



Sun Palace Hotel Sustainability Report 2025

Presentation of main policies, actions and KPI's
Updated with 2024–2025 environmental and guest
feedback data

Facilities of the hotel

- **24h reception**
- **24h Wake-up call service**
- **Mini market**
- **Money exchange**
- **Iron and iron board upon request**
- **Laundry and ironing service with extra charge**
- **Fast check in / check out service**
- **Early check in service based on availability**
- **Late check out service (against extra charge) based on availability**
- **Buffet breakfast at the main restaurant and late breakfast at the Snack Bar**
- **Early breakfast or breakfast can be served in your room upon request with tray charge**
- **12h Room service against extra charge (09:00 - 21:00)**
- **Free WiFi internet access in public areas**
- **Luggage room - Luggage handling**
- **Lockers for luggage at Reception area and lockers for personal items at Water Park area with extra charge**

Water park with large swimming pool, children's pool, sun terraces with umbrellas and sun beds, Snack Bar.

- **Speed Slides**
- **Three Lane Multi Slide**
- **Open Body Slide**
- **Enclosed Body Slide**
- **Open Tube Slide**
- **Bowl Ride**
- **Mini Sidewinder**
- **Children's Play Swimming Pool**
- **Wave Pool**
- **Lazy River**

Our value chain



Our stakeholders



Marissol Group Policies



Corporate Environmental Policy highlights



Corporate Food safety policy highlights

Meet all statutory and regulatory requirements

Continually review quality and food safety policies

Apply a risk assessment methodology

Frequent internal and external audits

Corporate Health and safety policy highlights

Occupational health and safety

continually identify, assess and check the health and safety risks

set and review health and safety objectives

Building safety

hotels are designed to comply with the strictest safety rules

regular and ongoing maintenance procedures

Fire safety

Solid building construction

Regular maintenance of fire fighting equipment

Regular fire drills

Water safety

Legionella prevention measures

Integrated water management

Pool safety

Infectious diseases (COVID-19) safety measures

Health first implementation

Compliance with PosiCheck

Corporate Labour standards & human rights Policy highlights

Large number of benefits
are offered to employees

We comply
with all
applicable
employee
laws and
regulations

We value our
staff

We take staff development
seriously

we employ
staff from
local
community

We support the protection
of children

Corporate Local community policy highlights

Sustainable and inclusive Growth for Rhodes

local sourcing of products and services

Promoting local products and services
to guests

Providing customers with guidance on
local culture

Encouraging customers to explore the
destination

Active citizenship

Support the local community through
charitable or in-kind donations

Make partnership with local tourism
schools

Organize volunteer clean-up frequently

Launch a Blood Bank

Corporate Quality policy highlights

We have set KPI's to monitor our performance

We have documented our Standard operating Procedures

We undertake planned internal audits to ensure that all Group's procedures and instructions operate effectively

We review our performance and take all necessary actions at frequent intervals



Corporate Sustainability Policy highlights

Social impact

Sustainable and
inclusive Growth for
Rhodes

People is our biggest
investment

Active citizenship

Environmental impact

Build and operate
sustainable hotels

Minimize our
environmental
impact

Responsible
sourcing

Sustainability management

Law compliance

Implementation of
sustainable
initiatives

Certificates



Travelife

**Certified for
Accommodation Sustainability**

Environmental aspects



Environmental programs 2025

- New recycling bins in extra locations
- New awareness campaign
- Better handling of existing waste flows
- New information bulletins for guests
- New energy saving actions
- New water saving actions



2025 Sustainability KPI Snapshot

Environmental data coverage: 2024 full year; 2025 January–November attached annual summary.

