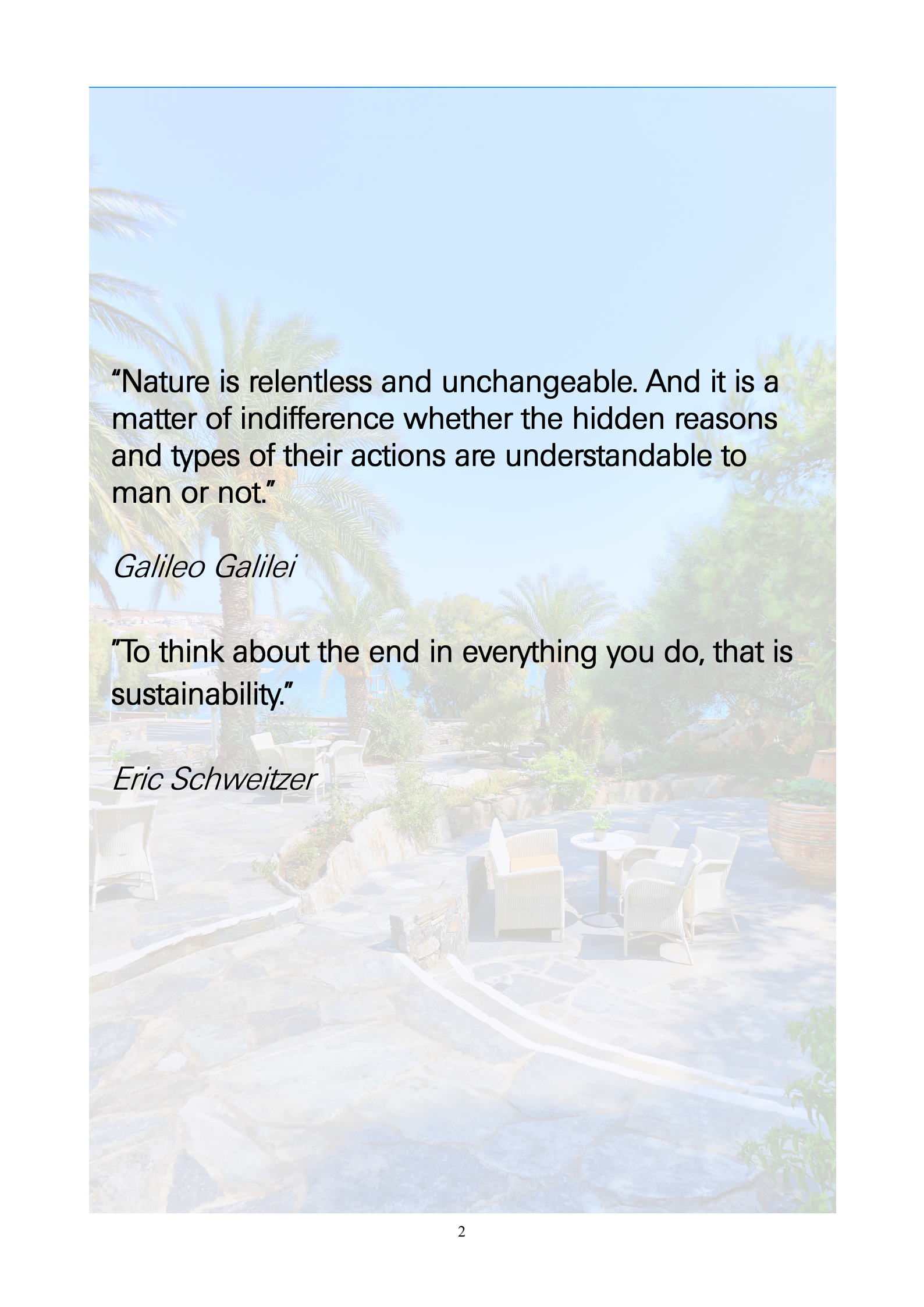




SUSTAINABILITY REPORT 2021-2022



"Nature is relentless and unchangeable. And it is a matter of indifference whether the hidden reasons and types of their actions are understandable to man or not."

Galileo Galilei

"To think about the end in everything you do, that is sustainability."

Eric Schweitzer

FOREWORD

In ancient Greece, Plato, the philosophers and the Stoics understood nature as the orderliness of the world as a whole.

In this day and age everything has to be fast and convenient, which has led to the fact that the community and the nature have been pushed into the background.

Let us take the time again to turn our senses to nature and to reconcile. Our operating philosophy is to act as a community to ensure the continuance of the Greek traditions and hospitality, to secure the labor market and to support local suppliers and their products.

With the support and the aid from the above we strive to protect our heritage and do our utmost to respect and keep our beautiful island attractive and environmental friendly.

Especially on Crete you will find many endemic plants and animals. Our top priority is the preservation of nature and careful management of our resources, and it has become part of our daily work.

Business resolutions are determined on the basis of business responsibility.

The goal of Sitia Beach City Resort & Spa hotel is to satisfy customers in all issues in connection with a fair relationship with all our employees, the local community and the suppliers, the protection of the traditions, environment and to preserve the beauty of Crete for coming generations.

We implemented HACCP and ISO systems for more than 10 years to ensure compliance with health and safety standards across all of their hotels. Certified with ISO 22000 food safety HACCP standard and ISO 9001.

OUR CERTIFICATIONS



Travelife

is an internationally recognized independent sustainability certification scheme which helps hotels members around the world to improve their environmental social and economic impacts cost-effectively. In 2015 Sitia Beach City Resort & Spa has been receiving the gold medal for the first time and receiving it ever since.



TÜV Hellas

TÜV HELLAS is a certification and inspection body, 100% subsidiary of the German TÜV NORD Group. It has been active in Greece since 1987, providing Third Party Inspection-Certification services, for all types of enterprises, in both the private and public sector, in the fields of Technology, Quality, Security, Energy, and the Environment. We are ISO 22000 : 2018 HACCP, ISO,9001 : 2015 and ISO 14001 : 2015 certificated.



Blue Flag

is a voluntary eco-label award which works towards sustainable development of beaches and marinas through strict dealing with water quality, environmental education and information, environmental management, safety as well as other services. Since 2009 Sitia Beach City Resort & Spa is part of the Blue Flag campaign.

