

An aerial photograph of a beach. On the left, the ocean is a deep teal color. White waves are breaking onto a sandy beach. On the right side of the beach, a row of lounge chairs is visible, each with a golden-colored spherical object on top. The text 'EUPHORIA resort' is overlaid on the left side of the image.

EUPHORIA
resort

our “green” summer story to tell...

Member of **EM** RESORTS

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MESSAGE FROM THE MANAGING DIRECTORS

Euphoria Resort stands on a 71,950 sq.m beachside plot, surrounded by pure nature and crystal clear waters. During construction, right from the beginning, sustainability was one of our main focuses. Therefore, we used eco-friendly certified building materials, whereas energy efficiency was the most significant criterion when selecting our mechanical equipment. Solar power's high potential is also taken into account which resulted in The Photovoltaic Project which fits seamlessly into EM Resorts' green vision initiative whereby the experience of luxury accommodation is inextricably linked with respect and protection of the environment.

Following the unprecedented period of 2020, which was marked by the Covid-19 pandemic, we vigorously continued our effort to keep sustainability in the foreground and evolve it.

We are very proud of this so far short but of highly importance journey, during which we try to show our consistent dedication to sustainable development, having implemented it across all of our facilities & activities.

Sustainability is a long-term challenge, which has completely inspired us in creating unique euphoric experiences.

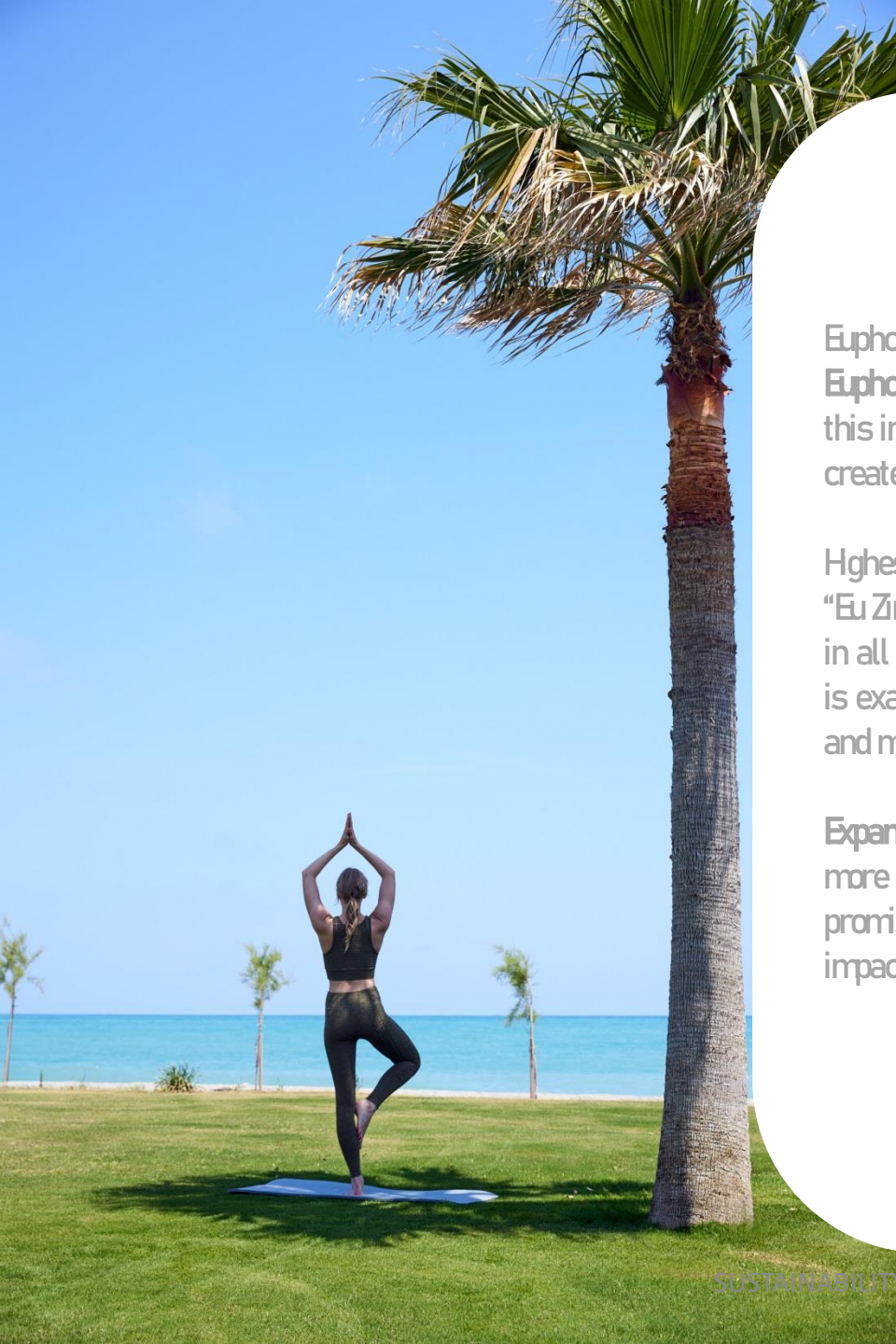
Sustainability meets our society's ability to develop and flourish without depleting all of the natural resources needed to sustain a bright future.

