

Cultivating the Ground for Regenerative Hospitality

SUSTAINABILITY
REPORT
2024



Metaxa Hospitality Group



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MESSAGE FROM THE CEO

I GRI 2-22



Dear readers,

The year 2024 marked yet another period of positive progress for Greek tourism. Despite the significant challenges that the sector continues to face, this momentum should not be taken for granted; it is essential that we safeguard and strengthen it. As a Group, we remain firmly committed to actively supporting the sustainable growth prospects of Greek tourism, recognizing that the continuous enhancement of tourism products and services quality is a key prerequisite for maintaining competitiveness in the years to come.

At Metaxa Hospitality Group, we remain fully dedicated to offering authentic, high-quality experiences of Greek hospitality, with sustainability as our enduring internal compass. Since the establishment of the Group in 1975, our activities have always placed people at the center — guided by care, respect, and genuine concern for our guests, employees, and partners, while consistently prioritizing the well-being of local communities. Looking toward a better future, we continue to implement an ambitious and long-term sustainability strategy, with a central goal to reduce greenhouse gas emissions by 42% by 2030. To this end, we continuously modernize our operations and systems to fully align with the most advanced international standards and best practices.

In 2024, we maintained a high share of renewable electricity consumption (94.8%), while further improving environmental management across our facilities. This included the implementation of 16 energy-saving practices and 19 systems for the responsible management and protection of water resources. At the same time, with a consistent focus on enhancing biodiversity and restoring soil health, we achieved significant results through our Group sustainability programs -Sustainable Hotel Farming and Regenerating Lassithi Plateau and Its People -Towards a Sustainable Food Destination. Through these initiatives, we increased organic food production by 30% compared to 2023 and sourced over 30 tons of fresh organic fruits and vegetables, which were used as raw ingredients in our hotel restaurants. At Metaxa Hospitality Group, we are already taking meaningful steps toward regenerative hospitality, which we believe represents the future of our industry. I am deeply convinced that the hospitality sector can play a vital role in the regeneration of natural ecosystems, creating new value chains for local communities and economies, while delivering even more authentic and high-quality experiences to our guests.

I remain optimistic that more partners -both from the hospitality sector and the broader tourism ecosystem- will join us on this journey. We will therefore continue to invest in partnerships and collaborations, always keeping sustainability at the core of our development and investment strategy in the years ahead.

Enjoy your reading.

Andreas N. Metaxas
CEO, Metaxa Hospitality Group



Metaxa Hospitality Group



2024 AT A GLANCE



Environment



3,223

MWh of electricity supplied to the national grid from the Group's photovoltaic systems



27.12

tons of plastic recycled



297.33

tons of waste to landfill



5%

reduction in food waste compared to 2023



30.6

tons of fresh organic vegetables and fruits were produced following the principles of organic regenerative agriculture and were supplied to the Group's hotels



1,963.7

stremma of certified land for the production of organic products



6,750

m² of green roofs

94.8%

of the total electricity consumed, comes from renewable energy sources (RES)

14.1

tons of glass bottles reused

134.67

tons of food waste converted into biogas

30.4%

increase in the production of organic products in the Group's hotel gardens



Social



977

employees



53%

of employees are women



67%

of managerial positions at headquarters held by women

80%

recruited from the local community

48%

of managerial positions across headquarters & hotels held by women



16,797

training hours



114,772€

invested in the development and training of employees



1,533

suppliers

87%

Greek suppliers



Governance



5

member Board of Directors

20

members in the sustainability committee



1

employee handbook

2

complaint management mechanisms



1

data privacy policy



3

sustainability programs



0

submissions of complaints and/or observations for illegal, irregular or unethical actions of staff, incidents of corruption, cases of non-compliance with laws and regulations



MESSAGE

2024 AT
A GLANCE

**METAXA HOSPITALITY
GROUP**

TOWARDS REGENERATIVE
HOSPITALITY

CORPORATE
GOVERNANCE

ACTION FOR
THE ENVIRONMENT

SUSTAINABLE
COMMUNITIES

APPENDICES

1. METAXA HOSPITALITY GROUP



Metaxa Hospitality Group





With value for People, the Environment, and the local Society

Since 1975, we have been providing services of authentic Greek Hospitality, operating consistently with the principles of Sustainable Development: quality, business ethics, innovation and pioneering spirit, while ensuring a fair and safe working environment.



4

hotels in Crete & Santorini



1

conference center



1,124

rooms, suites & villas



64,792

€ thousand direct economic value distributed



1,533

suppliers



36

international & national awards and certifications



Contribution to the UN Sustainable Development Goals (SDG's)





1.1 Profile

GRI 2-1 | GRI 2-6

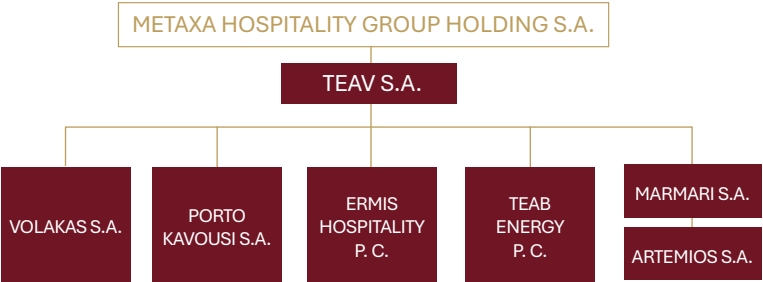


In 1975, the late Nikolaos Metaxas founded the iconic Creta Maris Resort in Hersonissos, Crete - the island’s first five-star resort offering family-oriented hospitality services. This pioneering establishment transformed Crete’s tourism model, positioning the island as one of the most prominent international travel destinations. Under the leadership of Mr. Andreas N. Metaxas since 1999, the Group has entered a new era of dynamic growth- continuing to innovate, evolve, and redefine hospitality, always guided by the principles of sustainability and responsible development.

Today, Metaxa Hospitality Group owns and operates a portfolio of luxury five-star resorts and hotels comprising 1124 rooms across Crete and Santorini, including the Creta Maris Resort (all-inclusive) in Hersonissos, TUI Magic Life Candia Maris in Ammoudara, and the Santo Collection in Oia, Santorini. Recognized as the “Best Hotel Group in Greece” by the World Travel Awards for four consecutive years (2021–2024), the Group has received numerous awards and distinctions for delivering exceptional, authentic, and high-quality hospitality experiences, as well as for its leadership in sustainable development within the tourism industry.

Headquartered in Heraklion, Crete, Metaxa Hospitality Group is comprised of the following legal entities:

- 1 TOURISTIC ENTERPRISES COMPANY TEAV SINGLE MEMBER S.A., which Includes the hotel units Creta Maris Resort and TUI Magic Life Candia Maris in Crete, and is also active in the energy sector.
- 2 MARMARI HOTEL TOURISTIC COMMERCIAL TRANSPORT ENTERPRISES COMPANY SINGLE MEMBER S.A., which includes the Lapilli hotel unit, currently under development.
- 3 ARTEMIOS SINGLE MEMBER COMPANY S.A., comprising Santo Pure Oia Suites & Villas, 1Santo Mine Oia Suites, and The Villas.
- 4 VOLAKAS SINGLE MEMBER S.A. TOURISTIC HOTEL TECHNICAL COMMERCIAL COMPANY and ERMIS HOSPITALITY PC, as of the end of 2024, these entities remain non-operational.
- 5 TEAB ENERGY PC, engaged in energy sector activities. Additionally, ERMIS Hospitality PC and PORTO KAVOUSI S.A. own properties in Eastern Crete.





1.1 Profile

| GRI 2-1 | GRI 2-6



Hospitality – Accommodation

1,124

rooms, suites & villas



Catering

12

restaurants

15

bars

7

snack points



Recreation

- tennis, padel, football (5x5), mini golf, 3x3 basketball, boccia, areas for various sports activities such as cycling, aerobic, yoga, pilates & archery, 2 outdoor amphitheatres for evening performances
- the largest open-air cinema in capacity in Europe
- indoor pools, heated or not



Conference organization

Mikis Theodorakis Conference Centre

28

main halls

11

auxiliary rooms



Wellness

4

spa and fitness facilities, operated in partnership with the wellness brand Aegeo Spas





Hotels



CRETA MARIS

RESORT



Rooms,
Suites & Villas

680



Area m²

156,000



Location

Hersonissos,
Crete



CRETE

Creta Maris Resort



Creta Maris Resort commenced operations in 1975, the same year the Group was founded. It is an award-winning five-star all-inclusive resort located in Hersonissos, Crete, renowned for creating unique, authentic hospitality experiences that offer guests a genuine connection to the culture, traditions, gastronomy, and history of Crete. With sustainable development at the core of its operations, Creta Maris Resort embodies the essence of responsible Cretan hospitality, seamlessly combining local authenticity with contemporary luxury and environmental stewardship.



Convention Center Mikis Theodorakis

One of the largest conference centers in Greece, it has been in operation since 2000, covering an area of 6,000 m² in Hersonissos, Crete. The venue hosts high-standard business meetings and conferences, featuring 28 main halls and 11 auxiliary rooms, with a total capacity of up to 5,025 participants in full operation.



TUI MAGIC LIFE CANDIA MARIS



Rooms,
Suites & Villas

320



Area m²

73,000



Location

Heraklion,
Crete



CRETE

TUI Magic Life Candia Maris



Operating since 1995 in Ammoudara, Heraklion, Crete, this five-star beachfront all-inclusive resort, designed exclusively for adults over 16 years old, seamlessly combines wellness and leisure with high-quality hospitality services. The resort offers a wide range of activities and premium amenities, while implementing modern best practices aimed at environmental protection, supporting the local economy and community, and fostering a healthy, inclusive, and supportive workplace. In addition, it actively promotes awareness and engagement around sustainability issues, inspiring both guests and employees to contribute to a more responsible tourism model.

www.candiamaris.gr



SC

SANTO COLLECTION

RESORTS & VILLAS

	Santo Pure Oia Suites & Villas	Santo Mine Oia Suites	The Villas by Santo Collection
Rooms, Suites & Villas	85	37	2

Area m ²	39,000	19,000	7,000
---------------------	--------	--------	-------

Location

Oia, Santorini



At the beginning of 2023, the Group launched an investment plan totaling €41 million, which was completed in May 2024 with the opening of the new Santo Mine Oia Suites and the expansion of Santo Pure Oia Suites and Villas. Guided by the principles of sustainability and authenticity, the Santo Collection comprises three distinct hospitality concepts located in the heart of Oia, Santorini, each designed to offer a refined and immersive experience that harmoniously blends luxury, local culture, and environmental responsibility.



Operating since 2016, **Santo Pure Oia Suites & Villas** comprises 85 suites and villas and is managed with a deep sense of responsibility and commitment to sustainability. The property offers wellness-centered experiences designed for travelers seeking balance, rejuvenation, and refined elegance, embodying the values of authentic, mindful, and sustainable hospitality that define the Group's philosophy.



Comprising 37 suites, **Santo Mine Oia Suites** embodies the essence of sustainable living in harmony with nature, offering guests authentic experiences of exploration and discovery that are rooted in environmental respect and local authenticity. The property reflects the Group's ongoing commitment to responsible tourism and the integration of sustainability into every aspect of the guest experience.



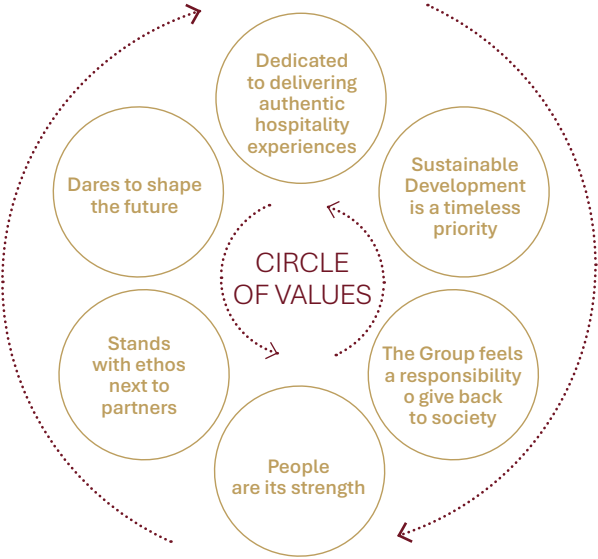
Comprising two exclusive luxury villas, **The Villas by Santo Collection** embrace a philosophy of sustainable luxury, enriched by meticulous design and craftsmanship. They offer guests an unparalleled aesthetic experience complemented by personalized, eco-conscious services, reflecting the Group's dedication to refined hospitality that respects both people and the planet.



Philosophy & Values



Metaxa Hospitality Group is a leading Greek hospitality group, recognized for its integrity, passion, and commitment, operating on the basis of the following values:



- 1 Authentic High-Quality Hospitality**
Dedicated to delivering premium experiences of authentic Greek Hospitality.
- 2 Social Responsibility**
Organically connects hospitality with the local community and economy showcasing culture heritage and gastronomy of each destination.
- 3 Business Ethics**
Builds long-term trusted relationships with partners based on honesty mutual respect transparency and reliability.
- 4 Sustainable Development**
Sustainability consistently underpins the Group’s corporate governance offering tourism experiences designed to meet the needs of both current and future generations.
- 5 Pioneering Spirit Innovation and Growth**
Firmly believes in the potential of Greek tourism and develops an long-term growth strategy responsibly leveraging new opportunities to expand the portfolio under its management.
- 6 Our People at the core of everything we do**
Nurtures stable enduring relationships within a fair and safe working environment growing together with its employees on the path to shared success.



1.2 Business Model

| GRI 2-6 | GRI 201-1

Inputs



Financial Capital

Equity
Grants
Earnings
Loans

Industrial Capital

4 hotel complexes
1 conference center
Equipment and machinery

Human Capital

977 employees
Knowledge, abilities and skills
Ethical values

Natural Capital

Land use
Water use
Ecosystem of hotel buildings
Production of electricity from RES:
investment in a photovoltaic park
(499,8 kWp) in Northern Greece
installed photovoltaic power
generation system at Creta Maris
Resort & TML Candia Maris

Social Capital

1,533 suppliers (87% Greece, 13%
International)

Intellectual Capital

Software, systems, processes,
and protocols
Certifications

Business Processes



Philosophy- Values

**Risk and opportunity
assessment procedures**

**Corporate Governance
practices**

**Sustainable
Development Strategy**

Products and Services



Main hotel units

Creta Maris Resort
(where the “Mikis Theodorakis
Convention Center” is housed)

TUI Magic Life Candia Maris

Santo Pure Oia Suites & Villas

Santo Mine Oia Suites

The Villas by Santo Collection

Main Services

Hospitality - Accommodation
Catering
Recreation
Conference Organization
Wellness

Outputs: The value we create



Governance

Business ethics

Environment

Climate Stability
Biodiversity and ecosystems
Water resources
Waste and resource intensity

Society

Employment practices
& human rights
Health and safety
Culture and heritage

Impacts



Contribution to SDG's



Supporting the National Economy



Direct economic value generated and distributed

| GRI 201-1

	2024	2023	2022
Direct Economic Value Generated (€ thousand)			
Income	64,792	53,979	50,712
Direct Economic Value Distributed (€ thousand)			
Operating Costs	32,231	18,525	21,134
Employee Wages and Benefits	22,167	21,505	16,691
Payments to Providers of Capital	0	600	600
Payments to Government (Greece)	15,562	11,401	10,312
Community investments	11	3	21
Total	69,971	52,034	48,758
Economic Value Retained (€ thousand)			
Economic Value Retained (Direct economic value generated - Direct economic value distributed)	-5,179	1,945	1,954



1.3 Value Chain & Business Relationships

GRI 2-6



The Group’s value chain and business relationships play a vital role in its sustainable development. By thoroughly understanding each stage of the value chain, the Group continuously enhances its efficiency while amplifying its positive social and environmental impact. The Group’s long-standing success is founded on building trust-based relationships with its network of suppliers, 87% of whom are based in Greece. Grounded in principles of honesty, mutual respect, transparency, and reliability, the Group has established a resilient and sustainable supply chain. Its 1.533 suppliers are regarded not only as trusted partners but also as key allies in advancing the Group’s sustainability journey.



Read more about the Group’s program “Sustainable Procurement: Action for a Sustainable Future” in **Chapter 3: Corporate Governance**. Additional information on the Group’s contribution to local communities and its support for local producers can be found in **Chapter 5: Sustainable Communities**.



1.4 Memberships & Awards

GRI 2-28

Memberships

Metaxa Hospitality Group	
	GSTC Global Sustainable Tourism Council
	SETE Greek Tourism Confederation
	HHF Hellenic Hoteliers Federation
	HCH Hellenic Chamber of Hotels
	RIT Research Institute for Tourism
	Metron Sustainable Tourism

Awards

Metaxa Hospitality Group	
	Hellenic Responsible Business Awards Gold Award «Regenerating Lassithi Plateau and Its People»
	World Travel Awards Greece's Leading Hotel Group 2024
Creta Maris Resort	
	World Travel Awards Greece's Leading All-Inclusive Resort 2024
	Tripadvisor Travelers' Choice Awards 2024
	TUI Global Hotel Awards 2024 Quality Hotel
	Schauinsland Reisen Top Hotel Partner 2024
	Travelmyth Multiple Awards in 2024

Tui Magic Life Candia Maris	
	Tripadvisor Travelers' Choice Awards 2024
	World Travel Awards 2024 TOP 100
	World Travel Awards 2024 Quality Hotel
Santo Pure Oia Suites & Villas	
	World Travel Awards World's Leading Boutique Resort 2024 (Santo Pure Oia Suites & Villas)
	World Travel Awards Greece's Leading Island Villas 2024 The Villas by Santo Collection
	Tripadvisor Travellers' Choice Awards 2024 (Santo Pure Oia Suites & Villas)
Santo Mine Oia Suites	
	National Geographic Hotel Awards: Eco-Stay 2024 (Santo Mine Oia Suites)
	Fodor's Travel Awards The Best Hotels in Europe (Santo Mine Oia Suites)

Certifications

Creta Maris Resort	
	Travelife Gold Certification
	TÜV Austria ISO 22000 Food Safety Management System ISO 14001 Environmental Management System
	The Green Key Certification
	Ecarf Quality
	Bio Kouzina Gold
	Greek Breakfast
	DIO Certification Scheme on Organic Products
	TUV Austria Water sports
	Blue flag Award
	Costa Nostrum Sustainable Beaches

TUI Magic Life Candia Maris	
	Travelife Gold Certification
	Ecarf Quality
	Holiday Check
	Blue flag Award
	Costa Nostrum Sustainable Beaches
	DIO Certification Scheme on Organic Products
	The Green Key Certification

Santo Pure Oia Suites & Villas	
	Travelife Gold Certification
	TÜV Austria ISO 22000 Food Safety Management System ISO 14001 Environmental ManagemeAnt System
	DIO Certification Scheme on Organic Products
	The Green Key Certification
Santo Mine Oia Suites	
	TÜV Austria ISO 22000 Food Safety Management System ISO 14001 Environmental ManagemeAnt System



MESSAGE

2024 AT
A GLANCE

METAXA
HOSPITALITY GROUP

**TOWARDS REGENERATIVE
HOSPITALITY**

CORPORATE
GOVERNANCE

ACTION FOR
THE ENVIRONMENT

SUSTAINABLE
COMMUNITIES

APPENDICES

2.TOWARDS REGENERATIVE HOSPITALITY



Metaxa Hospitality Group





TOWARDS REGENERATIVE HOSPITALITY

Empowering local communities, creating shared value

Over the course of 50 years, the Group has operated with a deep sense of responsibility, striving to amplify its positive impact on the environment, people, and the economy, while continuously working to minimize any negative effects.

Yesterday, today, and tomorrow, we remain fully committed to redefining the hospitality industry through our dedication to the principles of regenerative hospitality — a model that restores, empowers, and creates lasting value for both people and the planet.



3

strategic pillars



10

stakeholder groups



18

stakeholder engagement methods



Materiality analysis, based on the international GRI Standards (GRI Standards 2021)



14

identified impacts



8

material topics



Contribution to the Sustainable Development Goals (SDGs)





Vision

*Prosperity for
the local communities
Authentic experiences
for the visitors*



Towards Regenerative Hospitality

At Metaxa Hospitality Group, we are committed to redefining hospitality services through our dedication to Regenerative Hospitality.

Regenerative Hospitality represents an innovative and holistic operating model within the hospitality sector — one that seeks not only to reduce negative impacts, but to create positive outcomes for both people and the environment. Our goal is to actively restore and enhance the natural and social ecosystems upon which our hotels depend, while creating shared value within the local communities where we operate.

By embracing the vision of regenerative hospitality, we aim to achieve a Net Positive Impact- generating more value than we consume- through innovation, collaboration, and continuous learning. In doing so, we contribute to the health of the planet and the prosperity of local communities, while delivering meaningful and memorable experiences to our guests.

Our strategy is underpinned by a comprehensive governance framework that integrates ESG criteria across all levels of decision-making.
For more details, see [Chapter 3: Corporate Governance](#).



2.1 Sustainability Strategy

| GRI 2-12 | GRI 2-13

Supported by a robust governance system

Strategic Pillars	Climate Resilience 	Biodiversity and Ecosystems 	Sustainable Communities 
Focus Areas	→ Carbon abatement → Energy Efficiency → Low carbon procurement	→ Regenerative agriculture → Water resilience → Resource use and waste	→ Equity and Human rights → Descend living → Social vitality
Sustaibility Topics	• GHG Emissions • Energy consumption • Renewable efficiency • Low carbon procurement	• Biodiversity & soil • Water resources • Resource efficiency/materials • Waste	• Livelihood • Human Rights • Training & skills development • Equal Opportunities • H&S & wellbeing • Prosperity for the society & the local communities
	We are committed to substantially reducing our environmental footprint by cutting greenhouse gas (GHG) emissions, improving energy efficiency, and prioritizing low-carbon procurement. Our target is to achieve a 42% reduction in GHG emissions by 2030 through a multifaceted approach that integrates energy efficiency measures, renewable energy sourcing, and low-carbon procurement practices. Specifically, our strategy focuses on transitioning to renewable energy sources to cover at least 95% of our energy needs within the next five years, lowering overall energy consumption through optimized building design and smart technologies, and implementing a low-carbon procurement policy that prioritizes regenerative organic products and sustainable services. In addition, we plan to implement a robust mechanism for accurately quantifying and mitigating our Scope 1, 2, and 3 emissions, ensuring alignment with the Paris Agreement targets and contributing to a cleaner and more sustainable future. By embedding climate resilience into our operations and supply chain, we not only minimize our environmental footprint but also create lasting positive impacts for the communities we serve.	The strategic pillar on Biodiversity and Ecosystems emphasizes our commitment to protecting and enhancing biodiversity while applying sustainable practices in the management of water, materials, and waste. Recognizing that healthy ecosystems are fundamental to the well-being of present and future generations, our approach includes conserving and regenerating natural ecosystems and promoting responsible, regenerative organic practices that support biodiversity. Our goal is to implement initiatives that restore and safeguard critical ecosystems, which play a decisive role in maintaining biodiversity and regulating water resources. At the same time, our strategy includes reducing waste generation through responsible material use, promoting recycling, and adopting circular economy principles to shrink our ecological footprint. By embedding biodiversity considerations into our operational practices and decision-making processes, we aim to strike a balance between economic growth and environmental responsibility, ultimately contributing to the resilience of ecosystems essential for sustaining life on Earth.	The strategic pillar of Sustainable Communities focuses on fostering an environment where all individuals can thrive with equality, dignity, and respect for human rights. This approach prioritizes decent living standards and access to education, ensuring that community development supports diverse and sustainable ways of life for all. Through initiatives that enhance social well-being, we seek to improve quality of life and encourage active citizen participation by providing equal access to resources, opportunities, and services that uphold human dignity. Our actions foster collaborations that empower community members to take part in decision-making processes, celebrate cultural diversity, and strengthen the sense of belonging. Ultimately, we aim to build resilient communities that not only embrace sustainability but also champion social justice and human rights, ensuring a fairer and brighter future for all.



2.2 Sustainable Development Oversight

GRI 2-12 | GRI 2-13



Since 2023, within the framework of the Sustainability Committee, a dedicated sub-committee titled the Executive Sustainability Committee has been established. Its purpose is to ensure a more direct and holistic management of sustainability-related matters across the Group, to align operations with the key pillars of our sustainability strategy, and to maximize the value and benefits generated through its implementation.

