



AQUILA

HOTELS & RESORTS

## SUSTAINABILITY

## 2020 REPORT



# A WARM WELCOME TO AQUILA HOTELS AND RESORTS

We would like to warmly welcome you all to AQUILA HOTELS & RESORTS

The most important aspects of our success and for our future prospects derive from all our esteemed guests, the community where we live and work, our beautiful natural environment, our collaborators and of course from all our valued employees.

With the support and aid from all the above, we strive to protect our heritage and do our utmost to respect and keep our beautiful island attractive and environmental friendly.

Our main goals are:

- Satisfied customers in all issues
- A close and fair relationship with all our employees and the community.
- Protection of our local environment, heritage and landscape
- Preserve our island for the next generations

Aquila Hotels & Resorts Company together with all of our four hotels on Crete has always maintained a strong corporate and serious commitment towards the economic, social & environmental issues.

We kindly invite you all to join and be part of our vision and look forward to the pleasure of welcoming you to Crete and to Aquila Hotels & Resorts.



believe in  
people

believe in  
environment &  
sustainability

believe in the  
future



AQUILA

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AQUILA ATLANTIS  
AQUILA ELOUNDA VILLAGE  
AQUILA PORTO RETHYMNO  
AQUILA RITHYMNA BEACH  
TIME TO SMILE - KOUTOULOUFARI

OUR HOTELS



# AQUILA SUSTAINABILITY POLICIES

<https://aquilahotels.com/sustainability-environment>

I. AQUILA HEALTH AND SAFETY POLICY

II. AQUILA ENVIRONMENTAL POLICY

III. AQUILA EMPLOYMENT POLICY

IV. AQUILA PURCHASING POLICY

V. AQUILA COMMUNITY POLICY

VI. AQUILA CHILD PROTECTION POLICY



# AQUILA AWARDS

- **TRAVELIFE** is an internationally recognized independent sustainability certification scheme which helps hotels members around the world to improve their environmental social and economic impacts cost-effectively.
- **BLUE FLAG** is a voluntary eco-label award which works towards sustainable development of beaches and marinas through strict criteria dealing with Water Quality, Environmental Education and Information, Environmental Management, Safety as well as other Services.
- **GREEN KEY** is an eco-label award which aims to increase the use of environmentally friendly and sustainable methods of operation and technology in the establishments
- **ISO 22000:2005** sets out the requirements for a food safety management system and can be certified. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe.
- **TUI UMWELT** This TUI award exists since 1996 hotels that are especially committed to protecting the environment and be socially responsible. TUI intends to increase the TUI Environmental Champion awareness and commitment of the hoteliers for sustainability





# OUR SUSTAINABILITY PROGRAM

- We have reviewed all our business related policies and embodied sustainability criteria
- We have developed an employee handbook with updated HR procedures focusing on equal opportunities, non discrimination and human capital.
- We have developed sustainability KPIs which we are monitoring on a regular basis.
- We have developed an electronic database for monitoring sustainability indicators
- We have set sustainability targets for all hotels
- We have encourage the role of our Eco Teams
- We are focusing on social actions playing a role in the local communities
- We have embodied sustainability criteria to our supply chain evaluation
- We have more than 70% Greek suppliers
- We don't use palm oil for cooking for frying
- We are using our chemicals with dosage systems
- Our amenities are eco friendly and we don't use chlorinated paper
- All hotels have at least one Sustainability certification like TRAVELIFE GOLD, GREEN KEY, ISO 14001



# AQUILA SUSTAINABILITY QUICK WINS

1. We have managed and reduced our energy and water consumption through equipment upgrade and replacement and implementation of energy saving policies
2. We are recycling paper, glass, aluminum, batteries, cooking oils, electrical waste and many more materials with high recycling rates
3. We have stopped using single used plastics
4. We compost organic waste in our kitchens
5. All our staff has received sustainability training
6. We are working closely with NGOs and the local community



