



SANTO PURE

OIA SUITES & VILLAS

SUSTAINABLE DEVELOPMENT
REPORT 2022



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MESSAGE FROM THE GENERAL MANAGER

Dear readers,

At Santo Pure Oia Suites and Villas we remain true to our vision and do our utmost every day implementing sustainable development across all our activities.

This Sustainability Report reflects the responsible business practices as well as the new innovative initiatives that we implemented at Santo Pure Oia Suites and Villas in the framework of the Sustainable Development Strategy of the Metaxa Hospitality Group, for the financial year 2022.

The goal of this Report is to outline the value the Santo Pure Oia Suites and Villas creates for the environment, the society and the economy. Constant contribution to Sustainable Development is our key priority for the years to come.

Christos Seizis

General Manager of Santo Pure Oia Suites and Villas

SUSTAINABLE DEVELOPMENT IS THE CORNERSTONE OF OUR JOURNEY





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ABOUT THE REPORT



This publication constitutes the annual Sustainable Development Report of the Santo Pure Oia Suites and Villas.

The Report describes the responsible business practices as well as the results of the programmes implemented in the context of the Resort's Sustainable Development strategy for the financial year 2022, by incorporating Environmental, Social, and Governance (ESG) criteria into its business philosophy.

The Report aims to present how we manage the impact of our practices on the environment, the society and the economy according to the new GRI Standards and the UN Sustainable Development Goals.



SUSTAINABLE HOSPITALITY

WE CREATE AUTHENTIC
EXPERIENCES



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ABOUT THE HOTEL



A 5 star all-suite & villas hotel, situated in a privileged setting, at the north-western edge of Oia, on the Greek island of Santorini.

The ideal place for romance, privacy, and relaxation, where guests enjoy personalized services, luxury accommodation and warm hospitality.


Resembling to a Santorinian village itself, Santo Pure combines the traditional Cycladic architecture with the contemporary multi-ethnic design, delivering a result of minimal elegance in a private setting.

The 63 Luxurious Suites and the 2 private Villas all feature personal outdoor heated Jacuzzis and/or private pools, overlooking spanning sunset and sea views. Hotel's facilities feature 5 outdoor swimming pools, an awarded Spa, fitness centre, late-departure room, snack pool bar, a la carte restaurant, a library and a private parking. Santo Pure Oia Suites & Villas, operating since 2016 in Santorini, was the first hotel of the Group in Santorini. Located in Oia, Santo Pure Oia Suites & Villas is characterized by comfortable spaces of Cycladic architecture.

Awarded among the best restaurants in Greece by the "Greek Cuisine Awards", ALIOS ILIOS restaurant serves gourmet delicacies inspired by a Creative Greek Cuisine concept of philosophy, exquisite food products from around Greece and the freshest, seasonal produce from the depths of the sea to our very own garden.

Santo Pure is the first hotel in Santorini to actively embracing eco-friendly action and operating with sustainability in mind since its construction. Moreover, it has gained a series of prestigious awards & certifications in sustainability, hospitality, cuisine, spa services, health, and safety by recognized international organizations.

In winter 2022, the Hotel implemented an investment plan of €41m. The plan is expected to be completed by April 2024 and includes the creation of 20 new suites at Santo Pure Oia Suites & Villas, a new hotel unit of 37 suites, Santo Mine Oia Suites, as well as 2 luxurious, autonomous villas, The Villas by Santo Collection, in the area of Oia.

 www.santocollection.gr



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ABOUT THE HOTEL

Location



Opening year

2016

Capacity

63
LUXURIOUS
SUITES

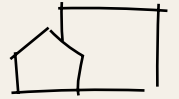


2
PRIVATE
VILLAS



Facilities

AREAS
36,000 m²



GREEN AREAS
2,766 m²



5
OUTDOOR POOLS



AWARDED
SPA +
ALIOS ILIOS RESTAURANT





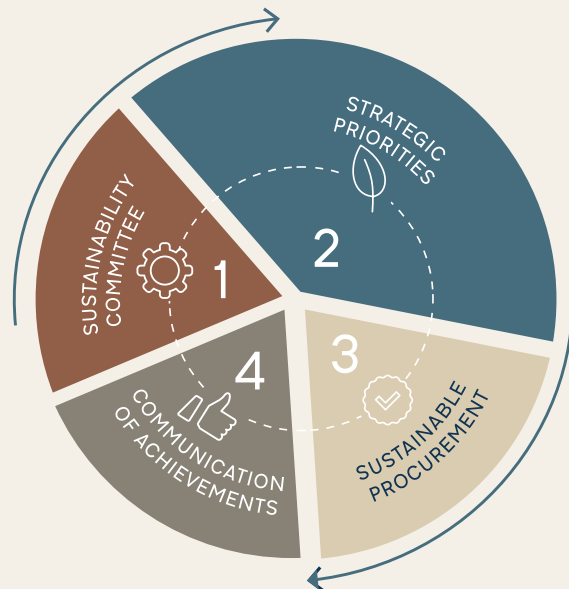
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SUSTAINABLE DEVELOPMENT STRATEGY

