HOTEL PLATANISTA

SUSTAINABILITY REPORT

2024 2025



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MAY 2026

Platanista Hotel



Hotel **Platanista**, located in the peaceful area of Psalidi on **Kos Island**, is one of the island's most historic and beloved hotels. Its elegant architecture, inspired by the blend of traditional Greek and Venetian influences, reflects the authentic spirit of the Dodecanese.

Operating as a **4-star resort**, the hotel offers a high level of comfort and personalized service, combining relaxation with local cultural experiences. Its facilities include a large pool area, spa and wellness services, a Mediterranean restaurant focusing on local products, and extensive gardens that form part of its environmental identity.

Platanista actively promotes **sustainable tourism practices**, ensuring that the comfort of its guests coexists harmoniously with respect for the environment, the local community, and future generations.

Our Commitment to Responsible and Sustainable Operations

Hotel Platanista has developed and approved a full set of sustainability policies aligned with the **Travelife Certification Requirements**, reflecting its commitment to responsible management:

- **Climate & Energy Commitment:** Reduce greenhouse gas emissions through energy efficiency, renewable energy integration, and responsible consumption.
- **Biodiversity Protection:** Preserve and enhance the hotel's natural surroundings, avoid the use of invasive species, and promote native Mediterranean plants.
- **Fair Employment & Human Rights:** Ensure equal opportunities, respect diversity, and maintain a safe, inclusive, and supportive workplace.
- **Community Engagement:** Support local suppliers and cultural heritage by prioritizing local employment and products from Kos and the Dodecanese region.
- **Child Safeguarding:** Uphold zero tolerance for child exploitation, with staff training and awareness.

Our Policies

ENVIRONMENTAL POLICY



Hotel Platanista is committed to protecting the environment of Kos Island by minimizing its ecological footprint, preserving natural resources, and continuously improving environmental performance in line with the Travelife Certification Standard and Greek environmental law.

Commitments

- Reduce energy and water consumption through efficient systems, regular maintenance, and staff training.
- Monitor and reduce greenhouse gas emissions by optimizing energy use and adopting renewable technologies.
- Prevent pollution of air, soil, and water through proper waste management and wastewater control.
- Reduce single-use plastics and promote recycling and reuse.
- Protect local biodiversity by maintaining green areas with native Mediterranean plants and avoiding invasive species or harmful chemicals.
- Regularly review environmental performance and communicate results to management, staff, and guests.

As part of our joint effort to protect biodiversity, we ask you to:

Avoid personal care products containing microplastics (microbeads), as they harm the marine environment.

Choose marine-friendly sunscreens.

Small choices make a big contribution to protecting marine life and biodiversity.

LOCAL COMMUNITY POLICY



To support and respect the local community of Kos Island by contributing positively to its economy, culture, and social wellbeing.

Commitments

- × Source products and services from local suppliers whenever possible.
- × Promote local traditions, food, and culture within the hotel experience.
- × Encourage guests to visit nearby attractions and engage with responsible local businesses.
- × Participate in community projects, cultural events, and environmental initiatives.
- × Ensure that all business operations respect local residents, customs, and cultural heritage.
- × Maintain open dialogue with local authorities and organizations to identify shared sustainability goals.

HUMAN RIGHTS AND EMPLOYEES' POLICY



To ensure that Hotel Platanista operates with fairness, equality, and respect for all employees and stakeholders, in accordance with the Universal Declaration of Human Rights, ILO Conventions, and Travelife requirements.

Commitments

- × Guarantee equal opportunities regardless of gender, nationality, religion, or orientation.
- × Provide a safe, inclusive, and non-discriminatory working environment.
- × Prohibit any form of forced labor, child labor, harassment, or exploitation.
- × Ensure fair wages, regulated working hours, and access to social benefits.
- × Promote continuous training and professional development for all employees.
- × Respect employees' rights to express concerns and ensure confidential grievance procedures.

HEALTH AND SAFETY POLICY



To safeguard the health, safety, and wellbeing of all employees, guests, contractors, and visitors in compliance with Greek law, ISO standards, and Travelife requirements.