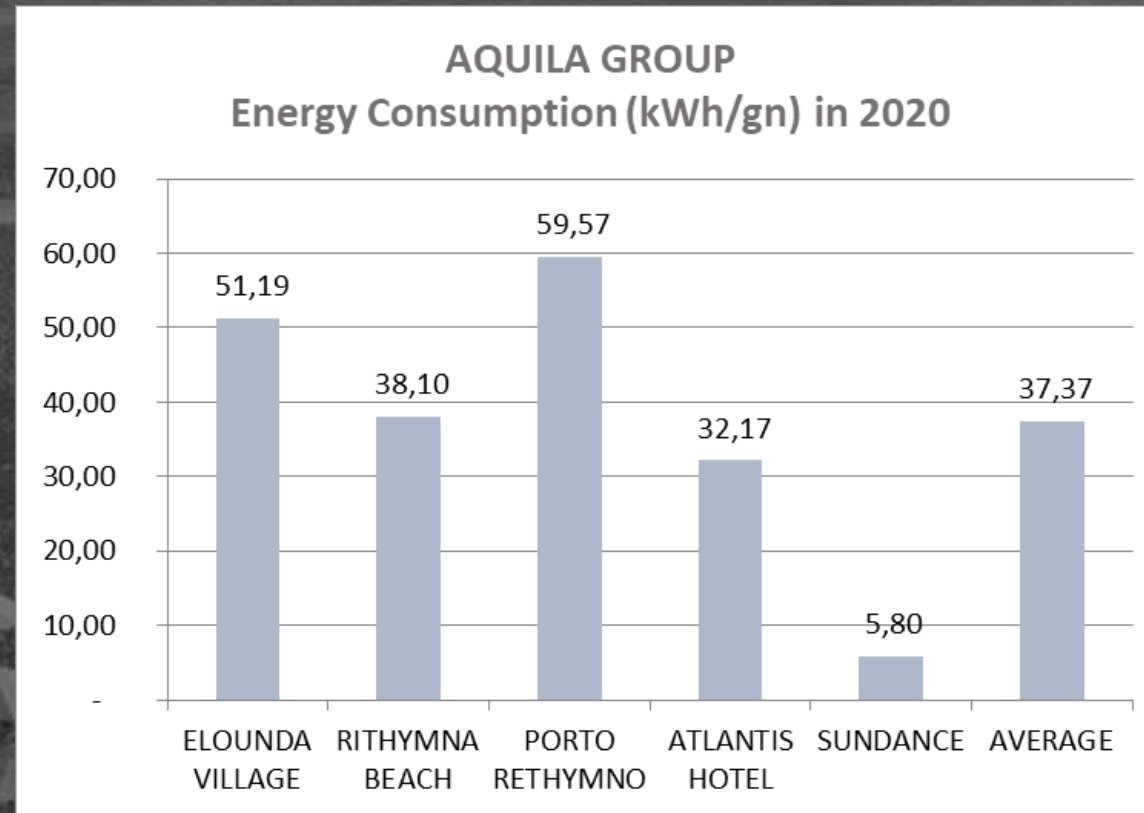
# Energy management in AQUILA

1. We continually changing all lighting bulbs to LED
2. We have replaced in Rithymna beach all diesel heaters with efficient heat pumps
3. We are monitoring our energy consumption on a monthly basis
4. We actively participate in EARTH HOUR





