

SUSTAINABILITY REPORT

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OVERVIEW

We would like to warmly welcome you to Minoa Palace Resort.

The hotel was built in 2002 to offer an authentic holiday and well-being experience to world travelers. Expanded in 2008, with an aerial bridge connecting the Main Building Bungalow complex with the Imperial Beach Wing, offering immediate access to the beach from both buildings. In 2023, the hotel was further expanded with the construction of 12 rooms in the Imperial wing.

Today, covering 35,000m² of Cretan land, it captivates guests with its majestic surroundings, miraculous views to the shimmering Aegean Sea and the White Mountains, as well as its high-end facilities and bespoke services.

Focusing on the well-being of every individual, the hotel masterfully combines discreet luxury and comfort with attention to detail and attentive service ensuring a holiday beyond imaginable.

Regarded as one of the best resorts in Crete, Minoa Palace comprises of two main buildings featuring 266 elegantly appointed, recently renovated rooms and suites, 4 restaurants, 4 bars, 1 Spa & wellness center, many communal and private pools, a jewelry shop and a wide range of leisure options, sports activities, tennis & padel courts—elevating summer holidays in Chania to new heights.



MINOA PALACE IN A GLANCE

2002
MINOA PALACE
WAS BUILT

2019
A ROOM
RENOVATION
IN THE UPPER
BUILDING
TAKES PLACE

2008
MINOA PALACE IS
EXPANDED WITH A
NEW BEACH WING,
ADDING 81 MORE
ROOMS

2018
SISTER HOTEL
EUPHORIA RESORT IS
BUILT & OUR HOTEL
GROUP EM RESORTS
ARE CREATED

2020
A ROOM RENOVATION
IN THE IMPERIAL
BUILDING TAKES PLACE

2023
MAIN RESTAURANT ELIA
IS FULLY RENOVATED +
12 NEW ROOMS ARE
ADDED IN THE IMPERIAL
WING

2021
OUR WINE CELLAR IS
INTRODUCED + THE
SPA & WELLNESS
CENTER IS FULLY
RENOVATED

THE HOTELS CONSISTS OF

- 1 Main Entrance
- 2 Reception Desk, Guest Relations Desk, Jewellery Shop
- 3 Mini Market, Hair Salon, Gym, Spa & Wellness
- 4 Internet Stand, Athina Conference Hall
- 5 Elia Main Restaurant
- 6 Tholos Pool Bar
- 7 Ta Nissia Italian Restaurant
- 8 Mythos Piano Bar



- 9 Wine Cellar
- 10 Atrium
- 11 Children Pool
- 12 Playground

- 13 Chapel
- 14 Kafeneion, Playground
- 15 Tennis Court
- 16 Padel Court
- 17 Outdoor Parking

- 18 Imperial Conference Hall
- 19 Business Center
- 20 Gallini Lobby Bar
- 21 Indoor Parking
- 22 Galazio Restaurant
- 23 Thalassa Restaurant & Bar
- 24 Imperial Pool
- 25 Beach



OUR ACHIEVEMENTS



We switched to large dispensers in guest bathrooms, instead of small bottles of amenities

We maintained Travelife Gold

Continued our partnership with “The Smile of the Child” for child protection and awareness training.

Introduce an employee reward and recognition Programme

Collaborate with animal welfare organization.

Improved energy efficiency of the buildings and minimized energy consumption

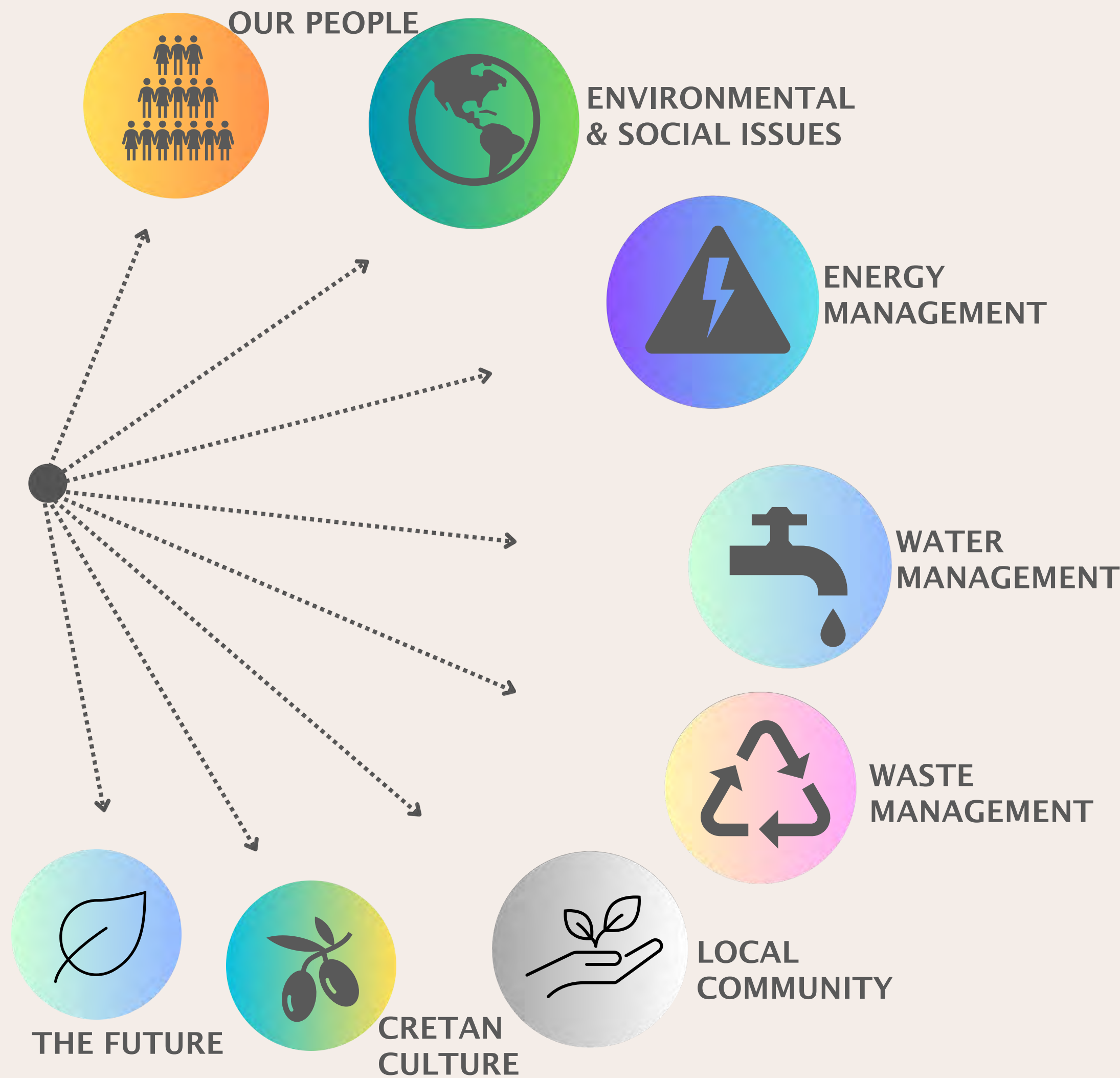


WITH RESPECT TO NATURE

Sustainability is one of the most pressing issues the world is facing currently. Minoa Palace Resort has turned its focus to the importance of sustainability.

To improve our sustainability performance, we measure, monitor, and report on our initiatives so we can create a positive impact on the environment, society, and the economy—paving the way for a truly sustainable future in every aspect of our work.

Our vision is to provide an enhanced guest experience by integrating natural elements. To build a genuinely sustainable business, the following sectors are most meaningful to us:



OUR PEOPLE

At Minoa Palace Resort, we firmly believe that the key success factor in the hospitality industry is its **PEOPLE!**

We take great pride in our loyal and professional team—many of whom have been with us since the very beginning in 2002. The health and well-being of our staff remains a top priority, that is why we implement the following:

- We fully comply with Greek labor laws to ensure a safe and healthy working environment.
- We follow the provisions of the Hotel's Doctor and Safety Technician, to minimize the risk of workplace accidents and exposure to health hazards.
- We provide a clear and comprehensive employee handbook to all staff members.
- We do not discriminate (based on ethnicity, religion, sex, color, ethnicity, age, etc.) at any stage of hiring staff, staff selection, promotion and payment.
- We conduct annual staff evaluations based solely on objective criteria such as performance, qualifications, experience, knowledge, skills, and abilities.



- We promote workplace equality, as well as equal access to career development opportunities and the labor market.
- We offer continuous learning and skills development programs, including language courses, barista training, and oenology.
- We encourage staff to share comments and suggestions that could help improve the hotel's operations.
- We comply with GDPR regulations and data protection laws. We ensure the adoption of good practices to safeguard personal data and enhance information security across all departments.

