



SUSTAINABILITY REPORT 2023 – 2024



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Comparison of 2023 & 2024 to benchmark year 2022

Most of the overall key results in comparison with 2015 – 2019 (*previous benchmarking years*)



OVERVIEW

Neptune Luxury Resort is located in Mastichari, on the island of Kos—birthplace of Hippocrates. Its 569 rooms combine high aesthetics with modern comforts, offering everything the modern traveller expects.

Guests can enjoy 5 restaurants, 7 bars, 4 outdoor pools and 2 kid's pools, a heated indoor pool, and a wide variety of sports activities.

The serene atmosphere of Neptune SPA reflects the resort's dedication to quality and comfort, grounded in a deep respect for people, place, and culture.

A standout feature is the hotel's certified organic gardens, where guests can stroll through themed parks showcasing sculptures of Ancient Greek gods, crafted from recycled iron, amid blooming colours, rich scents, and growing biodiversity.

RESORT MILESTONES



ESTABLISHED
1989



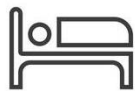
REBRANDED &
UPGRADE
2023



STAFF TEAM
(seasonal &
permanent)
370



ROOMS
569



BEDS
1250



ANNUAL VISITORS
160.000 (Average)



EBITDA
5.500.000 €



REPEATER GUESTS
35%

KEY SUSTAINABILITY RESULTS



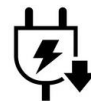
STAFF FROM KOS
(2024) **48%**



WOMEN
(2024) **48%**



WOMEN IN MANAGEMENT
POSITIONS
(2024) **43%**



ENERGY
CONSUMPTION
(2019 – 2024 |
kwh/gn)
↓ 23%



SINGLE-USE
PLASTICS (2019-
2024 | τμχ /gn)
**↓ 64% HSK & 19%
F&B**



LOCAL & GREEK F&B
SUPPLIERS (2024 | kg
consumed)
63%



DIRECT ECONOMIC SUPPORT
TO LOCAL COMMUNITY
2.800.000 € (avg.)



WATER CONSUMPTION
(2022 – 2024 | m3/gn)
↓ 10,8%



AWARDS & RECOGNITION

2023			2024		
 <p>Gold Certified for Accommodation Sustainability</p>	 <p>Awarded to Neptune Hotel-Resort, Convention Centre & Spa</p> <p>Booking.com Traveller Review Awards 2023 8,9 out of 10</p>	 <p>RECOMMENDED ON HolidayCheck 23 *****</p> <p>Neptune Luxury Resort</p> <p>5.6 / 6.0</p>	 <p>Gold Certified for Accommodation Sustainability</p>	 <p>TUI Global Hotel Awards 2024 QUALITY HOTEL</p>	 <p>Awarded to Neptune Luxury Resort</p> <p>Booking.com Traveller Review Awards 2024 8,9 out of 10</p>
 <p>TUI Global Hotel Awards 2023 TUI Quality Hotel</p>	 <p>Tripadvisor Travellers' Choice 2023</p>	 <p>travelmyth TOP 20 5-STAR HOTELS IN GREECE 2023 NEPTUNE HOTEL-RESORT, CONVENTION CENTRE & SPA</p>	 <p>HolidayCheck 2024 AWARD</p>		
 <p>Falstaff HOTEL GUIDE BEST OF GREECE 2023</p>		 <p>BIKE FRIENDLY HOTEL Neptune Luxury Resort MARCH 2023-2025 Member Since DECEMBER 2016</p>	 <p>RECOMMENDED ON HolidayCheck 24 *****</p> <p>Neptune Luxury Resort</p> <p>5.7 / 6.0</p>	 <p>Tripadvisor Travellers' Choice Awards Winner 2024</p>	 <p>BIKE FRIENDLY HOTEL Neptune Luxury Resort MARCH 2023-2025 Member Since DECEMBER 2016</p>

ENVIRONMENTAL RESPONSIBILITY





CARBON FOOTPRINT

GOAL: In 2023, we initiated the calculation of greenhouse gas (GHG) emissions. Our target is to reduce Scope 1 & 2 emissions by 15% by 2030.

RESULT: In 2024, emissions were reduced by 27,507 kg CO₂e compared to 2023 — a decrease of 1.12%.



	2023	2024
Scope 1 Emissions (kg CO ₂ e)	315.120,6	326.369,66
Scope 2 Emissions (kg CO ₂ e)	2.140.353,37	2.101.599,64
TOTAL EMISSIONS	2.455.473,97	2.427.969,3



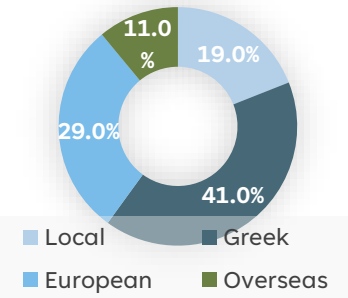
SUSTAINABLE SUPPLIES





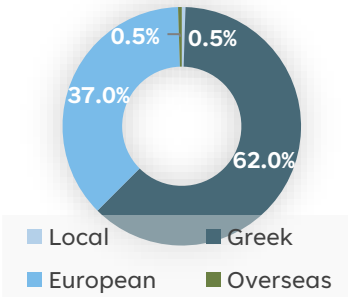
2023

FOOD



Local & Greek: **60% kg**
Imported: **40% kg**

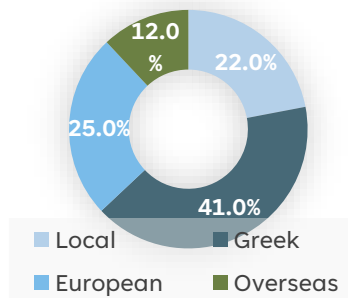
BEVERAGE



Local & Greek: **63% pieces**
Imported: **37% pieces**

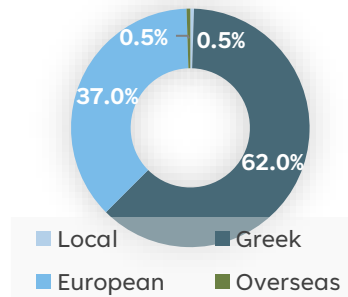
2024

FOOD



Local & Greek: **63% kg**
Imported: **37% kg**

BEVERAGE



Local & Greek: **63% pieces**
Imported: **37% pieces**

% LOCAL & GREEK VS IMPORTED FOOD & BEVERAGE SUPPLIES (FROM EUROPEAN & OVERSEAS COUNTRIES)

GOAL: To maintain local and Greek food and beverage purchases above 60%, aiming for up to 65% for food items and increased volume for beverages, relative to total F&B consumption.

Benchmarking Year 2022 - FOOD Local & Greek: 61% | Imported: 39%
BEVERAGE Local & Greek: 56% | Imported: 44%

RESULTS: The primary goal was achieved, with local food purchases rising by an additional 2% in 2024, bringing the total share of local and Greek food use to 63%. Additionally, a 7% increase in local and Greek beverage procurement in 2023 was maintained throughout 2024. However, the continued impact of geopolitical, energy, and climate crises—combined with the logistical challenges of transporting, storing, and producing goods on the island of Kos—remains a significant barrier to replacing imported foods with local or Greek alternatives.



