



Sustainability Report 2019

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MANAGEMENT STATEMENT

From the beginning of its existence in 1991, Pilot Beach Resort was always committed to achieve the sustainable development goals, as they are defined today by the UN, even when sustainability was introduced as a term only a few years back in 1987.

During the growth of the organization, minimizing environmental, social, and economical impacts, were always taken under serious consideration.

In this context, Pilot Beach Resort, has embarked, this year, on establishing a sustainability monitoring and development system, with a view to achieving a travelife award as well.

For this purpose, this is our first sustainability report, to declare our commitment towards a model of sustainable tourism development.

Our strategy boils down to:

- 1) Initially identifying, quantifying, when applicable, and managing the significant environmental, social, and economical impacts we cause through our activities, in the short-term, and mitigate them in the medium-term.
- 2) Actively informing and engaging the stakeholders and encouraging them to commit to achieving the sustainable development goals.
- 3) Comparing our current accomplishments and defects to benchmark cases and examining our compliance with internationally-recognised standards in the short-term, with a view to abide by them in the long-term.
- 4) Setting challenges and goals for the next years and evaluating the achievements and the failures that will occur, as well as, finding the reasons that led to them.

We believe into a sustainable development as it was defined in the Brundtland Report:

'The needs of the present without compromising the ability of future generations to meet their own needs'

And we commit to follow this principle.

Papadopoulos Georgios,
General Manager,
Pilot Beach Resort

ABOUT THIS REPORT

This report has been composed in accordance with the GRI standards, issued by the Global Sustainability Standards Board and it is available on the organization's website www.pilot-beach.gr.

The report's main purpose (scope) is to reflect the organization's impacts on the environment, the economy and the society, and the ways the organization leans toward the achievement of the UN sustainable development goals.

For defining the content of this report we adopted the following reporting principles and their steps as defined in the GRI standards.

-Stakeholder inclusiveness: Identification, relation to the material topics, engagement

-Sustainability context: Identification of the organization's sustainable development current status, performance examination, comparison with standards and regulations

-Materiality: Identification of the material topics, prioritization of topics according to their environmental, economical and social impacts and according to the importance they have for the stakeholders,

-Completeness: Listing the material topics to assess their sufficiency, identification of the topic boundaries, identification of indirect impacts linked to the hotel's activities, evaluating short-term and long-term impacts

Since, this is the first sustainability report, and refers to the period from 01/01/2019 - 31/12/2019, there are no previous goals set, but just a depiction of the situation, regarding some of the key performance indicators.

In this sense, the preparation and composition of all the sustainability procedures and policies, as well as, of this report laid on the travelife questionnaire, on other quality standards and on other organizations' sustainability reports.

Thus, any feedback on this first report, deriving from the assurance company, stakeholders, partners, associates, will be taken under consideration for the preparation of the next annual sustainability report in terms of structure and information providing level.

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OUR ORGANIZATION

Pilot Beach Resort is a *family-owned property* with hospitality spanning tradition for more than two decades, committed to continuously fulfill our guests' wishes and expectations over the years.

Pilot Beach Resort was established by *Air Force General*, George Papadakis, on the land of his ancestors, following his retirement from active duty and currently owned by Dimitrios, Charalampos and Ekaterini Papadakis. The first part to be completed was the bungalows on the beach and in May 1991 the hotel began operating as Pilot Beach. The innovative design, featuring low-rise buildings, was initiated and supervised by the General himself, together with a team of dedicated professionals whose main mission was guest satisfaction and shortly after became a favorite destination for holidays on the island. Its success led to the expansion of Pilot Beach in 2001, with the addition of a new, state of the art, hotel complex, which also accommodates the organizations' headquarters

The resort is situated between the cities of *Chania* and *Rethymnon*, in the *Georgiopolis* area, and covers an impressive area of 150000m², with 400m facing a beautiful sandy beach, has remarkable infrastructure including 450 units, 4 restaurants and 3 Bars, 5 swimming pools covering a total area of 4000m² in water surface, a SPA of 1500 m² and conference facilities.

Pilot Beach Resort has maintained its values throughout all the years of its operation. It is dedicated to offer *high quality services*, in a truly relaxing environment, where guests enjoy Cretan nature, culture and *authentic hospitality*. The management of the resort is committed to continually improve the facilities and services to satisfy our guests' wishes, with respect to the natural environment, Cretan culture, the island's traditions and the Cretan citizens. Many of the resort's guests return year after year, which is a source of pride to the management and personnel.

MARKETS SERVED

Pilot Beach Resort is preferred mainly by European guests especially from Germany, Sweden, England and Russia. We also pride ourselves for operating state of the art conference facilities which attract business and meeting groups.

Markets served percentages

Europe	90%
Middle east	3%
Russia	2%
Greece	2%
America	1%
Rest	2%

SCALE OF THE ORGANIZATION

The net sales of Pilot Beach Resort for 2018 were 16,684,773 euros coming from the main and only service the hotel offers which is the accommodation, food service, relaxation and recreation of its guests. The total capitalization of the company is 35,408,115 euros which is broken down in 3,307,633 euros and 32,100,482 euros in terms of debt and equity respectively. There are no other entities included in the organization's consolidated financial statements apart from Pilot Beach Resort.

