



Sustainability Report 2025

Sustainable Development , Goals and Targets



AGAPI BEACH RESORT
CRETE

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Message From The Management

Dear Readers,

At Agapi Beach Resort, sustainability is not simply an objective—it is a fundamental principle that shapes the way we operate, inspired by our Cretan heritage and the enduring values of hospitality, responsibility, and respect.

We are committed to minimizing our environmental footprint, strengthening our local community, and creating authentic, sustainable experiences for our guests. Guided by our Sustainable Development Strategy, we continue to embed responsible practices across every area of our operations, from the efficient use of resources to meaningful community partnerships.

This Sustainability Report highlights the progress achieved over the past year and demonstrates our ongoing commitment to responsible growth and continuous improvement.

As we look ahead, we remain dedicated to making a positive and lasting impact—for our employees, our guests, our community, and future generations.

Best Regards,
Giannis Galanis
Hotel Manager



About the Resort

Nestled in Ammoudara, just 6 km west of Heraklion, Agapi Beach Resort has spent over 40 years establishing a reputation for genuine Cretan warmth and sustainable luxury. The 4-star all-inclusive property offers 318 rooms, suites, and bungalows set along a pristine Blue Flag beach.

Key Highlights

Farm-to-Table Dining

Menus centered around seasonal, regional ingredients.

Active Living & Wellness

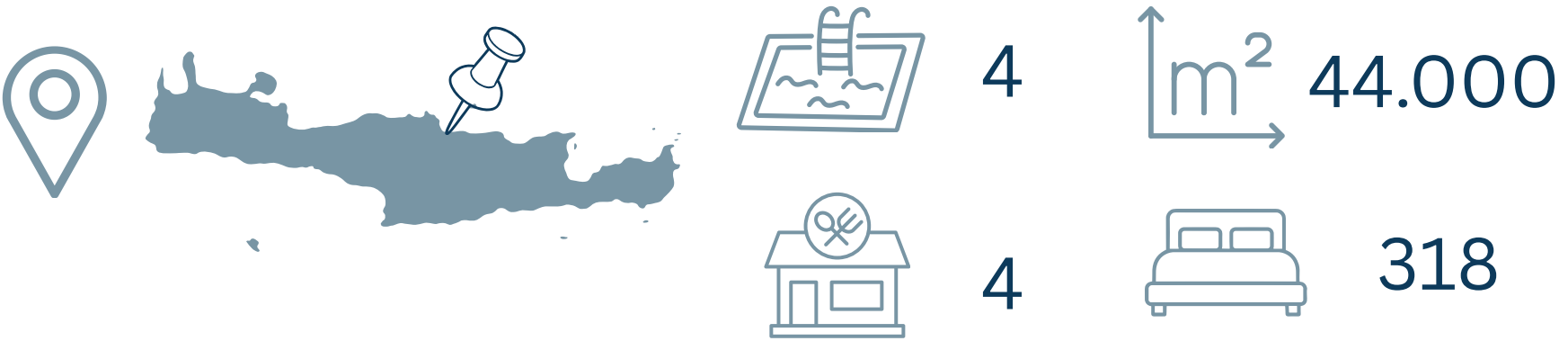
A robust wellness offering comprising three freshwater pools, a full-service spa, a watersports center, and daily athletic and cultural programming.

Inclusive Family Travel

Tailored amenities, accessible facilities, and multilingual care designed to support seamless intergenerational stays.

Environmental & Local Leadership

A proactive sustainability agenda backed by global certifications, focusing on carbon footprint reduction, local economic empowerment, and community well-being.



Awards

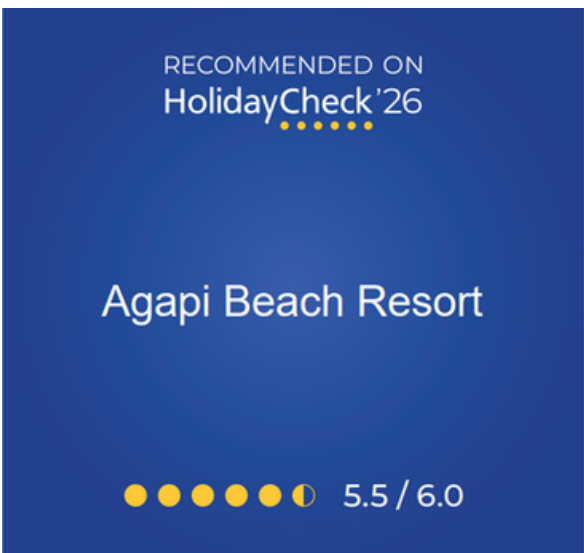
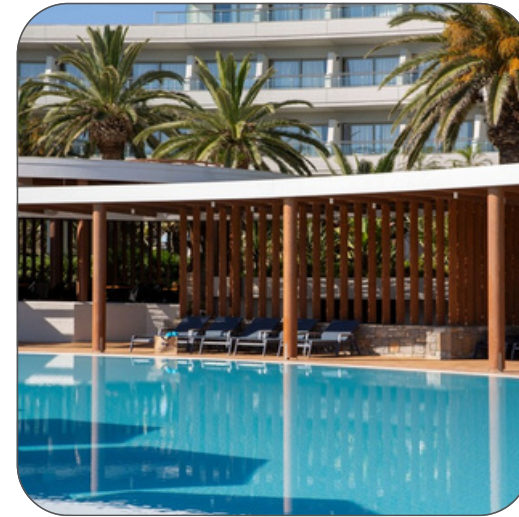


Photo Gallery



Values & Commitments

◆ Respect for All

We treat colleagues, guests, and the environment with care, building relationships rooted in mutual appreciation and trust.

◆ Integrity & Honesty

Everything we do is guided by integrity and transparency, fostering strong, lasting connections with both guests and team members.

◆ Reducing Greenhouse Gas Emissions

We are committed to minimizing our carbon footprint through energy efficiency, renewable energy initiatives, and waste reduction programs.

◆ Safeguarding Children

We maintain a zero-tolerance policy for any form of abuse or exploitation and are committed to creating a safe and protective environment for all children.

◆ Professionalism & Reliability

We deliver high-quality services with consistency and attention to detail, ensuring that every stay at Agapi Beach Resort is truly exceptional.

◆ Teamwork & Collaboration

Our success is a result of collective effort. We encourage open communication, support, and idea sharing, because together we achieve more.

◆ Support & Empower Community

Support the local community by partnering with local suppliers .

◆ Protecting biodiversity

We promote and protect local biodiversity by enhancing native flora, supporting conservation efforts, and organizing annual beach clean-up actions.

◆ Continuous Improvement

We never stop evolving. We constantly seek ways to enhance our services and create unique, memorable hospitality experiences.

◆ Empower Through Opportunity

Presentations are communication tools that can be used as demonstrations, lectures, speeches, reports, and more.

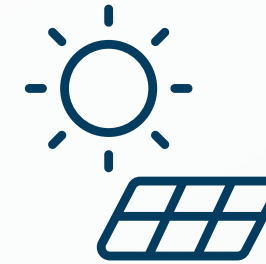
◆ Respecting Human Rights

We uphold and promote human rights by providing fair, inclusive, and safe working conditions for all employees and partners.

Renovation Plan

2024
-
2025

- Roof insulation & waterproofing across 2,200 m² to improve thermal efficiency and reduce energy consumption.
- Upgraded pool bar pergola with improved shading and energy-efficient lighting.



- Energy-efficient outdoor lighting to reduce electricity consumption.
- Dedicated recycling area for organized and discreet waste separation.

2024
-
2025

- Completion of an additional 1,100 m² of roof insulation and waterproofing, enhancing the main building's thermal efficiency.
- Replacement of solar thermal collectors with more efficient systems.
- Installation of energy-efficient HVAC systems (heat recovery heat pump system), improving energy efficiency while reducing energy consumption.
- Replacement of corridor lighting to improve energy efficiency.



2025
-
2026

- Installation of a reverse osmosis system for well-water treatment and reuse.
- Replacement of the energy generator, improving reliability and efficiency.

2025
-
2026

2025
-
2026

- Renovation of 27 guest rooms, 12 suites & Kids Club area, using environmentally friendly materials that comply with all applicable safety standards, while enhancing safety, comfort and accommodation standards.
- Installation of two emergency staircases, improving evacuation safety and access.
- Installation of a certified staff elevator, improving safe staff access.
- Upgrade of guest WCs, including an accessible WC



2025
-
2026

- Renovation and expansion of the Italian restaurant as well back-of-house facilities, improving operational functionality.

