

# Sustainability Report 2016



**ikos**<sup>TM</sup>  
RESORTS



# IKOS RESORTS: Infinite Lifestyle and Infinite Care

Ikos Resorts is bringing a new era of hospitality to the Mediterranean. With the first two luxury resorts, Ikos Olivia and Ikos Oceania, situated in stunning natural locations, luxury all inclusive holidays have been completely redefined.

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

Please find more information on the Ikos Green programme by browsing the 2016 Ikos Resorts Sustainability Report, as well as visiting [www.ikosresorts.com/green-programme](http://www.ikosresorts.com/green-programme)



# 2016 SUSTAINABILITY AWARDS

The company's sustainability performance has been recognized from the first year of Ikos Resort's operation, with guests also expressing high satisfaction about the Ikos Green programme

## Ikos Oceania

Travelife Gold Certification  
Green Key Certification  
Blue Flag certification



## Ikos Olivia

Travelife Gold Certification  
Green Key Certification  
Blue Flag certification

Guest satisfaction on the Ikos Green sustainability initiatives has increased since 2015; for Ikos Oceania guests awarded the company efforts with **9,71/10** and for Ikos Olivia with **9,60/10**

## IKOS GREEN, THE IKOS RESORTS SUSTAINABILITY PROGRAMME, COMPRISES OF FOUR PILLARS:

### The Ikos commitment to greener operations

1

The hotel is committed to actively reducing energy, water, waste and chemical consumption. The Ikos company has invested in many sustainability features, including heat pumps, solar panels, a three-stage wastewater treatment plant for recycling water, 99% LED lights, BMS and KNX systems for A/C and lighting, low-water, aerated flow features in all taps and showers, roof gardens and botanical gardens, all without compromising the guest luxury experience offered.

### The Ikos commitment to local products and restaurants

2

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

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

3

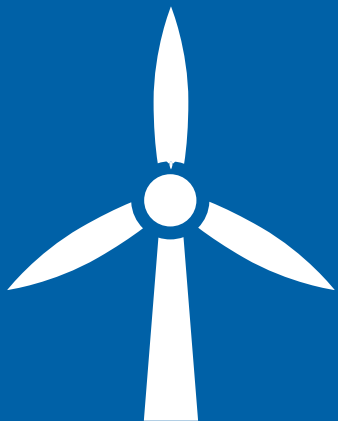
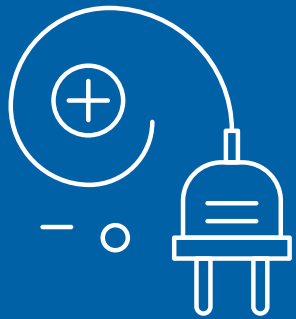
A dolphin cuddly toy is sold in the Ikos mini markets to raise funds to protect the local dolphin population, in partnership with NGO MoM. Ikos has also partnered with Halkidiki Animal Rescue for rehoming stray animals, as well as the Hellenic Ornithological Society to protect the local wetlands of Ag.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

### The Ikos commitment to greener learning and experiences

4

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

# IKOS GREEN Sustainability Policies



## IKOS RESORTS ENVIRONMENTAL POLICY

Ikos Resorts is committed to managing its business in a sustainable way, respecting the environment and local community, whilst delivering an infinite lifestyle holiday experience, with new levels of elegance, quality and service in a redefined all-inclusive model. From minimising the environmental footprint of its hotel operations, to showcasing local biodiversity and products, the company consistently strives to support sustainability and the local community through the initiatives of the Ikos Green programme.