KEY FOOD & BEVERAGE PROCUREMENT RESULTS

85%

of total alcoholic beverage consumption

90%

of total beer consumption

99%

of total bottled water consumption (still & sparkling)

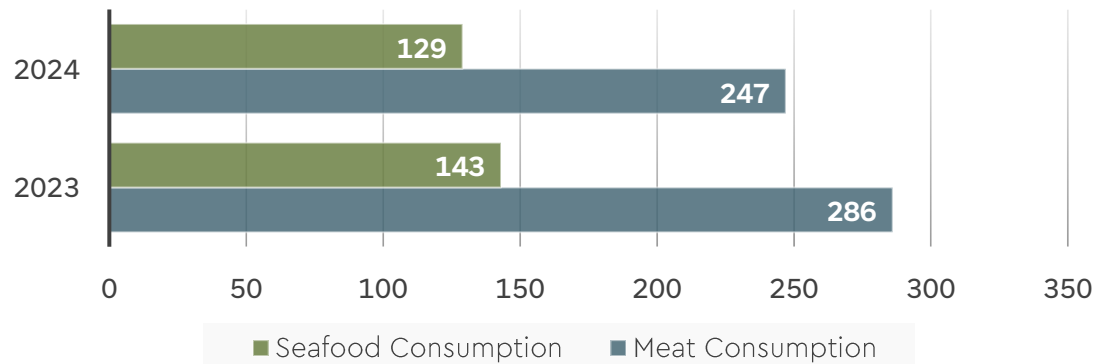
65%

of total dairy (cheese) consumption

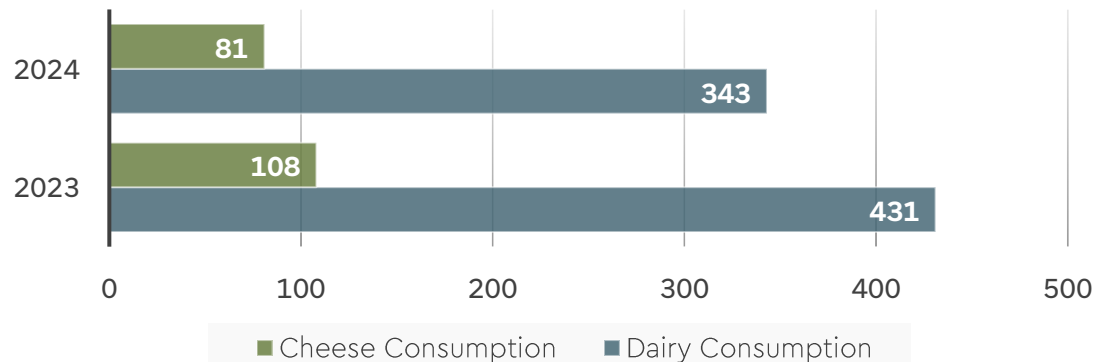


CONSUMPTION OF HIGH GHG-EMITTING FOODS: MEAT – SEAFOOD – DAIRY

Consumption of meat & seafood in gr/gn.



Consumption of dairy & cheese in gr/gn.



GOALS:

- α. Reduce meat and dairy consumption by 10% & 5 respectively
- β. Reduce seafood consumption by 5%

**Benchmarking Year 2022 – SEAFOOD: 146 gr/gn.
MEAT: 253 gr/gn.
DAIRY: 410 gr/gn.
CHEESE: 104 gr/gn.**

RESULTS:



Meat consumption (2024)

↓ 14%

Imported meat reduction (2022 -2024)

↓ 7%



Dairy consumption (2024)

↓ 20%



Seafood consumption (2024)

↓ 10%

KEY OUTCOMES (GR/GN)



↓
-25%



↓
-18%



↓
-29%



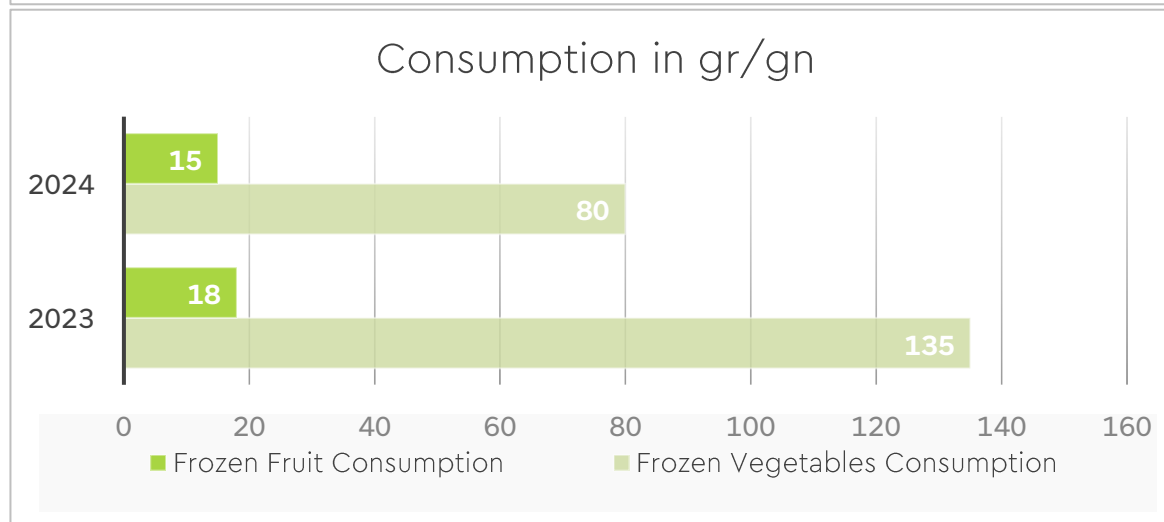
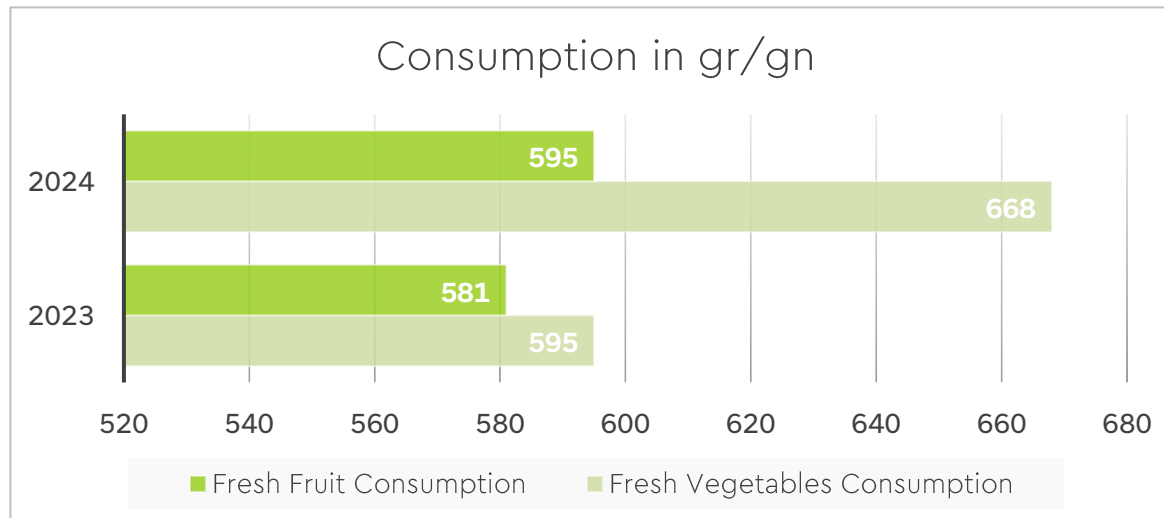
FRESH FRUITS & VEGETABLES CONSUMPTION – REDUCTION IN FROZEN IMPORTS

GOALS:

1. Increase fresh fruit and vegetable consumption by 10% of the total, and reduce frozen alternatives by 20%. (gr/gn)
2. Ensure more than 60% of purchase is local or Greek origin.

Benchmarking Year 2022 – FRESH VEGETABLES: 555 gr/gn. FRESH FRUIT: 675 gr/gn.

RESULTS: The 2,5% increase in fresh fruits consumption and the 12% increase in fresh vegetables consumption in 2024, attributed to a reduction in frozen products.



KEY OUTCOMES



80% fresh vegetables
70% local & Greek



95% fresh fruits
70% local & Greek



↓ 40% frozen vegetables
(2024)



SUSTAINABILITY CERTIFICATIONS FOR SUPPLIERS & PRODUCTS



**OFFICE SUPPLIES – CONSUMABLES –
CLEANING PRODUCTS – ROOM LINENS
(TOWELS & BEDDING) – TOILETRIES &
AMENITIES**

89%

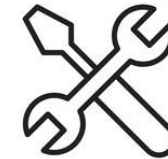
OF SUPPLIERS HOLD AT LEAST ONE
CERTIFICATION RELATED TO
ENVIRONMENTAL AND SOCIAL
RESPONSIBILITY (COVERING BOTH
PRODUCTION AND PRODUCT).



