

SUSTAINABILITY REPORT 2021



GOUVES WATER PARK

HOLIDAY RESORT



Introduction

Gouves Water Park Holiday Resort is located in a peaceful and idyllic location in Gouves, Heraklion, just steps from the sea – offering everything you might dream of for your summer holidays in Crete: comfortable accommodations, fine cuisine, facilities and activities for the whole family, boundless fun and games in the water and, of course, relaxation and entertainment for every hour of the day.

At Gouves Water Park Holiday Resort our duty and desire is to make you feel welcome from the moment you arrive until your departure.

Gouves Water Park Holiday Resort is a complex of 30 buildings, with 363 rooms in total. Apart from the Water Parks and Pools, you can enjoy the enticing spa & wellness centre and the various bars & restaurants with a choice of Greek and international cuisine.

We are very proud to offer to our younger guests exciting experiences, kid's activities, play areas and of course memorable family holidays. Just minutes away from CretAquarium, Crete Golf, Knossos Palace and the city of Heraklion, Gouves Water Park Holiday Resort will be the “star” of your holidays and will forever have a place in your heart

Our main goal is to provide the best of accommodation experience to our guests and satisfy all their needs by staying close and keep a fair relationship with all of our employees and the local community.

The protection of the local environment, the landscape and also our local tradition keeps the first place on the way to achieve our main goals.

According to The United Nations' definition of sustainability there are three individual dimensions that compare together the form of a sustainable policy. These are:

- **The environmental dimension** – planet: the way in which measures specific to improving the environmental impact of the processes and products of the company are regulated and executed.
- **The social dimension** – people: the way in which social equity and corporate governance are defined and followed within the company.
- **The economic dimension** – profit: the way in which the company organises its position in the marketplace to actively develop its sustainable profile by using its economic stability and profitability for continuous improvement.

Environmental Policy

Gouves Water Park Holiday Resort aims to continuously improve the level of services provided in conjunction with the reduction of environmental impacts arising from the operation of such a way as to contribute to sustainable development and to maximize social and economic promotion.

In this context committed to continuously reduce the negative environmental impacts, to fully comply and exceed current environmental legislation and all relevant generally accepted good practices.

The hotel aims to save natural resources and prevent pollution.

In this effort, the hotel's management is committed to:

- Promote effective ecological practices in the hotel's operation.
- Sensitize all staff and customers to actively contribute to the efforts aimed at sustainable development.
- Co-operate with other agencies at the local, national and international level to disseminate environmental policies.
- Uses effective waste management systems that help to save natural resources.
- Reduce specific energy consumption, water and paper, adopting appropriate internal operational practices and communication.
- Adopt ecological criteria in procurement of goods and services to the extent practicable.
- It avoids the use of harmful substances, products and processes where possible.
- Maintains and cleans the hotel using ecological methods and materials.
- Trains its staff, both in matters of ecological practices and energy saving as an environmental management and control, during their work.
- Encourage staff and client modes that minimize adverse environmental impacts, (use of public transport, bicycle etc.)
- Information and configure special areas for smokers in all outdoor public labor and property.
- Improves constantly the conditions on site, to ensure good health and safety of staff and customers.

Health & Safety Policy

Gouves Water Park Holiday Resort main commitment is to offer our guests and employees a safe & healthy environment to stay in.

Gouves Water Park Holiday Resort follows strictly all national health & safety regulations.

We offer our guests and our employees a safe and healthy environment to stay in and it belongs in our operating standards, to communicate this policy to all employees and all persons working for or on behalf of Gouves Water Park Holiday Resort. In order to secure and go beyond the above our hotel provide the following:

Aims & Objectives

At Gouves Water Park Holiday Resort we work hard to provide a relaxed and safe environment. Safety considerations are a part of our daily work. This policy document is prepared to outline the following health and safety aims and objectives:

Fire Safety:

- We carry out controls of the evacuation routes, fire equipment, fire alarm system as per legal and our system requirements
- All our employees are trained for use of the fire-fighting equipment
- All our employees are trained for fire evacuation drill and this training is repeated regularly
- We have our own emergency team for fire situations that may appear in any place

Emergency Cases:

- We have emergency operation plans for various emergency cases and they are announced on staff boards
- There are well trained first aiders per shift in the hotel who are able to provide assistance in any health emergency until the arrival of the ambulance. We also have doctors on call

Labour Safety:

- We provide, manage and maintain a work environment which is reasonably practicable, safe and where risks to health are controlled.
- We provide adequate and appropriate facilities and arrangements for welfare at work.
- We ensure that our staff are fully trained in their responsibilities and given all appropriate information, training, equipment's and supervision in their tasks.

