



ESG Impact Report



Welcome to Hospitality

At Atlantica Hotels & Resorts, our ambition is to set new standards of excellence in hospitality while championing sustainability at every turn.

About this report

This Report provides a summary of Atlantica Hotels and Resorts sustainability ambition and our Environmental, Social, and Governance (ESG) performance and unless otherwise noted, it covers the period from January 1, 2023 through December 31, 2023. This is Atlantica's second Sustainability Report. Our work also contributes to several United Nations Sustainable Development Goals (SDGs). This report represents our disclosure of sustainability data, serving as the baseline for future performance assessments.

Our Sustainability Report has been prepared in reference to the Global Reporting Initiative framework (GRI Standards) and the Sustainability Accounting Standards Board (SASB) guidelines for Hospitality. In addition, the Report has been guided by the Social Responsibility ISO 26000 Standard, the United Nations Sustainable Development Goals, and the Ten Principles of the United Nations Global Compact (UNGC).

The scope of this report covers all operations of the Group. It focuses on sustainability issues we have determined to be of material importance.

For more information on sustainability, our services, and Group performance, please visit atlantichotels.com.



Our Sustainability Ambition

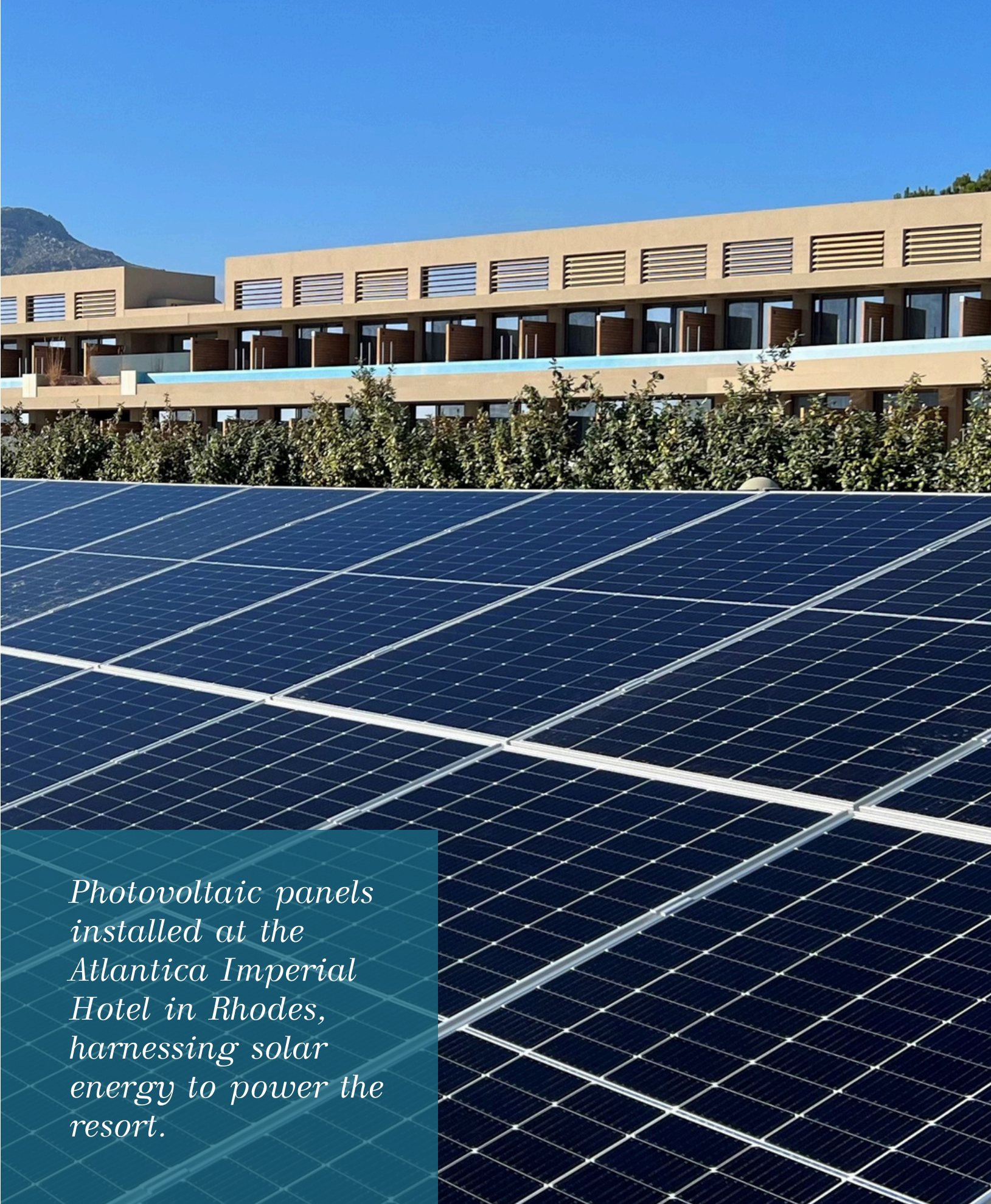
Our actions and activities exert a significant influence, either positively or negatively, on the lives and environment surrounding us. This impact extends beyond the services we offer to encompass the jobs and opportunities we create, as well as the working conditions we provide for our staff.

To prevent, manage, and mitigate any adverse effects, businesses adopt a strategic approach by integrating sustainability priorities into their core business strategies.

A strategic approach to sustainability is crucial for maintaining our competitiveness. It offers tangible benefits in risk management, cost savings, customer relationships, human resource management, and innovation capacity.

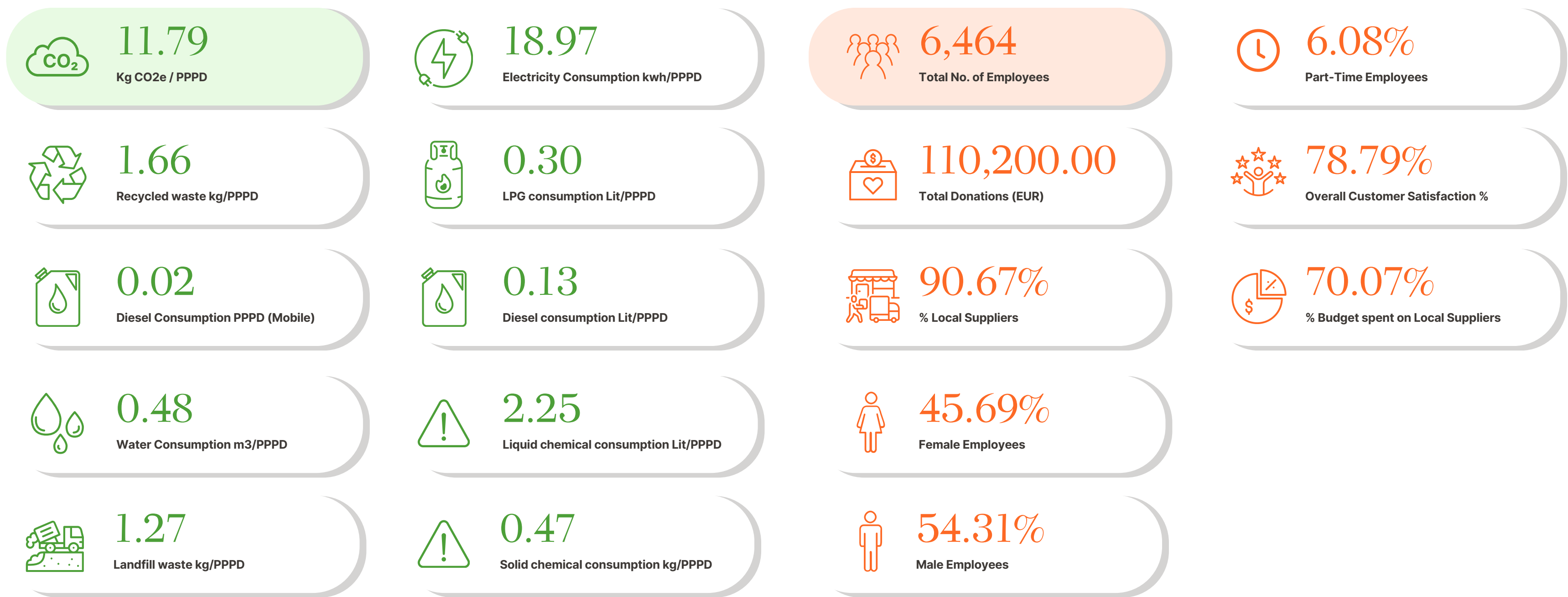
We are committed to integrating eco-friendly practices into every aspect of our operations, from energy conservation and waste reduction to promoting local sourcing and community engagement. Through our dedication to sustainability, we aim to not only deliver unforgettable experiences for our guests but also to leave a positive, lasting impact on the environment and the communities we serve.

As one of the leading hospitality groups, we recognize our pivotal role in fostering a more sustainable and inclusive future for both individuals and businesses. By shaping hospitality as a force for good, we aspire to contribute meaningfully to societal progress and environmental stewardship.



Photovoltaic panels installed at the Atlantica Imperial Hotel in Rhodes, harnessing solar energy to power the resort.

Our Performance at a glance



Awards & Recognition





*“commitment
to doing what
is right”*

Vasilis Nicolaides | CEO
Atlantica Hotels and Resorts

Executive Statement

Dear Stakeholders,

I am pleased to present Atlantica Hotels and Resorts' second Environmental, Social, and Governance (ESG) report, a milestone that marks the launch of our comprehensive Atlantica ESG Strategy. The contemporary hospitality industry faces unprecedented challenges in the realm of ESG.

Climate change, stringent regulations, political instability, and shifting consumer demands have ushered in a new era of responsibility. Atlantica Hotels and Resorts acknowledges these challenges and embraces them as opportunities for innovation and positive change. By confronting these challenges head-on, we are not only ensuring our own sustainability but also contributing to the evolution of the entire industry.

At Atlantica Hotels and Resorts, our ambition is to set new standards of excellence in hospitality while championing sustainability at every turn. In this report, we present our ambitions, goals, and targets regarding our contribution to sustainable development. We are committed to integrating eco-friendly practices into every aspect of our operations, from energy conservation and waste reduction to promoting local sourcing and community engagement. Through our dedication to sustainability, we aim to not only deliver unforgettable experiences for our guests but also to leave a positive, lasting impact on the environment and the communities we serve.

Our ESG strategy is deeply ingrained in every aspect of our business strategy, business model and operations, and represents our commitment to setting new benchmarks in hospitality excellence and sustainability.

In our Environmental Pillar, we concentrate on resource conservation, waste and water management, as well as climate change mitigation. This commitment translates into tangible actions such as reducing our carbon footprint and implementing energy-efficient technologies. We strive to be industry leaders in managing climate change impacts and promoting ecological sustainability.

Under the Social Pillar, our emphasis lies in fostering employee engagement, ensuring health and safety, human rights, and promoting inclusivity. We believe in the value of our employees as our most valuable asset, providing them with continuous training and education opportunities. Additionally, we actively engage with our communities, aiming to make a positive impact while safeguarding customer privacy.

Within the Governance Pillar, we prioritize ethical business practices and robust risk management. At the same time, we provide the governance policies and structures needed to aid the management and implementation of our ESG strategy. Providing a unique tourism experience, with a focus on customer satisfaction and service quality, is fundamental to our operational integrity. We place significant emphasis on anti-corruption measures, aligning our strategies with technological advancements and innovative practices to maintain a strong governance framework.

Executive Statement

At Atlantica Hotels and Resorts, we recognize that our people are our most valuable asset. We invest significantly in their development, providing ongoing training and opportunities for growth. By fostering a culture of learning and empowerment, we ensure that our team members are equipped with the skills and knowledge to deliver exceptional service. Our commitment to their well-being extends beyond professional development to include health, safety, and work-life balance initiatives. Through these investments, we aim to create a motivated, engaged, and diverse workforce that embodies our vision.

Our vision of "Empowering Exceptional Hospitality Experiences" drives us to offer unique and memorable experiences to our guests. We believe that each guest is unique, and we strive to tailor our services to meet their individual needs and preferences. Whether it's through personalized dining options featuring local produce or curated local experiences that connect guests with the culture and heritage of the destination, we go above and beyond to create unforgettable moments. By focusing on authenticity, innovation, and attention to detail, we differentiate ourselves in the competitive hospitality landscape, delivering on our promise to spread the essence of hospitality far and wide.

In our commitment to sustainability, we actively engage with stakeholders to set ambitious targets for positive change. Our ESG reporting, based on globally recognized frameworks, serves to enhance communication with our stakeholders. We align our efforts with the United Nations' Sustainable Development Goals (SDGs) and the EUs commitments to reducing emissions and promoting sustainable practices.

Dear stakeholders, We recognize our responsibility to contribute to a more sustainable future and are committed to achieving this through our sustainable practices and ESG reporting. Thank you for dedicating your time to review our ESG report. We eagerly welcome your feedback and insights as we continue our journey towards a more sustainable future.

Sincerely,

Vasilis Nicolaides | CEO
Atlantica Hotels and Resorts





Sanja Saler

Chief Sustainability and Compliance Officer I DPO

I firmly believe that sustainability should be embedded into every aspect of our operations, starting right from the inception of every process within our hotels. It's not merely about adopting sustainable practices as an afterthought; rather, it's about integrating sustainable consciousness into our business model. From the materials we source for construction to the energy-efficient technologies we implement, from the food we serve in our restaurants to the waste management systems we employ, every decision should be guided by a commitment to sustainability.

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Introduction

About Atlantica Hotels & Resorts
Key Events and Achievements
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Commercial Strategy
How we create value
Corporate Governance
Sustainability Governance

About Atlantica Hotels & Resorts

Established in 1980, Atlantica Hotels & Resorts has evolved into a prominent hotel chain, boasting a portfolio of over 45 properties across Cyprus, Greece, and Egypt.

Renowned for our wealth of experience and unwavering commitment to service excellence, Atlantica Hotels ensures customer satisfaction while minimizing environmental and social impact.

At every Atlantica Hotel & Resort, optimizing the customer relationship is paramount to our long-term success. Our customer-centric approach revolves around attracting, retaining, and nurturing meaningful connections with our clientele.

Driven by a dedication to continuous improvement, Atlantica Hotels & Resorts pledges to meet and surpass legal standards, exceed customer expectations, enhance brand value, and actively contribute to the communities we serve. Our ethos is rooted in sustainable development, ensuring a positive impact on both the environment and society.



About Atlantica Hotels & Resorts

Working closely with our partners to ensure a seamless and reliable supply chain, enhancing our ability to deliver exceptional products and services.

Engaging with communities to better understand their needs and to contribute positively to their development. This fosters goodwill and strengthens our reputation.

Collaborating with key account clients to tailor solutions that meet their specific requirements, ensuring mutual success and long-term relationships.

By prioritizing these relationships, we maximize the value we provide to our customers and ensure sustainable growth for our business.

Customer trust is our most valuable business asset and the foundation for our future growth. We understand that trust is earned through consistent, high-quality service and by meeting and exceeding our customers’ expectations.

Dimitris Nicolaides | Joint CEO
Atlantica Hotel and Resorts



Key events and achievements

Exciting Updates from Atlantica Hotels

Atlantica Golden Beach, Paphos, Cyprus

We are thrilled to announce the opening of a new Cypriot tavern at the Atlantica Golden Beach Hotel in Paphos. This addition comes with a substantial renovation budget of €300,000.

Atlantica Aegean Blue

Introducing our ultra-modern spa facility at Atlantica Aegean Blue. Spanning 545 sqm, the spa features premium amenities, including a hairdresser salon, manicure and pedicure area, sauna, steam bath, experience shower, scrub area, and nine massage rooms. The total investment budget for this project was €600,000.

Atlantica Kalliston, Chania, Crete Beach Hotel

We are pleased to announce the comprehensive renovation of 22 guest rooms, 2 villas, and 11 staff rooms at Atlantica Kalliston Beach Hotel. The total renovation budget for this project was €4.2 million.

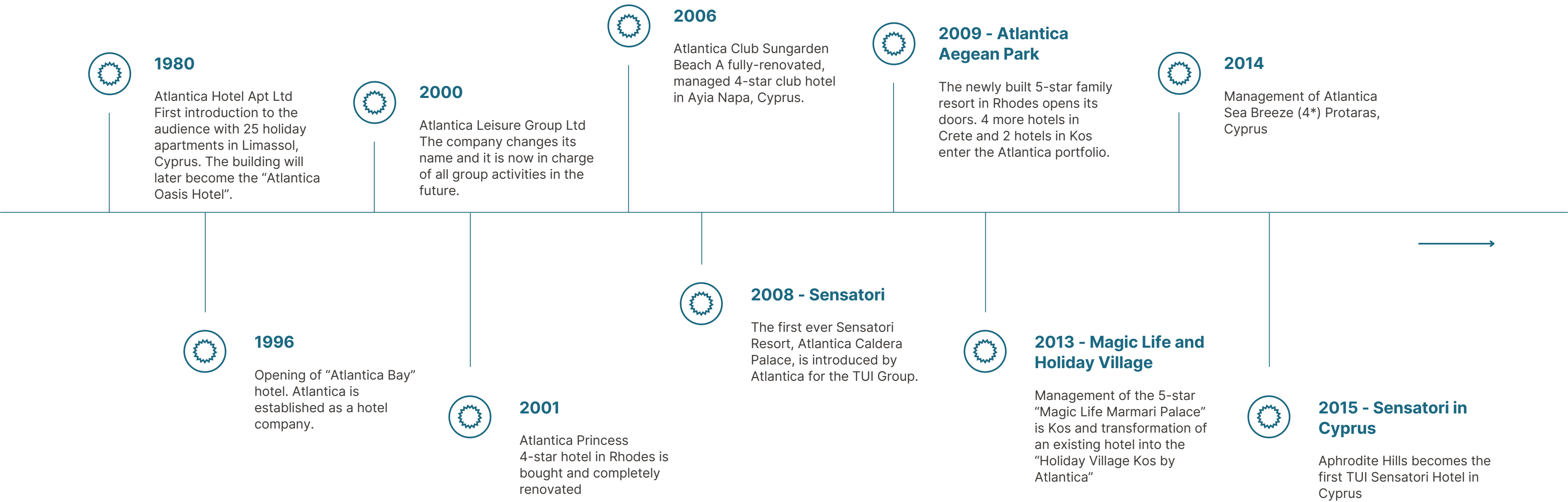
Atlantica Beach Suites, Kos

We are excited to announce the extensive renovation of 21 rooms and suites at Atlantica Beach Suites in Kos. This project also includes the introduction of new restaurants and a snack bar. The total renovation budget was €2.5million.



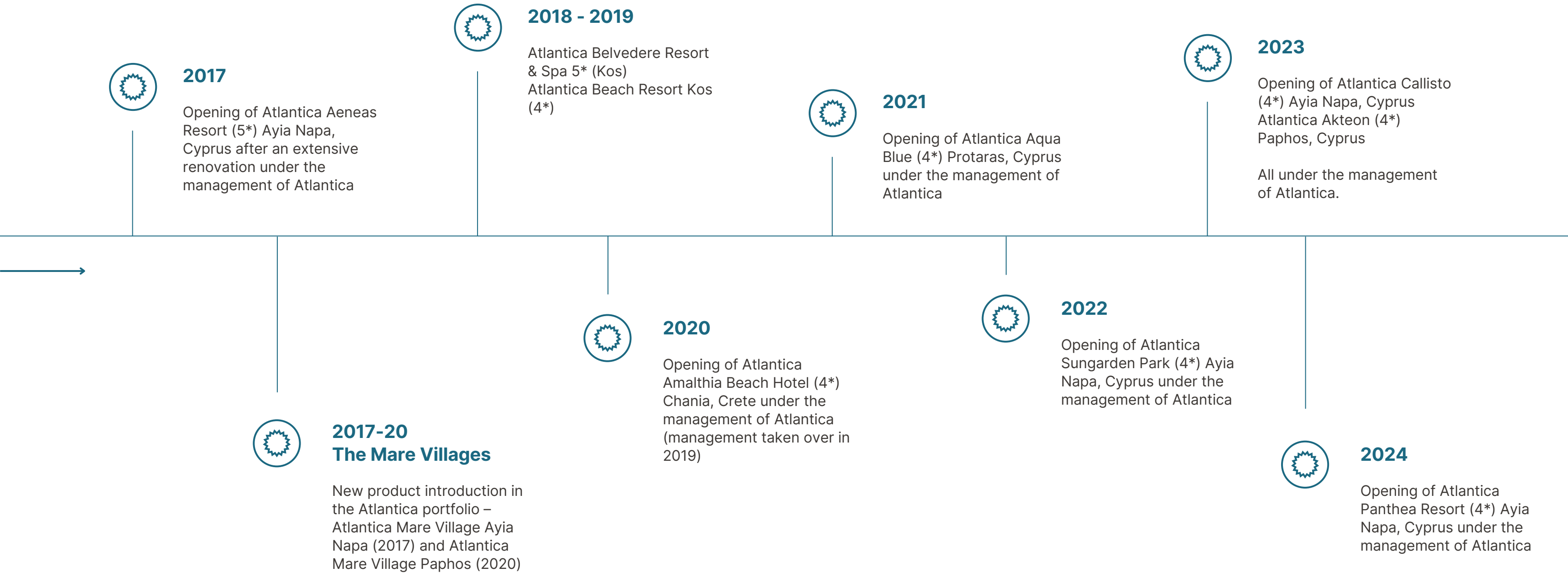
Our History

Timeline and Milestones



Our History

Timeline and Milestones





Our mission, vision & values



Our mission

To re-define the art of hospitality by inspiring unforgettable experiences that captivate the senses, enrich the soul, and create lifelong memories for every guest, in every destination we touch.

Our mission is to be guided by ETHOS, demonstrating the principles that drive our success and define our identity as a company.



Our vision

Empowering Exceptional Hospitality Experiences

Our vision is to be the beacon of warmth and excellence in hospitality, setting new standards of service, innovation, and sustainability, while embracing diversity and celebrating the unique cultures of the world.

Spreading the essence of hospitality far and wide, by consistently delivering exceptional experiences to each guest, in every hotel, on every occasion is what we aim for.



What we believe in

Customer trust stands as our foremost asset, laying the groundwork for our ongoing expansion.

Ensuring the utmost value in Customer Relationships is paramount to the long-lasting success of every Atlantica Hotel & Resort.

Our dedicated commitment is run on cultivating, preserving, and enriching these connections.

At the core of our ethos lies the invaluable trust we cultivate with our customers—a cornerstone for our sustained prosperity.










Our strategy revolves around customer-focused approach, on attracting, retaining and deepening our relationships.

Our mission, vision & values

Through our management system certifications, we guarantee the delivery of top-tier services and products to our clients and partners while minimizing our environmental and social footprint, it enhances our ability to fulfill our mission efficiently.

Our Values

Our values serve as the cornerstone of Atlantica Hotels & Resorts, guiding our actions, decisions, and interactions with stakeholders. Rooted in our ETHOS, these values reflect our commitment to excellence, sustainability, integrity, and stakeholder-centricity.

-  **Quality**
-  **Ethos**
-  **Hospitality**
-  **Customer - Trust**
-  **Customer Relationships**
-  **Experience**
-  **Sustainability**
-  **Innovation**
-  **Excellence**

Commercial Strategy

In today's rapidly evolving hospitality landscape, the role of strategic planning cannot be overstated. A well-defined strategy serves as the roadmap that guides an organization towards its goals, ensuring alignment of resources, capabilities, and actions to achieve sustainable growth and competitive advantage. Moreover, strategy plays a pivotal role in shaping an organization's culture, fostering innovation, and driving operational excellence.

At Atlantica Hotels & Resorts, we recognize that our commitment to sustainable development is not just a corporate responsibility but a strategic imperative. Sustainable development encompasses environmental stewardship, social responsibility, and economic viability, and it aligns seamlessly with our long-term strategic objectives. By integrating sustainable practices into our core business strategy, we aim to create value for all our stakeholders—customers, investors, employees, and the communities we serve—while safeguarding the planet for future generations.

Our commitment to sustainable development is rooted in our core values and ethos, guiding every decision we make and every action we take. From investing in eco-friendly technologies and practices to engaging with local communities and supporting sustainable tourism initiatives, we are dedicated to making a positive impact on society and the environment.

Incorporating sustainable development into our strategic framework not only enhances our brand reputation and stakeholder relationships but also fosters resilience and adaptability in an increasingly uncertain world. As we continue to redefine the art of hospitality and empower exceptional experiences, sustainability remains at the heart of our strategic vision, driving us towards a future where business success and environmental stewardship go hand in hand.



Commercial Strategy

The Strategy

By embedding sustainability, governance, and ETHOS into our strategic pillars, we demonstrate our commitment to responsible business practices and stakeholder value creation. This integrated strategic approach shown on the diagram below, not only strengthens our brand's reputation but also aligns with global sustainability goals, regulatory requirements, and ethical standards.

Sustainable Development

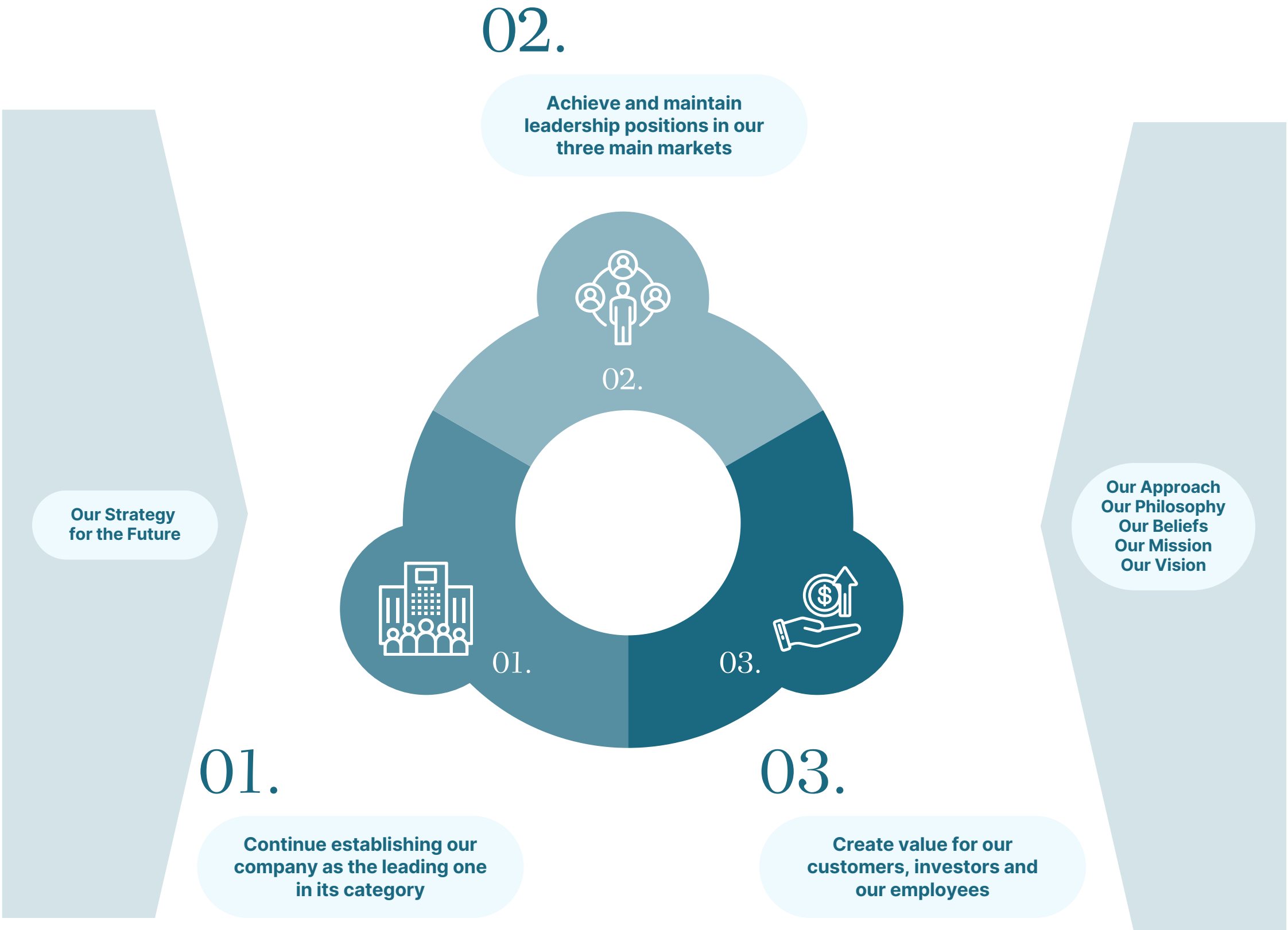
Integrating sustainable practices across all strategic pillars to minimize environmental impact and contribute to a greener future.

