



APHRODITE  
BEACH HOTEL

# Impact Report 2024

# OUR ACHIEVEMENTS



- Implementation of water management plan.
- Installation of low flow showerheads and faucets in guest rooms and public restrooms
- Use water-efficient toilets that gives the option to use half water per flush.
- Offer guests the option to reuse towels and linens to reduce laundry and water usage.
- Fix any leaks immediately to avoid water wastage.
- Educate staff and guests about the importance of water conservation and ways they can help, such as turning off taps while brushing teeth.
- Use drought-tolerant plants in landscaping to reduce the need for irrigation
- Use of recycled water for non-potable uses such as landscape irrigation.
- Monitoring water usage to identify any areas where conservation efforts can be improved.
- We annually ensure the integrity of the pipes through the use of high pressure tests before opening.

**Target :**

1.Reduce water consumption by 10% by 2026 through the implementation of reuse systems and the improvement of irrigation techniques.

# Environment - Water

Total Water consumption per Year (QM)

YEAR	TOTAL QM/YEAR
2024	21600

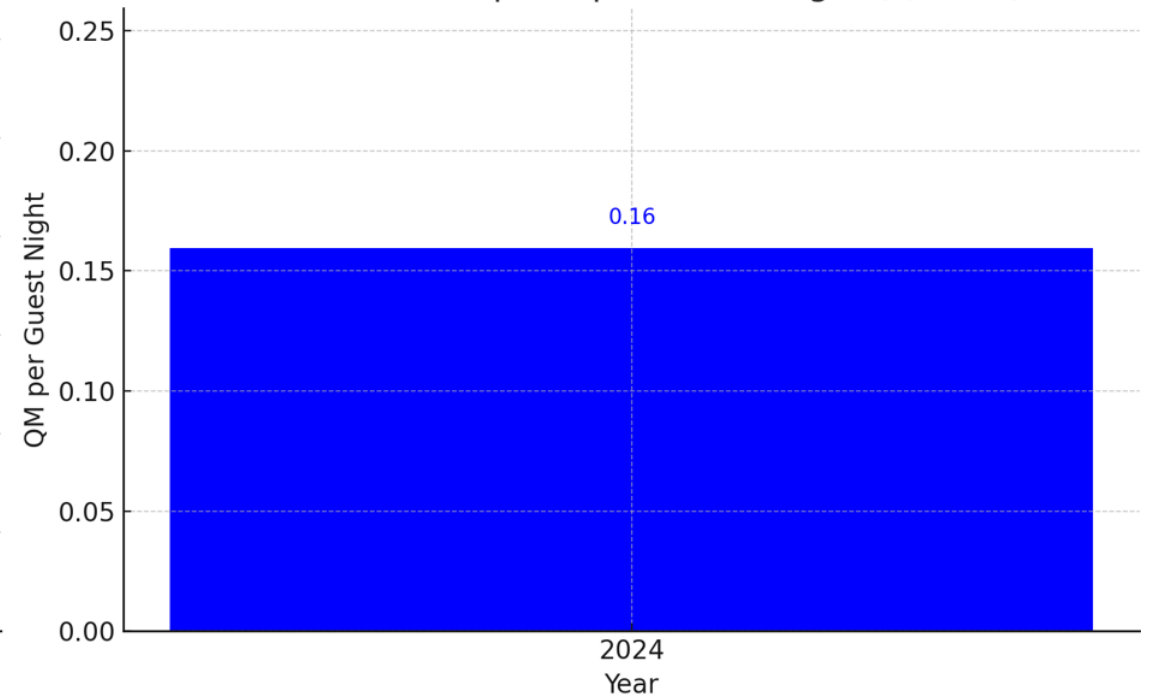
Water consumption per Guest Night (QM/GN)

YEAR	GN	TOTAL
2024	135.392	0,16

Water Consumption per Year (QM)



Water Consumption per Guest Night (QM/GN)





# Environment - Energy

- Turn off unused equipment and appliances when not in use, including computers, printers, and other office equipment.
- Encourage guests to turn off lights, TVs, and other electronics when they leave their rooms.
- Electric vehicle charger installation to encourage customers and staff to use greener, environmentally friendly vehicles
- Installed LED or energy-efficient lighting in guest rooms and public areas

All domestic hot water is produced using heat pumps

Educate staff and guests about the importance of energy conservation and ways they can help, such as turning off lights when leaving a room or unplugging chargers when not in use.