Measuring Progress

Sustainability & Social Impact Goals

Achieving our sustainability targets requires collective effort.
We call upon our valued guests, team members, suppliers, and local partners to collaborate with us in driving positive, lasting change.

Key Indicator	Activity / Project	Data / Outcome
Reduce food waste by 3% by the end of 2026.	Installation and continuation of new guest-facing awareness signage in Food & Beverage (F&B) outlets.	Increased guest awareness regarding food waste, leading to the successful achievement of the 3% reduction target by the end of 2026.
Reduce single-use plastic purchases by 4% by the end of 2026.	Continuation of the guest room amenity replacement program and implementation of mitigation strategies to overcome operational difficulties in achieving full coverage	Full deployment of refillable dispensers and rollout of sustainably packaged slippers across all guest rooms, driving the 4% reduction target in single-use plastic purchases by the end of 2026 despite earlier difficulties.
Achieve a 4% reduction in water intensity across hotel operations by 2026.	Complete installation of water-saving fixtures across all hotel guest rooms and operational areas.	Successful reduction of total water intensity by 10.53% (from 0.38 in 2024 to 0.34 M3 per guest night in 2025), significantly exceeding the initial 4% target ahead of 2026.

Key Indicator	Activity / Project	Data / Outcome
Energy Consumption	Continued implementation of energy-saving initiatives, including LED lighting, motion sensors and energy-saving reminders incorporated into housekeeping procedures, with further opportunities for efficiency improvements being monitored.	Electricity consumption did not achieve the targeted 4% reduction in 2025, as it was impacted by extensive renovation works carried out during the winter period. Despite this, ongoing energy-efficiency measures continue to support our long-term objective of reducing electricity consumption.
Hazardous Waste Generation	Strengthen waste segregation, handling and monitoring practices, while identifying opportunities to minimise the generation of hazardous waste across operations.	Reduce hazardous waste generation by 2% (kg) by the end of 2027, compared to the established baseline year, through improved waste management and reduction practices.
Employee Feedback & Workplace Well-being	Design and launch a confidential online reporting mechanism, supported by a defined process for reviewing, addressing and monitoring reported concerns and implementing appropriate preventive actions.	Implement an online employee reporting platform by the end of 2028, providing employees with an accessible channel to raise concerns and enabling timely identification, response and prevention of undesirable workplace incidents.

Measuring Progress

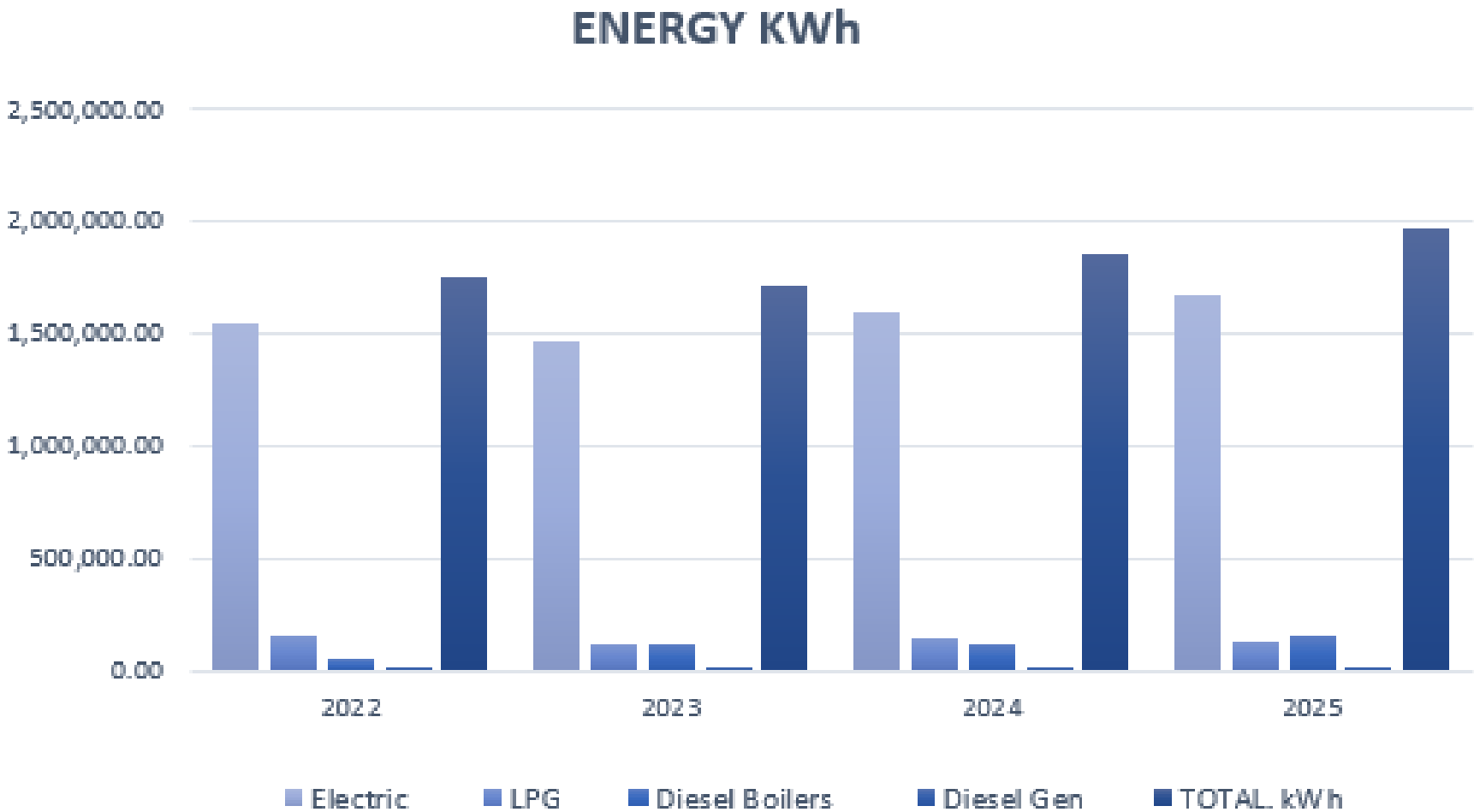
Sustainability & Social Impact Goals

Achieving our sustainability targets requires collective effort.

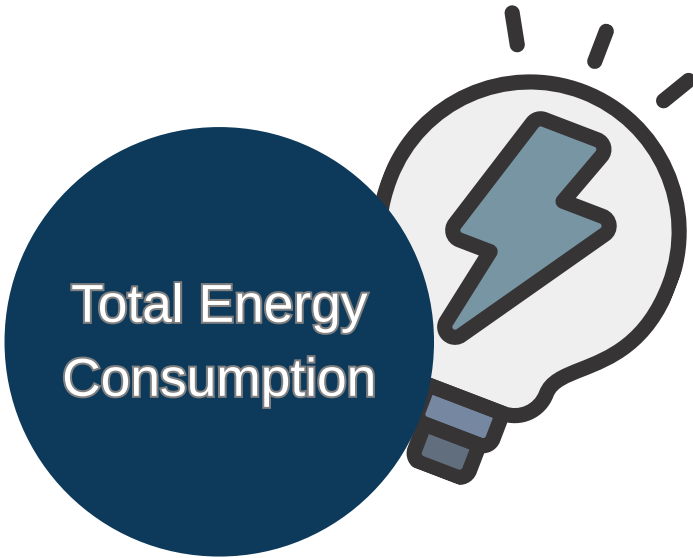
We call upon our valued guests, team members, suppliers, and local partners to collaborate with us in driving positive, lasting change.

Energy Management

Total energy consumption remained broadly stable over the reporting period, with a moderate increase in 2025 primarily attributable to the extensive renovation works carried out across the facilities. These activities resulted in higher energy demand during the winter months, driven by construction operations. Electricity continued to represent the Company's primary energy source, while the use of LPG and diesel remained limited. The increase is considered temporary and related to the renovation programme rather than a change in normal operational energy demand.



