

## 1. Minos Collection

Minos Collection presents a new hospitality experience in Rethymno, Crete. A few steps away from the golden beach of Rethymno and a few minutes walk from the historic center, Minos hotels and apartments combine the essence of luxury with comfort.



The brand new Minos Hotel Ambassador Suites and Spa, exclusively for adults, is a luxurious retreat for discerning travelers seeking top-notch facilities, superior service and a boho-chic vacation experience.

The Minos Hotel, a traditional Cretan hotel, offering elegant rooms and suites, is the ideal choice for a holiday in a friendly and warm atmosphere. The hotel's entertainment team offers a daily entertainment program and the children's water park located in the hotel will offer guests and children amazing moments of fun and play.



The Minos ApartHotel is a brand new part of the Minos complex, located just 3 minutes away from the beautiful sandy beach of Rethymno, offering rooms, studios and one-bedroom apartments for all requirements.

### 1.1. Workers for a better future

In addition to our commitment to our guests, we are also aware of our obligations to those who work directly and indirectly to support our work. Our employees, the local community, our partners and suppliers are key parts of our success and we are committed to sharing it with them. Furthermore, we are aware of the importance of nature, whether local or global, both for the sustainability of the hotel and for our own sustainability as part of it.

With this in mind, we decided to work on these pillars to create and develop a sustainability program for our hotel, working tirelessly on it over the past few years.

First, we have established sustainability policies with clear commitments and goals. Then, we implemented targeted actions to implement these commitments and goals. Starting with educational and informational actions to raise awareness among all stakeholders, we defined our identity, charting a solid path towards our goals.

For every step we take, we disseminate our actions and the results we achieve to all stakeholders, knowing that without their cooperation any action will have minimal impact.

## 2. Policies

In 2024, the Hotel and its Management, taking into account the dramatic geopolitical crises, revised the Total Quality Policy, which defines the commitment of the organization as a whole to serve its customers through a sustainable development framework. In parallel, additional policies (Sustainable Procurement, Local Community, Food Waste) were formulated to better describe the

organization's goals and commitments. In 2024, all of our previous Policies were also reviewed and strengthened.

Overall, all hotel functions were governed by:

- ☞ Total Quality Policy (version 3.0)
- ☞ Sustainability Policy (version 3.0)
- ☞ Environmental Policy (version 3.0)
- ☞ Food Waste Policy (version 3.0)
- ☞ Sustainable Procurement Policy (version 3.0)
- ☞ Local community policy (version 3.0)
- ☞ Human Resources Policy (version 3.0)
- ☞ Health and Safety Policy (version 3.0)
- ☞ Human Rights Policy (version 3.0)
- ☞ Child and Youth Protection Policy (version 3.0)
- ☞ Food Safety Policy (version 3.0)

Our Policies are posted on the hotel website , have been reviewed in 2025 at the time of writing this report and have been found to meet our current requirements.

Also, the Hotel has an Internal Regulation and procedure for dealing with complaints and grievances from staff, which were reviewed by Management in 2025.

### 3. Environmental performance

#### 3.1.Reduction of energy and fuel consumption

##### What worked well?

The hotel has proceeded to analyze the main sources of energy consumption and has developed measures to reduce it. The first measures to be taken to mitigate energy consumption come from the construction of the facilities and the selection of appropriate equipment. The use of materials with a high insulation index during the renovation of our facilities and the intelligent use of shading have allowed us to reduce energy consumption for indoor temperature control.

The same philosophy applies to the renewal of our equipment, where technologies with lower energy consumption and/or lower emissions are selected. For example, conventional air conditioning units are replaced with more energy-efficient air conditioning units with monobloc heat pumps that are already installed in all rooms and most common areas. All room air conditioning systems are controlled and managed centrally, in order to create optimal conditions for guests and to avoid mismanagement of the set temperatures.

Energy-saving lamps have been replaced with LED lamps in all areas and lighting management systems have been installed. In particular, motion sensors have been installed in the shared toilets, while in the renovated rooms there is a detection system to turn on and off the air conditioning when the guest is in the room and the air conditioning in the rooms is automatically turned off when the balcony door is opened. All critical equipment was properly maintained before the start of the season by specialized external contractors to ensure its proper functioning.