# Environment - Energy

The renovation of the Apollon Suites has been completed, along with several rooms at the Apollon Beach Hotel, where energy-saving techniques have been applied (high-quality thermal insulation, installation of automatic mechanisms for air conditioning shutoff when the room door is opened, etc.). A renovation of the main building of the Apollon Beach Hotel is scheduled for the winter of 2024-2025.

- Segmentation of hot water network into smaller ones to reduce recirculation heat losses
- Installed energy-efficient heating and air conditioning (HVAC) systems
- Installation of high efficiency Heat Pumps for the production of DHW
- New High Efficiency water cooled Heat pump for DHW in central building.

Target:

**Energy Consumption:** Achieve a 5% reduction in energy consumption by 2026, compared to 2024 levels.

**CO2 Emissions Reduction:** Reduce CO2 emissions from energy use by 5% by 2026, compared to 2024 levels.

# Environment - Energy

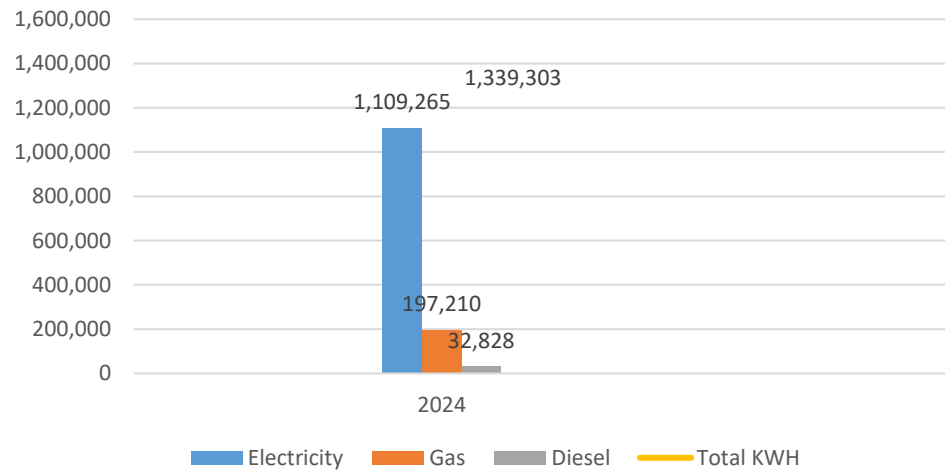
Total energy consumption per Year (kWh)

Year	Electricity	Gas	Diesel	Total KWH
2024	1,109,265.36	197,209.78	32,828.19	1,339,303

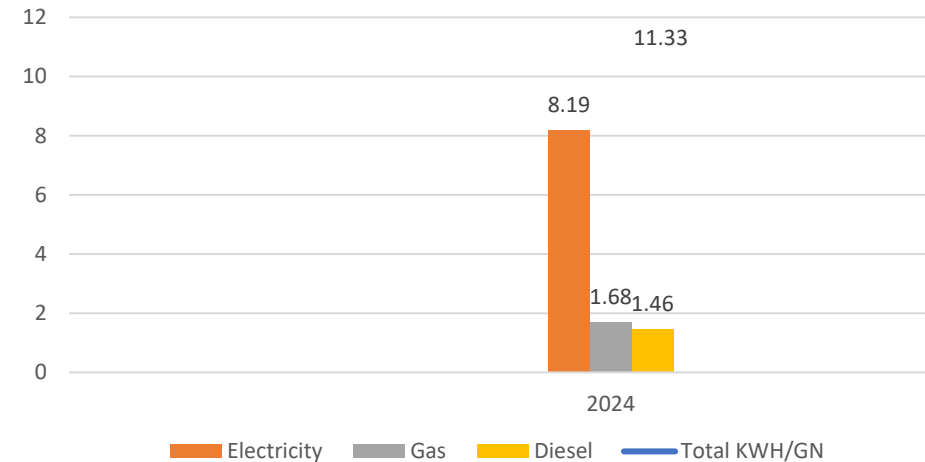
Energy consumption per guest night (kWh/GN)

Year	GN	Electricity	Gas	Diesel	Total KWH/GN
2024	135.392	8,19	1,68	1,46	11,37

Energy consumption per Year(kwh)