# Energy management results

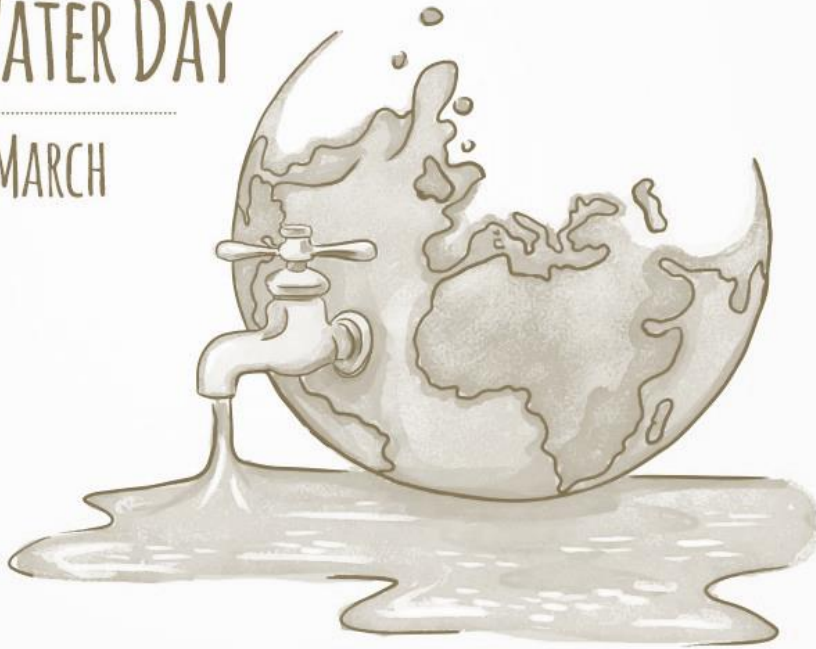




# Water management in AQUILA

WORLD WATER DAY

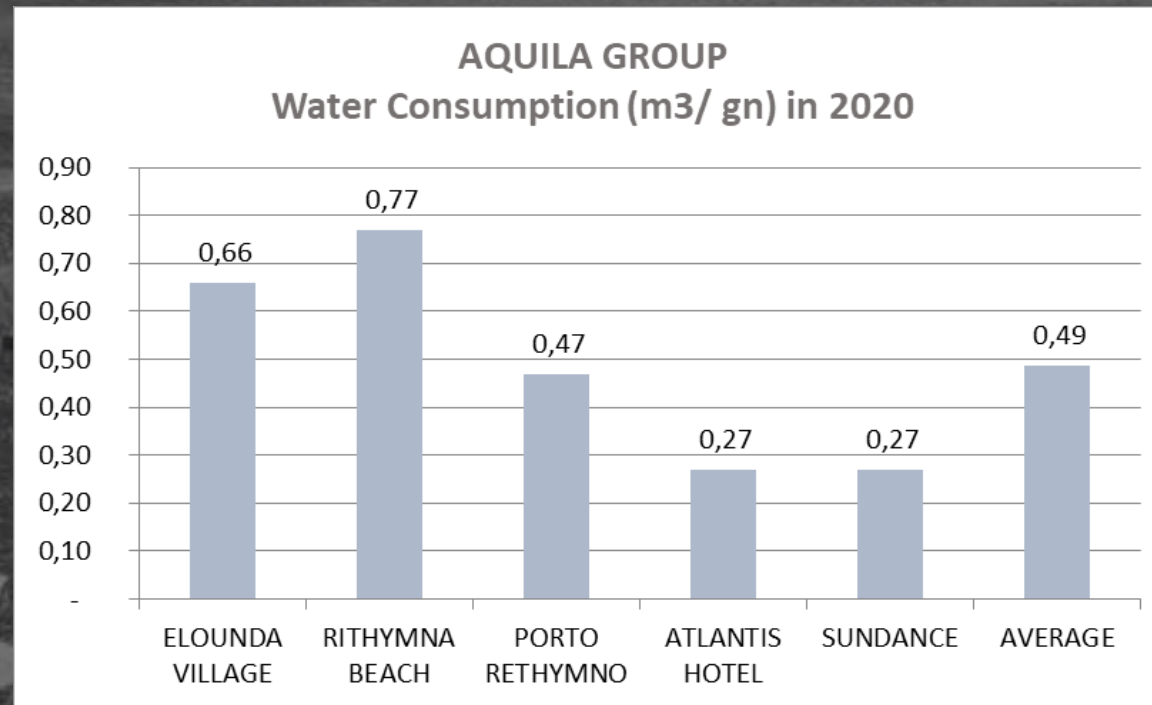
22ND MARCH



1. We have installed water flow restrictors to all rooms
2. We are monthly monitoring our water consumption
3. We have achieved to reduce the levels of water consumption



# Water management results





# Waste management & Green actions in AQUILA



We recycle glass, paper, glass, plastic, batteries, cooking oils, lighting bulbs, e-waste

Sun Dance TIME TO SMILE has achieved less than 1 kg per guest per day and 55% recycling rate

We are trying to engage our guests with recycling actions and programs

We participate in actions such as CLEAN UP THE MED

We cooperate with ARCHELON (The Sea Turtle Protection Society of Greece) for the protection of the caretta caretta sea turtle



OUR NEXT BIG GREEN STEP IS COMING



# AQUILA

HOTELS & RESORTS

**Our employees**

Is our  
strength!





