



## Sustainability Report 2024 – Introduction & Background

**2024 was a year marked by progress and achievements on our journey toward more sustainable and high-quality hospitality.**

In a world facing growing challenges such as water scarcity, climate change, and evolving traveler expectations, we remain steadfast in our commitment to environmental responsibility and social contribution.

Through innovative solutions, collaboration with local communities, and the implementation of sustainable practices, we successfully reduced our environmental footprint. We are proud to share with you the results of the past year, as well as our goals for 2025 and beyond.

---

### Background

**Cayo Exclusive Resort & Spa** is a luxurious seaside resort overlooking the bay of Elounda and the island of Spinalonga. It began operations in August 2020 and underwent a significant expansion in May 2024 with the addition of a new wing, reaching a total of 283 rooms and villas — nearly all featuring private pools and unobstructed sea views.

Its design harmoniously blends luxury and privacy with respect for the natural landscape. The interiors bear the signature of Italian designer Gian Paolo Venier, drawing inspiration from contemporary European aesthetics as well as Greek and Cretan traditions. Premium materials such as volcanic pebbles and exotic marbles create an environment of unique elegance.

The resort was built following principles of bioclimatic architecture, emphasizing natural cooling, daylight, and reduced energy consumption. It operates entirely on electricity and features installed photovoltaic systems. From its inception, **Cayo Exclusive Resort & Spa** has embraced a clear sustainability orientation, utilizing energy-saving technologies and favoring local, eco-friendly materials.

The resort employs approximately 145 staff members, with 65.5% coming from the local community, significantly supporting the regional economy. Additionally, the business actively supports local producers and suppliers, enhancing the authenticity and sustainability of the guest experience.



**Cayo Exclusive Resort & Spa** is certified by **Travelife** and **Green Key** for its sustainable operations, while its food and beverage departments hold **ISO 22000** certification for food safety. The company is committed to achieving specific sustainability goals each year, reinforcing its role as a model of responsible tourism and environmental stewardship.

### **Sustainability Strategy**

Our sustainability strategy is based on targeted actions aimed at reducing our environmental footprint and promoting more responsible operations across all levels.

- We invest in smart energy management systems to monitor and control consumption by department, reducing our operational energy footprint and increasing energy efficiency.
- We implement efficient drip irrigation systems and select plants that thrive in the local climate, thereby minimizing water usage in outdoor areas. At the same time, we encourage guests to actively participate in conservation programs, such as the reuse of linens and towels.
- We manage waste responsibly by enhancing the separation and recycling of materials such as paper, glass, plastic, electronic devices, and organic waste. Special emphasis is placed on reducing single-use plastics, replacing them with environmentally friendly, biodegradable alternatives.

---

## **Social Responsibility & Local Community Engagement**

### **Human Capital Development & Local Support**

People are at the heart of everything we do — whether it's our team members or the local community that hosts us. We continuously invest in education, well-being, and the empowerment of all those who contribute to our shared vision.

#### **Staff Empowerment**

We offer ongoing training on environmental responsibility, resource conservation, and proper waste management, strengthening the environmental culture within our team. At the same time, we ensure health and safety conditions that foster a secure and positive working environment.



## **Commitment to the Local Community**

We support the local economy through partnerships with regional producers and businesses, emphasizing local products and services. In parallel, we participate in environmental and social initiatives, inspiring and supporting younger generations to build a more sustainable future.

Our selection and collaboration with suppliers are based on principles of responsibility and sustainability.

Before entering any new partnership, suppliers are evaluated based on environmental, social, and ethical criteria, such as compliance with labor laws, proper waste management, and commitment to reducing their environmental footprint.

Preferred partners are those who hold sustainability certifications (such as ISO 14001)...

## **Responsible Supply Chain**

We prioritize partners who hold sustainability certifications (such as ISO 14001 or equivalent) or implement documented responsible sourcing practices, such as the use of local and seasonal products.

Our goal is to strengthen a responsible supply chain that supports the local economy, reduces transport emissions, and contributes to our overall environmental and social performance.

