



1. Paralos Venus Suites

1.1. Working Towards a Better Future

Guided by the principles of sustainability and responsible business conduct, our hotel is committed to four key pillars that shape its operations and future development:

- **Reducing Greenhouse Gas Emissions**

We implement responsible consumption practices and, wherever possible, invest in energy-efficient technologies while utilizing renewable energy sources. Our goal is to continuously reduce our energy footprint and contribute to climate change mitigation.

- **Protecting Biodiversity**

We recognize the unique natural heritage of our region and are committed to preserving it through responsible water resource management, reducing the use of single-use plastics, and collaborating with local stakeholders to protect the natural environment.

- **Respecting and Protecting Human Rights**

Our operations are guided by the principles of equality, transparency, and fairness. We foster an inclusive workplace free from discrimination, respecting diversity and the individual needs of every employee, while supporting the local community through equal employment opportunities.

- **Supporting Vulnerable Social Groups, with a Focus on Children**

We believe it is our responsibility to protect and support those who are most vulnerable. For this reason, each year we seek initiatives that promote the well-being of children and other socially vulnerable groups through partnerships with organizations, educational programs, and corporate social responsibility activities.

We implement targeted initiatives to deliver on these commitments and achieve our sustainability objectives.

Beyond our commitment to our guests, we recognize our responsibilities toward all those who directly and indirectly contribute to our success. Our employees, local community, partners, and suppliers are essential to our achievements, and we are committed to sharing that success with them. Every day, we foster a culture that combines environmental responsibility with social contribution, actively supporting the sustainable development of our region.

At Paralos Venus Suites, we have introduced initiatives across all areas of our operations to help us achieve our sustainability goals. We encourage our guests, staff, and visitors to support these efforts by following the guidance and signage displayed throughout the hotel regarding water and energy conservation, as well as waste reduction and proper waste separation practices.

For every step we take, we communicate our initiatives and achievements to all stakeholders, recognizing that without their collaboration, the impact of any action would be limited.

Help Us Achieve Our Sustainability Goals!



2. POLICIES

Taking into account current geopolitical challenges and global developments, the Hotel and its Management have developed a Sustainability Policy, which establishes the organization's commitment to serving its guests within a sustainable development framework.

In addition, a number of complementary policies have been developed to further define and communicate the organization's objectives and commitments. Collectively, all hotel operations are governed by the following policies:

- ☞ Quality policy
- ☞ Food safety policy
- ☞ Sustainability policy
- ☞ Environmental protection policy
- ☞ No food waste policy
- ☞ Sustainable procurement policy
- ☞ Community policy
- ☞ Human resources policy
- ☞ Health and safety policy
- ☞ Policy to prevent violence and harassment
- ☞ Child and youth protection policy
- ☞ Policy on complaints and grievance management

Our policies are published on the Hotel's website. They were reviewed in 2025 as part of the preparation of this Sustainability Report and were deemed to adequately meet our current requirements and objectives.

3. Environmental performance

3.1.Reducing energy and fuel consumption

The Hotel has analyzed its main sources of energy consumption and implemented measures to reduce and optimize energy use.

For hotel lighting, all lamps used are energy-efficient LED fixtures. In selected areas, lighting management systems have been installed, including dimmer controls in the rooftop area and wine cellar, while motion-sensitive photocells are used in public restrooms. This year, an additional motion detector was installed in the basement. Guest rooms are equipped with a control system that automatically activates and deactivates air conditioning when external doors are opened.

All critical equipment was properly serviced before the start of the season, and its performance is monitored throughout the operating period.

We have also developed awareness materials for both employees and guests to encourage energy-saving practices and support the reduction of overall energy consumption.

Through these initiatives, the Hotel aims, by September 2026, to maintain stable energy consumption per overnight stay and stable CO₂ emissions per overnight stay.

In 2025, energy consumption increased by 9.5%. This increase can largely be attributed to the introduction of all-inclusive guests, whereas in 2024 there were no all-inclusive customers. Additionally, one of the swimming pools was converted into a heated pool through the installation of a heat pump.

On the other hand, the electricity provider—which accounts for the largest share of the Hotel's energy consumption—reported a lower carbon emission factor. As a result, the Hotel's actual carbon footprint decreased significantly, with CO₂ emissions per overnight stay reduced by 39.2%.

Energy consumption	Average kWh per guest night	Average kg CO ₂ e per guest night
10th/2023 till 9th/2024	19,8 kWh	8,94 kg CO ₂ e
10th/2024 till 9th/2025	21,69 kWh	5,44 kg CO ₂ e

You can support our efforts by setting the air-conditioning thermostat to reasonable temperatures and ensuring that cooling units are switched off whenever doors or windows are open. Additionally, we kindly ask you to turn off lights and electrical appliances when they are not in use.