# Working in Aquila

Most of our employees are local

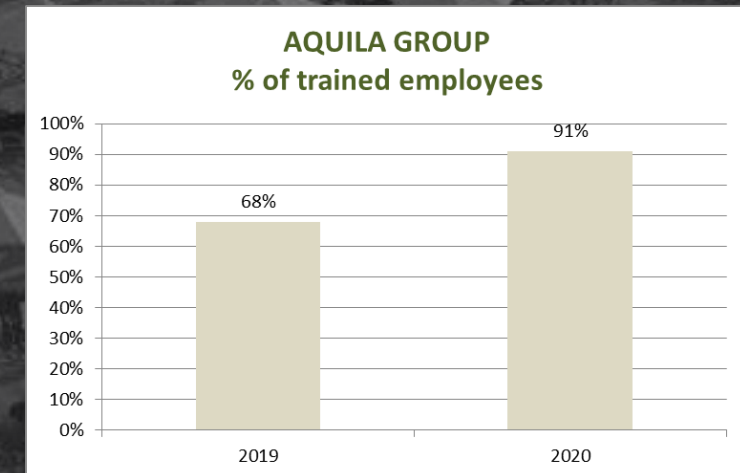
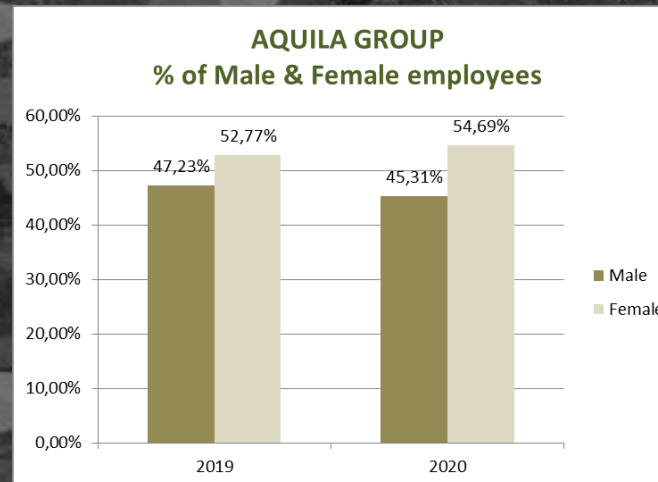
56% of our employees are 40 years old and over

We are offering extensive training

In 2020, 36 seminars were held with 7490 total training hours, in collaboration with renowned organizations and renowned executives of the group, while most of the seminars were held with distance education.

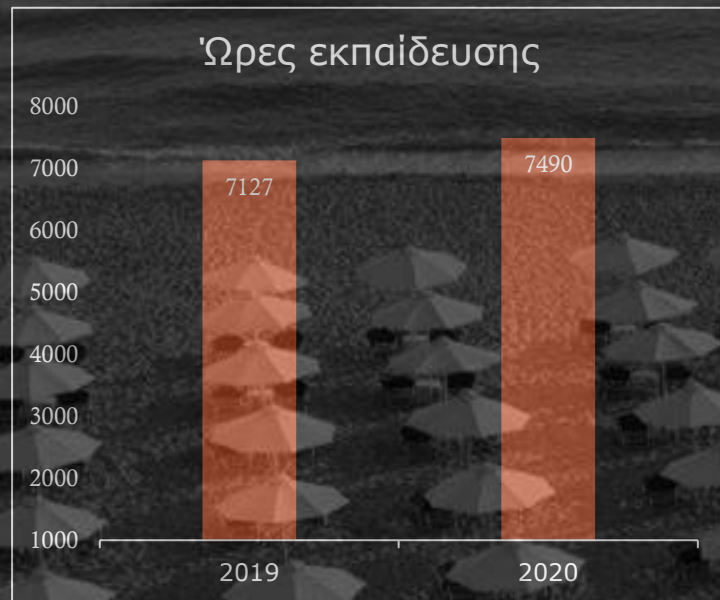
We have open career days open to the local community

We are committed to continuously train our people and various programmes

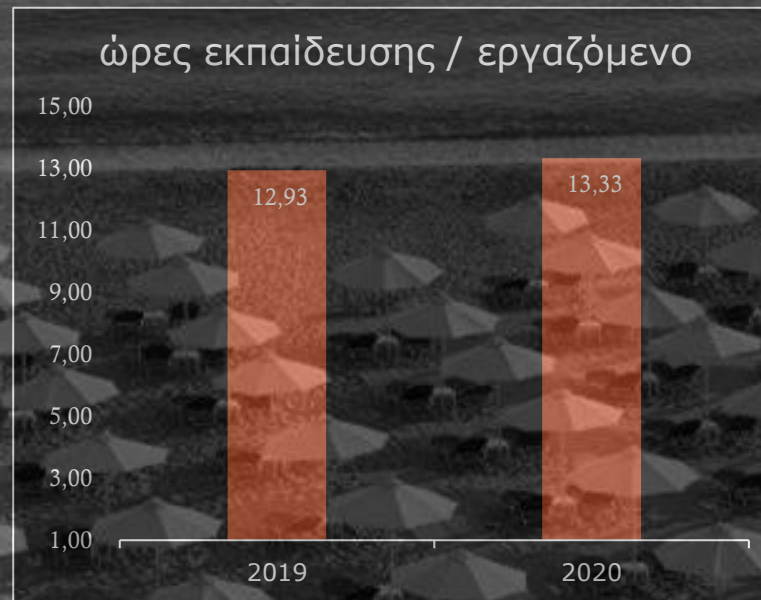




## Total training hours



## Training hours per employee



## Total employees





# Green actions in AQUILA






# Be always informed in Aquila

**AQUILA'S ENVIRONMENTAL POLICY**

We have adopted an integrated policy covering the totality of environmental themes related to our operations, including Energy, Water and Solid Waste Management, Air Quality, the Coastal and Marine Environment, as well as local Landscape and Nature. In addition, our policy covers company purchases, customer information and personnel as well as all external cooperators and community involvement.




