

SUSTAINABILITY IN PRACTICE RESULTS

Comparison of 2021 & 2022 to bench line year 2019



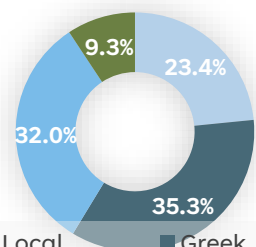
SUSTAINABLE SUPPLIES



% LOCAL, GREEK F&B PRODUCTS VS IMPORTED ONES FROM EUROPEAN COUNTRIES AND OVERSEAS OUT OF THE TOTAL ANNUAL SUPPLIES

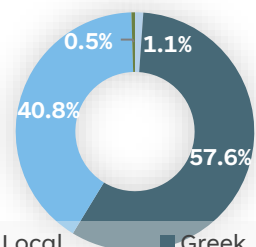
2019

Food



Local & Greek: **59%**
Imported: **41%**

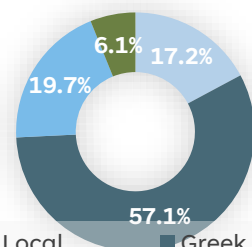
Drinks



Local & Greek: **59%**
Imported: **41%**

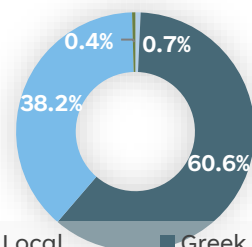
2021

Food



Local & Greek: **74%**
Imported: **26%**

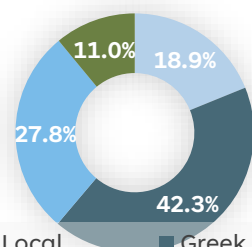
Drinks



Local & Greek: **61%**
Imported: **39%**

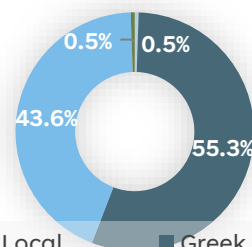
2022

Food



Local & Greek: **61%**
Imported: **39%**

Drinks



Local & Greek: **56%**
Imported: **44%**

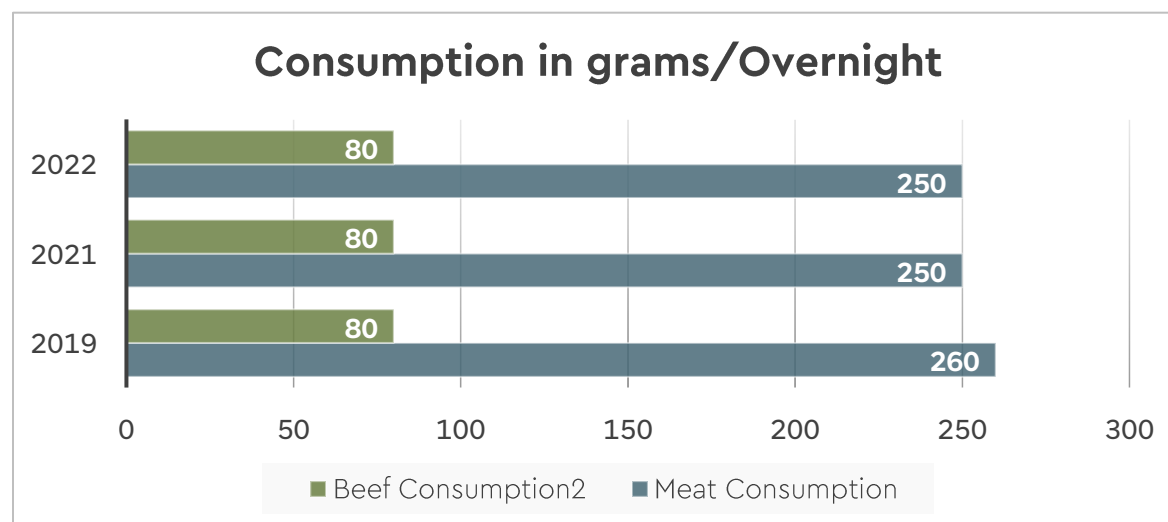
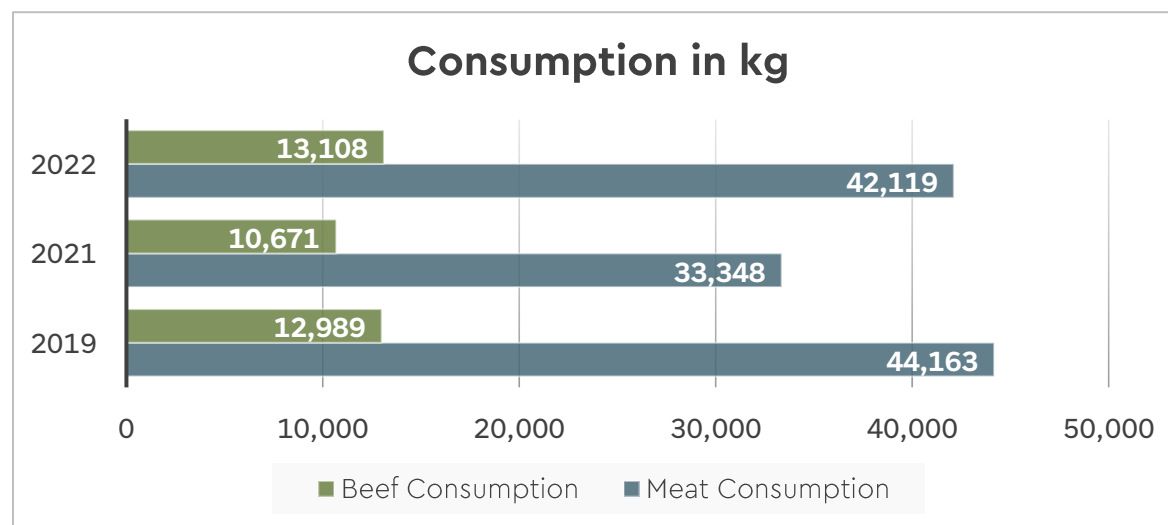
TARGETS:

- a) In total, at least 55% of all food and beverage supplies should come from local and Greek products
- b) By 2023, imported food and beverage should be reduced by 25%
- c) The use of Greek and locally produced products should be increased by 15%

COMMENTS:

The first goal was achieved. b) was achieved in 2021 regarding food - imported products were reduced by 36.5%, but their respective increase in 2022 resulted in a comparative 5% reduction. The target was not achieved for drinks. The same applies to locally produced products, which saw a 25% increase in 2021 and decline in 2022. Effort is required for improvement in 2023 despite the challenges and uncertainties that are increasing prices internationally; and the lack of choice products.

% LOCAL, GREEK F&B PRODUCTS VS IMPORTED ONES FROM EUROPEAN COUNTRIES AND OVERSEAS OUT OF THE TOTAL ANNUAL SUPPLIES



TARGET:

