

# E•GEO EASY LIVING RESORT SUSTAINABILITY REPORT



SAVE NATURE!

## EGEO EASY LIVING RESORT – AT A GLANCE

Through the years terms like:

- ✓ Customer focus
- ✓ Personalised Service
- ✓ Attention to detail
- ✓ Value for money
- ✓ Sustainability

Have become synonymous with EGEO Hotel.

With a wealth of experience and an enviable reputation for quality of service, EGEO Easy Living Resort, guarantee customer satisfaction at lowest environmental and social impact.

Our customer-focused approach is founded on attracting, retaining and deepening the relationships with our customers.

Customer trust is our most valuable business asset and the foundation for our future growth.

Value is maximised further with working closely with our partners, communities and key account clients.

Due to the challenging economic, social and environmental periods, our main goal is to balance well the needs of these three main challenges and yet achieve highest customer satisfaction with minimum on the society and environment.

***Responsible business is one of the hotel's most important values.***



## REPORTING PERIOD: 2021-2023

E•GEO Easy Living Resort Sustainability team is committed to provide highest customer satisfaction at the lowest environmental and social impact by implementing Travelife requirements.

Therefore, has adopted all **corporate policies:**

**Quality,  
Sustainability,  
Food Safety,  
Child Protection,  
Employee and Local Community,  
Safety,  
Disciplinary Procedure.**

E•GEO Easy Living Resort has evaluated its environmental and social impacts and below actions and measures are the ones carried out in order to minimize the impact from our activities.

## SUSTAINABILITY PROGRAMME (TARGETS):

The hotel has developed its environmental & suitability programme where responsibilities and completion time frames have been set.

All hotel employees and management are engaged in the implementation of the environmental/sustainability programme.

Relevant action plan is set towards its completion which is furthermore evaluated and corrective actions set for an improvement.

Overall responsibility for the implementation and achievement of the targets in the sustainability programme lies on the Hotel Manager and Sustainability team.

## KEY ENVIRONMENTAL & SOCIAL ISSUES

### WATER

Water is sourced in the following way:

- From water drilling.

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THE HOTEL WATER TARGET IS 490 LIT PPPD.

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#### ACTUAL CONSUMPTIONS:

- 2019: 550 LIT PPPD – Target not met
- 2020: Hotel did not open for season
- 2021: 870 LIT PPPD until end of September – Target not met
- 2022: 590 LIT PPPD – Target not met
- 2023: 310 LIT PPPD until end of September – Waiting for end of season consumptions to find out if target is met.

The deviation of 2022 target is mainly due to the reduced number of bed nights in April. Also, the preparation and maintenance of all swimming pools from March 2022 as well as the irrigation of gardens for the same period has contributed in that deviation.

For 2023, the consumption ratio is at a good level, and if the consumption in October and November stays at the same levels as in 2022 in the respective months, then the target consumption will be met. The consumption will be at 390 L pppd.

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#### WATER SAVING MEASURES:

- Installed flow restrictors on taps in all guest rooms.
- Rooms have info cards for voluntary towel exchange system.
- Additional info in all rooms on water saving measures.
- Staff is encouraged to report leakages from taps, pipes etc. and maintenance is rectifying such cases immediately.
- All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

### WATER QUALITY:

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#### ACTIONS TAKEN FOR ENSURING HIGH WATER QUALITY:

- An extensive program of the microbiological and chemical pool water analysis is applied on a monthly basis.
- pH and other parameters like free chlorine levels are checked daily in all swimming pools.
- Microbiological analysis of potable water is performed on a monthly basis.

- Legionella analysis is done at least twice a year where various hotel spots are checked.

## IRRIGATION:

### SOURCES AND WAYS:

- The gardens are irrigated with water from drilling.
- The consumption from the drilling is being monitored in order not to exceed the 40.000m<sup>3</sup> / year, which is the legal limit of consumption.
- Irrigation is being carried out early in the morning or late in the afternoon.
  - Watering of plants is done in morning hours with a program and drop irrigation.
  - Selection of plants with low irrigation needs is applied.
  - Reduce the usage of the water for irrigation from the drilling and find a way ( tanks for dechlorination) in order to use the backwash water from the pools for irrigation.

## ELECTRICITY, FUEL & LPG

### ENERGY CONSUMPTION:

- ✓ Electricity and LPG are monitored daily by maintenance department in order to ensure the sensible daily consumption.