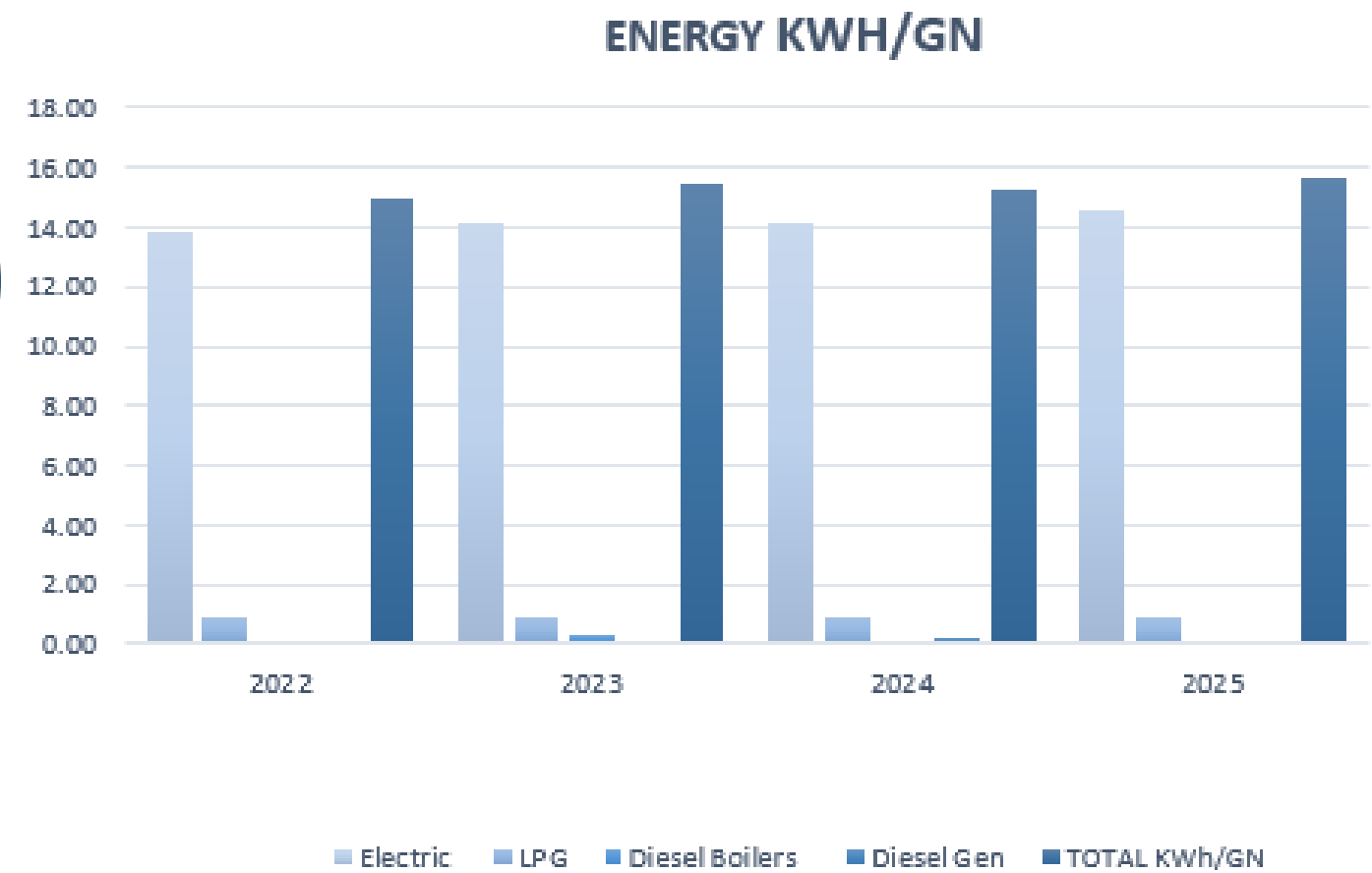
Year	Electricity (kWh)	LPG (kWh)	Diesel Boiler (kWh)	Diesel Generator (kWh)	Total Energy (kWh)
2022	1,638,716.15	105,201.00	13,872.50	8,500.00	1,766,289.65
2023	1,697,539.08	114,123.46	39,922.58	8,000.00	1,859,585.11
2024	1,789,104.81	110,171.58	14,649.60	25,824.00	1,939,749.99
2025	1,836,667.77	114,349.05	11,040.00	10,231.68	1,972,288.50



Energy Management

Energy consumption per guest night remained relatively stable throughout the reporting period, ranging from 14.93 to 15.66 kWh/GN. The slight increase recorded in 2025 is mainly attributable to the temporary additional energy requirements associated with the extensive renovation works, particularly during the winter months. Despite these project-related activities, the overall energy intensity per guest night remained broadly consistent, while electricity continued to account for the largest share of energy consumption.

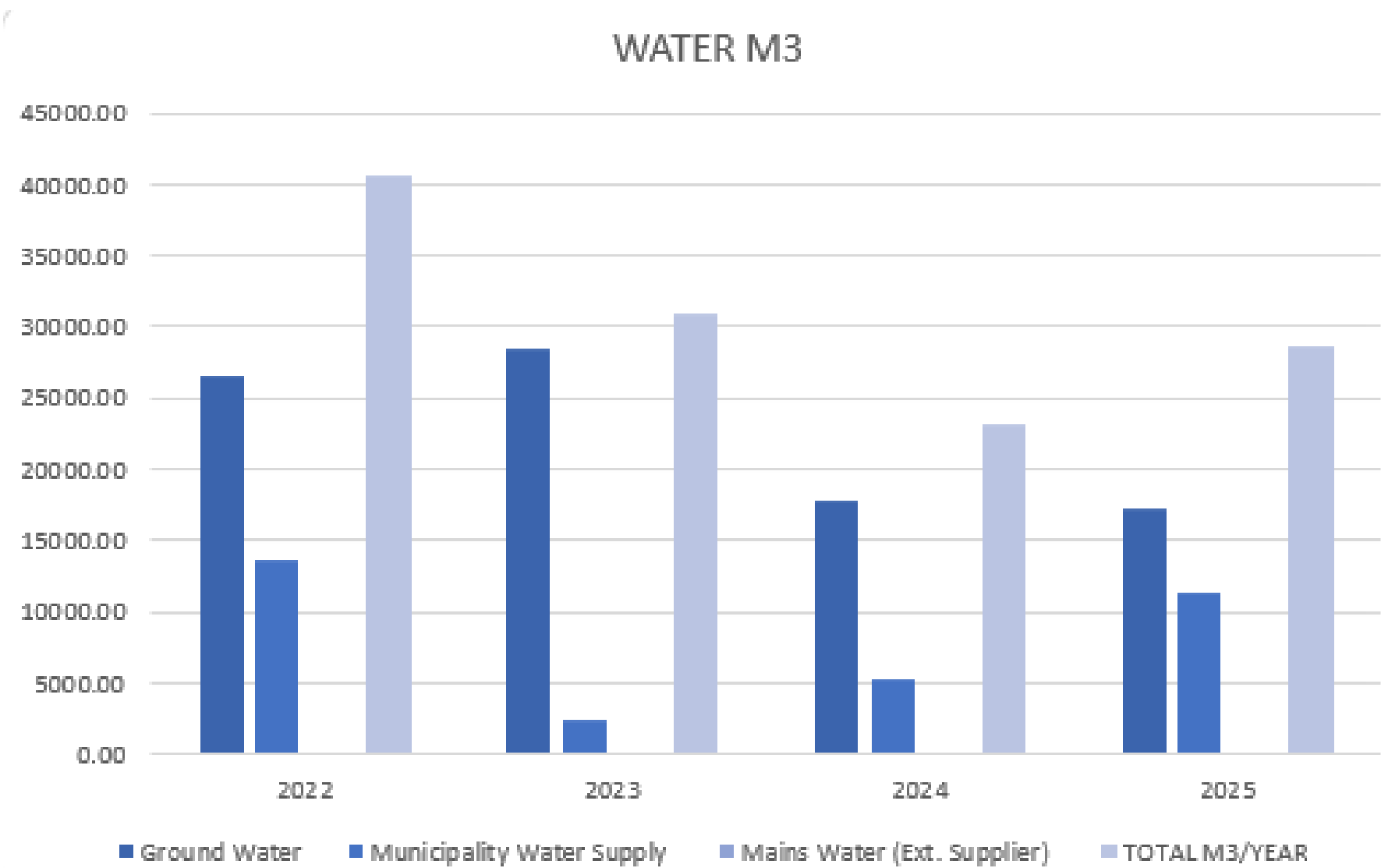
Consumption
by Guest
Night



Year	Electricity	LPG	Diesel Boiler	Diesel Generator	Total kWh/GN
2022	13.85	0.89	0.12	0.07	14.93
2023	14.14	0.95	0.33	0.07	15.49
2024	14.11	0.87	0.12	0.2	15.3
2025	14.58	0.91	0.09	0.08	15.66

Water Resources Management

In 2025, total water consumption decreased by approximately 12.5% compared to 2024, significantly exceeding the annual reduction target of 4%. This achievement reflects the effectiveness of the Company's water efficiency initiatives and its ongoing commitment to responsible water stewardship. will continue to implement measures aimed at further optimizing water use and enhancing the sustainable management of water resources.

