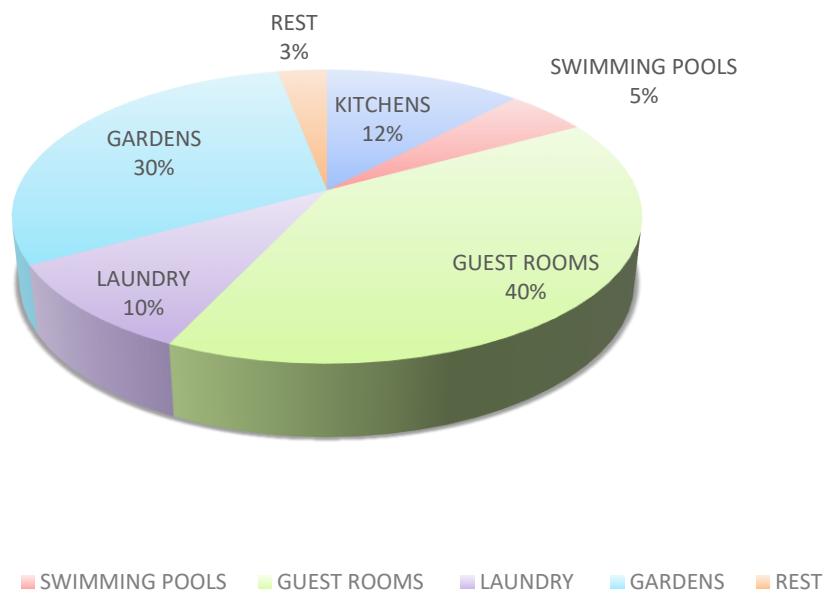
Monthly Water Consumption



The first step was to start measuring water consumption and set some tangible targets. It's vital to know our start point (baseline year) and find out how much water is consumed and how it is divided among the various uses such as in the guest rooms and common areas.



