

Hotel Sustainability Performance Report – Annual Edition

# Wavemaker

HOSPITALITY



HOTEL: Atlantica Sancta Napa

REPORTING PERIOD: 1.1.2024-31.12.2024

Report issued on: 2025\_v1

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(GENERAL MANAGER, CHIEF ENGINEER & QCSS LEAD)

Reviewed and approved by: Sanja Saler | Chief Sustainability & Compliance Officer | DPO

- We are Wavemaker, an established hospitality group making a splash in the Mediterranean. Our select portfolio of hotels and resorts in Greece and Cyprus attracts a loyal clientele, because – inspired by the sea’s transformational power – we focus on generating a positive impact for guests, staff, local communities, shareholders and partners alike.

Terms like:

Customer focus

Personalised Service

Attention to detail

Value for money

Sustainability

...have become synonymous with Wavemaker!

- With a wealth of experience and an enviable reputation for quality of service, wherever located, Wavemaker hotels and brands guarantee customer satisfaction at lowest environmental and social impact.
- Our customer-focused approach is founded on attracting, retaining and deepening the relationships with our customers. Customer trust is our most valuable business asset and the foundation for our future growth.
- Value is maximised further with working closely with our partners, communities and key account clients.
- Due to the challenging economic, social and environmental periods, our main goal is to balance well the needs of these three main challenges and yet achieve highest customer satisfaction with minimum on the society and environment.
- For missions and vision statements, please visit: [www.wavemkerhospita;ity.com](http://www.wavemkerhospita;ity.com)

OUR COMMITMENT

Wavemaker Hospitality and all its hotels, is firmly committed to environmental responsibility and sustainability in all aspects of its operations.

We understand the importance of protecting the environment for the well-being of current and future generations.

We are collectively dedicated to upholding the same standards of excellence and social responsibility.

By teaming up with our employees, customers, associates, brands, partners, suppliers, and other business collaborators, we affirm our commitment to:

Reducing greenhouse gas emissions by minimizing energy and water usage, reducing waste, and limiting the consumption of high-emission foods.

Protecting and supporting biodiversity by reducing pollution and safeguarding nature and wildlife.

Protecting and respecting human rights by preventing discrimination, exploitation, and harassment, and promoting fair treatment for all.

Safeguarding children by preventing their exploitation or abuse and promptly reporting any suspected incidents.

Our public sustainability documents include commitments in the aforementioned areas, demonstrating our dedication to comprehensive sustainability practices.

Additionally, we have set specific goals, such as reducing our greenhouse gas emissions and achieving at least one other target related to our sustainability initiatives.

We adhere to crucial EU sustainability regulations, covering environmental, social, and governance aspects by introduction a bespoke ESH platform which is intended to help hotels report their performance.

We invite all stakeholders to support us in achieving these goals and commitments.

For transparency and broader engagement, our public sustainability documents are available online, ensuring that guests, the public, and other stakeholders can access and understand our sustainability efforts.

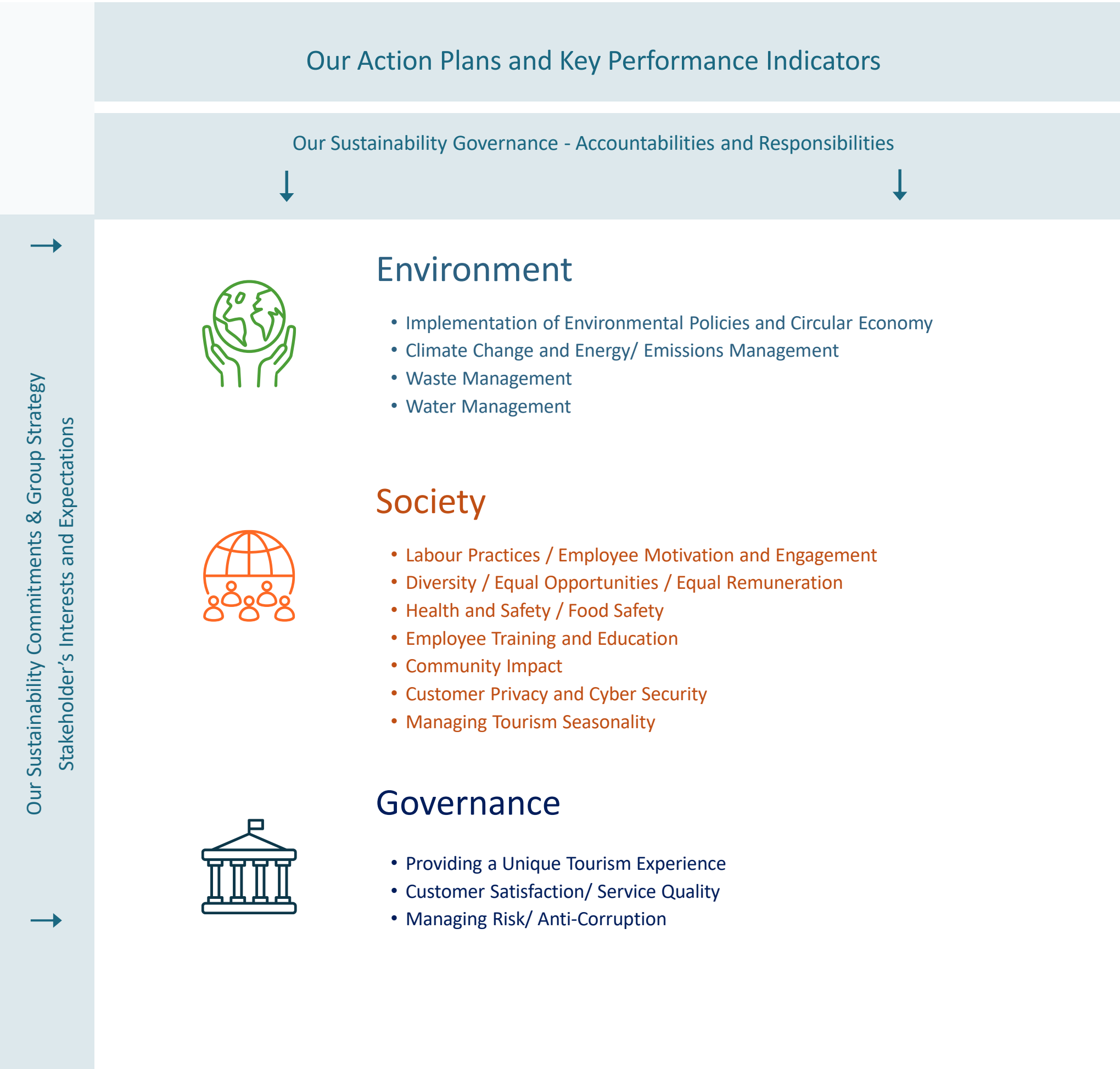
The following report sections indicate the hotel performance.

# Our Sustainability Strategy

## Our Sustainability Framework

Our Sustainability Framework serves as the cornerstone of our commitment to sustainable development. It outlines our focus areas and guides our actions to ensure alignment with our vision, mission, and values. This framework is dynamic and responsive, allowing us to adapt to emerging challenges and opportunities while staying true to our core sustainability principles.

By integrating our Sustainability Framework, Action Plans, KPIs, and Governance structure, we create a cohesive and structured approach to sustainability that drives continuous improvement and ensures accountability at all levels of our organization.







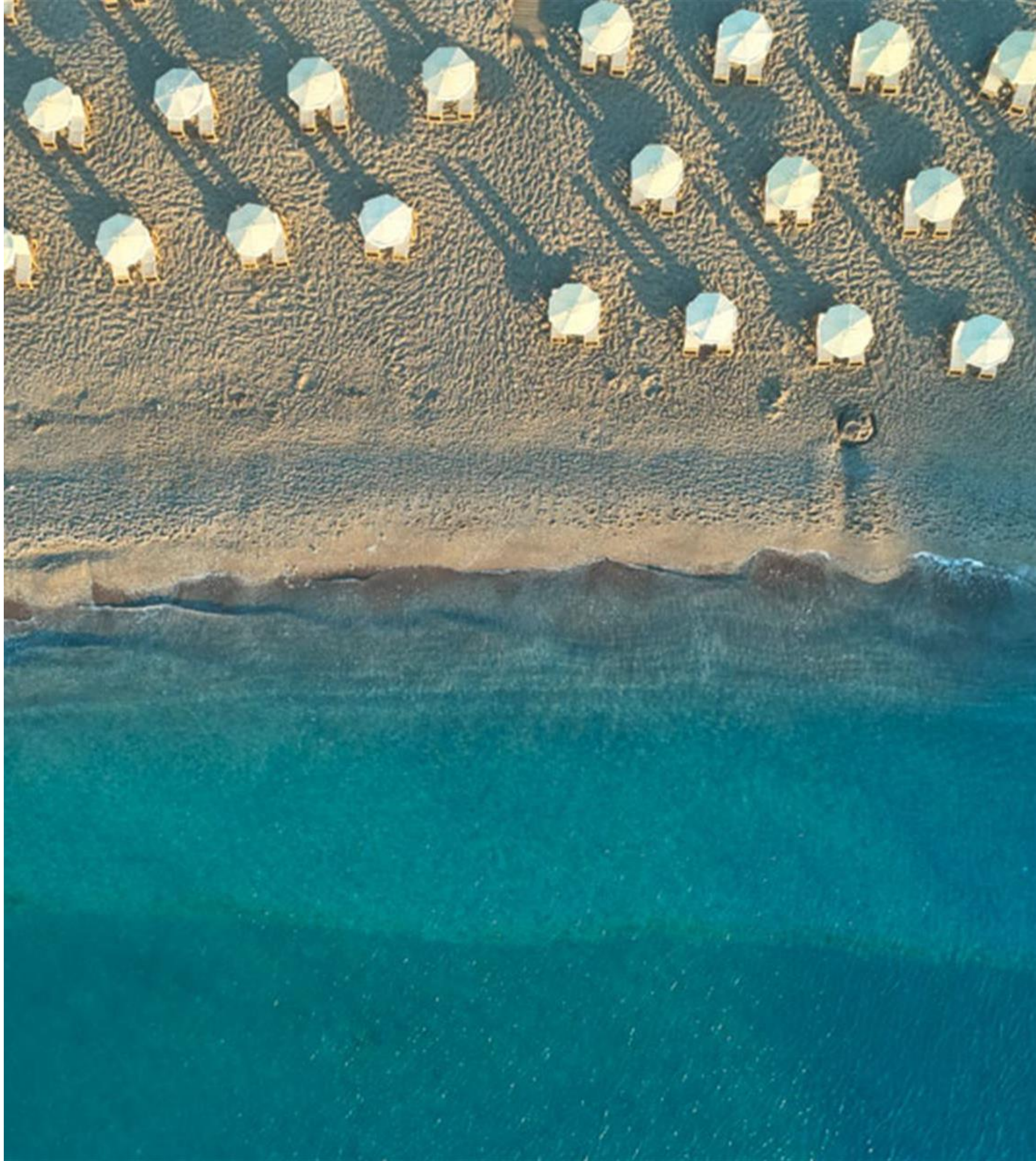
Responsible business is one of  
the company's most important  
values.