Energy

1,707,730 kWh

-4.4% vs 2024

Water

99,217 m³

+138.6% vs 2024

CO₂e emissions

414,392 kg

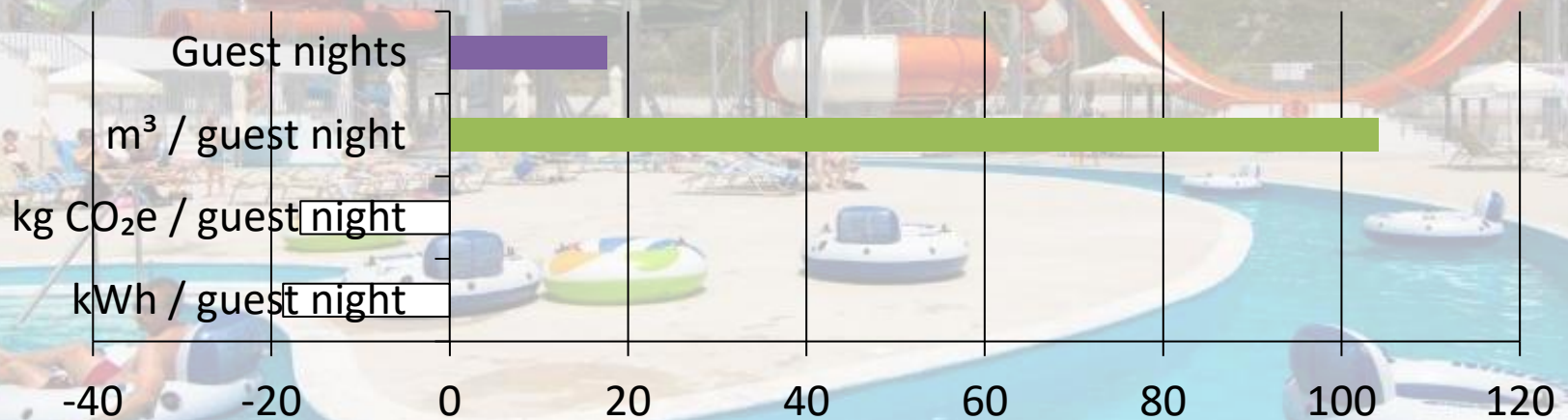
-2.3% vs 2024

Guest nights

203,376

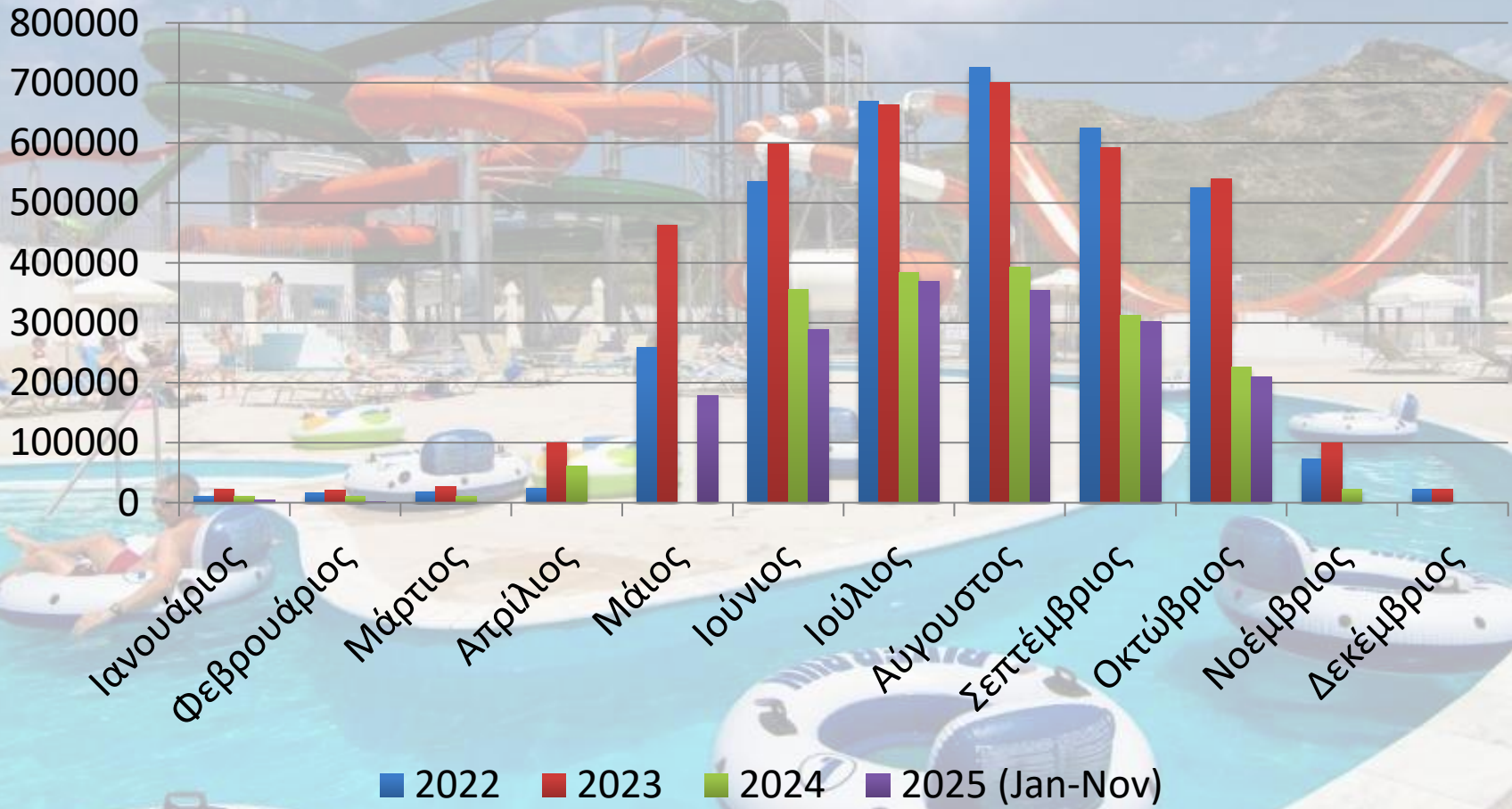
+17.6% vs 2024

KPI intensity and activity change (%)

