



MELTEMI HOTELS & RESORTS



**"MELTEMI VILLAGE"**

**SUNSTAINABILITY REPORT**

**2019 - 2022**



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## **ABOUT “MELTEMI VILLAGE”**

Founded in 1980, Meltemi Village situated in Perissa Thiras strive to create unique and memorable experiences for all our guests and continue with our tradition of fine hotels with the emphasis on gracious hospitality and smiling, friendly staff.

In addition, to our need to please, we are dedicated to operating in a sustainable manner that serves the environment and benefits local producers.

This hotel, consisted of 60 rooms and suites with private whirlpools, is setting the ideal backdrop to your perfect holidays.

Guest will experience a memorable stay within a sophisticated environment with luxurious amenities, high-end technology and modern comforts. The resort features a solarium area with comfortable sun loungers.

Revel in the extraordinary picture-perfect island, enjoy a unique blend of superb facilities and four-star services of the Meltemi Village Hotel in Santorini.

## **Our VISION**

At the “Meltemi Village” we are committed to continuously working on promoting sustainable tourism.

It is our belief that this can only be obtained with continuous effort from all the Owners and the personnel which includes employs and suppliers in collaboration with the local community.

One of the goals of our business is to obtain a high level of sustainability as well as a low level of environmental affects; therefore, we try our best to reduce all the possible negative operational impacts on the environment.

At “Meltemi Village”, sustainable, responsible behavior is a priority. By finding innovative ways to do more with less, we aim to drive sustainability efforts and build resilience into our properties in order to continue positively impacting the communities in which we operate.



### **ENVIRONMENTAL POLICY**

Whilst our goal is to provide the best holiday experience for our valued guests, we do so with respect to our environment and operate to reduce the impacts that it may have on our local community.

We understand that it is important to continually evaluate the impact that we have on our surrounding environment and we are dedicated to following all relevant environmental regulations and registrations and all other requirements to which our hotel subscribe.

Additionally, we are committed to minimizing the impact our hotels have on the environment through pollution control and prevention programs.

### **WASTE MANAGEMENT**



Teach employees the correct method of separation and disposal.



We emphasize the importance of The Three R's mentality while at work and even at home.



We Recycle all plastic, paper and glass.



We minimize the use of plastic wherever possible and do not serve plastic stirrers or straws but replace them with sustainable material such as paper.





**OUR MISSION - Our values are the HEART of our company:**

- Hospitality - treating everyone like family
- Engagement - delivering our purpose
- Accountability - owning our impact
- Respect - considering the environment & others in every interaction
- Teamwork - succeeding together



**WASTE MANAGEMENT**

Our goal is to implement The Three R's:

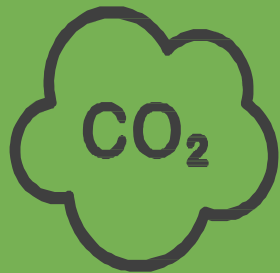
In order to conserve natural resources and to prevent as much waste as possible.

Practicing The Three R's at a corporate level ensures a great start at profitable corporate responsibility.

We Implement waste management training to employees for the correct disposal of water which includes using unwanted drinking water for plants.

Ensuring guests are aware of our energy-saving goals and to use energy and water wisely which includes reusing towels and opting to have sheets changed every three days.

Our Program for the Environment booklet is available in each room.



CO<sub>2</sub> is the greenhouse effect.

As a greenhouse gas, excessive CO<sub>2</sub> creates a cover that traps

the sun's heat energy

in the atmospheric bubble, warming the planet and the oceans.

An increase in CO<sub>2</sub> plays havoc with the Earth's climates by causing changes in weather patterns.

### Actions our hotels do to reduce CO<sub>2</sub> emissions

- A/C temperature control in all public areas in alignment with the seasons.
- A/C temperature control proposal to guests.
- We use 100% energy efficient lighting .
- Energy efficient equipment and regular maintenance.
- Regularly Maintain all energy consuming equipment in the Hotel





Here, at the “Meltemi Village” hotel, we take pride in our personal relationship with the hotel’s personnel. This leads to an increase of staff performance and happiness and this is shown in our guest reviews where they constantly felicitate us on our employees.

In order to ensure safe and equal working conditions, we have written a Human resource policy as well as a Health and Safety policy for the Hotel, but also, we make sure that employees are paid above the National minimum wage.

In 2019 “Meltemi Village” made an employ handbook that has been handed out to all employees which explains all their rights and responsibilities towards the hotel and its guests.

Also, in an effort to protect guests and employees of the company, a quality assurance procedure handbook has been written in 2022.

Also, to ensure good working relations between our personnel, as well as contributing to the local community we have made sure that a large number of locals are working in the hotel.