Food & Hygiene Safety:

- We strictly follow the guidelines of **Hazard Analysis and Critical Control Points (HACCP)** for food & hygiene safety.

Generally:

- We remain alert to keep an eye out for things that seem not be ordinary and we carry out risk assessments in all hotel areas with a frequency relevant to their harm
- We carry out preventive maintenance of our buildings and equipment for continuous safe environment. Where there are no existing policies or guidance, we expect our staff and contractors to meet the highest relevant standards and comply with relevant legislation. Where no standards exist, we will work with our staff to develop systems which comply with best practice and eliminate or minimize the risk so far as reasonably practicable.

Policy for Occupational & Employment

The administration of Gouves Water Park Holiday Resort has a continuous commitment about:

- The protection and respect of the international proclaimed human rights.
- The elimination of any form of forced work and discrimination in relation to recruitment and employment.
- The defence of union organizing and recognition for collective negotiations.
- The conflict to all forms of corruption, extortion and bribery

Employment / Occupation and exploitation of children

All the employees of the hotel are responsible for the care, safety and protection of children. This responsibility extends to the identification and the timely response to concerns about the possible sexual, physical, psychological and emotional abuse or neglect of the children.

We believe in the fundamental right of children to grow up safely, free from exploitation and abuse.

We have the following principles:

- No employment of children
- No tolerance for child exploitation and abuse
- Identification of the best interests of the child
- We share the responsibility for children protection

Therefore, every time realizing or suspecting that a child is in danger or may accept any form of abuse, the management will be informed to follow the necessary procedure to resolve the issue.

The Environmental dimension

Gouves Water Park Holiday Resort follows the best of practices and keep high levels of environmental consciousness which always focus on the environmental and landscape protection. Gouves Water Park Holiday Resort is a local Cretan Company which never missed the opportunity to minimize the environmental impacts. The company takes a specific action in order to contribute the protection of the environment and the areas that hosts its hotels and resorts.

Management and staff

- Environmental policy in place
- Annual training about efficient usage of energy
- We choose suppliers who keep environmental friendly procedures

Energy and water consumptions

At Gouves Water Park Holiday Resort we always record the energy and water consumptions in order to keep the total Kwh consumptions and water lit consumptions to the lowest possible level by keeping the high level of our available services.

During the 2021 summer season the total energy consumption in Gouves Water Park Holiday Resort was decreased by 1.73 kWh per guest night than 2020 summer season. Our target for 2022 summer season is to keep the energy consumptions at the same level. However, in case of replace of the equipment we will choose energy efficient appliances following our main policy about equipment replacing.

The water consumptions in 2021 was decreased by 0,42 lt per guest night instead of 0,63 lt during the 2020 summer season. This difference is the effort of the measures taken. Our target for 2022 summer season is to keep the same level of the water consumptions by following our main policy regarding the garden's watering, educate our staff members and inform our guests about the efficient usage of the water.

Energy and water savings measures

- Water efficient filters and mixing taps in most bathrooms
- Automatic irrigation systems in all our garden areas
- Water is heated by solar thermal collectors and by biomass burner
- Energy efficient light bulbs in all public areas and most guest rooms (led bulbs)
- The watering of our gardens take place late in the evening to prevent water waste
- Every new equipment purchases checked to be energy efficient
- Key cards or magnets to switch off lights when guests leave the room
- Investment in renewable energy systems
- Regular maintenance & training on the equipment at the beginning of each season towards efficient energy use
- Information towards guest in order to save water/energy

Solar Energy

Gouves Water Park Holiday Resort use solar energy for hot water. The roof of all hotel buildings are covered with solar panels. To cover the amount hot water demand during the day, we use biogas in addition. Biogas is a combustible gas, which is produced by fermentation of biomass of all kinds.