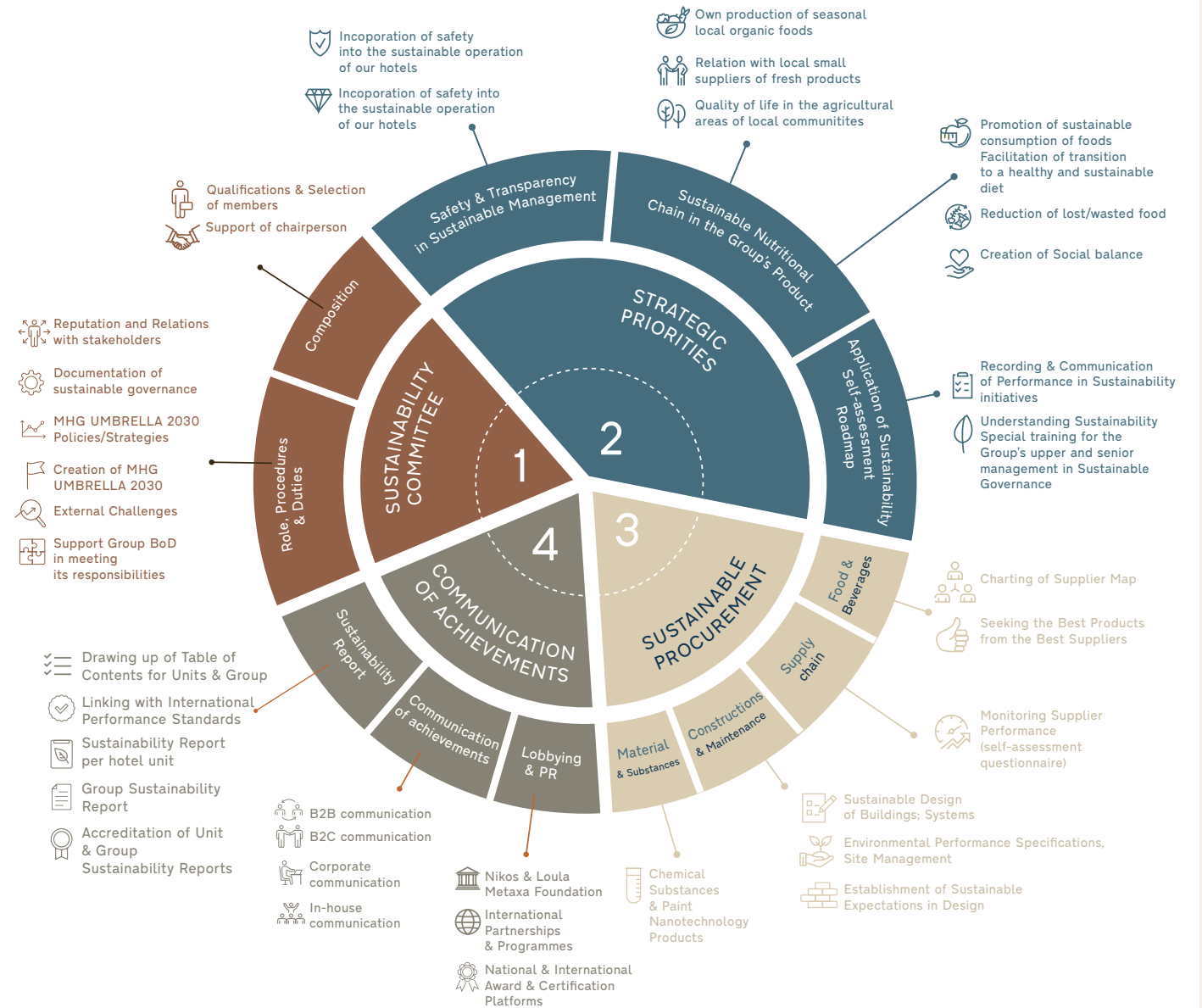
The European Union's call for climate neutralization requires changes in the corporate governance of industries, including the hospitality industry.

At the same time, sustainability is the "new normal" for the tourism sector, as stated by the World Tourism Organization. At Santo Pure Oia Suites & Villas, as a member of Metaxa Hospitality Group, we recognise key urgent needs and emerging global needs. Therefore, we have developed a personalised guide to building and implementing Sustainable Governance with a 'think global' - 'act local' mindset and a 2030 horizon.

As described in the following figure, the strategy focuses on 4 areas of action:



The figure below illustrates the above fields as well as the corresponding individual actions they consist of:





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AWARDS

Santo Pure Oia Suites & Villas



World Travel Awards
Greece's Best Resort Spa

World Travel Awards
Europe's Leading
Boutique Resort

World Travel Awards
World's Leading Boutique
Resort

World Travel Awards
Greece's Leading
Island Villas



Greek Hospitality Awards
Best Greek Hotel Dining
Experience



Condé Nast Traveler
Readers' Choice Awards
(4th in "Best Greek Hotels")



Tripadvisor:
Travellers' Choice Awards



Athinorama
Greek Cuisine Award





SUSTAINABLE OPERATION

WE OPERATE RESPONSIBLY



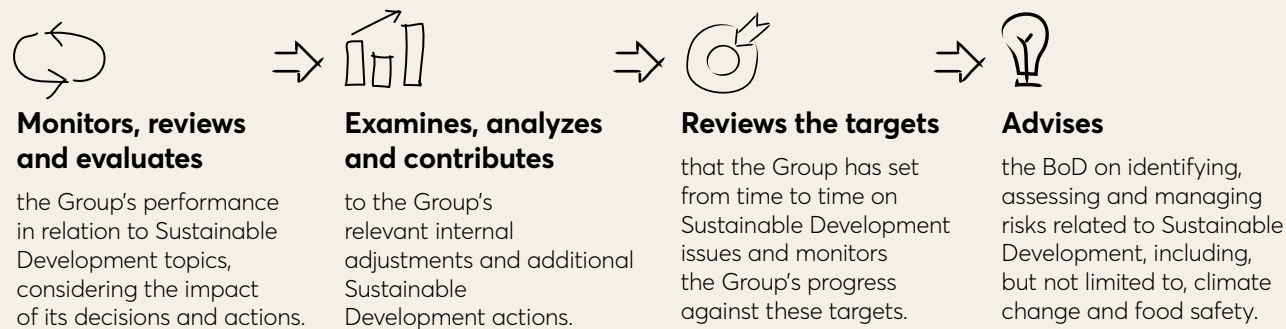


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CORPORATE GOVERNANCE

The Santo Pure's sustainable development issues are discussed with management team via the Group's Sustainability Committee, which assists in fulfilling the responsibility for the formulation of policies, strategies, and programmes that touch on the Group's Sustainable Governance.

