

SUNWING[~]
FAMILY RESORTS

O.B.C.[~]
BY SUNWING


Nordic Leisure
Travel Group

Sunwing Makrigialos Beach

&

Ocean Beach Club Crete

Sustainability Report 2021

SUNWING HOTEL MAKRIGIALOS-OBC CRETE

Introduction to our business

Sunwing Makrigialos Beach and Ocean Beach Club Crete has been practicing sustainability issues for many years. Thus, this is the seventh issue of our Sustainability report which reflects the approach for continuous improvement in contributing to a sustainable tourism sector.

Due to Covid restrictions and travelling bans, Sunwing Makrigialos and O.B.C. operated in 2020 for less than 3 months out of the usual 6 months summer season operation from April to October and welcomed from Nordic Leisure Travel Group's Tour Operator in 2020 approx. 4.000 hotel guests mostly from the Nordics, compared to the approx. 14.000 each previous year.

Sunwing Makrigialos Beach and Ocean Beach Club Crete welcomes every year approx. 14.000 hotels guests from Northern Leisure Travel Group Tour Operators mostly from the Nordics. The hotel has been a NLTG premium product for families since 1984 with a high percentage of returning customers – around 35%. 97% all guests are satisfied or very satisfied.

Crete Is the biggest Island of Greece and the 5th bigger Island of Mediterranean sea. Makrigialos, is one of the quietest, charming and still rather undiscovered corners on the earth! Here you will meet the most helpful and warm-hearted people and you will also have the opportunity to explore the best beaches on the island of Crete.

The hotel is situated at the North-East Coast of Crete Island in quiet surroundings, directly by the sea and is close to everything. There are 6 buildings over 90 acres of land and a total of 262 apartments.

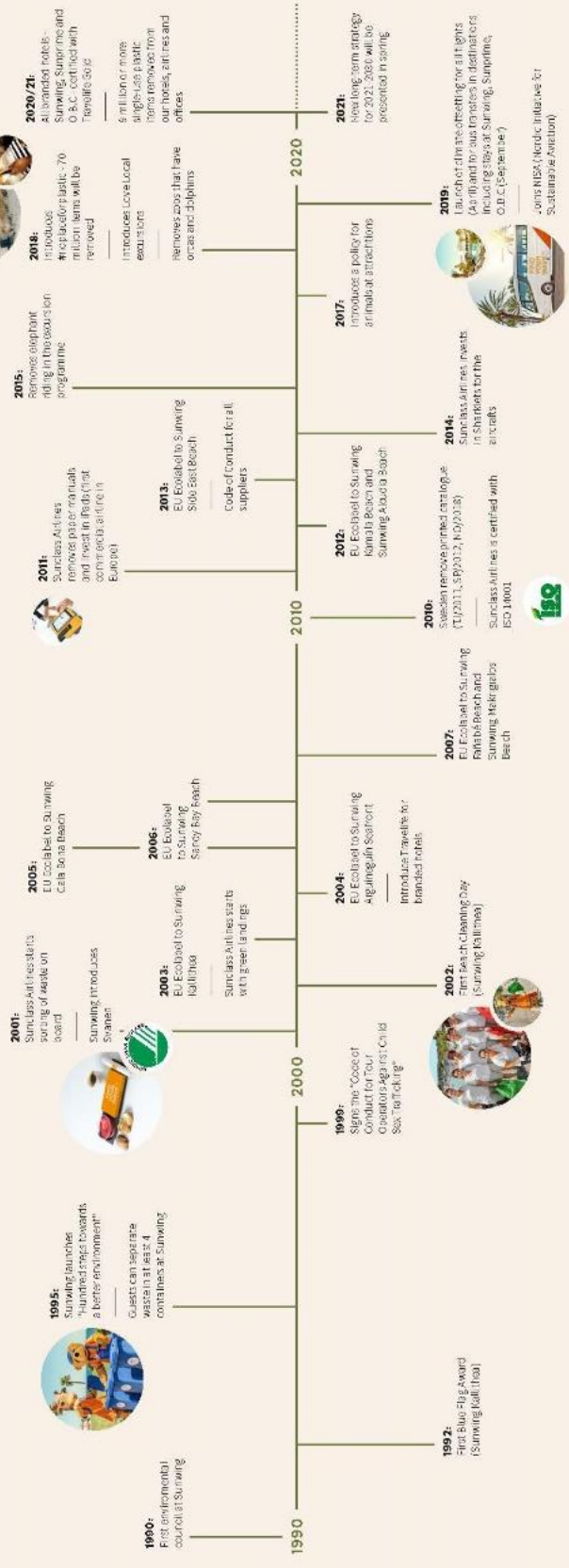
Sunwing Makrigialos Beach and Ocean Beach Club operates from April to October and is providing an accommodation option for everyone.