We continuously train our staff in

- ❖ Health & safety
- ❖ Fire safety
- ❖ First aid



OUR EMPLOYEE BENEFITS

FREE ACCOMMODATION
IN OUR OWN EMPLOYEE
RESIDENCES

FREE MEALS AND FREE
TRANSPORTATION TO AND
FROM THE HOTEL
PREMISES

DEPARTMENTAL SKILL
TRAINING FOR TRAINEES



TRAINING SEMINARS &
PROJECTS, SUCH AS
EM RESORTS ACADEMY



CLEAR AND DETAILED
EMPLOYEE HANDBOOK



EMPLOYEE REWARD
AND RECOGNITION
PROGRAM

A woman with dark hair pulled back, wearing a green short-sleeved button-down uniform with a name tag, stands in a modern interior with wood-paneled walls. She is smiling at the camera.

**ANNUAL STAFF
EVALUATION**

**HEALTHY AND SAFE
WORKING
ENVIRONMENT**

A man with a beard, wearing a bright blue polo shirt, stands in a modern interior with wood-paneled walls. He is looking at a smartphone in his hands. A potted plant is visible on a shelf behind him.

**ACCESS TO THE
HOTEL'S DOCTOR**

**SPECIAL RATES FOR HOTEL
FACILITIES, EXTENDED TO
EMPLOYEES' FAMILIES**

A chef wearing a black cap and a black and white striped apron is in a professional kitchen. He is pouring oil from a yellow squeeze bottle into a pan on a stove. The kitchen has stainless steel equipment and a white wall.

**ENCOURAGEMENT TO
JOIN OUR EMPLOYEES'
BLOOD BANK**

**SPORTS EVENTS
AMONG OUR STAFF**

TRAINING & EDUCATION



At Minoa Palace Resort, we recognize that continuous learning is essential for both personal growth and organizational excellence, ensuring that our guests consistently receive the highest standards of service.

In 2023, we launched the EM Resorts Academy, a flagship initiative designed to provide structured learning pathways and strengthen career development opportunities. This program, introduced within the Food & Beverage Department, combines theoretical modules with practical training, aligning with industry best practices to empower employees to achieve their full potential in a dynamic and supportive environment.

Alongside the Academy, we expanded our commitment to long-term professional development through initiatives that attract new talent, foster collaboration, and enrich our workplace culture with diverse perspectives. These efforts reinforce Minoa Palace's position as an innovative, future-focused organization.

In addition, we host a wide range of seminars aimed at developing the skills of both supervisors and employees. These training sessions equip our teams with the knowledge and confidence to grow in their roles, enhance performance, and embed best practices throughout the resort.

216 total training hours

40 training hours at EM Resorts Academy

35 training positions

15.185,95€ in total training investment

EMPLOYEE BLOOD BANK

In 2023, we proudly launched our employee blood bank, enabling team members to contribute to a life-saving resource available to colleagues and their families in times of need. This initiative reflects our belief that true hospitality begins within our own team, ensuring we care for each other as we do for our guests.

OVERVIEW 2024



35

BLOOD DONORS



35

**UNITS OF BLOOD
COLLECTED**



13

**UNITS OF BLOOD
DONATED**

EMPLOYEE STATISTICS

2021

Men:91 Women:103
Greek:173 Foreigners: 21
Total Workforce: 194

2022

Men:93 Women: 106
Greek:178 Foreigners:21
Total Workforce:199

2023

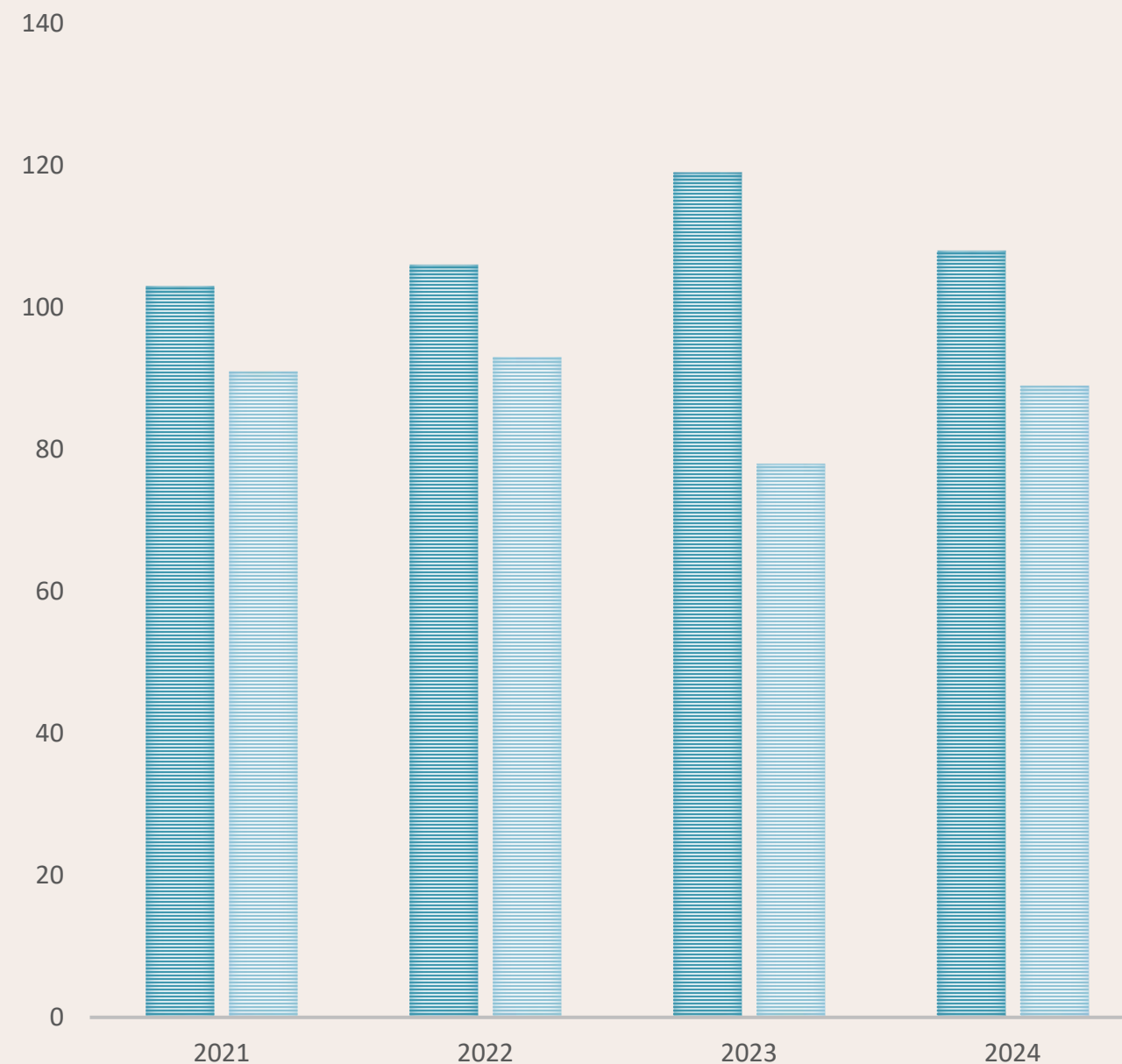
Men:78 Women:119
Greek:170 Foreigners:27
Total workforce:197

2024

Men:89 Women:108
Greek:165 Foreigners:32
Total Workforce:197

GENDER

Women Men



NATIONALITY

Greek Foreigners

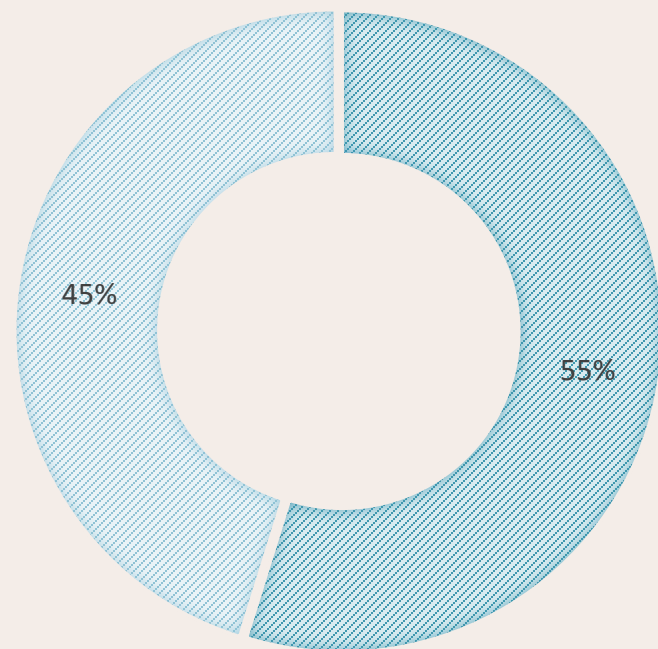


2024 WORKFORCE DEMOGRAPHIC

The graphs below illustrate representation figures for our total workforce for the year 2024

