

**MINOA**  
PALACE RESORT



# SUSTAINABILITY REPORT 2023



# CONTENTS

1. OVERVIEW
2. MINOA PALACE IN A GLANCE
3. INTRODUCTION
4. THE HOTEL CONSISTS OF
5. FACILITIES
6. NATURE
7. FOCUS
8. OUR PEOPLE
9. ENVIRONMENTAL & SOCIAL ISSUES
10. ENERGY MANAGEMENT
11. PHOTOVOLTAIC PARK
12. GEOTHERMY
13. WATER MANAGEMENT
14. WASTE MANAGEMENT
15. RESULTS
16. ENVIRONMENTAL ACTIONS & GUESTS
17. CERTIFICATIONS - RECOGNITIONS
18. PROMOTE CRETAN CULTURE
19. ARCHITECTURE
20. SUPPORT LOCAL COMMUNITY
21. THE FUTURE



# OVERVIEW



We would like to warmly welcome you to Minoa Palace Resort.

The hotel was built in 2002 in order to offer an authentic holiday and well-being experience to world travelers. Expanded in 2008, with an aerial bridge connecting the Main Building Bungalow complex with the Imperial Beach Wing, offering immediate access to the beach from both buildings. In 2023 the hotel was further more expanded with a construction of 12 rooms in the Imperial wing.

Today, covering 35,000m<sup>2</sup> of Cretan land it enamors guests with its majestic surroundings, the miraculous views to the shimmering Aegean Sea and the White Mountains, as well as the high-end facilities and bespoke services offered.

Focusing on the well-being of every individual, the hotel masterfully combines discreet luxury and comfort with attention to detail and attentive service ensuring a holiday beyond imaginable. Regarded as one of the best resorts in Crete, Minoa Palace hotel comprises of two main buildings featuring a variety of elegantly appointed recently renovated rooms and suites, 4 restaurants, 4 bars, 1 Spa & wellness center, many communal and private pools, a jewelry shop and a great range of leisure options, sports activities, tennis & padel courts, lifting summer holidays in Chania to new heights.



# MINOA PALACE IN A GLANCE

**2002**

MINOA PALACE  
WAS BUILT

**2008**

MINOA PALACE  
IS EXPANDED WITH  
81 MORE  
ROOMS

**2018**

SISTER HOTEL  
EUPHORIA RESORT  
IS BUILT  
& OUR HOTEL GROUP  
EM RESORTS  
ARE CREATED

**2019**

A ROOM  
RENOVATION  
IN THE UPPER  
BUILDING  
TAKES PLACE

**2020**

A ROOM RENOVATION  
IN THE IMPERIAL BUILDING  
TAKES PLACE +  
THE SPA & WELLNESS  
CENTER IS FULLY  
RENOVATED

**2023**

MAIN RESTAURANT  
ELIA IS FULLY  
RENOVATED + 12 NEW  
ROOMS ARE ADDED  
IN THE IMPERIAL WING

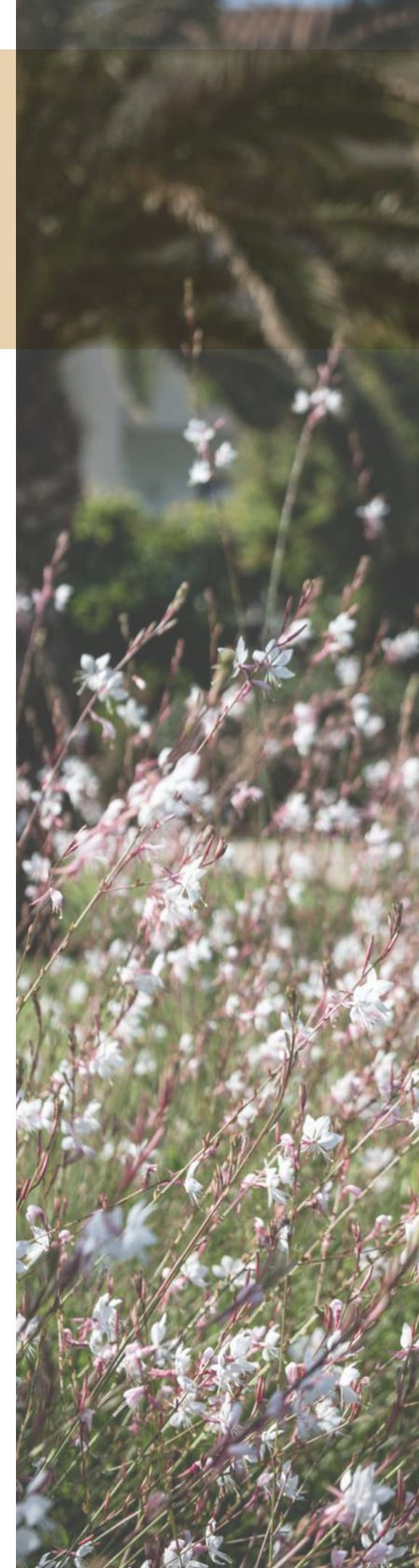


# INTRODUCTION

Today, covering 35,000 sq. m. of Cretan land in the popular tourist resort of Platanias, the hotel enamours guests with its majestic surroundings, the miraculous views to the shimmering Aegean Sea and the White Mountains, as well as the high-end facilities and bespoke services offered.

# THE HOTEL CONSISTS OF

- 266 double rooms and suites
- Private beach with fine sand & pebbles
- 4 outdoor swimming pools (a total of 2000 sqm)
  - 4 restaurants & 4 bars
  - 2 open air Jacuzzis
- 2 children's outdoor swimming pools
  - Tennis & Padel court & equipment
    - Table tennis
    - Internet stand
  - Fully equipped Conference Center
  - Fully equipped gym & indoor pool
- Renovated Spa & Wellness with the signature of "Phytomer" with large variety of face & body treatments
  - Hair & Nail Salon
- Wine cellar with more than 250 labels
  - Private Chapel
- Children's outdoor playground
  - Jewelry shop
  - Mini market



# FACILITIES

- 24 hour Reception
  - Luggage transfer
- Early Breakfast service (on request)
  - Turndown service
- Indoor and outdoor parking space
  - Car rental desk
  - Doctor on call
  - Taxi-shuttle service
  - In house rent a bike
- 24 hour room service
  - Laundry & dry cleaning service
- Parasols and umbrellas at the pools & beach
- Wi-Fi access to all public areas & in rooms
  - Free of charge safe box in the rooms
  - Gardens with local flora



# WITH RESPECT TO NATURE

Sustainability is one of the most important issues currently the world is facing. Minoa Palace Resort has turned its focus to the importance of sustainability.

