



Sustainability Report

2018



AQUILA

HOTELS & RESORTS

AQUILA
RITHYMNA BEACH

AQUILA
PORTO RETHYMNO

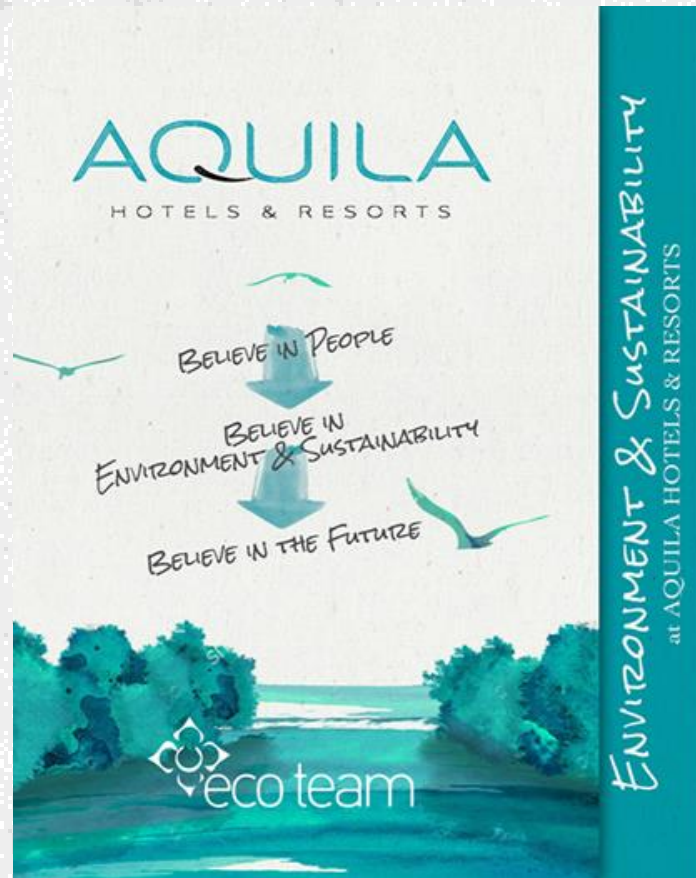
AQUILA
ELOUNDA VILLAGE

AQUILA
ATLANTIS HOTEL



SUNDANCE
APARTMENTS • SUITES

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.



ENVIRONMENT & SUSTAINABILITY

at AQUILA HOTELS & RESORTS

AQUILA

HOTELS & RESORTS

BELIEVE IN PEOPLE

BELIEVE IN
ENVIRONMENT & SUSTAINABILITY

BELIEVE IN THE FUTURE



OUR AWARDS

TRAVELIFE GOLD

Is an internationally recognized independent sustainability certification scheme which helps hotel 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 in order to 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 concerning hotels that are especially committed to protect the environment and be socially responsible. TUI intends to increase the TUI Environmental Champion awareness and commitment of the hoteliers for sustainability issues.

Please note that some of the above practices & awards vary from hotel to hotel.

OUR SUSTAINABILTY 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



ENVIRONMENT & SUSTAINABILITY

at AQUILA HOTELS & RESORTS



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



AQUILA SUSTAINABILITY QUICK WINS

In the last three years we have significantly managed and reduced our energy and water consumption

We have managed to reduce our chemical usage by 9,4% in our kitchens and Housekeeping since 2016

We are recycling paper, glass, aluminum, batteries, cooking oils, electrical waste and many more materials with high recycling rates >40%

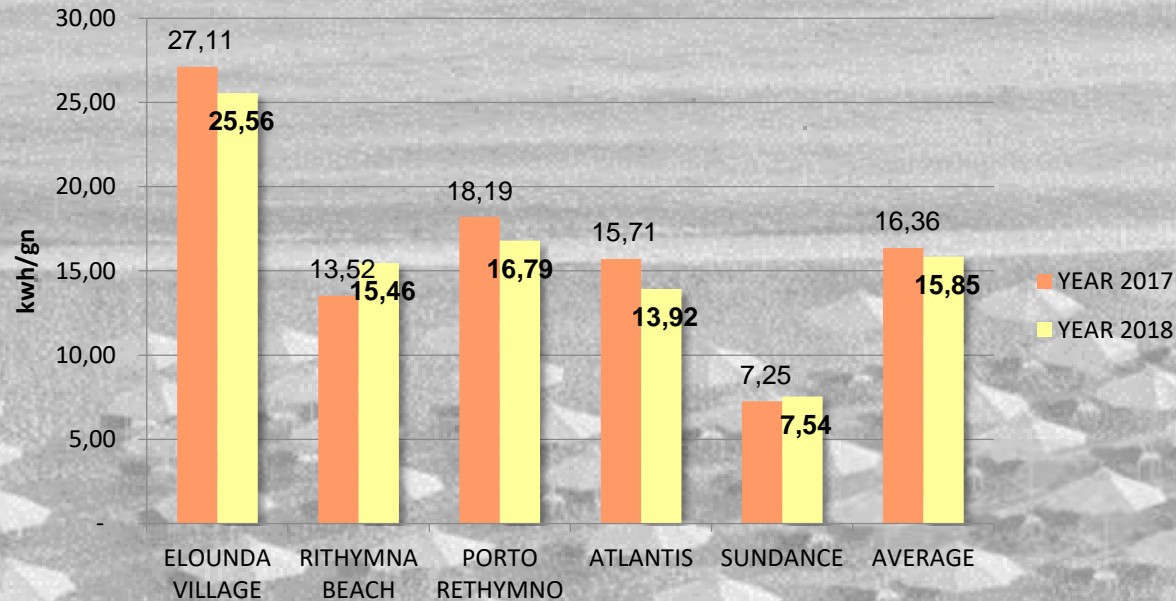
We are moving fast to stop using single used plastics