The hotel has 3 restaurants, 2 pools for children, 5 pools for adults, and 11 private pools. You will find a wide range of restaurants, shops and other attractions in Makrigialos village , which is about 1,5 km from the hotel.

The hotel employs approx. 150 employees, locals in their biggest majority.

In the following pages you can read about our work in relation to the environment and the local community. We believe that in the future, it will be even more important to offer sustainable tourism accommodation and we want to continue to be “first in mind and first in choice”.

The company has more than 30 years of experience with environmental and CSR issues, and has delivered many results over time.



Environmental Highlights

ENERGY

In Sunwing Makrigialos Beach and Ocean Beach Club Crete, 95% of low-energy light bulbs have been replaced by LED bulbs and timers and photocells have been installed for the controlled operation of outdoor lights.

Room temperatures are individually controlled by thermostats and there are automatic systems which turn the lights and the air conditioning off when guests leave their rooms.

A heat recovery system has been installed which produce hot tap water from the air conditioning chillers, covering the resort's needs for hot water during the months in which the air conditioning systems operate.

Additionally, a Building Management Systems is centrally adjusting the operating time of high energy consumption machinery.

New technology generators have been installed in Sunwing Makrigialos Beach and Ocean Beach Club Crete pool plant rooms which by a chemical reaction with the small amount of sea water use at the pools, produce the chlorine needed for their safe and healthy operation and reduction of the chemicals purchase.

Sand filters have been replaced with crystal filters reducing the number of back washes needed to keep the clearance of the water and by this way also reducing energy and water consumption.

Moreover, special maintenance procedures have been drawn up and documented for these energy-consuming machinery and equipment so as to achieve high efficiency and low energy consumption. Electricity and oil consumption is closely controlled, documented and followed up with provisions for better information. Last, cooperation with Universities trying to find ways to improve the energy performance

of the buildings, by implementing a methodology for calculating their integrated performance and setting standards based on certification schemes.

Despite the continuous improvement in the services offered to Makrigialos Beach and Ocean Beach Club Crete guests, including the new spa & private pool installations, new appliances in the rooms (microwave ovens, toasters, boilers, etc.) or the introduction of All Inclusive concept, has resulted a slight decrease in energy consumption.

Nevertheless, in constructing or purchasing decisions, environmental criteria are still considered thus minimizing environmental effect without compromising the comfort of Sunwing Makrigialos Beach and Ocean Beach Club Crete guests

WATER

All room taps and showers have been equipped with aerators which reduce water flow while maintaining water pressure and single mixer type. Toilet flushers are adjusted to less than 6lt of water per flush and during renovations double flushing system is installed. Showers in kitchens or outdoors have a system to stop the flow of water automatically after a certain time or if not occupied, and the gardens are normally irrigated during night hours to avoid water evaporation from the hot summer sun.

Finally, periodic inspections checking for water leakages are documented and forwarded to maintenance staff for corrective actions.

Continuous improvement in the services offered to Sunwing Makrigialos Beach and Ocean Beach Club Crete guests, including the spa installations, sports pool , private pools, water slides, the introduction of all-inclusive concept, or climate change (global warming) has resulted a slight increase in water consumption.

However, in constructing decisions, environmental criteria are considered thus minimizing environmental effect without compromising the comfort of Sunwing Makrigialos Beach and Ocean Beach Club Crete guests.

CHEMICALS

The use of disinfectants and chemicals is limited: where this unavoidable however, environmentally friendly products are sought out. All the chemicals are biodegradable and the quantity is measured through dosing devices. New generation generators which by chemical reaction produce the chlorine needed for a safe pool have been installed. Chemical-free cleaning methods are also promoted.