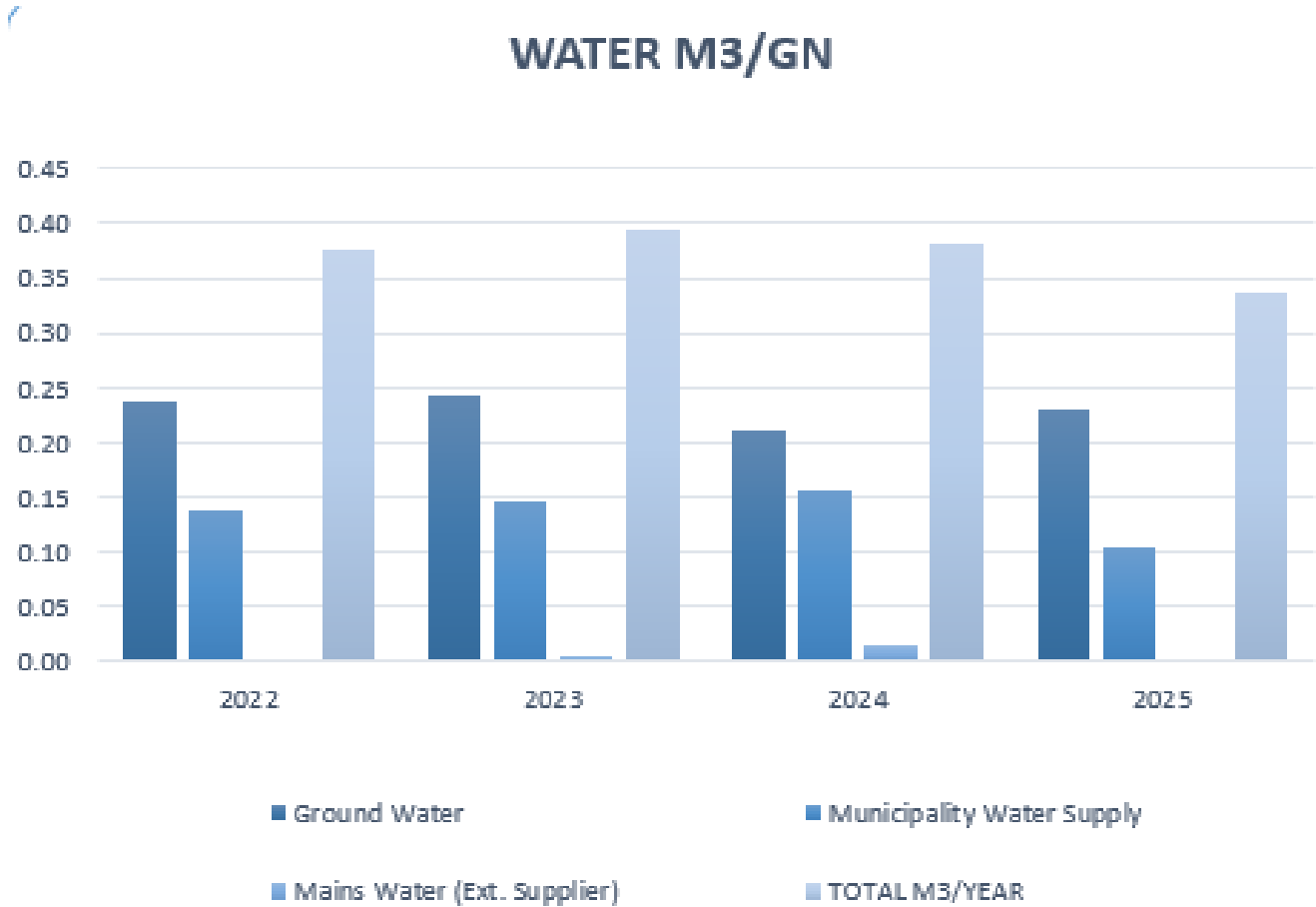


Year	Ground Water	Municipality Water Supply	Mains Water (Ext. Supplier)	Total (m³/year)
2022	28,112.00	16,455.00	0	44,567.00
2023	29,076.00	17,583.00	620	47,279.00
2024	26,793.00	19,796.00	1,880.00	48,469.00
2025	28,831.00	13,236.00	360	42,427.00



Water Resources Management

The water intensity indicator decreased by approximately 10.5% in 2025 compared to 2024, significantly exceeding the annual reduction target of 4%. This achievement reflects the effectiveness of the Company's water efficiency initiatives and its ongoing commitment to responsible water stewardship. The Company will continue to implement measures aimed at further optimizing water use and enhancing the sustainable management of water resources.



Continuous monitoring of water usage per guest remains a priority for Agapi Beach Resort, supporting the resort’s commitment to sustainable operations and responsible resource management.

Year	Ground Water	Municipality Water Supply	Mains Water (Ext. Supplier)	Total Water Intensity (m³/unit)
2022	0.24	0.14	0	0.38
2023	0.24	0.15	0.01	0.39
2024	0.21	0.16	0.01	0.38
2025	0.23	0.105	0.003	0.34