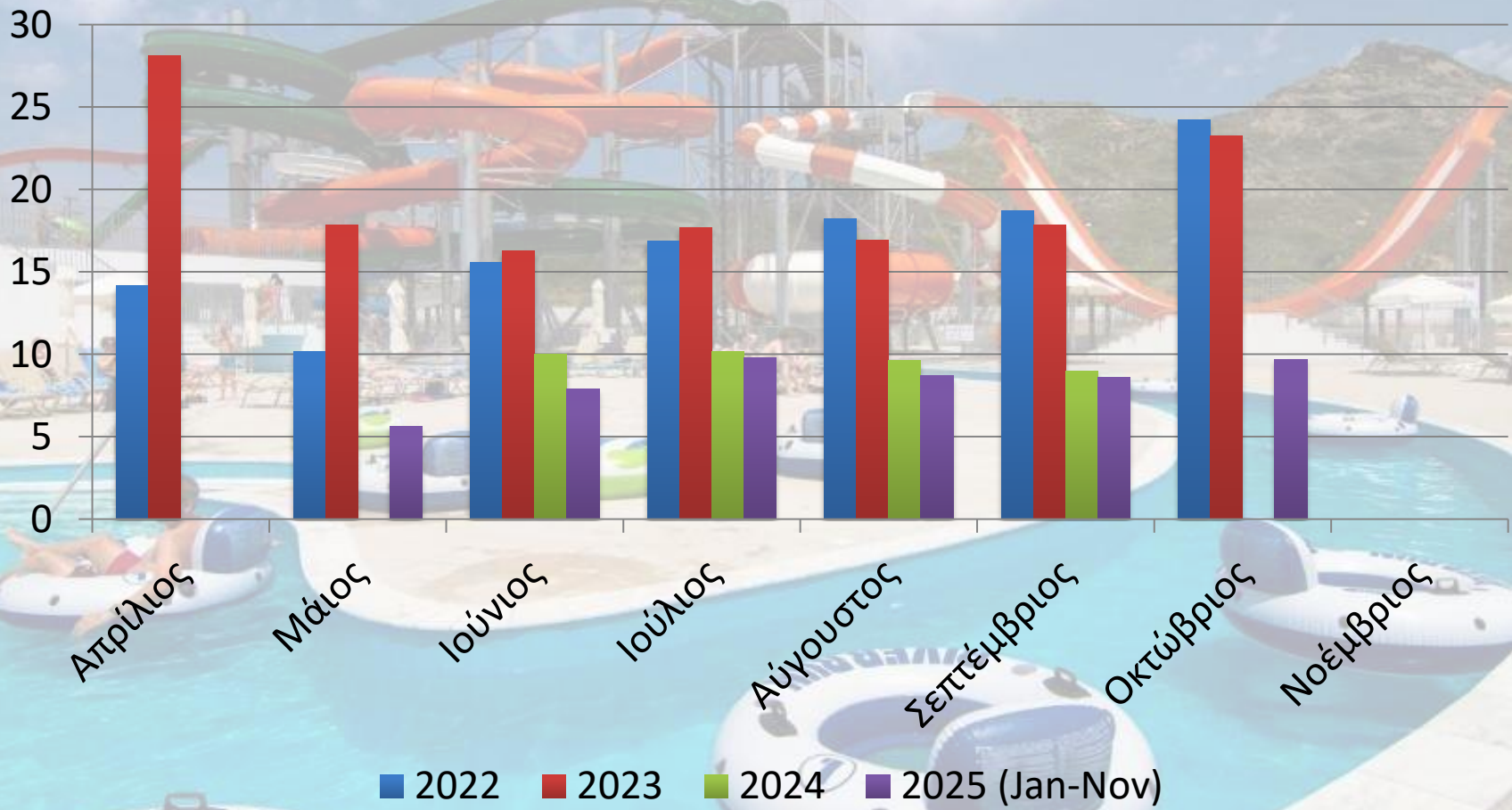


Data source: Sun Palace annual environmental summaries attached by user.

Energy management (Total kWh)



Energy management (Total kWh / guest night)



Evolve of kWh/guest night

2018	17,87
2019	19,09
2020	-
2021	21,84
2022	24,62
2023	16,21
2024	10,33
2025	8,40

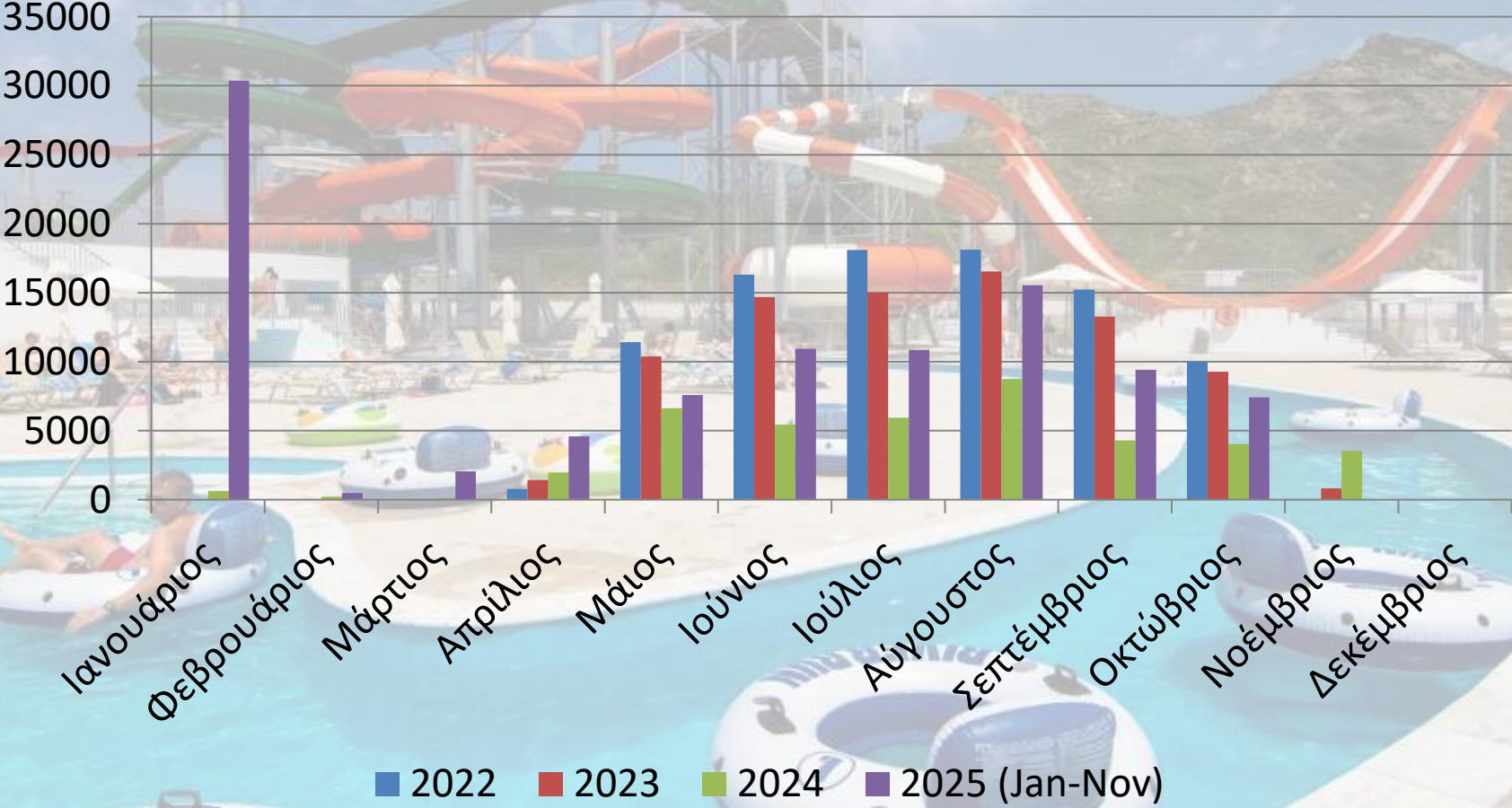
Energy management actions in 2024 (1/2)

- **HOT WATER PRODUCTION - HEATPUMPS** interconnection changed, from parallel to “MASTER – SLAVE ”. This kind of connection achieves constant hot water supply up to 52 degrees, by splitting between BASE and PEAK loads. (Efficiency improvement $\geq 20\%$).
- **Repair of damaged heat recovery circuits of CHILLERS** provides preheated water to the heat pumps.

