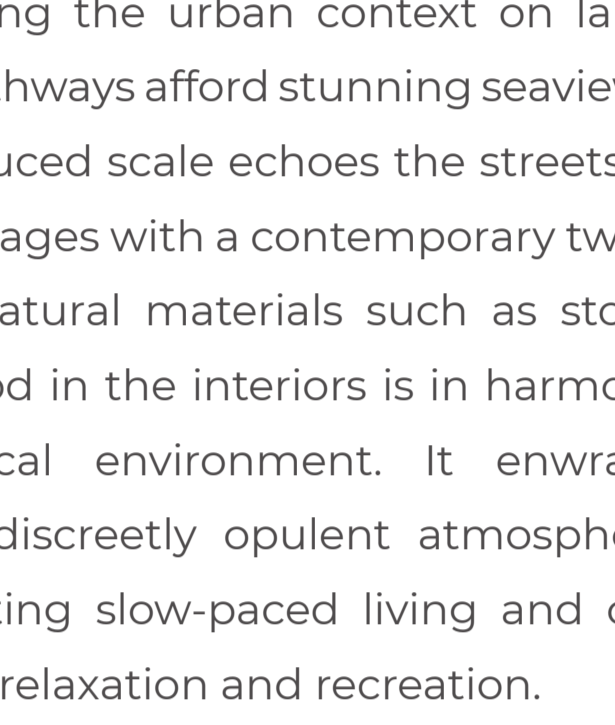
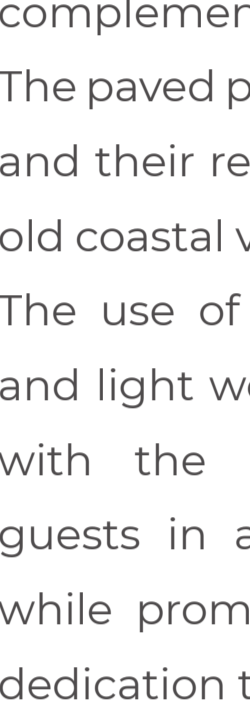


Sustainability & Social report

Elounda Bay Palace

Located on a spectacular seafront location on the Greek island of Crete, **Elounda Bay Palace** is a Member of The Leading Hotels of the World. The protection and preservation of the natural environment of Elounda is a key priority for the development of **Elounda Bay Palace**. With a series of policies and specially designed infrastructures, we strive to maximise the use of natural resources and preserve the unique local biodiversity. We are committed to delivering an eco-friendly experience that combines environmental responsibility and a luxury experience for our guests.

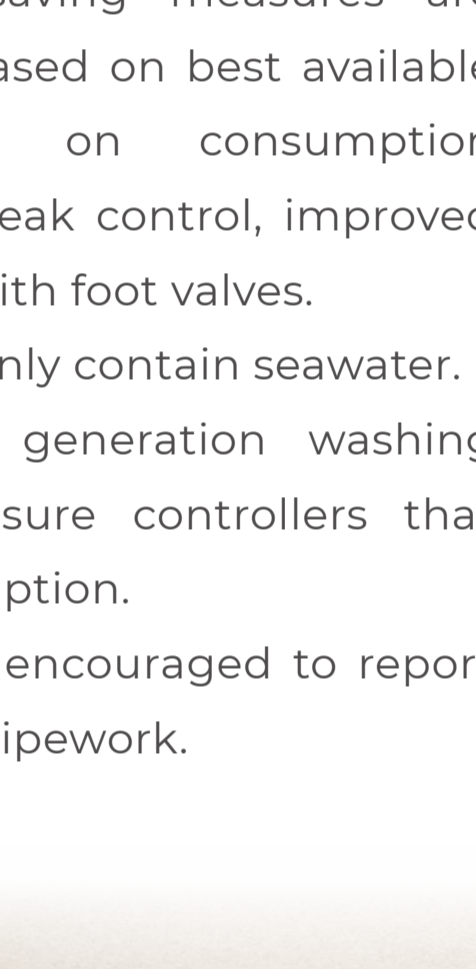
Elounda Bay Palace Environmental & Social Team is committed to providing the highest levels of customer satisfaction and developing environmental sustainability by implementing the **Green Key** certification and **UNESCO's Sustainable Travel Pledge Certification**.



Our social and environmental programmes include:

- running our resort more efficiently
- assisting local communities
- protecting natural resources
- providing education and workforce-readiness opportunities
- supporting responsible business practices.

