

Caldera Group of Hotels & Villas
Sustainability & Social Report 2022-2023





Company Profile

Caldera Group of Companies was founded by Mr. Eutybios Krommydakis in 1993 in Chania, Crete, Greece. The initial activity of the company (E. Krommydakis SA) was construction industry.

Today however, the Group has expanded greatly its original corporate purposes, being active in the following core business areas - objects:

- - Construction and Renovation of hotel units
 - - Management and Operation of Hotel Units
 - - Construction and Management of Luxury Villas
 - - Manage other Assets and Land
 - - Identify and Buy of Land for future growth or capital exploitation.
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- The Hotel Management and construction, remain the principal activities of the Group. Regarding the Hotel business, Caldera Group has full ownership of four (4) hotels and participates in other two (2). Also it plans other projects until the market conditions, the financing possibilities and the existence of a strategic investor, allow their realization.

TUI Family Creta Paradise Resort & Spa

Capacity : 285 Rooms

Build: 1986

Renovated : 2009

Theme : Beach Resort & Spa for families Location: Gerani, Chania, Crete, Greece

Caldera Beach Hotel

Capacity : 226 Rooms/

Aparts Build: 2005

Renovated : 2014

Theme : Beach Resort for families

Location: Gerani, Chania, Crete, Greece

Caldera Bay Hotel

Capacity : 126 Aparts

Build: 2004

Theme : City, Beach Hotel for families and couples

Location: Platanias, Chania, Crete, Greece

Caldera Village Hotel

Capacity : 148

Aparts Build: 2002

New Aparts: 2018

Theme: Seaview Hotel for families and couples

Location: upper Agia Marina, Chania, Crete, Greece





Gold

Travelife 
Sustainability in tourism

Caldera Group's Environmental & Social Team is committed to providing the highest customer satisfaction while also dedicated to environmental sustainability by implementing Travelife requirements (Golden Award).

Our social and environmental efforts, including: operating our hotels more efficiently, assisting local communities, protecting natural resources, providing education and workforce-readiness opportunities and supporting responsible business practices. We are currently updating our social and environmental goals to become even wider-reaching and ambitious



CALDERA
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Our Policies – Our Principals

Environmental Policy :

The following statement of principles and intentions comprise the Environmental Policy of Caldera Group of Hotels & Villas, applies to all activities of the Hotels.

Scope

- The policies and procedures described within this manual constitute the general management direction and control of Caldera Group of Hotels & Villas against those environmental aspects (energy and water consumption, waste management, evaluation of subcontractors and raw materials) which can be controlled and over which it can be expected to have an influence. The Caldera Group of Hotels & Villas management System addresses all specifications (clauses) of the Travelife.
- The Scope of Registration covers all the activities of the hotel (accommodation, food service, maintenance, purchasing).

Principles

- We are committed to minimizing the impact of our operations on the environment by means of a program of pollution prevention, reducing pollution, protecting nature and wildlife.
- We are committed to comply with all relevant environmental legislation and regulations and with other requirements to which the hotel subscribes.
- We are committed to protect the environment through continual improvement of our environmental performance. All our businesses take into account the effects that our activities have on the environment.
- We are committed to being a responsible member of our community helping to enhance or preserve local heritage and way of life and support our local community.

Intentions

- To understand the environmental issues associated with our activities.
- To minimize the amount of wastes we dispose of, seek to recover through re-use or recycling as much as is economically practicable and ensure that the remainder is disposed of properly.
- To minimize the use of energy and water through monitoring and increasing the efficiency of use and purchasing environmentally sound products wherever possible, while upholding the highest standards of comfort, quality, and guest service

- To ensure that all employees are aware of their individual responsibilities for acting in accordance with the policy.
- To set and review environmental objectives and targets and to implement an action plan, addressing waste reduction, energy and resources conservation, and raw materials and products environmental evaluation. The hotel will release the necessary resources to achieve these objectives using the best available practices, which do not entail excessive costs.
- To communicate to our employees, customers and suppliers our policy and achievements in improving our environmental performance.
- To incorporate environmental management into everyday business practice.
- To encourage environmentally friendly, and where possible, local sourcing of products and services.
- To encourage engagement of our business with local communities.
- This policy is reviewed so it is relevant and suitable to the company's activities.