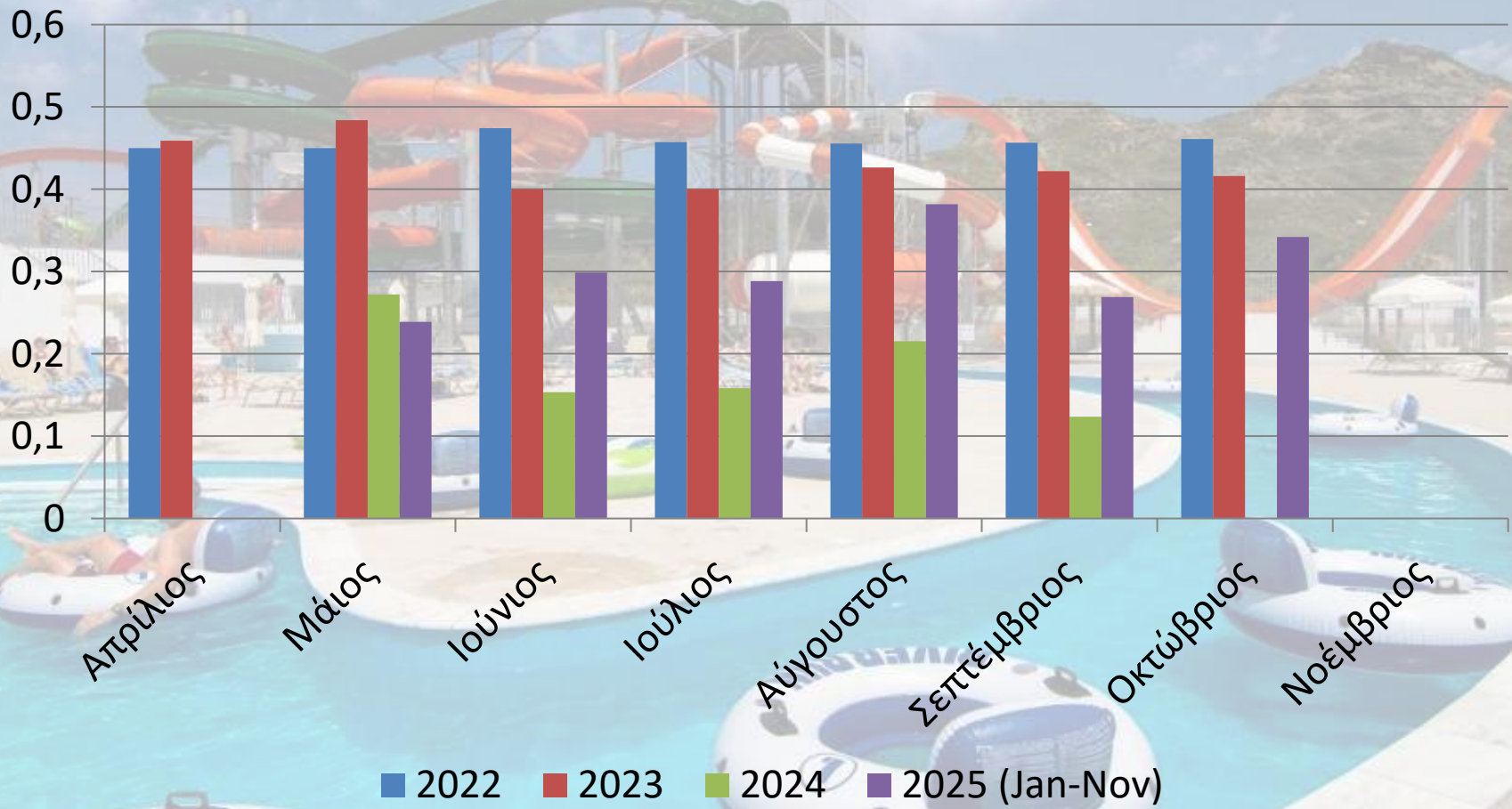
Energy management actions in 2024 (2/2)

- **Precisely adjustment of all LIGHT TIMERS** and adding of DAY / NIGHT SWITCHES guarantee an optimum lighting result, without energy waste.
- **SWITCH OFF, most of the head lights (400 W /point)**, minimizes power consumption and highlights the architectural structure of the hotel.
- **Supply of COLDER WATER to the ice machines** (improvement of pipe insulation !!!) reduces the ice cubes production time (cycle under 20 min instead of 30 min)
- **IMPROVEMENT of POWER FACTOR** discharges cables and saves reactive energy.

Water management (Total m³)



Water Management (Total m³ / guest night)