OUR CERTIFICATIONS



**The Green
Key**

Green Key

is an eco-label award which aims to increase the use of environmentally friendly and sustainable methods of operation and technology in the establishments. Since 2010 Sitia Beach City Resort & Spa is member of the Green Key.

Greek Breakfast



The Greek Breakfast is an initiative taken by the Hellenic Chamber of Hotels which utilizes and connects the cultural – gastronomic wealth of the country with the Greek hotel business. The aim of the “Greek Breakfast” program is to give

Greek hotel guests the chance to know the gastronomic wealth of our country and taste at breakfast the innumerable Greek products and dishes which are at the heart of the Mediterranean Diet. As our aim always was to reflect the Greek breakfast traditions in our hotels the Sita Beach City Resort & Spa is member of Greek Breakfast since the initiation in 2014.

OUR MEMBERSHIPS



SETE

The purpose of SETE is the continuous strengthening of competitiveness and to highlight the significant role of tourism to the Greek economy. Represents the nationwide industry associations of tourism enterprises as well as individual companies operating in the wider tourism economy and cover the whole range of tourist activities.



We do local

Certified for local contribution and environmental protection. We do local is a business certification standard. The business certified by We do local Standard support the production, economy and human resources of the place they are situated in, promote their uniqueness and the responsibility of hospitality and offer services which promote the local culture and gastronomy, respect the environment and the sustainability of their homeland. Since the initiation of the certificate in 2015 the Sita Beach City Resort & Spa is member of We do local.



Environmental Policy

The management and the staff of Sitia Beach City Resort & Spa is knowing about the importance of the protection of the environment in the development of tourism and in general have developed and put in practice a System of Environmental Management according to the criteria of the international model **ISO 14001:2005**. The System of Environmental Management covers the total of the hotel activities and especially accommodation and dining services.

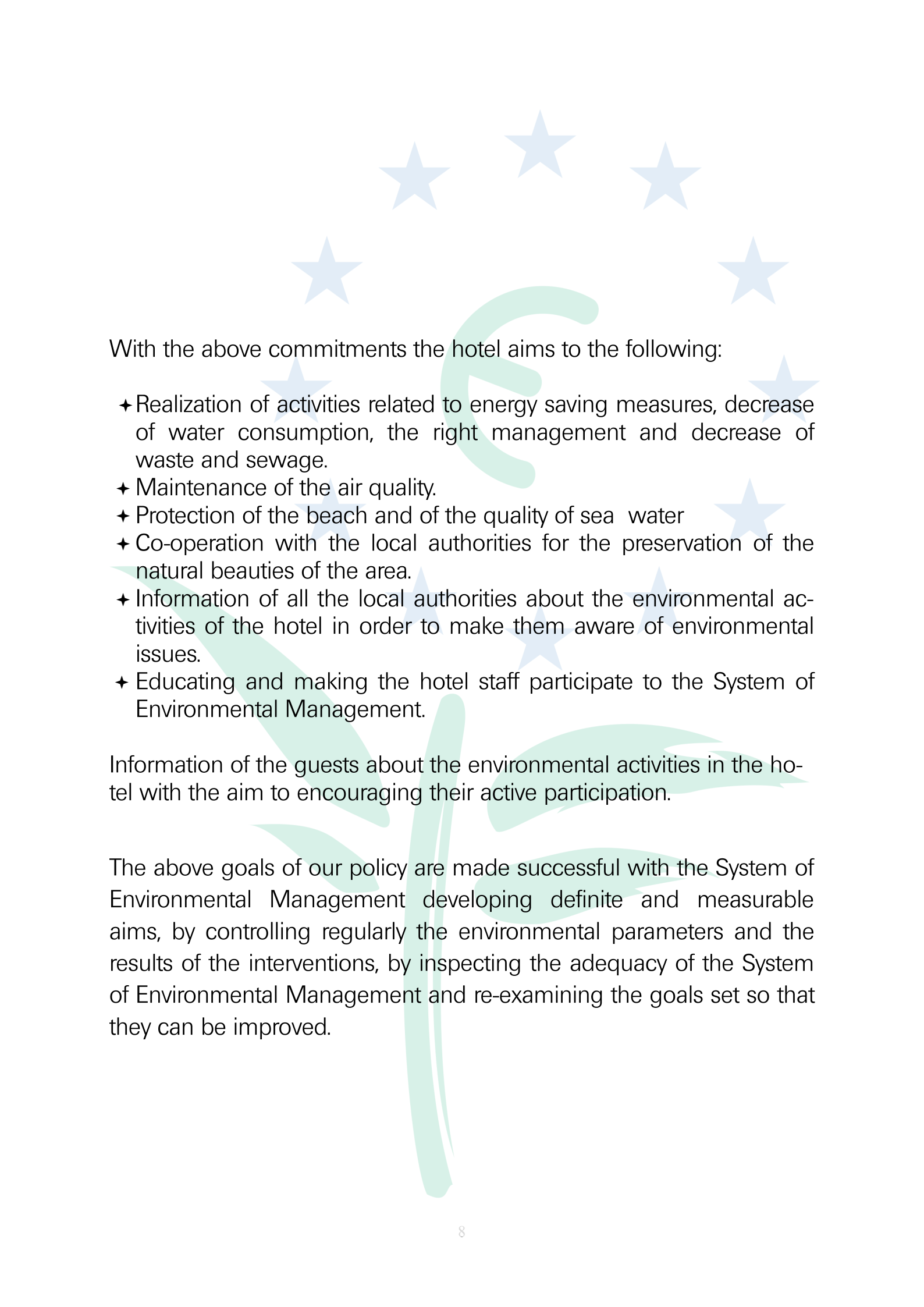
The hotel management therefore commits itself:

To submit to any requirements of the law or others related to environmental activities

To value the effects on the environment of these activities with a view to decreasing or even eliminating these negative effects

To become active in every possible way for the protection of the environment and the prevention of pollution.

To set goals with the aim of a continual improvement.