Governance Excellence

Ensuring transparent and accountable governance practices that uphold ethical standards, regulatory compliance, and stakeholder trust.

ETHOS

Being guided by our core values and ETHOS in all strategic decisions, fostering a culture of integrity, responsibility, and long-term thinking.



Commercial Strategy



Establishing Atlantica's Leadership in the Category we operate

Brand Excellence

Integrating sustainable practices across all strategic pillars to minimize environmental impact and contribute to a greener future.

Market Differentiation

Offering unique experiences that not only set us apart but also reflect our commitment to sustainable practices and responsible business.

Continuous Improvement

Adopting a culture of continuous improvement, guided by our ETHOS, to maintain high standards of quality, service, and sustainability across all properties.



Achieving and Maintaining Leadership Positions in the Core Markets we operate

Market Penetration

Expanding our footprint in existing markets through sustainable growth strategies, in compliance with governance standards.

Local Relevance

Tailoring our offerings to resonate with local cultures and sustainability practices, ensuring that we remain the preferred choice for travelers who value responsible tourism.

Market Innovation

Staying ahead of market trends by innovating with a focus on sustainability and responsible business, reflecting our commitment to ETHOS-guided decision-making.



Creating Value for Customers, Investors, Employees and Society

Customer-Centricity

Prioritizing customer satisfaction by delivering personalized services, innovative amenities, and sustainable practices that enrich the guest experience.

Investor Confidence

Implementing prudent financial management practices and sustainable growth strategies to generate consistent returns and attract responsible investment.

Employee Engagement

Fostering a supportive and inclusive workplace culture that values diversity, promotes continuous learning, and prioritizes employee well-being, in line with our governance and ETHOS.

Community Engagement

We engage with local communities through philanthropic initiatives, volunteer programs, and partnerships that contribute to social welfare and economic development.

Environmental Stewardship

We are committed to environmental stewardship by implementing eco-friendly practices, reducing carbon footprint, and conserving natural resources.

How we create value

Our Value Creation Process and Business Model

A business model serves as the blueprint for how an organization creates, delivers, and captures value. It outlines the core components that drive a company's economic engine, including its revenue streams, cost structure, customer segments, and value proposition.

A well-defined business model not only guides operational decisions but also communicates the organization's strategic intent to stakeholders.

The International Integrated Reporting Council (IIRC) provides a globally recognized framework for integrated reporting, emphasizing the interconnectedness of an organization's financial and non-financial performance. Integrated reporting goes beyond traditional financial reporting by incorporating environmental, social, and governance (ESG) factors, thus offering a more holistic view of an organization's value creation process.

By aligning our business model with the principles of integrated reporting and IIRC's framework, Atlantica Hotels & Resorts aims to create long-term value for all its stakeholders while fostering sustainable growth and responsible business practices. The IIRC framework enables us to provide a holistic view of how we create value by highlighting the interconnectedness between different forms of capital—human, natural, financial, and social—and their impact on stakeholders.

The IIRC framework encourages companies to consider various types of capital - financial, intellectual, human, social and relationship, and natural - as inputs. These inputs are transformed through the company's processes (based on the business model, mission, Vision, value & governance), resulting in outputs and outcomes that reflect the organization's value creation efforts.

Inputs - leveraging various forms of capital

By strategically managing our inputs across the various forms of capital, Atlantica Hotels & Resorts aims to create a synergistic effect that enhances our value proposition, operational efficiency, and stakeholder engagement.

By focusing on these outputs, Atlantica Hotels & Resorts aims to demonstrate the value and impact created across various forms of capital. These outputs serve as key performance indicators (KPIs) that help us monitor our progress, evaluate the effectiveness of our strategies, and communicate our value proposition to stakeholders.





How we create value

Our Value Creation Process and Business Model

Communicate Meaningful Outcomes

Atlantica Hotels & Resorts demonstrates its commitment to creating sustainable value across these various forms of capital. These outcomes signify our long-term success, resilience, and positive impact on society, the environment, and the economy.

This holistic approach enables Atlantica hotels & Resorts communicate its value creation story to stakeholders, demonstrating the positive impact of its operations on various forms of capital and the broader community.

How we create value

Our Value Creation Process and Business Model - Financial Capital



How we create value

Our Value Creation Process and Business Model - Manufactured Capital



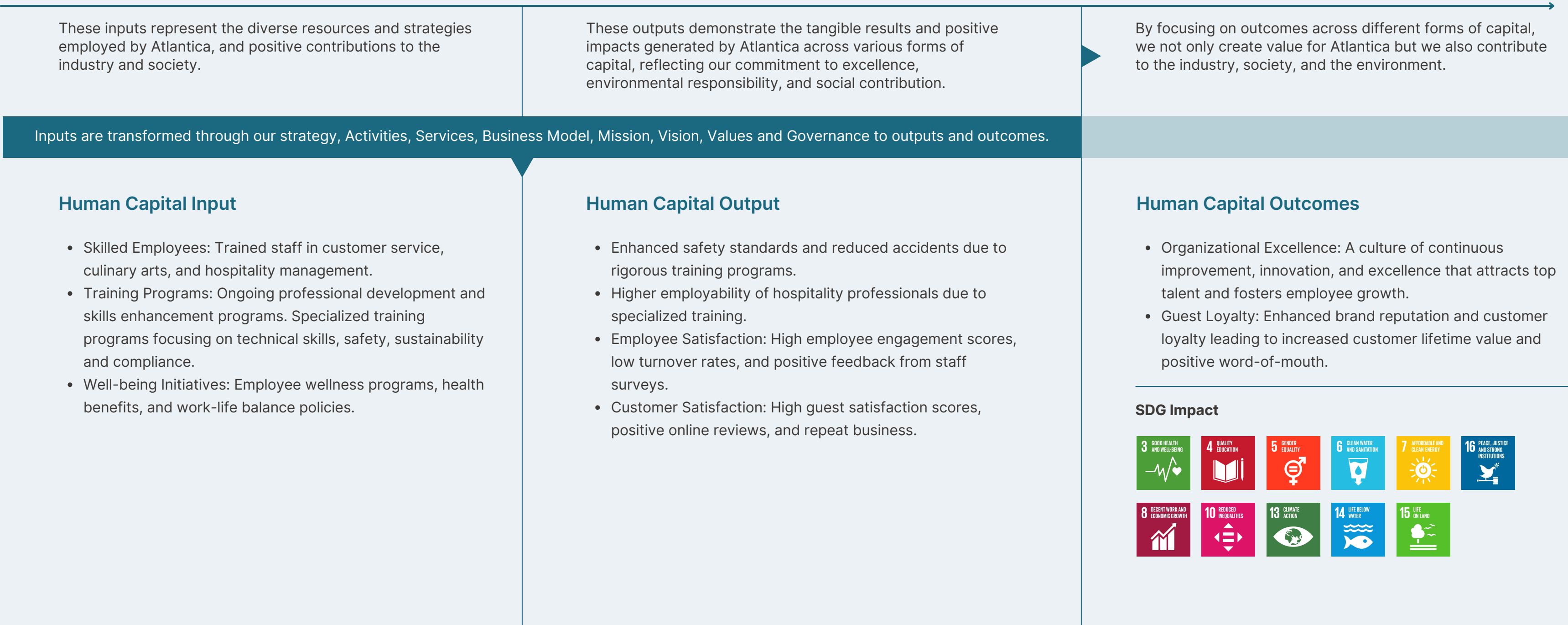
How we create value

Our Value Creation Process and Business Model - Intellectual Capital



How we create value

Our Value Creation Process and Business Model - Human Capital



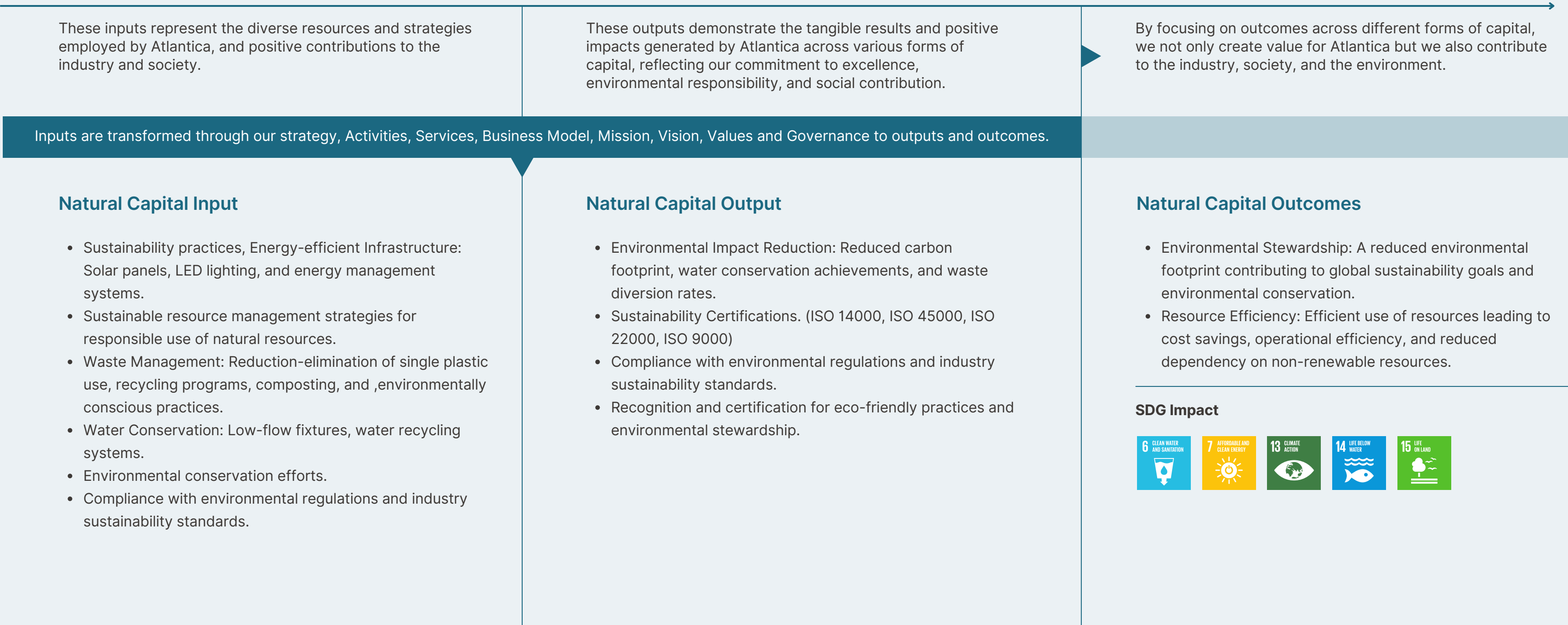
How we create value

Our Value Creation Process and Business Model - Social Capital



How we create value

Our Value Creation Process and Business Model - Natural Capital



How we create value

Our Services

At Atlantica Hotels & Resorts in Cyprus, we are dedicated to providing an exceptional guest experience that combines luxury, comfort, and adventure.

Our commitment to excellence and customer satisfaction has established us as a leader in the hospitality industry.

Whether you are visiting Cyprus, Greece, or Egypt for a relaxing beach vacation, a romantic getaway, or a corporate retreat, Atlantica Hotels & Resorts is the preferred choice for discerning travelers seeking a memorable and enriching stay.

By offering a comprehensive and tailored range of services, Atlantica Hotels & Resorts aims to deliver an unparalleled guest experience that combines luxury, comfort, and adventure. Our unwavering commitment to customer-centricity, sustainability, and operational excellence positions us as a leader in the hospitality industry, making us the preferred choice for discerning travelers seeking a memorable getaway.

“From luxurious accommodations and attractive dining to exciting leisure activities, we pride ourselves on offering a comprehensive range of services carefully designed to cater to the diverse needs and preferences of our esteemed guests. Our commitment to excellence ensures that every aspect of our guests stay is not just met but exceeded, leaving a lasting impression of memorable hospitality.”

Nikos Katsounotos | Director of Operations
Atlantica Hotels and Resorts



How we create value

Our Comprehensive Service Portfolio

By offering a comprehensive and tailored range of services, Atlantica Hotels & Resorts aims to deliver an unparalleled guest experience that combines luxury, comfort, and adventure. Depending on the Hotel type and location we offer the following services:

01

Our Range of Services

Accommodation Services

Luxury Suites: Atlantica Hotels & Resorts offers elegantly appointed suites with panoramic views of the Mediterranean Sea, private balconies, and state-of-the-art amenities to ensure a superior level of comfort and luxury.

Family Rooms: Catering to families, Atlantica provides interconnected rooms with child-friendly amenities and curated family packages to meet the diverse needs of our guests.

Accessible Rooms: In alignment with our commitment to inclusivity, Atlantica's ADA-compliant rooms are equipped with advanced accessibility features to accommodate guests with disabilities.

02

Dining and Culinary Services

Fine Dining Restaurants: Our gourmet restaurants at Atlantica showcases a diverse menu of international and local cuisine, emphasizing fresh seafood and locally sourced ingredients to provide an exceptional dining experience.

Beachside Bars and Grills: Atlantica's casual dining venues offers a variety of grilled specialties, signature cocktails, and beverages, served in a relaxed beachfront ambiance.

Room Service: Atlantica's 16-hour room service ensures that guests can enjoy a selection of dishes, snacks, and beverages at their convenience, delivered directly to their rooms.

How we create value

Our Comprehensive Service Portfolio



Our Range of Services

03

Leisure and Recreation Services

- Outdoor Pools: Atlantica's expansive outdoor swimming pools are complemented by sun loungers, cabanas, and attentive poolside service, providing guests with a serene environment to relax and unwind.
- Spa and Wellness Center: Atlantica's full-service spas offers a comprehensive range of treatments, massages, and wellness programs designed to rejuvenate the body and enhance overall well-being.
- Fitness Centers: Atlantica's state-of-the-art fitness centers are equipped with modern cardio machines, free weights, and offers group exercise classes, allowing guests to maintain their fitness regimen during their stay.

04

Activities and Excursions

- Water Sports: Atlantica offers a curated selection of water sports activities such as snorkeling, diving, and kayaking, led by certified instructors to ensure safety and enjoyment.
- Sport activities: Archery, mini football, golf lessons.

How we create value

Our Comprehensive Service Portfolio



05

Our Range of Services

Entertainment and Nightlife

Live Music and Performances: Atlantica hosts regular live music performances, cultural shows, and entertainment events to create a vibrant and engaging atmosphere for our guests.

Nightclubs and Bars: Atlantica's on-site nightclubs and bars offer a diverse range of music, handcrafted cocktails, and themed nights, providing guests with a memorable nightlife experience.

06

Additional Services

Concierge Services: Atlantica's personalized concierge services assist guests with restaurant reservations, transportation arrangements, and local recommendations, ensuring a seamless and enjoyable stay.

Business Centers: Atlantica's fully-equipped business centers offers meeting rooms, conference facilities, and comprehensive business services to cater to the needs of corporate guests.

Wi-Fi and Connectivity: Complimentary high-speed Wi-Fi access is available throughout Atlantica's properties, ensuring uninterrupted connectivity for both business and leisure travelers.

How we create value

Our Hotels

		3-star	4-star	5-star
Cyprus	Owned	1	3	3
	Under Management	1	6	1
Greece	Owned	1	1	10
	Under Management	3	9	1
Egypt	Owned	-	2	2
	Under Management	-	-	-



How we create value

Our Value Chain

Understanding the value chain is essential for Atlantica Hotels & Resorts to identify key participants, resources, and relationships that contribute to the delivery of products and services to end-users.

By understanding these aspects of our value chain, Atlantica Hotels & Resorts can better align its strategies, operations, and relationships to deliver exceptional value to end-users and stakeholders alike. This comprehensive approach underscores our commitment to integrated thinking, sustainable value creation, and stakeholder engagement, aligning with the principles of the IIRC framework.



“Atlantica Group is committed in embedding sustainability across our entire value chain, from sourcing raw materials to delivering products. Our focus on environmental responsibility, and transparent governance ensures we not only meet regulatory standards but exceed them. We prioritize partnerships with suppliers who share our values and innovate within our operations to minimize environmental impact. This dedication is not just a responsibility but a core part of our strategy to create long-term value for all stakeholders.”

Nicolas Nicolaides | CEO Assistant
Atlantica Hotel and Resorts

Main Suppliers (Upstream Value Chain)

Procurement

Partnering with suppliers for food and beverage, technology solutions, and other essential goods and services, including linens, toiletries, and cleaning supplies.

Human Resources

Recruitment agencies, training providers, and HR software solutions supporting talent acquisition and development.

Food and Beverage Suppliers

Partnerships with local and international suppliers for fresh produce, beverages, and specialty items.

Technology Providers

Collaboration with technology vendors for property management systems, booking platforms, and guest communication tools.

Construction and Renovation Contractors

Partnerships with contractors for property development, renovations, and infrastructure upgrades.

Energy and Utilities Providers

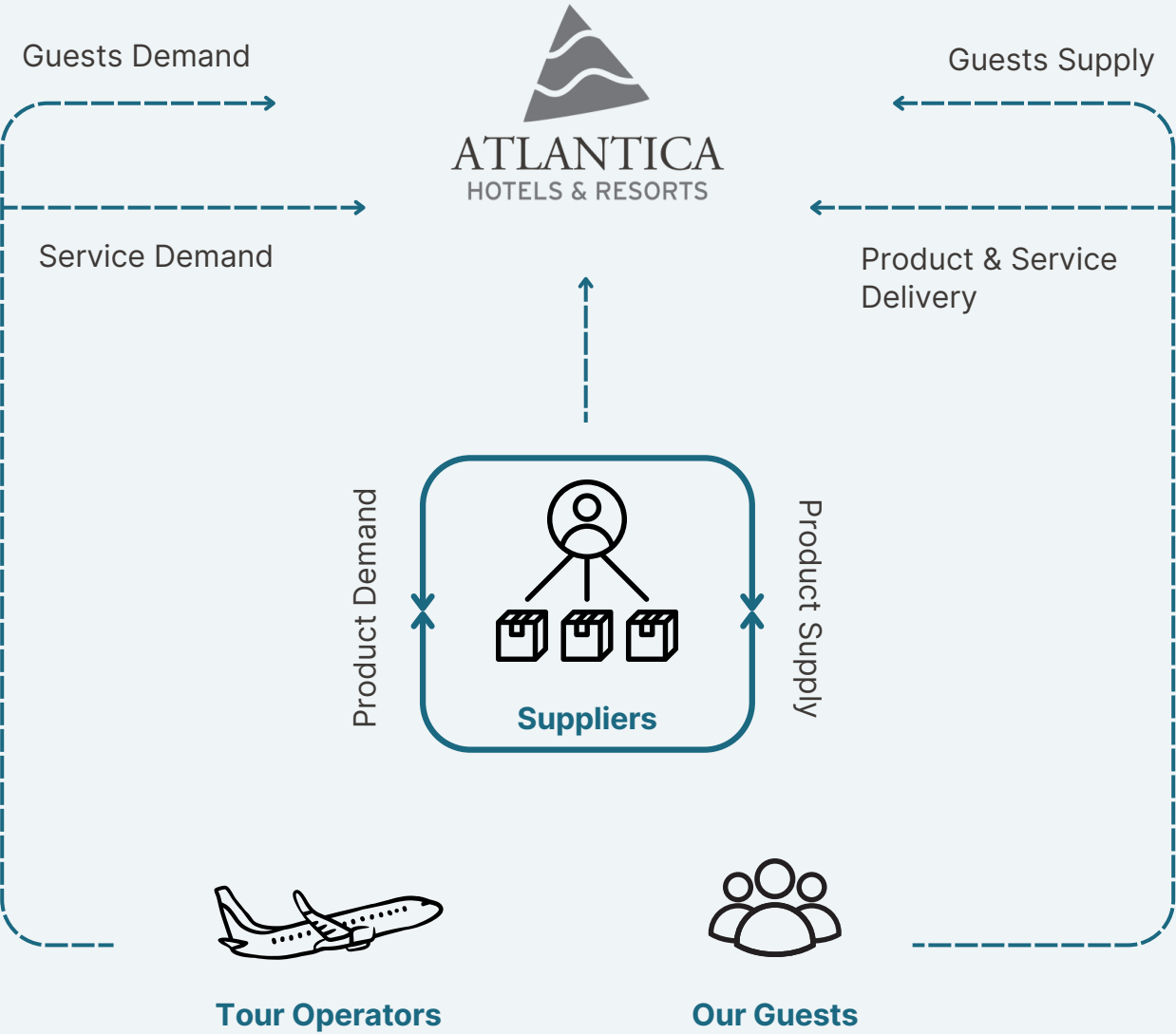
Agreements with energy providers for electricity, water, and waste management services.

Property Acquisition

Identifying and acquiring properties in strategic locations to expand our portfolio.

How we create value

Our Value Chain



Main Customers (Downstream Value Chain)

Individual Guests

Leisure and business travelers seeking accommodation, dining, and hospitality services.

Event Organizers

Organizations and individuals booking venues for weddings, conferences, and other events.

Corporate Guests

Companies booking conference rooms, meeting spaces, and accommodation for employees.

Travel Agencies and Tour Operators

Collaborative partnerships with travel agencies, tour operators, and online travel platforms for bookings, packaged tours, and promotions.

How we create value

Our Value Chain

By analyzing primary and support activities, we can identify areas where we can create value, reduce costs, and gain competitive advantage.

This model emphasizes the importance of aligning these activities with our overall strategy to achieve sustainable growth and profitability.

We employ the value chain analysis to identify the areas where our most significant sustainability-related risks, opportunities, and impacts are present.

At Atlantica we incorporate sustainability across various activities within our value chain to align with sustainability practices and stakeholder expectations.

Primary Activities

Inbound Logistics (Procurement)

- Suppliers delivering goods and services essential for hotel operations, including linens, toiletries, and cleaning supplies.

Sustainable Sourcing: Partnering with suppliers that adhere to sustainable and ethical practices and minimizing environmental impact.

Operations

- Hotel Management: Ensuring smooth day-to-day operations, including room bookings, guest services, and facility maintenance.
- Food and Beverage Services: Managing restaurants, bars, and catering services to meet guest dining preferences and needs.

Resource Efficiency: Implementing energy-efficient technologies, waste reduction initiatives, and water conservation practices to minimize environmental footprint.

How we create value

Our Value Chain



Primary Activities

Outbound Logistics

- Distribution: Managing inventory and supply chain logistics to ensure timely delivery of products and services.

Green Distribution: Opting for eco-friendly packaging materials to reduce carbon emissions and waste.

Marketing and Sales

- Brand Promotion: Developing and implementing marketing campaigns to build brand awareness and attract new customers.
- Sales Channels: Leveraging online platforms, travel agencies, and direct sales channels to maximize revenue.

Sustainable Marketing Excellence: Promoting environmentally friendly products and services, while education customers on sustainability.

How we create value

Our Value Chain



Primary Activities

Service

- Customer Support: Providing exceptional customer service through personalized interactions, feedback mechanisms, and issue resolution.
- Quality Assurance: Implementing quality control measures to maintain high service standards and guest satisfaction.

Customer Education: Providing information and support to customers on how to use products or services in an environmentally responsible manner.

”Superior service quality in hotels is a crucial factor influencing guest satisfaction, loyalty, and the overall reputation of any destination. It not only offers competitive advantages and economic benefits but also promotes a positive cycle of improvement within the hospitality industry. By consistently delivering exceptional service, hotels can create memorable experiences that drive guest loyalty and positive reviews, thereby enhancing their market position and encouraging continuous growth and development.”

Manolis Elpidis | Area Operations Manager - Crete
Atlantica Hotels and Resorts

How we create value

Our Value Chain



Support Activities

Infrastructure

- Property Development: Investing in property enhancements, renovations, and new constructions to maintain and improve our facilities.
- Facility Management: Ensuring optimal utilization of resources and efficient operation of facilities.

Sustainability Strategy: Developing and implementing a sustainability strategy that aligns with the organization's overall objectives and values.

Human Resource Management

- Talent Acquisition: Recruiting and training skilled employees to deliver exceptional service and uphold our brand values.
- Employee Development: Providing ongoing training and development opportunities to foster career growth and employee satisfaction.

Employee Engagement: Engaging employees in sustainability initiatives through training, awareness programs, and recognition of sustainable practices.

How we create value

Our Value Chain

By integrating sustainability into our value chain, we demonstrate our commitment to environmental stewardship, social responsibility, and long-term sustainability.

This approach helps us build a competitive advantage, enhance brand reputation, and meet the expectations of environmentally conscious consumers and stakeholders.

Support Activities

Technology Development

- IT Infrastructure: Implementing and maintaining technology solutions like property management systems, Cyber security, booking platforms, and guest communication tools.
- Innovation: Investing in technology innovations to enhance guest experiences, operational efficiency, and competitive advantage.

Innovation for Sustainability: Investing in research and development to create products, services, or technologies that contribute to environmental sustainability.

Procurement

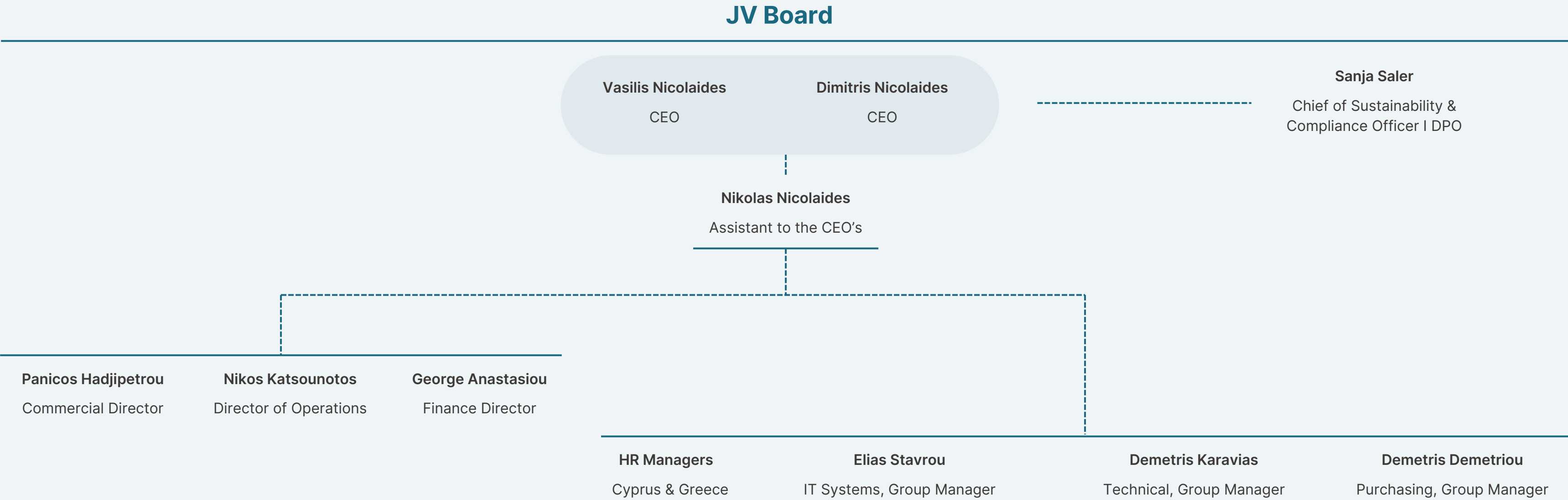
- Supplier Relationships: Building strong partnerships with suppliers to negotiate favorable terms, ensure quality, and manage costs effectively.
- Supply Chain Management: Optimizing supply chain processes to reduce lead times, minimize costs, and enhance reliability.

Supplier Sustainability: Evaluating suppliers based on their sustainability practices and including sustainability criteria in procurement decisions.

The concept of sustainability can be incorporated across various activities within the Value Chain to align with modern business practices and stakeholder expectations.

Corporate Governance

Wavemaker Hospitality - Our Leadership Team



Corporate Governance

ESG governance refers to a set of principles that guide our approach towards Environmental, Social, and Governance issues. In the dynamic world of tourism, the integration of Environmental, Social, and Governance (ESG) principles goes beyond mere compliance - it demands a robust governance framework. For Atlantica, ESG governance is not just about ethical practices; it's a strategic imperative that shapes our operations; it's about embedding sustainability into the core of our organizational structure.