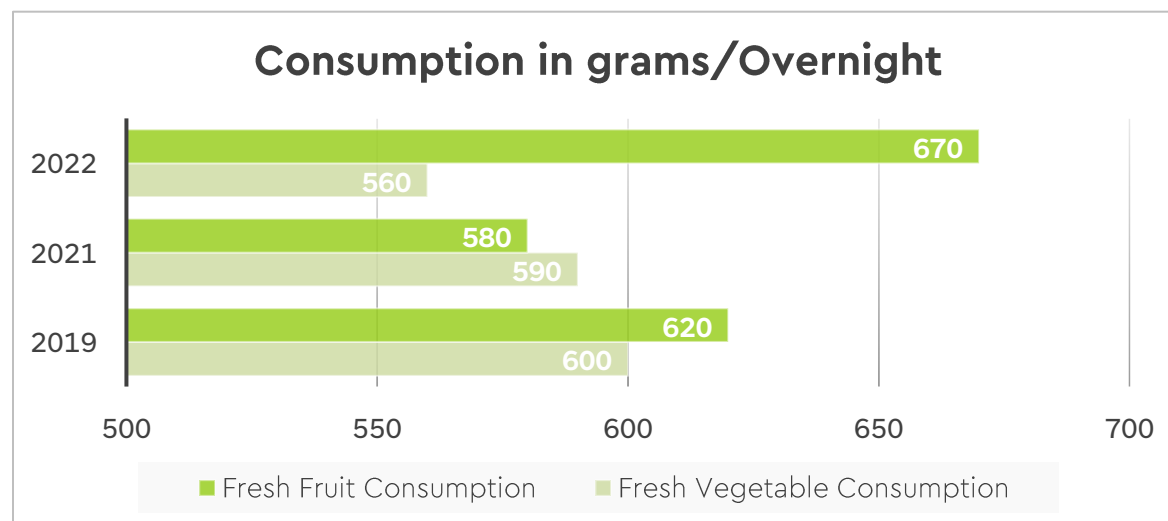
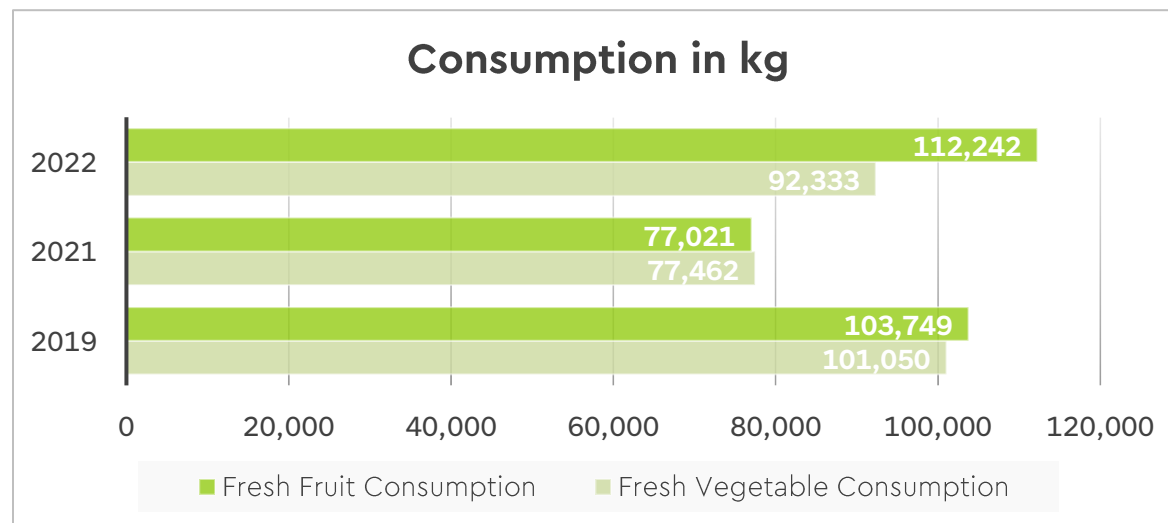
Reduction of meat and beef consumption by 5% (reduction of the negative carbon footprint from feeding).

COMMENTS:

- In 2021 & 2022 we saw a reduction in meat consumption per night by 4%. In absolute numbers (counts for CO2 emissions) we have a 24.5% decrease in 2021 compared to 2019 and an increase in 2022 by 21%. But it remains reduced from 2019 by 5% (target achieved)
- Beef consumption per night remains constant from 2019 through to 2021/22 at 80g. In absolute terms, in 2021 it was significantly reduced by 18%. In 2022 it increased by 23% in comparison to 2021 and by 1% in comparison to 2019.

The launching of two meat-based à la carte restaurants certainly contributed to this increase.

% LOCAL, GREEK F&B PRODUCTS VS IMPORTED ONES FROM EUROPEAN COUNTRIES AND OVERSEAS OUT OF THE TOTAL ANNUAL SUPPLIES



TARGETS:

a) Increase in consumption of fresh fruits and vegetables of up to 10% of the corresponding total consumption instead of imported frozen ones.

b) Over 65% to be of local & Greek origin.

COMMENTS:

a) Consumption of fresh vegetables decreased by 1.6% in 2021 in comparison to 2019 and by 6% in 2022 in comparison to 2019. The decrease in 2022 from 2021 is 5%. Throughout the years, fresh vegetables make up approximately 80% of the total vegetable consumption at the hotel and 85% of these are of local or Greek origin.

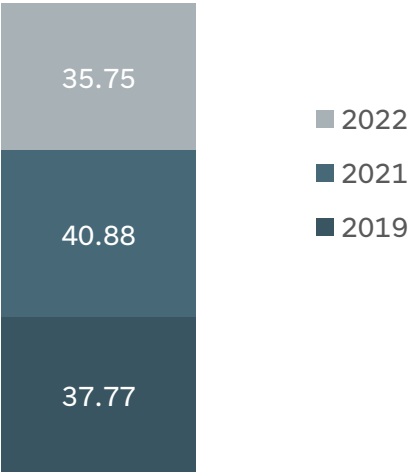
b) In 2022 fresh fruit consumption increased by 8% compared to 2019 and 15.5% from 2021 (target achieved). In 2022 fresh fruit constitute 97% of the total fruit consumption in the hotel and 70% of it is of local and Greek origin (down 9% from 2019 & 13.5% from 2021). In 2021 81% were local and Greek (5% increase from 2019).



RESPONSIBLE ENVIRONMENTAL MANAGEMENT

ENERGY EFFICIENCY & SAVINGS

Electricity & oil in
kWh/overnight



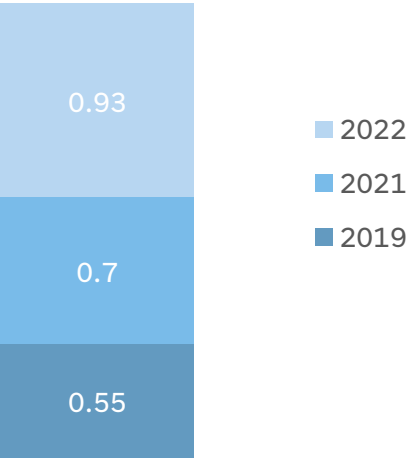
TARGET: Reduction of consumption by 5-8% in comparison to 2019

COMMENTS/RESULTS:

Energy consumption increased by 8.2% in 2021 in comparison to 2019. Investments in heat pumps, geothermal energy and room renovations in 2022 contributed to the reduction of consumption by 5.3% compared to 2019 and by 12.5% compared to 2021.

WATER SAVING

Irrigation & network
water consumption
in m3/overnight

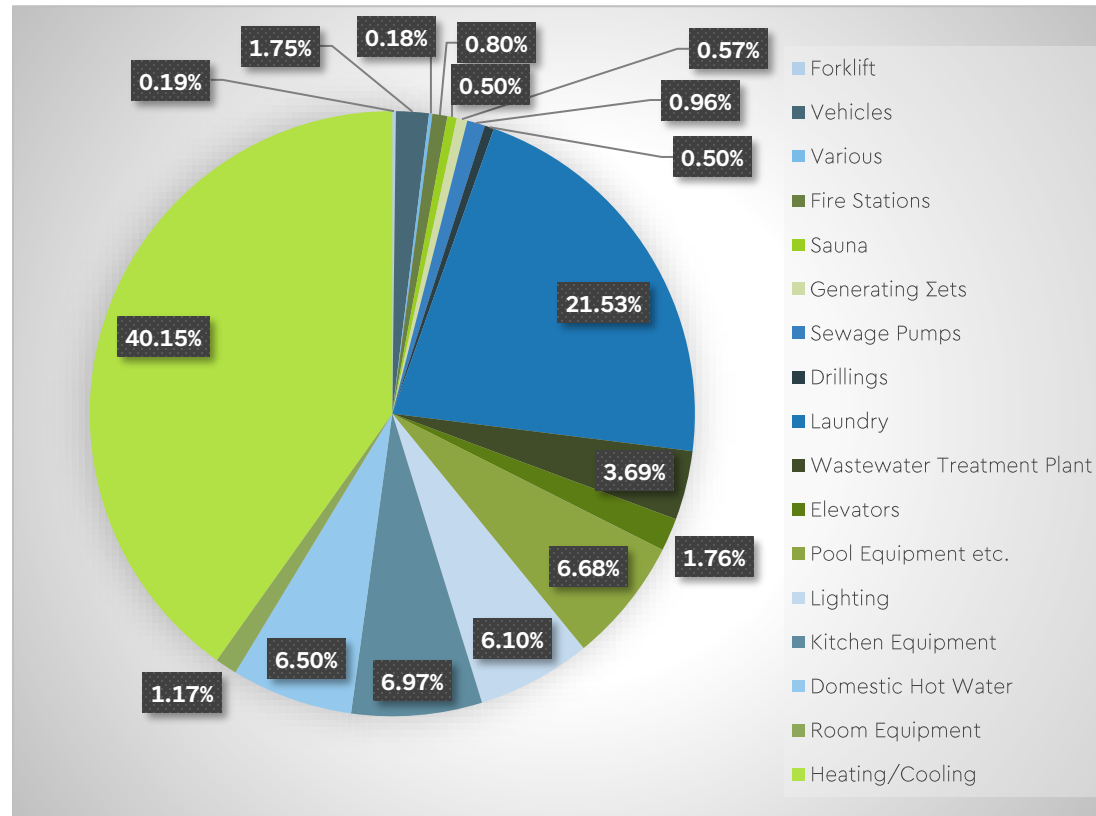


COMMENTS/RESULTS:

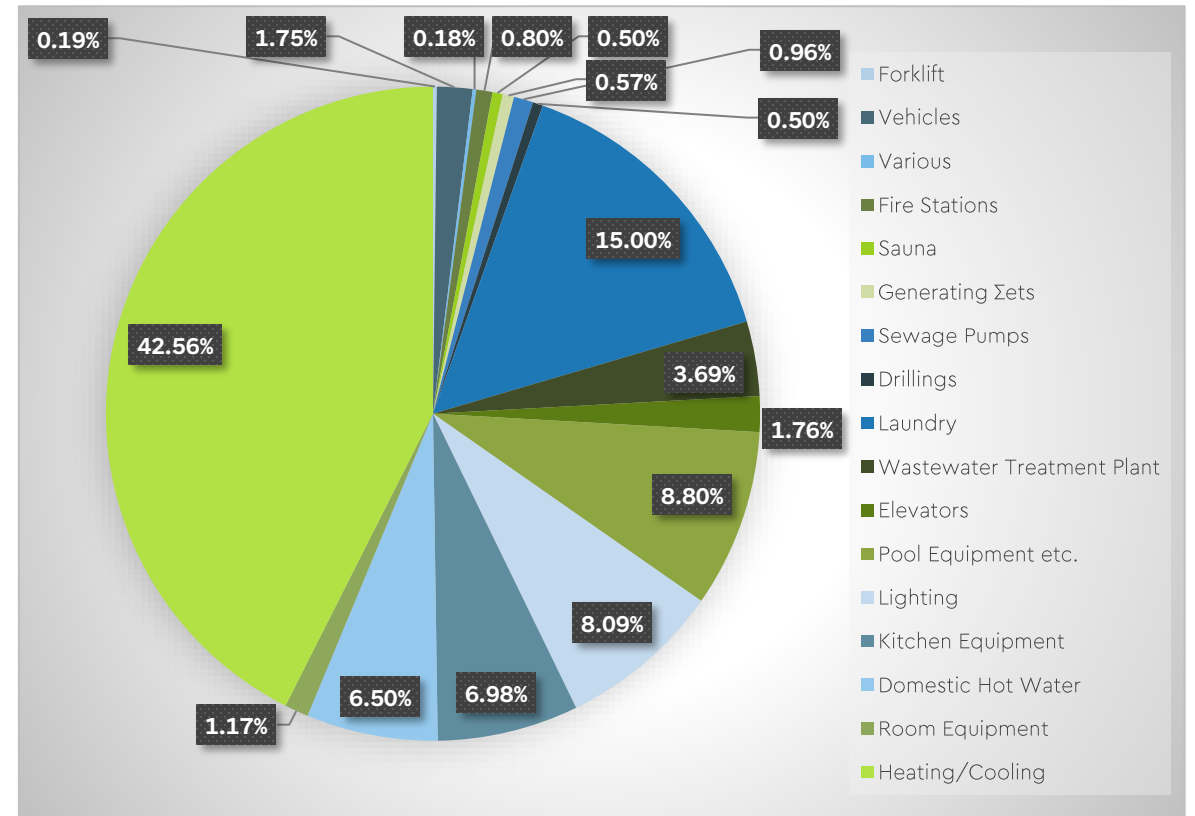
Constant leaks in the old irrigation system, the addition of three new à la carte restaurants and the backwashing of the pools, led in 2021 to an increase in water consumption of 27% compared to 2019 and 68% in 2022 compared to 2019. The increase in 2022 from 2021 is about 33%. Our goal is to reduce consumption to the level of 0.75 m3/overnight within the next two years.

