

EMBRACING SUSTAINABILITY

Building a business model for the future

Wavemaker

HOSPITALITY

OUR BRANDS

Atlantica
HOTELS & RESORTS

MARE
resorts

APHI
RESORTS


AMOH
RHODES


Aphrodite Hills

Wavemaker Hospitality

At a glance

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 values

We believe that customer trust is our greatest asset, driving the growth and long-term success of Wavemaker Hospitality. Our strategy focuses on attracting, retaining, and deepening relationships while delivering exceptional service and minimizing our environmental and social footprint.

Our objective is to drive sustainable development and continuous improvement. As a leading hotel group, we recognize that people, communities, quality, sustainability, and safety are vital to our success. In response to growing demand for sustainability, we've integrated eco-friendly practices into our operations and are committed to enhancing our environmental performance year after year.

All our hotels proudly hold certifications for Environmental and Sustainable Development, including ISO 14001, EMAS, and Travelife. Wavemaker Hospitality is dedicated to enhancing service quality, meeting legal standards, improving brand value, and fostering sustainable development to benefit the communities where we operate.



Wavemaker manifesto

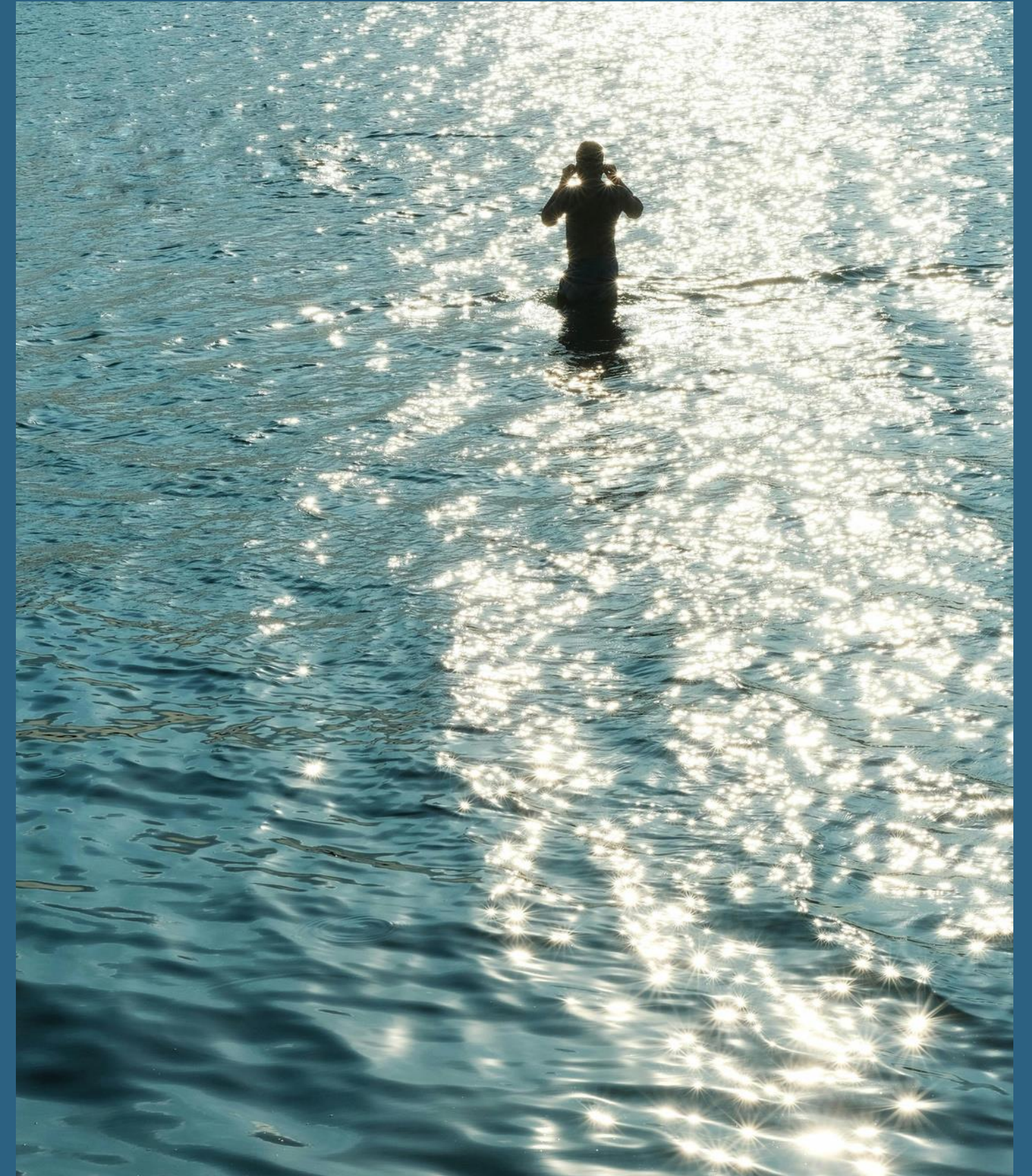
Most of our hotels are committed to sustainability by sourcing local fruits and vegetables to prepare authentic dishes.