Energy consumption per quest night(kwh/GN)





# THE ENVIRONMENT – Waste Management

100% of below hazardous waste is recycled according to legislation requirements in collaboration with partners

Hazardous Waste	Company	Certifications
Light Bulbs	Katheris S.A.	ISO 9001, ISO 14001, ISO 18001, ISO 39001
Club cars' Batteries	Katheris S.A.	ISO 9001, ISO 14001, ISO 18001, ISO 39001
Batteries Afis	Katheris S.A.	ISO 9001, ISO 14001, ISO 18001, ISO 39001
Electrical & Electronic equipment	Katheris S.A.	ISO 9001, ISO 14001, ISO 18001, ISO 39001
Cooking oils	Environmental Friendly Solutions	ISCC EU
Solid Oil	Gaitanis	
Lubricants	Datseris / Petrogen	ISO 50001, ISO 9001, ISO 14001
Tires	Local garage	
Toners	Anakyclosis S.A.	

Simple Solid waste is recycled and re-used through external partnerships to the extent they are available in Crete and Greece. The aim is to significantly reduce the amount of solid waste in landfill, as well as to empower circular economy.

Simple Solid Waste recycling	Company	Certifications
Metals	Katheris S.A.	ISO 9001, ISO 14001, ISO 18001, ISO 39001
Paper	government recycling infrastructure	
Plastic	government recycling infrastructure	
Glass	Creta Eco Phoinix	ISO 9001, ISO 14001, ISO 18001, ISO 39001
Waste to landfill	Government landfill	

## THE ENVIRONMENT – Organic Waste

We aim to decrease **70%** of our waste to landfill in 2025 by composting organic waste in order to use the produced fertilizer in our gardens

# THE ENVIRONMENT – Hazardous Waste & Simple solid Waste Management

Category	Total for 2024
Mixed Waste (kg)	80,306.4
Recyclables (kg)	53,537.60
Glass (kg)	6,260.00
Batteries (units)	35
Furniture (units)	73
Appliances (units)	360

This is the first year that the quantities of recyclables are recorded. Target for 2025: **increase the waste recycling rate to 50%**

# Sustainable Purchasing Policy

## PURCHASING SUSTAINABLE CRITERIA

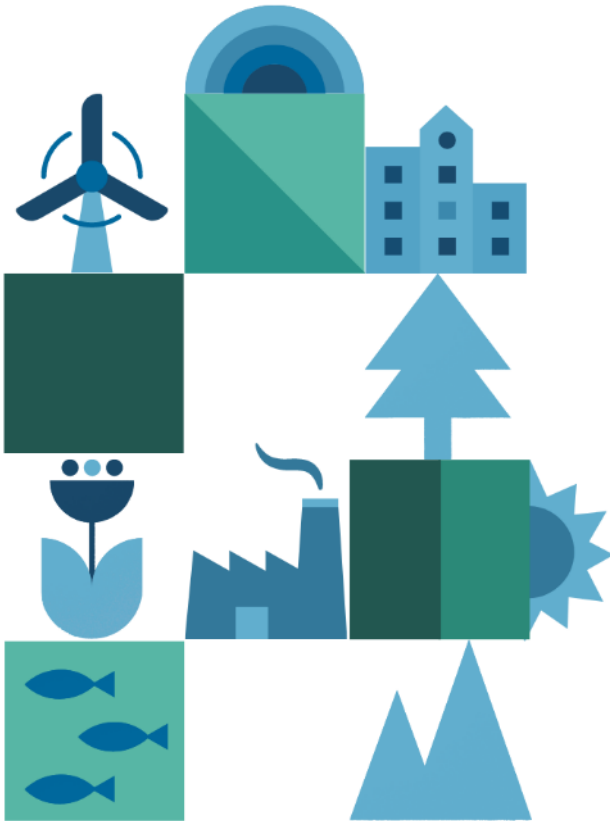
We are committed to using mostly locally sourced products & we strive to contribute to the development of new, sustainable local businesses that can be included in our supply chain.

## F&B SUPPLIES

We have implemented a number of criteria for our food and beverage purchases; buying local, seasonal ingredients, from certified organic producers, limit purchases of fish species at risk etc.