ANNUAL ENERGY ASSESSMENT

2019

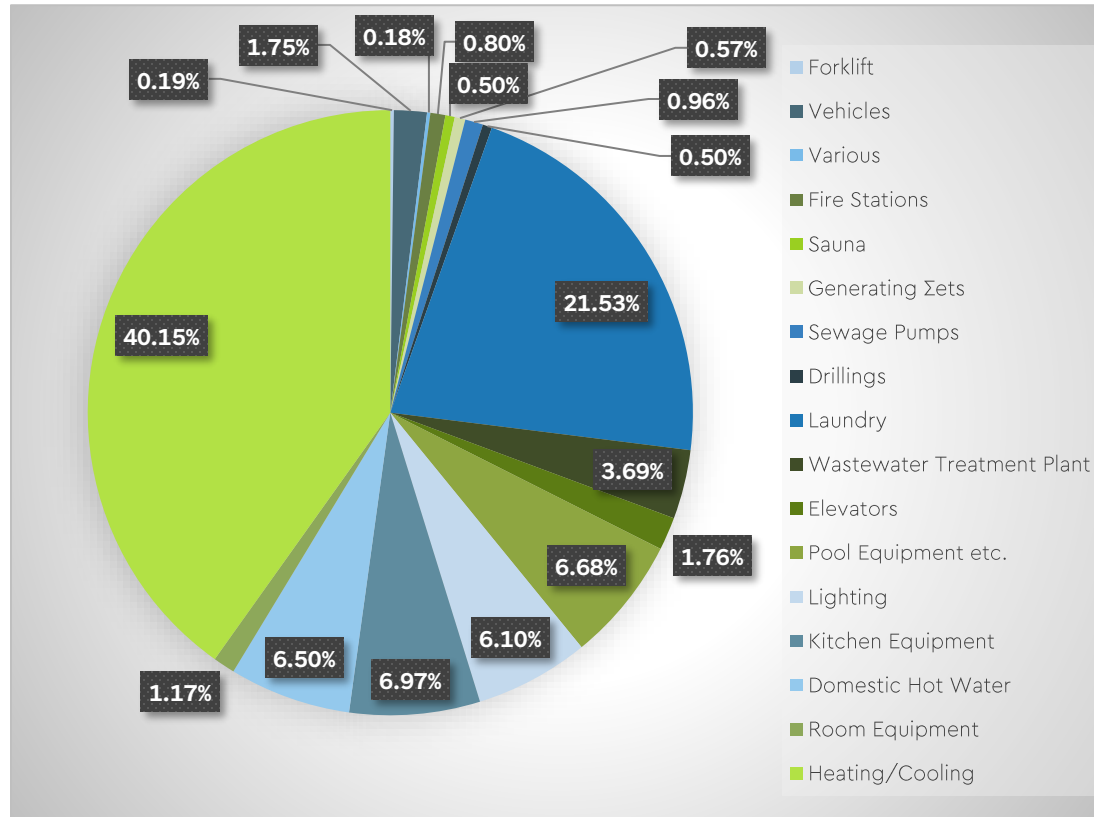


2021



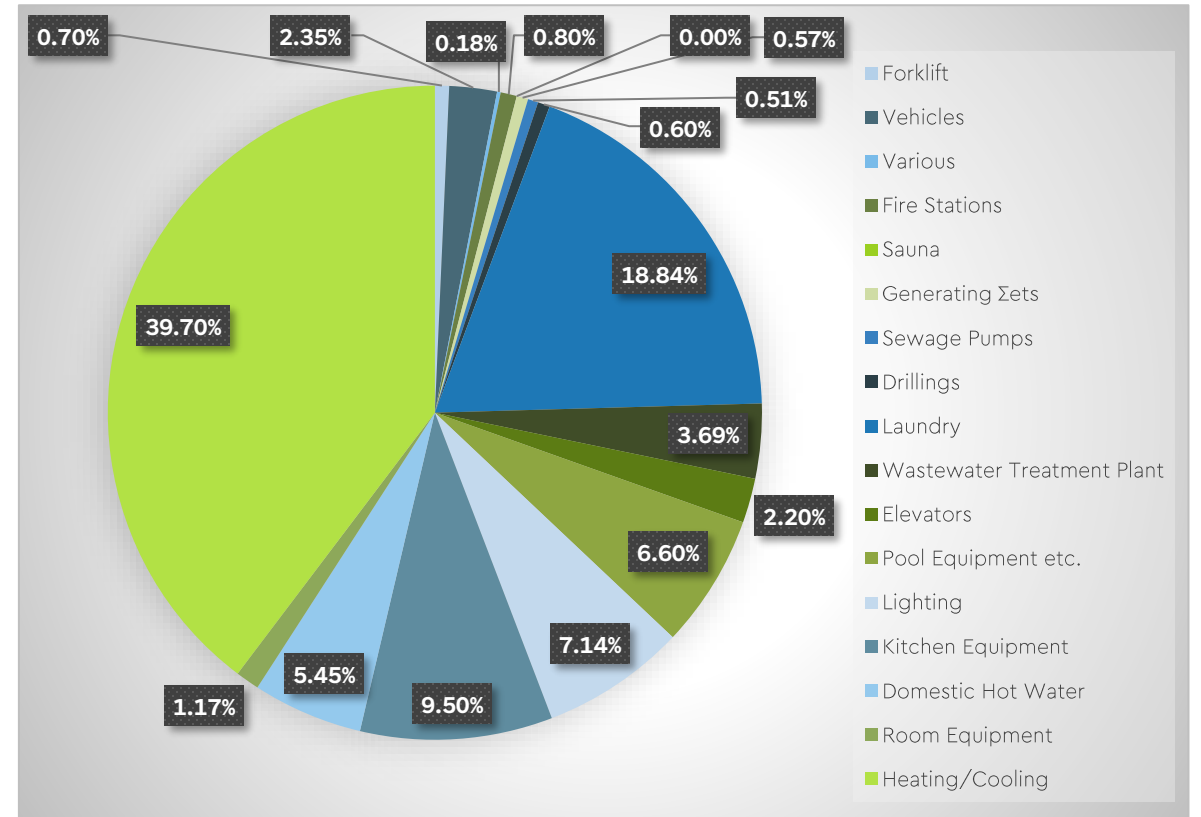
ANNUAL ENERGY ASSESSMENT

2019

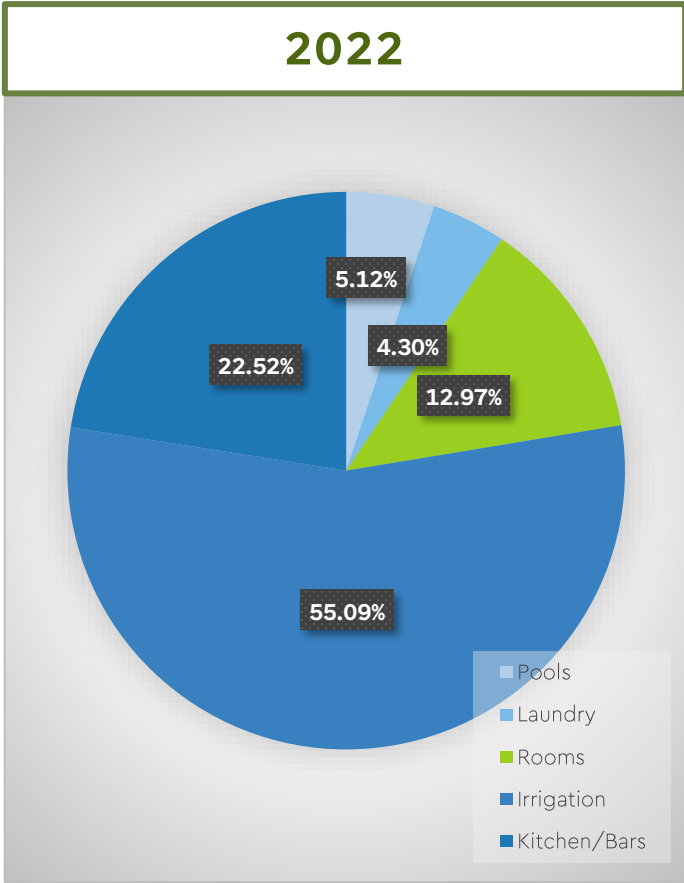
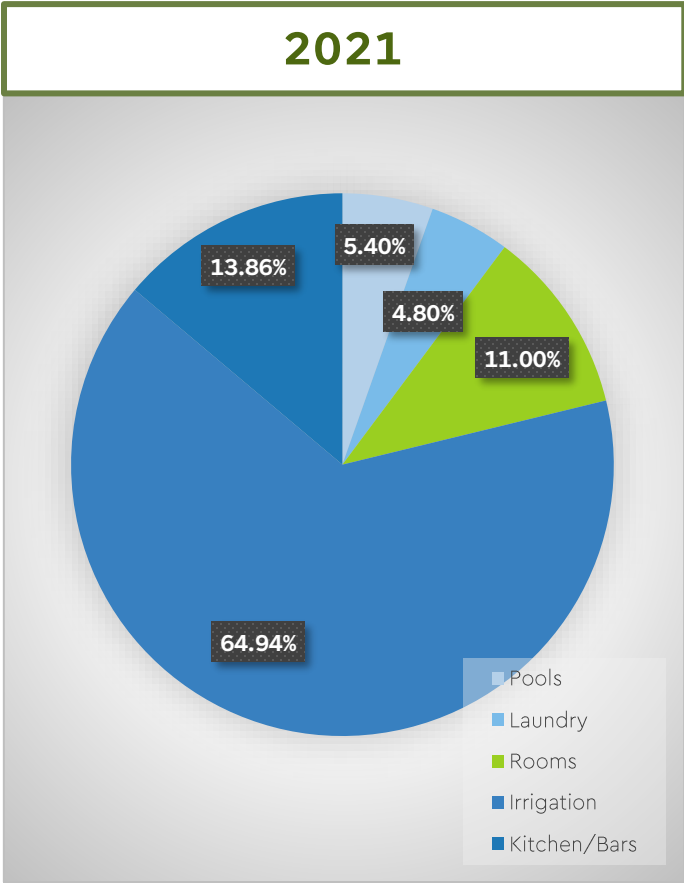
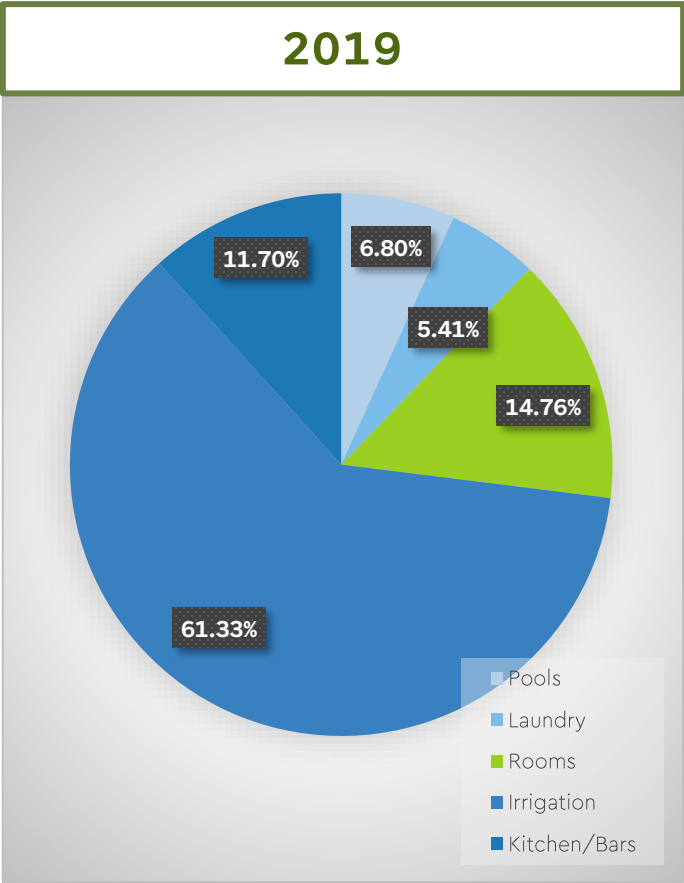


Remarks on YTD differences
F&B: addition of Umami restaurant and Odysseus Bar with normal operating hours
Washing Machines: increased consumption due to the extended operating period
Cooling/heating: reduction of consumption due to the operation of heat pumps for the cooling of the central kitchen and the production of central building DHW Renovation of 8 suites in block 4300.