With the above commitments the hotel aims to the following:

- ✦ Realization of activities related to energy saving measures, decrease of water consumption, the right management and decrease of waste and sewage.
- ✦ Maintenance of the air quality.
- ✦ Protection of the beach and of the quality of sea water
- ✦ Co-operation with the local authorities for the preservation of the natural beauties of the area.
- ✦ Information of all the local authorities about the environmental activities of the hotel in order to make them aware of environmental issues.
- ✦ Educating and making the hotel staff participate to the System of Environmental Management.

Information of the guests about the environmental activities in the hotel with the aim to encouraging their active participation.

The above goals of our policy are made successful with the System of Environmental Management developing definite and measurable aims, by controlling regularly the environmental parameters and the results of the interventions, by inspecting the adequacy of the System of Environmental Management and re-examining the goals set so that they can be improved.

POLICY FOR OCCUPATIONAL SAFETY AND HEALTH AND EMPLOYMENT

The administration of Sitia Beach City Resort & Spa has a continuous commitment about :

- The protection and respect of the international proclaimed human rights.
- The elimination of any form of forced work and discrimination in relation to recruitment and employment
- The defense of union organizing and recognition for collective negotiations.
- The conflict to all forms of corruption, extortion and bribery.

Employment / occupation and exploitation of children

All the employees of the hotel are responsible for the care, safety and protection of children. This responsibility extends to the identification and the timely response to concerns about the possible sexual, physical, psychological and emotional abuse or neglect of the children.

We believe in the fundamental right of children to grow up safely, free from exploitation and abuse.

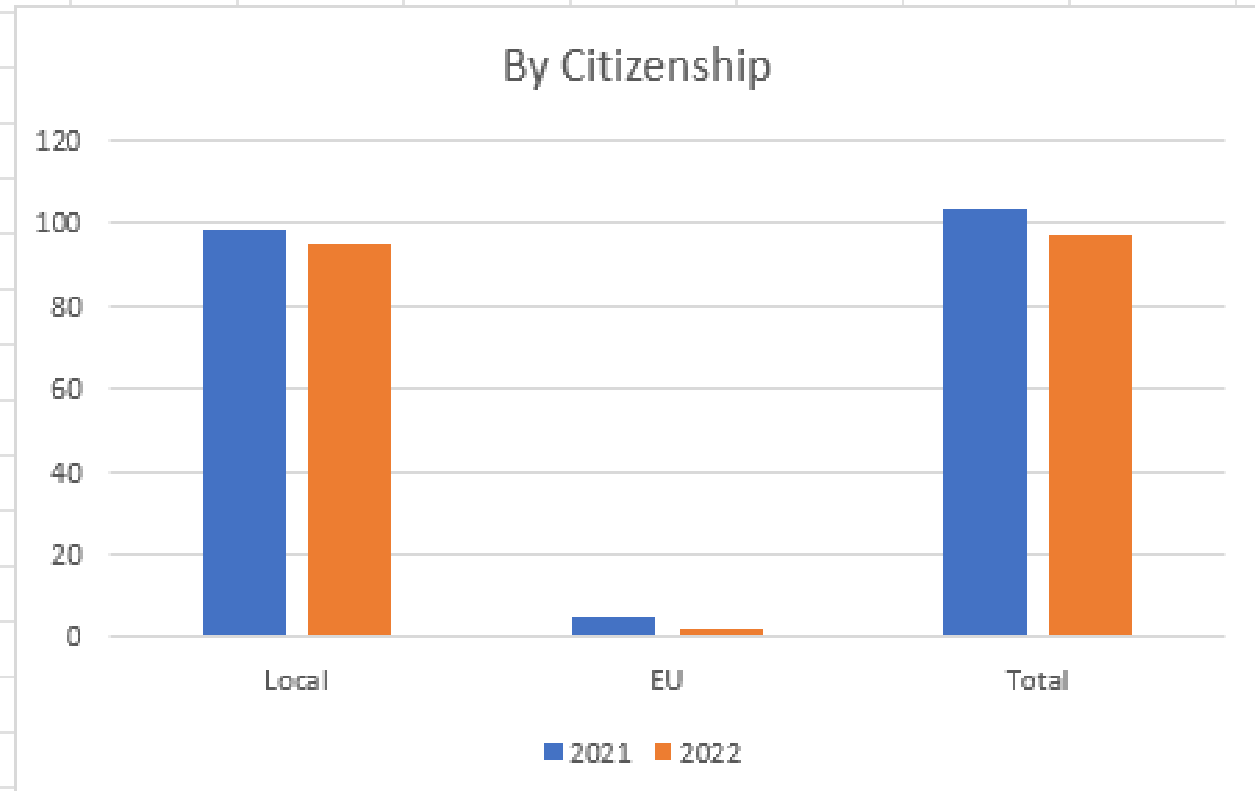
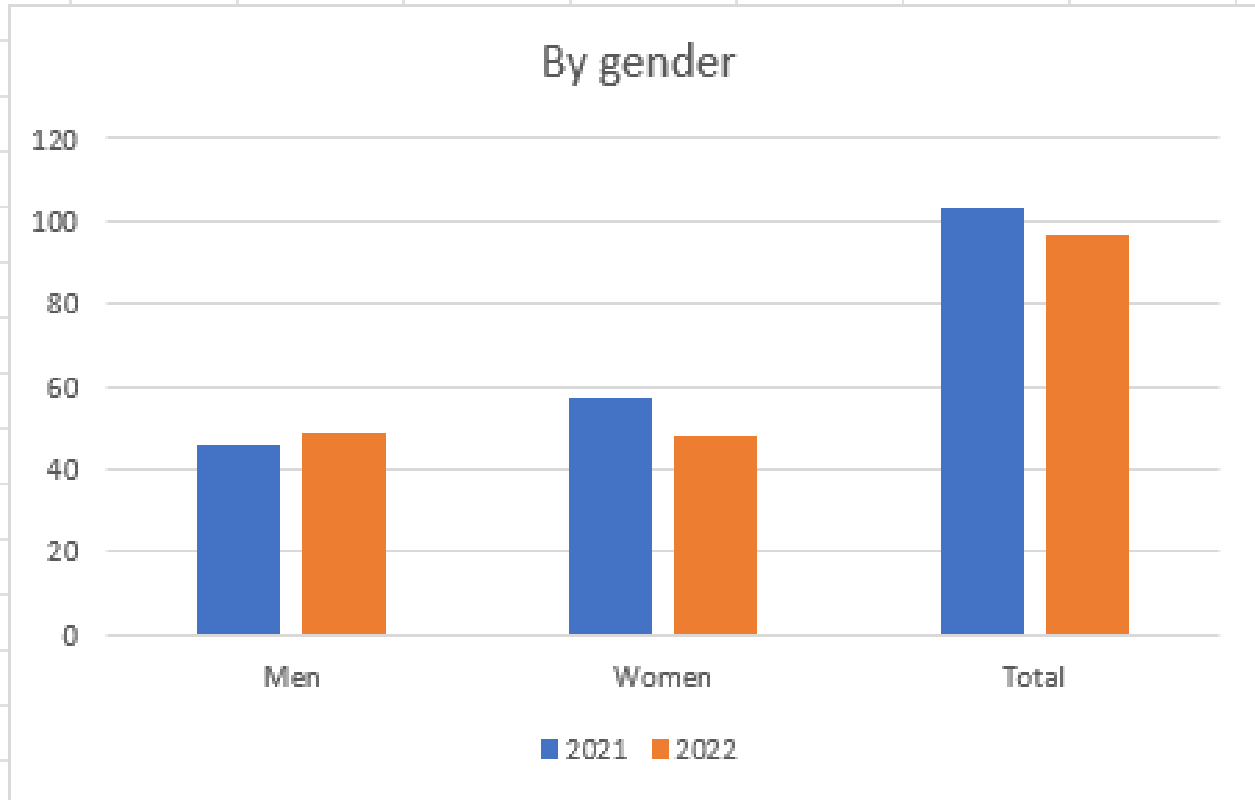
We have the following principles:

- No employment of children.
- No tolerance for child exploitation and abuse.
- Identification of the best interests of the child.
- We share the responsibility for children protection.

Therefore, every time realizing or suspecting that a child is in danger or may accept any form of abuse, the management will be informed to follow the necessary procedure to resolve the issue.

EMPLOYMENT

Year	2021	2022		Year	2021	2022
Men	46	49		Local	98	95
Women	57	48		EU	5	2
Total	103	97		Total	103	97



POLICY FOR OCCUPATIONAL SAFETY AND HEALTH AND EMPLOYMENT

The policy of Sitia Beach City Resort & Spa for occupational safety and health (A & H) consists of the following principles and intentions and applies to all activities.

Principles

The company's management is committed:

- To conduct business in such manner and in such an environment to ensure as far as practicable the safety and health of its employees, the environment and other affected persons within company facilities.
- To comply with all relevant laws and regulations concerning safety and health in the workplace and with other requirements to which the company subscribes. Also, for the development of the management system, to comply with the legal and operational changes.
- To provide the necessary resources to make it possible to implement this policy.
- To continuously improve of the system.

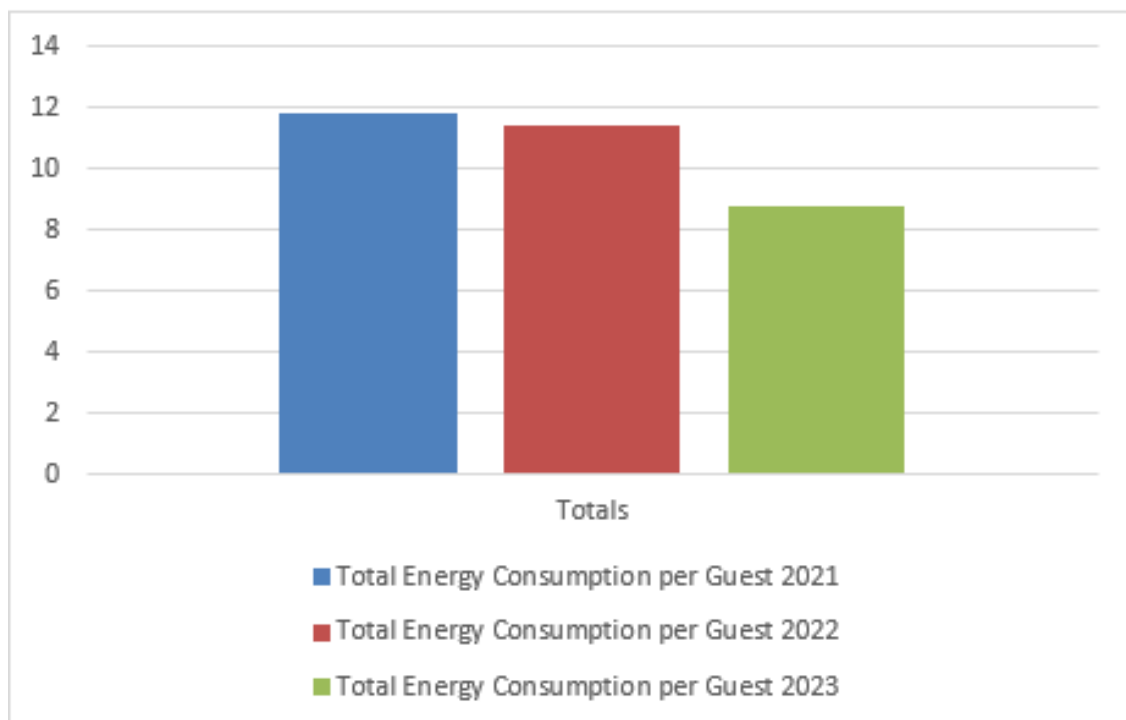
Our intention is:

- The reduction of accidents in the workplace and improve facilities and working methods.
- Continually recognize, evaluate and control the risks to health and safety issues associated with our activities and implementation of appropriate pro-active processes.
- Set and revise the goals and objectives for safety and health at work, and implement an action plan to reduce the risks related to occupational H & S.
- Support and ensure that all appropriate training in occupational H & S issues.
- Ensure that all employees are aware of their responsibilities for compliance with the policy and procedures relating to occupational H & S.
Communicate to employees our policy on health and safety at work and ensure that they are aware of their responsibilities under the occupational H & S management system.
- Conduct risk assessments in all our activities at a frequency proportional to the risk.
- Make our policy public.
- Review our policy frequently so that it is relevant and appropriate to the activities of our company.