Sustainability means evolution, survival, environmental care and social well-being for every Euphoria Team Member; It means creating and maintaining an environment in which the beauty of life can live on for generations.

Right from the beginning, our vision was to design and build a 5-star hotel in harmony with its unique natural environment, so as to promote sustainable development.

Keeping up with our high standards, our main vision will remain supportive to our environment, society, as well as economy, since we are committed to keep our energy footprint and waste generation as low as possible.

George Mathioulakis
Marietta Mathioulaki
Managing Directors



INTRODUCTION

Euphoria Resort has first opened its doors in May 11, 2018.

Euphoria, a word of Greek origin, means joy, a state of wellness. Having this in mind, along with the famous Greek hospitality, the design team created a hotel that welcomes the visitor to a fulfilling experience.

Highest good for the ancient Greeks, “Eu Zin” means bliss and good life. “Eu Zin” refers to a lifestyle aiming to improve the quality of human life in all areas and is indissolubly related to the source of wellbeing. This is exactly what Eu-living is about and is our way to achieve physical and mental health; “a healthy mind in a healthy body”.

Expanded in 2022, offering 57 additional rooms and at the same time a more relaxing section for those who seek tranquility, Euphoria Resort promises the ultimate satisfaction for the guests, with the minimum impact on the environment.

Welcome to our eu-world!

The total area of the hotel is **72,000 sq.m**, of which **15,200 sq.m** are covered by buildings. The planted areas within the hotel consist of **20,000 sq.m** grassland and **2,000 sq.m** trees, a total of **22 acres** of planted areas.

The aim of the architectural design of the hotel was to create an ensemble, which is assimilated into the area's natural topography.

The hotel complex consists of 14 buildings, and offers:

344
contemporary
& spacious
rooms & suites

5
restaurants
& 3 bars

an
impressively
extensive
outdoor pool
of 3300 sq.m

an
additional
outdoor pool
of 630 sq.m
1900sq.m
room
sharing
pools

a
fascinating
water-land
with aqua
towers, fast
slides and a
baby pool

a
Kids Club
and an
outdoor
playground

a
1.500 sq.m
spa &
wellness
center,
including
indoor
heated pool
and state of
the art wet
areas

a
fully equipped
fitness
center, as
well as four
courts (two
tennis courts,
one beach
volleyball &
one 5x5
soccer field

shopping
areas

a meeting &
a
conference
room

our accomplishments

As part of our commitment to enhance our team members' working environment, promote our local and social responsibilities and manage all forms of energy, we have successfully accomplished for 2022 a number of sustainable operations

- ✓ Continue and expand employee education
- ✓ Continue to measure and manage our energy consumption
- ✓ Measure and manage our water consumption to preserve our territory's water
- ✓ Learn how we can manage waste output better than what we used to. How to reduce the amount, recycle more and help turn waste into useful raw materials
- ✓ Promote all policies related to the Resort, as well as all business activities in terms of sustainability.
- ✓ Collaborate with animal welfare organization.
- ✓ Promote environmental awareness for kids activities
- ✓ Introduce an employee reward and recognition programme
- ✓ Education programme about child abuse for all of our employees, in cooperation with the organization "The Smile of the Child"
- ✓ Expansion of Green Vision initiative.
- ✓ Achieve Blue Flag award for our beach.

OUR PEOPLE

At Euphoria Resort, we strongly believe that one of our major factors of success is **our people** in whom Cretan Hospitality is based upon. We are proud to acknowledge that our guests' satisfaction comes from our team's work. We are also proud of our loyal and professional employees, many of them are working in Euphoria since the very beginning, even the pre-opening.

