



# Sustainability report

SUNWING MAKRIGIALOS BEACH 2023

SUNWING   
FAMILY RESORTS





# Presentation of hotel facilities

Sunwing Makrigialos Beach is located at the North East coast of Crete island. The hotel was built in 1984 and extends over an area of 10.453,00 m<sup>2</sup> plot of land.

- Basement with the back of the house areas (store rooms, boiler room, staff areas, offices, laundry room)
- Ground floor with reception, at Apollon apartment building with large comfortable Lobby area, Mini Market with big variety of brands and local products and Lollo and Bernie selection boutique. You can reach in ground floor also, Lollo and Bernie Club for Kid's activities and Teen Lounge for the teenager's cozy time with big variety of team activities.
- Four blocks of apartments, with 131 apartments/rooms. Apollon, Pallas Athena, Afrodite and Hera building
- Gardens with seasonal colour and rich greenery offers a view to enjoy. Planting schemes in traditional gardens are simple, emphasising structure and creating a restful, relaxing space in which to sit. Classic garden, landscaping centres around a well-tended lawn with sharp-edged borders. A traditional Herb garden with big variety of Cretan herbs. Large and average-sized gardens offer a fantastic opportunity for outdoor living. So, whether you fancy space for entertaining, a safe play area for children or a tranquil corner – there are plenty of possibilities with a large or medium-sized garden.

OBC Crete and Sunwing Makrigialos Beach together accommodates approximately 18.000 guests during the summer season with a team of 172 employees during the summer period. (Period April–October).

- Majority of guests come from Nordic countries.
- Employees are mainly locals, with a small number of Nordic staff to cover Shows, Spa, Fitness and Lollo & Bernie Club.
- Having clear and comprehensive policy statement Striving to reduce our use of energy and water, and re-use and recycle the resources consumed by our business wherever practical
- Encouraging the development and integration of sustainable technologies, including renewable energy
- Monitoring and measuring our environmental performance on a monthly basis
- Providing the necessary resources to meet our objectives and targets and on-going training for our staff on environmental, social and health & safety issues
- Communicating our policies practises and programmes to all our staff, guests, suppliers and the public.





# Energy use

Despite the continuous improvement in the services offered to XXXXX beach guests, including the new spa & private pool installations, new appliances in the rooms (microwave ovens, toasters, boilers, etc.) or the introduction of all-inclusive concept, has resulted a slight decrease in energy consumption which the challenging years of Covid with restrictions, shorter season and lower occupancy negatively affected the achievement of our targets.



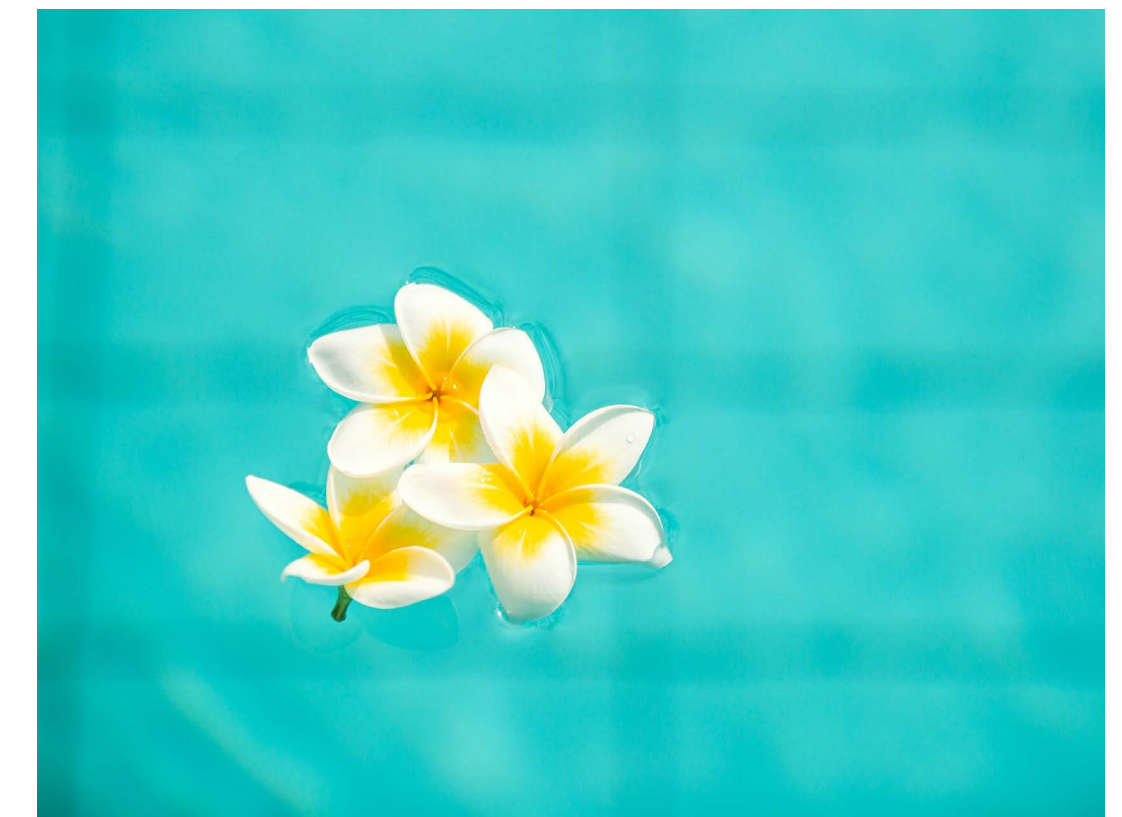
	2019-20	2020-21	2021-22	2022-23 Target
Total Energy (Electricity, oil, gas) (kWh)	667,146	1 002,95	1 404,17	1 100
Total Energy (Electricity, oil, gas) (kWh/guest night)	51,59	35,09	20,6	15

