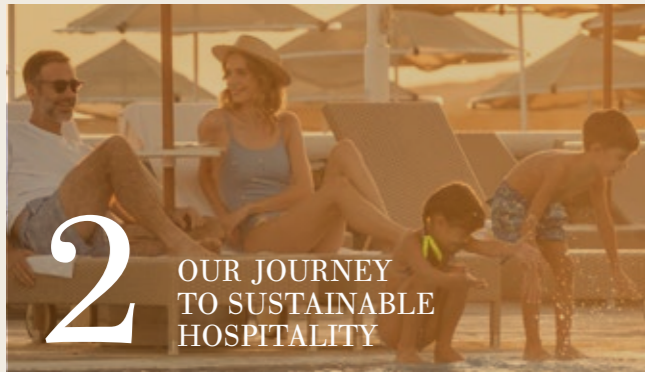




Metaxa Hospitality Group

SUSTAINABILITY
REPORT 2023





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Message from the CEO

GRI 2-22

Dear readers,

2023 has been a year of geopolitical and economic challenges, both at a national and international level. Both the tourism industry and hospitality sector, as well as our key stakeholders, such as shareholders, partners, guests, employees, and the local communities where we operate, were confronted with the negative effects of inflation, and the increasingly intense effects of climate change, but also the broader volatile economic conditions that prevailed.

Despite these difficulties, as a Group, we managed once again to successfully operate our hotels, by offering high quality services of authentic hospitality.

Above all, however, we remained committed to our timeless priority of developing a Sustainable Development strategy, serving in practice Sustainable Hospitality for all with actions that have a positive impact on the environment, contribute to the well-being of local communities and strengthen the national economy.

Sustainable Development constitutes the cornerstone of our journey. With a “Think Global – Act Local” character we respond in a timely manner to the global need of tourism experiences, with Sustainable Development criteria.

We have developed a long-term strategy for our Sustainable Development, with concrete goals and measurable results, which are presented in the following pages of this report. The operation of the Sustainability Committee, the Strategic Priorities, the Sustainable Supplies as well as the Communication of our Achievements, constitute the 4 pillars of our strategy.

Enjoy your reading,

Andreas N. Metaxas

CEO
Metaxa Hospitality Group

“ We have remained committed to the Sustainable Development strategy, serving Sustainable Hospitality in practice for everyone and we continue... ”



2023 AT A GLANCE

952 
employees

80% of whom come from the local community 

52% of whom are women 



106,336€ 
in social programs & hospitality sponsorships


1,356 
suppliers
89% of whom come from Greece



4.62 
tn
of plastic recycled

54 
distinctions & certifications for the Group's hotels

1,503 
MWh
energy production from photovoltaic systems

506 
tn CO₂ eq
Group's total direct GHG emissions 

Group's total indirect GHG emissions
4,444 
tn CO₂ eq
location-based

27 
tn CO₂ eq
market based
16,177 
tn CO₂ eq



1

METAXA HOSPITALITY GROUP

METAXA HOSPITALITY GROUP

*A sustainable
hospitality group*

Metaxa Hospitality Group provides authentic hospitality services from 1975. Operating with 3 hotels in Crete and Santorini, with strong commitment to the principles of Sustainable Development, placing the environment, employees, the local community and visitors at the core of its activities.

The principles, on which the Group has based the way it operates, are authentic and quality hospitality, social responsibility, business ethics, Sustainable Development, leadership and innovation, as well as ensuring a fair and safe working environment. The above principles have ensured international and domestic recognition of its work through dozens of awards and certifications.

49

years of history



1,086

rooms, suites & villas



1

conference center



3

hotel units in Crete & Santorini



52,034 €

direct economic value distributed



54

international & national awards and certifications



1,356

suppliers



Value created
by the Group
on the economy, society
and the environment

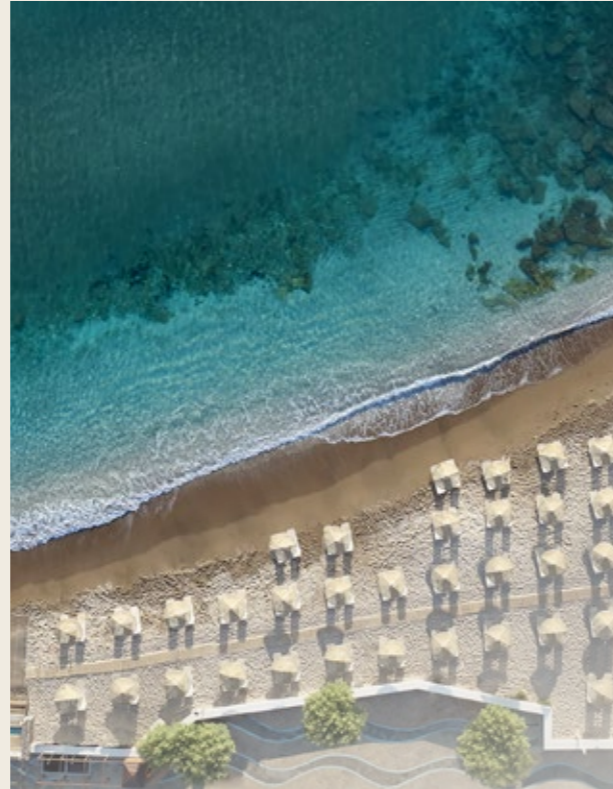


1.1 Profile

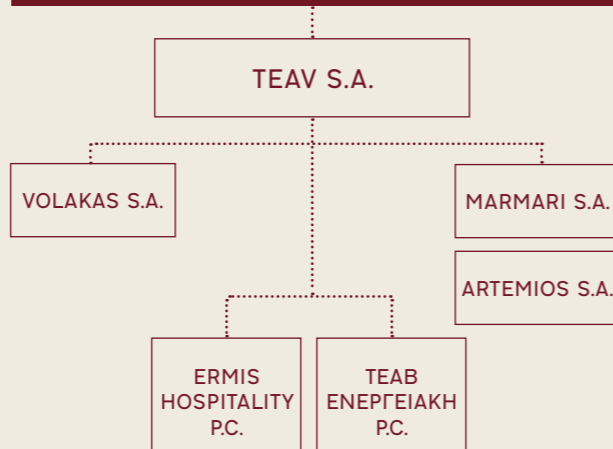
GRI 2-1 • GRI 2-6

Metaxa Hospitality Group (hereafter the "Group" or "Metaxa Hospitality Group"), is based in Heraklion, Crete and consists of the following economic 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
2. MARMARI HOTEL TOURISTIC – COMMERCIAL – TRANSPORT ENTERPRISES COMPANY S.A., which includes the hotel unit Santo Pure Oia Suites & Villas (in 2023),
3. ARTEMIOS SINGLE-MEMBER S.A. which is developing the new Santo Mine hotel unit in a property owned by TEAV S.A,
4. VOLAKAS SINGLE-MEMBER S.A. TOURISTIC - HOTEL - TECHNICAL - COMMERCIAL COMPANY, which until the end of 2023 has not develop any activity and
5. smaller companies such as TEAV ENERGY P.C., operating in the energy sector, and ERMIS HOSPITALITY P.C., a start-up company with a property in eastern Crete.



METAXA HOSPITALITY GROUP HOLDING S.A.



Metaxas Hospitality Group provides authentic hospitality services and is recognized with international awards and certifications. The Group commenced with its first hotel unit in Crete in 1975, by the late Nikolaos Metaxas and his wife Theano Evangelia Metaxas, whose work is continued by their family. The Group operates based on the principles of Sustainable Development, having the environment, employees, the local community and visitors at the core of its activities.