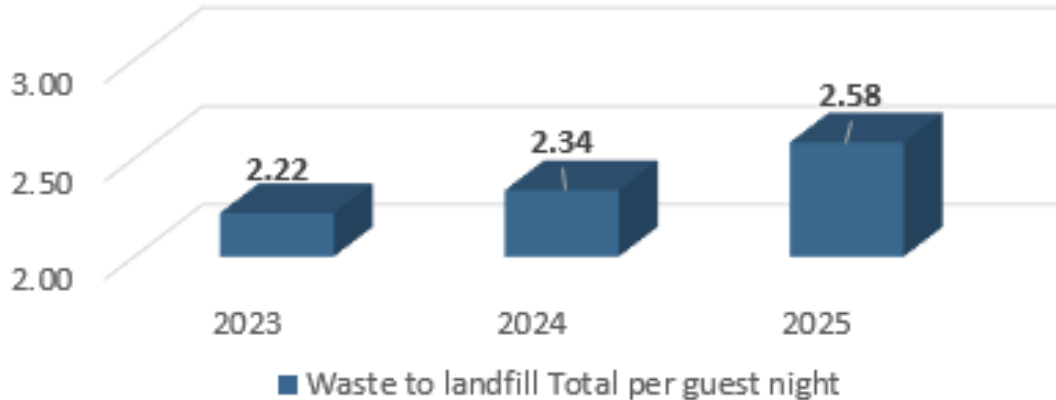
Simple Solid Waste Management



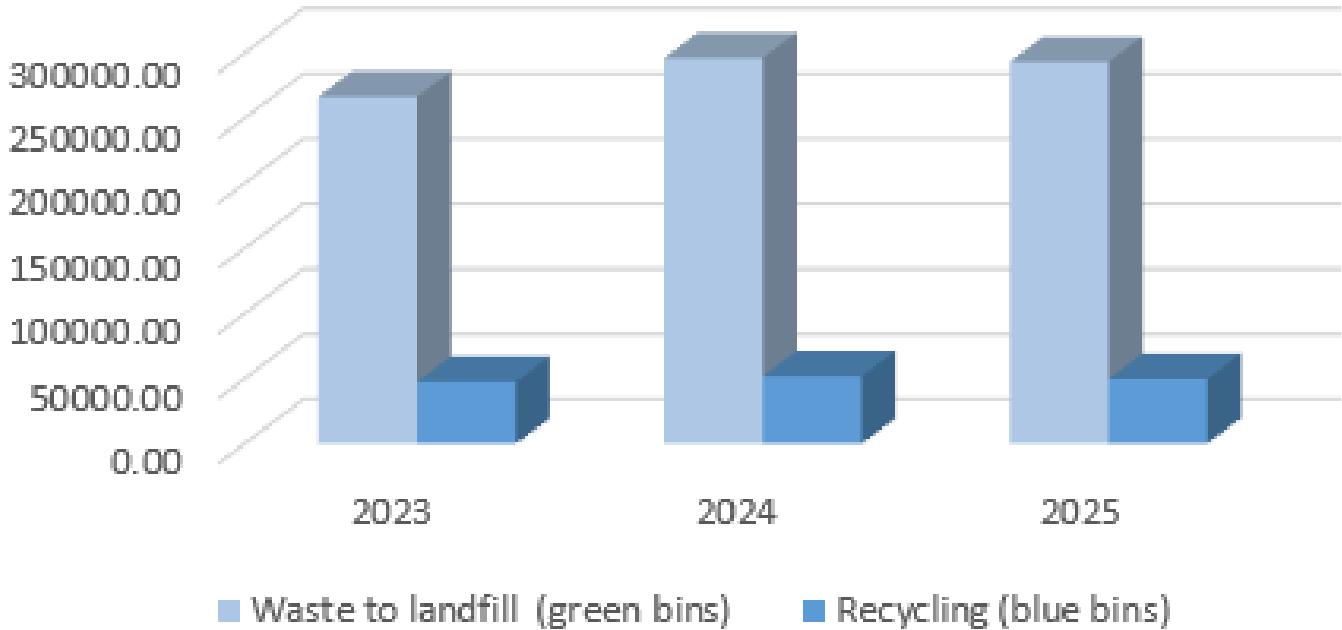
In 2025, the Company continued to strengthen its waste management practices, with a focus on reducing waste sent to landfill and increasing opportunities for recycling and recovery.

Waste-to-landfill intensity stood at 2.58 kg per guest night, compared to 2.34 kg in 2024. While the indicator increased during the year, total waste volumes remained broadly stable, reflecting ongoing efforts to manage waste responsibly. The Company will continue to enhance waste reduction, segregation and recycling initiatives, with the aim of improving resource efficiency and progressively reducing reliance on landfill disposal.

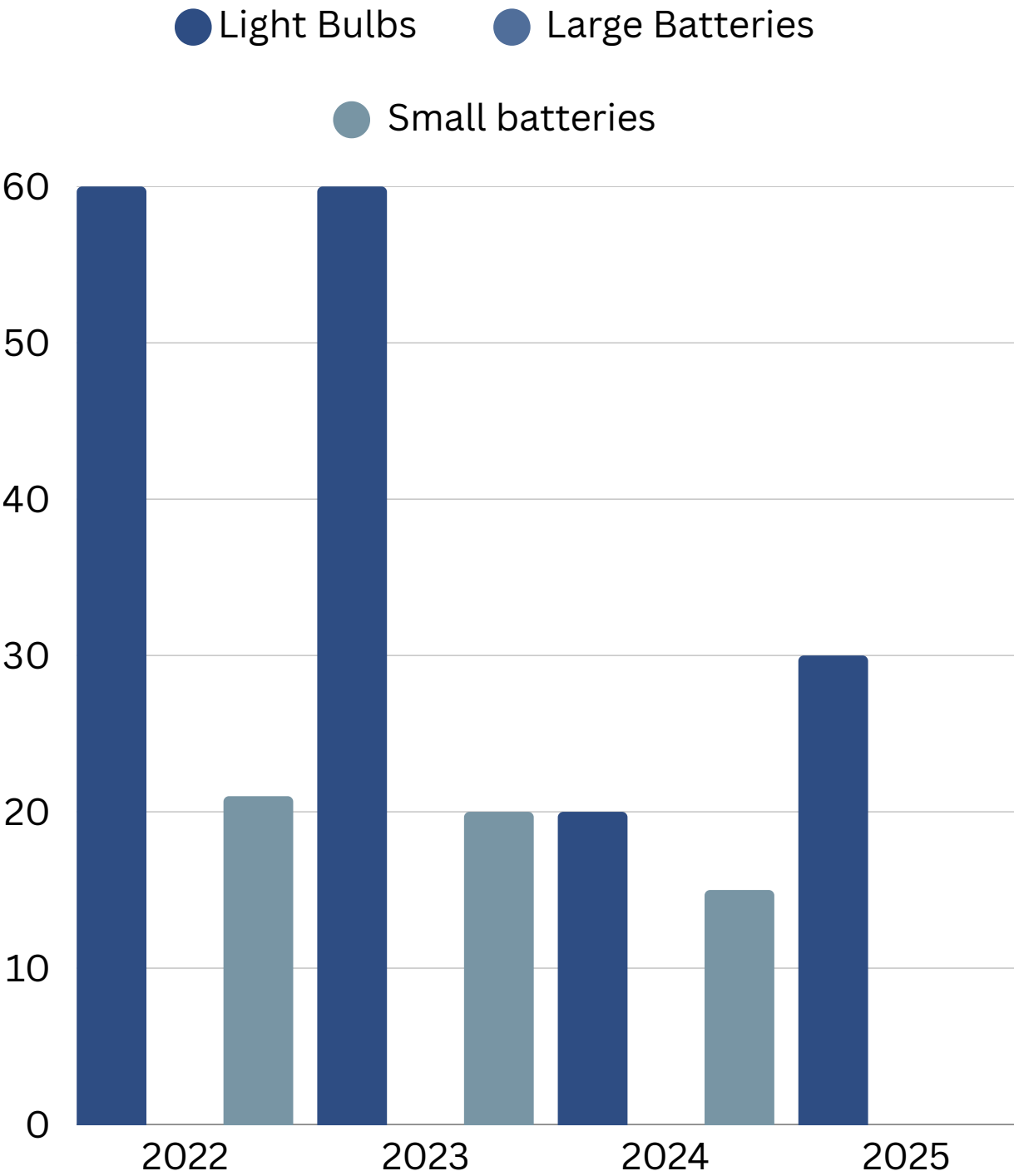
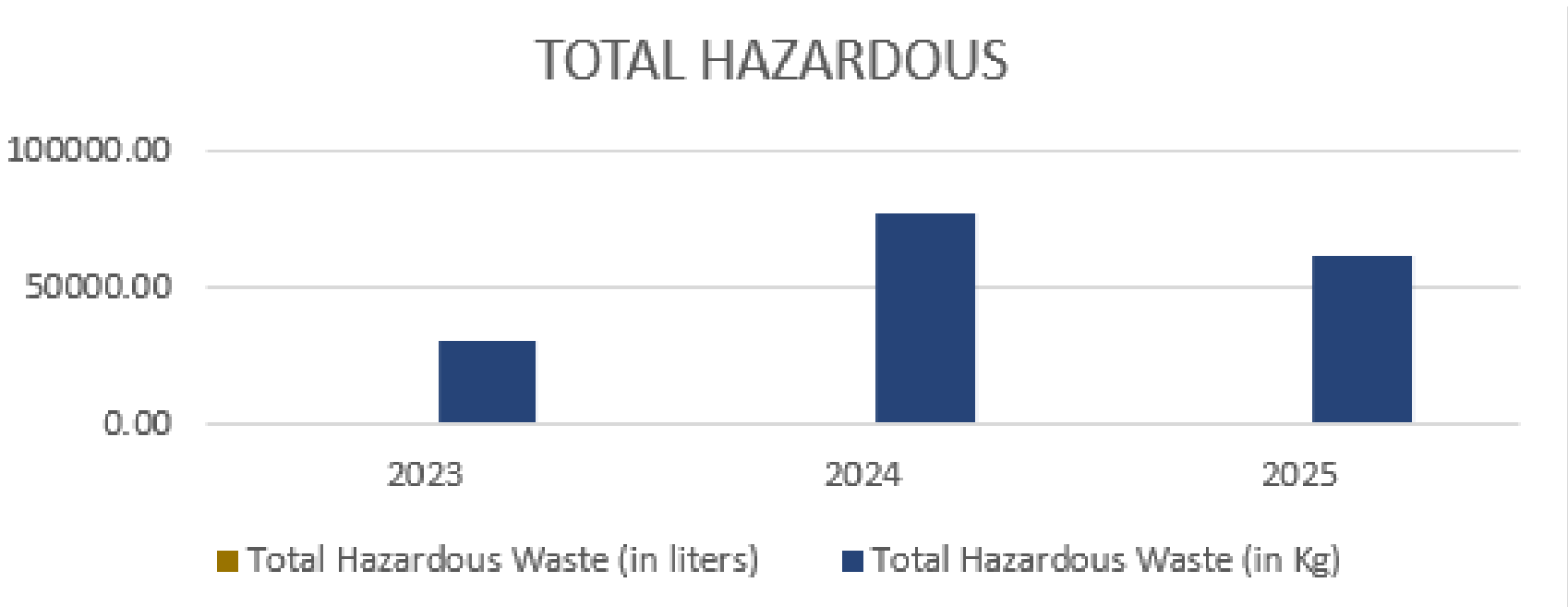
Waste to landfill Total per guest night