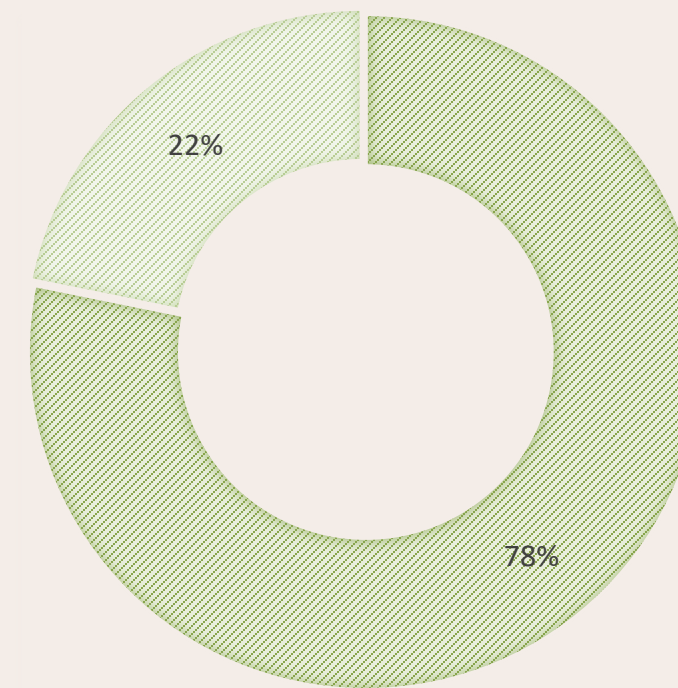
EMPLOYEES BY GENDER

■ Women ■ Men



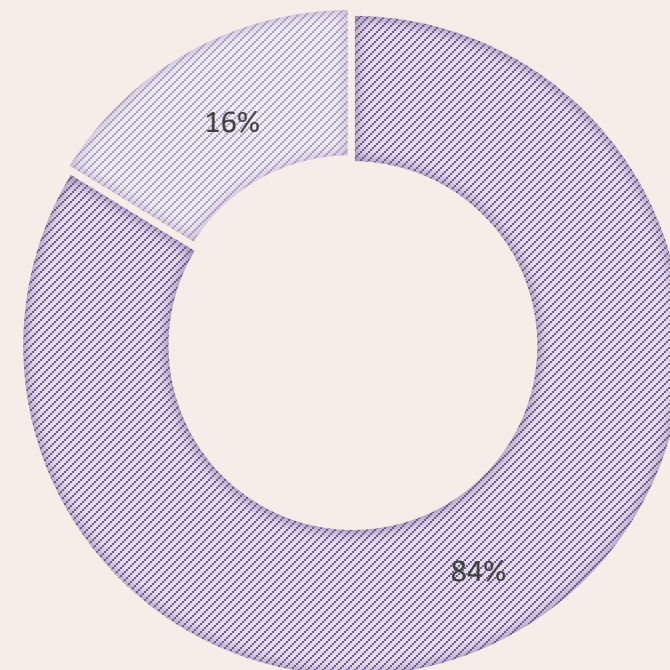
LOCAL EMPLOYEES

■ Locals ■ Not Locals



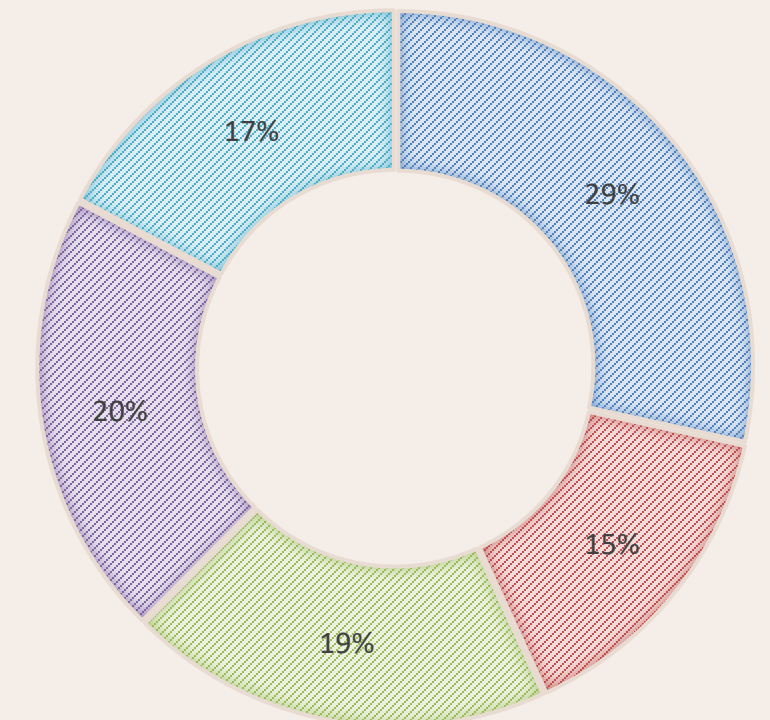
EMPLOYEES BY NATION

■ Greek ■ Foreigners



EMPLOYEES BY AGE

■ 18-25 ■ 26-30 ■ 31-40 ■ 41-50 ■ 51+





SUSTAINABLE MANAGEMENT

**WE ARE COMMITTED TO
MAKING POSITIVE
CONTRIBUTION TO
PEOPLE AND THE PLANET**

ENERGY MANAGEMENT



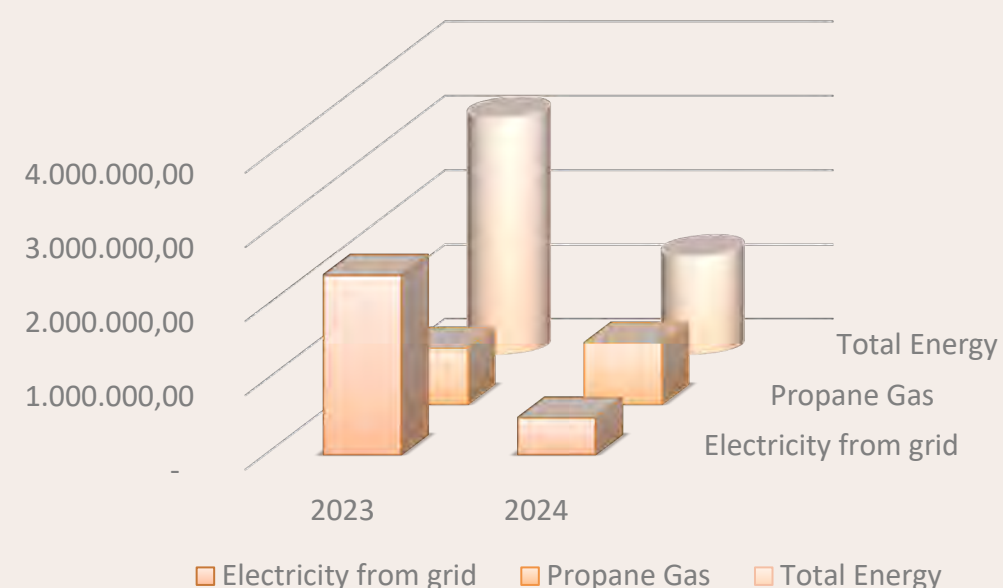
Key Results

- In 2024, energy consumption was reduced by almost 58% compared to 2023.
- Energy Consumption per Guest/night decreased from 32.42 kWh in 2023 to 13.21 kWh in 2024, a reduction of 19.21 kWh per guest.
- Propane Gas Consumption increased slightly by 67,472 kWh, most likely because of increased restaurant visitation.

