

# 2023-2024

# Sustainability Report

**HOTEL PLATANISTA**

*Green thinking, green action*

*Αν επιθυμείτε να λάβετε την παρούσα έκθεση αειφορίας στα Ελληνικά, μπορείτε να μας στείλετε ένα e-mail στο [info@platanista.gr](mailto:info@platanista.gr) ή να μας τηλεφωνήσετε στο 22420 22400. Για τους επισκέπτες μας, μπορείτε να την ζητήσετε και από την υποδοχή.*

## The 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 long-term commitment to responsible management:

-  **Climate & Energy Commitment (A10):** Reduce greenhouse gas emissions through energy efficiency, renewable energy integration, and responsible consumption.
-  **Biodiversity Protection (A11):** Preserve and enhance the hotel's natural surroundings, avoid the use of invasive species, and promote native Mediterranean plants.
-  **Fair Employment & Human Rights (A12–A13):** Ensure equal opportunities, respect diversity, and maintain a safe, inclusive, and supportive workplace.
-  **Community Engagement (A14):** Support local suppliers and cultural heritage by prioritizing local employment and products from Kos and the Dodecanese region.
-  **Child Safeguarding (A15):** Uphold zero tolerance for child exploitation, with staff training and awareness as required by Travelife.

## Summary of Sustainability Policies

### ENVIRONMENTAL POLICY

#### **Purpose**

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.
- Eliminate single-use plastics and promote recycling, reuse, and composting.
- 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.

#### **Implementation**

The hotel implements this policy through continuous monitoring, annual sustainability assessments, and an approved action plan (A22–A24). Staff receive environmental training each season, and guests are encouraged to participate through signage and awareness materials.

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### LOCAL COMMUNITY POLICY

#### **Purpose**

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.

### **Implementation**

The General Manager and ESG Coordinator oversee local sourcing, donations, and community engagement activities. Annual reviews identify new opportunities to strengthen social and cultural support.

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## **HUMAN RIGHTS AND EMPLOYEES' POLICY**

### **Purpose**

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.

### **Implementation**

All employment policies comply with Greek labor legislation and are communicated during staff onboarding and annual briefings. Anonymous grievance channels are available for all staff members.

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## **HEALTH AND SAFETY POLICY**

### **Purpose**

To safeguard the health, safety, and wellbeing of all employees, guests, contractors, and visitors in compliance with Greek law, ISO standards, and Travelife requirements (A27).

## **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.

## **Implementation**

The Technical Manager and Safety Officer conduct regular audits and drills. Health and safety records are kept and reviewed annually as part of management review meetings.

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## **★ QUALITY POLICY**

### **Purpose**

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.

### **Implementation**

Guest feedback is systematically analyzed, and corrective actions are implemented through the Quality Management System. The policy is reviewed annually together with the sustainability action

plan.

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## **CHILDREN RIGHTS POLICY**

### **Purpose**

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.

### **Implementation**

All employees receive annual child protection and human rights training (D12). Posters and internal communication reinforce this policy. Cooperation with NGOs and local authorities ensures best practice implementation.

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## **Overall Review and Integration**

All sustainability policies are reviewed annually during the **Travelife Annual Sustainability Assessment (A9)** and updated to reflect new legislation, performance results, and stakeholder feedback.

They form part of the **Hotel Platanista Sustainability Management System**, integrating quality, environment, community, and social responsibility into every level of operation.

## **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.

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 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](mailto:info@platanista.gr)

**Telephone:** +30 22420 22400

### **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.

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### **Communication and Dialogue Channels**

Hotel Platanista maintains a range of open and accessible communication channels to ensure continuous dialogue and mutual understanding with stakeholders:

- **Guest Feedback:** Through online review platforms, questionnaires, and direct communication with Reception and Management.
- **Employee Communication:** Regular departmental meetings, training sessions, and internal suggestion boxes promote transparency and inclusion.