Waste production and recycling

The waste production and management is one of the most important environment protection procedures followed during the operation of Gouves Water Park Holiday Resort.

With this in our mind, we educate all of our staff members annually about the procedure which has to follow regarding the waste produced, the separation of each waste and the recycling. Furthermore, recycling bins located at all of the common areas of our hotel and the guests encouraged to recycle their waste.

During the 2021 summer season, the total production of glass, metal, paper, plastic and cooked oil was reduced by 5.5% at 925 Kg. This reduction was achieved by the frequently training of our staff members and the efficient guests' information about the opportunities of recycling. Our target for 2022 summer season is to reduce the waste production by 5%, following the same procedures.

Waste management and recycling

- Used oil & fats are collected
- Recycle bins for recycling batteries, plastic, glass, paper, light bulbs, toner cartridges
- We undertake efforts to limit the use of disposable products
- The reuse of paper for internal use
- Orders in bulk where is possible
- We choose returnable glass – bottles filled by filter water wherever available
- Recycle bins are available to all of our public areas for our guests
- “Skip the Straw” policy at all the bars and restaurants

Chemical consumptions

The environment is totally affected by the usage of chemicals. At Gouves Water Park Holiday Resort the usage of chemicals is limited and only from special trained staff members.

During the 2021 summer season the total consumptions of chemical products was up to 5.495 kg., 0.07 kg. per guest night. Our target for 2022 summer season is to keep this consumption at the same level by educates all of our staff members regarding the efficient usage of chemical.

Moreover, we will stay updated about all new chemical products with minimum environmental affects in cooperation with our suppliers.

Chemical management

- We apply environmental criteria when purchasing cleaning agents
- Use of chemicals is limited and where is necessary
- Use of local plants in the garden that need less water and are more resistant to the local climate
- Use organic fertilizers to all of our gardens
- Minimize the chemical usage at the housekeeping
- The daily control of the swimming pools in order to use the minimum amount of chemicals and other substances

Environmental Actions

Gouves Water Park Holiday Resort is working together with many international environmental organizations and involves the hotel guests and the employees to be part of these efforts. Yearly we organize the following environmental events:



Legambiente

Is the most widespread environmental organization in Italy, with 20 regional branches and over 115.000 members and one of the leading members of the IUCN (International Union for Conservation of Nature). The campaign “Clean Up the Med” take practical steps to protect our sea and to preserve ecosystems; in fact, thousands of volunteers, from many different countries, speaking different languages and from many different cultures and religions will act to protect their environment by removing tons of waste from Mediterranean beaches and coastline. This event take place every year and includes not only our employees to participate but also our guests are invited to come along.



Clean Up the World

Clean Up the World engages an estimated 35 million volunteers in 130 countries each year, making it one of the largest community based environmental campaigns in the world.

We inspire and empower community groups, schools, businesses, and local governments to join as Members and carry out community-based activities that address local environmental issues.

By facilitating local action, Clean Up the World brings about global environmental change.



UNEP – World Environment Day

The United Nations Environment Programme (UNEP) is the leading global environmental authority that sets the global environmental agenda, promotes the coherent implementation of the environmental dimension of sustainable development within the United Nations system and serves as an authoritative advocate for the global environment.

World Environment Day is the United Nations’ most important day (5th of June) for encouraging worldwide awareness and action for the protection of our environment.

The Social dimension

The protection of the local market community is one of the first priorities of the administration and management of Gouves Water Park Holiday Resort.

Local Community and Tradition

In order to support the local economy we purchase foods from local supplies. For our guests all local and traditional dishes are labelled specifically to create awareness for the local products.

We donate to various national and international organizations.

We support local institutions by organizing e.g. food donations, donate old discarded furniture, equipment and various materials to be reused by the needed , collect no longer needed medicine.

We invite local schools and kindergartens to take part at our environmental actions.