Commitments

- Identify and control occupational health and safety risks through regular inspections and risk assessments.
- Provide safe working conditions, proper equipment, and personal protective gear (PPE).
- Ensure all staff receive health and safety training, including fire safety and emergency procedures.
- Maintain well-documented emergency and crisis response plans (fire, earthquake, pandemics).
- Guarantee safe food and water management in cooperation with certified suppliers and laboratories.
- Continuously monitor incidents and take corrective measures to prevent recurrence.

QUALITY POLICY



To ensure consistent delivery of high-quality hospitality services that meet or exceed guest expectations while supporting sustainable tourism principles.

Commitments

- Maintain guest satisfaction through professional service, cleanliness, comfort, and attention to detail.
- Monitor feedback from guests and tour operators to continuously improve quality and sustainability.
- Integrate sustainability standards into daily operations without compromising guest experience.
- Ensure compliance with national regulations and international hotel quality standards.
- Engage all employees in a culture of excellence, responsibility, and care.

CHILDREN RIGHTS POLICY



To protect children and young people from any form of abuse, exploitation, or neglect, and to raise awareness among employees, guests, and partners.

Commitments

- Zero tolerance for child exploitation, abuse, or trafficking.

- Immediate reporting of any suspected incidents to local authorities in line with Greek law.
- Ensure all staff are trained to recognize and respond to signs of abuse or exploitation.
- Promote awareness among guests, suppliers, and local partners about the protection of minors.
- Support initiatives that enhance children's welfare and education within the community.

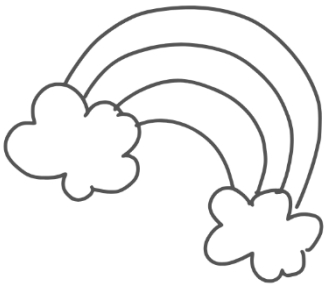
TOGETHER WE PROTECT CHILDREN

Protecting the rights and safety of children is our shared responsibility and we want you by our side in this effort. If you notice or suspect that a child is suffering any form of abuse, harm or exploitation, please act immediately by following the steps below:

Immediate mobilization: Do not wait. If a child is in urgent danger, immediately call 100 or 112 or the Kos Police Department on +30 22420 50944.

Specialized support: You can also contact the National Children's Hotline SOS from "The Smile of the Child", by calling 1056.

Informing the Management: Report your concerns to the Hotel Manager as soon as possible. Share with us any useful details (what you observed, when and where), avoiding any direct confrontation with the child or the suspect.







Stakeholder engagement

At **Hotel Platanista**, we recognise that sustainability is a collective responsibility that extends far beyond our operational boundaries. The active involvement of our stakeholders is therefore essential to achieving our sustainability commitments and driving continuous improvement.

Who Our Stakeholders Are

Our sustainability strategy focuses on engaging with the following key groups:

- **Guests:** Whose feedback helps us identify opportunities to improve service quality, reduce resource consumption, and enhance the guest experience through responsible practices.
- **Employees:** Our most valuable asset, whose knowledge, ideas, and commitment drive the success of our sustainability programs in all departments.
- **Local Community:** Our partner in progress — we aim to generate local economic benefits, respect traditions, and support the island's cultural and environmental heritage.
- **Suppliers & Business Partners:** We collaborate closely with our suppliers to promote responsible sourcing, minimize packaging, and encourage ethical and sustainable practices throughout our supply chain.
- **Public Authorities and Institutional Organisations:** We maintain cooperation with local government, tourism associations, NGOs, and educational institutions on initiatives related to climate change, biodiversity protection, waste management, and social responsibility.

We commit to engaging openly and transparently with all groups affected by our operations and to incorporating their feedback into our continuous improvement processes. Our primary goal is to strengthen relationships with all stakeholders, foster trust, and collectively advance towards a more sustainable and responsible tourism sector.

We welcome dialogue with all our stakeholders — our guests, staff, suppliers, and the local community — and invite them to share their feedback on our sustainability efforts. Your views or any other comment regarding any aspect of our hotel's operations that affects you, help us to improve the services we provide to our guests and to enhance the positive impacts we have on the environment and community, while minimizing negative ones.