3.2.Reducing water consumption

To protect water resources, all washbasins and showers are equipped with low-flow fixtures, while all toilet cisterns operate with reduced water volumes.

All critical equipment was properly maintained before the start of the season, and its performance was monitored throughout the operating period. This is achieved through daily measurements, monthly monitoring records, and laboratory analyses to evaluate treatment efficiency and overall water quality.

Irrigation is carried out through an automatic drip system based on a schedule developed by our consulting agronomist, who is also responsible for the overall supervision of the hotel's gardens.

We encourage guests to follow our linen management policy. Information materials are available in guest rooms and at the reception. Bed linen and towels are laundered by an external specialist provider equipped with the appropriate technology and expertise to ensure optimal energy and water efficiency. We kindly ask guests to send for laundering only those linens that are necessary.

Awareness materials are also provided to employees and guests to encourage water conservation. Help us achieve our sustainability goals! Take a shorter shower—showers can consume between 6 and 45 liters of water per minute. Turn off the tap while brushing your teeth; this simple action can save up to 6 liters of water per minute.

Through these initiatives, the Hotel achieved a 17.5% reduction in water consumption per overnight stay and aims, by September 2026, to maintain stable water consumption levels and associated CO₂ emissions per overnight stay.



Water Consumption	Average m ³ per guest night	Average kg CO ₂ e per guest night
10th/2023 till 9th/2024	0,4 m3	0,059 kg CO ₂ e
10th/2024 till 9th/2025	0,33 m3	0,049 kg CO ₂ e

3.3.Waste reduction and responsible consumption of goods

In 2025, the Hotel introduced an organic waste collection bin provided by the municipality, enabling the effective separation of waste into recyclable, organic, and mixed waste streams. To facilitate waste segregation, appropriately labeled recycling bins are available in staff work areas and public spaces throughout the property.

Dedicated collection points are also provided for returnable packaging, battery recycling, electrical equipment recycling, lamp recycling, and used cooking oil recycling. In addition, a special glass recycling container was installed this year, allowing glass waste to be separately collected and managed by a specialized private recycling company.

We encourage our guests to always use the designated recycling bins for plastic containers, aluminum cans, paper, and glass. Please avoid disposing of recyclable materials together with general waste in your room; instead, leave them for our staff to collect and dispose of appropriately. Additionally, we encourage guests to select only the food they intend to consume from our buffet and to consider choosing more plant-based and meat-free meals.

The Hotel aims, by September 2026, to maintain stable CO₂ emissions per overnight stay associated with recyclable and organic waste management.

Solid Waste management	Average kg CO ₂ e per guest night
2025 (till October)	Organic Waste
	0,001 kg CO ₂ e
	Recycled Waste
	0,0073 kg CO ₂ e

4. Sustainable Procurement

All purchasing activities are carried out in accordance with our Sustainable Procurement Policy. We prioritize bulk packaging options and organize our orders based on inventory assessments and forecasted operational needs in order to minimize waste and optimize resource use.

In addition to communicating our Sustainability Policy to suppliers and informing them of practices that are not accepted within our supply chain, we actively encourage them to develop and implement their own sustainability policies. The existence of such a policy, and particularly its certification where applicable, is a key criterion in our supplier evaluation and selection process, as defined in our Sustainable Procurement Policy.



In 2025, 4% of our suppliers had implemented certified sustainability-related initiatives. **We aim to increase this percentage by at least 2% by September 2026 through supplier awareness and engagement activities, as well as through the selection of new partners that demonstrate stronger sustainability performance.**

A total of 63.4% of our suppliers are based in Crete, and the Hotel already makes extensive use of locally produced goods and services.

An important criterion in the selection of guest amenities is the absence of ingredients that are harmful to marine life or contain microplastics. Our on-site partners who sell or use sunscreen and cosmetic products have also been informed of these requirements and encouraged to carry out the necessary checks and actions on their part.

The proportion of paper products and cleaning chemicals purchased with recognized sustainability certifications (such as FSC, EU Ecolabel, or equivalent schemes) is relatively high. In contrast, the proportion of food and beverage products purchased with sustainability certifications remains at a lower level.

Regarding food procurement, we monitor purchases of products associated with higher CO₂ emissions. While respecting individual choice, the Hotel offers a wide range of dining options for both guests and employees, including vegetarian and other lower-impact meal choices.