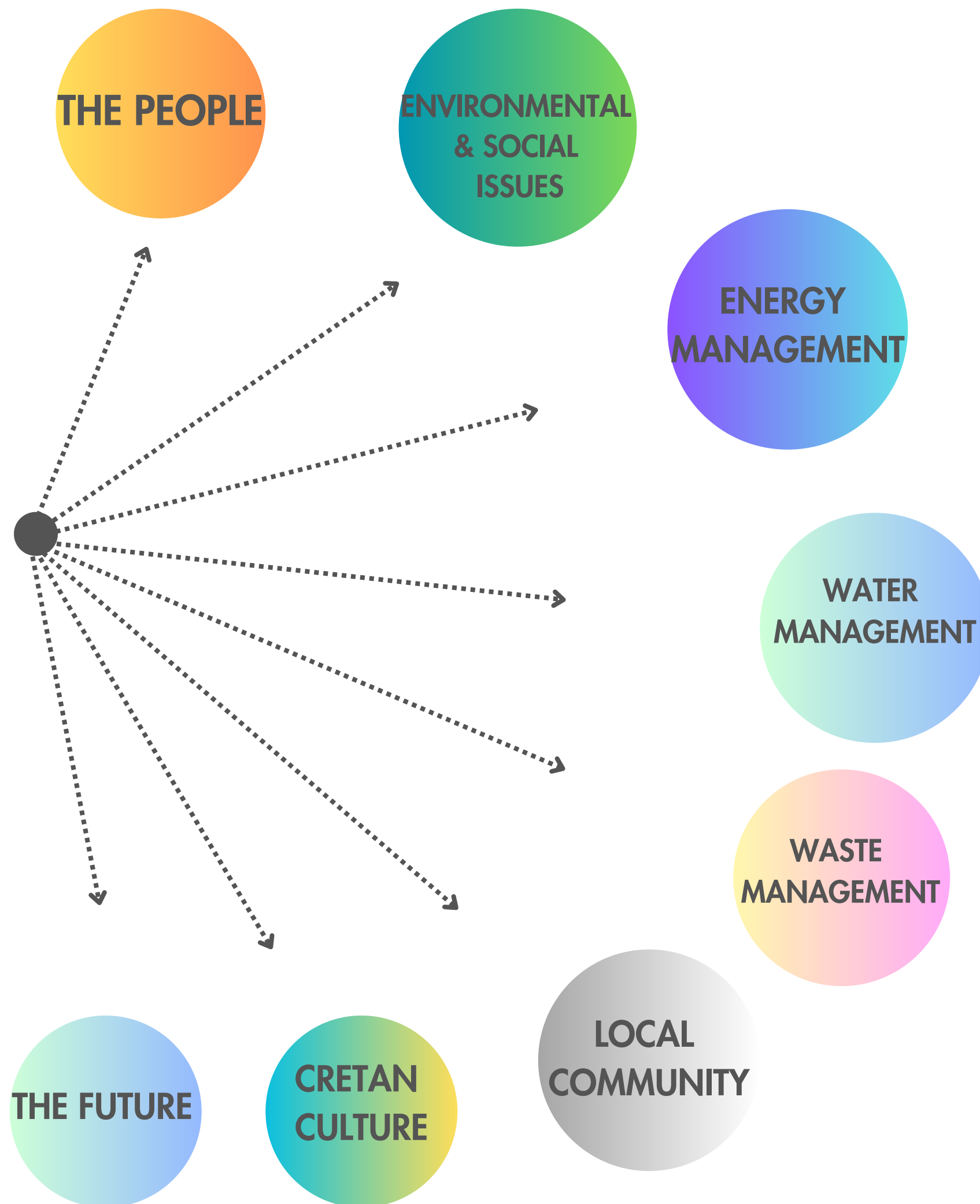
In order to improve our sustainability performance we measure, monitor and report on it, in order to have a positive impact on environment, society, economy and a sustainable future in every aspect.

Our vision is to provide an enhanced guest experience by integrating natural elements. In order to achieve a successful sustainable business, below sectors are the most meaningful to us:





**MINOA**  
PALACE RESORT



# OUR PEOPLE

We, in Minoa Palace Resort, strongly believe that the key success factor in the hospitality industry is its PEOPLE!

We are proud to have loyal & professional employees, that have been working with us since the beginning, in 2002. The health and wellbeing of our staff remains a top priority, that is why we implement the following:

- We comply with the Greek Labor Law in all aspects to ensure a healthy and safe working environment.
- We follow the provisions of the Hotel's Doctor and Safety Technician, thereby minimizing the probability of accidents at work and exposure to health hazardous factors.
- We provide clear and detailed employee handbook.
- We do not discriminate (based on ethnicity, religion, sex, color, ethnicity, age, etc.) at any stage of hiring staff, staff selection, promotion and payment.
- We implement an annual staff evaluation, that is based only on objective criteria, as performance, qualifications, experience, knowledge, skills, abilities etc.



- In case of employment of minors (15 to 18 years), we do it in full compliance with the Greek labor law
- We promote equality of employees in the workplace, as well as career opportunities and access to the labor market.
- We provide opportunities to develop new skills, as language courses, barista training, oenology.
- We always invite staff comments and suggestions, that offer improvement to the hotel's operations.
- We follow the legislation for GDPR and processing of personal data. We make sure good practices are established and adopted, we ensure the protection of personal data and enhance the information security.