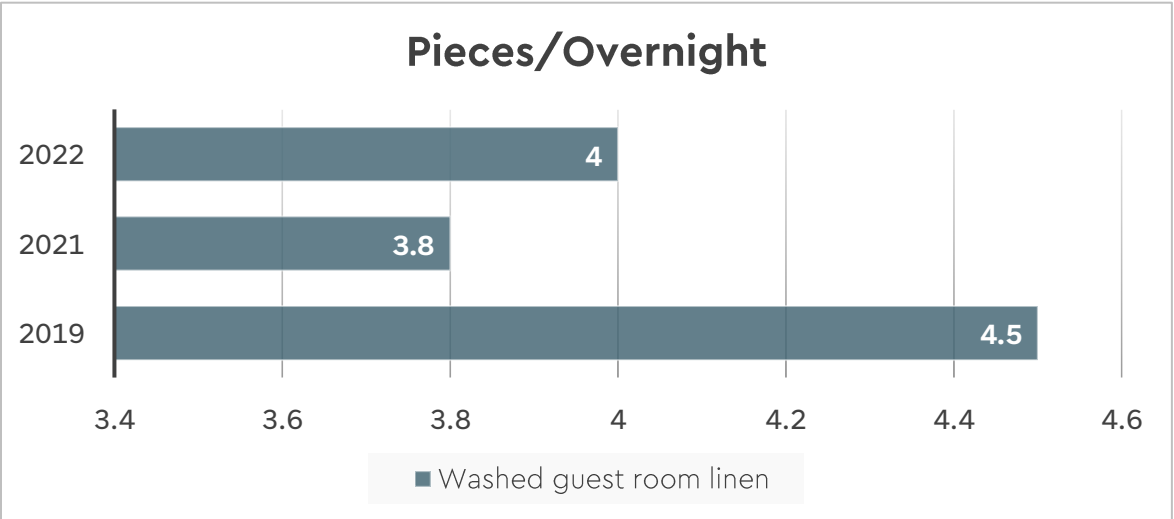
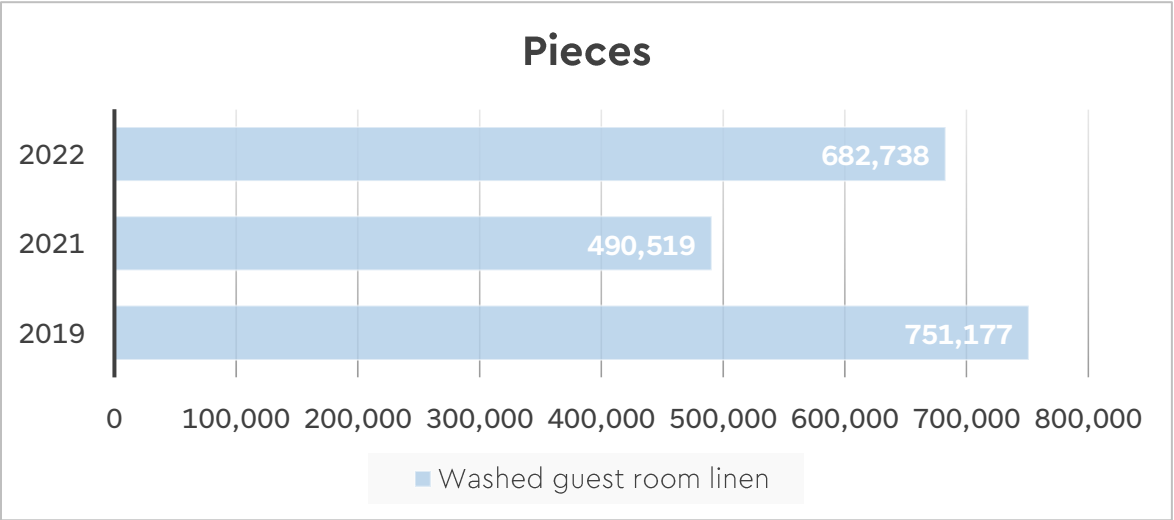
2022



ASSESSMENT OF MANAGEMENT/CONSUMPTION OF WATER NETWORK & IRRIGATION



ROOM LINEN RECYCLING PROGRAM – COMPARATIVE RESULTS 2021 AND 2022 VERSUS 2019 (% UNITS/OVERNIGHT)



COMMENTS/RESULTS:

Compared to 2019, in 2021 the washed room linen was reduced by 35% in absolute numbers and by 15.5% in units per night. In 2022 the amount of washed room linen remains reduced in absolute terms by 9% in comparison to 2019 but has increased by 28% compared to 2021.

It is important to note that washed items in 2022 are reduced compared to 2019 by 11%. This is attributed to improvements in the management of unwashed items, the reduction of rewashes following the removal of coronavirus measures and stricter policies for beach towel exchange.

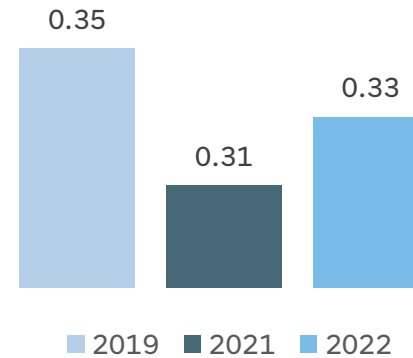
WASTE MANAGEMENT

RECYCLING OF SIMPLE PACKAGING & HAZARDOUS WASTE

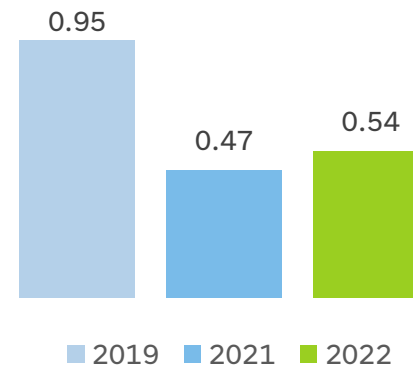
WASTE THAT ENDS UP IN THE LOCAL LANDFILL

SINGLE-USE PLASTIC PACKAGING

Simple packaging (paper, plastic, Tetra Pak, glass, aluminum) recycling in kg/overnight



Local landfill waste disposal in kg/overnight



COMMENTS/RESULTS:

A 5.7% reduction in kg/overnight was noted in 2022 in comparison to 2019 and 11% in 2021 in comparison to 2109.

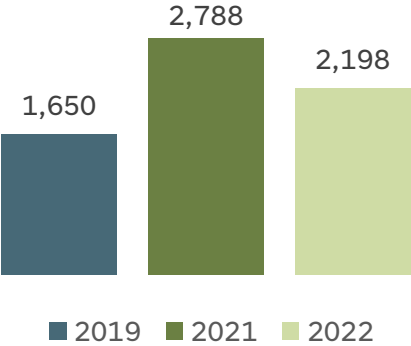
The recycling of plain packaging decreased in 2021 due to a shorter season and further coronavirus measures. In general, the consumption of packaging decreased, mainly because they were not recycled either thanks to their material or to avoid contamination. There was also difficulty in collecting them from the local contractor and collection agency. From 2022 we are gradually returning to better performance levels with additional training and control of the hotel staff.

COMMENTS/RESULTS:

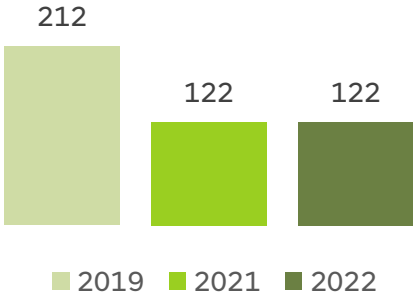
Compared to 2019, in 2021 the amount of waste per night that ends up in the local landfill was reduced by 50.5%. Compared to 2019, in 2022 the reduction was 43%, while from 2021 to 2022 it increased by 15% - an acceptable fact due to the extension of the season and the return to normal hotel operations.

HAZARDOUS WASTE RECYCLING

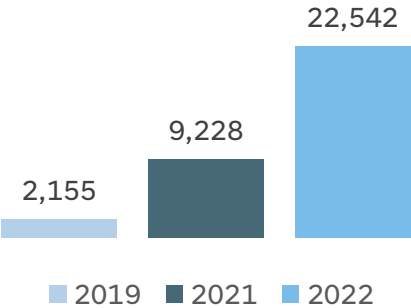
Used cooking oil in liters



Toners & tires in pieces



Other hazardous waste in kilo's



COMMENTS/RESULTS:

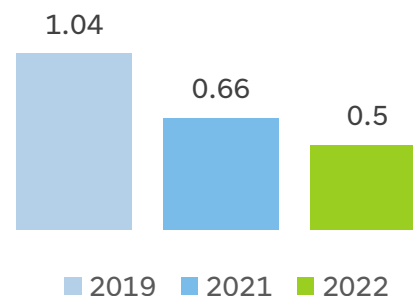
The reduction in toners used is attributed to the replacement of old printers with low consumption laser ones and the resolve to reduce overall printed materials.

The improvement in the collection of hazardous waste is connected to improvements in the organization of its collection and the continuous training of the responsible personnel, mainly in maintenance.

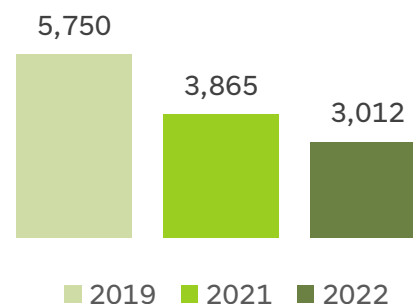
Consumption of single-use plastic packaging (SUP) for Housekeeping & F&B Departments

HOUSEKEEPING

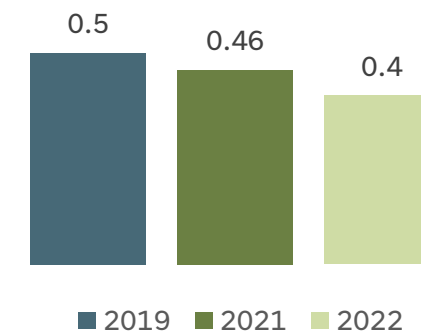
Overall SUP reduction in pieces/overnight



Guest room's toiletries in pieces



Plastic bags in pieces/overnight



COMMENTS/RESULTS:

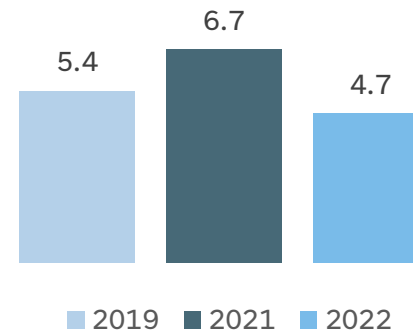
The total reduction of single-use plastics per night on the Floors segment (amenities & toiletries for guests included) in 2021 was 36% compared to 2019 and reached 52% in 2022 vs 2019, while in 2022 compared to 2021 it is 25%.