**F&B DEPARTMENT
(FOOD & BEVERAGE)**

80%

OF SUPPLIERS HAVE CERTIFICATION IN
FOOD SAFETY & HYGIENE (ISO 22000 OR
EQUIVALENT).



**TECHNICAL
DEPARTMENT**

40%

OF SUPPLIERS HOLD AT LEAST
ONE ENVIRONMENTAL AND
SOCIAL RESPONSIBILITY
CERTIFICATION.



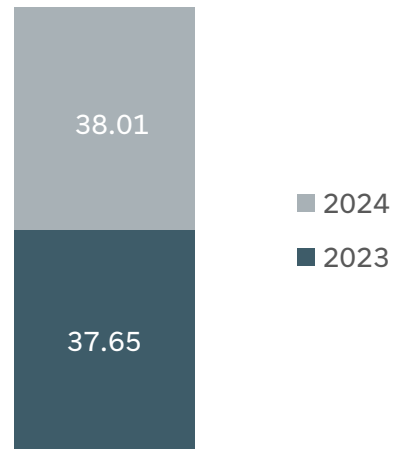
ENERGY & WATER MANAGEMENT





ENERGY EFFICIENCY & SAVING

Electricity & Oil
Consumption in
kWh/gn



GOAL: Measure consumption on an annual basis from 2023 and maintaining consumption kwh / night at the levels of 2023 and thought 2024.

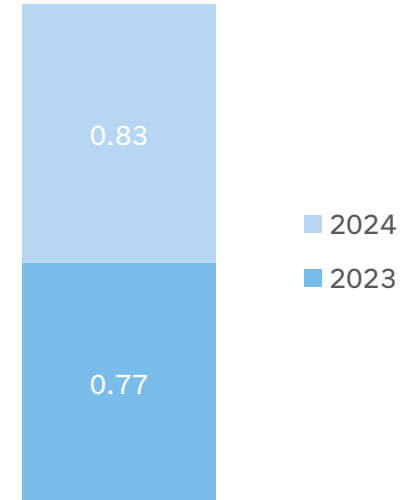
Benchmarking Year 2022 – energy consumption: 35.75 kwh/gn (For the May-October operating season)

RESULTS: The inclusion of the months when the hotel is closed, the addition of kitchens in two bars, and the construction of 9 new private pools led to a 6% increase in consumption in 2024 compared to 2022, calculated on an annual basis, whereas the 2022 data only covers the operating season. In 2022, investments in heat pumps, geothermal systems, the renovation of 80% of rooms, 95% LED lighting, and the installation of automated maintenance monitoring systems contributed to a 23% reduction in consumption compared to 2020 (from 48.9 kWh/overnight stay in 2020 to 37.7 kWh/gn in 2023). **PERCENTAGE OF ENERGY FROM RENEWABLE ENERGY**

SOURCES: 2% up to 10% of electricity, based on local provider data. The precise percentage cannot be easily determined due to wind fluctuations.

WATER MANAGEMENT & SAVING

Irrigation & Tap water
consumption in m³/gn



GOAL 2022-2024: From 2023 onwards, we measure consumption on an annual basis & reduce to levels between 0.750 – 0.800 m³/gn stay by 2024.

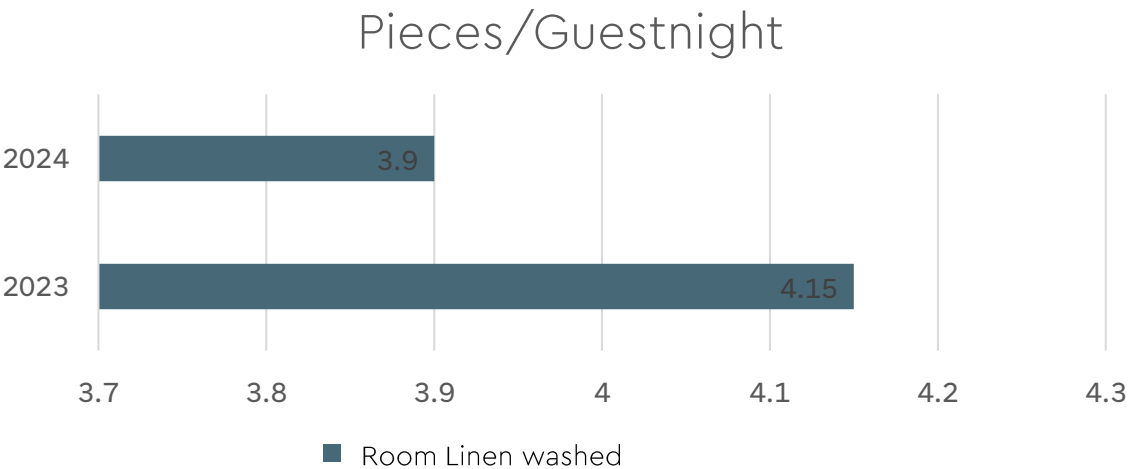
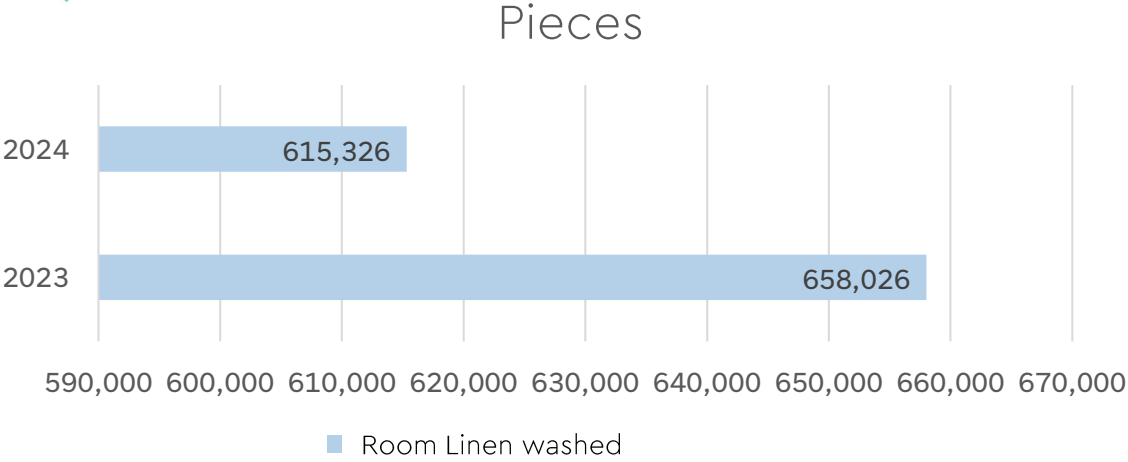
Benchmarking Year 2022 – water consumption: 0,930 m3/gn

RESULTS: Despite the added winter consumption due to renovation works, a 17% reduction was achieved in 2023 (completion of new irrigation system with leak prevention, automated chemical dosing in pools, fewer backwashes, reduced hose use for outdoor cleaning, staff training in housekeeping, laundry, gardening, and maintenance).

Although the addition of 9 private pools, **overall water consumption for irrigation and general use was reduced by 10.8% compared to 2022.**



ROOM LINEN REUSE PROGRAM COMPARATIVE RESULTS 2023 – 2024



GOAL: Further reduction of 2-5% of the number of bed linens washed/gn from 2022 to 2024

Benchmarking Year 2022 – 4,11 linen pcs washed/gn

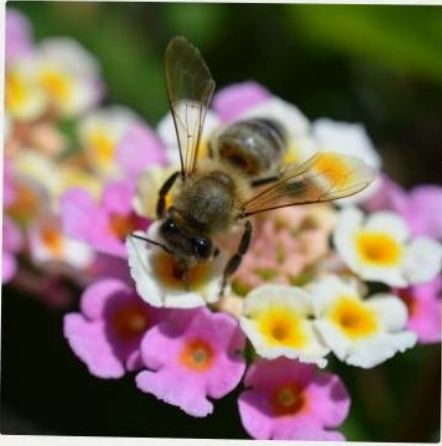
RESULTS: The goal was achieved. In 2024, the number of laundry items washed per overnight stay was reduced by 5% compared to 2022, and by 6% compared to 2023, leading to a corresponding decrease in the usage of detergents, water, and energy.