---

## **Corporate Governance**

### **Transparency and Collaboration**

We are committed to operating with transparency and maintaining open dialogue with all stakeholders involved in or affected by our initiatives.

### **Annual Sustainability Report**

Each year, we present our sustainability efforts, showcasing what we have achieved and identifying areas for improvement.

### **Stakeholder Engagement**



We provide a platform for guests, employees, and partners to express their views and actively participate in our initiatives for a more sustainable future.

We adhere to the **Travelife** and **Green Key** standards for sustainable operations, while our food & beverage departments are certified with **ISO 22000** for food safety.

---

### Alignment with the UN Sustainable Development Goals (SDGs)

Our commitment to sustainable development is aligned with the **United Nations Sustainable Development Goals (SDGs)** — a global framework aimed at ending poverty, protecting the planet, and improving quality of life for all by 2030.

As a responsible hospitality business, we integrate the principles of the SDGs into our daily operations and sustainability strategy. We focus particularly on:

- **Climate protection and emission reduction**
- **Efficient and responsible management of natural resources**
- **Responsible consumption and production**
- **Promotion of social equity and well-being**

By declaring our contribution to the SDGs, we affirm our transparency and accountability to our guests, employees, partners, and the local community. In doing so, the sustainability actions we implement...

The sustainability actions we implement have a **tangible and measurable impact**, contributing both to the reduction of our environmental footprint and to the strengthening of social cohesion.

We regularly monitor our performance and progress against these goals, ensuring that our business actively contributes to the global effort for sustainable development, while continuing to offer **high-quality hospitality services** — responsibly and with respect for both the environment and people.

---

### Environmental Performance



We are committed to the **continuous reduction of our carbon footprint**, investing in energy-efficient technologies such as LED lighting, smart thermostats, and motion sensors to reduce electricity consumption. Additionally, part of our energy needs is covered by **photovoltaic systems**.

We conduct regular audits to identify areas for improving energy efficiency and minimizing waste. At the same time, we train our staff in environmental practices so that everyone contributes to sustainability, while also encouraging guests to actively participate in our efforts during their stay.

---

### Water Management and Conservation

Responsible water use is a key priority. We systematically monitor consumption through smart meters and specialized saving devices, aiming to reduce waste and optimize usage.

We are planning to install additional water meters at critical points throughout the hotel to gain a more accurate picture of departmental consumption and to quickly identify potential leaks or inefficiencies.

Our staff is trained in **best practices for water conservation**, ensuring that sustainable habits are applied across all operational levels. Guests are also encouraged to participate through initiatives such as **reusing towels and linens**, helping to reduce water consumption during their stay.

The hotel operates **two licensed boreholes** on its premises.

---

### Waste Management and Circular Economy Enhancement

As part of our environmental policy, we implement **enhanced recycling practices** aimed at significantly reducing the amount of waste sent to landfills. We create and organize **recycling stations** within the premises, promoting **waste separation at the source**.

Organic waste and used oils are sorted and collected by **specialized and licensed partners**, ensuring their proper and responsible management.



We embrace the principles of the **circular economy**, encouraging the reduction, reuse, and redefinition of materials to minimize environmental impact and optimize resource use.

We choose strategic partnerships with **local suppliers** who implement environmentally friendly practices, placing particular emphasis on **sustainable and responsible product packaging**.

The **gradual elimination of single-use plastics** remains a constant priority. We have adopted the use of **biodegradable or reusable materials**, and in guest rooms, we have installed **refillable containers for personal care products**, significantly reducing the use of individual packaging.

---

## Commitment to Sustainable Development and Social Responsibility

At **Cayo Exclusive Resort & Spa**, we are committed to operating responsibly, striving for continuous improvement in our environmental and social footprint. We recognize that hospitality is inherently linked to **environmental protection, support for local communities, and respect for human rights**.

### 1. Environmental Commitment and Emission Reduction

In 2024, we set a strategic goal to **reduce greenhouse gas emissions per overnight stay** — resulting from energy and water consumption and waste management — by **20% by the end of 2030**.