General Manager

Manousos Psaroudakis



MANOUSOS PSAROUDAKIS, MBA
HOTEL GENERAL MANAGER

1/3/2024 version 1st



CALDERA
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Human Rights & Human Resource Policy

Respecting human rights is a fundamental part of Caldera Group of Hotels & Villas responsibility as a company and is vital to operate our business sustainably. Caldera Group of Hotels & Villas is committed to respecting fundamental human rights in our operations, our value chain, and in the communities where we operate. We seek to avoid complicity in human rights abuses and to use our influence to promote the fulfilment of human rights. Our commitment to operating with respect for human rights is reflected in all aspects of Caldera Group of Hotels & Villas business operations and is integrated in our company policies and relevant procedures. We aim to identify, assess, and manage the human rights impacts of our business activities based on the operational context, our leverage and business relationships. Caldera Group of Hotels & Villas looks to those human rights defined in the Universal Declaration of Human Rights and its two corresponding covenants, The International Covenant on Civil and Political Rights and The International Covenant on Economic, Social and Cultural Rights. Additionally, we also look to children's and women's rights as outlined in the United Nations Convention on the Rights of the Child and the United Nations Convention on the Elimination of Discrimination against Women and the protection of any minorities and vulnerable groups as they are identified.

Human rights and key stakeholders

In implementing this policy, we focus our efforts on issues and relationships in which we have greater degrees of control and influence, as outlined below.

Suppliers

Caldera Group of Hotels & Villas works with suppliers and business partners to ensure that human rights are respected in the supply chain, based on our business relationships, leverage and operational context. Our engagement is manifested through our Sustainability Commitment and managed through applicable follow-up procedures. As appropriate, we use tools for human rights risk and impacts assessments to identify actual and potential human rights issues. Actions to manage and address human rights risks and impacts are guided and carried out through dialogue and collaboration with relevant stakeholders. Caldera Group of Hotels & Villas also aims to use its influence to support the advancement of human rights in the communities where we operate.

Employees

We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

Caldera Group of Hotels & Villas seeks to respect the human rights of all employees within the Caldera Group as well as comply with all national laws. Our commitment is manifested in policies such as the Discrimination and Equality Policy and the Global Harassment Policy. To ensure remediation of potential abuses, we have a complaint procedure which is applicable to the whole Group.

The primary goals therefore related to our human resource management are as follows:

1. Recruitment

Atlantica Caldera Creta Paradise will ensure that a fair system is in place so that all applicants for available positions are fairly considered. Caldera Group of Hotels & Villas will not discriminate in any way and welcomes applications from all candidates regardless of their race, age, sex, nationality, disability or religion.

2. Contract/Legislation

Throughout the period of employment, Caldera Group of Hotels & Villas will have a contract that meets as a minimum the regulations as stipulated by national law.

3. Induction and Training

Caldera Group of Hotels & Villas will ensure that all new employees are provided with appropriate induction and training. This will cover such areas as company philosophy and culture, product knowledge, employee welfare and benefits, health and safety, performance management, etc.

4. Development and Promotion

All employees of the Caldera Group of Hotels & Villas will be encouraged to further develop their skills and opportunities for promotion will be provided wherever possible. All employees will have individual objectives, and individual development plans will be agreed with managers/supervisors to review objectives and agree new targets.

It is our company policy that all legal requirements are fully complied with regarding employment; therefore we do not employ children under 16 which is the minimum required age for employment.

We aim to offer a safe and secure work environment and free from any form of discrimination based on race, age, sex, nationality, disability or religion and we are committed to follow any relevant labour legislation, promoting a fair treatment of our employees, preventing any form of discrimination, exploitation, harassment and abuse and allow employees to meet up during working hours, from an association and elect a spokesperson in order to discuss issues without management involvement.

Customers

Caldera Group of Hotels & Villas seeks to respect the human rights of our customers in all operating countries. Our main focus areas include: respecting the privacy of our customers e.g. by safe storing of any personal data, and aiming for that no customers are discriminated against, as outlined in our Discrimination Policy. In addition, we strive for that our marketing is done with respect for the views of our stakeholders by not aiming to communicate any specific ideal, but rather a range of styles, attitudes and ethnic backgrounds.

We also state that our business is in the area where children are not sexually exploited from tourism related issues and all employee are informed for the importance of child protection and all are actively involved where this is necessary for children protection. If any suspicious activity in relation with child abuse has been noticed, the Hotel Manager will immediately report the incident to the Local Authorities.