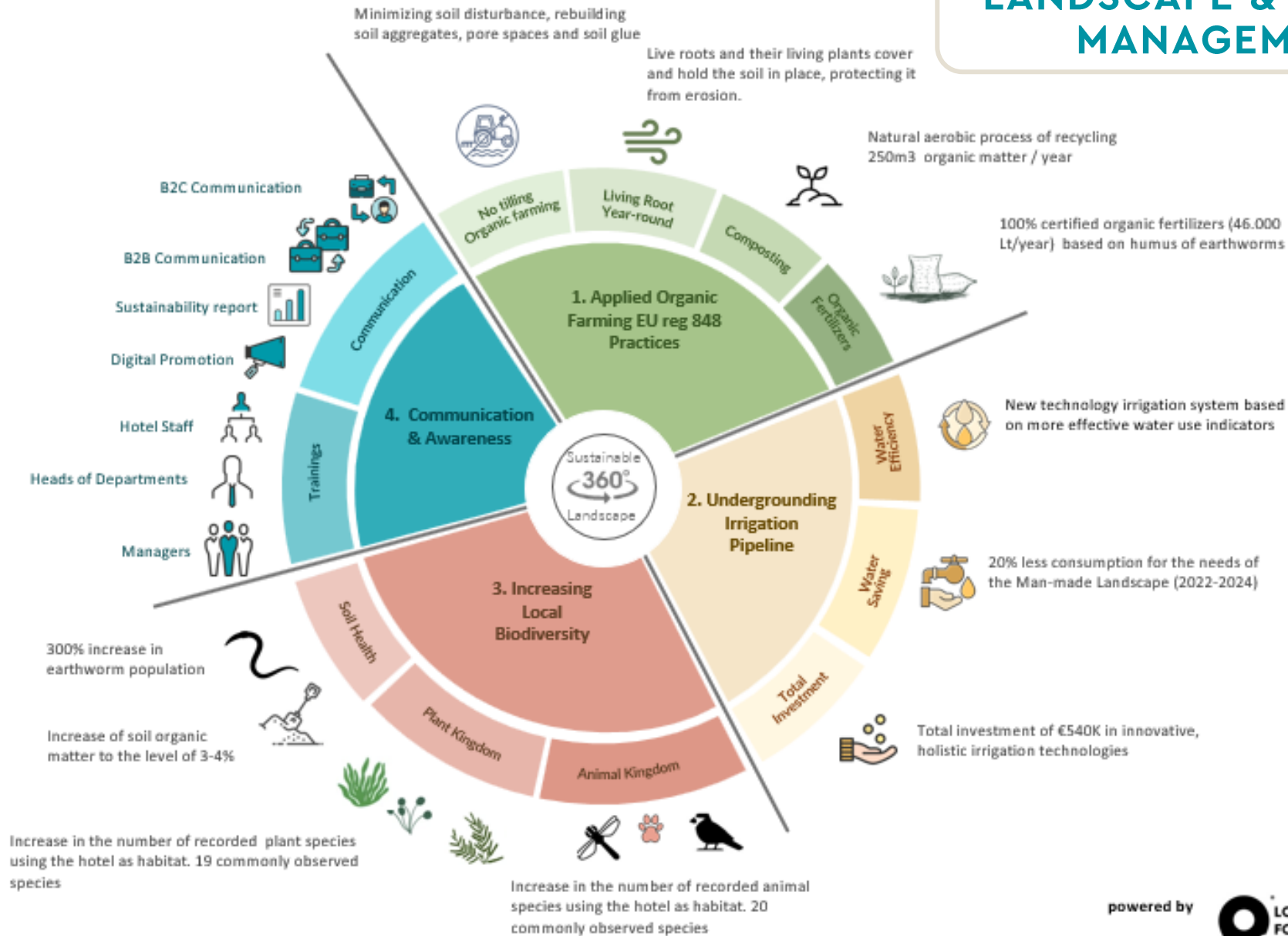
SUSTAINABLE LANDSCAPE & GARDEN MANAGEMENT

Our hotel has implemented sustainable landscape management since 2018 and is certified accordingly by DIO. Starting April 2025, Neptune Luxury Resort will adopt the principles of Organic Regenerative Agriculture (ORA Standards)—an evolution of organic farming best practices, based on internationally recognised criteria—and is expected to be certified.





SUSTAINABLE LANDSCAPE & GARDEN MANAGEMENT



powered by





WASTE MANAGEMENT

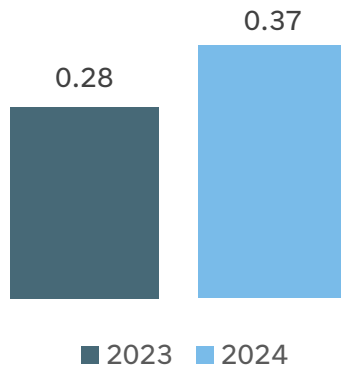
4Rs – Reduce – Reuse –
Repair – Recycling



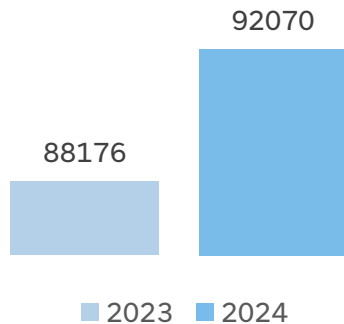


RECYCLING

SIMPLE PACKAGING (PAPER, PLASTIC, TETRAPAK,
GLASS, ALUMINIUM)
RECYCLING in kg/gn



QUANTITY OF WASTE SENT TO LOCAL LANDFILL
in kg



GOAL: increase recycling of recyclable packaging materials by 10% from 2022 to 2024.

Benchmarking Year 2022 – Packaging Recycling: 0,32 kg/gn.

RESULTS: In 2024, recycling of simple recyclable packaging increased by 15% compared to 2022, and an additional 32% compared to 2023, despite a shift to digital formats for guest information (digital brochures, app, info), which led to:

- discontinuation of 27,800 printed items across 7 different brochures
- reduction of the in-room guest notepad from 20 to 8 pages
- 50% reduction in printed SPA leaflets

GOAL: reduce waste sent to the local landfill (XYTA) by 5% through overall waste generation reduction.

Benchmarking Year 2022– Landfill Waste: 98.980 kg

RESULTS: In 2024, compared to 2022, there was a 7% reduction in waste sent to the local landfill. Notably, in 2022, we had already achieved a 40% reduction compared to 2019.



HAZARDOUS WASTE RECYCLING

HAZARDOUS WASTE (KG & PCS)

	2022	2023	2024
TOTAL kg	25.362	13.761	10.879
TOTAL pcs	122	123	152
USED OILS kg	2.198	3.937	1.989
INK CARTRIDGES pcs	80	54	152

GOAL: Collect and recycle all hazardous waste generated annually.

RESULTS: Year-to-year comparisons are not applicable due to:

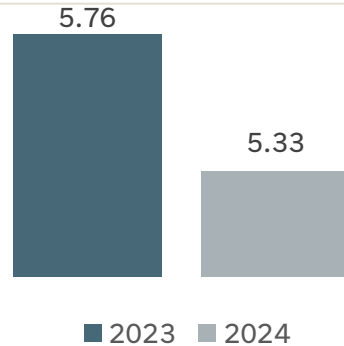
- A.** The quantity of hazardous waste generated each year, depends on the scale of renovations and the replacement of furniture and equipment in the refurbished areas.
- B.** It also depends on the lifespan and the maintenance limits of electrical and electronic equipment—which determine when replacement is needed.
- C.** The adoption of new technologies, such as laser printers, LED lighting (now 95% of all bulbs), new air-conditioning units, freezers, and eco-friendly cleaning products, helps reduce the amount of hazardous waste produced. Each year, the maintenance team sends the collected hazardous waste for recycling in collaboration with the approved Collective Alternative Management Systems and the hotel's certified waste management partner. All of these systems are based in Athens —a fact which adds an additional logistical challenge to the transport process.