Solid Waste Total

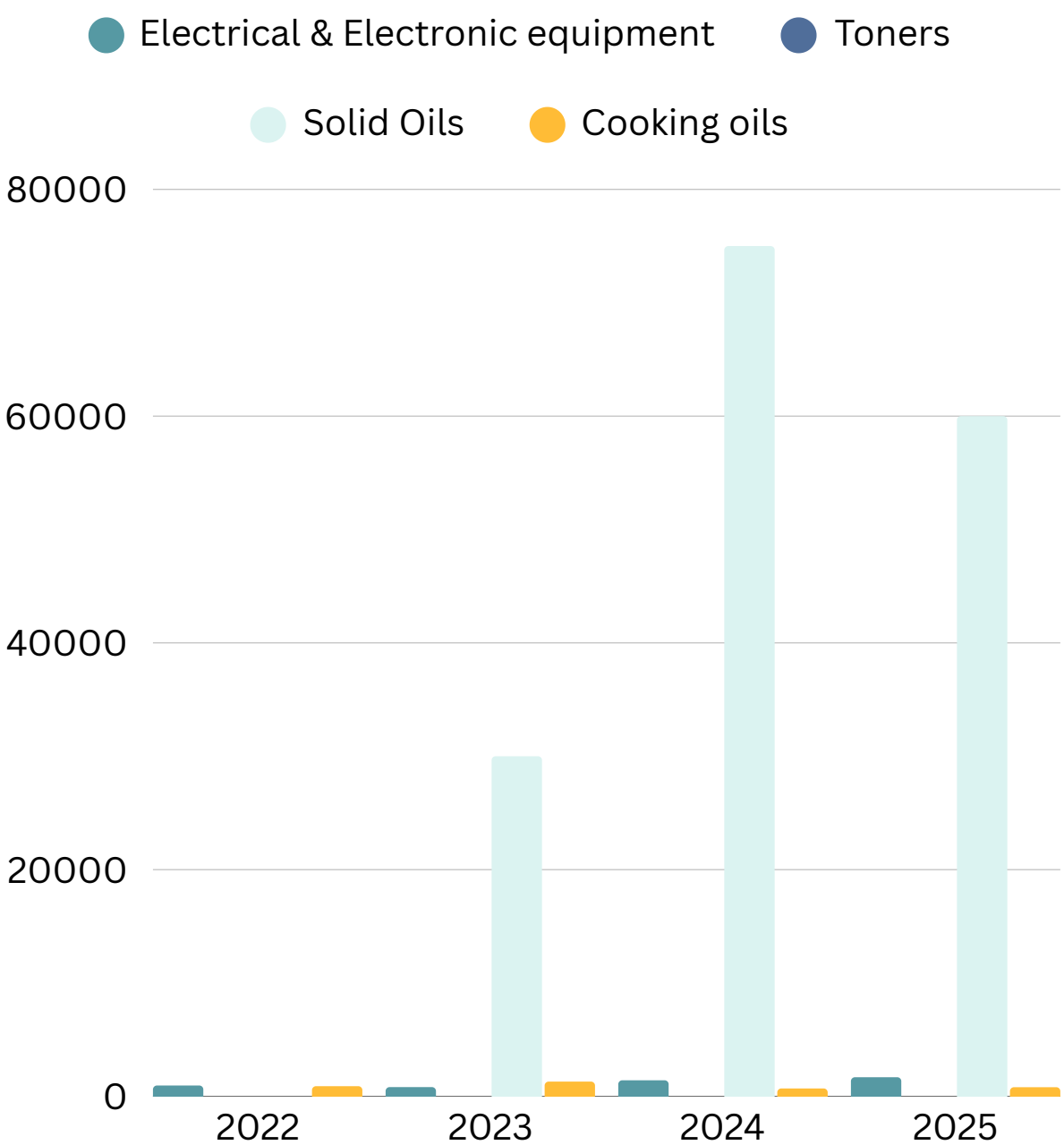


Hazardous Waste Management



Hazardous Waste Management

Between 2022 and 2025, variations in hazardous waste generation were observed across categories. Increases in certain waste streams, particularly electronic equipment and solid materials, are mainly attributed to the extensive renovation works carried out during this period.



All hazardous waste was collected, handled, and disposed of in accordance with environmental standards and regulatory requirements, ensuring responsible management practices throughout the reporting period.



Environmental & Cultural Awareness Activities



At Agapi Beach Resort, we are committed to minimising our environmental impact while maintaining the comfort and well-being of our guests and team. Through responsible practices and sustainable choices, we continuously strive to reduce our ecological footprint and support a more sustainable future.



Hotel Eco Tours

Each week, guests are invited to discover the resort's lush gardens through a guided tour led by our Guest Relations Manager. The experience offers an introduction to local flora, including endemic species, while highlighting the unique natural heritage of the island.



Clean Up the Med

Agapi Beach Resort proudly participates in the "Clean Up the MED" initiative, a campaign dedicated to cleaning the Mediterranean coastlines. Our team encourages guests to join in environmental volunteerism, raising awareness about the importance of protecting the Mediterranean Sea. The event highlights the need to reduce pollution and minimize human impact on marine life.

Mini Club Activities

Our Kids Club welcomes young guests to participate in a variety of environmental awareness activities thoughtfully created by our animation team. Combining education with fun, the programme offers children of all ages the opportunity to discover and learn about the local environment, from marine life and horticulture to native flora and fauna.

Olive Oil & Wine Tastings

At Agapi Beach Resort, guests can enjoy olive oil and wine tasting experiences led by local Cretan experts. They discover the distinctive flavors of traditional Cretan products, learn about their production, and engage with local producers, gaining an authentic insight into the island's rich culinary heritage.

Preserving & Celebrating Cretan Traditions

Tribute to Cretan Customs

Crete is an island rich in tradition, where stories and customs have been lovingly preserved and passed down through generations. At Agapi Beach Resort, we are proud to honour and celebrate this unique living heritage. Throughout the year, guests can immerse themselves in authentic local traditions, from Raki tasting in October, featuring products from local certified producers, to fire-jumping ceremonies, the fortune-telling rituals of Klidonas in June, and the colourful celebrations of May Day. These experiences offer guests a meaningful glimpse into Crete's vibrant cultural heritage, creating memorable and authentic connections with the island and its traditions.

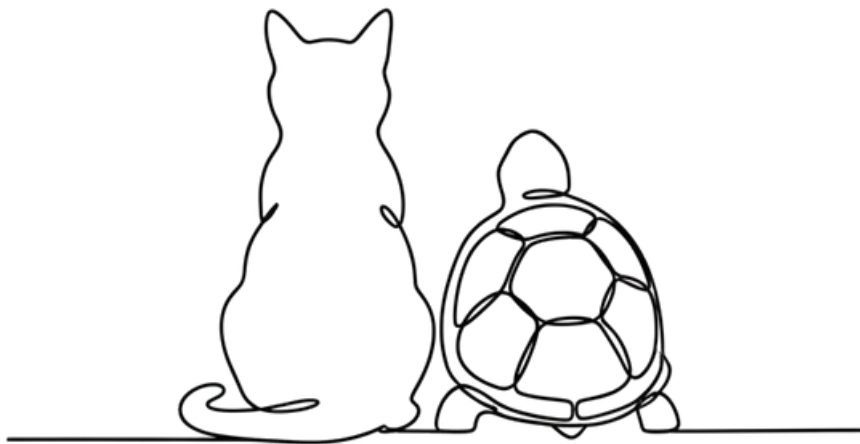
Cultural Excursions

Our Concierge team is your trusted guide to discovering the true essence of Crete, combining extensive local knowledge with personalized service to create tailor-made experiences. From charming hidden villages and ancient archaeological sites to vibrant local markets and breathtaking natural landscapes, every itinerary is thoughtfully designed to uncover the island's hidden gems and authentic character. Whether guests are drawn to history, nature, gastronomy, or local traditions, our team is dedicated to creating memorable journeys that capture the unique spirit of Crete.



