

# Sustainability | 2021 Report



**NANA GOLDEN BEACH**  
PREMIUM RESORT & SPA EXPERIENCE





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# 1. About the Hotel

## A Brief Description of the Sustainability Report

This is the sixth Environmental Statement of Nana Golden Beach, intended to provide sustainability information to the public and other stakeholders, regarding environmental impacts and performance as well as our hotel's continuous improvement of its environmental performance. It constitutes also a means of responding to the requirements of interested parties affected by our activities.

Fully recognising our responsibilities towards the environment and society, we proceeded to manage all our sustainability aspects in a rational and systematic way, focusing on continuously improving our environmental performance and establishing ourselves in the public consciousness as a socially responsible hotel. Through the Statement chapters that follow, we endeavour to give the reader a complete picture of how we integrate our environmental concerns into our daily activities, and how sustainability is embedded into our business strategy.

For us at Nana Golden Beach Hotel, the concept of sustainable management is intertwined with our vision of continuous growth and improvement. For this purpose, we regularly check our environmental indicators and train our staff, striving to steadily improve our performance.

Kalathas Ilias  
General Manager of Nana Golden Beach





# 1. About the Hotel

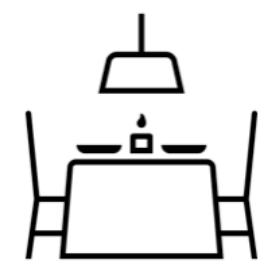
## Hotel Presentation

The "Nana Golden Beach" Hotel Complex is located 25 kilometres east of Heraklion Airport, in the Drapanos area of Hersonissos. The Hotel provides a unique combination of Cretan Architecture with the comforts of a Modern Hotel.

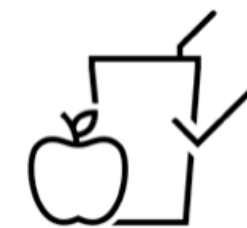
It is a Deluxe category Hotel with a capacity of 1604 beds and 500 rooms. Most of them are family rooms with 2 bedrooms, while the rest are bungalows. Nana Golden Beach's philosophy is driven by a genuine desire to promote Cretan hospitality while protecting and preserving its natural beauty and heritage. The Hotel offers 1 main restaurant, 7 à la carte restaurants, 6 snack bars and 7 bars. In addition, there are 5 outdoor pools (3 of them with jacuzzi), 3 indoor pools, 1 kids' pool and a water park with 1 adult pool and 1 kids' pool. Our Hotel also includes many sport and entertainment facilities: 18 tennis courts, 3 padel courts, 1 basketball court, 1 football field and 1 beach volleyball court. Last but not least, we offer a pool table, archery, yoga classes, spinning bikes, as well as water sports such as scuba diving, surfing, catamaran, canoes etc. We also provide an entertainment team comprised of a kids club with playground, a conference room, a bridge hall, 2 amphitheatres, a mini market, car rental and bike rental office, hair & nail salon and a Spa centre with sauna and hammam.



**1 Main Restaurant**  
Artemis



**7 A La Carte Restaurants**  
Azzuro  
Nami  
Umi  
Thalassa  
Meat – In  
Zorbas  
Poseidon



**5 Snack Bars**  
Kalypso  
Veranda  
Poseidon  
Nautilus  
Aqua



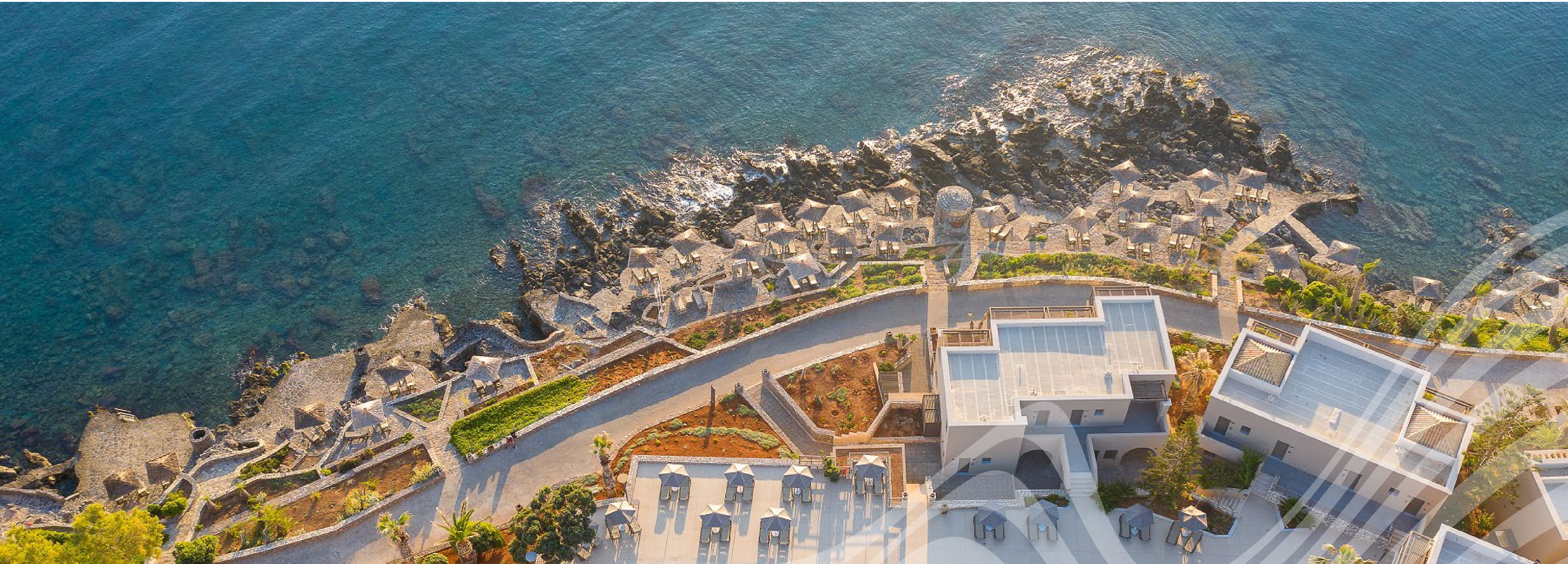
**7 Bars**  
Panorama  
Dionysus  
Athina  
Anemos  
Sports  
Ammos  
Dolphin



## 2. Hotel Policy | Environmental Policy

The management and staff of Nana Golden Beach recognise the importance of environmental quality and the effects of carbon dioxide on nature. Nana Golden Beach complies with all regulations, legislation and codes of good practice regarding the procedures and activities undertaken by the company.