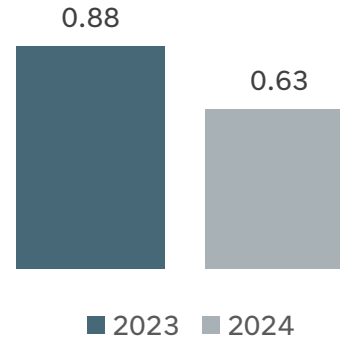
F&B DEPARTMENTS

SINGLE – USE PLASTIC (SUP) CONSUMPTION

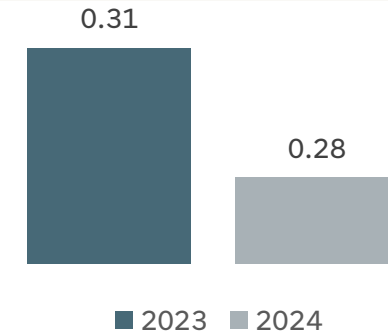
TOTAL REDUCTION OF SINGLE-USE PLASTICS (pcs/gn)



TAKE AWAY CONSUMABLES (pcs/gn)



PET BOTTLES (pcs/gn)



GOAL (2022-2024): phase out single-use plastics in accordance with legislation and replace remaining items with products that have a lower environmental impact. Overall additional reduction of all sup items in the department by 5–10% pcs/gn.

Benchmarking Year 2022 – TOTAL SUP Consumption: 4,80 pieces/gn.

RESULTS:

a. In 2023, SUP consumption increased by 20%, mainly due to the expansion of pool & beach bar operations and the absence of a dedicated Quality and F&B manager. In 2024, following enhanced staff training and supervision, along with the elimination or replacement of several outdated packaging items, **a total reduction of 7.4% items/gn in SUPs was achieved compared to 2023.**

b. The 9% decrease in plastic bottle usage in 2024 (compared to 2023) is largely due to a 26% reduction in PET soft drink bottles and the replacement of 1.5L PET water bottles for staff with 10L PET containers for coolers and 2L bottles.

c. In total, single-use plastic consumables dropped by 29% in 2024 compared to 2023. Additionally, the use of laminated paper cups—introduced as replacements for plastic—decreased by 33%. Similarly, matching bowls fell by 43%, and lids, coasters, trays, and similar items dropped by 95%.

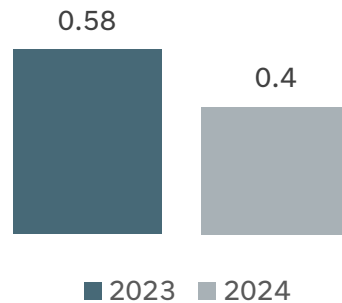
d. In 2024, the use of plastic wrap (PVC foil) was reduced by 10% in total consumption compared to 2023.



HOUSEKEEPING DEPARTMENT

SINGLE-USE PLASTIC (SUP) CONSUMPTION

TOTAL REDUCTION IN SINGLE-USE PLASTICS (PCS/GN)

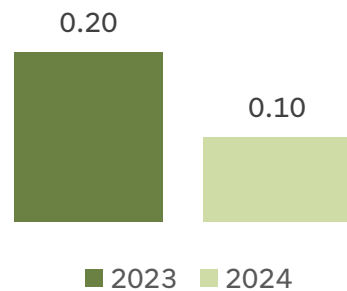


GOAL (2022 TO 2024): Further overall reduction of single-use plastics in the housekeeping department by 10%.

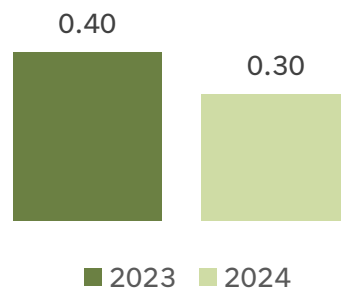
Benchmarking Year 2022 – TOTAL SUP Reduction: 0,50 pcs/gn

RESULTS: The total reduction in single-use plastics (pcs/gn) handled by the housekeeping department reached 25% in 2024 compared to 2023 and 12% compared to 2022.

IN-ROOM TOILETRIES (PCS/GN)



PLASTIC BAGS (PCS/GN)

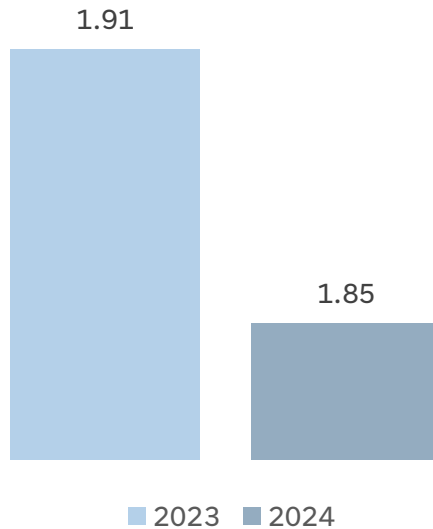


Key contributors to this outcome in 2024 (vs. 2023) significant reductions, includes a 25% reduction in plastic bags, a 27% reduction in laminated amenity packaging, along with ongoing staff training and improved monitoring by the head housekeeper and assistant supervisors.



SIGNIFICANT RESULTS

INDIVIDUAL FOOD PORTIONS (pcs/gn)



SIGNIFICANT RESULTS – HSK & GARDENS DEPARTMENT (2015 – 2024)



-62%

Single Use Plastic Bags

SIGNIFICANT RESULTS – F&B DEPARTMENT



-80% (2015 – 2024)

Individual portions of
pre-packaged food
items (such as milk,
butter, and jam).)



-29% (2022 – 2024)

S.U.P Take Away pieces



-10% (2023 – 2024)

Plastic Food foil



DETERGENTS – DESCALERS – DISINFECTANTS

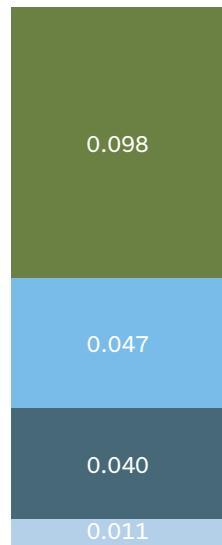
(HOUSEKEEPING / F&B OUTLETS / LAUNDRY)

2023

2024

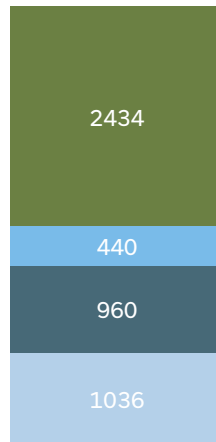
LT/GN

■ Housekeeping
■ F&B
■ Laundry
■ Total



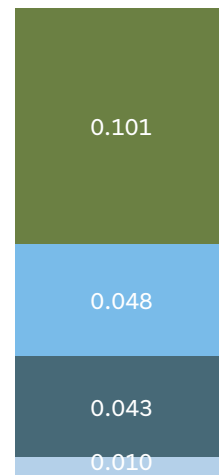
CONTAINERS

■ Housekeeping
■ F&B
■ Laundry
■ Total



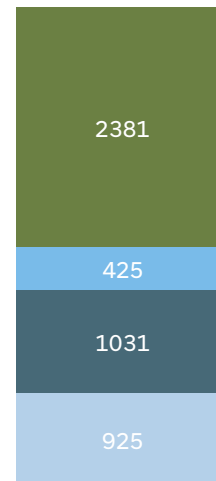
LT/GN

■ Housekeeping
■ F&B
■ Laundry
■ Total



CONTAINERS

■ Housekeeping
■ F&B
■ Laundry
■ Total



GOAL: 30% of products to be Ecolabel-certified and maintain total consumption below 0.11 litres/gn (2019 level).

