



SUSTAINABILITY REPORT 2018



Infinite Lifestyle and Infinite Care

Award-winning Ikos Resorts are re-inventing the luxury all-inclusive beach holiday across the Mediterranean; from the Halkidiki Peninsula in Northern Greece to the islands of Corfu and Kos, and with Ikos Andalusia, our first resort in Spain, on the glorious Costa del Sol. An unrivalled world of luxury and personal service awaits guests at each Ikos Resort. Our signature Infinite Lifestyle promises a peerless experience with touches such as Michelin-starred menus, beach and poolside waiter service, a Cava with a choice of over 300 wine labels, all included in the cost of your holiday.

The Infinite Lifestyle concept is all about savouring life's greatest pleasures. Mouth-watering menus from Michelin-starred chefs, signature cocktails from award-winning mixologists, luxurious beauty products from Anne Sémonin Paris 24-hour room service and activities and entertainment on tap. At Ikos Resorts, guests are invited to be as indulgent as they like, resting in the assurance that one of the company's core values underlying the Infinite Lifestyle concept is Infinite Care. This is the value that underpins the company's Sustainability programme, called Ikos Green.

Please find more information on the Ikos Green programme by browsing the 2018 Ikos Resorts Sustainability report, as well as visiting www.ikosresorts.com/green-programme

OUR RESORTS

IKOS ARIA - Basking in the enticing Dodecanese sunshine on the southwest coast of Kos island, Ikos Aria offers a compelling mix of contemporary style and traditional hospitality.

IKOS OCEANIA - Following a major investment programme, a spectacular world of luxury awaits guests with a superb choice of elegant rooms and suites together with sophisticated dining and opulent leisure facilities.

IKOS OLIVIA - Relishing its exclusive location on the Gulf of Toroneos in beautiful Halkidiki, this contemporary masterpiece extends across a perfectly landscaped 22 acres.

IKOS DASSIA - Relax in the spectacular surroundings and cosmopolitan charm of Ikos Dassia, a peerless experience on Corfu's inviting Ionian coast.

IKOS ANDALUSIA - Soak up the carefree ambience and ultra-cool Mediterranean style of Ikos Andalusia, on Spain's sun-drenched Costa Del Sol, close to the cosmopolitan centre of Marbella and historic town of Estepona. Opening May 2020.



2018 SUSTAINABILITY AWARDS

The company has been accredited through independent bodies, receiving the following certifications on sustainability and food hygiene standards

Ikos Oceania

Travelife Gold Certification
Green Key Certification
Blue Flag Certification
ISO 22000 Certification
ISO 14001 Certification

Ikos Olivia

Travelife Gold Certification
Green Key Certification
Blue Flag Certification
ISO 22000 ertification
ISO 14001 Certification

Ikos Dassia

Green Key Certification
Blue Flag Certification

*Our sustainability certifications ensure that our sustainability programme and actions are independently audited. Guest satisfaction on the Ikos Green initiatives stands at:

IKOS OCEANIA **9,71/10** | IKOS OLIVIA | **9,81/10** | IKOS DASSIA **9,53/10**



IKOS OCEANIA
No1 All-Inclusive Resort
in the World



IKOS OLIVIA
No2 All-Inclusive Resort
in the World

IKOS GREEN AND SDGs

The UN Sustainable Development Goals (SDGs), otherwise known as the Global Goals, are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

These 17 Goals include areas such as climate change, economic inequality, innovation, sustainable consumption, peace and justice.

The IKOS Green program is fully aligned with the SDG goals. Some examples include:



Goal 6 (Ensure availability and sustainable management of water and sanitation for all) / Goal 14 Conserve and sustainably use the oceans, seas and marine resources for sustainable development - *Our goal is to decrease water use and ensure clean wastewater. Treated waste water is used for garden irrigation in the resorts through state of the art waste water treatment plants, while we have installed low flow water features in the rooms and common areas and continually train our staff about efficient water management. The resorts have also introduced a zero plastic strategy in order to reduce plastic pollution.*

Goal 7 (Ensure access to affordable, reliable, sustainable and modern energy for all) / Goal 13 (take urgent action to combat climate change and its impacts): *In our resorts diesel petrol is not used, while solar panels are used for hot water production in Ikos Dassia and Aria.*

Goal 12 (Ensure sustainable consumption and production patterns): - *We have adopted tools to monitor the impact of our operations on energy, water, waste and biodiversity. All key suppliers are evaluated with sustainability criteria and we give preference to local producers.*

Goal 15 (Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss): *We have various programs to protect biodiversity, including partnerships with NGOs such as the Hellenic Ornithological Society for the protection of local wetlands.*

Goal 4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all / Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all: *We place emphasis on long training hours available to employees providing lifelong learning and career advancement opportunities.*

Ikos Green, the Ikos Resorts Sustainability programme is built around four pillars.