The Sustainability Committee:



The Sustainability Committee consists of the following 14 members who are members of the BoD, Group executives and strategic partners.

① Chairman	Andreas Metaxas	Chief Executive Officer, CEO
② Deputy Chairman	Konstantinos Triantafyllis	Marketing & PR Director
③ Member	Giorgos Skouras	Chief Financial Officer, CFO
④ Member	Giannis Metaxas	Chief Asset Management Officer, CAMO
⑤ Member	Manos Bormpoudakis	Chief Operating Officer, COO
⑥ Member	Nikos Vlasiadis	General Manager, Creta Maris Resort
⑦ Member	Serafeim Karouzakis	General Manager, TML Candia Maris
⑧ Member	Christos Seizis	General Manager, Santo Pure Oia Suites & Villas
⑨ Member	Nikos Sfakianakis	Sales Director & Development Consultant
⑩ Member	Laurent Barelier	Revenue Director
⑪ Member	Loula Metaxa	HR Manager
⑫ Member	Christos Kouteranis	Property Manager
⑬ Member	Giorgos Gatzilakis	Project Manager Capital Markets
⑭ Member	Sotiris Bampagiouris	CEO, Local Food Experts s.c.e.

In 2022, within the framework of the Sustainability Committee, a special sub-committee entitled "Audit & Implementation Body" was established, aiming at the Group's more direct and holistic management of Sustainable Development issues, the alignment with the fields of application of the Sustainable Development strategy and the maximum utilization of the resulting benefits. Regular members of the Body are the Deputy Chairman and 3 out of the total 14 members of the Sustainability Committee, while ad-hoc members are the Chairman of the Group and the chairman of Local Food Experts*. The members of the Audit & Implementation Body propose, suggest, evaluate, and occasionally decide on Sustainable Development issues that are characterized as urgent, as well as on issues related to the Sustainable Development strategy (e.g., issues related to the Group's strategic priorities, sustainable procurement, communication of achievements and the Sustainability Committee).

At the same time, the members of the subcommittee meet for discussion and undertake the role of informing the Sustainability Committee about actions, collaborations and initiatives that may arise, before proceeding with their implementation. For 2022, no emergency or urgent matters were recorded.

Specifically, the Audit & Implementation Body:

- Offers flexibility, speed, and a holistic approach to managing requests, proposals and ideas related to the Group's Sustainable Development issues.
- Informs, proposes, evaluates, and recommends to the Sustainability Committee strategic issues for which the knowledge and agreement of all members of the Sustainability Committee is required.
- Executes decisions of the Sustainability Committee.
- Meets on an ad hoc basis.

* Local Food Experts is a company that is part of the innovative activity of the Social Cooperative Enterprises that in recent years are considered as the Third Pathway sector among EU countries' business activities.



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DATA SECURITY POLICY

Personal Data Privacy Policy

Respect for people's private life and rights is an unsurpassed value for the Santo Pure Oia Suites & Villas, as a member of Metaxa Hospitality Group. Information systems must be protected to the greatest extent possible. For this purpose, a Personal Data Privacy Policy is applied, with the aim of ensuring confidentiality and guaranteeing the proper functioning of information systems.

The Group has:

- ③ Data Protection Officer (DPO) internally within the Group.
- ③ External partner as a Data Protection Officer consultant to control and provide training on relevant issues.
- ③ Data Protection Coordinator (DPC) at Creta Maris Resort
- ③ Information Security Officer (ISO).



Santo Pure Oia Suites & Villas as a member of Metaxa Hospitality Group recognizes the importance of personal data protection. Therefore, the Resort implements the General Data Protection Regulation (GDPR) to process personal data in accordance with European legislation.

The Resort's stakeholders are at the core of its commitments and as such, the respect and protection of their personal data constitutes a main concern.

In this context, Santo Pure Oia Suites & Villas complies with the key data protection principles and implements the following policy to ensure that personal data is processed correctly:

- ③ Lawfulness, fairness and transparency
- ③ Purpose limitation
- ③ Data minimization
- ③ Accuracy
- ③ Storage limitation
- ③ Integrity and confidentiality
- ③ Accountability





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HEALTH AND SAFETY

Committed to Caring

At Santo Pure Oia Suites & Villas, during 2022 we implemented a targeted health and safety programme for employees and guests for, thereby ensuring the smooth operation of our hotel in a completely safe environment. The programme, entitled 'Committed to Caring', is based on a targeted action plan, which includes the following key points:

Full implementation of special health protocols based on guidelines set by official authorities



Collaboration with a doctor within the hotel



Staff training by the University of Crete



Certifications

Health First from the Hellenic Chamber of Hotels - "COVID Shield" from TÜV AUSTRIA



Following all the Hygiene, Food & Safety standards, the Resort received in 2021, Hazard analysis and critical control points (HACCP) & ISO 22000 certification, which demonstrates the high priority that the Resort places on food hygiene and safety. In particular, the Santo Pure Oia Suites & Villas received ISO 22000:2018 certification from TÜV Austria Hellas in 2022, thereby ensuring the safety and quality of food and beverages that are provided by the resort's catering services, through compliance with strict standards and procedures.

