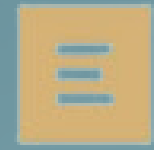




1st sustainability report 2024

# ENORME SUSTAINABILITY REPORT

SUSTAINABILITY AND RESPONSIBLE PRACTICES  
ARE THE HEART OF OUR OPERATIONS



ENORME  
HOTELS & VILLAS





# About this report

This report reflects our ongoing commitment to embed sustainability at the heart of Enorme Teatro Beach Resort Hotel's operations. It outlines our vision for a more responsible, regenerative hospitality model—one that respects natural resources, empowers our people, and enhances guest experiences. Several of the initiatives and future goals described have been made possible through the support of the i-STARS program, which co-finance innovative actions for sustainable tourism. With this valuable backing, we are accelerating our transition toward a greener, more resilient future for our hotel and our wider community. This sustainability report covers the year 2023, and organization's intention is to update its data on an annual basis.



*This report has been conducted by*







# TABLE OF CONTENTS

About us ..... 4

Facilities ..... 5

Events ..... 6

Taste ..... 7

CSRD ..... 8

Internal policies ..... 14

Stakeholders ..... 18

Materiality assesment ..... 19

Contribution to SDGs ..... 21

Responsibility towards our people ..... 23

Environmental Responsibility and Action ..... 30

Looking Ahead ..... 37

GRI table of contents ..... 38



# ENORME TEATRO BEACH RESORT

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Enorme Teatro Beach Resort is one of the standout properties within the Enorme MK Hotels I.K.E portfolio, exemplifying our company's commitment to exceptional service and unforgettable experiences. Located in a prime coastal area, this resort combines **luxury, comfort**, and a **unique aesthetic** for an all-encompassing vacation experience.

ENORME MK HOTELS I.K.E was founded in early 2017 with the vision of delivering **high-level, integrated services** in the tourism sector, with a dedicated focus on the hotel industry. The company has demonstrated significant growth to date, with an increasing number of collaborations and new projects. The founder and driving force behind the company is **Mr. Manos Loubakis**, who brings over 25 years of experience in the broader hospitality and tourism industry, including senior roles within renowned luxury hotel chains.

As part of the Enorme MK Hotels I.K.E network, Enorme Teatro Beach Resort benefits from the company's **strategic partnerships with leading European tour operators** and online platforms. Its strong partnerships with leading travel operators such as TUI, Schauinsland, and Jet2 Holidays, the resort consistently attracts a diverse European clientele seeking both exceptional value and high-end experiences. The resort's listings on Booking.com, Expedia, and other prominent booking platforms further highlight its global appeal and accessibility.





# FACILITIES



## Wellness

For the most indulgent experience, the Spa therapists can arrange a massage in a beach or a pool Gazebo under the clear blue sky or in the privacy of your room/suite by your pool.

In calm and personalized settings, the effective relaxation techniques of our experts are applied to massage and body care treatments-all in a tranquil environment of gentle aromas and fragrances.

Many of our treatments fuse the local botanical and herbal resources with the traditional, spiritual and physical healing arts



## Yoga

Yoga engages the body, mind, emotions, and energy, offering a holistic approach to well-being. With simple yet effective movements, it can prepare the body for sports, enhance balance, increase flexibility, and even alleviate issues such as arthritis, back pain, and knee discomfort.

More than just physical exercise, yoga integrates postures, breathing techniques, deep relaxation, and meditation to promote transformative health benefits on multiple levels.



# EVENTS



## Wedding on the beach

We will be honored to be part of your love story and plan your dream wedding step by step, right on the sandy beach. Take advantage of our experience to celebrate special events and live the most unique moments of your life. For a cherished beach wedding, choose the experts.

## Renewal of Vows

Marriage renewal is a way of reaffirming your faith and love to your life partner. Let your love become stronger through the passing years and trust us to plan this monumental day for you. Every detail of your special day is being carefully planned and the whole ceremony will perfectly reflect your needs.



## Honeymoon Vacations

Honeymoon vacations is a lifetime opportunity to have fun and give a good start to your common love life. We work hard in order to fulfil your wishes at every level and to make your trip a memorable experience, which you will cherish forever. We will be more than happy to be your favorite destination for a romantic honeymoon.





# Taste

We take pride in being true food specialists, inviting you to embark on a journey through diverse flavors and indulgent gastronomy.

Your health and safety are our top priorities; We implement the highest food hygiene standards and are committed to develop the ISO 22000 system. In addition to ensuring strict hygiene protocols, we partner with certified organic producers and local farmers to bring you the freshest, most responsibly sourced ingredients.

Our culinary philosophy is deeply rooted in the Mediterranean Diet – globally renowned for its health benefits. Alongside our authentic Mediterranean offerings, we embrace modern food trends by providing carefully curated Vegan, Vegetarian, and Healthy Menus.

Traditional Greek food is characterized by high quality ingredients, fresh herbs and olive oil. In our Hotels we encourage our Guests to taste our original Greek recipes through the daily buffet. On the other hand, we create menus inspired by different locations around the world, called Themed nights and each Guest can try new authentic dishes.

Our inspiring food buffet can maximize the satisfactory of every palate.

Eating outside of home can be difficult for people with food allergies but we embrace the opportunity to meet our Guest's specific dietary needs. Our staff has the appropriate food allergy training so in our dishes, we highlight the potential allergens as food allergy safety has high priority in our company.