Benchmarking Year 2022 – HOUSEKEEPING: 0,005 ltr/gn – F&B: 0,037 ltr/gn – LAUNDRY: 0,048 ltr/gn – ΣΥΝΟΛΟ: 0,090 ltr/gn

RESULTS: Total consumption of these chemicals across all departments increased by 12% in 2024 compared to 2022 but remains 7% lower than the total consumption in 2019.

The increase from 2022 is mainly due to the introduction of two new restaurants with kitchens and the integration of all bars into the HACCP system, which requires a more rigorous cleaning and disinfection schedule.

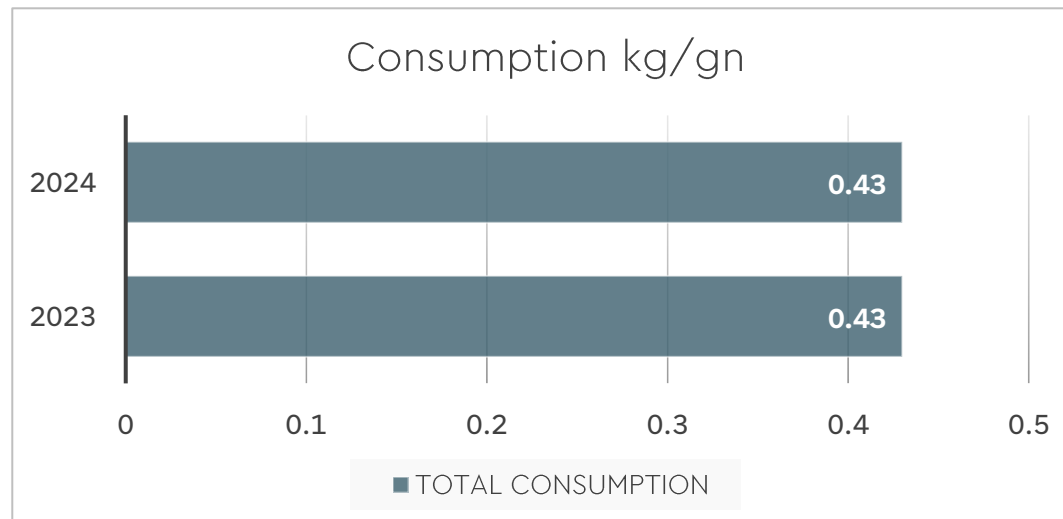
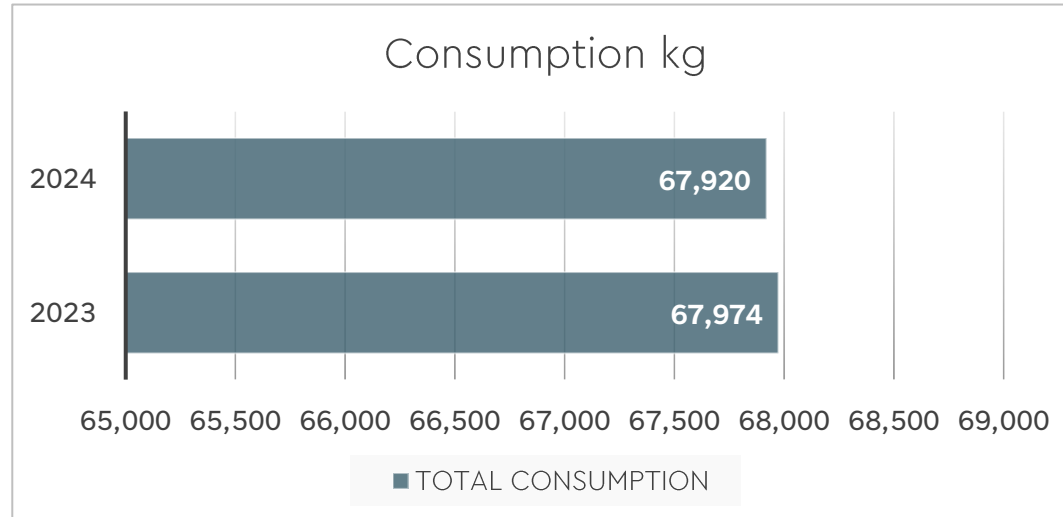
OVERALL

- 7% reduction in ltr/gn (2019-2024)
- 11% reduction in total pcs used



HAZARDOUS CHEMICALS

(WASTEWATER TREATMENT PLANT
/POOLS/DRINKING WATER
DISINFECTION)



GOALS: Post-pandemic target set in 2022: 10% reduction in hazardous chemical use vs. 2021, and an additional 3% reduction in 2024 vs. 2022.

Benchmarking Year 2022 – Hazardous chemicals consumption: 63.064 kg – 0,38 kg/gn

RESULTS 2020-2024: The first target was achieved, with a 17% reduction in 2022 compared to 2021 due to the lifting of COVID-19 restrictions. In 2023 and 2024, consumption increased by 13% due to weather conditions affecting pool and drinking water quality, the addition of 9 private pools, and expanded food & beverage services. Due to automated dosing systems and improved management, the increase remains lower than the original reduction.



FOOD WASTE

	TOTAL IN kg	Kg/guestnight
2023 (4 months measures)	44.298.19	0,387
2024 (6 months measures)	48.992,52	0,311
TOTAL FOOD WASTE (2023 & 2024 in kg)	93.290,71	0,343
	REDUCTION: 23,88%	REDUCTION: 19,68%
CO2e Savings in kg	14.683,44	

GOAL: Reducing food waste to 30% by 2030, in line with the United Nations Sustainable Development Goal 12.3 and the European law on the reduction and prevention of food waste (4819/2021) which came into effect in 2022.

RESULTS: Systematic efforts began in 2023, including regular weighing and tracking of food waste. The hotel participated in the European STOP WASTE program, enhancing monitoring processes. Staff training and awareness campaigns around food waste management have been central to this initiative since 2023.



KEY RESULT FOOD WASTE MANAGEMENT
(2023-2024)