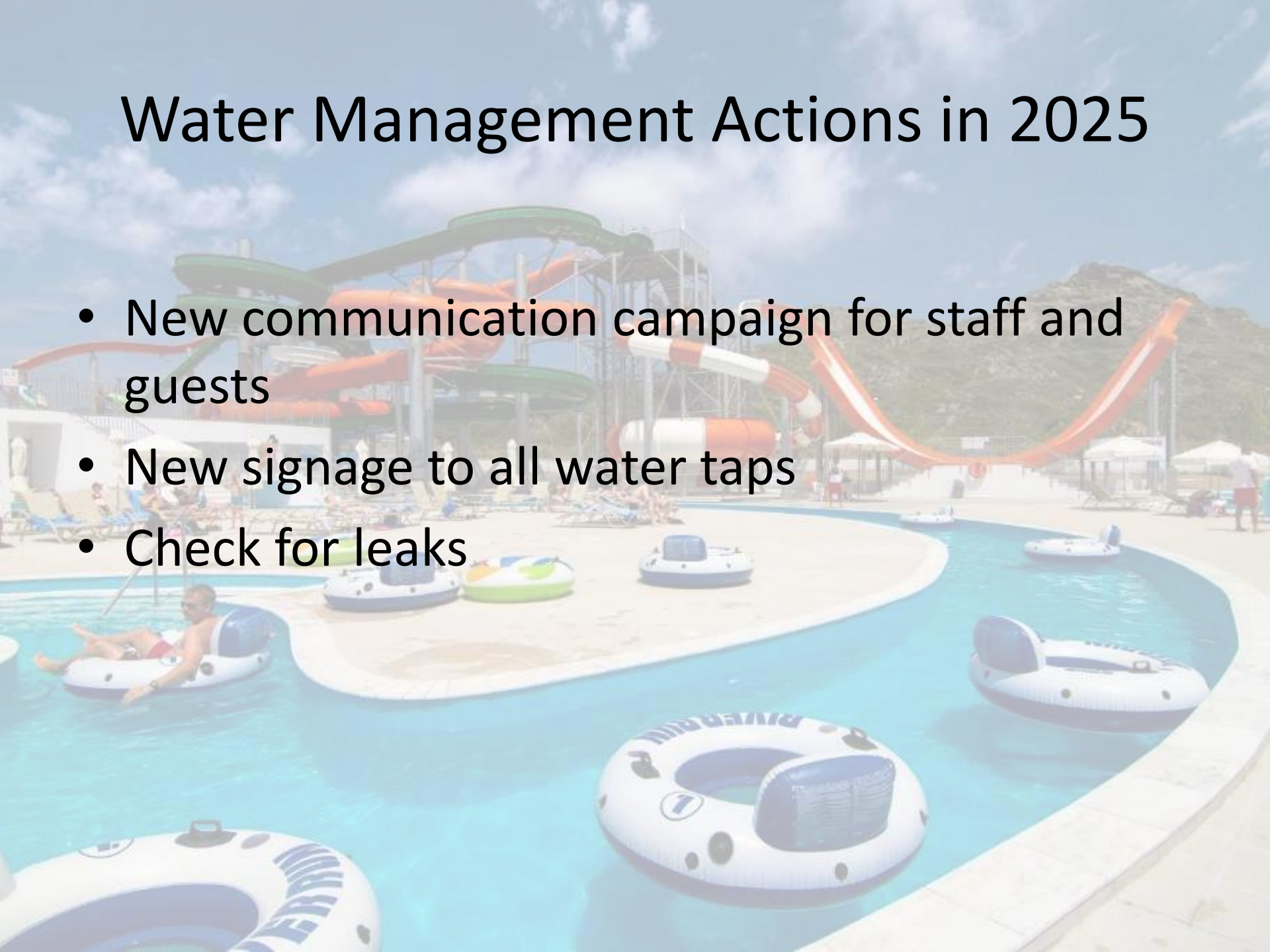


Evolve of m³/guest night

2018	0,45
2019	0,42
2020	-
2021	0,44
2022	0,39
2023	0,37
2024	0,24
2025	0,49

Water Management Actions in 2025

- New communication campaign for staff and guests
- New signage to all water taps
- Check for leaks



Waste management (Main waste flows)