Progress toward this goal is monitored annually through consumption and emission indicators (kWh, m<sup>3</sup>, kg CO<sub>2</sub>e), while conservation practices and energy efficiency improvements are applied across all operational areas.

In 2024, **CO<sub>2</sub>e emissions from electricity per overnight stay decreased by 15%**.

We actively encourage both guests and staff to participate in this effort by following **reminders and conservation guidelines** for water, energy, and waste reduction displayed in public areas and guest rooms.

### 2. Waste Management and Recycling



Our goal is to **increase recycling streams by at least one additional category**, through continuous improvement of separation infrastructure and staff training.

Waste is **sorted at the source** (paper, plastic, glass, metal, organic) and delivered to **licensed waste management partners**. At the same time, we promote initiatives to **reduce single-use plastics** and ensure the **responsible use of chemical products**.

In 2024, we successfully partnered with a **certified external provider** for the **removal of organic waste (food waste)**, ensuring responsible and compliant disposal practices.

---

### Staff Training and Awareness

We recognize that our **team is the most vital part** of our environmental strategy.

For this reason, we are committed to **increasing training hours by 5% annually**, covering topics such as:

- Proper environmental management
- Resource conservation
- Waste reduction
- Safe use of chemical substances
- Health & Safety (use of PPE – fire safety)

In 2024, we achieved a **15.4% increase in training hours** on these topics.

---

### Support for the Local Community

Cayo Exclusive Resort & Spa actively supports the **local community of Lasithi**.

We are proud of our ongoing **financial support** to the **Child Protection Branch of Lasithi – Neapolis Children’s Home**, which assists children and families in the region.

Guests are invited to contribute to this cause via the **donation box located at the hotel reception**.



Additionally, we prioritize **local suppliers and partners**, contributing to the **sustainable development of the local economy**.

---

### **Respect for Human Rights & Child Protection**

We are committed to **respecting and protecting human rights** in every aspect of our operations.

We believe that everyone should be treated **fairly and with respect**, regardless of gender, nationality, religion, or sexual orientation.

Our staff receives **regular training** to prevent discrimination and promote **equality and empathy** in the workplace.

The hotel enforces a **zero-tolerance policy** against any form of **child exploitation or abuse**.

Any suspicious incident is **immediately reported** to the **Police (100)** or to the **“Smile of the Child” organization (1056)**.

We also encourage our guests to **act responsibly** and to **report any concerns** related to **child safety**.

---

### **Continuous Improvement**

Our commitment to sustainability and social responsibility is an **ongoing process**.

Each year, we **review our goals and performance**, integrating new practices and technologies that help us further reduce our environmental footprint and enhance our positive contribution to society.

---

### **Stakeholder Engagement**

Active communication and collaboration with stakeholders is a **core pillar** of Cayo Exclusive Resort & Spa’s sustainability strategy. We believe that progress toward a more sustainable hospitality model can only be achieved through **continuous dialogue**,



**transparency**, and **inclusive participation** of all those affected by or contributing to our operations.

### Key Stakeholders

- **Guests and Visitors:** Through satisfaction surveys, digital channels (email, website, QR feedback forms), and direct communication with Guest Relations, we collect insights that help improve our services and sustainable practices.
- **Employees:** Regular meetings, individual evaluations, and internal satisfaction surveys ensure participation and the exchange of ideas. Their suggestions are considered in decision-making processes aimed at improving working conditions and environmental management.
- **Suppliers:** Our dialogue with partners is based on principles of transparency and responsibility. We prefer suppliers who adopt sustainable practices and support the local economy.
- **Local Community:** We collaborate with local institutions, producers, and organizations, supporting social initiatives and programs that benefit the **Lasithi region**.
- **Authorities & Certification Bodies:** Communication with public authorities and certification organizations (e.g., **Travelife, ISO, Green Key**) contributes to the **continuous improvement** of our compliance and environmental performance.

### 2024 & Seasonality

The **total electricity consumption** for 2024 amounted to **1,750,720.9 kWh**, with an average of **58.82 kWh per overnight stay**, which is considered a satisfactory figure for a **5-star hotel** with full facilities and high demands in air conditioning, water heating, pools, and restaurants.