Society

We participate where appropriate in public affairs in a non-partisan and responsible way to promote internationally recognized human rights. We play a positive role, within our spheres of influence, in capacity-building for the realization of human rights.

We promote the realization of environmental sustainability and development through our core business and through our participation in other multi stakeholder activities where appropriate. We uphold the highest standards in business ethics and integrity and where appropriate to support efforts of national and international authorities to establish and enforce such standards for all businesses.

This policy is reviewed annually for its continuous suitability.

General Manager

Manousos Psaroudakis



MANOUSOS PSAROUidakis, MBA
HOTEL GENERAL MANAGER

1/3/2024 version 1st



Children Protection Policy

This document is the Child Protection Policy for Caldera Group of Hotels & Villas. The Hotel does not undertake activities with children in the absence of their parents/careers, but has the opportunity to observe the young person's/children's welfare within their family setting. Parents /careers remain responsible for their children's welfare throughout all the work undertaken by the Hotel.

We know that being a young person makes them vulnerable to abuse by adults. The purpose of this policy is to make sure that the actions of any adult in the context of the work carried out by the Hotel are transparent and safeguard and promote the welfare of all young people.

If any parent or young person/child has any concerns about the conduct of any member of the Hotel, this should be raised in the first instance with Hotel Manager.

Principles upon which the Child Protection Policy is based on:

- The welfare of a child or young person will always be paramount.
- The welfare of families will be promoted.
- The rights, wishes and feelings of children, young people and their families will be respected and listened to.
- Those people in positions of responsibility within the Hotel will work in accordance with the interests of children and young people and follow the policy outlined below.
- Those people in positions of responsibility within the Hotel will ensure that the same opportunities are available to everyone and that all differences between individuals will be treated with respect.

CHILD PROTECTION POLICY

1. Immediate Action of Ensure Safety

Immediate action may be necessary at any stage in the involvement with children and families.

IN ALL CASES WE CALL **1056** "SMILE OF THE CHILD" ORGANISATION AND:

- If emergency medical attention is required this can be secured by calling an ambulance or taking the child to the nearest Hospital or Medical Centre.
- If a child is in immediate danger the police will be contacted as they alone have the power to remove a child immediately if protection is necessary, via Police Protection Order.

2. Recognition Of Abuse or Neglect

Abuse or neglect of a child is caused by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting: by those known to them or more rarely by a stranger.

Physical Abuse

Emotion Abuse

Sexual Abuse

Neglect

Individuals within the Hotel are alert to the potential abuse of children both within their families and also from other sources including abuse by members of the Hotel.

The Hotel knows how to recognize and act upon indicators of abuse or potential abuse involving children. There is an expected responsibility for all members of the Hotel to respond to any actual abuse of a child and accordance with the procedures.

What we will do if the children talk to us about abuse or neglect

In these situations we:

- Listen carefully to the child. Give the child time and attention.
- Referring to the Hotel Manager
- Allow the child to give a spontaneous account: we do not stop a child who is freely recalling significant events
- We make an accurate record of the information we have been given taking care to record the timing, setting and people present, the child's presentation as well as what was said.
- Use the child's own words where possible.
- We explain that we cannot promise not to speak to other about the information we have shared.
- Reassure the child that: you are glad they have told you;
- What you are doing next
- We explain that we will need to get help to keep him/her safe.

3. Consulting and Referral

We will consult externally with our local Social Services Department in the following circumstances:

- When we remain unsure after internal consultation as to whether child protection concerns exist
- When there is disagreement as to whether child protection concerns exist
- When we are unable to consult promptly
- When the concerns relate to any member of the Hotel committee

A referral involves giving Social Services or the Police information about concerns relating to an individual or family in order that the enquiries can be undertaken by the appropriate agency followed by any necessary action. In certain cases the level of concern will lead straight to a referral without external consultation being necessary.

Parents/careers will be informed if a referral is being made. However, inability to inform parents for any reason will not prevent a referral being made. It would then become a joint decision with Social Services about how and when the parents should be approached and by whom.

If our concern is about abuse or risk of abuse from a family member of someone known to the children, we will make a telephone referral to our local Social Service Office.

4. Confidentiality

The Hotel ensures that any records made in relation to a referral will be kept confidentially and in a secure place. Information in relation to child protection concerns should be shared on a 'need to know' basis. However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to a child's need of protection.

This policy is reviewed annually to ensure relevancy and suitability to the company's activities.