Water Assessment

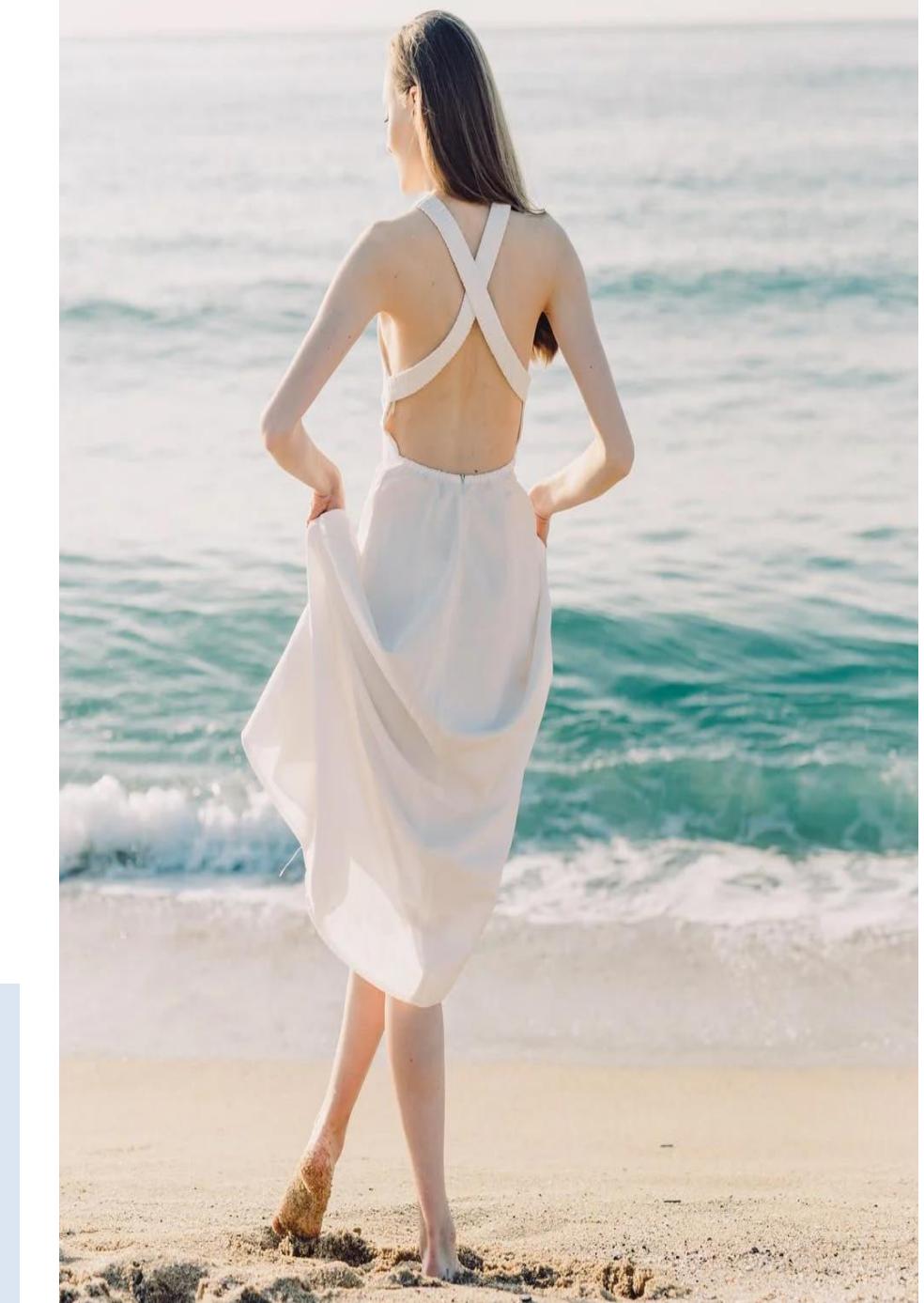


PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

The main water consuming activities in a hotel are:

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



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.



PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

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

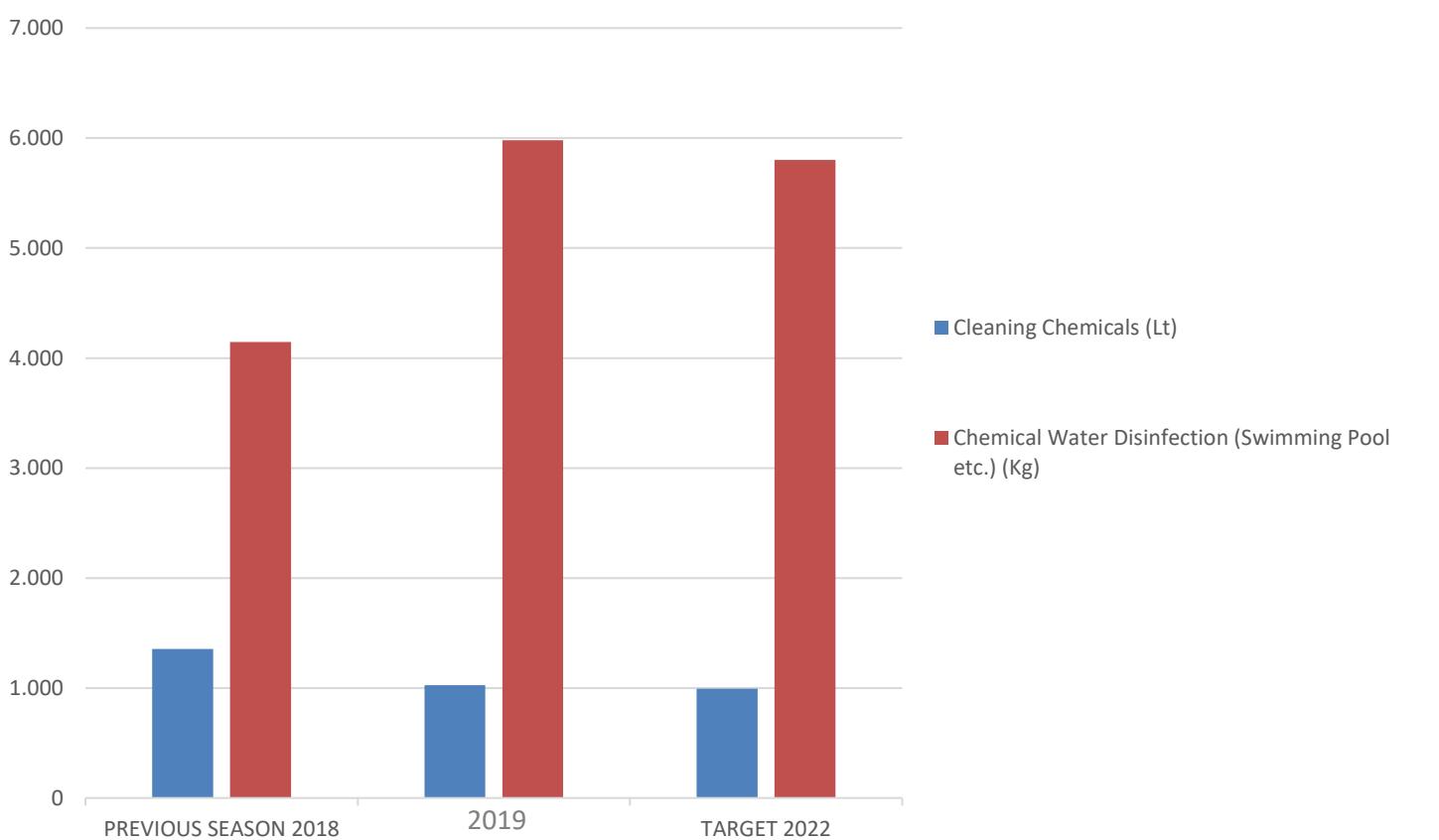
Consumption is **monitored on a monthly basis** and is measured with a guest per night indicator.