The **CO<sub>2</sub>e emissions** related to electricity consumption reached **495,628.9 kg**, or **16.5 kg CO<sub>2</sub>e per overnight stay**.

The hotel operates **exclusively on electricity**, with **no use of gas or oil** (except for the backup generator). A significant portion of consumption is covered by an **installed photovoltaic system**, reducing the net carbon footprint.

Our investment in **renewable energy sources**, combined with the **absence of conventional fuels**, significantly strengthens our sustainability strategy and **positively differentiates us** from competitors.

During the analysis of electricity consumption for 2024, **fluctuations were observed in the winter months** (January–March and November–December 2023).

The increase in energy consumption during these months was **not due to guest operations**, but rather related to **construction work** for the expansion of a new wing.

During the project, there was extensive use of machinery, lighting, and other site-related needs, which contributed to the **temporary increase in total electricity consumption**.

Throughout 2024, the business **reassessed its energy sources**, aiming to **reduce its carbon footprint** and transition to **more sustainable forms of energy**.

As part of our sustainability strategy, we **changed our electricity provider**, selecting a supplier whose energy portfolio is primarily based on **natural gas units** — which produce **lower emissions** compared to lignite — and **Renewable Energy Sources (RES)**.

This **annual reassessment of energy sources** is part of our broader energy and environmental strategy, aimed at **continuous improvement** and **reduction of our environmental footprint**.

---

## Water Consumption and Seasonality

Water consumption in 2024 followed a **similar seasonal trend** to electricity, with **higher values during the first five months** of the year. This increase was **not solely related to guest operations** but was largely due to **technical and construction activities** associated with the expansion and renovation of the facilities.



Specifically, between **January and May 2024**, water consumption rose significantly due to:

- Construction site usage, such as cleaning, surface washing, and water for building needs
- Filling and maintenance of swimming pools
- Testing and cleaning of new installations prior to the start of the tourist season

After the completion of these works, consumption **stabilized at normal levels**, aligning with the hotel's operational data and the **seasonal variation in visitor numbers**.

This seasonality is taken into account when analyzing consumption indicators and estimating the environmental footprint, ensuring that **temporary factors** not reflective of the hotel's regular operations are **isolated**.

---

### **Borehole Operations and Water Source Management**

The operation of the hotel's **two licensed boreholes** does **not negatively impact** the availability or quality of the groundwater, as:

- The boreholes are located **outside protected areas or sensitive ecosystems**
- Water extraction is conducted **within legally approved limits**
- **Water quality analyses** confirm no pollution or alteration of the aquifer
- No erosion or disruption of natural flows has been observed in the surrounding area

Additionally, the hotel **supplements its water supply** from the **public network**, thereby **reducing pressure** on the underground aquifer.

The resort implements a **water monitoring and conservation program** to ensure that water use remains **sustainable and responsible**, with **no adverse impact** on the local community or biodiversity.



## Recycling

The hotel operates a **source separation and recycling system** for a variety of waste streams.

In 2024, the following materials were collected and sent for recycling:

- **Glass** (bottles & packaging)
- **Used cooking oils**
- **Batteries**
- **Lighting bulbs**
- **Electronic and electrical equipment**
- **Organic waste (food waste)**, which is removed by a **certified partner**

Material Category	Disposal Method	2024 (Kg)	2023 (Kg)
Lighting Bulbs	Recycling	20	-
Electrical & Electronic	Recycling	10	-
Used Cooking Oils	Recycling	815	-
Batteries	Recycling	10	18
Glass	Recycling	5265	600
Organic Waste (Food Waste)	Animal Feed	26,960	-
Conventional Waste	Landfill	15,029	-

**During 2024, the number and volume of recyclable waste streams increased. This was due to:**

- Raising awareness among staff and guests
- Installing additional recycling bins at service points



- Improved collaboration with licensed waste management providers

The total emissions originating from recycling and waste management amount to **14,422.8 kg CO<sub>2</sub>e**.