Regular members of the Sub-Committee include the Vice-Chair of the Committee and 8 of the total 20 members of the Sustainability Committee, while the Chair of the Committee participates as an ad hoc member.

The members of the Sub-Committee propose, evaluate, and decide on sustainability issues that are considered urgent and/or exceptional, as well as on matters directly related to the Group’s Sustainability Strategy (e.g. issues concerning strategic priorities, sustainable procurement, communication of achievements, and the communication of initiatives of the Sustainability Committee)

Depending on the nature of the topics under consideration, heads of departments or relevant representatives of the hotel units (e.g. F&B, Greenkeeping, Property, Maintenance) may also participate, thereby strengthening internal communication and ensuring informed decision-making.

The Sub-Committee convenes on a regular basis, once every two months, to monitor the progress of actions, exchange updates on ongoing projects, address emerging issues in a timely manner, and the progress of implementing strategic decisions.

Ad hoc Member	Andreas Metaxas	Chief Executive Officer, CEO
Coordinator	Marigianna Chalkiadaki	Sustainability Manager
Member	Manos Bormpoudakis	Chief Operating Officer, COO
Member	Nikos Vlasiadis	General Manager, Creta Maris Resort
Member	Serafeim Karouzakis	General Manager, TML Candia Maris, Santo Collection
Member	Loula Metaxa	Director of Human Resources
Member	Faye Papaioannou	Senior Marketing & PR Manager
Member	Christina Dimoudi	Corporate Communications Manager
Member	Sotiris Bampagiouris	CEO, Local Food Experts s.c.e.



These meetings foster collaboration among the parties involved and contribute to the overall effectiveness of the Committee’s work. At the same time, Sub-Committee members are responsible for informing the Sustainability Committee of initiatives, partnerships, and projects that may arise, prior to their implementation. For 2024, no urgent or exceptional issues were recorded. The Group has not yet established formal due diligence procedures for the identification and management of its impacts to the economy, the environment, and people.

Specifically, the Sustainability Executive Committee:



To ensure more effective oversight and management of sustainability issues, the Group has established a Sustainability Committee, the structure and responsibilities of which are described in detail in **Chapter 3: Corporate Governance**.



2.3 Stakeholder Engagement

GRI 2-12 | GRI 2-29 | GRI 3-3



Stakeholders are defined as individuals or groups whose interests are affected or may be affected by the Group’s activities. Regular consultation with stakeholders aims to ensure a deeper understanding of their interests and needs, as well as to identify sustainability-related issues that require the Group’s attention and resolution.

For the Group, the main stakeholder groups are:

- 1

Board of Directors / Shareholders
- 2

Employees
- 3

Suppliers
- 4

Business Partners
- 5

Guests

6

Financial Institutions

7

Regulatory Authorities

8

Industry Associations / Organizations

9

Media

10

Local Community

particular, within the framework of the Group’s programs "Sustainable Procurement. Action for a sustainable future", "Sustainable Hotel Farming" and "Regenerative Lassithi Plateau & its People", consultations have been carried out with the participating stakeholders (e.g. producers/suppliers, employees) through telephone, online, and in-person communication. Furthermore, in all hotels of the Group, guest satisfaction regarding the quality of services is systematically monitored, both during their stay and after departure. For this purpose, a dedicated guest satisfaction questionnaire has been developed for each hotel, enabling immediate resolution of any issues that may arise during the stay. For guests who have already departed, internal processes (including a dedicated feedback platform) ensure that any complaints or concerns are systematically recorded, reviewed, and addressed to drive continuous improvement.

More information on these programs is provided in [Chapter 3: Corporate Governance Practices](#) and [Chapter 4: Climate Resilience](#).

Mapping through materiality analysis 2024

Stakeholders	Engagement method	Frequency of engagement
 Board of Directors/ Shareholders	• General Meeting of Shareholders • Board of Directors	Annual, monthly
 Employees	• Meetings, updates, trainings, events • Bulletin boards • Group Website • Social Media • Newsletters/ update emails	Continuous
 Suppliers	• Regular contacts/visits • Inspections • Sustainable Development Report • Social Media	Continuous
 Partners	• Meetings/briefings, events • Sustainable Development Report • Social Media	Continuous
 Guests	• Group & Hotels website • Sustainable Development Report • Social Media • Direct communication with Group employees • Communication material within hotels	Continuous
 Financial Institutions	• Conferences and events • Corporate publications and articles • Sustainable Development Report • Social Media • Inspections • Studies and corporate reports	Continuous
 Regulatory Authorities	• Conference and events • Sustainable Development Report • Social Media • Studies and corporate reports	Continuous
 Sectoral Unions/ Organizations	• Corporate publications and articles • Personal communication • Open dialogue conferences and events • Studies and corporate reports • Group Website • Sustainable Development Report • Social Media	Continuous
 Media	• Open dialogue conferences and events • Group Website • Sustainable Development Report • Social Media	Continuous
 Local Community	• Open dialogue events • Open dialogue conferences and events • Studies and corporate report • Group Website • Sustainable Development Report • Social Media	Continuous



2.4 Materiality Analysis

GRI 2-12 | GRI 2-14 | GRI 3-1 | GRI 3-2

In the context of the Group's continuous evolution and improvement in sustainable development, in 2024, the Group proceeded to conduct its third materiality analysis adopting the methodology of the international GRI Standards 2021. The process of determining material issues is based on the identification and assessment of the impacts created, or likely to be created, by the Group's activity on the economy, the environment and people, including its impact on human rights. To update its impacts on Sustainable Development, the Group will conduct a materiality analysis on an annual basis.

The materiality analysis for the reporting period 2024 comprised of the following steps:



- Overview of internal (business model) and external environment (e.g., peer companies): Understanding of the business model, business relationships, stakeholders and the external environment, through documents and available relevant materials review (e.g., sectoral sustainability criteria, sectoral studies and sectoral ESG rating criteria).
- Identification of positive and negative (actual and potential) impacts on the environment, the economy and people, including on their human rights, resulting from the Group's operation and business relationships, while they emerged as important by sectoral standards of Sustainable Development, sectoral criteria of evaluation bodies and similar organizations.
- Conducting an online survey with the participation of the Sustainability Committee, employees and external stakeholders of the Group, in order to assess the environmental, social and socio-economic impacts identified by the Group for 2024.
- Determination of the threshold by the Group's Management (Sustainability Executive Committee), according to which Sustainable Development topics are characterized as material.

Criteria considered for the assessment of positive and negative (actual and potential) impacts on the environment, people and the economy:

Positive impacts		Negative impacts	
Actual impacts	Potential impacts	Actual impacts	Potential impacts
Scale	Scale	Scale	Scale
Scope	Scope	Scope	Scope
	Likelihood	Irremediable character	Irremediable character
			Likelihood

- Completion of the online materiality analysis survey, collection, and analysis of responses to determine the results of the impact assessment.

- Review of the results of the online materiality analysis survey and mapping/grouping of impacts into material Sustainable Development topics.
- Validation of the list of material topics by the Group's Management and determination of the content of this Report.



2.5 Identified Impacts and Material Topics

GRI 3-2

During the materiality analysis process, it was identified that the Group’s operation creates or is likely to create positive and negative impacts on the environment, the economy, and people, as follows:

Type of impact	Material Topics	Sub-topics	Type of impact (Positive/Negative)	Actual/Potential Impact	Correlation with Sustainable Development Goals (SDGs)
Environmental	 Climate stability	Climate stability	+ -	Actual	 
	 Biodiversity and soil	Habitats	+	Potential	  
		Soil	+	Actual	 
	 Water and marine resources	Water and marine resources	+ -	Actual	 
	 Circularity (resource intensity and circular economy)	Resource intensity	-	Actual	 
		Waste	+	Actual	  
Social	 Employment Practices & Human Rights	Employment	+	Actual	
		Wages	+	Potential	 
		Diversity and inclusion	+	Actual	  
		Education	+	Actual	
	 Health and safety	Health and safety	+	Actual	
	 Culture and Civilization	Culture and Civilization	+	Actual	
Socio-economic	 Business ethics	Business ethics	+	Actual	 
		Personal data protection	+	Actual	 



MESSAGE

2024 AT
A GLANCE

METAXA HOSPITALITY
GROUP

TOWARDS REGENERATIVE
HOSPITALITY

**CORPORATE
GOVERNANCE**

ACTION FOR
THE ENVIRONMENT

SUSTAINABLE
COMMUNITIES

APPENDICES

3. CORPORATE GOVERNANCE



Metaxa Hospitality Group



CORPORATE GOVERNANCE

Operating with accountability

Structures, systems, and control mechanisms form the foundation of responsible business conduct. Accordingly, the organization and management of the Group are based on a comprehensive Corporate Governance framework, designed to ensure sustainable growth and prosperity for both our employees and all stakeholders.



5

member Board of Directors



20

members in the Sustainability Committee



1

staff handbook



2

complaint management mechanisms



1

Personal Data Privacy Policy



3

Sustainability Programs



0

submitted complaints and/or observations about illegal, irregular or unethical actions by staff, incidents of corruption, incidents of non-compliance with laws and regulations



3.1 Organisational Structure

GRI 2-9 | GRI 2-10 | GRI 2-11 | GRI 2-15 | GRI 2-17 | GRI 2-18 | GRI 2-19 | GRI 2-20 | GRI 2-21

Governance built
on responsibility

The Group’s Board of Directors (BoD) of each company within the Group is its supreme executive body. Each company has its own Board of Directors (BoD) in accordance with the law, while for the larger entities (the parent company, TEAV, ARTEMIOS), regular Board meetings are held monthly or more frequently if required.

The composition and responsibilities of the Board of Directors (BoD) are defined both by the Articles of Association of each Group company and by the applicable legislative and regulatory framework. As the highest governing body, the BoD sets the strategic direction and ensures the effective implementation of the Group companies’ strategy.

There is no internal policy in place regarding the process of determining and selecting BoD members; however, best practices and several provisions of corporate governance legislation (Law 4706/2020) are observed (e.g., TEAV includes independent BoD members), even though such companies are not subject to the law as non-listed entities.

The Group’s BoD does not include independent members, nor has it adopted a Conflict of Interest Policy. Nevertheless, internal control and oversight mechanisms are in place to ensure the prevention and management of such issues. No formal process exists for communicating these mechanisms to stakeholders.

Furthermore, underrepresented social groups are not included, while all BoD members possess relevant experience and knowledge of the tourism sector. Participation of BoD members in other boards outside the Group is not considered a limiting factor in the exercise of their duties.

Group’s Board of Directors			
Theano-Evangelia Metaxa	Chairman – Non-Executive Member		
Andreas taxas	Deputy Chairman Executive Member (CEO)		
Rodanthi Metaxa	Member – Non-Executive Member		
Marina Metaxa	Member – Non-Executive Member		
Ioannis Metaxas	Member – Executive Member (CSO)		
	2024	2023	2022
Annual total compensation ratio	13.0	15.1	15.8
Change in the annual total compensation ratio	0.178	0.773	-0.004



4 members
>50 years old



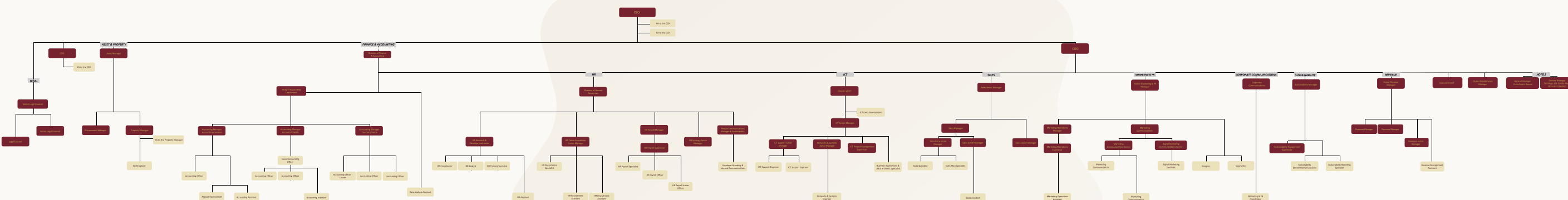
60% women



4-5 year term



| GRI 2-9 | GRI 2-10 | GRI 2-11 | GRI 2-15 | GRI 2-17 | GRI 2-18 | GRI 2-19 | GRI 2-20 | GRI 2-21 |





3.1 Organisational Structure

GRI 2-9 | GRI 2-10 | GRI 2-11 | GRI 2-15 | GRI 2-17 | GRI 2-18 | GRI 2-19 | GRI 2-20 | GRI 2-21

Sustainable Committee

GRI 2-13

The Group’s Sustainability Committee was established in 2021 and helps shape the Group’s policies, strategies and programs related to Sustainable Development topics. Within the framework of the Sustainability Committee, a special sub-committee entitled “Sustainability Executive Committee” was also established. Our path towards sustainable hospitality”. Sustainable Development topics are discussed on a case-by-case basis in meetings between the Management and the Sustainability Committee. The Sustainability Committee:

**Monitors, reviews and evaluates**
the Group’s performance in relation to Sustainable Development topics, considering the impact of its decisions and actions.

**Examines, analyzes and contributes**
to the Group’s relevant internal adjustments and additional Sustainable Development actions.

**Reviews the targets**
that the Group has set from time to time on Sustainable Development issues and monitors the Group’s progress against these targets.

**Advises**
the BoD on identifying, assessing and managing risks related to Sustainable Development, including, but not limited to, climate change and food safety.

Sustainability Committee		
Chairman	Andreas Metaxas	Chief Executive Officer, CEO
Deputy Chairman	Marigianna Chalkiadaki	Sustainability Manager
Member	Giannis Metaxas	Chief Strategy Officer, CSO
Member	Manos Bormpoudakis	Chief Operating Officer, COO
Member	Nikos Vlasiadis	General Manager, Creta Maris Resort
Member	Serafeim Karouzakis	General Manager, TML Candia Maris, Santo Collection
Member	Grigoris Themistocleous	Director of ICT
Member	Loula Metaxa	Director of Human Resources
Member	Giorgos Gkatzilakis	Director of Finance & Accounting
Member	Faye Papaioannou	Senior Marketing & PR Manager
Member	Marina Maniadi	Senior Sales Manager
Member	Efi Titaki	Senior Revenue Manager
Member	Christina Dimoudi	Corporate Communications Manager
Member	Christos Kouteranis	Property Manager
Member	Emmanouil Saloustros	Asset Manager
Member	Michalis Michalakis	Head of Accounting Department
Member	Vaios Koukountzis	Executive Chef
Member	Christos Koukoulis	Cluster Maintenance Manager
Member	Sotiris Bampagiouris	CEO, Local Food Experts s.c.e.
Member	Sofia Katranitsa	Crete Branch Manager, Veltia Group

More information on which can be found in **Chapter 2: Our path towards sustainable hospitality.**



3.2 Business Ethics

GRI 3-3



Staff Handbook

GRI 2-23 | GRI 2-24 | GRI 2-27

The Group has developed an Employee Handbook, which all employees are trained and informed on at least one day prior to their recruitment. Through this handbook, the Group communicates its commitments to responsible business conduct and the ethical behavior expected from its employees, reinforces through dedicated meetings, training sessions, and events.



The Employee Handbook includes the following sections:

- Values, philosophy, and mission of the Group
- Corporate Social Responsibility (CSR)
- Environmental Awareness
- Protection of Human Rights
- Employment matters
- Ethical conduct of employees
- Safety rules
- Health & Safety
- Employee appearance standards

The handbook, approved by the Group's CEO, is available internally and distributed electronically to relevant stakeholders via email. The Group's efforts to safeguard business ethics and regulatory compliance are also reflected in the fact that, in 2024, no incidents of non-compliance with laws and regulations were recorded.

Problem Solving & Complaint Management Mechanism

GRI 2-16 | GRI 2-25 | GRI 2-24 | GRI 2-26

The Group has developed a complaint management mechanism through which employees, partners, and suppliers are able to express their concerns or complaints (e.g. regarding labor relations, nutrition, transportation, working hours, accommodation).

Specifically, employees may raise their concerns either in person or in writing via email to the Human Resources Department of each hotel (Hotel HR departments were established in 2023), ensuring a prompt response to issues arising within the hotel (hr@metaxahospitality.gr).

In addition, employees are encouraged and expected to discuss their concerns directly with their supervisors. Should supervisors be unable to provide a resolution, and depending on the nature of the issue, they may seek support from the Human Resources Department.

The complaint management mechanism for employees was designed internally by Group employees, specifically by staff the Human Resources Department. To enhance the complaint management mechanism for employees effectiveness, in 2023 the Group launched a Satisfaction and Culture Survey, conducted across all employees, to gather structured feedback.

Each year, employees of all hotel units are invited to complete a questionnaire distributed by the Group's HR Department, focusing on the evaluation of staff benefits.

More specifically, employees anonymously assess provision such as staff accommodation (staff houses), staff dining facilities (staff restaurants), staff transportation to and from the hotels (staff transfer), employee facilities within the workplace, and work uniforms.

The survey includes both closed and open-ended questions, allowing employees to freely express their feedback and comments on each category.

The submission of responses remains strictly anonymous. The sole purpose of this process is to gather and record employees' views regarding the benefits they receive.

Regarding partners and suppliers, any concerns or complaints are submitted to the Procurement Department, and, if not resolved at departmental level, they are issued to the General Manager of the respective hotel. In addition, the complaint management and problem-solving mechanism has been developed by the Commercial and Operations Departments of the hotels, ensuring that all concerns and feedback are addressed promptly and effectively.



Complaint management during the guest's stay

- 1 Recording of incident.
- 2 Notification of the competent department as appropriate to the incident.
- 3 Immediate incident resolution through customer service actions.
- 4 Follow up with the client, after the incident is resolved.

Resolution time 24 – 48 hours



Complaint management subsequent to the guest's stay

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

In 2024, no critical concerns were communicated to the Group's BoD. Finally, there is no complaints mechanism in place to allow individuals to raise concerns about breaches of law in the organization's operations or business relationships. Such a mechanism is intended to be in place by 2026.



Material Topic
Business ethics



Positive/Negative Impact



UN Sustainable Development Goals





3.2 Business Ethics

| GRI 3-3

Employee Disciplinary Procedure

| GRI 2-24 | GRI 205-3 | GRI 206-1

The Company aims to maintain a professional and safe working environment, where all employees adhere to the regulations and policies of the hotel in which they are employed. In cases of non-compliance, a clear and fair system of warnings is applied to address potential misconduct.

The Group has established a disciplinary procedure designed to ensure a fair and effective approach to managing unsatisfactory performance or employee behavior. Employee warnings may be issued informally (verbally) or formally (in writing), with the goal of encouraging compliance.

In line with the Group's disciplinary process, if a verbal warning has been issued and no improvement in behavior is observed, a written warning may follow. Depending on the severity of the incident, the Group reserves the right to proceed directly with a written warning, without prior verbal notification.

All employees are informed about the compliance procedure and potential sanctions during their induction training, as well as through the Employee Handbook, which is sent to their personal email.

In 2024, the Group implemented all necessary internal processes and policies to safeguard integrity in its business operations.



As a result, in 2024 the following were recorded:

- Zero submissions of complaints and/or observations for illegal, irregular or unethical actions of staff.
- Zero confirmed incidents of corruption.
- Zero confirmed incidents of corruption that led to the removal or disciplinary action of employees.
- Zero confirmed incidents of corruption that led to the termination or non-renewal of cooperation with partners.
- Zero public legal cases regarding corruption brought against the Group or its employees.
- Zero legal actions pending or completed regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the Group has been identified as a participant.
- Zero monetary losses were incurred as a result of business ethics violations.

Personal Data Protection Policy

| GRI 2-24 | GRI 418-1

Respect for privacy and human rights is a fundamental value for the Group. Information systems must be protected to the greatest possible extent.

For this purpose, the Group has implemented a Policy on the Protection of Personal Data, aimed at safeguarding confidentiality and ensuring the proper functioning of information systems.

The Group maintains:

- Data Protection Officer (DPO) internally within the Group
- External partner of C-Net as a Data Protection Officer consultant to control and provide training on relevant issues
- Data Protection Coordinator (DPC) at Creta Maris Resort, TUI Magic Life Candia Maris and Santo Pure Oia Suites & Villas
- Group Information Security Office (GISO)

The Group recognizes how critical the protection of personal data is and implements the General Data Protection Regulation (GDPR) to process personal data in accordance with European legislation.

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

In this context, the Group complies with the key data protection principles to ensure that personal data is processed correctly:

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

The Group ensures employee collaboration in safeguarding personal data through annual training sessions conducted prior to the start of each summer season. Every new member of the Group, and particularly those in key roles related to the processing of personal data, such as members of the HR, Accounting, Reservations, Marketing, and Sales departments, receives training from the time of their recruitment.

In addition, throughout the year, phishing simulation exercises are carried out, complemented by interactive online micro-training as part of the Group's Information Security Awareness Campaign. These sessions are provided to all employees with access to the Group's systems. For example, in 2024, 251 employees participated in phishing simulations, completing a total of 20 hours of online training.

Incident Management and Cybersecurity Oversight

The Group has established a cybersecurity incident management procedure, which includes the following steps:

Incident Cybersecurity Management	
1	Identification
2	Immediate response
3	Investigation
4	Containment & mitigation
5	Reporting
6	Recovery
7	Post-incident review

These procedures are supported by advanced Artificial Intelligence (AI) technologies, which enhance threat detection and incident response through automated actions, ensuring business continuity and providing the security team with the necessary time to intervene.

Based on the data generated from these tools, in 2024 approximately 20.000 cybersecurity incidents were successfully detected and prevented. In 2024, the Group also conducted its regular annual information security audits across all units, in collaboration with external partners

Data Loss Prevention & Disaster Recovery Plan

As part of the Group's strategic planning, emphasis is placed on strengthening Data Loss Prevention (DLP) measures and ensuring compliance with relevant standards. The ICT team has developed a documented Disaster Recovery Plan (DRP) to guarantee the uninterrupted operation of critical business processes.

In 2024, no documented incidents of complaints or claims related to customer privacy violations were recorded. Likewise, no documented incidents of data theft occurred.



3.2 Business Ethics

GRI 3-3

Sustainable Supplies

GRI 2-6 | GRI 2-23 | GRI 2-24 | GRI 308-1 | GRI 414-1

The Group, since 2019, applies a Procurement Policy that is implemented based on an ever-growing relationship with national and local producers and suppliers to promote local products and ensure higher levels of quality for its customers.

In the context of the Procurement Policy, the Group:

- 1 Supports local suppliers, providing support to the local economy and allowing its guests to try the high-quality products that the place has to offer.
- 2 Contributes to the reduction of greenhouse gas emissions resulting from the transport of products, as the majority is sourced from local suppliers and not international ones.
- 3 Seeks inclusion of product codes from suppliers holding responsible management certifications (e.g., GGN Global Gap Number certification, Good Agricultural Practices (GAP), organic product certifications).
- 4 Chooses products that are environmentally friendly (e.g., FSC certified), products that participate in the Fair-Trade movement and products that are available in large packages rather than individually, to achieve material packaging savings (e.g., plastic).
- 5 Chooses the purchase of state-of-the-art (electronic and electrical) equipment in order to achieve a smaller environmental footprint due to better technological performance.

At present, the Group is designing an evaluation process for its entire supply chain, based on ESG criteria. The implementation of this process is scheduled to begin in 2026, starting with the Group's key food and beverage suppliers. The commitment to sustainable procurement, along with the training program provided to the suppliers, will help shape a regenerative future for guests, partners, and the local community.

For additional information, please refer to the following: [Metaxa Hospitality Group: authentic hospitality greece, resorts crete, santorini hotels](#)

Suppliers Training

In addition to the Group's Procurement Policy, in 2021 the Group launched the "Sustainable Supplies – Action for a Sustainable Future" Program in collaboration with Local Food Experts. This program represents an innovative initiative for the Greek hospitality sector, aiming to train and support our suppliers in adopting sustainable practices guided by environmental, social, and governance (ESG) principles.

The initiative was introduced with the participation of 10 partners from the Food & Beverage sector, who received specialized training to strengthen their understanding of organic-regenerative production methods and sustainable procurement, thereby forming an ever-growing network of sustainable suppliers.



Powered by LOCAL FOOD EXPERTS

Furthermore, in 2023, the agricultural lands of participating suppliers were aligned with EU Regulation 2018/848 on Organic Farming, while in 2024 each producer/supplier developed an Organic Product Code, integrating the principles of Organic Regenerative Agriculture into their operations.