WASTE

All Sunwing Family Resorts have introduced the sorting of waste into at least five categories. Recycling stations are placed strategically around the resort areas, even though in some locations the local authorities have been slow to respond.

We routinely avoid buying small quantities or materials which are over-packaged or are even designed for one use; such products include shampoos, soaps, shower caps, and breakfast portions such as butter or marmalade.

We introduced purchasing of bio-degradable bags replacing the plastic ones used in our Mini Markets. From 2018 reusable purchasing bags will be at our guests disposal to buy. We recognize that purchasing decisions can contribute significantly to environmental protection.

Social Highlights

Tourism and travel affect not only the environment but also the local inhabitants at the destinations we travel to. To succeed in this effort, Northern Leisure Travel Group has laid down four guidelines:

- Working conditions
- Child labour
- The environment
- Child sex tourism

The guidelines are based on the UN Convention on the Rights of the Child and the conventions on working conditions and workers' rights, as set out by the UN's labour agency: ILO.

1. Working conditions

We will work towards working conditions that include:

- the freedom to join a trade union
- a minimum wage
- a good working environment
- regulated working hours

2. Child labour

We will work towards:

- The prohibition of child labour (we accept no employees younger than the laws of the respective countries allow)

3. The environment

We will aim to:

- Influence partners to act in as environmentally conscious ways as possible in their activities (for example in the areas of energy, water and chemical consumption, and in waste separation)
- Reduce the amount of carbon emissions and waste at the destinations.
- Encourage a healthy development of tourism at the destinations
- Stimulate the use of local products and labour

4. Child Protection from sexual abuse in tourism

We condemn all forms of sexual exploitation of children and support all laws to prevent and punish such offences. We have entered into an agreement with The Code to adopt and implement: “Code of conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism”.

The Code of Conduct covers the following criteria:

- We have established a policy regarding commercial sexual exploitation of children
- We inform and train our staff
- We inform our travellers
- We add a clause to all our hotel contracts
- We inform local partners about our standpoint
- We annually report to the Code’s international secretariat

ACTIONS TAKEN FOR QUALITY ASSURANCE

- We receive an online feedback from our customers on a weekly basis and meetings within the management of the hotels on actions to be taken for improvements
- We train on a yearly basis our employees on Food and Room H&S for better service
- We hold departmental meetings on a weekly basis during which employees and Leads of departments are discussing quality of service provided to the customers
- A Year Business plan with targets presented to all employees during the Kick offs and results presented on the Kick downs by the Manager.

EVENTS AND DONATIONS

- We support financially every year the SOS villages and the Smile of the Child, Greek organizations focused on children's welfare.
- All furniture, electrical equipment or linen which are replaced on every renovation are donated.

In cooperation with the local hospital, we organize at least once a year blood donation with the contribution of our employees.

Sustainability programme

The sustainability responsibilities in Northern Leisure Travel Group include:

- monitoring and reporting sustainability performance every year
- working with external sustainability organizations to further our knowledge and support best practice
- integrating sustainability processes into the day-to-day operations of our businesses

At Sunwing Makrigialos Beach and Ocean Beach Club Crete , The Hotel Manager with the appointed Environmental coordinator and in cooperation with All the Management Team, are taking over the above responsibilities and implementing all relevant Initiatives.

They are also working together with local authorities and individual stakeholders so as to improve awareness and general conditions on this destination.

By convincing others to undertake similar plans, we hope to advance sustainable tourism generally.

Gold Travelife Award since 2010



In parallel we actively support Travelife which is a sustainability scheme supported by the major tour operators. Therefore, the hotel has to fulfil not only environmental criteria, but social ones as well.

All our Sunwing Family Resorts achieved the Golden Award! The auditing was effected by the management of Travelife itself who has conducted the majority of the audits and the rest were conducted by independent consultants, since we feel that this approach has a greater impact and seriousness behind it. Moreover, using Travelife's system now, we have the most objective, accurate and updated sustainability database of our hotel's performance.



EU-Ecolabel Award


We actively support the European Union's Ecolabel Scheme by having awarded 10 Sunwing Family Resorts so far with the 11th Sunwing award in progress and by participating in its revision process and openly share our experience and knowledge from its implementation in our resorts. Having been awarded with the European Ecolabel is the best way to tell our guests about our efforts regarding environmental measures and quality improvements.