Once a week, the local entertainment program of our hotel includes traditional Greek dancing night. All of our guests are informed daily for traditional events which take place around the area. Furthermore, the guests are encouraged to visit the archaeological interest areas of the town. In this way we promote our culture and our traditional customs.

We offer Greek Cooking lessons, Cretan Tea tasting, as well as Olive oil tasting to our guests, in order to acknowledge and demonstrate the richness and gastronomic diversity of the Traditional Greek cuisine.

We offer various Environmental learning and activities in our kids club

We promote local wine and local food and beverage promotion in our restaurants and bars

We organize yearly a Traditional Cretan Folklore Exhibition. This Exhibition is created in order to inform our visitors to Cretan folk cultural heritage through its outstanding collection of folk tradition and ethnology, nature, environment, as well as Cretan folk art and pre-industrial technology

Our Commitment to our guests

Sustainability information to our guests is provided in our website, in the rooms and in the public areas by brochures, flyer, posters and announcements.

Guests are actively invited to join campaigns and environmental activities throughout the season

Special programs invite the guests to learn about the tradition, culture and nature of their holiday destination. Greek dance evening, cooking lessons, CretAquarium tour, etc.

Environmental activities and learning in our kids club.

Promotion of local events, olive oil festival, wine festival, world tourism day, sport events, local celebrations, etc.

Promotion of local sightseeing places of interest and support of local transportations.

Promoting local food and beverages in our Restaurants and Bars

The Economic dimension

Gouves Water Park Holiday Resort focuses to the local and regional economy by following specific actions during its operation.

- Local suppliers for our food and beverage outlets. The 95% of our suppliers are locals and we keep the same cooperation's each year
- Research and Investment in local area
- Gouves Water Park Holiday Resort keep a close cooperation with the local community, town hall and local organizations. The General Manager of Gouves Water Park Holiday Resort is also president at the Greek Hotel Managers Federation (<http://www.podix.gr>). An association which one of the main targets is to expand and extend the incoming tourism, assisting on the development of the local economy.
- The Federation is member of SETE. SETE aims at constantly boosting competitiveness and demonstrating the key role of tourism in the Greek economy. SETE represents national sectoral associations of tourism businesses as well as individual businesses involved in the tourism economy in general covering the entire range of tourism activities. SETE envisions a balanced growth of the tourism sector, aimed at improving performance and increasing the number of arrivals and overnight stays, while improving the distribution of tourism supply throughout the country, and improving the distribution of demand over time. The above objectives are pursued within the framework of environmental protection, and with the utmost respect for and promotion of Greek culture.

Our Awards



Green Key

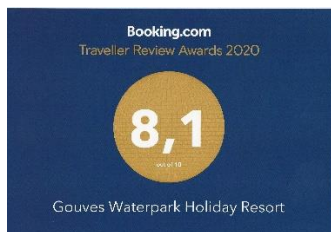
Green Key is an eco-label award which aims to increase the use of environmentally friendly and sustainable methods of operation and technology in the establishments. Since 2022 Gouves Water Park Holiday Resort is awarded with the Green Key.



Zoover

Gouves Water Park Holiday Resort has the pleasure to be awarded with the "ZOOVER AWARD" for providing excellent services in accommodation, according to Zoover customer feedback.

Gouves Water Park Holiday Resort is rated as one of the ten most favourite hotels among all other participants for 2020.



Booking.com 2020

Gouves Water Park Holiday Resort is awarded by Booking.com, a travel website, with 8.1/10 award, granted based on the preference of the website's hotel visitors.



HolidayCheck 2020

Gouves Water Park Holiday Resort is awarded by HolidayCheck, a travel website, with 5.1 / 6 award, granted based on the preference of the website's visitors.



Tripadvisor Certificate of Excellence 2019

The Award of Excellence is given out by TripAdvisor.com to guests' "favourite" properties annually, in honour of their achievements over the past year as measured by their overall guest review score. As TripAdvisor.com affirms, all guest reviews are written by real guests after they have stayed and checked out of the establishment. There are a number of safeguards in place to guarantee that each review is current and authentic.