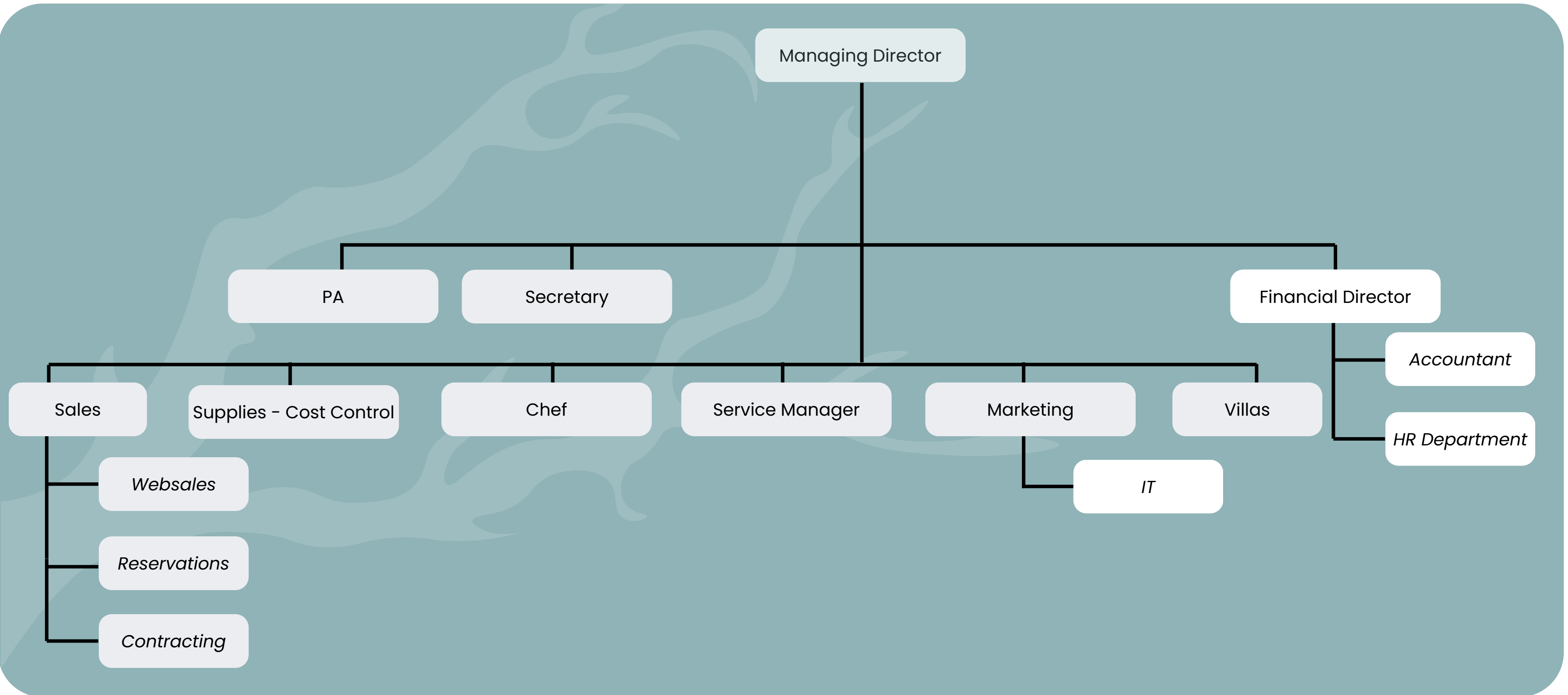


# CORPORATE SOCIAL RESPONSIBILITY





# ORGANIZATION CHART

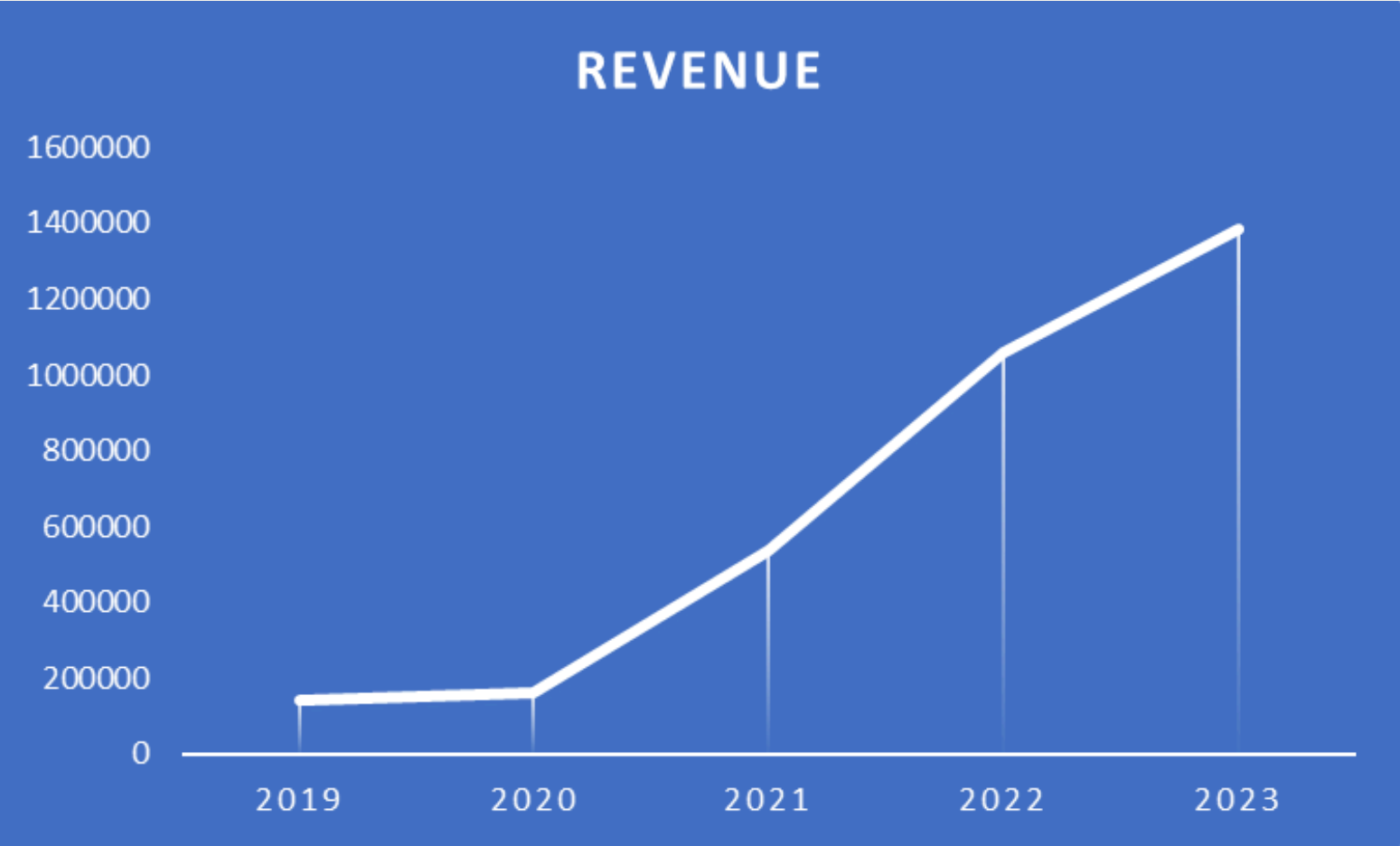




# VALUE CHAIN



The value chain of Enorme Teatro Beach Resort is structured according to Porter's framework, highlighting the key activities that contribute to delivering high-quality services and memorable guest experiences. Through the integration of both primary and support activities, the resort ensures operational efficiency, customer satisfaction, and long-term value creation. From procurement and operations to personalized service and strategic marketing, each stage of the value chain is aligned with our commitment to excellence, sustainability, and continuous improvement.



## ECONOMIC PERFORMANCE



# CERTIFICATIONS



Enorme Teatro Beach Resort proudly holds several prestigious quality and **sustainability certifications**, reflecting its commitment to excellence and **responsible tourism**. The resort is certified with ISO 9001, ensuring high standards in quality management and customer satisfaction; ISO 14001, which focuses on **effective environmental practices** and **reducing ecological impact**; and ISO 45001, promoting a safe and healthy working environment for all staff. Additionally, the resort has been awarded the internationally recognized **Blue Flag** for its clean, secure, and well-managed beach, and the **Green Key eco-label**, which acknowledges its efforts in energy efficiency, waste reduction, and overall environmental responsibility.

International Environmental Award





# RISKS AND MANAGEMENT STRATEGIES

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## 01 Risk of Demand Decrease:

Despite the overall economic downturn, the company has maintained stability. In response to this risk, the company strives to remain flexible with its expenditures to adapt to changing market conditions. This approach ensures it can weather periods of low demand without compromising on service quality or customer satisfaction.

