



DOMES AULÛS ELOUNDA

CURIO
COLLECTION
by Hilton

STATEMENTS OF COMMITMENT

COMMITMENT TO
SUSTAINABILITY
AND ETHICAL
PRACTICES

At Domes Aulus Elounda, we are fully committed to promoting sustainability and ethical practices in all aspects of our business. In our pursuit of Travelife certification, we recognize the importance of incorporating responsible business practices that benefit the environment, our employees, the community, and society as a whole.

Below, we outline our commitments in key areas:

GREENHOUSE GAS REDUCTION

We are committed to minimizing our carbon footprint through responsible energy use, efficient operations, and the adoption of sustainable practices. Through the integration of partially renewable energy sources, waste reduction, and the implementation of energy-saving technologies, we strive to significantly reduce greenhouse gas emissions.

We are committed to actively reducing our greenhouse gas emissions through a multidimensional approach that includes:

- **Energy Efficiency:**
We implement energy-saving technologies such as LED lighting, energy-efficient appliances, and ongoing training for our employees.
- **Renewable Energy:**
We use solar energy for water heating and are exploring ways to meet our renewable energy needs, reducing our dependence on fossil fuels.
- **Sustainable Transportation:**
We promote carpooling and the use of public transportation among our employees and visitors to reduce emissions from transportation.

By setting measurable goals and regularly reviewing our progress, we aim to achieve significant reductions in our carbon footprint.

PROTECTION AND SUPPORT OF BIODIVERSITY

We are committed to protecting and enhancing biodiversity by reducing our environmental impact and supporting conservation efforts. Our commitment includes preserving natural ecosystems, reducing pollution, and supporting local initiatives that contribute to the protection of ecosystems and wildlife.

Protecting and Supporting Biodiversity

We are committed to protecting and enhancing biodiversity by reducing our environmental impact and supporting conservation efforts. Our commitment includes preserving natural ecosystems, reducing pollution, and supporting local initiatives that contribute to the protection of ecosystems and wildlife.

We are committed to preserving and enhancing biodiversity through:

- **Sustainable Land Use:**
We ensure that our operations, including construction and landscaping, do not disrupt local ecosystems and biodiversity. This includes protecting natural habitats and avoiding deforestation.
- **Supporting Conservation Efforts:**
We partner with local and international conservation organizations to support projects that protect natural habitats.
- **Pollution Reduction:**
We actively work to reduce pollution by minimizing the use of harmful chemicals, properly managing waste, and preventing the contamination of water resources.
- **Education & Awareness:**
We engage our employees, guests, and local communities in educational programs that highlight the importance of biodiversity and encourage responsible behavior.

Our goal is not only to minimize our impact on biodiversity, but also to contribute to its enhancement wherever possible.

FAIR TREATMENT OF EMPLOYEES

We are committed to fostering a positive, inclusive, and fair work environment where all employees are treated with respect and equality. This includes ensuring fair pay, safe working conditions, opportunities for professional development, and a culture that values diversity and well-being.

We believe that our employees are our greatest asset and are committed to ensuring their well-being through:

- **Fair Pay and Benefits:**
We provide fair and competitive pay, benefits, and opportunities for advancement, ensuring that all employees are adequately compensated for their work.
- **Safe and Healthy Work Environment:**
We are committed to providing a safe, secure, and healthy work environment. This includes regular safety training, access to health services, and a commitment to workplace safety standards.
- **Diversity & Inclusion:**
We promote a culture of diversity and inclusion, where all employees are respected and valued regardless of gender, race, religion, or background. We actively work to eliminate discrimination and promote equality.
- **Professional Development:**
We invest in the development of our employees by offering training programs, skill development opportunities, and clear career paths. Our approach ensures that every employee feels supported, valued, and empowered to contribute to our shared success.

PROTECTION AND RESPECT FOR HUMAN RIGHTS

We are committed to supporting and promoting human rights in all aspects of our business. We ensure that our business practices respect the dignity and rights of all individuals, from our employees to the communities we work with. This includes strict compliance with international labor standards and zero tolerance for discrimination or exploitation.

