Caldera Group of Hotels & Villas
Sustainability & Social Report 2025

CALDERA GROUP



Company Profile

Caldera Group of Companies was founded by Mr. Eutychios Krommydakis in 1993 in Chania, Crete, Greece. The initial activity of the company (E. Krommydakis SA) was construction industry.

Today however, the Group has expanded greatly its original corporate purposes, being active in the following core business areas - objects:

- Construction and Renovation of hotel units
- Management and Operation of Hotel Units
- Construction and Management of Luxury Villas
- Manage other Assets and Land
- Identify and Buy of Land for future growth or capital exploitation.

The Hotel Managment and construction, remain the principal activities of the Group. Regarding the Hotel business, Caldera Group has full ownership of four (4) hotels and participates in other two (2). Also it plans other projects until the market conditions, the financing possibilities and the existence of a strategic investor, allow their realization.



Our Hotels

TUI Family Creta Paradise Resort & Spa Capacity : 285 Rooms

Build: 1986

Renovated : 2009

Theme : Beach Resort & Spa for families Location: Gerani, Chania, Crete, G reece



Caldera Beach Hotel

Capacity : 226 Rooms/

Aparts Build: 2005

Renovated : 2014

Theme : Beach Resort for families

Location: Gerani, Chania, Crete, Greece

Caldera Bay Hotel

Capacity : 126 Aparts

Build: 2004

Theme : City, Beach Hotel for families and couples

Location: Platanias, Chania, Crete, Greece

Caldera Village Hotel

Capacity : 148

Aparts Build: 2002

New Aparts: 2018

Theme: Seaview Hotel for families and couples

Location: upper Agia Marina, Chania, Crete, Greece

Our Environmental & Social Commitment



Caldera Group's Environmental & Social Team is committed to providing the highest customer satisfaction while also dedicated to environmental sustainability by implementing Travelife requirements (Golden Award).

Our social and environmental efforts, including: operating our hotels more efficiently, assisting local communities, protecting natural resources, providing education and workforce-readiness opportunities and supporting responsible business practices. We are currently updating our social and environmental goals to become even wider- reaching and ambitious



Our Policies – Our Principals

Environmental Policy :

The following statement of principles and intentions comprise the Environmental Policy of Caldera Group of Hotels & Villas, applies to all activities of the Hotels.

Scope

- The policies and procedures described within this manual constitute the general management direction and control of Caldera Group of Hotels & Villas against those environmental aspects (energy and water consumption, waste management, evaluation of subcontractors and raw materials) which can be controlled and over which it can be expected to have an influence. The Caldera Group of Hotels & Villas management System addresses all specifications (clauses) of the Travelife.
- The Scope of Registration covers all the activities of the hotel (accommodation, food service, maintenance, purchasing).

Principles

- We are committed to minimizing the impact of our operations on the environment by means of a program of pollution prevention, reducing pollution, protecting nature and wildlife.
- We are committed to comply with all relevant environmental legislation and regulations and with other requirements to which the hotel subscribes.
- We are committed to protect the environment through continual improvement of our environmental performance. All our businesses take into account the effects that our activities have on the environment.
- We are committed to being a responsible member of our community helping to enhance or preserve local heritage and way of life and support our local community.

Intentions

- To understand the environmental issues associated with our activities.
- To minimize the amount of wastes we dispose of, seek to recover through re-use or recycling as much as is economically practicable and ensure that the remainder is disposed of properly.
- To minimize the use of energy and water through monitoring and increasing the efficiency of use and purchasing environmentally sound products wherever possible, while upholding the highest standards of comfort, quality, and guest service
- To ensure that all employees are aware of their individual responsibilities for acting in accordance with the policy.
- To set and review environmental objectives and targets and to implement an action plan, addressing waste reduction, energy and resources conservation, and raw materials and products environmental evaluation. The hotel will release the necessary resources to achieve these objectives using the best available practices, which do not entail excessive costs.
- To communicate to our employees, customers and suppliers our policy and achievements in improving our environmental performance.
- To incorporate environmental management into everyday business practice.
- To encourage environmentally friendly, and where possible, local sourcing of products and services.
- To encourage engagement of our business with local communities.
- This policy is reviewed so it is relevant and suitable to the company's activities.