Hotel Manager


MANOUSOS PSAROUDAKIS, MBA
HOTEL GENERAL MANAGER



Water saving measures

- Installed flow restrictors on taps in all rooms
- Drip irrigation is used throughout hotel gardens
- Planted plants that are less water demanding
- All guest rooms are provided with towel card which encourages our guests to use their towel more than once
- Housekeeping service is partially on Sundays
- Staff is encouraged to report leakages from taps, pipes etc

Caldera Group Water consumption 2022-2023

-2%

Water Measures m3			
	2022	2023	% Difference 2023 Vs 2022 (Water Measure)
Creta Paradise	33.129	31.692	-4%
Caldera Beach	25.592	23.910	-7%
Caldera Village	15.346	16.211	6%
Caldera Bay	9.746	9.300	-5%
Caldera Group Difference			-2%

The reductions that have occurred in hotels are initially due to the reduced booking flow compared to 2022. It should be noted that new technologies are gradually replacing old ones, which helps to reduce water consumption.

In 2023, there was an increase in water consumption at Caldera Village due to the opening of the splash section, which had been closed until 2022 because of COVID-19 restrictions.

P.S Several actions that could reduce water consumption:

1. Even minor leaks can lead to significant water waste. Please notify us if you spot any.
2. Encourage others to embrace water-saving habits and advocate for policies that encourage water conservation.
3. Short showers: A 4-minute shower uses 150ltr less than a 10- minute shower

Let's work together to achieve our 2025 target of -5%!



Energy saving measures

- LED in all rooms
- Fluorescent Lamps installed in all back of house areas
- Motion detectors in public WCs
- All rooms' keys have a card that turns off lights as guests leave their room
- Use of natural light for the lighting of the lobby and main restaurant
- All rooms are provided with towel card which encourages our guests to use their towel more than once
- Sensors deactivates A/C in rooms if guests opens balcony door
- A/C in rooms is preset and does not go less than 22 degrees

Caldera Group **Energy consumption** 2022 - 2023

0%

Energy Measure Kwh			% Difference 2023 Vs 2022 (Energy Measure)
	2022	2023	
Creta Paradise	1517270	1507370	-1%
Caldera Beach	1186518	1172786	-1%
Caldera Village	693022,52	694818,18	0%
Caldera Bay	419218	422216	1%
Caldera Group Difference			0%

The data indicates that there were no significant fluctuations in 2023 for Caldera Beach and Creta Paradise. This can be attributed to the fact that not all Food and Beverage departments were opened due to staffing shortages.

Similarly, Caldera Bay & Village also experienced no notable changes, as certain public areas of the hotels were replaced with motion sensors.

Tips to save energy

1. **Turn Off Lights:** Always turn off lights when you leave a room.
2. **Use Natural Light:** Open blinds and curtains to use natural daylight instead of artificial lighting during the day.
3. **Open windows.** Opening windows creates a crosswise breeze, allowing you to naturally cool with switching on A/C.

Let's unite in our efforts to conserve energy. Our goal for 2025 is a 5% reduction.

WASTE MANAGEMENT

WATER WASTE MANAGEMENT:

Dispose of waste water through

- a. The hotel is connected to the public sewage system.
- b. The waste water sent out to the public biological plant is randomly checked by the government authorities in order to be within the legal requirements for BOD and COD measurements.
- c. Procedure are put in place to reduce the BOD and COD of the waste water by:
 - Collection old cooking oil and disposing it through the approved supplier who uses it for biodiesel production.
 - By using biodegradable chemicals
 - Vinegar is used rather than chemicals for cutlery polish
 - Dosing system used for concentrated

We recycle:

Glass – Plastic/Paper/Metal - Batteries - Toners and used cooking oils

SOLID WASTE MANAGEMENT:

1. Reduction and reuse of paper consumption in the offices:
 - a. One sided printed paper is used as scrap paper and Furthermore recycled
 - b. E-mail is used extensively for messaging
2. One sue plastic cups are replaced by paper cups and plastic straws by pasta one.
3. The Hotel provides large recycling bins, color coded and placed them each department for waste separation and recycling.
5. We encourage suppliers to reduce packaging (fruit, vegs etc.)-purchasing departments checks the packaging upon evaluation of suppliers.
6. Buy products with recyclable packaging
7. Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar, sauces, etc.).
 - Shampoo and toiletries in public areas are in large dispensers
 - Ceased the use of plastic bags in guestrooms room bins.