Our commitment to human rights is reflected in all our activities, including the following:

- **Ethical Labor Practices:**
We adhere to international labor standards, ensuring that labor is freely offered, without forced or child labor, both in our operations and in our supply chains.
- **Supply Chain Responsibility:**
We conduct due diligence to ensure that our suppliers adhere to high human rights standards, including fair wages, safe working conditions, and respect for workers' rights.
- **Non-Discrimination:**
We enforce strict policies against discrimination, harassment, and exploitation. We promote equal opportunity and respect for all individuals.
- **Transparency:**
We are committed to transparency in our business practices, regularly reporting on our human rights performance and engaging in dialogue with stakeholders about our efforts.

Through these commitments, we aim to support and promote human dignity and justice in every aspect of our business.

RESPONSIBLE
COMMUNITY
MEMBER

As an active and responsible member of the community, we are committed to contributing positively to local development, supporting social initiatives, and engaging in dialogue with community stakeholders. We believe in building strong, mutually beneficial relationships that strengthen the social, cultural, and economic fabric of the regions where we operate.

We are committed to being a positive force in the community through:

- **Local Employment & Economic Development:**
We prioritize hiring local staff and supporting local businesses, thereby helping to stimulate the local economy and create sustainable jobs.
- **Preservation of Cultural Heritage:**
We respect and promote local cultures and traditions, ensuring that our activities do not disrupt or alter cultural heritage. We encourage visitors to participate in and appreciate local culture with respect.
- **Community Involvement:**
We actively participate in community development projects, including education, healthcare, and infrastructure improvements that benefit the wider community.
- **Charitable Initiatives:**
We support and contribute to charitable causes, both financially and through volunteerism, to address social issues and improve the quality of life in our community.

CHILD PROTECTION

We recognize the importance of protecting children from harm and exploitation. Our commitment includes implementing policies and practices that ensure the safety and well-being of children, both within our operations and in the communities we serve. We actively work to raise awareness and prevent all forms of child abuse and exploitation.

We are committed to protecting children from harm and exploitation through:

- **Child Protection Policies:**
We have implemented strict child protection policies that are enforced across all areas of our operations. This includes training our staff to recognize and respond to signs of child abuse or exploitation.
- **Awareness Campaigns:**
We participate in awareness campaigns on child protection issues among our staff, visitors, and the wider community, emphasizing the importance of creating a safe environment for children.
- **Zero Tolerance Policy:**
We have a zero-tolerance policy for any form of child exploitation or abuse, taking immediate and decisive action if such issues arise.

By prioritizing the safety and well-being of children, we contribute to a world where every child can grow and thrive in a safe environment.



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SUSTAINABILITY REPORT

ANNUAL REPORT
2024–2025

PREPARED BY THE QUALITY
DEPARTMENT, AUGUST 2025

This report evaluates and compares the environmental performance of our activities during the years 2023–2024 and 2025 to date, focusing on the consumption of water, electricity, liquefied petroleum gas (LPG), oil, food waste management–recycling, high-emission purchases (meat, fish, dairy), single-use plastics, and chemicals. The results highlight both positive performance and areas for improvement. Despite significant reductions in water consumption, LPG use, and food waste, there has been an increase in oil consumption.

The findings translate into targeted commitments, measurable goals, and an action plan for 2026, aligned with the sustainability strategy and stakeholder expectations.

EXECUTIVE SUMMARY

WATER
CONSUMPTION

2023

Total consumption	23,102 m ³
Average daily water consumption per stay	2,126.18 liters
Average daily consumption per person	520.22 liters

2024

Total consumption	25,472 m ³
Average daily water consumption per stay	939.72 liters
Average daily consumption per person:	395.60 liters

2025 (data until July)

Total consumption	14,005 m ³
Average daily water consumption per stay	865.95 liters
Average daily consumption per person	307.94 liters

TRENDS AND ANALYSIS

- **Water consumption:**
Reduction per overnight stay from 939.72 liters in 2024 to 865.95 liters in 2025, proving the effectiveness of the conservation measures.
- **Seasonality:**
The highest consumption is recorded in June–August for both years.