- **Local Community Engagement:** Meetings with municipal authorities and participation in local cultural and environmental initiatives.
- **Supplier Dialogue:** Direct cooperation and performance evaluation, including guidance on Travelife and environmental standards.
- **Institutional Collaboration:** Active participation in tourism and sustainability networks at local and national level.

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## Feedback Management and Integration

All feedback collected from stakeholders — whether from guests, employees, or external partners — is systematically reviewed and evaluated as part of the hotel’s **Annual Sustainability Assessment (A9)** and **Management Review Process (A28–A31)**.

Key actions include:

- Recording feedback in a centralized register managed by the ESG Coordinator.
- Categorising feedback by theme (service quality, environmental impact, community relations, etc.).
- Discussing findings during management meetings and incorporating them into the **Annual Sustainability Action Plan (A22)**.
- Communicating back to stakeholders on progress made and improvements implemented.

This structured approach ensures that stakeholder input directly shapes our goals, targets, and performance improvements — reinforcing our commitment to transparency, accountability, and shared value creation.

Stakeholder Group	Examples / Role	Engagement & Communication Methods	Frequency / Timing	Main Topics Discussed	Responsible Person
<b>Guests</b>	Individual travellers, families, tour operator clients	Guest questionnaires, online reviews (Booking.com, TripAdvisor, Travelife), reception feedback, in-room information, sustainability notice boards	Continuous during stay; formal review monthly	Service quality, environmental practices, comfort, recycling participation, water/energy saving awareness	Front Office Manager & ESG Coordinator
<b>Employees</b>	Permanent & seasonal staff, department supervisors	Induction & annual sustainability training, staff meetings, suggestion box, notice boards	At least twice per season and during onboarding	Working conditions, health & safety, training needs, sustainability initiatives, equality	HR Manager & ESG Coordinator

<b>Stakeholder Group</b>	<b>Examples / Role</b>	<b>Engagement &amp; Communication Methods</b>	<b>Frequency / Timing</b>	<b>Main Topics Discussed</b>	<b>Responsible Person</b>
<b>Local Community</b>	Residents, schools, cultural associations, NGOs, municipal authorities	Local partnerships, sponsorships, community projects, public consultations	Ongoing; at least once per year formal review	Employment, local sourcing, community events, donations, environmental protection	General Manager & ESG Coordinator
<b>Suppliers &amp; Business Partners</b>	Local and regional suppliers, contractors, travel agents	Direct communication, supplier evaluation, contracts with sustainability clauses, on-site visits	Annual review or upon contract renewal	Responsible sourcing, packaging reduction, ethical labour, waste minimisation	Procurement Officer & General Manager
<b>Public Authorities</b>	Municipality of Kos, Tourism Department, Health & Safety inspectors	Compliance audits, official correspondence, participation in public programmes	As required; at least annually	Licensing, environmental compliance, waste and water regulations	General Manager
<b>Tour Operators &amp; Travelife</b>	TUI, Jet2, Travelife auditors	Annual audits, sustainability reporting, data sharing	Annually and during audit cycles	Certification, sustainability performance, continuous improvement	General Manager & ESG Coordinator
<b>Institutional &amp; Educational Partners</b>	Schools, universities, NGOs	Internship programmes, awareness campaigns, environmental education	Seasonal; ongoing cooperation	Youth employment, sustainability awareness, local biodiversity actions	HR Manager & ESG Coordinator

## Our Environmental Performance

Indicator	Unit	2023	2024	Change 2023–2024
Guest nights	gn	68,227	72,909	+6.9%
<b>Total Energy</b>	kWh	1,159,274	1,221,087	+5.3%
Energy per guest night	kWh/gn	16.99	16.75	-1.4%
<b>Total CO<sub>2</sub> (Energy)</b>	kg CO <sub>2</sub> e	344,821	285,161	-17.3%
CO <sub>2</sub> per guest night	kg CO <sub>2</sub> e/gn	5.05	3.91	-22.6%
<b>Water Use</b>	m <sup>3</sup>	3,596	2,294	-36.2%
Water per guest night	L/gn	53	31	-37.1%
<b>Waste – Recycled</b>	kg	8,040	8,655	+7.6%
<b>Waste – Municipality</b>	kg	7,440	7,980	+7.3%
<b>Used Oils</b>	kg	600	675	+12.5%
<b>Total CO<sub>2</sub> (All sources)</b>	kg CO <sub>2</sub> e	345,528	285,687	-17.3%

