



# PEARL HOTELS

# Sustainability Report

The Pearl Hotels 2019 Responsible Business Report describes the most relevant corporate responsibility and sustainability aspects of our operations, not the full range of our actions and data.

The information in this report refers to the year 2018/2019 unless otherwise stated. Achievements mentioned in this report cover Aegean Pearl & Pearl Beach hotels

- **2018/19 was marked by successes in the main three pillars of our Responsible Business program:**
  
- **Think Planet:**
  
- Minimizing our Environmental Footprint
- Think Planet energy savings reach 5%
- Reduce water consumption by communicating the room towel change policy only when it's on the floor and changing the beach towels every third day
- Reduce the plastic shampoo bottles and shower gels in guest rooms by using a dispenser for shampoo and shower gel earning 70% less plastic
- We promote and reinforce recycling of Paper - Plastic – Aluminum – Glass with a yield of almost 95%
- Recycle hazardous waste such as: batteries, oils in amount of 100%

■ **Health and Safety of Guests and Employees**

- Have installed and upload in our site hygiene and safety policies for guests and employees
- Best Employee Selection Process of the Year with bonuses of reward
- Submission of complaints of the employees
- Language learning seminars, first aid seminars, energy-saving seminars, environmental seminars, seminars on child protection and seminars to address the risk of fire or earthquake
- distribution of Pearl hotels' operation manual for all new employees
- offering an excursion with a free lunch to all employees at the end of each tourist season

### ■ **Business Ethics and Community Engagement**

- Pearl Hotels are for the Rethymnon area, the most ethical companies for the past 20 years in a row for charity
- Organizes free excursions for guests in the nearby area to get to know nature and customs and to have a coffee or a drink in a traditional ‘cafenion”
- Organizes cooking classes, local herbal and tea flowers, local wine tasting, and local dances
- Offers food and equipment to local community organizations that care for people with survival difficulties ( hospital, local church, elderly care organizations)
- We donated to the EKAB Crete vests for the evacuation of injured people
- We participate and support the action of ARCHELON for the protection of the sea turtle and we have adopted a nest
- We participate and support the Hellenic Society for the Protection of Nature and we are constantly awarded for 18 years with the Blue Flag

### ■ Think Planet Energy is based on four pillars:



#### ■ 1. Think Planet habits:

■ Ensuring employees develop good energy use habits such as switching off appliances and

■ lights when not in use.

■ Good habits are promoted through back-of-house posters, training and special promotions.

#### ■ 2. Think Planet tools:

■ Easy to implement energy saving tools which provide a quick return on investment.

#### ■ 3. Think Planet investments:

■ Testing innovative energy saving technologies such as auto power cuts cards, window traps for A/C operation cut.

#### ■ 4. LED lighting retrofit:

■ our hotels initiative to fit LED light bulbs and take advantage of the supplier's technical guidance

■ Target: continued change the old water pipes in Pearl Beach with new technology to avoid water leaks

■ Removing the unique diesel boiler will nullify the diesel consumption in our hotels

**During 2018/2019 the following water saving equipment has been introduced in our hotels:**

- Both of hotels are equipped with low-flow taps and water optimized showers
- Both of hotels are equipped with water efficient and/or dual flush toilets
- Both of hotels have water- saving devices in toilet cisterns
- Both of hotels use waterless urinal

### ■ Responsible Business Policy

- Employees: We educate and facilitate our employees to make a conscious decision in favor of environmental, ethical and social issues in their work and private lives.
- Customers: We inform and make it easy for our guests to participate in Responsible Business activities at our hotels.
- We work together property owners/managers to find innovative solutions that satisfy our economic, environmental and social objectives.
- We provide shareholders with timely, accurate and transparent information on Responsible Business performance, related risks and opportunities.
- Suppliers: We strive to purchase products that have a reduced environmental impact during their lifecycle, from suppliers that demonstrate environmental and social responsibility.
- Authorities: The company require the manager to abide by local and international legislation, especially regarding labor laws, health and safety, human rights and the environment.
- Community: We take an active role in the international Responsible Business community, and contribute to the local community
- Environment: We do our utmost to continuously improve our performance in the areas of energy and water use, chemical and resource consumption, and waste generation. Our goal is to reduce our impact on the environment and minimize our carbon footprint.