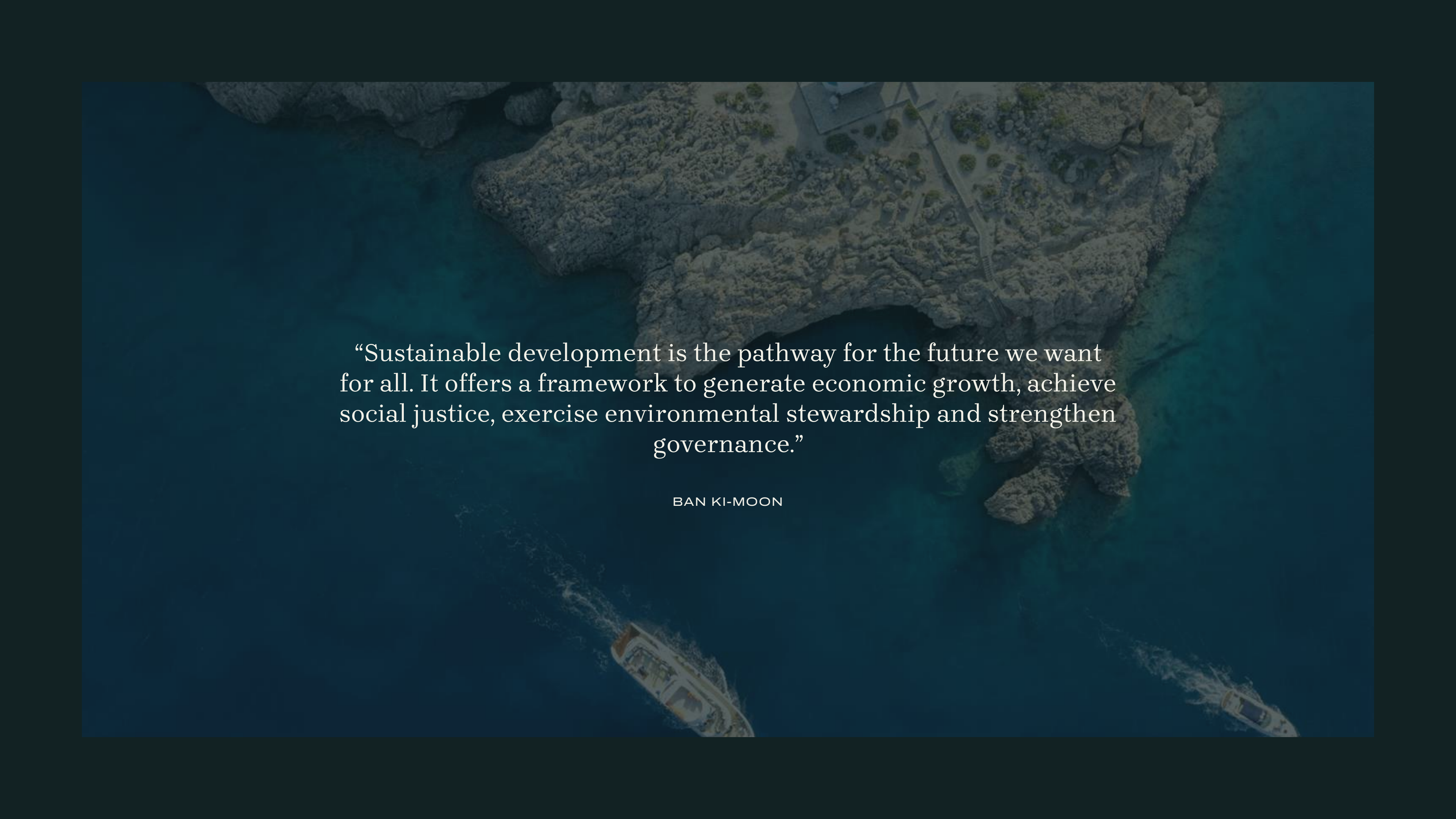
Key initiatives include:

- Certification for local breakfasts (Cyprus or Greek).
- Promoting traditional Cypriot and Greek recipes.
- Highlighting an authentic Cypriot dish daily.
- Supporting local producers through labelling and partnerships like cooking classes.
- Hosting local gastronomic events.

The Cyprus/Greek Breakfast certification showcases authentic local cuisine, boosting guest satisfaction and promoting local specialties.

Hotels support micro-producers and the local economy through labelled promotions, festivals, and staff training in traditional dishes.



An aerial photograph of a rugged, rocky coastline. The land is covered in grey, jagged rocks and some sparse green vegetation. A few buildings are visible on the shore. The water is a deep blue, and two boats are seen moving across the surface, leaving white wakes behind them. The overall scene is serene and natural.

“Sustainable development is the pathway for the future we want for all. It offers a framework to generate economic growth, achieve social justice, exercise environmental stewardship and strengthen governance.”

BAN KI-MOON

Environment



Our approach towards achieving sustainable development goals

By focusing on Environmental, Social, and Governance, we aim to integrate sustainability into every aspect of our business and make a meaningful and lasting impact on the communities and environments we serve.

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.

Discover more about our ESG strategy by exploring our latest annual [ESG report](#).