Animal Care

At Agapi Beach Resort, we are deeply committed to animal welfare and the protection of local wildlife. From the friendly cats that roam the island to Crete’s protected sea turtles, our initiatives give guests the opportunity to connect with animals responsibly while contributing to meaningful conservation efforts.



Cat Cafes

Agapi Beach Resort has two dedicated Cat Cafés, offering guests a unique opportunity to spend time with the island’s friendly feline residents. Our cafés allow visitors to feed, pet, and interact with the cats while enjoying their company in a safe and responsible way.

Archelon

We proudly support ARCHELON, the Sea Turtle Protection Society of Greece, in its ongoing efforts to protect sea turtles and their natural habitats. Through scientific research and population monitoring, habitat restoration, conservation planning, turtle rehabilitation, and public education, ARCHELON plays a vital role in preserving these endangered animals and ensuring their survival for generations to come.



Community Engagement

1

We are proud of our team members, whose dedication and spirit of giving make our community initiatives possible. Our efforts include engaging local elementary schools in environmental awareness activities, working with the parish to support families in need, and contributing to blood donation drives in collaboration with Venizeleio Hospital. Through these initiatives, we aim to create a positive and lasting impact within our local community.

2

Strong emphasis on in-kind contributions that make a meaningful difference within our local community. We provide essential goods, including food, furniture, and everyday supplies, to support local charities, social care initiatives, and animal welfare organizations. Through these contributions, we aim to respond to community needs while promoting a culture of generosity, compassion, and shared responsibility.



These contributions allow us to support pressing community needs and positively impact the lives of people and organizations around us.

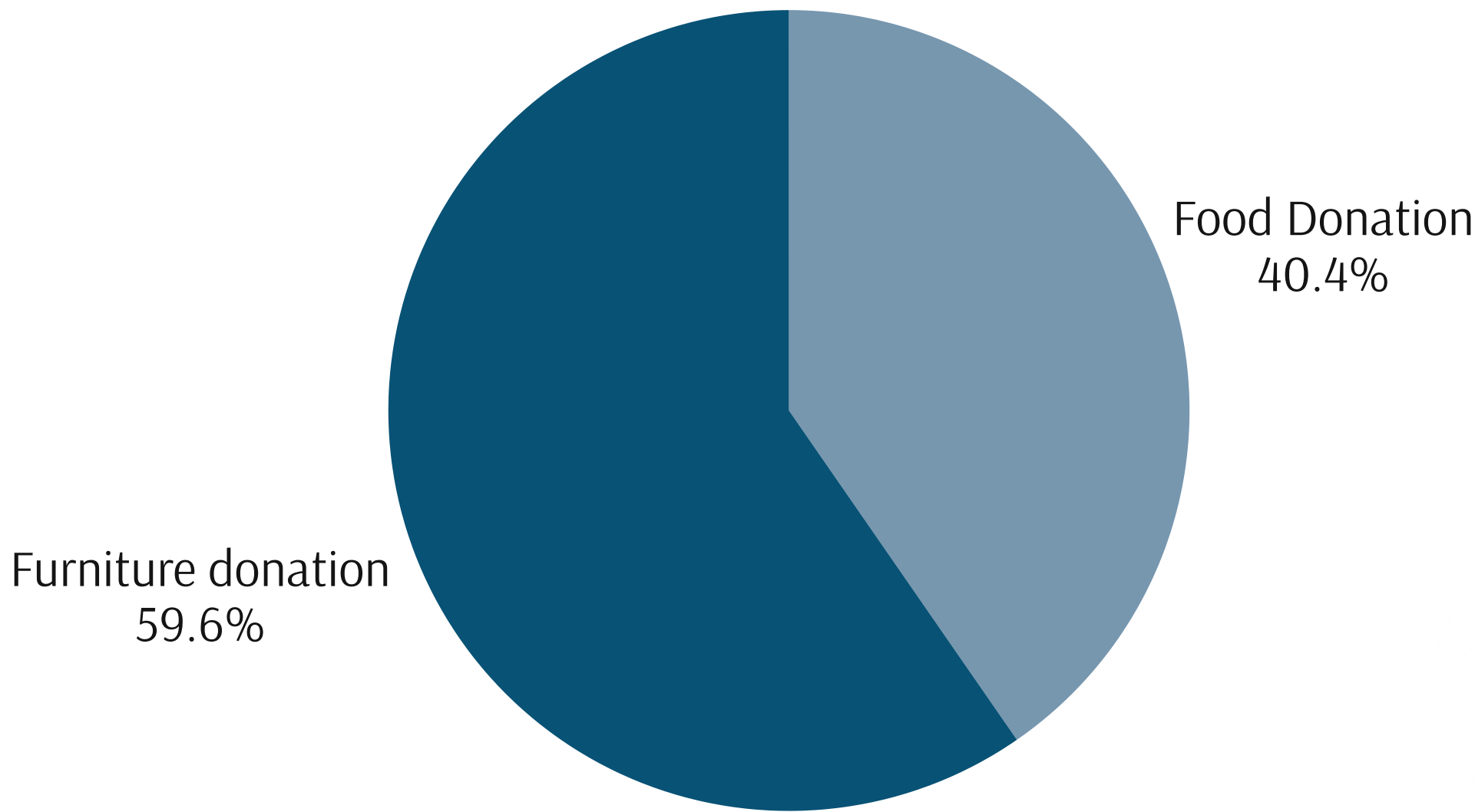
Our responsibility extends to the people and community that surround us. By supporting local initiatives, encouraging acts of kindness, and bringing our team together around meaningful causes, we aim to create a lasting positive impact and contribute to a more caring, inclusive, and resilient community.



Our initiatives reflect a shared commitment to strengthening our community and encouraging a spirit of compassion, unity, and care.

Community Engagement

The pie chart shows the percentage share of each donation category based on the total monetary value of the goods donated.



These initiatives reflect our commitment to addressing local needs today while supporting a stronger, more sustainable community for the future.



Resource Conservation

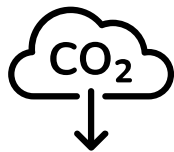
Trees



01

We have saved approximately 104 average-sized trees that would otherwise have been used to produce an equivalent amount of paper from virgin fibers.