To support our Sustainability Strategy, we have formed a Sustainability team with members of both Group and Hotel Level. Sustainability at Atlantica Group is overseen by the Joint CEO who has the overall responsibility of the Sustainability strategy.

Board Responsibilities

- Strategic Oversight: The board is responsible for setting our strategic direction, aligning it with ESG goals and long-term sustainability objectives.
- Risk Management: Identifying, assessing, and mitigating ESG-related risks, ensuring compliance with environmental regulations and ethical standards.
- Stakeholder Engagement: Engaging with stakeholders, including employees, customers, and local communities, to understand their concerns and integrate their perspectives into decision-making processes.
- Transparency and Reporting: Ensuring transparent communication with stakeholders, disclosing ESG performance, and issuing regular reports on Atlantica's environmental and social initiatives.

Organizational Structure

Board Committees

Board Sustainability Committee

Responsible for overseeing ESG strategies, setting targets, monitoring progress, and ensuring alignment with corporate objectives.

Nomination and Governance Committee

Focuses on board diversity, assesses board performance, and recommends suitable candidates with ESG expertise.

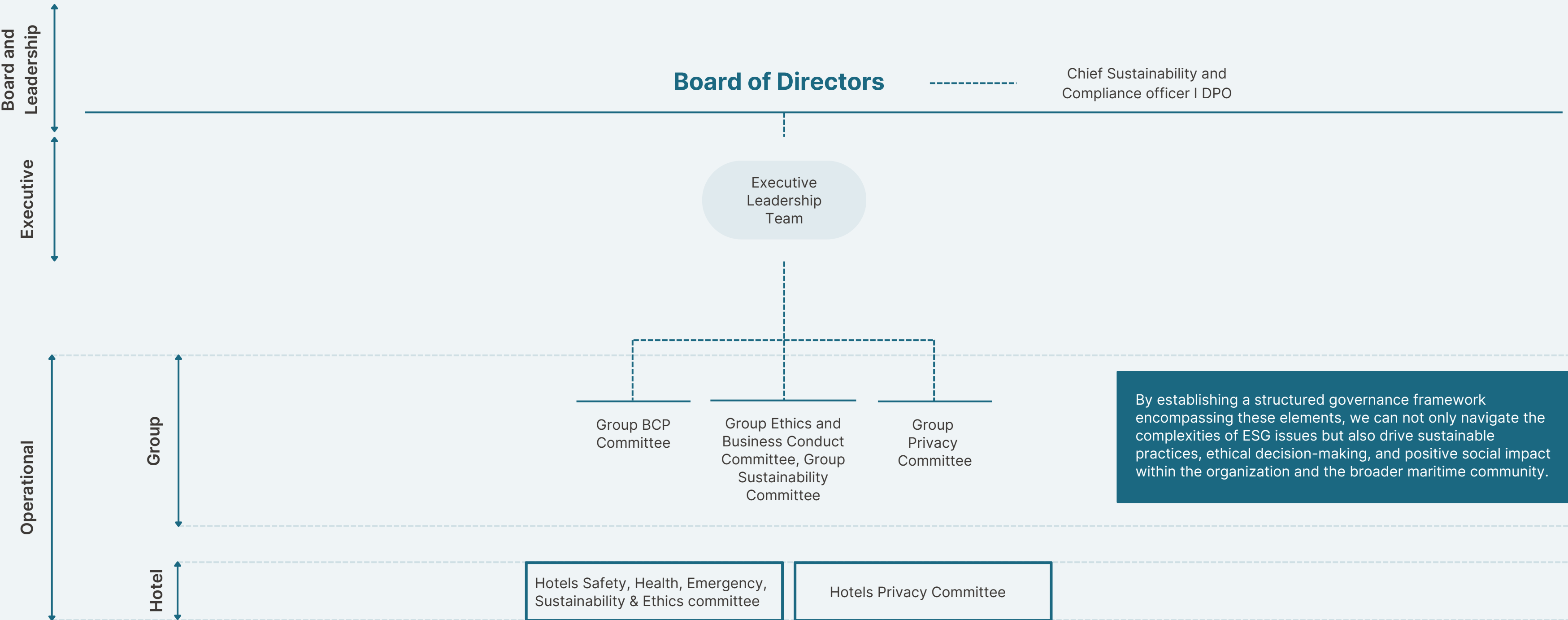
Executive Leadership Team

Includes executives responsible for ESG implementation, ensuring that sustainability goals are integrated into daily operations.

Chief Sustainability & Compliance officer

Chief Sustainability Officer tasked with overseeing the integration of Environmental, Social, and Governance principles, ensuring alignment with corporate strategies, and promoting a culture of sustainability and ethical conduct within the organization.

Corporate Governance



Corporate Governance

Promoting Sustainability through Governance Structure

Operational Committees

Board & Group Sustainability Committee

The Sustainability Committee at Group Level is formed by senior executives that include the CEO, Chief Sustainability officer ,Director of Operations & Group Purchasing Team. The Sustainability Committee at Group Level, along with Joint CEO, has the overall responsibility for the development and implementation of our Sustainability Strategy.

The Sustainability Group Committee, with their respective teams is responsible for developing, implementing, and monitoring the Atlanticas's Environmental, Social, and Governance initiatives, ensuring compliance with regulations, assessing ESG risks, and driving continuous improvement in sustainable practices and ethical conduct across all aspects of the business. The Sustainability Group Committee is also responsible for compiling comprehensive ESG reports, detailing the company's environmental, social, and governance performance.

Ethics and Business Conduct Committee

Ensures ethical conduct, adherence to anti-corruption policies, and ethical decision-making across all levels of the organization (Group and regional Committees).

Health, Safety, and Environment (HSE) Committee

Focuses on workplace safety, environmental protection, and continuous improvement in health and safety standards. (Group and Hotel Level).

Community Engagement Committee

Coordinates community outreach programs, educational initiatives, and philanthropic efforts aligned with the company's social responsibility goals (Group and Hotel Level Committees).

Each hotel's Committee

At the Hotel Level

The execution of the Strategy at Hotel Level is the responsibility of each hotel's Committee. At the Hotel Level we have Environmental and Energy, Quality, Food Safety and Health and Safety Committees. Furthermore, the hotels' committees are also responsible to collect all relevant data required for the ESG/ Sustainability report.



Corporate Governance

Promoting Sustainability through Governance Structure

Board Sustainability Committee

Name	Position
Vasilis Nicolaides	CEO
Dimitris Nicolaides	CEO
Nicolas Nicolaides	CEO Assistant
Sanja Saler	Chief Sustainability Officer
George Anastasiou	Finance Director
Nicos Katsounotos	Director of Operations
Panicos Hadjipetrou	Commercial Director

Sustainability Group Committee

Name	Position	Company
Sanja Saler	Chief Sustainability and Compliance officer I DPO	Atlantica Hotel Management Ltd.
Katholiki Bakiri	Regional QSSLC	Atlantica Hellas S.A
Demetris Karavias	Group Chief Engineer	Atlantica Hotel Management Ltd.
George Tsenekides	Assist. Group Chief Engineer Greece	Atlantica Hellas S.A
Panagiotis Panagi	Assist. Group Purchasing Manager	Atlantica Hotel Management Ltd.
George Vasiliou	Purchasing Coordinator	Atlantica Hotel Management Ltd.
Leoniad Basiotis	Assist. Group Purchasing Greece	Atlantica Hellas S.A

Corporate Governance

Promoting Sustainability through Governance Structure

Our Governance structure is also demonstrated and presented across different areas of our ESG report:

- 1.Communicating and understanding our stakeholders on ESG matters.
- 2.Our Risk Based Management Systems and processes.
- 3.Our Governance and policies around Environmental and Social polices.
- 4.Our Customer Privacy and Data Security policies and processes.
- 5.Our Compliance processes part of our Integrated Management Systems.

"At Atlantica, ESG governance is integral to our strategy, fundamentally shaping our operations and driving us towards sustainable and responsible business practices. It reflects our commitment to environmental responsibility, social accountability, and strong governance, ensuring that we operate in a way that benefits the company, stakeholders and the planet."

Sanja Saler, Chief Sustainability and Compliance Officer I DPO
Atlantica Hotels and Resorts





Our Approach to Sustainability

Our Sustainability Strategy

Materiality Process and Results

Contribution to the UN Sustainable Development Goals

Engaging our Stakeholders

Our Sustainability Strategy

By focusing on Environmental, Social, and Governance we aim to integrate sustainability into every aspect of our business and make a meaningful and lasting impact on the communities and environments we serve.

Our Sustainability Strategy serves as the roadmap for achieving the Group's vision and mission, outlining both short-term and long-term goals.

As we advance, our focus remains on reaching our sustainability targets while effectively managing emerging risks and seizing opportunities to enhance our competitiveness and contribute to sustainable development. Incorporating stakeholder interests and expectations, our Sustainability Strategy is dynamic, responsive, and aligned with our core values.

Through this strategy, we aim to achieve our sustainability goals while managing risks and seizing opportunities to enhance our competitiveness and contribute to sustainable development. Our Action Plans and Key Performance Indicators (KPIs) guide our progress, and our Governance structure ensures accountability at all levels of the organization.

Within these focus areas, we strive to minimize our environmental footprint and positively impact the local communities where we operate. Concurrently, we are committed to acting responsibly towards our employees and promoting sustainable and responsible tourism.

Our Sustainability Strategy is comprehensive, encompassing three core pillars: Social, Environmental, and Governance. Each pillar is aligned with our commitment to create long-term value for our stakeholders and contribute to a more sustainable and responsible tourism industry.

Environment

We aim for industry-leading environmental practices through advanced energy efficiency, innovative waste reduction, and sustainable resource management.



Society

We focus on elevating employee well-being, supporting communities, and promoting responsible tourism, while also addressing labour practices, diversity, and health & safety.



Governance

Our governance aim is to uphold integrity while focusing on unique tourism, customer satisfaction, efficient operations, risk management, and anti-corruption.



Our Sustainability Strategy

Our Sustainability Framework

Our Sustainability Framework serves as the cornerstone of our commitment to sustainable development. It outlines our focus areas and guides our actions to ensure alignment with our vision, mission, and values. This framework is dynamic and responsive, allowing us to adapt to emerging challenges and opportunities while staying true to our core sustainability principles.

By integrating our Sustainability Framework, Action Plans, KPIs, and Governance structure, we create a cohesive and structured approach to sustainability that drives continuous improvement and ensures accountability at all levels of our organization.

Our Action Plans and Key Performance Indicators

Our Sustainability Governance - Accountabilities and Responsibilities



Our Sustainability Commitments and Group Strategy Stakeholders Interests an Expectations

	<div><div>Environment<p>We aim for industry-leading environmental practices through cutting-edge energy efficiency, innovative waste reduction, and sustainable resource management.</p></div></div>	<div><div>Society<p>We focus on elevating employee well-being, supporting communities, and promoting responsible tourism, while also addressing labour practice\s, diversity, and health & safety.</p></div></div>	<div><div>Governance<p>Our governance aim is to uphold integrity while focusing on unique tourism, customer satisfaction, efficient operations, risk management, and and anti-corruption.</p></div></div>
→	<div>Implementation of Environmental Policies and Circular Economy:<p>Our ambition is to strictly implement sustainability policies and embrace circular economy strategies to minimize waste and maximize resource efficiency.</p></div> <div>Climate Change and Energy/Emissions Management:<p>We aim to lead in climate action by managing energy consumption and reducing emissions, striving for significant carbon reduction across our operations.</p></div> <div>Waste Management<p>Our goal is to minimize waste by optimizing recycling processes and resource use and minimizing single-use plastics throughout our hotels</p></div> <div>Water Management<p>We commit to responsible water stewardship, employing innovative solutions to reduce consumption and protect local water sources.</p></div>	<div>Labour Practices / Employee Motivation and Engagement:<p>We aspire to promote a culture of motivation and engagement by supporting fair labour practices and prioritizing employee well-being.</p></div> <div>Diversity / Equal Opportunities / Equal Remuneration:<p>Our ambition is to build a diverse and inclusive workforce, ensuring equal opportunities and equitable remuneration for all employees.</p></div> <div>Health & Safety / Food Safety:<p>We prioritize the health and safety of our guests and employees, adhering to strict food safety standards and best practices.</p></div> <div>Employee Training and Education:<p>We are committed to continuous learning and development, providing comprehensive training programs to empower our employees.</p></div> <div>Community Impact:<p>We strive to make a positive impact on local communities through responsible tourism initiatives and community engagement.</p></div> <div>Customer Privacy:<p>We uphold the highest standards of customer privacy, safeguarding personal data with robust data protection measures.</p></div>	<div>Providing a Unique Tourism Experience:<p>We aim to offer a unique and memorable tourism experience, setting us apart as a leader in hospitality innovation.</p></div> <div>Customer Satisfaction / Service Quality:<p>We are committed to exceeding customer expectations by delivering exceptional service quality and ensuring high levels of customer satisfaction.</p></div> <div>Managing Risk / Anti-Corruption:<p>We uphold strong governance and risk management practices, maintaining a zero-tolerance approach to corruption and unethical behavior.</p></div>

Our Sustainability Framework

Materiality Process

Sustainability at Atlantica Group is intrinsically linked to activities that yield positive economic, social, and environmental outcomes for our stakeholders, the environment, and society at large. We adopt a proactive and holistic approach to managing our material aspects, integrating sustainability into our organizational structure and internal processes. This integration is further reinforced through our management systems, policies, and action plans across various sustainability focus areas.

Integrating double materiality and stakeholder analysis into ESG/sustainability strategy and action planning amplifies the effectiveness and impact of sustainability initiatives. We are using this analysis to leverage insights gleaned from double materiality assessments to identify strategic sustainability priorities, aligning business objectives with sustainability imperatives.

Concurrently, stakeholder analysis informs the development of tailored sustainability strategies that resonate with stakeholder interests and contribute to societal well-being. By embedding double materiality considerations and stakeholder perspectives into action planning processes, we can enhance the relevance, coherence, and effectiveness of our sustainability initiatives.

Materiality Process and Results

Internal Engagement on Sustainability

In developing this report and to gain an internal perspective on sustainability, we engaged with our personnel in a series of workshops.

These workshops aimed to identify our most significant material sustainability issues, both within and outside the Atlantica Group.

This internal engagement reinforces our commitment to transparency, stakeholder engagement, and continuous improvement in our sustainability practices.

Double Materiality

The concept of Double Materiality represents a pivotal shift in corporate reporting, focusing not only on the impact of our activities on the external environment (inside-out) but also on the influence of environmental, social, and governance (ESG) factors on our Organisation (outside-in).

Recognizing both aspects of materiality allows for a more comprehensive understanding of risks and opportunities, enabling Atlantico to make informed strategic decisions that align with sustainability goals and stakeholder expectations. This entails assessing both the impact of the organization on sustainability matters and the influence of sustainability factors (risks and opportunities) on financial performance.

Impact Materiality refers to the significance of an organization's activities, products, or services on the external environment and society at large. It encompasses the environmental, social, and governance (ESG) impacts that an organization may have, directly or indirectly, on stakeholders such as communities, ecosystems, and future generations.

Financial materiality focuses on the influence of sustainability factors (risks and opportunities) on financial performance.

Embracing the Double Materiality concept empowers organizations to enhance transparency, accountability, and resilience in the face of evolving ESG challenges. By following this structured approach, we can effectively integrate double materiality considerations into our strategic decision-making and reporting processes.

By embracing double materiality, we can achieve a holistic understanding of environmental, social, and governance (ESG) risks and opportunities, driving informed decision-making and long-term value creation. Integrating double materiality into reporting practices and strategy enables holistic decision-making, empowering us to mitigate risks, capitalize on opportunities, and drive sustainable value creation.

Materiality Process and Results

Materiality
process →

01

Scope Definition

Objective

Define the scope of the assessment and identify relevant ESG factors.

Activities

We have conducted a preliminary review of organizational activities, value analysis, regulations, and industry standards. This was supplemented by a comprehensive desktop research and benchmarking analysis, facilitated by specialist consultants to gain insights.

02

Understand the context of the Organization and Identify relevant ESG factors and ESG universe

Objective

Understanding the context of the organization involves identifying key stakeholders and conducting a SWOT analysis, complemented by stakeholder interests to delineate the scope and identify relevant ESG factors.

Activities

The Corporate Social Responsibility Disclosure (CSRD) and GRI served as inputs, resulting in an initial set of ESG issues. We have leveraged our experience and insights from stakeholder engagement, environmental and social actual and potential impacts, as well as risk analysis from our management systems and results from previous materiality analyses.

During a series of internal workshops, we conducted stakeholder identification and prioritization, identifying and ranking key stakeholder groups accordingly. We also performed a SWOT analysis with a specific focus on sustainability and ESG factors. The outcome was an extensive list of ESG issues to be considered in the materiality assessment step.

03

Materiality Assessment

Objective

Evaluate the significance of ESG factors on the organization and the organization's impact on external factors. Gather relevant data to support the materiality assessment.

Activities

We have collected both quantitative and qualitative data on ESG performance, risks, and opportunities. We assessed the Likelihood and severity of actual or potential negative impacts based on the scale, scope, and irremediable character of the impact. For risks and opportunities, we also evaluated the financial impact. A materiality matrix was employed to evaluate the significance of ESG issues from both internal and external perspectives.

This phase involved engagement with hotel management through a series of workshops. During the analysis, both impact and financial analyses were considered.

Materiality Process and Results

Materiality
process →

04

Stakeholder Engagement

Objective
Engage with management to validate the materiality assessment and gather insights.

Activities
We have engaged with top management to validate findings related to ESG issues and the results from the materiality process.

05

Integration into Reporting

Objective
Incorporate double materiality considerations and results into corporate reporting.

Activities
We have updated the sustainability report to reflect double materiality insights and ensure alignment with reporting frameworks such as GRI.

06

Continuous Monitoring and Review

Objective
Maintain ongoing monitoring of double materiality considerations to adapt to changing circumstances.

Activities
Establish KPIs and monitoring mechanisms to track progress, review materiality assessments periodically, and update reporting as necessary.

Materiality Process and Results

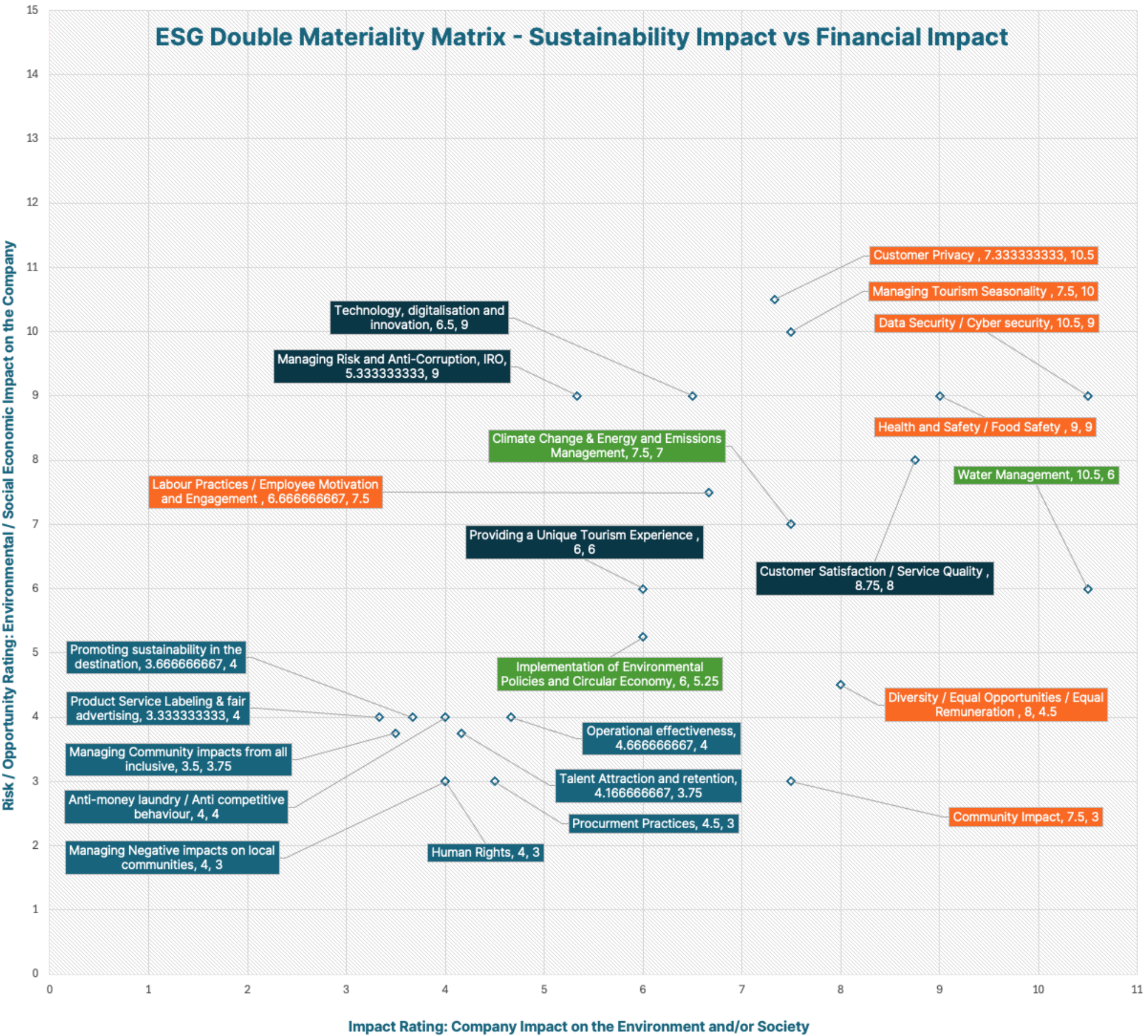
Materiality Process

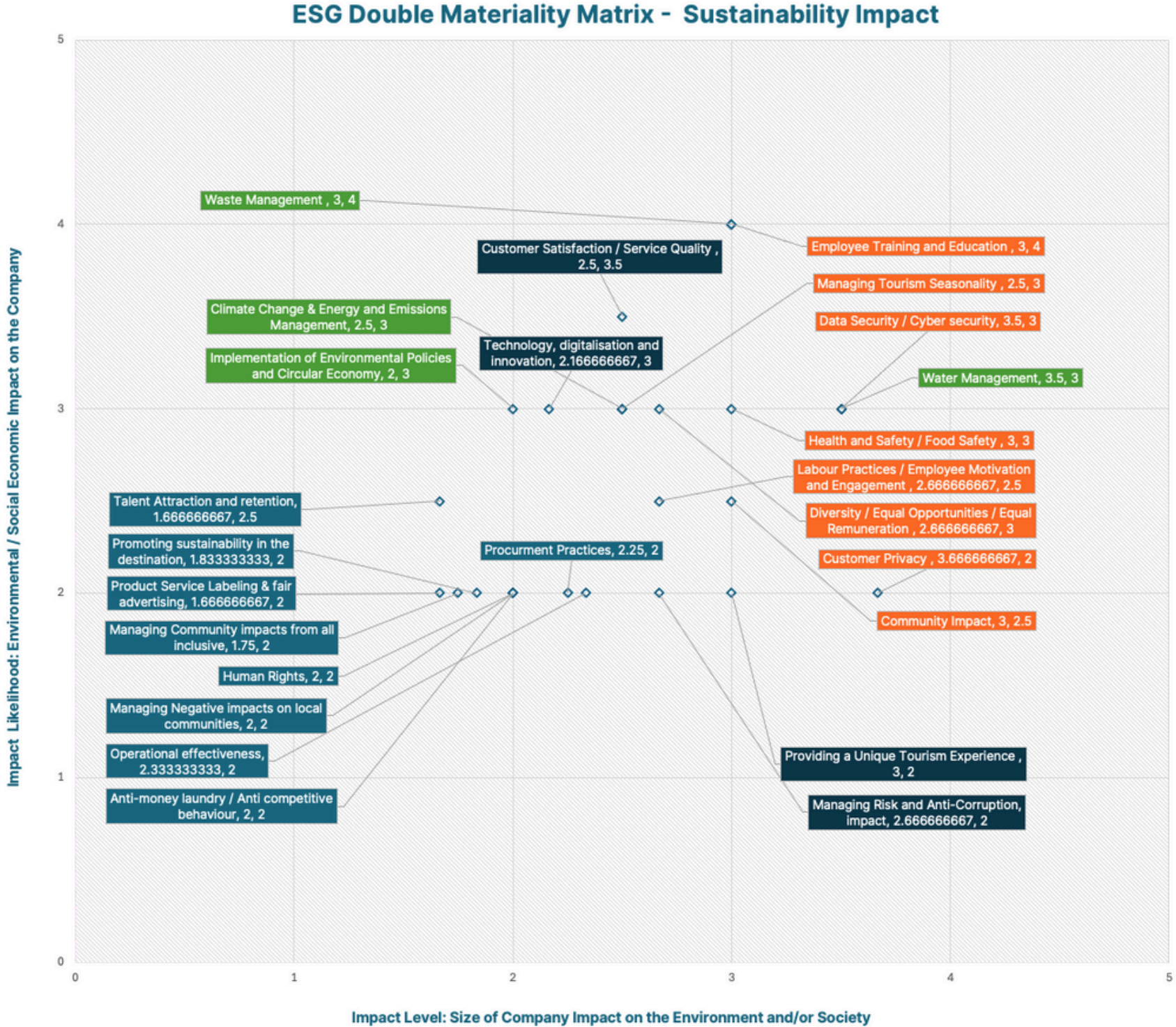
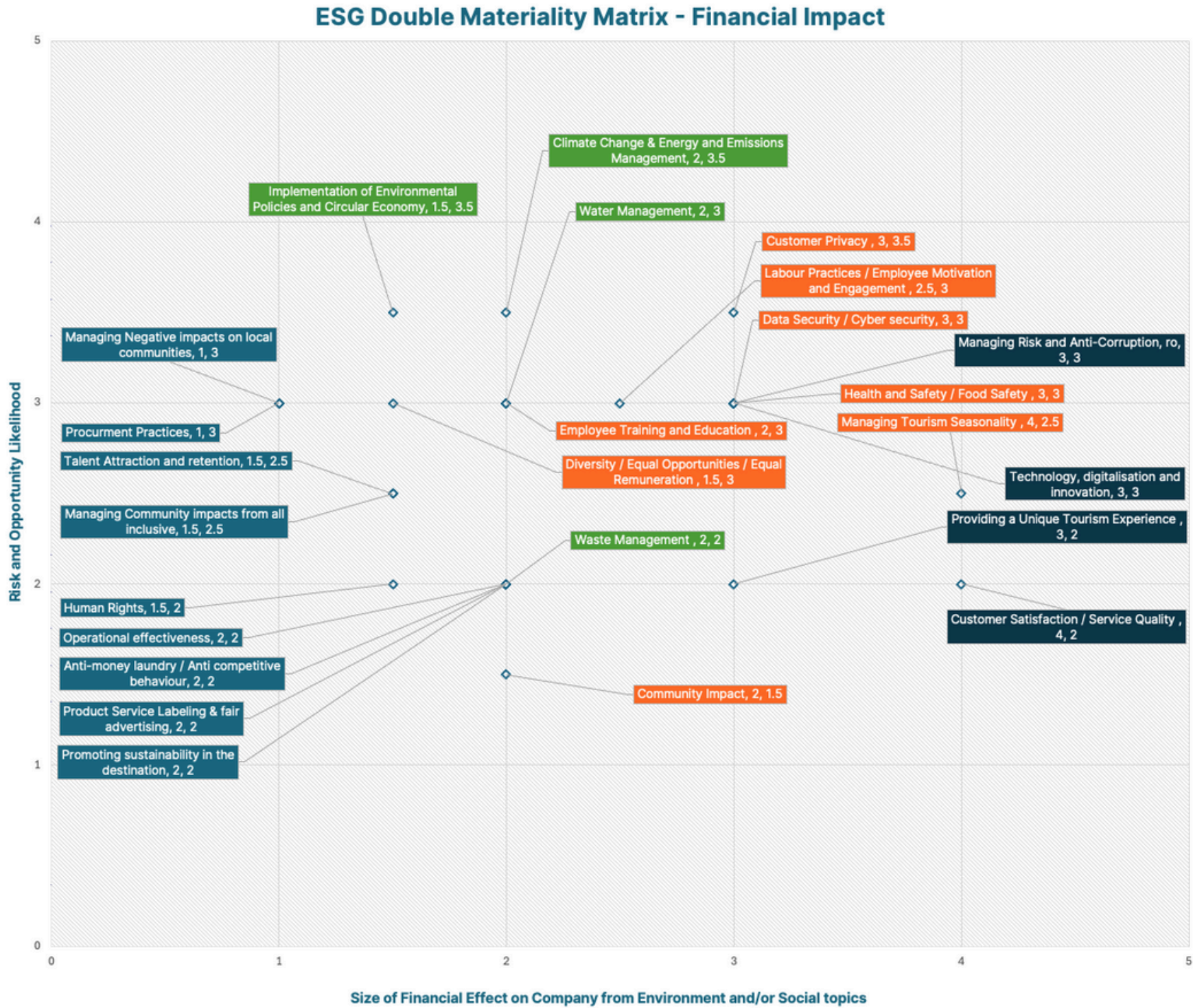
Our Sustainability Strategy serves as the guiding tool for realizing the Group's vision and mission, establishing both short-term and long-term goals across our three focus areas: Environment, Society, and Governance.