## 02 Regulatory Framework Change Risk:

The company operates within the regulatory framework set by local legislation applicable to businesses. Additionally, it holds specific licenses, such as the health-related operating license, which is not at risk of being revoked. The company closely monitors any changes in legislation to ensure compliance and minimize the impact of regulatory shifts on its operations.

## 03 Industry-Specific Risks:

There are no specific risks unique to the industry the company operates in, aside from the general market risks faced by all businesses. The company maintains a proactive approach to industry trends and external factors to stay competitive and adaptable.

## 04 Operational/Regulatory Risk:

The company is aware that potential increases in energy costs, such as those resulting from the ongoing energy crisis, could significantly impact operations, financial condition, and liquidity. To mitigate this risk, the company actively monitors energy markets and adjusts its operations and budgets accordingly.



## 05 Liquidity Risk:

The company effectively manages liquidity risk by maintaining high levels of cash reserves, which exceed its exposure to debt. It also has approved credit lines with financial institutions, ensuring that liquidity is not compromised. The company's strong reputation with banks and suppliers, built over more than five years of successful operations, further mitigates this risk.

## 06 Currency Exchange Risk:

The company evaluates potential foreign exchange risks but does not face immediate currency exchange risks. This is because the company mainly operates within the Greek market and invoices in Euros. Furthermore, all loan obligations are in Euros, reducing exposure to exchange rate fluctuations.

## 07 Credit Risk:

The company is exposed to credit risk mainly from receivables from customers. However, due to the broad diversification of its customer base, there is no significant concentration of credit risk. The company assesses the creditworthiness of customers on a case-by-case basis, following its internal operational principles.

## 08 Interest Rate Risk:

The company closely monitors interest rate trends and evaluates its financing needs. However, since its reliance on bank loans is limited, the risk from interest rate fluctuations is not considered significant.

## 09 Climate-related Risks

Climate change presents both risks and opportunities for our company. Key financial implications include potential increases in energy costs due to carbon pricing and stricter environmental regulations. Physical risks such as extreme weather events may affect our supply chain and operations. To address these challenges, we have invested in energy-efficient technologies and are diversifying our energy sources. At the same time, we see opportunities in expanding our portfolio of environmentally friendly products, which can open new markets and increase customer loyalty.

## 10 Price Risk:

The company is exposed to price fluctuations in competitive products. To manage this risk, it adjusts its pricing policy based on procurement costs and market conditions, ensuring that it remains competitive while safeguarding profitability.



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# INTERNAL POLICIES

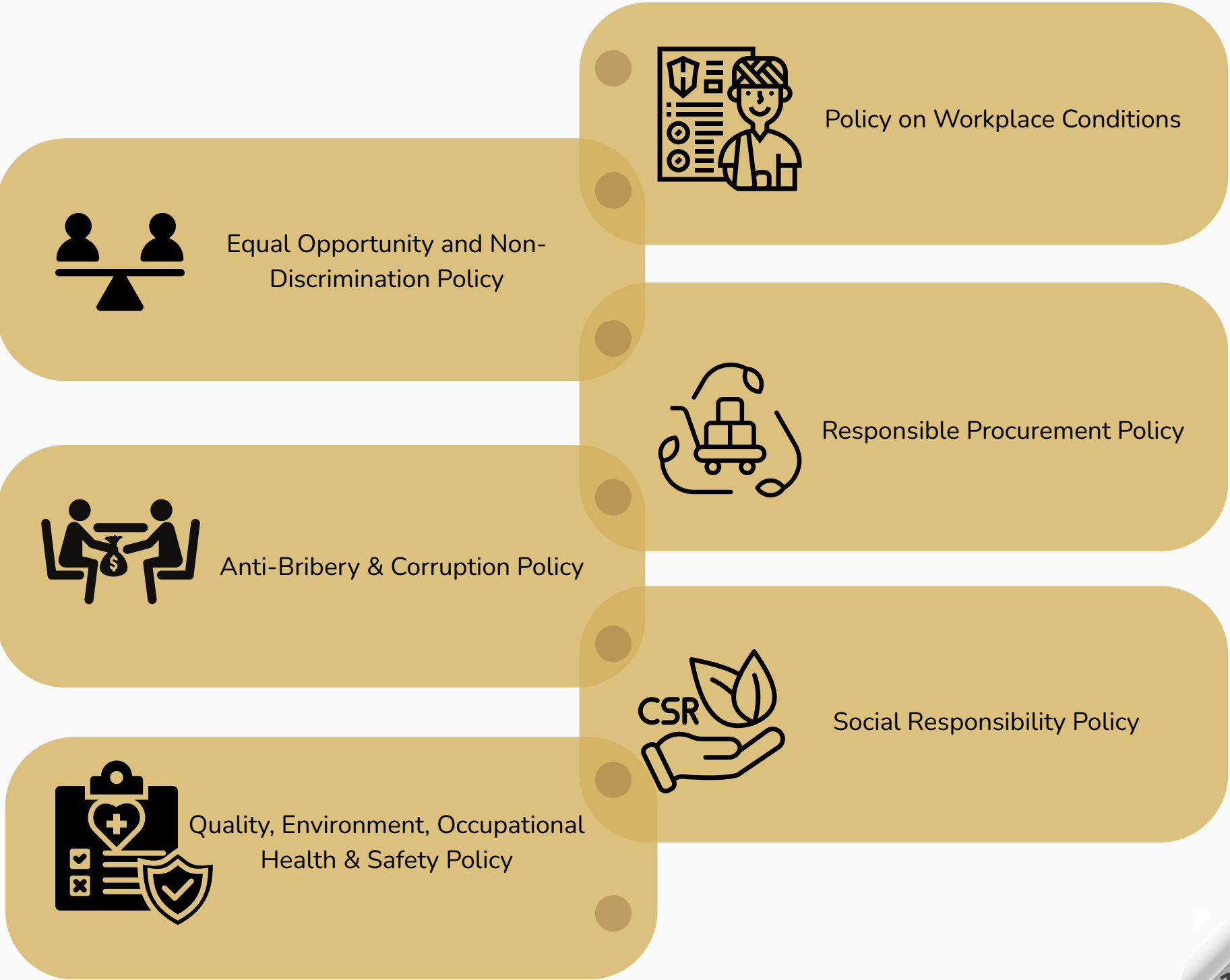
At Enorme Teatro Beach Resort Hotel, we recognize that smooth daily operations and long-term success rely on more than just exceptional service require a solid internal foundation. That’s why we have established and actively implement a comprehensive set of internal policies.

These policies are thoughtfully designed to define the roles, responsibilities, and duties of our management and team members. They also provide a structured framework for responding to unexpected situations or challenges that may affect our ability to carry out daily functions. Our company observes a minimum notice period of 30 days, to employees in the event of significant operational changes, in accordance with the collective labor agreement.

By fostering clarity, preparedness, and accountability, our internal policies not only help us resolve operational issues efficiently but also reinforce our ongoing commitment to sustainable development and excellence in hospitality.

Remuneration policies are in accordance with Greek legislation.

Our Core Internal Policies Include:



# Staff Handbook

**We have developed a Staff Handbook, which serves as the starting point for all new employees. All staff members are trained and informed about the contents of the handbook during their onboarding process.**

Through the Staff Handbook, we communicate our commitment to responsible business practices and ethical employee conduct. This is reinforced through dedicated meetings, training sessions, and internal events.

