

The background of the slide is an aerial photograph of a beach. The beach is covered with numerous white beach umbrellas arranged in a grid-like pattern. The ocean is visible in the upper right, and a dark, hilly landmass is in the lower left. A dark, semi-transparent rectangular overlay with three vertical white stripes is positioned in the center of the slide.

AQUILA
HOTELS & RESORTS

SUSTAINABILITY

2017 REPORT

A WARM WELCOME TO AQUILA HOTELS & 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

OUR HOTELS

AQUILA
ATLANTIS HOTEL

AQUILA
PORTO RETHYMNO


SUNDANCE
APARTMENTS • SUITES

AQUILA
RITHYMNA BEACH

AQUILA
ELOUNDA VILLAGE



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

1. We have reviewed all our business related policies and embodied sustainability criteria
2. We have developed an employee handbook with updated HR procedures focusing on equal opportunities, non discrimination and human capital.
3. We have developed sustainability KPIs which we are monitoring on a regular basis.
4. We have developed an electronic database for monitoring sustainability indicators
5. We have set sustainability targets for all hotels
6. We have encourage the role of our Green Teams
7. We are focusing on social actions playing a role in the local communities

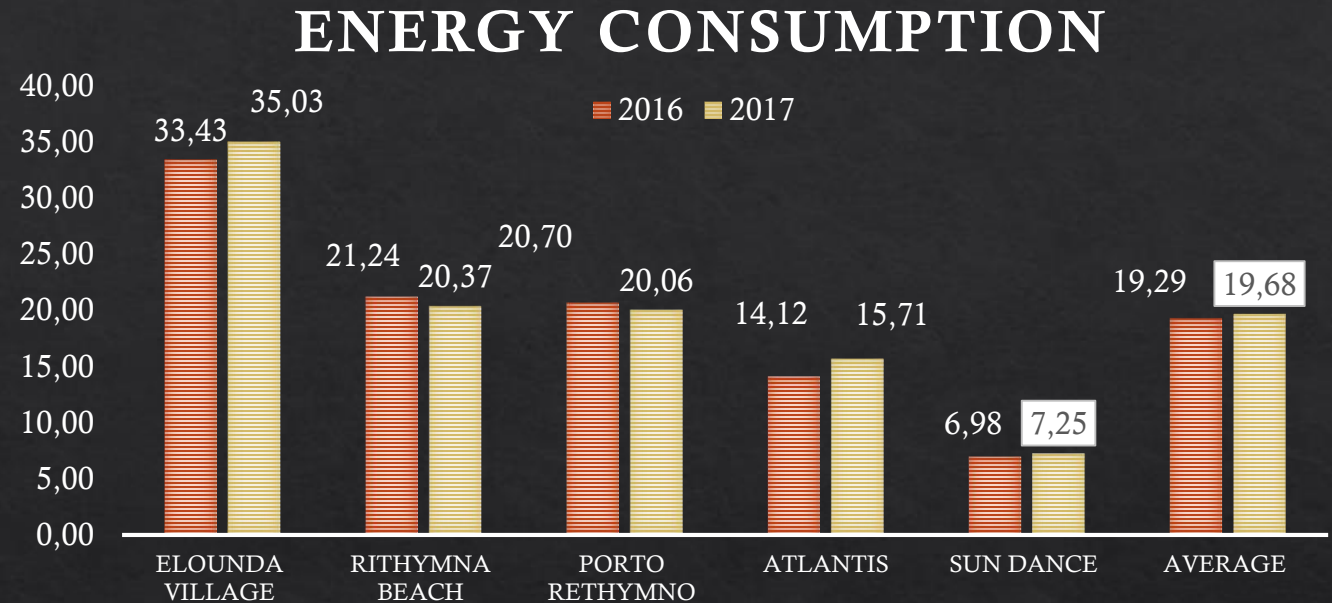
OUR SUSTAINABILITY PROGRAM

1. We have embodied sustainability criteria to our supply chain evaluation
2. We have more than 50% local suppliers
3. We don't use palm oil for cooking for frying
4. We are using our chemicals with dosage systems
5. Our amenities are eco friendly and we don't use chlorinated paper
6. All hotels have at least one Sustainability certification like TRAVELIFE GOLD, GREEN KEY, ISO 14001