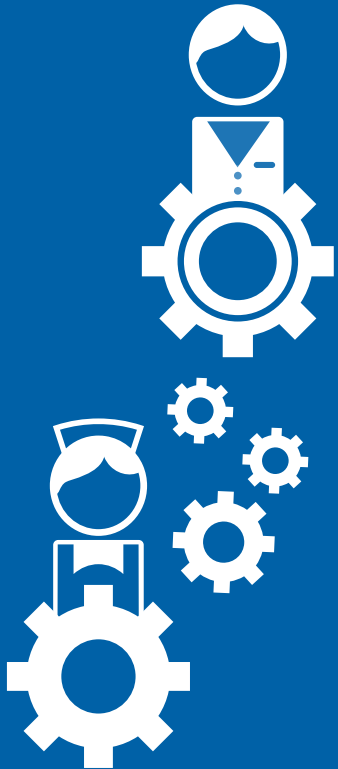
The Ikos Resorts management team and subsequently all Ikos Resorts employees are committed to meeting and exceeding all legal and environmental requirements in its properties, and to continuously improving the environmental performance of its hotels in the following areas:

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

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

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

# IKOS GREEN Sustainability Policies



## IKOS RESORTS POLICY

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

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

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

# IKOS GREEN Sustainability Policies



## IKOS RESORTS HEALTH AND SAFETY POLICY

Ikos Resorts is committed to ensuring the health, safety and welfare of all its employees, contractors and visitors likely to be affected by its operations, as well as to continuously improving its occupational health and safety management and performance. In order to achieve this goal, the management of each Ikos Resorts property provides the necessary information, training, instruction and supervision to all employees, with the aim of encouraging a positive health and safety with their active participation, consultation and cooperation.

Ikos Resorts complies with all relevant legislation, regulations and other requirements that are applicable to each hotel. The company's Health and Safety Policy includes the following core values:

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

It is the obligation of all employees, contractors and visitors of Ikos Resorts to conform to this policy, as well as the safety training, instructions given and codes of practice. All parties have the responsibility to work safely, to take all reasonable precautions and care for their own health and safety, and to consider the health and safety of others affected by their actions, as prescribed in this policy statement.

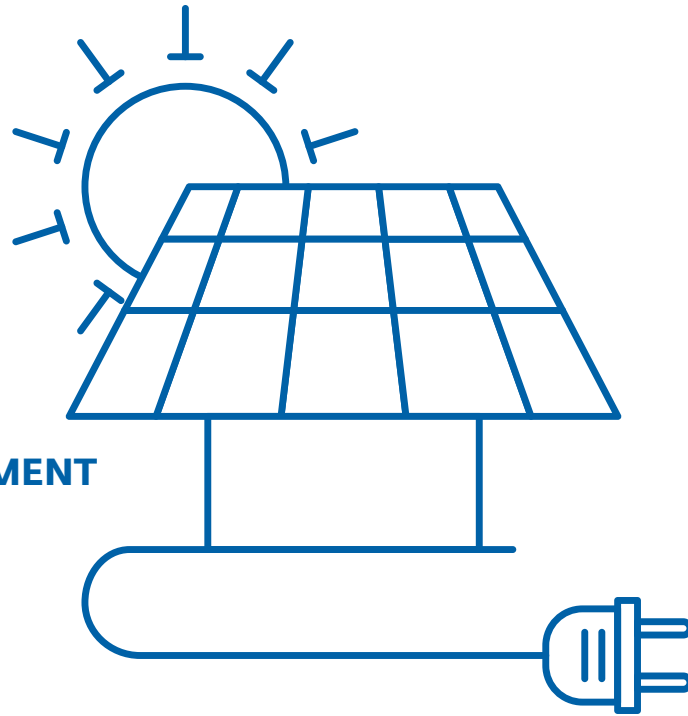
The Health and Safety Policy is communicated to all employees and persons working for or on behalf of Ikos Resorts and is made available to any interested parties upon request.