Frequent staff training for proper use.

Chemical Use

USE OF ENVIRONMENTALLY FRIENDLY CHEMICALS

Driven by a high sense of environmental awareness, Grecotel Plaza Beach House 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.



Waste Management

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

We ensure that all operations and activities at Grecotel Plaza Beach House 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 SYSTEM

PREVENTION

Disposable products and unnecessary packaging are avoided to be bought. Priority is given to more durable/long-lasting products. Purchase of recyclable goods.

REDUCE

At Grecotel, we're committed to helping the world end the ocean plastic crisis. Most effective ways to **reduce waste is by reusing everyday items**. In each room we provide our guests with a reusable canvas bag.

REUSE

We are **donating materials** to churches and to local community. We reuse paper that has been printed only on one side. We also **upcycle items** that no longer serve their original purpose into DIY crafts.

RECYCLE

Recycling of glass, cardboard, paper, cooking oil, soap, metal, aluminum, batteries, medicines and electric utilities, **through private special waste contractors**. Recycling of plastic, paper, aluminum and textiles, through the **municipality waste system**. **Composting** of vegetables, fruits, grass cuttings and garden waste within the company's grounds.

MONITORING

Performing of **regular monitoring** of waste in order to ensure that the waste minimization strategy results to **reduced amounts of waste** disposal each month.



WASTE MANAGEMENT MEASURES

In Grecotel 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 Grecotel Plaza Beach House:

2019	kg	Present
Cooked Oil:	270	4,6 %
Glass:	1350	23 %
Plastic:	2025	34,4 %
Paper/Packaging:	1690	28,7 %
Metal	155	2,6 %



56%

waste diversion rate from
landfills (non-hazardous waste)

PROMOTE GUESTS PARTICIPATION

Customers can help the Waste management plan and keep saving our environment by always using the recycle bins.

PROMOTE EMPLOYEES PARTICIPATION

Through training and support, we ensure that all staff are aware of their responsibilities under Grecotel environmental policy and how compliance can be achieved and maintained.

Employees are required to:

- become familiar with the type of waste and their appropriate handling and disposal methods and
- adopt the procedures for waste separation using the correct color-coded bags and bins.



FOOD WASTE

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



Fighting Food Waste in
Grecotel Plaza Beach House:

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

Our hotels are taking primary steps to avoid food waste at source by reducing overproduction through better planning, storage and handling. We also take secondary steps to recycle unavoidable food waste through energy recovery and composting.

Plastic Free

LIFE FREE of PLASTIC

With an increased sense of environmental responsibility and the desire to contribute towards a more sustainable travel experience, Grecotel Plaza Beach House implements a plastic-free hotels program, with the aim to reduce the use of all plastics, while promoting the use of reusable, recyclable and more environmentally friendly materials.

Every year plastic audits are conducted in order to identify areas for improvement. Waste prevention in all departments and throughout the supply chain. Grecotel introduced the plastic initiative which aims to ban the use of single used plastics (EU list) and reuse or recycle all plastic packaging.



Hazardous Substances Usage

The environment is totally affected by the hazardous substances. Grecotel Plaza Beach House keeps a list of all hazardous substances used (e.g. chemicals, hazardous materials, light bulbs, batteries, ink/toner cartridges etc.).