AQUILA SUSTAINABILITY QUICK WINS

1. In the last three years we have significantly managed and reduced our energy and water consumption
2. We have managed to reduce our chemical usage by 9,4% in our kitchens and Housekeeping since 2016
3. We are recycling paper, glass, aluminum, batteries, cooking oils, electrical waste and many more materials with high recycling rates >40%
4. We are moving fast to stop using single used plastics
5. We compost organic waste in our kitchens
6. All our staff has received sustainability training
7. We are working closely with NGOs and the local community

Energy management in AQUILA



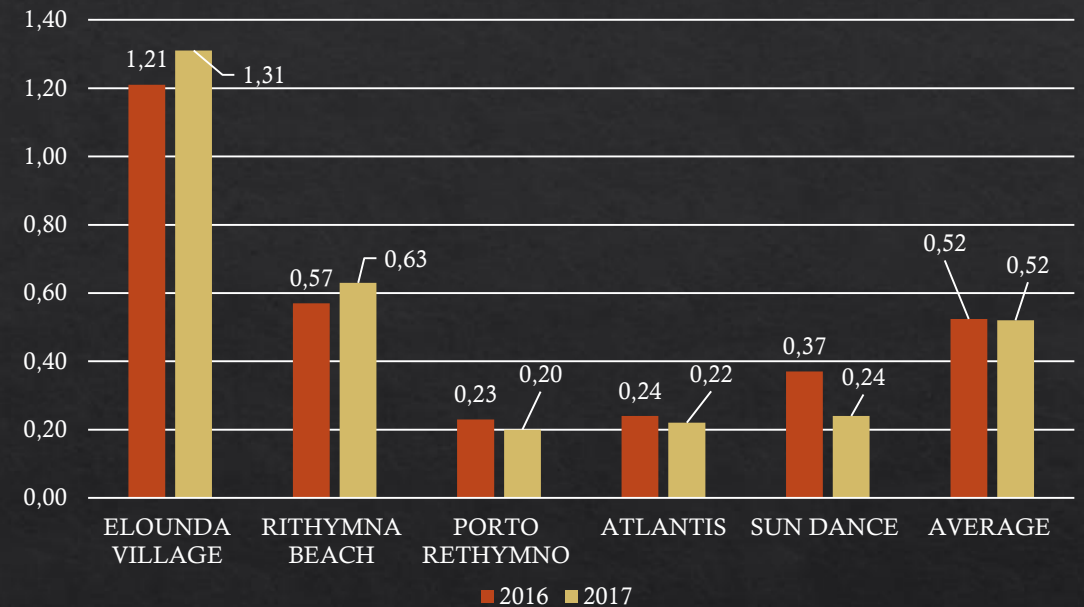
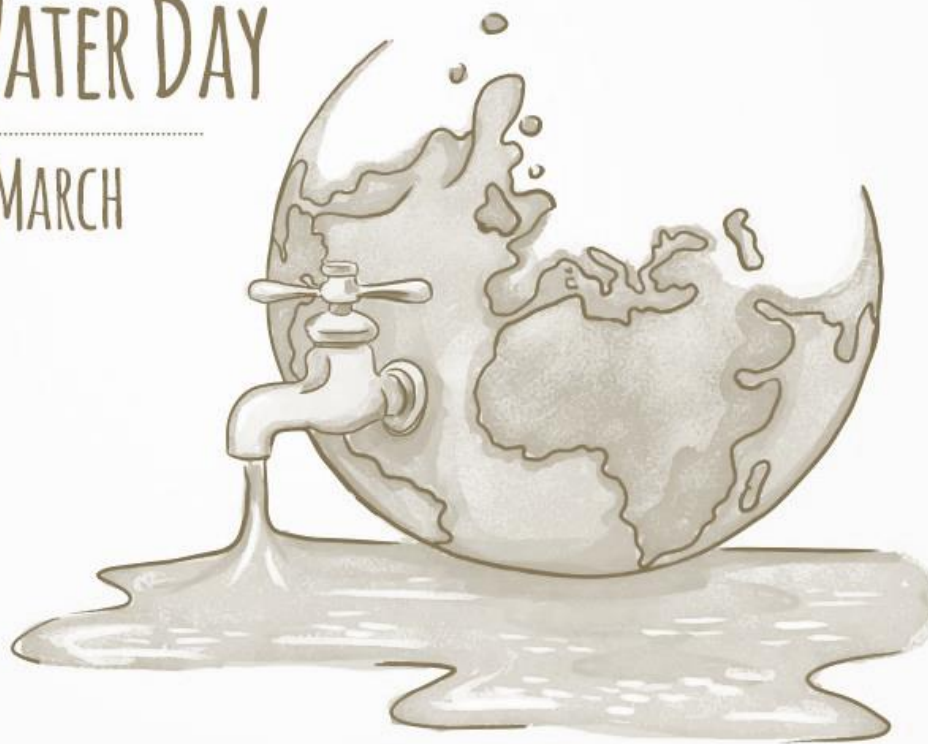
1. Energy consumption within the group is lower than 20 Kwh/guest night
 2. We continually changing all lighting bulbs to LED
 3. We are monitoring our energy consumption on a monthly basis
 4. We actively participate in EARTH HOUR