Additionally, we provide and encourage our guests to use alternative means of transportation, such as bicycles, to get around the city during their stay, in order to reduce the traffic caused by our guests. Additionally, we provide parking space sufficient to accommodate all of our staff and most of our guests, provided they have a rental car.

### Minos Hotel

Energy consumption	Total kWh	Average kWh per night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per night
30/08/2025 – 30/08/2024	527,936 kWh	7.09 kWh	143,855 kg CO <sub>2</sub> e	1.93 kg CO <sub>2</sub> e
1/1/2024 – 1/12/2024	567,855 kWh	7.63 kWh	154,732 kg CO <sub>2</sub> e	2.08 kg CO <sub>2</sub> e
1/1/2023 – 1/12/2023	504,822 kWh	7.15 kWh	183,784 kg CO <sub>2</sub> e	2.60 kg CO <sub>2</sub> e

### Minos Ambassador Hotel

Energy consumption	Total kWh	Average kWh per night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per night
30/08/2025 – 30/08/2024	46,441 kWh	2.73 kWh	12,655 kg CO <sub>2</sub> e	0.74 kg CO <sub>2</sub> e
1/1/2024 – 1/12/2024	38,856 kWh	2.29 kWh	10,588 kg CO <sub>2</sub> e	0.62 kg CO <sub>2</sub> e
1/1/2023 – 1/12/2023	45,586 kWh	2.68 kWh	12,422 kg CO <sub>2</sub> e	0.73 kg CO <sub>2</sub> e

### Suggested improvements

So far, in Minos Hotel, most rooms have been renovated (~80%) and there is a goal to renovate all rooms within the next two years, with the aim of improving their energy efficiency and consequently their energy consumption.

Some of the ideas we aim to implement are the installation of external thermal insulation on the buildings (which has already been done on both sides of the old building) and the installation of green roofs. These practices have already been implemented at Minos Ambassadors, which first fully operated in 2022.

We also aim to install an electric car charging station to enhance the use of electric cars by visitors.

## 3.2. Reduction her consumption water

### Minos Hotel

Water consumption	Total m <sup>3</sup>	Average m <sup>3</sup> per night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per night
30/08/2025 – 30/08/2024	15,855 m <sup>3</sup>	0.21 m <sup>3</sup>	2,378 kg CO <sub>2</sub> e	0.03 kg CO <sub>2</sub> e
1/1/2024 – 1/12/2024*	16,065 m <sup>3</sup>	0.22 m <sup>3</sup>	2,410 kg CO <sub>2</sub> e	0.03 kg CO <sub>2</sub> e
1/1/2023 – 1/12/2023	14,899 m <sup>3</sup>	0.21 m <sup>3</sup>	2,201 kg CO <sub>2</sub> e	0.03 kg CO <sub>2</sub> e

**Minos Ambassador Hotel**

<b>Water consumption</b>	<b>Total m<sup>3</sup></b>	<b>Average m<sup>3</sup> per night</b>	<b>Total kg CO<sub>2</sub>e</b>	<b>Average kg CO<sub>2</sub>e per night</b>
30/08/2025 – 30/08/2024	<b>3,130</b> m3	<b>0.19</b> m3	<b>470</b> kg CO <sub>2</sub> e	<b>0.03</b> kg CO <sub>2</sub> e
1/1/2024 – 1/12/2024*	<b>3,160</b> m3	<b>0.19</b> m3	<b>474</b> kg CO <sub>2</sub> e	<b>0.03</b> kg CO <sub>2</sub> e
1/1/2023 – 1/12/2023	<b>2,761</b> m3	<b>0.16</b> m3	<b>414</b> kg CO <sub>2</sub> e	<b>0.03</b> kg CO <sub>2</sub> e

**What worked well?**

To protect water resources, we use water -reducing faucets and showers and dual-flush toilets in most of our rooms. In addition, we have developed informational materials for our employees and guests to help reduce consumption.