Hotels	Rooms, Suites & Villas	Area	Location
Creta Maris Resort	681	156,000m ²	Hersonissos Crete
TUI Magic Life Candia Maris	320	73,000m ²	Amoudara Heraklion Crete
Santo Pure Oia Suites & Villas	85	39,500m ²	Santorini Oia



During 2023, the Group operates:

In Crete, with the 5* hotel "Creta Maris Resort", in Hersonissos, Heraklion which houses the largest conference center in Crete and one of the largest in Greece, the "Mikis Theodorakis conference center", and the 5* hotel "TUI Magic Life Candia Maris", in Amoudara, Heraklion.



In Santorini, with the 5* "Santo Pure Oia Suites & Villas", which was expanded with new suites. In 2024, the Group will open the hotel complex Santo Collection - Resorts & Villas, which will consist of the hotels "Santo Mine Oia Suites" and "The Villas by Santo Collection".





CRETA MARIS

RESORT

Creta Maris Resort

All-inclusive ★★★★★

Creta Maris Resort commenced its operation in 1975, the year the Group was founded. It is an award-winning 5* all-inclusive resort in Hersonissos, characterized by the creation of unique experiences of authentic hospitality, offering the visitor an experiential connection with the civilization, ethos, customs, gastronomy, culture and history of Crete, having Sustainable Development at the heart of its operation. Creta Maris Resort is one of the most leading hotels in Greece, applying Sustainable Development practices for the well-being of the local communities of Crete, which, by extension, contribute to the strengthening of our national economy. In early 2023 the Creta Maris Resort, implemented a five-year business plan for the renovation of its premises and the upgrading of its services, with a total value of €44m. The works undertaken included the renovation of common areas and gastronomy areas, while at the same time the creation of new gastronomy departments.

Learn more www.cretamaris.gr

Mikis Theodorakis Conference Center



The Mikis Theodorakis Conference Centre, first opened in 2000, is the largest Conference Center in Crete and one of the largest in Greece. It covers an area of 6,000m² and with its 28 main halls & 11 auxiliary rooms which can accommodate small business meetings and conferences, having capacity of up to 5,025 people in full operation.



TUI MAGIC LIFE CANDIA MARIS



TUI Magic Life Candia Maris

All-inclusive ★★★★★

TUI Magic Life Candia Maris commenced its operation in 1995 in Amoudara, Heraklion, Crete. It is a 5* seaside resort, with an all-inclusive character, ideal for adults and children over 16 years old, having as main features the wellness and recreation, offering a variety of activities and luxurious hospitality facilities, while it also has conference facilities.

At the heart of the hotel's proper operation is sustainable development, as it adopts best practices for the protection of the environment, the support of the local community, strengthening the local market, creating a prosperous working environment, the production of organic products and provision healthy meals, sustainable hotel agriculture as well as informing and raising public awareness on issues of sustainable development.

Learn more www.candiamaris.gr



SANTO PURE

OIA SUITES & VILLAS

Santo Pure Oia Suites & Villas

★★★★★

Santo Pure Oia Suites & Villas, operating since 2016 in Santorini, was the first hotel of the Group in Santorini and has been operating responsibly and in accordance with the principles of sustainable development ever since. Located in Oia, Santo Pure Oia Suites & Villas is characterized by comfortable spaces of Cycladic architecture. From the beginning of 2023, the Group implemented an investment plan of €41 million. The plan is expected to be completed by April 2024 and includes the creation of 20 new suites at Santo Pure Oia Suites & Villas, completed in 2023, a new 37-suite hotel unit, Santo Mine Oia Suites, as well as 2 luxurious, autonomous villas, The Villas by Santo Collection, in the Oia area.

Learn more www.santocollection.gr



The services of Metaxas Hospitality Group

Hospitality – Accommodation



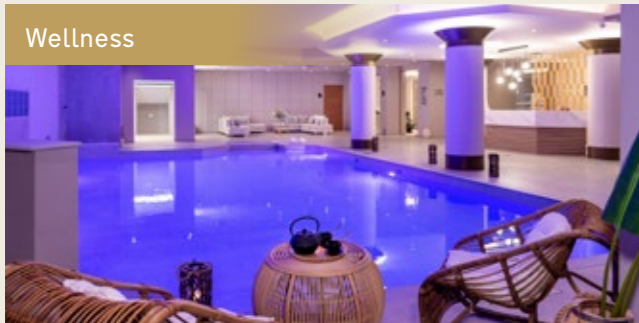
1,086 rooms, suites & villas.

Catering



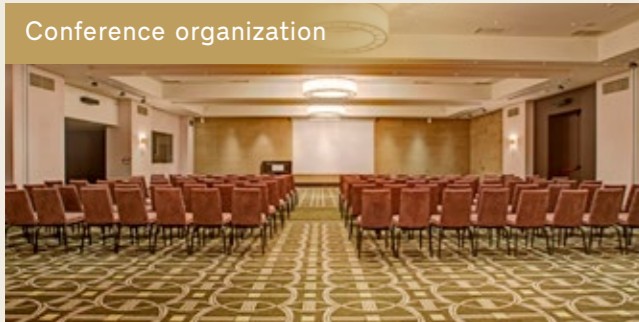
A total of 11 restaurants, 17 bars & 5 snack points.

Wellness



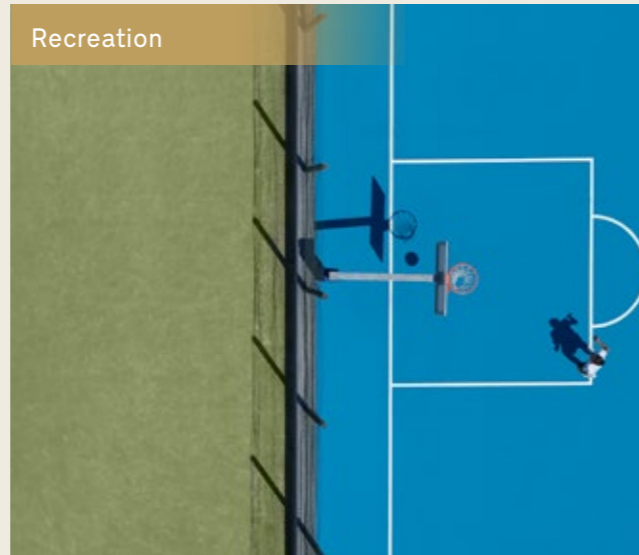
3 gym areas in collaboration with the chain of wellness centers "Aegeo Spas" includes 3 Spa & gym areas.

Conference organization



Halls of the Mikis Theodorakis Conference Centre and in addition, a total of 6 meeting rooms, in Santo Pure Oia and TUI Magic Life Candia Maris.

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, 1 open-air cinema (the largest in capacity in Europe), outdoor and indoor pools, heated or not.

Our philosophy and values

Our philosophy

Metaxas Hospitality Group is a leading Greek hospitality group, recognized for its ethos, passion and word.

Values

The Group operates based on the following core values:

Authentic, quality hospitality

The Group is dedicated to offering quality experiences of **authentic hospitality**, welcoming to its hotels not just customers, but true friends, many of whom regularly visit every summer.

Social Responsibility

The Group feels a responsibility to **give back to society**. It organically connects hospitality with the local community and economy. It promotes social responsibility in every function and activity of its hotels, highlighting the culture, heritage and gastronomy of each local area.

Business ethics

The Group looks its partners "in the eyes". It builds solid life relationships with its associates, based on honesty, mutual respect, mutual trust, transparency and reliability.