For employees

For the Santo Pure Oia Suites & Villas, the creation and maintenance of a safe and healthy work environment is a longstanding priority. To this end, the resort is constantly at the forefront of design and continuous updating of a comprehensive and coherent prevention strategy, which includes maintenance of safe facilities, compliance with strict standards, regular audits and the employees' active participation through ongoing safety training for the prevention and avoidance of any accidents and the proper management of emergency situations that could jeopardise the health and wellbeing of the staff and guests.

Job satisfaction, personal growth, professional development, and optimal performance are directly linked to the employees' health and safety and can only thrive in this kind of environment.










THE SAFETY OF OUR GUESTS & EMPLOYEES IS OUR PRIORITY





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CERTIFICATIONS

Santo Pure Oia Suites & Villas	
	Boutique Hotel
	The Green Key Certification
	TÜV Austria Covid Shield
	Greek Tourism Certification
	Travelife Gold Certification
	Greek Breakfast
	TÜV Austria ISO 22000 Food Safety Management Systems
	We do local Hospitality
	DIO/Certification Scheme on Organic Products





FOR THE ENVIRONMENT

REDUCING OUR ENVIRONMENTAL FOOTPRINT



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WATER

At Santo Pure Oia Suites and Villas, we implement programmes that aim at reducing water consumption and improving its quality for the hotels' everyday needs:

- 1 Reverse osmosis and filtration units
- 2 Automated watering of hotel green areas at night so as to avoid the morning sun, which causes about 30% water loss due to evaporation.
- 3 Implementation of drip irrigation systems
- 4 The mains for each tap were adjusted to improve water flow control.
- 5 Taps with special filters were installed securing ~40% savings in water consumption for each tap
- 6 Implementation of the 'Wash on Demand' policy regarding the hotel cleaning service for towels and sheets, calling on guests to contribute to reducing water consumption, through special signs.
- 7 Checking and maintenance of the quality of water, wherever it is used (certified according to ISO: 22000).
- 8 Manual or robotic cleaning of swimming pools to avoid frequent replacement of fresh water.
- 9 Training of personnel in water-saving techniques.

Water Management

99,085
Total water
withdrawal (m³)



42,442
Freshwater
consumption (m³)



14,426
Irrigation water
consumption (m³)



42,442
Total water
consumption (m³)



1.85
Water consumption
per overnight
(m³/guest night)



9
SIGNIFICANT
WATER
MANAGEMENT
ACTIONS



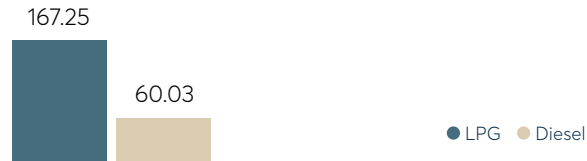


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REDUCTION OF CARBON FOOTPRINT

Energy Management

Total consumption within the organization from non-renewable sources (MWh)



Total consumption within the organization from renewable sources (MWh)



Energy from electricity consumed (MWh)



Total energy consumed (MWh)

2,067.5

Total Energy consumption per overnight (MWh/guest night)

0.09



8

ENERGY EFFICIENCY INITIATIVES IN OUR SYSTEMS

Energy Efficiency

As of 2021, the installation of electric vehicle charging stations has commenced at Santo Pure Oia Suites and Villas. Energy efficiency is achieved through:

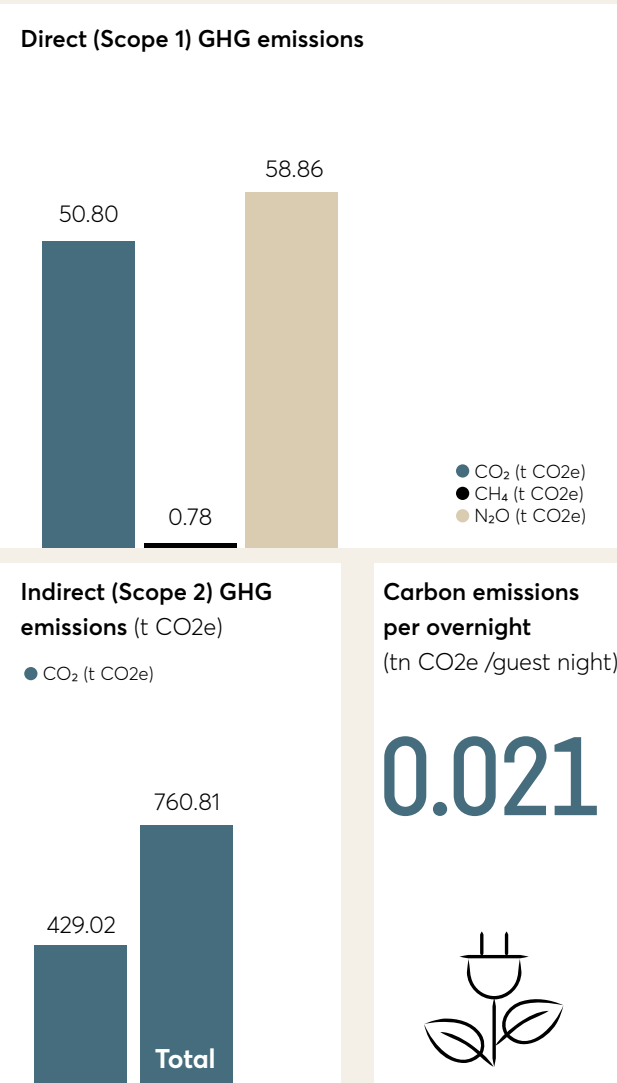
- 1 Replacement or installation of new energy recovery systems from air conditioning and ventilation of internal common areas, aiming at heating or cooling water for use.
- 2 Using liquid propane (gas) in all kitchens and main laundry facilities.
- 3 Gradual replacement of incandescent and economy light bulbs with LED light bulbs.
- 4 A modern Building Energy Management System (BEMS), which controls the most important operating parameters in order to optimise operations and have better control over energy consumption
- 5 Setting of air conditioners (FCUs) to a temperature that ensures maximum comfort and optimal energy consumption.
- 6 Magnetic cards in all rooms, ensuring that all electrical appliances (except refrigerators) are turned off when guests leave their rooms.
- 7 Replacement or installation of energy-efficient electrical equipment in all sectors, such as A+++ air-conditioning systems, refrigerators, computers, photocopiers.
- 8 Established procedures for the maintenance and proper cleaning of all energy installations.