About Hotel:

This picturesque contemporary Hotel is only steps away from quality Restaurants, fashion precinct and Ayia Napa's places of interest. Its charming Team is genuinely friendly and hospitable with a mission to meet and exceed our valued guests' expectations. The arty ambiance of this newly updated warm and captivating establishment gives you a sense of pleasure and the impulse to enjoy precious moments. Blessed with long sandy stretches of beach, crystal waters and only 100 meters away, Atlantica Sancta Napa's laid-back setting and incomparable natural beauty is deemed to be the ideal escape. We look forward to welcoming you!

[Atlantica Sancta Napa | Atlantica Hotels](#)

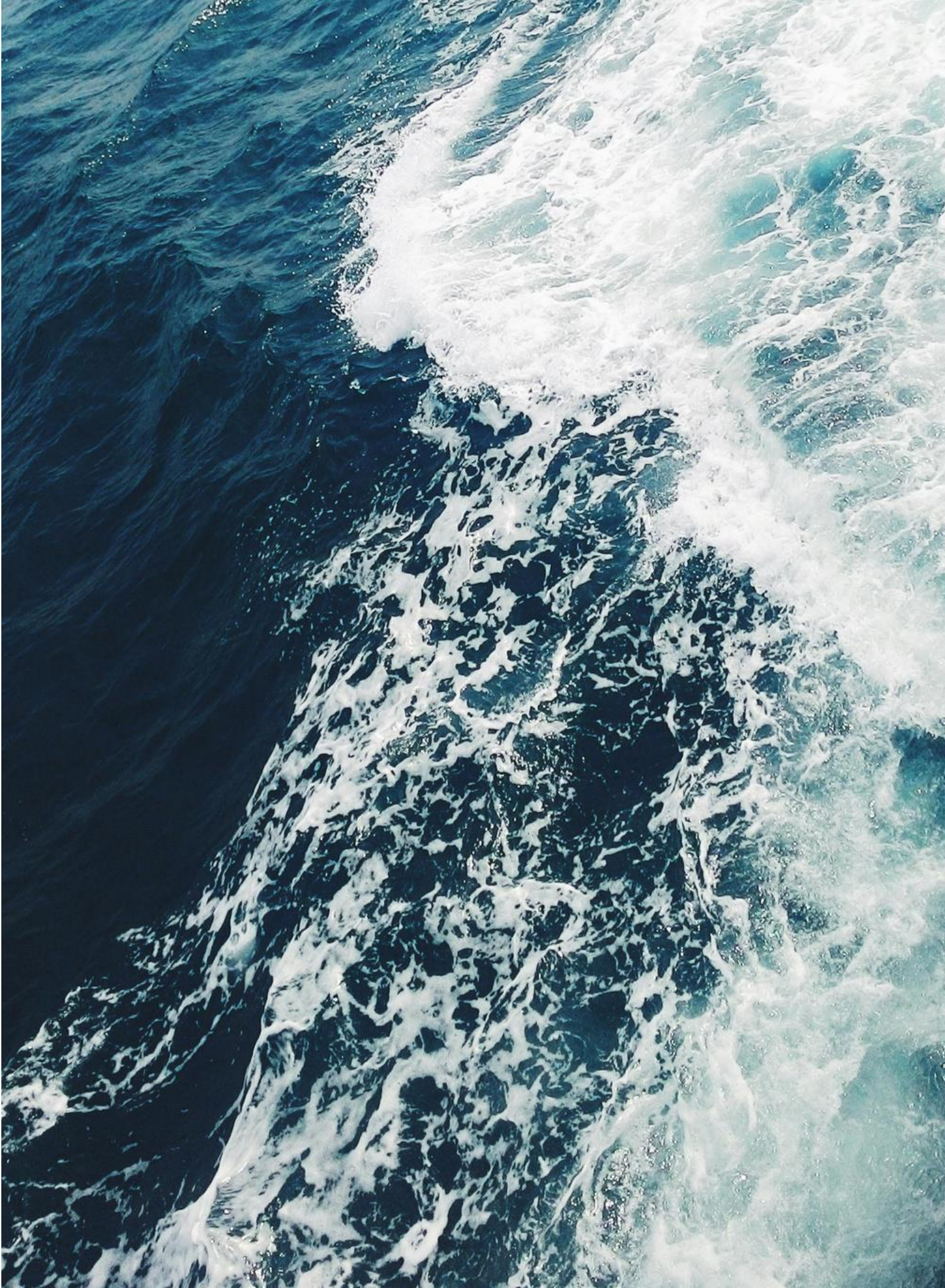




As a proud member of Wavemaker Hospitality Limited, the hotel is committed to fully implementing all corporate policies, including:

- Quality Management
- Sustainability
- Food Safety
- Health & Safety
- Anti-Discrimination, Violence & Harassment in the Workplace.
- Whistle Blowing Policy

For company policy please visit: [www.wavemakerhospitality.com](http://www.wavemakerhospitality.com)





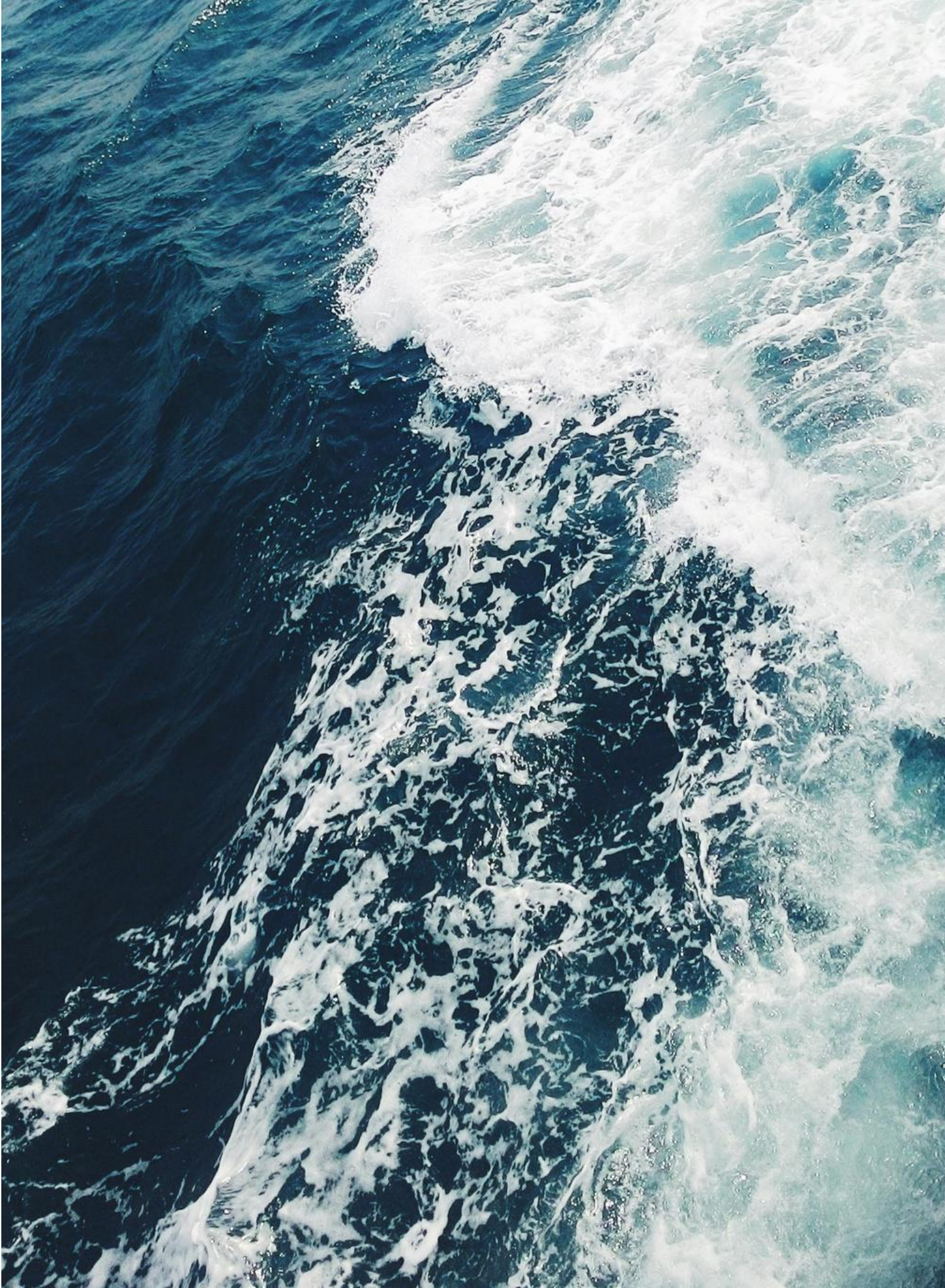
# ESG REPORTING SYSTEM

By entering data into the Wavemaker Hospitality custom-built ESG platform, we ensure compliance with key EU sustainability regulations, encompassing environmental, social, and governance aspects.

For reference, the platform records information on:

- ✓ Scope 1,2,3 emissions
- ✓ Energy Consumptions
- ✓ Donations
- ✓ Suppliers performance and analysis (local vs regional)
- ✓ Waste Production
- ✓ Staff trainings
- ✓ Purchasing of hazardous substances and single-use plastics
- ✓ Analysis of indicators related to social/ human resources (women vs men, salaries of women vs men, minorities, age differences, etc.)

Through these efforts, we strive to align with Environmental, Social, and Governance (ESG) principles, as well as the Sustainable Development Goals (SDGs).





# CERTIFICATIONS & AWARDS

The management and staff at Atlantica Sancta Napa Hotel are committed to maintaining the highest standards of quality, safety and hygiene in all our products and services.

We are committed to exceeding customer expectations, minimizing our environmental impact, and actively protecting and preserving our environment.