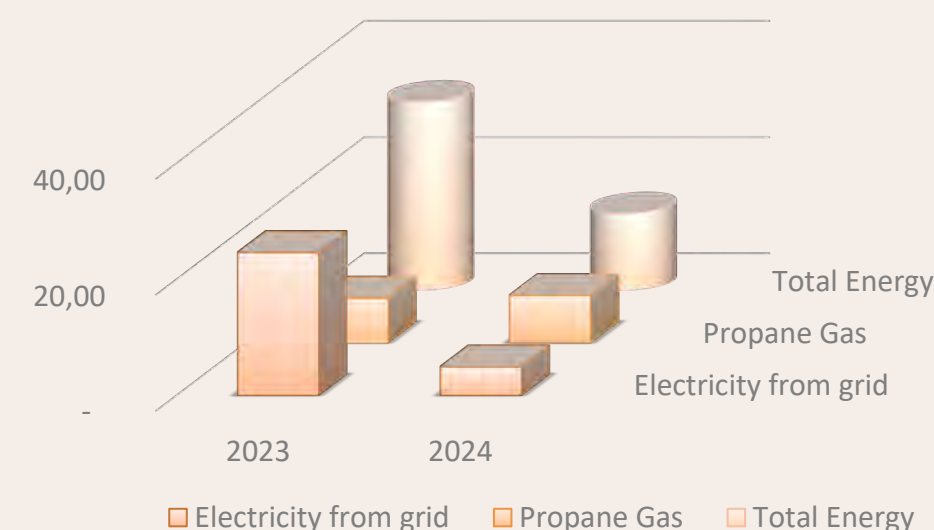
Actions Contributing to Our Energy Reduction

- ✓ Replacing of conventional bulbs with LED lighting.
- ✓ Installing automated key card systems to switch off most devices when rooms are unoccupied.
- ✓ Expanding the use of solar energy, now covering 80% of hot water needs during the summer months.
- ✓ Upgrading to energy-efficient washing machines and central heating systems with temperature regulators.
- ✓ Using motion sensors in public restrooms to reduce unnecessary lighting.
- ✓ Regular maintenance and insulation of heating and cooling systems to prevent energy loss.

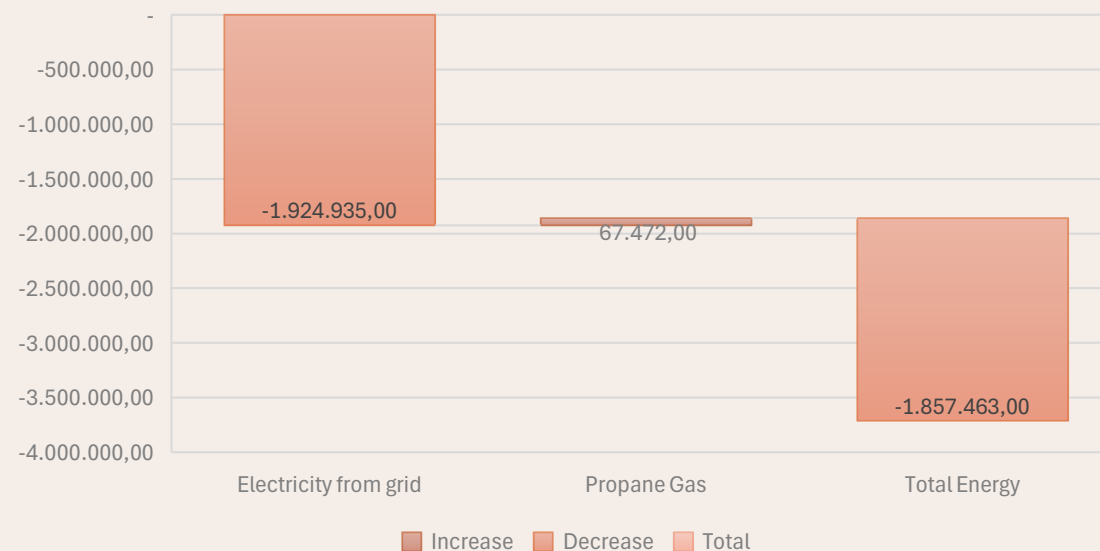
Energy Consumption (Kwh) 2023-2024



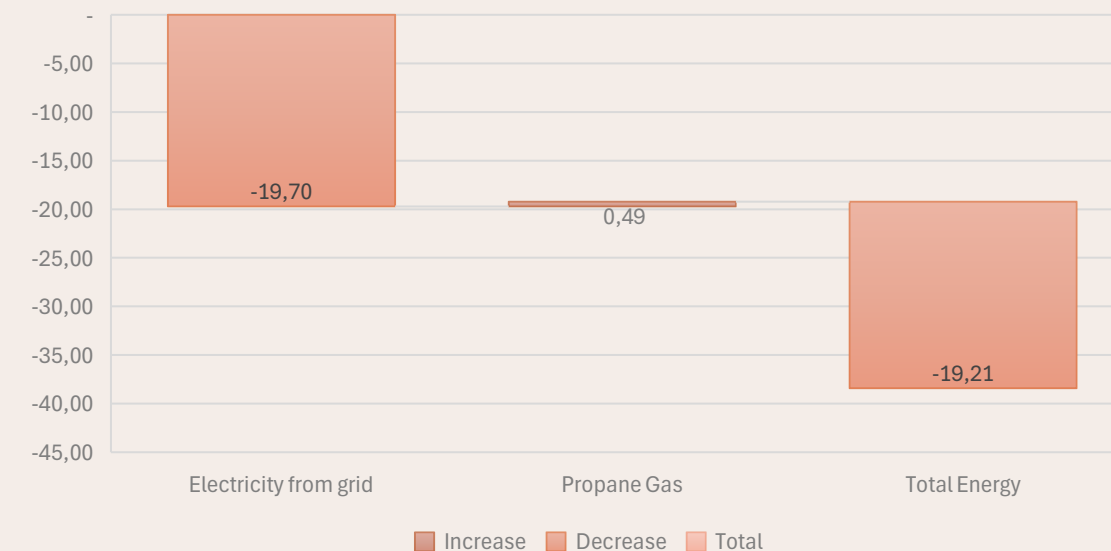
Energy Consumption (Kwh /Pax/Night) 2023-2024



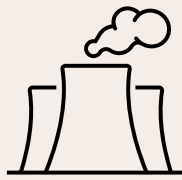
Energy Consumption (Kwh) Difference Between 2023-2024



Energy Consumption (Kwh/Pax/Night) Difference Between 2023-2024



ENERGY MANAGEMENT



CO₂ Emissions Performance 2023-2024

Key Results

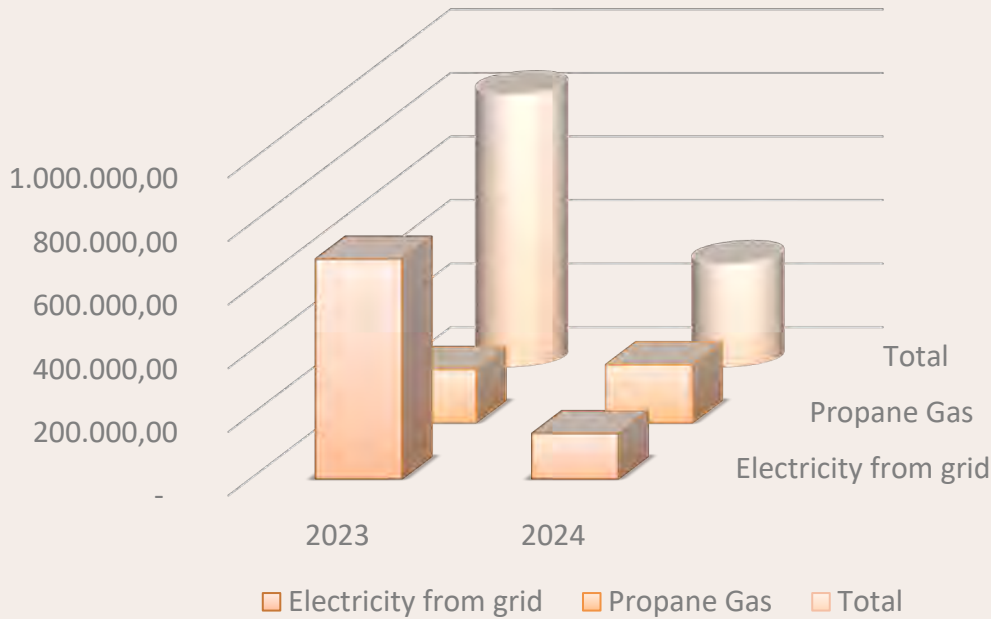
- ✓ Total CO₂ emissions fell from 858,656.75 kg in 2023 to 324,894.12 kg in 2024, a reduction of 533,762.64 kg.
- ✓ Electricity-related CO₂ emissions dropped from 690,889.59 kg in 2023 to 142,283.12 kg in 2024—a decrease of 548,606.48 kg.
- ✓ Propane gas CO₂ emissions rose slightly from 167,767.16 kg to 182,611.00 kg, an increase of 14,843.84 kg.
- ✓ Overall, our total CO₂ emissions decreased by 62%, driven mainly by reduced electricity usage.