IKOS  
GREEN  
in 2016



# IKOS GREEN in 2016



## ENERGY AND WATER MANAGEMENT

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

Electricity consumption was slightly increased at Ikos Oceania in 2016 due to high temperatures over the summer months. The hotel has now renovated all external windows with low-e double glazing windows aiming to reduce energy losses and consumption, while many other energy initiatives are underway

LED technology installed covers **99%** of Ikos Olivia and Ikos Oceania

The Ikos Green target is to reduce energy consumption by **5% in 2017**

Gas energy was reduced by **3%** at Ikos Oceania compared to 2015

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

**9%** Reduction in gas consumption at Ikos Olivia compared to 2015



## ENERGY AND WATER MANAGEMENT

The Ikos Green target is to reduce water consumption by

**5% in 2017**

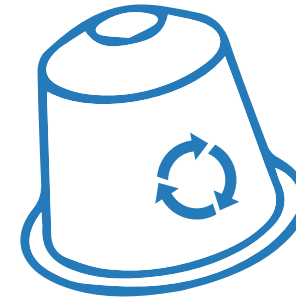
At all Ikos Resorts, water performance is monitored on a monthly basis

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

Water consumption for Ikos Olivia has remained stable compared to **2015**, however a small increase at Ikos Oceania was due to the new spa and swimming pools added

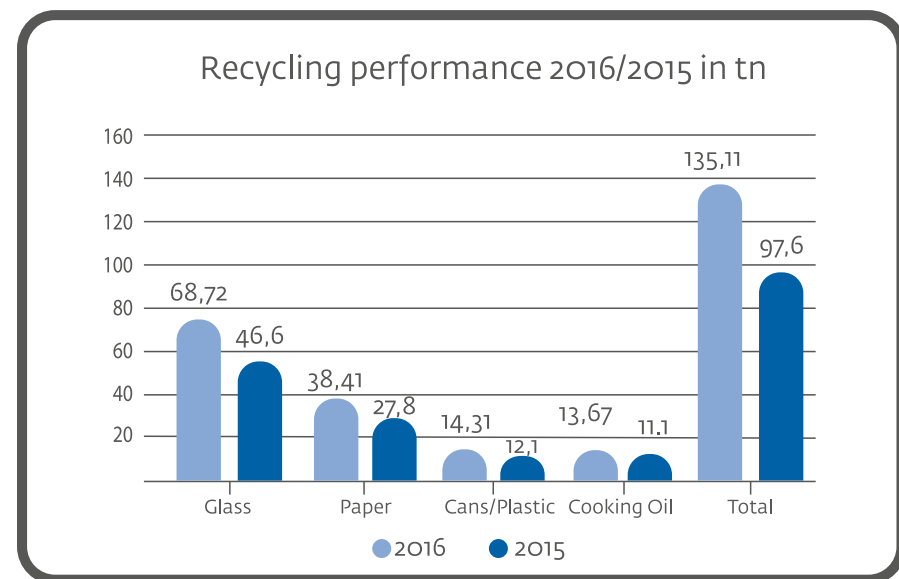
At Ikos Olivia, wastewater is used for irrigating peripheral gardens after treatment at a state-of-the-art three-stage wastewater treatment facility

Ikos resorts has installed flow restrictors limiting water flow to **5lit/min** for basins and **10lit/min** for shower heads in all rooms



## WASTE MANAGEMENT

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



## WASTE MANAGEMENT

**135** tn of materials were recycled in 2016 including glass, paper, tins, plastic, cooking oils and Nespresso capsules, an increase of **38%** compared to 2015

The recycling rate has improved by **43%** at Ikos Olivia and by **28,5%** at Ikos Oceania compared to 2015 levels

Extensive staff training ensures that recycling techniques are applied in all hotel departments

At Ikos Olivia all green waste is composted, along with a portion of kitchen waste. The composting project is expected to expand in 2017



# IKOS GREEN in 2016

## SUPPLY CHAIN MANAGEMENT

Ikos Resorts continuously works with suppliers to ensure joint improved environmental performance, be it through changing the packaging within which products are delivered to reduce waste, or by increasing the percentage of local produce in our menus.

All suppliers are evaluated against sustainability criteria, such as environmental certifications, locality, and packaging waste.

A large, modern hotel building at night, illuminated from within. The building has multiple floors with balconies and a curved facade. In the foreground, there is a swimming pool with blue lighting and lounge chairs. The sky is dark blue.