## ENVIRONMENTAL PRESERVATION THROUGH RESPONSIBLE PROCUREMENT

We aim to minimize the intake of natural resources, as well as the use of toxic materials, and manage according to the best available environmental options the waste and pollutants generated from our operation. Our practices include: purchase of animal cruelty-free amenities, paper & carton products from Fiberpack™ certified suppliers, chemical solutions by suppliers that apply environmental-friendly protocols etc.

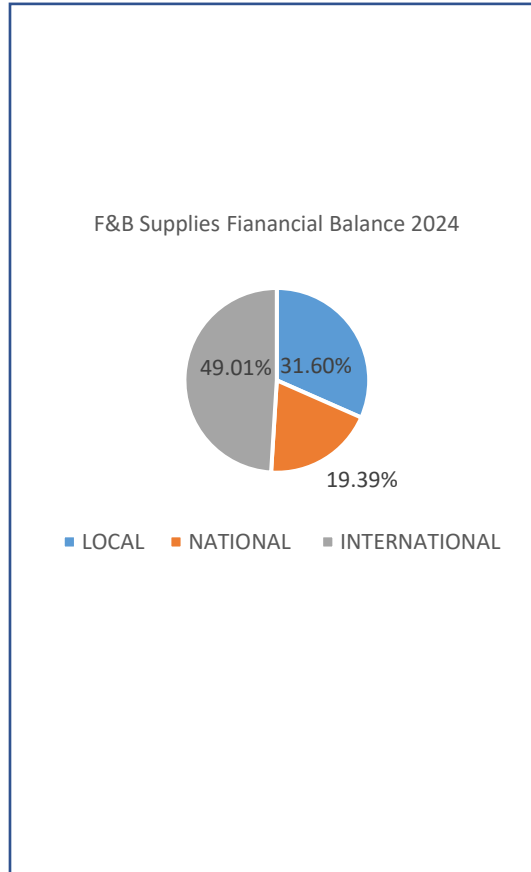


# Responsible Sourcing - Guidelines

Working towards the adoption of a sustainable consumption we aim to minimize, the intake of natural resources, as well as the use of toxic materials, and manage according to the best available environmental option the waste and pollutants generated from our operation. A number of additional practices ensure conservation of the environment:

1. We purchase electrical & electronic equipment that complies with RoHS, the EU directive that deals with the use of certain hazardous substances in electrical and electronic equipment.
2. New electrical & electronic equipment is assessed according to its energy efficiency.
3. Life cycle assessment is conducted prior to each purchase in order to conclude to the most efficient option.
4. We purchase high performance cleaning & hygiene products from leading company that comply with international environmental policies and sustainability goals.
5. We give priority to purchases of items in reusable packaging (returned to the suppliers) and recyclable packaging & containers. 86% of our F&B and consumables packaging is recyclable or reusable.
6. We purchase chemical solutions from one of the international market leaders in industrial water and process treatment, applying environmental-friendly protocols on its operation.

# Responsible Procurement – F&B Supplies



## F&B Supplies - Highlights

**46%** of cheese purchased is locally and nationally produced

**35%** of our purchases comes from direct purchases by the producers

**80%** of Bottled water is locally produced & sourced

**76%** of cold cuts purchased is locally and nationally produced

**43%** of wine purchased is locally sourced  
&

**51%** of wine purchased is nationally sourced

**100%** of fruits purchased is fresh

**90%** of vegetables purchased is fresh



## 83% of single use paper items

(napkins , toilet paper, hand towels) used in Blue Palace is FSC, Blauer Engel and EU Ecolabel certified and derive from a company certified according to :

- ISO 9001 Quality Management
- ISO 14001 Environmental Management System
- ISO 4801 Occupational Health and Safety