Contact us:

Email: info@platanista.gr

To ensure stakeholder input to our goals and performance improvements, the following communication channels exist:

Stakeholder Group	Examples / Role	Engagement & Communication Methods
Guests	Individual travellers, families, tour operator clients	Online reviews (Booking.com, TripAdvisor), reception feedback, in-room information, sustainability notice boards
Employees	Permanent & seasonal staff, department supervisors	Induction & annual sustainability training, staff meetings, notice boards
Local Community	Residents, schools, cultural associations, NGOs, municipal authorities	Local partnerships, sponsorships, public consultations
Suppliers & Business Partners	Local and regional suppliers, contractors, travel agents	Direct communication, contracts with sustainability clauses, on-site visits
Public Authorities	Municipality of Kos, Tourism Department, Health & Safety inspectors	Compliance audits, official correspondence, participation in public programmes
Tour Operators & Travelife	TUI, Jet2, Travelife auditors	Annual audits, sustainability reporting, data sharing

Our Environmental Performance

Tables presenting our environmental performance data for the years 2024 and 2025 follow below.

Indicator	Unit	2024	2025	Change 2024-2025
Guest nights	gn	72,909	74,268	1.86%
TOTAL ENERGY	kWh	1,221,087	1,211,607	-0.78%
Mains Electricity	kWh	840,961.34	814,280.16	-3.17%
Fuels measured by liquid	kWh	380,125.94	397,326.43	4.52%
Energy per guest night	kWh/gn	16,74	16,31	-2.57%
CO_2 (Energy)	kg CO_2e	285,161.72	281,036.35	-1.45%
CO_2 per guest night	kg CO_2e/gn	3.91	3.78	-3.32%
TOTAL WATER USE*	m^3	23,929.52	23,994.27	0.27%
Water per guest night	m^3/gn	0.33	0.32	-1.56%
CO_2 (Water)	CO_2e	3,033.44	3,017.04	-0.54%
TOTAL SOLID WASTE *	kg	63,840	62,766	-1.68%
Recycled (Municipality & licensed collectors)	kg	21,975	20,491	-6.75%
Used Oils	kg	665	675	1.50%
Mixed Waste (Municipality)	kg	41,200	41,600	0.97%
CO_2 (Waste)	Kg CO_2e	29,334.82	29,557.41	0.76%
Total CO_2 (All sources)	kg CO_2e	**313,610.80**	**317,529.98**	**-1.23%**

** The reported water and waste quantities are derived from recorded measurements and estimates.*

PROCUREMENTS	*2024*	*2025*	*Change rate*	*Change rate (per gn*)*
Single use plastics (No of items)	*166,075*	*150,646*	*-9.29%*	*-10.95%*
Single use plastics (kg)	*435*	*88*	*-79.77%*	*-80.14%*
Meat (kg)	*22,774*	*23,462*	*3.02%*	*1,14%*
Fish(kg)	*5,612*	*6,141*	*9.43%*	*7.42%*
Dairy (kg)	*26,787*	*28,442*	*6,18%*	*4.24%*
Environmentally hazardous substances (kg)	*6,972*	*10,537*	*51,12%***	*48,36%*
Environmentally hazardous substances (lt)	*1,984*	*1,935*	*-2,47%*	*-4.25%*

**gn:guestnight*

***The observed increase is primarily due to a rise in purchases of chemical substances for the operation and maintenance of swimming pools.*

Our achievements and our goals

	Goals for 2025	Result
Energy (GHG)	Consumption reduction by 3% in 2025 and a further 2% reduction in 2026	-0.78% reduction in total and -2.57% per gn
CO_2 emmisions	5% CO_2 reduction per guestnight	-3,21% reduction (from 4.36 kg CO_2e per gn to 4.22 kg CO_2e per gn)
Water	Consumption reduction by 3% in total in 2025	+0.27% rise
Food Waste	2% reduction on annual basis	The complete quantitative recording remained at a preliminary stage due to the lack of automated tools.
Local Community	At least one initiative to support the local community across key pillars (healthcare, education, culture, and social welfare), upgrading the island's medical infrastructure, empowering local youth, and preserving cultural traditions.	Financial donation to local school to support its participation in a European competition. Financial contributions to the Lyceum Club of Greek Women, the National Guard Club, and the local Metropolis. Donation of equipment to the General Hospital.