SUCCESSIONS IN 2025

Effective water management with a clear reduction in consumption per overnight stay/person. The value of staff training, towel/linen reuse programs, and leak control is confirmed.

AREAS FOR IMPROVEMENT IN 2025

- **More effective consumption monitoring system to reduce costs.**
- **Complete data for reliable annual analysis.**

RECOMMENDATIONS AND GOALS FOR 2026

- **Installation of water meters per department.**
- **Strengthening staff and customer engagement in conservation practices.**
- **Continuous monitoring and data collection.**



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ENERGY CONSUMPTION

2023

Total energy consumption	1,043,260.06 kWh
Consumption per stay	44.43 kWh
Consumption per person	22.83 kWh

2024

Total energy consumption	1,145,445.96 kWh
Consumption per stay	39.08 kW
Consumption per person	19.88 kWh

2025 (data up to July)

Total energy consumption	694,144.16
Consumption per stay	42.9 kWh
Consumption per person	21.92 kWh

TRENDS AND ANALYSIS

- **2023 Peaks:**
The highest energy consumption was recorded in July 2023 (200,608.52 kWh) and August 2023 (194,954.96 kWh).
- **2024 Peaks:**
The highest energy consumption was again recorded in July 2024: 217,935.24 kWh and August 2024: 221,028 kWh.
- **Peaks in 2025 (so far):**
The same pattern was observed in 2025, with the highest energy consumption so far recorded in June and July. (202,404.4 & 233,939.76 kWh)

In fact, in July 2025, the hotel recorded its highest energy consumption since 2023, due to a record 11,358 arrivals.

- **Reduction in consumption:**
Although we only have data for the first half of 2025 up to July, a month-on-month comparison with 2024 shows a significant reduction in energy consumption.

Specifically, in May 2024, consumption was 33.62 kWh per overnight stay, compared to 32.39 kWh in May this year. In June 2024, consumption reached 41.55 kWh per overnight stay, while this year it was 37.02 kWh.

A decrease is also observed in July, with July last year being 46.71 kWh per overnight stay, compared to 40.88 kWh this year.

Overall, although total energy consumption appears higher, when considered in relation to the number of overnight stays - which has reached historically high levels this year - it is clear that a reduction has been achieved compared to previous years.

CHALLENGES
& OPPORTUNITIES

- Energy efficiency initiatives: Further reductions in energy consumption are possible through investments in smart lighting and energy-efficient light bulbs.

STRATEGIC
RECOMMENDATIONS
AND GOALS FOR 2026

- Energy efficiency programs: Since energy consumption peaks during the summer months, implementing energy-saving measures during this period could significantly reduce costs. By 2026, we will replace 100% of the hotel's lighting with energy-efficient LED bulbs and achieve an additional 2% reduction in consumption.
- Cost management strategies: Exploring cost-effective energy-saving technologies or alternative energy sources (such as solar or wind) can help offset the increase in costs in 2025.



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LPG & DIESEL CONSUMPTIONS

- LPG consumption decreased from 4.08 kWh/overnight stay in 2023 to 3.78 kWh/overnight stay in 2024. To date, in 2025, there has also been a significant reduction to 3.68 kWh/night in 2025, achieving an improvement of 2.6%. This confirms efficiency and consistency in use.
- On the other hand, diesel consumption increased from 5.15 kWh/night in 2024 to 6.08 kWh/night in 2025. This is a significant challenge and requires corrective action to optimize fuel use and explore alternative energy solutions.

SUCSESSES AND AREAS OF IMPROVEMENT IN 2025

- Diesel consumption has increased, highlighting the need to address the issue of heating and transport efficiency. However, the lack of data for the rest of the year does not allow us to have a complete picture and compare the results with 2024, but it gives us the opportunity to reverse the increase in diesel consumption recorded by the end of 2025.
- A significant reduction has been recorded in LPG consumption. This represents both stability and efficiency, as well as an opportunity for further optimization.