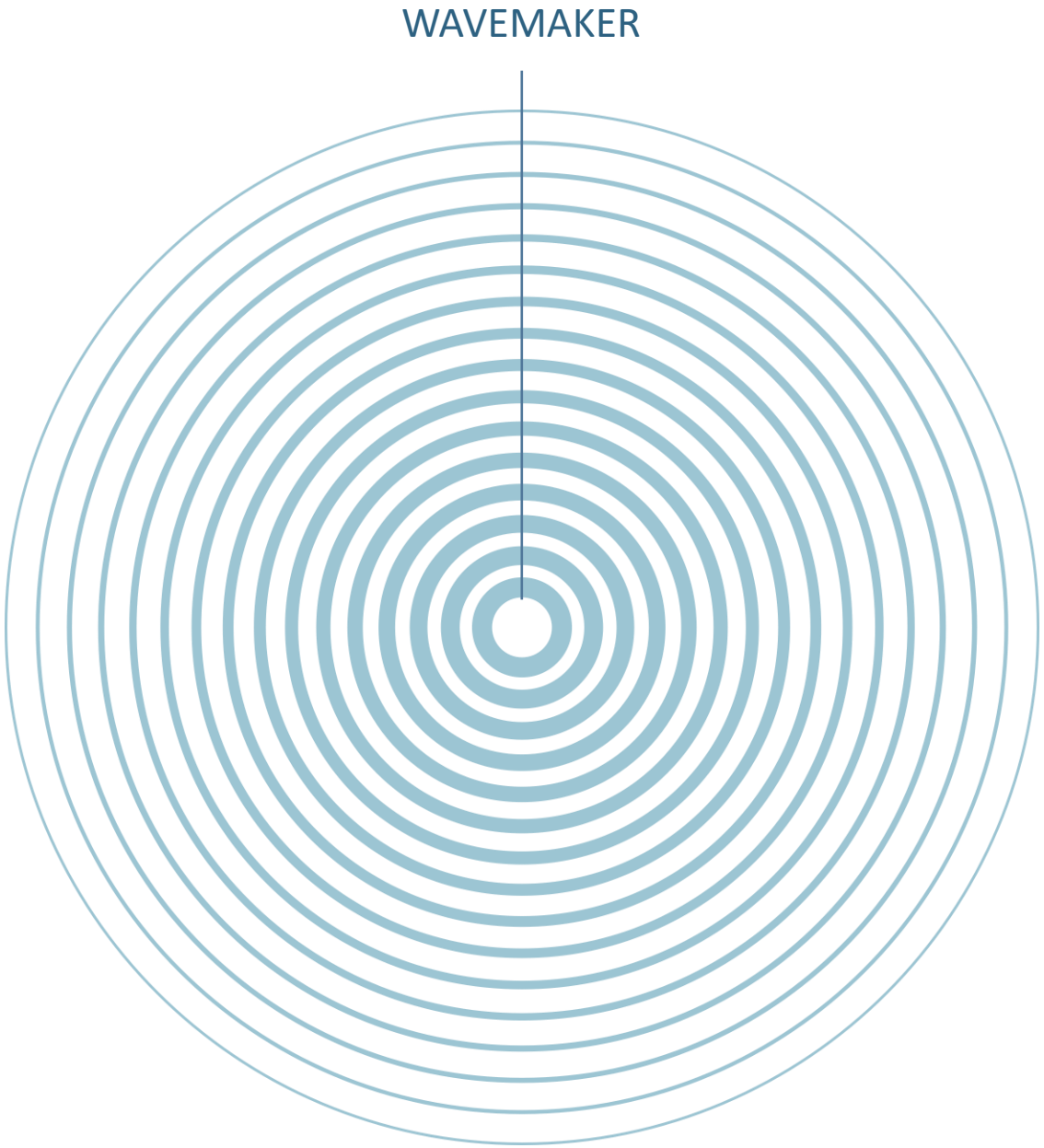
Additionally, we prioritize the health and safety of our employees, customers, partners, and all individuals affected by our operations.

We adhere to all relevant legal requirements, uphold human rights, and strive to make a positive impact on local communities and businesses.

Achieving these commitments requires the active engagement and continuous training of our employees.

Accordingly, Atlantica Sancta Napa Hotel has been awarded/holds the following awards/certifications:

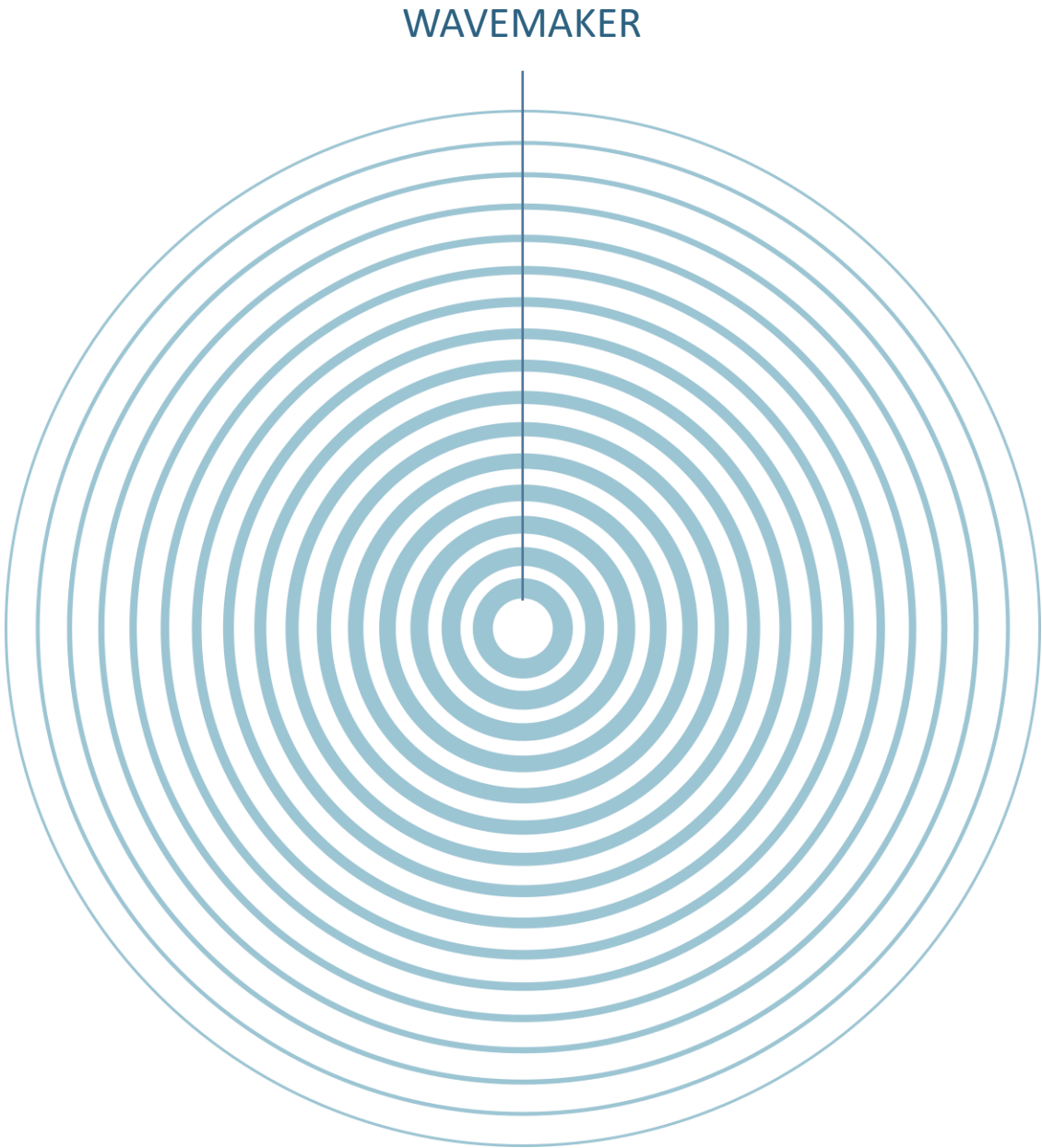
- TRAVELIFE GOLD AWARD 2017-2019, 2019 – 2021, 2021 - 2023
- Atlantica Sancta Napa has been awarded as “The Zero Waste Beach Champion” in the category of Environmental Responsibility by CSTI and TUI Care Foundation.
- Atlantica Sancta Napa has been awarded as “The Zero Waste Beach Champion” in the category of Innovation by CSTI and TUI Care Foundation.
- Foodprint Hotel Award 2022 - Food Print Project – Life19 GIE/CY/001166
- Atlantica Sancta Napa Hotel Cyprus, Travelife Winner for the month of August for excellent work in reducing use of single-use plastics.
- 2023 Atlantica Sancta Napa is recipient of TUI Global Hotel Awards 2023 as TUI Quality Hotel
- 2024 Atlantica Sancta Napa is recipient of TUI Global Hotel Awards 2024 as TUI Quality Hotel
- Trip Advisor’s Travelers Choice Awards 2023, 2024
- Holiday check awarded as one of the most recommended Hotels World Wide 2023, 2024





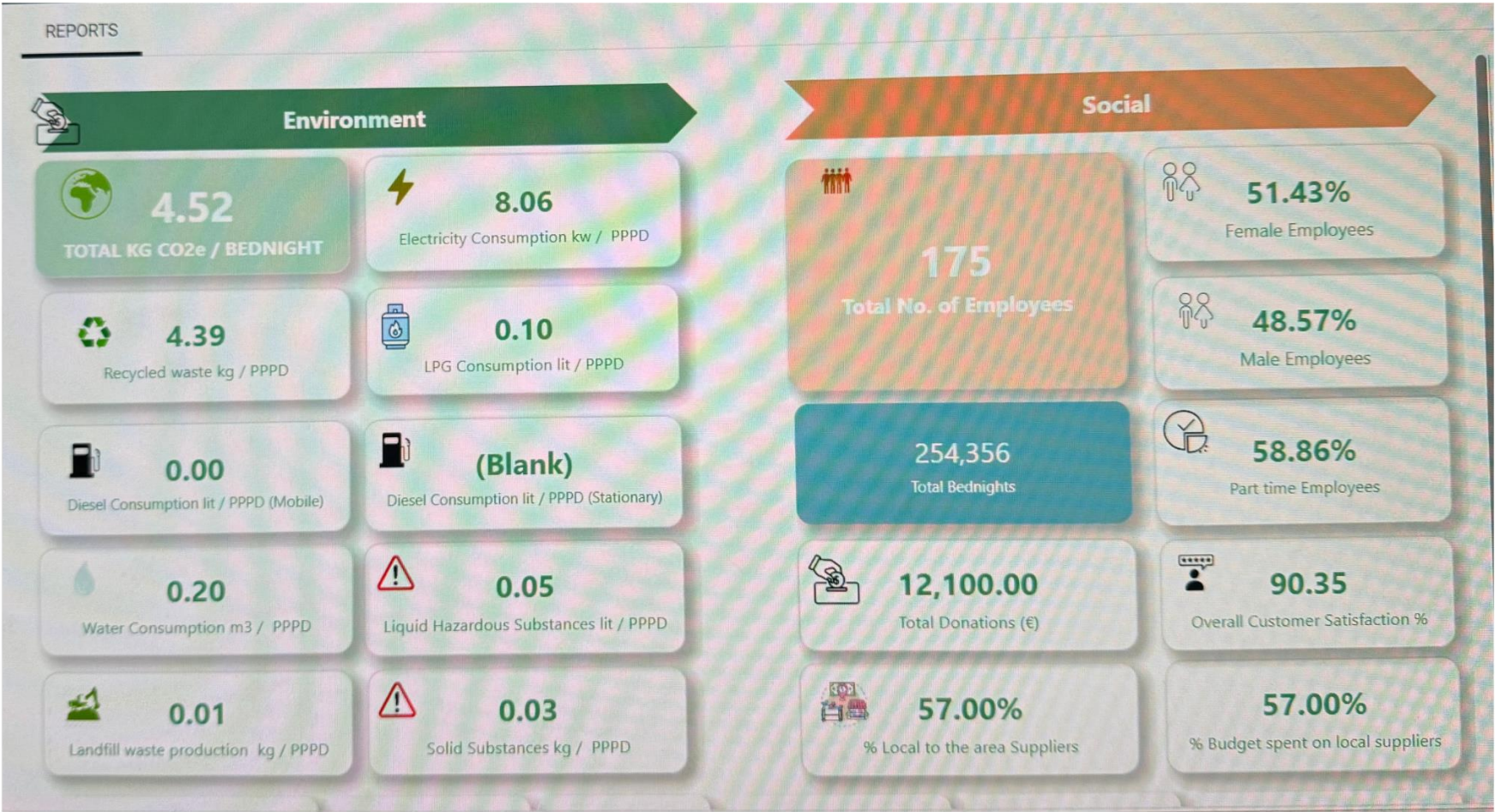
# ESG PROGRAMMES

- The hotel has established an ESG programme and reporting systems specifying reporting areas, timelines, responsibilities.
- All hotel employees and management are actively involved in executing the ESG programme.
- A comprehensive action plan has been developed, regularly assessed, and improved through corrective actions.
- The Hotel Manager and Sustainability Team are accountable for achieving the sustainability program's objectives.
- ESG objective s include performance indicators and analysis of: Energy and water use, CO2 emissions, waste, social and community actions.