↓ -19,68%

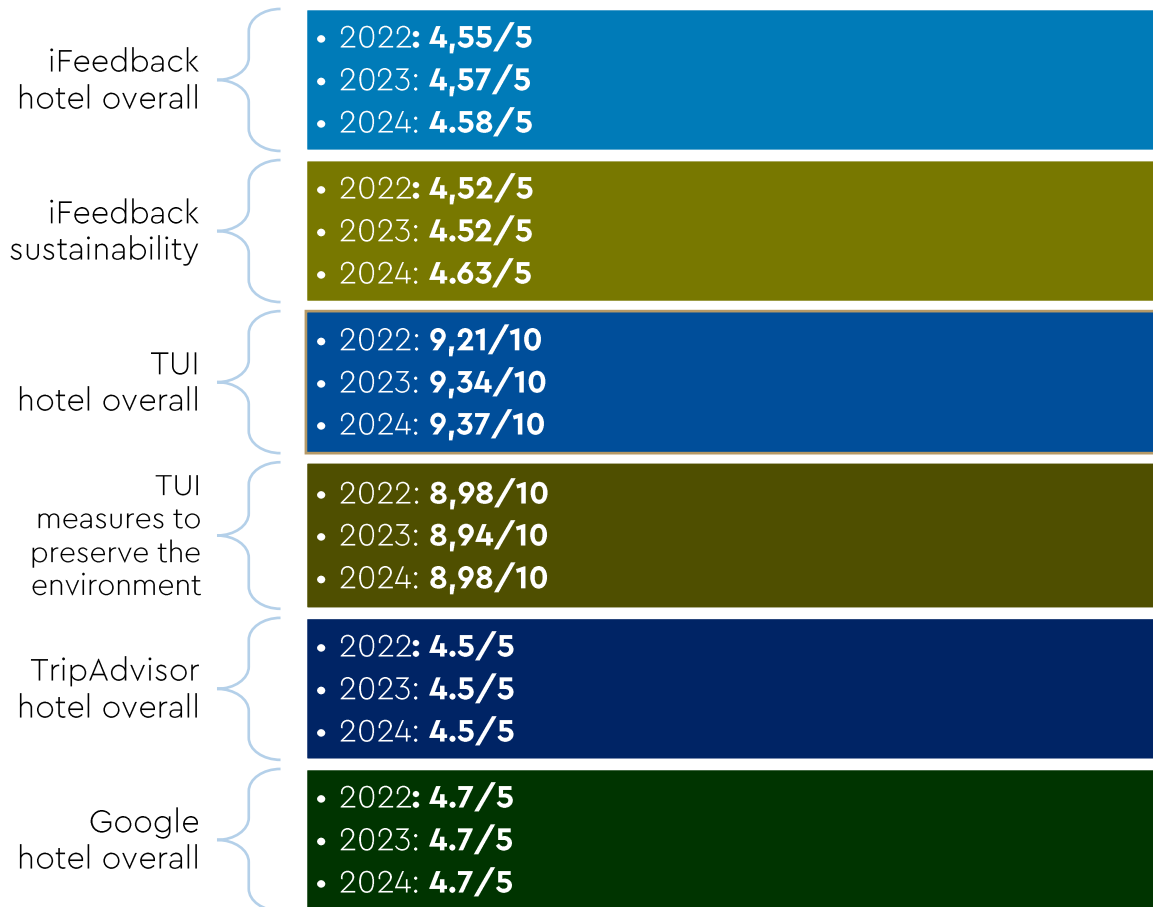


SOCIAL RESPONSIBILITY





OUR GUEST SATISFACTION



From 2022 through 2024, guest satisfaction has remained consistently high—or has further increased.

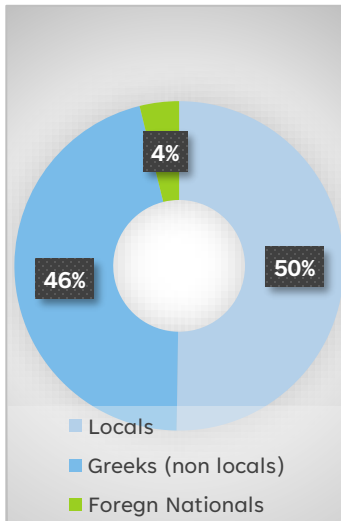




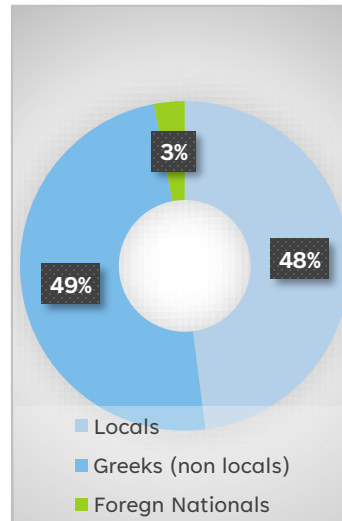
POLICY & EMPOWERMENT OF HUMAN RESOURCES

Staff Demographics

2023



2024



Staff

2023

52%



48%



2024

53%



47%



Percentage of women in managerial positions

2023

53%



47%



2024

58%

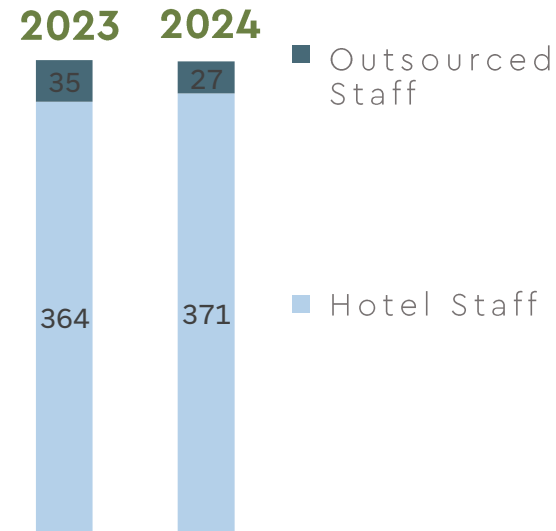


42%





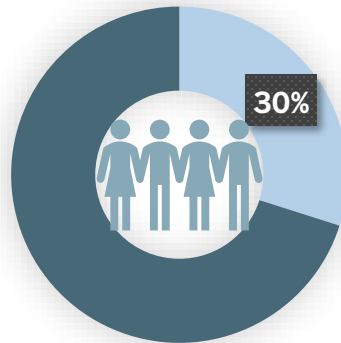
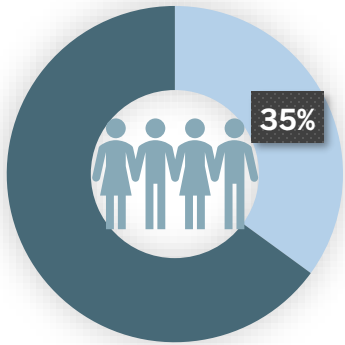
Total number of employed staff



% Returning Staff

2023

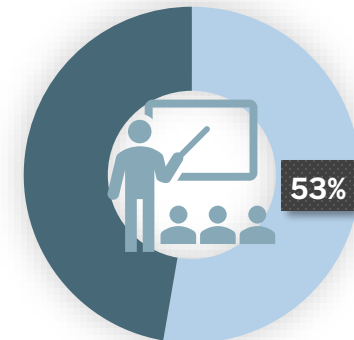
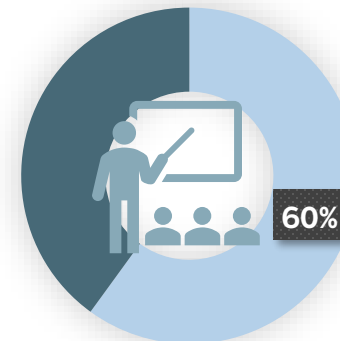
2024



% of Employees training

2023

2024



«Our people are at the heart of our operations»



Through its Human Resources Policy, our hotel:

- 🎯 Supports and implements actions to eliminate discrimination, and promote diversity and inclusion
- 🎯 Prohibits child labour (under 18 years old) and works actively to raise awareness against any form of exploitation or abuse of children and adults, while respecting human rights.
- 🎯 Ensures safe and high-quality working conditions for all employees and decent living conditions for those in need.
- 🎯 Takes into account staff satisfaction results and evaluates each department and supervisor through an annual anonymous survey.



ADDITIONAL STAFF BENEFITS

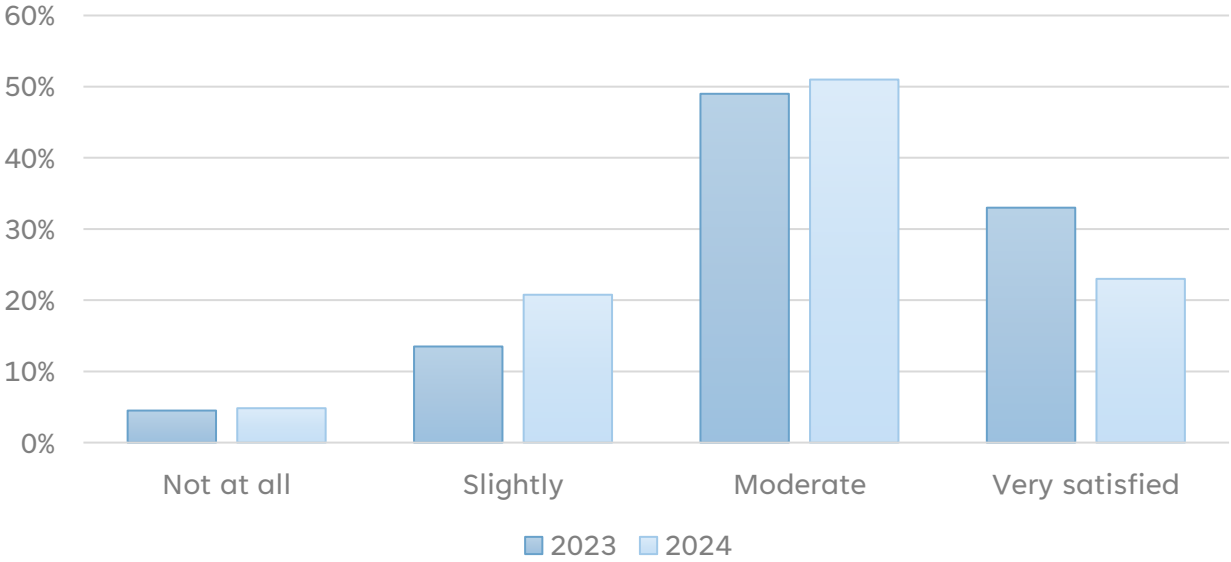
- Free accommodation at the Neptune Campus
- Complimentary meals at our staff restaurant
- Performance-based remuneration, provided above the legal minimum
- Ongoing training programs
- Career advancement opportunities
- Childcare and support services for employees' children
- Monthly prepaid shopping card