1. The Ikos commitment to greener operations

Our resorts are committed to actively reducing energy, water, waste and chemical consumption. The Ikos company has invested in many sustainability features, including heat pumps, solar panels, a three-stage wastewater treatment plant for recycling water, 99% LED lights, BMS and KNX systems for A/C and lighting, low-water, aerated flow features in all taps and showers, roof gardens and botanical gardens, all without compromising the guest luxury experience offered. Waste management is also an important component of our sustainability program. We are committed to reducing waste as much as possible, including important initiatives on drastically cutting down on single-use plastic.

2. The Ikos commitment to local products and restaurants

The main objective is to maximise the use of local products on offer, through partnering with local and organic producers (resulting also in the Ikos olive oil, honey and wine product range), as well as developing relationships with local restaurants to be included in the all-inclusive price. In what is a global innovation, these restaurants received training from the company, as well as support in delivering excellence and the guests were enthusiastic about leaving the resort grounds as part of their package.

3. The Ikos commitment to caring about the local environment beyond the hotel grounds

A dolphin cuddly toy is sold in the Ikos mini markets to raise funds to protect the local dolphin population, in partnership with NGO MoM. Ikos has also partnered with Halkidiki Animal Rescue for rehoming stray animals, as well as the Hellenic Ornithological Society to protect the local wetlands of Ag. Mamas.

4. The Ikos commitment to greener learning and experiences

Guests can enjoy a variety of environmental experiences at Ikos. Two types of programmes have been developed for younger guests in partnership with NGO Planet Agents, one for ages 4-11 and another for teenagers (12+), inviting kids to become marine explorers and learn about local produce, run through the Ikos mini clubs. Guests can also visit local wineries, as well as go hiking, biking and birdwatching.

Ikos Resorts Environmental Policy

Ikos Resorts is committed to managing its business in a sustainable way, respecting the environment and local community, whilst delivering an infinite lifestyle holiday experience, with new levels of elegance, quality and service in a redefined all-inclusive model.

From minimising the environmental footprint of its hotel operations, to showcasing local biodiversity and products, the company consistently strives to support sustainability and the local community through the initiatives of the Ikos Green programme.

The Ikos Resorts management team and subsequently all Ikos Resorts employees are committed to meeting and exceeding all legal and environmental requirements in its properties, and to continuously improving the environmental performance of its hotels in the following areas:

- Reduction of energy and resource use;
- Increase of renewable energy use;
- Reduction of water use;
- Reduction of waste;
- Reduction in the use of chemicals;
- Sustainable supply chain management;
- Protection and enhancement of local biodiversity;
- Environmental awareness amongst employees, guests, as well as the local community and suppliers.

The management team regularly reviews its environmental policy and targets, annually reassessing and setting new goals, as well as ensuring their effective communication.

The Environmental Policy is communicated to all employees, contractors and visitors of Ikos Resorts and is made available to all interested parties upon request. Ikos Resorts is committed in providing Ikos Green environmental training to all its employees.

Ikos Resorts Community Policy

Ikos Resorts is committed to ensuring its operations positively impact the local community, its people and the local economy. In order to accomplish this goal, the company heavily invests in its own human capital and strives to support the local community and businesses as much as possible. The company's Employee and Community Policy includes the following core values:

- To comply with all applicable employee laws and regulations in the country and to create a safe and healthy environment for its staff;
- To value and treat staff fairly and with respect, ensuring that no one is discriminated against, irrespective of age, sex, gender, ethnicity, religion, culture or disability;
- To focus on staff development and provide training to support employees in their respective roles from the moment of their induction and throughout their career at Ikos Resorts;
- To consistently train staff on the Ikos Resorts sustainability commitments, as well as on health and safety issues, offering a clear understanding of the importance of these in delivering the company's objective and targets;
- To respect and promote the rights of children, according to the applicable legislation and guidelines prescribed by charity The Smile of the Child; to maintain a close relationship with the local community, ensuring that any concerns about the company's business operation are addressed collaboratively;
- To cooperate with the local communities in which it operates and draw from local talent without compromising recruitment and performance standards.
- To purchase, wherever possible, food and beverage products from local and domestic businesses;
- To selectively partner with local organisations and charities in order to showcase and raise awareness of local customs and produce, as well as to contributing to local environmental conservation and animal welfare;
- To invite guests to explore the unique biodiversity of each property, local products and customs, and to discover what makes each Ikos Resorts location so extraordinary.