We continuously train our staff in

Health & safety  
Fire safety  
First aid





# ADDITIONALLY

- Free accommodation is offered to all non-resident employees
- Free meals are offered to all our employees
- We offer special accommodation rates for our staff's friends and family.
- We offer transportation to and from the city of Chania, by providing the company's bus
- All members of staff are encouraged to join the Hotel employees Trade Union.
- All our employees are fully insured and have a legal contract according to Greek legislation.
- All staff can be a part of the blood donating group of EM Resorts
- We offer flexible hours, when the job position allows it

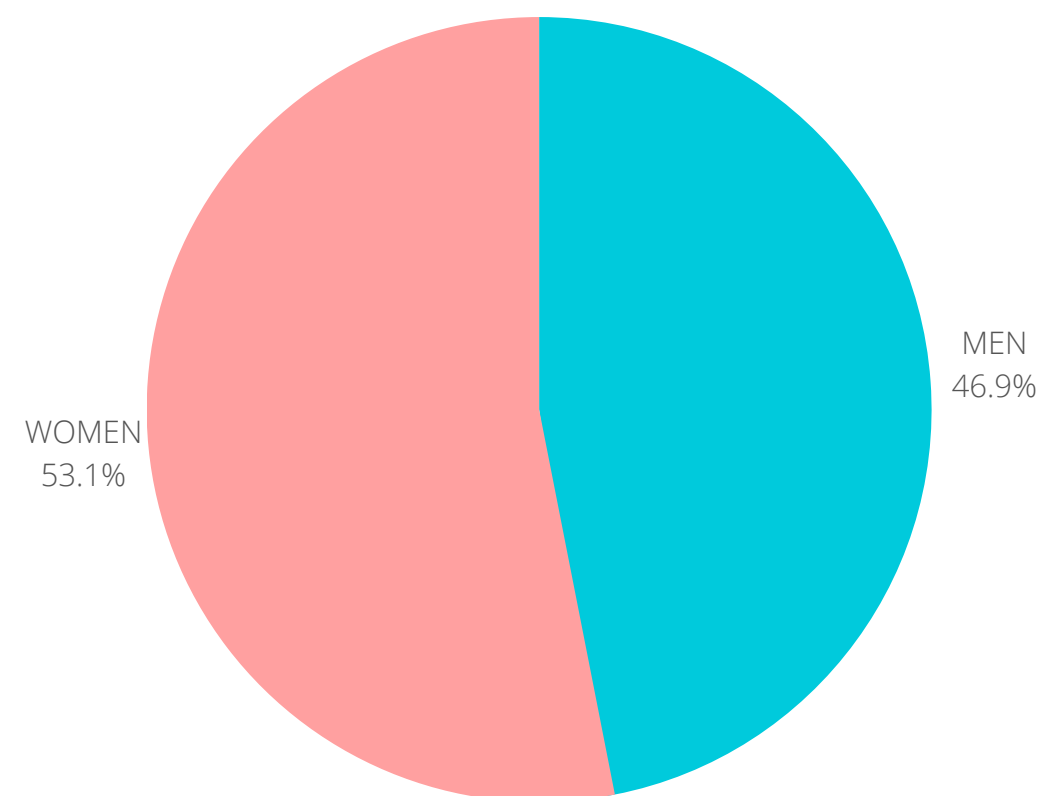
# EMPLOYEE STATISTICS

The graphs below illustrate gender representation figures for our total workforce