- The health, safety and wellbeing of our workforce remains one of our top priorities, whereas all members of our team are treated with dignity and respect.
- We comply with the Greek labor legislation and regulations to ensure a healthy and safe working environment.
- We are free from discriminations regarding age, ethnicity, disability, gender, race, political or religious attitudes and sexual orientation
- The majority of our employees are locals.
- We focus on the continuous training of each & every member's learning and development initiatives which leads to maintaining a dynamic team that will work synchronized and will be effective in achieving this vision.
- We introduce our staff to the sustainable practices, in order to be a great part of our initiative of Green Vision
- We offer breakfast, lunch and dinner, as well as special rates for using the hotel facilities out of working hours with their families
- All members of staff are encouraged to join Hotel employee's Trade Union
- Providing equality of employees in the workplace, as well as career opportunities and access to the labor market



Free accommodation

Free meals and free transportation to and from the hotel premises

Clear and detailed employee handbook

Training seminars & projects

Access to the Hotel's doctor

Healthy and safe working environment

Sports events among our staff

Departmental skill training for trainees

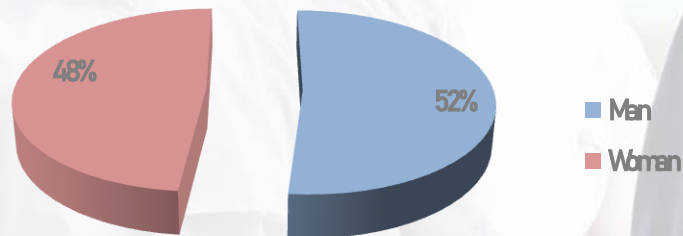
Employee reward and recognition programme

Annual staff evaluation

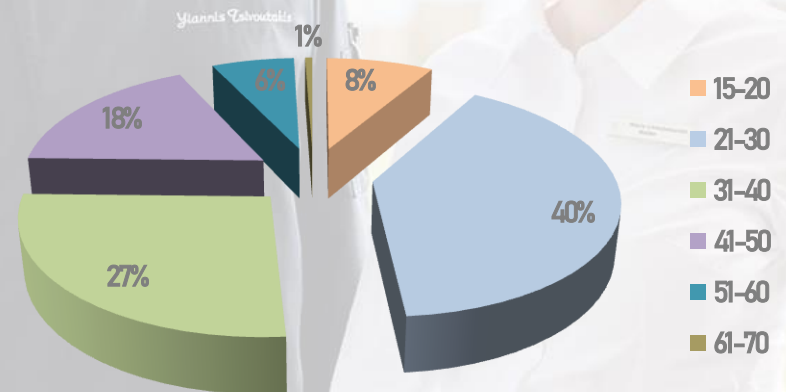


EMPLOYEE STATISTICS

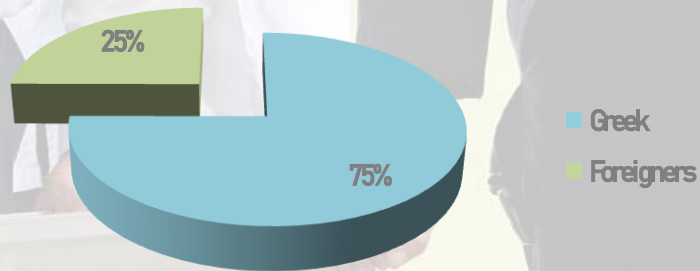
GENDER 2022



AGE GROUP 2022



NATIONALITY 2022



TOTAL WORKFORCE FOR 2022 353

our three EU Green pillars

We are committed in delivering an eco-chic experience, which combines both environmental responsibility and luxury experience for our guests. We work together with our suppliers, business partners, and guests, to reduce our environmental impact, by focusing on critical areas concerning carbon emissions, food and beverage waste, indoor environmental quality, sustainable practices in the supply chain, waste and water management.