In 2019, Pilot Beach Resort employed 360 employees permanent and temporary, full-time and part-time, accordingly to seasonal needs. In this context, the organization employs most of its staff during summer season which begins in April and ends in November. For jobs that require technical expertise, the organization addresses to its associates to provide the necessary workers. The following tables reflect the organizations' 2019 employment in numbers.

Employment contract	
Permanent:: 46 employees (12.8%)	Temporary: 314 employees (87.3%)

Employment type	
Full-time: 357 employees (99.2%)	Part-time: 3 employees (0.8%)

SUPPLY CHAIN

The supply chain of Pilot Beach Resort is imperative to its function. Suppliers provide all kinds of goods, for covering the services we provide to our customers.

There are four main supply chains which are:

- 1) The accommodation chain
Room goods and equipment suppliers → storage → housekeeping
- 2) The hygienic chain
Hygienic goods and equipment suppliers → storage → housekeeping, food preparation and service
- 3) The food service chain
Food and beverage suppliers → storage → food preparation → food service
- 4) The relaxation and recreation service chain
relaxation and recreation goods and equipment suppliers → storage → relaxation and recreation service

ETHICS AND INTEGRITY

The sustainability system of Pilot Beach Resort rests on three basic policies. They reflect the organization's commitment to the sustainable development goals and they are communicated to the stakeholders through boards and the company site. They depict the organization's values, principles, standards and norm of behavior. Unethical or unlawful behavior and deviations compromising the organizational integrity are promptly dealt with by the management, either when they are detected internally, or externally.

The policies are presented as follows.

Environmental Policy

At Pilot Beach Resort, we are fully aware of the limited available natural resources and of the impact our sector is having on the environment. We respect the precious natural resources of the region and we operate in a way that contributes to their preservation and conservation, thus safeguarding, for future generations, both the natural habitat and the cultural heritage, as well as the conditions for their prosperity. In this sense, our company adopts and applies an Environmental Management System (EMS), in order to minimize its ecological footprint in the short and in the long term, while maintaining high quality services for our customers.

The Environmental Management System of Pilot Beach Resort rests upon:

- ✓ The management's commitment for the necessary funding for the implementation and the improvement of the EMS.
- ✓ The management's commitment for the environmental protection and the pollution prevention.
- ✓ The management's commitment for abiding by environmental legislations, regulations, and environmental standards.
- ✓ Personnel briefing and raising awareness of environmental protection matters, through continuous training.
- ✓ The communication of the environmental policy to all our associates, personnel and customers.
- ✓ The setting of environmental goals, their continuous monitoring and their achievement percent revision, as they are represented right below..

Environmental Goals

- Minimization of our total waste output
- Maximization of our reusable, recyclable and recoverable waste
- Minimization of our fossil fuel usage
- Minimization of our water consumption
- Minimization of chemicals and cleaning products usage
- Minimization of the impact of all the rest hotel activities on our local environment

Human rights, health & safety policy

In Pilot Beach Resort we embrace and demand respect for human rights, a principle which is an integral part of the corporate culture since the first day of its existence in 1991. We believe that the working environment must be governed by the principles of equality, mutual respect, meritocracy, freedom of spirit, with respect to the employee's opinion, as well as committed for an ideal, safe working environment, alongside the exceptional hospitality for our customers.

The management complies with the national and international labor laws and codes, health and safety regulations, the child protection regulations, as well as, it commits to abide by a set of principles described by the United Nations Universal Declaration of human rights.

The basic principles of Pilot Beach Resort regarding **human rights** are:

- Equality, equal opportunities, equality in the right of communicating in the workplace, independent of sex, age, marital status, religion, sexual preference and nationality.
- Prohibition of child labor and any form of forced labor.
- Assurance of human rights
- Assurance of absence of harassment and violence at the workplace
- Assurance that all the employees are insured for health care according to national law, as well as the provision of a free doctor and a specialist in work safety matters.
- Provision of two meals daily, of accommodation and workwear / uniform to our employees
- Personnel training according to the department
- Open communication with the employees about problems that may occur
- Privacy and confidentiality compliance

As a family friendly hotel, the **child protection** perspective of the management of Pilot Beach Resort is:

- Demands from the employees to directly address to the management any form of violence (physical, sexual, psychological) against children, that may take place in the hotel property either if it is inflicted by an employee, or a customer, or any hotel associate.
- Keeps the communication lines open with law enforcement and child protection services, in the unfortunate event that an occurrence as described above takes place or does not abide by national and international legislation.
- Employees should be aware of any possible danger a child may face and alert others when needed.

Ensures a safe environment for children and cares for its improvement when necessary, as well as it provides suitable personnel for their amusement.

Ethical & Community Policy

In Pilot Beach Resort, it is in our ethics to support local community. We are aware of the history, the tradition and the customs of our homeland and we place them under our protection and we promote them. We support the local products and the local producers, as well as the local service providers, when necessary.