## SUPPLY CHAIN MANAGEMENT

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

Housekeeping and kitchen chemicals were reduced by **30%** at Ikos Oceania since 2015 by applying dosage systems and solid chemicals

The Ikos new all inclusive model has a focus on sustainability, with over **60%** of products sourced locally or domestically

Chemicals used in Ikos Olivia are mostly solid and eco friendly, significantly reducing the amount of chemicals used



# IKOS GREEN in 2016

## GUEST INVOLVEMENT AND PARTNERSHIPS

- Guest eco learning programs, available to children at the mini and Teen Clubs, give younger guests the opportunity to learn about the local biodiversity, such as about the dolphins, sea birds and olive trees, as well as about local customs and produce. Guests can also visit the on-site herbal gardens, local wineries, as well as go hiking, biking and birdwatching
- Ikos Resorts supports the non-profit MOm in its Northern Aegean Dolphin Project. The company supported the project through the sale of 175 cuddly toys sold in the Ikos Resorts mini markets in 2016
- A partnership with the Hellenic Ornithological Society is now in its third year, with the aim to protect the local Agios Mamas wetlands. Under the initiative, the local bird populations are being recorded in order to implement relevant protection measures
- Through a partnership with animal welfare charity Halkidiki Animal Rescue, in 2016, six cats were neutered and two puppies rehomed

# IKOS GREEN in 2016



## Local Community and Human Capital Focus

Numerous donations have been made to various local environmental and social initiatives and non-profits in 2016, such as the protection of the Agios Mamas wetlands with the Hellenic Ornithological Society, the Northern Aegean Dolphin Project with MOm, the food banks of Nea Moudania and Kriopigi, the Friends of the Poor in Polygyros, the Katerini Old People's Home, the nursery schools of Portarias and N. Moudania, the Social Grocery Store of the Thessaloniki Municipality and Solidarity Now Refugee Support, to name a few.

77% of the employees of Ikos Resorts are Greek and 82% locals

Over 60% of products are sourced locally and domestically carefully selected and checked

2485 training hours offered to staff in 2016





# IKOS GREEN in 2016

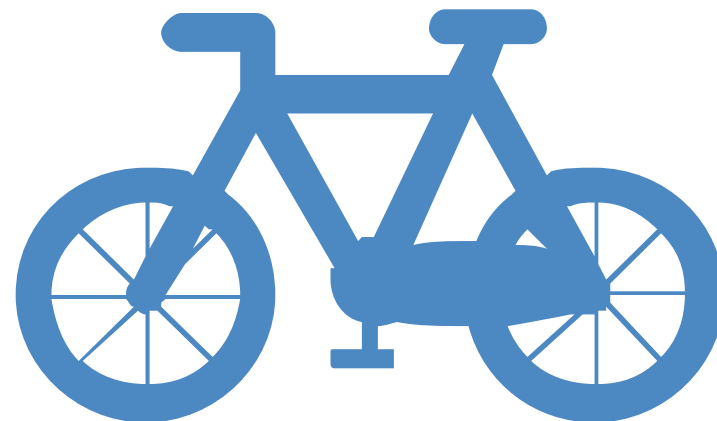
## KEY IKOS GREEN 2017 TARGETS

- Increase sustainability training for all staff to 2,5 hours;
- Reduce energy consumption at both Ikos Resorts and draw up an energy policy in line with ISO 50001;
- Reduce water consumption further at both Ikos Resorts and conduct water assessments;
- Increase recycling rates to 30% and introduce composting at Ikos Oceania;
- Minimize the use of plastic single use items and conduct a plastic audit.

# IKOS GREEN in 2016

## About the report

- The information and data covers Ikos Resorts hotel activities during the operational period
- The information used is for the financial year 2016 (April 2016–October 2016)
- The pictures are copyright of Ikos Resorts
- Ikos Resorts and Ikos Green are trademark property of Ikos Resorts
- The report or part of this report cannot be published or used without the official license of Ikos Resorts





For more information please visit [www.ikosresorts.com](http://www.ikosresorts.com) or contact [info@ikosresorts.com](mailto:info@ikosresorts.com)