Sustainable development

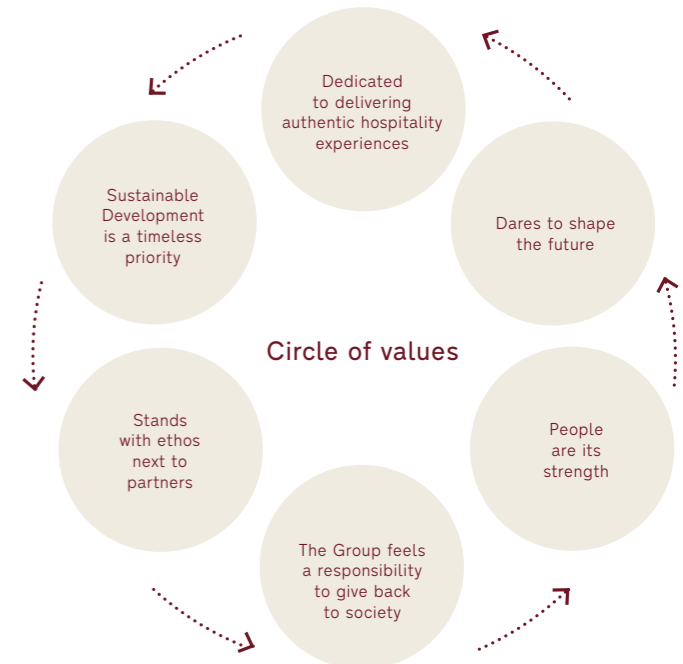
Sustainable development is its perennial priority. It is the horizontal constant that permeates the entire corporate governance over time. Thus, on the one hand, it fulfills its moral duty, and on the other hand, it responds in a timely manner to global trends in the offer of tourism experiences, with criteria of sustainability and ecological footprint.

Leadership, innovation, development

Dares to shape the future. The Group strongly believes in the dynamics of Greek tourism. That is why it develops a long-term growth strategy, responsibly harnessing new possibilities and new opportunities to expand its managed portfolio.

The Group's People

People are the Group's strength. It builds stable, long-term relationships within a fair and safe working environment. The Group works and grows with them on the road to success.



1.2 Business model

GRI 2-6 • GRI 201-1

The table below presents in detail the Group's business model, which reflects its inputs, business processes, products and services, as well as the value it creates.



Direct economic value generated and distributed

GRI 201-1

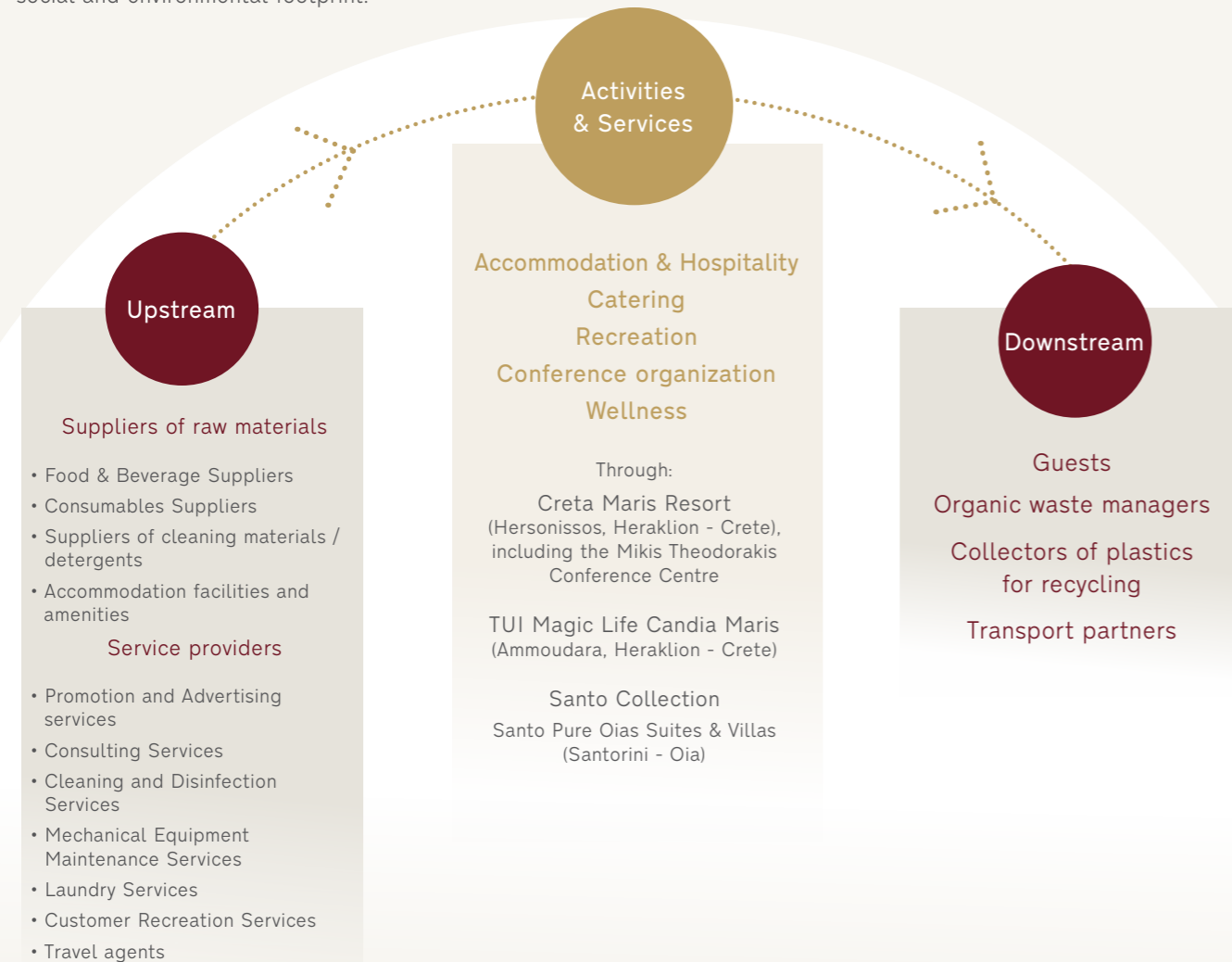
	2023	2022	2021
Direct Economic Value Generated (€ thousand)			
Revenues	53,979	50,712	30,961
Direct Economic Value Distributed (€ thousand)			
Operating Costs	18,525	21,134	17,090
Employee Wages and Benefits	21,505	16,691	11,670
Payments to Providers of Capital	600	600	0
Payments to Government (Greece)	11,401	10,312	5,822*
Community investments	3	21	30
Total	52,034	48,758	34,612
Economic Value Retained (€ thousand)			
Economic Value Retained (Direct economic value generated - Direct economic value distributed)	1,945	1,954	-3,651

* In 2021 contributions to the state were reduced, as there were more tax reliefs due to the COVID-19 pandemic.

1.3 Value chain and business relationships

GRI 2-6

The Group's value chain and business relationships play a crucial role in its Sustainable Development. By understanding each stage of the value chain, the Group can improve its efficiency and enhance its positive social and environmental footprint.



The Group's strategic goal is to build relationships of trust with its 1,356 suppliers, of whom only 155 are international (11%). Its relations are always based on honesty, mutual respect, mutual trust, transparency and reliability. The Group creates a sustainable supply chain, having as companions in this effort, its trusted suppliers.

Since 2021, the Group has adopted the Procurement Policy and the "Sustainable Supplies – Initiative for a sustainable future", as detailed in Chapter "3.

Corporate governance practices". In addition, more information on the Group's contribution to local communities and the support of local producers is available in Chapter "5. Caring for people and the local community."