Enterprises bearing the Flower logo have officially been distinguished as being amongst the most environmentally friendly in their area since it is the Europe's official trademark with high reputation based on strong and reliable criteria. The European Ecolabel is a guarantee for high environmental performance, since independent auditors are awarding the label after an onsite audit which is being effected before the awarding and can also be effected whenever during the label award.


The tourist accommodation must comply with all criteria (best practice & performance) in order to be awarded the EU Ecolabel, which aims to ensure a green future and sustainable development.

Awarded with the International Blue Flag since 2000






**BLUE FLAG
BEACH CERTIFICATE**




For achieving excellent standards
in the fields of environmental education,
water quality, environmental management and safety,


**Makrygialos-Langoufa/Sunwing
Makrigialos Beach**

has been awarded the **Blue Flag**
for the season **2021**
and for **22** consecutive years since **2000**.




Sophie Bachet Granados
Blue Flag International Director







Darsia-Nafeli Vourdoumpa
National Blue Flag Director



*Hellenic Society
for the Protection
of Nature (HSPN)*
www.aspf.gr



Lesley Jones
FEE President



Blue Flag is an eco-label awarded to more than 4000 beaches, marinas and ecotourism boats in 50 countries worldwide.
Blue Flag is a programme of the Foundation for Environmental Education (FEE).

www.blueflag.gr • www.blueflag.global

1378

Sunwing Makrigialos Beach and Ocean Beach Club has been awarded for 22 consecutive years with the International Blue Flag for its Beach organization, cleanliness, its swimmers safety, care of the natural environment and the quality of its sea water.

Measuring & monitoring performance

ENERGY CONSUMPTION (KWH/BEDNIGHT)

Year	2018	2019	2020
Value	18,69	19,08	51,59

WATER CONSUMPTION (KWH/BEDNIGHT)

Year	2018	2019	2020
Value	287,01	165,37	468,68

WASTE (GR/BEDNIGHT)

Year	2018	2019	2020
Unsorted	1,61	1,55	1,61
Sorted	0,08	0,07	0,30

CHEMICAL CONSUMPTION (GR/BEDNIGHT)

Year	2018	2019	2020
Value	134,27	177,01	342,52

Lower occupancy and less operating months during year 2020 gave a substantial increase in the hotels consumptions...

NLTG SUSTAINABILITY POLICIES 2021

SUSTAINABILITY POLICY

Tourism and travel affect not only the environment but also the local inhabitants at the destinations we travel to. We constantly strive to minimize the negative effects of tourism and increase the positive ones, whenever possible and anywhere we operate, while at the same time showing the highest regard for people and places. As part of our engagement in corporate responsibility and sustainable operations, we are fully committed to comply with Human Rights and protect Children, represent and support the important cause to protect our world, and to care for customers, employees and partners and deliver transparency and communication in all we do.

ENVIRONMENTAL POLICY

NLTG has a dedicated environmental policy, which sets out goals for the business in reducing the consumption of fossil fuels within our own airline operations; measures to help us reduce resources, such as materials and products used in the supply chain; waste, energy consumption and heating reduction; reduced consumption of environmentally harmful chemicals; noise pollution; and conscious purchasing. The policy also describes our efforts on emissions offset approach.

CHILD PROTECTION POLICY

At Nordic Leisure Travel Group, we are fully committed to respecting children's rights as set out by the United Nations Convention on the Rights of the Child. The Child Protection policy outlines the company's standards which are in place to safeguard children, both customers and local at destinations.

The policy outlines our commitment to provide adequate training, information and support to customers and employees, reporting processes and investigation procedures to protect children from harm.



We operate a zero-tolerance policy against any form of abuse, neglect, or exploitation of children.

We condemn all forms of sexual exploitation of children and support all acts of law made to prevent and punish such crimes. NLTG demands that guests, partners and all members of staff refuse to take part in sexual exploitation of children, and that they report all cases of sexual exploitation of children of which they become aware. Breaching this policy may result in dismissal, reporting to the police and the end of ongoing collaboration.



Transparency is important for us:
Over the financial year, two cases of concern have been registered, both of which have been reported to the Swedish authorities.