	2023	2024
STAFF REMUNERATION IN €		
SALARIES	6,170,441.35 €	5,858,227.34 €
CONTRIBUTIONS	1,212,761.97 €	1,206,030.46 €
TOTAL PAYROLL	7,383,203.32 €	7,064,257.80 €

ANNUAL PAYROLL



EMPLOYEE SATISFACTION

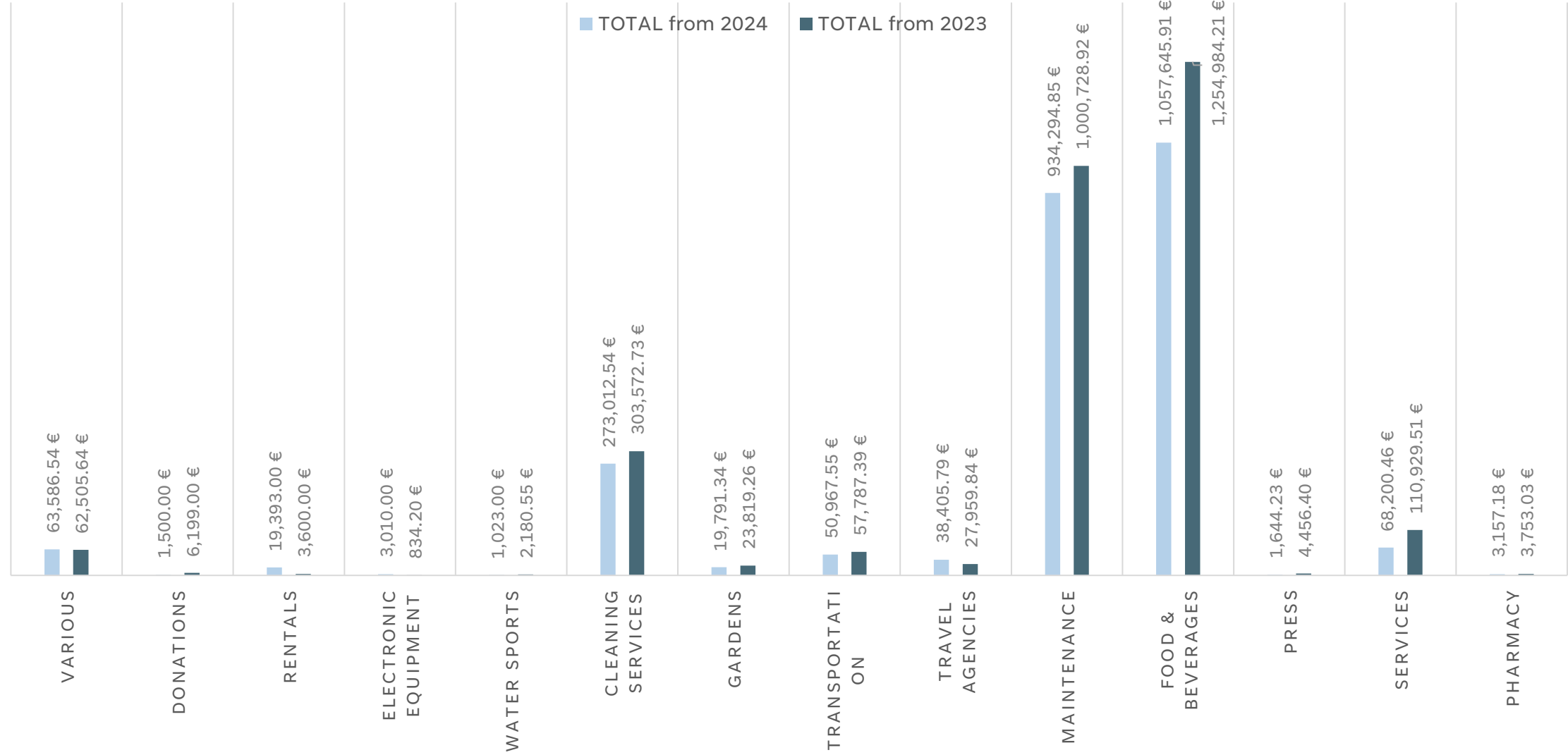


2023 (moderate & very satisfied)	2024 (moderate & very satisfied)
82%	74,4%



	2022	2023	2024
TOTAL	2,994,293.44 €	2.865.690,25 €	2.535.633,71 €

LOCAL ECONOMY
SUPPORT





SUPPORT OF THE LOCAL COMMUNITY

SPONSORSHIPS & SOCIAL RESPONSIBILITY INITIATIVES IN THE LOCAL COMMUNITY

2023

- Sports Club "Foivos" – Sponsored Accommodation for guest Basketball player Skortsianitis
- Accommodation sponsorship for a raffle – Antimacheia High School Association (GEL Antimachia)
- BLOOD DONATION 2023 – In collaboration with Kos General Hospital
- KOS LIONS CLUB – Donation of €1,000
- KOS KIDNEY PATIENTS ASSOCIATION – Donation of €1,000
- CHATZHIAMALLOS EMMANOUIL IKE – Donation of essential goods to the citizens of Rhodes – €1,199
- Gymnastics Association "Ipioni" – Donation of €3,000

2024

- Free accommodation sponsorship for raffle – Kos Medical Association
- Donation of furniture to the SPECIAL VOCATIONAL EDUCATION & TRAINING LABORATORY OF KOS (EEEEK KOS)
- BLOOD DONATION 2024 – In collaboration with Kos General Hospital
- DONATION to the Parents & Guardians Association of the 1st General Lyceum of Kos – €1,500





GUEST ENGAGEMENT - ACTIVITIES WITH LOCAL PRODUCERS

BEACH CLEAN-UP EVENT



COLLABORATION WITH LOCAL
BEEKEEPERS (MELISSA COMPANY)
IN THE HOTEL GARDEN



GREEK COCKTAIL-MAKING
LESSONS WITH HONEY-BASED GREEK
SPIRITS



GREEK COOKING LESSONS



THEMED EVENINGS SHOWCASING GREEK CHEESES AND
LEGUMES



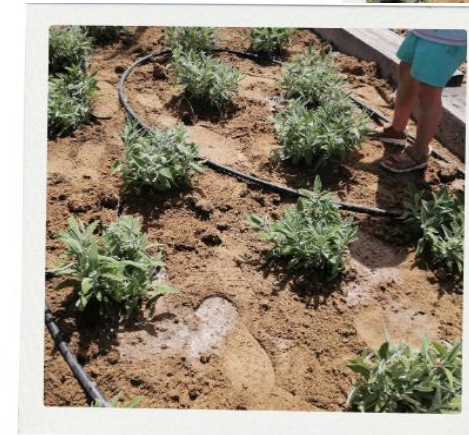


LEARNING ABOUT RECYCLING AND
REUSING THROUGH CREATIVE CRAFTS BY
USING WASTE MATERIALS FROM
EVERYDAY LIFE



CHILDRENS' ACTIVITIES AT THE KIDS CLUB

PLANTING MEDITERRANEAN HERBS
AND PLANTS





THANK YOU!

Maria Valerga – Sustainability Consultant
Anna Laka – Quality Manager

For more information, please contact
Ms. Anna Laka at: quality@neptune.gr