RECOMMENDATIONS AND GOALS FOR 2026

- Installation of electric vehicle chargers and promotion of car sharing among visitors and staff, organizing group transportation to local attractions for the former and offering specific parking spaces for employees who promote carpooling practices.
- These two actions will enable us to achieve a 3% reduction in diesel consumption.



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WASTE MANAGEMENT

WASTE
IN LANDFILLS

for 2024	25,115.76 KG CO2E
for 2025 (up to August)	11,114.49 KG CO2E

RECYCLED WASTE

for 2024	306.32 KG CO2E
for 2025 (up to August)	100.3 KG CO2E

TREND ANALYSIS

- **For May 2024 compared to 2025:**
Landfill ↓ 40.9% (from 6,600 to 3,949.31)
Recycled ↓ 34.9% (from 60.90 to 39.61)
- **For June 2024 compared to 2025:**
Landfill ↓ 63.6% (from 4,325.40 to 1,573.19)
Recycled ↓ 32.4% (from 51.96 to 35.14)
- **For July 2024 compared to 2025:**
Landfill ↓ 18.9% (from 4,428.87 to 3,591.99)
Recycled ↓ 52.6% (from 53.87 to 25.55)

The significant decrease in landfill waste compared to last year is due to the inclusion, from May 2025, of food waste in the Municipality’s composting program.

From May 2025 to August 2025 hotel managed to compose 4869kg.

SUCCESES AND AREAS OF IMPROVEMENT

- From the total amount of waste—recyclable and non-recyclable—we conclude that there is an overall reduction compared to 2024. As data for previous years remains relatively incomplete, a direct comparison between 2023-2024 and 2025 is not easy. However, as far as 2025 is concerned so far, looking at monthly waste consumption, we see a high rate of waste reduction.

RECOMMENDATIONS AND GOALS FOR 2026

- For 2026, it is recommended that garden waste, especially pruning residues produced by gardeners, be managed through composting. This method will reduce the volume of organic waste sent to landfills, improve soil quality with natural compost, and support the transition to a circular economy. Our measurable goal is to achieve a 2% reduction in waste production compared to previous years.



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SUPPLY MONITORING

1. CHEMICAL SUPPLY	2024	1824 L & 2099 KG
	2025 (by July)	2929.5 L & 2479.6 KG
2. SINGLE USE PLASTIC	2024	146,646
	2025 (by July)	167,654
3. MEAT	2024	14,108.03 KG
	2025 (by July)	11,108.24 KG
4. FISH	2024	5,835.27 KG
	2025 (by July)	4,063.84 KG
5. DAIRY	2024	16,751 L & 29,740.87 KG
	2025 (by July)	5,981.4 L & 2,488.7 KG

TREND ANALYSIS / SUCCESES / AREAS FOR IMPROVEMENT

The increase observed in the sector of chemical products, single-use plastic products, and high-emission food products is mainly due to the inclusion of a larger number of items for monitoring and recording on the Travelife platform compared to previous years, rather than an actual increase in the purchase of more products. Arrivals for the period May to July 2024 were 13,780, while arrivals for the same period in 2025 are 16,173. This represents a 17.37% increase in bookings compared to last year, which explains the slight increase in purchases.

However, the company uses ECOLAB as its main supplier for cleaning chemicals and F&B, choosing eco-friendly cleaning and disinfection product lines.

In terms of plastics, the company uses refillable bottles for all hotel amenities and paper packaging for additional amenities provided in rooms, such as toothbrushes, razors, etc. In addition, biodegradable paper coffee cups and paper packaging are used for takeaway food where necessary. However, one area for improvement remains the effort to replace plastic bottles with glass bottles where possible.

RECOMMENDATIONS AND TARGETS FOR 2026

- Expansion of eco-certified and concentrated products. Training of staff in effective use.
- Replace plastic bottles with glass/refillable bottles. Expand the use of biodegradable packaging.
- Redesign menus, promote plant-based options
- By the end of 2026, achieve a measurable reduction in the environmental footprint of supplies, minimizing the use of chemicals and plastics and reducing purchases of high-emission foods to at least 5% of total supplies

In 2025, the hotel achieved a significant reduction in greenhouse gas emissions compared to 2024, despite temporary increases during renovation work in March and April.