Recycles measures

Thank you for helping us to achieve our environmental Goals!
Within 3 years,

Caldera Group of Hotels & Villas

2023				
	<u>Creta Paradise</u>	<u>Caldera Beach</u>	<u>Caldera Village</u>	<u>Caldera Bay</u>
Paper/Plastic/Iron (tn)	76,22	72,165	48,11	24,055
Glass (tn)	24,3	18,225	12,15	6,075
Batteries	1680	1260	840	420
Light Bulbs	720	540	360	180
Cooking Oil (tn)	1506	1970	670	354

Tips to help us our Goal

Reduce, Reuse, Recycle:

- **Reduce** waste by buying only what you need and choosing products with minimal packaging.
 - **Reuse** items instead of throwing them away; find ways to repurpose items.
 - **Recycle** materials such as paper, plastic, glass, and metal whenever possible.
-
- Avoid single-use plastics like straws, bags, and bottles. Opt for reusable alternatives, such as cloth bags, stainless steel bottles, and glass containers.
 - Support bans on plastic bags and other harmful single-use plastics in your community.
 - Join or help with our environmental activities (e.g. beach cleaning, gardening and environmental week)

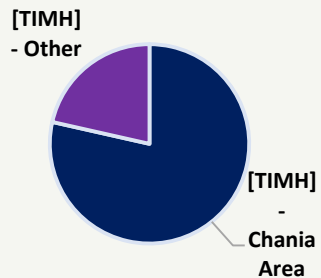


CHEMICALS

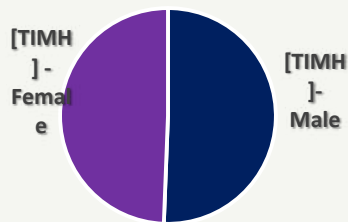
- The hotel uses chemicals in various departments (s/pool, housekeeping, maintenance) and therefore we keep monthly record for better control.
- The detailed statistics of chemical consumption are kept by the Quality Manager with all reduction and or increase and are available for the past 2 years.
- The chemicals used in the H/K department are biodegradable. MSDS are available for all chemicals..
- We have adopted Caldera Group emergency environmental procedure in 2014 where chemicals spillage procedure is also included.



Caldera Group -
Locality



Caldera Group -
Gender



CALDERA & COMMUNITY



- 78,53% of the workforce is locally employed from the local area so Caldera Group is a large local employer.
- All our employees have received 25 h training.
- Employees gender participation : Female 49,39% and Male 50,61%.
- Caldera Group of Hotels uses local suppliers from Crete for approximately 75% of its local food and beverage consumption.

• Caldera Group of Hotels has supplied help to :

- 5 families of immigrants with food suppliers
- Local Community with F & B Supplies
- Donate 100 Linen and 210 Towels to the prison of Aghia Area
- Money donation to the “Viglatores” Culture Company

Caldera Group Of Hotels is collaborating with the non-profit voluntary Organization “ THE SMILE OF THE CHILD “ with the main objective, of dealing with the daily problems children encounter. We collaborate with "ARCHELON," the Sea Turtle Protection Society of Greece, by providing them with stations in our hotels to inform our guests about their actions 2 times per week .Additionally, we have donation boxes available for those who wish to contribute.

By 2025, we aim to work together to clean our beaches!

All we have to do is wake up and change! To leave the world better than we found it, sometimes we have to pick up other people's trash!

2023				
	<u>Creta Paradise</u>	<u>Caldera Beach</u>	<u>Caldera Village</u>	<u>Caldera Bay</u>
Female	56	55	28	22
Male	67	69	20	9
Chania Area	104	91	41	20
Others Area	19	33	7	11

Our Goals for 2025

- Empowering Change: Reducing energy and water consumption by 10%.
- Explore more vegan and vegetarian options to reduce meat purchasing by 5%.
- Support the impactful non-profit organization "ARCHELON"
- Creating campaigns for Environmental Week! Let's make a difference together!
- Providing ongoing assistance to our community.
- Donation of linen and towels to the prison.
- Let's ensure our guests are informed about the recycling points at our hotels.

We invite all stakeholders, including our guests, tenants and the local community to provide us with your feedback on our sustainability work , to work with us to achieve better results and to continue the positive trends in future operations and cooperations.

Approval from General Manager


MANOSIOS PSAROUDAKIS, MBA
HOTEL GENERAL MANAGER