Why Reducing CO₂ Emissions Matters

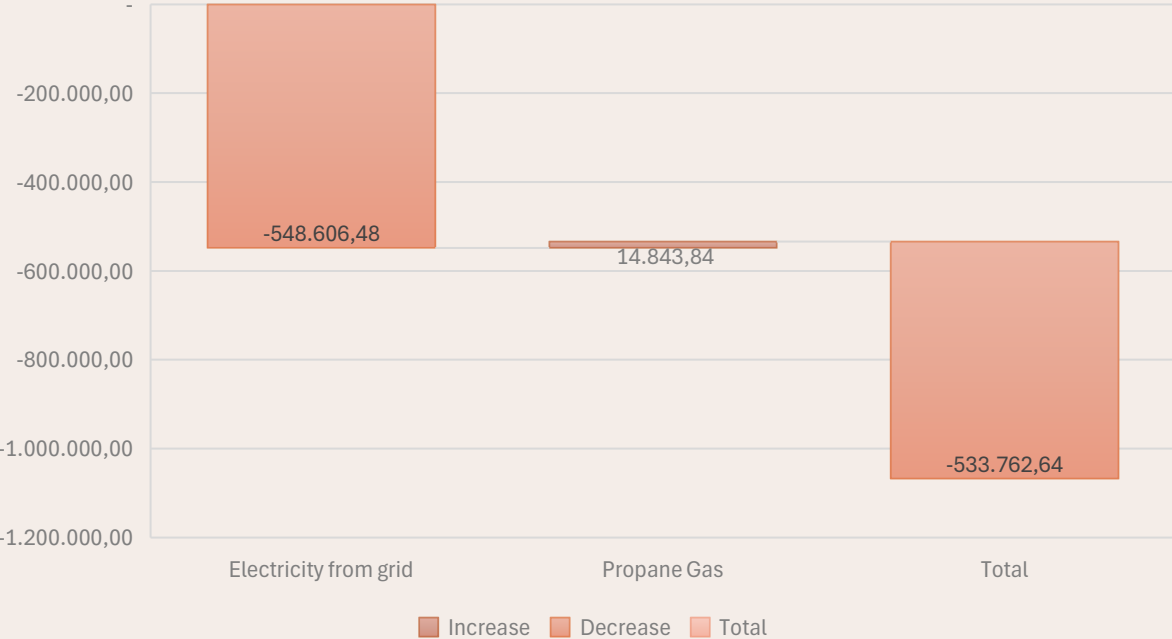
Lowering CO₂ emissions is critical in the fight against climate change. Carbon dioxide is the primary greenhouse gas responsible for trapping heat in Earth’s atmosphere, leading to:

- Rising global temperatures and more frequent extreme weather events.
- Sea level rise, threatening coastal communities and ecosystems.
- Biodiversity loss, impacting wildlife habitats and food systems.
- Public health risks from heatwaves, air pollution, and changing disease patterns.

Kgr CO₂ per year 2023-2024



Kgr CO₂ per year Difference 2023-2024



PHOTOVOLTAIC PARK

In brief,

The Solar power plant consists of 5370 pieces of cutting-edge solar collectors (dual glass bifacial modules) and a remote telemetry system that allows output to be monitored at any time.

The operation of the power station is based on the virtual net metering concept, that is, the generated energy of the Photovoltaic Park is fed into the grid and offset the electricity consumed in the hotels' premises.

The Project produces 5,000,000 kWh per year, offsetting around 2,000 tons of carbon dioxide (CO2).

Our hotel group EM Resorts, consisting of Minoa Palace Resort & Euphoria Resort, as part of our commitment to reduce our carbon footprint has conducted a "Green" investment of constructing a Photovoltaic Park. The Park is the largest in Crete so far, having a total capacity of 3 MW, and aims to supply and cover both resorts' needs in electricity power. The solar panels are installed on a privately owned extended land of 43.500 square meters in the Akrotiri district of the Municipality of Chania. In addition to lowering energy costs, EM Resorts are implementing their vision for sustainable growth by sourcing most of their energy demands from Renewable Energy Sources through the operation of the Photovoltaic Park.

PHOTOVOLTAIC PARK EFFICIENCY



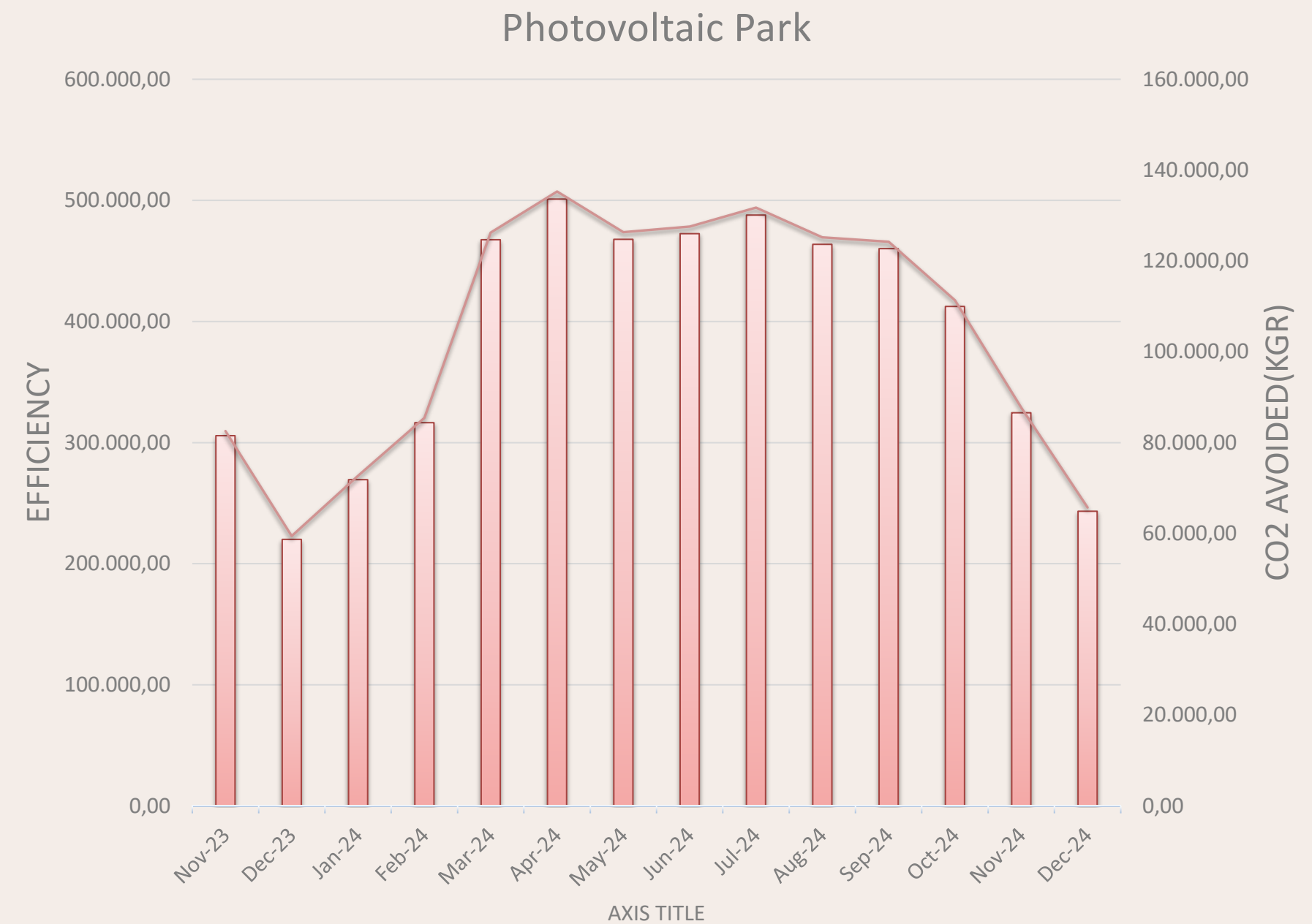
2.59K (tons) Standard coal saved



3.07K (tons) CO₂ avoided



4.20K Equivalent trees planted



GEO THERMY

In the context of our environmental policy, we are using a pioneering geothermal energy system, a form of renewable energy that is able, combined with the latest relevant technology, to cover the needs for heating, cooling and electricity using the heat stored in the earth. Specifically, our beach wing uses underground water reservoirs as a direct, unlimited and cost-efficient energy source.

In contrast to conventional energy systems, this one is three to five times more efficient, while at the same time heat is produced without using up fossil fuel. The energy is simply transferred to and from the earth, to provide effective, low-cost and eco-friendly heating and cooling.

More specifically, in the 7 months of normal function of the hotel, we save 60% of electricity or 25ton of oil, reducing the emissions of carbon dioxide by approximately 100 tons.

More importantly, we are in coordination with nature and not against it, reducing air pollution and greenhouse gases, thus contributing to the worldwide effort against global warming.



