



SUSTAINABILITY REPORT

Wavemaker

HOSPITALITY

ATLANTICA KALLISTON RESORT

REPORTING PERIOD: MAY 2021 - OCTOBER 2024

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- 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.

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 introducing 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.

A blue-tinted photograph of a large wave crashing on a beach. The wave is in the foreground, with white foam and spray. In the background, there are mountains under a clear sky. The overall mood is serene and powerful.

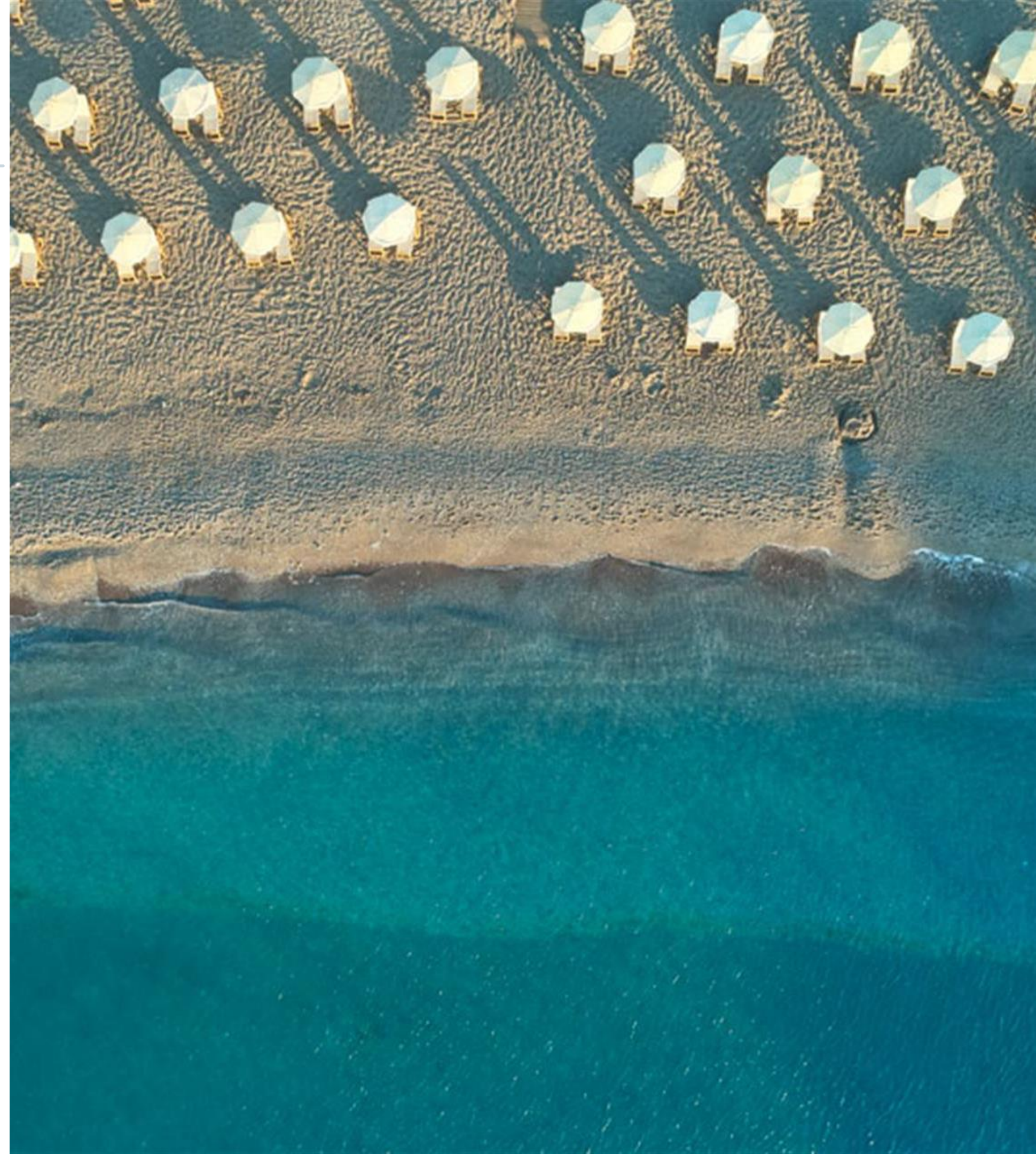
Responsible business is one of
the company's most important
values.

Atlantica Kalliston Resort Hotel Sustainability Team is dedicated to delivering exceptional customer satisfaction while minimizing environmental and social impact, through the effective implementation of Travelife sustainability standards.

Atlantica Kalliston Resort Hotel, as part of Wavemaker Hospitality Limited, has fully adopted all corporate policies, including:

- ✓ Quality Management
- ✓ Sustainability
- ✓ Food Safety
- ✓ Health, Safety & Environment (HSE)
- ✓ Anti-Discrimination, Violence & Harassment in the Workplace

The resort has thoroughly assessed its environmental and social impacts. The following actions and measures have been implemented to minimize the effects of our activities.