As we advance, our focus is on achieving our sustainability goals while effectively managing emerging risks and seizing opportunities to enhance our competitiveness and contribute to sustainable development. Within these three focus areas, we strive to minimize our environmental footprint, make a positive impact on society, and uphold high standards of governance.

Concurrently, we are committed to acting responsibly towards our people, promoting their well-being and professional growth. Additionally, we aim to champion sustainable and responsible practices in all aspects of our operations.

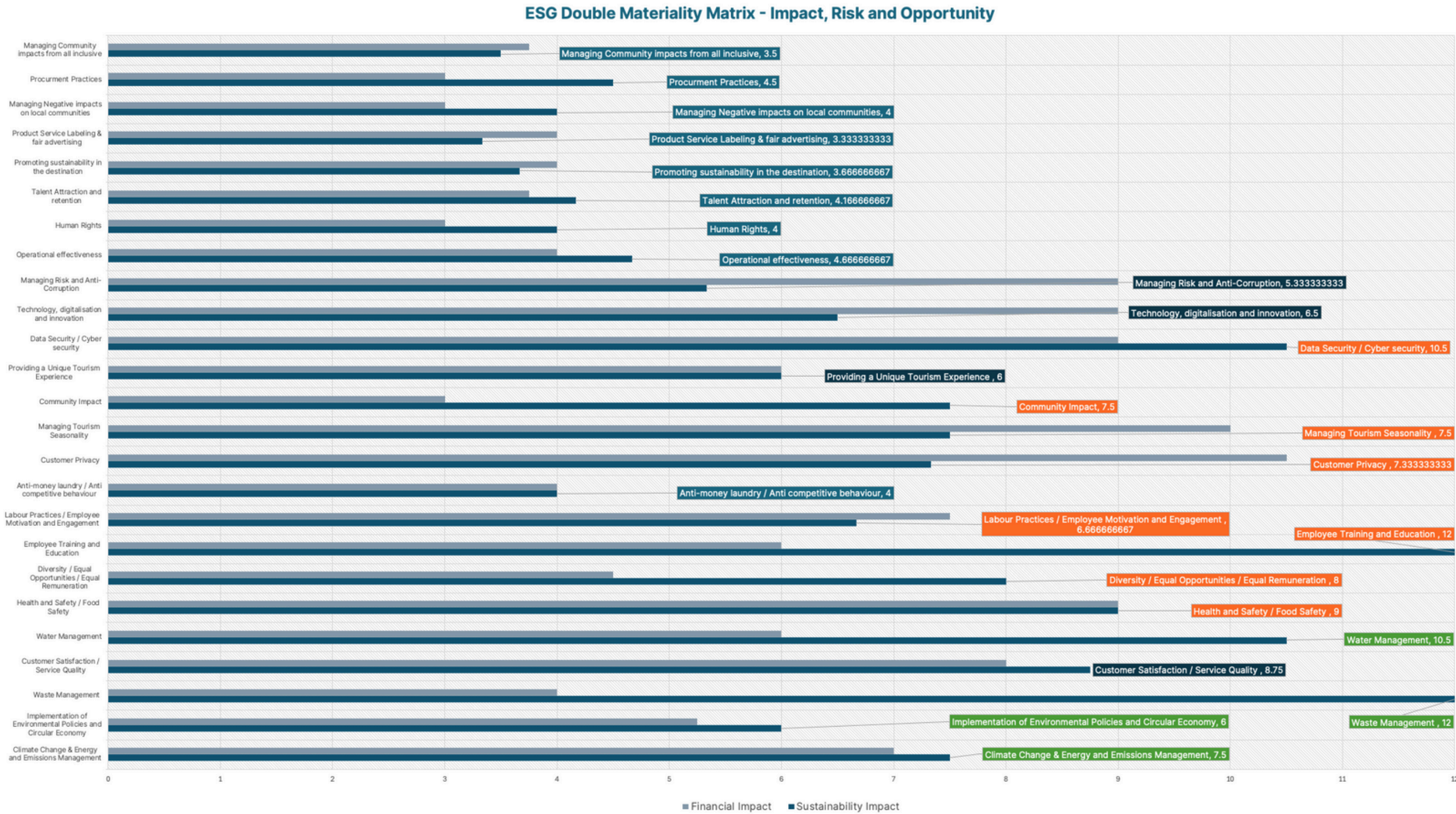
During 2024, we will continue refining our materiality process and results, engaging with stakeholders, and streamlining the outcomes. We view this process as continuous, particularly in light of the double materiality approach and the implementation of the CSRD directive.





The matrices above present the Financial Impact and the Sustainability Impact

Materiality Process and Results



Contributions to the UN Sustainable Development Goals

The 17 Sustainable Development Goals (SDGs) and their 169 targets, commonly referred to as the Global Goals, offer a universal framework that guides governments and businesses in addressing sustainability challenges. To contribute effectively to the UN's 2030 Agenda for Sustainable Development, businesses must align their sustainability commitments and priorities with these SDGs, adopting their language and principles in their operations. We have integrated the SDGs into our internal discussions to gain a clearer understanding of our material impact areas.

By aligning our sustainability initiatives and strategic priorities with the SDGs, we ensure that our efforts are in harmony with global sustainability objectives. This alignment not only enhances our credibility as a responsible corporate entity but also allows us to measure our progress more effectively against internationally recognized benchmarks.

Our commitment to the SDGs goes beyond mere alignment; it influences our day-to-day business decisions and shapes our long-term strategies. We leverage the SDGs as a tool to identify opportunities for positive impact and to address the challenges that matter most to our stakeholders and the communities we serve.

In our annual ESG report and sustainability communications for 2023, we have mapped our Value Creation Process and Business Model to specific SDGs and our inputs and outcomes. Through this approach, we aim to demonstrate our contribution to the global sustainability agenda and to showcase how our business operations support the broader objectives of the 2030 Agenda.

SUSTAINABLE DEVELOPMENT GOALS



In the table below, we have mapped our ESG impact areas to specific Sustainable Development Goals (SDGs). This additional alignment to our ESG impact areas ensures that our initiatives are directly contributing to global sustainability targets. By linking our ESG impact areas and efforts to these SDGs, we can measure our impact more effectively and demonstrate our commitment to sustainable development. This approach also enables us to identify opportunities for further improvement and collaboration.

ESG Topic

[illegible]

Engaging our Stakeholders

Stakeholder prioritization ensures that our initiatives are not only aligned with global best practices but also resonate with the specific needs and expectations of our key stakeholders.

Our commitment to stakeholder engagement

Our commitment to stakeholder engagement is unwavering and informed by the GRI Standards. This approach allows us to understand and address the concerns, needs, and expectations of our diverse stakeholder groups, including clients, employees, media, public sector entities, strategic partners, and retail sector associations.

In addition to these core stakeholders, we actively seek feedback from our suppliers, tour operators, travel agents, and through social media channels, aligning with GRI's stakeholder inclusiveness principle. We also leverage insights from client satisfaction surveys to measure and enhance our services.

To systematically integrate stakeholder feedback into our strategies, we align our management systems review process and materiality assessments with GRI's stakeholder engagement and materiality principles.

This ensures that stakeholder perspectives are continually considered and prioritised in our sustainability initiatives.

Our stakeholder engagement strategy encompasses a variety of methods, such as focus groups, workshops, meetings, conferences, committee sessions, and structured questionnaires and surveys. Each interaction deepens our understanding and enables us to align our sustainability efforts with stakeholder priorities, consistent with stakeholder engagement standards.

We firmly believe that our sustainability journey is enriched by ongoing, meaningful dialogue with our stakeholders, reflecting the principles of the Global Reporting Initiative (GRI). This dialogue is not merely a periodic exercise but a continuous, embedded process that informs our business strategies and decision-making.

Internal Dialogue

Internally, we engage with employees through regular workshops to identify and prioritise our most material sustainability aspects, reflecting our emphasis on internal stakeholder engagement.

In 2023, we conducted 10 workshops totaling 140 hours with senior hotel management, engaging approximately 140 participants. These workshops focused on sustainability, sustainable development, and materiality in Environmental, Social, and Governance (ESG) factors.

External Dialogue

Externally, we remain attuned to our customers' sustainability agendas, leveraging feedback from customer experience surveys to enhance our offerings.

Our executives are actively involved in stakeholder engagement as part of their management responsibilities. They interact with local authorities, shareholders, and the media, ensuring that stakeholder perspectives, consistent with the stakeholder inclusiveness principle, are considered at all levels of decision-making.

Engaging our Stakeholders



Effective Stakeholder Dialogue

During the workshops conducted in 2023, we strategically prioritized our stakeholders using a combination of factors and best practices. This approach was designed to streamline our communication processes and make them more efficient and effective. By understanding and categorizing stakeholders based on their influence, interest, and relevance to our sustainability initiatives, we were able to tailor our engagement strategies more precisely.

This prioritization process allowed us to allocate resources more effectively, ensuring that we address the most critical issues and concerns raised by our stakeholders. It also enabled us to align our communication efforts with stakeholders' needs and interests more closely, fostering deeper engagement and collaboration.

Furthermore, by emphasizing stakeholders' needs and interests, we aimed to build stronger, more meaningful relationships. This proactive approach not only enhances transparency but also builds trust, which is essential for long-term sustainability and success.

Incorporating these stakeholder prioritization insights into our workshops has been instrumental in refining our sustainability, sustainable development, and ESG materiality strategies. It ensures that our initiatives are not only aligned with global best practices but also resonate with the specific needs and expectations of our key stakeholders.

Engaging our Stakeholders

The table below presents our key stakeholders, the target of communication, communication channels, frequency, and feedback loops for each stakeholder group as identified through the materiality process.

Stakeholder	Target of the Communication	Frequency	Channel of Communication	Feedback
Clients/ Guests	To improve our quality of services and identify client expectations. Ensure guest satisfaction, guest health and safety. Meet their expectations while promoting excellent services.	Ad Hoc Daily	Verbally, meetings, dialogue, social media, e-mails, fax, brochures, website, customer satisfaction questionnaires, review sites, activities, leaflets, promotional material in rooms, TV information channel, letters.	Customer satisfaction questionnaires results, complaints, verbal feedback, review site’s comments and rankings, CSQ’s results, personal letters.
Suppliers	To improve the suppliers and improve the quality of our goods and services.	Daily Weekly Monthly Annually Ad Hoc	Phone communication, e-mails, meetings, letters, offers, product catalogues, exhibitions.	Evaluation of suppliers’ results, records of non-conformities, CSQ scores, customer satisfaction feedback, complaints, handlers feedback i.e. F&B staff, etc. receiving procedures, spot checks results, feedback, from other Atlantica staff and other hotels.
Tour Operators	Ensure long-term agreements, mutual benefits and guests’ satisfaction, handling guests’ claims, follow the standards, i.e. quality, health and safety, environmental, energy, food safety, financial settlements, handle discrepancies.	Ad Hoc Daily Annually	E-mails, telephones, meetings, inspections (health and safety, branding, financial, CSQ’s premises, TUI Sensatori assessment (CSQ’s) TUI events, invoices, exhibitions, Sensatori trainings, educational training.	CSQ’s results, trip advisor, inspection results, financial results, CSF reports.
Local Communities	Ensure consistency and quality of services offered, i.e. waste management, drinkable water supply, cleaning of public road, gardening. Health and Safety (pest control), road maintenance, ensure legal compliance (i.e. music) and financial commitments.	Ad Hoc Monthly	Telephone, meetings, invoices, e-mails, letters, brochures, licenses, contracts.	Licenses, approvals, non-conformity letters and water quality analysis (microbiological and chemical).

Engaging our Stakeholders

The table below presents our key stakeholders, the target of communication, communication channels, frequency, and feedback loops for each stakeholder group as identified through the materiality process.

Stakeholder	Target of the Communication	Frequency	Channel of Communication	Feedback
Employees	Ensure staff development, staff loyalty, staff satisfaction, Health and Safety, provision of quality services, awareness for new legal requirements, transparency in financial results and targets, budgets, quality performance of the hotel, evaluation of employees' performance.	Ad Hoc Daily Every 6 months Annually	Staff meetings, gatherings, meetings with HR, info boards, flyers, briefings, trainings, memos, e-mails, face to face, Viber. Health and Safety meetings, Food Safety meetings, Environmental and Energy meetings, induction, HOD meetings, BEO meetings, financial meetings, exit interviews (seasonal, employees that leave the company), appraisals, suggestion box, payslips, staff party, warnings, awards, staff rules.	Appraisal results, minutes of meetings, exit interview results, suggestions box results, daily performance, warnings, turnover results, productivity results, financial results, evaluation of training results (i.e. practical exercises), loyalty of personnel.
Government	Ensure legal compliance.	Ad Hoc Annually Every 3 years	E-mails, posts, waste management report.	Letters with guidance, Energy Audit results.
Board & CEO	Ensure that budgets, quality scores and rankings are met, brand awareness, return on investment, Health and Safety, environmental management, energy management, compliance with relevant legal framework.	Ad Hoc Monthly Annually	Meetings, weekly reports, monthly reports, financial reports, presentations, telephone, e-mails.	Profit and Loss statement compared to budget, CSQ's results, management report audits.
Management	Ensure compliance with guidelines, achieve company's targets, follow up the procedures, profitability, vision, mission, values, Health and Safety, environmental management, energy management, food safety, CSQ's good results, meet the TUI/TO specs, employee satisfaction.	Daily Weekly Monthly	E-mails, briefings, meetings, SMS, letters, memo, weekly reports, Protel, minutes of meetings (Health and Safety committee, Environmental and Energy meeting, staff meetings, staff parties, trainings, audit, logbook.	Audit results, comments on e.g. financial, quality performance, briefings on daily operation, logbook entries, results of actual budget, complaints, claims, CSQ's results, management review results.



Our ESG Performance

Environment
Society
Governance



Environment

Implementation of Environmental Policies and Circular Economy
Climate Change & Energy and Emissions Management
Waste Management
Water Management

Environment

Our ambition

We aim for industry-leading environmental practices through cutting-edge energy efficiency, innovative waste reduction, and sustainable resource management.



Topic	Actions and initiatives	Progress	Timeline
Implementation of Environmental Policies and Circular Economy	ISO 14001 implementation and certification in 90% of the Atlantica Group of hotels.	On-going	S
Climate Change and Energy/ Emissions Management	Meet Energy Consumption targets as set in each hotel (+2%±)	100%	M
Climate Change and Energy/ Emissions Management	CO2 emissions PPPD lest than 11.3KG	On-going	M
Waste Management	Implement Atlantica Group Waste Management System	10%	S
Waste Management	Keep waste production less than 1.5kg PPPD	80%	S
Water Management	Implement a Water Management System	100%	S
Water Management	Meet water consumption (m3 / Bednight) as set in each hotel	50%	S

Timeline: (s) Short, 1 year, (M) Medium,1-5 years, (L) Long Term, more than 5 years
Progress (N) New commitment this year, % complete

* Actions and Initiatives are aligned with topic ambitions and targets. Refer to the dedicated topic section for more information the topic ambition and targets.

Implementation of Sustainability Policies and Circular Economy

Why it matters

Implementation of environmental policies and embracing the circular economy yield multifaceted benefits. The circular economy involves reducing waste by reusing, recycling, and repurposing resources, creating a closed-loop system that minimizes environmental impact.

These initiatives not only lead to significant environmental gains by reducing greenhouse gas emissions, conserving water, and minimizing waste, but also result in cost savings through resource efficiency. Additionally, they foster a positive brand image, enhance customer loyalty among eco-conscious consumers, and align the group with global ESG standards and regulatory requirements.



Implementation of Sustainability Policies and Circular Economy



Our Ambition

Our ambition is to strictly implement environmental policies and embrace circular economy strategies to minimize waste and maximize resource efficiency.



Our Target

Our prime objective is to achieve ISO 14001 certification for all our hotels by the end of 2025.

In today's competitive landscape, Atlantica Hotels and Resorts is a leader in sustainable practices, with a keen focus on environmental policies and the circular economy.

Operating across the captivating coastal regions and islands of the Mediterranean, our strategies are meticulously tailored to tackle the region's distinct environmental challenges and opportunities.

Introduction

Our dedication to environmental stewardship is exemplified by our adherence to Certified environmental management systems (ISO 14001). These certifications ensure meticulous monitoring and relentless improvement of our environmental footprint across all our properties.

The circular economy remains central to our sustainability ethos. We've launched waste reduction initiatives that prioritize material reuse and recycling. Adopting a life-cycle perspective, we aim to curtail waste and maximize resource efficiency, paving the way for a sustainable and economically viable business model.

Impacts on the Economy, Environment, and People

Operating in coastal areas, our activities exert both positive and negative influences on the economy, environment, and society. While we bolster local economies through tourism and job creation, our operations can exert pressure on local ecosystems and resources. Positive outcomes include economic stimulation, job opportunities, and cultural preservation, while challenges encompass carbon emissions, waste generation, and potential strain on local infrastructure.

In order to identify, monitor and manage our significant environmental impacts, a life-cycle perspective has been used in order to take appropriate measures to reduce and mitigate the environmental impacts of the Group. More specifically, we aim to:

- Improve our overall environmental performance.
- Minimise our carbon footprint.
- Reduce our waste by using best waste management practices.
- Optimise our natural resources consumption.

Implementation of Sustainability Policies and Circular Economy



Introduction

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Managing our Impacts through Activities

Our expansive hospitality operations inherently produce environmental impacts. Energy-intensive activities and waste generation pose consistent challenges. Despite our certified management systems, we acknowledge that our activities contribute to carbon emissions and waste. We are committed to proactive measures to minimize these impacts.

Implementation of Sustainability Policies and Circular Economy

Policies or Commitments

Our environmental policy is comprehensive, targeting key sustainability issues like greenhouse gas emissions and air quality. With 90% of our hotels certified by Travelife, we underscore our dedication to sustainable tourism. The Environmental and Energy Committee plays a crucial role in ensuring policy adherence and fostering continuous improvement.

Preventing and Mitigating Negative Impacts

We invest in cutting-edge energy-efficient technologies, such as LED lighting and energy management systems. Solar panels and other renewable energy sources are progressively integrated across our properties to diminish reliance on non-renewable resources.

Addressing Actual Negative Impacts: Our waste management systems emphasize recycling and composting. Water conservation initiatives, including low-flow fixtures and greywater recycling, are in place to conserve water and enhance air quality.

Managing Positive Impacts

Our sustainability initiatives go beyond compliance. We spearhead reforestation efforts, conduct beach clean-ups, and support local community projects to promote biodiversity and bolster local economies.

Processes to Track Effectiveness

We employ state-of-the-art tracking systems and KPIs to scrutinize energy consumption, waste generation, and emissions. Regular sustainability audits and third-party certifications uphold the transparency and efficacy of our initiatives.

Engagement with Stakeholders

Stakeholder engagement remains paramount. We regularly conduct surveys, focus groups, and feedback sessions involving guests, employees, and local communities. This ongoing dialogue informs our sustainability roadmap, ensuring alignment with stakeholder expectations and needs.

By addressing environmental policies and the circular economy with unwavering commitment and precision, we embody a holistic approach to sustainability, adeptly navigating the unique challenges and opportunities of our Mediterranean locations.

Case in Point

Atlantica Miramare Beach

Atlantica Miramare Beach Hotel has achieved significant recognition by being shortlisted to receive the esteemed Circular Economy Gold Award from the Employers & Industrialists Federation (OEB).

This accolade underscores Atlantica's commitment to sustainable practices, highlighting their proactive efforts in implementing circular economy principles within their operations.

By receiving this prestigious award, Atlantica Miramare Beach Hotel not only demonstrates leadership in environmental management but also sets a creditable example in the hospitality industry for integrating sustainable strategies that benefit both the community and the environment.



Implementation of Sustainability Policies and Circular Economy

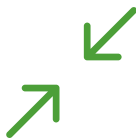
Click the link below to view our policy:

[Sustainability Policy](#)

Our Sustainability Policy serves as a comprehensive framework that guides our commitment to minimizing environmental impact, complying with regulations, and encouraging continual improvement in our operations.

Grounded in a set of core principles and intentions, this policy outlines our proactive approach to environmental stewardship, employee engagement, and community involvement. By integrating these principles into our daily practices and decision-making processes, we strive to create a harmonious balance between business excellence and environmental responsibility, ensuring a sustainable future for generations to come.

Atlantica Hotels and Resorts is committed to:



Minimizing

Minimizing the impact of our operations on the environment through planned pollution prevention.



Complying

Complying with all relevant environmental legislation, regulations, and other requirements related to the hotel's operations.



Protecting

Protecting the environment by continually improving our environmental performance, taking into account the effects of our activities.

Implementation of Sustainability Policies and Circular Economy

Our Intentions



Implementation of Sustainability Policies and Circular Economy

Chemical Consumption

At Atlantica Hotels and Resorts, we recognize the importance of reducing our chemical consumption to minimize environmental impact while maintaining the high-quality service and exceptional guest experiences we are known for. Our commitment to sustainability extends to the management of chemicals used across all our hotel units.

Training and Education

One of our key strategies is to invest in comprehensive training programs for our staff. This training focuses on the proper and safe handling, storage, and disposal of chemicals. By ensuring that our team is well-educated on these practices, we not only enhance workplace safety but also reduce the risk of chemical misuse and overconsumption.

Environmentally Friendly Alternatives

In our quest to minimize chemical usage, we actively seek environmentally friendly alternatives to conventional chemicals. Our procurement team collaborates with suppliers to identify and source eco-friendly products that meet our high standards for quality and efficacy. These alternatives are evaluated for their environmental impact, safety profile, and effectiveness to ensure they are suitable replacements for traditional chemicals.

Continuous Monitoring and Improvement

We understand that reducing chemical consumption is an ongoing process that requires continuous monitoring and improvement. Therefore, we implement regular audits and assessments to track our chemical usage and identify areas for further reduction. These evaluations help us refine our strategies and adapt to new technologies and practices that enable us to minimize our environmental footprint.

Engaging with our stakeholders, including guests, employees, and suppliers, is integral to our chemical consumption reduction efforts. By implementing these measures, Atlantica Hotels and Resorts demonstrates its dedication to responsible chemical management and environmental stewardship, aligning with our broader sustainability objectives.



Implementation of Sustainability Policies and Circular Economy

Paper Consumption

At Atlantica Hotels and Resorts, we are committed to reducing paper consumption as part of our broader environmental conservation efforts. Recognizing that paper usage is primarily associated with administrative document printing, we have set specific targets within our environmental program to minimize this consumption.

Promoting Paper Reuse and Duplex Printing

To foster a culture of sustainability among our employees, we place a strong emphasis on raising awareness about the environmental impacts of paper consumption. Through regular communication and training sessions, we educate our staff on the importance of conserving natural resources and reducing paper waste. This training covers topics such as the environmental impact of paper production, the benefits of paper reuse and duplex printing, and practical tips for reducing paper usage in daily operations. By empowering our employees with this knowledge, we aim to cultivate a workforce that is mindful of its environmental footprint and actively contributes to our paper reduction initiatives.

In addition to raising awareness, we actively promote paper reuse and duplex printing practices across all our hotel units. We encourage employees to use both sides of paper for printing whenever possible and to utilize digital platforms for communication and documentation to minimize paper usage. Moreover, we have implemented centralized printing stations equipped with duplex printing capabilities to facilitate this practice and reduce paper waste effectively.

Monitoring and Evaluation

To track our progress towards reducing paper consumption, we implement regular monitoring and evaluation processes. We analyze our paper usage data and assess the effectiveness of our initiatives. This continuous monitoring enables us to identify areas for improvement and adjust our strategies accordingly to achieve our paper consumption reduction targets.

By implementing these measures, Atlantica Hotels and Resorts reaffirms its commitment to environmental stewardship and responsible paper management, aligning with our overarching sustainability objectives.



Climate Change and Energy/ Emissions Management

Why it matters

Climate Change and Energy/Emissions Management are paramount for a hospitality group like Atlantica Hotels and Resorts due to their significant impact on both environmental sustainability and business resilience.

As the hospitality industry is a notable consumer of energy and producer of emissions, addressing these issues is crucial for mitigating our carbon footprint and contributing to global efforts to combat climate change.

Proactive management of energy consumption and emissions not only reduces operational costs but also enhances our brand reputation, attracts eco-conscious guests, and ensures long-term business sustainability. Therefore, prioritizing Climate Change and Energy/Emissions Management aligns with our commitment to environmental responsibility and positions us as leaders in sustainable hospitality.

By integrating these strategies and initiatives, Atlantica Hotels and Resorts demonstrates its commitment to climate change mitigation, energy efficiency, and emissions management. Through proactive measures, structured frameworks, and continuous improvement, we strive to minimize our carbon footprint, conserve natural resources, and contribute to a sustainable future.

“Addressing climate change is not only important but absolutely vital in our current era. The consequences of climate change are increasingly visible, affecting ecosystems, economies, and communities worldwide. By adopting strong environmental strategies and promoting responsible practices, we can make a substantial impact in the fight against climate change, securing a more sustainable world for those who come after us.”

Demetris Karavias | Group Chief Engineer
Atlantica Hotel and Resorts

Climate Change and Energy/ Emissions Management



Our Ambition

We aim to lead in climate action by managing energy consumption and reducing emissions, striving for carbon neutrality across our operations.



Our Target

We aim at 24 kwh per person per day average electricity consumption across the Group.

In the hospitality industry, the provision of high-quality services to guests often demands substantial energy resources. Atlantica Hotels and Resorts recognizes the importance of optimizing energy use to maintain service excellence while reducing operational costs and environmental impact.

Energy Management Systems and Certifications

Our commitment to energy efficiency is evidenced by our implementation of an Energy Management System as part of our environmental management systems across select hotel units in Cyprus. Some hotels of the Group also manage energy Consumption through the implementation of an Energy Management system based on ISO 50001. Additionally, energy aspects and impacts are managed through our ISO 14001 environmental management systems and Travelife certifications. These frameworks ensure comprehensive energy management aligned with international standards.

Organizational Structure and Responsibilities

To drive energy management initiatives, we have established an Energy Committee at each hotel level (part of our environmental management committees). Furthermore, a dedicated energy management representative (as part of the technical services) within the Group oversees energy-related matters across all our properties. This organizational structure ensures focused efforts and accountability in energy management.

Energy Reviews and Monitoring

Energy reviews are conducted regularly across our hotel units to identify significant energy consumption areas and implement mitigation measures. Qualified technical personnel systematically record and monitor energy consumption to track performance and identify improvement opportunities.

Climate Change and Energy/ Emissions Management



Energy Efficiency Actions and Compliance

We have developed a comprehensive set of administrative, technical, and financial actions aimed at enhancing energy efficiency. This includes setting energy targets, implementing action plans to reduce fuel consumption and emissions, conserving energy and natural resources, and evaluating raw materials and products for energy efficiency. Annually, we develop action plans focused on reducing electricity consumption and addressing other significant energy users within our hotel units. These plans are integral to our energy and environmental management system, aligning with our broader sustainability objectives to minimize our carbon footprint.

Our commitment to compliance is demonstrated through regular energy audits conducted across our hotel units according to Cyprus and EU EEG regulations.

Resource Allocation and Best Practices

To achieve our energy targets, we allocate adequate resources and invest in best practices and energy-efficient products and services. This proactive approach ensures that we not only meet but exceed regulatory requirements and industry standards.