The Employee and Community Policy is communicated to all employees, contractors and visitors of Ikos Resorts and is made available to all interested parties upon request.

Ikos Resorts Health & Safety Policy

Ikos Resorts is committed to ensuring the health, safety and welfare of all its employees, contractors and visitors likely to be affected by its operations, as well as to continuously improving its occupational health and safety management and performance. In order to achieve this goal, the management of each Ikos Resorts property provides the necessary information, training, instruction and supervision to all employees, with the aim of encouraging a positive health and safety with their active participation, consultation and cooperation. Ikos Resorts complies with all relevant legislation, regulations and other requirements that are applicable to each hotel. The company's Health and Safety Policy includes the following core values:

- To offer a safe and healthy working environment arising from its work activities for employees, contractors and visitors;
- To provide and maintain safe equipment;
- To continuously train staff on health and safety requirements, offering a clear understanding of the importance of such in delivering the company's objectives and targets;
- To consult with employees on issues affecting their health and safety;
- To set targets for the reduction and prevention of accidents, work-related loss of time and resources;
- To continuously assess the targets set through effective communication and performance measurement;
- To regularly review this policy, reassessing and setting new goals, as well as ensuring their effective communication.

It is the obligation of all employees, contractors and visitors of Ikos Resorts to conform to this policy, as well as the safety training, instructions given and codes of practice. All parties have the responsibility to work safely, to take all reasonable precautions and care for their own health and safety, and to consider the health and safety of others affected by their actions, as prescribed in this policy statement. The Health and Safety Policy is communicated to all employees and persons working for or on behalf of Ikos Resorts and is made available to any interested parties upon request.

IKOS GREEN IN 2018



Energy Management



Ikos Resorts continues to train all staff in energy and water management in order to increase sustainability awareness.

LED technology installed covers

99%

in all Ikos Resorts

The Ikos Green target is to reduce energy consumption by

5%
in **2019**

There is **NO** use of diesel in any of the Ikos Resorts

At Ikos Olivia energy has reduced by

7%

since **2017** with better control and training

The Ikos Green target is to further increase the energy efficiency of the properties. The new Kos development, Ikos Aria, will use solar panels for hot water production and state-of-the-art energy installations.

At all Ikos Resorts, energy performance is monitored on a monthly basis.

Lighting is controlled by BMS systems and LED technology has been installed in all areas.

For Ikos Dassia, an energy baseline has been established in line with the ISO 14001 certification

During our annual energy review conducted at the end of 2018 we have developed targeted areas for improvement.

At Ikos Oceania energy has increased by 9% since 2017, due to renovation and facility upgrades.

Water Management

The Ikos Green target is to reduce water consumption by

5%

in **2019**

At Ikos Dassia, we have set our baseline after the first operational year and set objectives and targets for 2019.

At Ikos Oceania, water consumption per guest has remained steady at 0,51 m³/guestnight.

Sub meters have been installed at Ikos Oceania in order to improve water monitoring.

At the new Ikos Aria, we have installed water flow restrictors limiting water flow to

5lit/min

for basins and

10lit/min

for shower heads in all rooms

At Ikos Olivia, wastewater is used for irrigating peripheral gardens after treatment at a state-of-the-art three-stage wastewater treatment facility.

At Ikos Olivia, water consumption was reduced by

12%

compared to **2017** at 0,57 m³/guestnight



Water conservation is a key part of the Ikos Green overall sustainability strategy. At all Ikos Resorts water performance indicators are monitored on a monthly basis.

WASTE MANAGEMENT 2018 FACTS

As part of the Ikos Green waste management programme, all waste streams are continually assessed and reduction strategies implemented, such as filtering tap water to reduce plastic bottles or replacing linen collection plastic bags with reusable ones. Special emphasis is placed on reducing the use of single use plastic items. Plastic, paper, cans, batteries and old appliances, among other types of waste are extensively recycled across all resorts and used cooking oil is collected and converted into biofuel.