Our policy aims not only to harmonize with the relevant legislation and prevent environmental pollution but also to continuously improve the environmental performance of the Hotel unit in conjunction with monitoring and reducing all environmental pressures arising from our plant's activities. Our goal is to minimize our environmental impact, optimize business processes, and maximize safety, quality and performance.





## 2. Hotel Policy

In particular, we aim to:

- Carry out energy-saving actions, reduce water consumption, properly manage the wastewater produced and reduce and properly manage the solid waste produced.
- Maintain good ambient air quality
- Protect the beach and preserve water quality
- Cooperate with neighbouring agencies with the common aim of preserving the natural beauty of the area
- Train the hotel staff and raise their awareness in order to actively participate in the environmental management system
- Achieve a safe and sustainable environment for our community, future generations and ourselves.
- Inform customers about the hotel unit's environmental actions, in order to encourage active participation.

We are committed to creating an “environmental culture” which will be integrated into the code of business conduct, promoting our policy to all our customers, employees and partners.





## 2. Hotel Policy | Supply Chain Policy

Nana Golden Beach Hotel has fostered a relationship of trust with local producers, thus strengthening the regional society and contributing to the financial support of local communities. We believe that highlighting the best our regions have to offer creates authentic experiences for our guests. As a result, this ensures both contact between our visitors and the products and traditions of Crete as well as the reduction of air pollution by harmful gas emissions, a bi-product of international transport. Our suppliers are evaluated in terms of HACCP and sustainability standards, ensuring a high level of food quality and safety.

In 2021, Nana Golden Beach collaborated with 52 local food producers, supporting Cretan economies and promoting local gastronomy. The following figures speak for themselves:

- 68% of the hotel's suppliers are strategically located in Crete and Greece
- 23 major categories of products are sourced at a local and national level at a rate of 95%
- 100% of all Greek desserts, yoghurts, cereals, eggs, ice cream, and fresh meat come from the local supply chain.





## 2. Hotel Policy | Health and Safety Policy

Ensuring high health and safety standards in the work environment is Nana Golden Beach's number one priority. To achieve that we fully implement the special health protocols based on the guidelines set by official authorities. We have made significant investments with the aim of improving safety and hygiene in every workplace, while all employees have participated in training programs on sustainability commitments, as well as on health and safety issues, offering them a clear understanding of their importance in delivering the company's objective and targets while the Hotel has a Security Technician and an Occupational Doctor.





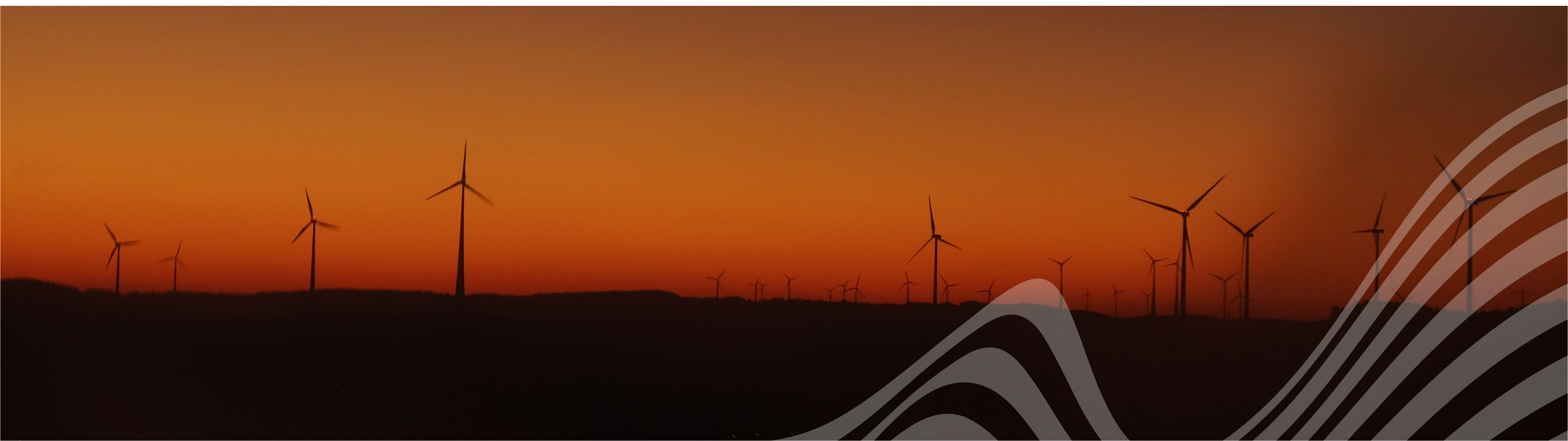
# 3. Sustainability Awareness

## Identification of Environmental Aspects

Nana Golden Beach Hotel has proceeded with the preparation of an environmental impact assessment where all environmental aspects and activities have been recognized. More specifically, all activities within the scope of the environmental management system must be taken into account; such as customer accommodation and the operation of the hotel's departments (offices, warehouses, kitchens, maintenance, bars, restaurants, etc.).

Subsequently, through a defined methodology, all identified environmental aspects were evaluated to determine the important ones, for which environmental improvement objectives will be set. For each unit activity, interactions with the environment are identified.

The Environmental aspects of all unit activities are examined and grouped by Environmental topic in the Environmental Aspects Registration and Evaluation form (e.g. consumption of natural resources, liquid waste, solid waste, etc.).





# 3. Sustainability

## Awareness

### Water Consumption

Water Consumption Data (2021) Water consumption/night: 0,43 m3

Nana Golden Beach Hotel is implementing action plans using technology to reduce water leakage, installing low-flow toilets and showers, smart irrigation controllers, laundry water reuse systems and high-efficiency irrigation spray nozzles. Last but not least we make use of licensed water boreholes & reverse osmosis and filtration units. Many of these water-saving projects are also designed to improve energy efficiency.





# 3. Sustainability Awareness

## Energy Consumption

Nana Golden Beach Hotel continues to train all staff in energy and carbon management in order to decrease energy use. Our target is to further increase the properties' energy efficiency and reduce energy usage annually. According to our Future developments plan, we intend to move forward with renewable energy sources to cover the needs of our facilities.

Energy Consumption Data (2021) Energy Consumption/night:  
27,5 kwh

## Electricity Consumption

Electricity originates from the network of a private energy supply company and is intended for the operation of the entire property, such as the rooms, the pumping stations, the kitchens, the common areas, etc. The hotel unit also has an 880 KVA generator for backup purposes. For electricity production, the hotel has applied for the relevant license from the Energy Regulatory Authority.





### 3. Sustainability Awareness

During annually scheduled reviews, the Management collaborates with the Environmental Management Office and examines the Environmental Performance of the previous season as well as the Evaluation of Environmental Aspects. Then, considering the company's environmental policy, the importance of environmental aspects and the objections of the interested parties, the Environmental Management Officer outlines the Environmental Goals and Objectives, which he submits for approval by the company's Management.