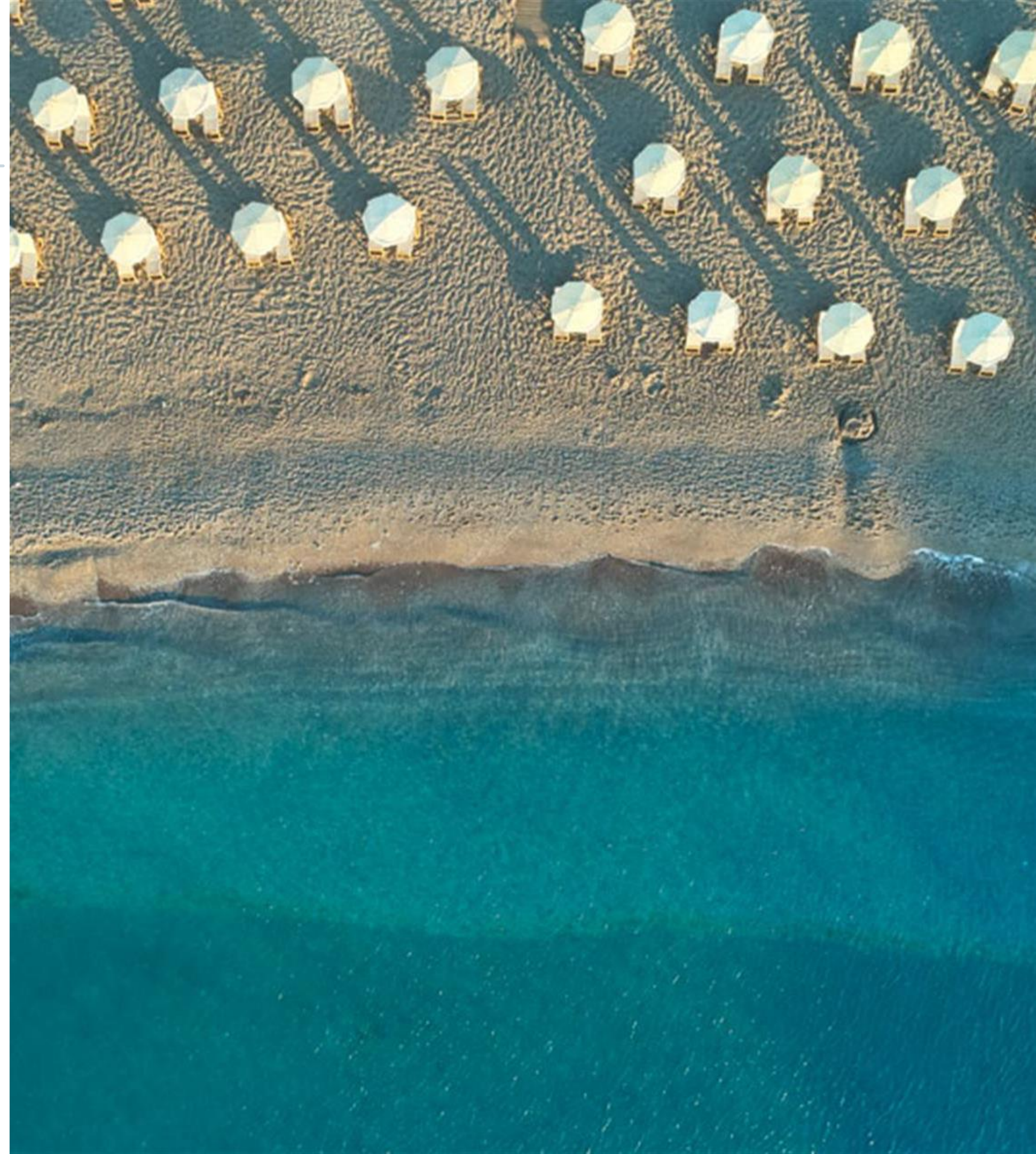


About Hotel:

Atlantica Kalliston Resort Hotel is beautifully situated on the sandy beach of Agioi Apostoli, offering stunning views of the Mediterranean Sea and breath-taking sunsets.

Nestled just outside the lively town of Chania, the hotel provides the perfect balance of quiet and convenience, making it an ideal destination for families and those seeking a peaceful escape.

The elegant blend of simplicity and luxury ensures that every guest is captivated by its charm..



ESG REPORTING SYSTEM

ENVIRONMENTAL >

SOCIAL >

GOVERNANCE >

By inputting data into the Wavemaker Hospitality tailor made ESG platform, we adhere to critical EU sustainability regulations, covering environmental, social, and governance aspects.

Indicatively, information is recorded regarding:

- ✓ 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 Kalliston Resort Hotel** are committed to maintaining the highest standards of quality, safety, and hygiene in all our products and services.

We strive to exceed customer expectations, diligently manage our environmental impact, and actively contribute to the protection and preservation of our environment.

