Cyclades Chamber of Commerce

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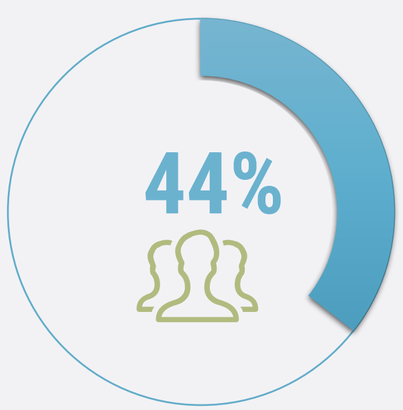
The Cyclades Chamber of Commerce today

- **29.341** member-businesses
- **24** islands
- **120.000** residents

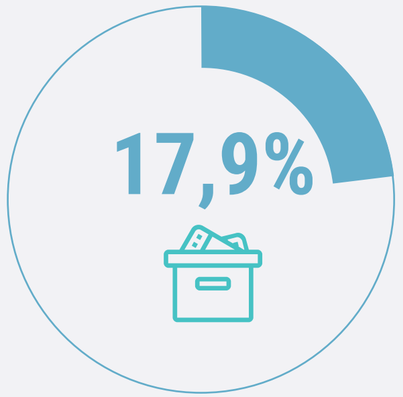
Cyclades
Chamber
of Commerce
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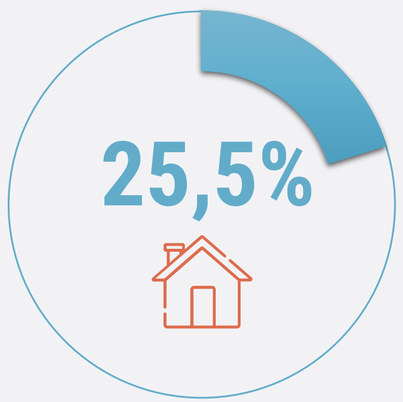
Distribution of Member-Businesses by Industry Sector



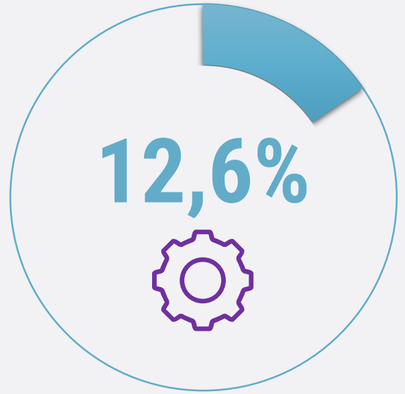
Services
(13.096 members)



Trade
(5.118 members)



Tourism
(7.448 members)



Manufacturing
(3.679 members)

TOTAL: 29.341 member-businesses

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of Commerce
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Decentralized Management Structure



01

Board of Directors

51 members

02

Administrative Commission

7 members

03

KETAN
CYCLADIC DEVELOPMENT ASSOCIATION

04

Human Resources

32 executives

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Business Plan

Our approach is customer-centric, and since 2004 we have been operating under a Business Action Plan, which has two pillars of development:

Technical Infrastructure

Human Resources



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Prassakakis building

The Cyclades Chamber of Commerce is housed in the Prassakakis Mansion—the first Neoclassical urban residence in modern Greece—built in 1834 by skilled craftsmen from Ermoupoli under the supervision of the Bavarian architect Johann Erlacher.

Following restoration work carried out in record time by specialized crews, the building retains its unique characteristics while having been transformed into a modern workspace.