Sustainable
hotel
operations

Environment
& local
Biodiversity

Support local
Community

ENERGY MANAGEMENT

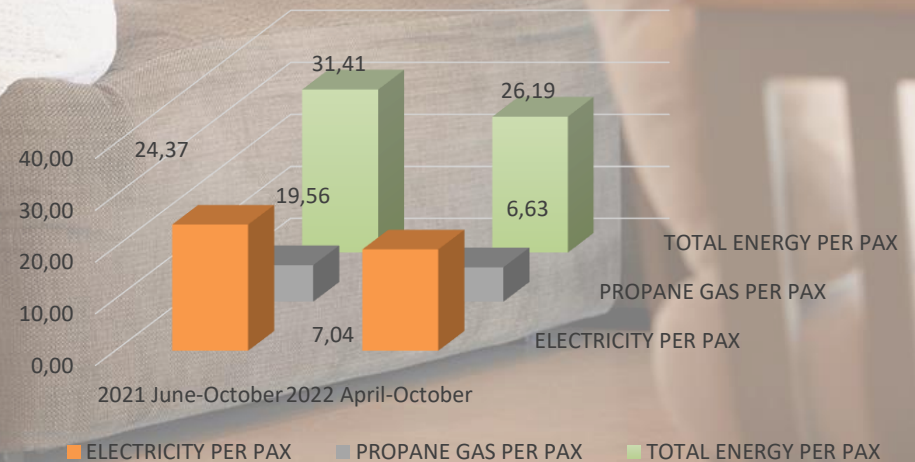
- ❑ Energy efficiency is fundamental at Euphoria Resort. All buildings are energy class A+ classified, as a certified thermal façade system is applied in all external walls, while natural light floods into rooms and indoor public spaces through wide solar control glass surfaces. Solar panels are installed on the roofs, covering almost 40% of the hotel needs in electricity. Eco-friendly certified LVT flooring made from natural fillers, recycled and bio-based materials is used in the guestrooms. LED lighting is applied everywhere
- A Building Management System (BMS) is in place to continuously monitor the energy production of the resort on a daily basis and provide detailed reports.
- A KNX protocol is in place to employ the required energy consumption according to demand. Operating functions such as lighting and air conditioning can be regulated according to the guest's wishes and at the same time valuable information is provided about the current needs, optimizing energy efficiency. Room controllers also allow window statuses to be monitored, thereby avoiding energy waste through open windows.