For the implementation of the environmental objectives and goals, Environmental Program plans are drawn up by the Environmental Management Officer, in collaboration with the Management, and where deemed necessary with the Environmental Program Implementation Managers. In each Environmental Program, the objective, the purpose, the time of implementation, the actions undertaken, the monitoring indicators and the person responsible for development and implementation are determined.





# 3. Sustainability Awareness

The development of the specific actions aspire to the implementation of the environmental monitoring system and are determined through procedures that include instructions for the environmental management of the following environmental aspects:

## Solid Waste Management

- Energy Management
- Gaseous Waste Management
- Liquid Waste Management
- Water Management
- Chemical Substances Management
- Noise Management





# 3. Sustainability Awareness

## Environmental performance indicators

Sort	Consumption pg/pn					
	2021		2019		2018	
Electricity	27,5kwh		14,1kwh		15,7 kwh	
Petrol	0,01 lt		0,06 lt		0,06 lt	
Gas	1,15 kwh		1,74 kwh		1,60 kwh	
Pool Chemicals	0,031 kg		0,059 kg		0,063 kg	
Desalination Chemicals	0,059 kg		0,016 kg		0,016 kg	
Water	0,43 m <sup>3</sup>		0,47 m <sup>3</sup>		0,38 m <sup>3</sup>	
Emissions CO <sub>2</sub> *						
Electricity:	1.646 tons	0,0073pg/pn	1.525 tons	1.646 tons	0,0073 pg/pn	1.525 tons
Petrol:	3.6 tons	0,000015 pg/pn	3.5 tons	3.6 tons	0,000015 pg/pn	3.5 tons
Gas:	83 tons	0,0003 pg/pn	79 tons	83 tons	0,0003 pg/pn	79 tons
<b>Total:</b>	<b>1.733 tons</b>	<b>0,0076 tons</b>	<b>1.607 tons</b>	<b>1.733 tons</b>	<b>0,0076 tons</b>	<b>1.607 tons</b>

\*Values for converting consumption into CO<sub>2</sub> emissions:

- 1 kg propane (LPG)= 2,93 kg CO<sub>2</sub>
- 1 kwh electricity=0,469 kg CO<sub>2</sub>
- 1 litre Oil=2,664 kg CO<sub>2</sub>





# 3. Sustainability Awareness

## Environmental Performance and Environmental Goals 2022

Environmental Sites	Goal 2022	Performance 2021	Comments
Solid Waste	<b>Glass:</b> 3 tons <b>Soap:</b> 15 kg	<b>Glass:</b> 2.52 tons <b>Soap:</b> -	Failure Achievement .
	<b>Light Bulbs:</b> 25 kg <b>Batteries:</b> 41 kg	<b>Light Bulbs:</b> 15 kg <b>Batteries:</b> 31 kg	Achievement. Achievement.
Liquid Waste	<b>Cooking Oils:</b> 4 tons	<b>Cooking Oils:</b> 2.215 tons	Failure Achievement .
	Within EIA	Within EIA	Failure Achievement .
Energy	<b>Electricity:</b> 25 kwh pg/pn	<b>Electricity:</b> 27,5 kwh pg/pn	Failure Achievement
	<b>Gas:</b> 1 kwh pg/pn	<b>Gas:</b> 1,15 kwh pg/pn	Achievement.
	<b>Petrol:</b> 0,01 kwh pg/pn	<b>Petrol:</b> 0,01 kwh pg/pn	Achievement.
Gas Waste	0,0077 pg/pn	0,0076 pg/pn	Achievement.
Harassment	Ambient noise level within limits EIA (50 dB)	Ambient noise level within limits EIA (50 dB)	Achievement.
Water	0,40m3 pg/pn	0,043m3 pg/pn	Failure Achievement
Chemical Substances	<b>Pool Chemicals:</b> 0,030 kg pg/pn	<b>Pool Chemicals:</b> 0,031 kg pg/pn	Failure Achievement
	<b>Desalination Chemicals:</b> 0,045 kg pg/pn	<b>Desalination Chemicals:</b> 0,059 kg pg/pn	Failure Achievement
	<b>Food Chemicals:</b> 0,09 kg pg/pn	Food Chemicals 0,11 kg pg/pn	Failure Achievement .
	<b>Housekeeping Chemicals:</b> 0,003 kg pg/pn	<b>Housekeeping Chemicals:</b> 0,003 kg pg/pn	Achievement





# 3. Sustainability Awareness

## Agenda 2030

The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity. Nana Golden Beach's business mission, which is mainly related to the minimization of its environmental impacts and the maximization of safety and quality of services, is fully aligned with the SDG goals.





# 4. Social Responsibility

## Community

Nana Golden Beach's interest in Society, in its 30 years of operation, has developed substantial and multifaceted action in the fields of Social Solidarity, Culture, Sports and Entrepreneurship.

The company's policy is to invest mainly in long-term programs instead of individual, short-term actions. The benefits of this policy are manifold and substantial: they establish solid partnerships with non-profit organizations and agencies, allowing them to plan their projects over time. Thereby, the company can arrange and invest in projects and infrastructures that leave long-term results and usefulness behind.