9

training modules

- Corporate governance
- Water resource management
- Energy management
- Waste and by-products management
- Infection prevention
- Ecosystem management
- Procurement and purchasing
- Human resources
- Neighbors and community



10

suppliers



4

pillars

9

internationally recognized
ESG training modules



188

self-assessment
questions



36

training
sessions

37

training courses
& field visits



implementation

Cycle 1
Supplier self-assessment and results analysis

Cycle 2
Training of participants in sustainable processing and production practices based on the principles of organic regenerative agriculture

Cycle 3
Reassessment of sustainable practices and issuance of certifications



4. ACTION FOR THE ENVIRONMENT



Metaxa Hospitality Group





ACTION FOR THE ENVIRONMENT

*With respect to the land
that sustains us*

Healthy ecosystems are fundamental to the well-being of present and future generations. By reducing the impact of our operations, we ensure that available natural resources are managed with respect and responsibility. In this way, we are committed to taking meaningful actions to minimize our environmental footprint.



3,223

MWh of electricity supplied to the grid from the Group's photovoltaic systems



27.12

tn of plastic recycled



14.1

tn of glass bottles reused



134.67

tn of food waste converted into biogas



30.6

tons of fresh organic vegetables and fruits were produced following the principles of organic regenerative agriculture and were supplied to the Group's hotels



5%

reduction in food waste, compared with 2023



30.3%

increase in the production of organic products



19

systems for sustainable management and protection of water resources



16

energy-saving practices implemented



4

biodiversity initiatives



6,750

m² of green roofs



4.1 Climate Resilience

GRI 3-3

Enviromental responsibility in operations



Material topic
Climate Stability



Positive/Negative impact



UN Sustainable Development Goals



The Group’s hotel operations, guest activities, and procurement practices generate emissions that add to greenhouse gas concentrations in the atmosphere. To mitigate this impact, the Group applies energy efficiency practices, utilizes renewable energy sources, and has established procedures for the systematic collection of data required to measure GHG emissions. In addition, Creta Maris Resort and Santo Pure Suites & Villas in Santorini operate under an ISO 14001 – certified environmental management system, while TUI Magic Life Candia Maris is also expected to achieve ISO 14001 certification by 2025.

Energy

One of the key focus areas of the Group’s sustainability strategy is the reduction of energy consumption. The Group recognizes that responsible energy management begins with systematic monitoring and recording of both produced and consumed energy.

The Group has installed and operates a photovoltaic system at Creta Maris Resort (for grid supply), which generated 201 MWh in 2024; a photovoltaic park in Northern Greece (Kilkis), also for grid supply; and a system at TUI Magic Life Candia Maris for self-consumption, generating 3,022 MWh and 84 MWh in 2024 respectively. Furthermore, two electric vehicle charging stations have been installed at each hotel. At Creta Maris Resort and TUI Magic Life Candia Maris, solar thermal collectors are in operation for heating guest water and selected swimming pools, producing 1,963 MWh and 2,161 MWh respectively.

Finally, the Group purchases Guarantees of Origin (GOs) for the entire amount of electricity consumed by its buildings, ensuring that the energy used is certified as originating from renewable sources.

In 2024, the Group also commenced operations of the Santo Mine Oia Suites, a hotel developed in accordance with the LEED (Leadership in Energy and Environmental Design) certification standards - a globally recognized benchmark for green buildings.

The certification reflects compliance with stringent criteria in energy efficiency, environmental performance, and social sustainability, reinforcing the Group’s commitment to responsible construction and sustainable operation across all properties.

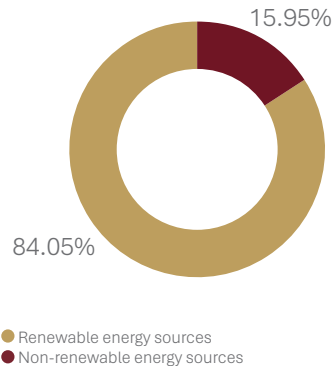
During the construction of the building, particular emphasis was placed on sustainability and the support of local and national production through the careful selection of building materials sourced from local communities and characterized by a low environmental footprint.

Specifically, the stone used was extracted from the property itself, ensuring full harmony with the natural surroundings and minimizing transportation needs. The concrete was sourced from Santorini, while the cement and metal components (steel) were supplied by Greek companies based in Athens.

In addition, gypsum boards were procured from a domestic supplier, and the furniture was crafted by a local Cretan manufacturer, thereby supporting the local economy and reducing material transportation.

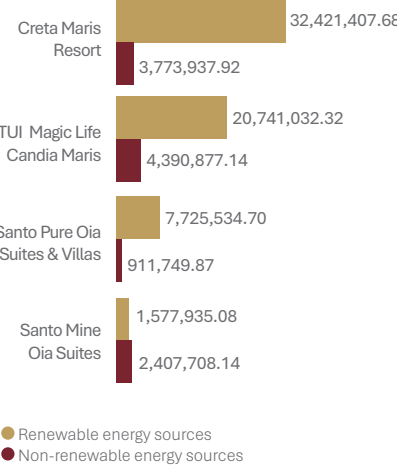
The selection of these materials and partners reflects the Group’s commitment to the principles of the circular economy, helping to reduce CO₂ emissions associated with logistics, while promoting a socially responsible and environmentally conscious approach throughout the project’s development.

Energy Consumption per source*



* Percentage of renewable source includes energy consumption with Guaranties of Origin.

Energy consumption per hotel (MJ)



Energy Saving Practises



- Replacement or installation of new energy recovery systems from air conditioning and ventilation of internal common areas, aiming at heating water for use.
- Setting of air conditioners (Fun Coil Unit - FCU) to a temperature that ensures maximum comfort and optimal energy consumption (24 degrees Celsius with a minimum of 21 degrees).
- Installation of sensors on room openings (windows and balcony doors) to automatically switch off air conditioning when opened.
- Installation of heat pump systems across all hotel properties.
- Implementation of roof insulation across all hotel properties to reduce energy losses.
- Replacement and installation of new energy-efficient equipment (e.g., A+++ air-conditioning systems, refrigerators, computers, and photocopy machines).
- Use of thermal solar collectors for heating water in guest rooms and for selected swimming pools at the Creta Maris Resort and TUI Magic Life Candia Maris.



- Implementation and operation of a modern Building Energy Management System (BMS) for lighting, water heating management, jacuzzis, and air conditioning across all hotels of the Group, with the aim of optimizing operations and controlling energy consumption.
- Magnetic cards in all rooms, ensuring that all electrical appliances (except refrigerators) are turned off when guests leave their rooms.
- Installation of energy-efficient glazing at our new hotel property, Santo Mine Oia Suites.



- Gradual replacement of incandescent and economy light bulbs with LED light bulbs in 95% of the Group's hotel facilities.
- Installation of a KNX system, enabling the automated control of lighting, heating, and other electrical functions, thereby contributing significantly to energy savings and operational efficiency.



- Gradual replacement of gardening equipment previously powered by gasoline or diesel with electric alternatives.
- Replacement of gardening and pruning tools, previously powered by gasoline or diesel, with electric or manual tools across all our hotels.
- Systemic procedures for the maintenance and proper cleaning of all energy installations.



- Availability of electric bicycles for guests, with a dedicated rental station located outside the Reception area, promoting sustainable mobility and the reduction of transport-related emissions at the TUI Magic Life Candia Maris and Santo Pure Oia Suites & Villas



4.1 Climate Resilience

GRI 3-3



Greenhouse Gas Emissions

GRI 305-1 | GRI 305-2 | GRI 305-3

The operation of the Group’s hotels, along with the services it provides, results in the generation of both direct and indirect greenhouse gas emissions. To improve its environmental footprint, the Group systematically measures and records its direct and indirect GHG emissions.



More specifically, Creta Maris Resort participates in the Hotels Go Net Zero project, which focuses on climate management and the reduction of carbon emissions generated by hotel operations. The project is implemented by the organizations Futouris, DERTOUR Group, Schauinsland-Reisen, and Hotelplan Group, in collaboration with experts from tourythm and myclimate.

As part of its climate initiatives, since 2023 the Group has undertaken the assessment of its indirect Scope 3 emissions, which account for the greenhouse gases generated across its value chain.

Scope 3 emissions are allocated to the following categories, as defined by the GHG Protocol:

Category	
1	Purchased goods and services
2	Capital goods
3	Fuel and energy related activities
4	Upstream transport and distribution
5	Waste generated during operation
6	Business travel
7	Workers' travel
8	Upstream leased assets
9	Downstream transport and distribution
13	Downstream leased assets

In 2024, the Group’s Scope 3 emissions amounted to 32,068.25 tn CO₂e, primarily driven: Purchased goods and services (24%), Capital goods (63%), Fuel- and energy-related activities (9%) and Business travel (1.2%).

It is worth highlighting that within the category of purchased goods and services (Category 1), 74.8% of emissions were associated with food and beverage purchases, based on measurements conducted across the Group’s four hotels.

Accordingly, the Group’s total emissions for 2024 were:

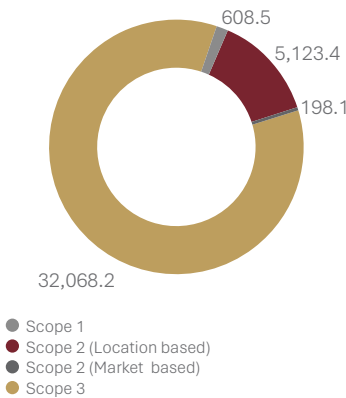
Direct emissions (Scope 1):
608.5 tn CO₂e

Indirect emissions (Scope 2 – location-based): 5,123.4 tn CO₂e

Indirect emissions (Scope 2 – market-based): 198.1 tn CO₂e

Other indirect emissions (Scope 3):
32,068.2 tn CO₂e

GHG emissions per scope (t CO₂e)





4.2 Biodiversity and Ecosystems

GRI 3-3

Material topic



Biodiversity and ecosystems



Positive/Negative impact

UN Sustainable Development Goals



Biodiversity Conservation

GRI 304-2

A key priority for the Group is the protection, preservation, and enhancement of biodiversity, ecosystems, and soil in the areas where it operates. In line with this commitment, the Group adopts a holistic approach that combines certifications, training, and sustainable practices and initiatives.

The Group certifies all hotel-owned land and the products cultivated on it as organic, maintains certification under the internationally recognized Costa Nostrum Sustainable Beaches standard to protect coastal and marine biodiversity adjacent to its properties, and implements the “Sustainable Hotel Farming” Program. In addition, the Group conducts training programs to encourage the adoption of sustainable practices.

At the same time, the Group participates in the “TUI Field to Fork Greece - Regenerative Food Supply Chains in Hospitality Services” program, launched in 2023, which aims to support the transition of supply chains towards sustainable and regenerative production models.

As part of the Group’s environmental strategy, the recording and preservation of protected and endemic plant species thriving within the ecosystems surrounding its hotels is ensured.



Cedar of libani
(*Cedrus libani*)



Smallflower Tamarisk
(*Tamarix parviflora*)



Sea Daffodil
(*Pancratium maritimum*)



Rock Samphire
(*Crithmum maritimum*)

Organic Product Certification

GRI 304-2

In 2011, the Group initiated the process of Organic Certification for its hotels, in accordance with EU Regulation 2018/848 on organic farming. Beginning with 49.67 acres of certified land, this area expanded to 1,963.72 acres by 2024, establishing the Group as the first hospitality group in Europe to manage such an extensive area of certified organic land, where practices of Organic Regenerative Agriculture are systematically applied.

The certification process is conducted and renewed annually by the Organic Products Inspection and Certification Organization “DIONET” and consists of two distinct stages:

- The transitional stage, which begins from the date of enrollment in the certification scheme and lasts for a period of three years.
- The organic stage, which applies to the land following the completion of the transitional period, at which point the products produced are officially recognized as organic.



The land areas of Creta Maris Resort have been in the fully organic stage since 2014. The plots associated with TUI Magic Life Candia Maris and Santo Pure Oia Suites & Villas entered the certification process in 2021 and achieved full organic certification in 2024. In the same year, the agricultural land connected to Santo Mine Oia Suites was also incorporated into the certification scheme.

Furthermore, since 2023, all hotels of the Group have implemented the Principles of Organic Regenerative Agriculture across their agricultural land, in accordance with the ORA Standard of the Institute of Ecological Agriculture DIO. This standard combines the requirements of organic farming with regenerative practices that enhance soil fertility, foster biodiversity, promote carbon sequestration, and strengthen ecological resilience.

This dual certification reflects the Group’s ambition to move a step closer to the vision of “regenerative-spitality,” maximizing its contribution to environmental stewardship and advancing the development of a regenerative, resilient, healthy, and environmentally responsible food system.

For further information, please visit the [Metaxa Hospitality Group: authentic hospitality greece, resorts crete, santorini hotels](#)

TUI Field to Fork Greece - Regenerative food supply chains in hospitality services



The Group participates in the program “TUI Field to Fork Greece - Regenerative food supply chains in hospitality services”, which started in 2023. The project is an initiative of the TUI CARE FOUNDATION, in collaboration with Futouris, SFDO & Local Food Experts.

The objective of TUI Field to Fork Greece is to support food producers on the island of Crete in their transition to organic regenerative farming practices, with a particular emphasis on reducing their carbon footprint.

The program also seeks to:

- Support food producers across the island of Crete in their transition to organic regenerative farming practices, placing particular emphasis on carbon footprint reduction and the advancement of climate-smart, regenerative agriculture.
- Strengthen existing relationships and establish new ones between trained farmers, food production units, hotels, and a local food retailer in Crete.
- Increase sales and availability of organic regenerative agricultural products within the tourism sector.

At the same time, the project provides training to staff in participating in food production companies and hotels across Crete, highlighting the value of creating a regenerative food supply chain, with particular focus on climate protection through food supply systems.

Biodiversity conservation actions

In addition, the Group actively contributes to the protection and preservation of biodiversity through the following initiatives, actions, and certifications:

- Minimizing its footprint on local flora and fauna (insects, birds): By installing green roofs across its hotels in Santorini and Crete, the Group creates self-sustaining ecosystems that both stabilize soil and retain water. These roofs allow proper drainage and irrigation, preventing water stagnation and insulation issues, while also fostering habitats that are more hospitable to local biodiversity. In 2024, the total area of green roofs amounted to 4,422 m² at Santo Pure Oia Suites & Villas, 1,002 m² at Santo Mine Oia Suites, and 1,326 m² at Creta Maris Resort.
- Protecting coastal and marine biodiversity: Creta Maris Resort and TUI Magic Life Candia Maris in Crete have been certified under the international standard “Costa Nostrum Sustainable Beaches,” awarded to beaches that meet strict sustainability criteria. This certification demonstrates the Group’s tangible respect for biodiversity and its commitment to safeguarding the flora and fauna that thrive in the marine and coastal zones adjacent to its properties. In this context, beach clean-up activities are organized by volunteer teams consisting of both employees and guests.



4.2 Biodiversity and Ecosystems

GRI 3-3

Sustainable Hotel Farming

In line with the principles of the European Green Deal and the EU “From Farm to Fork” Strategy, the Group supports the development of a regenerative, healthy, and environmentally responsible food system. The Group’s goal is to integrate regenerative food production into its gastronomy, offering guests pure, locally sourced options. With the support of Local Food Experts, the Group has developed and implemented the “Sustainable Hotel Farming” Program, which contributes to the creation and preservation of a sustainable ecosystem within its operational sites.

Launched in 2021, the Program is structured around the following pillars:



1 Energy and Soil Management

The Group aims to reduce its carbon footprint by eliminating the use of synthetic fertilizers and pesticides, while simultaneously enhancing the concentration of organic matter in the soil and promoting carbon sequestration.



2 Own Food Production

Within the Group’s hotel gardens, a wide variety of organic herbs, fruits, nuts, and vegetables are cultivated using certified organic practices in accordance with EU Regulation 2018/848 on organic farming, while also applying the principles of organic regenerative agriculture. These gardens are directly linked to the hotels’ restaurants and bars, thereby integrating raw material production with responsible consumption and sustainable gastronomy. In 2024, total organic production reached 6,750 kg, compared to 5,179 kg in 2023, reflecting a 30.33% increase.

Indigenous plant varieties have been selected for cultivation, thereby reducing the need for intensive care and consequently minimizing water demand. All crops are grown according to their natural seasonality, ensuring that nature is not burdened to produce outside its natural cycle and avoiding unnecessary intervention. Where favorable coexistence is identified, intercropping practices are applied, optimizing space, water, nutrients, and fertilizer use.



3 Regenerative Landscape Management

The Group actively contributes to the creation of a “human-shaped landscape”, meaning it manages the soil in accordance with EU Regulation 2018/848 on organic farming, while adhering to the principles of Organic Regenerative Agriculture. This approach is based on:

- Safeguarding soil health, through the use of organic nutritional formulations, soil enhancers and protectors, fertilizers rich in organic matter, and vermicomposting.
- Reducing water use to ensure resource efficiency and resilience.
- Eliminating the use of synthetic pesticides and herbicides, safeguarding ecosystems and human health.
- Implementing non-intervention zones, allowing natural processes to unfold without human interference.
- On-site composting, closing the nutrient loop and reducing organic waste.



4 Training & Communication

The Group contributes to shaping a new paradigm of hotel agriculture and its direct connection to food production and consumption. To this end, it engages in the education and awareness-raising of employees, current and potential guests, as well as partners and suppliers.





4.2 Biodiversity and Ecosystems

GRI 3-3

Regenerating Lassithi Plateau and its People | Towards A Sustainable Food Destination

Since 2023, the Group has designed and implemented the innovative program “Regenerating Lassithi Plateau and its People | Towards A Sustainable Food Destination” addressing the critical global challenges related to soil management and agricultural production, while simultaneously promoting environmental awareness, social well-being, and the strengthening of the local economy through Organic Regenerative Agriculture. The program is implemented in collaboration with the Agricultural Cooperative of the Lassithi Plateau, with the technical contribution of Local Food Experts.

Our mission is to connect regenerative food production with gastronomic excellence, offering nutritious, high-quality food options to both local communities and our guests.

The program achieved significant growth in 2024 compared to 2023. Its main goal is to support the transition of local farmers to Organic Regenerative Agriculture practices.

Participating producers select suitable farmland and operate in accordance with EU Regulation 2018/848 on organic farming, with annual certification provided by the organization DIONet.

Within the framework of the program:

- Cultivation plans are jointly developed by producers and the Group’s hotels, specifying quantities, varieties, and delivery schedules.
- Targeted training is provided on the principles of Organic Regenerative Agriculture, adapted to the specific conditions of the Lassithi Plateau.
- Continuous evaluation and adjustment of agricultural practices are carried out throughout the cultivation cycle.
- The produce is supplied directly to the Group’s hotels, offering guests an authentic, high-quality culinary experience based on local ingredients.

In 2024, a total of 30,6 tons of organic fresh vegetables and fruits were produced and supplied to the Group’s hotels.

Economic Benefits

	Environmental The program emphasizes the reduction of the carbon footprint and the enhancement of climate resilience, while fostering a healthy, environmentally responsible food system that allows the land to restore its essential ecosystem functions. Specifically: • Improvement of soil health and ecosystem services • Support for clean air and water • Reduction of environmental impacts • Contribution to climate change mitigation
	Social The initiative positions the Lassithi Plateau as a sustainable food destination, implementing practices of Organic Regenerative Agriculture that benefit the environment while educating and inspiring the next generation of farmers. Specifically: • Provision of innovative agricultural education • Engagement of younger generations in regenerative organic farming • Strengthening of long-term relationships within the local community
	Economic At the heart of the program lies a shift in mindset and the development of entrepreneurial practices that directly support the local economy through the integration of locally produced goods into the Group’s hotel operations. The transition to Organic Regenerative Agriculture also creates meaningful connections between local producers and the hospitality sector, fostering new economic opportunities and strengthening the regional value chain.

For further information, please visit the [Metaxa Hospitality Group: authentic hospitality greece, resorts crete, santorini hotels](#), and watch relative video [here](#)



8 participating farmers



12 categories of fresh vegetables and fruits cultivated under Organic Regenerative Agriculture principles



40 acres of farmland operated in compliance with EU Regulation 848/2018 on organic farming



41.5 tons of produce generated through regenerative organic practices over the past two years, used as premium ingredients in dishes crafted by the Group’s chefs



Regenerating
Lassithi Plateau
and its People



4.3 Water

| GRI 3-3

The Group implements a range of initiatives for the responsible management and protection of water resources, as well as programs to measure and reduce consumption. Specifically, Creta Maris Resort and Santo Pure Oia Suites & Villas apply water resource management procedures aligned with the requirements of ISO 14001. By 2025, TUI Magic Life Candia Maris is also expected to be certified under ISO 14001. Despite the implementation of existing measures, the Group continues to face significant water consumption demands resulting from the daily operations of its hotels.

Water Withdrawal & Use

| GRI 303-1 | GRI 303-2

Water consumption across the Group primarily arises from the essential use of water in the delivery of its services:



Hospitality - Accommodation

- Meeting the personal water needs of guests across the Group's 1,124 rooms, suites, and villas
- Cleaning of guest rooms and common areas (both indoor and outdoor) within the hotels



Food & Beverage

- Use of water in restaurants, bars, and snack points for the preparation of food and beverages
- Use of water for cleaning kitchenware, tableware, and drinkware
- Meeting the personal water needs of guests



Entertainment

- Use of water in leisure facilities (e.g., jacuzzi, indoor and outdoor swimming pools)
- Cleaning and maintenance of sports and recreational areas



Conferences & Events

- Meeting the water needs of conference participants
- Cleaning and maintenance of conference facilities



Wellness

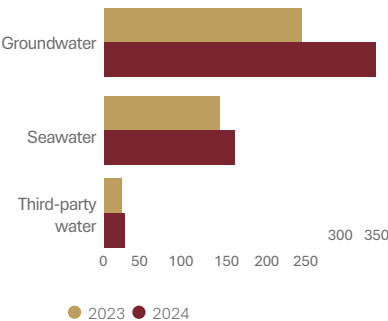
- Cleaning and maintenance of fitness centers and wellness areas.

The Group meets its water needs from groundwater through withdrawal from licensed wells, from seawater through withdrawal and treatment via desalination at TUI Magic Life Candia Maris, as well as from water supplied by the municipal water network (Municipal Water and Sewerage Companies - DEYA).

In cases where the quantity of water sourced from municipal networks, boreholes, and seawater does not suffice to meet the needs of TUI Magic Life Candia Maris and the Santo Collection, additional supply is secured through the purchase of water tanks.

Water data collection is carried out based on records maintained by the Group's maintenance departments, as well as its agronomists. Areas with higher water demand within the Group's regions of operation have been identified as areas of significant impact on water resources.

Water withdrawal from water stress areas (ML) (2023 – 2024)



Effective Water Stewardship

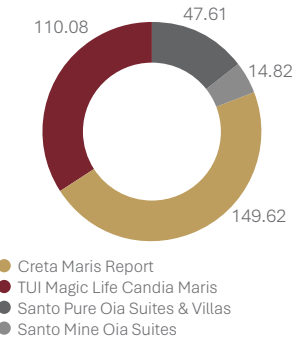
| GRI 303-1

The Group implements a wide range of initiatives across all its hotels to ensure the responsible management of water resources and to mitigate risks associated with water consumption.

The Group adheres to the regulatory framework governing hospitality service providers regarding water and wastewater management and quality, while also implementing a variety of dedicated programs and initiatives, including:

- Automated and manual water metering systems to detect and prevent leaks
- Monthly monitoring of water consumption across all hotel units
- Installation of flow regulators on faucets and showers to reduce water use in rooms and common facilities
- Dual-flush toilet mechanisms to minimize unnecessary water consumption
- Optimization of water supply through central valve flow adjustments at Creta Maris Resort
- Automated irrigation systems scheduled during nighttime hours.
- Application of drip irrigation in hotel gardens, ensuring precise and efficient water delivery directly to plant roots, minimizing evaporation and runoff losses
- Planting of endemic species adapted to the local climate with low water requirements
- Water recycling and automated water-cleaning systems in swimming pools
- Reverse osmosis and filtration units in all hotels to ensure improved water quality
- Implementation of the "Wash on Demand" policy for towels and linens, encouraging guests to contribute to water savings through dedicated signage
- Pool cleaning either manually or using robotic pool cleaners, reducing the need for frequent freshwater replacement
- Training of maintenance staff across all hotels on water-saving techniques
- Licensed seawater abstraction for use within TUI Magic Life Candia Maris
- Reduction of lawn areas across hotel grounds to limit irrigation needs

Water consumption per hotel 2024 (ML)



Water Protection

| GRI 303-2

To safeguard water resources, the Group implements the following measures:

- **Water Quality Monitoring and Maintenance:** Regular monitoring and maintenance of water quality across all points of use. The hotels Creta Maris Resort and Santo Pure Oia Suites & Villas are ISO 22000 certified, which requires strict monitoring of water quality to ensure hygiene standards are met in all hotel facilities.
- **Connection to Local Wastewater Treatment Systems:** All Group hotels are connected to local municipal wastewater treatment plants, ensuring that effluents undergo appropriate treatment before discharge, thereby preventing harmful impacts on the environment.
- **Specialized Management of Fats and Oils:** Implementation of a dedicated management process for grease and oil mixture, separated by grease traps in each hotel, and transferred outside Group premises for proper disposal and treatment.
- **Sustainable Hotel Farming Program:** Adoption of exclusively organic soil and plant protection inputs within the Sustainable Hotel Farming Program, eliminating the use of synthetic fertilizers and pesticides. This practice prevents soil contamination and, by extension, safeguards groundwater reserves.