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Conference Room Valma Building

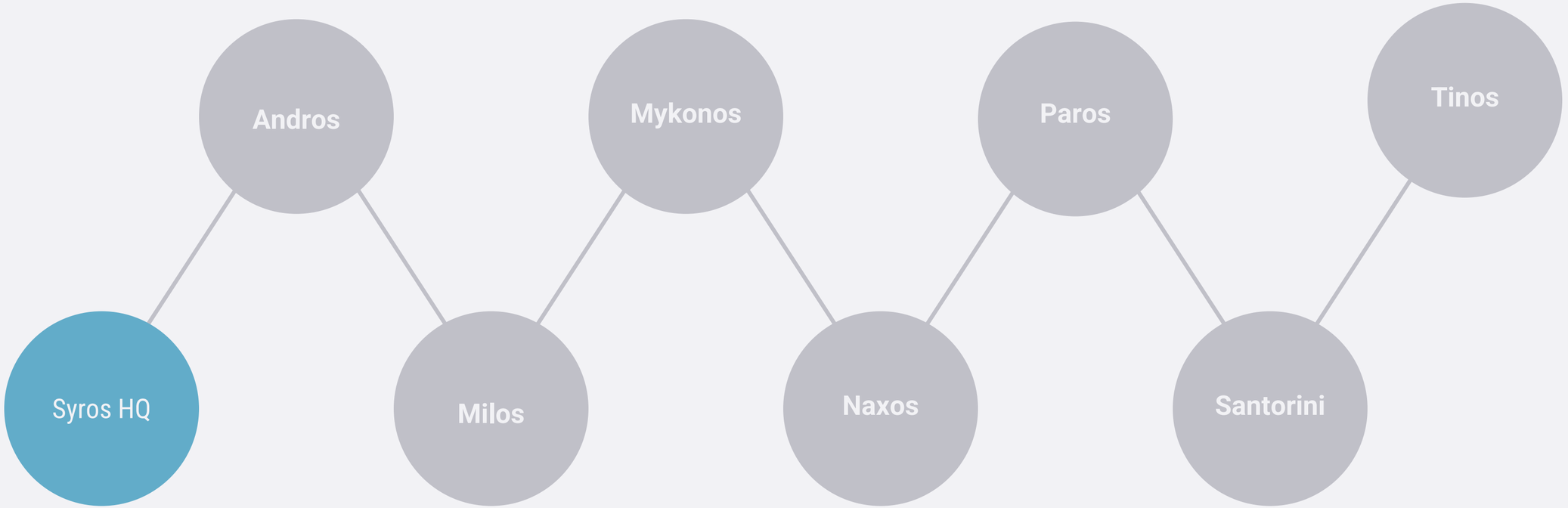


The Conference Hall of the Cyclades Chamber of Commerce is located in the Valmas Building. It hosts dozens of events, workshops, conferences, seminars, and meetings.

With a capacity of 110 people and state-of-the-art technical equipment, the hall enables high-definition presentations and remote participation in events and meetings.

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Decentralized organization structure



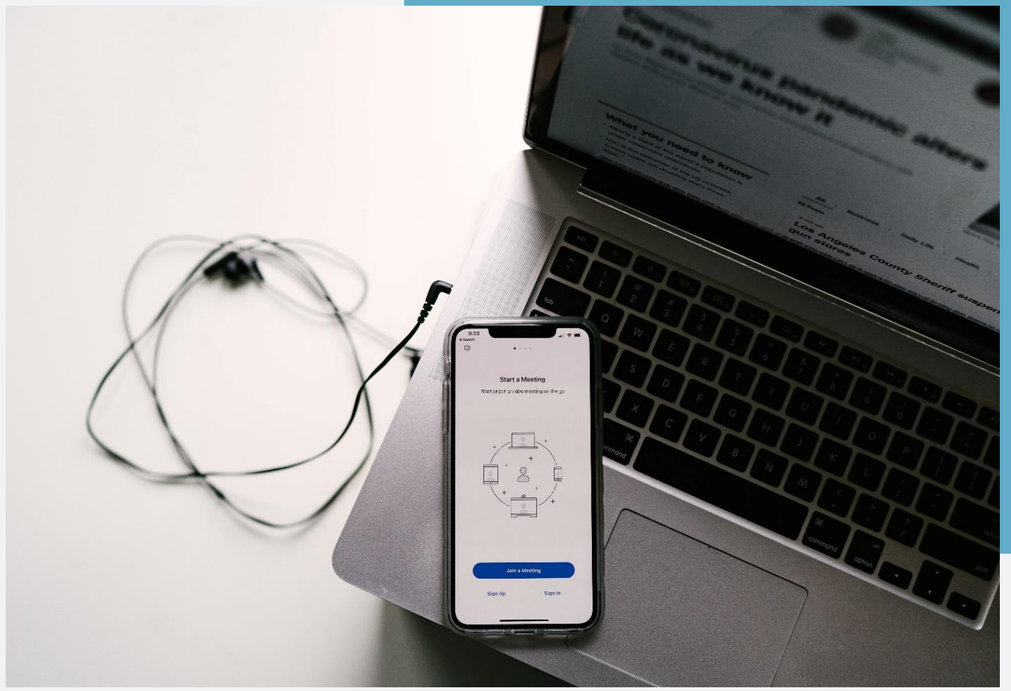
Seven decentralized offices are digitally connected to the headquarters in Syros via **a unified videoconferencing system.**

