

# Kiani Beach RESORT



## Sustainability Report 2019-2020

May 2021

Αν επιθυμείτε να λάβετε την παρούσα έκθεση αειφορίας στα Ελληνικά,  
μπορείτε να μας στείλετε ένα e-mail στο  
**reservations@kianibeach.com**  
ή να μας τηλεφωνήσετε στο **28250 32300**

## Description of the location of the hotel

SeaCrete introduces the all-inclusive **Kiani Beach Resort**, a beachfront accommodation in the picturesque area of Kalyves in Chania, Crete. With exceptional sea view the hotel offers a holiday haven of relaxation and peacefulness. Against the mesmerizing backdrop of lush low-lying hills, our hotel brilliantly combines the unique architecture with the great range of upscale facilities and spacious accommodation options, which along with the attentive service create the ultimate setting for an amazing family holiday or a romantic interlude, but in any case, an unforgettable vacation in this dazzling island of Greece.



## Summary of Sustainability Policies

### ENVIRONMENTAL POLICY

At **Kiani Beach Resort** we are fully aware of our responsibilities concerning the preservation of the natural resources of Crete and of our planet in general. In this context we apply an integrated Environmental Management System in accordance with the TRAVELIFE standard, for the purpose of protecting the natural environment via the reduction of any harmful impacts caused by the operation of our hotels.

### LOCAL COMMUNITY POLICY

**Kiani Beach Resort** plays an important role in supporting local community as well as preserving its cultural heritage. We believe that by having a positive influence on the local economy and simultaneously respecting the needs of the locals, we can achieve a more enriched travel experience for our hotel guests. Moreover, the majority of our personnel comprise a part of the local community as well.

### HUMAN RIGHTS AND EMPLOYEES POLICY

At **Kiani Beach Resort**, we respect all human rights and defending them as set out in the 1948 Universal Declaration of Human Rights by the General Assembly of the United Nations.

### HEALTH AND SAFETY POLICY

At **Kiani Beach Resort**, we focus on ensuring the health and safety of our guests, employees and generally anyone who might be affected by the activities carried out by our hotels.

### QUALITY POLICY

At **Kiani Beach Resort** we value our guests and provide them with high-level accommodation and leisure services, not only to fulfill their expectations but also to go beyond these. Since 1995, we are committed to the continuous improvement of our services by implementing a Quality Management System in order to continuously measure our performance and achieve a higher satisfaction of our guests.

### CHILDREN RIGHTS POLICY

At **Kiani Beach Resort**, we are sensitive to issues relating to the safety and safeguarding of children (people under 18 years of age) as set out in the United Nations Convention on the Rights of the Child. Recognizing our pivotal role concerning the punctual detection of any kind of child exploitation and abuse, we are committed to providing a safe and enjoyable environment for all children within the jurisdiction of our hotels.

*You can access our full  
sustainability policies  
on our website*



## Energy Management

					
<b>Sources and uses of energy</b>					
<ul style="list-style-type: none"> <li>✓ Electricity (air conditioning, cooking/refrigeration, machinery, hot water)</li> <li>✓ Gas (cooking)</li> <li>✓ Thermal solar (water heaters)</li> </ul>					
Energy consumption	2019	2020	Target set	Target not achieved	Target for 2021
Consumption/guest night (kWh)	13,37	13,62	-3%	+1,8%	-2%
GHG emissions/guest night (kgCO <sub>2</sub> e)	3,71	3,78	-3%	+1,8%	-2%
Energy consumption monitoring on a monthly basis					

\*The increase in energy consumption per guestnight can be attributed to the Covid-19 pandemic, which caused a reduction in occupancy, while many facilities had to remain in operation. Target for 2021 is set against 2019 levels.

### Measures taken so far:

- ✓ 90% of light bulbs have been replaced with LED
- ✓ Light & motion sensors are used to control lighting
- ✓ Production of DHW by heat pumps in combination with a heat recovery system from the main A/C unit
- ✓ All new equipment must be rated A+ or above
- ✓ Staff training and awareness

### Energy savings measures for 2021:

- ✓ Improving staff awareness by placing relevant signage in staff areas
- ✓ Increasing guests' awareness through signs & guidelines

## Water Management

	
<b>Sources and uses of water</b>	

<ul style="list-style-type: none"> <li>✓ Fully licensed municipal water for all uses</li> <li>✓ Quality monitoring (as per relevant legislation)</li> <li>✓ Wastewater is connected to the public sewer</li> </ul>					
Water consumption	2019	2020	Target set	Target achieved	Target for 2021
Consumption/guest night (m <sup>3</sup> )	0,390	0,375	-3%	-4%	-2%
Water consumption monitoring on a monthly basis					

#### Measures taken so far:

- ✓ Monitoring for leaks on a regular basis and checking water flow in several guest rooms every week.
- ✓ Low flush cisterns
- ✓ Irrigation of green areas with timers after midnight
- ✓ Linen and towel policies
- ✓ Staff training and guest awareness

#### Water savings measures for 2021:

- ✓ Increasing guest awareness through signs, guidelines and notifications in every room.

## Chemicals Management

**Kiani Beach Resort** does not include any laundry facilities, thus chemicals procured concern only the house-keeping, kitchen and maintenance departments.