**GOALS REACHED:** In the last sustainability report (2022) there were some goals set for 2022 which have all been reached. These goals were to write an employ handbook, as well as a quality assurance procedure handbook.

**GOALS BY THE END OF 2023:** The Company needs to continue its efforts in making the “Meltemi Village” a safe and secure working place for its employees. For this reason, the company will ensure that all employs get more training to ensure quality and safety procedures are kept.



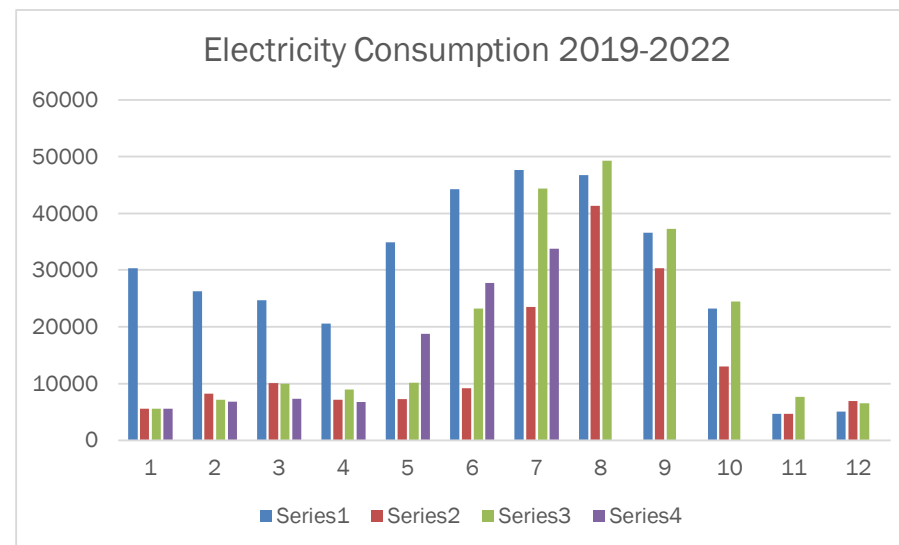
## ENVIRONMENTAL IMPACT

A leading goal here at the “Meltemi Village” is a constant effort to reduce the environmental impact of operating the hotel. In order to do so, during 2022, management started working on the reduction of energy and water usage at the hotel as well as waste management. The company started monitoring monthly use of each energy source, therefore calculating the consumption per guest for each month as well as per year.

This effort has continued through the following years, enhancing and better organizing the procedures in order to get a better outcome of the monitoring process.

In order to minimize the environmental impact of the hotels operation, the Company has introduced a Sustainability policy.

In addition to the above action, signs have been put in all areas of the hotel to inform and remind guests and staff to be environmentally responsible.





### **Electricity**

In order to reduce consumption, management has started the following:

1. Uses of solar energy for water heating purposes and reduce energy loss.
2. Monitor and adjust the temperature of the central air conditioning system, according to the external weather conditions.
3. Wholly replaced our lamps with new ones, providing reduced energy consumption.
4. Use the magnetic key cards as in-room power enablers, so as to stop the operation of all electrical facilities, except the refrigerator.
5. Staff and guests' consciousness (place notices suggesting ways that staff and guests can minimize electricity consumption around the complex).
7. Switch off computers.
8. Limited usage of electronic appliances.
9. Lower cooling when there are no guests.
10. Informing guests in the rooms to switch off A/C units whilst out of the rooms.





### Water

During the first eight months of 2019 water consumption was 304 while in 2021 consumption was 217, therefore obtaining a reduction of **30 %**.

In order to further reduce consumption the management is going forward with the following.

1. We install water flow restrictors in the taps and showers, lower water level in toilet flushes and monitor possible leaks.
2. Raise environmental awareness of our guests through room leaflets and reminders in the bathrooms and WC's.
3. Staff training to minimize usage.
4. Water consumption monitoring.
5. Using of a highly rated water-efficient showerhead (10 lit/min) rather than older models (20 to 30 lit/min). Using water efficient showers reduces the volume of hot water needed as well as the energy required to heat the water.
6. Operate dishwashers and washing machines on the Economy cycle.
7. Watering plants and garden in the early evening or later .
8. Automatic watering systems are turned off in rainy periods.



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### **Waste**

In order to reduce consumption, we have done the following:

Prefer packaging that doesn't make waste.

Use technology (e-mails) to send report within the company in order to reduce paper use.

Communicate with guests in order to discourage the use of any packages that produce waste.



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### **MISCELLANEOUS**

Regarding environmental procedures, management of EDEN ROC do as much as possible to ensure a safe environment for their guests, reducing as much as possible their ecological footprint.

We continue to monitor customer satisfaction  
and our statistics reveal that over 30% of first-time guests  
become frequent visitors to our hotel with some returning twice a year.