Performance Monitoring and Reporting

Our energy performance is monitored on both monthly and annual bases, with results reported to the Group's Management. This continuous monitoring allows us to make informed decisions and take corrective actions to optimize energy efficiency further.

Climate Change and Energy/ Emissions Management

Our approach to managing air pollution and GHG emissions

Our approach to managing air pollution and GHG emissions is rooted in continuous improvement and strict compliance with regulatory requirements. Atlantica Hotels and Resorts is steadfast in its commitment to mitigating these emissions through targeted energy and environmental management strategies.

By addressing electricity consumption, boiler emissions, and other sources of air pollutants, Atlantica Hotels and Resorts demonstrates its commitment to reducing air pollution and GHG emissions. Through proactive measures, rigorous monitoring, and continuous improvement, we strive to create a cleaner and more sustainable environment for our guests, employees, and communities.

***Electricity Consumption:**
Our target for an average electricity consumption across the Group.



Energy type	Greece	Cyprus	Total
LPG (lt)	850.980,19	467.492	1.318.472
Diesel (lt)	329.862,26	332.736,31	662.598,57
Owned/ Leased vehicles diesel (lt)	38.330,42	37.472,31	75.802,73
Owned/ Leased vehicles petrol (lt)	28.679,9	12.530	41.209,9
Electricity Consumption (lt)	53.227.838	31.433.696	84.661.534
Bed nights (no.)	2.788.333	1.674.159	4.462.492
Electricity Consumption per bed night (PPPD)	19.09	18.78	18.97

Boiler emissions and maintenance

While the number of boilers in operation has been significantly reduced, those still in use are subject to stringent maintenance and monitoring. Boilers can emit a range of air pollutants, including CO (Carbon Monoxide), CO2 (Carbon Dioxide), NOx (Nitrogen Oxides), particulates, and hydrocarbons. To manage these emissions effectively:

- our boilers undergo comprehensive energy audits conducted by approved external energy auditors. These audits assess the boilers' energy efficiency and identify opportunities for improvement, ensuring that they operate at peak performance while minimizing emissions.
- Annual measurements are conducted to monitor emissions and confirm adherence to relevant environmental standards.

Climate Change and Energy/ Emissions Management

01

Scope 1

Scope 1 emissions refer to direct greenhouse gas (GHG) emissions that occur from sources that are owned or controlled by an organization. For hotels, Scope 1 emissions typically include emissions from the combustion of natural gas used for heating, cooking, and hot water, emissions from the combustion of fuel oil used for heating and backup generators, emissions from hotel-owned vehicles such as shuttles, maintenance vehicles, and delivery trucks, emissions from on-site power generation systems, like diesel generators, and emissions from the leakage of refrigerants used in air conditioning and refrigeration systems.

02

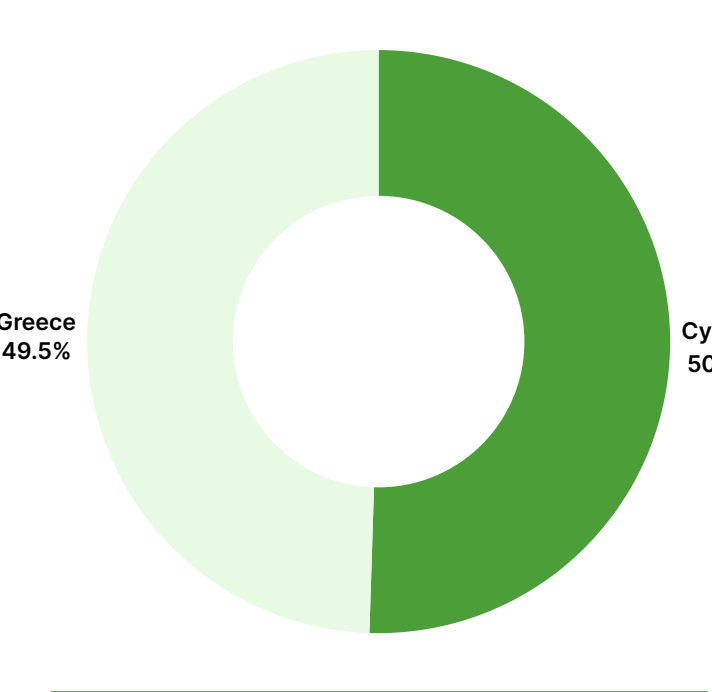
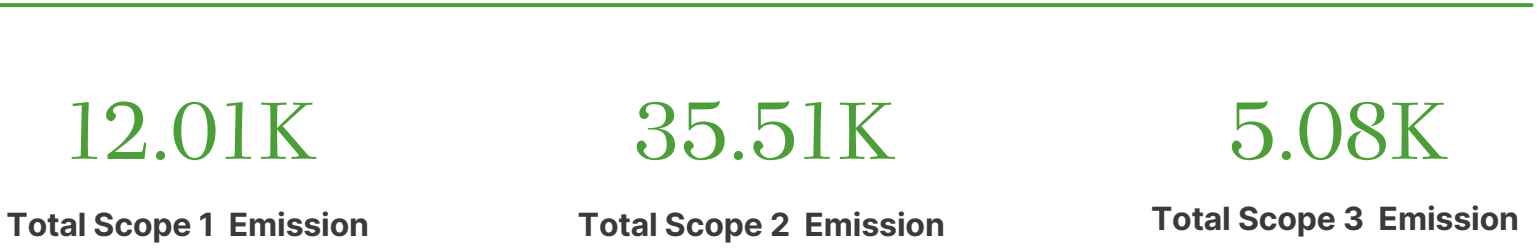
Scope 2

Scope 2 emissions are indirect greenhouse gas (GHG) emissions that result from the generation of electricity, heating, cooling, or steam purchased by an organization. These emissions occur from sources not owned or controlled by the organization but are associated with its activities. Scope 2 emissions from electricity consumption are typically the most significant for our hotels.

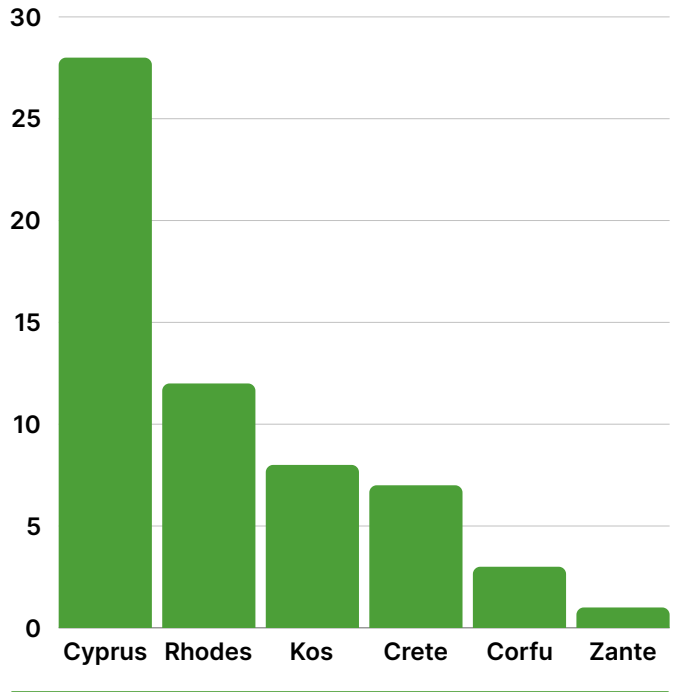
03

Scope 3

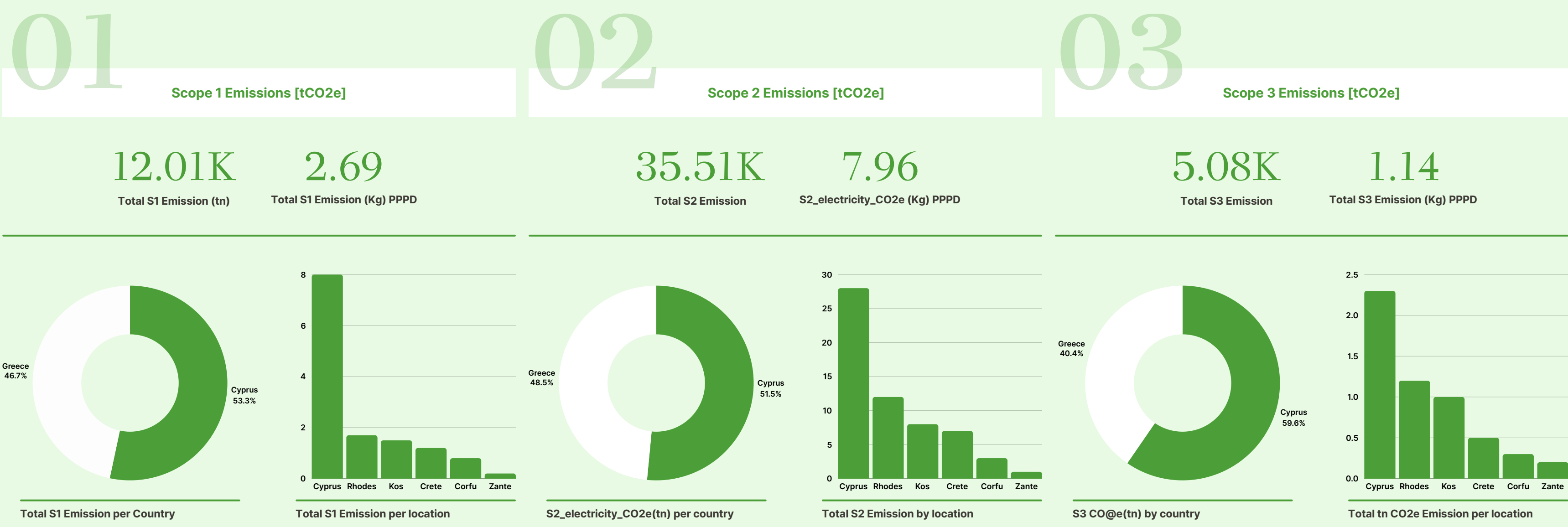
Scope 3 emissions encompass all other indirect emissions that occur in the value chain of an organization, including both upstream and downstream activities. These emissions are not owned or controlled by the organization but are a result of its activities, such as business travel and waste generation. Emissions associated with supply chain activities such as the production and transportation of goods and services procured by our hotels, such as food, linens, and amenities, are part of Scope 3 emissions.



Total tn CO2e Emission per Country




Total tn CO2e Emission per location




Climate Change and Energy/ Emissions Management

Comprehensive Technological Solutions for Energy Efficiency and Sustainability




Employee Engagement

Investment in enhancing the energy culture of our personnel through awareness campaigns and comprehensive training programs.




Building Insulation

Utilization of 80mm exterior building and roofing insulation to minimize heat gains and air-conditioning demand, achieving a building energy class of B+.




Free Cooling AHUs

Air Handling Units (AHUs) in public areas designed to operate in free cooling mode during intermediate periods.



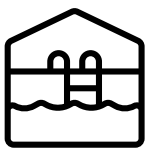
LED Lighting

Replacement of traditional lighting with energy-efficient LED lights throughout our hotel units.




High Thermal Insulation Doors and Windows

Use of low Uf-value aluminium entrance doors, sliding doors, and windows with insulating double glazing assemblies.




Indoor Pool AHU

Dedicated Air to Air heat recovery AHU for indoor pools designed for energy efficiency and guest comfort.



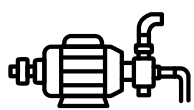
Heat Recovery Systems

Installation of heat recovery systems in chillers across the group to optimize energy use.




Heat Recovery VRF/VRT Systems

Installation of highly efficient Heat Recovery VRF/VRT systems for guestroom air-conditioning and domestic hot water production.




Inverter Technology

Utilization of full inverter technology on equipment for efficient control and use of highly energy-efficient motors (IE3 & IE5), pumps, and fans.




Energy-Efficient Appliances

Preference for energy-efficient appliances and equipment.



High COP Heat Machines

Main building hot water production is complemented by high COP Heat Machines, which recover waste heat from the air-conditioning system.




Smart Guestroom Automation (LUTRON)

Implementation of smart automation systems with occupancy sensors and detectors to minimize electricity consumption in guestrooms.


Climate Change and Energy/ Emissions Management

Comprehensive Technological Solutions for Energy Efficiency and Sustainability




Energy-Efficient Equipment

Preference for energy-efficient stationary and movable equipment in guestrooms with an energy class rating of >A.



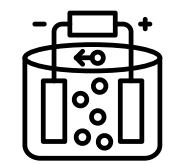
Building Energy Management System (BEMS)

Implementation of BEMS to monitor and control mechanical and electrical systems and equipment automatically and efficiently.



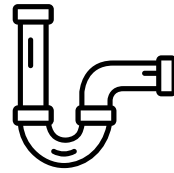
Water Reuse

After proper treatment, reuse of swimming pool filter backwash water for surrounding cleaning.



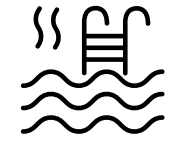
Swim-Up Pools

Exterior Room Swim-up pools heated by high COP heat pumps and disinfected using environmentally friendly Salt Electrolysis systems.



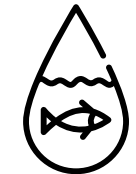
Pre-Insulated PPR Pipes

Use of pre-insulated PPR pipes for domestic hot water distribution and air-conditioning to minimize heat losses.




Pool Heating and Recovery

Indoor and communal pools heated by high COP heat pumps and Air-conditioning Heat Recovery modules.



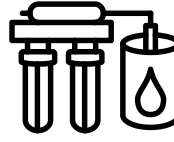
Seawater Desalination Plant

Domestic cold water production through a Seawater Desalination plant (Reverse Osmosis) with a low energy footprint and Pressure Recovery system.



Occupancy Sensors

Use of occupancy sensors in public and service areas for efficient lighting control.



Wastewater Treatment

Adoption of MBR technology for domestic wastewater treatment, offering a compact construction footprint and lower energy footprint than extended aeration systems, producing high-quality effluent for reuse.

Case in Point

Atlantica Hotels and Resorts is committed to a multi-layered approach to energy reduction and sustainability.

Our integrated technological solutions span various aspects of our operations, including the installation of photovoltaic panels across the group. This initiative not only helps us achieve our energy KPIs but also aligns with our overall ESG strategy, demonstrating our commitment to environmental responsibility and operational excellence.

Key highlights of the project include:

- 13 hotels in Greece
- 6 hotels in Cyprus
- Installation of 1,605 PV panels in Greece
- Installation of 1,860 PV panels in Cyprus

Major Project Objectives

- Reduce carbon footprint
- Reduce electricity bills
- Reduce reliance on Electricity authority
- Ensure collaboration private energy providers (Greece)
- Adjustment of operational procedures to fully optimize the green energy production (eg. Swimming pools re-circulation and back wash to be done at noon where customer demand for energy is low).



7.271 tn

**Expected Total Avoided
CO2 Emissions (until 2030)**

CO2 Emissions Reductions



CO2 Emissions
reduction between 2019-2022

12.242 tons



CO2 emissions reduced

Waste Management

Why it matters

Effective waste management is crucial for Atlantica Hotels and Resorts to uphold our commitment to sustainability and environmental responsibility. Proper waste management not only minimizes the environmental impact of our operations but also contributes to resource conservation and cost reduction.

By implementing comprehensive waste management strategies, we aim to reduce landfill waste, promote recycling and reuse, and ensure the proper disposal of hazardous materials. This proactive approach not only aligns with regulatory requirements but also enhances our brand reputation and guest satisfaction.

“Effective waste management highlights our commitment to creating a cleaner, healthier environment for our guests, employees, and local communities. By implementing comprehensive waste reduction, recycling, and reuse programs, we significantly reduce our environmental footprint and enhance overall well-being. These initiatives not only benefit our stakeholders but also reinforce our dedication to sustainable business practices. Through our proactive approach, we set a standard for environmental responsibility, ensuring the long-term success and resilience of our operations.”

Katholiki Bakiri | Regional Quality, Safety, Sustainability Lead and Control
Atlantica Hotel and Resorts - Greece

Waste Management



Our Ambition

Our goal is to minimize waste by optimizing recycling processes and resource use and minimizing single-use plastics throughout our hotels.



Our Target

We aim at 1.5Kg Per person per day average waste production across the Group by 2030 (baseline 2019).

Effective waste management is essential for Atlantica Hotels and Resorts to minimize environmental impact and enhance the guest experience. Through proactive strategies and continuous monitoring, we prioritize waste reduction, recycling, and responsible disposal across all hotel units.

Impacts on the Economy, Environment, and People

The proper management of waste within Atlantica Hotels and Resorts has both positive and negative impacts. On the positive side, effective waste management enhances environmental protection, reduces landfill usage, and elevates the guest experience. It also fosters an environmental culture among employees and contributes to resource conservation. However, the negative impacts could arise from improper waste management practices, leading to environmental degradation, increased operational costs, and potential harm to human health.

The Group recognizes that its operations, if not managed properly, can contribute to negative impacts such as environmental pollution and increased waste generation. Activities such as energy consumption, water usage, and procurement practices can indirectly lead to waste generation and environmental degradation. The Group takes responsibility for these potential negative impacts through its proactive waste management strategies and continuous improvement efforts.

Policies or commitments in place

The Group has implemented an environmental management system (ISO 14001) that sets targets for waste minimization and continuously monitors progress. The Waste Management Manual [GLGEM040] serves as a documented procedure for managing solid, liquid, and hazardous waste. Engagement with external licensed contractors ensures proper collection and disposal of waste streams. Annual targets are set to minimize waste, and these are monitored rigorously to evaluate effectiveness. Our Environmental Policy (see Implementation of Environmental Policies and Cyclic Economy) states our commitments and aims in reference to waste management.

Actions to prevent or mitigate potential negative impacts

To prevent potential negative impacts, the Group focuses on waste minimization through the hierarchy of waste management (minimize use - reuse - recycle - disposal). Educational programs and training sessions are conducted to raise awareness among employees about waste management processes.

Waste Management

Engagement with stakeholders

Engagement with stakeholders, including employees, guests, and contractors, plays a vital role in informing the Group's waste management actions.

Feedback from stakeholders is incorporated into the continuous improvement process, ensuring that actions taken are aligned with stakeholder expectations and are effective in achieving desired outcomes.



Waste Type (Tn)	Greece	Cyprus	Total
WEEE (electrical and electronic equipment)	7,91	0,66	8,57
WEEE (bulbs) (by licensed recycler)	0,51	0,16	0,67
WEEE (batteries) (by licensed recycler)	0,43	0,37	0,80
Paper	221,21	163,32	384,53
Plastic	134,97	91,67	226,64
Wood	0	0	0
Organic Waste	1.735,78	1.511,42	3.247
Toners	0,20	0,19	0,38
Glass	173,62	218,13	391,76
Other (cooking oil, metal, biological plant sludge)	148.931,80	2.979,72	151.911

Waste Production Table

Actions

In case of actual negative impacts, the Group takes immediate actions to address them. This includes proper segregation and disposal of waste, engagement with licensed contractors for waste collection, and remediation efforts to restore any environmental damage caused.

Actions to manage actual and potential positive impacts

To manage positive impacts, the Group sustains an environmental culture, promotes recycling and reuse, and engages stakeholders in waste management initiatives. By doing so, the Group enhances environmental protection, resource conservation, and guest experience.

Processes to Track Effectiveness

The Group tracks the effectiveness of its waste management actions through regular monitoring and recording of waste quantities in each hotel unit. Annual targets and KPIs are set to evaluate performance against set objectives, ensuring continuous improvement.

The Group performance on waste management is presented in the following table. It presents out waste production figures from operational procedures that are collected by licensed recycler/ collector.

Case in Point

We engage with our employees and guests to promote sustainability in our hotels. This is an example of our communications aimed at increasing awareness and fostering sustainable practices.

Our waste management strategy follows the 3 "R" hierarchy. Our KPI aims to limit waste production to below 1.5kg per person per day. Through our plan, we set measurable objectives. We recycle plastic, paper, metal, glass bottles, fluorescent bulbs, WEEE, and batteries at designated recycling points.

Additionally, we prioritize bulk purchasing, conduct thorough employee training on waste separation, eliminate plastic straws and stirrers, replace plastic bin liners with alternatives, and phase out plastic cotton buds, cutlery, plates, and cups.

our goal

1.5kg

per person
per day



Water Management

Why it matters

Effective water management is paramount for Atlantica Hotels and Resorts to ensure sustainability and uphold our commitment to environmental responsibility. Through meticulous monitoring and conservation strategies, we aim to minimize water consumption, optimize usage efficiency, and reduce our environmental footprint.

This approach not only safeguards local water resources but also contributes to cost savings and enhances the overall guest experience by promoting responsible water usage across all our hotel units.

We optimize water usage through strategic measures:

- Investing in modern bathroom designs for reduced water consumption.
- Installing showers with a flow rate of 10 liters per minute and taps with a flow rate of 4-6 liters per minute.
- Implementing timed watering schedules and efficient sprinkler systems for garden maintenance.
- Providing comprehensive water conservation training for all staff.
- Enforcing linen and towel change policies to minimize water usage.

These initiatives are guided by our commitment to sustainability and are facilitated through the implementation of Travelife & ISO 14001 GSTC management systems.



Water Management



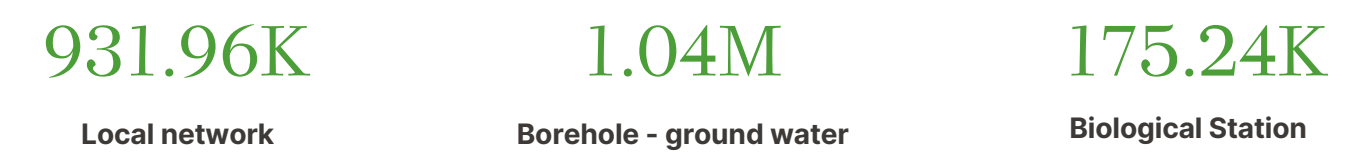
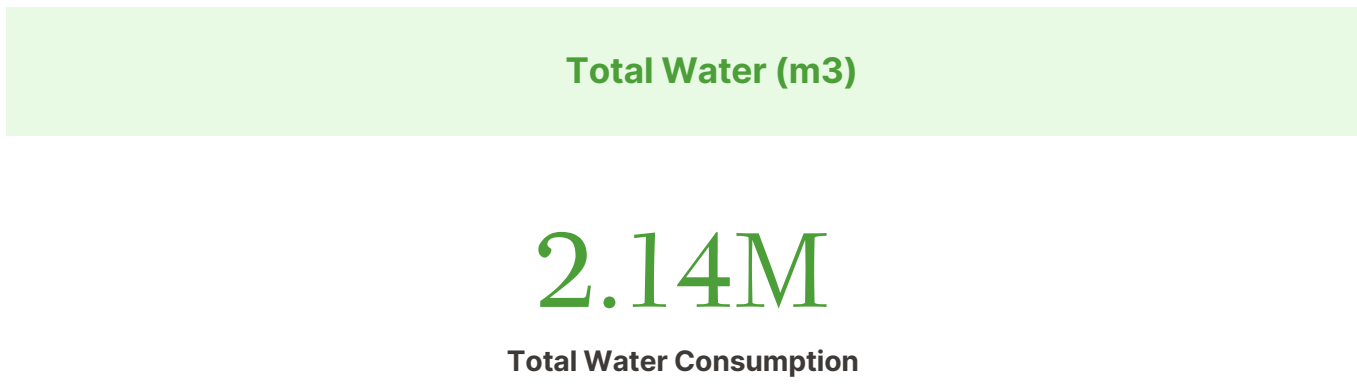
Our Ambition

We commit to responsible water stewardship, employing innovative solutions to reduce consumption and protect local water sources.



Our Target

We aim at 400lit/PPPD water consumption across the Group



Impacts on the Economy, Environment, and People

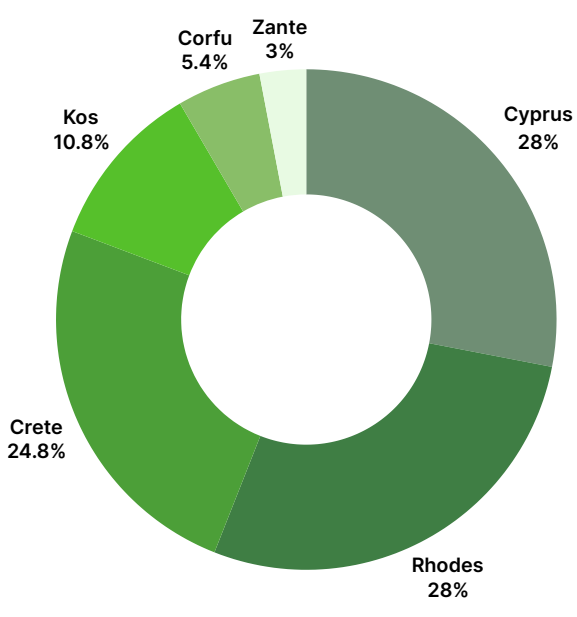
Water scarcity is a global challenge that demands immediate attention, and Atlantica Hotels and Resorts acknowledges its role in water conservation. Efficient water management not only preserves vital natural resources but also contributes to cost reduction and enhances guest satisfaction. However, inadequate water management can lead to increased operational costs, environmental degradation, and potential strain on local water sources.

Report how involved with the negative impacts through its activities

Our operations, reliant on local water networks for activities like food preparation, cleaning, and guest comfort, can contribute to water scarcity if not managed responsibly. Recognizing this, the Group takes proactive measures to mitigate negative impacts by monitoring water consumption and setting reduction targets.

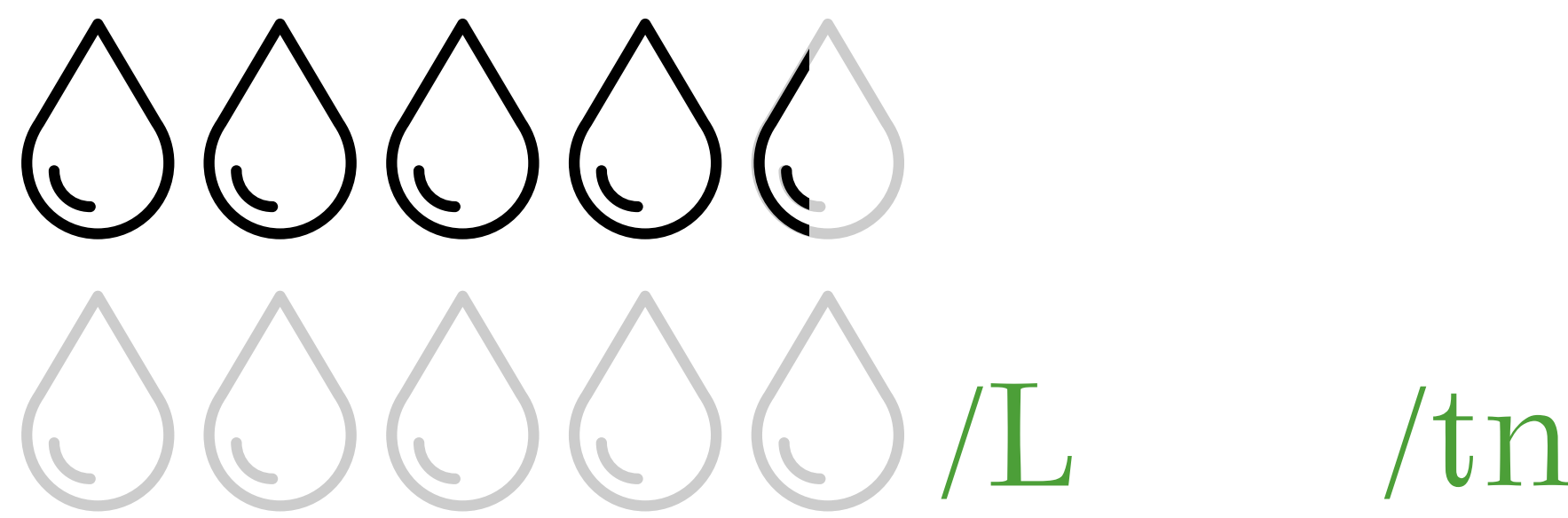
Effectiveness of actions

Atlantica Hotels and Resorts has established annual targets to reduce water consumption across its hotel units. Activities with high water usage have been identified, and action plans are developed to address them. Investment in water-efficient equipment and operational practices, along with continuous awareness initiatives for personnel and guests, form part of our commitment to effective water management.