General Waste

- Garbage bins

Food waste

- To General waste till organic stream is ready

Plastic – paper – metal
packaging

- PERME Container

Oil-fat

- Oil container

Glass

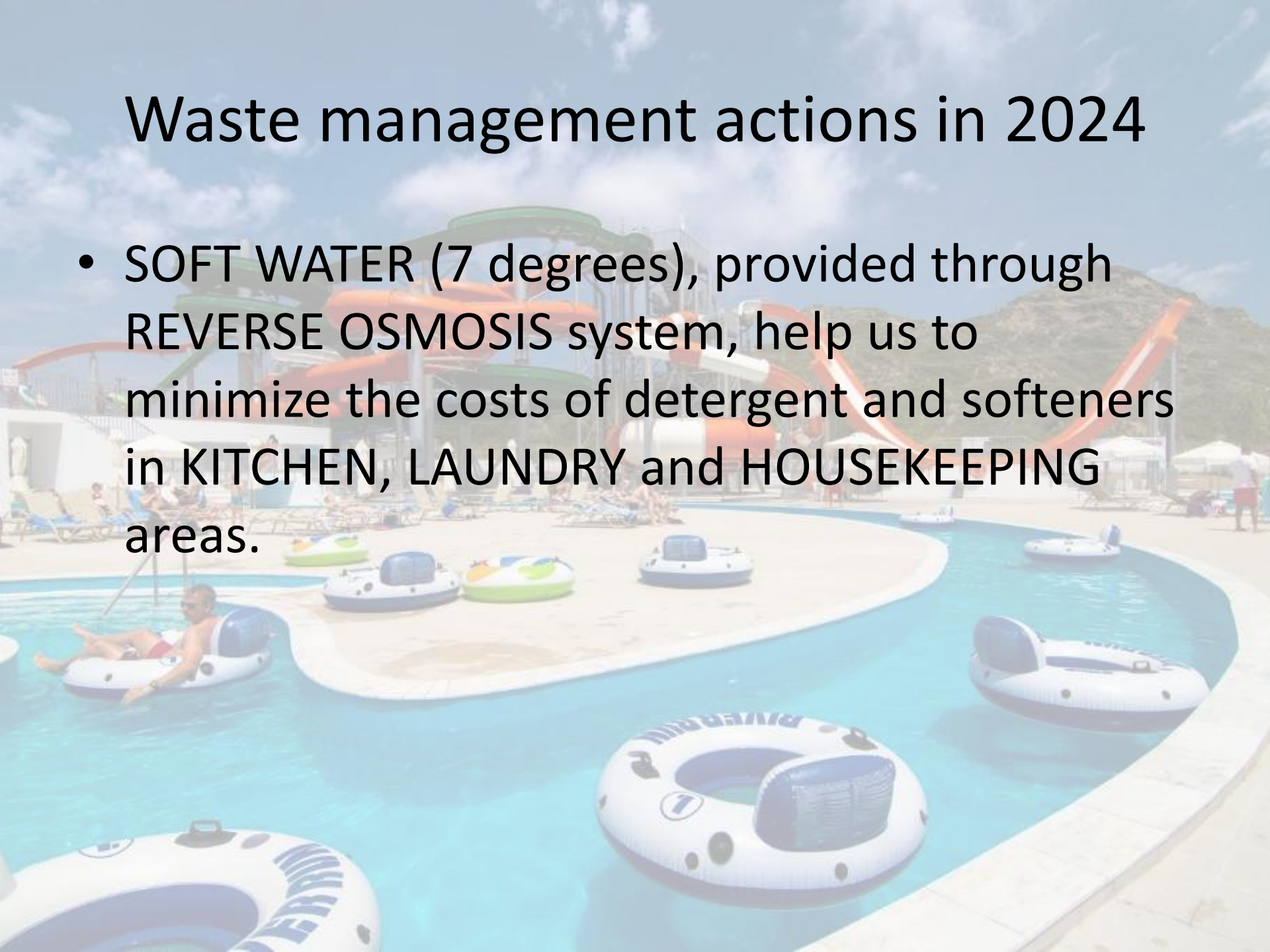
- Glass container

Hazardous substances

- Recycle by type

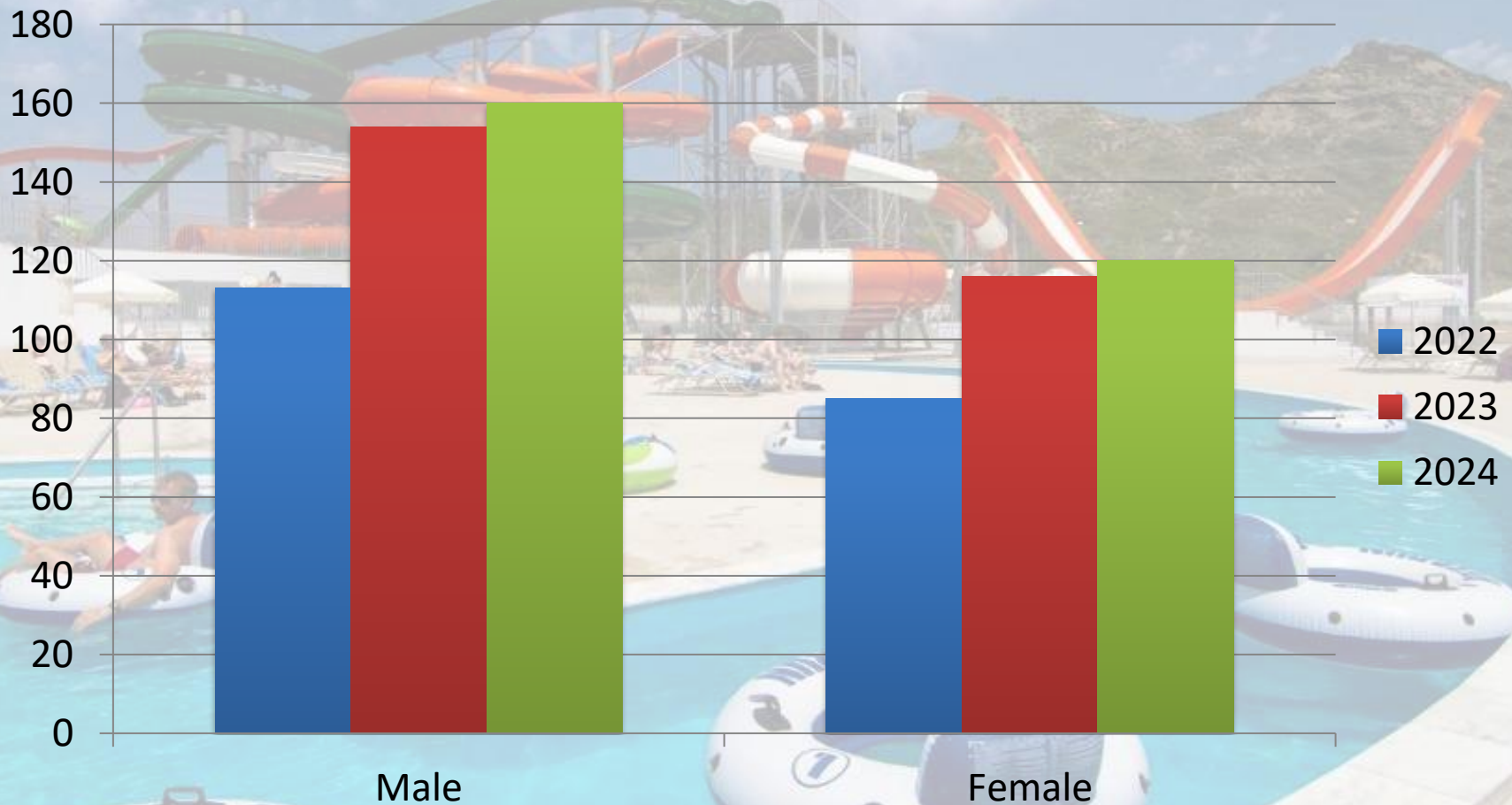
Waste management actions in 2024

- **SOFT WATER** (7 degrees), provided through **REVERSE OSMOSIS** system, help us to minimize the costs of detergent and softeners in **KITCHEN, LAUNDRY** and **HOUSEKEEPING** areas.