Our Action Plans and Key Performance Indicators

Our Sustainability Governance - Accountabilities and Responsibilities



Our Sustainability Commitments & Group Strategy
Stakeholder's Interests and Expectations



Environment

- Implementation of Environmental Policies and Circular Economy
- Climate Change and Energy/ Emissions Management
- Waste Management
- Water Management



Society

- Labour Practices / Employee Motivation and Engagement
- Diversity / Equal Opportunities / Equal Remuneration
- Health and Safety / Food Safety
- Employee Training and Education
- Community Impact
- Customer Privacy and Cyber Security
- Managing Tourism Seasonality



Governance

- Providing a Unique Tourism Experience
- Customer Satisfaction/ Service Quality
- Managing Risk/ Anti-Corruption

Our commitment

01

Improvements

We improve the insulation to prevent heat / cooled air loss.

02

Sustainable
development

We use solar and photovoltaic panels for production of on-site green energy.

03

Purchase

We wisely choose energy efficient equipment & Lighting towards reduced electricity/fuel use.

04

Power

We switch fossil fuel for electricity use - electricity provider in our country produces certain percentage of electricity by using renewable energy sources (wind and solar power).

05

Technology

Our A/C system will automatically switch-off as soon as you open your balcony door.

06

People

We train all our employees how to sensibly use electricity.

Energy sources

Current energy sources are Electricity Authorities of Cyprus & Greece

Privately owned energy provider, ELPEDISON in Greece.

Electricity production in Greece is Based on Natural Gas, Diesel and RES(renewable energy sources) units. According to the latest data available, the percentage of RES in their total production was over 38%.

Wavemaker Hospitality has made a central agreement with privately owned energy provider, ELPEDISON and Watt & Volt for its owned hotels in Rhodes, Crete, Kos and Corfu.

Energy production approach

Greece

Net Metering (consumption offsetting program) where our business pays the difference between the consumption and the production)

Action plan

PHASE I-2022

Secure Contractually the PV , inverter & racks suppliers
Make licenses applications to the EAC

PHASE II- 2023

PV Installation commencement

PHASE III- June 2024

Commence use of PV usage and Green energy production
Commence use of parking covers and Green energy production

Cyprus

Net Billing (complete utilization of produced energy and overproduction is sold back to the producer at agreed price)

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Commence use of PV usage and Green energy production
Commence use of parking covers and Green energy production



Control and reduction of CO2 Emissions

Certifications

90% of Wavemaker Hospitality hotels hold valid ISO 14001 & Travelife management systems certification for managing energy efficiency in the right manners.



PROPERTIES HOLD VALID
ISO 14001 & TRAVELIFE

Case Point: Over 2000 solar panels have been installed between 2019-2024 contributing the 15% Co2 redo emissions reduction.

By addressing electricity consumption, boiler emissions, and other sources of air pollutants, Wavemaker Hospitality demonstrates its commitment to reducing air pollution and GHG emissions.

Through proactive measures, strict monitoring, and continuous improvement, we strive to create a cleaner and more sustainable environment for our guests, employees, and communities.

KPIs

Our mission is to drive sustainable development and strive for continuous improvement, aiming for ever greater achievements. By setting targets, we actively manage energy usage, allowing us to control CO₂ emissions. We also establish goals to reduce electricity consumption and overall energy use, ensuring a more sustainable future.

As part of this commitment, the Wavemaker Hotels and Resorts Group has **set a target of 24 kWh (average)** for electricity consumption per person per day.

Climate Change and Energy/ Emissions Management

Comprehensive Technological Solutions for Energy Efficiency and Sustainability



Employee Engagement

Investment in enhancing the energy culture of our personnel through awareness campaigns and comprehensive training programs.



LED Lighting

Replacement of traditional lighting with energy-efficient LED lights throughout our hotel units.



Heat Recovery Systems

Installation of heat recovery systems in chillers across the group to optimize energy use.



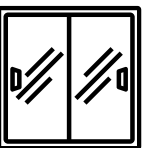
Energy-Efficient Appliances

Preference for energy-efficient appliances and equipment.



Building Insulation

Utilization of 80mm exterior building and roofing insulation to minimize heat gains and air-conditioning demand, achieving a building energy class of B+.



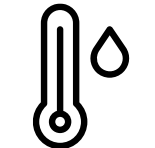
High Thermal Insulation Doors and Windows

Use of low Uf-value aluminium entrance doors, sliding doors, and windows with insulating double glazing assemblies.



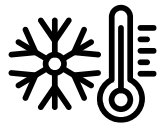
Heat Recovery VRF/VRT Systems

Installation of highly efficient Heat Recovery VRF/VRT systems for guestroom air-conditioning and domestic hot water production.



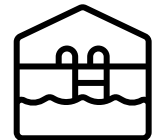
High COP Heat Machines

Main building hot water production is complemented by high COP Heat Machines, which recover waste heat from the air-conditioning system.



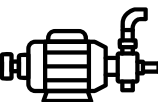
Free Cooling AHUs

Air Handling Units (AHUs) in public areas designed to operate in free cooling mode during intermediate periods.



Indoor Pool AHU

Dedicated Air to Air heat recovery AHU for indoor pools designed for energy efficiency and guest comfort.



Inverter Technology

Utilization of full inverter technology on equipment for efficient control and use of highly energy-efficient motors (IE3 & IE5), pumps, and fans.