**The effort to continuously reduce mixed waste continues, with the goal of further increasing the recycling rate in 2025.**

**Improving Resource Efficiency per Overnight Stay (2023–2024)**

In 2024 compared to 2023, despite the launch of the new wing, there was a gradual and steady improvement in **resource efficiency per overnight stay**, even with the increase in both the number of guests and total consumption.

**Energy Efficiency**

Period	Total kWh	kWh per Overnight Stay	Total kg CO <sub>2</sub> e	kg CO <sub>2</sub> e per Overnight Stay
January – December 2024	1750720,2	58.82	495628,9	16.5
January – December 2023	1.271445,9	68,2	359946,33	19,49

**In 2024, the total electricity consumption of Cayo Exclusive Resort & Spa reached 1,750,720.2 kWh, marking an increase of 38% compared to 2023 (1,271,445.9 kWh).**

This increase is attributed to the rise in operational activity and the significantly higher number of overnight stays in 2024 (30,059 versus 18,472), which reflects the growth in occupancy and visitor numbers at the hotel.

However, despite the overall increase in consumption, **energy consumption per overnight stay decreased by 14%** (from 68.2 kWh/overnight stay in 2023 to 58.82 kWh/overnight stay in 2024).

This indicates a substantial improvement in the energy efficiency of the facilities, thanks to the implementation of new technologies, the use of a photovoltaic system, and consumption monitoring through the **Building Management System (BMS)**.



Total **CO<sub>2</sub>e emissions** amounted to **495,628.9 kg**, showing a 38% increase in absolute terms, but at the same time a **15% reduction per overnight stay** (from 19.49 kg CO<sub>2</sub>e in 2023 to 16.5 kg CO<sub>2</sub>e in 2024).

This reduction reflects the optimization of energy consumption and the increased contribution of **Renewable Energy Sources (RES)** through on-site photovoltaic production.

This improvement is the result of targeted actions, such as:

- Investments in energy-efficient technologies and equipment
- Optimization of daily operations
- Raising awareness and promoting energy-conscious behavior among guests and staff through educational initiatives

These results strengthen our strategy to reduce our environmental footprint and confirm the effectiveness of our initiatives in the field of sustainable energy management.

### Water Efficiency

Period	Total m <sup>3</sup> (Network)	Total L (Network + Borehole)	Liters per Overnight Stay	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per Overnight Stay
January – December 2024	7156	35156.000	1169,56	1066,2	0,035
January – December 2023	4.884	17684.000	957,34	727,7	0,039

In 2024, the business recorded a total of 30,059 overnight stays, marking an increase of 63% compared to 2023 (18,472 overnight stays).

The total water consumption (from the public network and boreholes) reached 35.16 million liters, showing an increase of almost 99% compared to the previous year.

Water consumption per overnight stay was 1,169.56 liters, versus 957.34 liters in 2023.



Total CO<sub>2</sub>e emissions related to water consumption increased proportionally by 46%, however, the average emissions per overnight stay decreased by 10% (0.035 kg CO<sub>2</sub>e/overnight stay compared to 0.039 kg CO<sub>2</sub>e/overnight stay in 2023).

This reduction reflects improvements in energy efficiency and natural resource management, as well as the ability of the business to respond to increased visitor numbers without a corresponding rise in its environmental footprint.

Continuous monitoring of consumption indicators and the implementation of water-saving practices remain strategic priorities for the ongoing reduction of emissions and consumption per guest.

The carbon footprint associated with water consumption was calculated exclusively for water sourced from the public water supply network, based on the CO<sub>2</sub>e emission factor per cubic meter, in accordance with international standards and best reporting practices.

Water consumption from boreholes was not included in the above calculation, as the emissions related to its extraction (via electricity) are incorporated into the hotel’s overall energy report.

