



KRESTEN ROYAL
Euphoria Resort



Travelife

Sustainability in tourism



Kresten Royal Euphoria Resort's Sustainability mission statement

Sustainability is about doing the right thing by ourselves, by our colleagues, by our families, and by the planet.

We always aim to enhance our knowledge and understanding of sustainability, to keep questioning and challenging the prevalent and varying ideas in society, and reexamine how we can conduct ourselves in a more sustainable fashion in our daily lives. Of course, our industry can never be entirely sustainable, but we can endeavor to do our utmost to minimize our planetary impact and act with responsibility. Luxury does not have to be wasteful, and we can choose to support ethical supply chains with integrity. Kresten Royal Euphoria Resort is a very small player on the world stage, but from the ongoing strength of our brand, we use our voice to advocate for change along the value chain. This enables us to influence other key players in the market and the industry and bring our stakeholders and partners along with us on our sustainability journey.

Sharing the global concern regarding the climate crisis, we continue to explore sustainable opportunities within our day-to-day operation and ensure steady progress towards our year-on-year sustainability targets with property-led initiatives to reduce energy, switch to renewables, conserve water, and reduce waste, as well as re-use rather than recycle.

Staying true to our guiding principles – delivering service excellence to our guests, supporting the development of our colleagues — we continue to serve the community in which we operate, acting with responsibility for our planet.

Ms. Eleni E. Krestainiti
CEO & Managing Director, E. Kresteniti S.A.

Kresten Royal Euphoria Resort

The luxurious newly build **Kresten Royal Euphoria resort**, stands majestically on the magnificent Kallithea sloping hillside by the sea offering transpire great class, impeccable taste in seductive and stunning sea views of the Aegean, lies an ancient quarry site, (from which stone for the fortification of the City was excavated during the ancient and medieval ages), for unique privacy and relaxation. Everything composes an unforgettable picture. Aesthetically premises, warm and kind hearted people with a tradition of excellence in service, dedicated to your wellbeing. Is situated 6 km from the famous UNESCO world heritage monument, medieval old town of Rhodes and within walking distance from the recently restored Kallithea Mineral Springs.

Paying meticulous attention to cuisine excellence while attracting and employing friendly and helpful minded personnel, we strongly believe that "paying attention in every detail makes a hotel great"

Ideally situated next to the popular beach at Kallithea, **Kresten Royal Euphoria resort's** elegant rooms & luxurious suites (from 34 to 70 m²) decorated in earthy colors take your holiday experience in Rhodes to a whole new level. Each one of the 256 rooms is an oasis of authentic hospitality with comfortable beds, bathrooms with Jacuzzi tubs, digital satellite TV and balconies - terraces with stunning views of the sea or the lush, green gardens with olive & palm trees. The greatest luxury of all is the feeling travelers experience that they have found that much-sought-after "home away from home" they've been looking for.

Our Sustainability Programme & its three aspects.

The **United Nations World Tourism Organization (UNWTO)** defines sustainable tourism as:

"Tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities".

At **Kresten Royal Euphoria Resort**, sustainable, responsible behavior is a **priority**.

Our General Manager, Mr. Vassilis A. Psyllakis, along with his Team, a group of young and very promising professionals, have the complete responsibility for managing and implementing, our sustainability programme.

We are committed to pursuing a triple-bottom line approach of environmental, financial and social responsibility. By finding innovative ways to do more with less, we aim to drive sustainability efforts and build resilience into our properties in order to continue positively impacting the communities in which we operate.

Through collaboration with our associates, suppliers, business partners and guests, we actively work to reduce the environmental impact of and risk to our business by focusing on critical areas including carbon emissions, energy, food & beverage, indoor environmental quality, supply chain, waste and water.

Through collaboration with our suppliers, business partners, and guests, we will actively work to reduce the environmental and negative social impact of our business activities related to food and beverage sourcing, production, consumption and disposal and to continually improve and innovate on practices aimed at:

- Increasing procurement of food and beverage grown and produced locally within the local community.
Encouraging buying from farmers who practice certified organic and sustainable farming.
Minimizing the procurement of overharvested or endangered species of both plants and animals.
Supporting Fair Trade practices and the procurement of commodities obtained through global Fair Trade processes and certifications.
Working toward increased transparency and reporting around our procurement practices and disclosing key indicators related to the environmental, community and health impact of our procurement practices.