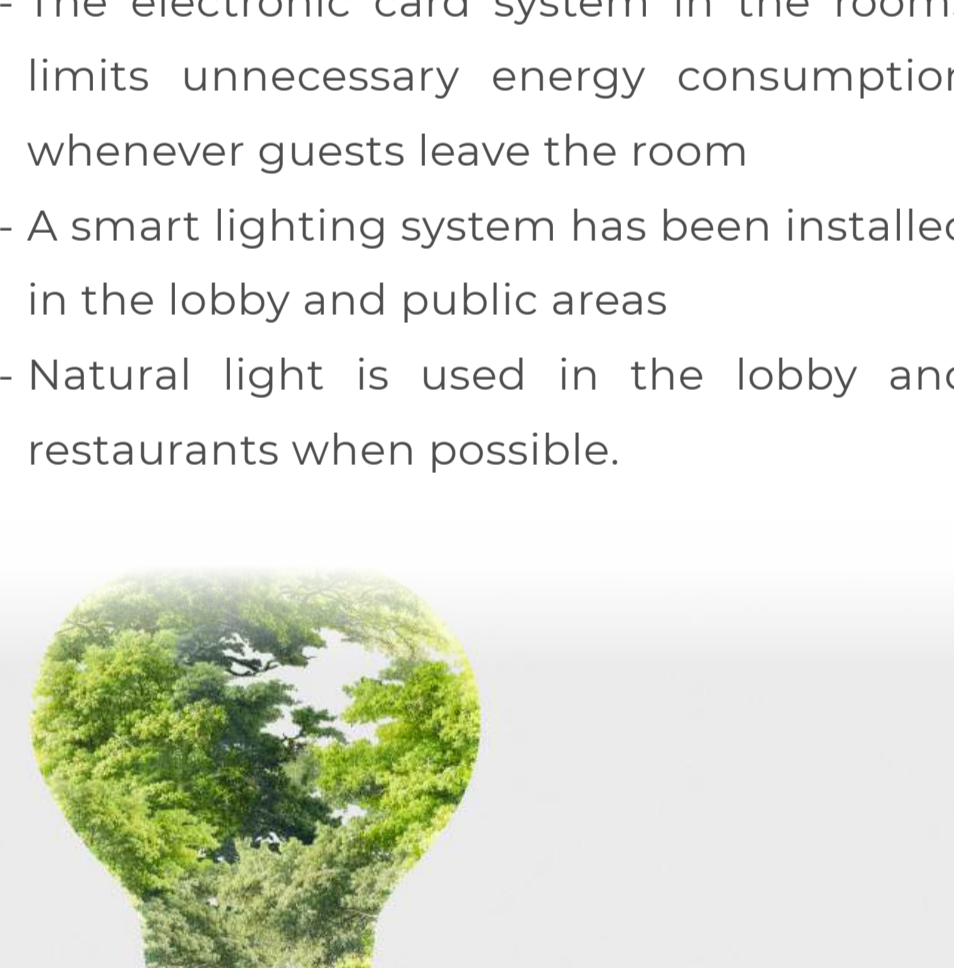
We are currently updating our social and environmental goals to be more wide-reaching and ambitious.



ARCHITECTURE & LANDSCAPE

Set on Crete's northeast coast, **Elounda Bay Palace** face the water while addressing and complementing the urban context on land. The paved pathways afford stunning seaviews, and their reduced scale echoes the streets of old coastal villages with a contemporary twist. The use of natural materials such as stone and light wood in the interiors is in harmony with the local environment. It enwraps guests in a discreetly opulent atmosphere while promoting slow-paced living and our dedication to relaxation and recreation.

Throughout the resort, guests can admire 427 different species of plants and trees native to the island of Crete that have adapted to thrive in the coastal environment.



WATER MANAGEMENT & WATER SAVING MEASURES

Water-saving is among our biggest concerns. Within the vast surrounding areas of **Elounda Bay Palace**, watering an enormous surface of gardens is a great challenge. A fully automated underground watering system and an underground tubing structure achieve a minimum water loss.

A series of water-saving measures are constantly applied based on best available practices focusing on consumption monitoring such as leak control, improved efficiency, and taps with foot valves.

All swimming pools only contain seawater. We only use new generation washing machines with pressure controllers that reduce water consumption.

Staff and guests are encouraged to report leaks from taps and pipework.