ENERGY SOURCES

	electrical energy		gas energy	
	2021	2022	2021	2022
April		22,47		1,37
May		13,27		1,10
June	13,54	10,53	1,36	0,72
July	7,27	9,38	0,60	0,52
August	10,52	9,31	0,53	0,49
September	9,78	9,14	0,57	0,55
October	8,13	9,70	0,49	0,79
TOTAL	11,16	10,74	0,62	0,64

total energy		%
2021	2022	
0,00	23,84	
0,00	14,37	
14,90	11,25	-24,47
7,87	9,90	25,69
11,05	9,80	-11,31
10,35	9,69	-6,36
8,62	10,48	21,60
11,78	11,38	-3,35



Energy Assessment

The energy used in our hotel is divided into:

Electrical energy

Natural gas

Electrical energy is used for:

- Lighting and operation of machinery and air conditioning in the reception and staff offices.
- Lighting, operation of machinery, and air conditioning in the housekeeping department.
- Lighting in dining areas, air conditioning, operation of refrigerators, and operation of cooking stoves and other equipment in the kitchen areas.
- Lighting in storage areas, mechanical rooms, etc.
- Operation of passenger, staff, and service elevators.
- Operation of swimming pool pump stations.

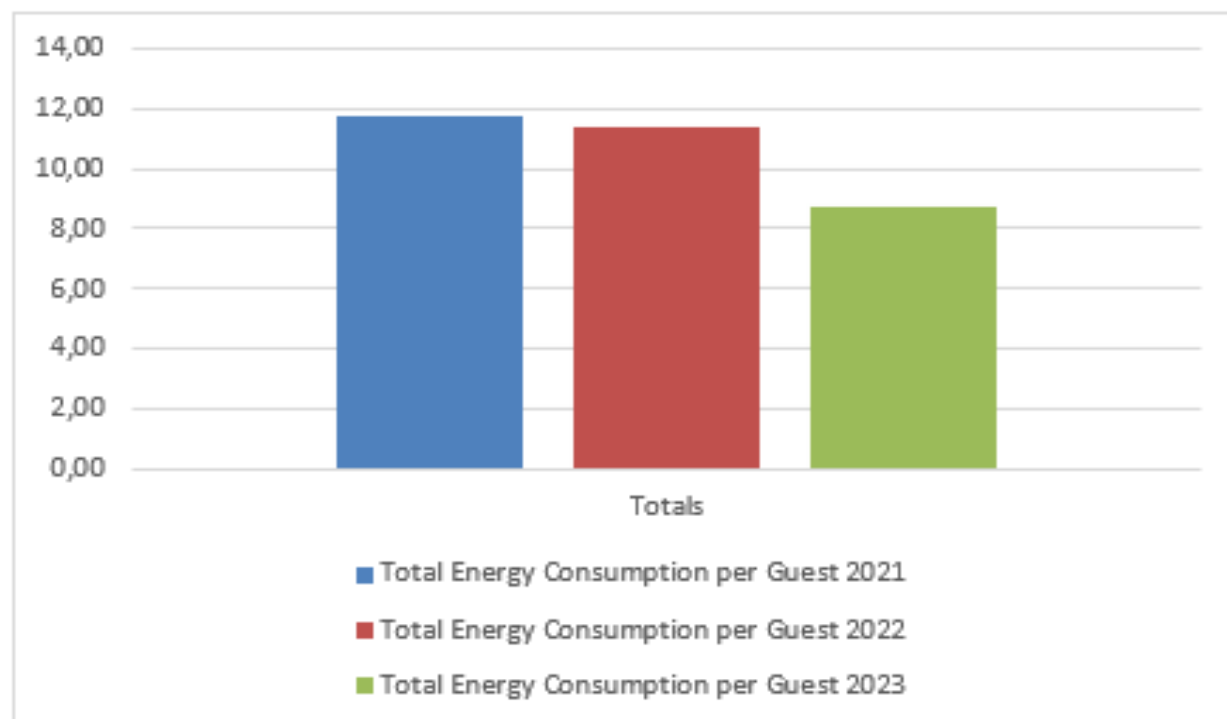
Natural gas is used for:

- Ovens and kitchen stoves.
- Boilers for providing hot water.

For the total energy consumption in 2021, we had 412,178 kWh. The per-night consumption was 11.78 kWh.

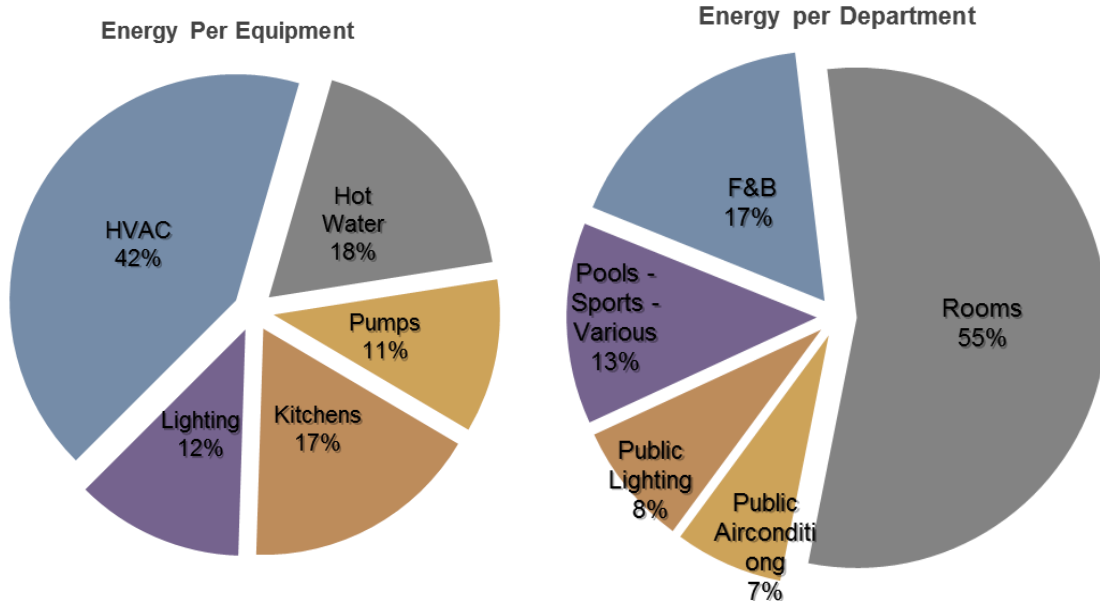
In 2022, we had 511,168 kWh, with a per-night consumption of 11.38 kWh.