WATER MANAGEMENT



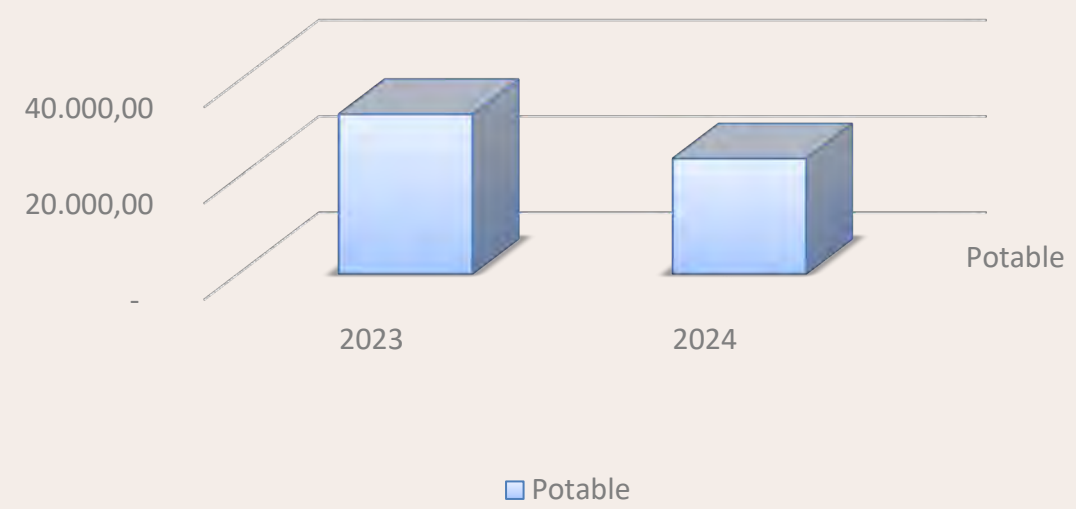
Key Results

- Total potable water use decreased from 33,101.20 m³ in 2023 to 23,876.00 m³ in 2024, a reduction of 9,225.20 m³.
- Water consumption per guest/night dropped from 0.34 m³ in 2023 to 0.24 m³ in 2024, a decrease of 0.10 m³.

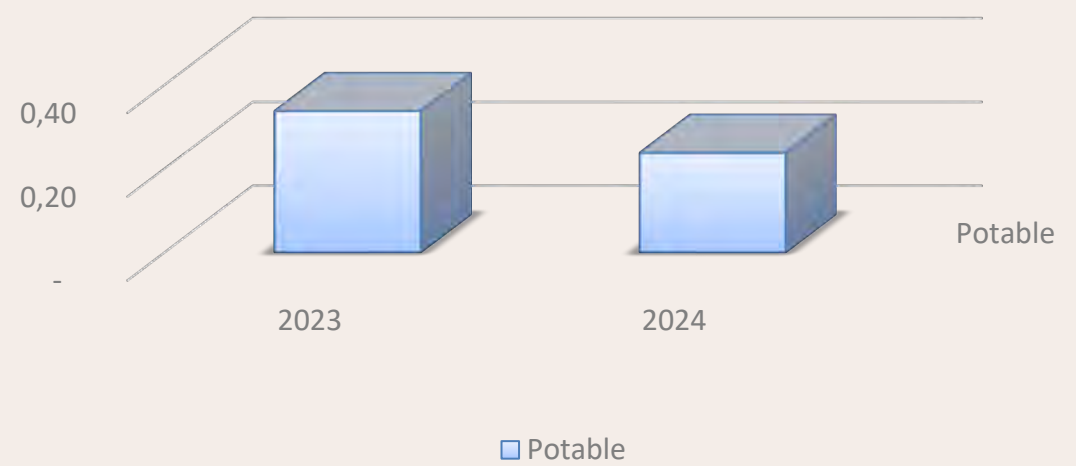
Actions Contributing to Our Water Savings

- ✓ Installation of flow restrictor filters on room faucets to limit unnecessary water use without affecting guest comfort.
- ✓ Use of automated night-time garden irrigation systems to minimize evaporation losses.
- ✓ Regular maintenance of plumbing infrastructure to detect and repair leaks promptly.
- ✓ Implementation of an on-request linen and towel change policy, reducing the frequency of laundry cycles and water consumption.

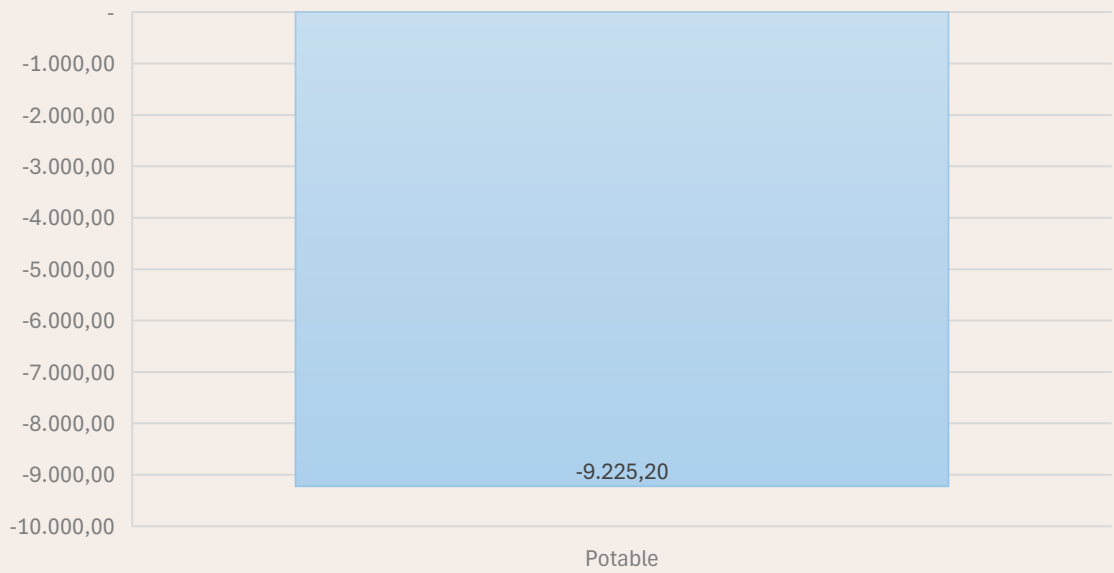
Water Consumption (m3) 2023-2024



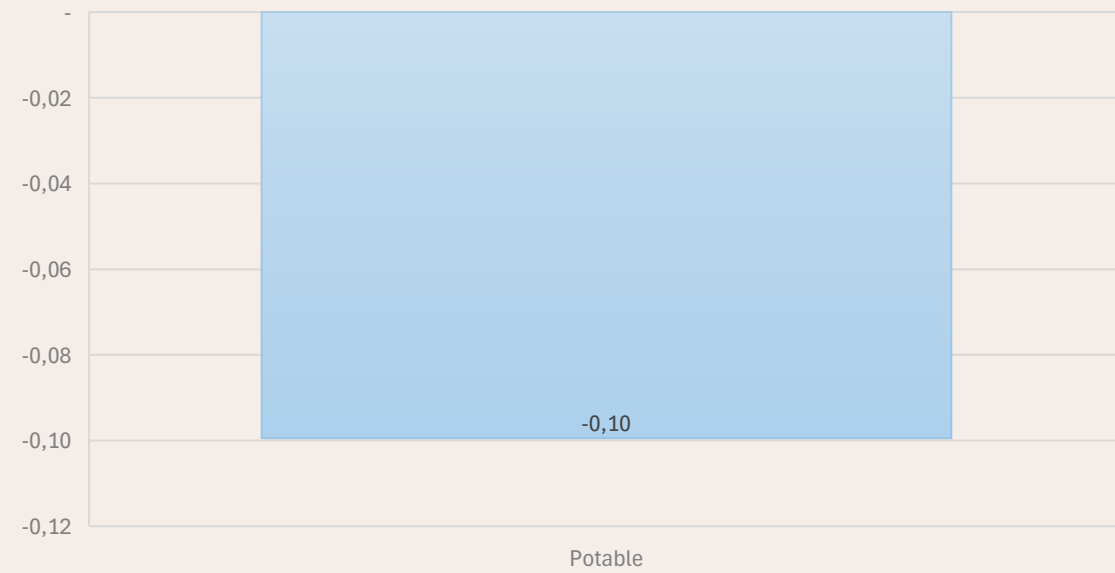
Water Consumption (m3/Pax/Night) 2023-2024