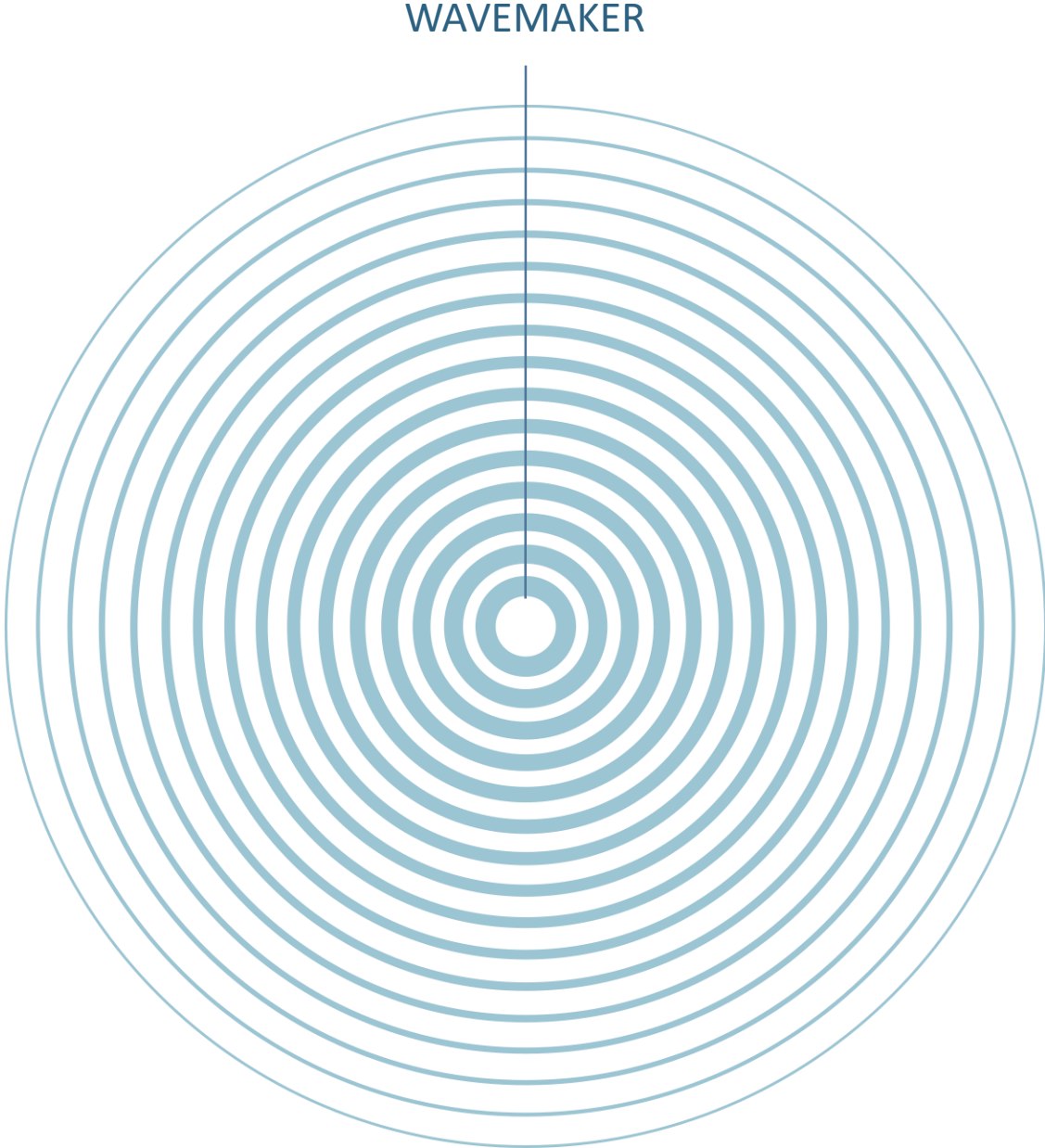
Furthermore, we are committed to safeguarding the health and safety of our employees, customers, partners, and all individuals impacted by our operations.

We comply with relevant legal requirements, respect human rights, and strive to positively impact the local residential and business community.

Achieving these commitments and objectives requires the involvement and training of all employees.

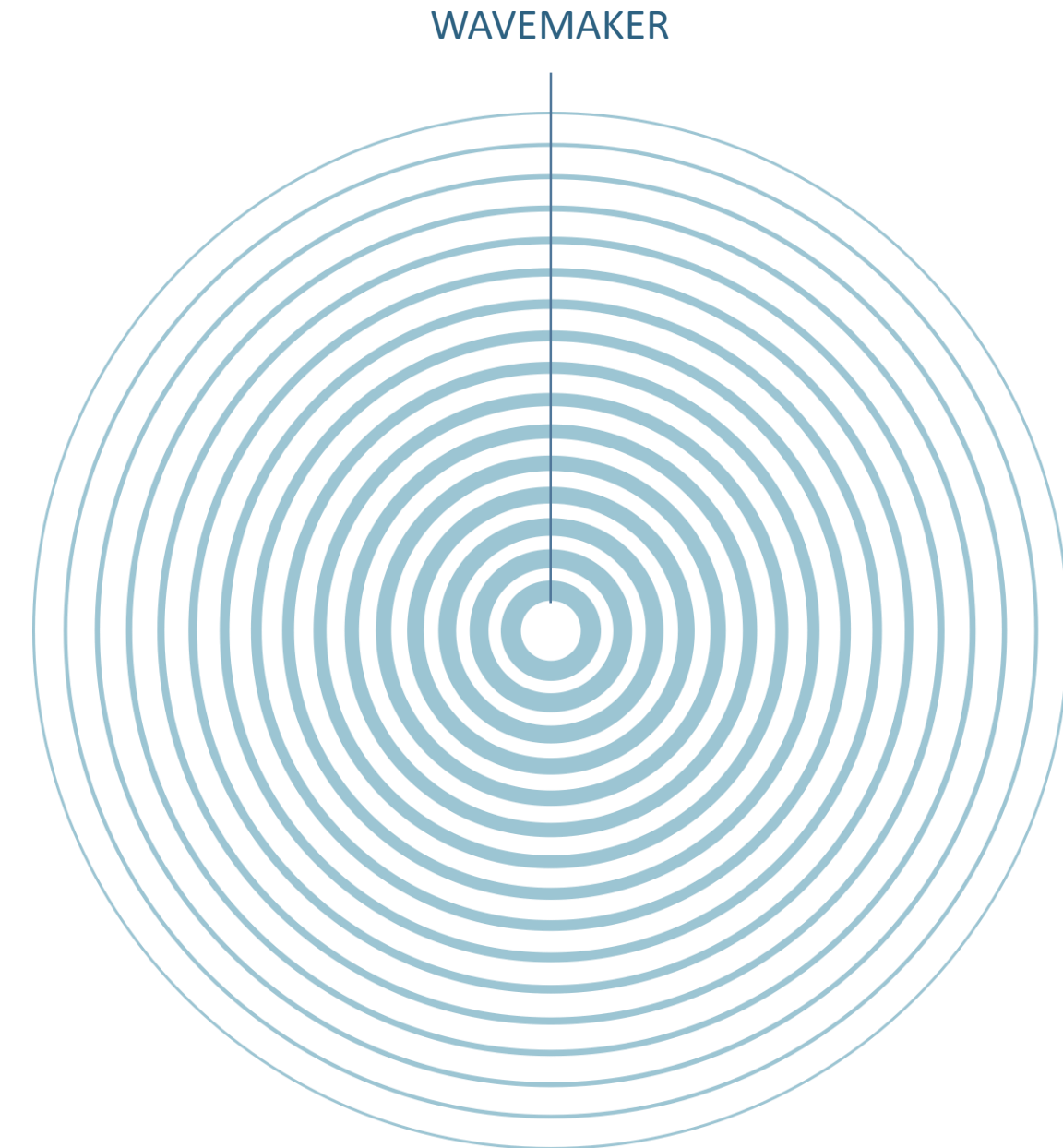
Accordingly, **Atlantica Kalliston Resort Hotel** has been awarded/holds the following awards/certifications:

- TRAVELIFE GOLD AWARD
- EN ISO 9001:2015
- EN ISO 14001: 2015
- EN ISO 22000:2018



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.