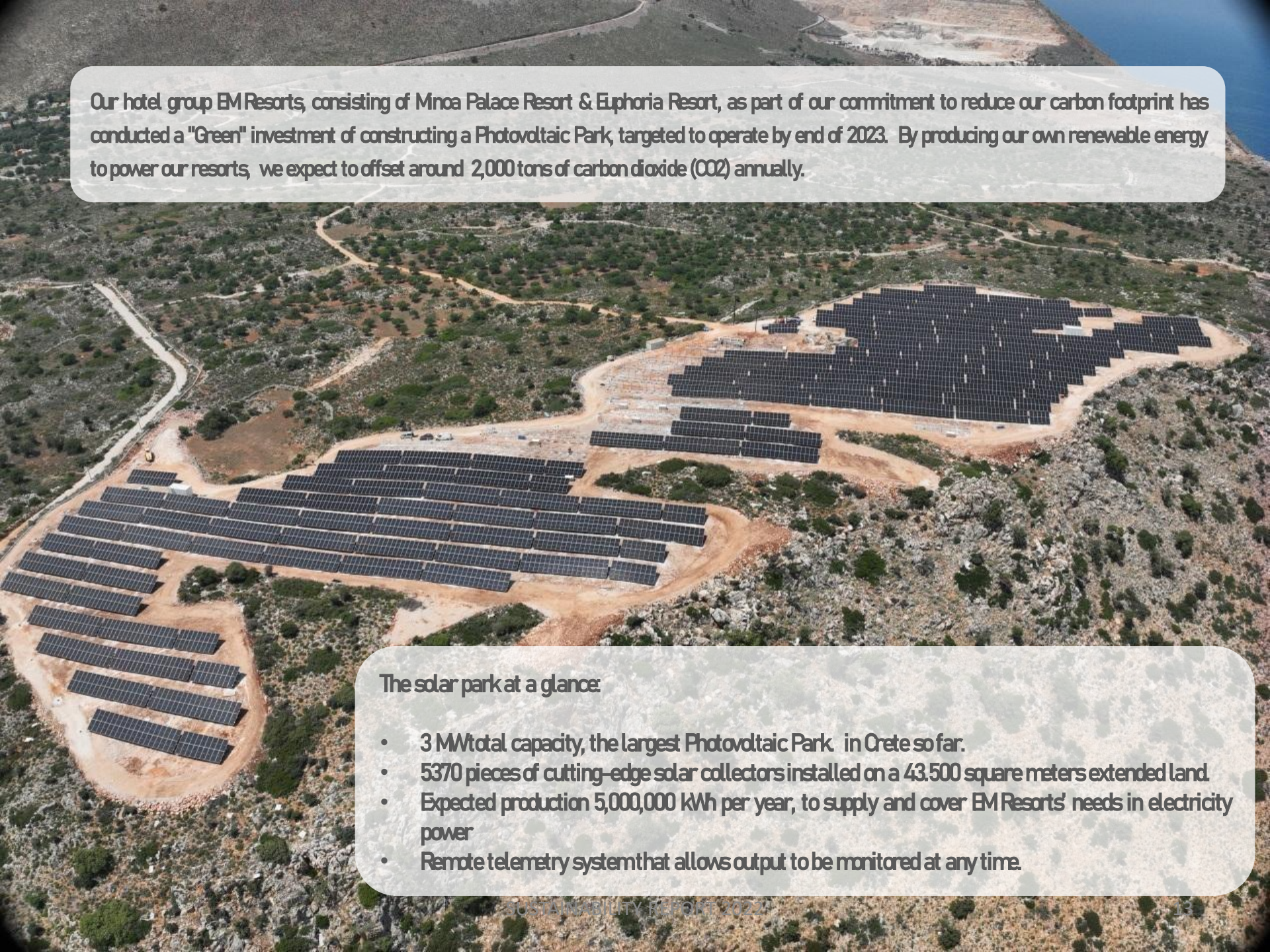
TOTAL ENERGY PER PAX

ACTUAL 21 TARGET 22 ACTUAL 22 TARGET 23

31,42 Kwh 28,00Kwh 26,19Kwh 24,00Kwh

ENERGY CONSUMPTION IN kWh PER PAX





Our hotel group EM Resorts, consisting of Minoa Palace Resort & Euphoria Resort, as part of our commitment to reduce our carbon footprint has conducted a "Green" investment of constructing a Photovoltaic Park, targeted to operate by end of 2023. By producing our own renewable energy to power our resorts, we expect to offset around 2,000 tons of carbon dioxide (CO₂) annually.

The solar park at a glance:

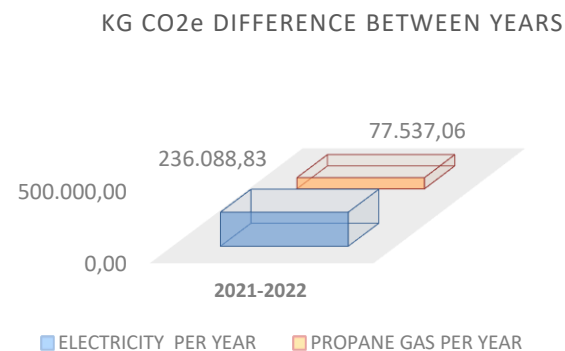
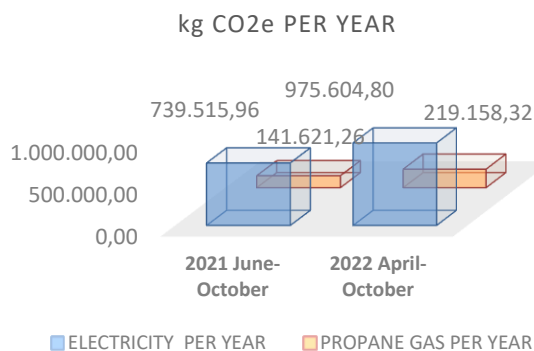
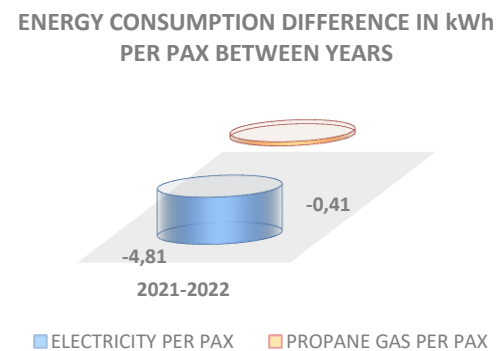
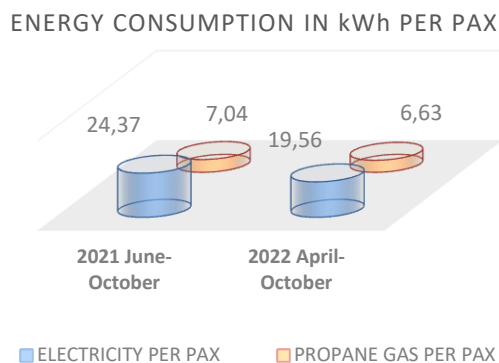
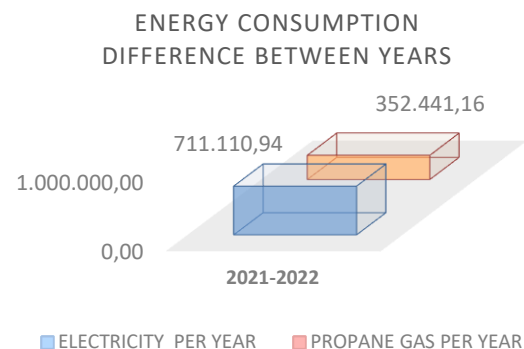
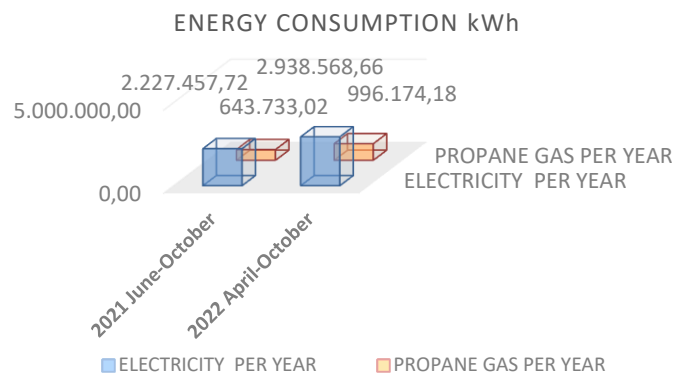
- 3 MW total capacity, the largest Photovoltaic Park in Crete so far.
- 5370 pieces of cutting-edge solar collectors installed on a 43.500 square meters extended land.
- Expected production 5,000,000 kWh per year, to supply and cover EM Resorts' needs in electricity power
- Remote telemetry system that allows output to be monitored at any time.