General Manager

Manousos Psaroudakis





Our Policies

CALDERA GROUP OF HOTELS & VILLAS

Human Rights & Human Resource Policy

Respecting human rights is a fundamental part of Caldera Group of Hotels & Villas responsibility as a company and is vital to operate our business sustainably. of Caldera Group of Hotels & Villas is committed to respecting fundamental human rights in our operations, our value chain, and in the communities where we operate. We seek to avoid complicity in human rights abuses and to use our influence to promote the fulfilment of human rights. Our commitment to operating with respect for human rights is reflected in all aspects of Caldera Group of Hotels & Villas business operations and is integrated in our company policies and relevant procedures. We aim to identify, assess, and manage the human rights impacts of our business activities based on the operational context, our leverage and business relationships.
Caldera Group of Hotels & Villas looks to those human rights defined in the Universal Declaration of Human Rights and its two corresponding covenants, The International Covenant on Civil and Political Rights and The International Covenant on Economic, Social and Cultural Rights. Additionally, we also look to children's and women's rights as outlined in the United Nations Convention on the Rights of the Child and the United Nations Convention on the Elimination of Discrimination against Women and the protection of any minorities and vulnerable groups as they are identified.

Human rights and key stakeholders

In implementing this policy, we focus our efforts on issues and relationships in which we have greater degrees of control and influence, as outlined below.

Suppliers

Caldera Group of Hotels & Villas works with suppliers and business partners to ensure that human rights are respected in the supply chain, based on our business relationships, leverage and operational context. Our engagement is manifested through our Sustainability Commitment and managed through applicable follow-up procedures. As appropriate, we use tools for human rights risk and impacts assessments to identify actual and potential human rights issues. Actions to manage and address human rights risks and impacts are guided and carried out through dialogue and collaboration with relevant stakeholders. Caldera Group of Hotels & Villas also aims to use its influence to support the advancement of human rights in the communities where we operate.

Employees

We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.
Caldera Group of Hotels & Villas seeks to respect the human rights of all employees within the Caldera Group as well as comply with all national laws. Our commitment is manifested in policies such as the Discrimination and Equality Policy and the Global Harassment Policy. To ensure remediation of potential abuses, we have a complaint procedure which is applicable to the whole Group.
The primary goals therefore related to our human resource management are as follows:

1. Recruitment

Atlantica Caldera Creta Paradise will ensure that a fair system is in place so that all applicants for available positions are fairly considered. Caldera Group of Hotels & Villas will not discriminate in any way and welcomes applications from all candidates regardless of their race, age, sex, nationality, disability or religion.

2. Contract/Legislation

Throughout the period of employment, Caldera Group of Hotels & Villas will have a contract that meets as a minimum the regulations as stipulated by national law.

3. Induction and Training

Caldera Group of Hotels & Villas will ensure that all new employees are provided with appropriate induction and training. This will cover such areas as company philosophy and culture, product knowledge, employee welfare and benefits, heath and safety, performance management, etc.

4. Development and Promotion

All employees of the Caldera Group of Hotels & Villas will be encouraged to further develop their skills and opportunities for promotion will be provided wherever possible. All employees will have individual objectives, and individual development plans will be agreed with managers/supervisors to review objectives and agree new targets.
It is our company policy that all legal requirements are fully complied with regarding employment; therefore we do not employ children under 16 which is the minimum required age for employment.

We aim to offer a safe and secure work environment and free from any form of discrimination based on race, age, sex, nationality, disability or religion and we are committed to follow any relevant labour legislation, promoting a fair treatment of our employees, preventing any form of discrimination, exploitation, harassment and abuse and allow employees to meet up during working hours, from an association and elect a spokesperson in order to discuss issues without management involvement.

Customers

Caldera Group of Hotels & Villas seeks to respect the human rights of our customers in all operating countries. Our main focus areas include: respecting the privacy of our customers e.g. by safe storing of any personal data, and aiming for that no customers are discriminated against, as outlined in our Discrimination Policy. In addition, we strive for that our marketing is done with respect for the views of our stakeholders by not aiming to communicate any specific ideal, but rather a range of styles, attitudes and ethnic backgrounds.
We also state that our business is in the area where children are not sexually exploited from tourism related issues and all employee are informed for the importance of child protection and all are actively involved where this is necessary for children protection. If any suspicious activity in relation with child abuse has been noticed, the Hotel Manager will immediately report the incident to the Local Authorities.