2021

Men:91 Women:103  
Greek:173 Foreigners:21

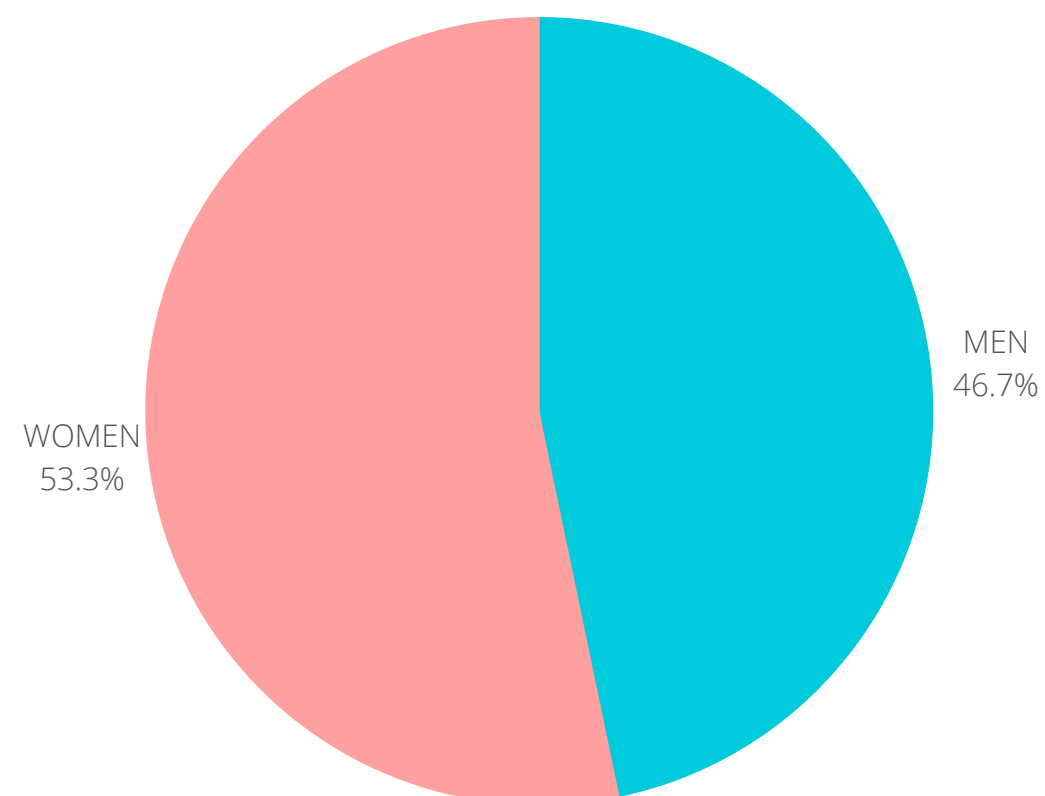
total workforce: 194



2022

Men:93 Women:106  
Greek:178 Foreigners:21

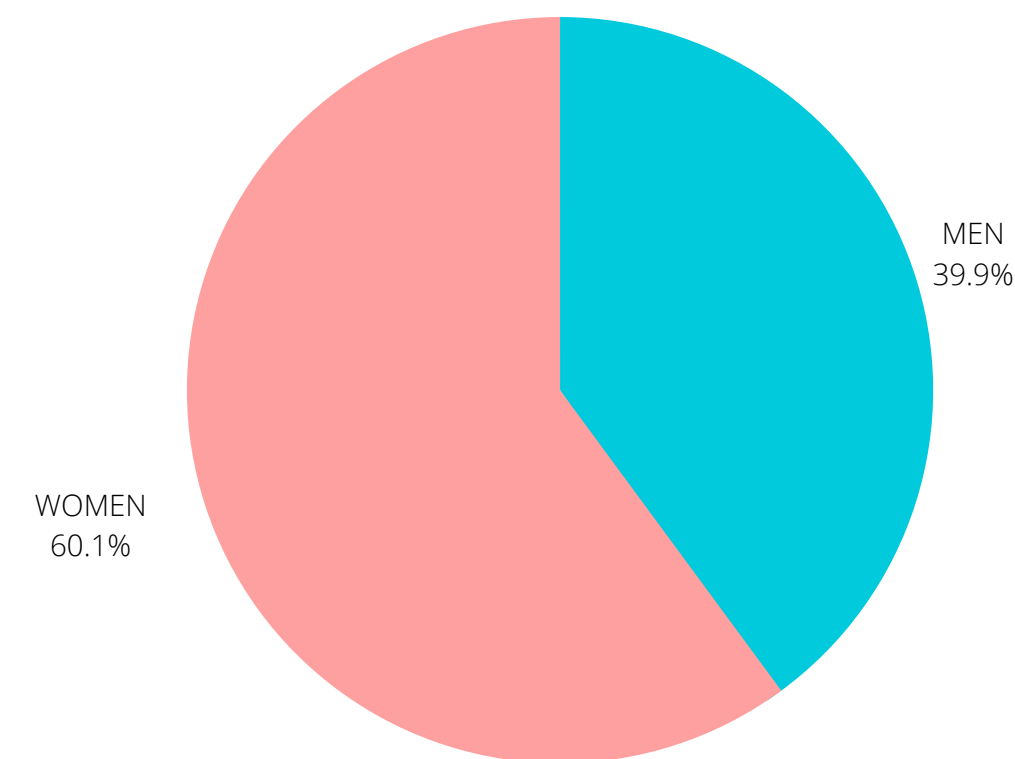
total workforce: 199



2023

Men:78 Women:119  
Greek:170 Foreigners:27

total workforce: 197



A close-up photograph of a fountain's water spout. The spout is made of blue and white mosaic tiles and is pouring a stream of clear water into a pool of water below. The background is a soft-focus view of the fountain's tiers.

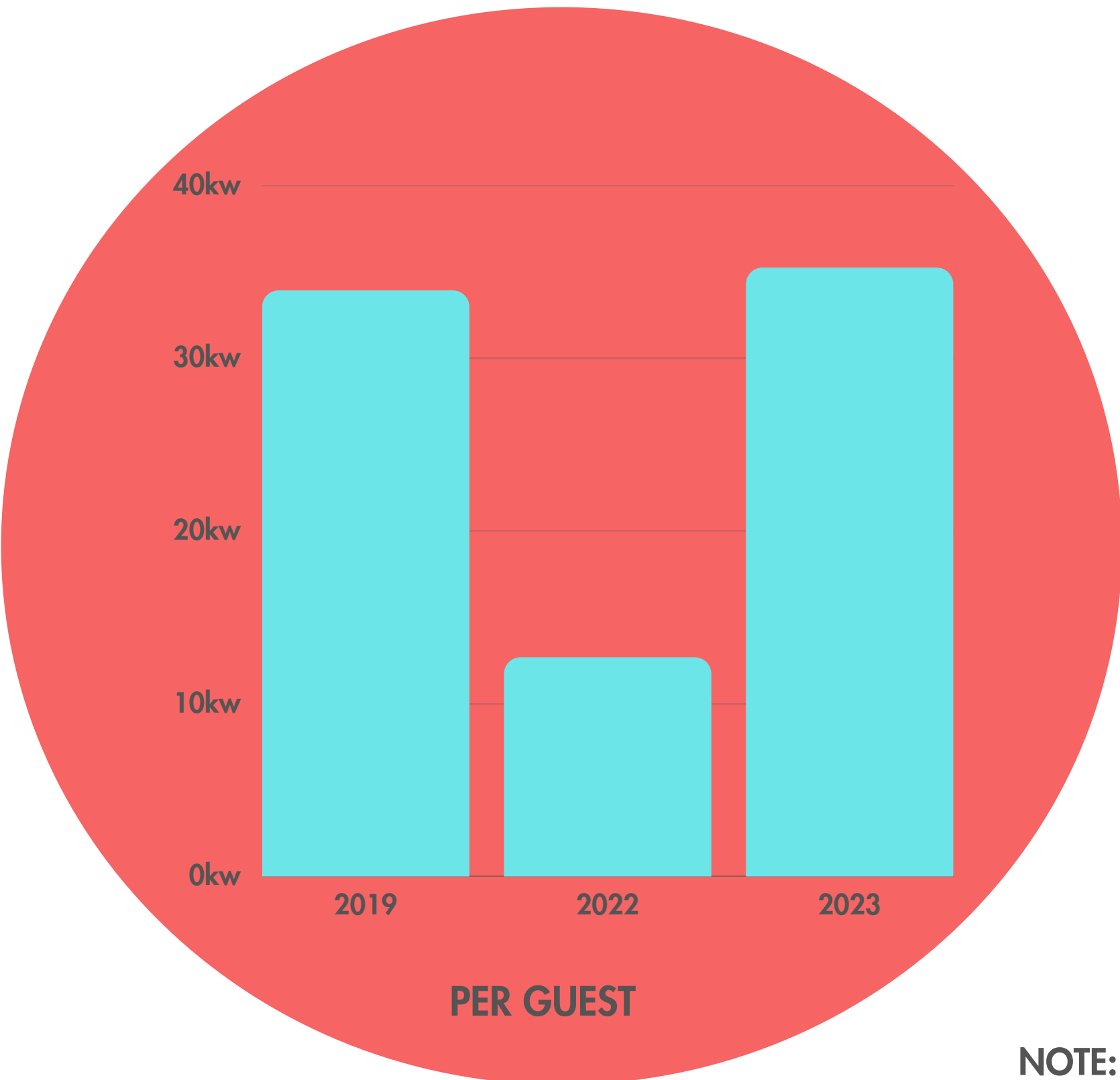
# **SUSTAINABLE MANAGEMENT**

**WE ARE COMMITTED TO MAKING  
POSITIVE CONTRIBUTION TO PEOPLE  
AND THE PLANET**

# ENERGY MANAGEMENT

## EMISSIONS PERFORMANCE

OUR MAIN EMISSION SOURCES ARE:  
ELECTRICITY - DIESEL - PROPANE GAS



### TOTAL ENERGY CONSUMPTION

FOR 2019	3123.91 MW
FOR 2022	1166.61 MW
FOR 2023	1789.34 MW

### CARBON EMISSIONS PER GUEST

FOR 2019	21.93 kg CO 2e
FOR 2022	8.12 kg CO 2e
FOR 2023	19.92 kg CO 2e

NOTE: IN 2023 WE PROCEEDED IN THE EXTENTION OF THE HOTEL WITH 12 NEW ROOMS IN THE IMPERIAL BUILDING, THUS THE ENERGY CONSUMPTION WAS INCREASED

# PHOTOVOLTAIC PARK



Our hotel group EM Resorts, consisting of Minoa Palace Resort & Euphoria Resort, as part of our commitment to reduce our carbon footprint has conducted a "Green" investment of constructing a Photovoltaic Park. The Park is the largest in Crete so far, having a total capacity of 3 MW, and aims to supply and cover both resorts' needs in electricity power.

