

# Erato Seaside Hotel

Where sustainability meets hospitality.



## 1. Our Commitment: More Than a Destination

At Erato Seaside Hotel, we believe hospitality goes beyond offering a place to stay. We see ourselves as part of the heart of Karlovasi, Samos — supporting its social, cultural, and economic life year-round.

Unlike most seasonal hotels, we remain open throughout the year. This is a deliberate choice:

- To keep Karlovasi lively and welcoming in every season.
- To host cultural events and community gatherings.
- To support professionals such as academics, and volunteer veterinarians who contribute to local well-being.

We recognize that year-round operations bring higher energy use and costs, especially during the off-season. Still, we believe the social and community value we create outweighs the challenges.

### Vision

To warmly welcome everyone as Karlovasi's all-year gathering place, where our passion for hospitality and care for the environment brings guests, residents, and nature together in a thriving community.

***FEEL HOME AWAY FROM HOME***



## 2. Our Core Commitments

### Climate Action

We are committed to reducing our carbon footprint and energy use.

Current Actions:

- 7.7% of our energy comes from solar panels.
- Smart energy room management system installed (to be activated in 2025).

**Goal:** Increase renewable energy to 15% by 2028 and reduce energy intensity per guest night.



#### Key Story – Solar Power in Action

In August 2024, when Karlovasi faced several days of extreme heat, our solar panels provided clean energy that kept guest rooms cool and comfortable. Many guests expressed appreciation knowing that part of their stay was powered by renewable energy.

### Biodiversity Protection

We value and protect the rich natural environment of Samos.

Current Actions:

- Regular hiking paths clean-ups.
- Hosting and supporting veterinarians for stray animal care.
- Promoting visits to NATURA 2000 protected areas to raise awareness among guests.

**Goal:** Guests leave with a deeper respect for the island's biodiversity.



#### Key Story – Helping Stray Animals

In November 2024, we hosted a volunteer veterinarian team who stayed for a week and treated stray dogs and cats in Karlovasi. The hotel provided free accommodation and meals for the team, helping them dedicate their time to animal welfare..

## Chemical-Free & Water Conservation

We aim to provide a sustainable hospitality experience by reducing chemical use, conserving water, and limiting plastics across our operations.

### Actions in Place:

- Adopted Vileda Professional cleaning methods in housekeeping, using water-based systems that reduce or eliminate chemical detergents.
- Introduced measures to limit the use of plastic bags in housekeeping operations.
- Reduced plastic use in the restaurant by replacing single-use serving items with reusable or sustainable alternatives.
- Promoted water-saving and plastic-free actions to guests through awareness boards and policies.

### Goal 2025–2026:

- Reduce water consumption per guest night by 10%.

#### Key Story – Housekeeping in Action

In 2024, our housekeeping team shifted to Vileda Professional water-based cleaning. This change not only cut chemical use but also lowered water demand. At the same time, reducing plastic bags in daily housekeeping rounds and replacing plastic serving items in the restaurant proved both practical and sustainable. Staff reported that these changes made their work easier while guests appreciated a visibly greener experience during their stay.



# 3. Environmental Performance Data

We measure and share our impact openly.

## Understanding Our Unique Model

Before presenting our data, it is important to understand Erato Hotel's unique operational model. This context is crucial for interpreting our environmental performance accurately.

- **Hotel Profile:** We are a 4-star hotel with 33 rooms and 94 beds.
- **Seasonal Operations:** Our services adapt to seasonal demand:
  - **Peak Season (May-October):** Hotel guests enjoy all-inclusive dining facilities at the adjacent Samian Mare Hotel. Our on-site à la carte restaurant remains open to both hotel guests and local residents.
  - **Off-Season (November-April):** We provide in-house breakfast service for our hotel guests.

**External Laundry:** All hotel linen is professionally handled externally, a common practice to ensure high standards of hygiene and efficiency. This model means that a significant portion of the resource consumption related to our guests' stay, particularly for food and laundry, occurs at partner facilities. Our data reflects our direct, on-site consumption.

## Solar Success Story

In 2024, our rooftop solar panels produced a total of **12,545.7 kWh** of 100% clean electricity. This is a central part of our environmental strategy:

- **On-Site Clean Energy:** This solar generation covered 7.7% of our total electricity consumption for the year, reducing our reliance on the grid and contributing clean energy to our community.
- **Verifiable Emission Reductions:** By generating our own solar power, we avoided drawing from the grid. To calculate this impact, we used the latest official emission factor published by DAPEEP (0.234 kg CO<sub>2</sub>/kWh for 2024). This methodology confirms that our solar initiative prevented the release of **5,294 kg of CO<sub>2</sub>e** into the atmosphere. **This single action offset 11.4% of our total gross emissions for the year.**

### Key Story – Clean Energy

In 2024, our solar panels produced **12,545.7 kWh** of certified renewable energy.

This is equivalent to:

- Powering **3 average Greek households** for an entire year.
- Avoiding nearly **4.9 tons of CO<sub>2</sub> emissions** that would have been released if the same energy had come from conventional sources.