The handbook, which has been formally approved and signed by the Group's CEO, is available internally on the Group's intranet and is also shared electronically with relevant stakeholders via email.

**Provides essential information about the company's values, structure, and operational standards. It aims to support staff from their first day and throughout their employment journey.**

The handbook includes:

- A welcome message and an introduction to Enorme.
- The purpose of the handbook and the company's mission
- Information about employment policies, employee rights, and career development
- The importance of teamwork and collaboration within the workplace
- Guidelines on performance expectations, training, and departmental structure
- Standards for personal appearance, uniforms, and hygiene
- Policies on accident prevention, workplace rules, and safety protocols, including CCTV monitoring
- Procedures for attendance, work schedules, and internal transfers
- Information on guest billing, confidentiality, and handling of personal data
- Support for problem resolution and the role of the Manager on Duty

This handbook is a key resource that reflects our commitment to professionalism, employee well-being, and exceptional hospitality service.





# Health and Safety Policy

The following statement of principles and intentions includes the Occupational Health and Safety Policy for Enorme Teatro Beach Principles the company's management is committed to:

- Preventing injuries and ill health of anyone within the company's premises.
- Complying with all relevant environmental laws and regulations, as well as other requirements to which the hotel subscribes.
- Providing the necessary resources for the effective implementation of this policy.
- Continuously improving management systems and performance.
- Children's Rights. We do not employ children under any circumstances. Should any irregular activity come to our attention concerning the general or sexual exploitation of children, we are committed to reporting it to the competent authorities.

- Minimizing workplace accidents and improving the condition of the workspaces and working methods.
- Continuously identifying, assessing, and controlling health and safety risks, and implementing relevant preventive measures.
- Setting and reviewing health and safety objectives and implementing an action plan to evaluate them.
- Providing and maintaining an appropriate and safe working environment for all employees.
- Making available the necessary information, instructions, training, and supervision to ensure the occupational health and safety of all employees.
- Communicating our policy to employees, clients, and suppliers to ensure awareness of their individual health and safety responsibilities.
- Conducting risk assessments for all our activities at a frequency relevant to their potential harm.

*Making this policy available to interested parties. This policy is reviewed regularly to ensure it remains relevant and appropriate to the company's activities.*



## Problem-resolution mechanism

Through this mechanism, it provides the opportunity for its employees, partners, and suppliers to express their concerns or complaints (e.g., issues related to labor relations, nutrition, transportation, working hours, accommodation). Specifically, employees can express their concerns either in person or in writing via email to the Management.

In addition, for managing customer complaints, employees have clear instructions on how to handle such cases. The actions they must take are as follows:

When receiving a customer complaint:

- We always try to put ourselves in the customer's shoes and see the situation from their perspective.
- We keep in mind that the customer is dissatisfied with the situation, not with them personally.
- Employees always use the following problem-handling method:
  - *Show understanding and acknowledge how they feel*
  - *Correct the issue immediately and inform the customer right away about the resolution method. If it is a problem that will take longer to resolve, keep the customer updated on the progress.*



## Respect for privacy and human rights is a fundamental value for the Group.

Information systems must be protected to the highest possible degree. To this end, a Personal Data Privacy Policy is implemented, aiming to ensure confidentiality and guarantee the proper functioning of information systems.

We recognize the critical importance of personal data protection and applies the General Data Protection Regulation (GDPR) to process personal data in accordance with European legislation.

Our stakeholders are at the core of our commitments, and therefore, respecting and protecting their personal data is critical policy.



# STAKEHOLDERS






Stakeholders refer to individuals, groups, or organizations that have an interest in or are affected by the activities, operations, and performance of a business. For Enorme Teatro Beach Resort, stakeholders include employees, customers, suppliers, investors, local communities, regulatory bodies, and partners. These stakeholders are crucial for the resort's success, as they influence and are influenced by the resort's decisions and outcomes. Satisfied customers lead to positive reviews and repeat business, while strong relationships with suppliers ensure high-quality products and services. Engaging with local communities fosters goodwill and supports sustainable tourism practices. Additionally, maintaining compliance with regulatory requirements ensures smooth operations and avoids legal issues.

To ensure alignment with our stakeholders, we prioritize open communication and transparency. The resort actively listens to customer feedback to continuously improve service offerings and meet guest expectations. It works closely with suppliers to ensure the quality and sustainability of the products it offers. The company also invests in its employees by providing training and development opportunities, fostering a motivated and skilled workforce. Furthermore, the resort engages with local communities through partnerships and supports initiatives that promote local culture and environmental sustainability. By adhering to regulatory standards and fostering strong relationships with our stakeholders, we ensure long-term growth, a positive reputation and continued success in the competitive hospitality market.





# STAKEHOLDERS

		BASIC REQUIREMENTS	COMMUNICATION METHODS	RESOLUTION – MANAGEMENT
	EMPLOYEES	<ul style="list-style-type: none"> <li>• Additional benefits</li> <li>• Opportunities for professional development and training</li> <li>• Ensuring a safe working environment</li> </ul>	<ul style="list-style-type: none"> <li>• Through trade unions and representatives.</li> <li>• Through documents and via e-mail.</li> </ul> <p><u>Frequency of communication:</u> Whenever deemed necessary.</p>	<ul style="list-style-type: none"> <li>• Training.</li> <li>• Health and safety.</li> <li>• Employee benefits.</li> </ul>
	SUPPLIERS	<ul style="list-style-type: none"> <li>• Updates on the policies and procedures of the company.</li> <li>• Ensuring a harmonious framework for cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• Through the Enorme’s website (announcements, tender notices, bidding procedures).</li> </ul> <p><u>Frequency of communication:</u> Whenever deemed necessary.</p>	<ul style="list-style-type: none"> <li>• Responsible supply chain.</li> <li>• Communication with suppliers – clear collaboration framework.</li> <li>• Quality services.</li> </ul>
	CUSTOMERS	<ul style="list-style-type: none"> <li>• Ensuring the quality of provided services, as well as responsibility and safety in service delivery</li> <li>• Development and innovation</li> </ul>	<ul style="list-style-type: none"> <li>• Open, direct communication with the relevant departments.</li> </ul> <p><u>Frequency of communication:</u> Continuous.</p>	<ul style="list-style-type: none"> <li>• Quality services.</li> <li>• Certifications and awards.</li> </ul>
	NGOS	<ul style="list-style-type: none"> <li>• Active participation and contribution to their activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Through email, newsletters, press, and direct meetings.</li> </ul> <p><u>Frequency of communication:</u> When deemed appropriate.</p>	<ul style="list-style-type: none"> <li>• Collaboration with local bodies/groups.</li> </ul>
	LOCAL COMMUNITY	<ul style="list-style-type: none"> <li>• Ensuring a harmonious framework for cooperation.</li> <li>• Ensuring the smooth operation of the company’s facilities, in accordance with the latest standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Through press releases, meetings, seminars, and workshops.</li> </ul> <p><u>Frequency of communication:</u> Whenever deemed necessary.</p>	<ul style="list-style-type: none"> <li>• Contribution to the local community through actions.</li> </ul>



# Materiality Assessment Methodology



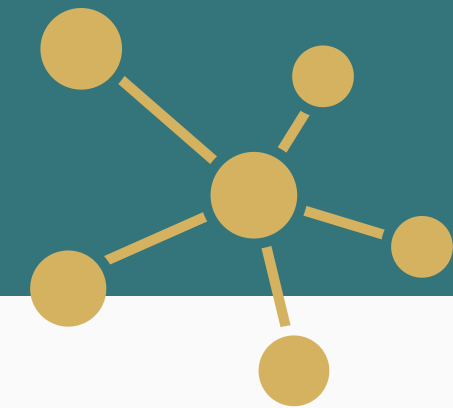
## Stakeholder Engagement for Material Topic Identification

The identification of material topics is a key step in the sustainability reporting process. To determine these topics, electronic questionnaires were distributed to the company's stakeholders (customers, suppliers, external partners, employees, and management). Participants were asked to select and rank the 15 most important topics out of 38, with 1 being the most important.