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Teleconferencing system

A state-of-the-art videoconferencing system that connects offices and conference rooms on **8 islands** (Andros, Milos, Mykonos, Naxos, Paros, Santorini, Syros, Tinos), **enabling simultaneous audiovisual viewing and active participation** by up to **700 people**.

Expansion of the above capabilities through the use of a digital platform that enables the connection of **1.000 additional** remote locations, allowing for simultaneous participation and interaction.



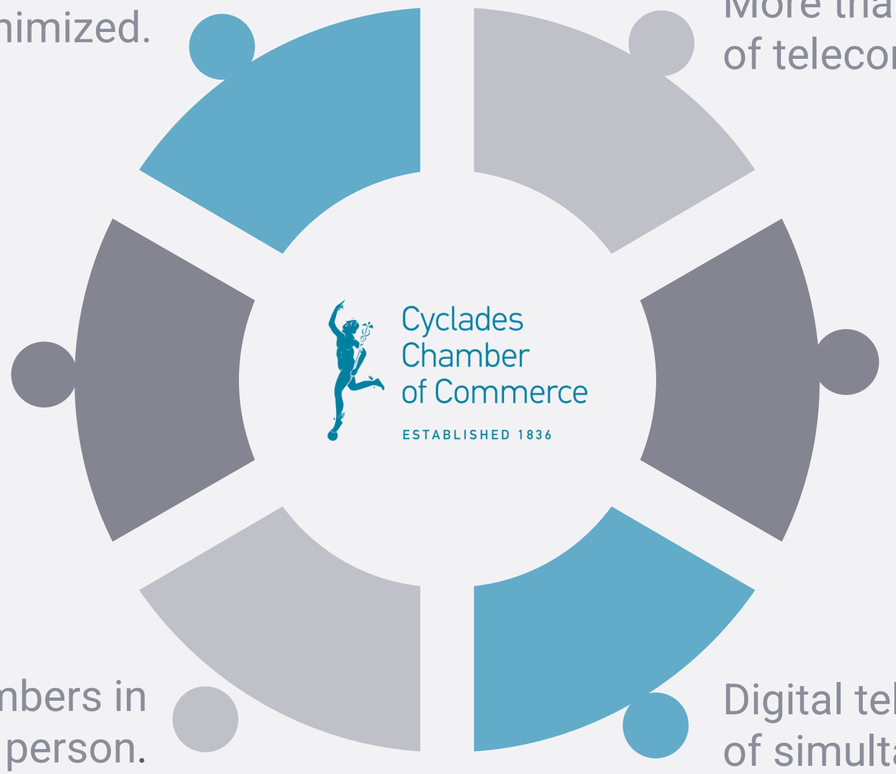
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Teleconference system & interconnected IT system

Distance is minimized.

More than 350 events & more than 800 hours of teleconference sessions per year.

Bridge the natural obstacles of being on an island.



Each office -conference room can host 70 -100 persons.

We serve 85% of our members in person.

Digital teleconference platform with the capacity of simultaneous access of 1000 points.

All our offices operate as an integral business unit.

Syros



Andros



Offices -Conference Rooms
in 8 islands.