Total Water Consumption per Country

Water Management



0.48

Water consumption m3/PPPD

Water Management



Case in Point

Wastewater Treatment

Adoption of MBR technology for domestic wastewater treatment, offering a compact construction footprint and lower energy footprint than extended aeration systems, producing high-quality effluent for reuse.

Water Reuse

After proper treatment, reuse of swimming pool filter backwash water for surrounding cleaning.

Actions to prevent or mitigate potential negative impacts

Water scarcity is a global challenge that demands immediate attention, and Atlantica Hotels and Resorts acknowledges its role in water conservation. Efficient water management not only preserves vital natural resources but also contributes to cost reduction and enhances guest satisfaction. However, inadequate water management can lead to increased operational costs, environmental degradation, and potential strain on local water sources.

To prevent potential water scarcity and negative impacts, the Group focuses on reducing water consumption through targeted initiatives and the adoption of water-efficient equipment and mechanisms.

In response to actual water consumption levels, the Group implements action plans tailored to reduce water usage. This includes the adoption of efficient operational practices and equipment, as well as ongoing monitoring and adjustment to achieve reduction targets.

To manage positive impacts, the Group promotes an environmental culture and awareness among personnel and guests regarding water scarcity and proper water management. This encourages responsible water usage and fosters a commitment to conservation across all levels of our operations.

Water consumption is regularly recorded and monitored in each hotel unit, with performance tracked against annual reduction targets. Feedback and data analysis guide continuous improvement efforts to ensure the effectiveness of our water management initiatives.

Engagement with stakeholders

Engagement with stakeholders, including employees, guests, and local communities, informs our water management actions. Their feedback and awareness play a crucial role in refining our strategies and ensuring alignment with both commercial and environmental objectives.



Society

Labour Practices / Employee Motivation and Engagement

Diversity / Equal Opportunities / Equal Remuneration

Health and Safety / Food Safety

Employee Training and Education

Community Impact

Customer Privacy

Managing Tourism Seasonality

Society

Our ambition

We aim for industry-leading environmental practices through cutting-edge energy efficiency, innovative waste reduction, and sustainable resource management.



Topic	Actions and initiatives	Progress	Timeline
Labour Practices / Employee Motivation & Engagement	Implement an employee development programme on corporate responsibility and management skills	100%	S
Diversity / Equal Opportunities / Equal Remuneration	Update the Group diversity policy	80%	S
Diversity / Equal Opportunities / Equal Remuneration	Include diversity to the employee training	100%	M
Health & Safety / Food Safety	Occupational HSE legislation and implementation and ISO 45001 certifications	100%	M
Health & Safety / Food Safety	Continuous review and update the Health & Safety Risk Assessments	100%	S
Employee Training & Education	100% implementation of the Sustainability training plan	100%	S
Community Impact	Increase the use of local products	100%	S

Timeline: (s) Short, 1 year, (M) Medium,1-5 years, (L) Long Term, more than 5 years
Progress (N) New commitment this year, % complete

* Actions and Initiatives are aligned with topic ambitions and targets. Refer to the dedicated topic section for more information the topic ambition and targets.

Society

Our ambition

We aim for industry-leading environmental practices through cutting-edge energy efficiency, innovative waste reduction, and sustainable resource management.



Topic	Actions and initiatives	Progress	Timeline
Community Impact	Further promote the destination	50%	M
Community Impact	Create a comprehensive social contribution program	30%	M
Customer Privacy & Data Protection	Implement and improve the GDPR Framework	100%	S
Customer Privacy & Data Protection	Implement a comprehensive cyber Security program	100%	S
Management of Tourism Seasonality	Extent the season that the hotels are open	30%	L

Timeline: (s) Short, 1 year, (M) Medium,1-5 years, (L) Long Term, more than 5 years
Progress (N) New commitment this year, % complete

* Actions and Initiatives are aligned with topic ambitions and targets. Refer to the dedicated topic section for more information the topic ambition and targets.

Labour Practices / Employee Motivation and Engagement



Our Ambition

We aspire to foster a culture of motivation and engagement by championing fair labour practices and prioritizing employee well-being.



Our Target

Implement an annual employee development programme on ESG and sustainable development.

Labour Practices, Employee Motivation and Engagement, as well as Human Rights are critical areas for a hospitality group like Atlantica Hotels and Resorts.

The practice

Ensuring fair labour practices and upholding human rights not only aligns with ethical standards but also fosters a positive workplace culture. Employee motivation and engagement are vital for delivering exceptional guest experiences, as satisfied and motivated employees are more likely to provide superior service. Moreover, respecting human rights and promoting a supportive work environment are fundamental to attracting and retaining talent, enhancing brand reputation, and maintaining a sustainable business model. Prioritizing these areas demonstrates our commitment to responsible business practices and long-term success.

Atlantica Hotels & Resorts has gained a competitive advantage through its Labour Practices and Human Resource Management. We believe our employees are our greatest assets and recognize our ethical and legal responsibilities to care for them. In today's quality-driven, empowered hospitality workplace, our practices are designed to encourage optimal employee performance. We achieve this by supporting our employees through training, self-development programmes, and effective communication.

Our commitment to best labour practices encompasses a holistic approach. We actively protect the human rights of our employees and ensure equal opportunities for all. Our policies strictly prohibit child employment and exploitation, reinforcing our stance against such practices. Additionally, diversity is celebrated and encouraged through our recruitment processes, fostering an inclusive environment where every individual feels valued and respected.

Moreover, our dedication extends beyond the workplace. We are committed to supporting local communities by prioritizing the employment of local individuals, thereby contributing to local economies and building strong community ties. By integrating these principles into our Labour Practices and Human Resource Management, we not only ensure the well-being of our employees but also strengthen our corporate social responsibility and sustainability efforts.

Labour Practices / Employee Motivation and Engagement

1.Talent attraction and retention

2.Talent attraction

- We emphasize our company culture, mission, and values through social media, our website, and job postings. By showcasing our achievements, regular employee awards, and work environment, we create a compelling narrative that attracts top talent.
- We ensure timely payroll salaries and offer comprehensive benefits packages.
- We highlight our commitment to employee growth and development by offering training programs and opportunities for career advancement.
- We engage with universities, professional organizations, and attend industry events to build relationships with potential candidates. We also use online platforms like LinkedIn to identify and reach out to passive candidates.

3.How We Identify Talents Internally

- We conduct performance reviews to assess the strengths and areas of improvement for our employees.
- We encourage internal mobility by announcing job openings internally, giving current employees the opportunity to apply for new roles whenever possible.

4.Programs for Talent Development

- We offer various training programs, including technical skills training, development courses, and soft skills workshops.
- Regular workshops and seminars on diverse topics help keep our employees updated with the latest industry trends and best practices.



Labour Practices / Employee Motivation and Engagement

Description	No. of total employees at the end of FY18		
	Greece	Cyprus	Group
Part-Time Personnel			
Part-Time Group's Men	93	121	214
Part-Time Group's Women	55	124	179
Group's Total	148	245	393
Full-Time Personnel			
Full-Time Group's Men	2053	1224	3277
Full-Time Group's Women	1745	1049	2794
Group's Total	3798	2273	6071
Employees by gender			
Men	2146	1345	3491
Women	1800	1173	2973
Employees by age group			
Under 30	1484	818	2302
Between 30-50	1696	1028	2724
Over 50	766	672	1438



Part-Time : Employees whose contract is for a defined time with an expiry date, i.e., seasonal.

Full-Time : Employees on a contract with no time limit. Personnel on probation period is also included in this category.

Labour Practices / Employee Motivation and Engagement

It is the shared commitment of the directors and management of the Atlantica Hotels & Resorts to ensure that all our employees are afforded excellent possible working conditions at all times.

We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them.

We believe that by treating our employees well, they in turn will continue to take the very best care of our customers and our business.

Our primary goals related to our human resource management

Certification

To meet broader human resource management criteria, the Travelife Gold award standard will be maintained, along with the implementation of the following management systems: Health and Safety [ISO 45001], Environmental [ISO 14001], Food Safety [ISO 22000], and Quality Management Systems [ISO 9001].

Recruitment

Atlantica Hotels & Resorts ensures a fair system is in place for considering all applicants for available positions. We do not discriminate in any way and welcome applications from candidates regardless of race, age, sex, nationality, disability, or religion.

Contract/Legislation

Throughout the period of employment, Atlantica Hotels & Resorts provides a contract that meets at least the minimum regulations stipulated by national law.

Child Protection

It is our company policy to fully comply with all legal requirements regarding employment. Therefore, we do not employ children under 16, which is the minimum required age for employment. Throughout our years of operation, we have never employed anyone under the age of 16 or a child.

We also affirm that our business operates in an area where children are not sexually exploited due to tourism-related issues.

All employees are informed about the importance of child protection and are actively involved when necessary. If any suspicious activity related to child abuse is noticed, every hotel manager will immediately report the incident to the local authorities.



Labour Practices / Employee Motivation and Engagement

Human Rights represent the foundational standards for living with dignity, grounded in principles of fairness, respect, and equality. Upholding these rights for every employee is both a moral imperative and a legal obligation for the Group. We have diligently identified and adhered to all obligations concerning human rights protection, ensuring compliance with legal requirements.

Our primary goals related to our human resource management

Induction & Training

Atlantica Hotels & Resorts ensures that all new employees receive appropriate introduction and training. This covers areas such as company philosophy and culture, product knowledge, employee welfare and benefits, health and safety, and performance management.

Human Resources

Human Rights represent the foundational standards for living with dignity, grounded in principles of fairness, respect, and equality. Upholding these rights for every employee is both a moral imperative and a legal obligation for the Group. We have diligently identified and adhered to all obligations concerning human rights protection, ensuring compliance with legal requirements.

By fostering a workplace where human rights are respected and each employee is treated with dignity, we cultivate a motivated and engaged workforce that values teamwork and mutual respect. This trust and respect among employees contribute to enhanced productivity and a positive working environment. For a hospitality group like ours, human rights are especially relevant given the diverse and dynamic nature of our workforce and clientele.

This issue encompasses fair labor practices, equal opportunities, and non-discrimination policies, aligning with the United Nations' Universal Declaration of Human Rights. Ensuring human rights protection in our operations not only strengthens our corporate values but also enhances our reputation as a responsible and ethical organization. It builds trust with employees, guests, and stakeholders, fostering loyalty and long-term sustainability.

The Group has therefore promoted the following policies and principles to establish the protection of human rights and equal opportunities for all:

- Ensure timely payment to all employees, providing at least the minimum salary mandated by relevant labor legislation.
- Offer employees benefits in accordance with relevant legislation, including social insurance, annual leave, employer's liability insurance, and proper working hours, with additional benefits provided where possible.
- Provide each employee with a contract throughout their period of employment that meets or exceeds the regulations set by national law.

Labour Practices / Employee Motivation and Engagement

Click the link below to view our policy:

[Sustainability Policy](#)



Our primary goals related to our human resource management

This issue encompasses fair labor practices, equal opportunities, and non-discrimination policies, aligning with the United Nations' Universal Declaration of Human Rights. Ensuring human rights protection in our operations not only strengthens our corporate values but also enhances our reputation as a responsible and ethical organization. It builds trust with employees, guests, and stakeholders, fostering loyalty and long-term sustainability.

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- Provide each employee with a contract throughout their period of employment that meets or exceeds the regulations set by national law.

Children Employment & Exploitation

In the hospitality industry, the welfare and protection of all individuals, especially children, are of paramount importance. Ensuring a safe and respectful environment not only upholds our ethical standards but also safeguards our reputation and strengthens trust with guests and stakeholders.

It is our company policy to fully comply with all legal requirements regarding employment. Therefore, we do not employ children under 16, which is the minimum required age for employment. Throughout our years of operation in the hotel industry, we have never employed anyone under the age of 16 or a child.

We also affirm that our business operates in an area where children are not sexually exploited due to tourism-related issues. All employees are informed about the importance of child protection and are actively involved when necessary. Training programs are in place to ensure that all employees are aware of and adhere to this policy. If any suspicious activity related to child abuse is noticed, every hotel manager will immediately report the incident to the local authorities.

Labour Practices / Employee Motivation and Engagement

Employee Support & Development

Skill development is a cornerstone of our approach to employee support and development within the Atlantica hotels & Resorts. Investing in skill development not only equips employees with the necessary tools to perform their current roles effectively but also prepares them for future challenges and opportunities. This commitment to skill development underscores the Group's recognition of employees as its most valuable assets.

Enhanced Employee Performance

By providing training and skill development opportunities, our employees can improve their job-related competencies. This leads to higher productivity, efficiency, and quality of work, directly contributing to the Group's success.

Career Progression and Retention

Skill development initiatives offer employees a clear path for career advancement within the organization. This encourages employee loyalty and reduces turnover, as employees see opportunities for growth and development.

Adaptability to Industry Changes

The hospitality industry is dynamic, with evolving trends and technologies. Skill development ensures that our employees are equipped to adapt to these changes, keeping the Group competitive and innovative.

Employee Satisfaction and Motivation

When employees feel that their professional growth is supported, they are more satisfied and motivated in their roles. This positive work environment fosters a culture of continuous learning and improvement.

Contribution to Local Economy

We also understand that as employees gain new skills and knowledge, they become more employable not just within the Group but also in the broader job market. This contributes to the overall economic development of the local community by creating a skilled workforce.



Labour Practices / Employee Motivation and Engagement

1.TALENT ATTRACTION AND RETENTION

2.Talent attraction

- 1.We emphasize our company culture, mission, and values through social media, our website, and job postings. By showcasing our achievements, regular employee awards, and work environment, we create a compelling narrative that attracts top talent.
- 2.We ensure timely payroll salaries and offer comprehensive benefits packages.
- 3.We highlight our commitment to employee growth and development by offering training programs and opportunities for career advancement.
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- 1.We conduct performance reviews to assess the strengths and areas of improvement for our employees.
- 2.We encourage internal mobility by announcing job openings internally, giving current employees the opportunity to apply for new roles whenever possible.

4.Programs for Talent Development

- 1.We offer various training programs, including technical skills training, development courses, and soft skills workshops.
- 2.Regular workshops and seminars on diverse topics help keep our employees updated with the latest industry trends and best practices.



Labour Practices / Employee Motivation and Engagement

Reputation and Brand Image

A commitment to skill development enhances the Group's reputation as an employer of choice. This positive image attracts top talent and strengthens the Group's brand in the marketplace.

To further reinforce our commitment to employee welfare, we offer approximately 5 weeks' notice before implementing significant operational changes that could affect our employees. Additionally, to support the local community and provide long-term job opportunities, we prioritize the employment of local people from Cyprus, Greece, and Egypt.



44,7%

Full Time Personnel Salary Breakdown - Female



55,3%

Full Time Personnel Salary Breakdown - Male



42,7%

Part Time Personnel Salary Breakdown - Female



1:0,06

Group's Ratio Full Time/ Part Time Employees



1:0,9

Group's Ratio Male/Female



57,3%

Part Time Personnel Salary Breakdown - Male



5,97%

Group's Interns/ Trainees



0,5%

Group's Minority or Vulnerable



42,7%

Part Time Personnel Salary Breakdown - Female

Diversity, Equal Opportunities & Equal Remuneration

Why it matters

In today's globalized world, diversity and equal opportunities have become critical pillars for organizations, particularly in the hospitality sector. For a hospitality group like Atlantica Hotels & Resorts, embracing diversity not only aligns with ethical standards but also enriches the guest experience and bolsters employee engagement.

Diversity encompasses a spectrum of differences, from cultural backgrounds and beliefs to gender and age, fostering a vibrant and inclusive workplace.

Importance for the Hospitality Group and Services

Embracing diversity and ensuring equal opportunities are vital for the Atlantica Group's sustainability and growth. A diverse workforce brings a variety of perspectives, innovative ideas, and cultural insights, which are invaluable in the hospitality industry. This diversity translates into enhanced guest experiences as staff can cater to the unique needs and preferences of a diverse clientele.

Moreover, the hospitality sector thrives on creating memorable experiences. A diverse team can provide a more personalized and culturally sensitive service, enhancing guest satisfaction and loyalty. Additionally, by promoting equality and inclusivity, the Group solidifies its reputation as a socially responsible organization, appealing to socially conscious guests and stakeholders.



Diversity, Equal Opportunities & Equal Remuneration



Our Ambition

Our ambition is to build a diverse and inclusive workforce, ensuring equal opportunities and equitable remuneration for all employees.



Our Target

Keep the current Gender Diversity at our middle management and leadership levels.

Individuals within the organization's top management (including Group directors and hotel managers) by gender

	Greece	Cyprus	Total
Men	67	59	126
Women	115	93	208
Total	182	152	334

Impacts on Employees

For employees, a workplace that values diversity and offers equal opportunities fosters a sense of belonging and encourages professional growth. Employees are more likely to feel valued, respected, and motivated to contribute their best when they perceive fairness and inclusivity in their workplace. This positive environment not only boosts employee morale but also increases retention rates, reducing recruitment and training costs for the Group.

Impact on Guests

Guests benefit from a diverse and inclusive environment through more personalized services that cater to their unique needs and preferences. Feeling understood and respected enhances the overall guest experience, leading to higher satisfaction levels and repeat business. Moreover, guests are increasingly choosing brands that align with their values, making diversity and inclusion a significant factor in their decision-making process.

Impact on the Community

Embracing diversity extends beyond the workplace and positively impacts the broader community. By promoting local employment and supporting diverse cultural events and initiatives, the Atlantica Group strengthens community ties and contributes to local economic growth. Additionally, the Group's commitment to diversity sets a positive example for other businesses, inspiring them to adopt similar practices and contribute to building more inclusive communities.

Diversity, equal opportunities, and equal remuneration are not just ethical imperatives but strategic advantages for the Atlantica Group. By prioritizing these principles, the Group enhances its reputation, improves guest satisfaction, boosts employee morale, and positively impacts the communities it operates in.

Diversity, Equal Opportunities & Equal Remuneration



Diversity

The Group acknowledges the diversity of today's society, comprising individuals from various nationalities, religions, cultural backgrounds, and economic profiles. This diversity enriches our workplace environment. Recognizing that equality in the workplace enhances performance and boosts employee confidence, the Group fosters an environment where employees can express their ideas, views, and concerns openly. Regular meetings with department heads or managers further promote engagement and motivation.

The top management of the Atlantica Group is committed to upholding diversity across all hotels, ensuring compliance and addressing any violations promptly and confidentially.

To safeguard diversity, the Group has implemented the following principles and practices:

- Maintaining documented procedures for complaints, harassment, and discrimination.
- Ensuring employees are aware of the Group's diversity principles and that deviations are not tolerated.
- Prohibiting discriminatory behavior based on nationality, color, culture, religion, age, gender, etc., in line with international and national legislation.
- Requiring all employees to report any incidents, whether involved or not, to their departmental or hotel manager.

Diversity, Equal Opportunities & Equal Remuneration

	Group's Remuneration Gender Ratio in Greece	Group's Remuneration Gender Ratio in Cyprus
Temporary Personnel % (Women/Men)	0.7:1	0.8:1
Permanent Personnel % (Women/Men)	0.9:1	0.7:1
Group's Salary Gender Ratio		
Permanent Personnel	0.8:1	
Temporary (Seasonal) Personnel	0.8:1	

*Salary gender ratio was calculated from data received from 12 hotels (Atlantica owned)



Health & Safety

Why it matters

Health, safety, and food safety are integral components of excellence in the hospitality industry. In the dynamic world of hotels and resorts, maintaining high standards in these areas is not just a legal requirement but a fundamental responsibility. Health and safety protocols protect guests and employees from potential risks, ensuring a secure and comfortable environment.

Meanwhile, food safety is crucial in preserving the health and well-being of guests, guarding against foodborne illnesses and allergies. Upholding stringent food safety measures demonstrates a commitment to quality and customer satisfaction, reinforcing trust and loyalty among guests. Together, these practices fortify the reputation of a hospitality group as a responsible, reliable, and customer-centric service provider.



Health & Safety



Our Ambition

We are committed to continuous learning and development, providing comprehensive training programs to empower our employees.



Our Target

Implement an ISO 45001 based H&S management system in all of our hotels.

Health and Safety in the hospitality industry is crucial from both an ethical and compliance standpoint.

Keeping up with Health and Safety regulations is challenging, with violations leading to significant fines and reputational damage. The health and safety of employees, customers, and visitors to the Group's premises is paramount. The Group is dedicated to achieving and maintaining high standards of Health and Safety across all its hotel units.

Health and Safety management system

The Group has successfully implemented a Health and Safety management system and is certified to ISO 45001 Health and Safety management system. These certification validates the Group's commitment to excellence in safety: The ISO 45001 Health and Safety Management System includes:

- Occupational Health and Safety Policy
- Hazard Identification and Risk Assessment
- Legal and Other Requirements Compliance
- Objectives and Targets for Improvement
- Competence, Training, and Awareness Programs
- Operational Control Procedures
- Emergency Preparedness and Response
- Performance Monitoring and Measurement
- Incident Investigation and Reporting
- Management Review Process

These elements ensure a structured approach to managing occupational health and safety, fostering a safe and healthy working environment.

Through established procedures, the Group sets targets to minimize workplace accidents and continually improve facilities and working methods. It actively recognizes, evaluates, and controls the associated risks.

Compliance with legal requirements is rigorously maintained. The Group also allocates the necessary resources to address health and safety concerns.

The Group's Health and Safety policy is communicated to all stakeholders, including employees, customers, and suppliers.

Furthermore, the Group closely monitors its Health and Safety performance through annual analyses communicated to management. Actions are then taken to further enhance the Health and Safety management system performance.

Health & Safety



Risk Assessment

Risk assessments are conducted across all operational locations, with measures implemented to minimize identified risks. Updates to risk assessments are performed periodically, and all incidents are recorded and investigated.

The Group's focus on Health and Safety not only safeguards its operations but also positively impacts society, guests, and travel agencies that endorse its services. By prioritizing Health and Safety, the Group strengthens its reputation and ensures sustainable growth.

Emergency preparedness

Employee emergency preparedness is ensured through comprehensive training programs and exercises, regularly assessed for effectiveness.

Health and Safety Committees

Health and Safety Committees have been established to monitor and address related issues, ensuring continuous improvement in performance. Each hotel within the Group has dedicated Health and Safety, underscoring the importance placed on these critical areas. These committees actively monitor and manage health, safety issues, reinforcing the Group's commitment to excellence.



Health & Safety

Click the link below to view our policy:

[Health & Safety Policy](#)

Our Principles

The management of the company is committed to:



Preventing

Prevention of injury and ill health of anyone at the hotel premises.



Complying

Comply with all relevant safety and health legislation and regulations and with other requirements related to hotel's operations.



Providing

Provide all the necessary resources in order to ensure the full compliance and implementation of this policy.



Improving

Continual improvement in H&S management and performance.

Health & Safety

The following statement of principles and intentions comprise the Occupational Health and Safety Policy of the Atlantica Hotels and Resorts.

Our Intentions

- 01

To minimise the accidents at the workplace and improve the state of premises and the methods of work.
- 02

To continually identify, assess and check the health and safety risks and to implement the relevant preventive measures.
- 03

To set and review health and safety objectives and to implement an action plan for their evaluation.
- 04

The provision and maintenance of a suitable, safe working environment for all employees.
- 05

Making available information, instruction, training and supervision as necessary to ensure the occupational health and safety of all employees.
- 06

To communicate to our employees, customers and suppliers our policy with the intent that they are made aware of their individual health and safety obligations.
- 07

To undertake risk assessments of all our activities with a frequency as set-in company procedure.
- 08

To have the policy available to the interested parties.
- 09

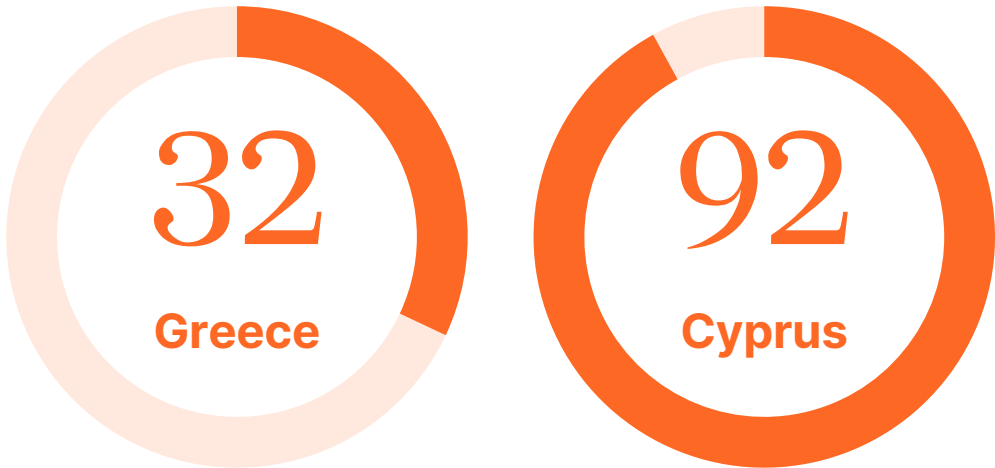
This policy is reviewed at least annually to ensure relevancy and suitability to the company's activities.

Children Employment and Exploitation

We do not employ children under any circumstances and if any irregular action comes into our attention, in terms of children general and sexual exploitation, we are committed to report that activity to the relevant authorities. Minimum age of employment is regulated by local legislation.

Health & Safety

Occupational Incidents



124
Total incidents

Total number of employees work related accidents/incidents



Health & Safety

Food Safety Training

Maintaining robust food safety standards is imperative in the hospitality industry. Neglecting these standards can result in substantial financial repercussions, damage a business's reputation, customer satisfaction and brand loyalty, effects that could linger for years. The Group understands that such outcomes can jeopardize its sustainability, given the pivotal role of customer satisfaction.

Employees involved in food handling are comprehensively trained on the implemented policies, procedures, and instructions, ensuring they have the necessary information and skills to uphold food safety standards.

Food Safety

To mitigate the risks from a food safety incident, the Group has successfully implemented a food safety management system certified to the ISO 22000:2018 international standard. This commitment aims to uphold high product safety standards, meet customer needs, and consistently ensure customer satisfaction.

The Group diligently adheres to all applicable statutory and regulatory requirements, addressing customer needs with precision. Through this system, the Group identifies, assesses, and manages food safety hazards across its entire supply chain, taking proactive measures to prevent any deviations from food safety standards.

Food safety Management system

Main Elements of ISO 22000:

- Food Safety Management System (FSMS) Planning
- Prerequisite Programs (PRPs)
- Hazard Analysis and Critical Control Points (HACCP) Principles
- Communication
- Emergency Preparedness and Response
- Continuous Improvement and Updating of the FSMS
- Management Commitment and Responsibility
- Resource Management
- Validation, Verification, and Improvement of the FSMS
- Food Safety Policy and Objectives

Risk Assessment

Food safety is further enched through the performance of Hazard Analysis and Critical Control Points (HACCP) analysis. This systematic approach allows the Group to identify, evaluate, and control food safety hazards that may occur in its operations. By conducting HACCP analysis, the Group ensures that potential risks are proactively managed and that food safety standards are upheld throughout its supply chain.

The Group also maintains an allergen policy to ensure the safety of guests with food allergies or intolerances. This policy outlines procedures for the proper handling and labeling of allergenic ingredients, reducing the risk of cross-contamination and ensuring clear communication with guests about potential allergens in the food served.

Health & Safety

The management of Atlantica Hotels & Resorts is dedicated to developing and implementing a food safety management system that adheres to local and EU regulations, as well as the International Standard ISO 22000. Our primary goal is to enforce strict food safety procedures to consistently meet and exceed customer satisfaction and expectations.

Click the link below to view our policy:

Health & Safety Policy

01
To identify, evaluate and control all hazards related to food safety during the food production process.

02
To comply with all legal requirements

03
To have sufficient external and internal communication

04
To satisfy our customer needs

05
To reduce the number of food safety related issues

06
To continually improve our procedures

Our primary goals and commitments related to Food Safety

- The company is committed in providing relevant resources in order to ensure the implementation of the food safety management system.
- All employees have been responsible to be well aware and have a good understanding of the Food Safety Policy and to support the Hotels objectives. Furthermore, to follow and implement all necessary processes and procedures as set by the Atlantica Group.
- In order to ensure that all objectives are met, the Atlantica Group measures and analyses its performance by exploiting defined operational criteria, such as product safety, customer satisfaction and supplier's validation.
- To achieve these objectives, the Atlantica Group provides the necessary resources and training to enable all employees to carry out their respective duties by following relevant food safety procedures.
- The Management is committed to the implementation of the food safety management system as per ISO 22000 Food Safety Management Systems requirements.
- This Food Safety Management System enhances the continuous improvement and effectiveness of the company processes and procedures and promotes the achievement of the objectives and KPIs, set by the management as well as satisfying the current legal and other requirements.