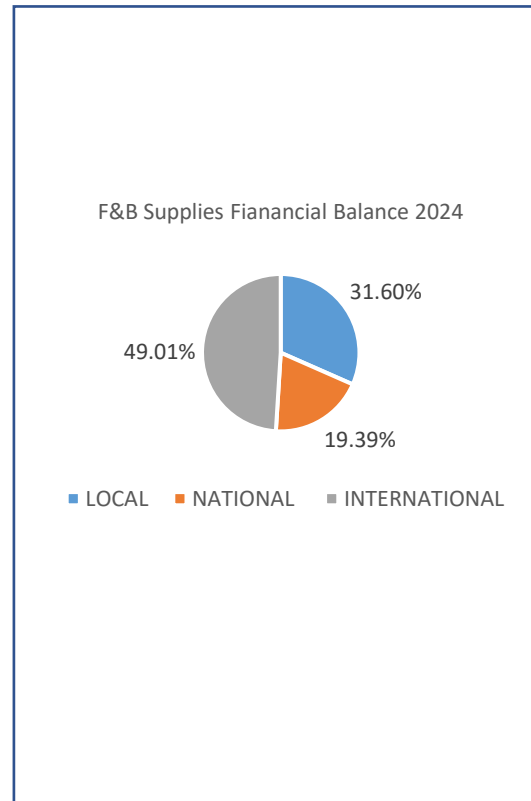
# Consumables - Highlights

**100%** of printing paper is PEFC. The Programme for the Endorsement of Forest Certification, is a leading global alliance of national forest certification systems.



**Local Economy Empowerment** is conducted through various ways, like:

- Hosting local craftsmen and producers to exhibit and sell their products within our Hotels
- Through our Sustainable Purchasing Policy



# OUR COMMUNITY

Korali SA, as a responsible member of the local community, is committed to actively contribute to the enhancement and preservation of the local heritage and way of life. We recognise the value of local cultural heritage and the vital role it plays in the identity and wellbeing of our community. For this reason, we make the following commitments:

**1. Participation and Support of Local Events:**

- We will actively participate in at least 5 local cultural and social events annually, providing sponsorships and volunteer work where possible.
- We will promote local events to our customers, aiming to increase their participation by 10% each year.

**2. Preservation and Promotion of Local Heritage:**

- We will work with at least 3 local bodies and organizations annually to protect and preserve historical monuments and cultural sites.
- We will incorporate information about local heritage into our services and products, with the aim of increasing our customers' awareness by 15% each year.

**3. Local Economy Support:**

- We will prefer to work with local suppliers and producers to procure goods and services, aiming for a 20% increase in our local partnerships over the next two years.
- We will promote local products to our customers, aiming to increase sales of local products by 25% per year.

**4. Education and Awareness:**

- We will provide training to our staff on the importance of local heritage and responsible tourism behaviour, with the aim of all employees completing at least one training programme per year.
- We will inform our customers about local traditions and responsible behaviour when visiting the region, with the aim of increasing their awareness by 10% each year.

Korali SA believes that through these actions we can contribute positively to our community, preserving cultural heritage and enhancing the local way of life. We are dedicated to supporting sustainable development and social responsibility, creating a better future for all.

The Management

April 15, 2024





## Sustainable Procurement Policy

**Policy Purpose:** At Korali SA, we are committed to procuring equipment, capital goods, food, beverages, building materials, consumables, facilities and services in a way that promotes sustainability and supports the local economy. We aim to select products and services that meet as many of the following requirements as possible.

### 1. Preference for Products and Services Made from Recycled Materials

We prefer products made from recycled materials, which can reduce raw material extraction and minimize waste.

### 2. Selection of Recyclable Products at Local Level

We select products that can be recycled at local recycling facilities, reducing the need to ship to remote centers and boosting the local economy.

### 3. Preference for Reusable Products

We prioritize products that can be reused within the organization or offered to partners or third parties for reuse, helping to reduce waste.

### 4. Sourcing Sustainably Sourced Products

We look for products that are sustainably produced, ensuring that production practices do not harm the environment and contribute to the conservation of natural resources.

### 5. Promoting Local and Small Businesses

We prefer to work with local businesses and small businesses, strengthening the local economy and building strong ties with the community.

### 6. Selection of certified products

We prefer products and services that have reliable sustainability certification labels, such as Rainforest Alliance, MSC, FSC, which ensure they meet high standards of environmental and social responsibility.

### 7. Packaging Reduction and Promotion of Sustainable Packaging

We choose products that are delivered in less packaging or in more sustainable packaging, reducing waste and the environmental footprint of our business.

### 8. Energy and Water Efficiency

We choose equipment and products that are energy and water efficient, helping to reduce energy and water consumption and improve the efficiency of our business.

### 9. Low Emission Products and Services

We prefer products and services with low pollutant content, helping to reduce emissions of greenhouse gases and other harmful substances.

### 10. Reducing the Need to Print

We use digital technologies to reduce the need for printing and prefer equipment that incorporates paper-saving functions.