Milos



Mikonos



Naxos



Paros



Santorini



Tinos



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Digitalized equipment in the 7 offices - Conference Rooms





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Digitalized equipment in the 7 offices - Conference Rooms





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Digitalized equipment in the 7 offices - Conference Rooms



Mikonos



Office

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Digitalized equipment in the 7 offices - Conference Rooms


Naxos Office



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Digitalized equipment in the 7 offices - Conference Rooms





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Digitalized equipment in the 7 offices - Conference Rooms



Santorini


Office

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Digitalized equipment in the 7 offices - Conference Rooms



Tinos Office



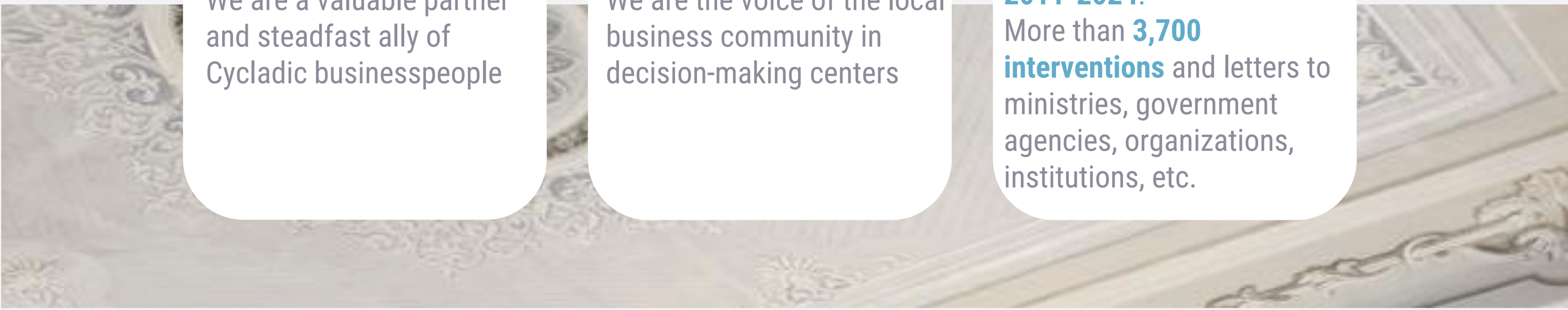
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Institutional Role

We are a valuable partner and steadfast ally of Cycladic businesspeople

We are the voice of the local business community in decision-making centers

2011-2024:
More than **3,700 interventions** and letters to ministries, government agencies, organizations, institutions, etc.



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Institutional Role

We take an active role in addressing issues of critical importance to our region, such as:



Ferry Service &Island Isolation



Island VAT



Metaphorical Equivalent



Intellectual Property Rights



Health care



Social Security & Tax Issues



Business Law Issues



Elimination/Downsizing of Services

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Services



Education
&
Training

Advertising
&
Promotion

Consulting
&
Information

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Education & Training through 2019

In collaboration with Organizations and Academic Institutions

2 cycles of a master's-level program **(MBA)** with **38 participants**

via teleconference at the **8 offices** on the islands of the Cyclades.

2,350 participants in business-related seminars

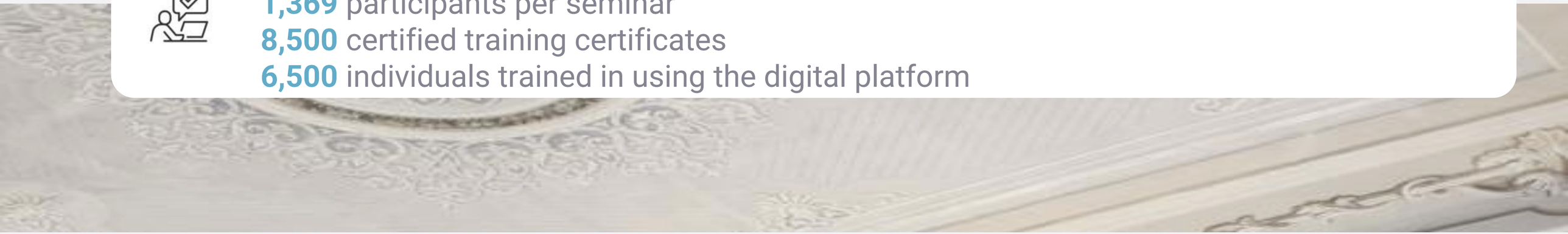
- ✓ Digital Marketing, Tourism Marketing, Business Plan, Customer Service, Complaint Management.
- ✓ Introductory Bartending and Barista Workshops.
- ✓ Development of Export-Ready Products and Export Procedures.
- ✓ Coaching and Stress Management Skills.