All critical equipment was properly maintained prior to the start of the season and its performance was monitored throughout the season. This is done through daily measurements and monthly logging, along with laboratory analyses to assess treatment efficiency and overall water quality. The monitoring plan includes measuring and monitoring flow and temperature at the main power plants, cold and hot water outlets, and measuring the level of the main drinking water tanks to detect leaks and potential malfunctions of mechanical equipment.

Watering is done in the early morning hours based on a common schedule for both spaces, with many plants being locally grown and having minimal water needs. Indoors, most plants are decorative and do not require watering.

Sheets and towels are managed by the housekeeping department based on relevant instructions to the staff and are available for information in the rooms. Sheets and towels are washed by an external partner who has the appropriate equipment and expertise to ensure optimal energy and water consumption.

The wastewater produced is managed through the biological treatment of the Municipality of Rethymno where the hotels are located.

**Suggested improvements**

Our goal is to create gardens with reduced water needs and to develop actions to increase the reuse of water coming from different sources (e.g. rainwater or filling swimming pools).

Additionally, by installing metal flow-reducing rings on the water tanks in guest restrooms, they believe that water consumption per guest night will be further reduced.



With the full operation of Minos Ambassador and the completion of the renovation of Minos Hotel over the next three years, our goal is to continue to reduce water consumption with a target of an overall reduction of 15% by 2030, with a base year of 2023.

**3.3.Waste management**

**What worked well?**

**Minos Hotel**

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
30/08/2025 – 30/08/2024	Landfill	Landfill	Landfill	Landfill
	<b>78086 kg</b>	<b>0.80 Kg</b>	<b>48960 kg CO<sub>2</sub>e</b>	<b>0.65 kg CO<sub>2</sub>e</b>
	Combustion	Combustion	Combustion	Combustion
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 g CO<sub>2</sub>e</b>
	Recycling	Recycling	Recycling	Recycling
	<b>4856 kg</b>	<b>0.48 Kg</b>	<b>81 kg CO<sub>2</sub>e</b>	<b>0.002 kg CO<sub>2</sub>e</b>
	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
	<b>82942 kg</b>	<b>1.28 Kg</b>	<b>49041 kg CO<sub>2</sub>e</b>	<b>0.65 kg CO<sub>2</sub>e</b>
1/1/2024 – 1/12/2024*	Landfill	Landfill	Landfill	Landfill
	<b>80533 kg</b>	<b>1.06 Kg</b>	<b>50494 kg CO<sub>2</sub>e</b>	<b>0.67 kg CO<sub>2</sub>e</b>
	Combustion	Combustion	Combustion	Combustion
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	Recycling	Recycling	Recycling	Recycling
	<b>10331 kg</b>	<b>0.03 Kg</b>	<b>173 kg CO<sub>2</sub>e</b>	<b>0.002 kg CO<sub>2</sub>e</b>
	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic
	<b>0 kg</b>	<b>0 kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
	<b>90864 kg</b>	<b>1.19 kg</b>	<b>50667 kg CO<sub>2</sub>e</b>	<b>0.67 kg CO<sub>2</sub>e</b>
1/1/2023 – 1/12/2023	Landfill	Landfill	Landfill	Landfill
	<b>72503 kg</b>	<b>1.03 Kg</b>	<b>45460 kg CO<sub>2</sub>e</b>	<b>0.64 kg CO<sub>2</sub>e</b>
	Combustion	Combustion	Combustion	Combustion
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	Recycling	Recycling	Recycling	Recycling
	<b>15065 kg</b>	<b>0.06 Kg</b>	<b>164 kg CO<sub>2</sub>e</b>	<b>0.002 kg CO<sub>2</sub>e</b>
	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic
	<b>0 kg</b>	<b>0 kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
	<b>82135 kg</b>	<b>1.16 kg</b>	<b>45623 kg CO<sub>2</sub>e</b>	<b>0.65 kg CO<sub>2</sub>e</b>