- 183 tn of waste were recycled in 2018
- 24% increase in total recycling since 2017 and 46% since 2016
- 580 tn of materials have been recycled since 2015 which is equal to greenhouse reductions of 183.000 kg CO₂e
- Iikos Oceania paper recycling increased by 18% in a year
- Iikos Olivia plastic and tin recycling increased by 123%
- At Iikos Olivia all green waste is composted
- Two paper baler machines were installed at Iikos Dassia to support paper recycling
- In 2019 plastic straws will be banned from all Iikos Resorts

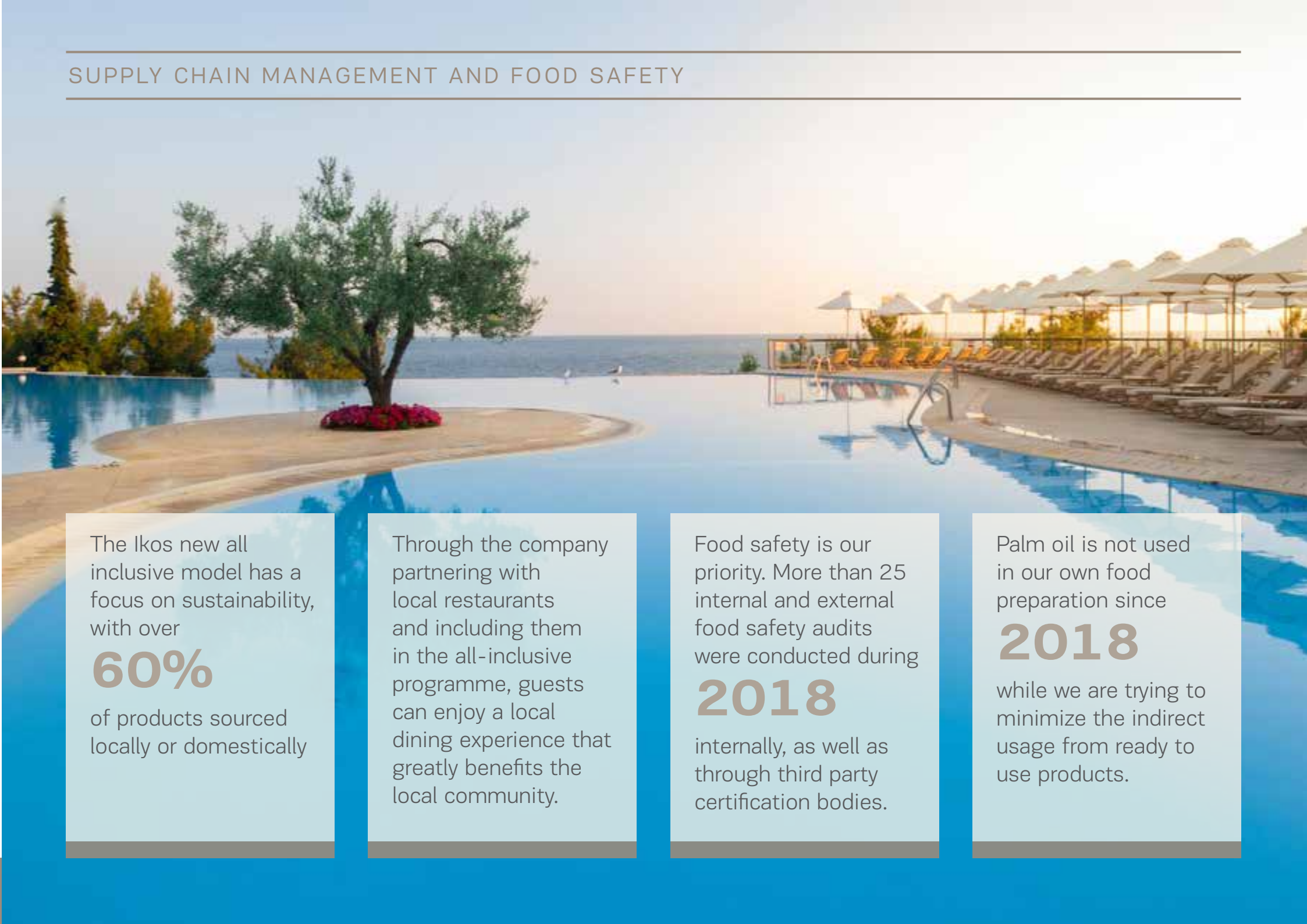


Supply Chain Management

Ikos Resorts continuously works with suppliers to ensure joint improved environmental performance, be it through changing the packaging within which products are delivered to reduce waste, or by increasing the percentage of local produce in our menus. All suppliers are evaluated against sustainability criteria, such as environmental and food safety certifications, locality and packaging waste.