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2020: New circumstances, new needs!

22,500 participants in 14 interactive webinars via videoconferencing
1,369 participants per seminar
8,500 certified training certificates
6,500 individuals trained in using the digital platform



7 webinars: New Health & Safety protocols and regulations for the foodservice industry and tourist accommodations.
2 Webinars: E-commerce | e-shop (in collaboration with the Hellenic E-Commerce Association).
5 Webinars: The evolution of the tourism market in light of the new conditions caused by the pandemic (in collaboration with the University of Piraeus).

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2021: Educational initiatives to adapt to the new realities of the pandemic

10 interactive webinars via teleconference, to address Covid-19.
7,500 participants
4,000 certificates of certified training

ΓΕΩΠΟΝΙΚΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΑΘΗΝΩΝ
AGRICULTURAL UNIVERSITY OF ATHENS

ΠΑΝΕΠΙΣΤΗΜΙΟ ΠΕΙΡΑΙΩΣ
UNIVERSITY OF PIRAEUS

4 webinars: Updated Health & Safety protocols and regulations in the tourism accommodation sector (healthfirst).
4 webinars: Promoting and leveraging the agri-food wealth of the Cyclades (in collaboration with the Agricultural University of Athens).
2 webinars: Knowledge of the latest data is our strength in preparing for this year's season (in collaboration with the University of Piraeus).

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2022: Educational initiatives to adapt to the new realities of the pandemic

18 interactive webinars via teleconference, to address Covid-19.
5,863 participants
2,500 certificates of certified training

ΓΕΩΠΟΝΙΚΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΑΘΗΝΩΝ
AGRICULTURAL UNIVERSITY OF ATHENS

3 webinars: Updated Health & Safety protocols and regulations in the tourism accommodation sector (healthfirst).
5 webinars: Promoting and leveraging the agri-food wealth of the Cyclades (in collaboration with the Agricultural University of Athens).
6 webinars: Specialized seminars for members of the Aegean Cuisine network (Haris Tzannis, George Loukas) .
1 webinar: Basic principles and tools of cost accounting: from theory to practice (Panagiotis Kourentas).
1 webinar: My life is in my own hands (Stefanos Xenakis)
1 webinar: Prevention and avoidance of telephone and online scams (by a representative from the Cybercrime Division)
1 webinar: Data transfer to the myData digital platform in collaboration with the Independent Authority for Public Revenue (AADE)

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2023: Interactive webinars

9 interactive webinars via teleconference
2,140 participants
1,290 certificates of completion

ΠΑΝΕΠΙΣΤΗΜΙΟ ΠΕΙΡΑΙΩΣ
UNIVERSITY OF PIRAEUS

ΓΕΩΠΟΝΙΚΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΑΘΗΝΩΝ
AGRICULTURAL UNIVERSITY OF ATHENS

4 webinars: Promoting and leveraging the agri-food wealth of the Cyclades (in collaboration with the Agricultural University of Athens).
3 webinars: Specialized seminars ("Creating Content for the Online Promotion of Businesses") ("Digital Marketing—Tools and Practices for Tourism and Commercial Businesses") for businesses in the tourism and commerce sectors.
1 webinar: "The New Era and Challenges Facing Businesses" in collaboration with the University of Piraeus to prepare member businesses of the Cyclades Chamber of Commerce.
1 webinar: Prevention and avoidance of telephone and online scams (presented by a representative from the Cybercrime Division)

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2024: Education and training of Chamber members

30 programs with a total **duration of 228 hours** and **1.912 participants**.