Society

We participate where appropriate in public affairs in a non-partisan and responsible way to promote internationally recognized human rights. We play a positive role, within our spheres of influence, in capacity-building for the realization of human rights. We promote the realization of environmental sustainability and development through our core business and through our participation in other multi stakeholder activities where appropriate. We uphold the highest standards in business ethics and integrity and where appropriate to support efforts of national and international authorities to establish and enforce such standards for all businesses.

This policy is reviewed annually for its continuous suitability.

General Manager

Manousos Psaroudakis





Water Consumption



Water Measures m3			
	2024	2025	% Difference 2024 Vs 2025 (Water Measure)
Creta Paradise	26.197	47.220	80%
Caldera Beach	21.203	32.289	52%
Caldera Village	13.940	18.550	16%
Caldera Bay	10.909	15.486	35%
Caldera Group Difference			**59%**

The increase in water consumption from 2024 to 2025 is attributed to the installation of 11 drinking water stations connected directly to the mains water supply, as well as the opening of the Aquapark at Caldera Beach Hotel at the end of June 2025. The drinking water stations allow guests to refill their reusable bottles, helping us reduce the use of plastic bottles by up to 70%.

Our target is to reduce water consumption per guest night by 5% by the end of 2027!



Energy Consumption



Energy Measure Kwh			
	2024	2025	% Difference 2024 Vs 2025 (Energy Measure)
Creta Paradise	1770965	1611258	-9%
Caldera Beach	1317931	1391406	5%
Caldera Village	784384	706646	-9%
Caldera Bay	467424	453742	-3%
Caldera Group Difference			**-4%**

In 2025, Caldera Group reduced total energy consumption by 4.51% compared with 2024. At Caldera Beach, consumption increased by 4.27%, partly due to the opening of the new Aqualand section.

We continue to implement energy-saving measures and encourage responsible energy use among guests and staff.

Let's unite in our efforts to conserve energy. Our goal for 2027 is a 5% reduction.

WASTE MANAGEMENT

WATER WASTE MANAGEMENT:

Dispose of waste water through

a. The hotel is connected to the public sewage system.

b. The waste water sent out to the public biological plant is randomly checked by the government authorities in order to be within the legal requirements for BOD and COD measurements.

c. Procedure are put in place to reduce the BOD and COD of the waste water by:

-Collection old cooking oil and disposing it through the approved supplier who uses it for biodiesel production.

- By using biodegradable chemicals

- Vinegar is used rather than chemicals for cutlery polish

- Dosing system used for concentrated

We recycle:

- Glass - Paper - Metal - Batteries - Toners and used cooking oils

SOLID WASTE MANAGEMENT:

1. Reduction and reuse of paper consumption in the offices:

a. One sided printed paper is used as scrap paper and Furthermore recycled

b. E-mail is used extensively for messaging

2. One sue plastic cups are replaced by paper cups and plastic straws by pasta one.

3. The Hotel provides large recycling bins, color coded and placed them each department for waste separation and recycling.

5. We encourage suppliers to reduce packaging (fruit, vegs etc.)- purchasing departments checks the packaging upon evaluation of suppliers.

6. Buy products with recyclable packaging

7. Buy in bulk (chemicals, oil, water, spices, sugar, flour, salt, beer, feta cheese, olives, vinegar,

sauces, etc.).

- Shampoo and toiletries in public areas are in large dispensers

- Ceased the use of plastic bags in guestrooms room bins.



Recycles measures



Thank you for helping us to achieve our environmental Goals!

Within 3 years,Caldera Group of Hotels & Villas

2024 - 2025

142 tons of paper
45 tons of plastic
60,75 tons of glass
53,55 tons of iron
4200 batteries
1800 light bulbs
4,5 tons of used cooking oil



CHEMICALS

The hotel uses chemicals in various departments (s/pool, housekeeping, maintenance) and therefore we keep monthly record for better control.