**Minos Ambassador Hotel**

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
30/08/2025 – 30/08/2024	Landfill	Landfill	Landfill	Landfill
	<b>22754 kg</b>	<b>1.39 Kg</b>	<b>14267 kg CO<sub>2</sub>e</b>	<b>0.87 kg CO<sub>2</sub>e</b>
	Combustion	Combustion	Combustion	Combustion
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 g CO<sub>2</sub>e</b>
	Recycling	Recycling	Recycling	Recycling
	<b>1384 kg</b>	<b>0.08 Kg</b>	<b>81 kg CO<sub>2</sub>e</b>	<b>0.001 kg CO<sub>2</sub>e</b>
	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
	<b>24138 kg</b>	<b>1.47 Kg</b>	<b>14348 kg CO<sub>2</sub>e</b>	<b>0.87 kg CO<sub>2</sub>e</b>
1/1/2024 – 1/12/2024*	Landfill	Landfill	Landfill	Landfill
	<b>23504 kg</b>	<b>1.41 Kg</b>	<b>14737 kg CO<sub>2</sub>e</b>	<b>0.88 kg CO<sub>2</sub>e</b>
	Combustion	Combustion	Combustion	Combustion
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	Recycling	Recycling	Recycling	Recycling
	<b>2927 kg</b>	<b>0.18 Kg</b>	<b>50 kg CO<sub>2</sub>e</b>	<b>0.002 kg CO<sub>2</sub>e</b>
	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic
<b>0 kg</b>	<b>0 kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>	

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
	<b>26431 kg</b>	<b>1.59 kg</b>	<b>14787 kg CO<sub>2</sub>e</b>	<b>0.89 kg CO<sub>2</sub>e</b>
1/1/2023 – 1/12/2023	Landfill	Landfill	Landfill	Landfill
	<b>23545 kg</b>	<b>1.38 Kg</b>	<b>14762 kg CO<sub>2</sub>e</b>	<b>0.87 kg CO<sub>2</sub>e</b>
	Combustion	Combustion	Combustion	Combustion
	<b>0 kg</b>	<b>0 Kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	Recycling	Recycling	Recycling	Recycling
	<b>4839 kg</b>	<b>0.18 Kg</b>	<b>53 kg CO<sub>2</sub>e</b>	<b>0.003 kg CO<sub>2</sub>e</b>
	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic	Composting /Anaerobic
	<b>0 kg</b>	<b>0 kg</b>	<b>0 kg CO<sub>2</sub>e</b>	<b>0 kg CO<sub>2</sub>e</b>
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
<b>26624 kg</b>	<b>1.56 kg</b>	<b>14815 kg CO<sub>2</sub>e</b>	<b>0.87 kg CO<sub>2</sub>e</b>	

### What worked well?

The Zero Waste approach is a set of principles that focus on preventing waste generation, encouraging the redesign of the resource life cycle so that all products are reused. The Zero Waste approach aims to reduce and ultimately eliminate waste.

Special efforts are being made, in particular, to reduce organic waste, which, if disposed of in landfills, can have a significant impact on climate change by producing greenhouse gases.

The waste hierarchy model we are developing is a useful planning tool for the transition to zero waste (Reduce, Reuse, Recycle, Recover, Residue Management).

There are bins in the areas for separating waste into organic, glass and recyclables and the same policy is followed in all parts of the hotel. Particularly in our kitchens there is further separation into general waste and food waste.

For waste management, suitable areas have been set up for its collection and disposal, where there is a refrigerator for organic waste, a pre-determined controlled area for returned packaging, and special bins for recyclables.

Choosing packaging with the highest possible content-to-weight ratio is a criterion when selecting consumables, as is sourcing products with recyclable or recycled packaging.

### Suggested improvements

We are focused on continuously reducing the amount of waste generated. To achieve this, we aim to reduce solid waste disposal to landfill from our hotel to 50% of the total by 2030, implementing all regulations and directives established by the European Union and the Greek authorities on circular economy and waste management.

To achieve this, we are planning two actions. A portion of the unconsumed food, which is mainly available for our staff, should be donated and the remaining unavoidable food waste, which constitutes the largest percentage (~80%), should be sent for composting through the relevant sorting and management actions developed by the Municipality of Rethymno.

