

## **ENVIRONMENTAL POLICY**

### **Our Vision**

At the Euphoria Resort & Spa, our senior managers are committed to environmental protection and strive to reduce our property's operational impact on the environment.

### **Euphoria Green Vision**

Euphoria Resort aims the ultimate satisfaction of the guests with the minimum impact on the environment. We are committed in delivering a no compromise eco – chic experience that will achieve both environmental responsibility and a great guest experience.

With our efforts and with the collaboration of our suppliers, business partners and guests, we work together to reduce the environmental impact by focusing on critical areas as carbon emissions, food and beverage, indoor environmental quality, supply chain, waste and water management.

### **Energy & Atmosphere**

Energy efficiency and use of renewable resources is the fundamentals of Euphoria Resort. All buildings and areas are equipped with energy efficient LED lighting.

Additionally all appliances in guests as in working areas are A+++ energy efficient , achieving the minimum of the power needed for the daily operation of the hotel.

A smart electronic system in all areas inside and outside is helping us maintain low energy rates by controlling energy flows and reducing power wherever is needed.

Crete's ultimate characteristic, the sun, is there also to help us reduce our carbon footprint on the environment. A photovoltaic system, producing more than 250 kilowatts of electric power feeds the main system with clean energy.

The use of solar power is not limited only for electricity production but also for heating water with solar panels on all rooftops of the hotels buildings.

## Indoor Environmental Quality

Except the use of the Cretan sun for energy efficiency, earth is also used for the same reason. A geothermal system is in place in order to maximize the performance of the air-conditioning in all indoor spaces and reduce the energy needed by using the clean energy of the earth.

The indoor temperature is maintained with the use of a thermo facade applied on all external walls, minimizing the loss of temperature and maintains a comfortable feeling to our guests at all times.

Natural light is present in all indoor public spaces and rooms with wide glass surfaces giving the feeling of euphoria and good mood.

## Water Efficiency

Water is the most critical element of life and its management and efficiency is one of our main concerns.

Watering a big garden area like Euphoria Resort's with many plant species and grass is a necessity, but at the same time needs great amounts of water. A fully automated underground system is responsible of the water management and together with underground tubing structure, the loss of this valuable element is minimum.

Additionally underground water tanks collect the rain water so it can be used for watering the big grass covered areas.

The contribution of our team and guests is also critical minimizing the water loss.

That is achieved by changing the linen of the rooms every second day and the towels and bathrobes only when the guest asks us to, by placing them in the tub or shower.

Our housekeeping team uses a waterless system to clean the rooms and public areas, and the food and beverage team has a minimum use of linen in all bars and restaurants.

Using the above methods we minimize the use of water and at the same time our chemical spill on the environment.

## Recycling

The daily operation of Euphoria Resort produces a great amount of waste materials. A certain process is in place in cooperation with the local authorities in order to collect all these materials and separate them by type. Recycling points are also in place in all public areas for our guests to help our effort.

## Carbon Footprint

All above measures have a great effect in energy and water saving as also a great contribution to our effort to reduce our carbon footprint on the planet. Additional measures for that cause are our policies for less carbon in a greater scale.

Buying local is a measure which reduces imports and transfers and empowers the local community and economy at the same time.

Building sustainable menus with local and seasonal ingredients of the Cretan nature maximizes the guest's experience of the local culture and minimizes our carbon footprint. It's the tastiest contribution of our guests to our effort for a greater cause.

## Protecting caretta caretta sea turtle

Our location, Kolymbari, is listed at the Natura 2000 network of protected natural areas and our pebbled beach is a sanctuary for many sea turtles that swim out in the night to lay their eggs. We consider ourselves lucky to be located in such beautiful surroundings and at the same time we feel our great responsibility to protect it. Loggerhead turtles (Caretta Caretta) are considered an endangered species that visit specific beaches during summer months, in order to lay their eggs at the warm shore. "ARHELON"-The Sea Turtle Protection Society of Greece and the Management of the Resort, work together to preserve the natural environment of the sea turtles and to increase the public awareness about them. We are taking actions so that adult females can make their nests undisturbed and reach the sea unobstructed. During the evening, all the sunbeds are removed from the beach, in order to provide unlimited access to the turtle towards the sea. Outdoor lighting doesn't face the sea and there is no artificial lighting on the beach. We always kindly advise our guests to inform our Reception or the local authorities directly, in case they see a Caretta Caretta, especially if it is laying eggs.

### Activities for the children of our guests from the Kids Club

Environmental activities are added to the Kids Club program in order to promote environmental awareness and the Green Vision of Sustainability to the children of the hotel guests. The activities are as follows:

1. carreta carreta races
2. recycling games where children learn good recycling practices such as glass, aluminium, paper, etc.
3. A garden tour and the creation of a herbarium, where children discover, study and classify the plants found on the hotel's premises.

