



Sustainability Report

2019



A love for life
is at the heart of Ilios Resorts

The background of the entire image is a lush, dense forest of tall, green pine trees. The trees are vibrant green and fill the lower two-thirds of the frame. Above the trees, a clear, bright blue sky is visible, with a few wispy white clouds near the horizon. A semi-transparent dark blue rectangular box is centered over the middle of the image, containing white text.

IKOS GREEN PROGRAMME

A greener holiday, a more caring destination and an ever more pleasurable experience. There are endless opportunities to share our commitment to sustainability and the local community through an growing array of initiatives under the Ikos Green programme.

Please find more information on the Ikos Green programme by browsing the 2019 Ikos Resorts Sustainability report, as well as visiting www.ikosresorts.com/green-programme



A core Ikos value is
to respect the environment,
nature & local tradition.

OUR RESORTS

Award-winning Ikos Resorts are reinventing the luxury all-inclusive beach holiday across the Mediterranean; from the Halkidiki Peninsula in Northern Greece, the islands of Corfu & Kos to Spain's Costa Del Sol in Estepona, close to glamorous Marbella.



OUR RESORTS

The newest to join the Ikos Family, Ikos Andalusia has expanded the dream into Spain. Guests soak up the carefree ambience and ultra-cool Mediterranean style in the sun drenched Costa Del Sol, close to the cosmopolitan centre of Marbella and historic town of Estepona.



SUSTAINABILITY AWARDS 2019

The Ikos Green sustainability programme is implemented, managed and monitored by skilled professional, internal and external audits. These third-party evaluations measure our performance and ensure the credibility.

Hotels are awarded with the following certifications on sustainability and food safety standards:

IKOS OCEANIA	IKOS OLIVIA	IKOS DASSIA	IKOS ARIA
Travelife Gold Certification, Green Key Certification, Blue Flag Certification, ISO 22000 Certification, ISO 14001 Certification	Travelife Gold Certification, Green Key Certification, Blue Flag Certification, ISO 22000 Certification, ISO 14001 Certification	Green Key Certification, ISO 22000 Certification, ISO 14001 Certification	Green Key Certification, Blue Flag Certification, ISO 22000 Certification, ISO 14001 Certification



IKOS OCEANIA
Had All the Green Choice
in the World



IKOS OLIVIA
Had All the Green Choice
in the World

IKOS GREEN & 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.



IKOS GREEN & SDGs

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



Goal 6.
Ensure availability
and sustainable management of
water and sanitation for all

Our goal is to decrease water use and ensure clean wastewater. Treated wastewater is used for garden irrigation in the resorts, from state-of-the-art wastewater treatment plants. Rooms and common are fitted with low-flowing water features, while our staff are continually trained on efficient water management. The resorts have also introduced a zero-plastic strategy in order to reduce plastic pollution.



Goal 13.
Take urgent action to combat cli-
mate change and its impacts

At Ikos Resorts, diesel fuel is not used, and solar panels are used for hot water production in Ikos Dassia and Aria.

IKOS GREEN & SDGs

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

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



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.

15 LIFE
ON LAND



Goal 15.

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss

We have various programmes to protect biodiversity, including partnerships with NGOs such as the Hellenic Ornithological Society for the protection of local wetlands.

4 QUALITY
EDUCATION



Goal 4.

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

We place emphasis on long training hours available to employees providing lifelong learning and career advancement opportunities.

8 DECENT WORK AND
ECONOMIC GROWTH



Goal 8.

Promote continual, inclusive and sustainable economic growth, full and productive employment and quality of work for all

IKOS GREEN AT A GLANCE

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. Ikos 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 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 in an Ikos product range of olive oil, honey and wine), as well as developing relationships with local restaurants for dining as part of the all-inclusive price. In what is a global innovation, these restaurants received training from the company, as well as support in delivering excellence. Our guests are enthusiastic about exploring beyond the resort grounds as part of their holiday experience.

IKOS GREEN AT A GLANCE

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

The Group's CSR actions have impacted over 40 charities and organisations in the environmental, health, cultural and sports fields, reaching thousands of citizens. For example, through a hospital equipment donation, 6.359 children had access to better emergency healthcare in 2019.

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+), encouraging children to become marine explorers and learn about local produce; all run through Ikos mini clubs. Guests can also visit local wineries, as well as go hiking, biking and birdwatching.

IKOS GREEN HIGHLIGHTS 2019

FOCUS ON CARBON MANAGEMENT

An aerial photograph of a rugged coastline. On the left, a long, narrow peninsula with light-colored, layered rock formations and patches of green vegetation extends into the sea. The water is a vibrant turquoise color. To the right of the peninsula, there is a smaller, more rounded rock formation covered in dense green trees. A semi-transparent grey rectangular box is overlaid on the right side of the image, containing the text '5%' and a description of energy consumption reduction. A small grey horizontal line is positioned to the left of the box.