1.4 Memberships and awards

GRI 2-28

The Group actively participates in organizations and bodies related to the industry, through which it expresses its views and promotes the principles of Sustainable Development.

Today, the Group is one of the most internationally recognized and awarded groups in the tourism industry, with 54 international and national awards and certifications. Below are presented the awards received by each of the hotels, as well as the Group as a whole (Creta Maris Resort, Tui Magic Life Candia Maris and Santo Pure Oia Suites & Villas) during the reporting period 2023.

Memberships

Metaxa Hospitality Group



GSTC
Global Sustainable Tourism Council



Greek Tourism Confederation (SETE)



Hellenic Hoteliers Federation (HHF)



Hellenic Chamber of Hotels (HCH)



Research Institute for Tourism (RIT)

Awards

Metaxa Hospitality Group



Travel Industry Awards by TTG Media
Environmental Initiative of the Year /
«Sustainable Hotel Farming»



Hellenic Responsible Business Awards
Gold Award
“Sustainable Hotel Farming”/Category
“Natural Resources Management”
Gold Award
“Sustainable Supplies”/Category
“Supply Chain”



Greek Hospitality Awards
Gold Award “Best Greek Hotel Brand”



World Travel Awards
Greece’s Leading Hotel Group

Creta Maris Resort



World Travel Awards 2023
Greece’s Leading All-Inclusive Resort
Greece’s Leading Sustainable Hotel



World Luxury Spa Awards
Luxury Spa & Stay 2023, Greece



Tripadvisor
Travelers’ Choice Awards 2023



TUI Hotel Awards 2023
Best Hotel – Sustainability



Wellness Travel Awards
2023 Most Sustainable



Holiday Check
Recommended 2023



Booking.com
9.1/10 Traveller Review Awards 2023



Travelmyth
Multiple Awards in 2023

Tui Magic Life Candia Maris



TUI
Top Quality



World Luxury Spa Awards
Luxury Wellness Centre 2023, Europe

Santo Pure Oia Suites & Villas



World Spa Awards
Greece’s Best Resort Spa 2023
(Anassa Spa/Santo Pure Oia Suites & Villas)



World Travel Awards
World’s Leading Boutique Resort 2023
(Santo Pure Oia Suites & Villas)
Europe’s Leading Boutique Resort 2023
(Santo Pure Oia Suites & Villas)
Greece’s Leading Island Villas 2023
The Villas by Santo Collection



Tripadvisor
Travellers’ Choice Awards 2023














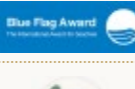

















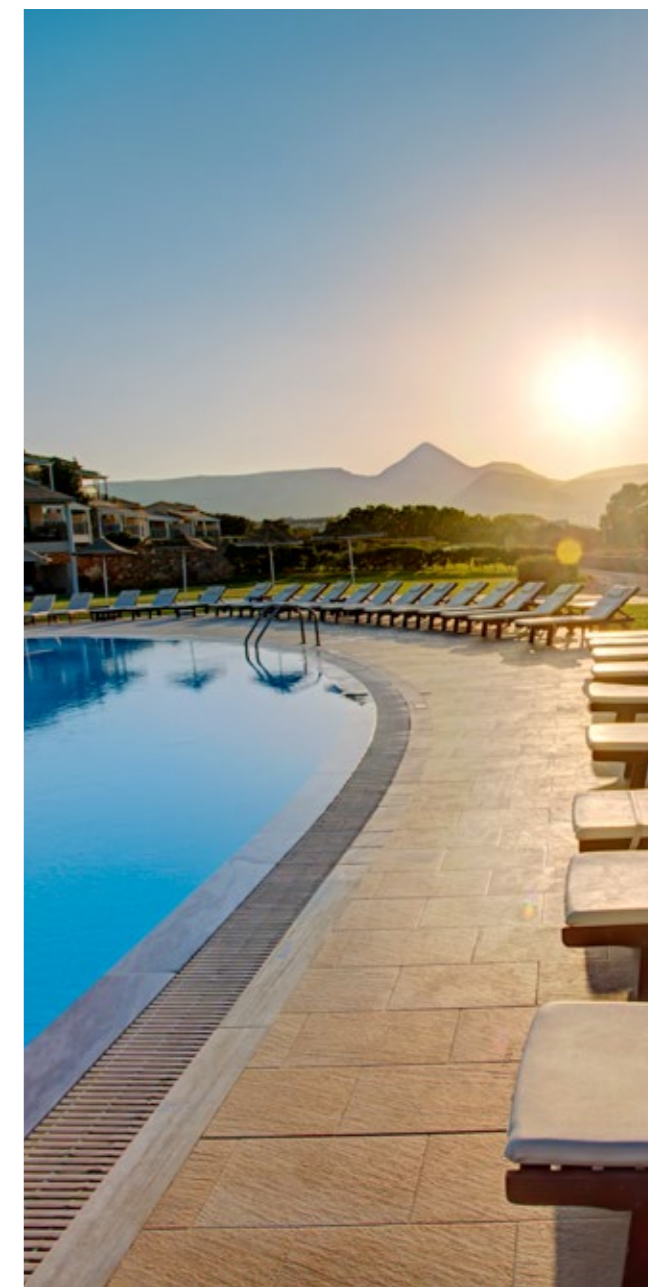
Conde Nast Traveler
Readers’ Choice Awards 2023



Travelmyth
34 Awards in 2023

Also, presented in the following table, the certifications that each of the Group's hotels has received, as in force for 2023.

Certifications	
Creta Maris Resort	TUI Magic Life Candia Maris
 Travelife Gold Certification	 Travelife Gold Certification
 TÜV Austria ISO 22000 Food Safety Management System ISO 14001 Environmental Management System	 The Green Key Certification
 The Green Key Certification	 Ecarf Quality
 Ecarf Quality	 HACCP
 Bio Kouzina Gold	 Greek Breakfast
 Greek Breakfast	 We do local Hospitality
 DIO/ Certification Scheme on Organic Products	 Blue flag Award
 We do local Hospitality	 Costa Nostrum Sustainable Beaches
 TÜV Austria Water sports	 DIO/ Certification Scheme on Organic Products
 Blue flag Award	 Bike friendly
 Costa Nostrum Sustainable Beaches	
 Bike friendly	
Santo Pure Oia Suites & Villas	
 Boutique Hotel	
 Travelife Gold Certification	
 TÜV Austria ISO 22000 Food Safety Management System ISO 14001 Environmental Management System	
 DIO/ Certification Scheme on Organic Products	
 The Green Key Certification	
 Greek Breakfast	
 We do local Hospitality	





2

OUR JOURNEY TO SUSTAINABLE HOSPITALITY

OUR JOURNEY TO SUSTAINABLE HOSPITALITY

With a 2030 implementation horizon

With Sustainable Development at the heart of the way the Group operates, continuous efforts are being made to enhance its positive impact on the environment, the economy and people.

At the same time, it works in such a way as to prevent or mitigate its negative effects.

The Sustainable Development strategy with a "think global-act local" character has a horizon of implementation of 2030, while the Board of Directors and all employees of the Group work responsibly to achieve this goal.

