

ANEMOS LUXURY GRAND RESORT SUSTAINABILITY REPORT

REPORTING PERIOD: 2019-2021

HOTEL OVERVIEW

Anemos Luxury Grand Resort is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements. One of our main objectives is to maintain the Travelife Sustainability Gold award for the 2021 season, as well as all ISO certifications

Policies:

Quality

Environmental,

Food Safety,

HSE

Community and

Human Resource Management

SUSTAINABILITY PROGRAMME:

The hotel has developed its sustainability programme where all responsibilities and time frames for its completion are set.

All hotel employees and management are engaged in the implementation of the environmental/sustainability programme.

Relevant action plan is set towards its completion which is furthermore evaluated and corrective actions set for an improvement.

Overall responsibility for the implementation and achievement of the targets in the sustainability programme lies on the Hotel Manager and Sustainability Team.

KEY ENVIRONMENTAL & SOCIAL ISSUES

ACTIONS & IMPROVEMENTS

ENERGY

WATER

Hotel is using water supplied by the Rethimnon Water Board.

Water consumption is recorded daily to calculate the usage and if it is possible to find ways to reduce it.

The hotel water target is 480 LIT PPPD.

- ❖ 2019 Water consumption was 460 lit PPPD, target was achieved, see Environmental Program/targets for reasons.
- ❖ 2020 Water consumption was 1180 lit PPPD, target was not met due to the extreme conditions from the pandemic occurred. .
- ❖ 2021 Water consumption (from January until August) was 110 lit PPPD. It is expected that the target will be met till the end of the season.

1. Water Saving measures:

- a. Installed flow restrictors on taps in all guest rooms.
- b. Drip irrigation is used throughout hotel gardens.
- c. Aerator valves are installed on the water circuits.
- d. Flush valves on WC's allow half and limited flush to save water.
- e. Rooms have info cards for voluntary towel exchange system.
- f. Additional info in all rooms on water saving measures.
- g. Staff is encouraged to report leakages from taps, pipes etc. and maintenance is rectifying immediately such cases.
- h. All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.
- i. Implemented a chargeable pool towel service for extra towels than one per person.

WATER QUALITY:

- a. An extensive program of the microbiological and chemical pool water analysis is applied on a monthly basis.
- b. Ph and other parameters are checked daily in all swimming pools and are regulated by the automatic dosing system.

- c. Microbiological analysis of potable water is performed on a monthly basis.
- d. Legionella analysis is done at least twice a year where various hotel spots are checked.
- e. The hotel has an agreement with the company **Environmentally Friendly Solution** for the disposal of used oil. As a result, we prevent the disposal of fat and grease to the sewage system.

SEA WATER QUALITY:

- a. Microbiological analysis of sea water is performed on a monthly basis.

IRRIGATION:

- a. The gardens are irrigated with water. The water has been filtered and chlorinated according to the appropriate procedure, before it is used.

BIOLOGICAL PLANT:

A new automatic chlorination system (Redock) has been placed in the biological plant.

ELECTRICITY, FUEL&LPG

ENERGY CONSUMPTION:

- ✓ Electricity and LPG are monitored daily by the maintenance department in order to ensure the sensible daily consumption.

Electricity:

The hotel electricity target is 32kWh PPPD.

- ❖ 2019 electricity consumption was 12.27 kWh PPPD, target was achieved, see Environmental Program/targets for reasons.
- ❖ 2020 electricity consumption was 16.23 kWh PPPD, target was not met due to the extreme conditions from the pandemic occurred.
- ❖ 2021 electricity consumption (January until August) was 5.11 kWh PPPD. It is expected that the electricity is kept on this level till the end of the season

The hotel LPG target is 0.30lit PPPD.

- ❖ 2019 actual consumption was 0.13 lit PPPD, target was achieved, see environmental Program/targets.
- ❖ 2020 actual consumption was 0.23 lit PPPD, target was not met due to the extreme conditions from the pandemic occurred.
- ❖ 2021 actual consumption (from January until August) was 0.21 lit PPPD. It is expected that the target will be met till the end of the season.

ENERGY SOURCES:

Hotel is using:

- a. Electricity obtained from the Electricity Authority of Greece.
Electricity is used primarily for A/C, refrigerators, pumps, lights and other equipment.
- b. LPG obtained from Petrogas.
LPG is used for kitchen equipment.
- c. Diesel obtained from Papadakis.
Diesel is used for the generator.

ENERGY SAVING MEASURES:

Energy efficient lighting.