# An insight into our ESG performance





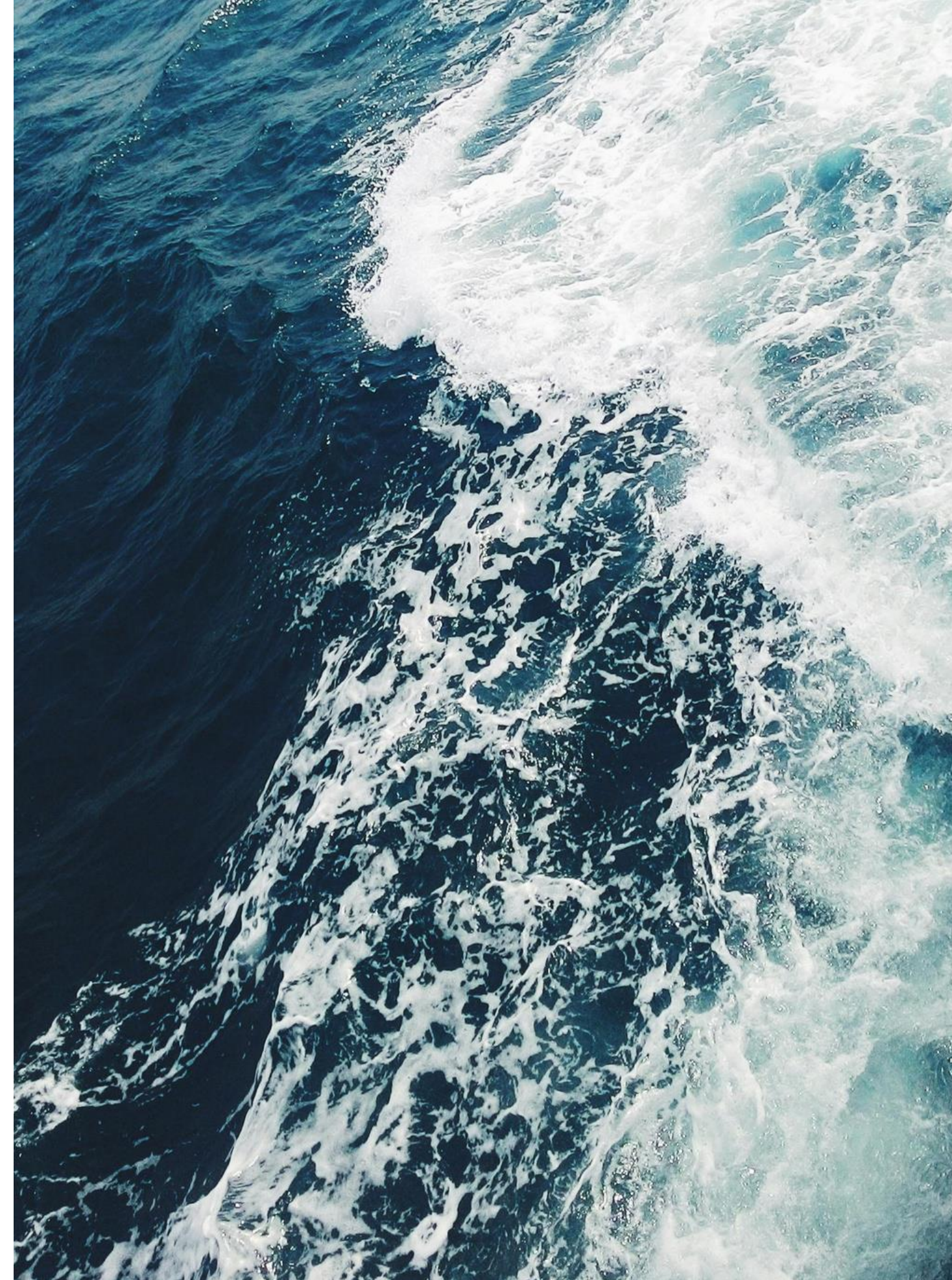
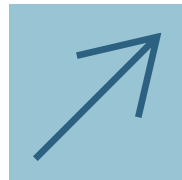
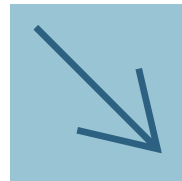
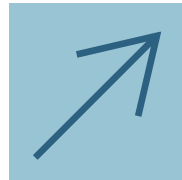


# ENVIRONMENTAL ISSUES



# Water

- ☐ Water is sourced from the Local Municipality
- ☐ We also source water directly from our own borehole.
- ☐ All local legislations are being adhered to.
- ☐ The hotel adopts efficient water management practices, ensuring proper water use while maintaining the satisfaction, safety, and health of our guests.





# Water Saving Measures



We conduct daily maintenance checks to promptly repair faults and leaks.

Installation of flow restrictors on taps in guest rooms to reduce water consumption.

Utilization of drip irrigation throughout hotel gardens for efficient watering.

Plant native, drought-resistant species to minimize water demand.



Guest Information via TV and other info channel on water saving measures.



At least 90% of our staff is trained on sensible use of water during their daily duties.

Staff is trained and encouraged to report leakages from taps, pipes etc. and maintenance is rectifying immediately such cases.



The linen change policy is communicated to all guests through the in-room TV information channels, encouraging them to reuse towels and support sustainable practices.



# Water Quality



A comprehensive microbiological and chemical analysis of pool water is conducted monthly.

pH levels, chemical concentrations, and other key parameters are monitored daily in all swimming pools, with most pools regulated by an automatic dosing system.



Microbiological analysis of potable water is performed monthly.

Legionella analysis is conducted at least twice per season, where multiple areas of the hotel thoroughly inspected.



The beach in front of the hotel is a public beach owned by the municipality.

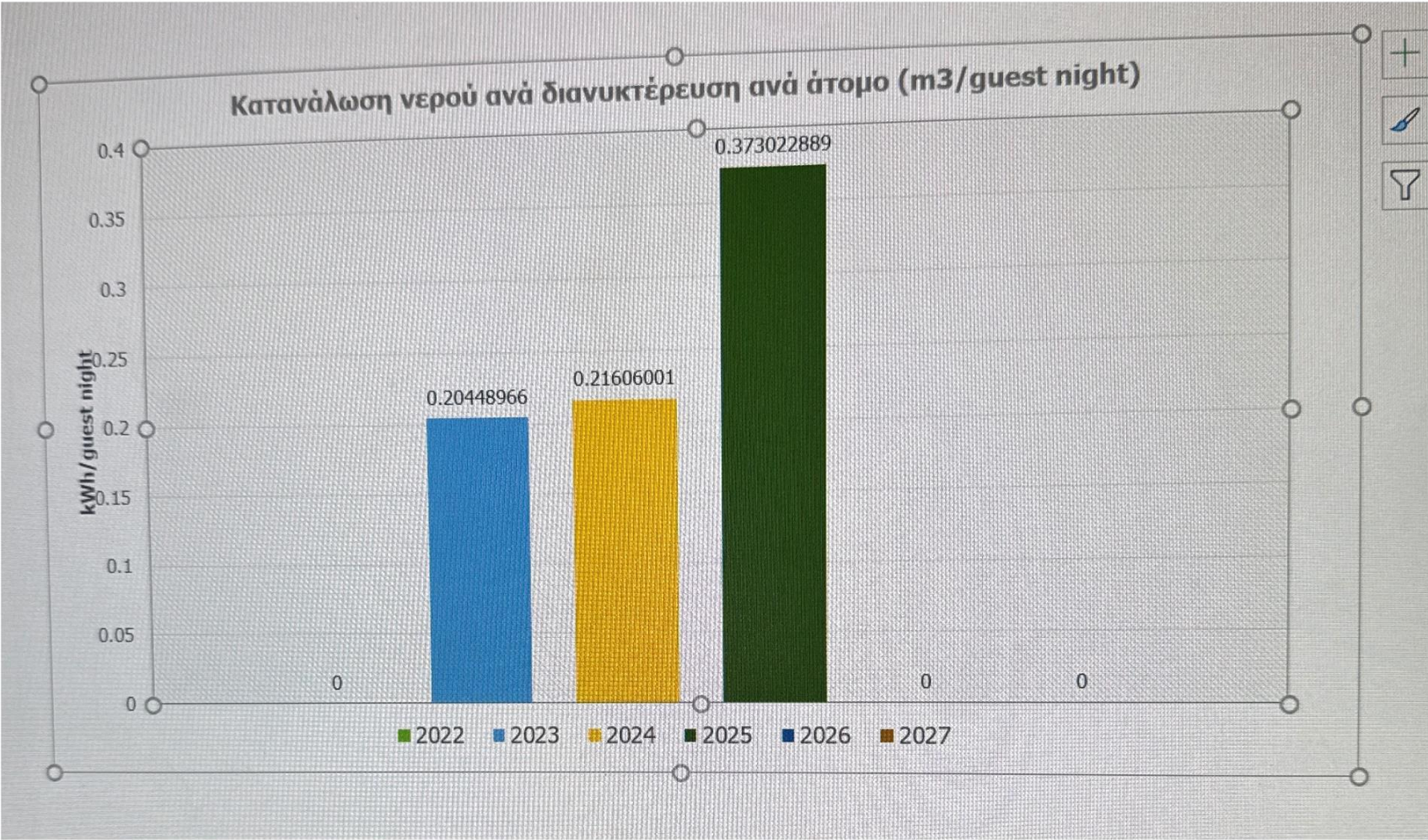
Nonetheless, our hotel employees conduct frequent cleanups as part of our commitment to the community.



The gardens are irrigated using grey water supplied directly from our own borehole.



# Water Assessment





# Water consumption – YOY comparison

KPI: 0.19 lit/pppd

Baseline Year: 2023 pppd year

| 2023    | 2024    | 2025     |
|---------|---------|----------|
| 0.20449 | 0.21606 | 0.373023 |

- The water consumption 2024 is up to October 2024, we have surpassed out KPI due to Hotel renovations of adding an extra Rooftop Restaurant with Kitchen.