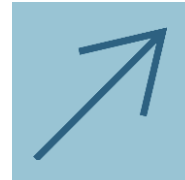
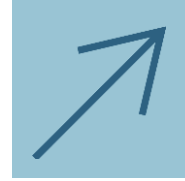


An aerial photograph of a coastline, showing waves crashing against a dark, rocky shore. The water is a deep teal color, and the waves are white with foam. The sky is a pale, hazy blue. The text "ENVIRONMENTAL & SOCIAL ISSUES" is overlaid in white, sans-serif font on the left side of the image.

ENVIRONMENTAL & SOCIAL ISSUES

Water

- Water is sourced from the Local Municipality of Chania.
- 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



Daily maintenance checks to repair faults and leaks as soon as they occur.

Installed flow restrictors on taps in most guest rooms.

Drip irrigation is used throughout hotel gardens.

Planted local plants that are less water demanding.



Guest Information via TV info channel and info kiosk 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.



All guest rooms are equipped with a towel card that informs and encourages guests to reuse their towels, promoting sustainable practices

Water Quality



An extensive program of the microbiological and chemical pool water analysis is carried out monthly.

pH and other parameters are checked daily in all swimming pools and at most of the swimming pools are regulated by the automatic dosing system.



Microbiological analysis of potable water is performed monthly.

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

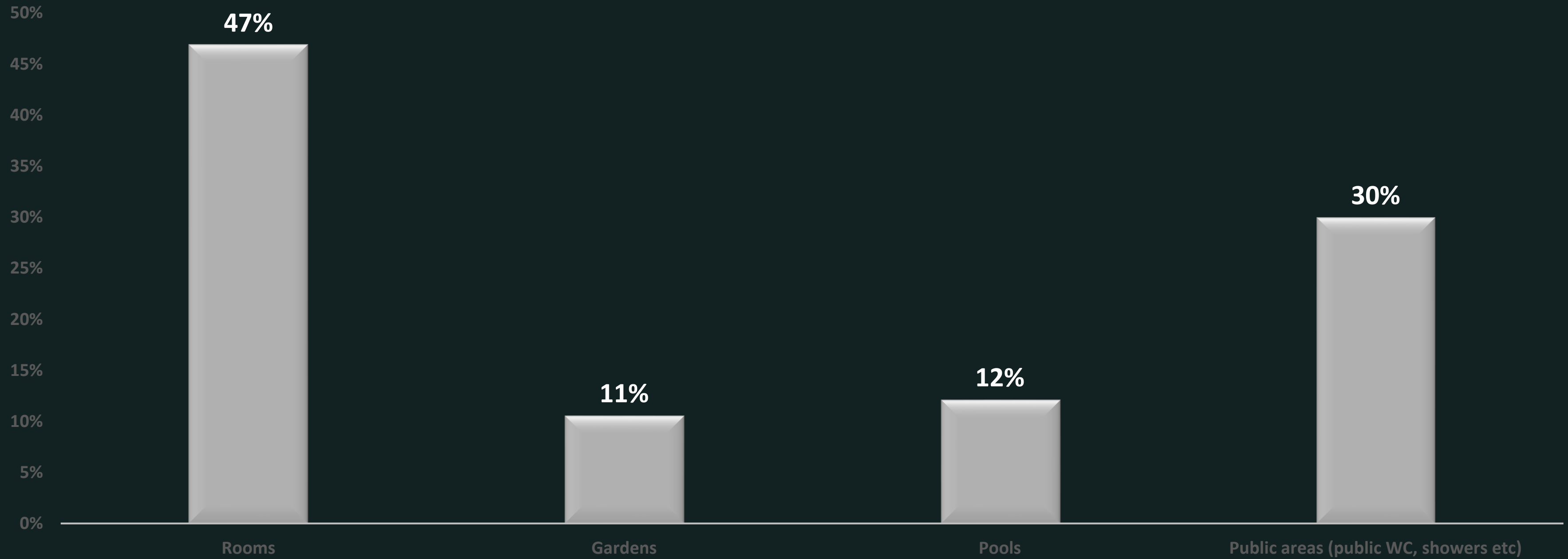


The beach in front of the hotel is a public beach owned by the Chania municipality. Nonetheless, our hotel staff conducts monthly cleanups as part of our commitment to the community.



The gardens are irrigated with irrigation water from the local municipality provided.

Water assessment



Water consumption – YOY comparison

KPI: 500lit/pppd

2021	2022	2023	2024
440	484,14	581,84	495,31*

* According to daily records up to October 2024, the target was achieved.

Energy sources-use-records

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

Energy Source: Since early 2022, we have transitioned our electricity supplier from DEI, which had CO2 emissions of 404.25 gCO2/kWh, to Elpedison, reducing emissions to 376.67 gCO2/kWh.

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 Petrogaz till 2023 and from Coral Gaz for the 2024.

Energy use: LPG is mainly used by the kitchen department.



Energy sources-use-records

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

Fluorescent LED Lamps installed in all back of house areas .