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GHG EMISSIONS

At Santo Pure Oia Suites and Villas, we implement monitoring systems for direct and indirect greenhouse gas emissions and monitoring of the steady reduction of these emissions.



STEADILY REDUCING OUR CARBON FOOTPRINT





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WASTE & RESOURCE INTENSITY

Zero Waste to Landfill

Organic Waste

In support of the "Zero waste to landfill" target, Santo Pure Suites & Villas contributed to its achievement through the separation and management of 0.4 tons of organic waste from its kitchens and its restaurants, which would otherwise be destined for landfill.

Organic kitchen waste (not containing oils) is transferred to our hotel gardens and, together with garden waste, are composted. Through this process, a compost is produced from the decomposition of organic materials, which is of very good quality and that can be used for any type of cultivation.



0.4
OF ORGANIC
WASTE
WAS COMPOSTED



ON THE
ROAD
TO ZERO
WASTE





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Recycling

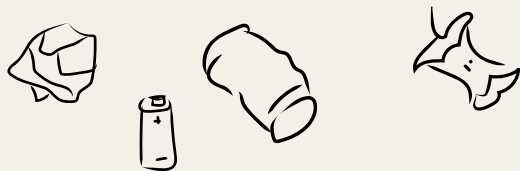
The Hotel, with a sense of responsibility, has taken significant actions to reduce and recycle plastic in its facilities.

To this end, it has proceeded to:

- Replacement of plastic straws and cups with paper products
- Replacement of plastic bottles with glass or paper ones, in the hotel's restaurant and bar
- Replacement of disposable bathroom amenities with refillable containers

The Hotel collects plastics from all hotel departments, separates them in separate bins from all other waste, weighs them on special scales in the warehouse departments of each hotel and then forwards them to the recycling bin, from where they are collected by special recycling companies.

REDUCTION
REUSE
RECYCLING



Reduction of Paper Use

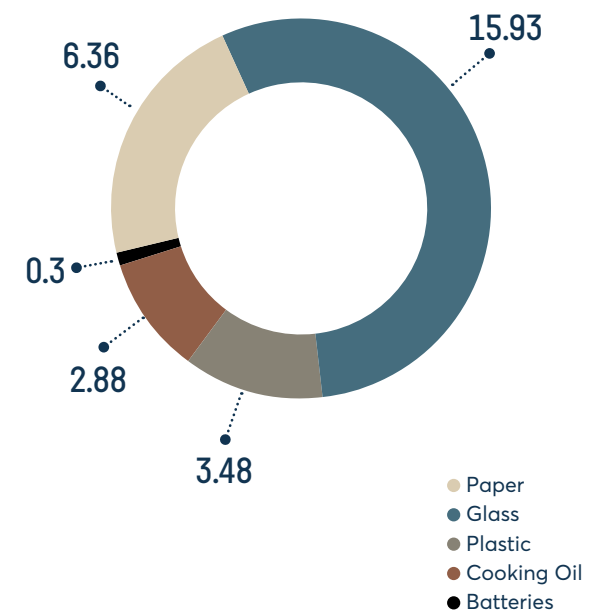
With regard to the reduction of paper use, the Resort limits as much as possible the printed material providing information relating to each hotel (e.g. welcome card, room menus, notes page, envelopes, etc.) and instead forwards electronic information messages through an application installed on the TVs of the rooms, for their electronic display.

In addition, for the printing needs of the Resort, environmentally friendly paper certified by the **Forest Stewardship Council (FSC)** is used. FSC is an independent, non-profit organization, founded in 1993 with the aim of promoting an environmentally appropriate, socially beneficial and economically sustainable management of our planet's forests.



FSC certification provides the link between responsible forest management and the consumption of forest-derived products (timber, paper), allowing consumers to recognize responsible forestry products in stores around the world.

Recycling (t)





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BIODIVERSITY ECOSYSTEMS & SOIL

Sustainable Hotel Farming

At Santo Pure Oia Suites & Villas, as a member of Metaxa Hospitality Group, we designed and started implementing a 360° road map in 2021, and continued for a 2nd consecutive year in cooperation with the LFE Team, incorporating 4 pillars:

Issues Related to Energy



We reduce our energy footprint by implementing a coherent policy of sustainable practices for horticulture, cultivation, and food supply chain in our resort.

Sustainable Landscape Management



The "man-made landscape", namely the intervention of man to plant something where it did not exist, is based on the following actions:

- 1 We take care of soil health
- 2 We reduce water use
- 3 We do not use synthetic pesticides or herbicides.
- 4 We apply non-human intervention zones allowing nature to act on its own.
- 5 We are in the process of compliance with European regulation EU 2018/848 for our organic farming.