The Group is currently in the process of defining clear targets to further strengthen its commitment to sustainable management and protection of water resources.



Material topic

Water resources



Positive/Negative impact



UN Sustainable Development Goals





4.3 Waste and Resource Intensity

| GRI 3-3

The consumption and use of raw materials and resources from non-renewable sources for operational purposes, as well as the waste generated by the Group's hotels, have adverse environmental impacts. To address this, the Group is committed to implementing comprehensive waste management practices across its hotels and restaurants. These include the systematic recording of all waste streams, maximizing waste reduction at source, and applying circular practices such as composting, reuse, and recycling.

Food Waste

| GRI 301-1 | GRI 301-2 | GRI 306-1 | GRI 306-2

In alignment with the objective of achieving **Net Zero Waste to Landfill**, all Group hotels actively contributed by separating and managing 134.67 tons of organic waste generated from their kitchens and restaurants that would otherwise have been directed to landfill. In 2024, the food waste from the Group's restaurants was transferred to the facilities of Bioenergy Crete, a subsidiary of the SYCHEM Group, where it was converted into biogas for energy production.

Furthermore, to prevent the disposal of surplus food, the TUI Magic Life Candia Maris and Santo Pure Oia Suites & Villas hotels introduced the use of food dehydrators, enabling the dehydration of ripe fruits and their subsequent reuse.

Composting

Organic kitchen waste (excluding oils) is transferred to the gardens of the Group's hotels (Creta Maris Resort and the Santo Collection) and, together with garden residues, is directed for composting.

Natural composting constitutes a cost-effective and efficient method of reducing organic kitchen waste (e.g., food scraps, kitchen paper) and garden residues (e.g., trimmings, grass cuttings). Through this process, compost is produced from the decomposition of organic materials, resulting in a high-quality product that can be utilized across various types of cultivation as an organic fertilizer. In this context, the Group collects coffee grounds from its hotel bars to enrich the natural composting process, thereby producing high-quality fertilizer for use in the hotel's gardens.

A key objective for 2025 is the implementation of a composting system at the TUI Magic Life Candia Maris hotel.

 **17.3**
tons of waste
composted in 2024

Plastic

The Group has taken significant actions to reduce and recycle plastic in its facilities. To this end, it has proceeded to:

- Monitoring and recording of all single-use plastic products purchased at each hotel.
- Collection of plastics in all guest rooms and hotel sections. More specifically, the plastics are separated in dedicated plastic recycling bins from the rest of the waste, and then they are sent to specialized recycling companies such as "Creta Eco Phoenix", "Cretan recycling" in Crete and "KKL natura" in Santorini. Then, our partners weigh the amounts on scales and record the final amount of plastic recycled.
- Replacing plastic with paper straws and cups.
- Replacement of single-use plastic products with wooden ones, in the Group's restaurants and bars.
- Replacement of plastic bottles with glass or paper ones, in the restaurants and bars of Creta Maris and Santo Pure Oia Suites & Villas.
- Replacement of single-use plastic bathroom products with refillable containers.

 **27.12**
tn of plastic were
recycled

Paper

With regard to reducing paper consumption, the Group strives to minimize printed materials used for guest information at each hotel (e.g., in-room directories, notepads, folders, event programs). Digital communication tools are promoted, such as in-room television applications that display relevant information electronically. In certain cases, such as restaurant and bar menus, printed copies have been eliminated altogether and replaced with QR codes that provide guests with the necessary information in a more sustainable manner.

In 2024, Creta Maris Resort, TUI Magic Life Candia Maris, and Santo Pure Oia Suites & Villas adopted digital guest registration as part of the Group's efforts to reduce paper consumption. Specifically, a total of 1,200 electronic check-ins were completed using digital signatures instead of handwritten ones, alongside the scanning of travel documents (passports or identity cards). This transition has significantly reduced the use of paper and ink, while also advancing the gradual digital transformation of our operations, generating tangible environmental benefits.

Glass

Since 2023, the Group has been recording the volume of glass bottles designated for reuse across its hotels. In 2024, Metaxa Hospitality Group returned a total of 14.1 tons of glass bottles to its suppliers, thereby contributing to material reuse and the reduction of its environmental footprint.

 **14,1**
tons of glass bottles
returned to suppliers

Waste

| GRI 306-3 | GRI 306-4 | GRI 306-5

To ensure the effective evaluation and implementation of best practices in waste management, the Group conducted in 2024 a detailed recording of both hazardous and non-hazardous waste. In addition, it systematically documented the methods of waste management employed, along with the percentage allocation of each method (e.g., reuse, recovery, landfill), in order to assess and monitor its performance.

During 2024, the Group also initiated the systematic tracking of waste directed to landfill across its hotels, in preparation for the upcoming "Pay as You Throw" legislation.

More specifically, the Group recorded in detail the categories of waste that were managed through recycling.

-  **Hazardous waste**
- Electrical appliances
 - Batteries
 - Lamps
 - Empty tonner and ink cartridges
 - Equipment previously contained chlorofluorocarbons

-  **Non-hazardous waste**
- Paper
 - Plastic
 - Metal
 - Glass
 - Cooking burned oils
 - Clothing
 - Metal packaging
 - Mixed packaging
 - Synthetic packaging
 - Renovation waste
 - Food waste



Material topic

Circularity (resource intensity and circular economy)



Positive/Negative Impact



UN Sustainable Development Goals





MESSAGE

2024 AT
A GLANCE

METAXA
HOSPITALITY GROUP

TOWARDS REGENERATIVE
HOSPITALITY

CORPORATE
GOVERNANCE

ACTION FOR
THE ENVIRONMENT

**SUSTAINABLE
COMMUNITIES**

APPENDICES

5. SUSTAINABLE COMMUNITIES



Metaxa Hospitality Group



SUSTAINABLE COMMUNITIES

Creating a safe and inclusive environment for all

Hospitality is inseparable from the well-being of local communities. By embracing this principle, we strive to generate shared value, leaving a positive impact on both our people and the places where we operate.



977
employees



80%
are from local communities



53%
women across the workforce

67%
women in managerial
positions at
headquarters

48%
women in managerial
positions across
headquarters and hotels



14
types of benefits available to all employees

16,797
of training hours

114,772€
invested in talent
development and training



14
volunteering and engagement initiatives
for employees and guests



1,533
suppliers
87%
are based in Greece



5.1 Workforce and Human Rights

GRI 3-3

Building a fair
and inclusive workplace

Material Topic

Employment practices
& human rights

Positive/Negative Impact

UN Sustainable Development Goals

4 QUALITY
EDUCATION

5 GENDER
EQUALITY

8 DECENT WORK AND
ECONOMIC GROWTH

10 REDUCED
INEQUALITIES

16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS

Responsible employment practices, the provision of competitive salaries, the recruitment of employees from local communities, the safeguarding of human rights, the assurance of equal opportunities, and the promotion of diversity form the foundation of the Group’s positive impact in cultivating a workplace where employees feel respected and safe. In this way, all individuals gain access to employment opportunities, develop professionally, and advance within the Group without discrimination.

Own Workforce

GRI 2-7 | GRI 2-8 | GRI 2-30 | GRI 202-2

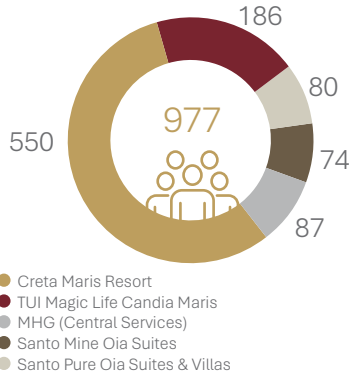
The Group’s 977 employees represent the most essential factor in delivering high-quality services of authentic Greek hospitality. To this end, the Group has established a structured and modern Human Resources Department, with a priority placed on hiring talent from local communities.

The Group offers a wide range of career opportunities in the tourism sector through its operations in Crete and Santorini. When filling new positions, preference is given to internal transfers and promotions. New vacancies are first announced to existing employees, who are invited to apply and participate in the selection process on a priority basis.

In 2024, the Group also collaborated with public and private tourism schools, as well as universities, to connect young people with their future profession, provide them with valuable work experience, and help them build a strong foundation for a successful career in the tourism industry. A total of 16 students completed their internships across the Group’s hotel departments, including food and beverage, guest services, and central services.

Own workforce

Metaxa Hospitality Group



Employee Data

GRI 2-7 | GRI 2-8 | GRI 2-30 | GRI 202-2

The Group monitors and records its total employees by gender (women, men, other and not disclosed) on an annual basis, by type of contract (permanent or temporary employees), type of employment (full-time and part-time) and by hotel/area of activity. There are no workers who are not employees in the Group. The Group also records the total number of employee hires and turnover and monitors the hire and employee turnover rates (voluntary and non-voluntary).



More information is available on
Appendix A





5.1 Workforce and Human Rights

GRI 3-3

Remuneration and Benefits

GRI 401-2

The Group aspires to be an employer of choice for both its current and future employees. Compensation and benefits are aligned with the relevant national legal provisions. Looking ahead, the Group aims to develop a comprehensive Remuneration Policy in 2025, which will cover both the members of the Board of Directors as well as the entire workforce.

Regardless of the type or duration of employment contract, the Group consistently invests in the following voluntary benefits:



Benefits applicable across the Group's hotels*

- One-way travel ticket to Crete/Santorini at the beginning of the season
- One-way return ticket from Crete/Santorini at the end of the season
- Employee referral bonus (for employees who successfully recommend new candidates)
- Discounted accommodation for employees' friends and family at the Group's hotels
- Free access to training programs, both during the summer season and throughout the winter (for those who wish to participate)
- Wedding and child allowance.
- Accommodation at staff houses
- Provision of Meals at the staff restaurant
- Transportation to and from the hotels during the season
- Blood bank program at Venizeleio Hospital in Heraklion. The Group provides blood units to its employees and their first-degree relatives, with the bank replenished through annual voluntary blood donation drives, supported by strong employee participation.
- Employee of the Month award, with a monetary bonus (applicable across all hotels)
- Employee of the Year award, offering a complimentary stay at one of the Group's hotels (excluding the hotel where the employee works)
- Employee of the Season award (for employees in central services)
- Gym facilities for employees at manager level and above

** Some of these benefits apply across all hotels, while others are tailored to specific hotel units*

As part of the Group's strategic planning, and particularly within the well-being pillar, the aim is to establish a voluntary program that will provide comprehensive services and initiatives designed to promote the physical and mental health, as well as the overall well-being, of all employees-regardless of their position or business unit.

Training

GRI 404-2

Employees participate in training programs upon the recommendation of their supervisors, depending on departmental needs and individual interests. In 2024, the Group's employees enhanced their existing knowledge and skills and developed new competencies through formal training programs. The training covered topics such as workplace safety across hotel facilities, housekeeping management, food & beverage services, customer service, and the management of complaints and conflict resolution.

The Group provides training opportunities primarily through two distinct approaches. The first involves employee enrollment in seminars or training programs offered by external institutions, either in Greece or abroad. The programs selected must address topics directly related to current responsibilities or aim at upgrading and expanding these responsibilities. Training opportunities may be identified by employees themselves, their supervisors, or the Human Resources Department throughout the year. The second approach to training focuses on the collective development of entire departments. In this case, the Group seeks and fosters partnerships with reputable external training providers who are invited to deliver tailored programs either on-site at the hotels or at external facilities

The Group's goal is to actively contribute to the professional development of its employees, by making tangible investments in their growth and enabling them to evolve and perform to the fullest of their potential.

In addition, during the winter months, employees are offered the opportunity to attend intensive foreign language courses with a focus on hospitality terminology. The Group collaborates with a trusted language training center that provides courses designed exclusively for its employees, with the option of online participation.



Recognizing the critical role of employees in achieving sustainability goals, in 2024 a total of 30 training sessions were delivered to 246 employees:

- 1 Sustainable energy management practices, including the utilization of renewable energy sources and the promotion of daily actions that reduce consumption.
- 2 Sustainable water management practices, with emphasis on the implementation of the "Wash on Demand" policy, water recycling in swimming pools, and the installation of flow-regulating filters.
- 3 Responsible waste management, through material separation for recycling, composting, and the conversion of organic waste into biogas.
- 4 Awareness of the Group's sustainability programs, aimed at building understanding of how these initiatives contribute to biodiversity conservation, soil health enhancement, and carbon footprint reduction.
- 5 Biodiversity and ecosystem protection, through initiatives such as coastal clean-ups and the planting of endemic species.
- 6 Strengthening the Group's positive contribution to local communities and its stakeholders -employees, guests, and partners- through policies on human rights, the promotion of the local economy (e.g., sourcing local products), sponsorships, donations, and other social responsibility initiatives.



629
employees



16,797
training hours
(seminars/training
programs)

17.5
average training hours
per female employee

16.8
average training hours per
male employee



114,772€
invested in employee
training programs



The Group's goal for 2025
is to develop a unified
training plan covering the
entirety of its operations



5.1 Workforce and Human Rights

| GRI 3-3

Performance Evaluation

| GRI 404-3

The Group encourages the continuous development of its employees, recognizing it as a prerequisite for both individual success and organizational growth. The HR Department strives to ensure that every employee improves both personally and professionally. Performance evaluations take place informally daily and formally at the end of each tourism season. Through this process, employees and supervisors gain valuable insights into their strengths and areas for improvement in an objective manner. Moreover, performance evaluations serve as a key tool for the Group, helping to identify additional training needs across its workforce. The results are used exclusively to support the development and improvement of employee skills and to ensure the smooth operation of the Group's departments.

In addition, the evaluation of supervisors has been conducted for the past eight years, every September–October, through an anonymous questionnaire focusing on communication, decision-making, leadership, and overall managerial behavior. This process serves as a measurable and reliable tool for the Management Team, contributing to the continuous improvement of leadership effectiveness across the Group. At the conclusion of the questionnaire analysis, each managerial individual and their direct supervisor receive a presentation of the results, including a table for each question compared with the outcomes of the previous season. In addition, the average result for each question and for each hotel is consolidated, providing a clearer benchmark against the previous year's performance.



Evaluation process

Self-Assessment Evaluation

Every September, the evaluation process begins. Since 2021, the entire procedure has been digitized and is conducted through electronic questionnaires.

Each employee is invited to complete a Self-Assessment Form (with separate versions tailored for Management Executives and Staff).

Employee Evaluation by Supervisor

Subsequently, each supervisor completes the same form, this time as an evaluation of the employee. Finally, the supervisor and the employee meet to review the results together, with the purpose of identifying any discrepancies, setting goals, defining training needs, acknowledging achievements, and discussing potential career opportunities.

In line with GDPR policy, responses are not shared with colleagues or employees at the same hierarchical level.

Research Evaluation

All Group employees have the opportunity to evaluate any supervisor with whom they collaborate. This anonymous feedback process focuses on key leadership dimensions such as guidance, communication, collaboration, and the level of support employees receive from their managers.

In 2024, the process was carried out electronically with the participation of 814 employees.

Human Rights

| GRI 2-23 | GRI 2-24 | GRI 406-1

Human rights are founded on the principle of respect for all, are universal in nature, and define the appropriate standards of conduct within the workplace. In 2024, a total of 246 employees received training during their induction on the Group's Board-approved Human Rights Policies. These policies are aligned with the body of International Treaties, Regulations, and EU Directives, as transposed into Greek legislation.

The Group's policies regarding human rights are included in the Employee Handbook, which is provided to all employees, and are also displayed in staff areas across the hotels. Through dedicated training, employees are informed about social issues that constitute human rights violations and are guided on how to report such incidents should they occur in the workplace. These include, but are not limited to, workplace harassment (mobbing), sexual harassment, and child abuse.

Policies

Policy for the prevention and combating of violence and harassment at work

The Policy aims to prevent violence and harassment of any form, including sexual harassment, against the Group's employees, while ensuring the prompt and effective response to any incident that may arise.

It applies to all employees, whether part-time, full-time, or seasonal, as well as to external associates of Metaxa Hospitality Group, regardless of their contractual status. Likewise, the Group maintains zero tolerance for incidents of violence or harassment originating from external stakeholders. Clients, investors, and any other individuals connected to the Group—such as trainees, interns, former employees, volunteers, job applicants, and people exercising employer responsibilities or authority—all adhere to this Policy

The **Policy** contains the following pillars:

Violence, Harassment and Sexual Harassment

More info about the Policy [here](#).

Policy for the promotion of equality, anti-discrimination, inclusion and diversity at work

Equal opportunities, diversity, and inclusion are promoted at the highest levels of the Group and are embedded across its practices and policies. These principles are applied in recruitment and selection processes, compensation and benefits, professional development and training, promotions and transfers, social and recreational programs, terminations, dismissals, and in the ongoing effort to foster a workplace culture rooted in fairness and equality.

The **Policy** contains the following pillars:

Equal opportunities, Diversity and Inclusion

More info about the Policy [here](#).

Incident Reporting

Each employee is encouraged to report any form of unethical behavior. All managers, supervisors, employees, and other individuals bound by the Group's Policies are responsible for complying with these policies and for reporting any violations or suspected violations. Reports may be submitted either anonymously or with disclosure of identity and are safeguarded under the Group's Data Privacy Policy as well as the confidentiality maintained by the HR Department.

To this end, the Group has established a formal incident reporting and investigation procedure, which is referenced in the aforementioned Policies and communicated to employees at the time of hiring via a QR code. Any violation may be reported directly in writing, via email at HR@metaxahospitality.gr, or verbally to the HR Department of the respective hotel (Hotel HR), which has been in operation since 2023, ensuring prompt response to employee concerns within the hotels.

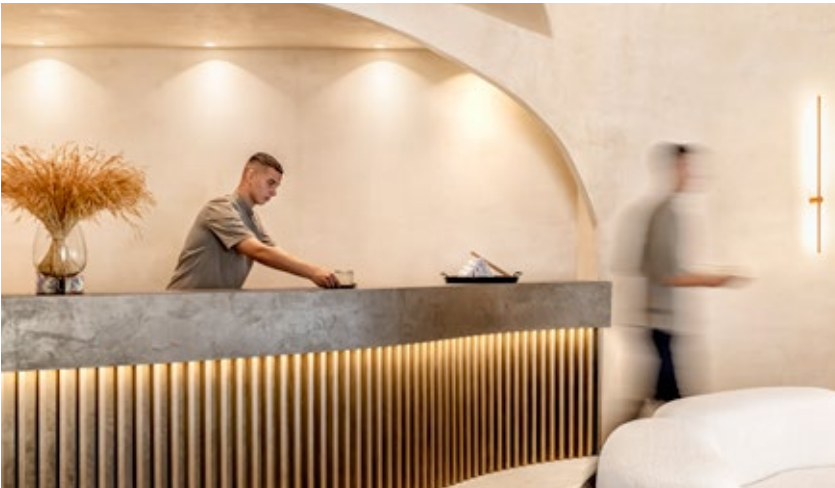
The complaint is documented, and appropriate actions are taken within seven (7) days. All complaints are treated as confidential.

Depending on the individual circumstances, the investigation may include:

- Disclosure of the nature of the complaint to the alleged offender.
- Invitation to the alleged offender to provide a response
- Interviews with all witnesses and collection of evidence relevant to the complaint.
- Review of the investigation's findings with both the complainant and the alleged offender, including any further clarifications.
- Discussion with the complainant regarding the desired outcome.

Upon completion of the investigation, the investigator must immediately communicate the findings to the HR Department via email at HR@metaxahospitality.gr.

In 2023, three incidents of discrimination were reported verbally to the HR Department, and the Group settled immediately the situation by taking the necessary actions and proceeded with the termination of the employee's contract.





5.2 Health & Safety

| GRI 3-3

**Material topic**

Health and safety

**Positive/Negative impact**

UN Sustainable Development Goals



3
GOOD HEALTH
AND WELL-BEING

Health and safety are a top priority for the Group and are ensured through the implementation of comprehensive Health and Safety Management procedures across its hotels, ISO 22000:2018 certification, Hazard Analysis and Critical Control Points (HACCP) certification, as well as regular training programs on health and safety matters.

Management System

| GRI 403-1 | GRI 403-8

The Group fully complies with labor law provisions that ensure a healthy and safe working environment. In particular, it applies Greek legislation on operating licenses for hospitality facilities, in combination with the national health protocols issued by the competent authorities.

These requirements cover all critical areas of hotel operations, including swimming facilities (pools and beaches), sports venues, fire detection and fire safety systems, kitchen and gas installations, as well as electrical systems (high, low and weak currents). In parallel, the Group has implemented the Health and Safety Management System “Committed to Caring”, which aligns with all applicable legal requirements, guidelines, and regulations, and applies to all employees and hotel units.

Regarding food safety and hygiene, the Group’s hotels are certified annually by accredited external bodies for the application of the ISO 22000 – Food Safety Management System. Since 2022, Creta Maris Resort and Santo Pure Oia Suites & Villas have been certified to ISO 22000:2018 by TÜV Austria Hellas. Through these certifications, the safety and quality of the food and beverages offered at the Group’s catering services are ensured.

Finally, while the Group’s Occupational Health and Safety Management System is not yet certified by an external body across all services and facilities, it has set a strategic target to obtain relevant certification by 2027.

Risk Mitigation

| GRI 403-2 | 403-4

 **To ensure health and safety and minimize risks, the Group takes care of:**

- safety of facilities
- compliance with strict standards
- carrying out regular preventive security checks
- continuous training of employees on safety issues
- prevention and avoidance of any accidents through protective equipment
- proper management of emergency situations that may jeopardize the health and safety of the staff

In addition, through the application of the ISO 22000 standard, the Group conducts risk assessments across all stages of the food production process. This includes evaluating the likelihood and severity of hazards, as well as the methods of preventing them, thereby ensuring the delivery of safe food products both for guests and for staff.

Currently, there is no formal procedure in place for employee participation, consultation, or communication on health and safety matters. However, employees are encouraged to report any concerns or issues directly to the Health & Safety Officer, the Hotel General Manager, or the HR Department. If line managers are unable to provide a solution, depending on the nature of the issue, the matter is escalated to the HR Department, which is responsible for managing concerns and implementing the necessary corrective actions. Finally, the Group’s Data Privacy Policy guarantees the protection of employees’ personal data in cases where health and safety-related reports are submitted.

Incident Report

| GRI 403-2 | GRI 403-7 | GRI 403-9 | GRI 403-10

At the end of each summer season, the incident rate is calculated for each hotel unit, as well as for the Group overall. This rate serves as an internal indicator used to compare the Group’s safety performance against an industry average. Such benchmarking provides a reference point for measuring performance in health and safety relative to other businesses in the hospitality sector, acknowledging that averages may vary across industries and companies.

In case of a workplace accident (or during the commute between an employee’s residence and the workplace), the employee must immediately notify their line manager, who in turn informs the Human Resources Department and the Hotel General Manager. Subsequently, the Health & Safety Officer is notified. Following the drafting of an accident report, the Officer issues recommendations to ensure compliance with safety rules and guidelines, reinforcing a culture of diligence and prevention. Furthermore, in the event of an accident, the hotel’s First Aid Team -comprising trained staff members- provides initial medical assistance and ensures that the employee is transferred to the nearest medical center or hospital if necessary.





5.2 Health & Safety



Services and benefits

| GRI 403-3 | GRI 403-6 | GRI 416-1 | GRI 416-2

In accordance with the provisions of Labor Law, the Group collaborates with an Occupational Physician and a Safety Technician, thereby minimizing the likelihood of workplace accidents and reducing employees' exposure to health-related risks. The Occupational Physician conducts medical examinations for all employees every two years and maintains individual health records for each of them. Within the scope of their duties, the physician is present at the hotels during their operating season to provide medical support to guests and delivers annual first-aid training seminars for employees.