# Energy sources-use-records

**Data collection & records:** Electricity consumption is monitored daily by the maintenance department to ensure responsible usage.



**Energy Source:** Electricity is obtained from the Electricity Authority of Cyprus.

**Energy use:** Electricity is primarily used for air conditioning, refrigerators, pumps, lighting, and other equipment.



**Data collection & records:** LPG is monitored daily by the maintenance department to ensure the sensible daily consumption.



**Energy Source:** LPG obtained from EKO

**Energy use:** Kitchen & Hot water systems.



# Improvements

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LED bulbs are installed in most hotel rooms and public areas.

Fluorescent LED Lamps installed in all back of house areas .

Guests are advised through the in-room information channel to remove room key card from Key fob when leaving the room .



Sensors at balcony sliding doors switch off the air-conditioning, when the doors open.

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All new equipment is purchased according to our environmental policy where energy efficiency is taken into consideration.



Information to our guests in TV channel rooms and info kiosk on energy saving measures.

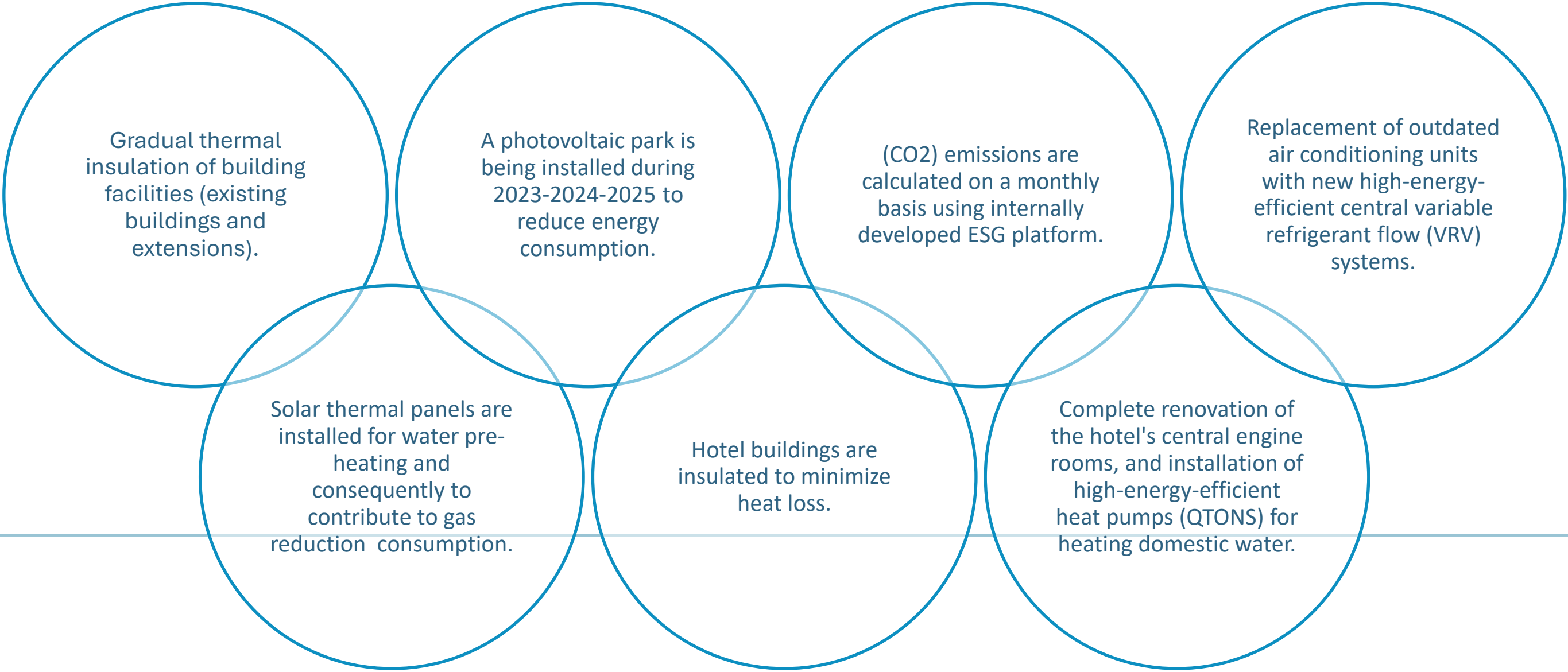
Use of natural light for the lighting of the lobby and breakfast restaurant if possible.





# Improvements

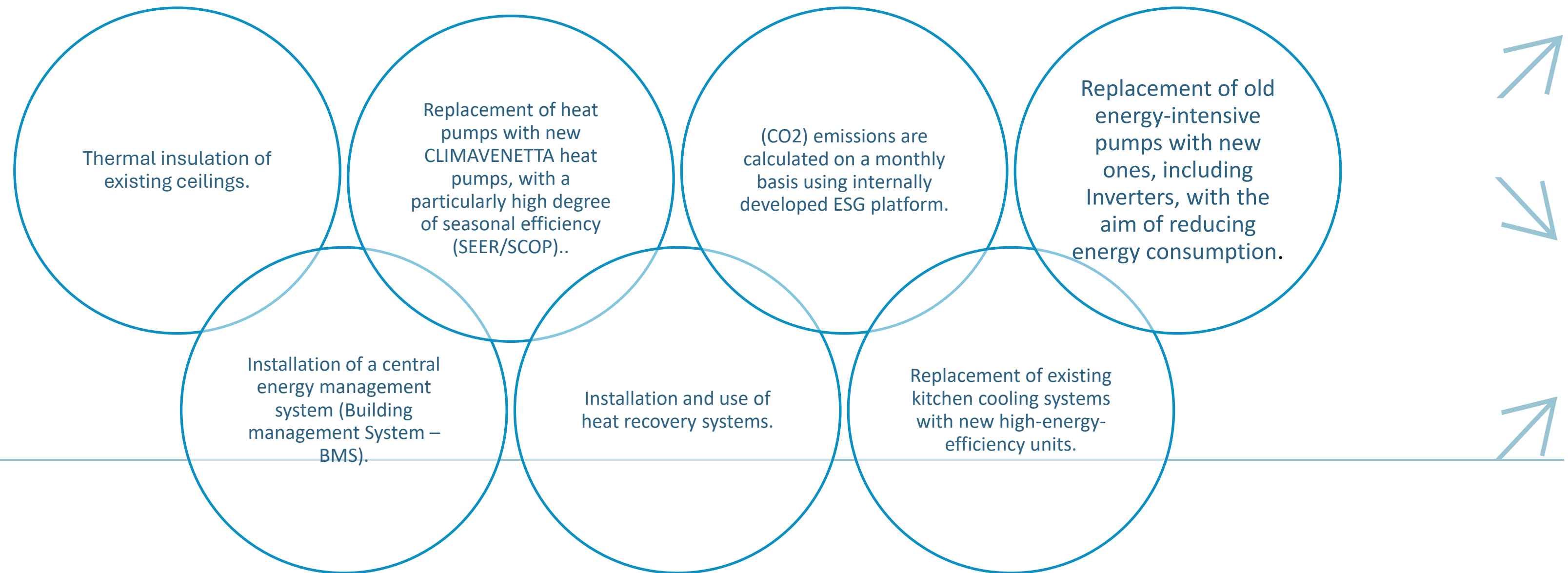
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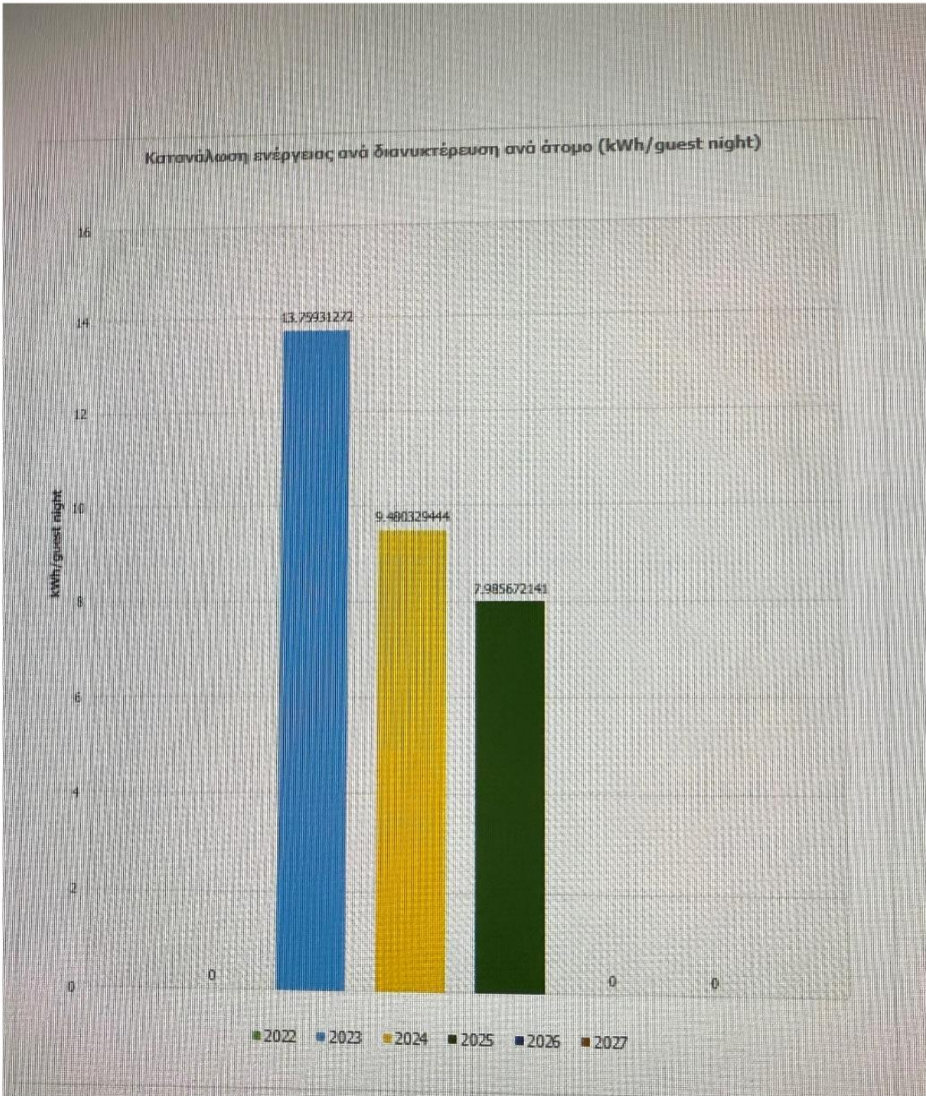
# Improvements