Our Goals for 2026-2027:

* **Keep specific energy consumption below 17 kWh/gn throughout the operating period for both 2026 and 2027**
* **Reduce food waste by 2% per guestnight (kg/gn) between 2026 and 2027**

  As part of the ongoing effort to improve monitoring and data quality, a more systematic process for weighing and recording food waste—utilizing the "Stop Waste" system—will be implemented in 2026. This process is expected to enhance data accuracy, consistency, and comparability, thereby enabling a more effective assessment of progress and the implementation of targeted measures to reduce food waste.
* **Switch 100% to nighttime irrigation (between 22:00 and 06:00) to avoid evaporation**
* **Increase in recycling to at least 0.30 kg per guest-night**
* **At least one initiative per year to support the local community**

  Examples include: donations to local healthcare facilities or educational institutions; organizing themed evenings (featuring local cuisine, traditional dances, etc.); and providing financial support or sponsorship for a local cultural event.
* **At least one initiative per year to support biodiversity**

  Examples include: Use of eco-friendly cleaning products, organization of volunteer clean-ups, replacement of ornamental plants with native Mediterranean species, support environmental associations.

Be a guest of Nature

Nature is home to countless species, and we all have a responsibility to protect it. During your stay, we invite you to enjoy the beauty of the natural surroundings while respecting the wildlife that lives freely in them.

* **Respect All Living Beings:** Treat wild, domestic and stray animals with kindness and respect. Observe wildlife from a safe distance.
* **Do Not Feed Wildlife:** Avoid feeding wild or stray animals, as human food may harm their health.
* **Protect Local Flora:** Do not pick flowers, damage plants, break branches or disturb natural vegetation.
* **Respect Animal Habitats:** Never disturb nests, dens, eggs or young animals.
* **Keep Nature Clean:** Dispose of waste responsibly and avoid single-use plastics.
* **Respect Nature's Peace:** Avoid loud noises and activities that may disturb wildlife.
* **Care for Pets:** Keep pets under control and always collect their waste.

* **Be Kind to Stray Animals:** Never frighten or harm them. Report injured animals to local animal welfare organisations or to our reception.
* **Enjoy Nature Responsibly:** Photograph wildlife from a distance without disturbing it.
* **Protect Our Environment:** Respect natural resources, follow fire safety rules and support biodiversity conservation.
* **Avoid using shampoos, lotions and gels containing "microbeads"** [(Polyethylene (PE) Polypropylene (PP) Polyethylene Terephthalate (PET) Polymethyl Methacrylate (PMMA) Polytetrafluoroethylene (PTFE) Nylon (PA)], as they may cause serious long-term burden on biodiversity. Given that many countries have already banned their use, we would ask you to avoid traveling with such products. Consider choosing an alternative, safer for marine life, if your sunscreen contains any of the following ingredients: Oxybenzone, Benzophenone-1, Benzophenone-8, OD-PABA, 4-methylbenzylidenecamphor, 3-Benzylidenecamphor, nano-titanium dioxide, nano-zinc oxide, octinoxate and octocrylene.

Thank you for being a responsible guest and helping us preserve the beauty of our natural surroundings for generations to come!

FEEDBACK AND COMMUNICATION

If you have any comments regarding any aspect of our hotel's operation that affects you, suggestions and questions please feel free to contact us via email to info@platanista.gr or the contact form https://www.platanista.gr/contact/ or call us on +30 2242022400.

ACCESSIBILITY INFORMATION

For interested parties who require accessibility information or additional support, please contact the hotel directly. The team is committed to responding promptly and effectively to individual needs. Send us an email to info@platanista.gr for all your inquiries or call us on +30 2242022400.

We recognize that the path to sustainability comes with challenges and that we may not always meet every target as planned. However, the management team remains committed to continuous improvement and collaboration with staff, guests, and local partners — learning from setbacks, taking corrective action, and supporting Hotel Platanista's ongoing contribution to sustainable tourism on the island of Kos.

Thanasis Maragos

Hotel Manager