## Data Analysis

The responses were entered into a database and grouped into internal (employees and management) and external (customers, suppliers, external partners) stakeholders. A weighted average normalization method was applied to ensure fair and comparable evaluation. This method considers both the number of responses and the total score, resulting in an objective ranking of material topics based on popularity and importance.



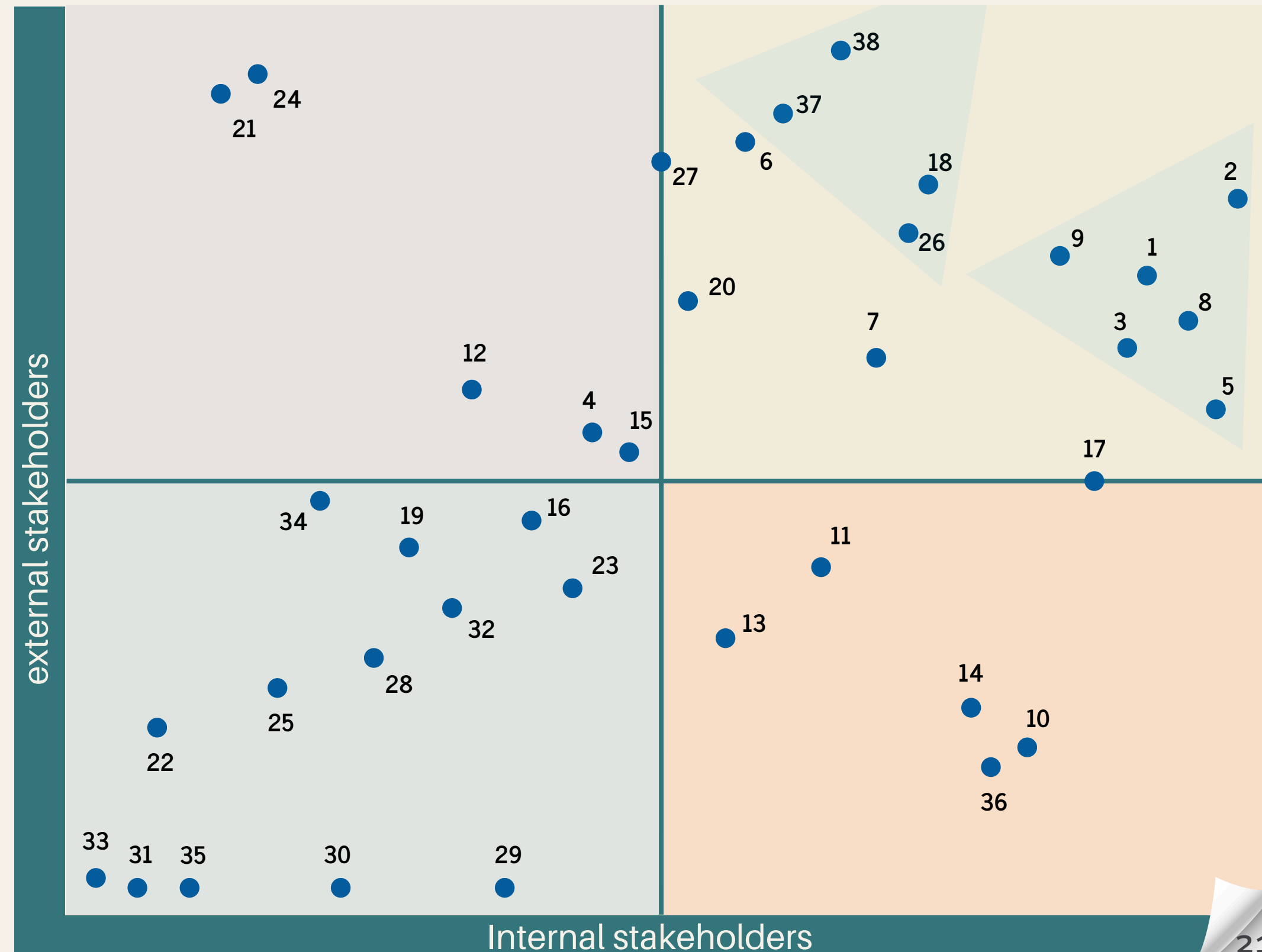
## Materiality Mapping Overview

Based on the results, a materiality matrix was created with two axes: the horizontal axis represents external stakeholders, and the vertical axis represents internal stakeholders. The matrix is divided into four quadrants, with the point (15,15) as the center. Topics in the top-right quadrant are important to both internal and external stakeholders. Those in the top-left are important only internally, the bottom-right only externally, and the bottom-left are considered of lower overall significance.

# MATERIALITY MAPPING OVERVIEW






The top 15 material topics for both internal and external stakeholders as mapped at the materiality table are:

- 38. Promotion of the primary sector and local areas
- 18. Adherence to business ethics
- 37. Contribution to reducing local unemployment
- 2. Safeguarding and improving the quality of the working environment
- 26. Employee benefits
- 9. Active monitoring and management of the company's operating costs
- 1. Maintenance and expansion of quality standards and certifications
- 8. Decent work and economic growth
- 3. Added value for customers and our people
- 5. Ensuring health and safety at work
- 6. Securing financial resources (investment schemes, grants, etc.)
- 27. Protection of privacy and personal data
- 20. Protection of human rights
- 7. Installation or expansion of smart lighting systems
- 17. Ensuring non-discrimination based on religion, gender, ethnicity, sexual orientation, etc.