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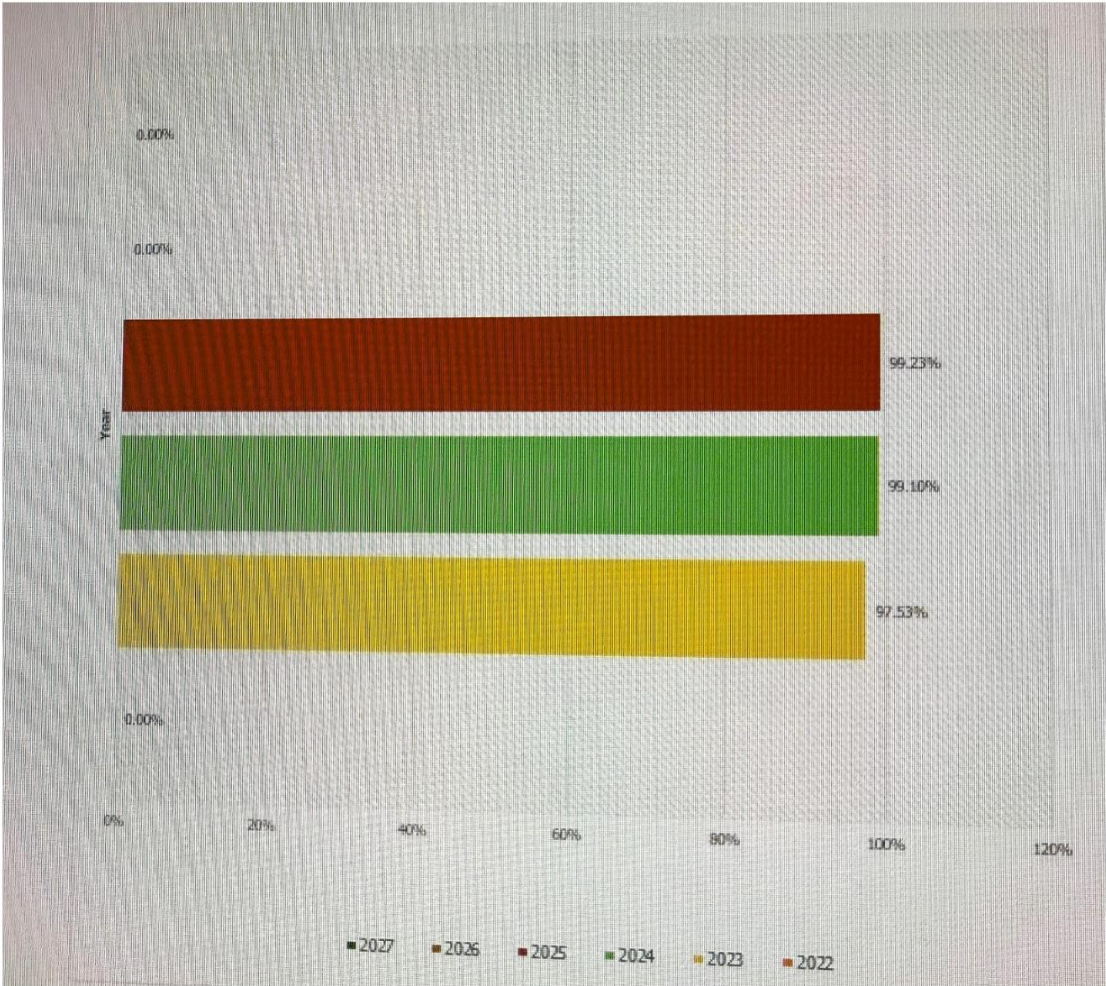


# Energy assessment





# Green Energy Production:





# Electricity consumption – YOY comparison

KPI: 9.2 kwh/pppd

Baseline Year: 2023 year pppd)

| 2023        | 2024        | 2025        | 2026 |
|-------------|-------------|-------------|------|
| 13.75931272 | 9.480329444 | 7.985672141 | XXX* |

- The electricity is decreasing as the year progress
- Our data shows that we will reach out KPI for 2026



# LPG consumption – YOY comparison

KPI: 1.2 lit/pppd

Baseline Year: 2023

| 2023      | 2024     | 2025     | 2026 |
|-----------|----------|----------|------|
| 115321.45 | 70547.34 | 58651.02 | XXX* |

- The LPG consumption has improved throughout 2023 & 2024 as we removed any form of diesel from the hotel.
- In 2023 we opened the Hotel in April, IN 2024 we opened the Hotel in May.  
Considering that we added the additional rooms, our target is higher but overall it is still within reasonable limits.



# Liquid Waste management

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- The hotel is connected to the public sewage system, ensuring proper waste management and compliance with environmental regulations. Efforts are made to minimize water usage and liquid waste production to reduce the load on the sewage system.
- Used cooking oil is collected and responsibly disposed of by an approved supplier, who repurposes it into biodiesel. This initiative not only reduces waste but also contributes to the production of renewable energy, supporting sustainable practices.
- Additionally, vinegar is used as an alternative to chemical agents for polishing cutlery. This eco-friendly approach minimizes the use of harmful chemicals, reduces environmental impact, and aligns with the hotel's commitment to sustainability and green operations
- A glass water bottle upon arrival is placed in each room and guests may refill it at the water fountain located at the Public areas
- Children receive an eco friendly bottle on arrival to refill at the water fountain



# Waste Reduction activities

## Paper Reduction

Reduction and reuse of paper consumption in the offices.

One sided printed paper is used as scrap paper and Furthermore recycled.

E-mail is used extensively for messaging.

## Recycling

Other non-domestic waste is separated for recycling which is:

- PLASTIC
- PMD
- PAPER
- BATTERIES
- BULBS
- WEEE

The Hotel provides large recycling bins, color-coded and placed them each department for waste separation and recycling.

## Alternatives SUPs

One use plastic cups are replaced by re-usable polycarbonate glasses.

Plastic straws are replaced by paper straws.

Plastic bags and plastic cutleries/plates are replaced by paper bags and cutleries/plates.

Butter is purchased in bulk – to avoid portioned butter

We use refillable bath amenities instead of single - use plastic.

Water coolants have been installed around the Hotel areas, kitchen and staff room to eliminate plastic bottles.

All Team members are offered a refillable eco friendly bottle.

## Suppliers

We encourage suppliers to reduce packaging (fruit, vegs etc.)- purchasing departments checks the packaging upon evaluation of suppliers.

Buy products with recyclable packaging .

Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar, sauces, etc.).



# Total Solid waste production – YOY comparison

KPI: 1.3 kg/pppd

Baseline Year: 2023 waste pppd)

| 2023    | 2024    | 2025    | 2026 |
|---------|---------|---------|------|
| 0.03104 | 0.03005 | 0.03098 | XXX* |

- The solid waste production estimate for 2024 is up to October 2024, this is due to influx in guests.
- However due to Live cooking and Al a Carte we are able to sustain our target.

# Recycled Waste– YOY comparison

KPI: 1.19 kg/pppd

Baseline Year: 2023

| 2023    | 2024    | 2025    | 2026 |
|---------|---------|---------|------|
| 0.04499 | 0.03169 | 0.03298 | XXX* |

- The recycled estimate for 2024 is up to October 2024, we practice separating waste.
- Due to renovations and improvement in equipment we are able to recycle our waste.



# CO2 emissions production – YOY comparison

KPI: 0.38 kg/pppd

Baseline Year: 2023: 0.46kg/pppd

| 2023<br>(baseline) | 2024 | 2025 | 2026 | % Reduction by<br>2030 | % Reduction by<br>2050 |
|--------------------|------|------|------|------------------------|------------------------|
| 920                | 1149 | 733  | XXX* | 2%                     | 5%                     |

- The CO2 emissions production for 2024 is up to October 2024, This is due to Hotel renovations and adding and additional 96 rooms.
- We also added new compressors & chiller.
- For more details on carbon emissions reduction plans, please refer to the ESG programmes.

# CO2 emissions – per scope

01

Scope 1 (S1) Emissions [tCO<sub>2</sub>e]



02

Scope 2 (S2) Emissions [tCO<sub>2</sub>e]



03

Scope 3 (S3) Emissions [tCO<sub>2</sub>e]





An aerial photograph of a coastline. The left side of the image shows a dark, textured shoreline, possibly a beach or a rocky coast. The right side shows the ocean with white, foamy waves crashing against the shore. The text "SOCIAL ISSUES" is overlaid on the dark shoreline area.

# SOCIAL ISSUES



# 1

## Engagement

Hotel supports number of the local and international organisations such as:

- Children with Autism
- Cancer patience
- Apostolos Pavlos – children with special needs

# 2

## Employees

- 42 h training per employee on an annual basis
- 22 h training on ESG matters
- 12.17 % Of Local Employees
- 48.63%of Female of part time
- 51.37% Male of part time staff
- 49.14% of Female of full time staff
- 51.37% Male of full time staff

# 3

## Procurement

- 56.75% of Local Suppliers to the country
- 57% of local suppliers to the area of Hotel operation
- 90% of Suppliers with Quality & Environmental certifications (ISO 9001,ISO 14001,ISO 22000 etc.).

# 4

## Community activities

- BEACH CLEAN – UP by the hotel staff & Guests
- Celebrating Environmental day
- Organization of Blood donation
- Support and promote local suppliers



# Gender Representation and Pay Equity Analysis

## Reputation and Brand Image

A commitment to skill development enhances the Group's reputation as an employer of choice. This positive image attracts top talent and strengthens the Group's brand in the marketplace.

To further reinforce our commitment to employee welfare, we offer approximately 5 weeks' notice before implementing significant operational changes that could affect our employees. Additionally, to support the local community and provide long-term job opportunities, we prioritize the employment of local .



49.17%

Full Time Employees Salary Breakdown - Female



50.86%

Full Time Employees Salary Breakdown - Male



48.63%

Part Time Employees Salary Breakdown - Female



1:1

Group's Ratio Full Time/ Part Time Employees



1:0,9

Group's Ratio Male/Female



51.37%

Part Time Employees Salary Breakdown - Male



1.2

%

Group's Interns/ Trainees



0%

Group's Minority or Vulnerable



# Gender Representation and Other Analysis

|              |              |
|--------------|--------------|
| Male: 76     | Female: 68   |
| Under 30: 38 | Under 30: 16 |
| 30-50: 33    | 30-50: 30    |
| Over 50: 5   | Over 50: 22  |

Number of work-related accidents’ 9

Number of work-days lost due to accidents/incidents’  
80 hours

Total training hours: 42

List important Employee Work benefits:

- 13<sup>th</sup> salary
- Annual leave
- Social security
- YESY
- On celebration of their Birthdays can dine at the Margarita Restaurant with their partner
- Excursion - in November after Hotel closure
- Lavish Christmas Party and all receive a gift up to 50 euro