- a. LED in all rooms and common hotel areas are installed.
- b. Fluorescent Lamps installed in all back of house areas
- c. All rooms are equipped with key card switches that turn off lights as guests leave room
- d. Use of natural light for the lighting of the lobby and breakfast restaurant if possible.
- e. Motion detectors are fitted in all public toilets.
- f. The information cards for Water and Energy Saving are placed in all guest rooms.
- g. All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

A/C EFFICIENCIES & FREON:

- a. Sensors deactivates A/C in rooms if guests opens balcony doors
- b. All rooms are equipped with key card switches that turn off A/C as guests leave room
- c. A/C in rooms is preset and does not go less than 22 degrees
- d. CFCs or HCFCs are not used for A/C.
- e. There is a list with all equipment and the types of coolants in operation.

OTHER ENERGY EFFICIENCIES:

- a. All new electronic and electrical equipment is purchased having in mind the energy consumption.
- b. TVs go in sleep mode after 1 hour of operation if there is no touch on remote controls.

WASTE

WATER WASTE MANAGEMENT:

Dispose of waste water through the biological plant. The waste water sent to the biological plant is checked by CHEMICOTECHNIKI, analytical environmental quality control laboratories for water-food-soil, in order to be within the legal requirements for BOD and COD measurements.

Procedures are put in place to reduce the BOD and COD of the waste water by:

- ✓ Collection old cooking oil and disposing it through the approved supplier who uses it for biodiesel production.
- ✓ By using biodegradable chemicals
- ✓ Vinegar is used rather than chemicals for cutlery polish
- ✓ Dosing system used for concentrated

SOLID WASTE MANAGEMENT:

1. Reduction and reuse of paper consumption in the offices:
 - a. One sided printed paper is used as scrap paper and Furthermore recycled
 - b. E-mail is used extensively for messaging
2. Other non-domestic waste is separated for recycling which is:

- ✓ **PLASTIC**
- ✓ **METAL**
- ✓ **PAPER**
- ✓ **BATTERIES**
- ✓ **CLUB BAR BATTERIES**
- ✓ **BULBS**
- ✓ **WEEE**
- ✓ **WOODEN PALETS**

3. The Hotel provides large recycling bins, color coded and placed them each department for waste separation and recycling.
4. We encourage suppliers to reduce packaging (fruit, vegetables etc.)- purchasing departments checks the packaging upon evaluation of suppliers.
5. Buy products with recyclable packaging
6. Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar, sauces, etc.).
7. Shampoo and toiletries in public areas are in large dispensers
8. Sugar, salt & pepper in the main restaurant during breakfast are served in re-usable glass container.

MEASURING AND MONITORING PERFORMANCE

All the key issues are mentioned and analyzed in this report as well as in detailed Sustainability Programme.

Total Energy is monitored and records are kept which are furthermore analyzed in this report and in relevant programs.

Our employees are trained and informed on all critical activities related to sustainability, trainings are structured and are carried out each year.

Our guests are also informed on hotel key activities and main achievements through the hotel info channel and Guest relation office.

TRAININGS

- a. Our employees are trained at least once per season on environmental and sustainability subjects and trainings are recorded on the staff training records.
- b. The hotel has environmental team and environmental team leader who is responsible to organize training on all environmental and social issues.

COMMUNITY ACTIVITIES

- a. 90% of the workforce at Anemos Luxury Grand Resort is locally employed from the local area.
- b. Most of our employees return back every year for an employment, approximately 15% of employees do not return back and those are mostly seasonal (students, etc) employees.
- c. All our employees have contracts according to the Greek Legislation. Additional benefits that we provide to our staff are food, uniform.
- d. Anemos Luxury Grand Resort uses local suppliers from Greece for approximately 70% of its total food and beverage consumption. Local food and drinks such as fresh vegetables, meat, some wine, local cheeses and cold cuts are used within the hotel. The hotel also has approved suppliers list which is evaluated annually.
- e. The hotel organized 2 beach cleanings per year, in 2019 and 2020 and for the current year, 2021.
- f. Every 5th of June, the hotel celebrates the World Environment Day – participating in beach cleaning and other activities. The staff and the guests made an effort to raise awareness by organizing several activities such as cleaning the beach, showing documentaries on the guests' TVs, reducing the lights at the bars.
- g. Information on the check-in about the use of key in the rooms and energy saving.
- h. Assisting the local community in every possible way with various donations as per their request announced to the company.
- i. Provide to the local community material and various equipment to keep the area clean from disposals and collecting them regularly.

Name: Petros Vantarakis

Job Title: CEO

Date: 01/04/2021

Signature: 