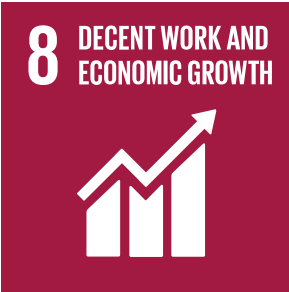








# Enorme Teatro Beach Resort's Contribution to the UN's 17 Sustainable Development Goals (SDGs)

	SDG	Description	Enorme Teatro Beach Resort Actions
	Good Health & Well-being	Ensure healthy lives and promote well-being	Implementation of strict health & safety protocols for staff and guests
	Quality Education	Promote lifelong learning opportunities	Staff training and education programs
	Gender Equality	Empower all women and girls	Equal opportunity policy across all job positions
	Clean Water & Sanitation	Sustainable water management	Use of water-saving technologies in rooms and common areas
	Affordable & Clean Energy	Use of renewable energy sources	Installation of solar panels and use of LED lighting

# Enorme Teatro Beach Resort's Contribution to the UN's 17 Sustainable Development Goals (SDGs)

	SDG	Description	Enorme Teatro Beach Resort Actions
	Decent Work & Economic Growth	Support local economies	Hiring local staff and collaborating with local suppliers
	Responsible Consumption & Production	Sustainable consumption and production patterns	Waste management, recycling, and plastic reduction
	Climate Action	Combat climate change and its impacts	Reduction of energy footprint and environmental awareness campaigns for guests
	Life Below Water	Protect marine ecosystems	Beach clean-up initiatives and coastal protection awareness
	Partnerships for the Goals	Strengthen global partnerships for sustainable development	Participation in sustainability networks and local development initiatives



# RESPONSIBILITY TOWARDS OUR PEOPLE



# EQUAL OPPORTUNITIES & DIVERSITY

The promotion of equal opportunities and the protection of diversity are fundamental principles of the Company. The Company's Management does not discriminate in recruitment/selection, compensation, training, assignment of job duties, or any other work-related activities. The sole factors taken into consideration are the individual's experience, personality, academic background, qualifications, performance, and skills.

The Company encourages and advises all its employees to respect the diversity of each employee, supplier, or customer and not to tolerate any behavior that may result in any form of discrimination. The Company's policy in this area is based on the Guidelines of the OECD or the International Labour Organization (ILO).

a) Policy of Diversity and Equal Opportunities

The Company follows a policy of diversity and equal opportunities regardless of gender, religion, disability, or any other aspect.

The Company maintains excellent relations with its personnel, and no labor issues have been reported.

b) Respect for Employees' Rights and Trade Union Freedom

The Company respects employees' rights and complies with labor legislation. Currently, there is no employee union within the Company.

c) Training Systems, Promotion Procedures, etc.

The processes for staff selection and recruitment are based on the qualifications required for each position and are free from discrimination. The Company provides systematic "in-house" training for all categories of its employees. Promotions are based on evaluations conducted by Management.



Of the 44 employees, 33 are from Crete, which represents 75% of the workforce.

A significant portion of our workforce is covered by collective bargaining agreements, in full alignment with Greek labor law.

## Employee Benefits



Workwear (e.g., work uniform) and any other equipment required for the safe performance of duties, in accordance with the applicable health and safety regulations for employees.



A daily meal is provided to all personnel.

## Occupational Accidents





# Questionnaire Completion

Our employees' opinions play an important role in the workplace, as they contribute to the improvement of our provided services and the enhancement of relationships between employees and their supervisors. The goal is to resolve any issues that may arise, foster teamwork, and support the development of each employee.

Therefore, completing the questionnaires is a requirement for every employee to ensure their satisfaction and improve working conditions.

Each employee must be informed about the location of the questionnaires, and every supervisor is responsible for training the employee in this process so that they know how to use them in case they have any questions.



## Employee Awards

All employees can be awarded for reasons related to outstanding performance, work ethic, personal integrity, expertise, theoretical knowledge, perseverance, and growth potential.

Awards may belong to a specific category or not. They are presented annually following a vote by the management team, during the staff celebration event.

# SKILL DEVELOPMENT AND GROWTH OPPORTUNITIES

Enorme is committed to fostering skills development and personal growth opportunities for its team, ensuring excellence in hospitality and service delivery. This dedication was exemplified by a recent two-day workshop held at Enorme Teatro Beach, designed to elevate the expertise of the beverage teams.

- On the first day, participants delved into the art of wine knowledge and service excellence, guided by Ms. Kallia Gialitaki from Strataridakis Winery. Interactive sessions provided insights into wine selection, pairing, and presentation—essential skills for creating unforgettable dining experiences. Additionally, F&B Manager Marinos Delimichalis and Operation Manager George Kourinos held seminars focused on customer satisfaction and service standards, offering invaluable expertise to enhance guest interactions.
- Day two shifted focus to coffee appreciation and cocktail mastery. Mr. George Lampiris from Taf Coffee conducted an engaging session on coffee brewing techniques, enriching participants' understanding of this cornerstone of hospitality. Meanwhile, Marinos Delimichalis led practical sessions on cocktail crafting, ensuring hands-on learning that encouraged creativity and skill refinement.

The workshop fostered a collaborative and interactive environment, encouraging dialogue, idea exchange, and the practical application of newly acquired skills. This approach enhanced individual expertise and strengthened the team's ability to deliver exceptional guest experiences.

Through these initiatives, Enorme underscores its commitment to continuous professional development for its staff. By investing in their growth, the company ensures that its team remains at the forefront of hospitality excellence, providing unforgettable experiences across all its properties.





We encourage and recommend that all our employees respect the diversity of every colleague, supplier, or customer, and not tolerate any behavior that could lead to discrimination of any kind. Our policy is based on the OECD Guidelines and the principles of the International Labour Organization (ILO).

## Workplace Well-being and Work-Life Balance



We encourage a healthy balance between professional and personal life by offering flexible working hours and well-being programs. Employees are supported in maintaining a balanced lifestyle, which helps reduce stress and burnout while increasing productivity and job satisfaction.

## Continuous Learning and Development



We invest in the growth of its employees by providing opportunities for ongoing education and training. Through these programs, employees gain new skills and knowledge that help them grow professionally and take on new challenges, while also enhancing their sense of fulfillment and success.

## Open Communication and Employee Engagement



We promote open communication at all levels of the organization. Employee involvement in decision-making and the development of new initiatives strengthens the sense of teamwork and encourages proactive thinking. Regular communication and the opportunity to express opinions enhance trust and employee satisfaction.

## Promotion of Diversity and Equality



We foster a non-discriminatory policy, promoting diversity and equality within the workplace. All employees are treated with respect regardless of gender, age, nationality, or other personal characteristics, creating an environment of collaboration and mutual respect.



# CORPORATE SOCIAL RESPONSIBILITY (CSR) INITIATIVES

**Donations to associations and volunteer organizations –  
Participation in volunteer activities – Donations to food banks**

As part of our Corporate Social Responsibility (CSR) program, we actively pursue initiatives to promote not only ecological awareness but also broaden our involvement in charitable activities in collaboration with social solidarity organizations. One such effort was the “Social Kitchen” project, where meals were prepared in a public space and distributed to homeless individuals and vulnerable social groups.

The primary goals of these initiatives are to foster team spirit within the company and advance its CSR agenda, a new endeavor inspired by the company’s commitment to supporting society and addressing the growing needs of those facing challenges in their daily lives.





# LOCAL SOURCING

## SUPPORT THE LOCAL PRIMARY SECTOR AND COMMUNITIES

We actively support **local producers** and the vibrant **culinary heritage of Crete**, exemplified by our recent participation in the **12th Pancretan Forum for the Promotion of Cretan Products**. This annual event brings together key stakeholders in Crete's economy, fostering collaboration between the agricultural and tourism sectors. Our involvement underscores our dedication to connecting the island's productive capabilities with its thriving tourism industry, all while championing **sustainable tourism and community development**.