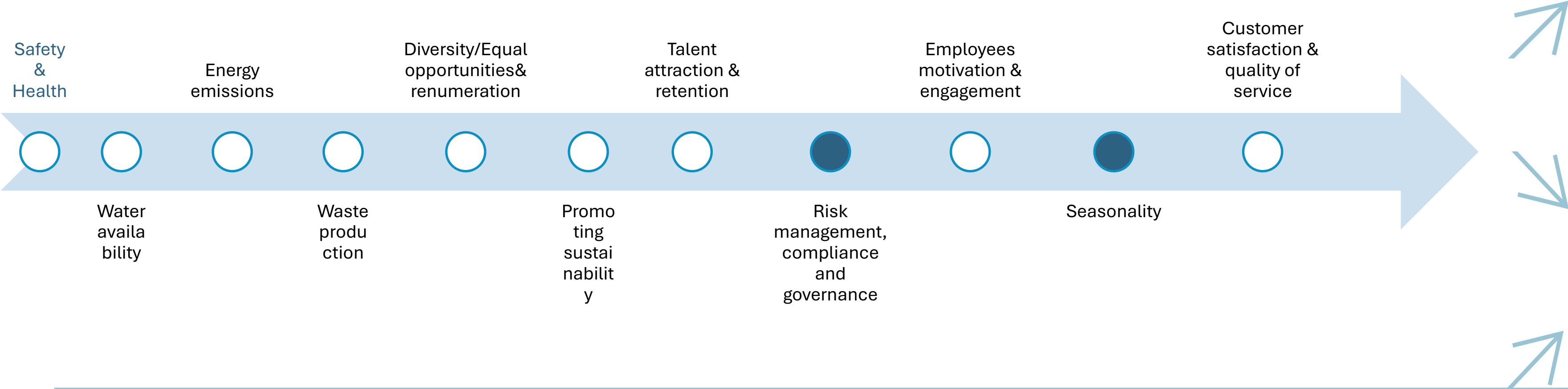
List important charity and volunteering actions:

1. Assist Apostolos Pavlos Team. Team members prepare finger food, set up Hotel’s Lobby and offer Beverages during the event
2. Cancer patience – PASYKAF – Team is setting up the lobby with more than 350 chairs, dress the chairs, se up a buffet with finger food and Beverage
3. Attending Children’s with Autism stall invents
4. Beach cleaning
5. Ekklesia Agias Napas
6. Kepa
7. Iera Mitropoli Konstantias





# Critical Material Issues Impacting the Hotel



# Hotel sustainability activities

## Keep Cyprus Plastic Free



Atlantica Sancta Napa Guests & Team came together to make our Local Beaches Plastic Free 24<sup>th</sup> September 2024

Wavemaker

## Celebrating the World Environment Day



We have introduced dedicated corners in our buffets featuring local, vegan, and vegetarian options, encouraging guests to choose these dishes to help reduce their environmental footprint.

## Cyprus Nights



Once a week, the hotel hosts a Cyprus night featuring traditional local cuisine at the evening buffet, accompanied by Cypriot dancers and musicians who share the region's rich culture with our guests.



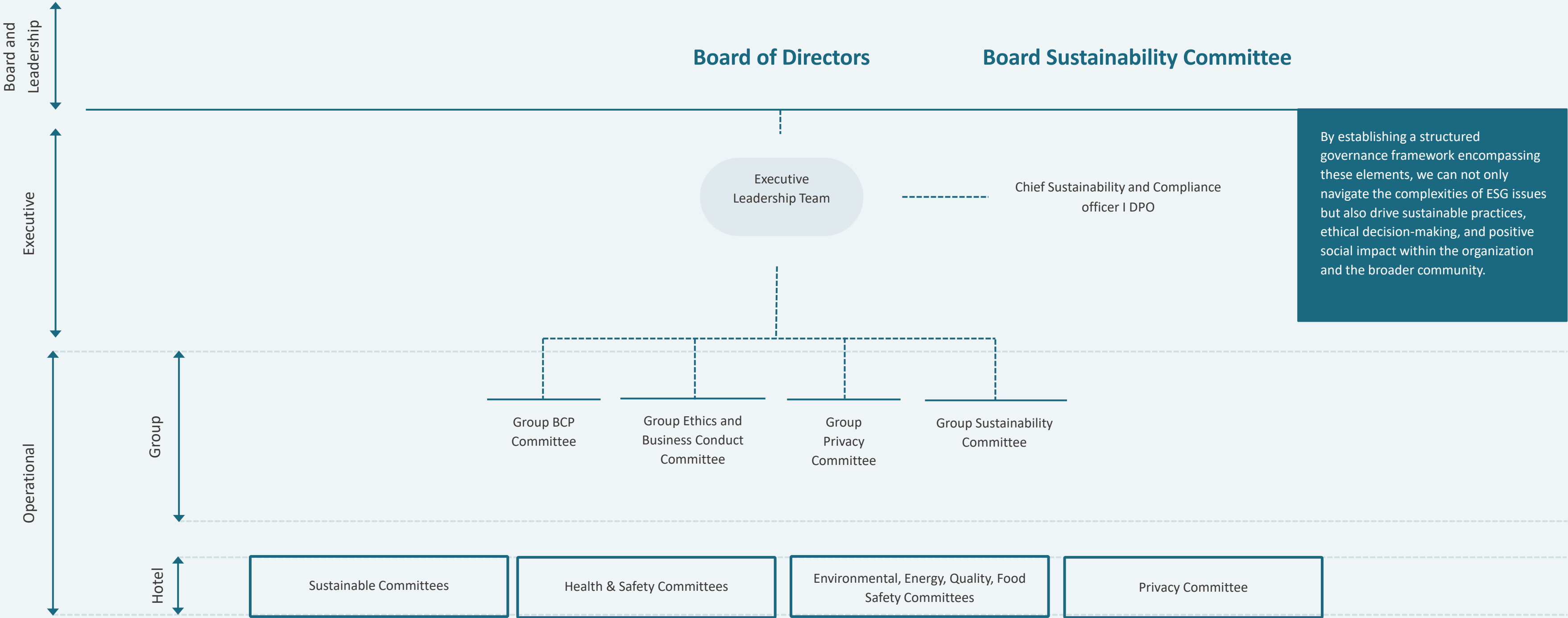




GOVERNANCE



# Corporate Governance





Atlantica  
Sancta Napa

**CELIA HADJICHRISTOU**  
Managing Director

Atlantica  
Sancta Napa

**ELE PAPAPETROU**  
General Manager

Atlantica  
Sancta Napa

**KOSTANTINOS  
HADJICHRISTOU**  
Food & Beverage Manager

Atlantica  
Sancta Napa

**MARGARITA KALOYIROU**  
Compliance Quality, Safety  
& Sustainability Lead

**MARIANNA MAKROMALLI**  
Executive Chef

**MARIOS SANTIS**  
Restaurant & Bar Manager

**GEORGE CHRISTOU**  
Restaurant & Bar Manager

**ANDREAS SINNOS**  
Chief Engineer

**MARO STAMPOLI**  
Executive Housekeeper

**ELENA GEORGIOU**  
Reservations Manager

**KYRIAKOS  
CHARALAMBOUS**  
Front Office Manager



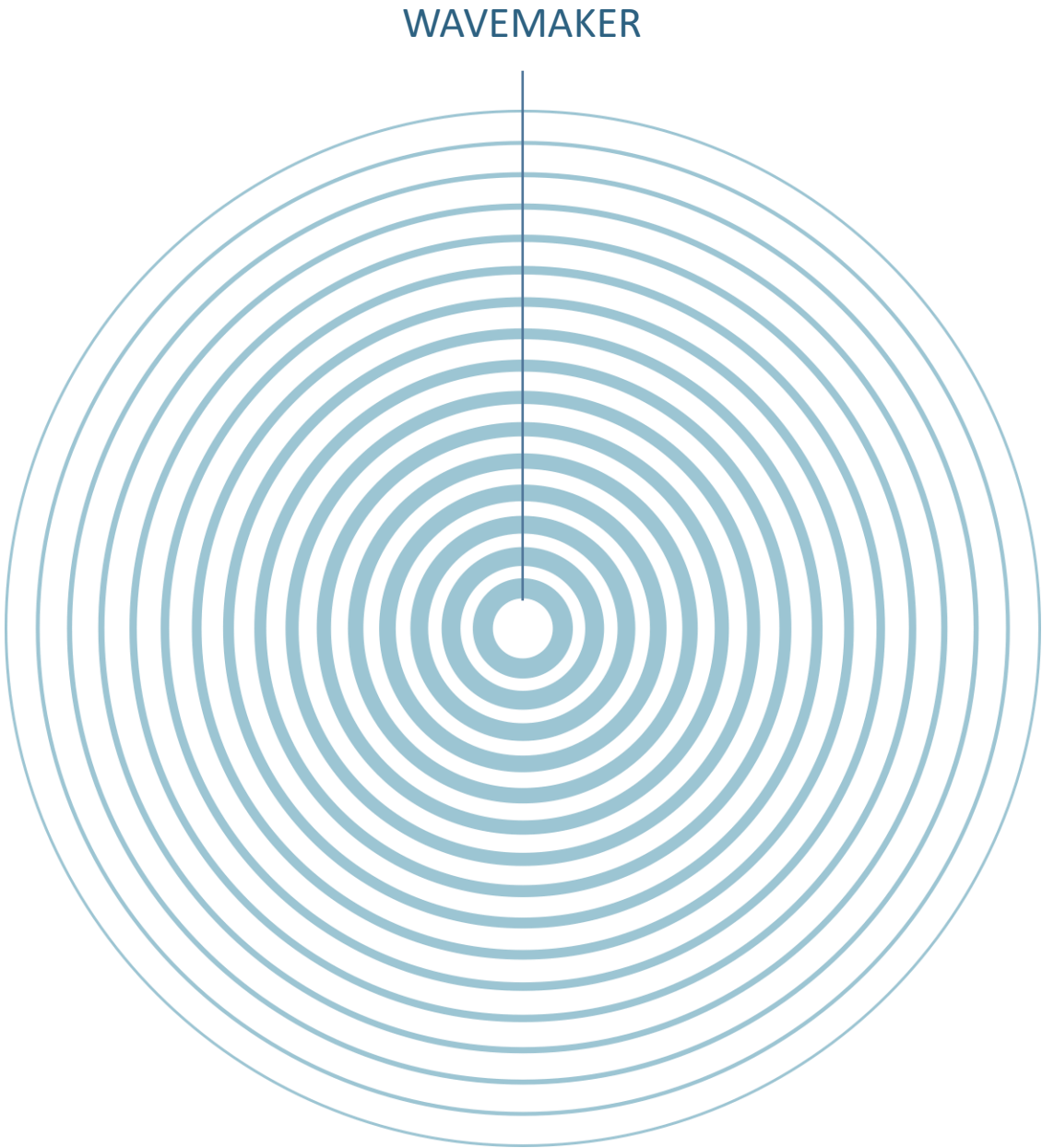
# Human Rights

The company demonstrates its commitment to upholding the principles of the UN Guiding Principles on Business and Human Rights (UNGPs) by implementing comprehensive measures to protect and promote human rights.

This includes developing a robust Code of Conduct, instituting clear human resources procedures, and establishing detailed policies and procedure to prevent and address harassment and to receive employees, customers and stakeholder grievances on human rights issues .

These initiatives reflect the company's dedication to creating and maintaining a respectful, inclusive, and equitable workplace while aligning its operations with international human rights standards.

For Code of Conduct and ethics please visit : [wavemakerhospitality.com](http://wavemakerhospitality.com)





# Internal and External Communication

We understand strong internal communication strategy will keep everyone on the same page and set the precedence of a collaborative environment. This builds team unity and makes employees and guests feel valued.