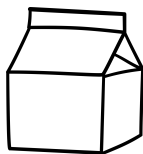
CO2 emissions



02

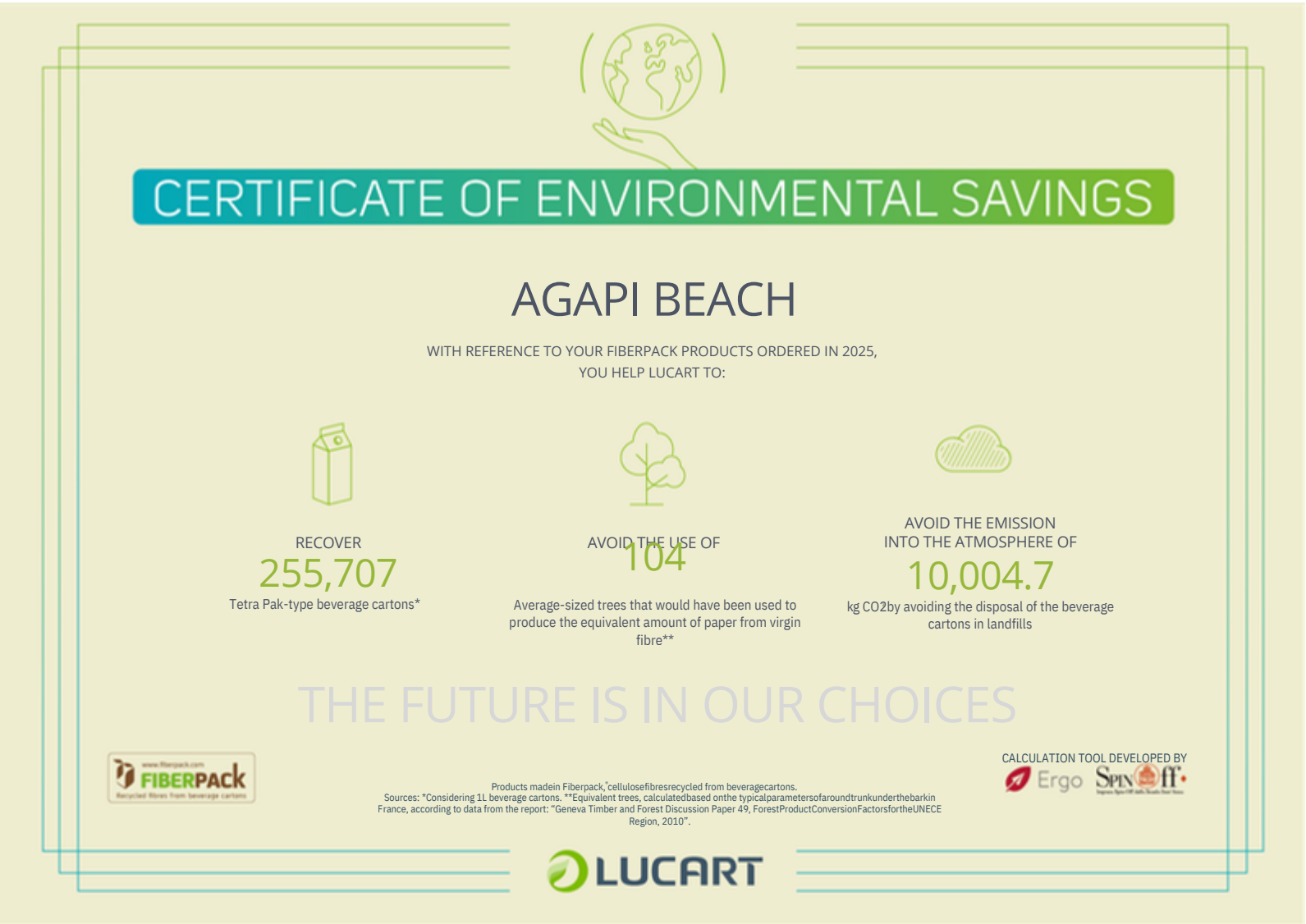
We have helped prevent 10,004.7 kg of CO2 emissions from being released into our atmosphere by diverting those beverage cartons from landfills

TetraPak cartons



03

Together, we have successfully recovered 255,707 TetraPak-type beverage cartons.



Resource Conservation

In collaboration with Diversey, Agapi Beach Resort has implemented for one more year advanced sustainable cleaning systems designed to significantly reduce our environmental impact. Through the adoption of the practices outlined below, we achieved notable environmental improvements and reductions throughout 2025:



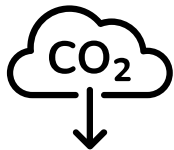
Water



92 liters of water conserved in guest room cleaning.

01

CO2 emissions



300 kg of CO₂ saved annually through lower energy consumption.

02

Plastic



254.5 kg of CO₂ and 61 kg of plastic waste avoided through optimized packaging and super-concentrate systems.

03

Contributing to our Community: local sourcing

F&B SUPPLIES

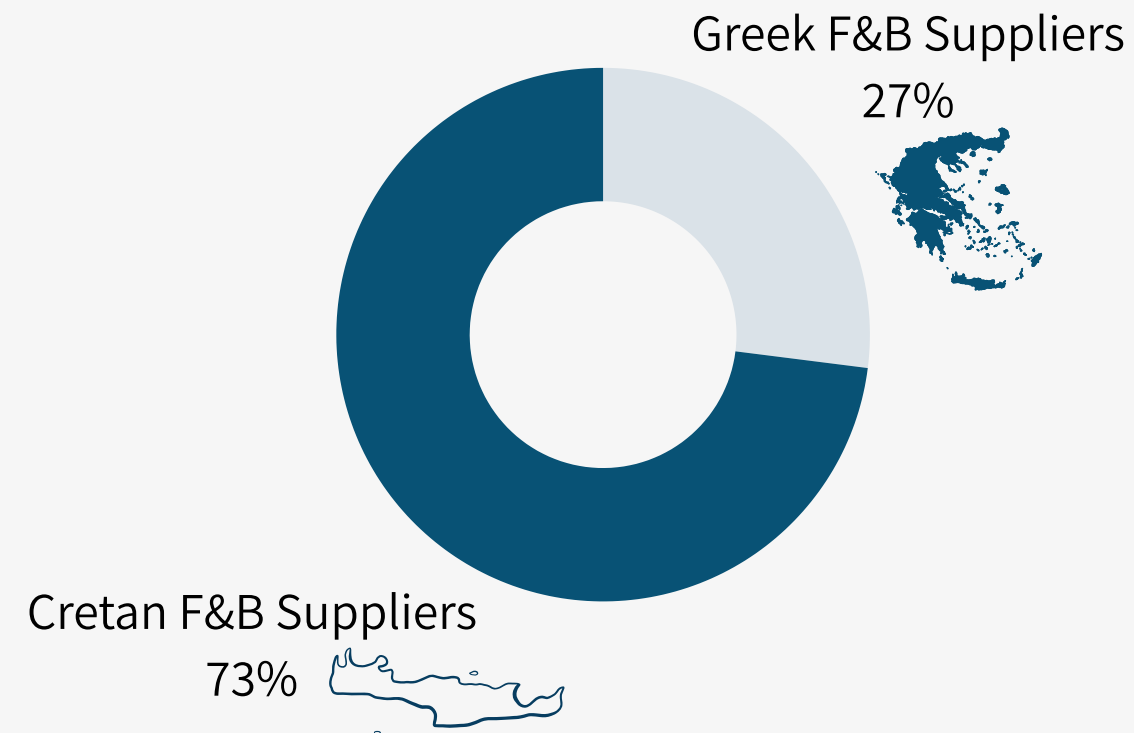
We have implemented a number of criteria for our food and beverage purchases; buying local, seasonal ingredients, from certified organic producers, limit purchases of fish species at risk etc.

PURCHASING SUSTAINABLE CRITERIA

Committed to using locally sourced products and we strive to contribute to the development of new, sustainable local businesses that can be included in our supply chain.

ENVIRONMENTAL PRESERVATION THROUGH RESPONSIBLE PROCUREMENT

We aim to minimize the intake of natural resources, as well as the use of toxic materials, and manage according to the best available environmental option the waste and pollutants generated from our operation.



Our hotel is committed to supporting local products and services in line with our sustainable purchasing policy.



Growing Great Leaders

We focus on strengthening our culture, developing talent, and building for long-term success. We empower every team member to lead, grow, and build a rewarding career with the right tools and support.



DEVELOPMENT & APPRECIATION
We invest in our people through a range of initiatives, including activities, training programs and seminars.



BRING LIKE-MINDED PEOPLE TOGETHER
We prioritize employing local talent whenever possible, reflecting the island’s traditional values, offering guests a genuinely warm and heartfelt welcome.



ENGAGEMENT & SATISFACTION
Our people are at the core of what we do. We strive to create a respectful, inclusive, and professional workplace where everyone feels valued and empowered.

People & Community

Access To Opportunity
as of year-end 2025



People & Community

Investing in our People

Training

Ongoing training programs for employees and management, with certificates of attendance provided.

Blood bank access

Access to a blood bank for employees and their first-degree relatives.

Employee of the Month award

Monetary reward for the best employee of the month.

Nutrition

Staff Restaurant with provision of breakfast, lunch, or coffee during breaks.

Health & Safety

On-site Occupational Physician (every 15 days) and Safety Technician, with regular inspections, personal protective equipment for the safety of employees.

Access to Opportunities

Career development opportunities.

End - of - year bonus

Shopping gift voucher at the end of the season.

University gift

Monetary reward for children of employees who are admitted to universities.

Thank You

Contact us if there are any questions.



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