Euphoria Resort Team is fully committed to the vision of a green planet and encourages all guests to support its efforts for sustainable management.

GEO THERMAL ENERGY



- ✓ Except for the use of solar energy, the most abundant energy resource on the sunny island of Crete, a contemporary geothermal system is installed, for cooling the Resort's premises, in order to maximize energy performance of the air-conditioning in all indoor spaces.
- ✓ Excess heat from the heat pumps cooling system instead of being rejected is used to generate domestic hot water, therefore reducing electricity consumption.



Nbte: Operating period in 2021 was shorter compared to 2022 due to covid-19 pandemic

WATER EFFICIENCY

Water saving is amongst our biggest concerns. Within the ample surrounding areas of Euphoria Resort watering such a vast surface is a great daily challenge.

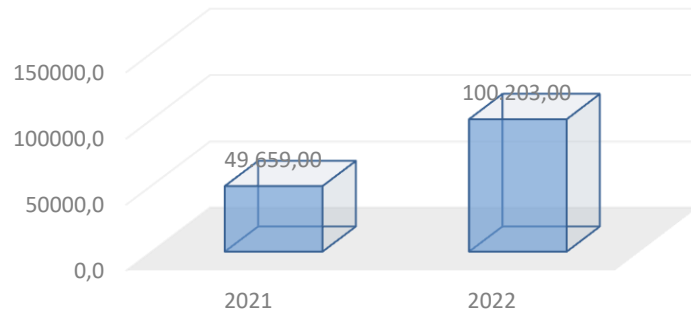
Our actions relate to:

- maintaining a fully automated underground watering system
- waterless system used while cleaning the rooms
- minimum use of linen in all bars and restaurants
- saving 25 tons of water per day in washing machines using detergents with environmentally friendly enzymes
- maintaining a special cleaning system with mops, from the Housekeeping Team
- use dosing pumps while placing pool chemicals
- water consumption monitoring at any moment.
- continuous training