10 stakeholder groups



18 stakeholder engagement methods



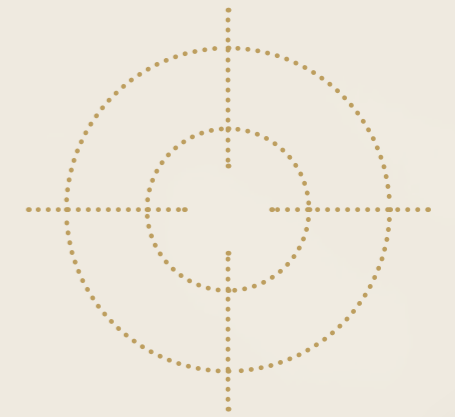
GRI Materiality analysis, based on the international (GRI Standards 2021)



15 identified impacts



8 material topics

Contribution to the Sustainable Development Goals (SDGs)



2.1 Sustainable Development Strategy

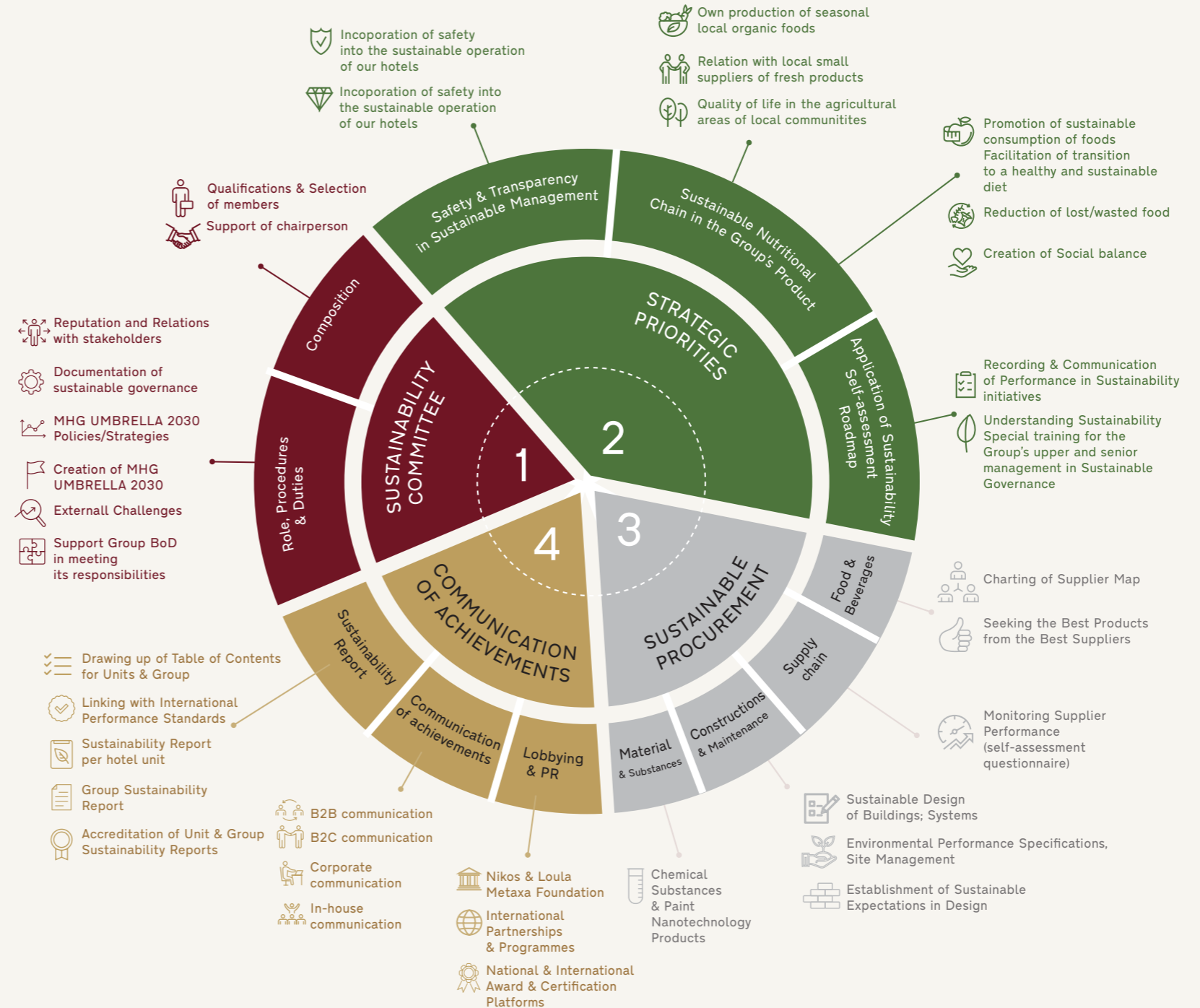
GRI 2-12 • GRI 2-13

The Group has formulated and implemented a Sustainable Development strategy with a "think global-act local" character and a time horizon of implementation in 2030. The Board of Directors (BoD) and the Group's senior management are responsible for developing, validating and reviewing the strategy.

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



The figure on the right illustrates the above fields as well as the corresponding actions of which they consist of.



Sustainable Development oversight

GRI 2-12 • GRI 2-13

For the most efficient supervision and management of sustainable development issues, the Group has established the Sustainability Committee, the structure and scope of which is described in detail in the section "[3. Corporate governance practices](#)".

In 2023, within the framework of the Sustainability Committee, a special sub-committee entitled "Sustainability Executive Committee" was established, aiming at the Group's more direct and holistic management of Sustainable Development issues, the alignment with the fields of application of the Sustainable Development strategy and the maximum utilization of the resulting benefits.

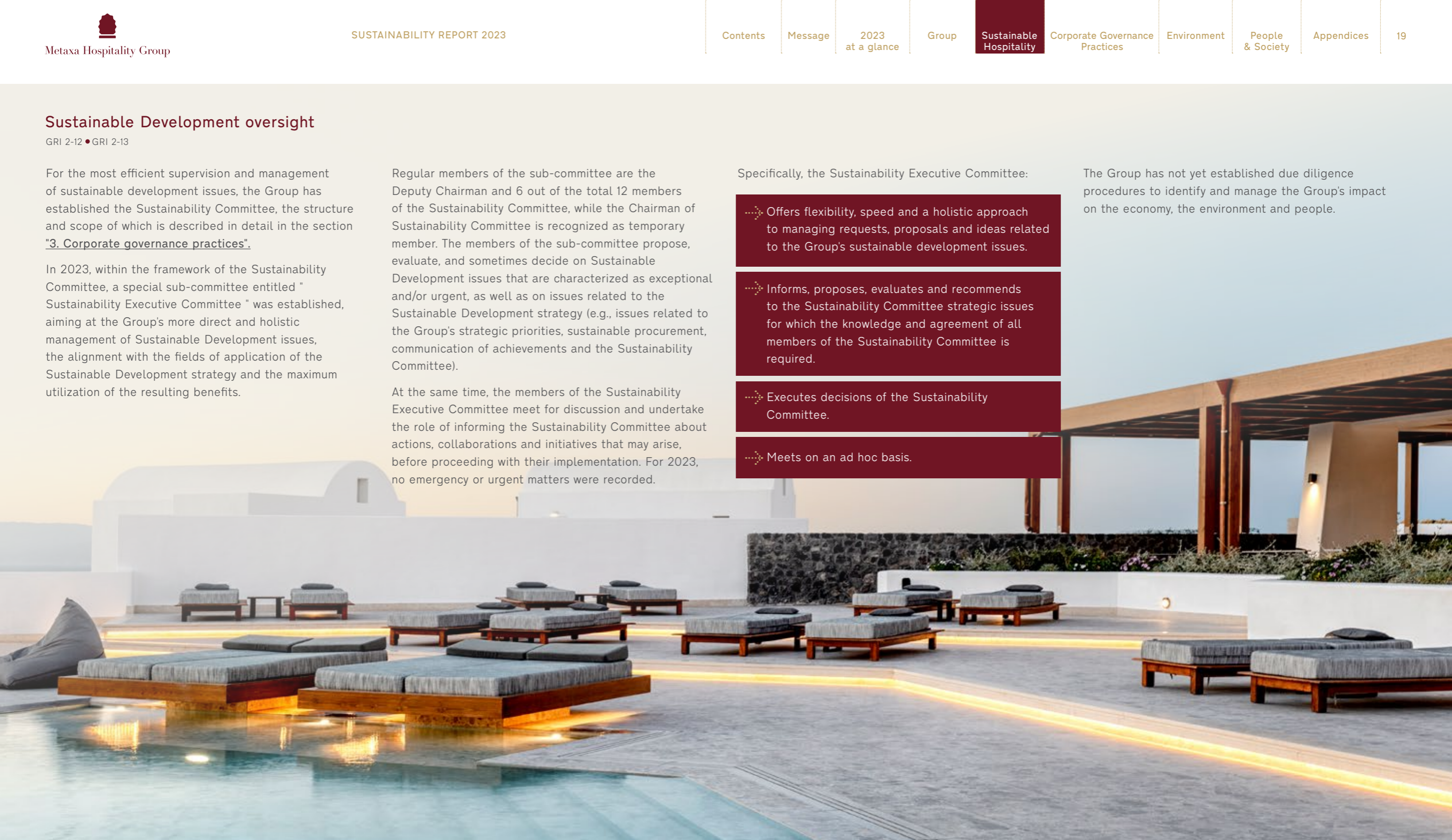
Regular members of the sub-committee are the Deputy Chairman and 6 out of the total 12 members of the Sustainability Committee, while the Chairman of Sustainability Committee is recognized as temporary member. The members of the sub-committee propose, evaluate, and sometimes decide on Sustainable Development issues that are characterized as exceptional and/or urgent, as well as on issues related to the Sustainable Development strategy (e.g., issues related to the Group's strategic priorities, sustainable procurement, communication of achievements and the Sustainability Committee).