All hazardous substances are used safely according to the manufacturer instructions and are stored safely, in line with national and international standards. Chemicals are disposed safely, in line with national and international standards and collected by a fully licensed contractors.

The usage of chemicals is limited and only from special trained staff members. All the employees receive an annual training regarding the correct use of the chemicals (quantity, required personal protective equipment) and the possible harmful effects.





Sustainable Gastronomy

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.



**PLAZA
BEACH HOUSE**

GRECOTEL HOTELS & RESORTS



PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

For decades, Grecotel was the first to introduce authentic high-quality organic products in the restaurants of its hotels, establishing this way a powerful link with the local agricultural production.



Organic meals

HEALTHY & SUSTAINABLE NUTRITION

Sustainable nutrition is key to achieving the optimal development and holistic health for people, through the support and promotion of their physical, mental and social well-being.

At Grecotel Plaza Beach House 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.

Grecotel Plaza Beach House guests have the exclusivity to taste organic products and meals of high nutritional value and quality.



PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

From Farm to Fork

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

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

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





Conservation of Biodiversity

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

Experience & Activities

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

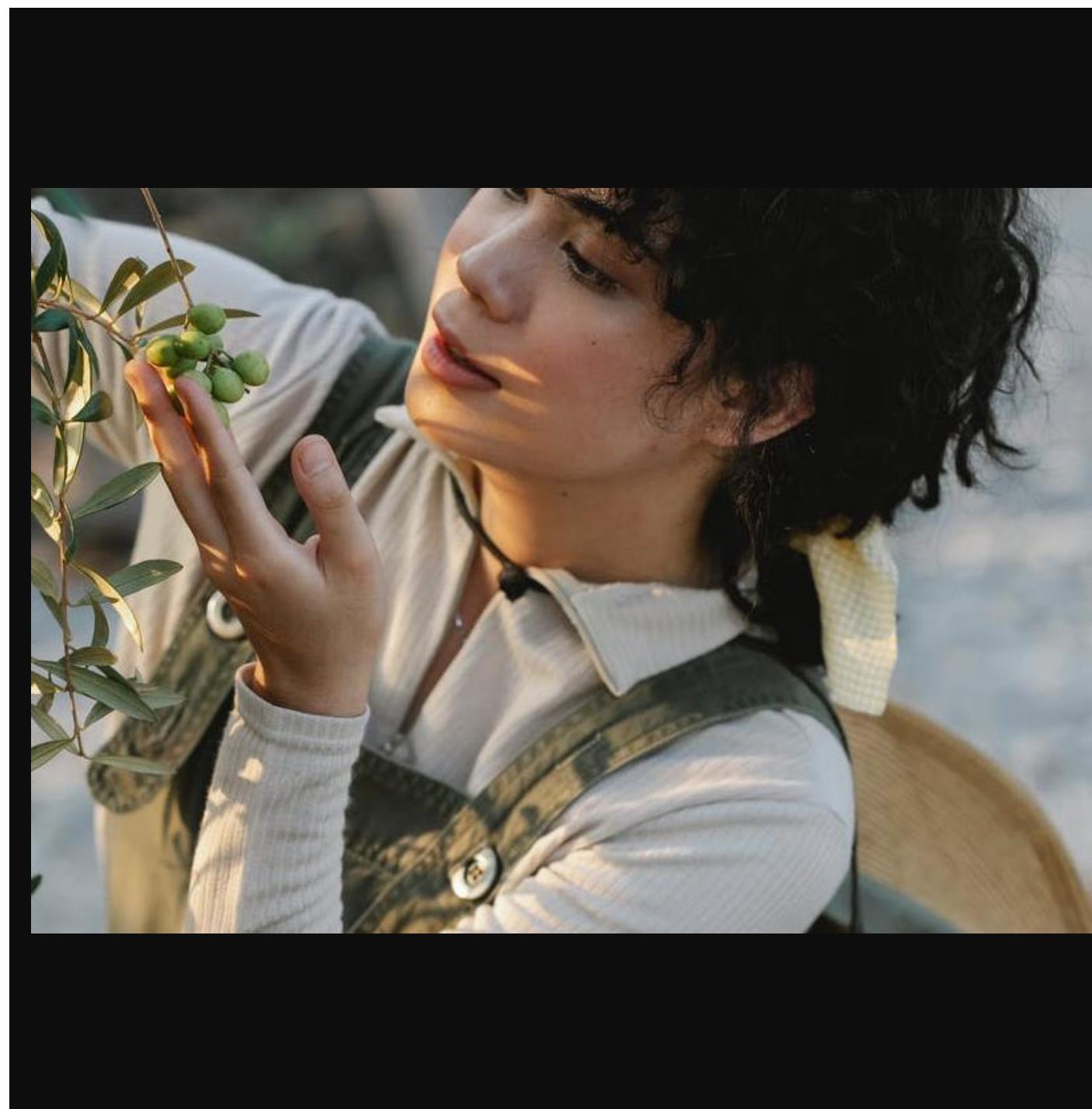


Animal Protection

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

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

Grecotel Plaza Beach House | Sustainability Report 2019



ECO-LEARNING PROGRAMS FOR GUESTS

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

Garden

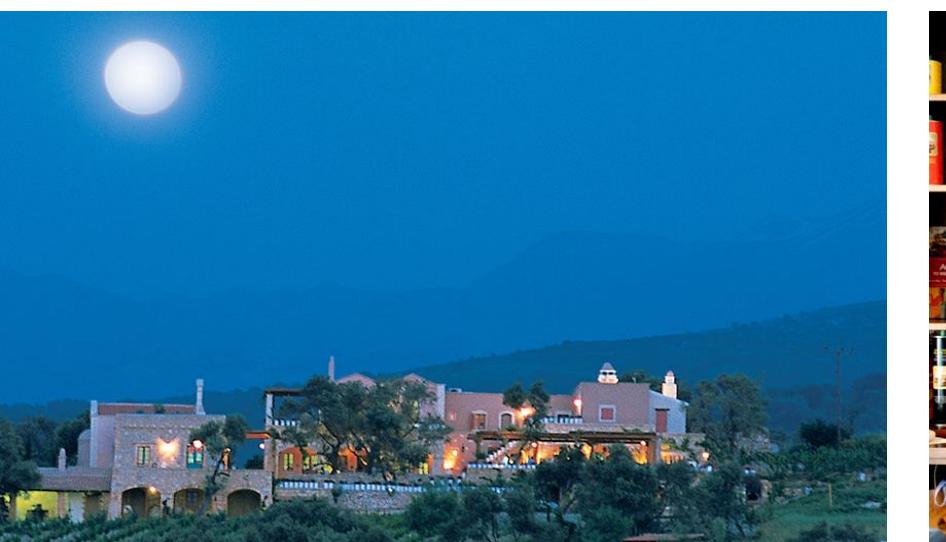
To plant a garden is to believe in tomorrow.

Cretan's natural beauty lies in a richness of velvet green cypress trees, silver olive groves and mountainous skylines that plunge into the bluest of waters.