Our Own Food Production



Using certified sustainable practices, we began cultivating the following in our resort's gardens:

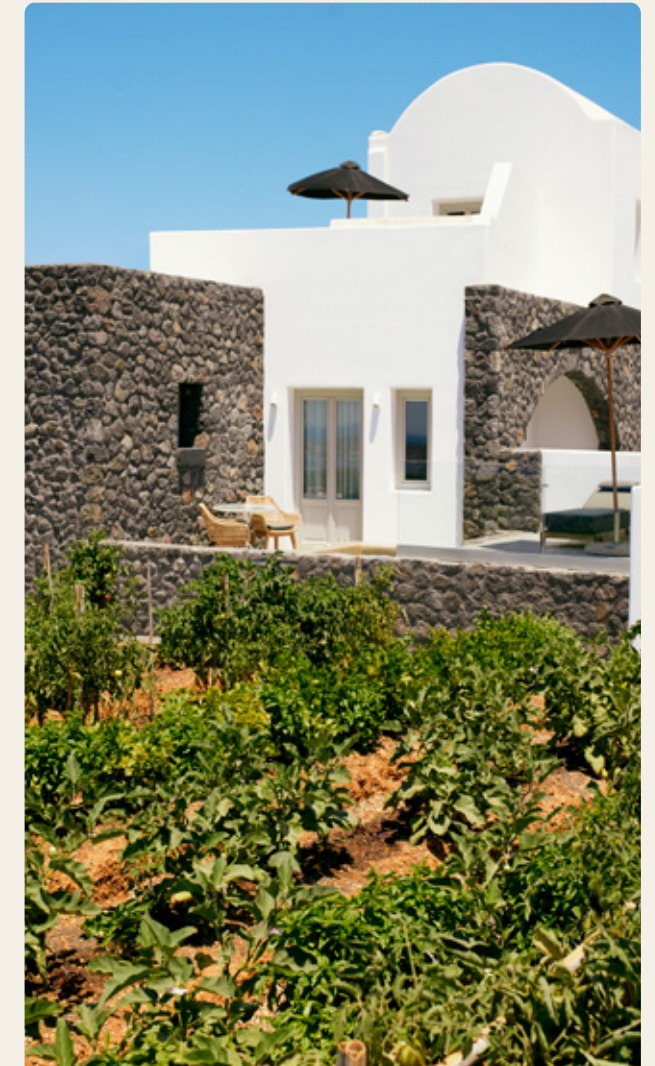
- Organic herbs
- Organic fruits & nuts

Training & Communication



Mindset transformation comes through small actions. At Santo Pure Oia Suites & Villas, we want to contribute to the development of a new concept of hotel farming and its connection to the production and supply of food. It is our moral duty to inform and educate the stakeholders with whom we interact, namely:

- Our resort's existing and future guests
- Our partners and suppliers





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Planted rooftops

Santo Pure Oia Suites & Villas takes care of its footprint on the local flora and fauna (insects, birds).

Through the placement of planted rooftops on the roofs of the hotel, which hold the ground and the water at the same time, thus allowing for the water to drain and flow so that it does not stagnate, the plants are properly watered, and it does not create roof insulation issues. In this way, the Hotel creates autonomous ecosystems in its new hotel units in Santorini, which act as a "green roof", making them friendlier to the local flora and fauna.





FOR SOCIETY

GROWING IN A FAIR AND SAFE
ENVIRONMENT





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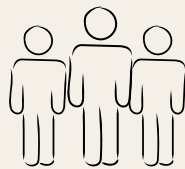
EMPLOYEES

Equal Participation

Santo Pure Oia Luxury Suites & Villas as a member of Metaxa Hospitality Group enforces a policy that combats discrimination while promoting equal opportunities, inclusion and diversity at work, in order to ensure a work environment without exclusion, thus cultivating a culture that respects and capitalises on diversity.

In addition, the hotel is dedicated to maintaining a healthy violence- and harassment-free work environment for all employees, by developing an anti-violence and anti-harassment policy that directly and effectively deals with such incidents. In this context, training programmes are carried out for all employees during their initial training.

86
EMPLOYEES
IN THE HOTEL



100%
COLLECTIVE EMPLOYMENT
CONTRACTS



Voluntary benefits

Our people are the key players in providing the best authentic Greek hospitality services. We aim to create the conditions that ensure a healthy and stable work environment, thus establishing our Group as a highly preferred employer in the tourism industry for existing and future employees.

To this end, the Santo Pure Oia Suites & Villas as a member of Metaxa Hospitality Group steadily invests in the following voluntary benefits:

- ② Ticket to Santorini at the start of the tourist season.
- ② Departure ticket from Santorini at the end of the tourist season.
- ② New employee referral bonus (for those employees who propose new prospective employees).
- ② Season completion bonus (for those employees who will remain until the end of the season and will have completed at least 3 months of work).
- ② Discount for employees' friends/ relatives who stay at the Group's hotels.
- ② Free access to training sessions both during the summer season and during the winter (for those who wish).
- ② Wedding and child allowance.
- ② "Employee of the Month" award to the best employee of the month.
- ② "Employee of the Year" award to the best employee of the year.
- ② Accommodation at staff houses.
- ② Provision of Meals at the staff restaurant.
- ② Provision of uniform depending on the job position.
- ② Transport to/from the hotel during the tourist season