- **4 webinars:** Promoting and leveraging the agri-food wealth of the Cyclades (in collaboration with the Agricultural University of Athens).
- **1 webinar:** Housekeeping for accommodation businesses, plus a specialized seminar
- **1 webinar:** Basic principles and tools for business costing
- **1 webinar:** Training program on Artificial Intelligence
- **1 webinar:** Store interior design and window display styling for commercial businesses
- **1 webinar:** Promotion of accommodation businesses

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2025: Interactive webinars, educational programs, and informative seminars

6 programs with a total **duration of 35 hours** and **753 participants**.

- **2 webinars:** training programs on "Developments in Artificial Intelligence: best practices, uses, and AI tools" and "Social Media and Digital Marketing"
- **1 webinar:** Effective Sales and Negotiations
- A two-day training program held in-person on Skilled Negotiations
- An informative event (held both in-person and remotely) on «**Value-based Tourism for my business and the destination**»
- An informative event on «**New Technologies and Artificial Intelligence, and how they can be leveraged to promote and market businesses in Ios island**»

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Compulsory Education and Training through 2010-2025



Food Hygiene & Safety (EFET)

11,392 trainees 369 classes on 24 islands.



Safety Technicians

6,073 trainees 278 classes on 24 islands.

Only in 2025

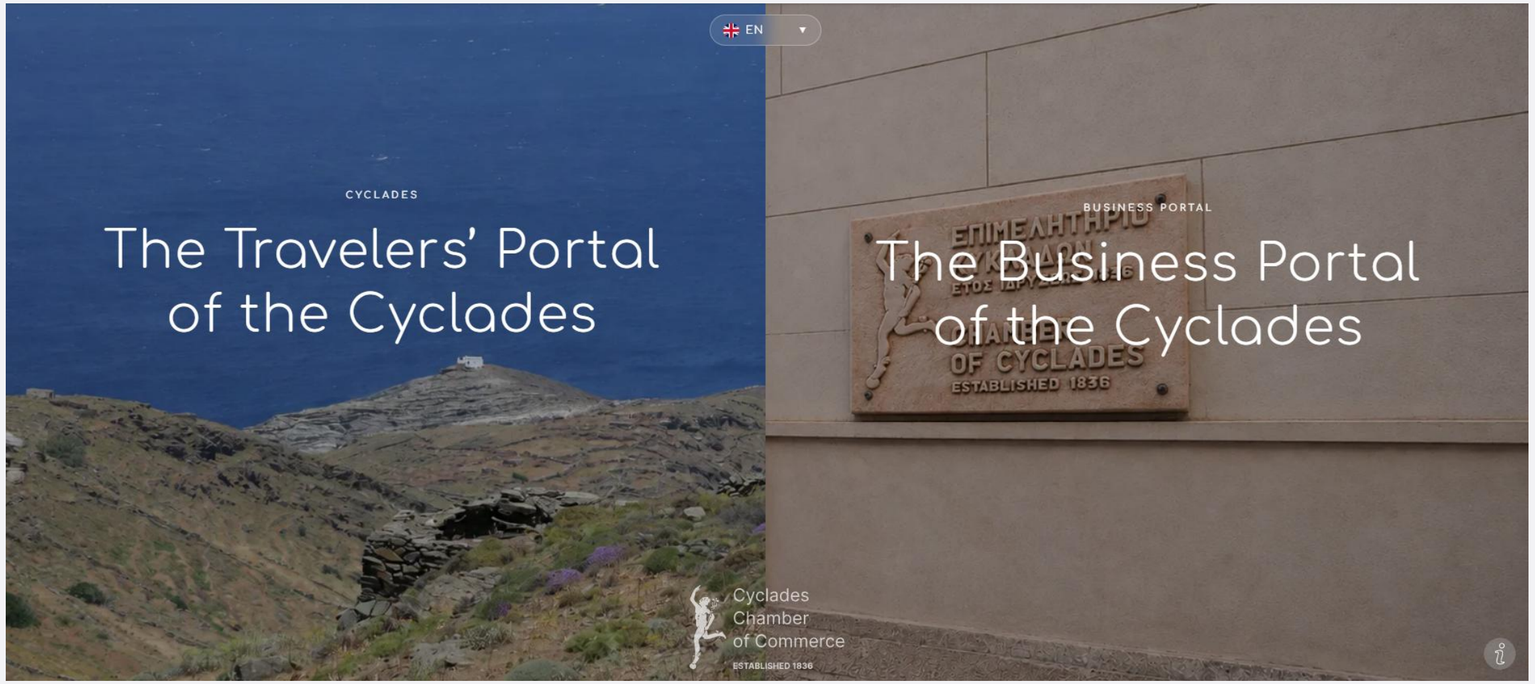
247 trainees in-person and online9 classes on **24 islands**