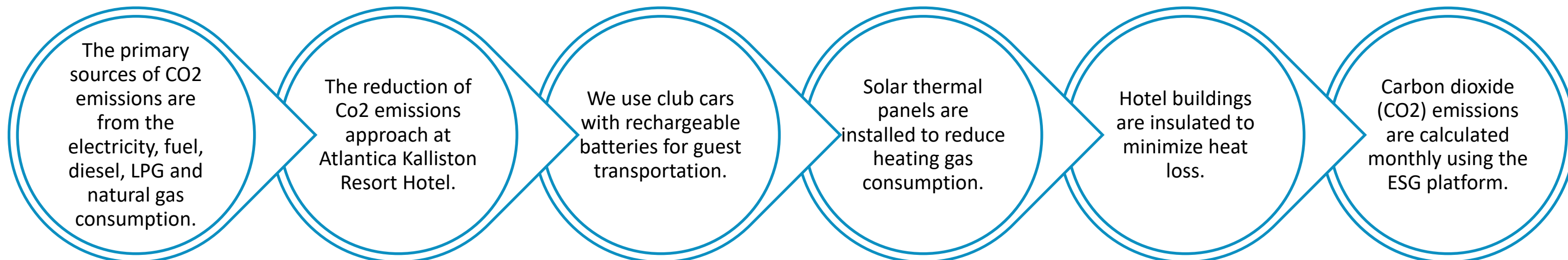
Automated systems have been installed in 100% of guest rooms to ensure the switching off air conditioning and heating while the room is unoccupied.



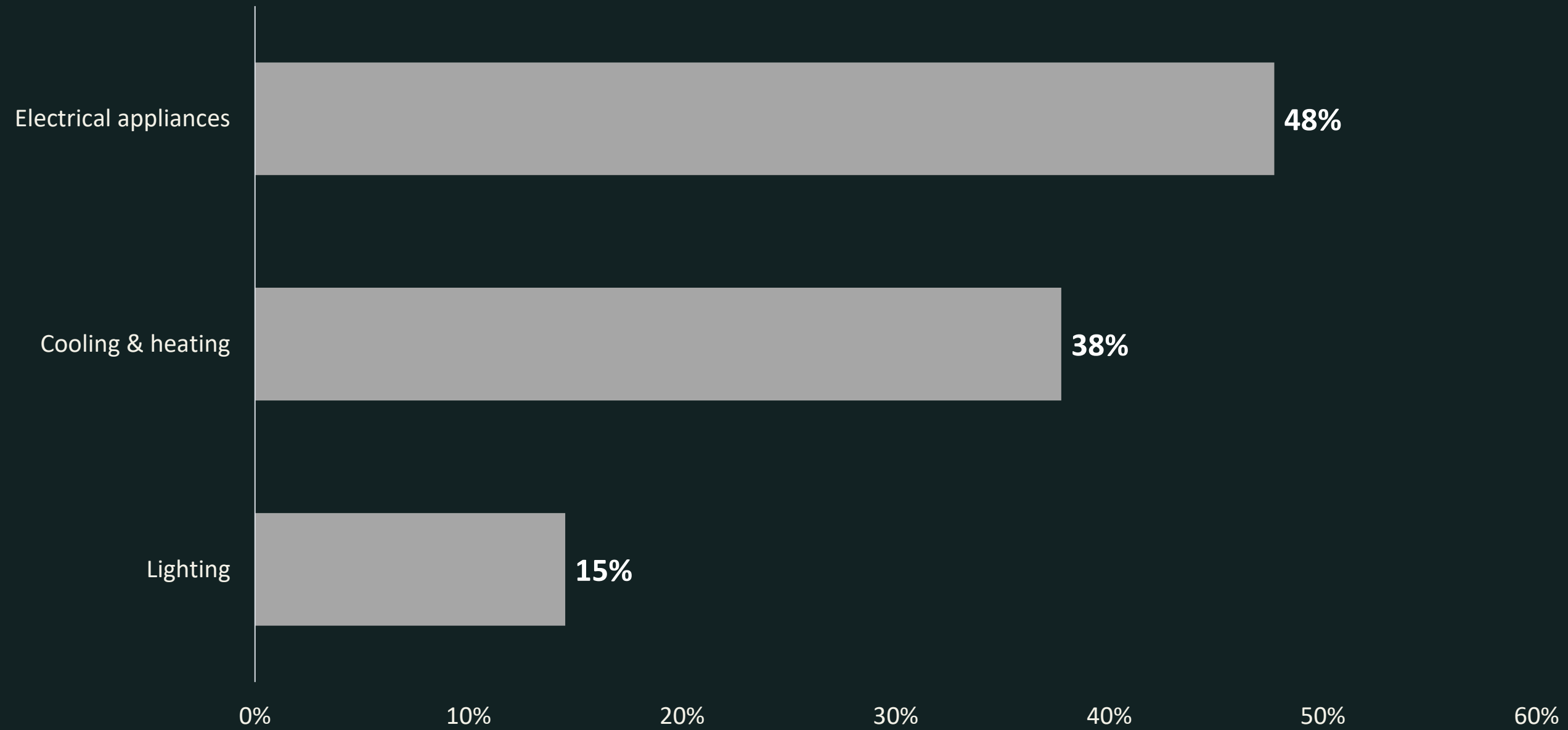
All new equipment is purchased according to our environmental policy where energy efficiency is taken into consideration.

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.



Energy assessment



Electricity consumption – YOY comparison

KPI: 32kwh/pppd

2021	2022	2023	2024
30,55	25,62	30,45	34,16*

* Electricity consumption for 2024, based on electricity bills up to October, showed an increase primarily due to the renovation activities conducted prior to the facility's opening. These renovations involved the use of additional equipment and machinery, which temporarily elevated energy usage. Despite this, efforts are being made to monitor and optimize consumption moving forward to ensure sustainable and efficient energy management.

LPG consumption – YOY comparison

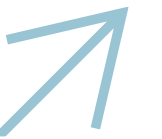
KPI: 0,4lit/pppd

2021	2022	2023	2024
0,40	0,18	0,34	2,87*

* LPG consumption for 2024, calculated up to October based on purchase invoices, increased temporarily due to the increased demand for washing towels and linens within the hotel. As a result, the target was not met.

Waste management (wastewater disposal)

- 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



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.

Sugar, salt & pepper in the main restaurant during breakfast is served in re-suable glass container; individual packaging is eliminated.