A cornerstone of our efforts is the celebration and promotion of **Cretan gastronomy**. We strive to showcase the authenticity of the island's culinary traditions, highlighting the importance of responsible consumption and sustainability in our Food and Beverage offerings. By incorporating authentic Cretan products into our operations, we aim to **preserve and promote** the unique cultural and gastronomic identity of the region.

Our partnerships with **Cretan wineries** are another testament to our commitment to local producers. These collaborations enable us to educate our guests about sustainable wine production and the significance of preserving Crete's indigenous grape varieties. We proudly present wines crafted from the island's seven dominant grape varieties—Vidiano, Vilana, Thrapsathiri, Kotsifali, Liatiko, and Mandilari—offering them as single varietals or blends with international varieties, all sourced from Crete.

Through these initiatives, Enorme Hotels & Villas reaffirms its role as a **steward of Cretan culture, gastronomy, and sustainability**, ensuring that the rich heritage of our island is celebrated and preserved for future generations.



Out of a total of 284 suppliers, 176 are located in Heraklion, accounting for 61.97% of our supplier base. This demonstrates our strong commitment to supporting the local economy and fostering partnerships within the region.

### Size of supply

Size of supply	No. of suppliers
0-1.000€	189
1.001- 10.000€	81
10.001 - 50.000€	9
50.001 - 100.000€	4
>100.000€	1



# ENVIRONMENTAL RESPONSIBILITY AND ACTION





# SUSTAINABILITY AND RESPONSIBLE PRACTICES ARE THE HEART OF OUR OPERATIONS

We are dedicated to a comprehensive approach that integrates environmental, financial, and social responsibility. Our goal is to create lasting, positive change by embracing innovative solutions that allow us to do more with fewer resources. We focus on building sustainable resilience across our properties, ensuring that we continue to have a meaningful, positive impact on the communities we serve. By fostering collaboration among our team members, hotel owners, franchise partners, brands, suppliers, and guests, we work tirelessly to minimize the environmental footprint of our operations. This involves addressing key areas such as reducing carbon emissions, optimizing energy use, enhancing food and beverage sustainability, improving indoor environmental quality, streamlining our supply chain, and reducing waste and water consumption. Through these collective efforts, we aim to mitigate risks while promoting a sustainable future for the hospitality industry and the world at large.





# Our Environmental Policy



All of us – the Management and employees at ENORME TEATRO BEACH Hotel – are committed to the following, as we believe in continuous improvement.

**These principles form the foundation of our Environmental Policy:**

- To faithfully implement and continually improve the Environmental Management System.
- To undertake initiatives aimed at saving energy, reducing water consumption, properly managing wastewater, and reducing and properly managing solid waste.
- To maintain high air quality.
- To protect the beach and the quality of the surrounding waters.
- To comply with all legislative or other requirements relevant to the activities of our business.



**To achieve these goals, we:**

- Collaborate with neighboring organizations to preserve the natural beauty of the area.
- Inform all stakeholders in the region about the environmental actions undertaken by the hotel to raise awareness and encourage their participation.
- Provide annual training to hotel staff to ensure their active involvement in the Environmental Management System.
- Inform guests about the hotel's environmental initiatives to encourage their active participation.
- Use only top-quality raw materials and evaluate our suppliers accordingly.
- Maintain facilities and equipment in excellent condition, preventing potential issues.
- Vacant rooms are regularly inspected, and any electrical devices that are unnecessarily operating are either removed or deactivated.
- Regular cleaning of the filters in our air conditioning units.
- Establishing daily inspections and cleaning of the hotel's swimming pool water by specialized personnel from the maintenance department.
- All staff across all levels of the business are aware of the Environmental Policy and contribute to its implementation.
- The company's Environmental Policy is available, reviewed, and redefined annually.



# GREEN INITIATIVES DRIVING POSITIVE ENVIRONMENTAL CHANGE

## Protecting Marine Life: Enorme Teatro Beach Hotel's Commitment to Sea Turtle Conservation

Enorme Teatro Beach Hotel is deeply committed to protecting the local wildlife, particularly the endangered sea turtles that nest along the beach. The hotel has implemented several environmentally conscious initiatives aimed at preserving the natural habitat of these turtles. This includes creating designated protected areas on the beach where nesting can occur without human interference, providing education and awareness to guests about the importance of turtle conservation, and collaborating with local environmental organizations to monitor and safeguard the nests. By taking these actions, Enorme Teatro Beach Hotel plays an active role in the protection of these remarkable creatures and in the preservation of the local ecosystem for future generations.





## Promoting Separate Waste Collection for a Sustainable Future

Enorme Teatro Beach Hotel is deeply committed to protecting the local wildlife, particularly the endangered sea turtles that nest along the beach. The hotel has implemented several environmentally conscious initiatives aimed at preserving the natural habitat of these turtles. This includes creating designated protected areas on the beach where nesting can occur without human interference, providing education and awareness to guests about the importance of turtle conservation, and collaborating with local environmental organizations to monitor and safeguard the nests. By taking these actions, Enorme Teatro Beach Hotel plays an active role in the protection of these remarkable creatures and in the preservation of the local ecosystem for future generations.





## Water stewardship Initiatives

### Blue Flag Certification

We proudly highlight having a Blue Flag Award—a prestigious recognition for beach and coastal water quality, environmental education, and sustainable practices

### Freshwater Pool with Higher Standards

The resort features a freshwater outdoor pool (not chlorine-heavy salt water), which is cleaned daily to high quality standards, minimizing harmful chemicals and conserving water usage

### Towels & Laundry practices

We aim to uphold the industry benchmark that suggests hygiene is maintained even with reuse: towels can be used up to 3 times before washing, while sheets may be changed every 3 days unless requested sooner. Towel and linen reuse programs can reduce laundry loads, and thus water use by up to 17%

### Sustainability Policy Emphasizing “Water Consumption and Disposal”

We state our commitment to: “reduce the environmental and negative social impact of our business activities related to food and beverage sourcing, production, consumption and disposal and to continually improve and innovate”.

### Future goals

Expand the installment of water efficiency fixtures like low-flow showerheads and faucets.

Expand the smart water meters to monitor usage and identify reduction areas.

Introduce refillable glass water stations to reduce single-use plastic bottles.

*our total fresh water consumption for 2023 was 2 tons*



## Energy-saving strategies

### Key-card controlled power

Guests insert a special card into a slot when entering rooms. Removing the card upon leaving automatically shuts off lighting, A/C, and other appliances.

### Energy-Saver A/C operation

The Climate Control system is optimized so the air conditioning turns off automatically if the balcony door is left open.

### Occupancy sensors in public areas

Motion-based sensors ensure lights are turned off when spaces are unoccupied, reducing wasted lighting.

### Guest education and engagement

Guests are encouraged to

- Keep A/C at 23 °C (rather than cooler temps), which saves electricity.
- Unplug personal electrical devices when not in use.
- Reduce paper use and lighting—e.g., using towels for drying.

### Pressure-reducers on water fixtures

Though a water measure, it also indirectly reduces electricity used for water heating by lowering flow.