### WASTE MANAGEMENT REGULATION

The company TOMES AKINITA SA, to which Euphoria Resort hotel belongs, has been included in the Hellenic Electronic Waste register. «HMA» is an electronic platform of the Ministry of Energy and Environment in which all the quantities of generated waste must be recorded as well as to which licensed - certified companies we give them.

This, it is very important to implement good storage practices for our recyclable waste.

- Glass bottles (of wines, beverages, jars, etc.) in the two metal bins (basement poll bar and basement of the coastal building) and in the large metal bin (loading dock). We make sure they are emptied and without caps. We do not toss inside glass and porcelain.
- Paper, paper packaging, plastics, aluminum, nylon, metal packaging are tossed in the designated blue bins. They should not have catering waste and we reduce their volume as much as possible. Bulky items are avoided.
- Edible oils from fryers are tossed in special containers in the kitchen.
- Batteries are separated in special recycling bins. (Warehouse- reception – Mini Market – Accounting Department).
- Lamps tossed in the special recycling bin (Warehouse)
- Electronic and electrical equipment tossed in the special recycling bin. (Warehouse)
- Leaves - grass - branches in the special storage area to be designated by the management.
- Rubble and bulky objects in the special storage area to be designated by the management.

-Leftovers in the green bins are put in tied bags in the refrigerated trash bin.

For all the other kinds of waste are separated in the green bins on the ramp in the basement, the bags are neat and tightly sealed.

-Smokers should put cigarette butts in the ashtrays and always in the special areas where smoking is allowed.

Closing the gaps from beer barrels, carbonate gaps, plastic grocery stores, IFCO packaging plastics and europallets are charged by the companies so they will have to be collected at the warehouse and returned with a delivery note to the suppliers.

## ENVIRONMENTAL POLICY OBJECTIVES

Through our environmental policy we will:

- Ensure that we comply with all applicable environmental laws and regulations
- Measure our environmental performance in relation to our goals, ensuring that we regularly monitor our progress.
- Educate our staff about our environmental commitments so that they understand the role they play in achieving our goals.
- Invite our visitors to support our efforts to reduce our environmental impact.

In order to achieve our environmental goals in 2021 we are planning to:

- Recognize and Retain the Travelife award for hotels and accommodation.
- Measure and Manage energy consumption. This will help us apprehend our environmental impact and take all necessary steps to diminish it.
- Measure and Manage water consumption so as to maintain the water supply of our area and reduce our costs at the same time.
- Learn how we can better manage our waste than we do now. In what matter could we recycle more and help turn waste into useful raw materials.
- Create a market strategy for the purchase of local products, so that we can strengthen the local economy and reduce the carbon footprint in the environment.

## EMPLOYEE HEALTH, SAFETY AND RIGHTS POLICY

### Employee support policy

The Company is undertaking to take all essential steps to prevent accidents, to improve health and safety conditions, in order to ensure the protection of the life and health of workers and their rights.

Specifically, the policy aims at:

- Compliance with legal / regulatory requirements for health and safety at work
- Protection of the health and safety of the company's employees
- Recognition - assessment of occupational hazards and taking the necessary measures to control them.
- Creating an appropriate working environment and commitment to continuous improvement of conditions and the prevention of accidents at work and occupational diseases.
- Providing appropriate information and training to the Company's staff, in order to ensure as far as possible its Health and Safety. Clear reporting and understanding of all employee responsibilities regarding safety issues.
- Ensuring the adequacy of resources and means for the development of technologies aimed at reducing occupational risks.
- Installation of appropriate channels for two-way communication between management and employees.
- Support and encouragement of the active participation of all human resources and stakeholders, in the submission of proposals in order to achieve continuous improvement of the company's performance and the development of all staff skills.

Regarding the rights of the employees, the Management of the Organization believes that the employees should be treated fairly and with respect regardless of religion, gender, nationality,

sexual orientation, age, disability.

Specifically:

- All human rights are recognized as governed by the Universal Declaration of Human Rights
- All employees have written and signed contracts regarding their terms and conditions of employment
- All employees have the right to start and end their employment without any penalty.
- All employees are entitled to be paid at least the national minimum wage.

## EMPLOYEE HEALTH, SAFETY AND RIGHTS POLICY ANNEX II

- The company complies with national legislation regarding the working hours of employees. Overtime is either paid to the employee or deducted from the working hours.

In addition, especially with regard to employee support for COVID-19, the Management is committed to:

- Support all employees by providing every material (means of personal protection) and moral assistance to overcome difficult situations.
- Come in frequent contact with the employees by offering psychological and emotional support, ensuring the personal development for everyone in the training program.
- In case of an employee with a disturbed psychology, the collaborating doctor is informed in order to deal effectively with the incident with appropriate psychological support and prevention of panic, without social stigma.
- In case the employee has symptoms of a respiratory infection or was personally impacted by COVID-19 infection or had close contact with confirmed cases, all necessary actions are performed based on the instructions of the collaborating doctor. The employee retains all his contractual rights, is psychologically supported by his colleagues and the hotel management, and is treated with respect, dignity and discretion.