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

Water coolants have been installed around the Hotel areas to eliminate plastic bottles.

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.).

Solid waste production – YOY comparison

KPI: 1,5kg/pppd

2021	2022	2023	2024
2,00	1,50	1,70	1,2*

* The estimated solid waste production for 2024, calculated up to October based on our internal measurements, shows that the target was successfully met.

CO2 emissions production – YOY comparison

KPI: 11.3kg/pppd

2021	2022	2023	2024
xxx	xxx	12,88	11,69*

* The CO2 emissions for 2024 are calculated up to October. As this is a new target we have recently begun tracking, there are no previous years' CO2 emissions data available. Moving forward, we plan to establish benchmarking to track and compare our emissions against industry standards and best practices

Sustainability Improvements



CO2 emissions

This indicator was set in 2024, 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.

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.

Sustainability Improvements



Water Consumption

Renovation of RN180 and RN190 private pinions to avoid leaks.

Insulation of swimming pool water tanks to prevent leaks.

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.



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

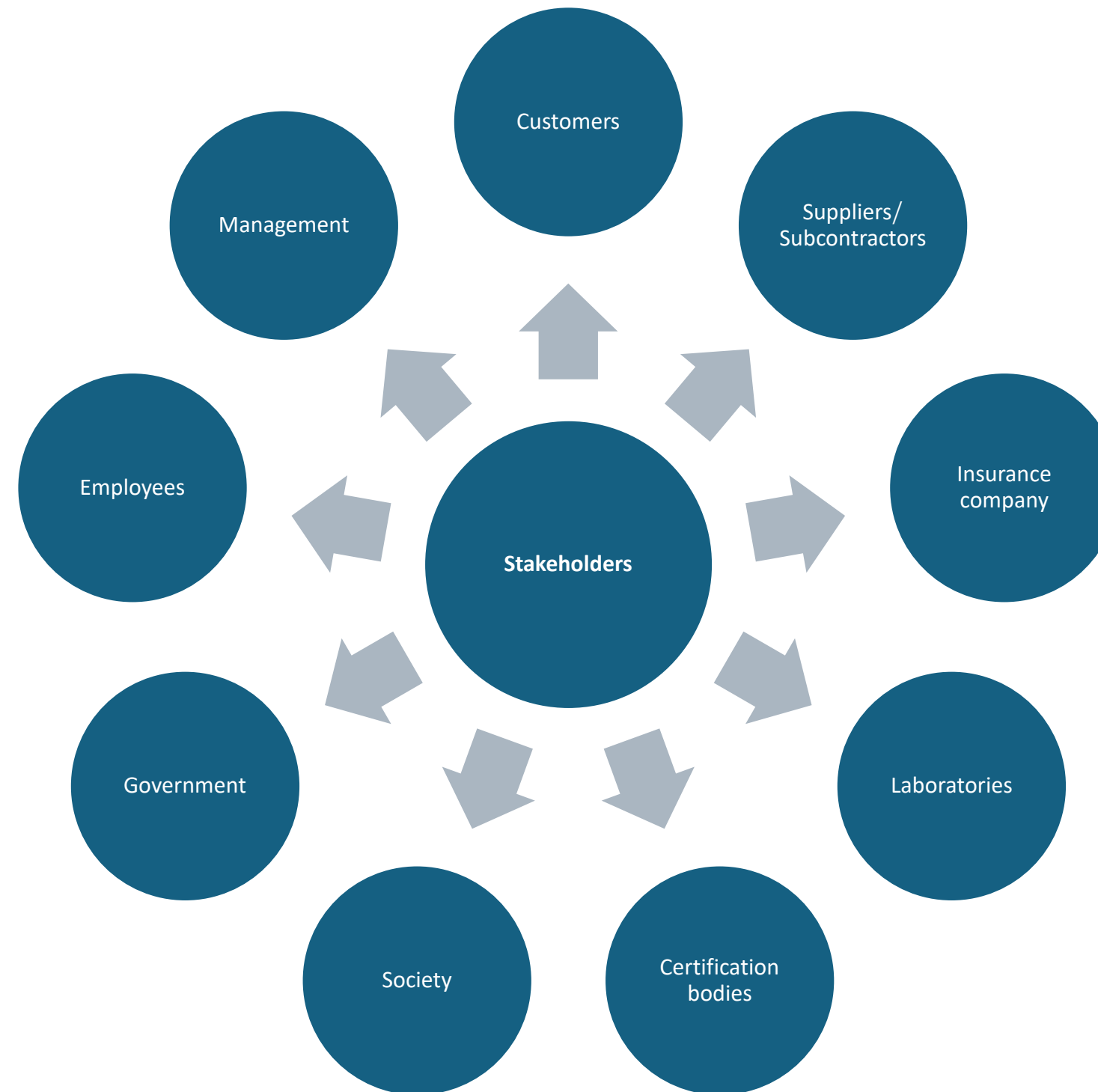
- We use PDA for customer's orders instead of captain orders blocks
- Fact: We have at least 1500 orders daily which are no longer recorded on the paper captain orders.