# 2024 Performance Snapshot

Here's an overview of our annual consumption data for 2024:

161,423kW

Total Energy  
Consumed

2,860 m<sup>3</sup>

Total Water  
Consumed

5,540 kg

Total Solid Waste  
Generated

12,219

Total Guest Nights

## Carbon Footprint Analysis (Gross Emissions)

Our total gross emissions for 2024 were **46,439.66 kg CO<sub>2</sub>e**. This is broken down into the following international standards (Scopes):

- **Scope 1 (Direct Emissions):** 599.5 kg CO<sub>2</sub>e. These minimal emissions come from fuels used seasonally on-site.
- **Scope 2 (Indirect Emissions from Electricity):** 42,540.64 kg CO<sub>2</sub>e. This is our largest source of emissions, accounting for 91.6% of our gross carbon footprint. Our solar panel initiative directly addresses this impact.
- **Scope 3 (Other Indirect Emissions):** 3,299.52 kg CO<sub>2</sub>e. This includes the impact of our on-site water consumption, waste disposal, and procurement.

### A Note on Net Emissions Data

For the sake of transparency, we address the "Total Net Emissions" figure of -5,294.1 kg CO<sub>2</sub>e presented in our raw data file. This negative value represents the emissions avoided thanks to our solar panel generation. The most accurate way to present our performance is to state our total gross emissions (46,439.66 kg) and clearly show that our solar initiative offset 5,294 kg of that total.

## Insights & Opportunities

- **Seasonal Trends & Efficiency:** Our resource consumption is directly linked to the number of guests we host, with the highest usage recorded in the peak summer months. A key insight is the efficiency per guest night, which varies dramatically. **For example, carbon emissions per guest night were as low as 2.34 kg CO<sub>2</sub>e in August but as high as 31.47 kg CO<sub>2</sub>e in January.** This indicates a high baseline consumption for hotel operations. Improving our operational efficiency during shoulder and off-season periods represents a major opportunity for impact reduction.
- **Procurement & Supply Chain:** Our purchasing decisions have a direct environmental impact. The data highlight a key area for improvement:
  - **Single-Use Plastics:** The 15,253 plastic items purchased during peak season are for in-room amenities and other on-site needs. This is a clear area where we can reduce our plastic footprint by sourcing sustainable and reusable alternatives.

# 5. Human Rights, Safeguarding Children & Employee Rights

Our policies align with the Universal Declaration of Human Rights and the principles of responsible tourism.

- 1** Human Rights  
Equal respect for all employees, guests, and community members.
- 2** Safeguarding Children  
Zero tolerance for child exploitation, forced labor, or abuse in any form.
- 3** Employee Rights  
Fair wages, equal opportunities, a safe workplace free of discrimination and harassment.
- 4** Community Engagement  
Ensure our operations respect local traditions and add value to community well-being.
- 5** Support to our community  
Our staff are residents of Samos. Many of our team members work with us year-round, while others return each season, ensuring continuity and strong ties to the local community. Through these long-term relationships, we contribute to the island's social and economic well-being, supporting local livelihoods and our city

## Key Story – Building a Culture of Sustainability

At Erato Seaside Hotel, we believe that sustainability must be part of our daily operations and team culture.

In **2024**, we organized **one onsite training** for staff from housekeeping, food & beverage, and guest services. The session focused on practical skills such as reducing waste, improving restaurant efficiency, and enhancing the overall sustainable guest experience.

In **2025**, we expanded our program with **two trainings**. The first was the **Climate Fresk workshop**, which introduced staff to the science of climate change and its global impacts. The second was the **Our Green Hotel onsite workshop**, attended by all **employees**. This training included role-playing and group exercises. Staff explored key topics such as **food waste reduction, diversity and accessibility, and child protection**, while also learning about the **impact of daily choices on sustainability, our commitments to energy efficiency, and the wider benefits that year-round operations bring to the Karlovasi community**.

By April 2025, **all employees had participated in at least one sustainability training**. These trainings ensure that sustainability is not only a management priority but a **shared responsibility across all departments of the hotel**.

# Quality & Staying Connected

Our vision is to be a truly inclusive and accessible hotel, where everyone – regardless of ability, age, or background – feels welcome and respected. We are committed to making our hotel welcoming and accessible for all visitors. We provide additional facilities and assistance for guests with special needs, ensuring a comfortable and enjoyable stay. Our services include accessible rooms, ramps, and personalized support to help every guest fully enjoy their time at the hotel.

## ✔ Certifications & Quality Commitment

Erato Seaside Hotel is committed to delivering the highest standards in service, safety, and sustainability. Our certifications demonstrate this dedication:

- **ISO 9001** – Quality Management System, ensuring consistent excellence in guest services.
- **ISO 22000 & HACCP** – Food safety management, guaranteeing safe, high-quality dining experiences.
- **ISO 14001** – Environmental Management, reflecting our commitment to reducing environmental impact.
- **ISO 26000** – Social Responsibility, guiding our actions to benefit the community and stakeholders.
- **Green Key** – International eco-label for tourism, recognizing our sustainable operations.
- **Travelife (in progress)** – We are working towards Travelife certification to further strengthen our sustainability practices and responsible tourism commitments.

Our **Sustainability Policy** ensures that all initiatives—from energy efficiency to waste reduction—are systematically implemented, monitored, and continuously improved. These policies reinforce our dedication to providing responsible, safe, and high-quality hospitality experiences for all guests.

This report has been prepared with care and transparency to share our sustainability journey. We welcome feedback and suggestions from all stakeholders as we continue to improve our environmental and social performance. We welcome your feedback and suggestions as we continue to improve our environmental and social performance.

 For all accessibility and sustainability enquiries, please contact: [gm@shr.gr](mailto:gm@shr.gr)