Animal Welfare Policy

At Nordic Leisure Travel Group, we care about the welfare and protection of both captive and wild animals which form part of tourist attractions, and which are also impacted by tourism.

No compromises can ever be made.

That is why we have devised a clear policy for animal welfare. The policy is underpinned by a fundamental message:

We have zero-tolerance for exploitation of animals, and distance ourselves completely from everything that involves animals in captivity and from any other type of animal use or abuse for entertainment or commercial purposes.

In practice this means that we commit ourselves to refrain from participating in, organizing activities, or selling excursions to our customers, which includes activities where animals are either exhibited, used, or exploited for entertainment or commercial purposes. Consideration shall apply to animals in captivity of whatever form.



We operate a zero-tolerance policy against any form of exploitation of animals.



Transparency is important for us:
No animal welfare cases have been reported during the financial year.

ANTI-BRIBERY AND CORRUPTION

Our Anti-Bribery and Corruption Policy includes a list of actions and circumstances that constitute warnings for corruptions. It also clarifies our zero tolerance with all forms of bribery and corruption, both internally and externally.

If suppliers violate our policies, we are entitled to cancel contracts immediately and without penalty.

To ensure that our policies are complied with, there is a whistleblowing function for reporting wrongdoing (illegal or unethical conduct) or malpractice.

Our Supplier Speaking Out Policy specifically describes how suppliers, and their employees should proceed to confidentially report violations to our established standards, such as health and safety risks, unethical behavior, suspected crime, or corruption.



We act with zero-tolerance against bribery or corruption in any form by any stakeholder group related to the company.



**Transparency is important for us:
No cases have been reported this fiscal year.**

HEALTH & SAFETY POLICY

The health and safety of our customers and employees is of the utmost importance to us. We recognize our legal and wider responsibilities when providing accommodation, transportation, and excursions. We also recognize the variety of products and services provided through us. These are delivered by many independent suppliers, operating in many jurisdictions with diverse regulatory regimes and safety standards. We understand our responsibility to contract with reputable suppliers and to provide services that meet legislative requirements and reasonable safety standards.

To fulfil this commitment, we are working both with internal checklists and external expertise, based on European branch standards (ABTA/FTO).

Action Plan

ENVIRONMENTAL POLICY

Sunwing Makrigialos Beach and Ocean Beach Club Crete believe that the continuing success in the hotel depends on:

- Offer of a high quality services in a clean, safe and well-protected environment.
- Constant adaptation of its services and products to the new Sustainability standards and to the demands of their guests as these are shaped by the economy, technology and social changes.
- Consistent staff training so that they understand and adopt these new technologies and practices.

Each hotel department and its employees participating in this effort are strictly aware to ensure that products and services are always safe and do not damage the environment but if possible protect it and improve it.

We also advise and put pressure on our partners, suppliers and local authorities to accept and implement similar practices, always keeping in mind the local circumstances and the national legislation.

Our company is committed to the environmental targets it has set itself, using material and human resources to achieve the targets. We make this policy known to our guests, our staff and the stakeholders.

Our activities are examined with respect to our policy and relevant legislation. Our environmental work is reported openly and objectively.

OBJECTIVES

Continuous improvement is based on measurable environmental objectives, such as :

- Reduction of energy consumption.
- Reduction of water consumption.
- Elimination or limited use of harmful chemicals.
- Limited production of wastes. ENVIRONMENTAL TARGETS
- Sunwing Makrigialos Beach and Ocean Beach Club Crete to continue achieving the Travelife Gold Award
- To ensure the continuous reduction in the consumption of natural resources
- To ensure that all new employees are informed of our environmental activities by completing training in basic environmental and Sustainability issues and business-related environmental aspects every year.

Contact us

Resort manager	Aneza Furlanou (Aneza.furlanou@sunwing.net)
Sustainability Manager	Mina Zahariou (Mina.zahariou@sunwing.net)
Address	Stavrochori 72055 Makrigialos Crete Greece
Phone	00302843064300

«Αν επιθυμείτε μα λάβετε αντίγραφο της αναφοράς μας Βιωσιμότητας στα Ελληνικά να μας το ζητήσετε ηλεκτρονικά στο: makrigialos@sunwing.net Θα χαρούμε να σας εξυπηρετήσουμε»