Grecotel Plaza Beach House 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,

26 guests participated in Eco – learning programs.



Grecotel's Agreco farm opened its gates in 2001, near Adele village, Crete. This privately owned 40,000-sq m estate is an innovative display of environmentally friendly methods for traditional and modern cultivation and breeding.

The idea behind it is to educate local farmers and Grecotel visitors about the traditional ways of production and the original Cretan way of living.

The overall objective is to give visitors a first-hand experience of the traditional production methods of traditional Greek products, namely olive oil, olives, honey, wine, jams, local herbs.

Agreco produces ecological products which meet all EU standards and are certified with the ISO22000:05, thereby demonstrating that cultivation is possible without the use of chemicals that ultimately pollute the soil, water and our own health.



Agreco was created by Nikos Daskalantonakis, founder of N. Daskalantonakis-Grecotel Group, as part of his vision of offering guests wholesome, farm-fresh produce while supporting sustainable development of rural areas.



Be Farmer for a day...



Agreco forms a successful sustainability case on its own that:

- successfully interconnects primary sector with tourism
- continues Cretan tradition
- is a unique example of Cretan hospitality
- connects with participation and disseminates at local events, school visits, conferences etc.
- supports small local producers
- supports local community by being a significant employer
- represents at its best and develops Crete's unique culture, history
- shows the local cuisine and strengthens the Cretan gastronomic identity.

At Agreco a guest can experience the unique and special program “Be a Farmer for a day” and the “Young Farmers” for the little ones with seasonal activities such as:

- Learn to cook and prepare stuffed vegetables (tomatoes, peppers, zucchini).
- Make farmhouse bread and bake it in the wood-burning oven. Try it fresh from the oven, dipped in virgin olive oil.
- Pick vine leaves to make the famous Greek dolmadakia.
- Pick fresh vegetables from the organic gardens to enjoy later.
- Collect hen eggs to make village-style scrambled eggs.
- Milk the goats.
- Help shearing the sheep.
- Taste the fresh milk and see how local cheese is made.
- Make Cretan cheese pies.