For the period from January to September 2023, the consumption was 410,597.88 kWh, and the per-night consumption (up to that point) was 8.74 kWh. We expect that the per-person consumption by the end of the season, considering the addition of the remaining overnight stays, will be similar to the levels of 2021 and 2022.



OUR COMMITMENT TO THE ENVIRONMENT

The hotel according to these data is placed among the hotels with the lower energy consumption and we try more.



Future Plans – Target for Next year.

Our Target for the next season is to reduce total energy (Kwh/GN) by basically reducing electrical energy back to its previous years operation that was almost 18-19kw/gn.

Future plans include the installation of Chlorine Dioxide Production system so Hot Water temperatures can be reduced comparing to temperatures maintaining before plus having one of the most effective disinfection systems.

Furthermore, more actions include:

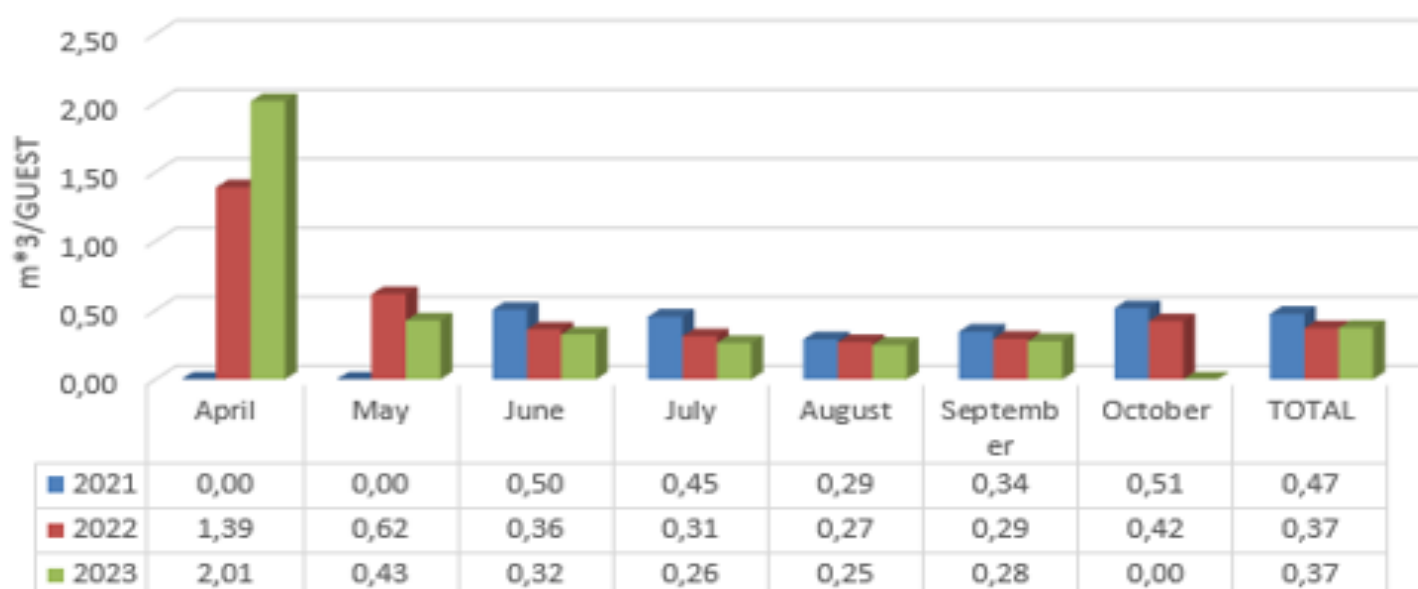
- Staff training for the proper management of electricity
- Informing customers to save energy and how it is achieved
- Motion Sensors for public WC and back of the house areas.

	Occupancy			Totals		
	2021	2022	2023	2021	2022	2023
				m3	m3	m3
January	0			0	0	0
February	0			85	0	0
March	0			98	0	0
April	0	1292	2152	52	1795	4332
May	0	3731	5453	2577	2301	2324
June	2748	7078	8552	1386	2551	2772
July	8349	9318	10960	3785	2899	2881
August	10210	10963	11000	2948	2948	2737
September	8361	8882	8886	2881	2603	2454
October	5135	3185		2640	1341	0
November	0	0		0	0	0
December	0	0	0	0	0	0
Totals	34803	44449	47003	16452	16438	17500

Water Consumpt. per Guest

	2021	2022	2023
	m3	m3	m3
January			
February			
March			
April		1,39	2,01
May		0,62	0,43
June	0,50	0,36	0,32
July	0,45	0,31	0,26
August	0,29	0,27	0,25
September	0,34	0,29	0,28
October	0,51	0,42	
November			
December			
Totals	0,47	0,37	0,37