The decrease is mainly attributed to:

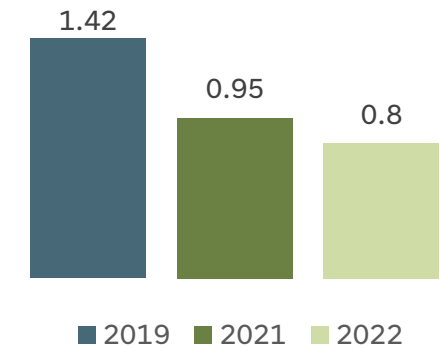
- The replacement of single-use, mini-package 38ml toiletries with corresponding 300ml ones. The reduction was 33% from 2019 to 2021 and a further 22% in 2022 from 2021. The total reduction from 2019 to 2022 is 48% (in absolute numbers)
- The segment's consumption of plastic waste bag units per night, further decreased in 2021 compared to 2019 by 8%. In 2022 by 20% vs 2019, and compared to 2021 by a further 13%

F&B DEPARTMENT

Overall SUP reduction in pieces/overnight



Take away consumables in pieces/overnight



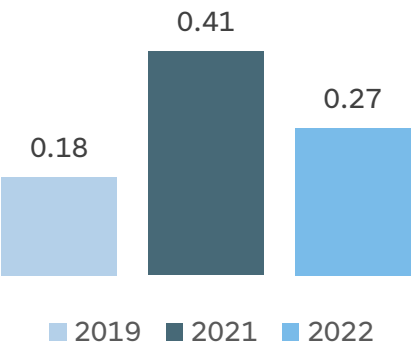
COMMENTS/RESULTS:

The total consumption of single-use plastics per night increased by 23% in 2021 compared to 2019 (extra coronavirus measures and increased PET water bottle use). The measures in place had an effect in 2022, where in comparison to 2019 there was a 13% reduction in the pieces per night and 30% in comparison to 2021.

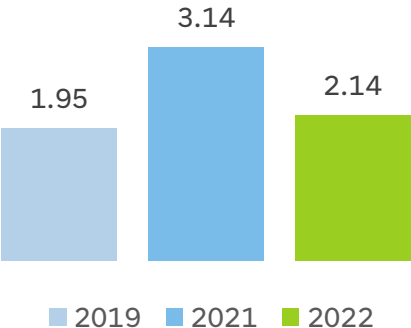
The consumption of disposables for takeaway drinks & food decreased in 2021 by 33% pieces per night compared to 2019 and in 2022 by 16% compared to 2021 and by 44% compared to 2019. The decrease is attributed to the abolition or the minimization of the use of some of these packages due to the EU law of 2019/effective July 2021 but also to their replacement with more environmentally-friendly options.

Separate calculation of the % change in Single Use Plastics (SUP) consumption for the following categories

PET bottles in pieces/overnight



Food portions in pieces/overnight



COMMENTS/RESULTS:

In 2021, PET plastic bottles increased by 123% units per night in comparison to 2019 due to coronavirus and the substitution of returnable 20 lt. bottles with non-returnable 10 lt. ones and disposable 1.5 lt. and 0.5 lt. packaging for staff and guests at the Bars and the beach.

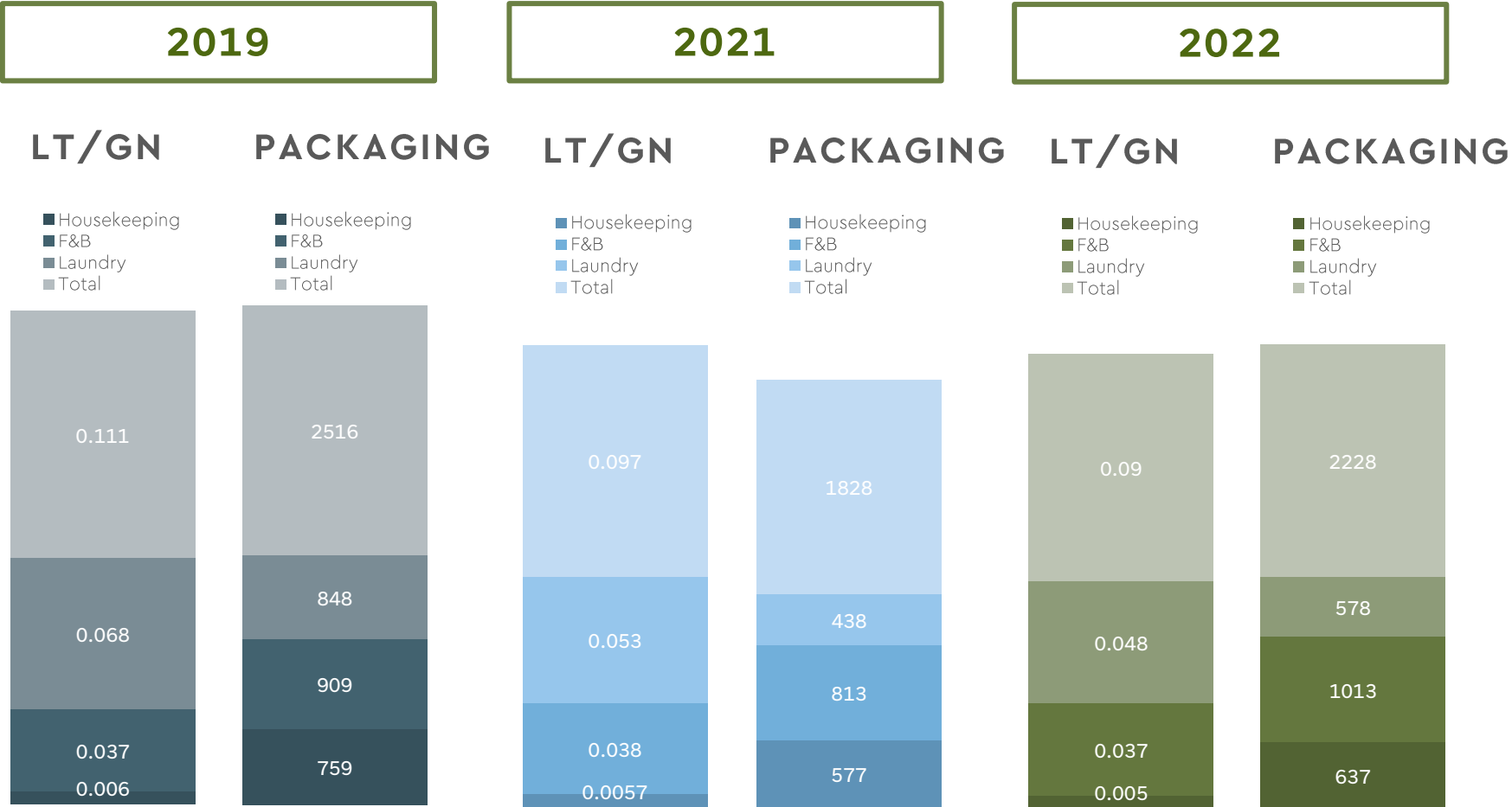
2022 marked a return to the increased use of coolers for staff and 2 lt. plastic water bottles instead of the small ones. These actions contributed to a reduction of plastic consumption by 34% compared to 2021.

COMMENTS/RESULTS:

In 2021, with coronavirus measures still in effect, consumption of disposable food portions increased by 60.6% compared to 2019. In 2022 their consumption decreased from 2021 by 32%, in addition to better management that reduced wastage.