Health & Safety



01
To identify, evaluate and control all hazards related to food safety during the food production process.

02
To comply with all legal requirements

03
To have sufficient external and internal communication

04
To satisfy our customer needs

05
To reduce the number of food safety related issues

06
To continually improve our procedures

Our primary goals and commitments related to Food Safety

- It is emphasized that the food safety is the responsibility of every single member of our staff. The Hotel ensures that all personnel have access to, are familiar with, and work according to the processes and procedures that fully comply with this international standard.
- This policy is reviewed at least annually to ensure relevancy and suitability to the company’s activities.

Employee Training & Education

Why it matters

Training and development are paramount in the hospitality industry, given its service-centric nature where guest experience directly correlates with business success. Well-trained employees not only enhance operational efficiency but also elevate the quality of service, leading to increased guest satisfaction and loyalty.

In an industry where reputation and customer reviews play a pivotal role, investing in employee training is not just beneficial but critical. It ensures consistent service excellence, fosters employee engagement, and ultimately drives business growth.

It's worth noting that training and education are integrated across all areas covered in this report, underscoring the Group's unwavering commitment to excellence and responsible business practices.



Employee Training & Education



Our Ambition

We are committed to continuous learning and development, providing comprehensive training programs to empower our employees.



Our Target

Implement an Integrated annual ESG/ Sustainability program in all hotels we operate.

A culture of continuous development is fundamental in the hospitality sector, where the guest experience is closely tied to the competence and proficiency of the staff. Recognizing this imperative, the Group places a high priority on employee training and development. This focus not only enhances the skills and capabilities of our workforce but also contributes to job satisfaction and career progression.

During their orientation period, newly hired employees undergo structured training to familiarize themselves with the Group's policies, procedures, and expectations. Meanwhile, senior employees receive ongoing training to remain attuned to evolving job demands and to hone their problem-solving skills.

From an ESG (Environmental, Social, Governance) perspective, employee training has both positive benefits and impacts. Well-trained employees are better equipped to implement sustainable practices, aligning with the Group's environmental goals. Moreover, they are more proficient in engaging guests on social responsibility and governance issues, thereby promoting responsible tourism.

Internally, the benefits of our training initiatives are manifold. They enhance employee versatility, job satisfaction, and reduce turnover rates. Additionally, these programs pave the way for career growth within the organization.

However, the implementation of such comprehensive training programs demands significant investments in time and resources, posing challenges in ensuring consistent and effective training across all locations.

For the hospitality industry at large, a skilled workforce is indispensable. Such a workforce is instrumental in delivering high-quality services, thereby elevating the industry's reputation and maintaining a competitive edge. Furthermore, continuous learning fosters innovation, enabling the industry to adapt to evolving customer needs and market trends. Conversely, in the absence of effective training, negative impacts can emerge, including diminished service quality, increased turnover, and missed opportunities for sustainable practices and responsible tourism.

Training evaluation and impact assessment are integral components of a comprehensive employee development strategy. By evaluating training effectiveness, the Group can gauge the return on investment and identify areas for improvement. This assessment ensures that the training programs align with organizational objectives and meet the evolving needs of the hospitality industry.

Employee Training & Education



Moreover, understanding the impact of training on employee performance, guest satisfaction, and overall business outcomes provides valuable insights for continuous improvement. It reinforces the Group's commitment to excellence and sustainability, reflecting positively on its ESG (Environmental, Social, and Governance) profile by demonstrating responsible business practices.

Some of the subjects that all employees are trained on are:

- Quality Management
- Environmental Management
- Food Safety Management
- Health & Safety Management
- Governance
- Cyber Security
- Basic Principles of Sustainability and ESG
- Development of Sustainability Strategy
- Tourism Sustainability

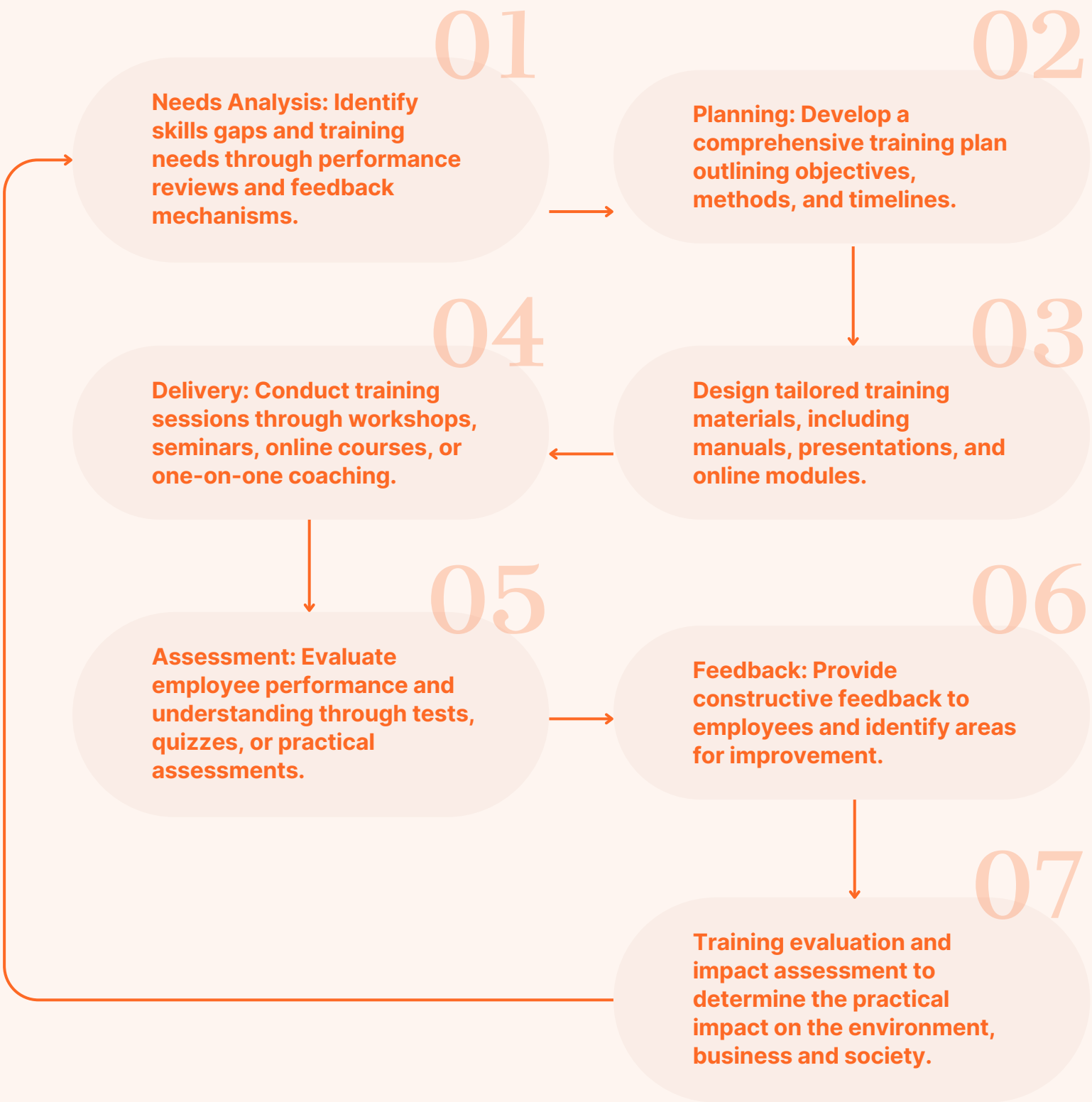
The Group's training and development process begins with a needs analysis to identify gaps and needs. This informs the planning and creation of training content, followed by its delivery to employees. Post-training assessments and feedback mechanisms ensure comprehension and provide opportunities for improvement. Regular reviews of the program ensure its ongoing relevance and effectiveness.

Employee Training & Education

The Group's 7-step process for employee training (shown diagrammatically) and development begins with a thorough needs analysis to identify skills gaps and training requirements. Following this, a detailed training plan is formulated, specifying objectives, methods, and timelines. Tailored training content is then created, encompassing manuals, presentations, and online modules. Delivery methods vary, from workshops and seminars to online courses and one-on-one coaching sessions. Post-training assessment evaluates employee comprehension and performance through various tests or practical assessments. Constructive feedback is provided, highlighting areas for improvement. This structured approach ensures systematic skill enhancement and is visually represented in the accompanying diagram.

Training evaluation and impact assessment are integral parts of our training process. After each training session, we evaluate its effectiveness not just in terms of immediate outcomes but also its broader impact on the environment, business, and society.

This evaluation helps us measure the tangible benefits, such as improved operational efficiency and employee productivity, as well as intangible benefits like enhanced employee morale and customer satisfaction. From an ESG perspective, this holistic assessment ensures that our training initiatives align with sustainability goals, contributing positively to both internal operations and external community relations.



Community Impact

Why it matters

In the hospitality industry, the impact on the community holds significant relevance and importance. Utilizing local products not only supports the local economy but also enhances the authenticity and quality of the services provided.

Engaging with the local community fosters goodwill, strengthens relationships, and builds a loyal customer base. Employing local labor further contributes to the community's economic development and reduces environmental impacts associated with transportation.

Moreover, using authentic products and services unique to the region enriches the guest experience, offering a genuine taste of the locale. This approach resonates with guests seeking authentic experiences and contributes to the cultural enrichment of both guests and locals alike.

The community impact in the hospitality sector is, therefore, a multifaceted consideration that aligns business interests with social responsibility and sustainability.



Community Impact



Our Ambition

We strive to make a positive impact on local communities through responsible tourism initiatives and community engagement.



Our Target

Contribute minimum 30 volunteering hours and work with local suppliers to expand local sourcing of products and services by minimum 50% of total products by cost.

Contribute minimum 30 volunteering hours and work with local suppliers to expand local sourcing of products and services by minimum 50% of total products by cost.

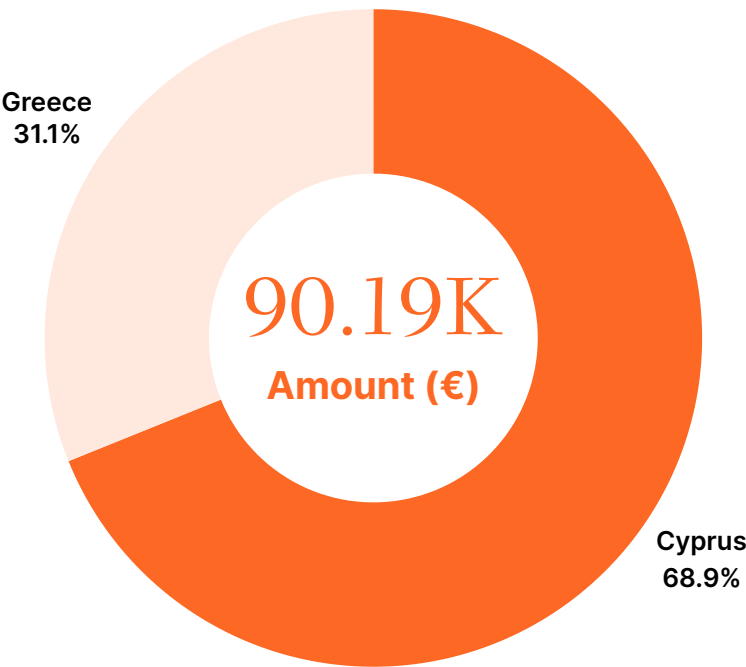
Our Community

The Group recognizes the importance of managing its footprint, which encompasses the environmental impact of food production, transportation, and consumption. By sourcing locally, we reduce transportation emissions and bolster local economies.

We prioritize suppliers with sustainable practices and evaluate products based on their environmental impact, including packaging sustainability.

Additionally, promoting local culture and gastronomy enhances guest experience while supporting local communities.

This integrated strategy underscores our dedication to responsible and authentic hospitality. Before procuring necessary products for the hotel units, the Group considers several factors:



Total donations and per country



Community Impact

Impact on Health & Safety

- Environmental impact after end-of-life
- Promotion of local culture and gastronomy
- Preference for local suppliers
- Minimal packaging and preference for reusable packaging
- Use of environmentally friendly products, where feasible

Many of our hotels implement various measures such as:

- Communicating the Local Breakfast concept, promoting micro-producers, and training service personnel and head chefs.
- Offering traditional Cypriot and Greek products and cuisine, and promoting local gastronomic events.
- Introducing a range of breakfast dishes that highlight local foods, supporting agricultural micro-producers and the local economy.
- Training hotel staff, including service and kitchen personnel, in preparing traditional local dishes.



Case in Point

The Cyprus Breakfast brand promotes authentic Cypriot cuisine and has become a criterion for differentiation from international competition. According to surveys, the initiative is greatly appreciated by customers and raises their level of satisfaction with their holidays. The surveys further show that guests who were informed about local specialties also buy and consume these products outside the hotel.

Community Impact

The Group recognizes the vital role of engaging with the local community, which goes beyond mere business transactions. By actively participating in local philanthropic initiatives and community outreach programs, we have established a tangible and positive social impact.

For instance, we collaborate with local charities, sponsor community events, and participate in beach cleaning activities to enhance our environmental stewardship.

Moreover, our commitment extends to supporting local artisans and businesses through our purchasing policies. By sourcing local products and services, we not only ensure quality but also stimulate the local economy and preserve local traditions.

This approach not only reduces our carbon footprint but also enriches the authentic experience we offer to our guests.

Through our Community Policy, we aim to create a symbiotic relationship where the Group and the local community thrive together. Our focus areas include certification, promoting responsible tourism, local purchasing, employment opportunities, and charitable contributions, all of which underscore our dedication to making a meaningful difference.

The Atlantica Hotels & Resorts ESG Policy Statement encompasses all activities across the Group's Hotel Units. Each Atlantica Hotels & Resorts Hotel is tasked with ensuring its processes positively impact the local residential and business community.

Key Objectives and Areas

Certification

To uphold broader sustainability criteria, including socio-economic impacts and staff welfare, we maintain the Travelife Gold award standard across all Atlantica Hotels. Additionally, we implement the environmental management system in line with ISO 14001:2015.

Promotion of Responsible Tourism

We actively support the local community to maximize economic and social benefits. Our hotels collaborate with local educational institutions to offer educational excursions and work experience opportunities. We also engage in community greening initiatives with the help of our employees and customers.



Community Impact

Key Objectives and Areas

Purchasing

While prioritizing product quality and commercial feasibility, we aim to source and promote local products to reduce CO2 emissions from transportation. We strive to accommodate our suppliers' credit terms or negotiate mutually beneficial terms.

Employment

We value employing local individuals who contribute to the local economy. Recognizing that local employment fosters community stability, we prioritize hiring residents who understand and enrich our hospitality offerings.

Donations and Charity

We commit to donating usable items like furniture or linens to local organizations such as schools and hospitals. Additionally, our hotels explore avenues to support the community through cash donations, sponsorships of local sports teams, or providing meeting and advertising spaces at subsidized rates or no cost.

Our Community Policy underscores our commitment to sustainable and responsible business practices, ensuring a harmonious relationship between our hotels and the communities they serve.

Groups Donations (€) during FY2023

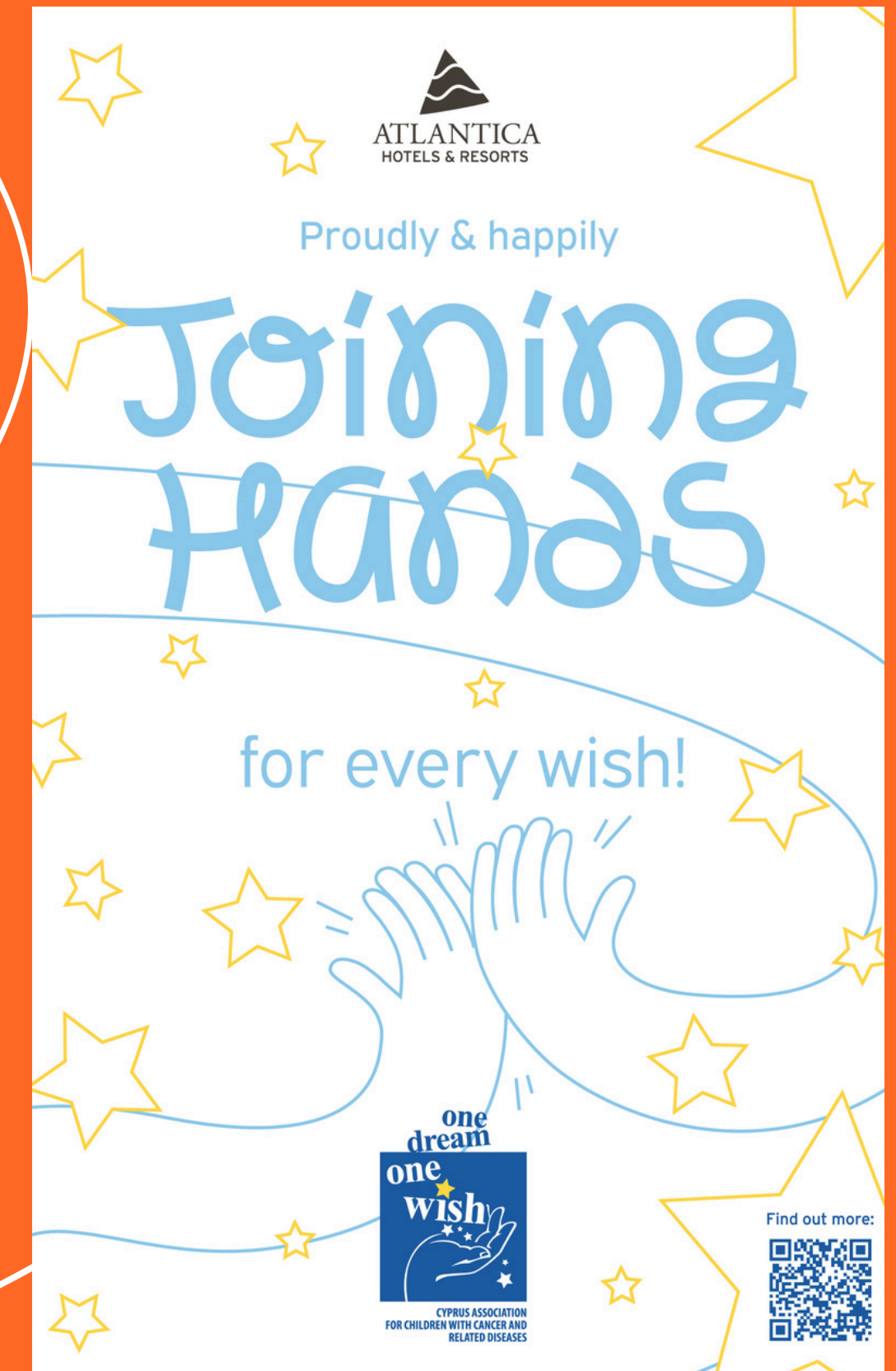
Greece	62.200
Cyprus	27.990
Group	90.190

Case in Point

We are excited to announce the successful completion of last year's One Dream One Wish Project, an initiative dedicated to fulfilling the dreams of children in need. In 2023, we collected and donated €27,000 to the One Dream One Wish Foundation, and we are thrilled to continue our support for this inspiring organization this year.

Building on the success of this campaign, from April to October 2024, for every booking made at our hotels in Cyprus, we will donate €6 to the One Dream One Wish Foundation. Our goal is to double our contribution from the previous year, and we are committed to making an even greater impact together.

At the heart of our Corporate Social Responsibility initiatives lies our unwavering belief in the power of collective action. Under the banner "Joining hands, for every wish," our group remains dedicated to championing the mission of "One Dream One Wish." By standing alongside this esteemed foundation, we strive to enhance the well-being of children and their families, embodying our ethos of making a meaningful difference in the communities we serve.



Community Impact

Proportion of spending on local suppliers at significant locations of operation

		Greece	Cyprus	Group
Percentage of the procurement budget spent on suppliers local to the country (percentage of products and services purchased locally)*	% Based on Group purchases in euro (before VAT)	64.26	97.1	70.1
No. of Foreign suppliers	No.	343	88	431
No. of Local suppliers	No.	2051	2137	4188
Total Group's number of suppliers	No.	2394	2225	4619

*Reported by 27 hotels

“My philosophy regarding sustainable gastronomy is centred on supporting local producers within the framework of seasonality. Guided by these principles, I create diverse menus that are environmentally friendly and interconnected, minimizing waste of raw materials. These are the beliefs I use to build a culture around sustainable gastronomy, always striving to harmonize the excellent quality food for our customers with the responsible use of the earth’s resources.”

Pavlos Kolotas | Executive Chef
Atlantica Mare Village Paphos



Customer Privacy and Cyber Security

Why it matters

Prioritizing customer privacy is not only a legal necessity but also a crucial element in building trust, enhancing guest experience, and safeguarding the hotel's reputation and financial stability. Customer privacy is paramount in the hospitality industry for several critical reasons.

Maintaining customer privacy builds trust, which is foundational for repeat business and positive reviews. In an era where data breaches are prevalent, ensuring the security of guests' personal and financial information is not only an ethical obligation but also a legal requirement under regulations like the General Data Protection Regulation (GDPR) in the EU.

Customer privacy protection enhances the overall guest experience. Guests want to feel secure and valued during their stay, and knowing their personal information is safeguarded adds to their peace of mind. This positive experience can lead to customer loyalty and word-of-mouth referrals, both of which are invaluable for the hotel's reputation and bottom line.

Finally, maintaining robust technical and organizational privacy measures can help hotels avoid costly legal repercussions, such as fines and lawsuits, that may arise from data breaches or mishandling of customer information and cyber incidents. Compliance with privacy regulations is not just about avoiding penalties;

“Privacy is not just about compliance, its about respecting individual rights and building trust .Privacy is crucial for maintaining customer’s and employees loyalty and protecting sensitive information from misuse.”

Sanja Saler | Chief Sustainability and Compliance Officer | DPO
Atlantica Hotel and Resorts



Customer Privacy and Cyber Security



Our Ambition

We uphold the highest standards of customer privacy, safeguarding personal data with robust data protection measures.



Our Target

Implement an integrated data management system.

At Atlantica Hotels & Resorts, our commitment to protecting personal data extends beyond mere compliance with regulations. We have established robust internal structures to ensure the highest standards of data protection and privacy.

Our Commitment

We have appointed a Data Protection Officer (DPO) and privacy teams who oversees our data protection strategy and ensures that we adhere to all applicable laws and regulations, including GDPR. The DPO/Privacy Teams are responsible for monitoring compliance, providing guidance on data protection issues, and acting as a point of contact for data subjects and regulatory authorities.

In addition to our central DPO, each of our hotel units has its own Data Security Officer. These officers are trained professionals dedicated to implementing and maintaining data security measures at the hotel level. They work closely with the hotel management and staff to ensure that data protection practices are consistently applied and updated as needed.

Our commitment to data protection is not just about legal compliance; it's about building and maintaining trust with our customers. By investing in dedicated personnel and robust data protection measures, we aim to create a secure environment where our guests and employees can feel confident that their personal data is handled with the utmost care and respect.

At Atlantica Hotels & Resorts, we understand that information security is paramount in maintaining trust and confidence with our guests and stakeholders. We continuously evaluate and improve our technical, physical, and logical security protocols to safeguard your data.

All Atlantica-owned websites and servers are equipped with robust security measures to protect your personally identifiable information from loss, misuse, and alteration. Our security measures include both procedural and technical safeguards. We employ strong, MFA password controls, Next-Generation Firewalls (NGFWs), etc.

Our commitment to security extends to our staff, who are trained to comply with our security policies and procedures. We ensure that every team member understands the importance of data protection and applies security measures in their daily tasks.

For further details on how we process your personal data, please refer to our Privacy Policy at: www.atlanticahotels.com

Managing Tourism Seasonality

Why it matters

Tourism seasonality is a pivotal consideration in the hospitality industry, impacting visitor numbers and revenue streams throughout the year. For hotels and resorts, managing seasonality is essential for achieving consistent revenue and optimizing operational efficiency.

Over-reliance on peak seasons can lead to financial instability during quieter times, while seasonal demand may strain staffing and training resources.

The impact of seasonality extends beyond the business realm, affecting local economies, employment, and cultural preservation. Economic fluctuations can influence local businesses and employment opportunities tied to tourism. Socially, seasonality can either help preserve or commodify local culture and traditions. Environmentally, proper management is crucial to minimize the negative impact of tourism activities on natural resources and wildlife. Culturally, balancing seasonality can contribute to maintaining the authenticity and integrity of local culture.



Managing Tourism Seasonality



Our Ambition

Our ambition is to manage tourism seasonality effectively, promoting sustainable tourism practices to distribute visitor traffic more evenly throughout the year.



Our Target

Work with local stakeholders and partners to promote the local destination increasing the season for 1 month by 2030.

The hospitality industry, including Atlantica Hotels & Resorts, is subject to significant seasonality, which substantially affects customer behavior.

Our Community

Cyprus, Greece, Egypt, and our hotels are traditionally known as summer destinations with high tourist arrivals during the summer months. However, the winter months present challenges in attracting tourists. This seasonality has a profound impact on our operations, leading to the suspension of many hotel services during winter. As a result, we face reduced revenues, increased operational costs, and higher employee turnover each year.

Extending the tourism season holds significant benefits for the hospitality industry, particularly for the Atlantica Group's hotels that experience closures during off-peak periods. By elongating the season, hotels can mitigate the negative impact of seasonal unemployment on their staff and maintain consistent revenue streams throughout the year. This operational continuity is essential for financial stability and sustainability.

Beyond the direct benefits to hotels, prolonging the tourism season has a ripple effect on the local economy. Local businesses, including restaurants, bars, and shops, heavily rely on tourist spending. A longer season ensures a steadier flow of customers, supporting these businesses and preserving local employment opportunities.

Additionally, an extended season positively impacts the supply chain, providing stability for suppliers and producers who cater to the hospitality sector.

Furthermore, an extended season helps alleviate the strain on popular attractions and infrastructure that become overcrowded during peak periods. By spreading out tourist arrivals, destinations can better manage visitor flow, reducing environmental degradation and ensuring a more enjoyable experience for tourists.

The off-peak periods can lead to reduced cash flow, operational challenges, and financial strain for hotels. It can also result in reduced employment opportunities and income for local businesses, exacerbating economic disparities in the community.

In conclusion, extending the tourism season not only benefits the Atlantica Group's operational and financial stability but also supports the broader local community, businesses, and the sustainability of the tourism industry as a whole.

Managing Tourism Seasonality



Our Community

Our Plan: Mitigating the challenges posed by seasonality

Our plan and actions are designed to mitigate the challenges posed by seasonality in the hospitality industry. It is essential for the Group to understand and monitor the seasonality of the regions where it operates to run its operations efficiently.

Understanding the seasonal nature of our operating regions is crucial for efficient operations:

Therefore, the we have strategically decided to operate some of its hotels year-round to mitigate the adverse effects of seasonality.

- The Group has cultivated strong relationships with tour operators and entered into specific contracts to accommodate tourists both in summer and winter months. This approach provides continuous job opportunities, mitigates unemployment issues, and allows local seasonal businesses to expand during the winter period.
- The Group prioritizes employing local people and sourcing products from local producers to support the local community.
- The Group actively promotes its services to expand operations during other seasons and invests in improving infrastructure across all hotel units. This ensures a pleasant and welcoming environment for guests to enjoy at any time of the year.



Governance

Providing a Unique Tourism Experience
Customer Satisfaction / Service Quality
Managing Risk / Anti-Corruption

Governance

Our ambition

Our governance aim is to uphold integrity while focusing on unique tourism, customer satisfaction, efficient operations, risk management, and anti-corruption.



Topic	Actions and initiatives	Progress	Timeline
Providing a Unique Tourism Experience	Promote an employee program to promote destinations Sustainability	100%	S
Customer Satisfaction/ Service Quality	Keep customer satisfaction results over 9	80%	S
Customer Satisfaction/ Service Quality	Work on documenting and simplifying our procedures	80%	M
Customer Satisfaction/ Service Quality	Work on implementing an ISO 9001 in the remaining hotels	50%	M
Managing Risk/ Anti-Corruption	Enchase Risk Management/ Anti-Corruption procedures within the group	N	S
Managing Risk/ Anti-Corruption	Train employees at hotels on risk management and anti-corruption	N	S

Timeline: (s) Short, 1 year, (M) Medium,1-5 years, (L) Long Term, more than 5 years
Progress (N) New commitment this year, % complete

* Actions and Initiatives are aligned with topic ambitions and targets. Refer to the dedicated topic section for more information the topic ambition and targets.