Smart Guestroom Automation

Implementation of smart automation systems with occupancy sensors and detectors to minimize electricity consumption in guestrooms.

We make efforts to ensure that every drop counts

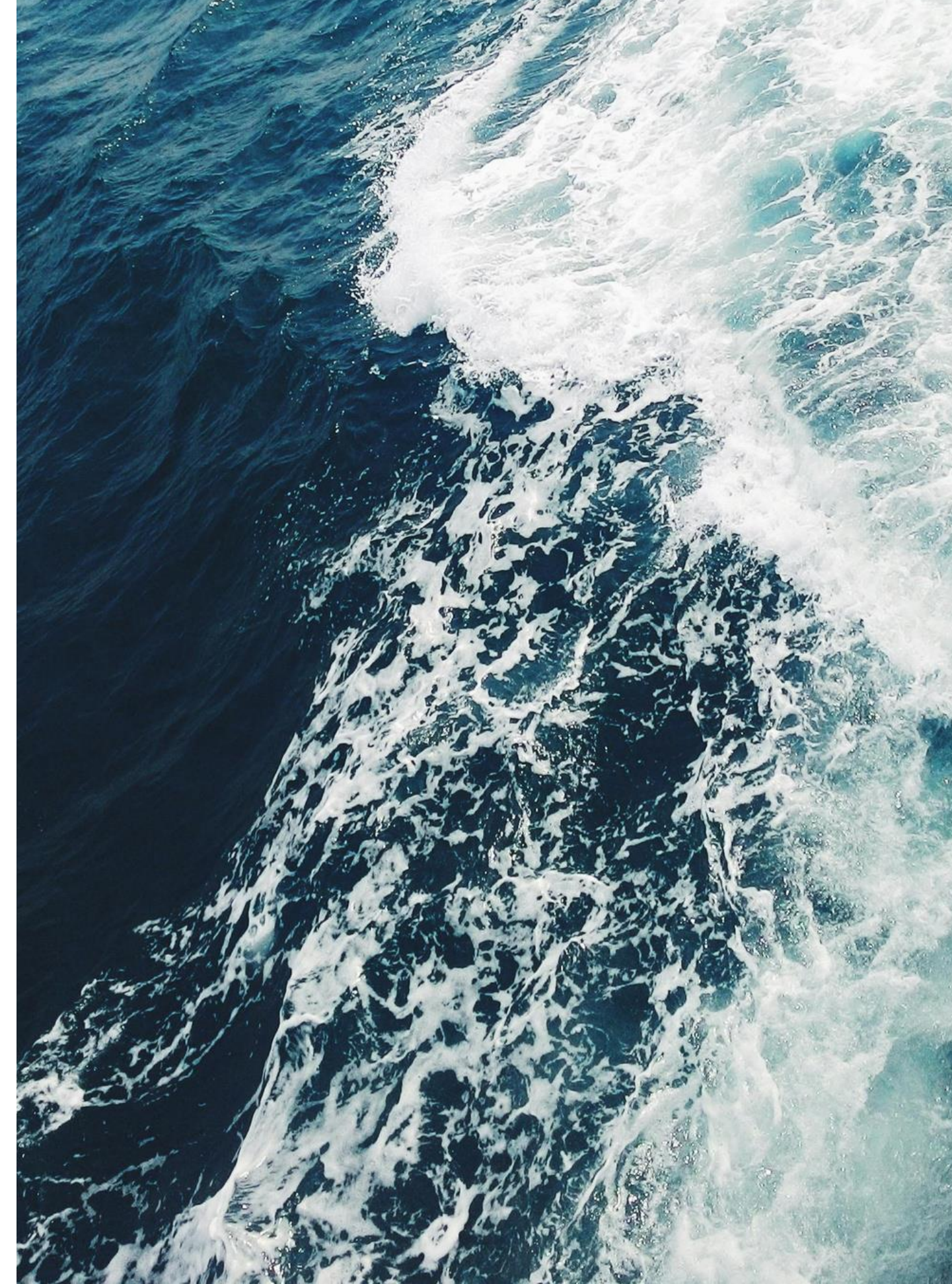
The strategy

Our water strategy focuses on tracking consumption and using data to drive decisions and set goals for improved performance and long-term sustainability.

Certifications

Through the implementation of Travelife, ISO 14001, and GSTC management systems, we reduce water usage by:

- Investing in water-efficient bathroom designs with 10L/min showers and 4-6L/min taps.
- Watering gardens at optimal times with efficient sprinklers.
- Training employees on responsible water use.
- Implementing policies for towel and linen reuse..