Water management in AQUILA

WATER CONSUMPTION

WORLD WATER DAY

22ND MARCH



1. We have installed water flow restrictors to all rooms
2. We are monthly monitoring our water consumption
3. In 2017 we have achieved to remain at the same levels of water consumption of 2016 although weather was significant warm

Waste management in AQUILA



1. We recycle more than 40% of our waste – we recycle glass, paper, glass, plastic, batteries, cooking oils, lighting bulbs, e-waste
2. Aquila Atlantis is part of the FOOD for FEED project
3. Sun Dance TIME TO SMILE has achieved less than 1 kg per guest per day and 55% recycling rate
4. We are trying to engage our guests with recycling actions and programs
5. We participate in actions such as MAKE HOLIDAYS GREENER, CLEAN UP THE MED

OUR NEXT BIG GREEN STEP IS COMING

In 2018 we will ban plastic straws from our operations and replace them with biodegradable

Working in Aquila

Yearly increase of our employment 12% since 2014

Most of our employees are local

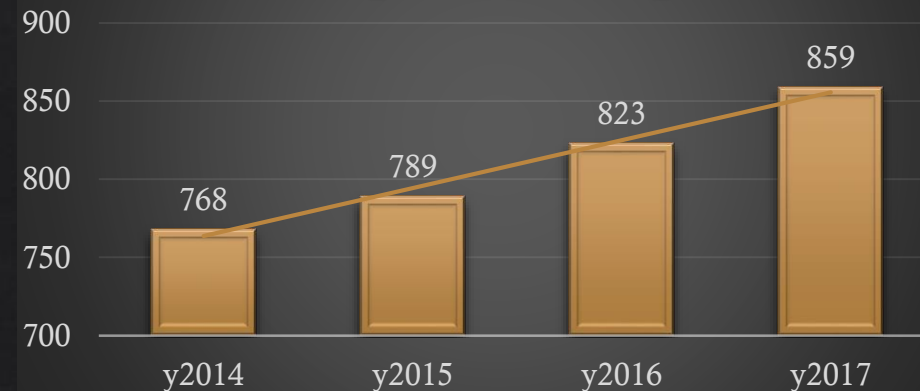
We are offering extensive training

We have open career days open to the local community

We are committed to continuously train our people and various programs



Number of employees in Aquila Group



Green actions in AQUILA



The BIG Holiday Beach Clean
We're helping to keep our beaches beautiful. GET INVOLVED!