*our total electricity consumption for 2023 was 185.911 kWh*



# Looking Ahead

We are proud of the sustainable practices already in place at our resort, but our commitment to the environment and our community doesn't stop there. As part of our continuous improvement approach, we have identified key goals for enhancing sustainability across all areas of operation:

At Enorme Teatro Beach Resort Hotel, sustainability is not a destination, it's a journey of continuous improvement and conscious responsibility. While we are proud of the progress we have made so far, we recognize that there is always more we can do to protect the environment, support our local community, and create meaningful experiences for our guests.

In the coming years, we envision a resort that is truly aligned with the principles of circular economy and low-impact tourism. One of our main ambitions is to move closer to a zero-waste-to-landfill model, by significantly expanding our recycling systems and completely phasing out single-use plastics. We are also exploring local partnerships for composting and upcycling, so that all waste generated on site can find a new purpose.

Water stewardship remains a top priority. While we have already taken steps to reduce consumption through towel reuse programs and smart room systems, we plan to go further. Future investments will focus on installing intelligent irrigation systems, or reusing greywater for non-potable purposes, such as garden irrigation. We also hope to involve our guests more actively by offering them transparent, real-time insights into their water consumption, encouraging more mindful usage.

On the energy front, we are committed to gradually shifting further toward renewable sources. Our vision includes the installation of solar panels across key resort areas, the integration of energy storage technologies, and the adoption of smart building systems that optimize power usage without compromising comfort. This transition will allow us not only to reduce our carbon footprint, but also to future-proof the hotel against energy-related risks.

Mobility and transportation are also areas where we see exciting potential. In the future, we hope to introduce electric guest carts, along with EV charging stations in our parking facilities. For guests seeking a more active and eco-friendly way to explore the surrounding area, we plan to offer electric bicycles and promote car-free excursions in collaboration with local partners.

We also recognize the importance of validating our sustainability practices through independent certifications. Over the next few years, we will continue to pursue internationally recognized eco-labels, while increasing the transparency of our actions through publicly available reports and annual audits.

Lastly, we believe that true sustainability is rooted in connection, with nature, with culture, and with people. That's why we are committed to deepening our ties to the local community by sourcing more of our food and amenities from nearby producers and artisans. We also plan to enhance sustainability education for both staff and guests, offering enriching experiences such as nature walks, coastal cleanups, and interactive workshops that showcase Crete's natural and cultural heritage.

**Our journey continues and we warmly invite our guests, partners, and community to be part of it.**



GRI content index

Statement of use	Enorme Hotels IKE, has reported the information cited in this GRI content index for the period 2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

DISCLOSURE	LOCATION
GRI 2: General Disclosures	
2-1 Organizational details	Enorme Hotels I.K.E
2-2 Entities included in the organization’s sustainability reporting	pages. 8,9,10
2-3 Reporting period, frequency and contact point	page. 2
2-4 Restatements of information	n/a, 1st report
2-5 External assurance	to be considered
2-6 Activities, value chain and other business relationships	pages. 5,6,7,10
2-7 Employees	page. 24
2-8 Workers who are not employees	page. 24
2-9 Governance structure and composition	page. 9
2-10 Nomination and selection of the highest governance body	page. 9
2-11 Chair of the highest governance body	page. 9
2-12 Role of the highest governance body in overseeing the management of impacts	page. 9
2-13 Delegation of responsibility for managing impacts	page. 9
2-14 Role of the highest governance body in sustainability reporting	page. 9
2-15 Conflicts of interest	not any regognized
2-16 Communication of critical concerns	page. 17
2-17 Collective knowledge of the highest governance body	page. 9
2-18 Evaluation of the performance of the highest governance body	page. 9
2-19 Remuneration policies	page. 14
2-20 Process to determine remuneration	page. 14
2-21 Annual total compensation ratio	page. 14
2-22 Statement on sustainable development strategy	page. 31, 37
2-23 Policy commitments	page. 14, 17
2-24 Embedding policy commitments	page. 15
2-25 Processes to remediate negative impacts	page. 31
2-26 Mechanisms for seeking advice and raising concerns	page. 17
2-27 Compliance with laws and regulations	page. 14
2-28 Membership associations	page. 11
2-29 Approach to stakeholder engagement	page. 18
2-30 Collective bargaining agreements	page. 24

DISCLOSURE	LOCATION
GRI 3: Material Topics	
3-1 Process to determine material topics	page. 19
3-2 List of material topics	page. 20
3-3 Management of material topics	page. 20, 21
GRI 201: Economic Performance	
201-1 Direct economic value generated and distributed	page. 10
201-2 Financial implications and other risks and opportunities due to climate change	page. 13
GRI 202: Market Presence	
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	page. 24
202-2 Proportion of senior management hired from the local community	page. 24
GRI 203: Indirect Economic Impacts	
203-1 Infrastructure investments and services supported	page. 10
203-2 Significant indirect economic impacts	page. 12, 13
GRI 302: Energy	
302-1 Energy consumption within the organization	page.32, 36
302-3 Energy intensity	page.32, 36
GRI 303: Water and Effluents	
303-1 Interactions with water as a shared resource	page. 32, 35
303-2 Management of water discharge-related impacts	page. 32, 35
303-5 Water consumption	page. 32, 35
GRI 306: Waste	
306-1 Waste generation and significant waste-related impacts	page. 32, 34
306-2 Management of significant waste-related impacts	page. 32, 34
GRI 401: Employment	
401-1 New employee hires and employee turnover	page. 24
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	page. 24
401-3 Parental leave	page. 24



GRI content index

DISCLOSURE	LOCATION
<b>GRI 402: Labor/Management Relations</b>	
402-1 Minimum notice periods regarding operational changes	page. 14
<b>GRI 403: Occupational Health and Safety</b>	
403-1 Occupational health and safety management system	page. 16
403-2 Hazard identification, risk assessment, and incident investigation	page. 12,13
403-3 Occupational health services	page. 16
403-4 Worker participation, consultation, and communication on occupational health and safety	page. 16
403-5 Worker training on occupational health and safety	page. 16
403-6 Promotion of worker health	page. 16
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	page. 16
403-8 Workers covered by an occupational health and safety management system	page. 16
403-9 Work-related injuries	page. 24
403-10 Work-related ill health	page. 24
<b>GRI 404: Training and Education</b>	
404-1 Average hours of training per year per employee	page. 26, 27
404-2 Programs for upgrading employee skills and transition assistance programs	page. 26, 27
404-3 Percentage of employees receiving regular performance and career development reviews	page. 25
<b>GRI 405: Diversity and Equal Opportunity</b>	
405-1 Diversity of governance bodies and employees	page. 24, 27
405-2 Ratio of basic salary and remuneration of women to men	page. 24, 27
<b>GRI 413: Local Communities</b>	
413-1 Operations with local community engagement, impact assessments, and development programs	page. 28, 29
413-2 Operations with significant actual and potential negative impacts on local communities	page. 28, 29
<b>GRI 413: Local Communities</b>	
416-1 Assessment of the health and safety impacts of product and service categories	
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	
<b>GRI 418: Customer Privacy</b>	
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	page. 17
non gri Policy	



thank you  
for taking part to our sustainability journey  
visit us at 