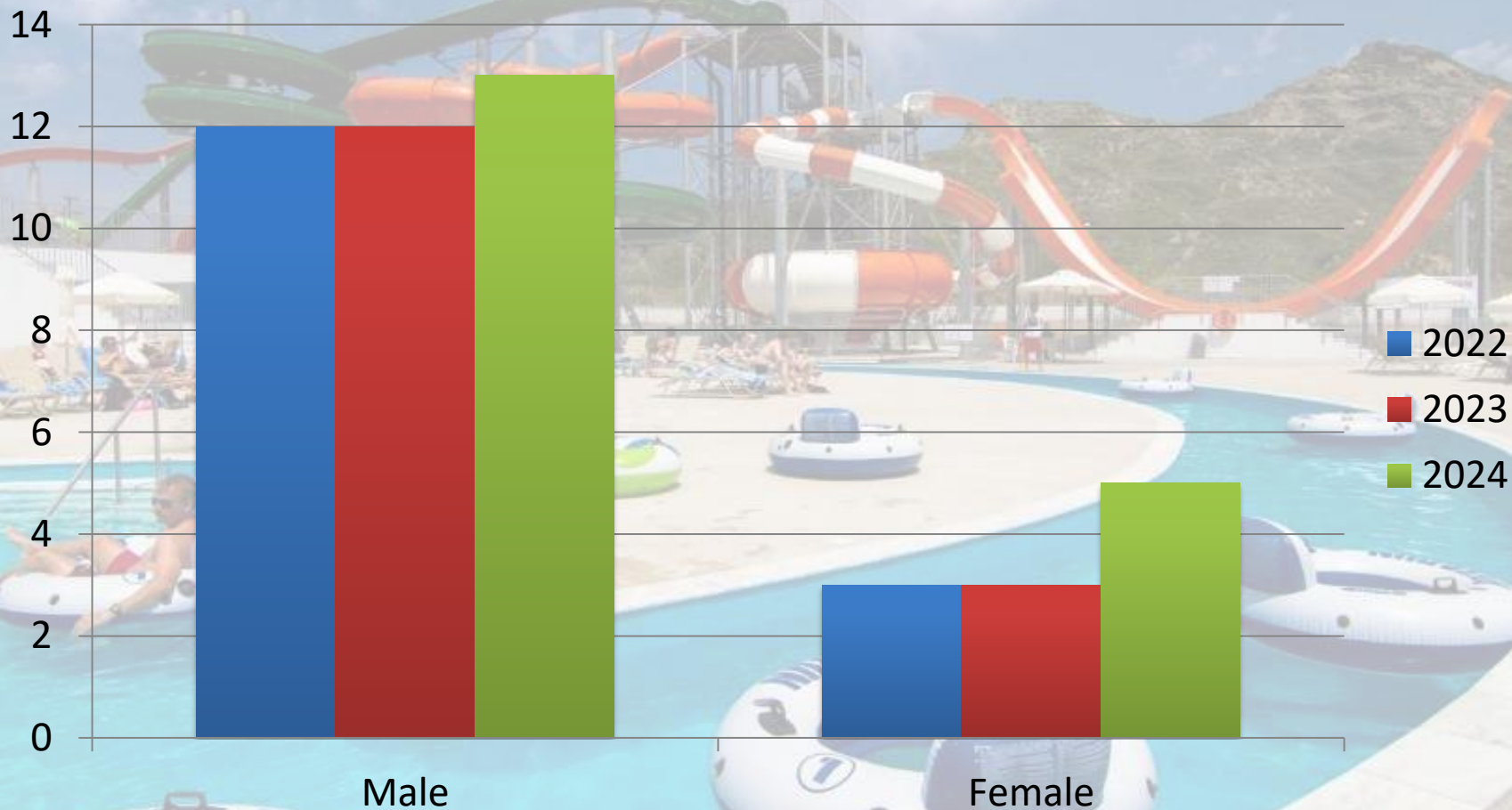
Employment

(Gender equality: Total employees)



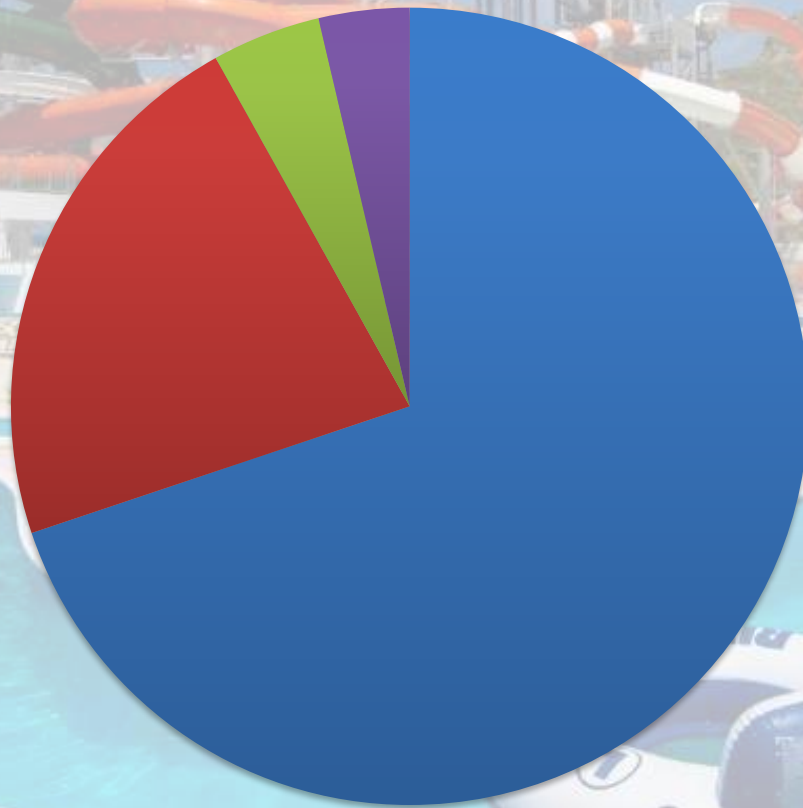
Employment

(Gender equality: Managerial positions)



Employment (Equality: Nationalities)