Water Consumption (m3) Difference Between 2023-2024



Water Consumption (m3/Pax/Night) Difference Between 2023-2024

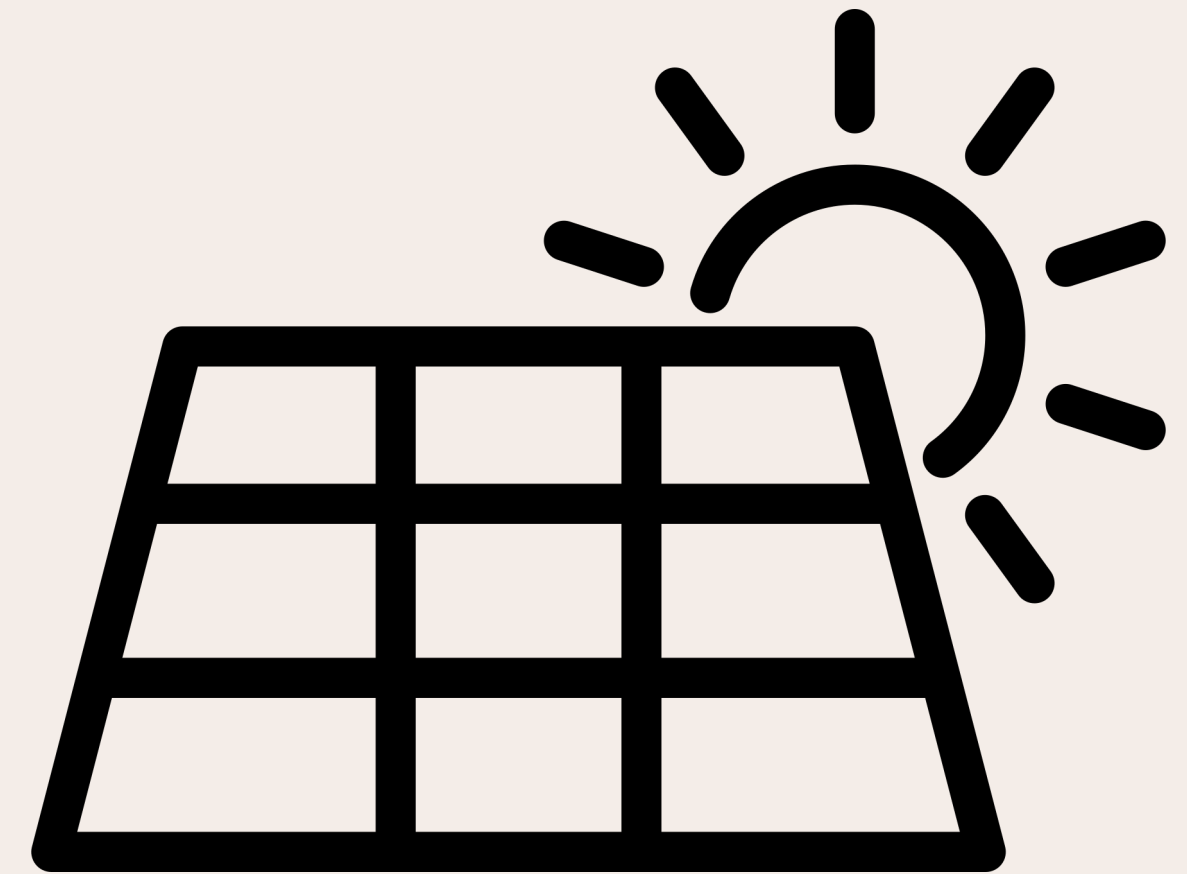


WATER MANAGEMENT

The hotel's hot water is heated using solar panels installed on the hotel's roofs.

To produce hot water for guest rooms, solar panels with a surface area of 500 m² operate by utilizing the area's high solar potential, thanks to the abundant sunshine during our operating season (April to October).

Our photovoltaic park meets the hotel's electricity needs, while the solar panels cover our hot water requirements. In addition to all the above, we also use geothermal energy.



WASTE MANAGEMENT

↓ Reduce

We have minimized the use of paper in rooms, as we have incorporated most information in the hotel application.

♻️ Reuse

We are donating materials to our staff, local church and to the local community.

♻️ Recycle

Cooking oils

Lamps

Plastic, paper, aluminum & glass packaging, in co-operation with the municipal company of recycling in Chania, ("DEDISA")

Batteries, in cooperation with "AFI"

Ink cartridges

Electronic & electronical utilities in co-operation with the municipal company of recycling in Chania, ("DEDISA")

Expired medicine coming from the hotel's multiple aid kits

Old staff uniforms (in cooperation with "RECYCOM")

📊 Monitoring

We regularly monitor our waste in order to ensure that our efforts result to reduce the amounts produced.





We actively minimize waste by reducing paper use through digital tools, reusing materials within our community, and recycling items such as oils, packaging, batteries, electronics, and uniforms through local partnerships. To ensure ongoing progress, we consistently monitor our waste streams and take action to further reduce our environmental footprint.



ENVIRONMENTAL & SOCIAL ISSUES

At Minoa Palace Resort, growth holds true meaning only when it is achieved in perfect harmony with the natural environment.

Below are some of our small yet significant actions aimed at reducing our environmental footprint:

- We have replaced 90% of our conventional bulbs with led bulbs.
- We have installed a central heating system, with a temperature regulator that adapts to the temperature of the environment. The full insulation of the pipes limits the energy losses.
- We use solar energy for the heating of 80% of the water, during the summer months.
- We use gas for cooking in all our kitchens.
- We use new-technology washing machines, specifically designed to reduce energy usage.
- We use automated watering to irrigate our gardens that operates only at night to minimize water loss due to heat.
- We have installed motion-activated light sensors in all public restrooms to reduce electricity consumption.
- We conduct monthly chemical analyses of both pool water and potable water, carried out by a credited laboratory to ensure safety and compliance.
- We are connected to the Municipal wastewater treatment system of Platania.
- We use returnable packaging, when possible, such as glass bottles, barrels etc. for beer, water, soft drink, fruit & vegetables.
- A seminar by trained psychologists of the organization "Smile of the child" is performed annually, with the topic of "Abuse-Neglect of Children".
- We maintain a long-standing partnership with the Greek environmental organization "Archelon." A weekly seminar is typically held on-site to inform our guests about the endangered sea turtle species Caretta Caretta and how they can help with its protection.



ENVIRONMENTAL ACTIONS & GUESTS

- An updated annual Sustainability Report is available to all our guests through our website and library.
- In recent & future renovations we purchase only high energy-efficient equipment.
- We organize two beach cleanups per year as part of the “Clean Up the Med” initiative, encouraging guest participation in protecting our coastline.
- We promote alternative means of transportation for our guests.
- We offer in-house bike rental, as well as information about bike routes and transportation.
- We encourage guests to recycle, by placing recycling bins in many areas around the hotel.
- An automated electrical system with key cards is installed to all rooms, that disconnects most devices when removed from its base.
- We have implemented an on-request linen change policy. Our guests may use the cards found in all rooms, to indicate when they would like sheets and towels to be changed.

CARETTA CARETTA

Our hotel is located within a Natura 2000 protected nesting area of the Loggerhead Sea Turtle (*Caretta Caretta*). For many years, we have worked closely with Archelon, the Sea Turtle Protection Society of Greece, to help safeguard this unique natural habitat and support the survival of these remarkable creatures.

► *Actions made to protect the turtles*

- Hosting Archelon's weekly briefings at the hotel, giving our guests the chance to learn directly from conservation experts.
- Removing all sunbeds from the beach each evening, ensuring turtles can safely come ashore to nest.
- Directing outdoor lights away from the beach, to prevent hatchlings from becoming disoriented.
- Providing informative flyers and posters on our information board for our guests
- Symbolic adoption of nests, which translates into tangible support for ARCHELON's conservation efforts, helping them continue their vital work.



THE GRACE OF CRETAN ARCHITECTURE

Minoa Palace Resort follows the classical style of the Cretan architecture with the wood, the tiles and the local stone that harmoniously blend with nature, evoking a feeling of bliss and unrivalled warmth.

Combined with the sprawling gardens, the serenity of the atrium and the calmness of the shimmering waters of the pool and sea, the Minoa Palace hotel welcomes guests to relax and unwind in a seaside sanctuary of repose. A tranquil hideaway blending authentic Cretan tradition with cultural magnificence as seen through the hotel's interior spaces and lobby area, that are beautifully adorned with brilliant works of art by famous Greek artists, such as Antonia Papatzanakis, sculptor and visual artist.

ART





PROMOTE CRETAN CULTURE

Minoa Palace welcomes guests to further become acquainted with the Cretan way of living by offering:

- Free weekly cooking lessons of traditional Cretan recipes
- Use & promotion of local ingredients in Gastronomy
- The experience of our Traditional Kafeneio
- Weekly wine tasting sessions of local wines
- Traditional Cretan/Greek nights Organized visits to local wineries
- With our cooperation with "Terra Creta" olive mill, we aim to educate our guests and staff about the great nutritional value of the olive oil
- Organized visits to local Oil pressing factories



ORGANIC MEALS

ORGANIC FLAVORS & SUSTAINABLE INDULGENCE

Nestled above the shimmering azure waters, Galazio Restaurant offers more than just breathtaking views — it delivers a journey of organic gastronomy.