### A\_ Energy

- Despite an increase in occupancy (+6.9%), total energy use rose by only +5.3%, meaning better operational efficiency.
- Energy intensity improved by 1.4%, confirming staff awareness and preventive maintenance effectiveness.
- Key measures included:
  - Replacement of lighting with LED systems.
  - Timers for outdoor lighting and public area ventilation.
  - Awareness campaigns for room attendants and kitchen staff.

### B\_ Water

- Consumption dropped by **36%** overall and **37% per guest night**, a major achievement.
- Measures included:

- Installation of low-flow faucets and dual-flush toilets.
- Preventive maintenance and leak control.
- Housekeeping training to avoid overuse during cleaning.
- Guest awareness signage for towel and linen reuse.

Kos Island experiences periodic water scarcity, making this achievement highly relevant to local resilience.

## C\_ Waste

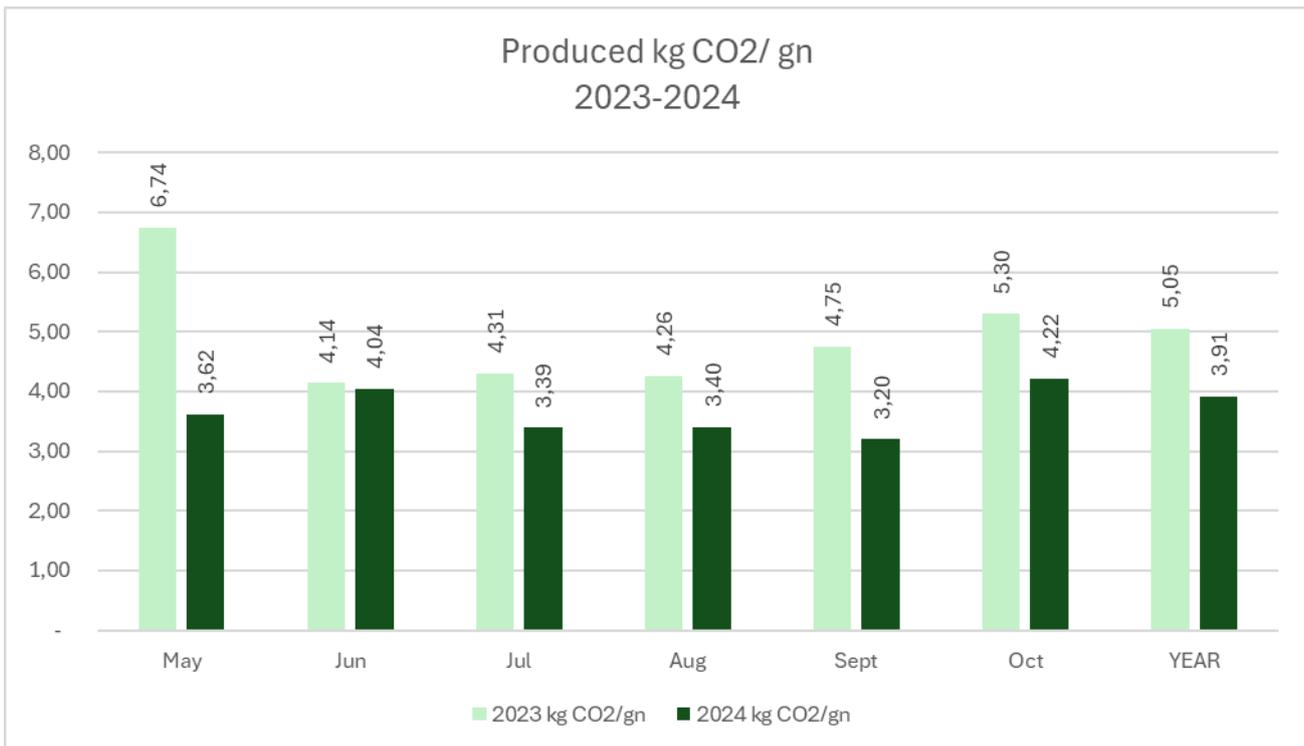
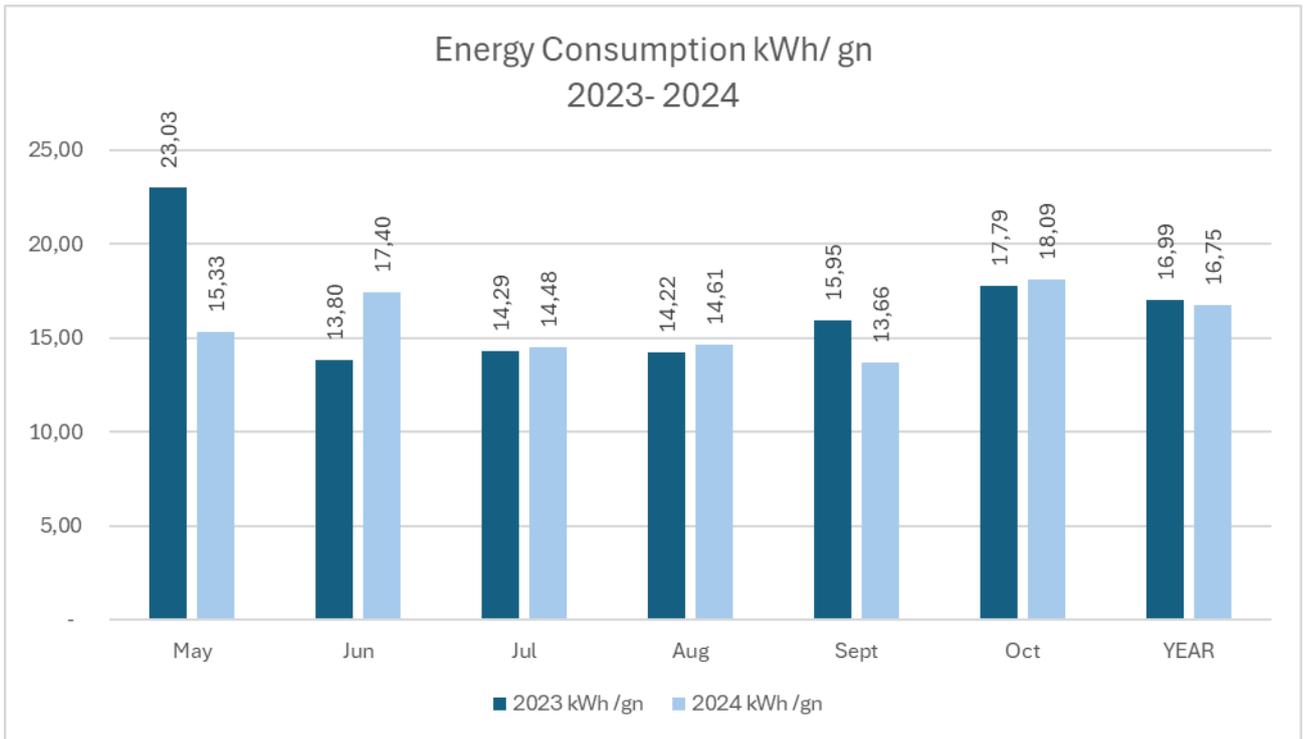
- Recycling increased by **7.6%** and used cooking oils by **12.5%**, while municipal waste rose slightly (+7.3%), aligned with higher guest volumes.
- Hotel Platanista continues to improve source separation by adding **recycling stations** and ensuring correct color-coded bins in guest and staff areas.