At the same time, the members of the Sustainability Executive Committee meet for discussion and undertake the role of informing the Sustainability Committee about actions, collaborations and initiatives that may arise, before proceeding with their implementation. For 2023, no emergency or urgent matters were recorded.

Specifically, the Sustainability Executive Committee:

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

The Group has not yet established due diligence procedures to identify and manage the Group's impact on the economy, the environment and people.



Stakeholder engagement

GRI 2-12 • GRI 2-29 • GRI 3-3

Regular stakeholder engagement aims to better understand stakeholder interests and needs, as well as to identify issues related to Sustainable Development that need to be resolved by the Group. The term stakeholders is defined as individuals or groups of individuals whose interests may be affected by the Group's activities.

For the Group, the main stakeholder groups are the following:

Board of Directors / Shareholders	Employees
Suppliers	Partners
Guests	Financial Institutions
Regulatory Authorities	Sectoral Unions / Organizations
Media	Local Community



In particular, in the Group's programs "Sustainable Procurement. Action for a sustainable future", "Sustainable Hotel Farming" and "Regenerative Lassithi Plateau & its People" consultation has been carried out with the stakeholders who will participate in them (e.g., producers/suppliers, employees) through telephone, internet and face-to-face communication. Further information on the programs is available in [Chapters '3. Corporate governance practices'](#) and ['4. Our action for an environmentally sustainable hospitality'](#).

In addition, all hotels of the Group have implemented actions to record the satisfaction of guests for the quality of services, both during their stay and after they have checked out. To this end, a questionnaire has been created for each hotel and is available to guests during their stay, so that any problems that arise can be resolved immediately. In case guests have checked out, internal procedures have been created (special feedback platform), so that any complaints are taken into account for improvement and resolution. The following table presents the stakeholder categories, the engagement methods, and the frequency of engagement with them. To determine the Group's stakeholders, a detailed mapping was carried out as part of the Materiality Analysis process for the year 2023.

Stakeholders	Engagement method	Frequency of engagement
Board of Directors/ Shareholders	<ul style="list-style-type: none"> • General Meeting of Shareholders • Board of Directors 	Annual, monthly
Employees	<ul style="list-style-type: none"> • Meetings, updates, trainings, events • Bulletin boards • Group Website • Social Media • Newsletters/ update emails 	Continuous
Suppliers	<ul style="list-style-type: none"> • Regular contacts/visits • Inspections • Sustainable Development Report • Social Media 	Continuous
Partners	<ul style="list-style-type: none"> • Meetings/briefings, events • Sustainable Development Report • Social Media 	Continuous
Guests	<ul style="list-style-type: none"> • Group & Hotels website • Sustainable Development Report • Social Media • Direct communication with Group employees • Communication material within hotels 	Continuous
Financial Institutions	<ul style="list-style-type: none"> • Conferences and events • Corporate publications and articles • Sustainable Development Report • Social Media • Inspections • Studies and corporate reports 	Continuous
Regulatory Authorities	<ul style="list-style-type: none"> • Conference and events • Sustainable Development Report • Social Media • Studies and corporate reports 	Continuous
Sectoral Unions/Organizations	<ul style="list-style-type: none"> • Corporate publications and articles • Personal communication • Open dialogue conferences and events • Studies and corporate reports • Group Website • Sustainable Development Report • Social Media 	Continuous
Media	<ul style="list-style-type: none"> • Open dialogue conferences and events • Group Website • Sustainable Development Report • Social Media 	Continuous
Local Community	<ul style="list-style-type: none"> • Open dialogue events • Open dialogue conferences and events • Studies and corporate report • Group Website • Sustainable Development Report • Social Media 	Continuous

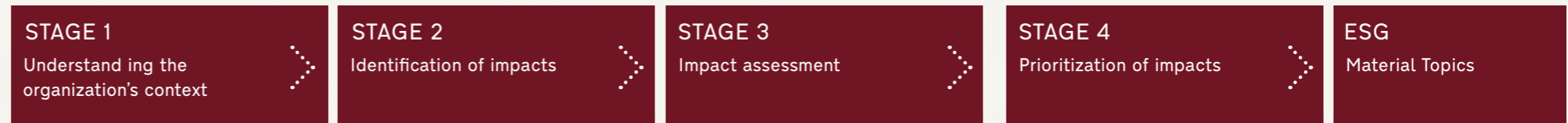
2.2 Materiality analysis

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 2023, the Group proceeded to conduct its second 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 2023 comprised of the following steps:



STAGE 1
Understanding the organization's context

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).

STAGE 2
Identification of impacts

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.

STAGE 3
Impact assessment

- 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 2023.

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.

STAGE 4
Prioritization of impacts





























- Determination of the threshold by the Group's Management (Sustainability Executive Committee), according to which Sustainable Development topics are characterized as material.
- 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.



The 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	 



Compared to 2022, "Culture and Civilization" emerged as new material area of impact.

Placing Sustainable Development at the heart of its operation, the Group makes continuous efforts to enhance its positive impacts on the environment, the economy, and people, including its human rights, as well as to prevent or reduce negative impacts. Actions to mitigate and address actual and potential negative impacts, as well as actions to reinforce actual and potential positive impacts on the above material topics, are described in more detail in the following chapters.



3

CORPORATE GOVERNANCE PRACTICES

CORPORATE GOVERNANCE PRACTICES

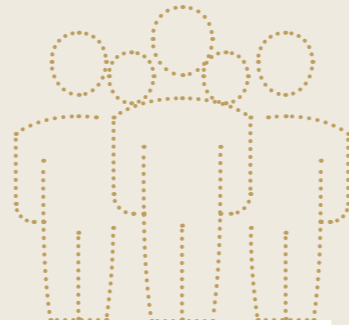
We operate responsibly and organized

The Group's system of values and principles is the basis on which its operation, organization, management and control are based.