5%

Reduction in energy consumption for 2019
at Ikos Dassia & Ikos Olivia

An aerial photograph of a beach with turquoise water and white umbrellas. The water is a vibrant turquoise color, and the beach is a light tan color. A row of white umbrellas is visible on the beach, and a line of green trees is in the bottom left corner. The text 'IKOS GREEN HIGHLIGHTS 2019' and 'ZERO PLASTIC INITIATIVE' is overlaid on the top left of the image.

IKOS GREEN HIGHLIGHTS 2019

ZERO PLASTIC INITIATIVE

Ikos Green introduced the **zero plastic initiative** which aims to ban the use of single used plastics (EU list) and reuse or recycle all plastic packaging. Extensive plastic audits are conducted every year, with all items on the EU list banned ahead of the 2020 deadline.

IKOS GREEN HIGHLIGHTS 2019

RECYCLING IS KEY TO WASTE MANAGEMENT



More than
400 tn
materials recycled in 2019.

This includes all hazardous waste, which was properly
handles and recycled.

0,60 kg per guest per night
for all Ikos Resorts



IKOS GREEN HIGHLIGHTS 2019

ZERO WASTE IN SIGHT

For the last two years, Corfu has been faced with a huge waste management problem. Ikos Dassia introduced a zero-waste initiative, which handles the majority of the hotel's organic waste, diverting hundreds of tonnes from landfills.

More than **246 tn**
of organic waste was converted into
treated wastewater in 2019

58.5 tn packaging recycled in 2019
across all Ikos Resorts

Initiatives such as providing guests with a paper straw only if asked, were also put in place in order to reduce waste. All staff received extensive training on waste management procedures.

THIRD-PARTY VERIFIED RESULTS



Ikos Aria joined the group's portfolio of hotels
and became certified within its first year
of operation; with

ISO 14001
ISO 22000 Green Key
Blue Flag

IKOS GREEN HIGHLIGHTS 2019
LOCAL IS BEST



More than
56%
of all products used are **Greek** or local
across Ikos Hotels.

63% in Ikos Dassia

An aerial photograph of a dense, lush green forest canopy, showing a vast expanse of trees with varying shades of green. A semi-transparent white rectangular box is centered over the image, containing the text 'IKOS GREEN' and '2019'.

IKOS GREEN

2019

ENERGY AND CARBON MANAGEMENT

Ikos Resorts continues to **train** all staff in **energy and carbon management** in order to **decrease energy use**.

The Ikos Green target is to further **increase the energy efficiency** of the properties and **reduce energy usage** annually.

All new Ikos developments adopt sustainable building protocols integrating sustainability from the design phase.

All Ikos Resorts have established **energy baselines** in line with ISO 14001 certification and **energy review requirements**. Energy is monitored on a monthly basis to enable fast actions when needed.

Hotel operations are aligned with best practice energy management techniques and technology. **KNX systems, LED lighting, BMS systems and monitoring systems** are all in place, meeting both guest requirements and sustainability standards.

An energy reduction of **5%** was achieved in **2019** for both **Ikos Dassia** and **Ikos Olivia**.

WATER AND WASTEWATER MANAGEMENT

Water conservation is a **key part** of the Ikos Green programme. At all Ikos Resorts, water performance indicators are monitored on a monthly basis to enable prompt actions.

All Ikos Resorts have set **water consumption baselines** with clear and concrete objectives and targets for using water efficiently.

Water flow restrictors limit water flow to **5 L/min** for basins and **10 L/min** for showers in all rooms.

The Ikos Green target is to use water **sustainably** and the company is working hard to reduce consumption, with the Ikos Green target remaining to reduce water use by **5%**.

IKOS GREEN WASTE MANAGEMENT

ADOPTING THE 4R PYRAMID

Special emphasis is placed on reducing the use of plastic and replacing single use plastic items, such as plastic straws with paper straws. Plastic, paper, cans, aluminum tins, Nespresso capsules, 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.