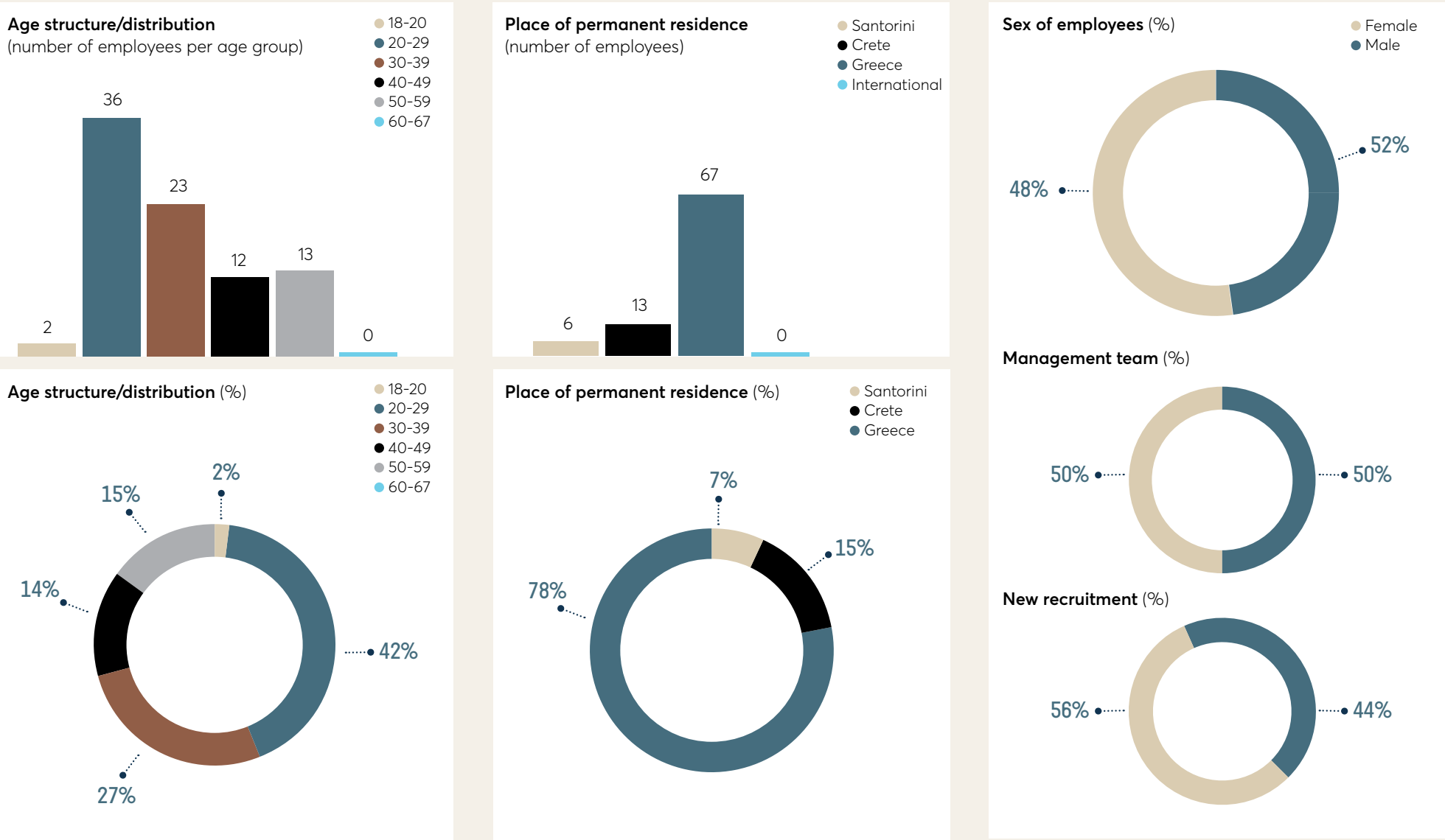
CREATING
A NEW
CULTURE



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CONTRIBUTION TO EMPLOYMENT

We contribute directly to local communities by attracting employees from the local communities in the areas in which we operate, through equitable hiring procedures.





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Education

Training Programmes

In 2022, the Hotel's employees enriched their existing knowledge and skills and developed new ones through formal training programmes aimed at increasing or strengthening their technical skills and knowledge. They completed 867 training hours (seminars/conferences) at external bodies that costed 3.778 euros and were organised at the resort as a Group's initiative.

867



TRAINING HOURS
IN SEMINARS
& CONFERENCES

35

TRAINING SESSIONS
IN SUSTAINABLE
PRACTICES



Education on sustainability issues

The Hotel's employees are a key factor in achieving the sustainable development goals. The Group thus ensures their proper, adequate, and prompt notification regarding decisions that are taken and their immediate training for proper implementation of the agreed actions.

Recognizing that employees have a key role in achieving the Sustainable Development Goals, 35 trainings were conducted in 2022. The trainings focused on sustainable land management practices and soil health, the use of local products and ingredients to protect local biodiversity and contribute to waste minimization.

TRAINING FOR SUSTAINABLE CORPORATE GOVERNANCE





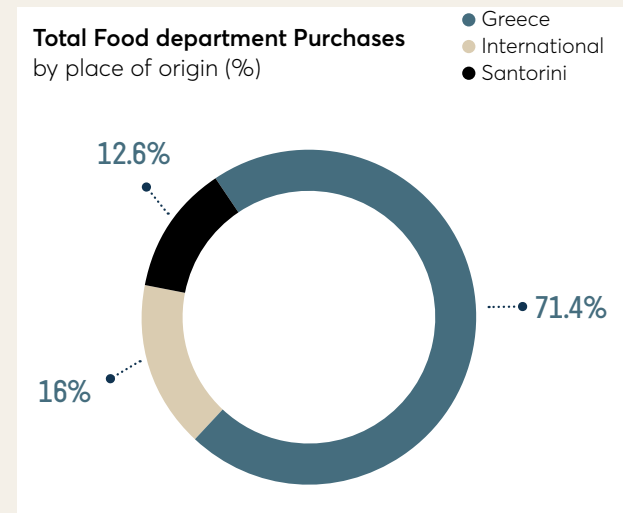
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SUPPLIERS

Supply Chain

The procurement policy of the Hotel for 2022 was designed, financed, and implemented based on its ever-growing relationship with national and local producers and suppliers. Once again, the Hotel contributed to strengthening the local economy of Santorini and generally Greece by supporting local merchants and stores.