... and at the end of the day, when guests brief farming career comes to an end, guests can sit back at the farm’s Taverna with dramatic views over vineyards, olive groves and the sparkling Aegean Sea and enjoy a healthy and nutritious Cretan menu.

Only fresh, organic farm produce is used in the menu and the preparation is done entirely in the farm kitchens.



SUSTAINABLE ARCHITECTURE & ECODESIGN

PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS



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 us Grecotel Plaza Beach House) 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.



*Social
Responsibility*



ACCOMPLISHMENTS YOUTH CAREERS

Grecotel Plaza Beach House 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 detail 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.

Grecotel

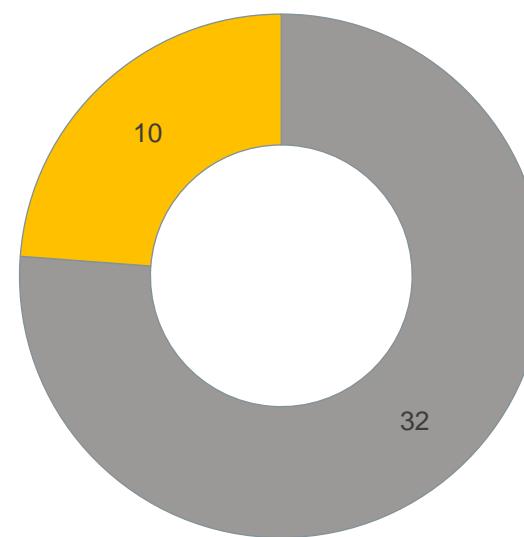
PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

Social Indicator

EMPLOYEES RATE

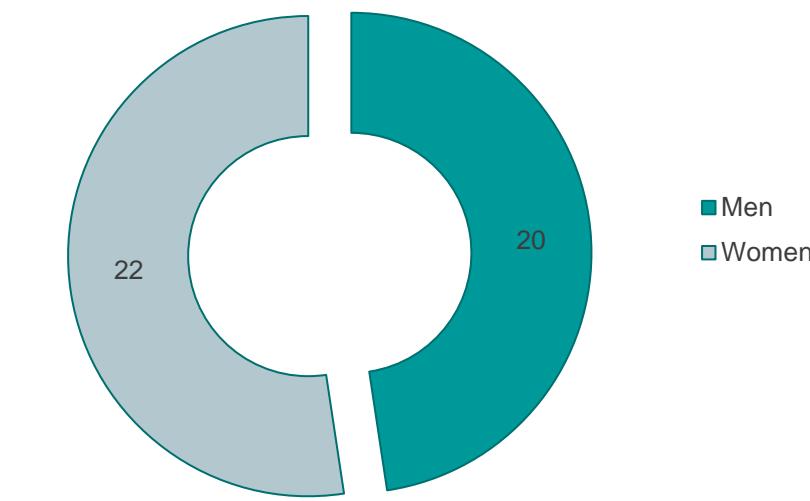
This year, Grecotel Plaza Beach House employed 42 employees. This number is divided to male (20) and female (22) employees, who are either from Crete or live in Rethymno permanently with most of them belonging to the age group of 19- 40 years.