## MEASURES TAKEN:

- More than 98 % of light bulbs have been replaced by LED ones.
- Timers and photocells have been installed for the controlled operation of outdoor lights.
- Room temperatures are individually controlled by thermostats and there are automatic systems which turn the lights and the air conditioning off when guests leave their rooms.
- A heat recovery system has been installed for heating the hotel's tap water from the air conditioning chiller
- A Building Management System is centrally adjusting the operating time of high energy consumption machinery
- New technology generators in pool plants giving a safe and healthy operation and reduction of the chemicals.
- Sand filters have been replaced with crystal filters reducing the number of back washes needed to keep the clearance of the water reducing energy and water consumption
- Outsourced electricity is providing green energy sources.

# Water use

In addition to the protection of energy resources, the reduction of water consumption is a central aspect of our hotel. Continuous improvement in the services offered to our guests, new private pools, or climate change (global warming) or Covid restrictions for a shorter season and lower occupancy has resulted a slight increase in water consumption, negatively affecting the achievement of our targets.



	2019-20	2020-21	2021-22	2022-23 Target
Fresh water m <sup>3</sup>	6 061	10 927	12 177	10 000
Total water consumption/ guest night (ltr/GN)	468,68	382,30	178,80	160,00

## MEASURES TAKEN:

- Flow restrictions have been installed in all rooms and regularly checked.
- Showers in kitchens or outdoors automatically stop the flow of water.
- The gardens are normally irrigated only during night hours



# Waste

Unfortunately, the Covid restrictions and Health and Safety strict protocols, including specific numbers of persons in common areas, use of gloves, masks, food portions in combination with very low occupancy negatively affected our waste and declined substantially from our targets.

### MEASURES TAKEN:

- Sensitize the guests to separate waste. Recycling stations are placed strategically around the resort areas, and in most of the rooms
- Recyclables such as paper, plastic, tin, glass, batteries, lamps, toners, electrical equipment, used oils are collected by certified companies.
- We don't buy small quantities or amenities such as shampoos, soaps, shower caps, and breakfast portions such as butter or marmalade.



	2019-20	2020-21	2021-22	2022-23 Target
Sorted Waste	3 905	1 734	7 612	8 500
Sorted Waste per bed night/kg	0,30	0,06	0,11	0,30
Unsorted Waste	20 770	62 940	120 590	100,00
Unsorted Waste per bed night/kg	1,61	2,20	1,77	1,20

# Labour & human rights



At Sunwing Makrigialos Beach, we strive to provide a safe workplace where human rights are respected in accordance with the collective agreements with the unions and the applicable legislation. We are

an equal opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operated.

EMPLOYEES	2019-20	2020-21	2021-22	2022-23 Target
Male	22	34	36	36
Female	22	43	50	50
Local	38	71	79	79
Other Nationalities	6	6	7	7

Whilst we encourage non-discrimination, we employ a large number of local people to support local community where the hotel operates. Our target for 2023 season is to employ at least 90% local staff. The

greatest asset of NLTG is our employees, and we invest heavily in their continuous training and development and the upgrading of their skills.



# Code of Conduct and Ethics

NLTG's supplier code of Ethics and Conduct sets out the minimum standards of business behaviour expected of Suppliers, who must have processes in place to monitor and maintain these standards, including within their own supply chains.

Suppliers must comply with child protection laws, including United Nations Convention on the Rights of the Child and the international Labour Organization Convention Numbers 138 and 182. Suppliers must also comply with local laws regarding the minimum age of employees and all legal requirements for the work of authorised young workers, particularly those relating to hours, wages and safe working conditions.

## NLTG Supplier Code of Conduct

### COMMUNITY AND SOCIAL ACTIVITIES (EVENTS AND DONATIONS)

- Save the children: We want all children to feel safe and secure. We do this, among other things, by creating safe environments on holiday, and with financial donations to Save the Children's important work to create a brighter future for children around the world.
- World Animal Protection: We protect all kind of animals that we have near by, as a babies or adults animals like puppy's and baby cats .
- Cooperation with local animal friendly association that collects stray animals and offer them a standard living environment.

- Sitia loggerhead sea turtle protection volunteers - local association. Protection of sea turtle. For some year and on, sea turtle has found beach along the hotel a perfect place to born their's eggs. As soon as, we found out that see turtle has left the eggs there, we mark and protect the point, sea turte nest area, and path way to the sea, avoiting to place any items near by. During incubation time we are avoiting lighting the place in evening time. When the babies come up, we help them with their's future trip in the sea.

### CONTACT US:

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“Αν επιθυμείτε να λάβετε αντίγραφο της αναφοράς μας Βιωσιμότητας στα Ελληνικά, μπορείτε να μας το ζητήσετε ηλεκτρονικά στο:

[makrigialos@sunwing.net](mailto:makrigialos@sunwing.net)

Θα χαρούμε να σας εξυπηρετήσουμε!”







SUNWING<sup>~</sup>  
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