### 3.4.Greenhouse gas emissions

Reducing greenhouse gas emissions is a complex goal that requires several parallel strategies.

We have already reduced our reliance on fossil fuels, which are the largest source of greenhouse gas emissions. We have identified where we are consuming the most fossil fuels and have begun taking steps to reduce consumption. This has been achieved by installing more efficient equipment and training our staff.

**Total greenhouse gas emissions**

**Minos Hotel**

Total emissions	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
30/08/2025 – 30/08/2024	<b>154,465</b> kg CO <sub>2</sub> e	<b>1.88</b> kg CO <sub>2</sub> e
1/1/2024 – 1/12/2024*	<b>227,442</b> kg CO <sub>2</sub> e	<b>2.99</b> kg CO <sub>2</sub> e
1/1/2023 – 1/12/2023	<b>245,969</b> kg CO <sub>2</sub> e	<b>3.48</b> kg CO <sub>2</sub> e

**Minos Ambassador Hotel**

Total emissions	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
30/08/2025 – 30/08/2024	<b>23,902</b> kg CO <sub>2</sub> e	<b>1.70</b> kg CO <sub>2</sub> e
1/1/2024 – 1/12/2024*	<b>31,923</b> kg CO <sub>2</sub> e	<b>1.92</b> kg CO <sub>2</sub> e
1/1/2023 – 1/12/2023	<b>34,363</b> kg CO <sub>2</sub> e	<b>2.01</b> kg CO <sub>2</sub> e

The next step was to monitor the residual energy mix of CO<sub>2</sub> emissions of energy providers , so that we could make the best possible choice considering the options available to us.

Reducing water consumption is a long-term goal for us, which will also help us improve our greenhouse gas emissions. We have currently adopted measures to encourage our guests and staff to reduce water consumption and we are closely monitoring our plumbing network and water treatment equipment to ensure the most efficient use of the water consumed.



**Suggested improvements**

Our next steps include the holistic adoption of energy-efficient design and technologies through the renovation of our facilities and especially the remaining rooms at the Minos Hotel .

Investigating the possibility of utilizing renewable energy sources through the installation of more solar panels for energy production or the use of geothermal energy for cooling/heating the water used. The use of water from local sources, where available and suitable for use, which will help to further reduce the carbon footprint of water consumption.

**Progress towards achieving the goals**

**Target:** *The Hotel aims to reduce electricity consumption per night by 1% and CO<sub>2</sub> emissions per night by 3%. (base year 2025)*

**Status:** Electricity consumption from the grid has been stable in recent years and the completion of the renovation is estimated to help achieve the goal.

**Target:** *The Hotel aims to reduce landfill waste by 20%. (base year 2025)*

**Situation:** Based on the data from the food waste recording, we can achieve this goal if a suitable bin is installed and separate collection is carried out by the Municipality.

**Objective:** *Development of informational material (online on site, in printed form at the reception, on the information channel, etc.) regarding the local flora and fauna of Crete for our visitors, including ways in which they can contribute to its conservation and links with organizations involved in its protection.*

**Status:** The visitor can find material for actions by searching for information at the reception. However, this material is not yet structured in a form that is directly accessible to the customer. Its appropriate configuration is possible and we are working on it.

**Target:** *The Hotel aims to reduce water consumption per overnight stay by 5%. (base year 2024)*

**Status:** With the data to date and the continuous reduction observed in recent years, mainly through the reduction in consumption in the rooms, achieving the goal is considered feasible with the installation of additional flow reducers .

**Target:** *Development of two actions that actively support the community with an emphasis on vulnerable members.*

**Status:** In recent years, the Hotel has made many donations of equipment, food and clothing to various local bodies and organizations, with whom it regularly communicates. In this way, it has found channels for seeking additional actions to support vulnerable members of the local community.

## Progress on other issues

### 4. Sustainable Procurement

All purchases are made based on our Sustainable Procurement Policy, choosing large packages and organizing our orders based on inventory and forecast needs. In addition to communicating the Sustainable Development Policy to suppliers and notifying them of unacceptable practices from our partners, we encourage them to develop their own Policy.