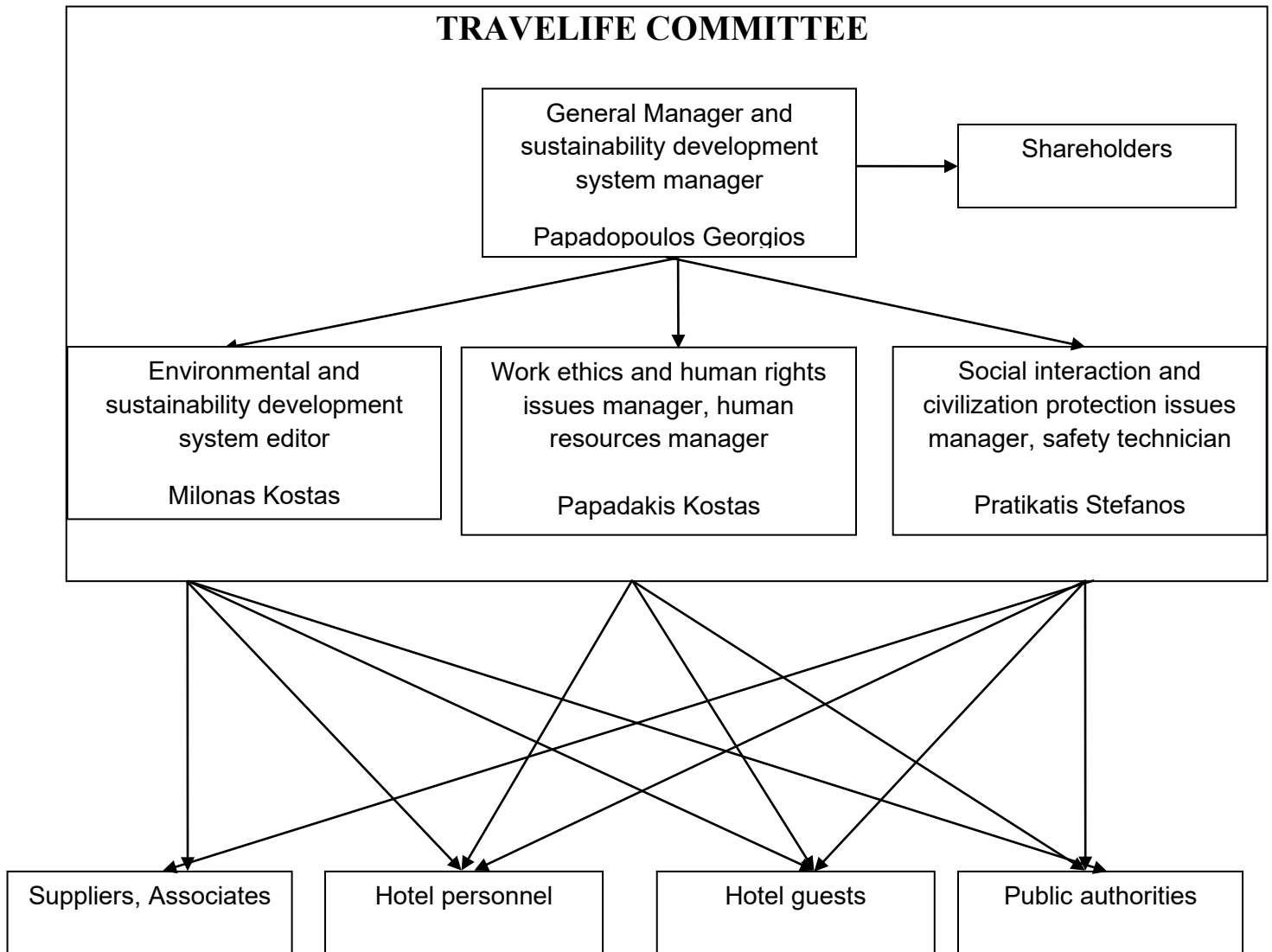
For the justification of the statement above, Pilot Beach Resort takes the following actions:

- ✓ Hiring personnel, mainly, from local community, always in accordance with, their capabilities and their potential.
- ✓ Buying food and beverage from local producers. Mainly, vegetables, fruits, wheat products, eggs, wine, meats, cold cuts, dough products, always in accordance with, the food quality assurance system that we have established. This way the emissions to the environment are minimised.
- ✓ Solely rejecting alternative local producers due to quality or collaboration defects, before the decision to buy imported products, which, obviously have bigger carbon footprint.
- ✓ Catering for gastronomic diversity in our restaurants, focusing, mainly, on Greek and Cretan cuisine, choosing seasonal fruits and vegetables
- ✓ Getting informed about and supporting local activities and initiatives and participating accordingly
- ✓ Regular participation in humanitarian acts, like charities.
- ✓ Allowing the locals to use our facilities, whenever is possible

- ✓ Promote the natural environment, the cultural and historical sites of the region and the local companies to the visitors.

GOVERNANCE

For the installation, management and development of the travelife sustainability system, Pilot Beach Resort has created a committee which consists of the following members which have specific responsibilities.



All the executives involved in the sustainability system have been selected according to their expertise and experience relating to environmental, economical, and social issues. Information input and output on these issues is delivered to all the stakeholders through the diagram above.

The general manager ensures that there are no conflicts of interest among the stakeholders and that the involvement of the shareholders is controlled and directed towards the achievement of the sustainable development goals.

The evaluation of the whole sustainability system and the highest governance body's performance, takes place annually, from the travelife inspection body independently.