### ELECTRICITY: THE HOTEL ELECTRICITY TARGET IS 26.5 KWH PPPD.

#### ACTUAL CONSUMPTIONS:

- 2019: 10.78 kWh PPPD – Target met
- 2020: Hotel did not open for season
- 2021: 16.59 kWh PPPD
- 2022: 12,43 kWh PPPD – Target met
- 2023: 8,15 kWh PPPD until end of September – expected to be met

The lower consumption of electricity can be credited that there was a negation of the Covid-19 preventive measures e.g. Sensor that deactivates the A/C in guest rooms when opening balcony doors, is now functional.

### LPG: THE HOTEL LPG TARGET IS 3.25 KWH PPPD.

#### ACTUAL CONSUMPTIONS:

- 2019: 2.59 kWh PPPD – Target met
- 2020: Hotel did not open for season
- 2021: 2.27 kWh PPPD
- 2022: 2.51 kWh PPPD – Target met

- 2023: 2.69 kWh PPPD until end of September– expected to be met

**DIESEL:** Diesel is only used for generators. The target is not set for Diesel as it is used only in case of power cuts.

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**ACTUAL DIESEL CONSUMPTIONS:**

- 2022: 0.63 kWh PPPD
- 2023: 0.68 kWh PPPD until end of September

**ENERGY SOURCES:**

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**SOURCES:**

- Electricity obtained from the DEH is used mostly for A/C, refrigerators, pumps, lights and other departments as kitchen, maintenance and public areas.
- LPG obtained from Kos Gas is used for kitchen equipment.
- Diesel obtained from EKO is used only for generators.
- Hotel is also using solar energy.

**ENERGY SAVING MEASURES:**

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**SAVING MEASURES:**

Energy efficient lighting

- In rooms, all old bulbs, are replaced with LED ones.
- LED installed in all back of house areas.
- All rooms are equipped with key card switches that turn off lights and A/C as guests leave room.
- Use of natural light for the lighting of the lobby , breakfast restaurant and public areas if possible.
- The information cards for Water and Energy Saving are placed in all guest rooms.
- All guest rooms are also provided with towel card which informs and encourages our clients to use their towel more than once.

AC efficiencies and freon

- A/C in rooms is preset and does not go less than 23°C.
- CFCs or HCFCs are not used for A/C.
- There is a list with all equipment and the types of coolants in operation.

### Other energy efficiencies

- All new electronic and electrical equipment purchases are based in low energy consumption.
- Room TVs goes to sleep mode after 1 hour of operation if there is no touch on remote control.

## WASTE

### WATER WASTE MANAGEMENT:

#### DISPOSAL OF WASTE WATER:

- The hotel is connected to the public sewage system.

#### There are procedures in place to reduce BOD and COD of waste water:

- Collection of used cooking oil in barrels and taken by an authorized supplier who uses it for biodiesel production.
- Collection of fat and grease in the specialized traps and disposed by an authorized subcontractor as solid waste

### SOLID WASTE MANAGEMENT:

#### REDUCTION & RECYCLING OF WASTE:

- In the offices one sided printed paper is used as scrap paper and furthermore recycled. E-mail is used extensively for messaging.
- Other non-domestic waste that is separated for recycling is:
  - ✓ **Plastic**
  - ✓ **Metal**
  - ✓ **Paper**
  - ✓ **Batteries**
  - ✓ **Bulbs**
- Hotel has placed in each department large recycling bins, color coded for waste separation and recycling.
- Suppliers are encouraged to reduce packaging (fruit, vegetable, etc), purchasing department checks the packaging upon evaluation of suppliers.
- A large number of products bought has recyclable packaging.
- Buying in bulk (chemicals, oil, water, spices, sauces, etc.)

## CERTIFICATIONS & AWARDS

- Travelife Gold
- ISO 14001:2015
- ISO 22000:2018

## ENGAGEMENT

Hotel supports organisations such as:

- Animal Rescue Kos

## EMPLOYEES

1. 32 training hours per employee
2. 30.0% of local employees (target set at 50%)
3. 40.0% of female vs 60.0% male
4. 96.0% full time staff

## PROCUREMENT

1. 100% Greek suppliers
2. 80.00% of local suppliers from Kos area.
3. 100% of Suppliers with Quality & Environmental certifications (ISO22000, ISO9001, ISO14001 etc).

## COMMUNITY ACTIVITIES

- The hotel participated in cleaning the municipal beach during 2021-2023 season.

### **Additional note on hotel's objectives and measurable targets:**

For environmental and social targets look at the detailed environmental program which shows measurable indicators for all set targets as well as evaluation of those.

Contact us on [manager@egeohotels.com](mailto:manager@egeohotels.com) if translation to any other language required.

## COMPANY POLICIES:

**The E•GEO Easy Living Resort sustainability team**