DETERGENTS-DESALINATORS-DISINFECTANTS

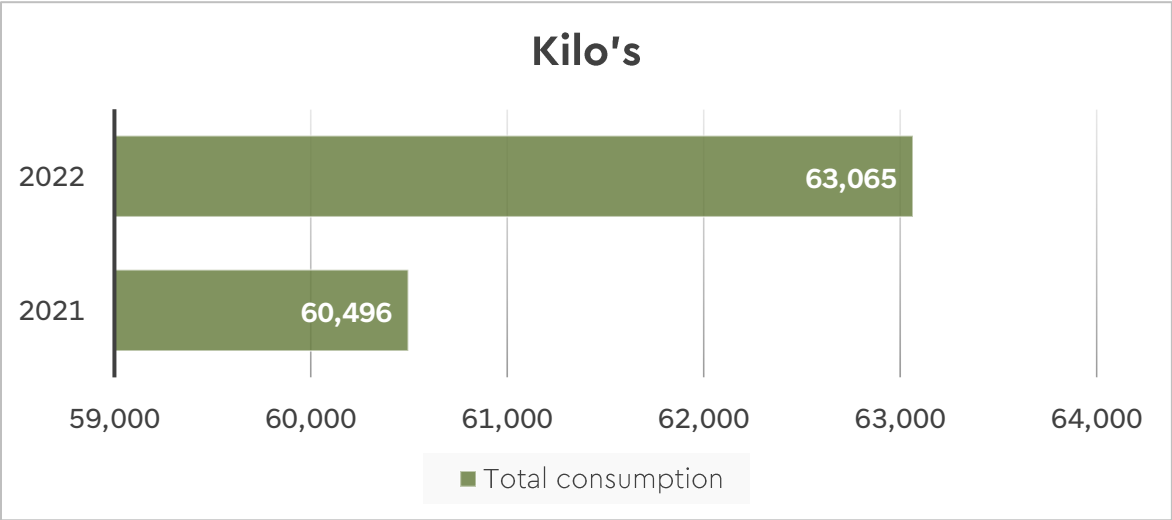
(HOUSEKEEPING/F&B OUTLETS/LAUNDRY)



COMMENTS/RESULTS:

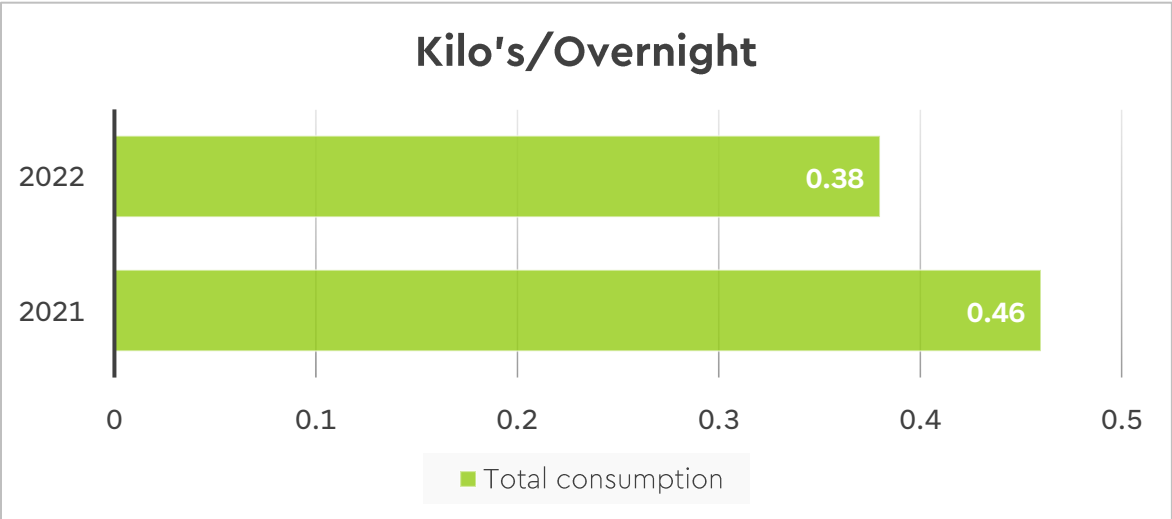


HAZARDOUS CHEMICALS (WASTEWATER TREATMENT PLANT/POOLS/WATER DISINFECTION)



COMMENTS/RESULTS:

In 2022 there was a reduction in the consumption of hazardous chemicals by 17%. It is due to the reduction of free chlorine levels in swimming pools, thanks to the lifting of the coronavirus measures and the continuous improvement in the disinfection of swimming pool water with the use of automated systems