The safety technician inspects hotel facilities an average of 15 times a month to assess health and safety related effects, monitor and take improvement measures to avoid occupational accidents that may occur. The regular inspections of the safety technician are carried out for all the Group's services (Hospitality, Accommodation, Catering, Entertainment, Conference Organization and Wellness).

In addition, the Group maintains cooperation with external partners in all hotels to control food and water safety procedures by carrying out sampling on a monthly basis. Creta Maris Resort and Santo Collection collaborate with the company "Be Safer (Tentamus Group)", while TUI Magic Life Candia Maris with "Bioleneia" (a TUI suggested partner) and the University of Crete.

In 2024, there were no incidents of non-compliance with legislation and/or voluntary codes regarding n Health and Safety impacts of products and services.

Training

| GRI 403-5

Maintaining a safe working environment is everyone's responsibility. Every employee must constantly attend the safety training and adhere faithfully to the safety regulations.ύς.



Employees are required to comply with the following general safety principles:

- Ensure full familiarity with the machinery and devices they operate to avoid the risk of electric shock or accidents.
- Always use the appropriate protective equipment.
- Switch off all electrical appliances when leaving their workstation and prevent unauthorized or untrained individuals from using them.
- Remove from the workplace any materials that may cause accidents (e.g., broken glass, oil, or water on the floor).
- Refrain from discarding cigarette butts or ashes in waste bins.
- Smoking is strictly prohibited in the workplace and in elevators.
- Always follow the instructions and guidance of their supervisor.
- Keep emergency exits unlocked and unobstructed.



Training sessions are conducted by hotel department, covering a range of key topics such as:

- Workplace health and safety within the hotel premises
- Fire safety procedures
- Food hygiene and handling practices
- Chemical management
- First aid, delivered by the safety technician and the occupational physician

To ensure the safety of both employees and guests, the Group's hotels organize annual evacuation drills, each based on different crisis scenarios, with the aim of strengthening preparedness and ensuring the effective coordination of the emergency management team at each property.

In 2024, Creta Maris Resort participated in the largest evacuation exercise ever conducted in Crete, named "Minoas 2024" The exercise was organized by the Ministry of Climate Crisis and Civil Protection, the Earthquake Planning and Protection Organization (EPPO), and the Region of Crete, under the guidance and supervision of Professor Efthymios Lekkas, Professor of Dynamic Tectonics, Applied Geology, and Natural Disaster Management at the University of Athens.

The initiative also included the contribution of the Fire Brigade, the National Emergency Aid Center (EKAB), and the cooperation of the Municipality of Hersonissos. Additionally, a smaller-scale evacuation drill took place at TUI Magic Life Candia Maris, with the active participation of hotel employees.



5.3 Creating Value for Local Communities

| GRI 202-2 | GRI 3-3

Rooted in the local Community

 **Material topic**

Culture and civilization

 **Positive/Negative impact**

UN Sustainable Development Goals

 **3** GOOD HEALTH AND WELL-BEING

 **6** CLEAN WATER AND SANITATION

 **12** RESPONSIBLE CONSUMPTION AND PRODUCTION

 **15** LIFE ON LAND

Sustainable Supply Chain

With a strong focus on building resilient, sustainable, and safe cities and communities, in 2024 the Group began designing a process to evaluate its entire supply chain based on ESG criteria, with emphasis on the following pillars.

Local Products and Producers

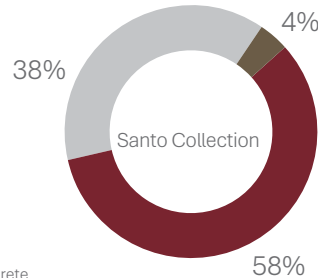
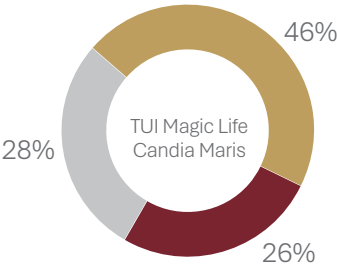
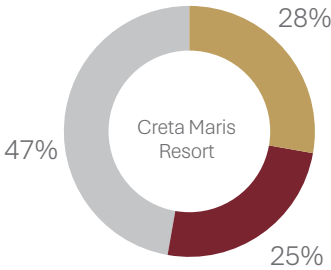
| GRI 204-1

With care and commitment to its regions of operation, the Group actively supports the local economies of Crete and Santorini by sourcing food products from local producers and suppliers. Prioritizing local products is a long-standing principle for the Group, as it ensures that guests experience the authentic production and traditions of each destination, while simultaneously strengthening local communities.

Supporting the local economy and generating employment also reduces environmental impacts linked to international transportation. Moreover, promoting local products helps preserve cultural heritage, offering guests an authentic experience and fostering the sustainable development of the region.



Percentages of purchases made by the hotels' food departments by place of origin/hotel for the year 2024



● Crete
● Rest of Greece
● Abroad
● Santorini

Hires from Local Communities

In 2024, out of a total of 977 employees, the Group hired and trained 718 individuals from Crete and Santorini, representing 73% of the overall workforce. By prioritizing local recruitment, the Group strengthens professional training, lifelong learning, and sustainable livelihoods within the communities in which it operates.

Workforce breakdown by location



● Crete
● Rest of Greece
● Santorini



5.3 Creating Value for Local Communities

| GRI 202-2 | GRI 3-3



Volunteering and Experiences Actions

With people at the heart of its philosophy, the Group stands alongside the local communities in which it operates, developing initiatives and supporting activities that promote social solidarity, culture, sports, volunteering, and education. In 2024, the total value of donations and sponsorships amounted to €18,590.33, directed towards local cultural and athletic organizations, as well as social support structures in Crete and Santorini. Since 2021, the Group has maintained a strategic partnership with the Cultural and Conference Center of Heraklion, which continued throughout 2024. As part of this collaboration, the Group provided in-kind sponsorships in the form of hospitality services at its hotels in Crete, valued at €14,530.74.

Volunteering and Experiences Actions or Wmployees & Guests

Creta Maris Resort	TUI Magic Life Candia Maris	Santo Collection
Beach cleaning & Blue Flag	Beach cleaning & Blue Flag	Beach cleaning & Blue Flag (for workforce)
Cooking classes for local products and Greek delicacies and sweets	Cooking classes for local products and Greek delicacies and sweets	Cooking classes for local products and Greek delicacies and sweets
Events for World Days of Environmental and Social themes (Mother's Day, the International Day of Plant Health, World Coastal Cleanup Day, the International Day for Biological Diversity, World Environment Day, World Oceans Day, Sustainable Gastronomy Day, Nature Conservation Day, European Mobility Week, World Cleanup Day, World Tourism Day, the International Day of Awareness of Food Loss and Waste, World Food Day, and World Bread Day)	Events for World Days of Environmental and Social themes (World Environment Day, Sustainable Gastronomy Day, Nature Conservation Day, World Cleanup Day, World Tourism Day, the International Day of Awareness of Food Loss and Waste, World Food Day, and World Bread Day)	Events for World Days of Environmental and Social themes (World Environment Day, World Oceans Day, World Wellness Day, Sustainable Gastronomy Day, World Cleanup Day, European Mobility Week, World Tourism Day, the International Day of Awareness of Food Loss and Waste, World Food Day, and World Bread Day.)
Actions in the local community	Weekly guided tours of the hotels gardens	Yoga Day Activities (for guests and employees)
Hands-on agritourism experiences such as olive tree pruning and traditional harvesting		
Kids Eco Crafts		

Sponsorships - Donations 2024

Customs Officers' Union of Crete	Complimentary overnight stays at Creta Maris Resort	INSTAP Study Center for East Crete	Postgraduate scholarship in conservation of antiquities on the Research Center of East Crete
Tax Officers' Association	Complimentary overnight stay at TML Candia Maris	Athletic Club of Thira	Monetary sponsorship
Tax Officers' Association	152 complimentary overnight stays and 115 additional stays at Creta Maris Resort	Cretan Association of Kavousi	Monetary Sponsorship of the 10th Kavousi Mountain Races
AO Thiras (Athletic Club of Thira)	Monetary Sponsorship	University of the Aegean	Monetary Sponsorship of awards
Cultural Association of Tzermiado	Monetary Sponsorship at Kronion Festival	Primary & Kindergarten School of Tylosos	Donation of gymnastics mats
Pancretan Cultural Center	Monetary Sponsorship at 2o Malevizi Festival	Crete Food Bank	Donation of food supplies
EY ZO organization	Support of the 9th Cancer Prevention Walk		

Voluntary Blood Bank

Since 1992, the Group has been consistently organizing annual voluntary blood donation drives with the participation of employees and their family members. This long-standing initiative reflects the Group's deep sense of social responsibility and continues uninterrupted to this day.

The blood bank established by the Group is reinforced each year, supporting the shift from passive to active social engagement, both among employees and within the local community.

In 2024, two organized blood donation drives took place, with the participation of 90 employees who collectively donated blood units. This figure represents an increase of approximately 58% compared to 2023, when 57 units were collected. The steady growth in participation highlights the strengthening of the Group's culture and the trust employees place in its values.

90 employees donated blood units



MESSAGE

2024 AT
A GLANCE

METAXA
HOSPITALITY GROUP

TOWARDS REGENERATIVE
HOSPITALITY

CORPORATE
GOVERNANCE

ACTION FOR
THE ENVIRONMENT

SUSTAINABLE
COMMUNITIES

APPENDICES

< 50 >

6. APPENDICES



Metaxa Hospitality Group



6.1 About this Report

| GRI 2-2 | GRI 2-3 | GRI 2-4 | GRI 2-5

This is the 6th, consecutive, Group's annual Sustainable Development Report, available in electronic form on the website. . The Report presents information for the period 1 January 2024 to 31 December 2024 for the following entities:

- 1 TOURISTIC ENTERPRISES COMPANY TEAV SINGLE MEMBER S.A., which Includes the hotel units Creta Maris Resort and TUI Magic Life Candia Maris in Crete, and is also active in the energy sector.
- 2 MARMARI HOTEL TOURISTIC COMMERCIAL TRANSPORT ENTERPRISES COMPANY SINGLE MEMBER S.A., which includes the Lapilli hotel unit, currently under development.
- 3 ARTEMIOS SINGLE MEMBER COMPANY S.A., comprising Santo Pure Oia Suites & Villas, Santo Mine Oia Suites, and The Villas.
- 4 VOLAKAS SINGLE MEMBER S.A. TOURISTIC HOTEL TECHNICAL COMMERCIAL COMPANY and ERMIS HOSPITALITY PC, as of the end of 2024, these entities remain non-operational.
- 5 TEAB ENERGY PC, engaged in energy sector activities. Additionally, ERMIS Hospitality PC and PORTO KAVOUSI S.A. own properties in Eastern Crete.

The Group's financial statements cover the same period and the same entities - the 4 hotels of the Group. The publication date of this Report is set to be 10.10.2025

The Report presents information on the Group's management approach and performance in sustainable development.

In addition, the Report contributes to the formation of a basis for comparing the Group's performance in terms of sustainable development compared to previous years. Restatements of information in quantitative data resulting from recalculations are indicated by a note wherever they occur.

The Group's Sustainability Report has been prepared in accordance with the new international sustainable development standards GRI Standards 2021 ("In accordance with the GRI Standards").

For the 2024 Sustainable Development Report, the Group has not proceeded with external assurance. The Group has carried out an internal audit to ensure the content of the Report by the heads of the relevant hotel departments and subsequently by the Group's Chief Operating Officer (COO).

Communication

The Group considers that the opinion of each reader on the content of the Report is important for the development of dialogue. For this purpose, you can send your comments and/or any queries regarding the Report to the following contact details:

 Odos S 71408, VI.PE.
Iraklion Crete, Greece
Contact number: 2810 300520
Email: info@metaxahospitality.gr

 **Coordinators**
Chalkiadaki Marigianna,
MHG Sustainability Manager
Departments/Directorates
MHG Sustainability Department



6.2 Annex A

GRI Content Index

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Reason/ explanation
General Disclosures					
GRI 2 General Disclosures 2021	2-1	Organizational details	1.1	Profile	7-12
	2-2	Entities included in the organization's sustainability reporting	6.1	About the Sustainable Development Report	51
	2-3	Reporting period, frequency and contact point	6.1	About the Sustainable Development Report	51
	2-4	Restatements of information	6.1	About the Sustainable Development Report Annex A	51
	2-5	External assurance	6.1	About the Sustainable Development Report	51
	2-6	Activities, value chain and other business relationships	1.1 1.2	Profile Business model	7, 13-14, 30
	2-7	Employees	5.1	Employment practices & human rights Annex A	43
	2-8	Workers who are not employees	5.1	Employment practices & human rights	43
	2-9	Governance structure and composition	3	Corporate governance practices	26
	2-10	Nomination and selection of the highest governance body	3	Corporate governance practices	26
	2-11	Chair of the highest governance body	3	Corporate governance practices	26

- **Statement of use:** Metaxa Hospitality Group has reported in accordance with the GRI Standards for the period 01/01/2024 – 31/12/2024.
- **GRI 1 used:** GRI 1: Foundation 2021
- **Applicable GRI Sector Standard(s):** N/A

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Reason/ explanation
General Disclosures					
GRI 2 General Disclosures 2021	2-12	Role of the highest governance body in overseeing the management of impacts	2.1	Sustainable Development Strategy	18-23
	2-13	Delegation of responsibility for managing impacts	2.1	Sustainable Development Strategy	20-21, 28
	2-14	Role of the highest governance body in sustainability reporting	2.3	Materiality analysis	22-23
	2-15	Conflicts of interest	3	Corporate governance practices	26
	2-16	Communication of critical concerns	3.1	Business ethics	29
	2-17	Collective knowledge of the highest governance body	3	Corporate governance practices	26
	2-18	Evaluation of the performance of the highest governance body	3	Corporate governance practices	26
	2-19	Remuneration policies	3	Corporate governance practices	26
	2-20	Process to determine remuneration	3	Corporate governance practices	26
	2-21	Annual total compensation ratio	3	Corporate governance practices, Annex A	26 Annex
	2-22	Statement on sustainable development strategy		Message from the CEO	3
	2-23	Policy commitments	3.1	Business ethics	29-31, 45
	2-24	Embedding policy commitments	3.1	Business ethics	29-31, 45



6.2 Annex A

GRI Content Index

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Reason/ explanation
General Disclosures					
GRI 2 General Disclosures 2021	2-25	Processes to remediate negative impacts	3.1	Business ethics	29-30
	2-26	Mechanisms for seeking advice and raising concerns	3.1	Business ethics	29
	2-27	Compliance with laws and regulations	3.1	Business ethics	29-30
	2-28	Membership associations	1.4	Memberships and awards	15
	2-29	Approach to stakeholder engagement	2.2	Stakeholder engagement	21
	2-30	Collective bargaining agreements	5.1	Employment practices & human rights	44
Material topics					
GRI 3 Material Topics 2021	3-1	Process to determine material topics	2.3	Materiality analysis	22
	3-2	List of material topics	2.3	Materiality analysis	23
Material Topic: Climate Stability					
GRI 3 Material Topics 2021	3-3	Management of material topics	4.1	Climate Stability	34
GRI 302 Energy 2016	302-1	Energy consumption within the organization		Annex A	Annex
	302-2	Energy consumption within the organization		Annex A	Annex
	302-3	Energy intensity		Annex A	
	302-4	Reduction of energy consumption		Annex A	32, Annex

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Reason/ explanation
Material Topic: Climate Stability					
GRI 302 Energy 2016	302-5	Reductions in energy requirements of products and services		All requirements	Not available information/ not fully completed
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Annex A	35, Annex	
	305-2	Energy indirect (Scope 2) GHG emissions	Annex A	35, Annex	
	305-3	Other indirect (Scope 3) GHG emissions	Annex A	35, Annex	
	305-4	GHG emissions intensity	Annex A	Annex	
	305-5	Reduction of GHG emissions	Annex A	Annex	
	305-6	Emissions of ozone-depleting substances (ODS)		All requirements	Not applicable - the Group does not produce relevant emissions
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		All requirements	Not applicable - the Group does not produce relevant emissions
Material topic: Biodiversity and ecosystems					
GRI 3 Material Topics 2021	3-3	Management of material topics	4.2	Biodiversity and ecosystems	36



6.2 Annex A

GRI Content Index

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Reason/ explanation
Material topic: Biodiversity and ecosystems					
GRI 304 Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		All requirements	Not applicable - hotels are not located in areas of high biodiversity value
	304-2	Significant impacts of activities, products and services on biodiversity	4.2.1 Biodiversity and ecosystems	36-38	
	304-3	Habitats protected or restored		All requirements	Not applicable - hotels are not located in areas of high biodiversity value
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		All requirements	Not applicable - hotels are not located in areas of high biodiversity value
Material topic: Water resources					
GRI 3 Material Topics 2021	3-3	Management of material topics	4.3	Water resources	

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Reason/ explanation
Material topic: Water resources					
GRI 303 Water and Effluents 2018	303-1	Interactions with water as a shared resource	4.3	Water resources	39
	303-2	Management of water discharge - related impacts	4.3	Water resources	39
	303-3	Water withdrawal	Annex A		39, Annex
	303-4	Water discharge	Annex A		39, Annex
	303-5	Water consumption	Annex A		39, Annex
Material topic: Circularity (resource intensity and circular economy)					
GRI 3 Material Topics 2021	3-3	Management of material topics	4.4	Waste and resource intensity	40
GRI 306 Απόβλητα 2020	306-1	Waste generation and significant waste-related impacts	4.3	Waste and resource intensity	40
	306-2	Management of significant waste -related impacts	4.3	Waste and resource intensity	40
	306-3	Waste generated	Annex A		40, Annex
	306-4	Waste diverted from disposal	Annex A		40, Annex
	306-5	aste directed to disposal	Annex A		40, Annex



6.2 Annex A

GRI Content Index

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Reason/ explanation
Material topic: Health and safety					
GRI 3 Material Topics 2021	3-3	Management of material topics	5.2	Health and safety	46
GRI 403 Occupational Health and Safety 2018	403-1	Occupational health and safety management system	5.2	Health and safety	46
	403-2	Hazard identification, risk assessment, and incident investigation	5.2	Health and safety	46-47
	403-3	Occupational health services	5.2	Health and safety	47
	403-4	Worker participation, consultation, and communication on occupational health and safety	5.2	Health and safety	46
	403-5	Worker training on occupational health and safety	5.2	Health and safety	47
	403-6	Promotion of worker health	5.2	Health and safety	47
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.2	Health and safety	47
	403-8	Workers covered by an occupational health and safety management system	5.2	Health and safety	46
	403-9	Work-related injuries	5.2	Health and safety Annex A	47, Annex
	403-10	Work-related ill health		Annex A	47, Annex
GRI 416 Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	5.2	Health and safety	47

GRI Standards	Disclosure	Source	Page number	Requirements ommited	Αιτίες/ επεξήγηση
Material topic: Health and safety					
GRI 416 Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	5.2	Health and safety	47
Material topic: Culture and civilization					
GRI 3 Material Topics 2021	3-3	Management of material topics	5.3	Contribution to local communities	48
Material topic: Employment practices & Human rights					
GRI 3 Material Topics 2021	3-3	Management of material topics	5.1	Employment practices & human rights	43-45
GRI 401 Employment 2016	401-1	New employee hires and employee turnover		Annex A	Annex
	401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	5.1	Employment practices & human rights	44
	401-3	Parental leave		Annex A	Annex
GRI 404 Εκπαίδευση και Κατάρτιση 2016	404-1	Average hours of training per year per employee		Annex A	44, Annex
	404-2	Programs for upgrading employee skills and transition assistance programs	5.1	Employment practices & human rights	44



6.2 Annex A

GRI Content Index

GRI Standards	Disclosure	Source	Page number	Requirements omitted	Reason/ explanation
Material topic: Employment practices & Human rights					
GRI 404 Training and Education 2016	404-3 Percentage of employees receiving regular performance and career development reviews	5.1 Employment practices & human rights	45		
GRI 405 Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Annex A	Annex		
	405-2 Ratio of basic salary and remuneration of women to men	Annex A	Annex		
GRI 406 Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	5.1 Employment practices & human rights			
GRI 202 Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage			All requirements	Not available information/not fully completed
	202-2 Proportion of senior management hired from the local community	Annex A	Annex		
Material topic: Business ethics					
GRI 3 Material Topics 2021	3-3 Management of material topics	3.1 Business ethics	29		
GRI 205 Anti – corruption 2016	205-1 Operations assessed for risks related to corruption			All requirements	Not available information/ not fully completed
	205-2 Communication and training about anti-corruption policies and procedures			All requirements	Not available information/ not fully completed

GRI Standards	Disclosure	Source	Page number	Requirements omitted	Reason/ explanation
Material topic: Business ethics					
GRI 205 Anti – corruption 2016	205-3 Confirmed incidents of corruption and actions taken	3.1 Business ethics	30		
GRI 206 Anti – competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	3.1 Business ethics	30		
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.1 Business ethics	30		
GRI 308 Supplier Environmental Assesment 2016	308-1 New suppliers that were screened using environmental criteria	3.1 Business ethics	31		
	308-2 Negative environmenta impacts in the supply chain and actions taken			All requirements	Not available information/ not fully completed
GRI 414 Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	3.1 Business ethics	31		
	308-2 Negative environmental impacts in the supply chain and actions taken			All requirements	Not available information/ not fully completed
Other topics					
GRI 201 Economic Performance 2016	201-1 Direct economic value generated and distributed	1.2 Business model	13, Annex		
GRI 204 Procurement Practices 2016	204-1 Proportion of spending on local suppliers	5.3 Contribution to local communities	48		



6.3 GRI Content Index

METAXA HOSPITALITY GROUP

GRI 202-1

Direct economic value generated and distributed	2024	2023	2022
Direct Economic Value Generated (€ thousand)			
Revenues	64,792	53,979	50,712
Direct Economic Value Distributed (€ thousand)			
Operating Costs	32,231	18,525	21,134
Employee Wages and Benefits	22,167	21,505	16,691
Payments to Providers of Capital	0	600	600
Payments to Government (Greece)	15,562	11,401	10,312
Community Investments	11	3	21
Total	69,971	52,034	48,758
Economic Value Retained (€ thousand)			
Direct Economic Value Generated	64,792	53,979	50,712
Economic Value Distributed	69,971	52,034	48,758
Economic Value Retained (Direct Economic Value Generated-Economic Value Distributed)	-5,179	1,945	1,954

GRI 2-21

Annual ratio of total earnings	2024	2023	2022
Annual ratio of total earnings	13	15.1	15.8
Change in annual proportion of total earningsChange in annual proportion of total earnings	+0.178	+0.773	-0.004

Environment

Energy, Emissions

GRI 302-1 | GRI 302-2

Energy consumption within and outside the Group (MJ)	2024	2023	2022
Energy consumption in the Group from non-renewable sources (MJ)			
Diesel (MJ)	913,489.91	581,718.08	448,789.49
LPG (MJ)	8,236,929.77	8,049,983.78	5,426,375.16
Petrol (MJ)	176,919.06	272,101.63	302,140.21
Energy consumption in the Group from renewable sources (MJ)			
Solar (MJ)	302,102.89	95,495.94	0
Solar thermal (MJ)	14,845,680.0	13,098,024.00	13,098,024.00
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	47,808,328.09	42,651,053.92	18,926,904.61
Electricity consumption from non-renewable sources (MJ)			
Electricity sold	11,602,753.92	5,411,026.69	518,209.20
Total energy consumption within the group (MJ)			
	63,300,434.83	59,860,871.30	60,365,904.91

- Diesel consumption values are calculated cumulatively, including both fuel used for corporate vehicles and fuel used as a backup source during emergencies affecting hotel operations. The increase in diesel consumption in 2024 is primarily attributed to extended power outages across the network, during which diesel generators were activated at all hotels. Additionally, the rise in diesel use in 2024 reflects the increased utilization of corporate vehicles by Santo Pure Oia Suites & Villas.
- In 2024, solar energy generation from the photovoltaic system installed at TUI Magic Life Candia Maris showed an increase compared to 2023. The installation was completed and commissioned in mid-2023, which explains the higher generation levels in 2024, as the system operated throughout the entire year.
- Thermal energy generation also increased in 2024 compared to 2023. This change is mainly due to the longer operational period of the hotels and the higher number of guest nights recorded at Creta Maris Resort and TUI Magic Life Candia Maris, which required hot water production over more days.
- The consumption of electricity from renewable sources (supported by Guarantees of Origin) increased in 2024 compared to 2023. This growth is attributed to higher hotel occupancy rates, reflected in a 13.4% increase in guest nights, and to the Group's decision in 2024 to procure electricity exclusively from Renewable Energy Sources (RES), accompanied by Guarantees of Origin, for all building facilities and the majority of smaller owned supply points, compared with 2023.
- In 2024, there was a significant increase in the amount of electricity sold compared to 2023. This was due to the Group's privately owned photovoltaic park in Northern Greece operating at optimal capacity throughout the year, whereas in 2023, renewable electricity production began only in mid-year.
- In 2024, there was an increase in total energy consumption within the organization compared to 2023. This rise is primarily attributed to the commencement of operations of the new hotel properties Santo Mine Oia Suites and The Villas by Santo Collection, whose energy consumption figures have now been included in the Group's total energy footprint.