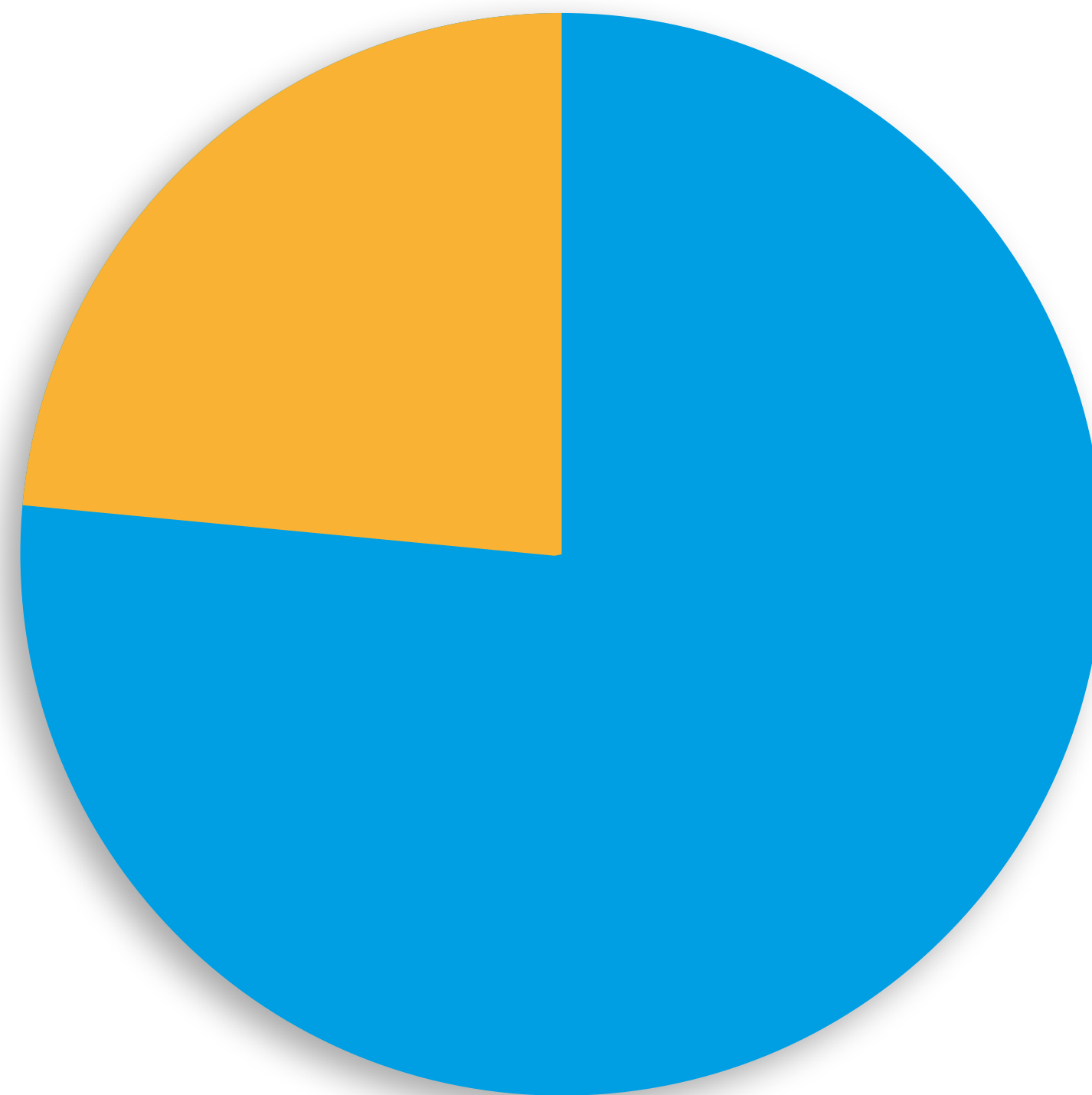
The total amount of the company's investments in Corporate Responsibility activities for the year 2021 amounted to €33,125.03.





# 4. Social Responsibility

## Allocation of Sponsorship Expense 2021



- Social Solidarity
- Cultural Sponsorship - Donations of Local Bodies





# 4. Social Responsibility

## Social Solidarity

Concern for humans, the development of social solidarity actions and the mitigation of the social exclusion phenomenon are at the centre of the company's interest.

Nana Golden Beach has expressed its commitment to supporting vulnerable groups and combating social exclusion. In this context, it consistently reinforces the work of recognized public welfare institutions and social solidarity associations annually.

### Associations supported in 2021.

Change lives. **For good.**  
**act:onaid**





# 4. Social Responsibility

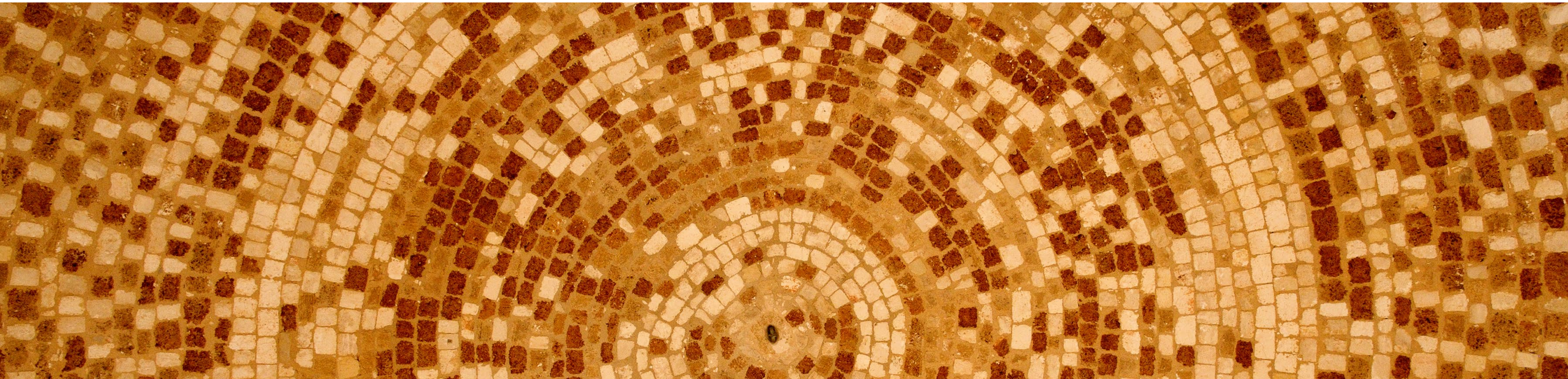
## Culture - Support of local cultural agencies

In our Hotel, we firmly believe that culture is a strategic, comparative advantage of Greek Tourism, but also a measure of quality for the development of any place. Consequently, one of the company's main axes of action, within the context of Corporate Social Responsibility, is its contribution to the protection and promotion of Greek cultural heritage, the support of contemporary artistic creation and cultural decentralization.

Our business model is based on providing our guests genuine experiences within the framework of local culture and traditions, while contributing to the development of the region by creating new business opportunities for people from the local communities. Nana Golden Beach invests in long-term projects to support, highlight and promote cultural heritage, locally and nationwide. Our company is present in all important cultural events in Crete.

We remain constant sponsors of

- The Municipality of Anogeia.
- Activities of the Sissiou association
- Lasithi Association





## 4. Social Responsibility | Contribution to Sports

For Nana Golden Beach, supporting sports is an investment in youth and a healthier society. That is why the action lines of the company's Corporate Responsibility encourage sports organizations and activities in the region. On a long-term basis, Nana Golden Beach supports the activities of the "OFI" sports group, one of the largest sports clubs in Crete.





## 4. Social Responsibility

### Human Resources

The staff of Nana Golden Beach have turned the business into one of the most vibrant all-inclusive family resorts in Crete. Their skills, dedication and daily effort are key factors in the efficiency, growth and sustainability of the company.