SUPPLY CHAIN MANAGEMENT AND FOOD SAFETY



The Ikos new all inclusive model has a focus on sustainability, with over

60%

of products sourced locally or domestically

Through the company partnering with local restaurants and including them in the all-inclusive programme, guests can enjoy a local dining experience that greatly benefits the local community.

Food safety is our priority. More than 25 internal and external food safety audits were conducted during

2018

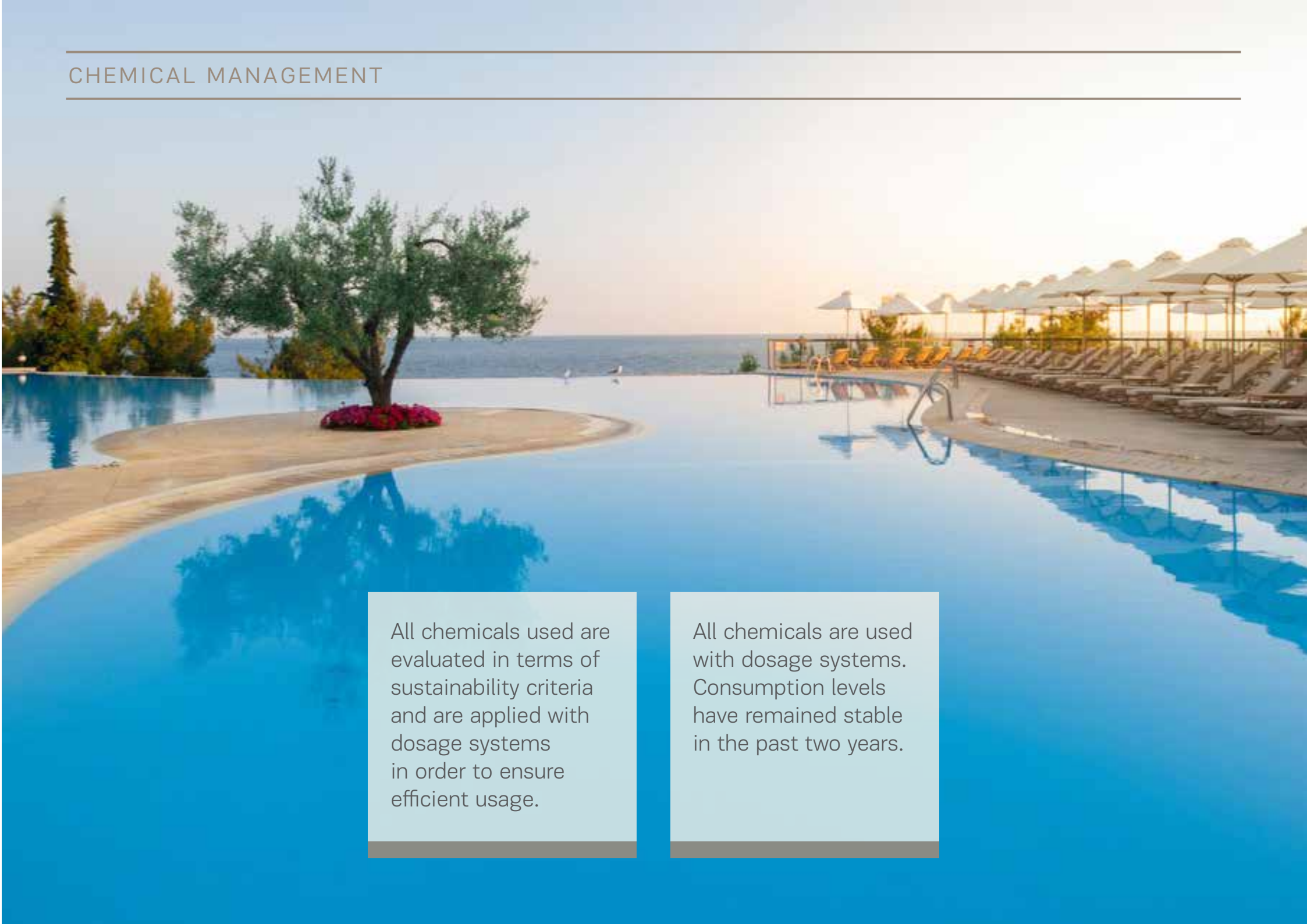
internally, as well as through third party certification bodies.