Any negative behaviors and social stigma associated with the onset of COVID-19 in an employee are not acceptable.

The objective of the Organization is to perform all tasks with the best working conditions,



without any form of accident or incident that may harm an individual's health. The protection of the health, safety and rights of the employees is the concern of all those who participate in the activities of the Company and depends above all on ourselves.

### LOCALITY POLICY

Euphoria Resort, since its foundation in 2018, supports in practice the production, the economy, but also the human resources of the place where it's located. More specifically, our Resort, in order to contribute to locality, relies on the following factors:

- The 80% of our suppliers are locals (Cretans or Greeks in general).
- Cretan and Greek cuisine are prominent in the majority of our buffet and a la carte restaurants.
- Local uniqueness and hospitality are promoted.
- We offer services and facilities, which promote the local culture and gastronomy.
- We respect the environment and the sustainability of our homeland.

### QUALITY ASSURANCE POLICY

Euphoria Resort is a luxury 5\* hotel, situated at Kolymvari village, in Chania. It was established in 2018, under the most current environmental standards.

Quality is of major importance for our Resort, since we value our guests. We strive to provide them with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System, which provides a framework for measuring and improving our performance. We have the following systems and procedures in place, so as to support our aim for absolute customer satisfaction and constant development through all aspects of our business:

- 1) Regular gathering and monitoring of customer feedback, through e-questionnaires, during their stay and upon their departure, as well as through the constant presence of our Guest Relation's Department. Communication is encouraged also by promoting to review in our official social sites, as well as in travel sites such as TripAdvisor.
- 2) Selection and monitoring of suppliers against specific criteria.
- 3) Constant training and development for our employees.



- 4) Measurable quality objectives, which reflect our business goals.
- 5) Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed through regular Quality Management meetings and are forwarded to our staff, through the Staff Handbook, prepared and distributed to all staff members of Euphoria Resort. In addition, regular staff meetings are held, to reassure our quality standards and working procedures and to settle any issues that may occur during season.

## PURCHASING POLICY

Every purchase must cover a real need of the hotel whilst considering the hotel category.

In any negotiation with the supplying company, we will inform them about our company's environmentally friendly policy, and we will ask the supplier to inform us about the various environmentally friendly products on offer. In addition, we will inform the suppliers about the environmentally friendly specifications that are of interest to us, and we will inquire whether the company in question has a similar policy. These specifications are determined by Euphoria Resort Environmental Department in cooperation with the Purchasing Department based on specific European Union and international regulations, as well as scientific information on the respective subjects.

In order for the purchase of any product to be realized, three conditions should apply:

- the above-mentioned specifications should be complied with as far as possible.
- there should be no alternatives available.
- the price should be identical or slightly above the price of the respective "conventional" product.

1. Priority will be given to products from the local markets (on a regional, area and state level) if they meet the requirements and basic needs of the company. As far as the final decision on any purchase is concerned, the important factor of product transportation should always be considered, from the point of view of both air pollution and fuel consumption (non-renewable sources of energy) during transportation.

2. Priority should be given to recyclable and returnable products as well as those from recycled materials (mostly paper, aluminium, glass, plastic) without excessive multiple packaging (the more complex a product is, the more materials are used in its production and the more waste is

disposed of into the environment).

3. In general, preference is given, wherever possible, to the purchase of products in bulk and re-useable or returnable packages. This practice reduces both the cost and the useless packaging that ends up as waste.

4. The purchase of items such as disposable cocktail decorations, breakfast portions, glasses, etc. is to be avoided and, wherever their use is necessary, biodegradable products are preferred.

5. Among the artificial and chemical products of everyday use, preference is given to those with the least damaging effects on the environment and human health.

6. The purchase of fresh fruit and vegetables and the promotion, wherever possible, of Greek, local, traditional products and organic cultivation products should be applied.

7. Regarding the purchase of equipment, priority is given to the products that consume less water, energy and fuel and do not contain CFC's.

8. The use of materials containing substances dangerous to public health and the environment (such as organic solvents, asbestos, lead, polyurethane, etc.) should be avoided in the construction of buildings, manufacturing of furniture, insulation & decoration during renovations.

**ATTENTION:** Objects and materials from tropical forests and animals protected by the CITIES international treaty (e.g., turtles, crocodiles, elephants, etc.) are to be avoid

green vision

**For the version in other languages please contact [info@euphoriareSORT.gr](mailto:info@euphoriareSORT.gr)**