We compost organic waste in our kitchens

All our staff has received sustainability training

We are working closely with NGOs and the local community

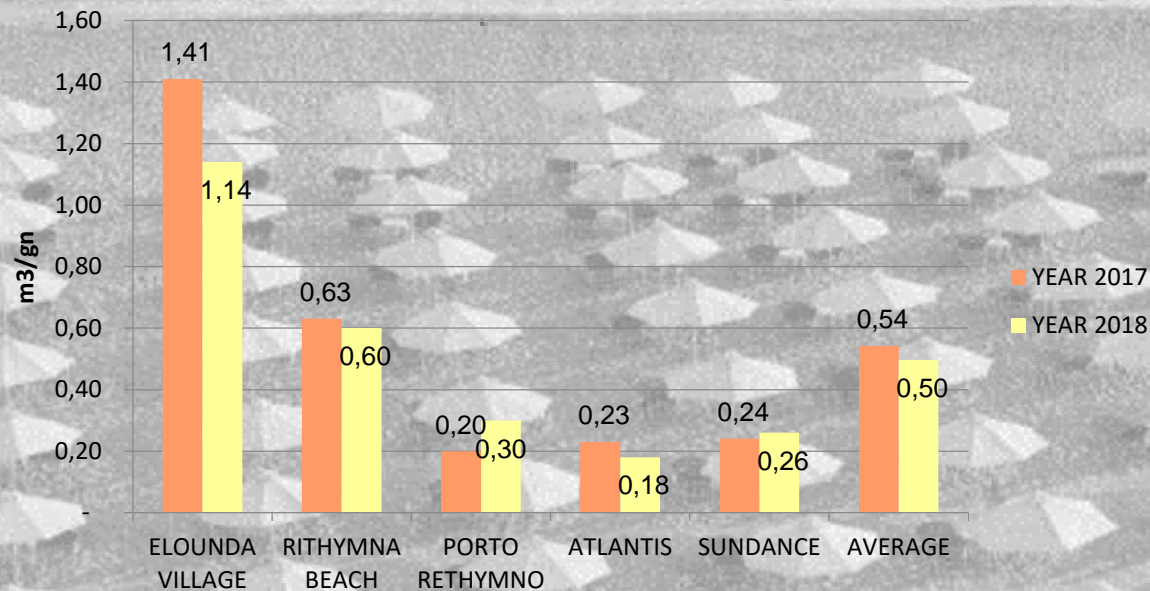
Energy Consumption



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



1. We have installed water flow restrictors to all rooms
2. We are monthly monitoring our water consumption
3. In 2018 we have achieved to reduce the levels of water consumption of 2017

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 have banned plastic straws from our operations and replace them with biodegradable

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Green Actions in Aquila



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Green Actions in Aquila





Working in AQUILA

Yearly increase of our employment, 10,4% since 2015

Most of our employees are local

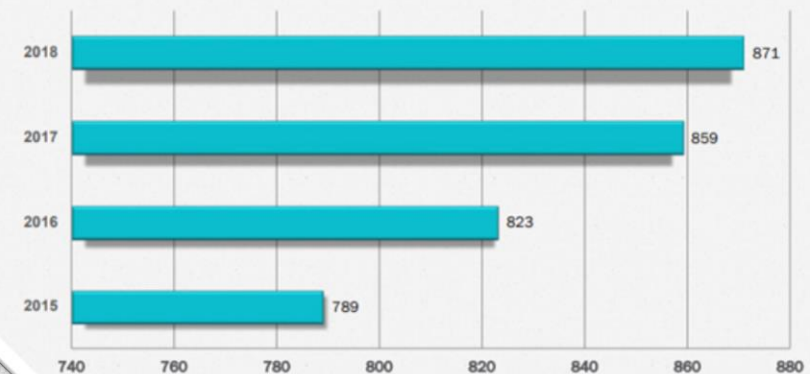
We are offering extensive training

We have open career days open to the local community

We are committed to continuously train our people and various programmes

Human Resources

Workforce



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at AQUILA HOTELS & RESORTS

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 cooperation 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 water season
- Water is recycled for secondary uses such as irrigation
- Used oil and fat are collected for recycling and converted to biodiesel for an external company

SOLID WASTE MANAGEMENT

- We undertake efforts to limit the use of disposable products
- We are following an intensive recycling of plastics, paper, aluminium, batteries and some cartridges
- We choose reusable glass containers whenever available

AIR QUALITY

- 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 flor 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 historical 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 beach"
- Daily activities of our animation team offer cultural & environmental programs to our guests
- ECO training and activities in our kids club

PERSONNEL INVOLVEMENT

- Employees are trained through the hotel's Eco Team
- Members of our staff undertake environmental seminars and training every year

PROCUREMENT POLICY

- We source environmental friendly products when purchasing cleaning materials
- Plastic has been removed for uncoated 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, peaches etc. for our food and beverage outlets

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BELIEVE IN PEOPLE

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BELIEVE IN THE FUTURE



eco team

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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 homes, 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 action, in order to positively contribute to the protection and preservation of the environment and cultural heritage, to the social coherence and the economic flourishing 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

GOLD TRAVEL LIFE

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