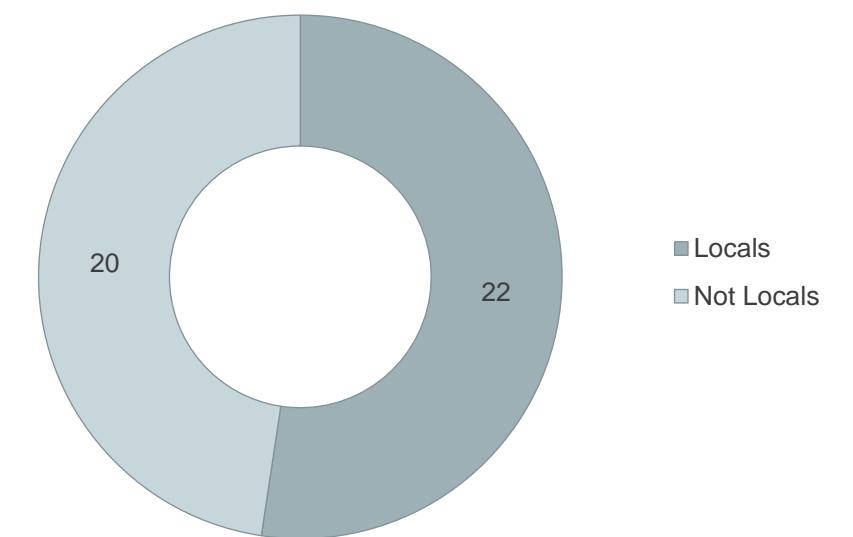
Greeks
Foreigners

Proportion of different nationality.
32 Greeks / 10 Other

Total workforce by gender.
20 men / 22 women



Men
Women



Locals
Not Locals

Proportion of local employees.
22 Locals / 20 not Locals

PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS



Learning & Development

At Grecotel Plaza Beach House 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.



feel safe
feel Grecotel

#FEELSAFEBYTHEBEACH

#FEELGRECOTEL



Health and Safety

Grecotel Plaza Beach House puts the same emphasis on guest safety as it does on its team members. We undertake comprehensive risk assessments – following the national and international standards – our purpose is to identify the likelihood and the severity of all risks in any place in the hotel – and then we put out risk reduction plan.

We are continually training our staff on our sustainability commitments and health and safety issues, so that they understand the role they play in delivering our objectives and targets.

We are always trying to be equipped with all necessary safety tools and signage, we carry out frequent quality checks from internal and external cooperators such TUI Safety control, DQS, Travelife, Grecotel safety team.



Food of High Quality and Value

NUTRITION, HEALTH AND WELL – BEING

FOOD QUALITY

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



FOOD SAFETY

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



Social Responsibility



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

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

Local Community



Grecotel Plaza Beach House's 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 Halkidiki.

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.