- In addition, during 2024, the hotels operated for more days compared to 2023, resulting in higher occupancy levels. This development is reflected in a 13.4% increase in guest nights compared to the previous year, which in turn led to greater electricity demand.
- Heating, steam, and cooling consumption remained zero.
- Heating, steam, and cooling sales also remained zero.
- In the 2024 Sustainability Report, the LPG consumption values for 2023 have been revised, following a data revalidation process that identified discrepancies requiring adjustments. Consequently, the non-renewable energy consumption indicator has been updated, and the previously published values in the 2023 Sustainability Report have been modified accordingly in this 2024 edition.
- It is also noteworthy that 2024 marked the first year in which Metaxa Hospitality Group began calculating energy consumption not only for its hotel operations but also for all owned assets. In the 2023 Sustainability Report, the complete electricity billing data for all Group assets for 2022 and 2023 were not yet available. As a result, the reporting was based on partial data, with the commitment to include comprehensive data for all years in the next edition. Accordingly, in the 2024 Sustainability Report, the increase in non-renewable electricity consumption primarily reflects both improved occupancy rates and the completion of data collection across all Group assets.
- Finally, the indicator for electricity sold in 2022 shows a slight decrease compared to the figures published in the 2023 Sustainability Report. This variance results from a revised rounding methodology applied to the primary data.



GRI Content Index

METAXA HOSPITALITY GROUP

GRI 302-3

Total energy consumption in MJ / net revenue	2024	2023	2022
Energy intensity (MJ/net revenue)	976.98	1,108.697	1,190.37

GRI 302-4

Change of energy consumption (MJ)	2024	2023	2022
Reduction of energy consumption (MJ)	+ 3,439,563.53	-	-

• The change in energy consumption is calculated based on the comparison between 2024 and 2023 energy consumption values, with 2023 defined as the baseline year.

GRI 305-1 | GRI 305-2 | GRI 305-3 | GRI 2-4

Scope 1,2,3 emissions in t CO ₂ eq - MHG					
Scope	Source	Unit	2024	2023	2022
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	599.79	569.57	397.65
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t CH ₄ (t CO ₂ eq)	5.14	6.67	1.32
		t N ₂ O (t CO ₂ eq)	3.54	4.10	0.98
Scope 2	Electricity supplied				
	Location-based	t CO ₂ eq	5,123.36	4,467.93	4,305.89
	Market-based	t CO ₂ eq	198.13	52.98	2,743.24
Scope 3	Purchased goods and services (Category 1)	t CO ₂ eq	7,759.78	6,916.76	-
	Capital goods (Category 2)	t CO ₂ eq	20,241.43	4,255.42	-
	Fuel and energy related activities (Category 3)	t CO ₂ eq	3,006.28	2,558.84	-
	Upstream transport and distribution (Category 4)	t CO ₂ eq	112.27	93.68	-
	Waste generated in operations (Category 5)	t CO ₂ eq	93.08	249.32	-
	Business travel (Category 6)	t CO ₂ eq	398.96	1,660.70	-
	Employee commuting (Category 7)	t CO ₂ eq	142.37	144.44	-
	Upstream leased assets (Category 8)	t CO ₂ eq	86.02	52.71	-
	Downstream transportation and distribution (Category 9)	t CO ₂ eq	46.39	25.18	-
	Downstream leased assets (Category 13)	t CO ₂ eq	181.67	219.81	-

Scope 1,2,3 emissions in t CO ₂ eq - MHG					
Scope	Source	Unit	2024	2023	2022
Total Scope 1		t CO ₂ eq	608.48	580.34	399.95
Total Scope 2 (location-based)		t CO ₂ eq	5,123.36	4,467.93	4,305.89
Total Scope 2 (market-based)		t CO ₂ eq	198.13	52.98	2,743.24
Total Scope 3		t CO ₂ eq	32,068.25	16,176.85	-
Total carbon footprint (location-based)		t CO ₂ eq	37,800.09	21,225.12	4,705.85
Total carbon footprint (market-based)		t CO ₂ eq	32,874.86	16,810.17	3,143.20

- The increase in Scope 1 and Scope 2 (location-based) emissions in 2024 is mainly attributed to the commencement of operations of the new hotel units Santo Mine Oia Suites and The Villas by Santo Collection, whose electricity consumption contributed significantly to the overall rise in emissions. In addition, during 2024, the hotels operated for a longer period compared to 2023, leading to higher occupancy levels. This development is reflected in a 13.4% increase in guest nights year-on-year, resulting in greater electricity demand and consequently higher Scope 2 emissions.

• The increase observed in Scope 2 (market-based) emissions is solely attributed to the new hotel unit The Villas by Santo Collection, which was incorporated into the use of certified renewable electricity (with Guarantees of Origin) at a later stage, thereby ensuring zero-carbon emissions related to its energy consumption in the following periods.

• During 2024, the Group recorded a significant increase in fixed assets compared to 2023, mainly due to intensified investments in capital goods, such as new equipment, facilities, and building infrastructure. This increase is reflected in Scope 3 emissions, which rose substantially compared to 2023, as they include indirect emissions arising from the life cycle of capital goods (production, transportation, and installation).

• The calculations and assumptions for Scope 1, 2, and 3 emissions are based on the GHG Protocol standards and methodologies, as well as on the guidelines of the National Climate Law.

• The gases included in the calculation of indirect (Scope 2) emissions are CO₂, CH₄, and N₂O.

• The CO₂ emission factor used for calculating Scope 2 (location-based) emissions for 2022 and 2023 was derived from the National Inventory Report of Greenhouse Gas Emissions (NIR – Greece, 2023 National Inventory Report | UNFCCC).

• Similarly, for 2024, the CO₂ emission factor is based on the most recent National Inventory Document (NID – Greece, 2024 | UNFCCC). According to the GHG Protocol guidelines, emission factors may be revised annually, making the periodic update of carbon footprint results necessary to reflect the latest available data. However, when the application of a revised CO₂ emission factor results in a difference of ≤5% in the total carbon footprint (Scope 1 + Scope 2 + Scope 3) compared to the previous calculation, a recalculation of Scope 2 location-based emissions is not required. This approach was applied for 2022 and 2023, as the difference observed using the updated factor was insignificant (≤5%), and thus recalculation of those emissions was deemed unnecessary. For CH₄ and N₂O, the emission factors used are those published by the Ministry of Environment and Energy under the National Climate Law for 2024.
- The CO₂ emission factors used for Scope 2 (market-based) calculations were derived from the 2024 Energy Mix Report of the Renewable Energy Sources and Guarantees of Origin Administrator (DAPEEP S.A.), while the CH₄ and N₂O factors were taken from those published by the Ministry of Environment and Energy, in accordance with the National Climate Law (2024).

• For the calculation of Scope 3 emissions, emission factors were sourced from the UK Department for Environment, Food & Rural Affairs (DEFRA 2024) and from an environmentally extended input-output model (EEIO), based on the most recent available input-output table for Greece (ELSTAT 2015) and the direct emission factors per economic activity for Greece, as provided by EUROSTAT (2020).

• Approximately 74.77% of the estimated emissions from Purchased Goods and Services (Scope 3 – Category 1) derive from the purchase of food and beverage products, for which more accurate data (quantities in kilograms purchased) were collected and applied. The Ecoinvent database was used to obtain the corresponding emission factors for these product categories.

• Biogenic CO₂ emissions from composting are not available. However, direct process emissions (CH₄, N₂O) from composting activities have been included within the Group's total Scope 1 emissions. The Group began calculating indirect Scope 3 emissions for the first time in 2024, covering the reporting year 2023. As a result, data for 2022 are not available.

• The values presented in the indicators "Total Carbon Footprint (location-based)" and "Total Carbon Footprint (market-based)" for the years 2022 and 2023 in this 2024 Sustainability Report differ slightly from those published in the 2023 Sustainability Report. This variance is due to the fact that, during the preparation of the previous report, complete electricity billing data for all Group assets for 2022 and 2023 were not yet available, as noted in the comments accompanying the previous table. Consequently, the revised values now included in this report have also affected the calculation of the Scope 2 (market-based) and Scope 2 (location-based) indicators, which are directly linked to electricity consumption within the organization.



GRI Content Index

METAXA HOSPITALITY GROUP

GRI 305-4

Emission intensity (tn CO ₂ eq/net revenue)	2024	2023	2022
Emission intensity Scope 1 and Scope 2 (location-based)	0.088	0.094	0.093
Emission intensity Scope 1 and Scope 2 (market-based)	0.012	0.012	0.062
Emission intensity Scope 3	0.495	0.300	-

• The values presented for the indicators “Scope 1 and Scope 2 Emissions Intensity – location-based” and “Scope 1 and Scope 2 Emissions Intensity – market-based” for the years 2022 and 2023 in this 2024 Sustainability Report differ slightly from those published in the previous year’s report. Specifically, a slight increase in emissions intensity is observed. This variation is attributed, first, to the unavailability of complete electricity billing data for all Group assets for 2022 and 2023 during the preparation of the previous report, and second, to the adjustments made to the LPG consumption data for 2023. As a result, the revised values have affected the calculation of the Scope 2 (market-based) and Scope 2 (location-based) indicators, which are directly linked to the emissions intensity results.

Water

GRI 303-3 | GRI 303-4 | GRI 303-5

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	412.62	301.58	349.85
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	148.59	143.56	116.56
Third-party water			
Freshwater	27.38	22.03	20.61
Other water (>1,000 mg/l ^t total dissolved solids)	0	0	0
Total water withdrawal			
Freshwater	27.38	22.03	20.61
Other water (>1,000 mg/l ^t total dissolved solids)	561.21	445.14	466.41
Total	588.59	467.17	487.02
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	266.36	201.27	199.91
Total	266.36	201.27	199.91

GRI 305-5

Change of Greenhouse gas emissions	2024
Scope 1 Emissions	+4.85%
Scope 2 Emissions (location based)	+14.67%
Scope 2 Emissions (market-based)	+279.98%

- The change in greenhouse gas (GHG) emissions is calculated based on the comparison between 2024 and 2023 emission levels, with 2023 defined as the baseline year in the Group’s Decarbonization Strategy.
- The increase observed in Scope 2 (market-based) emissions appears to be disproportionately high. In reality, however, the Scope 2 (market-based) value for 2023 was extremely low, meaning that even a small absolute increase in 2024 results in a seemingly significant percentage rise.

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Total water discharge from high stressed areas			
Total water consumption	322.23	265.90	287.11

- In 2024, there was an increase in both water withdrawal and consumption within the organization compared to 2023. This increase is attributed to two main factors: First, the commencement of operations of the new hotel units Santo Mine Oia Suites and The Villas by Santo Collection, whose water consumption was included for the first time in 2024 in the Group’s total annual water data. Second, the rise in guest nights across all Group hotels led to higher occupancy rates, which in turn increased water demand and therefore overall water withdrawal levels.
- In 2024, the Group also carried out a more comprehensive measurement of water withdrawal, now including water resources used by its headquarters, which constitute owned assets. Following this addition, the water withdrawal from third parties and the total water withdrawal for 2023 and 2022 were recalculated, resulting in higher figures compared to those published in the 2023 Sustainability Report.
- Both water withdrawal and discharge for the Group occur in areas identified as water-stressed.
- The Group does not withdrawal or discharge surface water or produced water, nor does it store water in dedicated storage facilities or reservoirs.
- A minor variation in the values of water withdrawal, discharge, and consumption for 2022 and 2023 is also observed. This variation is due to the application of a more accurate performance rate for the desalination unit, which was used to refine water withdrawal calculations based on actual consumption data.

Water consumption per guestnight (m ³ /guestnight) from high stressed areas	2024	2023	2022
MHG (m ³ /gn)	0.68	0.59	0.69

Waste

GRI 306-3 | GRI 306-4 a | GRI 306-5 a

Waste (t)	2024	2023	2022
Waste production			
Hazardous waste	4.09	6.48	12.83
Non-hazardous waste	633.02	3,324.44	2,304.26
Total	637.11	3,330.92	2,317.09
Waste diverted from disposal			
Hazardous waste	4.09	6.48	12.83
Non-hazardous waste	335.69	297.53	362.60
Total	339.78	304.01	375.43
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	297.33	3,026.91	1,941.66
Total	297.33	3,026.91	1,941.66

- In 2024, a significant reduction in total waste generation was recorded compared to 2023. This variation is mainly attributed to the extensive renovation works carried out at Creta Maris Resort during 2023 and 2022, which had resulted in the generation of large volumes of waste, including biodegradable materials, bulky items, wood residues (such as planks and beams), as well as inert materials such as soil and stones.
- Hazardous waste includes electrical and electronic equipment, batteries, lamps, empty toner and ink containers, and equipment previously containing chlorofluorocarbons (CFCs).
- Non-hazardous waste includes paper and cardboard, plastic, metal, glass, edible oils and fats, textiles, metal packaging, mixed and synthetic packaging, food residues, and renovation debris.



GRI Content Index

METAXA HOSPITALITY GROUP

GRI 306-4

Waste diverted from disposal by recovery operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	-	4.09	-	6.48	-	12.83
Preparation for reuse	-	-	-	-	-	-
Total	0	4.09	0	6.48	0	12.83
Non-hazardous waste						
Recycling	17.27	304.35	22.26	270.29	3.40	359.20
Preparation for reuse	14.07	0	4.97	-	-	-
Total	31.34	304.35	27.23	270.29	3.40	359.20

GRI 306-4

Waste directed to disposal by recovery operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	0	0	0	0	0	0
Non-hazardous waste						
Landfilling	0	297.33	0	3,026.91	0	1,941.66
Total	0	297.33	0	3,026.91	0	1,941.66

• The registration of hazardous waste destined for landfill disposal has not been recorded for the years 2024, 2023 and 2022.

Society

GRI 2-7

Employee by gender, type of work and location unit									
	2024			2023			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Group Total									
Total number of employees	517	460	977	495	457	952	429	375	804
Permanent employees	73	69	142	62	71	133	50	55	105
Temporary employees	444	391	835	433	386	819	379	320	699
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	517	460	977	495	457	952	429	375	804
Full-time employees	515	460	974	494	457	951	427	375	802
Part-time employees	2	1	3	1	0	1	2	0	2
MHG (Headquarters)									
Total number of employees	61	26	87	51	26	77	50	23	73
Permanent employees	59	23	82	49	25	74	45	20	65
Temporary employees	2	3	5	2	1	3	5	3	8
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	61	26	87	51	26	77	50	23	73
Full-time employees	60	25	85	50	26	76	49	23	72
Part-time employees	1	1	2	1	0	1	1	0	1

GRI 202-2

Percentage of senior management hired from the local community	2024	2023	2022
MHG (Headquarters)	81%	76%	100%
CRETA MARIS RESORT	83%	94%	95%
TUI MAGIC LIFE CANDIA MARIS	100%	93%	100%
SANTO COLLECTION	88%	89%	100%

• Senior management, according to the Group's hierarchy, are all employees belonging to the "Manager" level and above.
• Significant locations of the Group are the areas where the three hotels are located and the location where its headquarters are located.
• For Santo Collection, the percentage of senior managers recruited from the local community covers the whole of Greece.



GRI Content Index

METAXA HOSPITALITY GROUP

GRI 401-1

New employee hires and employee turnover	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
Group Total									
Number of new employee hires (#)	83	81	164	56	54	110	19	12	31
Rate of new employee hires	51%	44%	47%	23%	28%	25%	17%	15%	16%
Number of employee turnover (#)	35	36	71	27	32	59	13	5	18
Rate of employee turnover	14%	23%	18%	9%	25%	16%	12%	13%	12%
MHG (Headquarters)									
Number of new employee hires (#)	5	4	9	6	2	8	1	1	2
Rate of new employee hires	56%	67%	60%	14%	12%	13%	11%	33%	17%
Number of employee turnover (#)	0	1	1	3	5	8	0	1	1
Rate of employee turnover	0%	17%	7%	7%	29%	13%	0%	33%	8%
2023									
Group Total									
Number of new employee hires (#)	78	91	169	59	64	123	26	11	37
Rate of new employee hires	48%	53%	51%	26%	32%	29%	23%	14%	19%
Number of employee turnover (#)	35	36	71	27	32	59	13	5	18
Rate of employee turnover	22%	21%	21%	12%	16%	14%	12%	6%	9%
MHG (Headquarters)									
Number of new employee hires (#)	5	1	6	4	5	9	0	1	0
Rate of new employee hires	63%	14%	40%	11%	33%	18%	0%	25%	8%
Number of employee turnover (#)	3	1	4	1	3	4	1	0	1
Number of new employee hires (#)	38%	14%	27%	3%	20%	8%	13%	0%	8%

New employee hires and employee turnover	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2022									
Group Total									
Number of new employee hires (#)	63	59	122	33	27	60	10	2	12
Rate of new employee hires	45%	44%	45%	17%	16%	17%	10%	3%	7%
Number of employee turnover (#)	23	20	43	23	11	34	2	2	4
Rate of employee turnover	17%	15%	16%	12%	7%	9%	2%	3%	2%
MHG (Headquarters)									
Number of new employee hires (#)	2	4	6	8	2	10	0	1	1
Rate of new employee hires	20%	50%	33%	24%	17%	22%	0%	33%	10%
Number of employee turnover (#)	0	1	1	5	2	7	0	1	1
Rate of employee turnover	0%	13%	6%	15%	17%	16%	0%	33%	10%

GRI 401-3

Parental leave	2024			2023			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Workers entitled to parental leave	7	7	14	4	8	12	7	3	10
Workers who took parental leave	7	7	14	4	8	12	7	3	10
Total number of employees that returned to work after parental leave ended	7	7	14	3	8	11	5	3	8
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	1	3	4	3	3	6	5	3	8
Retention rate of employees that took parental leave	37,5	33,3	100	60	100	75	250	150	200



GRI Content Index

METAXA HOSPITALITY GROUP

I GRI 404-1

Average training hours per year per employee	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Group Total						
Average training hours per year per employee	16.84	17.50	15.25	20.16	5.8	9.8
By employee level						
Employees in the top 10% of employees by total compensation	50.0	104.4	21.3	39.1	11.08	22.0
Employees in the bottom 90% of employees by total compensation	10.69	13.64	14.01	19.07	4.5	9.2
By function						
Administrative staff	10.73	7.98	25.6	24.5	21.7	16.4
Services staff	17.21	18.78	14.6	19.7	4.7	8.9
MHC (Headquarters)						
Average training hours per year per employee	10.7	8.0	25.6	24.5	21.7	16.4
By employee level						
Employees in the top 10% of employees by total compensation	5.3	0.0	0.0	4.0	46.0	16.0
Employees in the bottom 90% of employees by total compensation	12.7	8.1	36.9	25.3	13.2	16.4
By function						
Administrative staff	10.7	8.0	25.6	24.5	21.7	16.4
Services staff	0	0	0	0	0	0

• Amounts are subject to rounding.

I GRI 405-1

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Group Total									
2024									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	43%	57%	100%
Senior Management	100%	0%	100%	45%	55%	100%	35%	65%	100%
Middle Management	55%	45%	100%	49%	51%	100%	100%	0%	100%
Employees	46%	54%	100%	58%	42%	100%	60%	40%	100%
By function									
Administrative staff	60%	40%	100%	72%	28%	100%	75%	25%	100%
Services staff	46%	54%	100%	53%	47%	100%	57%	43%	100%
2023									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	75%	25%	100%
Senior Management	50%	50%	100%	36%	64%	100%	26%	74%	100%
Middle Management	100%	0%	100%	54%	46%	100%	75%	25%	100%
Employees	48%	52%	100%	55%	45%	100%	61%	39%	100%
By function									
Administrative staff	53%	47%	100%	70%	30%	100%	67%	33%	100%
Services staff	48%	52%	100%	50%	50%	100%	57%	43%	100%
2022									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	75%	25%	100%
Senior Management	100%	0%	100%	32%	68%	100%	28%	72%	100%
Middle Management	0%	100%	100%	68%	32%	100%	50%	50%	100%
Employees	51%	49%	100%	55%	45%	100%	61%	39%	100%
By function									
Administrative staff	56%	44%	100%	73%	27%	100%	70%	30%	100%
Services staff	50%	50%	100%	51%	49%	100%	57%	43%	100%



GRI Content Index

METAXA HOSPITALITY GROUP

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
MHG (Headquarters)									
2024									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	43%	57%	100%
Senior Management	0%	0%	0%	65%	35%	100%	67%	33%	100%
Middle Management	0%	0%	0%	77%	23%	100%	0%	0%	0%
Employees	60%	40%	100%	76%	24%	100%	86%	14%	100%
By function									
Administrative staff	60%	40%	100%	72%	28%	100%	75%	25%	100%
Services staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
2023									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	75%	25%	100%
Senior Management	0%	0%	0%	47%	53%	100%	25%	75%	100%
Middle Management	0%	0%	0%	86%	14%	100%	0%	0%	0%
Employees	53%	47%	100%	83%	17%	100%	88%	13%	100%
By function									
Administrative staff	53%	47%	100%	70%	30%	100%	67%	33%	100%
Services staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
2022									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	75%	25%	100%
Senior Management	100%	0%	100%	62%	38%	100%	0%	100%	100%
Middle Management	0%	0%	0%	100%	0%	100%	0%	0%	0%
Employees	53%	47%	100%	75%	25%	100%	100%	0%	100%
By function									
Administrative staff	56%	44%	100%	73%	27%	100%	70%	30%	100%
Services staff	0%	0%	0%	0%	0%	0%	0%	0%	0%

I GRI 405-2

Ratio of basic salary and remuneration of women to men	2024	2023	2022
Group Total			
By employee level			
BoD	0.02	0.79	0.68
Middle Management	1.23	0.87	2.34
Employees	1.07	0.95	0.55
Total ratio of the basic salary of women to men	0.09	0.85	0.52
By function			
Administrative staff	0.01	0.55	0.58
Services staff	0.97	0.85	0.22
Total ratio of the basic salary of women to men	0.09	0.83	0.53
By employee level			
BoD	0.01	0.54	0.43
Middle Management	1.01	0.52	-
Employees	1.58	1.18	0.79
Total ratio of the basic salary of women to men	0.014	0.55	0.53
By function			
Administrative staff	0.01	0.55	0.58
Services staff	-	-	-
Total ratio of the basic salary of women to men	0.01	0.55	0.58



GRI Content Index

METAXA HOSPITALITY GROUP

GRI 403-8

Workers covered by an occupational health and safety management system	2024		2023		2022	
	Number	Percentage	Number	Percentage	Number	Percentage
Number and percentage of all employees and workers who are not employees but whose work and / or workplace is controlled by the organization, who are covered by a health and safety management system ¹ .	977 (total number)		952 (total number)		804 (total number)	
Number and percentage of all employees and workers who are not employees employees but whose work and / or workplace is controlled by the organization who are covered by a health and safety management system.	977	100%	952	100%	804	100%
Number and percentage of all employees and workers who are not employees but whose work and / or workplace are controlled by the organization, who are covered by a health and safety system that has been internally audited.	977	100%	952	100%	804	100%
Number and percentage of all employees and workers who are not employees but whose work and / or workplace is controlled by the organization who are covered by a health and safety system that has been audited by an external body ² .	0	0%	0	0%	0	0%

¹ There are no employees who are not employees of the Group.
² The Group's facilities are not ISO 45001 certified.