One of **Kresten Royal Euphoria Resort's** main commitment is to offer our guests and employees a safe & healthy environment to stay in. Our hotel strictly follows national health & safety regulations. It is our duty, stated also within our operating standards, to communicate this policy to all employees and all persons working for or on behalf of **Kresten Royal Euphoria Resort**.

We acknowledge that achieving our goals and objectives will require many changes to be made over time. However, we strongly believe that our sustainability efforts serve the interests of both current and future generations and constitute the foundation for long-lasting success.

Key Environmental and social issues & actions

THINK PLANET

- Conserving natural resources
- Protecting ecosystem biodiversity
- Driving sustainable Development
- Minimizing waste and pollution
- Establishing and reporting on key environmental performance indicators
- Raising environmental awareness among our associates, guests and communities

THINK PEOPLE

- Correct and clear information, instructions and supervision for all employees.
- All our employees are well trained.
- All our employees are informed of health and safety regulations.
- Our hotel has its own emergency team ready to act in case of emergencies (e.g. fire, flood, earthquake, etc)
- Our hotel have at least one employee trained in first aid on duty throughout the day in case of emergencies.
- Our employees are trained in case of fire (the usage of fire extinguisher, evacuation drill etc.)
- All hotel areas with restricted entrance are sign posted or locked.
- We carry out preventive maintenance for our equipment and also cooperate with external cooperators in order to safety and security.
- Wherever necessary evacuation routes are marked.
- We constantly upgrade and improve methods of operation in order to eliminate accidents and injuries. All employees have access to medical care.
- All employees have to carry out their responsibilities with regard to health & safety as set out in the hotels' policies.

Sustainable Business Performance Indicators & 2023 targets

Indicator	2023 (target)	2022	2021
Energy/guest - night (kWh)	-8,00%	25,52	27,81
Water / guest - night (liters)	-12,00%	0.47	0,54
Waste to landfill / guest - night (kg)	-3,6%	2.36	2,45
Safety Security Self - Assessment	95	0	92

Sustainable Business Indicator	2023 result	2022 result	
Employees			
Completion with local labour laws (working hours, etc)	100,00%	100,00%	→
Employee satisfaction (self-assessment scores)	90,00%	90,00%	↑
Customers			
Provide refillable dispensers in public restrooms	100,00%	100,00%	→
Bed linen changes (green policy)	99,00%	97,00%	→
Towels changes (green policy)	97,00%	95,00%	↑
Timers and light timetable in public areas	94,00%	92,00%	↑
Owners			
Information about Travelife program and actions	95,00%	95,00%	→
Suppliers			
Percentage of supplier sharing Kresten Royal "Code of Conduct"	90,00%	88,00%	↑
Percentage of recyclable bottles and canning	93,00%	90,00%	↑
Authorities			
Legal cases to Sustainable Business legislation (environment, anti-bribery)	ZERO	ZERO	→
Community			
Local charities	32.500,00 €	4.340,00 €	↑
Participation in Local cuisine events	1.250,00 €	2.600,00 €	↓
Actions for unaided locals through Church programs	1.750,00 €	1.520,00 €	↑
Environment			
Reduction in Energy use (guest / night, kWh)	25,52	27,81	↓
Reduction in Water usage(guest / night, liters)	0,47	0,54	↓
Residual waste to landfill (kg)	2,36	2,45	↓

Owners' Sustainable Business Policy

Employees We educate and facilitate our employees to make a conscious decision in favor of environmental, ethical and social issues in their work and private lives.

Customers We inform and make it easy for our guests to participate in Responsible Business activities at our hotels.

Property Owners We work together with property owners to find innovative solutions that satisfy our economic, environmental and social objectives.

Owners We provide the owners with timely, accurate and transparent information on Sustainable Business performance, related risks and opportunities.

Suppliers We strive to purchase products that have a reduced environmental impact during their lifecycle, from suppliers that demonstrate environmental and social responsibility.

Authorities We require our managers to abide by local and international legislation, especially regarding labor laws, health and safety, human rights and the environment.

Community We take an active role in the international Sustainable Business community, and contribute to the local communities where we operate.

Environment We do our utmost to continuously improve our performance in the areas of energy and water use, chemical and resource consumption, and waste generation. Our goal is to reduce our impact on the environment and minimize our carbon footprint.