### 11. Low Emission Transport Options

We work with suppliers who use cleaner and more efficient, low-emission transport methods, reducing the carbon footprint of our supplies.

### 12. Products that Reflect the Nature, History and Culture of the Area

We prefer products that embody and promote the nature, history and culture of Crete, highlighting our local identity.

### 13. Cooperation with Fair Trade Suppliers

We prefer suppliers that support fair trade, ensuring fair practices and good working conditions for employees.

### 14. Minimization of food waste and use of single-use items

We are committed to reducing food waste through good management practices and source products that minimise the use of single-use items such as single-use plastics.

### 15. Avoidance of unacceptable sourcing practices

Korali SA undertakes not to procure anything that includes any of the following unacceptable practices, in accordance with Travelife's requirements:

- **Exploitation or Abuse of Human Beings:** We do not knowingly cooperate with suppliers involved in any form of exploitation or abuse of human beings.
- **Invasive Species:** We do not buy or import invasive species that may harm local ecosystems.
- **Prohibited POP Chemicals:** We do not purchase pesticides, insecticides, fungicides or herbicides containing any of the prohibited POP chemicals listed in Appendix A or B of the Stockholm Convention.
- **Harmful Ingredients for Marine Life:** We do not buy sun protection products that contain ingredients harmful to marine life.
- **Microplastics:** We do not buy personal care products that contain microplastics commonly known as "microbeads".
- **Refrigerant Gases with High Warming Potential:** We do not purchase equipment containing refrigerant gases with high global warming potential that are being phased out as part of the Kigali amendment to the Montreal Protocol.

**Implementation Procedures:** For the implementation of this policy, Korali SA follows specific procedures:

1. **Supplier Evaluation:** All suppliers are evaluated against the sustainability criteria mentioned above.
2. **Continuous Review:** The procurement policy is regularly reviewed to ensure that it responds to the latest developments in sustainable development.
3. **Staff Training:** Staff are regularly trained to understand and implement this policy during procurement procedures.
4. **Documentation and Reporting:** Records are kept demonstrating compliance with this policy, including reports and certifications from suppliers.

The Management

April 15, 2024



## Environmental Policy of Korali SA

At Korali S.A., we are dedicated to minimizing our environmental impact while enhancing our operational efficiency. This Environmental Policy provides a framework for setting and reviewing environmental objectives and targets, ensuring that our activities are carried out responsibly.

**Leadership and commitment:** Korali SA leadership actively promotes environmental management throughout the organization. We ensure that environmental management is integrated into our business processes, allocating the necessary resources to support the effective implementation and sustainability of our environmental management system.

**Policy objectives and scope:** Our policy applies to all activities and is designed to conduct business in an environmentally responsible manner. We are committed to continuously improving our environmental performance, adhering to all applicable regulations and preventing pollution.

**Resource management:** Effective management of our resources is vital to the implementation of our environmental strategies. We have the right resources to achieve our environmental goals and clearly define roles and responsibilities within the organization.

**Risk and opportunity management:** We proactively identify and address environmental risks and opportunities related to our operations. This proactive approach supports our commitment to environmental compliance and enhances our overall environmental performance.

**Goals and planning:** We set and review measurable environmental goals and targets. These targets are rigorously monitored and progress is regularly reviewed to ensure continuous improvement in our environmental management efforts.

**Training and competence:** Ensuring that our employees are well informed and understand their environmental responsibilities is essential. We conduct training for all relevant employees to enhance their knowledge and skills on environmental management, emphasizing their role in achieving our environmental goals.

**Communication:** We maintain open communication within our organization and with external stakeholders on environmental management issues. This transparency promotes an organizational culture that values preventive environmental stewardship.

**Monitoring and measurement:** We regularly monitor and measure our environmental performance to ensure it aligns with our environmental goals and objectives. This systematic approach helps us continuously improve our environmental impact and management processes.