Our preference for local products is a commitment on the part of the Hotel, as this not only ensures contact between our guests and the products and traditions of our land, but also contributes to the financial support of local communities, without burdening the atmosphere with harmful gas emissions from international transport.



SUPPORTING THE LOCAL MARKET

Sustainable Supplies

In 2021, the Hotel as a member of Metaxa Hospitality Group took the initiative to plan and implement the "Sustainable Supplies-Initiative for a sustainable future" programme in collaboration with Local Food Experts and continued for a 2nd consecutive year. The programme is a novel initiative for the Greek Hospitality industry, with the participation of 11 partners/suppliers, initially from the Food & Beverages sector, while there are plans to extend to other categories in the future. A spherical road map has been developed for the programme which ties in with the international Society-Economy-Environment criteria (ESG Performance) and is based on 4 pillars: Environment, Society, Governance, Supplies.

- Self-assessment
- Analysis of results
- Education
- Reassessment of sustainable practices
- Certification of participation

The Metaxa Hospitality Group and therefore the Resort provides participants with the KPIs per activity sector, based on global ESG standards, through 188 questions in relation to the sustainable practices that they follow.

Key Performance Indicators (KPIs)

- | | |
|-------------------------------------|--------------------------|
| 1 Sustainable Governance | 6 Ecosystem management |
| 2 Water Management | 7 Supplies & Markets |
| 3 Energy management | 8 Human resources |
| 4 Management of Waste & By products | 9 Neighbours & Community |
| 5 Infection prevention | |

Based on the above KPIs, relevant sustainability performance charts were created for each business in collaboration with Local Food Experts, a special project team on sustainability issues.

Training for Sustainable Corporate Governance

The programme's participants will receive training in sustainable business practices pertaining to the environment, society, corporate governance and practices in managing their own supply chain. The training stage includes open discussions, study and working groups in the form of online or in-person meetings.

By the end of the programme, suppliers will have:

- Understood the principles of sustainable corporate governance
- Gained substantial knowledge on sustainable practices in the food sector
- Gained tools and novel, readily applicable sustainability practices

All the information and training procedures are provided and financed by the Metaxa Hospitality Group, while guidance is provided by the Group's trained officers under the supervision of the Group's Sustainability Committee. The first cycle of the Program was completed in 2022 and concerns the self-assessment of supplier performance (stage 1) and the analysis of its results (stage 2). The second cycle is scheduled to start in 2023 and will include the education (stage 3), while the third cycle concerning the reassessment of sustainable practices (stage 4) and the award of a certification of the suppliers' participation (stage 5), will be implemented in 2024.




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GUESTS

Guest Experiences

During 2022, the Hotel's guests actively participated in the following experiences:

Santo Pure Oia Suites & Villas	
<p>Easter activities</p> <p>Offering dishes and candles to all guests and encouraging them to participate in local traditional events.</p>	<p>Music nights</p> <p>Organization of music nights (harp, saxophone, piano, violin) at the hotel's main pool on a weekly basis (2-3 times per week). The area was also open to non-residents.</p>
<p>Santorini</p> <p>Sunset pilates for our guests with Mandy Persaki in the hotel premises.</p>	<p>Celebration of World Tourism Day</p> <p>Organization of festive activities: 1. Special tasting menu for the day at Alios Ilios, 2. Treat by the pool, 3. Cocktail masterclass at Akrotos.</p>
<p>Vaitsis Exhibition</p> <p>Organization of an exhibition of shadows by the artist Triantafyllos Vaitsis in a hotel area with free entrance from mid-August until the closing of the hotel at the end of October.</p>	





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Guest Satisfaction

Since guest satisfaction is a priority for Santo Pure Oia Suites & Villas satisfaction with the quality of our services can be recorded at all of our hotels, both during their stay and after they have checked out. To this end, a questionnaire has been created and is available to guests during their stay, so that any problems that arise can be resolved immediately. If guests have checked out, internal procedures are in place to ensure their comments are taken into account for improvement and resolution.

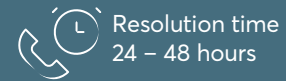
In addition, reviews and comments made by guests who have stayed at the Resort are collected through a special platform and are monitored, recorded and taken into account for improvement purposes.

Complaint Management Mechanism

The Hotel has a complaint management mechanism which monitors, records and handles guests' complaints, concerns and problems by involving the entire Management team in seeking the best possible resolution. The mechanism involves:

Complaint management during the guest's stay

- Recording of incident.
- Notification of the competent department as appropriate to the incident.
- Immediate incident resolution through customer service actions.
- Follow up with the client, after the incident is resolved, aimed at changing client's negative review.



Resolution time
24 – 48 hours

Complaint management subsequent to the guest's stay

- Recording of incident.
- Operation team update.
- Feedback from the operation team about the incident.
- Electronic communication with the client, providing information that the incident has been communicated to the Resort and that it is taking all the necessary measures to ensure that it improves its procedures and the quality of its services.





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SOCIAL CONTRIBUTION

Actions

Volunteering

Santo Pure Oia Suites & Villas

Blood donation

Voluntary blood donation of staff.



SOCIALLY
RESPONSIBLE

Donations & Grants

Setting People as the cornerstone of its philosophy, the Hotel as a member of Metaxa Hospitality Group stands by the local communities in which it operates, develops initiatives, and supports actions that promote social solidarity, culture, sports, volunteerism, education.

For 2022, the amount of donations and sponsorships amounted to €21,000 and was granted to local cultural and sports organizations, as well as social structures in Crete.

21,000
EUROS GRANTED
TO LOCAL CULTURAL &
SPORT ORGANIZATIONS



WE ACTIVELY
SUPPORT
THOSE IN NEED