- We use departmental electronic stock request system
- Fact: Each departmental stock order is at least 5 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
- We do REMOTE TEAMS meetings

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
Customers 	<ul style="list-style-type: none"> ➤ High quality services, according to the contract ➤ Consistency ➤ Confidence ➤ Compliance with legal requirements, regarding compensation 	<ul style="list-style-type: none"> ➤ Monitoring of evaluations ➤ Strategic partnerships with the UK. ➤ Staff competence & internal procedures. ➤ Internal inspections according to GL-GE-P-005. 	<ul style="list-style-type: none"> ➤ Corporate website ➤ Announcements ➤ Annual Report on Sustainable Development ➤ Guest Relations ➤ Communication with relevant departments ➤ Customer Questionnaires/ Evaluation ➤ Events ➤ Emails ➤ Atlantica application 	Greek/ English/ German/ French
Suppliers/ Subcontractors 	<ul style="list-style-type: none"> ➤ Good cooperation with suppliers ➤ Clarity in requirements ➤ Combination of consistency, quality & price 	<ul style="list-style-type: none"> ➤ Purchases in accordance with procedure AS-PU-P-010. ➤ Evaluation of suppliers according to GL-GE-P-120 procedure. 	<ul style="list-style-type: none"> ➤ Meetings ➤ Evaluation ➤ Emails ➤ Annual Report & Sustainable Development Report 	Greek/ English
Insurance company 	<ul style="list-style-type: none"> ➤ Follow-up of requirements and proposals of insurance companies & brokers to improve policies and reduce major risks 	<ul style="list-style-type: none"> ➤ Signing of liability & property insurances annually. ➤ Holding meetings every year before signing the above. 	<ul style="list-style-type: none"> ➤ Send files ➤ Emails ➤ Meetings ➤ Teleconferences 	Greek/ English

Stakeholders needs, expectations and communication, including compliance requirements







Stakeholders	Needs & Expectations	Compliance requirements	Communication channels	Language
Laboratories 	<ul style="list-style-type: none"> ➤ Perform analyses and measurements using accredited methods 	<ul style="list-style-type: none"> ➤ Annual cooperation agreement with the Chemicotechniki laboratory. ➤ Monthly Sampling Schedule. ➤ Equipment calibration by the Globetech company in March and June. ➤ Noise measurements by Globetech. 	<ul style="list-style-type: none"> ➤ Emails ➤ Meetings ➤ Annual Report & Sustainable Development Report ➤ Chemicotechniki platform/ results uploading 	Greek/ English
Certification bodies 	<ul style="list-style-type: none"> ➤ Compliance with the requirements of ISO standards ➤ Annual certification/surveillance inspections 	<ul style="list-style-type: none"> ➤ IMS review & revision. ➤ Internal & external inspection program. ➤ Carrying out certifications. 	<ul style="list-style-type: none"> ➤ Send files ➤ Emails ➤ Meetings/ Inspections ➤ Annual Report & Sustainable Development Report 	Greek/ English
Society/ Community 	<ul style="list-style-type: none"> ➤ Encourage the volunteering for actions related to the place or society ➤ Supporting the society where the hotels operate 	<ul style="list-style-type: none"> ➤ The hotel carried out several actions this year as well. Also, some were planned for the next period of time. They are presented in detail in the file GL-EN-F-040-ESG Programme. 	<ul style="list-style-type: none"> ➤ Annual Report & Sustainable Development Report ➤ Events ➤ Sustainability actions 	Greek/ English

Stakeholders needs, expectations and communication, including compliance requirements

Stakeholders	Needs & Expectations	Compliance requirements	Communication channels	Language
Government 	<ul style="list-style-type: none"> ➤ Issuance of all permits as defined in the relevant legal requirements ➤ Review of legal requirements 	<ul style="list-style-type: none"> ➤ The hotel has all the necessary permits, which are kept on file. ➤ An annual review of statutory requirements is carried out in file GL-GE-F-011. 	<ul style="list-style-type: none"> ➤ Submission of data in the context of participating in programs ➤ Letters ➤ Emails ➤ Annual Reports ➤ Press Releases/Announcements 	Greek
Employees 	<ul style="list-style-type: none"> ➤ Management leadership (strategy, decisions) ➤ Good collaboration within the organization ➤ Knowledge for correct execution of tasks ➤ Staff development program 	<ul style="list-style-type: none"> ➤ Quality & HR policies are followed. ➤ Targets have been set (GL-GE-F-160) and are being monitored. ➤ Define & achieve annual training program (GL-GE-D-130/v12) ➤ Appraisal & promotion potential. Nomination of student/employee of the month with monetary reward. 	<ul style="list-style-type: none"> ➤ Communication of group policies ➤ Open daily communication with Management and HODs ➤ Meetings between HOD's and employees ➤ Events ➤ Trainings ➤ Staff Handbook ➤ Emails 	Greek/ English
Management 	<ul style="list-style-type: none"> ➤ Achieving business results ➤ Fulfilling the commitment to the customer ➤ Good relationship with customers 	<ul style="list-style-type: none"> ➤ Measurement of results & their evaluation ➤ Awards ➤ Staff training (SOPs) ➤ Certifications 	<ul style="list-style-type: none"> ➤ Annual general meeting ➤ Corporate website ➤ Meetings ➤ Teleconferences 	Greek/ English

Stakeholders' communication- per thematic section

Communication per thematic section

	Stakeholders	Communication channels	Language
Communication of policies and crisis management policies.		Wavemaker website Email	Greek/ English
Training on health and safety, quality assurance and crisis management policies.		Live/Online trainings	Greek/ English
Accessibility information.		Wavemaker website Sustainability Report	Greek/ English
Public sustainability document.		Wavemaker website (Group ESG report)	Greek/ English
Seeking feedback.		Email, Meetings Audits Implementation of ISO standards	Greek/ English
Inviting community feedback.		Email Meetings and contacts with municipality	Greek
Respecting local indigenous peoples.	N/A	N/A	N/A
