146 in-person trainees 10 classes on **16 islands**

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The Cyclades Chamber of Commerce Portal
e-kyklades.gr

The most-visited portal for business and tourism in the Cyclades.





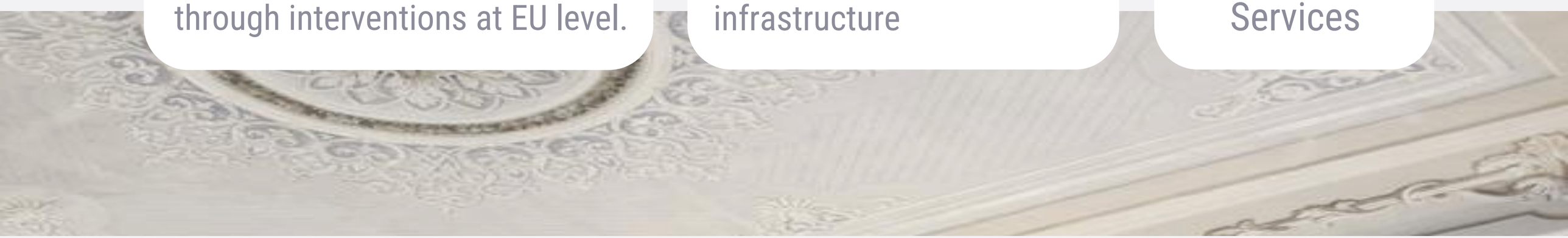
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Strategic Planning 2025–2028

Strengthening the institutional role through interventions at EU level.

Cutting-edge technological infrastructure

Upgraded Services



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Digital Upgrade

Internal Chamber Hub

CRM and specialized tools for businesses

New Newsletter App

New portal
New tourism portal

AI-Chamber



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Highlights from Our Activities 2025–2026

INSULEUR

NETWORK OF THE INSULAR CHAMBERS OF COMMERCE AND INDUSTRY OF THE E.U.

Assumption of the Presidency – Insularity



Aegean Cuisine Relaunch



Promotion of Intangible Cultural Heritage



Cruise Itinerary

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New era, new challenges

01

EU Strategy for Insularity

02

Research and data collection

03

Evidence-based policy proposals and submission

04

Representation in decision-making centers

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Upgrading the institutional role regarding all matters of insularity



- Presence at national and European decision-making centers
- Participation in consultation processes with a comprehensive memorandum on the **#EUIslandsStrategy**
- Evidence-based policy proposals submitted to the Greek government across 11 sectors
- Field research and data collection regarding the agri-food and foodservice sectors

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Let's talk numbers



Registry Services/GEMI

29.341

Chamber Members

30.924

Gemi Members

2.902

New Member Registrations

16.000+

Certificates

12.500+

Acts

Cyclades Chamber of Commerce

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IT Infrastructure

12.758.141

Email Inbox / Outbox

2.948.429

Email to External Recipients

93.447

Gigabyte Network Traffic

169.374

Incoming Calls

127

Conference Rooms

10.480

Teleconference Minutes

99.7% Video Conference Quality

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Communication and Promotion of Positions

39
Newsletters

9.590
Readers

40,72%
M/O Open rate

505.755
Facebook Reach

455.253
Instagram Reach

115%

11 Interventions and Press Releases

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Thank you!