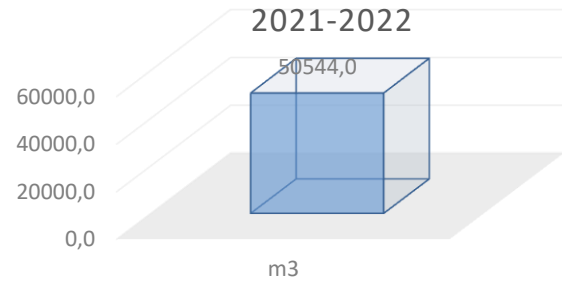
WATER CONSUMPTION PER PAX

ACTUAL 21	TARGET 22	ACTUAL 22	TARGET 23
0,54m³	0,54m³	0,67m³	0,63m³

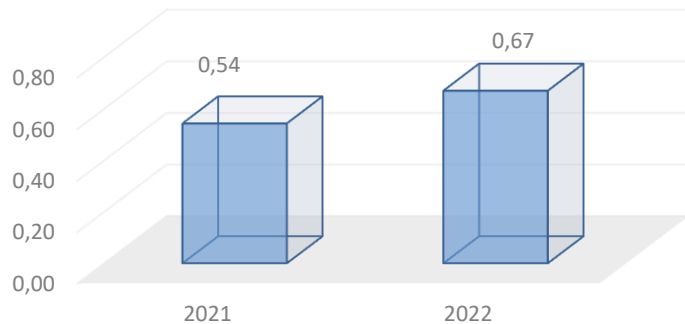
WATER CONSUMPTION PER YEAR



WATER CONSUMPTION DIFFERENCE BETWEEN YEARS

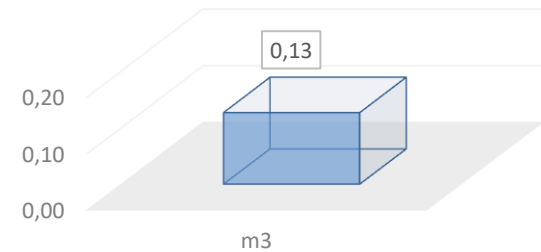


WATER CONSUMPTION PER PAX



WATER CONSUMPTION PER PAX DIFFERENCE BETWEEN YEARS

2021-2022



Note: Operating period in 2021 was shorter compared to 2022 due to covid-19 pandemic

WASTE EFFICIENCY

our three “Rs”

✓ **REDUCE**

We have minimized the use of paper in rooms, as we have incorporated most information in the hotel application.

✓ **REUSE**

We are donating materials to our staff, local church and to the local community.

✓ **RECYCLE**

Cooking oils

Lamps

Ink cartridges

Plastic, paper, aluminum & glass packaging, in co-operation with the municipal company of recycling in Chania, (“DEDISA”)

Batteries, in cooperation with “AFI”

Old staff uniforms (with the cooperation of “RECYCOM”)

Electronic & electrical utilities in co-operation with the municipal company of recycling in Chania, (“DEDISA”)



14,550kg

of
Glass



28,350kg

of
Paper



9,450kg

of
Plastic



2,500kg

of
Used cooking oils/Biofuels



150kg

of
Used linen



31

Ink cartridges



All the aforementioned measures have a great effect on energy and water saving and summarize our efforts on reducing our carbon footprint. Less carbon on a greater scale is achieved by additional measures and policies. Buying locally, reduces imports and transfers, while at the same time, empowers the local community and economy. Additionally, by using local, seasonal ingredients, we offer our guests a tasty, fresh and authentic experience.

LOCAL COMMUNITY & SOCIAL RESPONSIBILITIES

Support Local Community

Euphoria Resort since its opening in 2018, actively supports local production, economy and local community.

- ◆ We promote and contribute to the needs of the local population by offering work and education, as well as by selecting local producers for hotel supplies to support the local economy
- ◆ 70% of the products we use in our food departments are local or of Greek origin
- ◆ During renovations, all equipment, furniture and other materials are donated to local institutes, staff or members local community that are in need
- ◆ We financially support the public schools of Kolymbari area, when in need
- ◆ Portions of food are being donated to local institutes, churches.

LOCAL COMMUNITY & SOCIAL RESPONSIBILITIES

Promote Cretan Culture

Euphoria Resort supports and promotes Cretan culture with actions as hereunder:

- ◆ The renown Cretan cuisine is prominent in our restaurants and especially at "Kouzina" Restaurant, with unique culinary Mediterranean experiences for breakfast, lunch and dinner
- ◆ Use & promotion of local ingredients in Gastronomy, such as graviera & mizithra cheese, olive oil, honey, raki
- ◆ Traditional Cretan/Greek nights
- ◆ Organizing a Street Food Festival every week by our Euphoria Garden
- ◆ The evening animation program is performed by local musicians and performers, showing much of our local culture and music
- ◆ Support the brilliant works of art by famous Greek artists
- ◆ We promote through our website in the Eu-plore section, sightseeing to every must -visit place in Chania, as well as local producers
- ◆ Organized visits to local wineries
- ◆ With our cooperation with "Terra Oreta" olive mill, we aim to educate our guests and staff about the great nutritional value of the olive oil
- ◆ Organized visits to local Oil pressing factories