The integrated Corporate Governance system implemented by the Group, ensures that the created policies and procedures will lead to the integral operation of the Group and its stakeholders. All the systems in place contribute to the fulfillment of the Group's vision on Sustainable Development, i.e., growth that ensures the continuous prosperity of itself and the communities in which it operates.

5

member Board of Directors



2

complaint management mechanisms



0

submitted complaints and/or observations about illegal, irregular or unethical actions by staff



13

members in the Sustainability Committee



1

Personal Data Privacy Policy



incidents of corruption



incidents of non-compliance with laws and regulations



1

staff handbook



1

Sustainable Supplies program



Organisational Structure

GRI 2-9 • GRI 2-10 • GRI 2-11 • GRI 2-15 • GRI 2-17 • GRI 2-18 • GRI 2-19 • GRI 2-21

The Group's Board of Directors (BoD) is its supreme executive body. In addition, the two economic entities of the Group, Touristic Enterprises Company - TEAV S.A. and Marmari Hotel - Touristic - Commercial - Transport Enterprises Company S.A., consist of separate BoDs.

The composition and responsibilities of the BoD are determined by the Group's Articles of Association as well as by the current legislative and regulatory framework. As the supreme management body, the BoD sets the guidelines and ensures the effective implementation of the Group companies' strategy. There is no procedure for nominating and selecting the members of the Board of Directors due to the nature of the organization.

The term of office of the BoD is five years and there is no official distinction between executive and non-executive members, as the company does not fall within the scope of Law No. 4706/2020. However, there is an informal distinction as illustrated in the table below. There are no independent members on the BoD of the Group. The Group does not have a Conflict of Interest Policy, but has internal control and supervision mechanisms in place to ensure that such conflicts are prevented and addressed.

There is no specific procedure for communicating these mechanisms to stakeholders. 4 members of the Board are in the age group over 50 years old and 1 in the age group 30-50 years old. 3 women participate in the BoD (60% of the total members of the Board). The BoD does not include under-represented social groups and all members of the Group have experience and knowledge relevant to the tourism industry.

The participation of the members of the BoD in other BoDs outside the Group, does not constitute a limiting factor in the exercise of their duties.

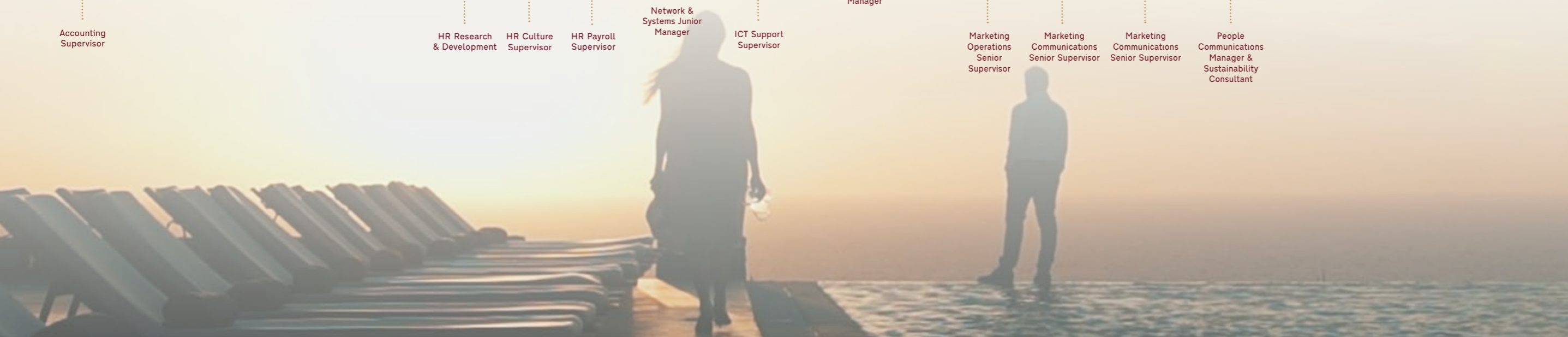
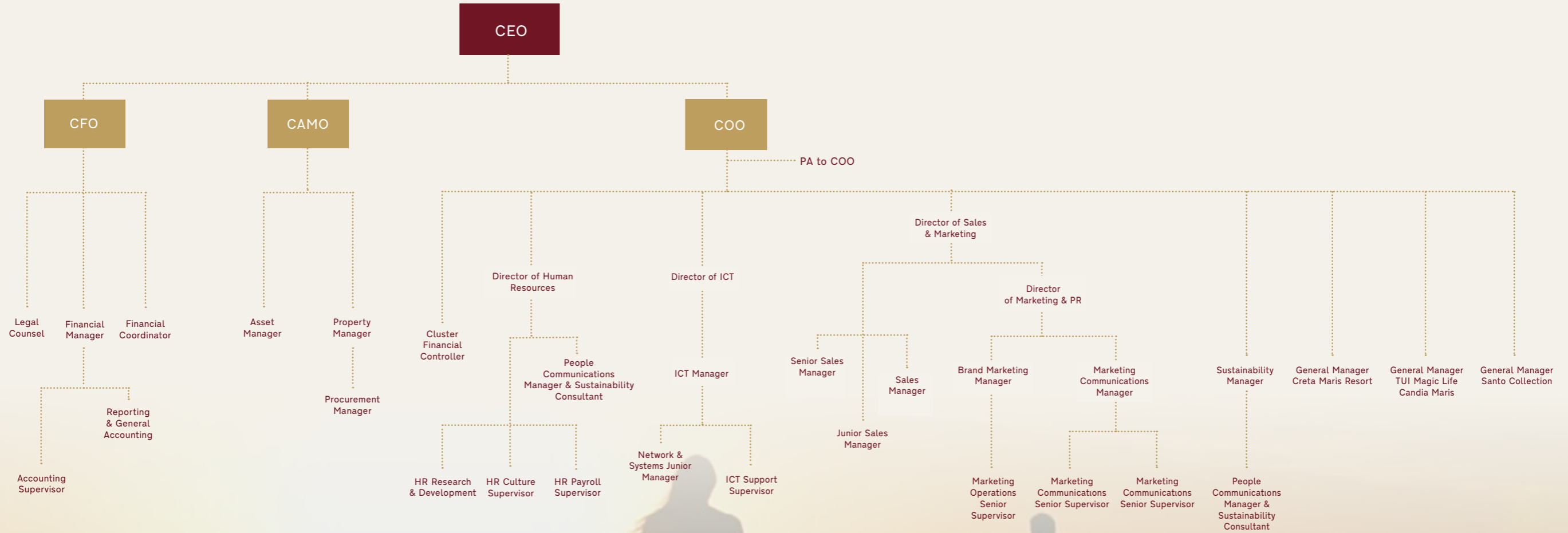
Group's Board of Directors	
Theano-Evangelia Metaxa	Chairman – Non-Executive Member
Andreas Metaxas	Deputy Chairman Executive Member (CEO)
Rodanthi Metaxa	Member – Non-Executive Member
Marina Metaxa	Member – Non-Executive Member
Ioannis Metaxas	Member – Executive Member (CAMO)

All executive members of the BoD are informed and trained on Sustainable Development topics by attending relevant seminars or workshops. Currently, there is no evaluation of the performance of the BoD members and the Managers. The BoD members are remunerated, "non-executive" with contracts of salaried mandate and annually approved by the General Assembly in accordance with Law 4548/2018. The "non-executive" BoD members receive remuneration when approved by the General Assembly. In the table below, the Group's annual total compensation ratio has been calculated by dividing the annual total compensation of the CEO to the median annual total compensation for all of the organization's employees excluding the one of the CEO.