The solar panels are installed on a privately owned extended land of 43.500 square meters in the Akrotiri district of the Municipality of Chania.

In brief, the Solar power plant consists of 5370 pieces of cutting-edge solar collectors (dual glass bifacial modules) and a remote telemetry system that allows output to be monitored at any time.

The operation of the power station is based on the virtual net metering concept, that is, the generated energy of the Photovoltaic Park is fed into the grid and offset the electricity consumed in the hotels' premises.

The Project is expected to produce 5,000,000 kWh per year, offsetting around 2,000 tons of carbon dioxide (CO<sub>2</sub>).

In addition to lowering energy costs, EM Resorts are implementing their vision for sustainable growth by sourcing most of their energy demands from Renewable Energy Sources through the operation of the Photovoltaic Park.

The Photovoltaic Project fits seamlessly into EM Resorts' green vision initiative whereby the experience of luxury accommodation is inextricably linked with respect and protection of the environment. Solar energy, which is the most abundant energy resource on the island of Crete, as well as the other initiatives and actions of EM Resorts that include water conservation, water, and waste management, continuous staff training, support of the local community, responsible procurement, corporate actions (Archelon, Smile of the Child, donations of furniture, linen and equipment to foundations), are all part of the implementation of sustainability practices of our company.



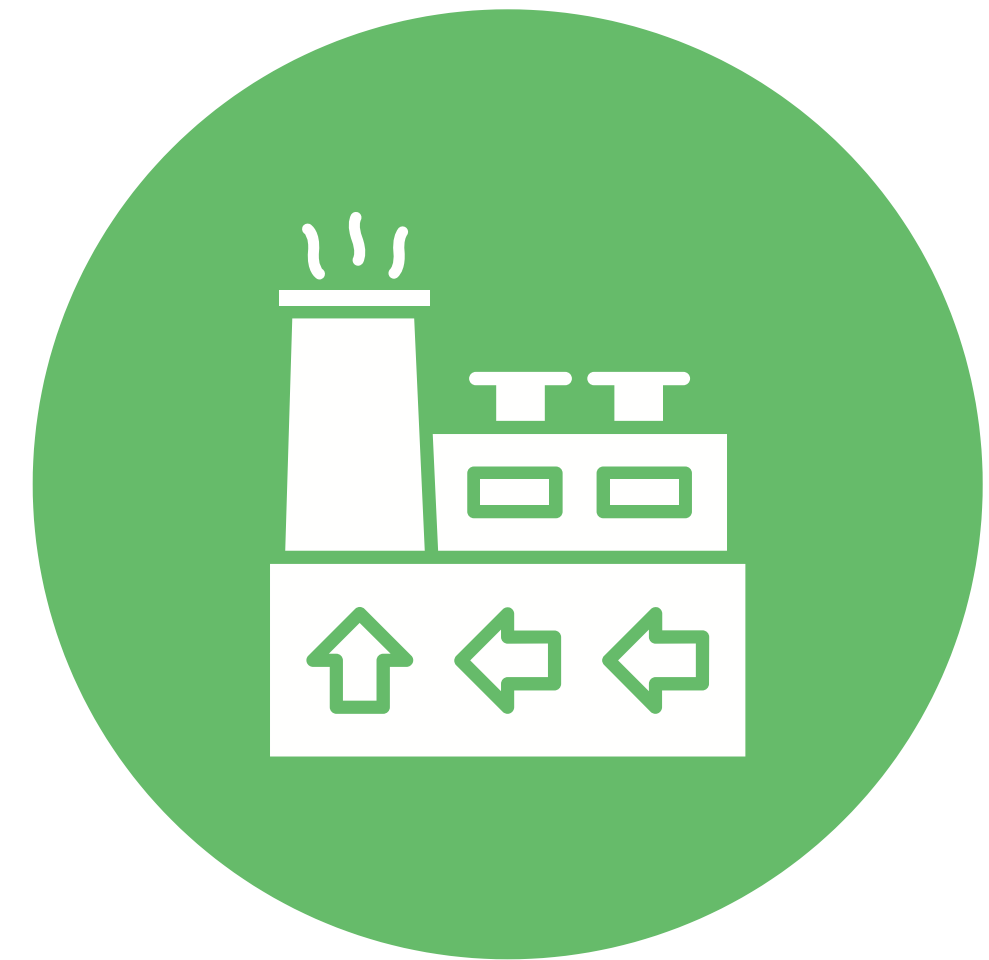
# GEO THERMY

In the context of our environmental policy, we are using a pioneering geothermal energy system, a form of renewable energy that is able, combined with the latest relevant technology, to cover the needs for heating, cooling and electricity using the heat stored in the earth. In particular, our beach wing uses underground water reservoirs as a direct, unlimited and cost-efficient energy source.