Apart from this evaluation, a self-assessment, related to the sustainable development goals, also takes place from the governance body and is reflected in the annual management's review.

Management's review shows the way the highest governance body identifies and quantifies the material topics and their impacts, describes all the actions and risks taken for achieving the sustainable development goals and the percentage of this achievement, programs actions for the next year by identifying the opportunities, examines and explains the deviations that occurred and plans corrective actions.

Travelife committee attends meetings during the year, to ensure that all the material topics are covered and to discuss the number and nature of the critical concerns that may occur, from anyone of the stakeholders, so as to act accordingly.

REMUNARATION POLICY

During the hiring of each and every employee, an employment contract is signed by both parts, in which employment terms are written, as well as remuneration terms.

Pilot Beach Resort strictly abides by international laws in terms of payroll and termination payments. Thus all employees receive fixed payment which is determined by the type of each job and the management. As part of the remuneration policy, future employees are asked about the amount of payroll they consider fair according to the job they apply for, so as to be taken into consideration.

In the year 2018, Pilot Beach Resort employed 360 employees, who received 3,947,095 euros for the work they offered.

STAKEHOLDERS

Pilot Beach Resort has identified the stakeholders of the sustainability development system and has determined the ways they engage with the material topics of the system. The frequency of the engagement varies in accordance with the level of engagement with the hotel's operations. Any concerns raised by the stakeholders will be taken into account into the next sustainability report.

Stakeholder	Material topic	Ways of engagement
Shareholders	<ul style="list-style-type: none"> -Regulatory compliance -Human rights issues -Customer health & safety -Occupational health & safety -Procurement practices -Economic issues 	<ul style="list-style-type: none"> -Meetings -Website -Financial report -Organization policies -Newsletters
Hotel personnel	<ul style="list-style-type: none"> -Human rights issues -Regulatory compliance -Employment issues -Occupational health & safety -Economic issues 	<ul style="list-style-type: none"> -Meetings -Training -Organization policies -Newsletters
Guests	<ul style="list-style-type: none"> -Customer health & safety -Human rights issues -Customer privacy -Regulatory compliance 	<ul style="list-style-type: none"> -Website -Social media -Adds -Newsletters
Suppliers	<ul style="list-style-type: none"> -Customer health & safety -Economic issues -Regulatory compliance -Procurement practices 	<ul style="list-style-type: none"> -Website -Newsletters
Local community	<ul style="list-style-type: none"> -Regulatory compliance -Occupational health & safety -Biodiversity -Procurement practices -Economic issues 	<ul style="list-style-type: none"> -Website -Meetings -Newsletters
Public authorities	<ul style="list-style-type: none"> -Regulatory compliance -Employment issues -Human rights issues -Public policy 	<ul style="list-style-type: none"> -Website -Newsletters

MATERIAL TOPICS

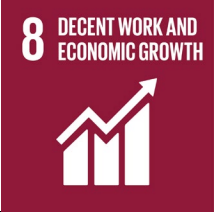

Identification and significance

The following table depicts which material topics are imperative to Pilot Beach Resort’s sustainability development system and the level of their significance in terms of impacts and in terms of stakeholder’s influence.

Material topic	Importance of impact on sustainable development	Importance for the stakeholders
Economic issues	Medium	Medium
Procurement practices	Little	Little
Energy management	High	Little
Water management	High	Little
Biodiversity	High	Medium
Waste management	High	Little
Emissions	High	Little
Employment issues	High	Medium
Human rights issues	Little	Medium
Regulatory compliance	Medium	High
Occupational health & safety	Medium	High
Customer health & safety	Little	High

Topic Boundaries and sustainable development goals

Each topic is linked to a sustainable development goal (SDG) so as to show why it is material and has a positive or negative impact which is described as its boundary. The table below reflects this link.

Material topic	SDG linked	Boundary
Economic issues	 8 DECENT WORK AND ECONOMIC GROWTH	Pilot Beach Resort Suppliers Local community
Procurement practices	 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Pilot Beach Resort Suppliers

Energy management		Pilot Beach Resort Shareholders Public authorities
Water management		Pilot Beach Resort Local community Public authorities
Biodiversity	 	Pilot Beach Resort Suppliers Local community
Waste management		Pilot Beach Resort Public authorities
Emissions & climate protection		Pilot Beach Resort Suppliers Public authorities
Human rights issues	 	Hotel personnel Local community
Employment issues	 	Pilot Beach Resort Hotel personnel Local community
Regulatory compliance		Pilot Beach Resort Hotel personnel Public authorities

Occupational health & safety		3 GOOD HEALTH AND WELL-BEING 		Pilot Beach Resort Hotel personnel
Customer health & safety		3 GOOD HEALTH AND WELL-BEING 		Pilot Beach Resort Suppliers Guests

Material topic: Economic issues and procurement practices

Despite the general economic recession that characterized Greece the outgoing decade, Pilot Beach Resort stood strong on its feet, grew economically, affecting positively the local economy, generating economic value and distributing it to its personnel, suppliers and the ever-going upgrading of its facilities and the services offered.

The organization has minor credit risk due to its vast customer range and financial dispersion, as well as, zero liquidity risk due to high cash reserve.

By attracting around 200,000 guests per year, to cover the need of providing a five star hotel service, we hire mainly local people, contributing, in this way, to raising the local income per capita.