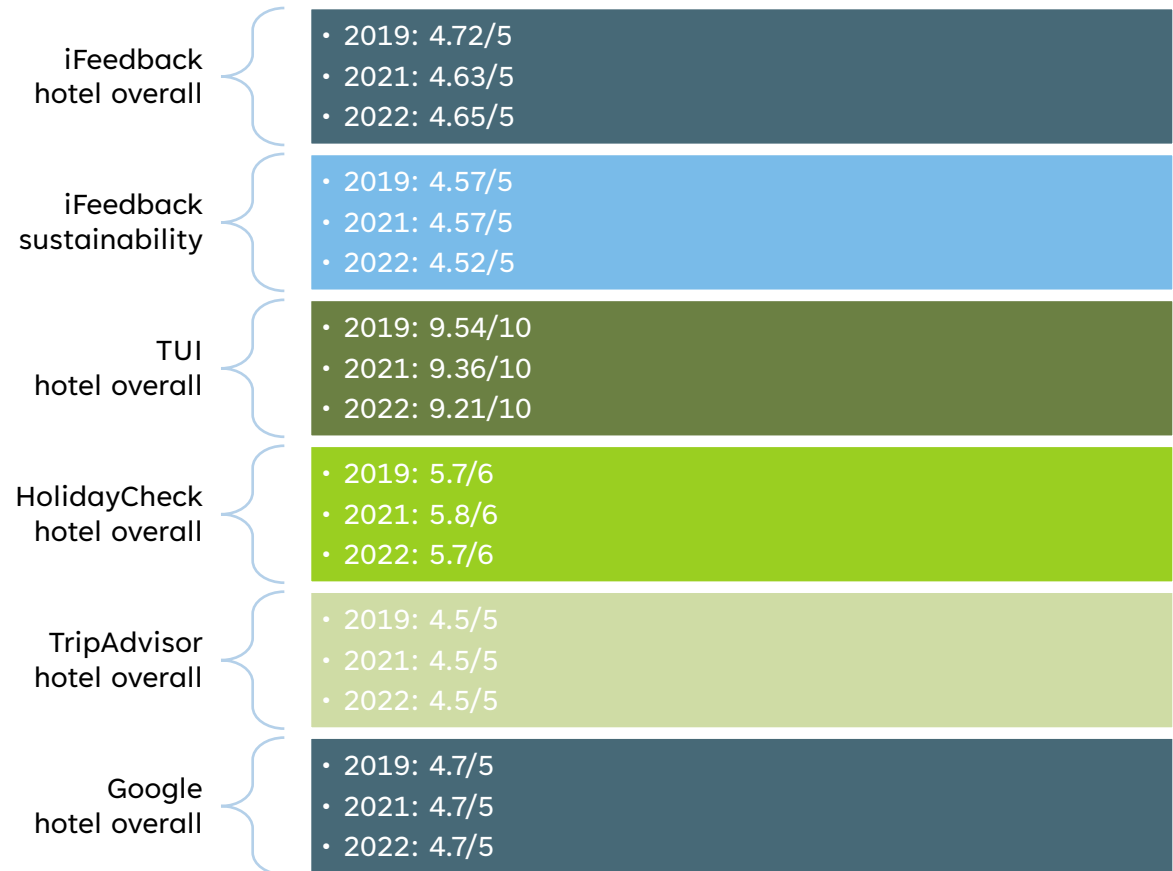




SOCIAL RESPONSIBILITY



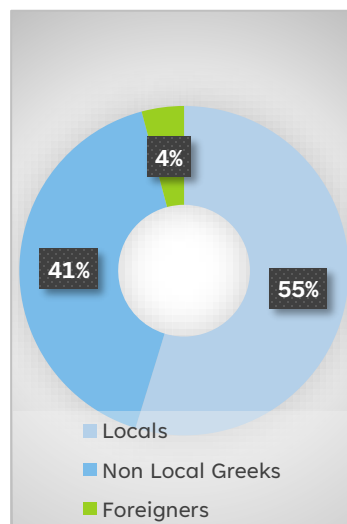
OUR GUEST'S SATISFACTION



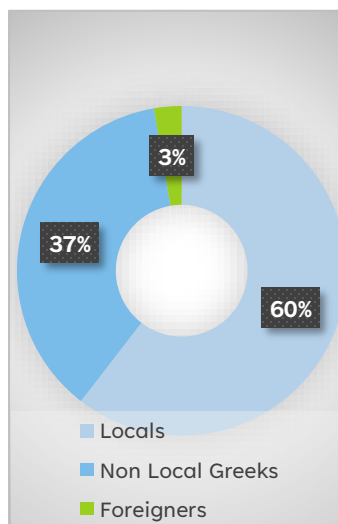
HUMAN RESOURCES POLICY & EMPOWERMENT

Staff Demographics

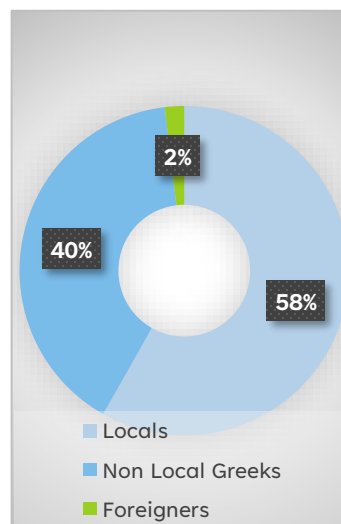
2019



2021



2022



Workforce

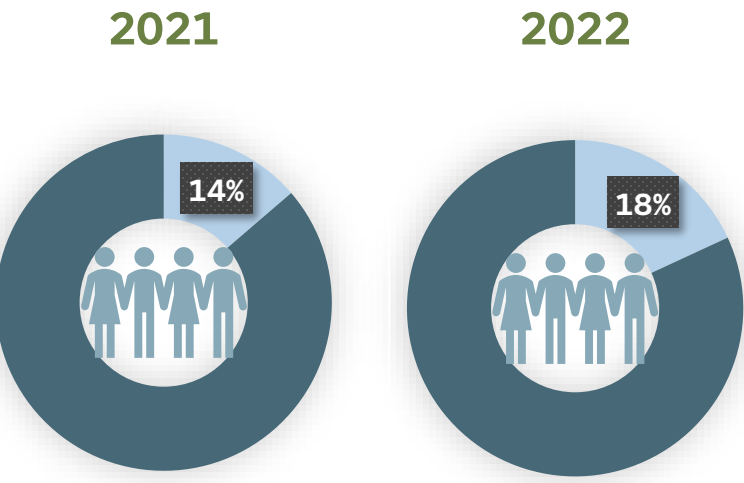
2021



2022



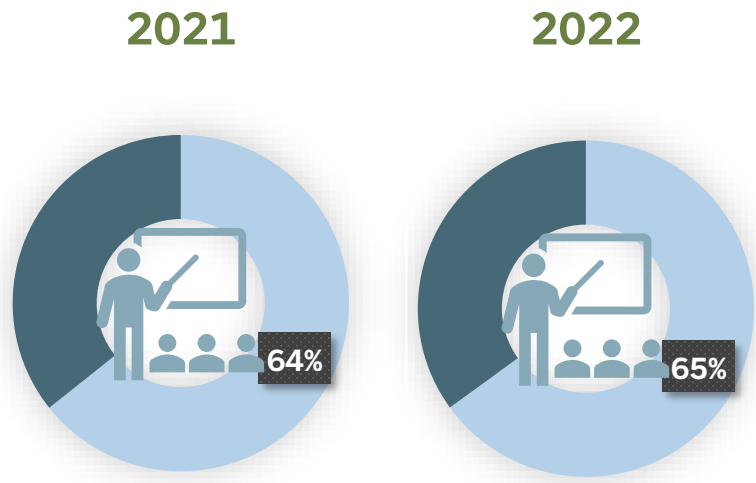
% Staff turnover



Total Staff



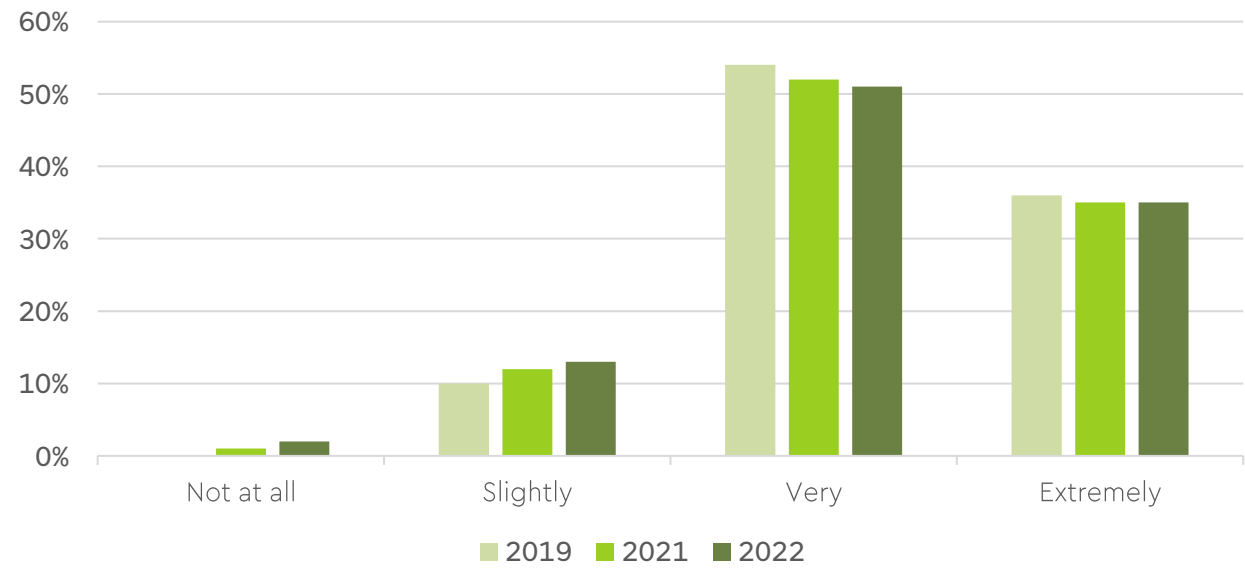
% Staff training



Annual payroll

	2019	2021	2022
Expenses in €			
Remuneration	5,481,613.73	4,736,337.74	5,626,975.62
Contributions	1,267,577.50	956,559.71	1,109,390.79
TOTAL PAYROLL	6,749,491.23	5,692,897.45	6,736,366.41

Personnel satisfaction

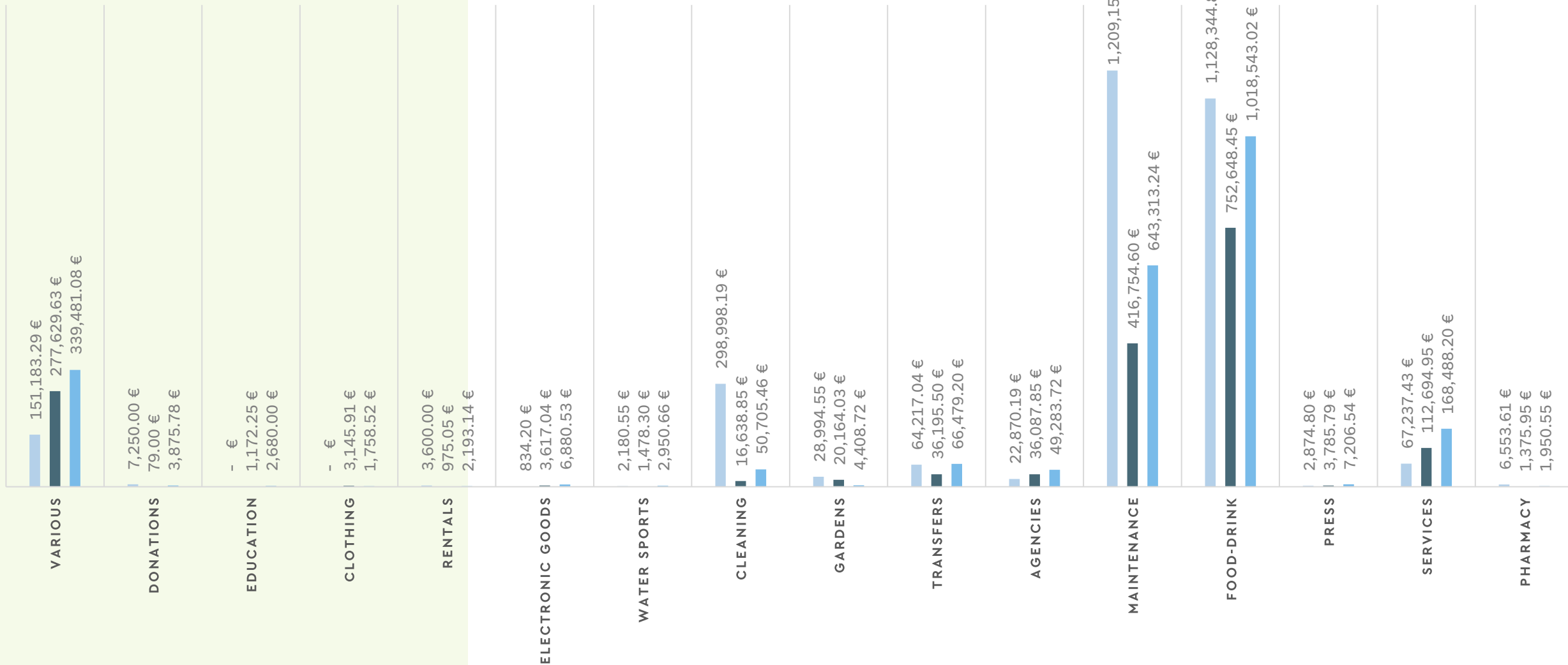


LOCAL ECONOMY SUPPORT

■ Sum from 2022

■ Sum from 2021

■ Sum from 2019



THANK YOU

The results report was developed by Ms. Maria Valerga, our Sustainability advisor in collaboration with Ms. Eline Boersma the hotel's Sustainability Coordinator.

For more information, please contact Ms. Eline Boersma, exec.pa@neptune.gr