Internal Communication Leads to a Better Work Environment; therefore, we are using below means of internal communication to improve our operations as well as reduce environmental and social impacts by choosing not to print or travel and we are instead:

- We encourage all management team members to communicate via e-mail
- We send internal memos via e-mail
- We use PDA for customer's orders instead of captain orders blocks
- Fact: We have at least 1500 orders daily which are no longer recorded on the paper captain orders.
- We use departmental electronic stock request system
- Fact: Each departmental stock order is at least 2 pages
- We have a full electronic and remote access to the company processes and procedures
- We use power point presentations for trainings
- We use electronic records for staff trainings

# Sustainable Growth & Improvements

## Water Consumption

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Insulation of swimming pool water tanks to prevent leaks.

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## Food Waste

Spot checks to ensure that at the end of each meal quantities are reasonable and to ensure that full serving plates re not served 30min prior to buffet closing.

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## General Waste

Elimination of single plastic packaging ; for more info, please see Group ESG report: [www.wavemakerhospitality.com/](http://www.wavemakerhospitality.com/)

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# Sustainable Growth & Improvements

## CO2 emissions

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This indicator was set in 2023, and emissions are based on this year Co2 emission indicators. By reducing energy consumption and waste production we aim to achieve a reduction in this area.

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## Electricity Consumption

Installing switches on the balcony doors in new and renovated rooms ensures that the air conditioning automatically turns off when the doors are opened.

Purchase of new energy efficient equipment, for the Coffee shop.

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# Stakeholders

Stakeholders are defined as individuals or groups whose interests are or may be affected by our activities, paying particular attention to the interested parties located in the areas where the respective hotel operates. A key element is the constant communication with the interested parties, while the communication channels between them and the company are analysed below.






# Stakeholders needs, expectations and communication, including compliance requirements

| Stakeholders  | Needs & Expectations  | Compliance requirements  | Communication channels  | Language                                  |
|---|---|--|---|---|
| <div>Customers</div> <div></div>                   | <div><ul style="list-style-type: none"><li>➤ High quality services, according to the contract</li><li>➤ Consistency</li><li>➤ Confidence</li><li>➤ Compliance with legal requirements, regarding compensation</li></ul></div> | <div><ul style="list-style-type: none"><li>➤ Monitoring of evaluations</li><li>➤ Strategic partnerships with the UK.</li><li>➤ Staff competence &amp; internal procedures.</li><li>➤ Internal audits and monthly spot checks</li></ul></div> | <div><ul style="list-style-type: none"><li>➤ Corporate website</li><li>➤ Announcements</li><li>➤ Annual Report on Sustainable Development</li><li>➤ Guest Relations</li><li>➤ Communication with relevant departments</li><li>➤ Customer Questionnaires/ Evaluation</li><li>➤ Events</li><li>➤ Emails</li><li>➤ Internal APPs</li></ul></div> | <div>Greek/ English/ German/ French</div> |
| <div>Suppliers/ Subcontractors</div> <div></div> | <div><ul style="list-style-type: none"><li>➤ Good cooperation with suppliers</li><li>➤ Clarity in requirements</li><li>➤ Combination of consistency, quality &amp; price</li></ul></div>                                      | <div><ul style="list-style-type: none"><li>➤ Purchases as per company processes and procedures</li><li>➤ Evaluation of suppliers</li></ul></div>   | <div><ul style="list-style-type: none"><li>➤ Meetings</li><li>➤ Evaluation</li><li>➤ Emails</li><li>➤ Annual Report &amp; Sustainable Development Report</li></ul></div>  | <div>Greek/ English</div>                 |
| <div>Insurance company</div> <div></div>         | <div><ul style="list-style-type: none"><li>➤ Follow-up of requirements and proposals of insurance companies &amp; brokers to improve policies and reduce major risks</li></ul></div>  | <div><ul style="list-style-type: none"><li>➤ Liability &amp; property insurances</li><li>➤ Holding meetings every year before agreeing group insurance polices.</li></ul></div>  | <div><ul style="list-style-type: none"><li>➤ Send files</li><li>➤ Emails</li><li>➤ Meetings</li><li>➤ Teleconferences</li></ul></div>   | <div>Greek/ English</div>                 |

# Stakeholders needs, expectations and communication, including compliance requirements

| Stakeholders  | Needs & Expectations  | Compliance requirements  | Communication channels   | Language       |
|---|---|--|--|----------------|
| Laboratories<br>           | <ul style="list-style-type: none"><li>➤ Perform analyses and measurements using accredited methods</li></ul>  | <ul style="list-style-type: none"><li>➤ Annual cooperation agreement with the Napa Olympic Laboratory</li><li>➤ Monthly Sampling Schedule.</li><li>➤ Equipment calibration by the Globetech company in March and June.</li></ul> | <ul style="list-style-type: none"><li>➤ Emails</li><li>➤ Meetings</li><li>➤ Annual Report &amp; Sustainable Development Report</li></ul>                                   | Greek/ English |
| Certification bodies<br> | <ul style="list-style-type: none"><li>➤ Annual certification/surveillance inspections</li></ul>   | <ul style="list-style-type: none"><li>➤ IMS review &amp; revision.</li><li>➤ Internal &amp; external inspection program.</li><li>➤ Carrying out certifications.</li></ul>  | <ul style="list-style-type: none"><li>➤ Send files</li><li>➤ Emails</li><li>➤ Meetings/ Inspections</li><li>➤ Annual Report &amp; Sustainable Development Report</li></ul> | Greek/ English |
| Society/ Community<br>   | <ul style="list-style-type: none"><li>➤ Encourage the volunteering for actions related to the communities</li><li>➤ Supporting the communities where the hotels operate</li></ul> | <ul style="list-style-type: none"><li>➤ The hotel carried out several actions this year as well. Also, some were planned for the next period of time. They are presented in ESG Programme.</li></ul>                             | <ul style="list-style-type: none"><li>➤ Annual Report &amp; Sustainable Development Report</li><li>➤ Events</li><li>➤ Sustainability actions</li></ul>                     | Greek/ English |









# Stakeholders needs, expectations and communication, including compliance requirements

| Stakeholders  | Needs & Expectations   | Compliance requirements  | Communication channels  | Language       |
|---|--|--|---|----------------|
| Government<br>   | <ul style="list-style-type: none"> <li>➤ Issuance of all permits as defined in the relevant legal requirements</li> <li>➤ Review of legal requirements</li> </ul>  | <ul style="list-style-type: none"> <li>➤ The hotel has all the necessary permits, which are kept on file.</li> <li>➤ An annual review of statutory requirements is carried annual during management reviews.</li> </ul>                              | <ul style="list-style-type: none"> <li>➤ Submission of data in the context of participating in programs</li> <li>➤ Letters</li> <li>➤ Emails</li> <li>➤ Annual Reports</li> <li>➤ Press Releases/Announcements</li> </ul>   | Greek          |
| Employees<br>  | <ul style="list-style-type: none"> <li>➤ Management leadership (strategy, decisions)</li> <li>➤ Good collaboration within the organization</li> <li>➤ Knowledge for correct execution of tasks</li> <li>➤ Staff development program</li> </ul> | <ul style="list-style-type: none"> <li>➤ Quality &amp; HR policies are followed.</li> <li>➤ Targets have been set and are being monitored.</li> <li>➤ Define &amp; achieve annual training program. Appraisal &amp; promotion potentials.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Communication of group policies</li> <li>➤ Open daily communication with Management and HODs</li> <li>➤ Meetings between HOD's and employees</li> <li>➤ Events</li> <li>➤ Trainings</li> <li>➤ Staff Handbook</li> <li>➤ Emails</li> </ul> | Greek/ English |
| Management<br> | <ul style="list-style-type: none"> <li>➤ Achieving business results</li> <li>➤ Fulfilling the commitment to the customer</li> <li>➤ Good relationship with customers</li> </ul>  | <ul style="list-style-type: none"> <li>➤ Measurement of results &amp; their evaluation</li> <li>➤ Awards</li> <li>➤ Staff training (SOPs)</li> <li>➤ Certifications</li> </ul>   | <ul style="list-style-type: none"> <li>➤ Annual general meeting</li> <li>➤ Corporate website</li> <li>➤ Meetings</li> <li>➤ Teleconferences</li> </ul>  | Greek/ English |

# Stakeholders' communication- per thematic section



































Communication per thematic section

|   | Stakeholders  | Communication channels                           | Language       |
|---|---|--|----------------|
| Communication of policies   |    | Wavemaker website<br>Email & TV Kiosk            | Greek/ English |
| Training on health and safety, quality assurance and crisis management. |    | Live trainings                                   | Greek/ English |
| Accessibility information.  |    | Wavemaker website<br>Sustainability Report       | Greek/ English |
| Public sustainability document.   |  | Wavemaker website (Group ESG report)             | Greek/ English |
| Seeking feedback.   |  | Email, Meetings<br>Audits                        | Greek/ English |
| Community’s feedback.   |  | Email<br>Meetings and contacts with municipality | Greek          |
| Respecting local peoples.   | N/A   | N/A  | N/A            |


















Stakeholders' communication- per thematic section

Communication per thematic section

|  | Stakeholders  | Communication channels   | Language                                       |
|--|---|--|--|
| Employment terms and conditions.                           |       | Interviews<br>Contracts  | Greek/ English                                 |
| How staff can raise concerns and make complaints.          |       | Trainings, Employees handbook<br>Discrimination, Violence & Harassment at work policy                    | Greek/ English                                 |
| Disciplinary procedure.                                    |       | Employees handbook   | Greek/ English                                 |
| Reminders about using less energy.                         |       | Wavemaker website (Group ESG report),Trainings, Sustainability Policy & Report/Info channel/guests rooms | Greek/ English                                 |
| Reminders about using less water.                          |       | Wavemaker website,Trainings<br>Sustainability Policy/ Report<br>Info channel/guests rooms                | Greek/ English                                 |
| Reminders about reducing waste.                            |       | Wavemaker website (Group ESG report) ,Trainings<br>Sustainability Policy/ Report                         | Greek/ English                                 |
| Customer information, suggestions, complaint registration. |       | Info channel/guests rooms<br>Email<br>Guest Relations  | Greek/ English<br>/ German/ French/<br>Russian |

Stakeholders' communication- per thematic section

| Communication per thematic section                  |   |   |   |   |                |
|---|---|---|---|---|----------------|
|   | Stakeholders  |   |   | Communication channels  | Language       |
| How guests can report child exploitation and abuse. |    |    |     | Trainings<br>Policy   | Greek/ English |
| Staff sustainability training.                      |   |    |    | Sustainability Report<br>Training presentation  | Greek/ English |
| Human rights statement for suppliers.               |    |   |    | Sustainability Report<br>Policies   | Greek/ English |
| Linen and towel reuse policy.                       |  |  |   | Towel card/guests room  | English        |
| Information about waste separation                  |  |  |    | Wavemaker website (Group ESG report),Trainings/Sustainability Policy/<br>Report Info channel/guests rooms | Greek/ English |



# Guest Satisfaction

[Environmental Performance]

8.97 Environmental Performance