The existence and certification of this is a key criterion in their evaluation and selection, as defined in our Sustainable Procurement Policy.

We do not knowingly collaborate with any supplier or benefit from any activity that involves any form of

exploitation or abuse of people. It has informed its suppliers about this and takes steps to check for possible exploitation when it has suspicions or when it comes to high-risk suppliers (proof of payment required, proof of employment and insurance required)

**By 2025, 21% of our suppliers will have some form of certification that includes greenhouse gas or carbon emissions targets.** Further data and awareness of them, as well as defining certification as a criterion for engagement, can help increase this percentage.

**Furthermore, approximately 82% of suppliers and 70% of service providers are local businesses and ~30% of the products we consume are produced locally (mainly fresh foods such as fruits and vegetables, olive oil, wine, honey and dairy products). All of these percentages can be increased through the design of appropriate menus and service offerings, even slightly.**



In addition to origin, an important criterion for the selection of fertilizers, pesticides, sunscreens, cosmetic products and packaging materials is the absence in their ingredients of elements mentioned in the list of Unacceptable Practices and Practices in Annex I of the Travelife Certification Requirements . The company does not sell sunscreen products and the soaps and cosmetics it provides ensure, in consultation with suppliers, that they do not contain ingredients that are harmful to marine life. Similarly, the cosmetic products it uses do not contain microplastics .

For wood and paper products, the existence of certification and/or relevant labeling ( FSC logo) for the implementation of environmentally friendly practices that contribute to the preservation of forests is an additional criterion for the selection of the supplier.

#### 4.1. Food supplies

Respecting the right to choose, the hotel offers a variety of food options for guests and staff, including vegetarian, vegan and halal dishes in addition to the different theme nights from which our guests can choose, including Greek, Asian, Italian and Mediterranean nights, as well as à la carte options. map .

Regarding food sourcing, we monitor product purchases associated with increased CO2 emissions to improve average consumption per night through appropriate menu adjustments.

Minimizing the use of frozen animal foods is a long-term goal that we are constantly working towards.



#### 4.2. Management of hazardous chemicals.

Equipment containing fluorinated substances related to fluorinated greenhouse gases is recorded and managed by appropriately licensed external partners. All equipment, even that which is removed, is located in controlled areas where it is locked and if it needs to be removed, it is done by a licensed external partner.

Also, the use of chemicals for garden management, when necessary, is done by the hotel's gardeners only visit upon recommendation and under the supervision of an agronomist. Similarly, all pest control work is carried out exclusively by an external partner who has the appropriate license from the Ministry of Agriculture and Food.

Water treatment chemicals are stored in locked areas, as are any chemicals used for maintenance work. Cleaning chemicals for the kitchen and catering departments are located in locked areas and their disposal in the departments is controlled, while there are also dosing pumps where they are used by the staff.

The packaging of hazardous chemicals is returned to the suppliers for management, while the cleaning chemicals are rinsed with water after emptying and forwarded for management and recycling. All hotel staff who handle chemicals hazardous to themselves and the environment have received the required training.

## 5. Local biodiversity

### 5.1. Open space management

For the open areas of the hotel, it is preferred to landscape with native plants that have low water needs and attract pollinators. The composition of the hotel's flora includes many different species of trees, shrubs and herbaceous plants that belong to the native flora of Crete and some exotic species (palm trees, cacti, succulents, trees and shrubs from other floral regions), which have low water needs, while at the same time providing shade and soundproofing to our guests.

The plantings (old and new) as well as their maintenance (through pruning) aim for a rich and successive flowering in combination with the different foliage, in order to create a sense of well-being for our visitors from other countries with different flora. The company has not planted any invasive species on its premises and the use of any pesticide, insecticide, fungicide or herbicide is carried out only by an external Agronomist who has the training and knowledge to avoid the use of preparations containing unacceptable persistent organic pollutants (POPs).

### 5.2. Local Flora and Fauna

The hotel does not organize activities or attractions involving domestic or wild animals and does not cooperate with businesses involved in such activities. Furthermore, there are no wild or domesticated animals at the hotel.