By promoting to our guests the region of Georgioupolis, where the hotel is located, we create business opportunities for the locals, while at the same time, existing local small and medium-sized enterprises benefit from our guests excursions.

We buy goods and services from local suppliers, located all over Crete, and we cooperate with foreign suppliers, located all over Greece, only when the former cannot fulfill our demands or our quality standards.

To quantify this material topic we have set as key indicators the percentage of our employees that reside locally and the percentage of the locally produced foods and beverages we buy. Thus, we have set lower limits and goals for the next year, as well as, the specific actions that should be taken towards the goal achievement.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Local employees	50% min	63%	65%	Hiring locally
Locally produced f&b	30% min	30,3%	35%	Buying locally

Material topic: Energy management

The amount of energy required for the operation of such a scale hotel as Pilot Beach Resort is of, is arguably high. There is an ongoing effort to reduce to a minimum of this demand, by training our personnel, by informing our guests, by looking for green energy solutions and by optimizing the overall operation of the compound in terms of procedures, equipment and establishment.

We use three energy sources for each of which we follow proper procedures to decrease their demands.

Energy source	Reduction measure
Electricity	<ul style="list-style-type: none"> -Using low energy consumption light bulbs -Choosing varying brightness light bulbs according to the premise demands -Timers and motion sensors on the electrical circuit -Key card systems that switch off electricity in guest rooms -Heat pumps for efficient water heating -Additional water cooling system for cooling the freezers' Freon and using the saved energy to preheat the heat pumps -Photovoltaic panels of 79,2 kW wattage -Annual equipment service -Personnel training and guest information -“Wash on demand” policy
LPG	<ul style="list-style-type: none"> - Annual equipment maintenance -Two level LPG equipment switches -Personnel training -LPG-compatible cuisine equipment usage
Fuel	<ul style="list-style-type: none"> -Annual vehicles maintenance -Electric cars usage for transportation inside the premises -Personnel directives for driving economically -Guest information about public transport -Better raw material supply programming to avoid unnecessary transportation to cover the demand

To quantify this material topic we measure the following key indicators and we have set lower limits and goals to achieve annually.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Electrical consumption per overnight stay	14 kWh/o.s. max	13.076 kWh/o.s.	12.5 kWh/o.s.	Personnel training, guest information
Lpg litres consumed per overnight stay	0,9 lt/o.s. max	0,88 lt/o.s	0,85 lt/o.s	Optimize lpg equipment usage

Fuel litres consumed per overnight stay	0,2 lt/o.s. max	0,17 lt/o.s	0,15 lt/o.s	Avoiding unnecessary transportation
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Material topic: Water management

Pilot Beach Resort uses a substantial amount of water, mainly, during its seasonal operation. The basic water demands boil down to cleaning procedures, pools operation and irrigation. To mitigate excessive water consumption the organization has taken the following measures:

- Annual water network checking for leakages
- Low flow water equipment; faucets <5lt/min, flushers <6lt/flush
- Automatic irrigation system
- “Wash on demand” policy
- Optimization of pools operations
- Personnel training and guest information

To manage its grey water, Pilot Beach Resort operates a water treatment facility in its premises. Wastewater is mechanically and biologically treated, disinfected and used for irrigation purposes. The sludge that remains is sent to the local public wastewater plant for further treatment. Recognizing the importance of using high quality water for irrigation we measure the proper physicochemical parameters regularly.

To quantify this material topic we measure the following key indicators and we have set lower limits and goals to achieve annually.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Water m ³ consumed per overnight stay	0.380 m ³ /o.s. max	0.318 m ³ /o.s.	0.300 m ³ /o.s.	Personnel training, guest information
Sludge m ³ per year	100 m ³ /y. max	80 m ³ /y	75 m ³ /y	Grey water input decrease
Biologically treated wastewater physicochemical parameters (bod, fats, tss)	BOD: 20mg/lt Fats: 10 mg/lt TSS: 20mg/lt max	BOD: 12.3mg/lt Fats: 6.7 mg/lt TSS: 11.7mg/lt	BOD: 12 mg/lt Fats: 6 mg/lt TSS: 11 mg/lt	Optimize wastewater biological treatment

Material topic: Waste management

Pilot Beach Resort’s waste management system aims, primary, at reducing the amount of waste sent to local landfills.

In this context, we divide our solid waste into recyclable and non recyclable materials and we cooperate with private and public organizations to move the former away for further treatment. Meanwhile, we thoroughly research for alternative ways to further reduce the total waste amount in the long-term.

We recycle paper, plastic, glass, used oils, batteries, light bulbs, toner, electronic and electrical devices and vegetation trimmings.

Hazardous materials are catalogued and they are treated in compliance with national and international regulations.