From guest reviews and high scores from reputable online travel platforms  
as well as rewards gained, it is clear that our goal for providing excellent hospitality is reached each season.



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# EQUAL OPPORTUNITIES EMPLOYER

We are an equal opportunity employer supporting the protection of human rights, particularly those of our employees, our business partners and the community in which we operate.

All new employees are informed about the terms and conditions of their term's employment, including pay and welfare arrangements before they start work.

# TRAINING & DEVELOPMENT

Each of our new employees are provided with the appropriate introduction and training. This includes company culture, ethics and philosophy as well as product knowledge, benefits and employee welfare. Tenured and new employees are offered ongoing training which is sometimes carried out by external instructors.

All members of our team are encouraged to develop their skills and talents further for promotion opportunities which are available to anyone who wishes to grow in our Company.



## SUPPORT & PROMOTE LOCAL PRODUCTS, CUSTOMS & TRADITIONS.

We ensure that our local organically bought and grown local produce is showcased in our many events and courses.

From these events, guests can learn the benefit of each product used including how it is implemented in Greek cuisine.

We are proud to provide traditional Greek Breakfast and illuminate our delectable cuisine during our Greek Nights.

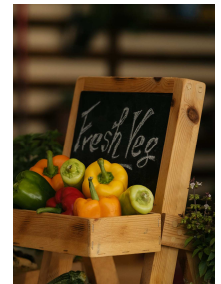
it is important to us that we introduce our culture and in a fun and educational way  
and what better way to do this than to invite our guests to take part in our many activities?

Some of these events and courses include:

Cocktail Courses using local spirits and locally sourced fruit.

Our famous Fruitopia event where we use delicious fresh fruit and Greek-made yogurt and honey to make smoothies and offer  
fruit plates.

Our Fruit Corners using organic seasonal fruit. Cooking lessons that get guests involved in making traditional Greek dishes.





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# HOTEL COMMUNITY SERVICE

We believe that by volunteering as a team in our community, we can build a stronger company culture between each other and a better relationship with our local residents and our guests which also benefits our environment.

We always invite the local residents and guests to take part in our feats to support our environment and encourage others to follow suit.

Some of our activities include donating to local charities such as schools, hospitals and churches etc,  
planting trees, plants and herbs, cleaning the beach and donating blood.

Hotel surrounding area & Beach Clean up first week of August 2022





### **LOCAL COMMUNITY**

One of the most important parts in obtaining a highly sustainable hotel is by making a positive social affect in the local community, as well as to the guests of the hotel.

In order to obtain a positive social affect the management has gone forward with the following within 2015 and 2016:

1. Made a Local Community policy
3. Have meetings with locals to obtain the best possible relationship .
4. Organize volunteer days and clean beaches
5. Use local businesses in all aspects of the hotel
6. Has been promoting Local gastronomy through the Greek Breakfast , the Greek night and with the Greek Tavern.

**GOALS REACHED:** In the last sustainability report (2015) there were some goals set for 2016 witch in a large percentage have been reached. The goals reached are as followed

1. Out of the 42 suppliers of the hotel, the 36 are local businesses, which comes to a percentage of 85.71 % .
2. Employ a higher percentage of locals in the business.



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### **WE CARE ABOUT YOU AND THE ENVIRONMENT**

The "Meltemi Village" is committed  
**to preserving and protecting natural resources**  
You can choose to participate to these ACTIONS as well.

#### **✓ WE GO GREEN**

- ✓ When your towels are ready to be replaced, please leave them on the floor of your bathroom and we will change them for you. if you do not require fresh ones, please leave them under the sink.  
All linen will be changed after the third night. place this tassel on your bed if you wish to have your bed linen changed.  
With the optional change of your towels and linen in general,  
you can help us save water and reduce the use of detergents by up to 40%.
  - ✓ Help us reduce co2 emissions and save energy.  
by simply holding your A/C at temperature no lower than 25°C.  
it will also make you feel more comfortable while indoors.  
air-conditioning works while doors and windows are closed  
Remember that air conditioning use has a direct effect on the earth's ozone layer.
  - ✓ Only environmentally friendly straws will be served with beverages.  
All food & beverages departments are cash free (room charge or credit charge payment only)
  - ✓ Avoid excessive water and electricity consumption wherever possible.





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Please be very careful with the litter in your hotel room.  
Do not throw anything solid into the toilet, but use the wastebaskets in your room.

**Coloured Waste bins are everywhere around the hotel... please use them.**

**Help us keep the areas around the hotel clean, especially the beach.**

**BECOME A PART OF US IN THESE ENVIRONMENTAL ACTIONS**

On behalf of the Management and staff of the "Meltemi Village",  
we wish you a wonderful holiday

**Thank you for helping us to achieve our goals!**