

# PHĀEA Sustainable Hospitality Policy

At PHĀEA, sustainability is more than a responsibility—it is at the core of our hospitality philosophy. Rooted in our values of Consciousness, Community, and Innovation, we are committed to delivering authentic luxury experiences while preserving the natural environment, respecting local communities, and ensuring the well-being of our people and guests.

## Our Commitment

- Operate a Sustainability Management System in line with ISO 21401:2018, ensuring compliance with all legal, regulatory, and other applicable requirements.
- Minimize our environmental footprint by reducing carbon emissions, conserving energy and water, promoting circular economy practices, and protecting biodiversity.
- Foster a culture of consciousness, where employees, guests, and partners actively participate in sustainable practices and responsible travel choices.
- Support local communities through fair employment, partnerships with local producers, promotion of Cretan culture, and responsible sourcing.
- Prioritize the health, safety, and well-being of our employees and guests through continuous training, engagement, and robust occupational health and safety standards.
- Promote innovation in sustainable hospitality by adopting new technologies, practices, and partnerships that regenerate ecosystems and enrich guest experiences.
- Ensure transparency and accountability by monitoring, measuring, and reporting progress annually through our sustainability report.

## Our Values in Action

- **Consciousness** – We make mindful decisions that respect people, planet, and culture, embedding sustainability into every aspect of hospitality.
- **Community** – We engage, empower, and collaborate with local stakeholders, ensuring that our growth benefits the communities we are part of.
- **Innovation** – We explore new solutions, from sustainable landscaping to circular waste systems, shaping the future of regenerative tourism.

## Our Objectives

1. **Environmental Stewardship** – Reduce resource consumption, manage waste responsibly, and protect local ecosystems.
2. **Social Responsibility** – Ensure diversity, equity, inclusion, and fair opportunities across our workforce, while supporting community well-being.
3. **Cultural Preservation** – Celebrate and protect Cretan culture, heritage, and traditions through meaningful guest experiences and collaborations.
4. **Sustainable Procurement** – Partner with suppliers who align with our sustainability and ethical standards, ensuring traceability and responsibility across the value chain.
5. **Continuous Improvement** – Regularly review our performance, objectives, and policies to ensure alignment with ISO 21401:2018 and PHĀEA's long-term sustainability vision.

## Our Responsibility

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Sustainability is a shared responsibility across PHĀEA. Every member of our team, from leadership to frontline employees, is accountable for embedding sustainable practices in their work. Together with our guests and partners, we strive to create lasting value for our people, our island, and the planet.

This policy is reviewed annually and communicated to all employees, guests, suppliers, and stakeholders.

COO



Vasilis Minadakis

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