**Total Carbon Footprint (CO<sub>2</sub>e) – Year 2024**

Emission Category	Emissions (kg CO <sub>2</sub> e)
Energy Consumption	495628,9
Water Consumption	1066,2
Waste Management (Recycling & Landfill)	14.422,8
<b>Total CO<sub>2</sub>e Emissions</b>	<b>511117,9</b>
<b>Emissions per Overnight Stay</b>	<b>17 Kg CO<sub>2</sub>e</b>

Energy consumption is the dominant source of emissions (96.9% of the total footprint). Water consumption and waste management have a comparatively smaller footprint but remain important areas for improvement.

The average emission of 17 kg CO<sub>2</sub>e per overnight stay is within normal limits for a 5-star property with high occupancy and extensive facilities.

The data demonstrates that resource efficiency per overnight stay has improved significantly, despite increasing visitor numbers and the operation of the new wing.



This confirms the success of our sustainability initiatives in reducing the environmental footprint.

These results highlight our commitment to sustainability, helping us plan our next steps responsibly and continue contributing positively to the environment and society.

---

### **Employee Development and Well-being**

At our hotels, we consistently invest in training, equality, and staff well-being, creating an environment that fosters professional growth and a sense of security.

We provide continuous training and development programs, tailored to the needs of our people, aiming to enhance skills and shape responsible professionals.

Training programs cover topics such as:

- Health & Safety
- Environmental management and recycling
- Proper use of chemical substances
- Food safety, among others

We are committed to maintaining a fair and inclusive work environment, where every employee has equal opportunities for growth and recognition, regardless of gender, age, nationality, or other personal characteristics.

We ensure employee health and safety through regular inspections, risk management plans, and prevention and wellness programs.

---

### **People at the Heart of Sustainability**

Human capital is the core of the company's success and sustainable development. Our goal is to create a fair, safe, and inclusive workplace that promotes equal treatment, career opportunities, and professional development for all employees.



In 2024, the total number of employees reached 145 people. Of these, 10.3% hold permanent positions, while 89.7% cover seasonal or temporary roles, responding to the operational needs of the company.

**Gender distribution:**

- Women: 50.3%
- Men: 49.7%

This reflects our commitment to gender equality and the promotion of women’s participation at all levels of the organizational structure.

**Age distribution:**

- Up to 30 years: 33.1%
- 31–40 years: 30.3%
- 41–50 years: 21.4%
- 51–60 years: 13.8%
- Over 61 years: 1.4%

This balance strengthens dynamic collaboration between experience and new knowledge.

We also place special emphasis on local employment and community support. 65.5% of employees are from Crete or reside permanently on the island, reinforcing employment and sustainable development in the region.

Cayo Exclusive Resort & Spa promotes diversity and inclusion, recognizing the contribution of every employee regardless of nationality, gender, or cultural background.

In 2024, our workforce represented 7 different nationalities.

The majority of the staff comes from Greece (99 employees), reflecting our commitment to strengthening local employment. At the same time, we employed staff from Albania (34 employees), Philippines (7 employees), Pakistan (2 employees), Italy (1 employee), Bulgaria (1 employee), and Israel (1 employee).



This multicultural composition enhances intercultural collaboration, knowledge transfer, and exchange of experiences, elements that positively contribute to corporate culture and innovation.

Cayo Exclusive Resort & Spa continues to invest in continuous training, health and safety at work, and in creating conditions that foster employee satisfaction and retention.

---

### **Supporting the Local Community**

We strive to have a positive impact on the region where we operate. We actively participate in initiatives that support the local community and improve the daily lives of residents.

We collaborate with local suppliers, producers, and professionals, helping the local economy and preserving traditions and culture.

Through responsible business practices and environmentally friendly actions, we aim to provide value not only to our guests but also to society and the environment around us.

---

### **Responsible Travel with a Positive Footprint**

Our goal is to offer travel experiences that respect the environment, support local communities, and inspire guests to become part of a positive change.

We inform travelers about practices that promote respect for nature and the destination. We encourage waste reduction, responsible consumption, and participation in low-impact activities with environmental awareness.

The experiences we offer are designed to bring guests closer to the authenticity of the region — through tradition, gastronomy, music, and local storytelling. We support the local economy and cultivate mutual respect.