GREENHOUSE GAS EMISSIONS

Total emissions (Jan.– July): decreased from 14,914,098 kg CO₂e in 2024 to 257,411 kg CO₂e in 2025, a reduction of 98.27%.

•Emissions during the operating period (Apr.– Jul.): decreased from 14,903,447 kg CO₂e in 2024 to 244,409 kg CO₂e in 2025, a reduction of 98.36%.

TREND ANALYSIS

- Increases: March (+110%) and April (+144%), attributable to some renovation activities.
- Stability: February showed a slight increase (+6.85%), while May recorded a slight decrease (–13.91%).
- Sharp decreases: Significant decreases were achieved in June (–99.06%) and July (–98.76%) due to improved operational efficiency after the renovation.

SUCCESSSES & AREAS FOR IMPROVEMENT

Significant reductions in emissions after renovation (June– July 2025)

- May: –13.91%
- June: –99.06%
- July: –98.76%

Renovations and improvements in energy management led to a dramatic reduction in emissions during the peak season. This shows that investments in infrastructure and efficiency measures were particularly effective.

High emissions during renovation and before commissioning (March–April 2025)

- March: +110.04%
- April: +144.05%

On the other hand, renovations significantly increased emissions. Although temporary, this shows the need to incorporate low-emission practices during construction and initial operations, while proactive planning could also reduce emissions before they increase.

RECOMMENDATIONS
AND GOALS
FOR 2026

Maintain the dramatic reduction in emissions achieved in June–July 2025 throughout 2026. Maintain monthly emissions at levels not exceeding 2–5% of June–July 2025 levels.

In addition, in 2026 we aim to complete a TÜV assessment for zero carbon emissions in order to certify Domes Aulus Elounda as a carbon-neutral hotel, assessing greenhouse gas (GHG) emissions, carbon offset efforts, and plans for future emissions reduction.

A comparative analysis of our activities between 2023-2024 and 2025 shows significant progress in our environmental performance, particularly in water conservation, gas efficiency, and waste reduction. Positive trends indicate that initiatives such as environmental training, towel and linen reuse programs, leak detection, and improved waste management have proven effective.

At the same time, areas requiring further attention have been identified, in particular the increase in diesel consumption, rising water and energy costs, and opportunities to further reduce single-use plastics and high-emission food purchases.

The 2026 action plan sets clear, measurable targets to address these challenges, including improved monitoring systems, employee and visitor engagement programs, energy efficiency measures, alternative fuels, and sustainable procurement practices. By continuing to build on its successes while addressing areas for improvement, the company is reinforcing its commitment to environmental responsibility, operational efficiency

CONCLUSION

SUSTAINABILITY POLICY

Our policy is to conduct our business activities in a manner that ensures:

- The implementation of all necessary measures to protect the environment.
- Fair treatment of all our employees and visitors.
- Maintaining high standards in all matters relating to health and safety in the workplace.
- Transparency in our business policies and practices, complying with all relevant legislation and maintaining the best ethical business practices in all our activities.
- Encouraging our business partners to achieve our company standards.
- Continuous improvement of our corporate and social responsibility strategy.

ENVIRONMENTAL POLICY & FOOD SAFETY MANAGEMENT SYSTEM

Recognizing the importance of environmental protection for sustainable development, as well as the provision of high-quality services and food safety management, the management and staff of Domes Aulūs Elounda Curio Collection have developed and implemented an environmental management system in accordance with the requirements of the international standards ISO 14001:2015 and ISO 22000:2018. This system covers all hotel activities, particularly accommodation, catering, and entertainment services.

- The management of Domes Aulūs Elounda Curio Collection is committed to:
 - Seeking continuous improvement by setting goals.
 - Comply with all legislation and other requirements relating to its activities in relation to environmental aspects.
 - Select suitable staff and invest in their continuous training and evaluation.
 - Evaluate the environmental impact of its activities in order to reduce or eliminate negative environmental effects.
 - Actively work to protect the environment and prevent pollution.