REDUCE
REUSE
REPLACE
for plastics
RECYCLING

IKOS GREEN WASTE MANAGEMENT

2019 RESULTS

Single use plastic items (on the EU list to be banned by 2020) were not used at all

More than **400 tn** of materials were recycled, equivalent to **0,60 kg per guest** per night for all Ikos Resorts

246 tn of organic waste was turned to treated wastewater in Ikos Dassia's zero-waste program

80 tn recycled packaging at Ikos Aria in first year of operation

1.394 kg Nespresso capsules recycled

376 kg plastic lids donated to raise funds for wheelchair for a charity through a participating programme

1.226 tn materials recycled in all Ikos Resorts since 2015

IKOS GREEN

SUPPLY CHAIN MANAGEMENT AND FOOD SAFETY



Ikos Resorts continues to work closely with suppliers to ensure improved health & safety and sustainability performance. This includes **food safety certification, packaging and waste related issues**. As food safety is our priority all Ikos Resorts are ISO 22000 certified. External and internal audits are conducted on a regular basis in order to ensure the continuing improvement of our robust food safety standards.

More than **56%**
on average of products are **Greek** in all Ikos Resorts.

63% in Ikos Dassia

Suppliers are evaluated in terms of HACCP and sustainability standards, ensuring high level of food quality and safety.

The background of the slide features a close-up photograph of a person's hand gently touching the bark of a tree. The tree bark is dark and heavily covered in vibrant green moss. The background is softly blurred, showing more of the forest and sunlight filtering through the leaves.

IKOS GREEN CHEMICAL MANAGEMENT

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

Consumption is monitored on a **monthly basis** and is measured with a g/guest per night indicator.

Training is **conducted** for all chemical users to communicate and teach the **correct usage and personal protection measures**.

IKOS GREEN GUEST INVOLVEMENT



Eco-learning programmes for guests, available to children at the Mini and Teens Club, give younger guests the opportunity to learn about the local biodiversity, including dolphins, sea birds and olive trees, as well as local customs and products. Guests can also visit the onsite herb gardens and local wineries, or go hiking, biking and birdwatching.

IKOS GREEN
FOCUS ON HUMAN CAPITAL



Sustainability training is provided to all employees during induction.

78%

of employees are **Greek**

33%

of employment in **Corfu is local**

43%

of employment in **Halkidiki is local**

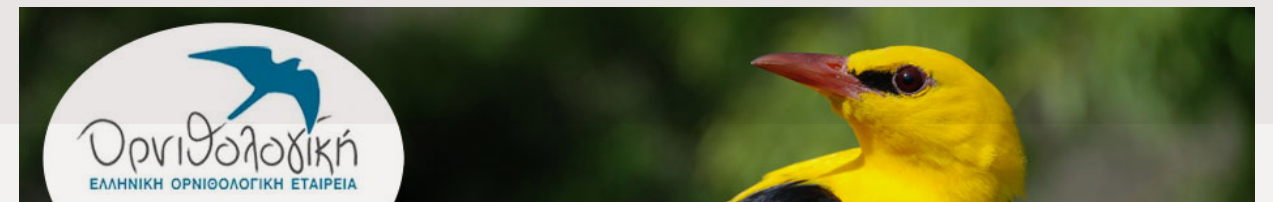
11.145

Training hours were conducted in 2019

The company supports local employment whenever possible.

IKOS GREEN BEYOND THE HOTEL GROUNDS

In 2019, the group supported
a wide range of organisations and charities.



ORGANISATIONS SUPPORTED IN 2019

SCHOOLS, CAMPS AND ORPHANAGES

- Elementary School of Fourka-Kassandra
- 2nd Elementary School of Moudania
- Elementary School of Fokies
- Stamatios Desillas Corfu camp for special needs children
- Papafio Orphanage
- Melissa Ophanage
- Ellinika Horia SOS for orphaned children in Filiro
- Smile of the Child in Thessaloniki, Corfu, Kos and Moudania

ENVIRONMENTAL ORGANISATIONS AND GROUPS

- Hellenic Ornithological Society
- iSea Marine Conservation Organisation
- Afidnes Firefighters Volunteer Association

ORGANISATIONS AND CHARITIES WITH A FOCUS ON HEALTH

- Ippokration Hospital in Kos
- Aelia breast cancer charity
- Nea Moudania Hospital (Kentro Hygeias)
- Sani/Ikos Group Employee Blood Bank

ORGANISATIONS SUPPORTED IN 2019

CHARITIES WITH A FOCUS ON REFUGEES

- Bodossaki Foundation
- Arsis charity in Oraiokastros and Tagarades, Northern Greece
- Hellenic Rescue Team, Kos

ORGANISATIONS WITH A FOCUS ON BOLSTERING THE LOCAL ECONOMY

- Brain Regain Initiative
- Bodossaki Foundation Thought for Food Project

FOOD BANKS SUPPORTED DURING CHRISTMAS AND EASTER 2019

- Friends of the Poor, Polygyros
- Christian Mission Thessaloniki
- Food banks organized by churches in: Nea Moudania, Kriopigi, Kos, Corfu