Guests can actively participate in social and environmental initiatives, such as:

- Donations to support vulnerable groups
- Voluntary beach or nature clean-ups
- Participation in cultural heritage preservation projects



Through every journey, we create a meaningful experience — for people, the place, and the future.

---

### **Collaboration with Stakeholders & Transparency**

We seek open dialogue and honest collaboration with all those affected by our activities — guests, employees, suppliers, and local communities. Our goal is to build trust-based relationships and join forces for a more sustainable future.

The Sustainability Report is a key communication tool, where we transparently present our environmental and social actions, the progress achieved, and the goals set for the future.

Through consistent collaboration with public and private entities, as well as industry organizations, we strengthen our sustainability strategy and align with international best practices.

We also support the local economy by increasing the number of local suppliers, reducing the environmental footprint of transportation.

---

### **Our Key Steps Toward a More Sustainable Tomorrow**

- **Renewable Energy Sources**  
Installation of photovoltaic systems. No use of LPG.
- **Recycling & Waste Reduction**  
Upgrading recycling programs and improving waste management, significantly reducing landfill disposal.
- **Water Conservation**  
Implementing practices that reduce water use in our facilities, protecting this valuable natural resource.
- **Certifications & Awards**  
Continuously strengthening our commitment to sustainability by obtaining new certifications that confirm our environmental responsibility. At the same time, we



receive recognitions from reputable organizations in sustainable hospitality, acknowledging our efforts toward more responsible tourism.

## **The Next Day in Sustainability**

### **Environmental Goals**

We continue to invest in practices that reduce our environmental footprint, with clear targets for the coming years:

- **More “clean” energy**  
We aim to further increase the use of renewable energy sources in our facilities by 2026, reducing dependence on non-sustainable forms of energy.
  - **Lower water consumption**  
We will implement more efficient water-saving systems to reduce water use across all operational departments, including the installation of smart meters.
  - **More recycling – less waste**  
We are expanding sorting and recycling practices to increase material reuse rates and reduce waste sent to landfills.
- 

### **Social Responsibility Goals**

- Strengthen employee training programs so that sustainability awareness becomes embedded in daily operations.
  - Enhance partnerships with the local community.
  - Increase guest participation in sustainable tourism initiatives by introducing new environmentally friendly travel experiences.
-



### Governance and Compliance Goals

- Obtain additional sustainability certifications to reinforce our leadership position in the industry.
- Implement a comprehensive sustainability program for the supply chain to ensure ethical sourcing and responsible processes.
- Improve transparency through enhanced sustainability reporting and stakeholder engagement.

### Goals for 2025

#	Goal
1	In 2024, we set a strategic goal to reduce greenhouse gas emissions per overnight stay (from energy, water, and waste management) by <b>20% by the end of 2030</b> .
2	Implement at least <b>one initiative for local children</b> related to <b>biodiversity and environmental protection</b> .
3	Increase <b>staff training hours by 15%</b> on topics such as sustainability, environmental management, health & safety compared to 2024.
4	Increase <b>permanent staff by 10%</b> compared to 2024.
5	Reduce <b>chemical product consumption by 5%</b> compared to 2024.

Our commitment to sustainability remains steadfast and is an integral part of our daily operations. In 2024, we achieved significant progress in reducing our environmental footprint while simultaneously strengthening our contribution to society, upholding high standards of ethics and responsible business practices.

Our initiatives in energy efficiency, water conservation, waste reduction, and support for local communities delivered measurable results, reinforcing our position as a responsible and innovative hospitality provider.

Looking ahead, we are committed to further enhancing our sustainable practices by investing in innovation and building strong partnerships with local communities and



stakeholders. Through continuous evaluation and improvement, we aim to strengthen our resilience and create lasting value for the environment, society, and our guests.

We sincerely thank everyone who contributes to this shared vision — our employees, guests, and partners. Together, we continue shaping a more responsible and sustainable future, leaving a meaningful positive impact for generations to come.

Our policies are available to stakeholders on our website under the section

[Environmental Policy & Sustainability.](#)