LOCAL COMMUNITY & SOCIAL RESPONSIBILITIES

Social Responsibilities

“Smile of the Child”

“To Chamgelo tou Paidiou”

We are fully committed, so as no child should face any kind of threat or abuse. For that, Euphoria Resort is proud to announce a new cooperation with one of the most significant non-governmental organizations in Greece called “Smile of the Child”, dedicated to help children in need; an organization that ensures all children will enjoy love, affection, care and respect. Through different kinds of actions, we collect donations whilst through public awareness and education activities, we want to create opportunities for our guests to understand the needs and support our younger generations, who are victims of poverty or violence, the missing children and each child who is in need of medical support.

- ❖ Each year instead of purchasing Christmas cards, we support financially organizations such as “The smile of the child”
- ❖ We are proud to announce that a financial part of our “Day Pass” tickets is being donated to the organization “The smile of the child”.

Let us help all children have a Smile!



ENVIRONMENTAL ACTIONS & LOCAL BIODIVERSITY

Environmental Actions BLUEFLAG

The Blue Flag is a large-scale program of environmental awareness and protection, which is implemented every year in European countries and in other parts of the world. The Blue Flag label is an international symbol of quality and one of the best known environmental labels worldwide.

We are proud to hold one out of 641 blue flags in Greece, which ensures the excellent quality of the water, the cleanliness, facilities and security of the beach and the safety it offers to guests and endangered species.

Local Biodiversity

➤ 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 great responsibility to protect it. Loggerhead turtles (Caretta-Caretta) are considered endangered species, which visit specific beaches during summer months, in order to lay their eggs at the warm shore. "ARI-ELON"-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 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 turtles towards the sea. Outdoor lighting doesn't face the seashore 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.

❖ Every year before the beginning of the season, we cautiously clean the beach, in front of the Resort and maintain it clean until the season ends, where then the nature plays its part.



ENVIRONMENTAL ACTIONS & LOCAL BIODIVERSITY

Local Biodiversity

- The Sea Daffodil also known as "Pancratium maritimum" (pancratium means "all strength" due to its ability to survive in extreme environmental circumstances) is one of the most exquisite wildflowers in Crete and has existed in the northernmost parts of the island since prehistoric times, as evidenced by its repeated appearances in Minoan artworks. Greek and international legislation defines this habitat as protected by NATURA 2000 network.

Our Blue Flag awarded beach is a haven of this charming endangered plant, and therefore as part of our vision to support and maintain the local biodiversity, we have safeguarded it with barriers and have placed an info board for our guests acknowledge.



ENVIRONMENTAL ACTIONS & LOCAL BIODIVERSITY

Local Biodiversity

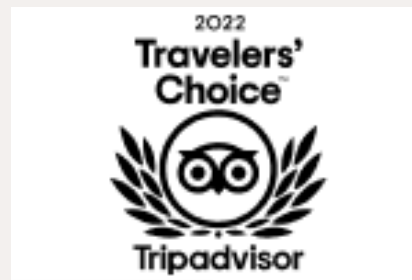
➤ Animal Welfare

One of Euphoria Resort's visions is to promote animal rescue and adoption by "re-homing" stray animals. Therefore, as part of our partnership with the Animal Welfare Group of Chania and the local veterinary clinic, our hotel is fostering cats and dogs in search of forever homes. Our main goal is to take care of those animals coexisting within our premises and in Chania, by providing an appropriate environment including food and a comfortable resting area whilst keeping them prevented from any kind of sickness.

OUR VISION FOR 2023

1. Energy efficiency up to 10% compared to 2022
2. Water saving up to 50 Lt per person per day compared to 2022
3. Operating our Photovoltaic Park
4. Deliver our Employees' Residences project
5. Renewal of TRAVELIFE GOLD certificate
6. BLUE FLAG 2023
7. Installation of 2 electric car charging stations
8. Initiating employee blood bank
9. Get a Recycling Press
10. Implement Reverse Osmosis to get water of highest quality

AWARDS



A man and a woman are running through a swimming pool, splashing water. The man is wearing a white shirt and blue shorts, and the woman is wearing a dark swimsuit. They are both smiling and looking towards the camera. The background shows a resort with palm trees and modern buildings.

EUPHORIA

resort

EM RESORTS