Single Plastic Use Elimination

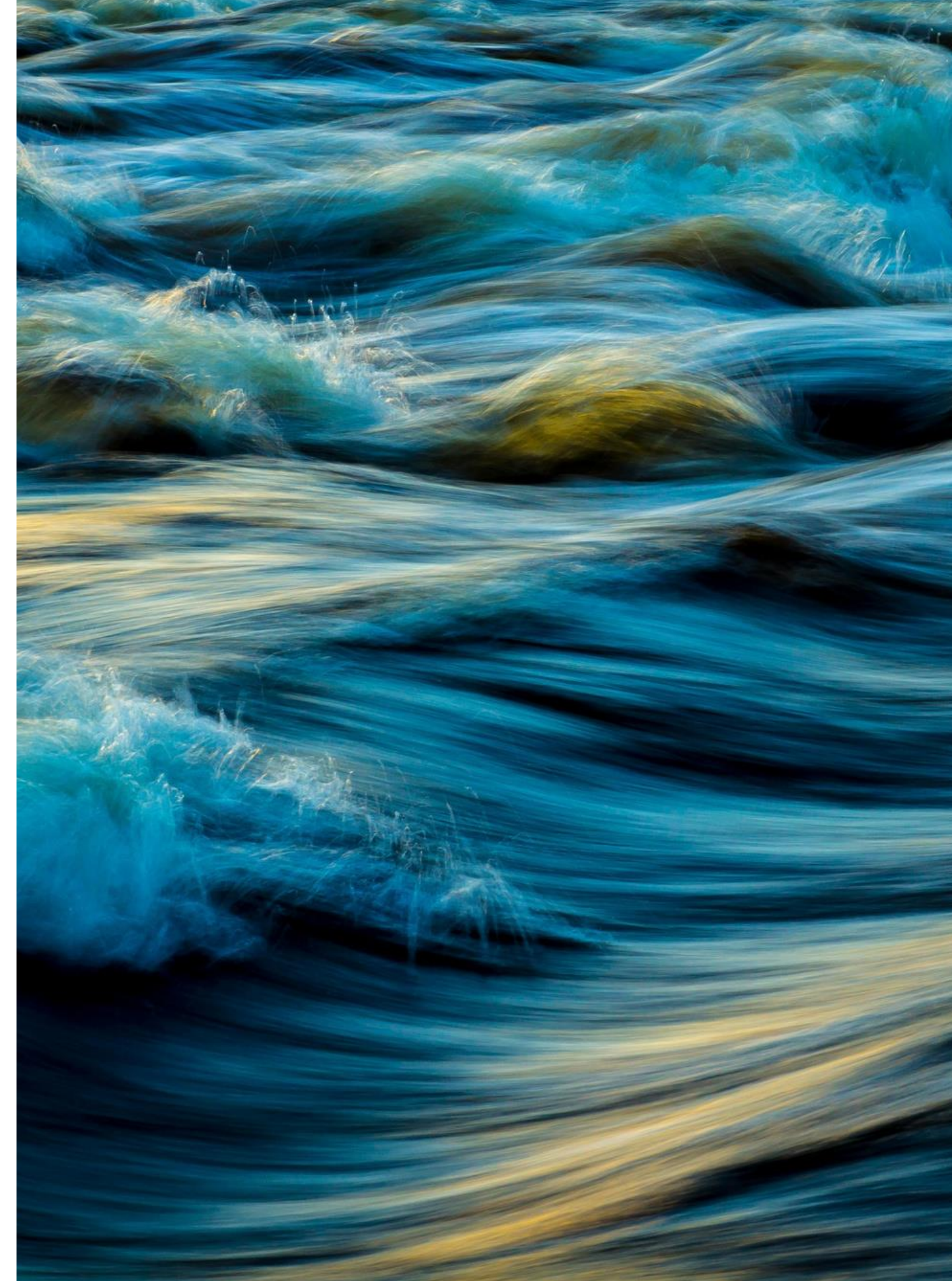
Water stations

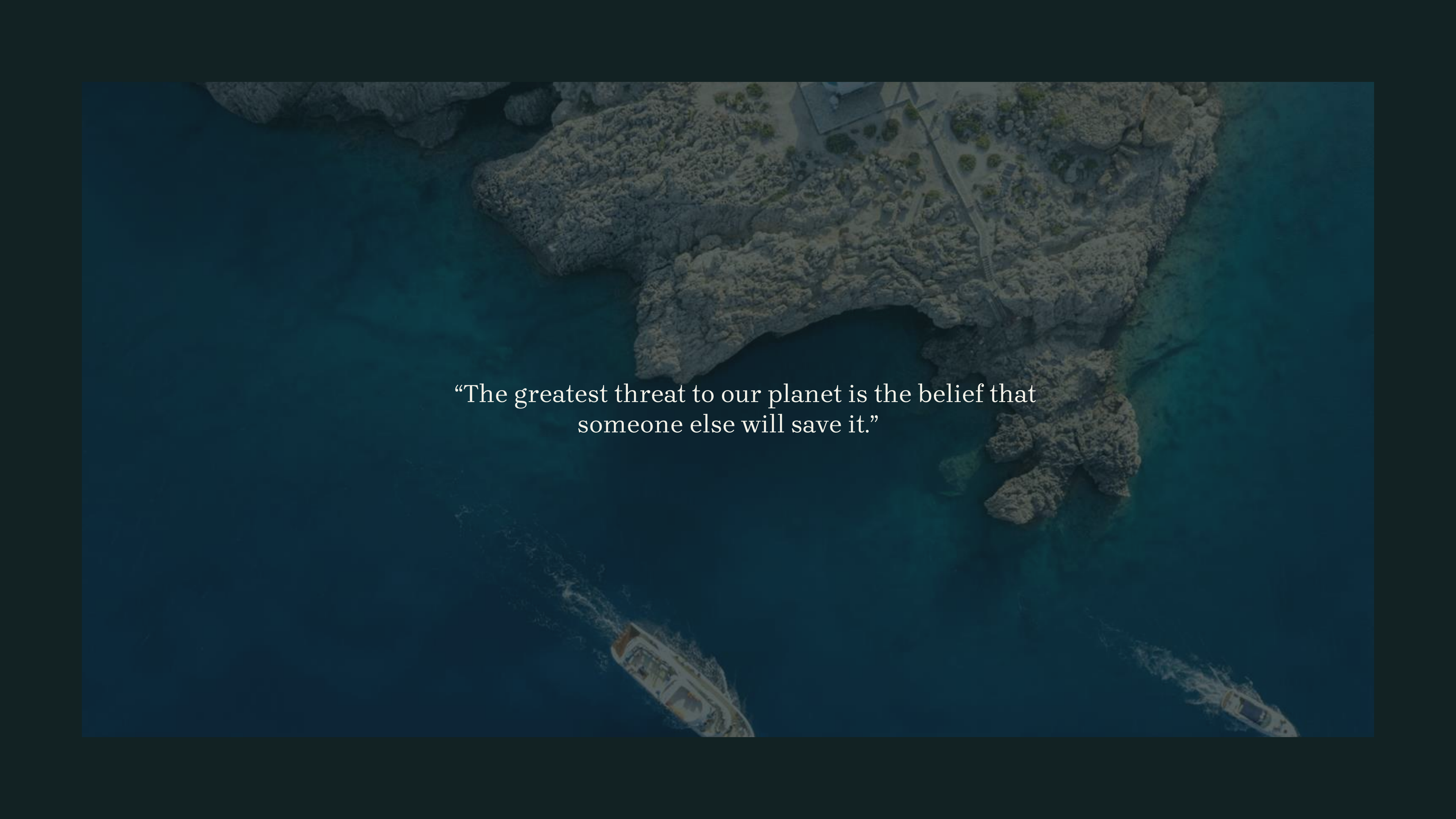
In our efforts to reduce the single plastic use, we no longer serve water in single plastic bottles, instead, we have provided free of charge water stations around the hotel, so guests can serve their selves with always available fresh and cooled water.

Case Point: By eliminating single-use plastic water bottles, we're leading a sustainable change—enabling each hotel to reduce an average of 1 million single-use plastic items per year.

We are dedicated to phasing out single-use plastics within five years, achieving an average 80% reduction since 2019.

To support this goal, we provide free water stations throughout the hotel and have replaced plastic cups with eco-friendly durable, reusable polycarbonate glasses, we also use paper cups.



An aerial photograph of a rugged, rocky coastline. The water is a deep blue-green color. Two boats are visible in the lower half of the frame, moving away from the shore and leaving white wakes. The land is covered in grey, jagged rocks and some sparse green vegetation. A small building is visible on the land near the top center.

“The greatest threat to our planet is the belief that someone else will save it.”

Waste management

Policies

Sustainable development information also encourage guests to help us improving our waste management policy.

Across the hotel areas there are designated bins in which we advice guest to recycle:

- PMD (Plastic/Metal/Tetra pack)
- Cardboard/Paper
- Glass
- Batteries

“There is no such thing as ‘away’. When we throw anything away it must go somewhere.”

Furthermore, information provided to guests via info channel presentations. Therefore, we removed approximately 10 printing items from guest rooms contributing to the reduction of waste.



Waste management

01 Our KPI

Our group KPI is to keep below 1.5kg of waste production per person per day, and by implementing the waste management plan, we aim to reach the specific measurable objective.

02 We reduce

We buy in bulk.

We train all our employees on correct waste separation and disposal.

We do not use plastic straws and stirrers in beverages.

We do not use plastic bags in our dust bins in guest rooms.

We do not use plastic cotton buds, cutlery, plates or cups.