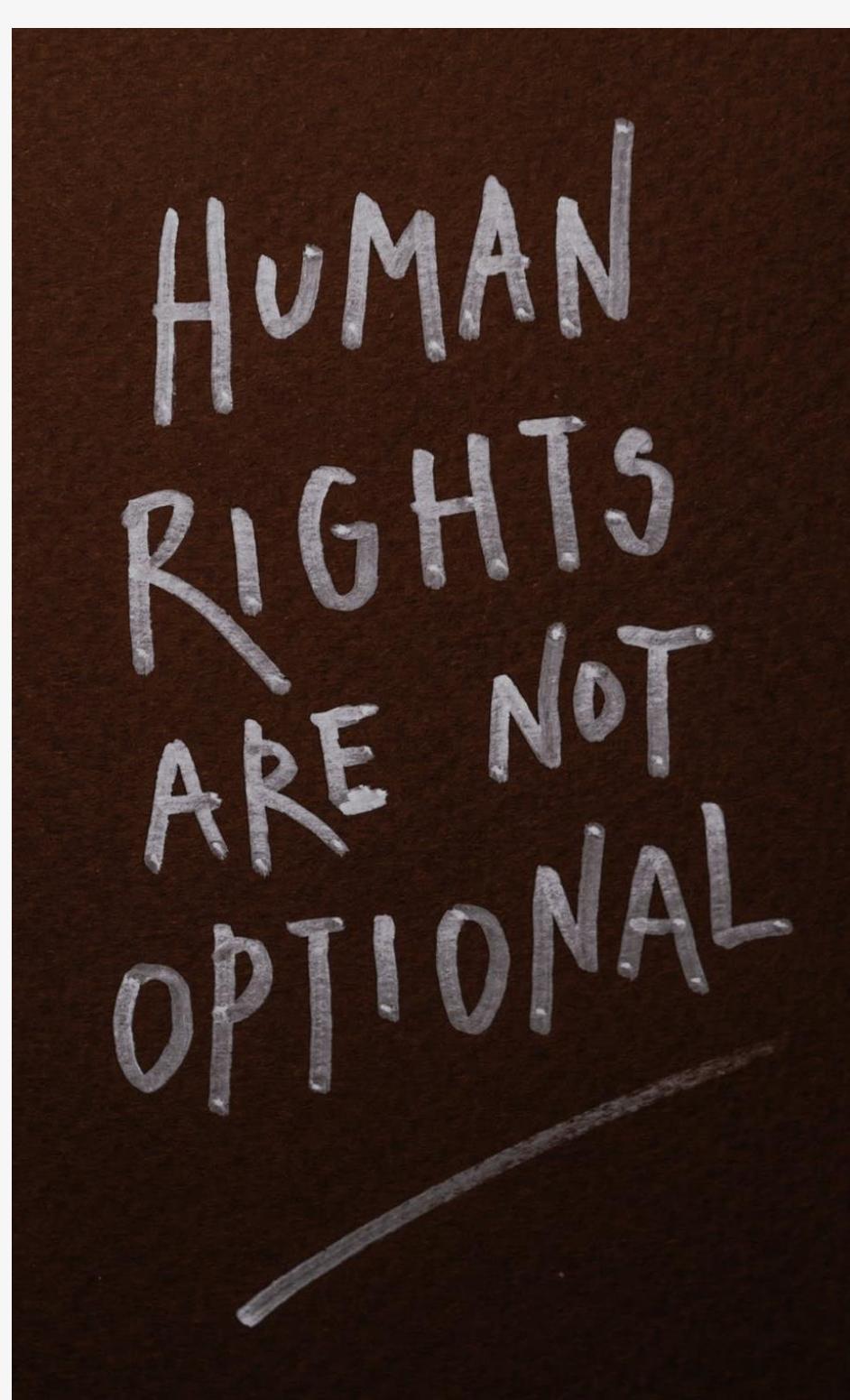


The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.

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.



**PLAZA
BEACH HOUSE**

GRECOTEL HOTELS & RESORTS



Grecotel Plaza Beach House policies:

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

Partnerships and Donations

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



PARTNER WITH "THE SMILE OF THE CHILD"

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

PARTNER WITH "VISION OF HOPE ASSOCIATION"

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





NIKOS DASKALANTONAKIS FOUNDATION

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



Economic Dimension

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

WE BELIEVE

ENVIRONMENTAL

- Continuous improvement in our Corporate and Social Responsibility (CSR) Strategy.
- Encourage our business partners to follow Grecotel Policies and quality Standards.
- Meet all relevant legislation.

SOCIAL

Our impact to the local community is understood and nurtured:

- Discuss with the local community for mutual benefits.
- Effectively support the needs of the local community.
- Respect and protect the internationally proclaimed human rights .
- Transparency for our business policies and practices.

ECONOMIC

Economic Sustainability focuses on the following major areas:

- Maximize profit
- Deliver quality products and services
- Implement economy of scale
- Enhance work efficiency
- Engage local partners
- Equal employment opportunity.

WE DO

- Keep updated policies and procedures
- Ensure that the Green Team has all the required Resources.
- Establish realistic Green goals for each department.
- Follow ISO 14001 Principles.
- Set targets on Energy and Water Reduction.
- Check if funding / loans are available for investment in new technology.
- Encourage staff to put forward their own suggestions for water/energy reduction.
- Implement a Waste management Framework
- Annual sustainability report.

- Provide information through websites and reports.
- Communicate constantly with the local authorities.
- Make donations to local and international causes and projects.
- Encourage Guest and Team Members to donate.
- Terminate partnerships where human rights violations or child labor is discovered.
- Hire people regardless any personal characteristics.
- Training programs for team members

- Achieve Economic Sustainability by continual enhancements of efficiency and quality of work, as well as maximizing benefits for our stakeholders.

- Seek Constantly boosting competitiveness and demonstrating the key role of tourism in the Greek economy.
- Use Satisfaction Questionnaires and Surveys to improve services and be competitive to the market.

WE WILL

- Compare total and departmental consumption figures with hotel industry benchmarks.
- Train staff to make prudent use of environmental indicators and how to maintain equipment for optimum energy-efficiency.

- Guest Satisfaction Surveys.
- Continue the partnership with the Children's Smile.
- Encourage more internal promotions.
- Update and enrich the already existing handbooks (Pre-Arrival, Initial Training and Care)

- Prolong opening season.
- New Market opportunities.
- Improve performance and increase the number of arrivals and overnight stays, while improving the distribution of demand over time.

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 Plaza Beach House 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.

PLAZA BEACH HOUSE

GRECOTEL HOTELS & RESORTS

**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

The report or part of the report cannot be published or used without the official license of Grecotel.
If you need further information about the report or a summary in another language, please contact: nbourantas@grecotel.com
If you would like this Sustainability Report in another language, please let us know.