GRI 403-9 | GRI 403-10

Work-related injuries	2024	2023	2022
Employees			
Number of hours worked	1,406.008	1,307.184	1,151.960
Number of fatalities as a result of work-related injury	0	0	0
Rate of fatalities as a result of work-related injury	0.0	0.0	0.0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0.0	0.0	0.0
Number of recordable work-related injury (recordable) ¹	18	14	10
Rate of recordable work-related injuries (IR) (recordable) ²	2.6	2.1	1.7
Number of working days lost due to accidents at work	64	114	76
Accident severity rate	9.1	17.4	13.2

- The disclosures have been calculated by the factor 200,000 ([total number of recorded workplace-related injuries or number of working days lost due to accidents at work/total number of hours worked by all employees in the year] x 200,000). The factor of 200,000 indicates the number of hours worked by 100 full-time employees in a year.
- There are no employees who are not employees of the Group.
- There was no workplace-related illness.
- For work-related injuries, the injuries recorded and reported to the APR were calculated.
- Work-related hazards that may cause injuries have been identified and recorded by the safety technician.

¹ Refer to minor injuries. For 2021 and 2022, minor injuries resulting from equipment, machinery, slips, falls, falling objects are included.
² Accident frequency rate based on terminology of the Athens Exchange ESG Disclosure Guide.



GRI Content Index

CRETA MARIS RESORT

Environment

Energy, emissions

GRI 302-1 | GRI 302-2

Energy consumption within and outside the Group (MJ)	2024	2023	2022
Energy consumption in the Group from non-renewable sources (MJ)	3,773,937.92	4,057,030.52	2,405,821.28
Diesel (MJ)	111,242.28	83,203.21	43,912.80
LPG (MJ)	3,626,496.49	3,813,236.44	2,187,239.68
Petrol (MJ)	36,199.14	160,590.88	174,668.79
Energy consumption from renewable sources (MJ)	32,421,407.68	29,620,557.17	16,513,919.27
Solar (MJ)	0	0	0
Solar thermal (MJ)	7,065,792.00	6,182,568.00	6,182,568.00
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	25,355,615.68	23,437,989.17	10,331,351.27
Electricity consumption from non-renewable sources (MJ)	0	0	12,751,715.03
Electricity sold	722,869.92	378,442.69	518,209.20
Total energy consumption within the group (MJ)	35,472,475.68	33,299,145.00	31,153,246.37

- The diesel consumption values are calculated as the aggregate total of fuel used by company vehicles and the backup power generator, which operates exclusively as an emergency energy source to ensure the continuous functioning of the hotel unit during power outages. Regarding the generator, the increase in diesel consumption in 2024 is attributed to prolonged power interruptions in the local electricity grid, as diesel fuel is used solely to operate the generator during such outages.
- In this 2024 Sustainability Report, two key developments are observed: First, a reduction in diesel and petrol consumption compared to 2023 and 2022, due to the new vehicle categorization process implemented at Creta Maris Resort and at the Group's headquarters. Second, a reduction in the indicator for energy consumption from non-renewable sources, directly linked to the decline in fossil fuel use.
- A decrease in LPG (Liquefied Petroleum Gas) consumption was also recorded in 2024 compared to 2023, primarily due to energy efficiency upgrades completed as part of recent hotel renovations.
- Thermal energy production increased in 2024 relative to 2023, mainly as a result of the extended operating season and the rise in guest nights during the year.
- It is worth noting that Creta Maris Resort operates entirely on electricity from renewable sources, as its power supply is guaranteed by origin certificates and generated exclusively from Renewable Energy Sources (RES).

- During 2024, the indicator for renewable electricity consumption (with Guarantees of Origin) increased compared to 2023. This growth is primarily due to the longer operating season and the 12.11% increase in guest nights, resulting in an 8.23% rise in electricity consumption from renewable sources.
- The indicator for electricity sold also increased in 2024 compared to 2023, reflecting the optimal performance of the photovoltaic system throughout the entire year. Electricity consumption from non-renewable sources was zero for both 2023 and 2024, as the Group has been exclusively procuring renewable electricity (with Guarantees of Origin) for all its hotels since August 2022, thereby ensuring that 100% of consumed electricity is generated from renewable energy sources.
- LPG consumption figure for 2023, as presented in this 2024 Report, differs slightly from that published in the 2023 Sustainability Report. Following a data validation review, it was found that an incorrect value had previously been included. After correction, the updated figure reflects a higher LPG consumption for 2023, which directly affected both the non-renewable energy consumption indicator and the total energy consumption within the organization, leading to a slight increase in the 2023 values compared to the previous report.

GRI 302-3

Total energy consumption in MJ / guestnight	2024	2023	2022
Energy intensity (MJ/ guestnight)	110.66	116.46	96.87
• The Energy Intensity value for 2024 shows a decrease compared to 2023, which is directly linked to the increase in guest volumes. Specifically, despite the rise in total energy consumption, the energy intensity decreased, reflecting the impact of the higher number of guest nights and therefore an improvement in energy efficiency per guest. • The Energy Intensity value for 2023, as presented in this 2024 Sustainability Report, differs from the value published in the 2023 Sustainability Report. This revision resulted from a data verification process, which identified that an incorrect LPG consumption value had been included in the previous reporting cycle. Following correction, the 2023 energy consumption figure increased, which consequently affected the calculation of the Energy Intensity indicator (MJ/guest night) for 2023, as it varies directly with the total energy consumption within the organization.			

GRI 305-1 | GRI 305-2 | GRI 305-3 | GRI 2-4

Scope 1,2 emissions (tn CO ₂ eq - Creta Maris Resort					
Scope	Source	Unit	2024	2023	2022
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	239.67	257.43	154.05
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t CH ₄ (t CO ₂ eq)	4,84	6,30	1,01
		t N ₂ O (t CO ₂ eq)	2.83	3.67	0.64
Scope 2	Electricity supplied				
	Location-based	t CO ₂ eq	2,576.07	2,425.49	2,388.76
	Market-based	t CO ₂ eq	0.00	0.00	1,542.20
Total Scope 1		t CO ₂ eq	247.34	267.40	155.69
Total Scope 2 (location-based)		t CO ₂ eq	2,576.07	2,425.49	2,388.76
Total Scope 2 (market-based)		t CO ₂ eq	0.00	0.00	1,542.20
Total carbon footprint (location-based)		t CO ₂ eq	2,823.41	2,692.88	2,544.45
Total carbon footprint (market-based)		t CO ₂ eq	247.34	267.40	1,697.90

- The values presented for the indicators "Total Carbon Footprint (market-based)" for 2022 and "Total Carbon Footprint (location-based)" for 2023, as shown in this 2024 Sustainability Report, differ slightly from those published in the 2023 Sustainability Report. This variation is attributed to two main methodological and data improvements: First, for the calculation of Scope 2 (market-based) GHG emissions for 2022, the previous assessment had used the electricity supplier's energy mix emission factor. As part of the Group's continuous improvement efforts and in line with best reporting practices, emissions were recalculated using the residual energy mix and its associated environmental impacts, providing more accurate and reliable results. Second, during the data verification process for the calculation of Scope 1 GHG emissions for 2023, a discrepancy in the recorded LPG consumption was identified and subsequently updated to reflect the actual consumption data of the period. As a result, the revised LPG consumption for 2023 appears higher, while the new emission factor derived from the supplier's residual energy mix is also higher than previously applied. Consequently, the recalculated Scope 1 and Scope 2 (market-based) GHG emissions show slightly higher values compared to the original figures. These revisions underscore the Group's commitment to continuous improvement in data quality, as well as to full transparency and reliability in the reporting of its environmental performance.



GRI Content Index

CRETA MARIS RESORT

GRI 305-4

Emission intensity (tn CO ₂ eq/guestnight)	2024	2023	2022
Emission intensity Scope 1 and Scope 2 (location based)	0.009	0.009	0.008
Emission intensity Scope 1 and Scope 2 (market-based)	0.001	0.001	0.005

• The Scope 1 and Scope 2 Emissions Intensity indicators — both location-based and market-based — for the years 2023 and 2022, as presented in this 2024 Sustainability Report, differ slightly from those published in the 2023 Sustainability Report. These differences are the result of two key methodological improvements: First, the residual energy mix emission factor of electricity suppliers is now used for the calculation of Scope 2 (market-based) GHG emissions, instead of the general national energy mix, providing greater precision and methodological consistency. Second, the LPG consumption data for 2023 were updated to reflect verified actual consumption values, resulting in higher recorded LPG usage. Additionally, the emission factor for 2022, derived from the supplier's residual energy mix, was also slightly higher. Consequently, the recalculated Scope 1 and Scope 2 (market-based) GHG emissions show marginally higher values than those originally reported. As a result, these revised figures directly affect the calculation of the Scope 1 and Scope 2 Emissions Intensity, which varies in proportion to the sum of Scope 1 and Scope 2 GHG emissions.

GRI 305-5

Change of Greenhouse gas emissions	2024
Scope 1 Emissions	-7%
Scope 2 Emissions (location based)	+6%
Scope 2 Emissions (market-based)	0%

• The change in greenhouse gas (GHG) emissions is calculated based on a comparison between 2024 and 2023 emission levels, with 2023 defined as the baseline year in the Group's Decarbonization Strategy.

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Total	54.58	47.05	54.78
Total water consumption from high stressed areas			
Total water consumption	149.62	129.82	153.20

• In 2024, the hotel recorded an increase in total water withdrawal compared to 2023. This increase is primarily attributed to higher visitor volumes. Specifically, in 2024, the total number of guest nights rose by 12.11% compared to 2023. Additionally, the rise in water consumption in 2024 compared to 2023 can be partially explained by the higher proportion of children aged 2–12 years visiting Creta Maris Resort, which increased by 6.2% year-on-year. This age group is typically associated with higher water usage, mainly due to the more frequent use of children's pools and water recreation facilities, daily showers, and increased hygiene requirements.

Water consumption per guestnight (m ³ /guestnight) from high stressed areas	2024	2023	2022
Creta Maris Resort (m ³ /gn)	0.47	0.45	0.48

Water

GRI 303-3 | GRI 303-4 | GRI 303-5

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	195.70	176.87	207.98
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	0	0	0
Third-party water			
Freshwater	8.51	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	0	0	0
Total water withdrawal			
Freshwater	8.51	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	195.70	176.87	207.98
Total	204.21	176.87	207.98
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	54.58	47.05	54.78

Waste

Waste (t)	2024	2023	2022
Waste production			
Hazardous waste	3.50	6.22	7.40
Non-hazardous waste	374.73	3,247.14	2,202.64
Total	378.22	3,253.36	2,210.04
Waste diverted from disposal			
Hazardous waste	3.50	6.22	7.40
Non-hazardous waste	234.17	252.93	297.24
Total	237.66	259.15	304.64
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	140.56	2,994.21	1,905.40
Total	140.56	2,994.21	1,905.40

• In 2024, a significant reduction in total waste generation was recorded compared to 2023. This decrease is primarily attributed to the extensive renovation works carried out at Creta Maris Resort during 2023 and 2022, which had resulted in the generation of large volumes of waste, including biodegradable materials, bulky items, wood residues (such as planks and beams), as well as inert materials such as soil and stones.

• Hazardous waste includes electrical and electronic equipment, batteries, lamps, empty toner and ink cartridges, and equipment previously containing chlorofluorocarbons (CFCs).

• Non-hazardous waste includes paper and cardboard, plastic, metal, glass, used cooking oils, textiles, metal packaging, mixed and synthetic packaging, renovation debris, food residues, compost, glass bottles, and mixed municipal waste.



GRI Content Index

CRETA MARIS RESORT

GRI 306-4

Waste diverted from disposal by recovery operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	-	3.50	-	6.22	-	7.40
Preparation for reuse	-	-	-	-	-	-
Total	-	3.50	0	6.22	0	7.40
Non-hazardous waste						
Recycling	16.87	205.52	21.76	226.37	3.00	294.24
Preparation for reuse	11.78	-	4.80	-	-	-
Total	28.65	205.52	26.56	226.37	3.00	294.24

• The recycling value for 2023, which falls under the category of Non-Hazardous Waste and specifically under offsite treatment, differs slightly from the value published in the previous Sustainability Report. Following a data verification review, it was identified that the difference was due to a quantity of 4.8 tons that should have been classified under “Preparation for Reuse”, but was erroneously included in the Recycling category.

GRI 306-5

Waste directed to disposal by disposal operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	0	0	0	0	0	0
Non-hazardous waste						
Landfilling	0	140.56	0	2,994.21	0	1,905.40
Total	0	140.56	0	2,994.21	0	1,905.40

• The registration of hazardous waste destined for landfill disposal has not been recorded for the years 2024, 2023 and 2022.

Society

GRI 2-7

Employee by gender, type of work and location unit									
	2024			2023			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Total number of employees	286	264	550	287	284	571	246	232	478
Permanent employees	7	27	34	6	27	33	3	25	28
Temporary employees	279	237	516	281	257	538	243	207	450
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	286	264	550	287	284	571	246	232	478
Permanent employees	285	264	549	287	284	571	245	232	477
Temporary employees	1	0	1	0	0	0	1	0	1

GRI 401-1

New employee hires and employee turnover	<30 ετών			30-50 ετών			>50 ετών		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
Number of new employee hires (#)	46	35	81	26	25	51	10	6	16
Rate of new employee hires	46%	32%	38%	23%	24%	24%	14%	12%	13%
Number of employee turnover (#)	13	18	31	6	25	31	7	4	11
Rate of employee turnover	13%	18%	16%	6%	24%	14%	10%	8%	9%
2023									
Number of new employee hires (#)	51	58	109	31	37	68	18	3	21
Rate of new employee hires	46%	50%	48%	29%	31%	30%	26%	6%	17%
Number of employee turnover (#)	26	24	50	12	18	30	8	2	10
Rate of employee turnover	24%	21%	22%	11%	15%	13%	11%	4%	8%
2022									
Number of new employee hires (#)	40	38	78	12	13	25	2	1	3
Rate of new employee hires	42%	44%	43%	13%	14%	14%	3%	2%	3%
Number of employee turnover (#)	18	15	33	12	7	19	1	1	2
Rate of employee turnover	19%	17%	18%	13%	7%	10%	2%	2%	2%



GRI Content Index

CRETA MARIS RESORT

GRI 404-1

Average training hours per year per employee	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Average training hours per year per employee	16.1	22.3	16.1	21.6	4.4	6.4
By employee level						
Employees in the top 10% of employees by total compensation	43.3	163.3	23.9	41.5	7.0	21.6
Employees in the bottom 90% of employees by total compensation	11.1	15.6	14.5	20.6	3.8	5.7
By function						
Administrative staff	0	0	0	0	0	0
Services staff	16.1	22.3	16.1	21.6	4.4	6.4

GRI 405-1

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
By employee level									
Senior Management	0%	0%	0%	33%	67%	100%	22%	78%	100%
Middle Management	60%	40%	100%	37%	63%	100%	100%	0%	100%
Employees	48%	52%	100%	55%	45%	100%	61%	39%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	48%	52%	100%	48%	52%	100%	59%	41%	100%
2023									
By employee level									
Senior Management	50%	50%	100%	27%	73%	100%	20%	80%	100%
Middle Management	100%	0%	100%	47%	53%	100%	100%	0%	100%
Employees	49%	51%	100%	49%	51%	100%	61%	39%	100%

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	49%	51%	100%	48%	52%	100%	58%	42%	100%
2022									
By employee level									
Senior Management	0%	0%	0%	14%	86%	100%	25%	75%	100%
Middle Management	0%	100%	100%	56%	44%	100%	0%	0%	0%
Employees	53%	47%	100%	50%	50%	100%	58%	42%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	52%	48%	100%	49%	51%	100%	54%	46%	100%

GRI 405-2

Ratio of basic salary and remuneration of women to men	2024	2023	2022
By employee level			
Senior Management	0.70	0.90	1.16
Middle Management	1.11	0.96	-
Employees	1.09	0.92	0.22
Total ratio of the basic salary of women to men	1.00	0.85	0.22
By function			
Administrative staff	-	-	-
Services staff	1	0.83	0.22
Total ratio of the basic salary of women to men	1	0.83	0.22



GRI Content Index

TUI MAGIC LIFE CANDIA MARIS

Environment

Energy, emissions

| GRI 302-1 | GRI 302-2

Energy consumption within the Group (MJ)	2024	2023	2022
Energy consumption from non-renewable sources (MJ)	4,390,877.14	3,974,005.45	2,723,884.49
DDiesel (MJ)	141,885.00	104,624.61	15,450.80
LPG (MJ)	4,232,195.96	3,869,380.84	2,708,433.69
Petrol (MJ)	16,796.18	0	0
Energy consumption from renewable sources (MJ)	20,741,032.32	18,638,368.37	12,390,538.21
Solar	302,102.89	95,495.94	-
Solar thermal	7,779,888.00	6,915,456.00	6,915,456.00
Electricity consumption from renewable sources (MJ (with Guarantees of origin)	12,659,041.43	11,627,416.43	5,475,082.21
Electricity consumption from non-renewable sources (MJ)	0	0	6,071,256.10
Electricity sold	0	0	0
Total energy consumption within the group (MJ)	25,131,909.45	22,612,373.82	21,185,678.81

- The diesel consumption values are calculated as the aggregate total of fuel used by company vehicles and the backup power generator, which serves as an emergency power source to ensure the uninterrupted operation of the hotel.
- The increase in diesel consumption in 2024 is attributed to the prolonged power outages experienced in the local grid, as diesel is exclusively used to operate the generator during such interruptions.
- The installation of the photovoltaic system at TUI Magic Life Candia Maris was completed and became fully operational in 2023.
- In 2024, the generation of solar electricity increased compared to 2023, as the system operated throughout the entire year, whereas in 2023 it had only been in operation from mid-year onwards.
- Thermal energy production also increased in 2024 compared to 2023.
- This change is mainly due to the extended operating season and the higher number of guest nights, which led to a greater demand for hot water generation.
- In 2024, an increase was recorded in LPG consumption and in electricity consumption from renewable sources.
- This is directly related to the higher occupancy levels (more guests/guest nights) and the longer operational period during the season. The increased demand for accommodation services naturally resulted in higher operational energy requirements for the resort.
- Electricity consumption from non-renewable sources was zero for both 2023 and 2024, as the Group has been exclusively procuring electricity generated from Renewable Energy Sources (RES) since August 2022, certified by Guarantees of Origin (GOs). This ensures that 100% of electricity consumed across all Group hotels originates from renewable sources.

| GRI 302-3

Total energy consumption in MJ / guestnight	2024	2023	2022
Energy intensity (MJ/ guestnight)	216.57	210.33	195.79

| GRI 305-1 | GRI 305-2 | GRI 305-3

Scope 1,2 emissions (tn CO ₂ eq) – TUI Magic Life Candia Maris					
Scope	Source	Unit	2024	2023	2022
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	278.74	251.87	172.04
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t CH ₄ (t CO ₂ eq)	0,13	0,12	0,08
		t N ₂ O (t CO ₂ eq)	0.15	0.13	0.08
Scope 2	Electricity supplied				
	Location-based	t CO ₂ eq	1,286.13	1,203.27	1,194.88
	Market-based	t CO ₂ eq	0.00	0.00	734.26
Total Scope 1		t CO ₂ eq	279.03	252.11	172.20
Total Scope 2 (location-based)		t CO ₂ eq	1,286.13	1,203.27	1,194.88
Total Scope 2 (market-based)		t CO ₂ eq	0	0	734.26
Total carbon footprint (location-based)		t CO ₂ eq	1,565.15	1,455.38	1,367.08
Total carbon footprint (market-based)		t CO ₂ eq	279.03	252.11	906.46

- The values presented for the "Total Carbon Footprint (market-based)" and "Total Scope 2 (market-based)" indicators for 2022, as shown in this 2024 Sustainability Report, differ slightly from those published in the 2023 Sustainability Report. This variation results from methodological improvements and enhanced data quality. In the previous reporting cycle, the calculation of Scope 2 (market-based) GHG emissions for 2022 was based on the electricity supplier's energy mix emission factor. As part of the Group's ongoing efforts to ensure quantitative accuracy and in line with best international practices, the emissions were recalculated using the residual energy mix and the corresponding environmental impacts, which provide more reliable and representative results. As a result, the new emission factor for 2022 derived from the supplier's residual energy mix is slightly higher than the one previously applied.
- Consequently, the recalculated Scope 2 (market-based) GHG emissions show a slightly higher value compared to the original calculation. These revisions highlight the Group's commitment to continuous improvement in data quality, as well as to full transparency and reliability in the reporting of its environmental performance.

GRI Content Index

TUI MAGIC LIFE CANDIA MARIS

GRI 305-4

Emission intensity (tn CO ₂ eq/guestnight)	2024	2023	2022
Emission intensity Scope 1 and Scope 2 (location based)	0.013	0.014	0.013
Emission intensity Scope 1 and Scope 2 (market-based)	0,.002	0.002	0.008

• The Scope 1 and Scope 2 (market-based) Emissions Intensity indicator for 2022, as presented for TUI Magic Life Candia Maris in this 2024 Sustainability Report, differs slightly from the value published in the 2023 Sustainability Report. This difference is due to the methodological improvement applied in the calculation of Scope 2 (market-based) GHG emissions, which now uses the residual energy mix emission factor provided by the electricity supplier, instead of the general national energy mix. This methodological update provides greater accuracy and alignment with best international reporting practices. As a result, the 2022 emission factor derived from the supplier's residual energy mix is slightly higher, leading to a marginal increase in the recalculated Scope 2 (market-based) GHG emissions compared to the original figure. Consequently, the revised value directly affects the calculation of the Scope 1 and Scope 2 (market-based) Emissions Intensity, which varies in proportion to the total combined Scope 1 and Scope 2 GHG emissions.

Water

GRI 303-3 | GRI 303-4 | GRI 303-5

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	77.28	65.13	69.19
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	148.59	143.56	116.56
Third-party water			
Freshwater	12.20	6.63	6.77
Other water (>1,000 mg/l ^t total dissolved solids)	0	0	0
Total water withdrawal			
Freshwater	12.20	6.63	6.77
Other water (>1,000 mg/l ^t total dissolved solids)	225.87	208.69	185.75
Total	238.07	215.32	192.52
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	127.99	118.47	101.52

GRI 305-5

Change in Greenhouse gas emissions	2024
Scope 1 Emissions	+11%
Scope 2 Emissions (location based)	+6.9%
Scope 2 Emissions (market-based)	0%

• The change in greenhouse gas (GHG) emissions is calculated based on a comparison between 2024 and 2023 emission levels, with 2023 established as the baseline year under the Group's Decarbonization Strategy.

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Total	127.99	118.47	101.52
Total water consumption from high stressed areas			
Total water consumption	110.08	96.85	91.00

• In 2024, an increase in water consumption was recorded compared to 2023. This rise is primarily attributed to two factors: first, the increase in guest nights, which resulted in higher water demand to support the resort's daily operations; and second, a technical malfunction affecting two swimming pools, which led to a significant water leak during the operational season.

• A minor variation is also observed in the water withdrawal, discharge, and consumption values for 2022 and 2023. This adjustment is due to the application of a more accurate performance coefficient for the desalination unit, improving the precision of water withdrawal calculations based on actual consumption data

Water consumption per guestnight (m ³ /guestnight) from high stressed areas	2024	2023	2022
TUI Magic Life Candia Maris (m ³ /gn)	0.95	0.90	0.84

Waste

Waste (t)	2024	2023	2022
Waste production			
Hazardous waste	0.38	0.26	5.13
Non-hazardous waste	134.42	49.03	72.59
Total	134.80	49.29	77.71
Waste diverted from disposal			
Hazardous waste	0.38	0.26	5.13
Non-hazardous waste	38.00	16.33	36.33
Total	38.38	16.59	41.45
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	96.41	32.70	36.26
Total	96.41	32.70	36.26



GRI Content Index

TUI MAGIC LIFE CANDIA MARIS

GRI 306-4

Waste diverted from disposal by disposal operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	-	0.38	-	0.26	-	5.13
Preparation for reuse	-	-	-	-	-	-
Total	0	0.38	0	0.26	0	5.13
Non-hazardous waste						
Recycling	-	36.54	-	16.24	-	36.33
Preparation for reuse	1.46	-	0.09	-	-	-
Total	1.46	36.54	0.09	16.24	0	36.33

- Hazardous waste includes electrical and electronic equipment, as well as empty toner and ink cartridges.
- Non-hazardous waste includes paper and cardboard, plastic, metal, glass, used cooking oils and fats, food residues, glass bottles, biodegradable waste, and mixed municipal waste.
- The recycling value for 2023, which falls under the category of Non-Hazardous Waste and specifically under offsite treatment, differs slightly from the value published in the 2023 Sustainability Report. Following a data verification review, it was identified that the difference was due to a quantity of 0.09 tons, which should have been classified under "Preparation for Reuse", but was erroneously included in the Recycling category.