### Quantitative targets:

- **Energy consumption:** Achieve a 5% reduction in energy consumption by 2026, compared to 2024 levels.
- **Reduce water consumption by 5% by 2026 and achieve zero incidents of non-compliance with wastewater discharge regulations.**
- **Increase waste recycling rate to 50%**
- **Improve sustainability profiles by 5% by 2026**
- **A 5% reduction in CO2 emissions resulting from energy use by 2026, compared to 2024 levels.**
- **Increase renewable energy use by at least 5% by 2026.**
- **Enhance local biodiversity by planting native species in the plant's garden and reduce pesticide use by 10% by 2026.**
- **Reduce water consumption by 10% by 2026 through the implementation of systems for reuse and improvement of irrigation techniques.**

**Emergency preparedness and response:** We are equipped to respond effectively to environmental emergencies. By creating and maintaining comprehensive emergency plans, we minimize the environmental impact of potential accidents and emergencies related to our operations.

This Environmental Policy underlines Korali S.A.'s commitment to environmental stewardship and reflects our rigorous approach to developing, implementing and continuously improving the policy. We adhere to standards to ensure sustainable business practices that respect and protect our natural environment.

The Management

April 15, 2024



## Child Protection Policy

Korali SA recognizes the utmost importance of child protection and is committed to taking all necessary measures to prevent and address incidents of child exploitation and abuse. For this reason, we adopt the following child protection policy:

**1. Commitment to Child Protection:**

- We are committed to protecting all children we come into contact with, whether they are our clients or children in the local community.
- We undertake to train our staff on the recognition and reporting of cases of child exploitation and abuse.

**2. Report Cases of Child Exploitation and Abuse:**

- We are committed to reporting any incident of child exploitation or abuse that comes to our attention to the appropriate authorities within 24 hours.
- We will cooperate fully with the authorities to investigate and respond to such incidents.

**3. Education and Awareness:**

- All our staff will attend annual training programs on child protection, with the aim of raising awareness and the ability to recognize incidents of exploitation or abuse.
- We will inform our customers about our child protection policies and encourage them to report any suspicious incident.

**4. Quantitative Targets and Improvements:**

- We aim to increase the number of our trained employees by 20% every year.
- We will monitor and record all reported incidents and evaluate the effectiveness of our actions, aiming at the continuous improvement of child protection policies.

**5. Cooperation with Organizations:**

- We will work with local and international organizations specializing in child protection to enhance our efforts and improve our practices.

Korali SA is committed to creating a safe environment for children and ensuring that all our practices comply with the highest standards of child protection.

**The Management**

April 15, 2024



At Korali S.A., we are dedicated to continuing our long tradition of excellence in the hospitality industry. Our commitment to providing high quality services goes hand in hand with our dedication to maintaining exemplary working practices and upholding human rights. This policy describes the standards and practices that ensure that Korali SA remains a responsible and inclusive employer.

#### 1. Labour practices and human rights

Korali SA is committed to promoting a workplace that respects and promotes human rights and dignity. We adhere to the highest standards of working practices, ensuring that all employees are treated with respect and provided with a safe and healthy working environment.

- ❖ **Health and safety:** Emphasizing the safety of our bakery environment, we apply strict safety standards to prevent accidents and health problems. This includes regular safety training and emergency protocols tailored to the physical requirements of our industry.
- ❖ **Working conditions:** We support our employees with fair wages, benefits and policies that promote a healthy work-life balance, reflecting our family values.
- ❖ **Social dialogue:** Open and honest communication is encouraged at all levels of the company, with structured dialogue processes between management and staff to facilitate effective collective bargaining.
- ❖ **Career management and training:** We provide comprehensive training programs focused on enhancing skills, helping our employees advance in their careers in line with the growth of our business.
- ❖ **Child, forced and compulsory labor:** In line with our ethical principles, we strictly prohibit all forms of forced and child labor in our activities.
- ❖ **Diversity and inclusion:** Our diversity initiatives reflect our commitment to creating a welcoming and inclusive environment.
- ❖ **Whistleblower protection:** Korali S.A. is committed to providing a safe and confidential mechanism for employees to report any unethical, illegal or inappropriate behavior within the organization. We encourage employees to speak out without fear of retaliation if they witness or suspect any wrongdoing. All reports of misconduct will be thoroughly investigated and appropriate action taken based on the findings. Confidentiality will be maintained. Korali S.A. prohibits any form of retaliation against whistleblowers and will take disciplinary action against individuals found to have engaged in such conduct. We will provide support and protection to whistleblowers to ensure their well-being and continued employment with the organization.