Based on these commitments, Management aims to:

- Secure all necessary resources for maintaining and updating the system and infrastructure.
- Achieve a high level of customer satisfaction.
- Implement actions to save energy, reduce water consumption, and properly manage waste.
- Inform all stakeholders about environmental activities, strengthening environmental awareness and participation.
- Implement actions for the sustainable use of resources, adapted to climate change and the protection of biodiversity and ecosystems.
- Continue staff training to raise awareness and encourage participation in the environmental management system.
- These guiding objectives are achieved through the implementation of the Environmental Management System and the Food Safety Management System, with the development of specific and measurable objectives, regular monitoring of environmental parameters, checking the efficiency of operations, inspecting the performance of the System, and evaluating the objectives with a view to improving them.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

Social Responsibility is a fundamental pillar of the overall operation of Domes Aulūs Elounda Curio Collection. From sustainable practices to humanitarian support, a series of initiatives and procedures addressing social, cultural, or environmental issues demonstrate that for us, Corporate Social Responsibility (CSR) is not just necessary for a flawless corporate image. It is solid proof that we consider ourselves part of a wider, coexisting environment. As we grow, we want the local community to grow and prosper alongside us. For this reason, Domes Aulūs Elounda has a strong Corporate Social Responsibility (CSR) philosophy and an active commitment to providing socially responsible hospitality services, implementing a series of certified procedures that focus on social, environmental, and cultural heritage, supporting various related initiatives. We continuously work with all departments to implement sustainable practices and repeatedly collaborate with and support humanitarian non-governmental organizations (NGOs), demonstrating our ethos. We often organize special activities in which our guests can actively participate and contribute to these efforts.

CHILD PROTECTION POLICY

We recognize that we have a fundamental duty of care towards children and our goal is to ensure the safety of children and young people. We reject, eliminate, and condemn all forms of exploitation of people, especially when it is sexual in nature, particularly when it affects minors. The company strictly complies with the country's laws governing labor standards. The company does not hire minors.

Domes Aulūs Elounda Curio Collection follows a check-in procedure to ensure that minors are accompanied by their legal guardians as indicated on their passports. All our employees receive annual anti-human trafficking training to protect minors and individuals in need of assistance. We maintain robust child protection systems and procedures for staff. We always provide adequate and appropriate resources to implement this policy and will ensure that it is communicated.

POLICY FOR THE PREVENTION AND ELIMINATION OF VIOLENCE AND HARASSMENT AT WORK

The Company is committed to making every effort to prevent and combat all forms of violence and harassment in its working environment, at every level of its operations. These values are non-negotiable and the Company has zero tolerance for acts that violate them.

At the same time, the Company aims to create a safe channel of communication between itself and its employees, so that the latter can easily and confidently submit any reports or complaints of violence and harassment in the context of their work at the company.

- The Company shows zero tolerance for any form of violence, harassment, intimidation, psychological abuse at work, aggressive or unjustified behavior, offensive, annoying, and generally undesirable behavior against any employee, manifested during work, whether related to it or arising from it.
- The Company ensures that no discrimination based on gender, ethnicity, age, sexual orientation, gender identity, religion, political beliefs, or any other area is accepted, by designing all procedures, actions, and policies related to human resources based on the principle of equal opportunity.

- Employment decisions (recruitment, hiring, training, promotion, etc.) are determined solely by the job specifications, qualifications, and experience of the employees.

DATA PROTECTION & PRIVACY POLICY

Your personal data is of utmost importance to us. We take great care to provide you with the highest possible level of security and confidentiality for a pleasant, comfortable, and safe stay. We take all appropriate measures to ensure your trust in our service, complying with the GDPR, which provides you with additional protection provisions. A well-trained staff is at your disposal at all times so that you can fully exercise your rights under the GDPR, in particular the right of access, the right to rectification, the right to erasure, the right to restriction of processing, the right to data portability, and the right to object.