GRI 306-5

Waste directed to disposal by disposal operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	0	0	0	0	0	0
Non-hazardous waste						
Landfilling	0	96.41	0	32.70	0	36.26
Total	0	96.41	0	32.70	0	36.26

- In 2024, the hotel implemented a comprehensive recording process for mixed municipal waste directed to landfill disposal. This process covers all hotel departments and is applied throughout the 24-hour operational cycle, prior to the final disposal of waste in the municipal green bins.
- The increase observed in 2024 compared to 2023 and 2022 is attributed to the expanded data recording scope. In previous years, only the quantities of biodegradable waste sent to landfill were recorded, whereas mixed waste disposed of in municipal bins had not been included. From 2024 onwards, all waste categories will be systematically monitored, ensuring a complete representation of the total waste volume directed to landfill from the TUI Magic Life Candia Maris hospitality unit. This enhancement enables full traceability and control over the property's waste management practices.
- At this stage, quantities of hazardous waste sent for disposal are not yet recorded.

Society

GRI 2-7

Employee by gender, type of work and location unit									
	2024			2023			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Total number of employees	104	82	186	108	78	186	92	75	167
Permanent employees	1	13	14	1	14	15	0	8	8
Temporary employees	103	69	172	107	64	171	92	67	159
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	104	82	186	108	78	186	92	75	167
Permanent employees	104	82	186	108	78	186	92	75	167
Temporary employees	0	0	0	0	0	0	0	0	0

GRI 401-1

New employee hires and employee turnover	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
Number of new employee hires (#)	7	9	16	11	6	17	1	2	3
Rate of new employee hires	41%	39%	40%	18%	14%	16%	6%	12%	9%
Number of employee turnover (#)	1	5	6	2	2	4	3	1	4
Rate of employee turnover	6%	25%	15%	3%	5%	4%	18%	6%	12%
2023									
Number of new employee hires (#)	9	8	17	15	6	21	3	0	3
Rate of new employee hires	43%	42%	43%	23%	14%	19%	14%	0%	8%
Number of employee turnover (#)	2	2	4	1	1	2	0	1	1
Rate of employee turnover	10%	11%	10%	2%	2%	2%	0%	6%	3%
2022									
Number of new employee hires (#)	7	6	13	8	6	14	5	0	5
Rate of new employee hires	44%	30%	36%	15%	15%	15%	24%	0%	14%
Number of employee turnover (#)	3	0	3	2	0	2	1	0	1
Rate of employee turnover	19%	0%	8%	4%	0%	2%	5%	0%	3%



GRI Content Index

TUI MAGIC LIFE CANDIA MARIS

GRI 404-1

Average training hours per year per employee	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Average training hours per year per employee	31.7	16.5	11.3	13.3	4.3	13.4
By employee level						
Employees in the top 10% of employees by total compensation	105.8	40.0	15.5	64.5	10.5	30.5
Employees in the bottom 90% of employees by total compensation	15.1	15.8	10.3	11.4	2.7	13.1
By function						
Administrative staff	0	0	0	0	0	0
Services staff	31.7	16.5	11.3	13.3	4.3	13.4

GRI 405-1

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
By employee level									
Senior Management	0%	0%	0%	33%	67%	100%	0%	100%	100%
Middle Management	0%	0%	0%	0%	100%	100%	100%	0%	100%
Employees	43%	58%	100%	68%	32%	100%	52%	48%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	43%	58%	100%	63%	38%	100%	50%	50%	100%
2023									
By employee level									
Senior Management	0%	0%	0%	31%	69%	100%	0%	100%	100%
Middle Management	0%	0%	0%	0%	100%	100%	100%	0%	100%
Employees	52%	48%	100%	66%	34%	100%	60%	40%	100%

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	52%	48%	100%	60%	40%	100%	58%	42%	100%
2022									
By employee level									
Senior Management	0%	0%	0%	27%	73%	100%	0%	100%	100%
Middle Management	0%	0%	0%	0%	100%	100%	50%	50%	100%
Employees	44%	56%	100%	63%	37%	100%	61%	39%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	44%	56%	100%	58%	42%	100%	58%	42%	100%

GRI 405-2

Ratio of basic salary and remuneration of women to men	2024	2023	2022
By employee level			
Senior Management	0.75	1.04	-
Middle Management	-	-	-
Employees	0.94	0.87	0.06
Total ratio of the basic salary of women to men	0.86	0.81	0.04
By function			
Administrative staff	-	-	-
Services staff	0.86	0.79	0.04
Total ratio of the basic salary of women to men	0.86	0.79	0.04



GRI Content Index

SANTO PURE OIA SUITES & VILLAS

Environment

Energy, emissions

GRI 302-1 | GRI 302-2

Energy consumption within the Group (MJ)	2024	2023	2022
Energy consumption from non-renewable sources (MJ)	755,455.87	872,767.51	1,047,599.09
Diesel (MJ)	490,277.77	393,890.26	389,425.88
LPG (MJ)	205,025.03	367,366.50	530,701.79
Petrol (MJ)	60,153.07	111,510.75	127,471.42
Energy consumption from renewable sources (MJ)	7,725,534.70	7,340,657.52	3,031,911.13
Solar (MJ)	0	0	0
Solar thermal (MJ)	0	0	0
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	7,725,534.70	7,340,657.52	3,031,911.13
Electricity consumption from non-renewable sources (MJ)	156,294.00	0	3,396,820.71
Electricity sold	0	0	0
Total energy consumption within the group (MJ)	8,637,284.57	8,213,425.04	7,476,330.93

- The increase in diesel consumption in 2024 is attributed to power outages that occurred in the local grid. Diesel is used exclusively as a backup source for the electricity generator, ensuring continuous operation during such interruptions.
- In 2024, a decrease in petrol consumption was observed compared to 2023. This reduction is primarily due to the lower use of company vehicles and the fewer trips carried out during the year.
- The total energy consumption within the hotel increased in 2024 compared to 2023.This rise is mainly due to the inclusion of new energy consumption sources, as the new hotel unit "The Villas by Santo Collection" commenced operations in mid-2024. The electricity consumption of this new unit was included for the first time in the hotel's overall energy balance for the year. Additionally, the higher guest occupancy in 2024 compared to 2023 led to greater operational intensity, resulting in a further increase in overall energy demand.
- On-site renewable energy consumption within the boundaries of Santo Pure Oia Suites & Villas remains zero. The generation of thermal energy from solar collectors and electricity from photovoltaic systems is not feasible due to the strict regulations in place for the protection of the island's cultural heritage and architectural aesthetics.

GRI 302-3

Total energy consumption in MJ / guestnight	2024	2023	2022
Energy intensity (MJ/ guestnight)	312.41	327.97	326.75

- The Energy Intensity value for 2024 shows a decrease compared to 2023. This reduction is primarily due to the increase in guest occupancy, which rose by 10.4% in 2024 compared to the previous year. Although the total energy consumption increased, the energy intensity declined, reflecting the improvement in energy efficiency per guest night. This indicates that, despite higher operational activity, the hotel achieved more efficient energy use relative to the number of guests accommodated.

GRI 305-1 | GRI 305-2 | GRI 305-3

Scope 1,2 emissions (tn CO ₂ eq) - Santo Pure Oia Suites & Villas					
Scope	Source	Unit	2024	2023	2022
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	53.31	60.27	71.56
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t CH ₄ (t CO ₂ eq)	0.12	0.25	0.24
		t N ₂ O (t CO ₂ eq)	0.40	0.31	0.27
Scope 2	Electricity supplied				
	Location-based	t CO ₂ eq	800.77	759.65	665.28
	Market-based	t CO ₂ eq	11.82	0.00	410.81
Total Scope 1		t CO ₂ eq	53.83	60.83	72.06
Total Scope 2 (location-based)		t CO ₂ eq	800.77	759.65	665.28
Total Scope 2 (market-based)		t CO ₂ eq	11.82	0.00	410.81
Total carbon footprint (location-based)		t CO ₂ eq	854.60	820.48	737.34
Total carbon footprint (market-based)		t CO ₂ eq	65.64	60.83	482.88

- "The Villas by Santo Collection" commenced operations in mid-2024, and since then, its electricity consumption has been included within the energy balance of Santo Pure Oia Suites & Villas. The slight increase observed in Scope 2 (location-based) and Scope 2 (market-based) emissions is solely attributed to this new hotel unit. The Villas was integrated into the use of electricity guaranteed by Renewable Energy Sources (Guarantees of Origin) at a later stage, thereby ensuring carbon-neutral electricity consumption for all future reporting periods.
- The values presented for the "Total Carbon Footprint (market-based)" and "Scope 2 (market-based) Total" indicators for 2022 in this 2024 Sustainability Report show minor variations compared with those published in the 2023 edition. This adjustment reflects improvements in methodology and data quality. Specifically, the Scope 2 (market-based) GHG emissions for 2022 were recalculated using the residual energy mix emission factor, replacing the supplier's general energy mix factor used previously. This methodological enhancement aligns with best international practices, providing greater accuracy and reliability in reporting. As a result, the new residual mix emission factor for 2022 is slightly higher, leading to a marginal increase in the recalculated Scope 2 (market-based) GHG emissions compared to the initial reporting.



GRI Content Index

SANTO PURE OIA SUITES & VILLAS

GRI 305-4

Emission intensity (tn CO ₂ eq/guestnight)	2024	2023	2022
Emission intensity Scope 1 and Scope 2 (location based)	0.031	0.033	0.032
Emission intensity Scope 1 and Scope 2 (market-based)	0.002	0.002	0.021

GRI 305-5

Change in Greenhouse gas emissions	2024
Scope 1 Emissions	-12%
Scope 2 Emissions (location based)	+5%
Scope 2 Emissions (market-based)	+11.82 Net increase t CO ₂ e
• The change in greenhouse gas (GHG) emissions is based on a comparison between 2024 and 2023 emissions, with 2023 defined as the baseline year in the Group's Decarbonization Strategy.	

Water

GRI 303-3 | GRI 303-4 | GRI 303-5

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	102.60	59.58	72.68
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	0	0	0
Third-party water			
Freshwater	6.57	15.31	13.76
Other water (>1,000 mg/l ^t total dissolved solids)	0	0	0
Total water withdrawal			
Freshwater	6.57	15.31	13.76
Other water (>1,000 mg/l ^t total dissolved solids)	102.60	59.58	72.68
Total	109.17	74.89	86.43
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/l ^t total dissolved solids)	61.56	35.75	43.61

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Total	61.56	35.75	43.61
Total water consumption from high stressed areas			
Total water consumption	47.61	39.14	42.83
• In 2024, there was an increase in total water consumption within the hotel compared to 2023. This rise is primarily attributed to the commencement of operations of "The Villas by Santo Collection", as well as to the higher occupancy rate, which increased by 10.4% compared to 2023.			
• A minor variation is observed in water withdrawal, discharge, and consumption values for the 2022 and 2023 reporting years. This variation results from the application of a more precise performance efficiency factor for the desalination unit, improving the accuracy of the calculation of water withdrawal based on consumption data.			

Water consumption per guestnight (m ³ /guestnight) from high stressed areas	2024	2023	2022
Santo Pure Oia Suites & Villas (m ³ /gn)	1.72	1.56	1.87

Waste

GRI 306-3 | GRI 306-4 a | GRI 306-5 a

Waste (t)	2024	2023	2022
Waste production			
Hazardous waste	0.19	0	0.30
Non-hazardous waste	92.95	28.27	29.05
Total	93.14	28.27	29.35
Waste diverted from disposal			
Hazardous waste	0.19	0.00	0.30
Non-hazardous waste	48.04	28.27	29.05
Total	48.23	28.27	29.35
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	44.91	0	0
Total	44.91	0	0



GRI Content Index

SANTO PURE OIA SUITES & VILLAS

GRI 306-4

Waste diverted from disposal by recovery operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	0	0.19	0	0	0	0.30
Preparation for reuse	0	0	0	0	0	0
Total	0	0.19	0	0	0	0.30
Non-hazardous waste						
Recycling	0.31	47.12	0.50	27.69	0.40	28.65
Preparation for reuse	0.61	0	0.08	0	0	0
Total	0.92	47.12	0.58	27.69	0.40	28.65

- Hazardous waste includes electrical and electronic equipment, batteries, and empty toner and ink cartridges.
- Non-hazardous waste includes paper and cardboard, plastic, glass, used cooking oils and fats, textiles, compost, mixed packaging, food waste, and glass bottles.
- The recycling value for 2023, which falls under the category of Non-Hazardous Waste and specifically under offsite treatment, differs slightly from the value published in the 2023 Sustainability Report. Following a data verification review, it was identified that the difference resulted from 0.08 tons of material that should have been classified under “Preparation for Reuse”, but was erroneously included in the Recycling category.

GRI 306-5

Waste directed to disposal by disposal operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	-	-	-	-	-	-
Non-hazardous waste						
Landfilling	-	44.91	-	-	-	-
Total	-	44.91	-	-	-	-

- In 2024, the hotel conducted a detailed recording of mixed municipal waste directed to landfill disposal sites. From 2024 onwards, all categories of waste sent to landfill from the Santo Pure Oia Suites & Villas property will be systematically recorded, with the aim of capturing the total waste volume and ensuring comprehensive monitoring and control of waste management practices.
- Data on the quantities of waste sent to landfill were not available for the years 2023 and 2022.

Society

GRI 2-7

Employee by gender, type of work and location unit									
	2024			2023			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Total number of employees	36	44	80	49	69	118	41	45	86
Permanent employees	3	3	6	6	5	11	2	2	4
Temporary employees	33	41	74	43	64	107	39	43	82
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	36	44	80	49	69	118	41	45	86
Permanent employees	36	44	80	49	69	118	41	45	86
Temporary employees	0	0	0	0	0	0	0	0	0

- The decrease in the total number of employees in 2024 is attributed to the opening of the Santo Mine Oia Suites, a new hotel property located adjacent to Santo Pure Oia Suites & Villas.

GRI 401-1

New employee hires and employee turnover	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
Number of new employee hires (#)	13	17	30	7	11	18	4	2	6
Rate of new employee hires	72%	74%	73%	64%	69%	67%	57%	40%	50%
Number of employee turnover (#)	4	9	13	5	9	14	2	2	4
Rate of employee turnover	22%	39%	32%	45%	56%	52%	29%	40%	33%
2023									
Number of new employee hires (#)	13	24	37	9	16	25	5	7	12
Rate of new employee hires	59%	75%	69%	56%	59%	58%	45%	70%	57%
Number of employee turnover (#)	4	9	13	13	10	23	4	2	6
Rate of employee turnover	18%	28%	24%	81%	37%	53%	36%	20%	29%
2022									
Number of new employee hires (#)	14	11	25	5	6	11	3	0	3
Rate of new employee hires	78%	55%	66%	36%	29%	31%	33%	0%	23%
Number of employee turnover (#)	2	4	6	4	2	6	0	0	0
Rate of employee turnover	11%	20%	16%	29%	10%	17%	0%	0%	0%



GRI Content Index

SANTO PURE OIA SUITES & VILLAS

I GRI 404-1

Average training hours per year per employee	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Average training hours per year per employee	7.0	6.4	12.3	22.4	7.0	13.5
By employee level						
Employees in the top 10% of employees by total compensation	20.2	9.0	41.3	31.1	9.0	21.6
Employees in the bottom 90% of employees by total compensation	5.4	6.2	9.1	20.7	6.7	12.4
By function						
Administrative staff	0	0	0	0	0	0
Services staff	7.0	6.4	12.3	22.4	7.0	13.5

I GRI 405-1

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
By employee level									
Senior Management	100%	0%	100%	50%	50%	100%	50%	50%	100%
Middle Management	67%	33%	100%	67%	33%	100%	100%	0%	100%
Employees	41%	59%	100%	36%	64%	100%	56%	44%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	44%	56%	100%	41%	59%	100%	58%	42%	100%
2023									
By employee level									
Senior Management	0%	0%	0%	33%	67%	100%	67%	33%	100%
Middle Management	100%	0%	100%	50%	50%	100%	50%	50%	100%
Employees	40%	60%	100%	36%	64%	100%	50%	50%	100%

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	41%	59%	100%	37%	63%	100%	52%	48%	100%
2022									
By employee level									
Senior Management	0%	0%	0%	0%	100%	100%	100%	0%	100%
Middle Management	0%	100%	100%	100%	0%	100%	0%	0%	0%
Employees	49%	51%	100%	39%	61%	100%	64%	36%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	47%	53%	100%	40%	60%	100%	69%	31%	100%

I GRI 405-2

Ratio of basic salary and remuneration of women to men	2024	2023	2022
By employee level			
Senior Management	0.82	0.93	-
Middle Management	0.71	0.92	-
Employees	1.07	0.97	1.42
Total ratio of the basic salary of women to men	1.02	1.08	0.48
By function			
Administrative staff	-	-	-
Services staff	1.02	1.08	0.48
Total ratio of the basic salary of women to men	1.02	1.08	0.48



GRI Content Index

SANTO MINE OIA SUITES

For the Santo Mine Oia Suites property, a comparative assessment of environmental performance across indicators related to energy, water, and waste generation is not possible, as the hotel commenced operations in 2024. Consequently, no historical data from previous years are available, and 2024 serves as the first reporting year for environmental performance metrics.

Environment

Energy, emissions

GRI 302-1 | GRI 302-2

Energy consumption within the Group (MJ)	2024	2023	2022
Energy consumption from non-renewable sources (MJ)	343,765.53	-	-
Diesel (MJ)	160,481.45	-	-
LPG (MJ)	173,212.29	-	-
Petrol (MJ)	10,071.79	-	-
Energy consumption from renewable sources (MJ)	1,577,935.08	-	-
Solar (MJ)	0	-	-
Solar thermal (MJ)	0	-	-
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	1,577,935.08	-	-
Electricity consumption from non-renewable sources (MJ)	2,063,942.60	-	-
Electricity sold	0	-	-
Total energy consumption within the group (MJ)	3,985,643.22	-	-

GRI 302-3

Total energy consumption in MJ / guestnight	2024	2023	2022
Energy intensity (MJ/ guestnight)	392.13	-	-

GRI 305-1 | GRI 305-2 | GRI 305-3

Scope 1,2 emissions (tn CO ₂ eq - Santo Mine Oia Suites)					
Scope	Source	Unit	2024	2023	2022
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	23.44	-	-
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t CH ₄ (t CO ₂ eq)	0.04	-	-
		t N ₂ O (t CO ₂ eq)	0.13	-	-
Electricity supplied					
Scope 2	Location-based	t CO ₂ eq	370.01	-	-
	Market-based	t CO ₂ eq	156.08	-	-
Total Scope 1		t CO ₂ eq	23.60	-	-
Total Scope 2 (location-based)		t CO ₂ eq	370.01	-	-
Total Scope 2 (market-based)		t CO ₂ eq	156.08	-	-
Total carbon footprint (location-based)		t CO ₂ eq	393.61	-	-
Total carbon footprint (market-based)		t CO ₂ eq	179.69	-	-

GRI 305-4

Emission intensity (tn CO ₂ eq/guestnight)	2024	2023	2022
Emission intensity Scope 1 and Scope 2 (location based)	0.039	-	-
Emission intensity Scope 1 and Scope 2 (market-based)	0.018	-	-



GRI Content Index

SANTO MINE OIA SUITES

Water

| GRI 303-3 | GRI 303-4 | GRI 303-5

Total water withdrawal from high stressed areas (ML)	2024	2023	2022
Groundwater			
Freshwater	0		
Other water (>1,000 mg/l ^t total dissolved solids)	37.05	-	-
Seawater			
Freshwater	0	-	-
Other water (>1,000 mg/l ^t total dissolved solids)	0	-	-
Third-party water			
Freshwater	0	-	-
Other water (>1,000 mg/l ^t total dissolved solids)	0	-	-
Total water withdrawal			
Freshwater	0	-	-
Other water (>1,000 mg/l ^t total dissolved solids)	37.05	-	-
Total water withdrawal	37.05	-	-
Total water discharge from high stressed areas			
Freshwater	0	-	-
Other water (>1,000 mg/l ^t total dissolved solids)	22.23	-	-
Total	22.23	-	-
Total water consumption from high stressed areas			
Total water consumption	14.82	-	-

Water consumption per guestnight (m ³ /guestnight) from high stressed areas	2024	2023	2022
Santo Mine Oia Suites (m ³ /gn)	1.46	-	-

Waste

| GRI 306-3 | GRI 306-4 a | GRI 306-5 a

Waste (t)	2024	2023	2022
Waste production			
Hazardous waste	0.02	-	-
Non-hazardous waste	30.93	-	-
Total	30.95	-	-
Waste diverted from disposal			
Hazardous waste	0.02	-	-
Non-hazardous waste	15.48	-	-
Total	15.50	-	-
Waste directed to disposal			
Hazardous waste	0	-	-
Non-hazardous waste	15.45	-	-
Total	15.45	-	-

| GRI 306-4

Waste diverted from disposal by recovery operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	0	0.02	-	-	-	-
Preparation for reuse	0	0	-	-	-	-
Total	0	0.02	-	-	-	-
Non-hazardous waste						
Recycling	0.09	15.17	-	-	-	-
Preparation for reuse	0.22	0	-	-	-	-
Total	0.31	15.17	-	-	-	-

- Hazardous waste includes electrical and electronic equipment and empty toner and ink cartridges.
- Non-hazardous waste includes paper and cardboard, plastic, glass, used cooking oils and fats, compost, mixed packaging, and glass bottles.



GRI Content Index

SANTO MINE OIA SUITES

GRI 306-5

Waste directed to disposal by disposal operation (t)	2024		2023		2022	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	0	0	-	-	-	-
Non-hazardous waste						
Landfilling	0	15.45	-	-	-	-
Total	0	15.45	-	-	-	-

• Regarding the Santo Mine Oia Suites, no inventory of non-hazardous waste headed for disposal in 2024 was conducted.

Society

GRI 2-7

Employee by gender, type of work and location unit									
	2024			2023			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Total number of employees	30	44	74	-	-	-	-	-	-
Permanent employees	3	3	6	-	-	-	-	-	-
Temporary employees	27	41	68	-	-	-	-	-	-
Non-guaranteed hours employees	0	0	0	-	-	-	-	-	-
Total number of employees	30	44	74	-	-	-	-	-	-
Permanent employees	30	44	74	-	-	-	-	-	-
Temporary employees	0	0	0	-	-	-	-	-	-

GRI 401-1

New employee hires and employee turnover	<30 ετών			30-50 ετών			>50 ετών		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
Number of new employee hires (#)	12	16	28	6	10	16	3	1	4
Rate of new employee hires	75%	70%	72%	67%	59%	62%	60%	25%	44%
Number of employee turnover (#)	4	9	13	5	8	13	1	2	3
Rate of employee turnover	25%	39%	33%	56%	47%	50%	20%	50%	33%
2023	-	-	-	-	-	-	-	-	-
2022	-	-	-	-	-	-	-	-	-

GRI 404-1

Average training hours per year per employee	2024		2023		2022	
	Men	Women	Men	Women	Men	Women
Average training hours per year per employee	7.0	7.7	-	-	-	-
By employee level						
Employees in the top 10% of employees by total compensation	25.0	13.5	-	-	-	-
Employees in the bottom 90% of employees by total compensation	5.2	7.3	-	-	-	-
By function						
Administrative staff	0	0	0	0	0	0
Services staff	7.0	7.7	-	-	-	-



GRI Content Index

SANTO MINE OIA SUITES

GRI 405-1

Composition of governance bodies and analysis of employees by employee level and gender	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2024									
By employee level									
Senior Management	0%	0%	100%	33%	67%	100%	100%	0%	100%
Middle Management	33%	67%	100%	33%	67%	100%	0%	0%	0%
Employees	42%	58%	100%	35%	65%	100%	50%	50%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	41%	59%	100%	35%	65%	100%	56%	44%	100%
2023	-	-	-	-	-	-	-	-	-
2022	-	-	-	-	-	-	-	-	-

GRI 405-2

Ratio of basic salary and remuneration of women to men	2024	2023	2022
By employee level			
Senior Management	0.82	-	-
Middle Management	0.71	-	-
Employees	1.07	-	-
Total ratio of the basic salary of women to men	0,98	-	-
By function			
Administrative staff	-	-	-
Services staff	0.98	-	-
Total ratio of the basic salary of women to men	0.98	-	-



Metaxa Hospitality Group

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