#### 2. Support actions

- ❖ **Health and safety actions :** Regular audits and updates of our safety protocols ensure continuous improvement and compliance with national safety standards.
- ❖ **Working conditions actions :** Our policies ensure that all employees are provided with the necessary resources to perform their role effectively, with fair pay and social benefits.
- ❖ **Social dialogue actions :** We maintain an active engagement with employees to promote a collaborative and harmonious working environment.

#### 3. Education and career management

Consistent with our commitment to excellence, we invest in our employees through:

- ❖ Development opportunities that support both professional and personal development, enhancing the competencies and satisfaction of our team.

#### 4. Diversity, equity and inclusion

As a family-owned company with a global presence, we embrace diversity as our key strength:

- ❖ Our recruitment strategy includes initiatives designed to attract a diverse workforce that brings a wide range of perspectives and skills.
- ❖ We implement strict anti-discrimination policies and provide a supportive work environment for all employees, promoting equality and respect throughout the organization.

#### 5. Performance indicators and reporting

We measure our success not only in product quality, but also in the well-being of our workforce:

- ❖ **Health and safety reports:** Monitoring workplace safety is an integral part of our operational protocols.
- ❖ **Career and Training Reports:** We monitor the effectiveness of our training programs to ensure they meet the needs of our employees and our high standards of excellence.

Korali SA's human resources policy is a living document that evolves as we grow and as new challenges and opportunities arise. It is designed not only to comply with regulatory requirements but also to exceed them, ensuring that we continue to be an employer of choice in the hospitality industry, known for our commitment to quality, integrity and respect for our people.

The Management

April 15, 2024



# How we treat OUR PEOPLE

All our employees, regardless of gender, nationality and age, are treated with respect and dignity. It is our commitment to provide a safe working environment that fosters equal treatment and provides equal opportunities for all. At the same time we do not allow any comments or behaviors that may reasonably be considered harassment, or reflect prejudice of any category (race, religion, national origin, age, gender, sexual orientation or disability).

- We support the protection of human rights, especially of our workers, regardless of gender, age, nationality, educational attainment, etc.
- We respect the inalienable right of our staff to participate in the trade unions that represent them, regardless of ideological & political views.
- We provide a safe & healthy working environment.
- We denounce any form of exploitation of children.
- We support the elimination of discrimination in employment & promote diversity in the workplace.
- We always operate with honesty, integrity & in full compliance with applicable law.
- We train our staff & provide equal opportunities for professional advancement. For the fairer treatment of employees and continuous improvement, we implement performance evaluation systems.
- We do not allow unfair competition; we do not tolerate corruption.
- There's a strong focus on D&I policies by the HR team, encouraging staff to equally address complains or concerns.

# Our People - Highlights



39,5 %  
Male  
employees



60,5 %  
Female  
employees



62 %  
Turn over



45 Hours of  
trainings



77 %  
Local  
Employees





APHRODITE  
BEACH HOTEL

At Koralli SA we are committed not only to achieving excellence in hospitality but also to advancing our sustainability efforts. Each stride we take towards sustainability is part of a larger journey—a journey that is best traveled together with our guests, partners, and community members.

### **How You Can Help**

#### **1. Water Conservation:**

- Reuse Towels & Linens:** Opt to reuse your towels and linens during your stay to help us significantly reduce water usage.
- Report Leaks:** If you notice any leaks in your room or public areas, please inform our staff immediately. Every drop counts!

#### **2. Energy Saving:**

- Switch Off:** When not in use, help us save energy by turning off lights, air conditioning, and electrical appliances in your room.
- Support Our Renewable Initiatives:** Appreciate that the energy you use at our hotel comes from 100% renewable sources—your support for these initiatives is invaluable.



### **3. Waste Reduction:**

- Recycle and Reuse:** Utilize the recycling bins provided in your room and around the hotel for appropriate waste segregation.
- Support Plastic Reduction:** Join us in reducing plastic waste by using the alternative products provided, adhering to our roadmap towards a plastic-less operation.

### **4. Community Engagement:**

- Local Purchasing:** Support our local economy by participating in events and using products crafted by local artisans, available throughout our hotel.

### **Your Participation Makes a Difference**

Every action you take to support these initiatives contributes to our collective impact on preserving the environment and enhancing community welfare. By engaging with our sustainability goals, you help us create a positive change that resonates beyond your stay.

We invite you to be an active participant in our sustainability journey. Together, we can achieve more and ensure that our beautiful destination remains vibrant and thriving for generations to come.



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