## D\_ Carbon Emissions

- Total CO<sub>2</sub> emissions fell by **17.3%**, and CO<sub>2</sub> per guest night by **22.6%**.
- This reduction supports the hotel's Travelife commitment to continual improvement and aligns with EU carbon neutrality objectives.

### Performance Monitoring

		2023	2024	rate of change % 2023-2024
ENERGY	Electricity kWh	764.281,49	840.961,34	10,03%
	Diesel kWh	247.634,95	232.042,34	-6,30%
	LPG kWh	147.357,70	148.083,60	0,49%
	<b>Total kWh</b>	<b>1.159.274,14</b>	<b>1.221.087,28</b>	<b>5,33%</b>
	kWh/ gn	16,99	16,75	-1,43%
	kg CO2	344.821,36	285.161,05	-17,30%
	kg CO2/ gn	5,05	3,91	-22,61%
WATER	<b>Water m<sup>3</sup></b>	<b>3.596,00</b>	<b>2.294,00</b>	<b>-36,21%</b>
	m <sup>3</sup> /gn	0,05	0,03	-37,07%
	kg CO2	535,81	341,81	-36,21%
	kg CO2/ gn	0,01	0,00	-53,12%
WASTE	<b>kg Recycled waste</b>	<b>8.040,00</b>	<b>8.655,00</b>	<b>7,65%</b>
	kg Oils	600,00	675,00	12,50%
	kg Municipality	7.440,00	7.980,00	7,26%
	kg CO2	171,25	184,35	7,65%
TOTAL	kg CO2	345.528,42	285.687,21	-17,32%
	kg CO2/ gn	5,05	3,91	-22,57%



## Local community & Staff support

### Social and Community Responsibility

#### Employees and Fair Work

- The hotel employs around 70–80 staff members during peak season, most of whom are residents of Kos.
- Equal pay and fair working hours are ensured for all employees, regardless of gender or origin.
- Staff receive annual training on sustainability, health and safety, and guest service.

#### Training & Awareness

- Sustainability training sessions are conducted at least once per season for all departments.
- Topics include energy conservation, water efficiency, waste sorting, and responsible guest communication.

#### Local Suppliers & Community Support

- Over 60% of the hotel's suppliers are local, including dairy, fruits, vegetables, olive oil, and bakery products from Kos.
- The hotel supports local artisans by showcasing their products and participates in cultural events on the island.

#### Human Rights and Child Protection

- Zero-tolerance policy against any form of exploitation or discrimination.
- Staff are trained to identify and report suspicious situations in line with Travelife A15 and D12.

## Our Targets for 2025

### Progress Summary 2023–2024

Area	Achievement	Status
Energy efficiency per guest night	-1.4% improvement	✅ Achieved
CO <sub>2</sub> per guest night	-22.6% reduction	✅ Achieved
Water consumption	-37% reduction	✅ Exceeded
Waste recycling	+7.6% increase	✅ Achieved
Staff training	Annual implementation	✅ Ongoing
Local supplier engagement	>60% local products	✅ Achieved

- Maintain energy consumption below **17 kWh/guest night** despite occupancy increase.
- Further reduce water use by 3% through new guest and staff engagement.
- Achieve **>50% waste recycling ratio** by improving bin placement and signage.
- Install **additional solar thermal or PV capacity** to offset carbon emissions.
- Strengthen **biodiversity garden project** with native herbs and pollinator-friendly species.
- Continue annual Travelife training for all staff and suppliers.

Hotel Platanista continues to demonstrate that a family-owned, locally rooted hotel can deliver excellent hospitality while actively protecting the environment and community.

Through Travelife Certification, the hotel has achieved measurable results in energy and water efficiency, waste reduction, and social responsibility.

The management team remains committed to continuous improvement, transparency, and collaboration with staff, guests, and local partners — ensuring that Platanista remains a benchmark for sustainable tourism on Kos Island.

Thanasis Maragos

Hotel Manager