Stakeholders' communication- per thematic section

Communication per thematic section

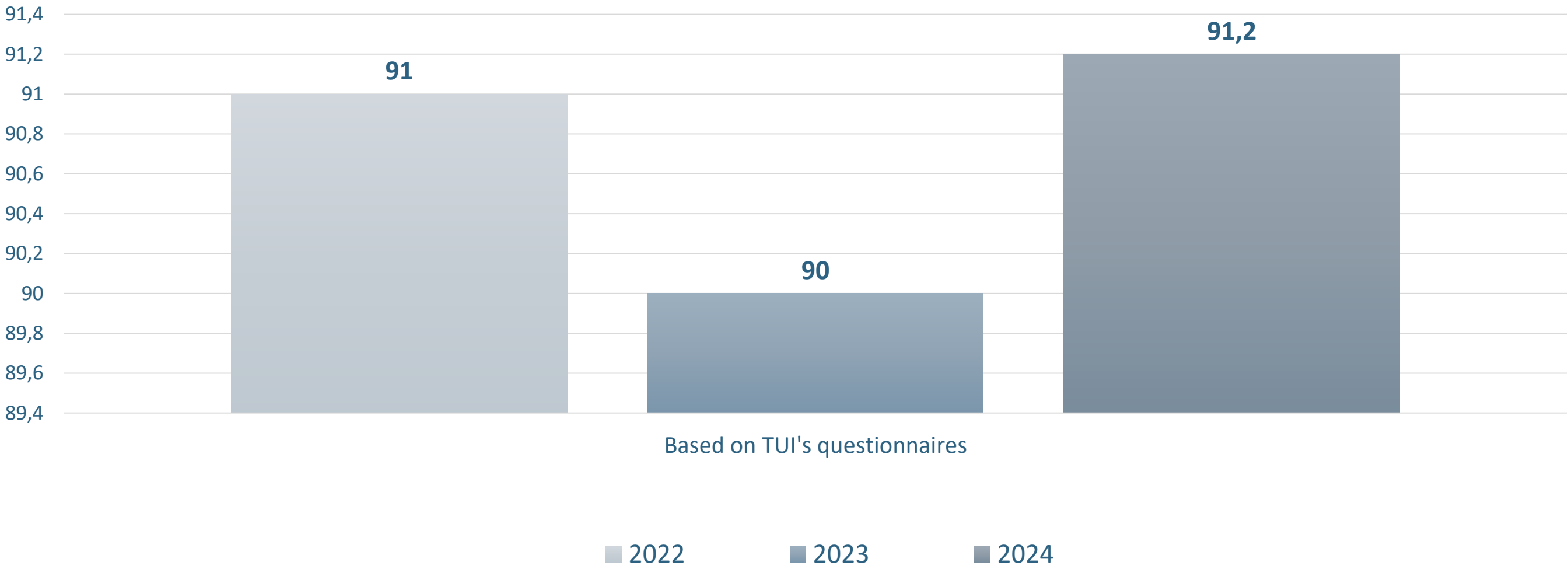
	Stakeholders	Communication channels	Language
Employment terms and conditions.	A set of icons including a checklist, a group of people, a group of people with a person in a wheelchair, and a person with a wheelchair.	Interviews Contracts	Greek/ English
How staff can raise concerns and make complaints.	A set of icons including a checklist, a group of people, a group of people with a person in a wheelchair, and a person with a wheelchair.	Trainings, Employees handbook Discrimination, Violence & Harassment at work policy	Greek/ English
Disciplinary procedure.	A set of icons including a checklist, a group of people, a group of people with a person in a wheelchair, and a person with a wheelchair.	Employees handbook	Greek/ English
Reminders about using less energy.	A set of icons including a person with a wheelchair, a handshake, a checklist, a group of people, a group of people with a person in a wheelchair, a person with a wheelchair, and a building.	Wavemaker website (Group ESG report), Trainings, Sustainability Policy & Report/Info channel/guests rooms	Greek/ English
Reminders about using less water.	A set of icons including a person with a wheelchair, a handshake, a checklist, a group of people, a group of people with a person in a wheelchair, a person with a wheelchair, and a building.	Wavemaker website, Trainings Sustainability Policy/ Report Info channel/guests rooms	Greek/ English
Reminders about reducing waste.	A set of icons including a person with a wheelchair, a handshake, a checklist, a group of people, a group of people with a person in a wheelchair, a person with a wheelchair, and a building.	Wavemaker website (Group ESG report) , Trainings Sustainability Policy/ Report	Greek/ English
Customer information, suggestions, complaint registration.	A set of icons including a person with a wheelchair, a checklist, a group of people, and a person with a wheelchair.	Info channel/guests rooms Email Guest Relations	Greek/ English / German/ French/ Russian

Stakeholders' communication- per thematic section

Communication per thematic section

	Stakeholders	Communication channels	Language
How guests can report child exploitation and abuse.	   	Trainings Policy	Greek/ English
Staff sustainability training.	 	Sustainability Report Training presentation	Greek/ English
Human rights statement for suppliers.	 	Sustainability Report 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/ Report Info channel/guests rooms	Greek/ English

Guest Satisfaction Hotel Environmental Performance



1

Engagement

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

- Chamogelo tou paidiou
- Orizontas

2

Employees

- 14h training per employee on an annual basis
- 63,69 % Of Local Employees
- 51,65 % of Female Vs Male
- 6,59% of part time staff Vs full time staff

3

Procurement

- 98,29% of Local Suppliers to the country
- 25% of local suppliers to the area of Hotel operation
- 85% of Suppliers with Quality & Environmental certifications (ISO 9001,ISO 14001,ISO 22000 etc.).

4

Community activities

- BEACH CLEAN – UP by the hotel staff
- Providing food for stray cats and creating a home on the hotel site
- Organization of an information day for prospective bone marrow donors
- Support and promote local suppliers

Hotel sustainability

activities



Beach cleaning in front of the Hotel



Celebration: World Environmental Day 2024

Turtle's nests protection in cooperation with "Protecting the sea turtles"



We collaborate with the Archelon Association to protect turtle nests from predators, ensuring that hatchlings can safely reach the sea.

Offering shelter and food for stray cats.



We have established a dedicated space, 'Katliston,' as a safe haven for stray cats, where we provide food, water, and shelter.

Information day for volunteer bone marrow donors



On 11.10.2023, in partnership with the volunteer and support organization 'Horizon,' we hosted an informational day for our staff about bone marrow donation. As a result, several employees registered as potential donors

Hotel sustainability activities



7th Crete marathon
– 5 km race



07.05.2023 - Participated in the 5 km run of the Crete Marathon, commemorating the union of Crete with Greece in 1913.

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.

Cretan Nights



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