To quantify this material topic we measure the following key indicators and we have set lower limits and goals to achieve annually.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Full-load garbage bins number collected daily	15 pcs max	n.a.	14 pcs	Better programming
Food remains barrels number directed to recycling daily	N.a.	n.a.	2 pcs	Food service waste management
Glass quantity directed to recycling annually	6500 kg Min	7210 kg	7300 kg	Personnel training
Plastic quantity directed to recycling annually	900 kg Min	1320 kg	1400 kg	Personnel training
Paper quantity directed to recycling annually	14000 kg Min	21510 kg	22000 kg	Personnel training
Battery quantity directed to recycling annually	12 kg Min	14 kg	15 kg	Personnel training
Light bulbs quantity directed to recycling annually	5 kg Min	n.a.	5kg	Personnel training

Used oils quantity directed to recycling annually	5000 kg Min	5060 kg	5100 kg	Personnel training
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Material topic: Biodiversity

Pilot Beach Resort respects the natural habitat where it is located, has identified and recorded the flora and fauna of the region, and presents them through photos to its guests. Meanwhile, there are hanging directives and restrictions regarding the interaction with the regions natural habitat. In the case that a problem regarding wild life is occurred, Pilot Beach Resort contacts the proper public authority to tackle with it.

To further promote the local vegetation, we produce a variety of vegetables and fruits within our premises. Thus, we use the production as a key indicator to quantify this material topic.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Internally produced vegetables, fruits and olive oil (tn)	Veg+fruit 16 tn Olive oil 4,5 tn min	Veg+fruit 18.2 tn Olive oil n.a.	Veg+fruit 19 tn Olive oil 4,5 tn	Production intensification , plantation protection

Material topic: Emissions & climate protection

To mitigate Pilot Beach Resort's effect on the planet's climate change, we make substantial efforts to lower our carbon footprint and to reduce the use of chemicals.

Carbon footprint

We calculate our carbon footprint by using the Green Key Online HCMI tool and www.carbonfootprintmanagement.com online calculator.

The operation of the organization demands three types of energy sources, as mentioned in the energy management material topic, which generate GHG emissions directly or indirectly.

-Direct (scope1) GHG emissions

Direct emissions derive from the combustion of LPG for food service purposes and diesel combustion for transportation and electric generator operation purposes.

In 2019 we have consumed 211,300 litres of LPG, producing 1,457,970 kWh, which generated 320.4 metric tones of CO₂ (tCO₂), 4,000 litres of petrol for operating the electric generator, which generated 10.7 tCO₂ and 48,220 litres of diesel for transportation, which generated 151.2 tCO₂.

-Energy indirect (scope 2) GHG emissions

Indirect energy emissions derive from the electricity usage, needed for various operations that take place in the compound.

The electrical consumption in 2019 was, approximately, 2,850,000 kWh, which generated 2,012.1 tCO₂.

-Other indirect (scope 3) GHG emissions

Indirect emissions derive from the diesel combustion engines of the trucks our suppliers use, to provide us the goods and services our organization require.

To calculate the diesel litres our suppliers consumed, we took into account that, 1000 deliveries were made in 2019, the average road distance our suppliers covered per day was 100 kilometres, the average consumption of a truck is 17lt/100kilometres and that they deliver goods for 10 customers at least. Thus, the diesel consumed for our deliveries was 1700 litres, which generated 5.3 tCO₂.

Carbon footprint emissions for 2019 (tCO₂)

Direct	Energy indirect	Indirect	Total	Per occupied room daily	Per area of meeting space on an hourly basis
482.3	2012.1	5.3	2499.7	0.019	0.234

The key indicators to measure this material topic are presented on the table above and they are inextricably linked with the key indicators of the energy management material topic.

Chemical use

Pilot Beach Resort uses a variety of chemicals for its operation and it is of its primal concerns, to reduce this amount. The chemical consumption is basically for hygienic purposes and secondary for pool and steam generator maintenance. All chemicals are biodegradable, in accordance with national and international regulations.

We have identified and catalogued all our hazardous materials according to 1272/2008/EC and we describe the ways of use and disposal for each one of them.

To quantify this material topic we measure the following key indicators and we have set lower limits and goals to achieve annually.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Total cleaning products quantity annually	37000kg max	36488 kg	35000 kg	Personnel training
Total steam boiler cleaning products quantity annually	1700kg max	1650 kg	1600 kg	Optimize “wash on demand” procedure
Total pool cleaning products quantity annually	3500kg max	3330 kg	3200 kg	Personnel training

Material topic: Human rights and employment issues

Throughout its policies, Pilot Beach Resort commits itself to the protection of human and employment rights as presented in the universal declaration of human rights.

We tolerate zero discrimination regarding race, origin, religion, color, age, gender, sexual orientation and disability, in the workplace environment and we treat our employees equally, in terms of training and work ethics. We are strict with child protection issues and we maintain the necessary channels of communication with the public authorities, in the unfortunate case of a child abuse spotted.

To quantify this material topic we measure the following key indicators and we have set lower limits and goals to achieve annually.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Employed women rate	40% min	44%	45%	Hiring more women
Number of occupational accidents	2 max	0	0	Proper “on the job training”
Trained employees rate	90% min	n/a	91%	Ongoing training

Material topic: Regulatory compliance

Pilot Beach Resort has always consulted the national and international laws that govern its operations, with a view to totally complying with them. Any deviations from regulations that have occurred, were dealt with consistency and in a way to prevent recurrence.

While preparing the travelife standard, a catalogue was populated with laws, regulations directives and researches regarding environmental, economical, employment, health & safety and human rights issues. All of these documents where extensively studied, so as to set the limitations and liberties tailored to the organization’s approach towards the sustainability development system.