Providing a Unique Tourism Experience

Why it matters

The benefits of promoting a unique tourism experience are manifold. It enhances customer satisfaction, leading to increased loyalty and positive reviews, which in turn drive business growth. It also fosters sustainability by encouraging responsible tourism practices, supporting local communities, and minimizing environmental impact.

Additionally, it differentiates us in the competitive market, attracting a broader customer base seeking authentic experiences.

Failing to offer a unique tourism experience can have detrimental impacts. It may lead to decreased customer satisfaction, resulting in lower occupancy rates and revenue. Moreover, it could harm our brand image, making us less attractive to both customers and potential investors. From a governance perspective, it may necessitate a strategic shift, requiring us to reassess and reallocate resources to address the shortfall in customer experience and sustainability efforts.

In essence, prioritizing unique tourism experiences is not just a marketing strategy but a core component of our organizational governance, influencing how we allocate resources, develop strategies, and measure success.



Providing a Unique Tourism Experience



Our Ambition

We aim to offer a unique and memorable tourism experience, setting us apart as a leader in hospitality innovation.



Our Target

To implement training program that cultivates innovation, engages personnel in idea generation, and enriches the tourism experience.

In today's dynamic tourism landscape, the expectations of travellers have evolved beyond mere accommodation. The hospitality industry faces the challenge of curating unique and enriching tourism experiences that resonate with individual preferences and needs.

Such experiences are pivotal in promoting customer satisfaction, loyalty, and ultimately, influencing future travel decisions.

Our Strategy

Strategic Focus Area

Employee Engagement and Training:

- Foster a culture of innovation by engaging with our personnel to generate ideas and provide relevant training.
- Empower employees to deliver personalized experiences that align with guests' expectations and preferences.

Guest Interaction and Technology:

- Identify innovative ways to interact with guests, leveraging smart technology, and organizing on-site events and activities.
- Enhance guest experience through seamless integration of technology, ensuring convenience and engagement.

Ambience and Physical Environment:

- Design hotel environments that focus on ambience factors such as light, sound, and senses to evoke positive emotions.
- Create themed environments that offer a unique and memorable stay experience.

Local Community and Culture:

- Foster connections between guests and the local community by introducing them to local culture, heritage, and history.
- Utilize local products creatively, offer unique tours, and organize on-site events with local producers to enhance cultural immersion.

Providing a Unique Tourism Experience



Our Strategy

Accessibility and Inclusivity:

- Improve accessibility of our hotels to accommodate guests with disabilities, ensuring everyone feels welcomed and valued.
- Implement inclusive design principles to create environments that cater to diverse guest needs.

Gastronomic Experience:

- Leverage our years of experience in gastronomy to curate unique dining experiences that appeal to discerning customers.
- Offer innovative and locally-inspired menus that showcase the rich culinary heritage of the region.

Governance and Leadership

To ensure the successful implementation of these strategic initiatives, the Group has established committees and leadership roles focused on innovation, guest experience, and community engagement. These committees, both at the hotel and head office levels, provide the right tone from the top, guiding the organization's strategic direction and fostering a culture of excellence.

Customer Satisfaction/Service Quality

Why it matters

Customer Satisfaction, Service Quality, and Operational Effectiveness are paramount in the hospitality industry, serving as key drivers of success and sustainability.

High levels of customer satisfaction directly correlate with repeat business, positive word-of-mouth recommendations, and increased revenue. In an industry where reputation is everything, delivering exceptional service quality is non-negotiable.

For the tourism sector as a whole, the impact is multifaceted.

Enhanced customer satisfaction contributes to destination loyalty, fostering repeat visits and longer stays. This, in turn, boosts the local economy, supports job creation, and stimulates growth in related sectors. Additionally, superior service quality elevates the destination's global reputation, attracting a broader tourist base and driving economic prosperity.

Operational effectiveness ensures that services are delivered efficiently, minimizing costs while maximizing value. This efficiency is crucial for maintaining competitive pricing, which is a significant factor influencing tourists' destination choices.



Customer Satisfaction/Service Quality



Our Ambition

We are committed to exceeding customer expectations by delivering exceptional service quality and ensuring high levels of customer satisfaction.



Our Target

Our objective is to keep customer satisfaction over 90%

The Group's ability to sustain its competitive advantage is crucial in today's fiercely competitive market landscape. Ensuring quality service delivery at all times stands as a cornerstone of the Group's competitiveness. This hinges on the extent to which we can meet or surpass our customers' needs and expectations.

Our Operational Procedures

Operational Effectiveness

Operational effectiveness is crucial to the Group's sustained success. We have successfully implemented a Quality Management System (QMS) across a significant number of our hotels, certified to the international standard ISO 9001. The QMS serves as a pivotal tool for standardizing our operational procedures and enhancing our operational effectiveness. We are unwaveringly committed to continual improvement, striving to meet the high-quality standards our guests anticipate.

Our Quality Policy is disseminated and adhered to across all hotel units, focusing on:

- Developing high-quality services that align with customer needs and expectations.
- Enhancing the Group's operational performance.
- Fostering the development and growth of our staff.

The Group remains dedicated to understanding both external and internal factors that may impact its performance in terms of quality. This proactive approach allows us to identify, evaluate, and address potential threats to our quality performance, reinforcing our leadership's commitment to quality issues.

Key elements of our management system include:

ISO 9001 Certification

Our commitment to quality is reinforced by our ISO 9001 certification, ensuring standardized processes across all units.

Standardized Operational Procedures

Uniform processes ensure consistency in service delivery across all properties.

Customer Satisfaction/Service Quality

“For us, quality isn’t just a benchmark; it’s our commitment to consistently exceed expectations. By creating exceptional and unforgettable experiences, we strive to build lasting connections with our guests, ensuring they return to us with trust and enthusiasm.”

Andreas Tarnavas | AREA Operations Manager
Atlantica Hotel and Resorts - Kos, Rhodes

Our Operational Procedures

Efficient Resource Allocation

Strategic resource management maximizes productivity and cost-effectiveness.

Technological Integration

Advanced technology enhances operations, from booking systems to customer management.

Continuous Process Improvement

Regular reviews and updates to procedures ensure adaptability to market dynamics.

Risk-Based Systems

All our systems are underpinned by a risk analysis, updated annually and externally verified, ensuring resilience and compliance.

Performance Measurement

To track our progress effectively, we employ several performance measurement techniques:

Key Performance Indicators (KPIs)

Metrics like customer satisfaction, financial performance, and employee engagement are regularly monitored.

Action Planning

Actionable insights from KPIs drive targeted improvement initiatives.

Feedback Mechanisms

We actively seek feedback from stakeholders to inform our continuous improvement efforts.

Customer Satisfaction/Service Quality

Technology

Technology plays a pivotal role in elevating customer satisfaction and operational effectiveness within the tourism sector.

At Atlantica Hotels & Resorts, we've integrated cutting-edge technology solutions tailored to enhance guest experiences and streamline operations.

Digital platforms and mobile apps offer guests seamless booking experiences, personalized services, and instant communication channels, enhancing their overall satisfaction. Moreover, technology-driven analytics provide valuable insights into guest preferences and behaviors, enabling us to continuously refine our services and offerings.

On the operational side, technology optimizes resource allocation, improves staff productivity, and facilitates real-time monitoring of key performance indicators. Through our strategic investments in technology, we not only meet but exceed customer expectations while driving operational excellence.

Our Operational Procedures

Training Initiatives

Ongoing training ensures our staff remains skilled and adaptable.

Employee Engagement

Engaging employees fosters a positive work environment and boosts productivity.

Governance

Our governance structure is designed to ensure transparency, compliance, and strategic alignment:

Leadership

Our leadership team sets a clear tone from the top, emphasizing ethical quakity, conduct and innovation.

Committees

Both, hotel level and central committees oversee various operational aspects, ensuring compliance and strategic alignment.

Quality Manager

We have a dedicated Quality Manager responsible for maintaining ISO 9001 standards and overseeing quality-related initiatives.

Regulatory Compliance

To ensure compliance with relevant legal and other requirements, we have established robust procedures. Additionally, scheduled internal audits are conducted in our hotels to verify the effective implementation of all procedures and instructions.

Case in Point

We are thrilled to announce our bespoke ESG platform, designed specifically for hotels to streamline and enhance their sustainability reporting. Developed this year under the leadership of Sanja Saler, Chief Sustainability and Compliance Officer I DPO, this initiative represents a significant milestone in our ongoing commitment to sustainability leadership.

Technology has been instrumental in the development of this platform, enabling efficient data collection, analysis, and integration crucial for accurate ESG reporting.

The Group Quality team was in charge of this project, overseeing the demanding process of conducting comprehensive checks on ESG data inputs. Their meticulous approach ensured data accuracy, facilitated by advanced technological tools, which in turn enabled seamless integration of hotel data into Atlantica Group's ESG reports.

This platform underscores our dedication to robust data collection, adherence to strict reporting standards, and proactive compliance with current and emerging legal requirements, highlighting the vital role of technology in achieving our sustainability goals effectively.

'I believe our bespoke ESG platform for hotels is crucial for advancing sustainability. It enables us to track and improve environmental, social, and governance practices, ensuring transparency and accountability in our operations while meeting regulatory requirements and driving positive impacts for stakeholders and the community.'



Papadaki Maria | AREA Quality I Sustainability
Safety Lead & Control
Atlantica Hotel and Resorts - Crete



Customer Satisfaction/Service Quality

The Atlantica Group is steadfast in its pursuit of excellence, aiming to meet the highest standards demanded by our customers. Central to this commitment are the development of superior services, operational efficiency, and the growth of our people. We proactively identify both external and internal factors that may influence our performance, addressing challenges and leveraging opportunities to bolster our quality management.

The Atlantica Group is committed to continually improve its services in order to attain the maximum quality level required by its customers. The main elements of this quality policy are the development of high-quality services aimed at satisfying our customer requirements, the enhancement of operational performance as well as the development of our people.

Click the link below to view our policy:

Quality Policy

Our primary goals and commitments related to Quality

The company understands the external and internal issues that may affect the performance of the company either negatively or positively and understand the needs and expectations of its stakeholders. It also understands, evaluates and addresses threats and exploits the opportunities that affect the company's performance and strengthens leadership and commitment to quality management

The Group is committed to satisfy the current legal and other requirements. To this effect, the company is implementing a quality management system (QMS).

The effectiveness of our services and guest satisfaction is monitored through our own guest questionnaires, through our operator's feedback and management/ staff meetings and reviews.

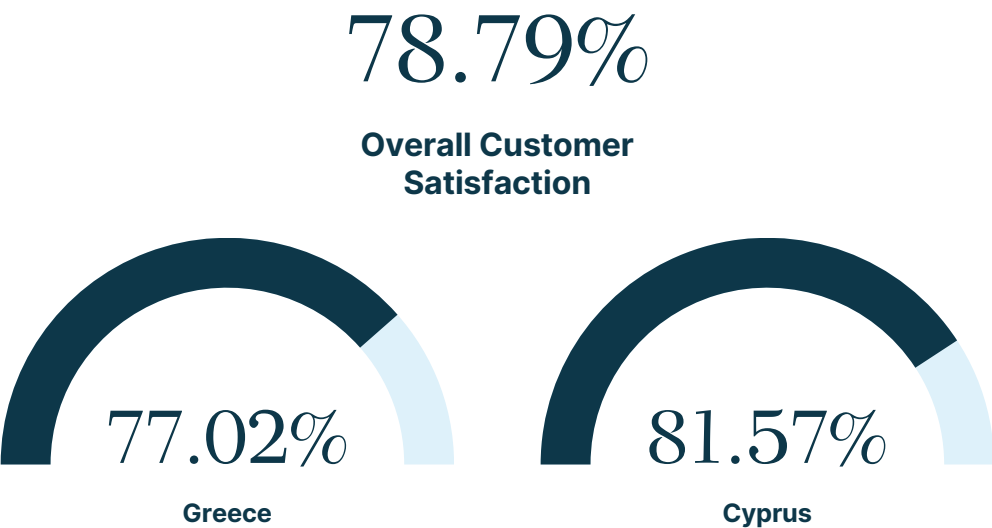
All senior and other employees have been made aware of our operational objectives, measurable KPIs and practicing standards applicable to this quality policy. All of them have been informed on this quality policy, procedures and instructions defined within. The objectives are reviewed during structured management reviews at least once a year in order to ensure their continuing suitability.

To ensure that all Group's procedures and instructions operate effectively we undertake planned internal audits as defined within this Quality Management System (QMS).

This Quality Management System assures that services are provided as defined in the documented processes, procedures, and work instructions and to make sure they are fully implemented at all times in all hotel operational areas.

The Quality Management System implemented by Atlantica Hotels satisfies the requirements defined by the ISO 9001:2015 Quality Management System standard. This system enhances the continuous improvement and effectiveness of the company and promotes the achievement of the objectives and targets, set by the top management.

This policy is reviewed at least annually to ensure relevancy and suitability to the company's activities.



Managing Risk/ Anti-Corruption

Why it matters

Risk management and anti-corruption measures are critical components for the hospitality industry, ensuring the integrity and reputation of the Group. Effective risk management allows the Group to identify, assess, and mitigate potential risks that could adversely affect operations, financial stability, and brand reputation. This proactive approach safeguards the Group against unforeseen challenges, such as regulatory compliance issues, financial misconduct, or reputational damage.

Anti-corruption measures further reinforce the Group's commitment to ethical business practices. In the hospitality sector, where customer trust is paramount, any hint of corruption can erode trust and lead to significant legal and financial repercussions. By implementing robust anti-corruption policies and procedures, the Group demonstrates its dedication to transparency, fairness, and accountability in all business dealings.

Moreover, adhering to stringent risk management and anti-corruption standards enhances the Group's attractiveness to investors, partners, and customers who prioritize ethical considerations in their decision-making process. It also fosters a culture of integrity and responsibility within the organization, aligning with our core values and long-term strategic objectives.



Transparency



Fairness



Accountability



Managing Risk/ Anti-Corruption



Our Ambition

We uphold strong governance and risk management practices, maintaining a zero-tolerance approach to corruption and unethical behavior.



Our Target

Implement a risk and anticorruption Management system including a mandatory annual risk management and anti-corruption training program at all hotels.

Risk management and anti-corruption are foundational to Atlantica Hotels & Resorts' ethos, guiding our ethical governance, sustainable growth, and stakeholder trust. Beyond Environmental, Social, and Governance (ESG) considerations, we identify and manage a wide array of operational risks to safeguard our business continuity and reputation.

Our Management Frame

Operational Risks and Their Impacts

Our operations are subject to various risks, including financial volatility, cybersecurity threats, supply chain disruptions, and regulatory changes. Each of these risks has the potential to impact our financial performance, operational efficiency, and stakeholder relationships.

Negative and Positive Impacts on Economy, Environment, and People

While our operations contribute positively to local economies and communities, the risks associated with them cannot be overlooked. Our commitment to sustainability, exemplified by ISO 14001 certification, underscores our efforts to manage environmental impacts. Additionally, our engagement with communities and stakeholders ensures social cohesion and cultural preservation.

Involvement with Negative Impacts

We employ robust monitoring mechanisms to detect potential negative impacts stemming from our operations. This includes waste management, energy consumption reduction, and adherence to quality standards as per ISO 9001.

Policies and Commitments

Our risk management framework includes policies and commitments tailored to address specific operational risks. Energy-saving initiatives, cybersecurity protocols, and supply chain resilience are among the areas covered. We also have remediation plans and partnerships in place to address any adverse impacts.

Managing Risk/ Anti-Corruption



Our Management Frame

Effectiveness Tracking

We utilize Key Performance Indicators (KPIs) and stakeholder feedback to measure the effectiveness of our risk mitigation strategies, ensuring continuous improvement across all operational areas.

Stakeholder Engagement

Our engagement with stakeholders provides valuable insights into the effectiveness of our risk management efforts. Their feedback is instrumental in refining our strategies and ensuring alignment with stakeholder expectations.

Future Considerations and Main Actions

As part of our forward-looking approach, we are implementing a Business Continuity System to bolster our resilience against unforeseen disruptions.

Our main objectives encompass:

Risk Diversification

Spreading risks across various operational areas to mitigate concentration risks.

Digital Transformation

Enhancing cybersecurity measures and leveraging technology for operational efficiency.

Compliance and Ethics

Upholding the highest standards of governance and anti-corruption measures, supported by our ISO certifications.

In conclusion, our commitment to risk management extends beyond ESG considerations, encompassing all operational areas that pose risks to our business. This holistic approach, reinforced by our ISO certifications, reflects our dedication to sustainable growth, ethical governance, and stakeholder value creation.



Additional Information

Memberships, Awards, Standards and Accreditations
GRI Content Index
Glossary and Definitions
Disclaimer

Additional Information

Memberships, Awards, Standards and Accreditations

Customer Satisfaction Hotel Concept	Location	Responses (ACC overall)	ACC overall	ISO 9001	ISO 14001	ISO 22000	Travelife
Atlantica Aphrodite Hills Hotel, Paphos	Cyprus	1587	8.72	X	X	X	X
Atlantica Mare Village, Paphos	Cyprus	1061	8.76	X	X	X	X
Atlantica Golden Beach, Paphos	Cyprus	1353	9.00	X	X	X	X
Atlantica Oasis Hotel, Limassol	Cyprus	1207	8.60	X	X	X	X
Atlantica Aeneas Resort, Ayia Napa	Cyprus	2052	8.60	X	X	X	X
Atlantica Mare Village, Ayia Napa	Cyprus	1228	8.79	X	X	X	X
Atlantica Sancta Napa Hotel, Ayia Napa	Cyprus	968	9.01	-	-	-	X
Atlantica Sungarden Beach, Ayia Napa	Cyprus	1600	8.66	X	X	X	X
Atlantica Sungarden Park, Ayia Napa	Cyprus	186	8.42	-	-	-	-
Atlantica Aqua Blue, Protaras	Cyprus	168	8.52	X	X	X	X
Atlantica Sea Breeze Hotel, Protaras	Cyprus	1319	8.90	-	-	-	-

Additional Information

Memberships, Awards, Standards and Accreditations

Customer Satisfaction Hotel Concept	Location	Responses (ACC overall)	ACC overall	ISO 9001	ISO 14001	ISO 22000	Travelife
Atlantica Aegean Blue	Rhodes	1616	8.86	X	X	X	X
Atlantica Aegean Park	Rhodes	1349	8.68	X	X	X	X
Atlantica Imperial Resort	Rhodes	2326	9.49	X	X	X	X
Atlantica Mikri Poli, Rhodes	Rhodes	1258	8.42	X	X	X	X
Atlantica Plimmiri	Rhodes	225	8.56	X	X	X	X
Atlantica Princess Hotel	Rhodes	228	8.43	X	X	X	X
Atlantica Dreams Resort	Rhodes	1506	9.18	X	X	X	X
Atlantica Holiday Village, Rhodes	Rhodes	1295	8.41	X	X	X	X
Atlantica Kolymbia Beach	Rhodes	88	7.56	-	-	-	-

Additional Information

Memberships, Awards, Standards and Accreditations

Customer Satisfaction Hotel Concept	Location	Responses (ACC overall)	ACC overall	ISO 9001	ISO 14001	ISO 22000	Travelife
Atlantica Akti Zeus Hotel	Crete	1064	8.34	X	X	X	X
Atlantica Caldera Palace	Crete	819	8.17	X	X	X	X
Atlantica Mikri Poli, Crete	Crete	674	8.75	X	X	X	X
Atlantica Kalliston Resort	Crete	585	8.87	X	X	X	X

Additional Information

Memberships, Awards, Standards and Accreditations

Customer Satisfaction Hotel Concept	Location	Responses (ACC overall)	ACC overall	ISO 9001	ISO 14001	ISO 22000	Travelife
Atlantica Beach Resort	Kos	364	8.50	X	X	X	X
Atlantica Belvedere Resort	Kos	1204	8.82	X	X	X	X
Atlantica Marmari Palace	Kos	183	8.26	X	X	X	X
Atlantica Marmari Beach	Kos	1604	8.38	X	X	X	X
Atlantica Thalassa Hotel	Kos	563	7.74	X	X	X	X

Additional Information

Memberships, Awards, Standards and Accreditations

Customer Satisfaction Hotel Concept	Location	Responses (ACC overall)	ACC overall	ISO 9001	ISO 14001	ISO 22000	Travelife
Atlantica Nissaki Beach	Corfu	1569	7.46	X	X	X	X
Atlantica Grand Mediterraneo Resort	Corfu	1548	8.75	X	X	X	X

Additional Information

Memberships, Awards, Standards and Accreditations

Customer Satisfaction Hotel Concept	Location	Responses (ACC overall)	ACC overall	ISO 9001	ISO 14001	ISO 22000	Travelife
Atlantica Eleon Grand Resort	Zakynthos	973	7.83	X	X	X	X

Additional Information - GRI Content Index

GRI Standard	Disclosure	Disclosure Title	Page number(s) and/or URL(s)
Organisational Profile			
GRI 102: General Disclosures 2016	GRI 102-1	Name of the organisation	About Atlantica Hotels & Resorts, Page 03
	GRI 102-2	Activities, brands, products and services	About Atlantica Hotels & Resorts, Page 03
	GRI 102-3	Location of headquarters	Potamos Yermasogeia, P.O. Box 52001, 4060, Limassol, Cyprus
	GRI 102-4	Location of operations	About Atlantica Hotels & Resorts, Page 03
	GRI 102-5	Ownership and legal form	About Atlantica Hotels & Resorts, Page 03
	GRI 102-6	Markets served	About Atlantica Hotels & Resorts, Page 03
	GRI 102-7	Scale of the organisation	Labour Practices, Page 26 Diversity / Equal Opportunities / Equal Remuneration, Page 27
	GRI 102-8	Information on employees and other workers	Labour Practices, Page 26 Diversity / Equal Opportunities / Equal Remuneration, Page 27 Implementation of Social Policies, Page 36
	GRI 102-9	Supply chain	About Atlantica Hotels & Resorts, Page 03 Direct & Indirect Economic Impact, Page 35
	GRI 102-10	Significant changes to the organisation and its supply chain	Our performance at a glance, Page 05 About Atlantica Hotels & Resorts, Page 03 This is our first report
	GRI 102-11	Precautionary Principle or approach	About Atlantica Hotels & Resorts, Page 03 Health & Safety / Food Safety, Page 03 Implementation of Environmental Policies, Page 44 All Management Systems implemented by the Group have a risk based philosophy.

Additional Information - GRI Content Index

GRI Standard	Disclosure	Disclosure Title	Page number(s) and/or URL(s)
GRI 102: General Disclosures 2016	Organisational Profile		
	GRI 102-12	External Initiatives	Our Commitment to Sustainability, Page 11 Measuring our Performance, Page 23 Standards, Certifications and Awards, Page 54 A number of the Group’s Hotel units have been certified with Energy Management Systems (ISO 14001), Quality Management Systems (ISO 9001) and Travelife, UN SDGs
	GRI 102-13	Membership of associations	Cyprus Employers and Industrialists Federation (OEB), Cyprus Chamber of Commerce and Industry (KEBE), CSR Cyprus, PASYXE, CSTI
	Strategy		
	GRI 102-14	Statement from senior decision-maker	Executive Statement, Page 04
	Ethics & Integrity		
	GRI 102-16	Values, principles, standards, and norms of behaviour	About Atlantica Hotels & Resorts, Page 03
	Governance		
	GRI 102-18	Governance Structure	Sustainability Governance, Page 12
	Stakeholder Engagement		
	GRI 102-40	List of stakeholder groups	Engaging with our Stakeholders, Page 21
	GRI 102-41	Collective bargaining agreements	Labour Practices, Page 26
	GRI 102-42	Identifying and selecting stakeholders	Our Materiality Process, Page 16 Engaging with our Stakeholders, Page 21

Additional Information - GRI Content Index

GRI Standard	Disclosure	Disclosure Title	Page number(s) and/or URL(s)
GRI 102: General Disclosures 2016	GRI 102-43	Approach to Stakeholder engagement	Engaging with our Stakeholders, Page 21
	GRI 102-44	Key topics and concerns raised	Our Materiality Process, Page 16 Engaging with our Stakeholders, Page 21

Additional Information - GRI Content Index

GRI Standard	Disclosure	Disclosure Title	Page number(s) and/or URL(s)
Reporting Practice			
GRI 102: General Disclosures 2016	GRI 102-45	Entities included in the consolidated financial statements	About this Report, Page 03
	GRI 102-46	Defining report content and topic Boundaries	Our Materiality Process, Page 16 Engaging with out Stakeholders, Page 21
	GRI 102-47	List of material topics	Our Materiality Process, Page 16
	GRI 102-48	Restatements of information	This is our first report
	GRI 102-49	Changes in reporting	This is our first report
	GRI 102-50	Reporting period	2018
	GRI 102-51	Date of most recent report	This is our first report
	GRI 102-52	Reporting cycle	Annual
	GRI 102-53	Contact point for questions regarding the report	Communication, Page 61
	GRI 102-54	Claims of reporting in accordance with the GRI Standards	About this Report, Page 03
	GRI 102-55	GRI content index	GRI Content Index, Page 56
	GRI 102-56	External assurance	No
Material Topic: Waste Management			
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its boundary	Waste Management, Page 51
	GRI 103-2	The management approach and its components	Waste Management, Page 51

Additional Information - GRI Content Index

GRI Standard	Disclosure	Disclosure Title	Page number(s) and/or URL(s)
Material Topic: Waste Management			
GRI 306: Effluents and Waste 2016	GRI 103-3	Evaluation of the management approach	Waste Management, Page 51
	GRI 306-2	Waste by type and disposal method	Waste Management, Page 51
	Material Topic: Waste Management		
GRI 103: Management Approach 2016	GRI 103-1	Explanation of the material topic and its boundary	Water Management, Page 52
	GRI 103-2	The management approach and its components	Water Management, Page 52
	GRI 103-3	Evaluation of the management approach	Water Management, Page 52
GRI 303: Water 2016	GRI 303-1	Water withdrawn by source	Water Management, Page 52
	Material Topic: Implementation of Environmental Policies		
	GRI 103-1	Explanation of the material topic and its boundary	Implementation of Environmental Policies, Page 44
GRI 307: Compliance with Environmental Regulations 2016	GRI 103-2	The management approach and its components	Implementation of Environmental Policies, Page 44
	GRI 103-3	Evaluation of the management approach	Implementation of Environmental Policies, Page 44
	GRI 307-1	Non-Compliance with Legal and Environmental Regulations	Implementation of Environmental Policies, Page 44 No incidence of Non-Compliance with Legal and Environmental regulations was reported during the period.

Glossary and Definitions

EED: European Energy Directive
EnMS: Energy Management System
GDPR: General Data Protection Regulation
GHG: Greenhouse gas
GRI: Global Reporting Initiative
ISO: International Organisation for Standardisation
IIRC: International Integrated Reporting Council
NGOs: Non-Governmental Organisations
SDG: Sustainable Development Goals
SASB: Sustainability Accounting Standards Board
UNGC: United Nations Global Compact
UN: United Nations

Consultation

This ESG Report was developed with the consulting support of the Sustainability Services practice of Axel Viser Ltd. The Group Quality team at Atlantica Hotels and Resorts was pivotal in this project, responsible for the calculation, collection, consolidation, accuracy, and completeness of the data presented. Their dedicated efforts ensured the highest standards in reporting.

Disclaimer

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This Environmental, Social, and Governance (ESG) report contains 'forward-looking statements' regarding the Group's future performance. Such statements use terms like 'expect,' 'estimate,' 'anticipate,' 'believe,' 'should,' 'intend,' 'plan,' 'probability,' 'risk,' 'target,' 'goal,' 'objective,' 'aim,' and similar expressions or variations.

'Forward-looking statements' inherently carry risks tied to future events and circumstances, which could adversely impact the Group's actual results, financial condition, or performance.

The ESG data and information provided may change without notice. Atlantica Hotels and Resorts is not liable for any loss or damage arising from the use of, or reliance on, this ESG report or its content.

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