The company, recognizing the value of its human capital, invests in its proper management and development, through merit-based systems, such as equal opportunities policy and merit-based promotion, performance evaluation system, training, procedures for the safety and health of employees, as well as a practical moral and material reward for their efforts. The main priority for our company, especially in a period of intense crisis, is to ensure the business' viability, and by extension, the employees.

We contribute directly to local communities through our strategy of attracting employees from local communities in the areas in which we operate, through equitable staffing procedures.



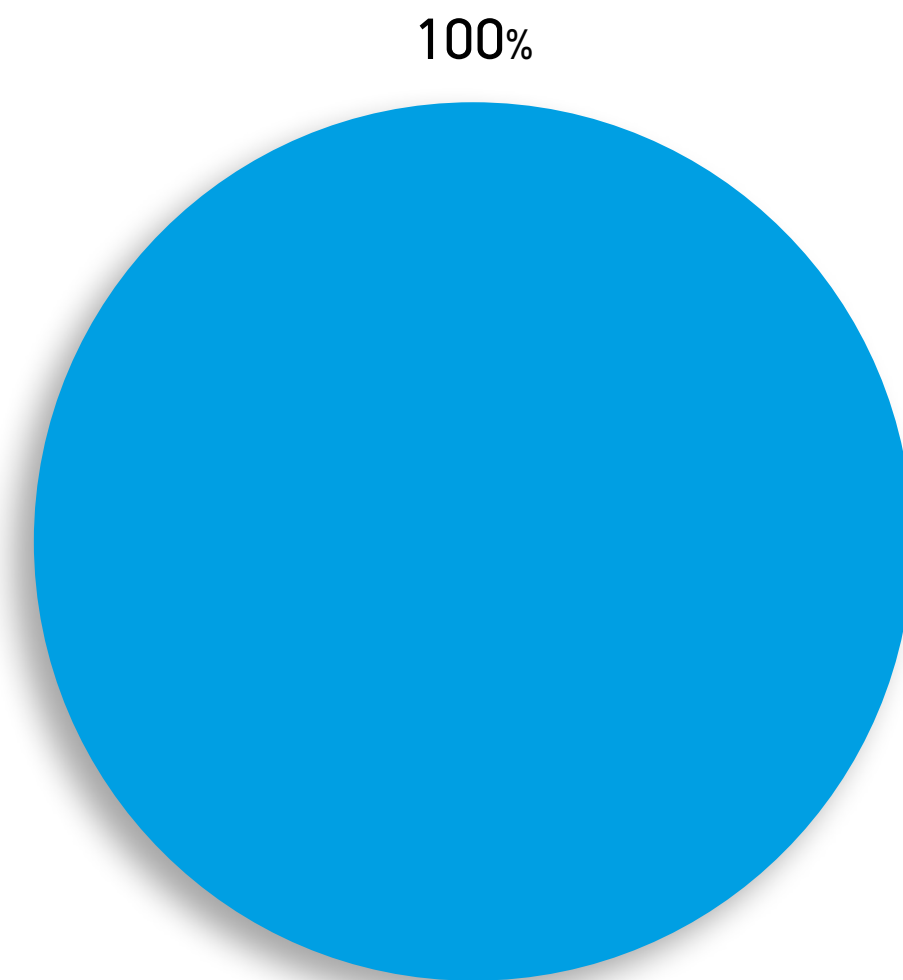


# 4. Social Responsibility

## Personnel Details

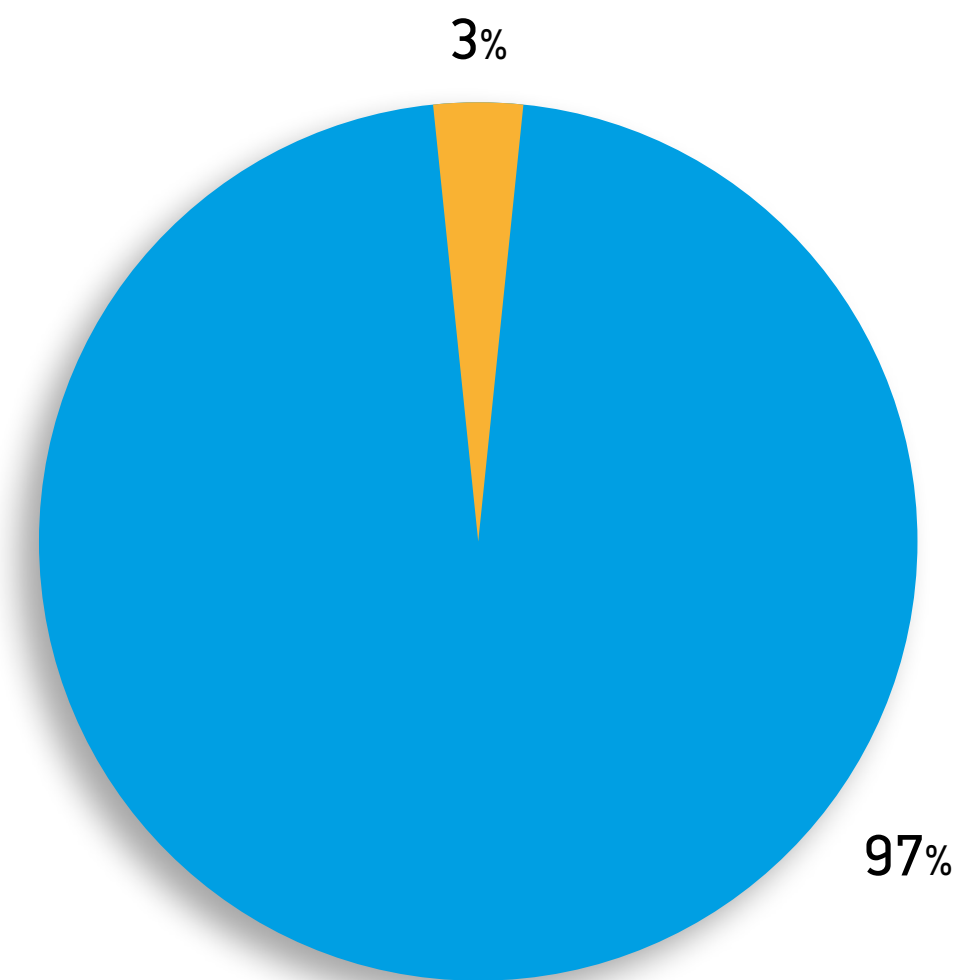
### Total Workforce Analysis 2021

By type of employment



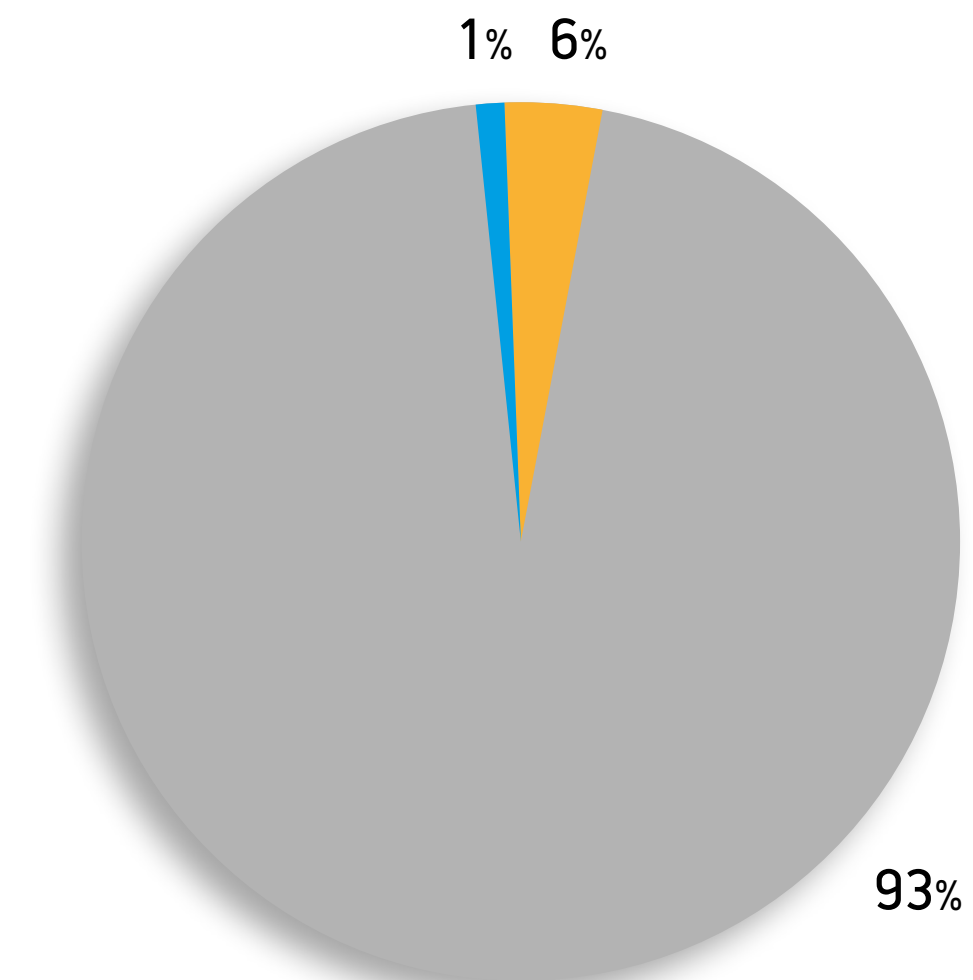
- Full Time
- Part Time

By region



- Local Community
- Rest of Crete & Greece

By employment category



- CEOs
- Managers
- Work Force



# 4. Social Responsibility

## Equal Opportunities

The company does not allow any kind of discrimination related to nationality, race, gender, religion, age, sexual preference, marital status, disability, political or philosophical beliefs and membership in trade unions.