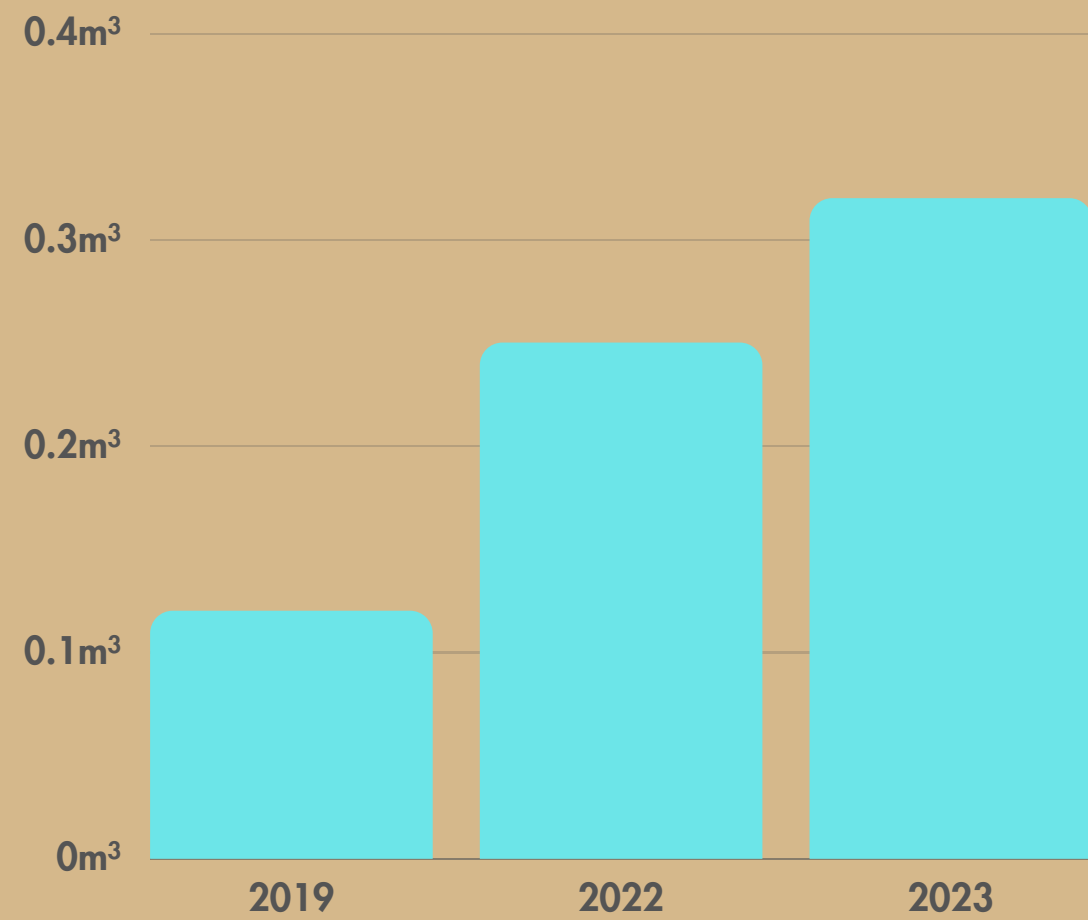
In contrast to conventional energy systems, this one is three to five times more efficient, while at the same time heat is produced without using up fossil fuel. The energy is simply transferred to and from the earth, to provide effective, low-cost and eco-friendly heating and cooling.

More specifically, in the 7 months of normal function of the hotel, we save 60% of electricity or 25ton of oil, reducing the emissions of carbon dioxide by approximately 100 tons.

More importantly, we are in coordination with nature and not against it, reducing air pollution and greenhouse gases, thus contributing to the worldwide effort against global warming.