In this context, any regulatory non-compliances that may occur in the future, they will be reported on the next reviews.

Material topic: Occupational and customer health & safety

The welfare of its guests and its employees, has always being of the outmost importance for Pilot Beach Resort. All the necessary measures are taken to ensure that the risk of illness or injury, deriving directly from the organization’s operation, is minimal.

These measures are:

- Every day assessments by the security team of the danger our facilities or the environment may pose to the guests and employees
- Proper on the job training regarding personal safety on the workplace
- First-aid trained lifeguards over-watching water activities
- Out-house doctor ready on call
- Spa facilities of1500m²
- Food suppliers annual evaluation in terms of quality
- Around 140 food samples sent for microbiological testing annually
- Daily sanitary water check in terms of chlorine levels
- Monthly sanitary water check in terms of microbiological quality

The key indicator of this material topic is the number of illness and injury incidents occurred.

Key indicator	Lower limit	Current status	Next year goal	Methodology
Number of occupational accidents and food related illnesses annually	2	0	0	Proper “on the job training”

GRI Content Index

GRI standard	Disclosure	Page number(s) and/or URL(s)	Omission
gri-101-foundation	Does not includes		
gri-102-general disclosures	102-1 Name of the organization	Page 1	
	102-2 Activities, brands, products, and services	Page 5, www.pilot-beach.gr	
	102-3 Location of headquarters	Page 5	
	102-4 Location of operations	Page 5	
	102-5 Ownership and legal form	Page 5	
	102-6 Markets served	Page 5	
	102-7 Scale of the organization	Page 6	
	102-8 Information on employees and other workers	Page 6	
	102-9 Supply chain	Page 6	
	102-10 Significant changes to the organization and its supply chain		Not occurred
	102-11 Precautionary approach	Page 17,18, 22	
	102-12 External initiatives		Not defined
	102-13 Membership of associations		Not applicable
	102-14 Statement from senior decision-maker	Page 3	
	102-15 Key impacts, risks, and opportunities	Page 12,13	
	102-16 Values, principles, standards, and norms of behavior	Page 7, 8, 9	
	102-17 Mechanisms for advice and concerns about ethics	Page 8	
	102-18 Governance structure	Page 10	
	102-19 Delegating authority	Page 10	
	102-20 Executive-level responsibility for economic, environmental, and social topics	Page 10	
	102-21 Consulting stakeholders on economic, environmental, and social topics	Page 12	
	102-22 Composition of the highest governance body and its committees	Page 10	
	102-23 Chair of the highest governance body	Page 10	
	102-24 Nominating and selecting		Not defined

	the highest governance body		
	102-25 Conflicts of interest	Page 10	
	102-26 Role of highest governance body in setting purpose, values, and strategy	Page 3	
	102-27 Collective knowledge of highest governance body	Page 3	
	102-28 Evaluating the highest governance body's performance	Page 11	
	102-29 Identifying and managing economic, environmental, and social impacts	Page 11	
	102-30 Effectiveness of risk management processes	Page 11	
	102-31 Review of economic, environmental, and social topics	Page 11	
	102-32 Highest governance body's role in sustainability reporting	Page 11	
	102-33 Communicating critical concerns	Page 11	
	102-34 Nature and total number of critical concerns	Page 11	
	102-35 Remuneration policies	Page 11	
	102-36 Process for determining remuneration	Page 11	
	102-37 Stakeholders' involvement in remuneration	Page 11	
	102-38 Annual total compensation ratio		Not defined
	102-39 Percentage increase in annual total compensation ratio		Not defined
	102-40 List of stakeholder groups	Page 12	
	102-41 Collective bargaining agreements		Not applicable
	102-42 Identifying and selecting stakeholders	Page 12	
	102-43 Approach to stakeholder engagement	Page 12	
	102-44 Key topics and concerns raised	Page 12	
	102-45 Entities included in the consolidated financial statements	Page 5	
	102-46 Defining report content and topic Boundaries	Page 4	
	102-47 List of material topics	Page 13	
	102-48 Restatements of information	Page 4	
	102-49 Changes in reporting		Not applicable

	102-50 Reporting period	Page 4	
	102-51 Date of most recent report		Not applicable
	102-52 Reporting cycle	Page 4	
	102-53 Contact point for questions regarding the report	Page 4	
	102-54 Claims of reporting in accordance with the GRI Standards	Page 4	
	102-55 GRI content index	Page 25	
gri-103-management approach	103-1 Explanation of the material topic and its Boundary	Page 13, 14, 15	
	103-2 The management approach and its components	Page 16-24	
	103-3 Evaluation of the management approach	Page 16-24	
gri-201-economic performance	201-1 Direct economic value generated and distributed	Page 6	
	201-2 Financial implications and other risks and opportunities due to climate change		Not defined
	201-3 Defined benefit plan obligations and other retirement plans		Not defined
	201-4 Financial assistance received from government		Not occurred
gri-202-market presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage		Not defined
	202-2 Proportion of senior management hired from the local community		Not defined
gri-203-indirect economic impacts	203-1 Infrastructure investments and services supported	Page 16	
	203-2 Significant indirect economic impacts	Page 16	
gri-204-procurement practices	204-1 Proportion of spending on local suppliers	Page 16	
gri-205-anti-corruption	205-1 Operations assessed for risks related to corruption		Not applicable
	205-2 Communication and training about anti-corruption policies and procedures		Not applicable
	205-3 Confirmed incidents of corruption and actions taken		Not occurred
gri-206-anti-competitive behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		Not occurred
gri-301-materials	301-1 Materials used by weight or volume		Not applicable
	301-2 Recycled input materials		Not applicable