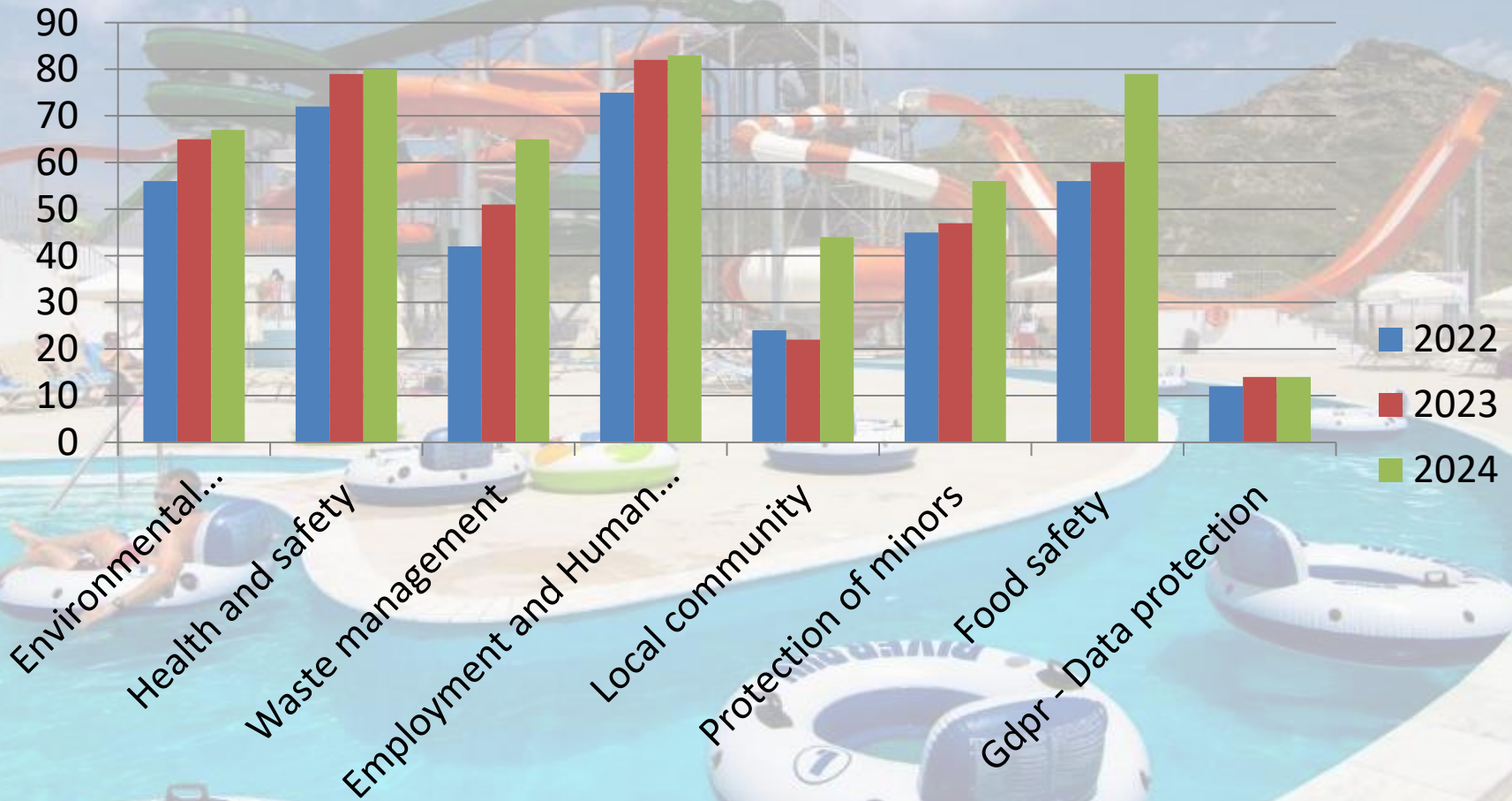
Ethnicities



- Greece
- Albania
- Pakistan
- Romania

Employment:

Percentage of employees trained



Work accidents



Συνολο ατυχημάτων

Employee complaints



Employee complaints

Local Community

(Community and environmental actions 2024)

Αιμοδοσία
προσωπικού

Καθαρισμός
δάσους

Καθαρισμός
παραλίας

Responsible sourcing highlights

New sustainable sourcing policy 2024

Sustainable
supplier
criteria

Sustainable
product
criteria

Dangerous
chemicals
criteria

Local
sourcing

Suppliers

(Percentage (%) of local suppliers)



Guests information

In person

Reception

Guest relations

TV's

Hotel info board

TO info boards

Public Tv's

Guest Feedback KPI – TUI Scores

Latest attached TUI score file: SplashWorld Sun Palace, total source market.

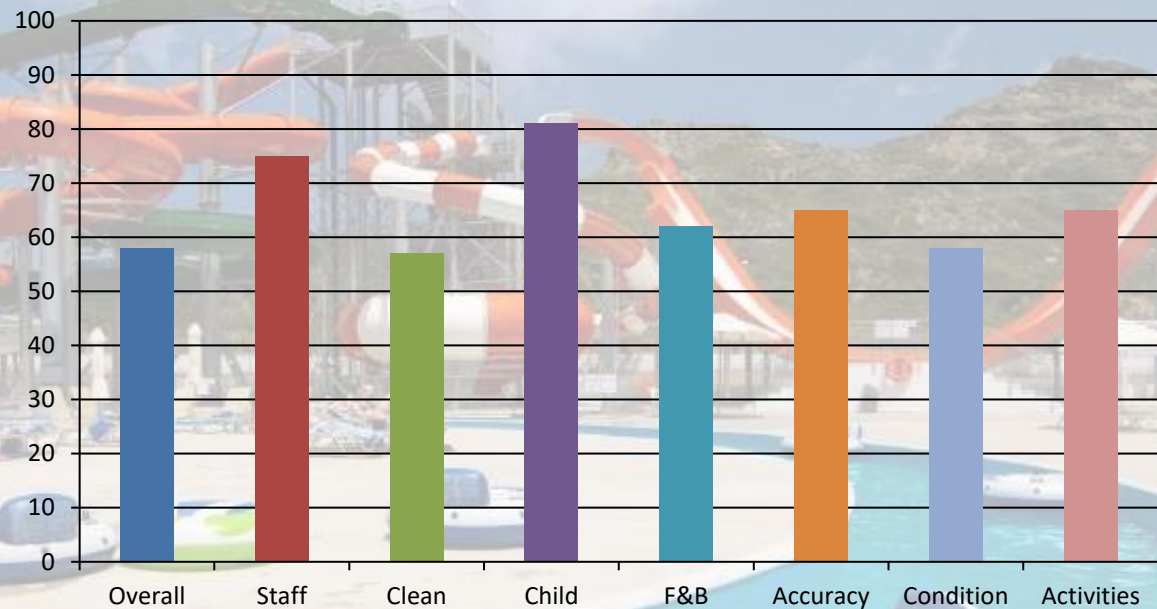
318 returns

Overall score 58%

YoY -4pp

Target 85%

Latest TUI scores by category (%)



Source markets: BeNe 75% / 8 returns | Nordics 55% / 208 returns | UK&I 64% / 100 returns

Data source: Scores TUI 7.csv attached by user.

Statements of commitment

Commitment to Reducing Greenhouse Gas Emissions

We are committed to reducing our greenhouse gas emissions by minimizing energy use, optimizing water consumption, reducing waste, and lowering the carbon footprint of the food we serve. We continuously invest in efficient technologies, adopt responsible sourcing practices, and encourage sustainable behaviors across our operations. Through measurable targets and transparent reporting, we aim to contribute meaningfully to global climate action.

Statements of commitment

Commitment to Protecting and Supporting Biodiversity

We are dedicated to protecting local ecosystems and supporting biodiversity in all areas of our operation. This includes preventing pollution, reducing harmful environmental impacts, preserving natural habitats, and respecting wildlife. We work with local partners, suppliers, and communities to promote conservation efforts and ensure that our actions contribute positively to the health of the environment.

Statements of commitment

Commitment to Protecting and Respecting Human Rights

We uphold and respect the fundamental human rights of all individuals. We do not tolerate discrimination, harassment, exploitation, or any unfair treatment. Our commitment extends to ensuring safe working conditions, equal opportunities, responsible employment practices, and fostering a culture of dignity and respect. We expect our employees, partners, and suppliers to adhere to the same high standards.

Statements of commitment



Commitment to Safeguarding Children

We are fully committed to the safety, well-being, and protection of all children. We strictly prohibit any form of exploitation, abuse, or neglect. Our staff are trained to identify and report any suspected incidents promptly and responsibly, in accordance with applicable laws and our internal procedures. We work closely with relevant authorities and organizations to help ensure that children are protected and supported at all times.

Join our effort for a sustainable future!

- Save energy!
- Save water!
- Use our recycle bins!
- Re-use your towels!
- Avoid using plastic during your stay!
- Join us in cleaning our local beach!
- Use public transport!