03 We recycle

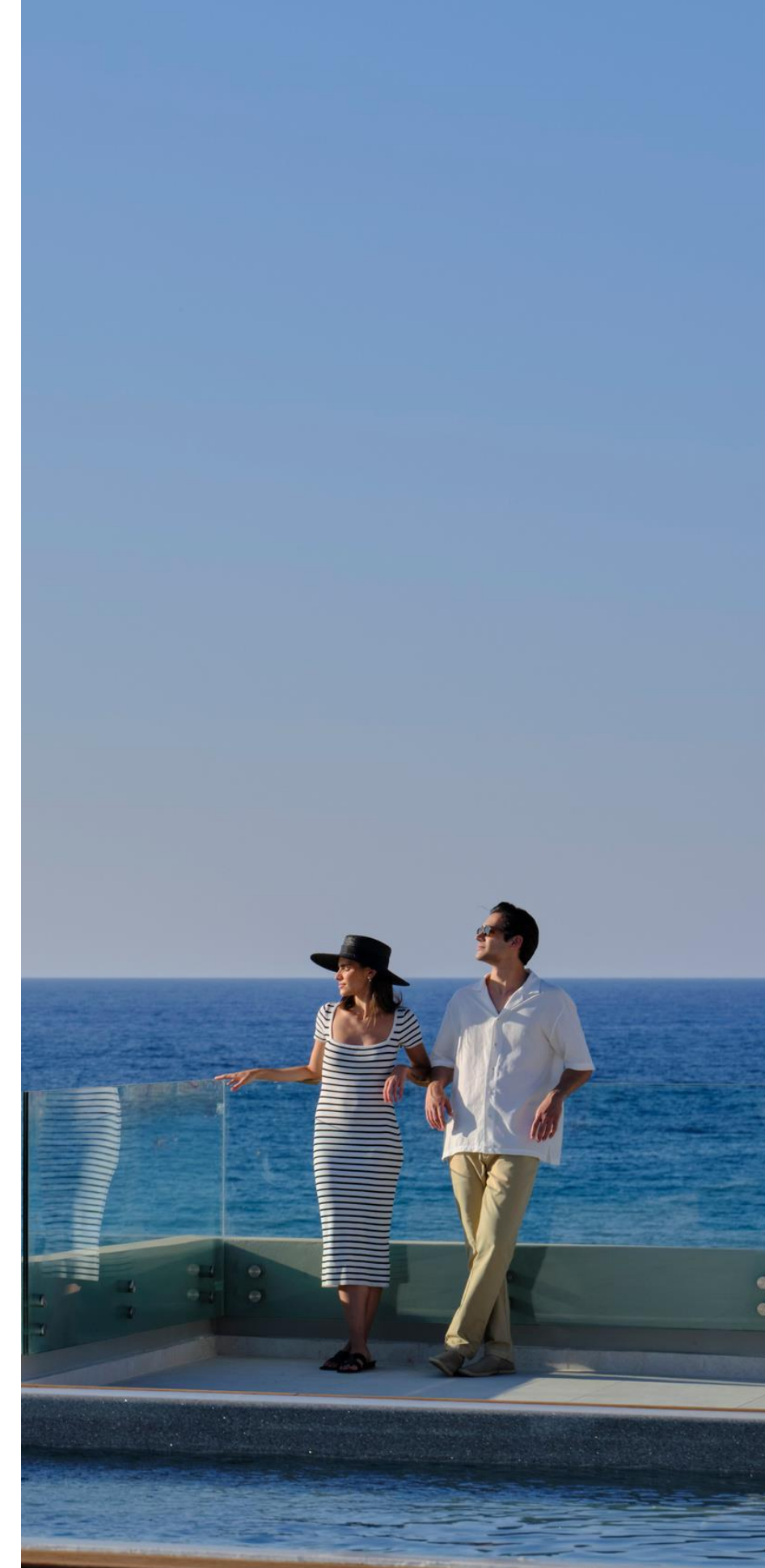
- Plastic
- Paper
- Metal
- Glass Bottles
- Fluorescent Bulbs
- WEEE
- Batteries

(at our recycling points throughout the Hotel areas)

04 We measure

Our objective is to apply the hierarchy of the 3“R” in our waste management:

Our group KPI is to keep below 1.5kg of waste production per person per day, and by implementing the waste management plan, we aim to reach the specific measurable objective.



Waste management

Waste pollution control

Prevention

Water pollution prevention and control measures are critical to improving water quality.

Because water pollution can come from many different sources, a variety of pollution prevention and control measures are needed.

Training

We implement the waste management program in order to train all employees on correct waste disposal; waste can be a big underground water pollutant.

We train our employees on correct chemicals use.

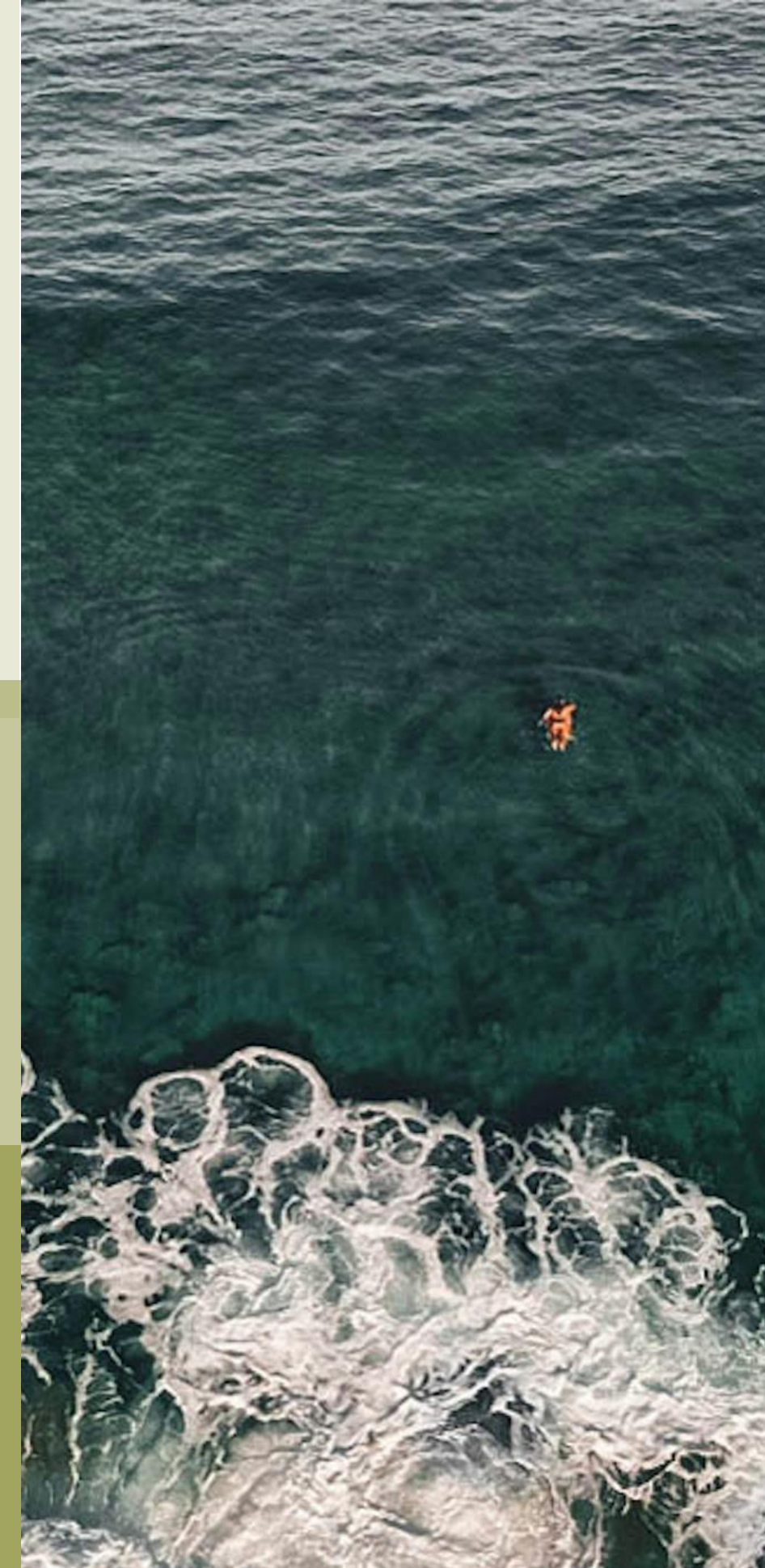
We train our employees on emergency situations such as chemicals or fuel spillage, on used frying oils disposal.