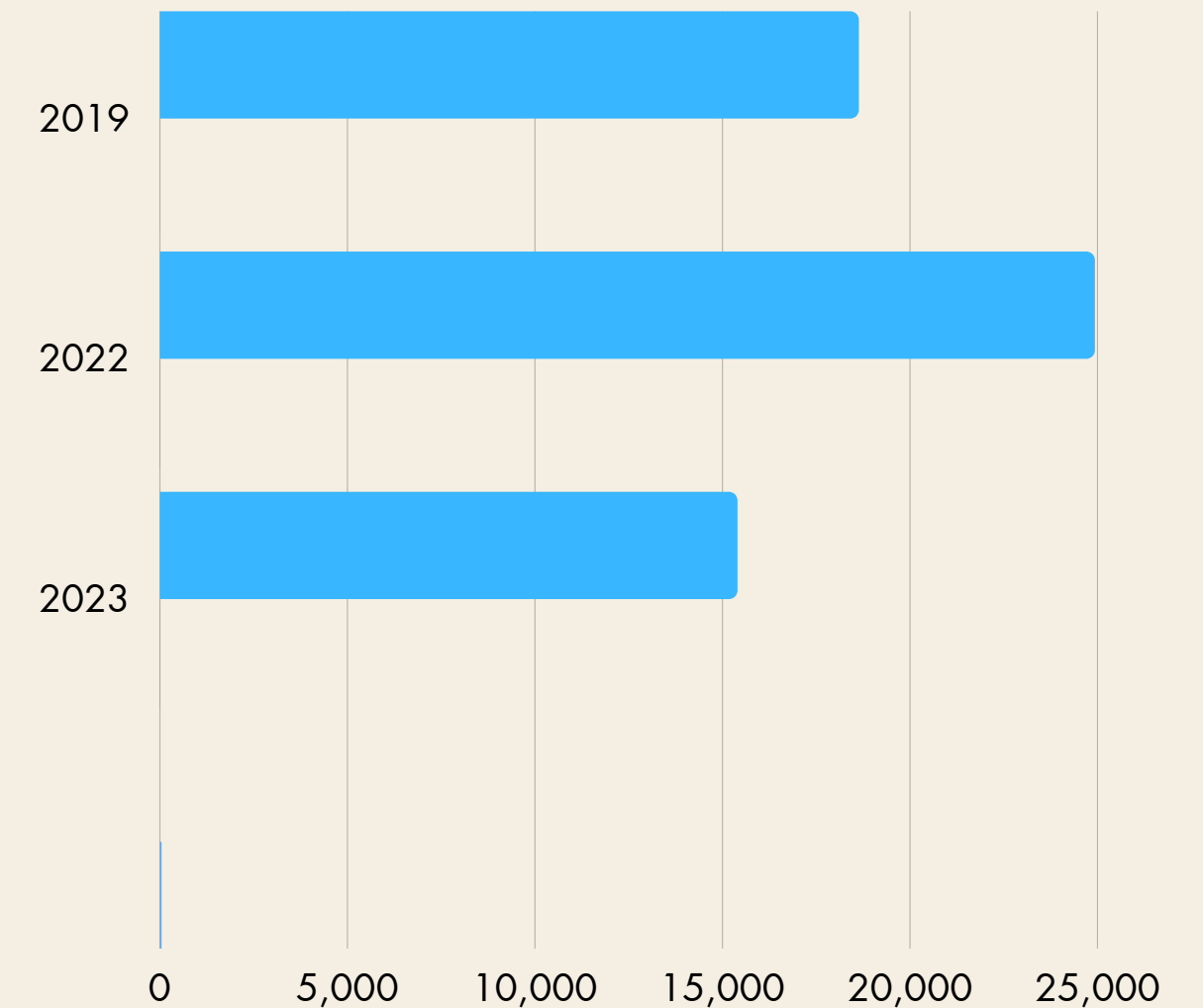


# WATER MANAGEMENT



PER GUEST

## WATER CONSUMPTION PER YEAR



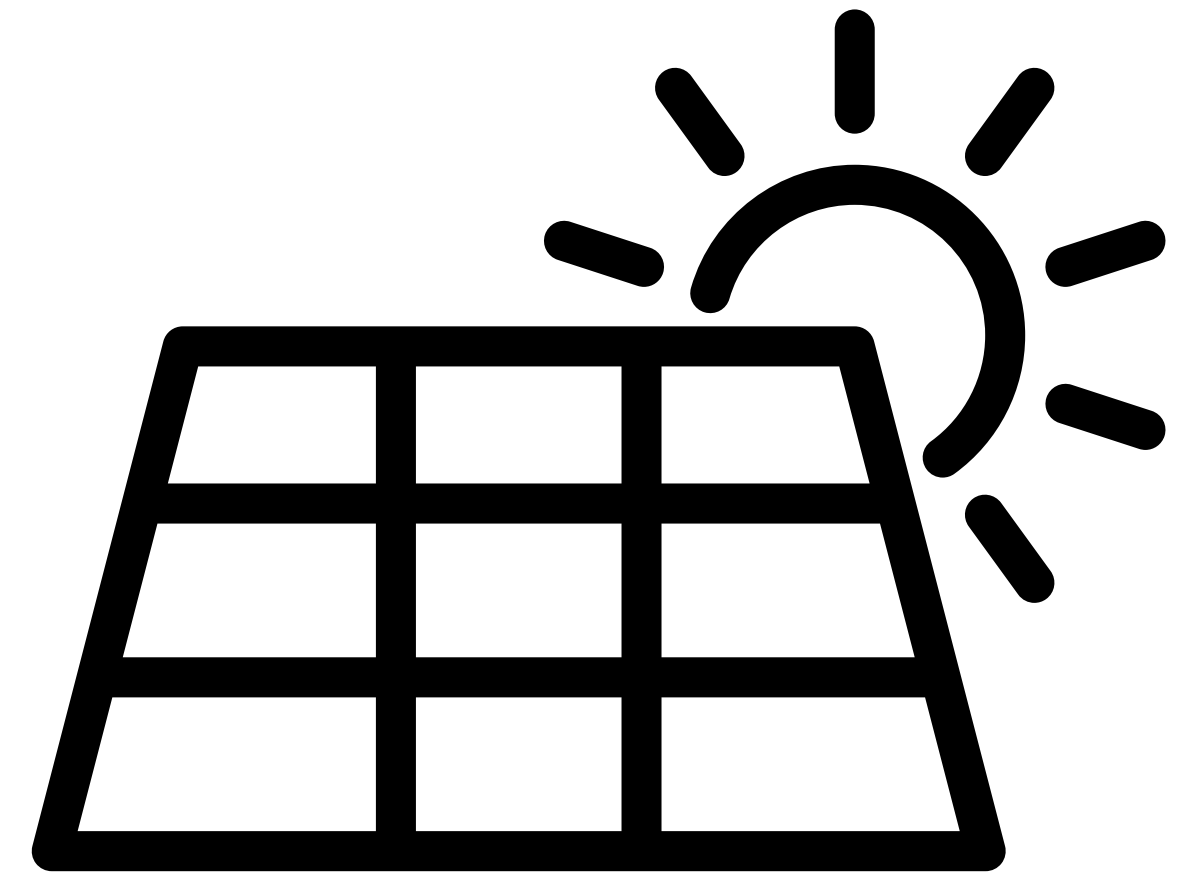
**NOTE: IN 2023 WE PROCEEDED IN THE EXTENTION OF THE HOTEL WITH 12 NEW ROOMS IN THE IMPERIAL BUILDING, THUS THE WATER CONSUMPTION WAS INCREASED**

# WATER MANAGEMENT

The hotel's hot water is heated through the solar panels placed on the hotel's roofs:

For the production of Hot Water for room use, solar panels with a surface area of 500m<sup>2</sup> are operating, utilizing the solar potential of the area, due to the high sunshine during our period of operation (April to October).

The photovoltaic park ensures our electricity needs and the solar panels ensure our hot water needs. In addition to all of the above we also use geothermal energy.



# WASTE MANAGEMENT

## REDUCE

We have minimized the use of paper in rooms, as we have incorporated most information in the hotel application.

## REUSE

We are donating materials to our staff, local church and to the local community.

## RECYCLE

Cooking oils

Lamps

Plastic, paper, aluminum & glass packaging, in co-operation with the municipal company of recycling in Chania, ("DEDISA")

Batteries, in cooperation with "AFI"

Ink cartridges

Electronic & electrical utilities in co-operation with the municipal company of recycling in Chania, ("DEDISA")

Expired medicine coming from the hotel's multiple aid kits

Old staff uniforms (in cooperation with "RECYCOM")

## MONITORING

We regularly monitor our waste in order to ensure that our efforts result to reduce the amounts produced



# SEASONLY RESULTS

## 2019

**PAPER** 13.100KG

**GLASS** 11.100KG

**BATTERIES** 129 KG

**KITCHEN OILS** 940 KG

**INK CARTRIDGES** 50 PIECES

**ELECTRICAL AND ELECTRONIC  
EQUIPMENT** 375KGS

## 2022

**PAPER** 10.995KG

**GLASS** 23133KG

**BATTERIES** 129 KG

**KITCHEN OILS** 1390 KG

**INK CARTRIDGES** 34 PIECES

**ELECTRICAL AND ELECTRONIC  
EQUIPMENT** 535KGS

## 2023

**PAPER** 9249KG

**GLASS** 18523KG

**BATTERIES** 150 KG

**KITCHEN OILS** 1090 KG

**INK CARTRIDGES** 36 PIECES

**USED LINEN** 200 KGS

**ELECTRICAL AND ELECTRONIC  
EQUIPMENT** 705KGS



YEAR 2020 DUE TO COVID THE HOTEL REMAINED CLOSED - YEAR 2021 THE HOTEL OPERATED HALF SEASON WITH RESTRICTIONS

# ENVIROMENTAL & SOCIAL ISSUES

For Minoa Palace Resort,  
growth is meaningful, only when it can be in perfect harmony  
with the natural environment.