With regard to plastic procurement, the Hotel continuously seeks to reduce plastic consumption by selecting products in bulk packaging, promoting reusable alternatives such as drinking glasses, and choosing products made from more environmentally friendly materials. **Our objective is to eliminate at least two additional single-use plastic product categories by September 2026.**

4.1. Hazardous chemical Management

Equipment containing fluorinated gases, as well as the management of these substances, is handled exclusively by appropriately licensed external contractors. All such equipment, including units that have been taken out of service, is stored in secure, access-controlled areas. Whenever disposal is required, it is carried out by an authorized external contractor licensed to perform the relevant work.

The use of chemicals for landscape and garden management is undertaken exclusively by the person responsible for the hotel's gardens, who is specifically trained for these tasks, including the safe and responsible handling of chemicals.

Chemicals used for water treatment are stored in controlled-access maintenance areas, alongside other maintenance-related chemicals. Housekeeping and food service cleaning chemicals are stored in locked facilities, and their distribution to operational departments is controlled through dosing systems to ensure safe and efficient use.

Packaging from hazardous maintenance chemicals is returned to suppliers for appropriate management and disposal. Empty cleaning chemical containers are rinsed with water after use and then directed for proper waste management and recycling.

All Hotel employees who handle chemicals that may pose risks to human health or the environment have received the required training and instruction.



You can support our efforts by disposing of used batteries in the dedicated battery recycling containers available on the property.

5. Local biodiversity

The hotel's flora includes a wide variety of shrubs and herbaceous plants, many of which belong to the native flora of Crete, as well as several non-native species (such as cacti and succulents) that have low water requirements. These species are distributed throughout both the indoor and outdoor areas of the property and include Arecastrum, Dracaena, Dragon Tree (Drago), Strelitzia Nicolai, Strelitzia Reginae, Agave, Ferns, aromatic herbs (oregano, mint, sage, thyme, spearmint, rosemary, basil, and savory), Metrosideros, Stipa, Pennisetum, Carex, Lantana, Agapanthus, Eugenia, Euphorbia and cacti, Alocasia, Monstera, and Areca palms.

To support biodiversity, the Hotel organized awareness-raising and educational initiatives during 2025. In particular, a donation was made to the wildlife protection organization "Anima" in support of its conservation activities.

Our objective is to introduce at least two additional endemic plant species by September 2026, further enhancing local biodiversity and strengthening the ecological value of the Hotel's landscaped areas.

6. Staff

Our employees are our most valuable asset, and we are committed to fostering a culture of respect while continuously investing in the development and well-being of our team members.

At Paralos Venus Suites, we employ 53 staff members of both genders. Women represent 51% of our workforce, while men account for the remaining 49%. Employee remuneration is determined solely by the position held and in accordance with the collective labor agreement applicable to the hospitality sector in Heraklion, without regard to any other criteria.

A total of 90.6% of our employees are residents of Crete and permanent residents of the Regional Unit of Heraklion. Among management and supervisory positions, this percentage reaches 100%. Employees who are not residents of Crete do not belong to vulnerable minority groups and have maintained long-standing working relationships with the Hotel.

Maintaining stable employment relationships and supporting the professional growth and advancement of our employees remain key priorities of the Hotel's human resources strategy.



7. Local community and social responsibility

The Company encourages the participation of the local community in the volunteer initiatives it organizes and actively seeks ways to contribute to local infrastructure that supports entrepreneurship and cultural development. As part of this commitment, it demonstrates tangible support for local businesses, with 63.4% of its suppliers being based locally.

In this context, and with the participation of its employees, the Company organized a voluntary blood donation campaign during 2025 in support of the local community.

The Company's objective is to organize and support, on an annual basis, initiatives benefiting vulnerable social groups (such as individuals facing financial hardship and migrants), as well as social institutions and non-profit organizations, through donations, volunteering, and other community-focused activities.

To help reduce traffic congestion and transportation-related impacts in the surrounding area, we encourage our guests to use alternative means of transportation, such as public buses. In addition, we provide parking facilities for both employees and guests who use rental vehicle

Our hotel invites guests, members of the local community, and employees to share their views and suggestions regarding our efforts to improve our environmental and social impact.

We welcome your feedback, ideas, and recommendations, which can help us further enhance our sustainability performance. You can share your comments with us through the suggestion box (Tool Box) available at the hotel or by contacting us via the hotel's email address.

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Position: Management

Assessment Period Start: September 2024

Mid-Term Review Period (Month and Year): May 2025

Assessment Period End (Month and Year): September 2025