WATER MANAGMENT



WATER ASSESSMENT

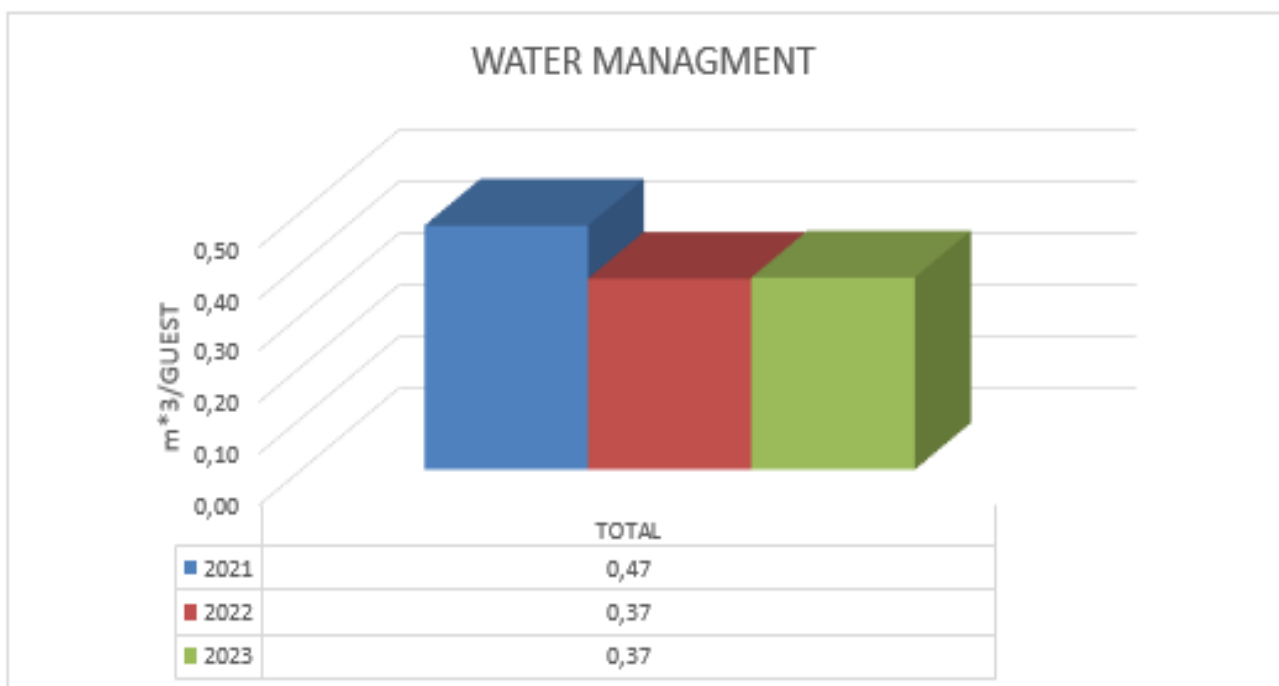
- The hotel is supplied with water from the municipal network and from a reverse osmosis (RO). Drilling water (licensed source) is used to supply the RO unit.
- There are counters for water consumption to all the inputs of water.

The water is being consumed:

- For the use of toilets, for cleaning, for washing some work clothes and for housekeeping.
- For the food department services.
- For the daily and annual winter maintenance (road cleaning, public areas, fire safety etc)
- For the sanitation facilities of the staff.
- For the gardens' irrigation.
- For the operation of the 4 pools, and
- 1 Jacuzzi.

To be able to make wise use of water:

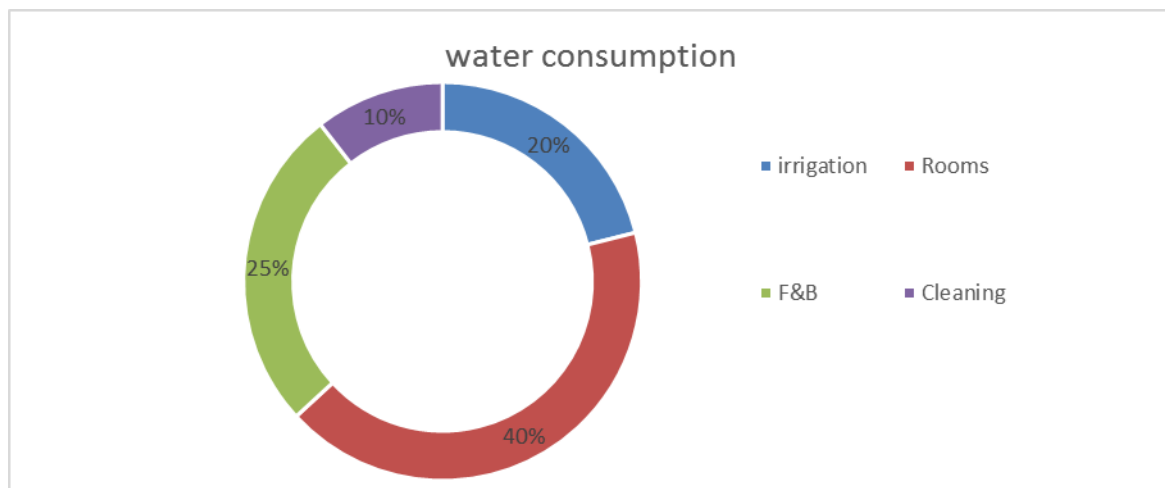
- We have trained our staff and guests (with information leaflets in the rooms).
- The maintenance department manages to check regularly for leaks and damages to the water system.
- We have an external supplier who undertakes the linen washing.
- We perform quality tests to our waters every month.
- We water our plants the short sunshine hours and at night, and finally
- We managed to install to all rooms taps water saving filters.



OUR COMMITMENT TO THE ENVIRONMENT

The Total consumption of water has been reduced over the last year by 20% and met our consumption target.

The total consumption is quite low compared to other hotels in the area of Mediterranean with an average consumption of 415lt/GN and the best 5% practice to be 226lt/GN. We are close enough to meet our target to be in the best 5% of hotels in Mediterranean .



Future Plans

The pipes network is quite old and several times there are possible leaks. There is a need to install an online monitoring tool for the water consumption in the hotel. Installation of an automated irrigation system taking into consideration the weather conditions and the humidity of the ground.

Upon next renovation, change of WC flushing systems with one with two buttons with half and full charge.

Upon next renovation of the hotel, change of tap filters with 4,5lt/m in basins and 9 lt/h in showers and baths.

WASTE MANAGEMENT

Effective waste management is essential to ensure efficient business operations. It necessitates the requisite training and partnerships to handle all waste generated from business activities in an appropriate manner.

The aim is to achieve zero waste diversion to landfills and, above all, to implement a circular economy model with effective disposal, management, recycling and reuse practices.

The waste produced by the company is lawfully measured and documented in the Electronic Waste Register (EWR) on the National Waste Management Platform.

In 2021, our primary objective was to gain deeper insight into waste streams and suggest innovative solutions to be adopted in 2022. Our ultimate aim is to reduce plastic use and improve communication with stakeholders on the sustainable practices we implement.