Furthermore, if you consider that the processing is unlawful, you can lodge a complaint either with the designated Data Protection Officer (DPO) or with the Greek Data Protection Authority. Forms for exercising your rights are available both at the Reception and on our website. We reassess the privacy impact assessment and have established technical alerts for data breach notification. Domes Aulūs Elounda Curio Collection is the "Data Controller" under the GDPR and protects any information relating or potentially relating to you that is "processed" by automated or non-automated means. You indicate your agreement to processing through a clear affirmative

action or statement, signifying your freely given, specific, informed, and unambiguous desire for processing. Otherwise, any processing is based on our legitimate interests, legal requirements, or to provide you with the best hospitality. We implement appropriate technical and organizational measures such as pseudonymization or encryption and minimization. All processing must be lawful, fair, and transparent, limited to specific, explicit, and legitimate purposes, in accordance with the principles of minimization, integrity, confidentiality, and storage limitation of accurate data, under the responsibility of the data controller.

For more information, please refer to the Privacy Policy Statement, which is also available at the Reception and on our website.

HUMAN RIGHTS & EMPLOYEE POLICY STATEMENT

Domes Aulūs Elounda Curio Collection recognizes and respects the principles contained in the Universal Declaration of Human Rights. This policy reflects the company's commitment to conduct its activities in a manner consistent with these principles and to respect human rights within the company's sphere of influence. The company's core values and culture embody a commitment to ethical business practices and good corporate citizenship.

Workplace Policies:

- **Non-Discrimination**
We support and promote the elimination of discriminatory practices in all areas of employment and promote the acceptance of diversity and inclusion in our business activities.
- **Child Labor**
We do not employ child labor and condemn all forms of child exploitation.
- **Ethical Recruitment**
We do not request money or charge fees to applicants as part of their application process.
- **Freedom of Association**
We support freedom of association and the right to choose a collective bargaining representative, if desired.
- **Forced Labor and Human Trafficking**
We support the elimination of all forms of forced,

bonded, or compulsory labor and provide our partners with training on human trafficking awareness and prevention.

- **Ethical Conduct**

Our policies reflect honesty and integrity and are fully compliant with all applicable laws. Company policies set clear ethical standards and guidelines for how we do business and define accountability. All of our employees are required to comply with the law and adhere to specific standards related to legal obligations, ethics, and business conduct. We have clear mechanisms in place to monitor and report compliance with these guidelines.

- **Partners**

We expect our business partners and suppliers to be consistent with our policies and standards regarding diversity, social responsibility, and community involvement. Failure to comply jeopardizes their ability to work with us.

QUALITY ASSURANCE POLICY

Domes Aulūs Elounda Curio Collection is committed to maintaining high standards and ensuring quality for guests, staff, and other stakeholders. We regularly collect feedback from our staff, guests, and external partners about their experience with us and use this information to continuously improve our operations.

- **QUALITY MONITORING**

- To maintain our quality standards, we have the following procedures in place for receiving feedback and continuously improving our services:

- **Guest Feedback**

Feedback from our guests is our highest priority. Any serious concerns are addressed immediately, and feedback is collected and sent daily to senior management, along with any suggestions for improvement. Each month, the quality department conducts a statistical analysis and the results are shared with the departments. Guests can also leave their comments on a satisfaction card provided by the guest relations team during their stay. The hotel guide in each room contains information on how guests can contact senior management or departments. Each year, we train our staff on how to handle guest complaints and complaint management procedures. Business cards for the Guest Relations team are provided upon arrival. The daily report from the Guest Relations team is sent to management every day. Feedback websites and social media are monitored daily by the Guest Relations team for

- guest feedback.

- **Staff Feedback**

We have the following procedures in place to ensure that we monitor staff feedback and make the necessary changes to our business as a result of this feedback: The management team holds daily meetings. Each department has daily meetings.

- **Inspection Feedback**

Domes Aulūs Elounda Curio Collection is inspected annually by the consulting firm FOOD SAFETY ART, Travelife inspectors, the Hilton Brand control team, TUV Hellas, Green Key & Blue Flag inspectors, and travel agencies regarding our operating standards. Internal inspections are conducted regularly. All reports are communicated to senior management and the team at the specific property in case improvements are needed.