Palm oil is not used in our own food preparation since

2018

while we are trying to minimize the indirect usage from ready to use products.

CHEMICAL MANAGEMENT



All chemicals used are evaluated in terms of sustainability criteria and are applied with dosage systems in order to ensure efficient usage.

All chemicals are used with dosage systems. Consumption levels have remained stable in the past two years.

Guest Involvement

- Guest eco learning programs, available to children at the mini and Teen Clubs, give younger guests the opportunity to learn about the local biodiversity, such as about the dolphins, sea birds and olive trees, as well as about local customs and produce. Guests can also visit the on-site herbal gardens, local wineries, as well as go hiking, biking and birdwatching



Local Community & Partnerships

- The company supports a network of organisations and charities. In 2018, these included local schools, cultural organisations such as the Kapodistrias Philharmonic, the Corfu Museum of Asian Art, and the Archaeological Museum of Polygyros, the food banks of Kriopigi, Nea Moudania, Christianiki Apostoli and Kinoniko Pantopolio, as well as Desmos and the Bodossaki Foundation.
- Ikos Resorts supports the non-profit MOM in its Northern Aegean Dolphin Project. The company supported the project through the sale of 99 cuddly toys sold in the Ikos Resorts mini markets in 2018
- A partnership with the Hellenic Ornithological Society is now in its fifth year, with the aim to protect the local Agios Mamas wetlands. Under the initiative, the local bird populations are being recorded in order to implement relevant protection measures
- Through various partnerships with animal welfare charities stray dogs and cats are immunised and sterilised. An adoption program is also available should guests wish to adopt an animal.



SUPPORTING THE FIRE VICTIMS IN MATI, ATTICA

On July 23rd, a devastating wildfire in the region of Mati, near Athens, killed 100 people and affected over 4,000 residents. Basic needs, as well as legal, social and psychological support to the local population needed to be provided. The sudden loss of family members, the destruction of property, as well as a series of serious practical issues (mainly related to housing, household damage, etc.) have had a direct and lasting impact on the psychological state of the inhabitants.

In cooperation with the Bodossaki Foundation and other NGOs, the Ikos company focused on providing financial assistance for two purposes:

- To help victims meet the basic needs of everyday life
- To provide psychosocial support to the victims

Funds were also collected with the assistance of our guests through a bake sale organised by staff at the kids clubs at Ikos Olivia and Ikos Dassia, as well as through the generous contribution of our employees who collected medicine, personal care and hygiene products, long-lasting food items, linen and clothes for the victims. All the aforementioned were donated to the Red Cross in Greece.

**For more information on the programme, please contact Ksenia Papastavrou at the Bodossaki Foundation at xpapastavrou@bodossaki.gr.*

**BODOSSAKI
FOUNDATION**



Human Capital Focus

Numerous donations have been made to various local environmental and social initiatives and non-profits in 2017, such as the group's donation to "Pediatric Trauma Care" in order to create a child trauma wing in the Halkidiki General Hospital, Anima Association and Protection of Wildlife to assist in helping wildlife after the oil spill in the Saronikos sea, the Hellenic Ornithological Society, MOM, local cultural groups and schools to name a few. Staff feedback is received annually from our valued staff in order to find areas of improvement in terms of working environment, housing offered, food, uniforms, employee welfare among other issues. Feedback is given and analysed in order to enable the company to improve



83%

of the employees of Ikos Resorts are Greek and
72%
locals

Our Greek staff percentage has increased by

7%

since **2017**

67,096

training hours delivered to Ikos Resorts staff in
2018

An employee blood bank and an annual blood donation has been organized for over a decade. All our employees are invited to help in this action.

Key Ikos Green 2019 Targets

- Reduce water consumption in all Ikos Resorts by 5%
- Increase recycling rates another 5% in all Ikos Resorts
- Reduce energy consumption by 3%
- Provide over 2,5 hours of sustainability training for all staff
- Introduce food waste recycling in Ikos Dassia through organic waste digestion technology to take garbage trucks off the road and minimise waste going to landfill
- Certify all Ikos Resorts with Travelife Gold, ISO 14001 and ISO 22000 in 2019



About the report

- Ikos Green is supported by a set of sustainability policies, communicated to staff and business partners alike
- The information and data covers Ikos Resorts hotel activities during the operational period
- The information used is for the operational year 2018 (April 2018 – October 2018)
- The pictures are copyright of Ikos Resorts
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