Nana Golden Beach uses meritocratic criteria for the selection and promotion of its staff, on the basis of equal opportunities and regardless of gender, age group or other categories of diversity. The company implements a merit-based system of personnel evaluation and development, which allows for the recognition, selection and best possible utilization of each employee's potential. We respect the diversity of each employee and no incidents of discrimination have been reported in the company's workplace.

Positions of responsibility are covered on a priority basis through promotions and transfers of existing staff. The company conducts a search on the external labour market if positions are not filled internally due to lack of specialist knowledge or experience.

The percentage of women in the company's total human resources is noteworthy as is the percentage of women's participation in expanded responsibility (senior and middle managers) of the company.

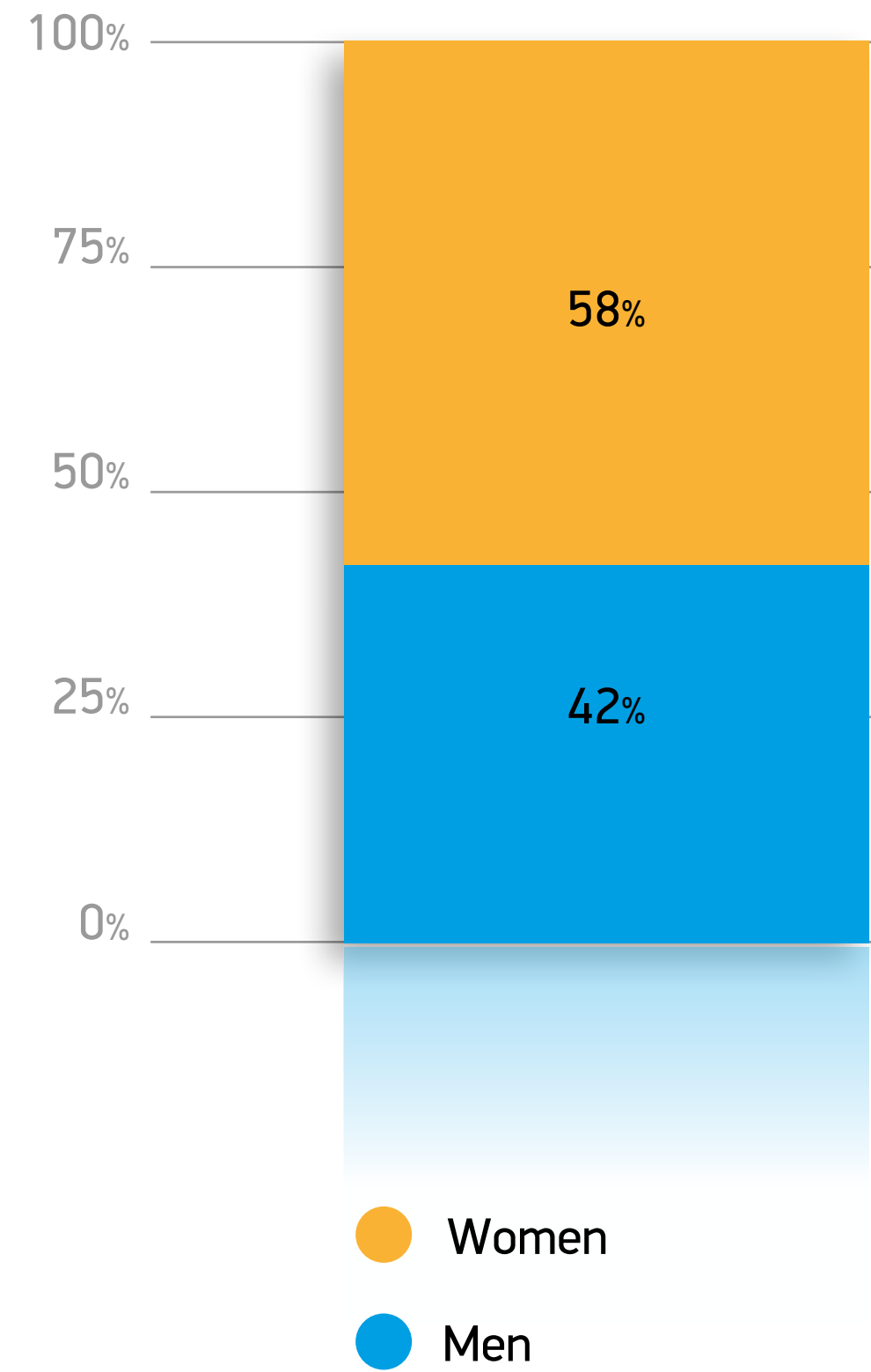
Moreover, all company security personnel have received formal training on company policies and procedures, including Human Rights issues and life protection and First Aid issues. The company condemns all forms of forced or child labour and requires its suppliers and subcontractors to behave in the same way.