View some of our small, yet significant actions to reduce our  
footprint:

- We have replaced 90% of our conventional bulbs with led bulbs.
- We have installed a central heating system, with a temperature regulator that adapts to the temperature of the environment. The full insulation of the pipes limits the energy loses.
- We use solar energy for the heating of 80% of the water, during the summer months.
- We use gas for cooking in all of our kitchens.
- We use new-technology washing machines, specially designed to save energy.
- We use automated watering for our gardens that works only during the night, in order to minimize the losses of water due to heat.
- Motion light sensors are installed to all public WC.
- We proceed in monthly chemical analysis of the pool water, as well as of the potable water, carried out by a credited laboratory.
- We are connected with the waste water treatment of the municipality of Platanias.
- We use returnable packaging when possible, as glass bottles, barrels etc. for beer, water, soft drink, fruit & vegetables.
- A seminar by trained psychologists of the organization "Smile of the child" is performed annually, with the topic of "Abuse-Neglect of Children".
- We have a long cooperation with the Greek protection society "Archelon". A weekly seminar is taking place in our premises where our guests are informed about the endangered sea turtle species "Caretta Caretta" and what they can do regarding their protection. This year due to the lack of volunteers, the seminar could not be performed. However we are in constant communication regarding the nest recording, the turtle hatching, etc



# ENVIROMENTAL ACTIONS & GUESTS

- An updated annual sustainability report is available to all of our guests, though our webpage and library.
- In recent & future renovations we purchase only high energy efficient equipment
- We organize 2 beach cleanings a year (Clean up the med) where hotel guests can participate
- We promote alternative means of transportation for our guests. We offer in-house bike rental, as well as information about bike routes and public transportation.
- We encourage guests to recycle, by placing recycling bins in many areas around the hotel
- An automated electronical system with key cards is installed to all rooms, that disconnects most devices when removed from its base.
- We use an On-request system for linen change. Our guests may use the cards found in all rooms, where sheets and towels are changed only upon request.



Gold Certified for  
Accommodation Sustainability



# CERTIFICATIONS RECOGNITIONS COOPERATIONS



Sustainable Food Destination Organisation



[www.greekbreakfast.gr](http://www.greekbreakfast.gr)



Leading the hospitality industry with high-end quality service, premium concierge and world class facilities, we have been honored with a multitude of awards and certifications that recognize our excellence in all aspects of hospitality.





# PROMOTE CRETAN CULTURE

Minoa Palace welcomes guests to further become acquainted with the Cretan way of living by offering:

- Free weekly cooking lessons of traditional Cretan recipes
- Use & promotion of local ingredients in Gastronomy
- The experience of our Traditional Kafeneio
- Weekly wine tasting sessions of local wines
- Traditional Cretan/Greek nights
- Organized visits to local wineries
- With our cooperation with "Terra Creta" olive mill, we aim to educate our guests and staff about the great nutritional value of the olive oil
- Organized visits to local Oil pressing factories

# THE GRACE OF CRETAN ARCHITECTURE

Minoa Palace Resort follows the classical style of the Cretan architecture with the wood, the tiles and the local stone that harmoniously blend with nature, evoking a feeling of bliss and unrivalled warmth.

Combined with the sprawling gardens, the serenity of the atrium and the calmness of the shimmering waters of the pool and sea, the Minoa Palace hotel welcomes guests to relax and unwind in a seaside sanctuary of repose.

A tranquil hideaway blending authentic Cretan tradition with cultural magnificence as seen through the hotel's interior spaces and lobby area, that are beautifully adorned with brilliant works of art by famous Greek artists, such as Antonia Papatzanakis, sculptor and visual artist

## ART





# SUPPORT LOCAL COMMUNITY

- We contribute directly to the local society by aiming to attract workers from the local community.
- Equipment, furniture, linen, clothing and other materials, that come from renovations etc. are donated to local institutes or members of staff that are in need.
- Each year instead of purchasing Christmas cards, we support financially organizations such as "Medicines san frontiers" and "The smile of the child".
- We support the public schools of Platanias area, by offering our conference room for their school events free of charge
- Portions of food are being donated to local institutes, churches.
- We financially support the local cycling team "TALOS"
- We financially support, co-organize and host the Chamber music Festival, one of the largest music festivals in Greece.
- We financially support any member of the staff that is need and we encourage our staff members to contribute to the donations also.



# THE FUTURE

## STAFF

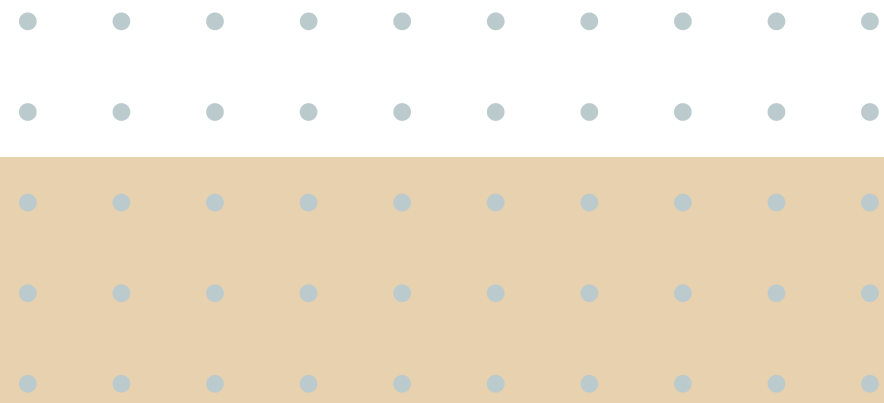
- More training programs for our staff
- We will encourage more internal promotions
- We will update the staff accommodation facilities

## PARTNERSHIPS

- We will continue partnerships with vision and that preserve the general good

## ENVIRONMENT

- We will eliminate the use of single use plastics to a minimum
- We will switch to large dispensers in guest bathrooms, instead of small bottles of amenities
- We will maintain Travelife Gold
- We will obtain a Blue Flag for our beach
- We will put in practice our Animal Care program, with the implication of animal adoptions and sterilizations
- We will participate in SFDO trainings and practices



MEMBER OF **EM** RESORTS

[WWW.MINOAPALACE.GR](http://WWW.MINOAPALACE.GR) [WWW.EMRESORTS.COM](http://WWW.EMRESORTS.COM)

[INFO@MINOAPALACE.GR](mailto:INFO@MINOAPALACE.GR)