- Cooking oils are collected by partner EFS.
- Cardboard is compacted in a press at the company and then picked up for weighing and recycling by the partner ECO CRETA..
- Batteries are collected in columns and received for weighing and handling by AFIS.
- Glass as well as light bulbs are collected in special bells and received by the partner CRETA ECO..
- Iron, aluminium and structures are picked up for further management by CRETAN RECYCLING..
- Limiting packaging materials by purchasing less packaged products
- Waste management - recycling (paper, glass, plastic, toner, burnt oil, etc.)
- Staff training for proper waste management and recycling

FOLLOWING THE RESULTS OF RESOURCE SAVINGS BY USING PRODUCTS FROM THE COMPANY ECOLINE HELLAS :

CERTIFICATE OF ENVIRONMENTAL SAVING

SITIA BEACH

WITH REFERENCE TO YOUR FIBERPACK® PRODUCTS PURCHASED DURING THE PERIOD 1ST JANUARY 2021 - 31ST DECEMBER 2021,
YOU HELP LUCART TO:



RECOVER 50 033
post-consumer beverage cartons
(1 liter brick average)*.



SAVE 22 TREES
of average dimension**.



AVOID
1 308.7 Kg
of CO₂***



Products made in Fiberpack®, cellulose fibres recycled from beverage cartons.
Sources: *Considering cartons per 1 litre beverage. ** United Nations Environment Programme, Report 2011: Towards a Green Economy. *** European Union Life Cycle Database (ELCD)

CERTIFICATE OF ENVIRONMENTAL SAVING

SITIA BEACH

WITH REFERENCE TO YOUR FIBERPACK® PRODUCTS PURCHASED DURING THE PERIOD 1ST JANUARY 2022 - 29TH DECEMBER 2022,
YOU HELP LUCART TO:



RECOVER 92 734
post-consumer beverage cartons
(1 liter brick average)*.



SAVE 39 TREES
of average dimension**.



AVOID
2 425.7 Kg
of CO₂***



Products made in Fiberpack®, cellulose fibres recycled from beverage cartons.
Sources: *Considering cartons per 1 litre beverage. ** United Nations Environment Programme, Report 2011: Towards a Green Economy. *** European Union Life Cycle Database (ELCD)

RESOURCE SAVINGS



SITIA BEACH

used **green care** PROFESSIONAL products for professional cleaning in the period 01/01/2021-31/12/2021. We hereby certify the calculated resource savings of plastics, oil, and CO₂ are based on product quantities delivered to the customer.

The calculation was performed by the **green care** PERFORMANCE CALCULATOR on get.wmprof.com

The certified volumes and relative scores are based on Ecolabel and Cradle-to-Cradle® product certifications.

The plastic containers of the products covered by this certificate comprise **80%** recycled material (recyclate ratio). The calculation of the certification has been validated by environmental auditors of INTECHNICA Cert GmbH.



green care PERFORMANCE CALCULATOR



Werner & Mertz Professional

RESOURCE SAVINGS



SITIA BEACH

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The calculation was performed by the **green care** PERFORMANCE CALCULATOR on get.wmprof.com

The certified volumes and relative scores are based on Ecolabel and Cradle-to-Cradle® product certifications.

The plastic containers of the products covered by this certificate comprise **42%** recycled material (recyclate ratio). The calculation of the certification has been validated by environmental auditors of INTECHNICA Cert GmbH.



green care PERFORMANCE CALCULATOR



Werner & Mertz Professional

OUR ENVIRONMENT ACTIONS AND COMMUNITY ENGAGEMENT



Hands across the Sands

The mission of Hands across the Sands is to bring together like-minded individuals and organizations with the conviction to organize a Global movement to promote a clean energy future for our earth and end our dependence on dirty fuel sources. These gatherings brings thousands of American and Global citizens to our beaches and cities and draws metaphorical and actual lines in the sand; human lines in the sand against the threats Fossil Fuels pose to our present and future planet.



World Clean up Day

engages an estimated 35 million volunteers in 130 countries each year, making it one of the largest community based environmental campaigns in the world. It inspires and empowers community groups, schools, businesses, and local governments to join as Members and carry out community-based activities that address local environmental issues. By facilitating local action, World Clean up Day brings about global environmental change.



Every year we participate with our guests at the WED with a tree planting environmental activity.

OUR ENVIRONMENT ACTIONS AND COMMUNITY ENGAGEMENT

INHOUSE FOOD WASTE CAMPAIGN

We place in the Restaurants signs to empower our guests to take only the needed from the buffets

Stop Wasting Food and Make A Difference

#FoodWasteMatters

Tips to avoid food waste:

1. Take small portions to taste first
2. Use the signage to find out what ingredients the food contains.
3. Just help yourself on your plate with less food to keep you full and go more often to the buffet.
4. Let your kids taste from your plate to find their favorite food.

It's only a small step for man to avoid food waste,
and one giant leap to save the planet.


Sitia beach
city resort & spa

OUR COMMITMENT TO THE COMMUNITY



In order to support the local economy we purchase foods from local suppliers. For our guests all local and traditional dishes are labeled specifically to create awareness for the local products.

We donate to various national and international organizations.

We support local institutions by organizing e.g. blood donations, donate old, discarded furniture, equipment and various materials to be reused by the needed, collect no longer needed medicine.

We invite local schools and kindergartens to take part at our environmental actions.

All our hotels are accessible to people with walking disabilities. All hotels of the Cyan Group of Hotels are members of the hotel association.



OUR COMMITMENT TO OUR GUESTS



Sustainability information to our guests is provided in the rooms and in the public areas by brochures, flyer, posters and announcements.

Guests are actively invited to join campaigns and environmental activities throughout the season.

Special programs invite the guests to learn about the tradition, culture and nature of their holiday destination (Greek dance evening, cooking lessons, garden tour, wine festival etc).

ECO learning and activities in our kids club.

Promotion of local events (wine festival, world tourism day, theater plays, local celebrations)

Promotion of special places of interest (local sightseeing) and support of local transportations.

Promoting local food and beverages in our restaurants and bars.



GALLERY



GALLERY





Karamanli Av., 72300 Sitia
Crete, Greece
Tel.: +30 28430 28821 |
Fax: +30 28430 28826

www.sitiabeach.com