



Responsible Procurement Policy | Maintenance

By taking into consideration that the quality and quantity of natural resources, water AND energy form the basis of Tourism's existence and development, Neptune Luxury Resort's Technical Department is committed to:

1. Ensure continuous improvement in procurement decisions, to comply with local, national & European regulations as a minimum standard, and to minimize environmental and social effects associated with products & services provided.
2. Take the following issues into consideration for the construction/renovation of buildings and spaces: insulate buildings and equipment for energy/noise reduction, health & personal safety, environmental issues such as air emissions, energy & water efficiency, water quality, indoor air quality, wastewater control, prevention of Legionnaires' disease, and safe management of the used hazardous substances and waste.
3. Wherever possible, take into consideration the circularity principles for optimum operational performance and durability of the materials and components used in the Resort's renovations, trying to choose reusable, recyclable, local and appropriate to the site products.
4. Consider that the selected suppliers promote health & safety, fair employment practices, and have a process for managing environmental impacts, preferably a certified environmental management system (EMAS, ISO14001, LEED, etc.).
5. Energy saving & efficiency specifications, where possible:
 - a. To purchase low energy light bulbs (e.g., LED with high efficiency/power factor) and generally lighting fixtures with energy-efficient lighting control systems such as timer or motion/presence detector devices.
 - b. To prefer appliances which have the EC Energy label performance rating of "A", "A+", and HVAC systems with high efficiency, COP and EER, for air conditioning/heating and ventilation of the complex.
 - c. To Incorporate renewable energy and energy saving technologies such as geothermal energy, heat pump, photovoltaic, solar panels, wind generated electricity, etc. to all new or renovated buildings.
 - d. To use high quality insulation for piping and ducting networks and glazing systems to minimise heat loss/transfer to environment. All insulation materials must be ecological certified and preferably R-4 or R-3.
 - e. To Install sub-meters for monitoring energy consumption during the operation of the complex.
6. Water saving specifications, where possible:
 - a. To prefer electrical appliances which have been fitted with water saving standards devices. e.g., dishwashers and laundry, consuming less water during operation.
 - b. To use dual-flush toilet cisterns, mixer water taps, moisture sensors to ensure water systems use water only on demand, flow restrictors, aerators.

- c. To follow Travelife standards when purchasing: shower heads, guestrooms'/public restrooms' taps, toilets, and urinals. These standards are:
 - Showers: not more than 10 lt./min.
 - Taps: not more than 5 lt./min.
 - Toilets: not more than 6,5 lt. /flush
 - Urinals: not more than 2 lt./flush
 - d. To install automatic, drip-irrigation or plant-drip systems to control irrigation water consumption. In case of sprinkler use, prefer the more efficient units available which use less water.
 - e. To instal meters to monitor water consumption on a regular basis.
 - f. To consider water recovery techniques such as collecting rainwater, grey water treatment and reuse in gardening, xeriscaping (low water-use landscaping), etc.
7. Indoor air quality, hazardous substances, and construction materials standards to be considered, where possible:
- a. To acquire and assess the MSDS, based on REACH regulation, before purchasing any chemical products. Also, to prefer products based on water-soluble technology, hypo-allergenic or certified with an ecolabel.
 - b. To use paints/coatings that are not manufactured from highly processed petrochemicals, that have zero-VOCs (Volatile Organic Compounds) or comply with recognizable eco-labels.
 - c. To choose systems and appliances that use legal refrigerants, which are less harmful to the ozone layer (Avoid Ozone depleting substances).
 - d. To avoid furniture and materials from tropical forests (e.g., Amazon Forest) and from endangered species or made of animals protected by the CITIES international treaty (e.g., turtles, elephants, crocodiles, rare seashells, etc.).
 - e. To prefer ceramic tiles, stone, and linoleum as they are often the lowest-maintenance options and require the least energy-intensive and/or synthetic cleaning solutions. The environmental impact of producing ceramic tiles is low, and unglazed tiles have the ability to breathe, and therefore help to regulate the internal climate. Location and cleaning procedures must be considered when specifying tiles.
 - f. To consider more environmentally friendly disinfection treatment methods than chlorine for pool and Spa water. Although it is a traditional effective sanitizer, use methods such as ionisation, UV disinfection, salt chlorination and ozone generation.

This policy statement will be updated every two years to comply with relative implementations and evolutions.



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