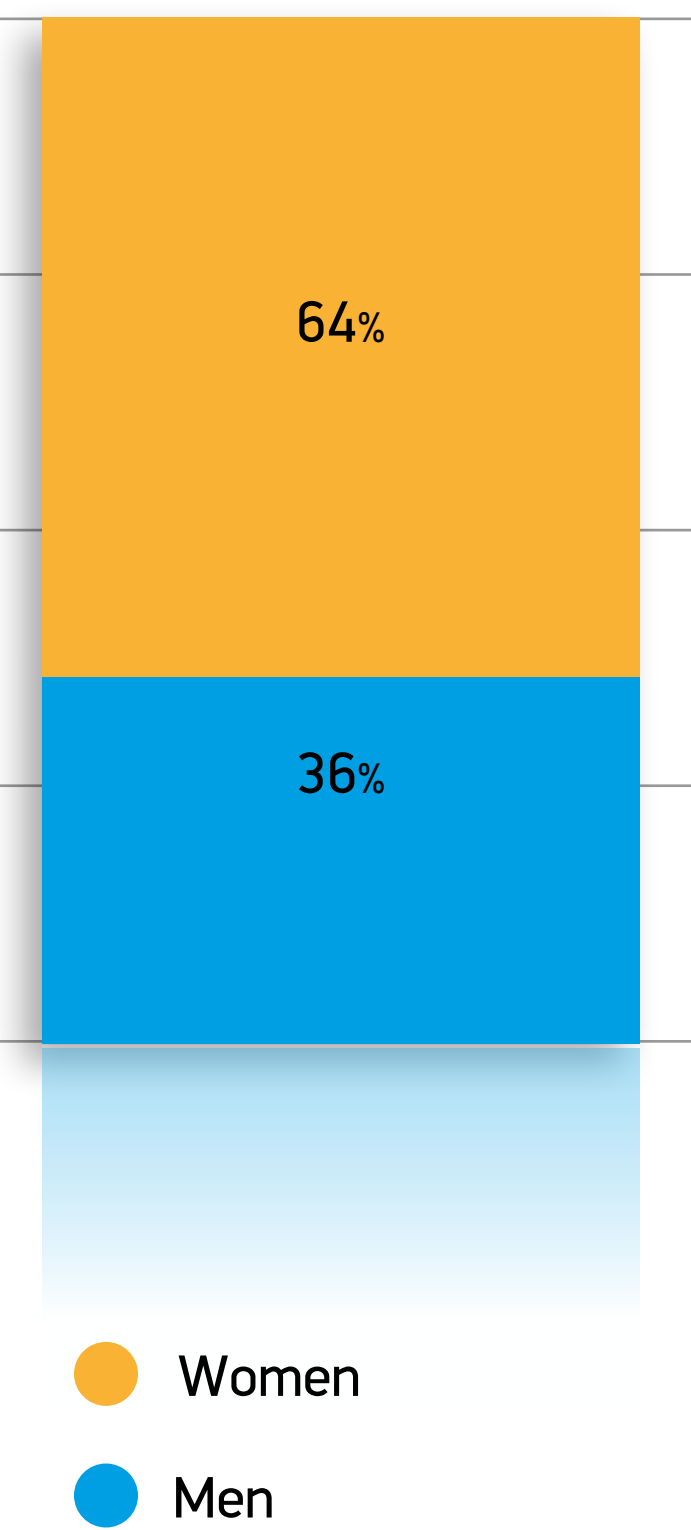


# 4. Social Responsibility

Analysis of the Total Employees by Gender 2021



Analysis of Employees by Gender in Positions of Extended Responsibility 2021





# 4. Social Responsibility

## Additional Facilities

Nana Golden Beach offers all its employees a series of benefits, with the aim of upgrading the quality of working life, as well as their professional and personal development.

- Free meals in the staff restaurant, free drinks during the break
- Annual employee reward event with gifts for all staff
- Awarding best employee of the season with a cash prize
- Rewarding all department Supervisors through participation in the annual Hotel Managers Chamber
- Maintaining Blood Bank for staff and their families
- Flexible leave and shift scheduling schemes to support employees' family and personal needs
- Continuous development of employees' knowledge and skills through in-house training and development programs
- Providing facilities to staff where required