ENERGY MANAGEMENT

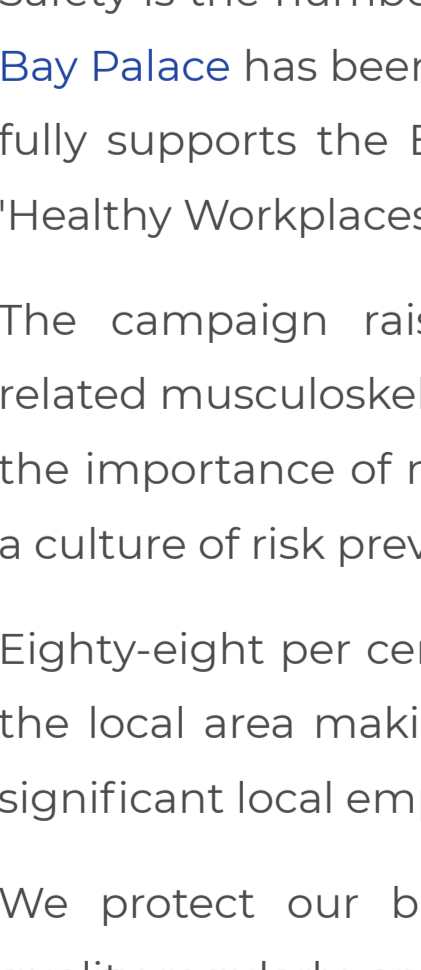
Energy efficiency and the use of renewable resources are fundamental to the operation of **Elounda Bay Palace**.

Sun, Crete's ultimate energy resource, is our main ally in reducing the resort's carbon footprint on the environment with the installation of solar panels.

Smart EV charging stations have been installed for guests driving electric vehicles.

ENERGY SAVING MEASURES

- Limit the use of oil boilers, which significantly impact the environment.
- Use of heat pumps for both hot water and heating swimming pools.
- Central air conditioning units with a partial heat recovery system for hot water preheating have been installed
- LED bulbs that do not contain harmful zinc are fully recyclable and have replaced conventional light bulbs
- The electronic card system in the rooms limits unnecessary energy consumption whenever guests leave the room
- A smart lighting system has been installed in the lobby and public areas
- Natural light is used in the lobby and restaurants when possible.



WASTE MANAGEMENT

The hotel is connected to the public sewage system.

A recycling program for paper, plastics, glass, used oil, batteries, and organic waste has been launched at **Elounda Bay Palace**, resulting in a significant reduction of waste going to landfill. **Elounda Bay Palace** operates a state-of-the-art sewage treatment plant (STP).

Old cooking oil is collected and disposed of through the approved supplier who uses it for biodiesel production.

We use certified biodegradable chemicals from Diversey.

We recycle: Glass - Paper - Metal - Batteries - Toners - Used cooking oil - Electronic Equipment

- #### SOLID WASTE MANAGEMENT MEASURES
- Reduction and reuse of paper consumption in the offices
 - One-sided printed paper is used as scrap paper and then recycled
 - E-mail is used extensively for messaging
 - The hotel provides large colour-coded recycling bins for waste separation and recycling in each department.
 - We encourage suppliers to reduce packaging for fruit, vegetables and other produce. Whenever our purchasing department evaluates new suppliers, they check the type of packaging used.
 - Buy products with recyclable packaging when possible
 - Buy in bulk where possible



ELOUNDA BEACH & COMMUNITY

We care for our Community

At **Elounda Bay Palace**, we strongly believe that successful tourism should directly benefit the local community. This could mean working closely with local suppliers, employing local people and creating new jobs for the community, training, and working closely with the local Tourism School.

Our people are the foundation of our success. We pride ourselves on creating a respectful, professional, and inclusive workplace for everyone.

Keeping and promoting local culture and community is essential. The hotel has a "Cretan Museum of Popular Art" to promote culture and local art.

In addition, the hotel organises beach clean-ups and environmental activities such as tree planting and recycling with our young guests.

Safety is the number-one priority, so **Elounda Bay Palace** has been a campaign partner and fully supports the EU-OSHA 2022 campaign 'Healthy Workplaces Lighten the Load'.

The campaign raises awareness of work-related musculoskeletal disorders (MSDs) and the importance of managing and promoting a culture of risk prevention.

Eighty-eight per cent of the workforce live in the local area making **Elounda Bay Palace** a significant local employer.

We protect our beach, measure seawater quality regularly, and have obtained the Blue Flag certification every year since 2001.

The gender of employees is currently 65% female and 35% male.

About eighty per cent of **Elounda Bay Palace's** food and beverage is sourced from local Cretan suppliers.