Rooted in the principles of biokouzina, every dish on our à la carte menu is a tribute to clean, seasonal, and responsibly sourced ingredients. From farm to fork, our kitchen works closely with trusted local producers to ensure every plate nourishes both body and soul.

Galazio is proud to be certified with the Bio Kouzina Award, a distinction that recognizes our commitment to using certified organic products and supporting sustainable, local agriculture.

At Galazio, sustainability isn't a trend — it's a philosophy. A soulful dining experience, where nature meets elegance.

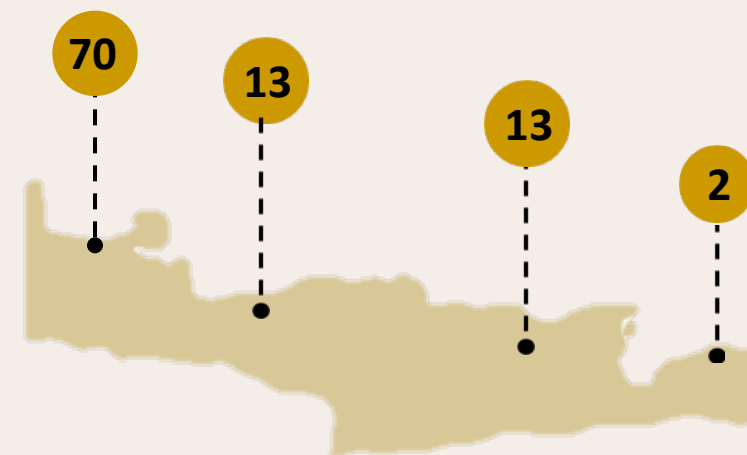
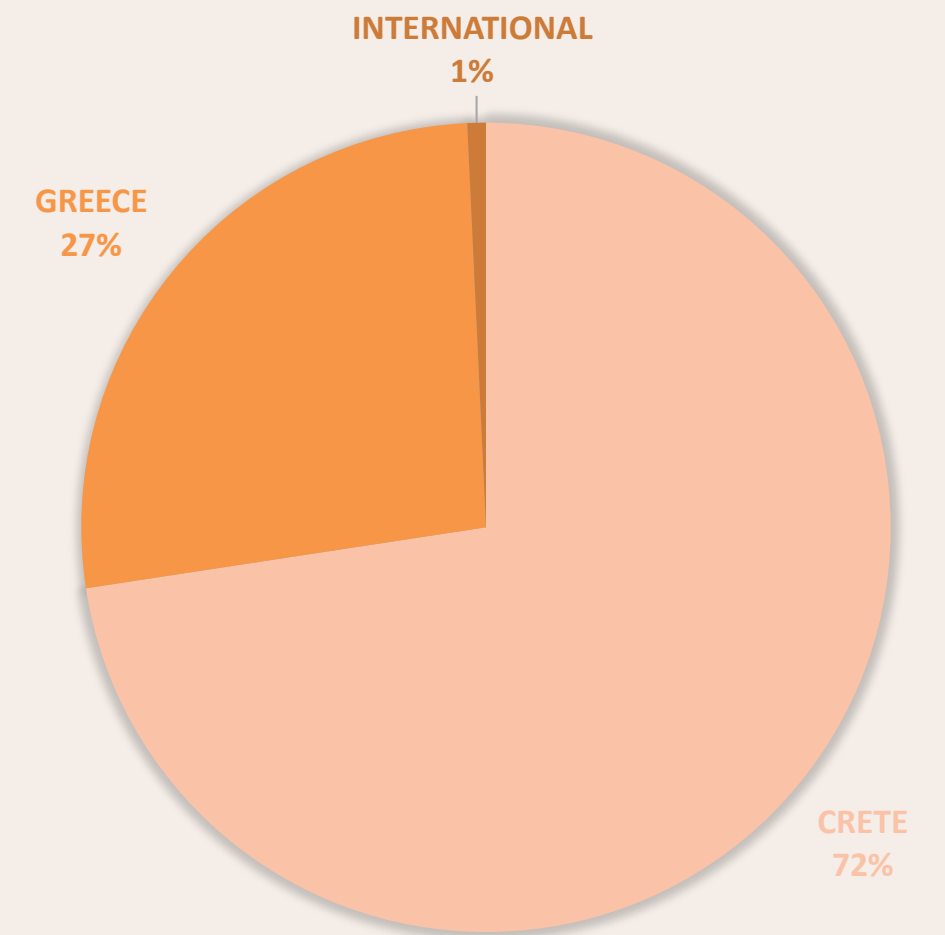
Galazio

SUPPORTING THE LOCAL MARKET



At the heart of our sustainability commitment lies the active support of local producers and the Greek economy. We are proud to report that 72% of our suppliers are local, with 36 trusted partners located throughout Greece. This approach not only ensures fresher, high-quality ingredients and materials but also strengthens the local economy and reduces our environmental footprint through minimized transport. Only 1% of our suppliers are international.

Supplier Chain 2024



98 Local Producers from Crete



SUPPORT LOCAL COMMUNITY

- We contribute directly to the local society by aiming to attract workers from the local community.
- Equipment, furniture, linen, clothing and other materials, that come from renovations etc. are donated to local institutes or members of staff that are in need.
- Each year instead of purchasing Christmas cards, we support financially organizations such as "Medicines san frontiers" and "The smile of the child".
- We support the public schools of Platanias area, by offering our conference room for their school events free of charge
- Portions of food are being donated to local institutes, churches.
- We financially support the local cycling team "TALOS"
- We financially support, co-organize and host the Chamber music Festival, one of the largest music festivals in Greece.
- We financially support any member of the staff that is need and we encourage our staff members to contribute to the donations also.



THE FUTURE

STAFF

- More training programs for our staff
- We will encourage more internal promotions
- We will update the staff accommodation facilities

PARTNERSHIPS

- Continue partnership with “The Smile of the Child”
- Continue Supporting Archelon, The Sea Turtle Protection Society of Greece

ENVIRONMENT

- Upgrade our glass panels and frames from regular to energy efficient
- Eliminate the use of single use plastics to a minimum
- Continue to improve the energy efficiency of the buildings and minimize energy consumption year after year
- Maintain Travelife Gold
- Obtain a Blue Flag for our beach
- Participate in SFDO trainings and practices
- Water Saving up to 30Lt per person/day
- Energy efficiency up to 1.200.000Kwh compared to 2024



greek breakfast



HELLENIC CHAMBER OF HOTELS

www.greekbreakfast.gr



Sustainable Food Destination Organisation



EN ISO 22000:2018



cretan cuisine
κρητική κουζίνα



Minoa Palace
Resort

FEBRUARY
2024-2026

Member Since JANUARY 2023



CERTIFICATIONS RECOGNITIONS COOPERATIONS

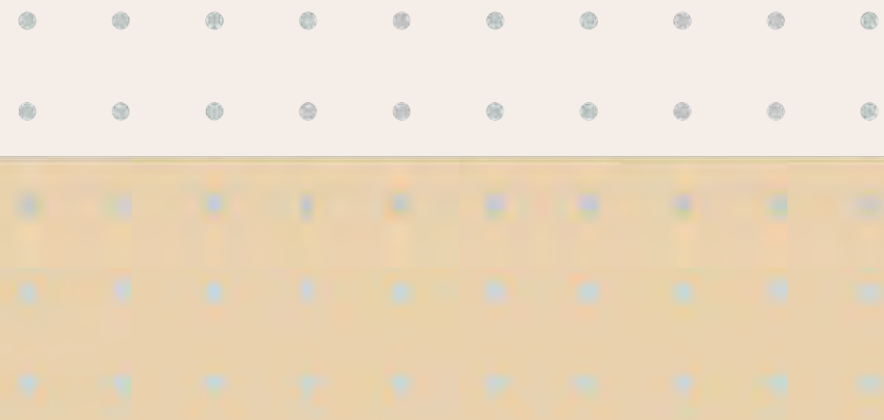
Leading the hospitality industry with high-end quality service, premium concierge and world class facilities, we have been honored with a multitude of awards and certifications that recognize our excellence in all aspects of hospitality.

FEEDBACK



At Minoa Palace, we are deeply committed to responsible growth and to creating a lasting positive impact on both the environment and our local community. We warmly invite all our partners, suppliers, guests, team members, and community stakeholders to join us in this shared mission. By maintaining strong environmental and social values together, we can amplify our efforts to conserve energy, minimize waste, protect biodiversity, and support the local economy. We encourage everyone to share their thoughts and ideas on how we can further enhance our sustainability initiatives. Your feedback is invaluable in helping us achieve even greater progress and continue building a greener future. Every action makes a difference. Let's keep moving forward and make sustainability a way of life—together.

💬 Please send your feedback or suggestions to info@minoapalace.gr



MEMBER OF **EM** RESORTS

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