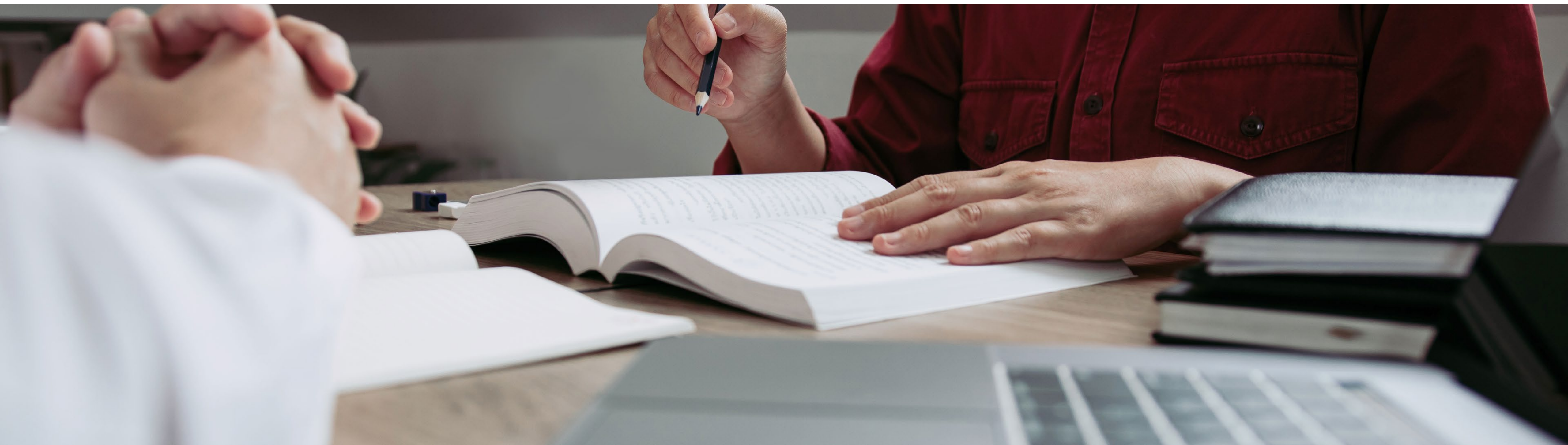
# 4. Social Responsibility

## Education

The education and training of its employees is a constant pursuit of Nana Golden beach. Beyond acquiring knowledge in the field of work, the company's programs also aim to develop skills such as interpersonal communication, positive attitude, customer service orientation, flexibility and adaptability, teamwork and cooperation.

In 2021 Nana Golden Beach continued to incorporate key principles of local employment, with the aim of strengthening the local economy and society. Over the year, the employees of the hotel enriched their knowledge and skills, and developed new ones, as they attended a total of 21 seminars, organized on the hotel's initiative.

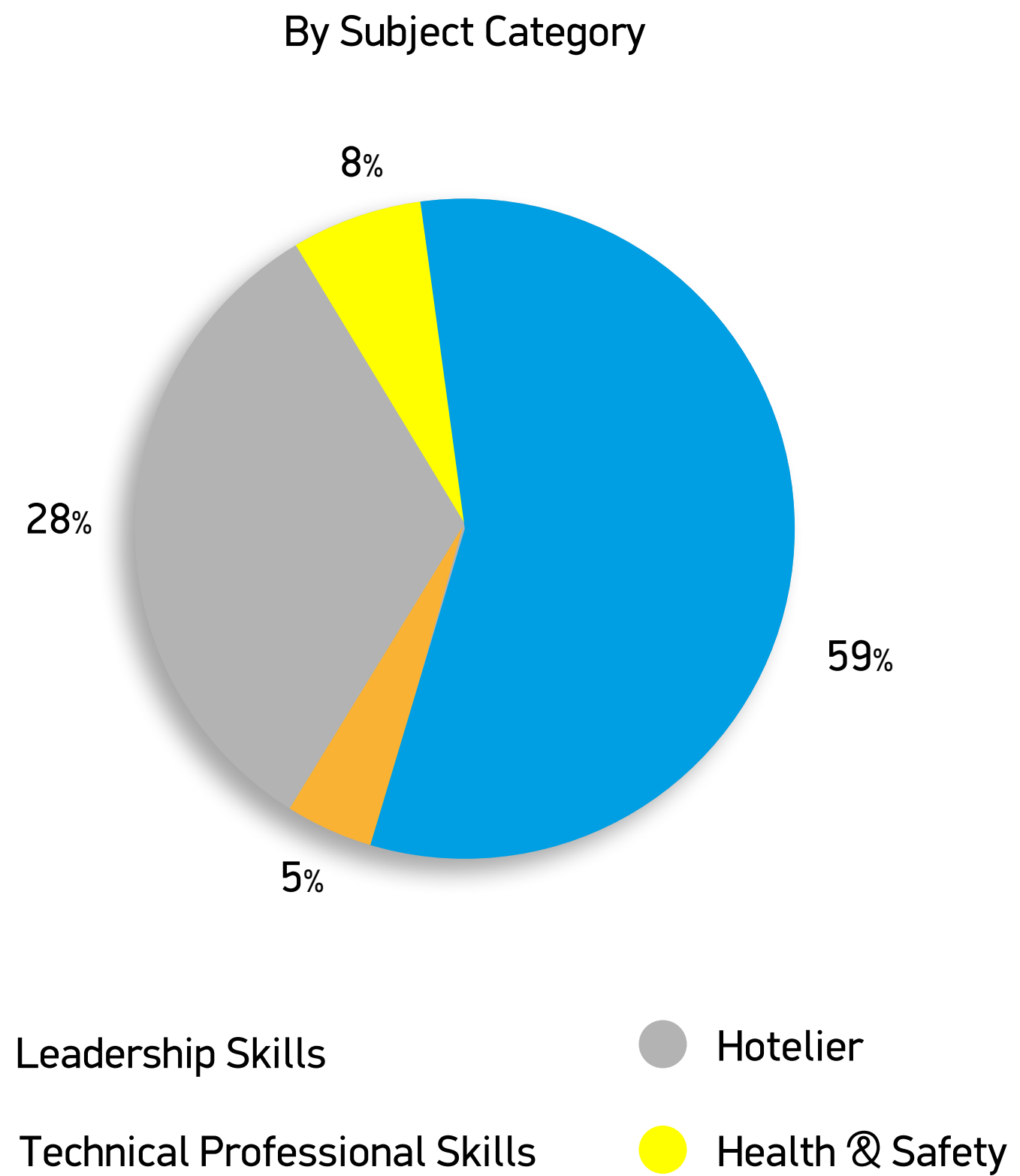
The Company's education and training program for 2021 mainly regarded technical knowledge in the field of work, the development of leadership skills, health and safety, etc.





# 4. Social Responsibility

## Analysis of Training Hours 2021 (Total Working Hours: 78)





# 4. Social Responsibility

## Continuous and Two-Way Communication

Nana Golden Beach adopts initiatives and practices aimed at open and two-way communication, enhancing dialogue and mutual understanding with its employees.

- Interdepartmental meetings take place on a regular basis, from which employees are informed about the issues that concern them, both in their work and more broadly in the company and the sector.
- The company's firm "open door" policy makes it easy for employees to discuss issues of concern at any time, addressing any level of the company hierarchy
- Open meetings were organized between Management and all staff to discuss important issues, the strategy, goals, challenges and progress of the company





# 5. Certificates & Awards

Nana Golden Beach operates in terms of sustainable practices, quality facilities and services and this leads to recognition via awards and certifications by national and international institutions. Third-party reviews measure our hotel's performance and ensure our credibility. Nana Golden Beach has been awarded the following certificates/awards.





In the context of open dialogue and communication with interested parties and the public in general, we list our contact details below.



## NANA GOLDEN BEACH

PREMIUM RESORT & SPA EXPERIENCE

Nana Golden Beach All Inclusive Resort  
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