The detailed statistics of chemical consumption are kept by the Quality Manager with all reduction and or increase and are available for the past 2 years.

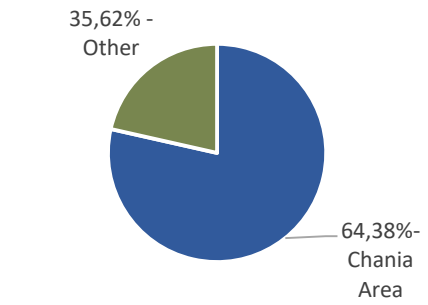
The chemicals used in the H/K department are biodegradable. MSDS are available for all chemicals..

- We have adopted Caldera Group emergency environmental procedure in 2014 where chemicals spillage procedure is also included.

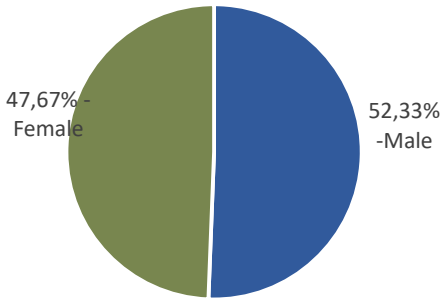


CALDERA & COMMUNITY

Caldera Group - Locality



Caldera Group - Gender



64,38% of the workforce is locally employed from the local area so Caldera Group is a large local employer.

All our employees have received 25 h training.

Employees gender participation : Female 47,67% and Male 52,33%.

Caldera Group of Hotels uses local suppliers from Crete for approximately 75% of it its local food and beverage consumption.

Caldera Group of Hotels has suppied help to :

- Immigrants in need
- Local Community with F & B Supplies
- Linen to the prison of Aghia Area
- Donation to the “Viglatores” Culture Company

COMMUNITY

Caldera Group Of Hotels is collaborating with the non-profit voluntary Organization “ THE SMILE OF THE CHILD “ with the main objective, of dealing with the daily problems children encounter.

All we have to do is wake up and change! To leave the world better than we found it, sometimes we have to pick up other people's trash!

By 2026, we aim to work together to clean our beaches!

Small changes, big impact!



CALDERA & COMMUNITY

Close Collaboration Between Caldera & ARCHELON for the 2025 Season

Caldera has joined forces with ARCHELON, forming a strong partnership for the 2025 season and organizing a series of initiatives dedicated to the protection of sea turtles and the marine environment. For the first time, the two organizations co-hosted the **1st Charity Run**, aiming to support ARCHELON's conservation work. Out of 110 registrations, 87 participants completed the race, and all proceeds were donated directly to the non-profit organization.

In addition, Caldera and ARCHELON organized **two beach cleaning events** during the season, bringing together hotel guests, volunteers, and staff members. Following each cleanup, ARCHELON presented a short talk about their programs and conservation efforts, and the events concluded with a small celebration for everyone who took part.


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ΡΟΗ ΕΙΔΗΣΕΩΝ ΧΑΝΙΑ ΚΡΗΤΗ ΕΛΛΑΔΑ ΚΟΣΜΟΣ ΑΘΛΗΤΙΚΑ ΠΟΛΙΤΙΣΜΟΣ Z MAGAZINE

ΧΑΝΙΑ | 13 ΣΕΠΤΕΜΒΡΙΟΥ 2025

Χανιά | Χελωνοαγώνας δρόμου και διασκεδαστικές δράσεις για μικρούς και μεγάλους στο Caldera Creta Paradise | Photos + Video

Κοινοποίηση





Our Goals for 2027

-Empowering Change: Reducing energy and water consumption by 5%.

-Explore more vegan and vegetarian options.

-Support the impactful non-profit organization "ARCHELON’’

-Creating campaigns for Environmental Week! Let's make a difference together!

-Providing ongoing assistance to our community.

-Let's ensure our guests are informed about the recycling points at our hotels.

–Support the non–profit organisations “ORIZONDAS” and “SynAnthropos”

We invite all stakeholders, including our guests, tenants and the local community to provide us with your feedback on our sustainability work , to work with us to achieve better results and to continue the positive trends in future operations and cooperations.