ORGANISATIONS SUPPORTED IN 2019

CHARITIES WITH A CULTURAL AIM

- Diazoma charity aiming to restore, protect and promote ancient Greek theaters
- Albert Cohen Corfu Association
- Contribution to the replanting of two palm trees in the historic Kerasia Corfu area lost to fire through the Corfu Municipality

STRAY ANIMAL CHARITIES

- Halkidiki Animal Rescue, Halkidiki
- Kivotos stray animal charity, Corfu
- Animal Rescue, Kos

CONTRIBUTION TO SPORTS CHARITIES AND EVENTS

- Heracles Athletic Organisation, Fokies
- Kassandra Football Organisation
- 3rd Polygyros RUN Halkidiki
- Ganon Baker Basketball Camp
- Polygyros Dance Groups
- Esperos Basketball Team, Kos
- Nikagoros Athletic Team, Kos

SUPPORTING REFUGEES IN GREECE



Through a range of initiatives, the Ikos Group aims to alleviate suffering for the most vulnerable refugees fleeing war torn Syria, through a range of ongoing initiatives.

- A modern off-road pick-up vehicle was donated to the **Hellenic Rescue Team** in order to support their social work in the Northern Dodecanese area. The Hellenic Rescue Team is at the forefront of assisting the Coast Guard in search and rescue operations and aids refugees putting their life at risk by crossing from the Turkish coast to the eastern Aegean Greek islands. The pick-up vehicle is equipped for off-roading in the sand, snow or deep mud, capable of loading up to 1100 kg and towing up to 3500 kg in order to provide immediate and substantial assistance in light of emergency situations.
- In cooperation with the **Bodossaki Foundation** and **Arsis charity** in 2019, the company completed the renovation of a professional kitchen for Syrian refugee children in an Oreokastro housing facility in Thessaloniki. This enabled the charity to save funds from discontinuing outsourced catering and being able to prepare foods on site for **resident children**.
- During the summer of 2019, one of the group's hotels hosted refugee children from the Arsis housing facility in Tagarades for a special day of fun activities.

SUPPORTING HEALTH INITIATIVES FOR THE MOST VULNERABLE

In 2019, the group focused on offering donations to organisations for much needed equipment in the field of health.

- The company group donated state-of-the-art equipment to the **Hippocrates Kos General Hospital** in order to make a significant contribution to the better functioning of its surgery department. The “Surgical Diathermy Machine” donated assists with all general surgery, as well as specialist fields, such as orthopedics, ENT and laparoscopic surgery.
- An electric, adjustable hospital examination bed was donated to the **Nea Moudania Hospital (Kentro Hygeias)**.
- Over **6.000 children** continued to benefit from the donation of emergency care equipment to the **Hospital of Polygyros, Halkidiki**.

SUPPORTING LOCAL PRODUCERS

In partnership with the **American Farm School** and **CERTH**, the **Bodossaki Foundation** has set up Thought for Food, a thematic fund to support **individual farmers, small businesses and cooperatives**, active in the production of the five flagship Greek agricultural product categories: olives and olive products, honey, animal products, fruits and vegetables and aromatic plants.

The Group is a **key partner** in this initiative, providing **scholarships** to farmers, with the aim to support four **local producers** in Halkidiki, equipping them to grow and reach larger markets.

Specific areas this project focuses on include bee keeping, olive products, tsipouro, and cheese production.



IKOS GREEN SUSTAINABILITY POLICIES



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.

IKOS GREEN SUSTAINABILITY POLICIES

IKOS RESORTS ENVIRONMENTAL POLICY

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 to providing Ikos Green environmental training to all its employees.

IKOS GREEN SUSTAINABILITY POLICIES



IKOS RESORTS COMMUNITY POLICY

Ikos Resorts is committed to ensuring its operations have positive impact on the local community, its people and its 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 a key set of core values.

IKOS GREEN SUSTAINABILITY POLICIES

IKOS RESORTS COMMUNITY POLICY

- 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, regardless 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;

IKOS GREEN SUSTAINABILITY POLICIES

IKOS RESORTS COMMUNITY POLICY

- 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 GREEN TARGETS 2020



Aligning sustainability programmes with all SDGs

Reduce water and energy consumption by 5%

Reduce the use of plastic further

Increase recycling rates and extend the zero-waste programme

Provide over 2.5hrs of sustainability training to all employees and managers

ABOUT THE REPORT

- Ikos Green is supported by a set of sustainability policies and actions, communicated to employees and business partners alike
- The information and data covers Ikos Resorts hotel activities during the operational period
- The information used is for the financial year 2019 and covers the operational period April 2019 – October 2019.
- The pictures are copyright of Ikos Resorts
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For more information about the report or for a summary in other language, please contact info@ikosresorts.com



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