Action

We only use biodegradable chemicals.

We do not use pesticides in our gardens; use of fertilizers is sensible and controlled through employees' trainings .

We organize beach cleaning to reduce and prevent sea water and aquatic systems pollution.



MARE
resorts

Building technical specifications

Building specifications

1. Use of the 80mm exterior building and roofing insulation to minimize heat gains and air-conditioning demand.
(Building energy class B+).
2. Use of low Uf-value (high thermal insulation) aluminum entrance doors (Bungalows), sliding doors & windows complete with low R-value insulating double glazing assemblies for guestrooms and public areas.
3. Installation of energy efficient split air-conditioning units (ESEER >6,10 _energy class A++), in Bungalows, managed by central control system.
4. Installation of energy efficient VRF air-conditioning units (ESEER >6,45), in Building Blocks guestrooms, managed by central control system.
5. Smart guestroom automation systems with occupancy sensors, detectors, limit switches to minimize throughout electrical consumption.
6. Energy efficient in room stationary and movable equipment (energy class >A).
7. Use of LED lighting in guestrooms, public areas and service areas, where necessary in public and service areas PIR sensors were installed for lighting control.



Building specifications (cont.)


8. Hot water is produced using high-efficiency heat pumps, heat reclaimed from rooftop VRV heat recovery units, and water-to-water heat machines. These systems also produce chilled water, reducing chiller operation
9. Energy efficient Heat Recovery AHU's, in main building public areas, designed to operate in FREE COOLING mode during intermediate periods.
10. Controllable, full inverter technology supply and exhaust fans (kitchens, service areas).
11. Energy efficient inverter technology IE3 & IE4, booster sets & circulating pumps.
12. BEMS system to monitor and control automatically & efficiently all electro-mechanical systems and equipment.
13. Use of pre-insulated PPR pipes for heating/chilled water distribution in SPA and New Restaurant buildings, to minimize losses/gains.
14. Use of pre-insulated PPR pipes for domestic water distribution in clusters, (in ground and service corridors), to minimize heat losses.
15. Installation of WC dual flush mechanisms, flow limiters in guestroom faucets & sensor operated public areas faucets, to control domestic water consumption. Installation of flow meters to monitor consumption and check for leaks.



Building specifications (cont.)

16. Installation of energy efficient Central Cold Storage depot with low U-value flooring, doors and panels complete with full inverter technology close temperature control cooling systems.
17. Installation of cost effective-consistent disinfectant production electrolysis systems for pools sanitation.
18. We advise our customers to use water sensibly, relevant info is available in all guest rooms and public areas info channels
19. We have invested in modern bathroom design towards less water use by installing flow control devices.
20. The water flow for sustainable and yet comfortable shower is 10lit per minute and water tap flow is 4-6lit per minute.
21. We water our gardens at specific times of the day and we use water sprinklers for lower water consumption
22. We train all our employees on energy use.
23. Gardens feature native Mediterranean plants suited to local soil and climate, requiring minimal water. Irrigation is powered by reclaimed water from the local council and controlled automatically.





“Progress is impossible without change, and those who cannot change their minds cannot change anything.”

GEORGE BERNARD SHAW

COMMUNICATION

FOR MORE INFO, PLEASE CONTACT:

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OUR COMPANY POLICIES

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