	used		
	301-3 Reclaimed products and their packaging materials		Not applicable
gri-302-energy	302-1 Energy consumption within the organization	Page 21	
	302-2 Energy consumption outside of the organization	Page 21	
	302-3 Energy intensity	Page 17, 18	
	302-4 Reduction of energy consumption		Not applicable
	302-5 Reductions in energy requirements of products and services		Not applicable
gri-303-water and effluents	303-1 Interactions with water as a shared resource	Page 18	
	303-2 Management of water discharge-related impacts	Page 18	
	303-3 Water withdrawal		Not defined
	303-4 Water discharge		Not defined
	303-5 Water consumption	Page 18	
gri-304-biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		Not applicable
	304-2 Significant impacts of activities, products, and services on biodiversity	Page 20	Not applicable
	304-3 Habitats protected or restored		Not applicable
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations		Not applicable
gri-305-emissions	305-1 Direct (Scope 1) GHG emissions	Page 21	
	305-2 Energy indirect (Scope 2) GHG emissions	Page 21	
	305-3 Other indirect (Scope 3) GHG emissions	Page 21	
	305-4 GHG emissions intensity	Page 22	
	305-5 Reduction of GHG emissions	Page 22	
	305-6 Emissions of ozone-depleting substances (ODS)		Not applicable
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions		Not applicable
gri-306-effluents and waste	306-1 Water discharge by quality and destination	Page 18	

	306-2 Waste by type and disposal method	Page 19	
	306-3 Significant spills		Not occurred
	306-4 Transport of hazardous waste	Page 19	
	306-5 Water bodies affected by water discharges and/or runoff		Not applicable
gri-307-environmental compliance	307-1 Non-compliance with environmental laws and regulations		Not occurred
gri-308-supplier environmental assessment	308-1 New suppliers that were screened using environmental criteria		Not applicable
	308-2 Negative environmental impacts in the supply chain and actions taken		Not applicable
gri-401-employment	401-1 New employee hires and employee turnover		Not defined
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		Not defined
	401-3 Parental leave		Not defined
gri-402-labor management relations	402-1 Minimum notice periods regarding operational changes		Not occurred
gri-403-occupational health and safety	403-1 Occupational health and safety management system	Page 8, 23	
	403-2 Hazard identification, risk assessment, and incident investigation	Page 24	
	403-3 Occupational health services	Page 24	
	403-4 Worker participation, consultation, and communication on occupational health and safety	Page 24	
	403-5 Worker training on occupational health and safety	Page 24	
	403-6 Promotion of worker health	Page 24	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 24	
	403-8 Workers covered by an occupational health and safety management system		Not defined
	403-9 Work-related injuries	Page 24	
	403-10 Work-related ill health	Page 24	
gri-404-training and education	404-1 Average hours of training per year per employee		Not defined

	404-2 Programs for upgrading employee skills and transition assistance programs	Page 23	
	404-3 Percentage of employees receiving regular performance and career development reviews		Not applicable
gri-405-diversity and equal opportunity	405-1 Diversity of governance bodies and employees	Page 23	
	405-2 Ratio of basic salary and remuneration of women to men		Not defined
gri-406-non-discrimination	406-1 Incidents of discrimination and corrective actions taken		Not occurred
gri-407-freedom of association and collective bargaining	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		Not applicable
gri-408-child labor	408-1 Operations and suppliers at significant risk for incidents of child labor	Page 8	
gri-409-forced or compulsory labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Page 8	
gri-410-security practices	410-1 Security personnel trained in human rights policies or procedures		Not defined
gri-411-rights of indigenous peoples	411-1 Incidents of violations involving rights of indigenous peoples		Not occurred
	412-1 Operations that have been subject to human rights reviews or impact assessments		Not occurred
gri-412-human rights assessment	412-2 Employee training on human rights policies or procedures	Page 8	
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		Not occurred
gri-413-local communities	413-1 Operations with local community engagement, impact assessments, and development programs	Page 9, 16	
	413-2 Operations with significant actual and potential negative impacts on local communities	Page 9	
gri-414-supplier social assessment	414-1 New suppliers that were screened using social criteria		Not applicable
	414-2 Negative social impacts in the supply chain and actions		Not applicable

	taken		
gri-415-public policy	415-1 Political contributions		Not occurred
gri-416-customer health and safety	416-1 Assessment of the health and safety impacts of product and service categories	Page 24	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services		Not occurred
gri-417-marketing and labeling	417-1 Requirements for product and service information and labeling	Page 22	
	417-2 Incidents of non-compliance concerning product and service information and labeling		Not occurred
	417-3 Incidents of non-compliance concerning marketing communications		Not occurred
gri-418-customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		Not occurred
gri-419-socioeconomic compliance	419-1 Non-compliance with laws and regulations in the social and economic area		Not occurred