ANIMAL WELFARE

Domes Aulūs Elounda Curio Collection supports the following statement of position on animal welfare. We expect our suppliers, employees, and business partners to conduct their activities in accordance with our statement on animal welfare, as well as our policies on environmental responsibility, social responsibility, and community involvement. The standards include sourcing animal products from responsible and legal sources. We expect our suppliers, contractors, and business partners to comply with local standards and encourage them to exceed, where possible, international standards for the ethical, humane, and legal treatment of animals. Suppliers are encouraged to follow and work towards adopting humane practices and procedures for the proper care of animals, as defined by the regulations and standards mentioned above, to prevent animal abuse, including in cases where animals are bred, cared for, transported, and processed for materials/ingredients or used for entertainment, tourism, or experiences. Suppliers should recognize their responsibility for the ethical treatment of the animals in their care, as well as animals in the care of their suppliers, employees, and contractors. We encourage suppliers of animal experiences and attractions to use industry best practices to protect and promote the

welfare of all animals in the tourism industry.

In collaboration with our suppliers and business partners, we are committed to raising the level of animal welfare throughout our supply chain.

AWARDS AND PARTNERSHIPS

- ISO 14001:2015 Certification
- Environmental Management System
- ISO 22000:2018 Certification
- Food Safety Management System
- Blue Flag Certification
- Green Key Certification
- Travelife Gold Certification
- Collaboration with Recycling Companies

OUR ENVIRONMENTAL & SOCIAL ACTIONS

At our hotel, sustainability and social responsibility are fundamental to our philosophy. We responsibly and consistently implement actions that protect the environment and support society:

- **Environment**
Beach Cleaning – Voluntary beach cleanups to protect the marine ecosystem.

Neighborhood Cleaning – Systematic cleanups in neighborhoods and public spaces.

Recycling Bin Purchase – Investment in new recycling bins for proper waste management.

GOPA Free Project – Reduction of cigarette butt waste and promotion of eco-friendly alternatives.

Coffee Pellet Recycling – Utilization of coffee grounds for energy recycling.

Coffee Capsules Recycling – Participation in a coffee capsule recycling program.

Cooking Oil Recycling – Collection and recycling of used cooking oils.

Batteries Recycling – Special bins for the safe collection of batteries.

Electronic Equipment Recycling – Proper management of electronic devices at the end of their life cycle.

Recycling Soap Bars– Reuse of soap bars through special programs.

Organic Gardens – Creating an organic garden at the hotel.
CONSERVE Awareness Program on Water Consumption Reduction
Plastic Bottle Cap Collection Initiative

- **Society**
Blood Donations (2025) – Organization of blood drives in collaboration with the local hospital.

Zero Waste Cooking Project – Involvement of customers in presentations of zero-waste recipes with the aim of raising awareness and promoting a Zero Waste Culture.

Alma Zois – Race for the Cure – Participation in the fight against breast cancer.

Desmos for Schools – Supporting schools through programs run by the DESMOS organization.

You Eat We Give – For every meal our guests consume, we donate €1 to vulnerable social groups.

Destination Guru – Embracing Locality – Promoting local culture and enhancing the authentic hospitality experience.
Financial Support for Schools and Donation of Furniture

- **Associates**
Employee of the Month Recognition

Recognition for Outstanding Act of Courtesy and Hospitality

Housekeeping Appreciation Week Celebration

Employee Appreciation Week (including Ice Cream Day, Pizza Day, Appreciation Cards, etc.)

Special Discounts on
Medical Examinations in
Partnership with Affiliated
Medical Center

Annual Staff Celebration
with Raffle Prizes

Mediterranean College –
Discounts of up to 60% on
undergraduate and
postgraduate programs
for our partners.

Cooperation with Plaisio –
Support for working
parents with gift cards for
school supplies and special
offers.

Easter candles and buns
for associates

With these initiatives, we
are strengthening our
environmental footprint
and contributing in a
practical way to a better
society.

As we strive to reduce our
environmental footprint and
strengthen sustainability, your
support is invaluable. We
encourage you to help us to
achieve our sustainability goals
by actively participate and
contribute with your ideas and
actions, so that together we can
build a responsible and resilient
future

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