There is also information about actions that our visitors can take to contribute to local organizations that aim to support endangered species of the Mediterranean basin.



The hotel does not promote or organize events in NATURA areas, areas of special natural beauty or areas with protected species. However, there is information material at the reception desk on the correct behavior of our guests in case they choose to visit any of the protected areas of Crete. However, Crete is home to a wealth of wildlife and flora, which is mainly found inland and there are also marine species that visit its waters. Although there is no direct interaction with the majority of these species in the hotel facilities, we believe that we must inform our guests so that they are aware of them and understand the negative effects they may have on them. For this reason

For this reason, we seek and develop relevant informational material and seek cooperation with institutions and organizations involved in their protection and conservation. In 2025, no cases of serious plant diseases or wildlife abuse have been reported.

### 5.3. Architecture and building management

Minos hotels Collection follow an architectural style that combines with the local urban charm, as we are located in the city of Rethymno. In recent years, we have mainly used wood, glass, marble and stone as materials for our facilities and equipment, which are durable and recyclable. In addition, all facilities are designed to ensure accessibility for people with

disabilities.

Additionally, since we are located within the city premises, away from wildlife sanctuaries and habitats, we have information available at reception for our guests if they wish to visit one, along with instructions on how to behave when visiting them.

## 6. Human rights and community

### 6.1. Staff

Greece, Crete and the local community are an integral part of our hotel and we know it. Cretan hospitality, gastronomy, history and culture are part of the services we provide to our guests. In most societies, there are populations in ours that need support.

In Minos Collection, our wealth is our staff. The Human Resources department has as its main concern the support and development of all employees and, in this context, also looks for possible groups of individuals or individuals who are likely to be discriminated against. It investigates whether there are similar individuals among our staff or partners and whether there are any signs of exploitation. The Human Resources department actively seeks information about their living conditions and the way they experience their work, in order to act immediately in case of a violation of their rights.

We are particularly sensitive to ensuring the protection of children and young people from all forms of exploitation. In cases where personnel under the age of 18 are employed, all procedures provided for by law are followed and relevant requirements are met.

In 2025, 61 people worked at the Hotel, of whom 38% were men and 62% were women. The majority of them are from Crete (66%), while 34% come from European countries. With the exception of immigrants, all reside in Crete (~93%) and the permanent and administrative staff consists of men and 25% of women. At Minos Collection always complies with the current Rethymno Collective Agreement for the Sector. The



The Human Resources Department checks that the remuneration and working conditions are in accordance with the requirements of the contract as well as with the Hotel's Internal Operating Regulations and the company's applicable Human Resources Policy.

### 6.2. Local community - Social responsibility

At Minos Collection we constantly strive to identify similar groups and support and empower them.

In this context, in 2024 we donated :

- non-perishable food at the local nursing home
- at the Social Grocery Store of the Municipality of Rethymno non-perishable food and linen

Similar actions will continue in the coming years and in collaboration with our staff, the local community and our customers, we are looking for ways that will help us strengthen our social work.

Minos collection we are also looking for ways to support local entrepreneurship. There is a collaboration with local artists where themed nights are organized on the hotel premises, while

there is a space in the lobby where local entrepreneurs can have available material for actions - excursions that our guests may seek out.

Since our hotels are located within the city of Rethymno, we seek proactive information regarding the negative impacts that our operation may have on the community. This is done through our participation in local tourism bodies and the creation of communication channels with local bodies and individual residents either by phone or online through our website.

To reduce any traffic congestion that may occur in the area by our guests, we provide and encourage our guests to use alternative means of transportation, such as buses and bicycles, to get around during their stay. In addition, we provide enough parking space to accommodate most of our guests, provided they have a rental car.



*Our hotel welcomes feedback from our guests, community and staff on the work we are doing to improve our environmental and social impact, including suggestions on how we can improve. You can share your comments or ideas on the hotel's email.*

*Rethymno 01/10/2025*

*Manousos Christodoulakis*

*Hotel Manager*

*Minos Hotel & Minos Ambassador*