**ENERGY MANAGEMENT**

- Water is heated with solar thermal collectors
- Thermal isolation is extensively employed, while shading components increase natural cooling in rooms
- Energy efficient light bulbs are used extensively throughout the hotel. In addition, magnetic key cards are used to switch lights off when guests leave the room
- An energy optimized system is used for the laundry
- The main building is efficiently warmed or cooled by central heating system with VRF systems

**WATER MANAGEMENT**

- Water efficient filters and mixing water taps are used in bathrooms
- Automatic irrigation is employed in the gardens during the cooler hours
- Water is recycled for secondary uses such as irrigation
- Used oil and fats are collected for recycling and converted to biodiesel by an external company

**SOLID WASTE MANAGEMENT**

- A company bus is provided at Elounda Village for the employees' regular transport
- Electric vehicles are used within the hotel
- We avoid air polluting products
- We encourage the use of public transportation to guests and employees.

**COASTAL & MARINE ENVIRONMENT**

- We undertake initiatives for the protection of sea turtles & the biodiversity of our local & native marine species
- The beach is properly organized and regularly cleaned, while bathing water quality is constantly monitored
- Our initiatives on the beach are recognized through the Blue Flag award
- Cleaning of the beach actions in cooperation with various organizations

**LANDSCAPE & NATURE**

- Use of chemicals in gardening is limited and organic farming methods are applied
- Local flora is extensively cultivated in the gardens in order to save water
- Our Eco Team in cooperation with guests performs systematic planting of local trees & herbs and other activities

**GUEST INFORMATION**


- Guests are informed on how to support water management (bathroom card)
- Every week, a botanical walk is organized for the presentation of Cretan flora
- A weekly slide show is presented by Archelon the Sea Turtle Protection Society
- Recycling bins are made available to hotel guests
- We support environmental activities such as "World Environmental Day", "International Blue Flag", "Clean up the Mier"
- Daily activities of our animation team offer cultural & environmental programs to our guests
- Eco learning and activities in our kids club

**PERSONNEL INVOLVEMENT**

- Employees play their part through the Hotel's Eco Team
- Members of our staff undertake environmental seminars and training every year

**PROCUREMENT POLICY**

- We apply environmental criteria when purchasing cleaning materials
- Plastic has been replaced by unbleached paper in several applications
- We choose greater sized packages of purchased materials to reduce waste volume



**AQUILA'S VISION OF SOCIAL RESPONSIBILITY**

Through our operation and policies, we aim to positively contribute to social coherence, economic development, and to the preservation of the environment and cultural heritage wherever we operate and beyond.

It is the commitment of **Aquila Hotels & Resorts** to respect and follow the national legislation concerning environment, labor and human rights, to support finance, health & safety, the protection of children and the discouragement of child labor.

Some of our actions include:

- Donations to various organizations
- Close cooperation with the Greek Organization "The smile of the child"
- Aquila Hotels & Resorts supports the local schools of the area with free maintenance services, excursions and donations.
- In order to support the local economy, we use local suppliers by purchasing fresh fish, meat, cheese, vegetables, fruits, pastries etc. for our food and beverage outlets.



**Aquila Hotels & Resorts** is a company showcasing high levels of environmental consciousness and social awareness never missing the opportunity to prove its strong commitment to protecting our home: our earth and our people.

**Aquila Hotels & Resorts** is a Greek-owned hotel chain strongly committed to minimize and make the best out of the company's impact and interaction with local environmental, social, economic and cultural structures existing in the unique locations that host its hotels and resorts. The company is determined and takes specific actions, in order to positively contribute to the protection and preservation of the environment and cultural heritage, to the social coherence and the economic florescence of its properties' surroundings.

**Aquila Hotels & Resorts** strictly follow the following policies:

- Environmental policies
- Community policies
- Employment policies
- Clear Health & Safety policies
- Purchasing policies
- Quality policy
- Child abuse policy

**OUR AWARDS**







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*Please note that some of the above varies from hotel to hotel.*



**ENVIRONMENT & SUSTAINABILITY**  
at AQUILA HOTELS & RESORTS



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**AQUILA HOTELS & RESORTS**

Believe in PEOPLE

Believe in ENVIRONMENT & SUSTAINABILITY

Believe in the FUTURE



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