When: Beach Cleaning & Flowers Planting
Thursday the 20th of July
At 09.30 am

Where: AQUILA PORTO RETHYMNO BEACH

To find out more: YOU ARE MORE THAN WELCOME TO JOIN US!!!

50-80% of beach litter is plastic

Plastic NEVER biodegrades

Make Holidays Greener North is sponsored by **make holidays greener**



Be always informed in Aquila

AQUILA HOTELS & RESORTS

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.






AQUILA'S ENVIRONMENTAL PRACTICES

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 monitor system is used for the laundry
- The main building is efficiently warmed or cooled by central heating system with VAV systems

WATER MANAGEMENT

- Water efficient fixtures and mixing water taps are used in bathrooms
- Automatic "on tap" technology is used during the showering cycle
- Water is recycled for secondary uses such as irrigation
- Used towels are collected for recycling and converted to bioenergy by an external company

SOLID WASTE MANAGEMENT

- We undertake efforts to limit the use of disposable products
- We are following an extensive recycling of plastics, paper, aluminum, batteries and paper cartons
- We choose recycling glass containers whenever available

AIR QUALITY

- A company DNA is provided at Eouda Village for the employees' benefit to monitor "Eco" and be part within the hotel
- We avoid air polluting products
- We encourage the use of public transportation to guests and employees

AQUILA'S ENVIRONMENTAL PRACTICES

COASTAL & MARINE ENVIRONMENT

- We undertake initiatives for the protection of sea turtles & the biodiversity of our local & 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
- "Eco" flora is extensively cultivated in the gardens in order to limit water
- Our Eco Team in cooperation with guests performs systematic planting of local trees & herbs and other activities

QUEST INFORMATION

- Guests are informed on how to support water management (bathroom card)
- Every travel & historical work is organized for the guests' comfort (Eco Pass, Eco Key)
- A weekly slide show is presented by Aquila's Sea Turtle Protection Society
- Relating to our made available to hotel guests
- We support environmental activities such as "World Environmental Day", "International Blue Flag", "Clean up the Med"
- Only members of the animation team offer cultural & environmental programs to our guests
- ETD 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
- Plastics are being regularly recycled and stored in several approved containers
- We avoid air polluting products
- We choose greener 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 Green Organization "The limits of the earth"
- Aquila Hotels & Resorts supports the local schools of the area with free maintenance services, excursions and donations
- Planned to be regularly updated and stored in several approved containers
- We are glad to support the local economy, we use local suppliers by purchasing fresh fish, fruits, cheese, vegetables, fruits, pastries etc. for our food and beverage outlets.

www.aquilahotels.com


RITHYVILLA BEACH PORTO RETHYMNO ELIQUADA VILLAGE ATLANTIS HOTEL




OUR AWARDS




GOLD TRAVEL LIFE
An internationally recognized independent sustainability certification scheme which helps hotels improve their overall performance their environmental social and economic impacts effectively.




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TUV UMWELT
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Photo credit: Peter von der Aue/sergei Boun for the hotel



www.aquilahotels.com

RITHYVILLA BEACH PORTO RETHYMNO ELIQUADA VILLAGE ATLANTIS HOTEL



Aquila Hotels & Resorts is a company showcasing high levels of environmental consciousness and social awareness never missing the opportunity to improve its image. Committed to protecting our home, our earth and our people.

Aquila Hotels & Resorts is a Greek-owned hotel chain strongly committed to "mission" and sets the best out of the company's impact and interaction with local environmental, social, economic and cultural structure existing in the various locations that exist in 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
- Core Health & Safety policies
- Purchasing policies
- Quality policy
- Child abuse policy

OUR AWARDS



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ENVIRONMENT & SUSTAINABILITY
at AQUILA HOTELS & RESORTS