					
Maintenance chemicals consumption	2019	2020	Target set	Target not achieved*	Target for 2021
Consumption/guest night (kg or L)	0,05	0,13	-3%	+160%	-2%
House-keeping and kitchen chemicals consumption	2019	2020	Target set	Target not achieved*	Target for 2021
Consumption/guest night (kg or L)	0,06	0,07	-3%	+18%	-2%

\*The high increase in chemicals consumption per guestnight can be attributed to the Covid-19 pandemic, which caused a reduction in occupancy and the implementation of very strict health protocols (cleaning procedures).

### Measures taken so far:

- ✓ All chemicals are procured from reputable suppliers and are accompanied by their respective MSDS
- ✓ The amount of chemicals used is controlled by automatic dosing units
- ✓ Closely monitoring the use of chlorine, refrigerants, and fertilizers
- ✓ Staff training and guest awareness

### Reduction measures for 2021:

- ✓ Improving towel policy.
- ✓ Eliminate the use of chlorine by 2022
- ✓ Use 100% organic fertilizers and pesticides in the gardens by 2023
- ✓ Reduce the consumption of detergents by 15% until 2023

## Waste Management

**Kiani Beach Resort** operates 2 restaurants and bars. As a result, the quantity of waste produced on-site is around 2,2kg/guestnight (including landfill), which is fairly close to the respective average in the hospitality sector.

					
Types of waste	2019	2020	Target set	Target achieved	Target for 2021
Landfill (Kg/guestnight, Target)	1.45	1.42	-2%	-2%	-3%
Recyclable waste (Kg/guestnight, Target)	0,75	0,78	+3%	-3,5%	+5%

### Measures taken so far:

- ✓ Plastic, paper & cartons, glass, metal, batteries, cooked oil, light bulbs and other used electric/electronic equipment are already recycled and disposed of properly.
- ✓ Installation of water fountains in the Gym to reduce the amount of plastic bottles
- ✓ Installation of recycle bins in guest areas
- ✓ Staff training and guest awareness

### Waste reduction measures for 2021:

- ✓ Staff training on recycling
- ✓ Measure the total amount of waste

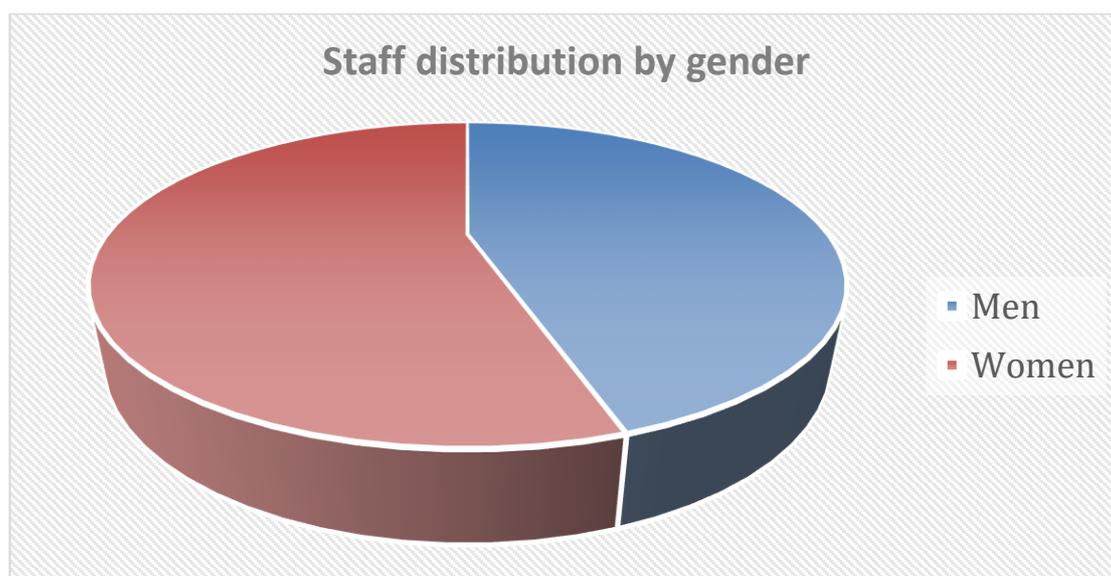
- ✓ Elimination of single-use plastics
- ✓ Improving of procurement practices
- ✓ Upscaling recycling
- ✓ Composting of all organic waste

## Local Community and Staff support

At **Kiani Beach Resort**, we provide information and make suggestions to our guests about the island and its points of interest. Among other things, guests support a local animal shelter for stray cats and dogs, by offering small money donations (a respective box is placed by the reception).

In addition, the management is a stable and constant supporter of the local community by contributing directly to various events and activities and indirectly as an employer and buyer of goods and services.

At **Kiani Beach Resort**, we employ about 135 people, with over 65% of them being locals.



- ✓ Moreover, 4 out of 10 of our **middle and upper management** positions are filled by women
- ✓ On average, every tourist season, every member of our staff receives more than 3 hours of **training**

## Tell us what you think...

Please, don't forget to provide feedback regarding your stay and our sustainability efforts, using the relevant printed forms in your rooms or by e-mail through our

website. We need your comments and suggestions in order to improve the services we offer to our guests and the positive impacts to the environment and the local community, while minimising the negative ones.