2023	2022	2021
Annual total compensation ratio		
15.1	15.8	18.7
Change in the annual total compensation ratio		
0.773	-0.004	1.42



The following diagram illustrates the organizational structure of the Group:



Committees

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, more information on which can be found in Chapter "2.

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.



The Sustainability Committee consists of the following 13 members who are members of the BoD, Group executives and strategic partners:

Chairman	Andreas Metaxas	● Chief Executive Officer, CEO
Deputy Chairman	Marigianna Chalkiadaki	● Sustainability Manager
Member	Giannis Metaxas	● Chief Asset Management Officer, CAMO
Member	Manos Bormpoudakis	● Chief Operating Officer, COO
Member	Nikos Vlasiadis	● General Manager, Creta Maris Resort
Member	Serafeim Karouzakis	● General Manager, TML Candia Maris
Member	Christos Seizis	● General Manager, Santo Pure Oia Suites & Villas
Member	Nikos Sfakianakis	● Sales & Marketing Director
Member	Konstantinos Triantafyllis	● Marketing & PR Director
Member	Loula Metaxa	● HR Director
Member	Christos Kouteranis	● Property Manager
Member	Giorgos Gatzilakis	● Cluster Financial Controller
Member	Sotiris Bampagiouris	● CEO, Local Food Experts s.c.e.

3.1 Business ethics

Management approach

GRI 3-3



Material Topic	Business ethics
Positive/Negative Impact	
UN Sustainable Development Goals	

During its operation, the Group creates actual positive impacts by ensuring regulatory compliance and business conduct, through its structure and way of operation. In particular, positive impacts are created by the operation of the Sustainability Committee, the implementation of a complaint management mechanism, the Data Security Policy and the Personal Data Protection Regulation, as well as the implementation of the “Sustainable Supplies” program, for managing more efficiently the supply chain of local suppliers.

Staff handbook

GRI 2-23 • GRI 2-24 • GRI 2-27

The Group has developed the staff handbook, which constitutes a point of reference for all its employees, who are trained and informed about its content upon recruitment. All employees of the Group are trained and informed about the content of the staff handbook upon recruitment. Through the staff information handbook, the Group manages to communicate its commitments to ensure responsible business and the ethical behavior of its employees through relevant meetings, trainings, and events.

Indicatively, the staff handbook includes the following sections:



- Group values, philosophy and mission
- Corporate Social Responsibility
- Environmental Awareness
- Protection of human rights
- Human Resources
- Labour issues
- Ethical behavior of employees
- Safety Rules
- Health and Safety
- Employees attire

The information handbook has been approved and bears the signature of the Group’s CEO. The handbook is available internally on the Group’s intranet and is sent electronically to its stakeholder groups by e-mail. The Group’s effort to ensure its business conduct and regulatory compliance is also reflected in the fact that for 2023 there were no incidents of non-compliance with laws and regulations.

Problem solving and complaint management mechanism

GRI 2-16 • GRI 2-24 • GRI 2-25 • GRI 2-26

The Group has developed a problem-solving and complaint management mechanism. Through it, the Group enables its employees, partners and suppliers to express their concerns or complaints (e.g., labor relations issues, nutrition, transportation, working hours, accommodation).

Specifically, employees can express these, either in person or in writing, via email, to the Human Resources Department (hr@metaxahospitality.gr), of each hotel (HR department per Hotel started operating in 2023), for the immediate response to the issues of employees within the hotel. In addition, employees can and should discuss their concerns directly with their supervisors. Supervisors, if they are unable to provide a solution, and depending on the nature of the problem, may request the assistance of the Human Resources Department.

Regarding partners and suppliers, any concerns or complaints are communicated to Procurement Department and then to the Manager of each hotel, if they are not resolved with the Head of the Procurement Department.

The mechanism has been designed by employees of the Group and specifically by employees of the Human Resources Department & the competent departments. In order to improve its operation, in 2023, feedback was received through the Satisfaction and Culture Survey, which was conducted with the participation of all employees. In addition, the Group has a complaint management system that monitors, records and manages visitors’ concerns and problems, activating the Management team for their optimal resolution

This mechanism includes:



Complaint management during the guest’s stay

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

Resolution time 24 – 48 hours



Complaint management subsequent to the guest’s stay

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

In 2023, 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.

Employee Disciplinary Procedure

GRI 2-24 • GRI 205-3 • GRI 206-1



The Group has a Disciplinary Procedure in place to ensure a fair and effective system for dealing with unsatisfactory performance and behavior of employees. An employee warning can be made informally (orally) or formally (in written), with the ultimate goal of employee compliance.

An employee may receive a written warning after a prior oral warning, in accordance with the disciplinary procedure followed by the Group. If the employee's behavior has not changed in terms of the Company's ethics after the verbal warning has been given, then a written warning is made.

Depending on the severity of each incident, a written warning may be made without a prior verbal warning. In 2023, the Group implemented all necessary internal procedures and policies to ensure integrity in its business activity. Therefore, in 2023 there were:

Therefore, in 2023 there were:

Zero

- submissions of complaints and/or observations for illegal, irregular or unethical actions of staff.
- confirmed incidents of corruption.
- confirmed incidents of corruption that led to the removal or disciplinary action of employees.
- confirmed incidents of corruption that led to the termination or non-renewal of cooperation with partners.
- public legal cases regarding corruption brought against the Group or its employees.
- 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.
- monetary losses incurred as a result of business ethics violations.



Personal Data Privacy Policy

GRI 2-24 • GRI 418-1

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

The Group has:



- 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.
- Information Security Officer (ISO).

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 constitutes a main concern.

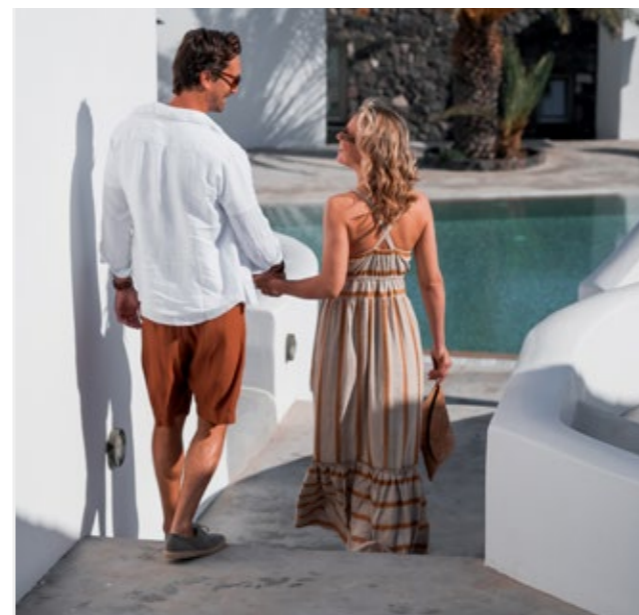
In this context, the Group complies with the key data protection principles to ensure that personal data is processed correctly:



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

The Group ensures employees' cooperation in maintaining guests' privacy, through annual training that is conducted at the beginning of the tourist season. Every new member to the Metaxa Hospitality Group, with particular emphasis on those that hold key personal data processing positions, such as the HR, accounting, reservations, Marketing, sales, etc. departments, receive training at the beginning of their recruitment.

In 2023, 2 substantiated complaints were received concerning breaches of customer privacy, that did not result in data loss due to timely intervention by IT. There is no documented incident related to data loss.



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:



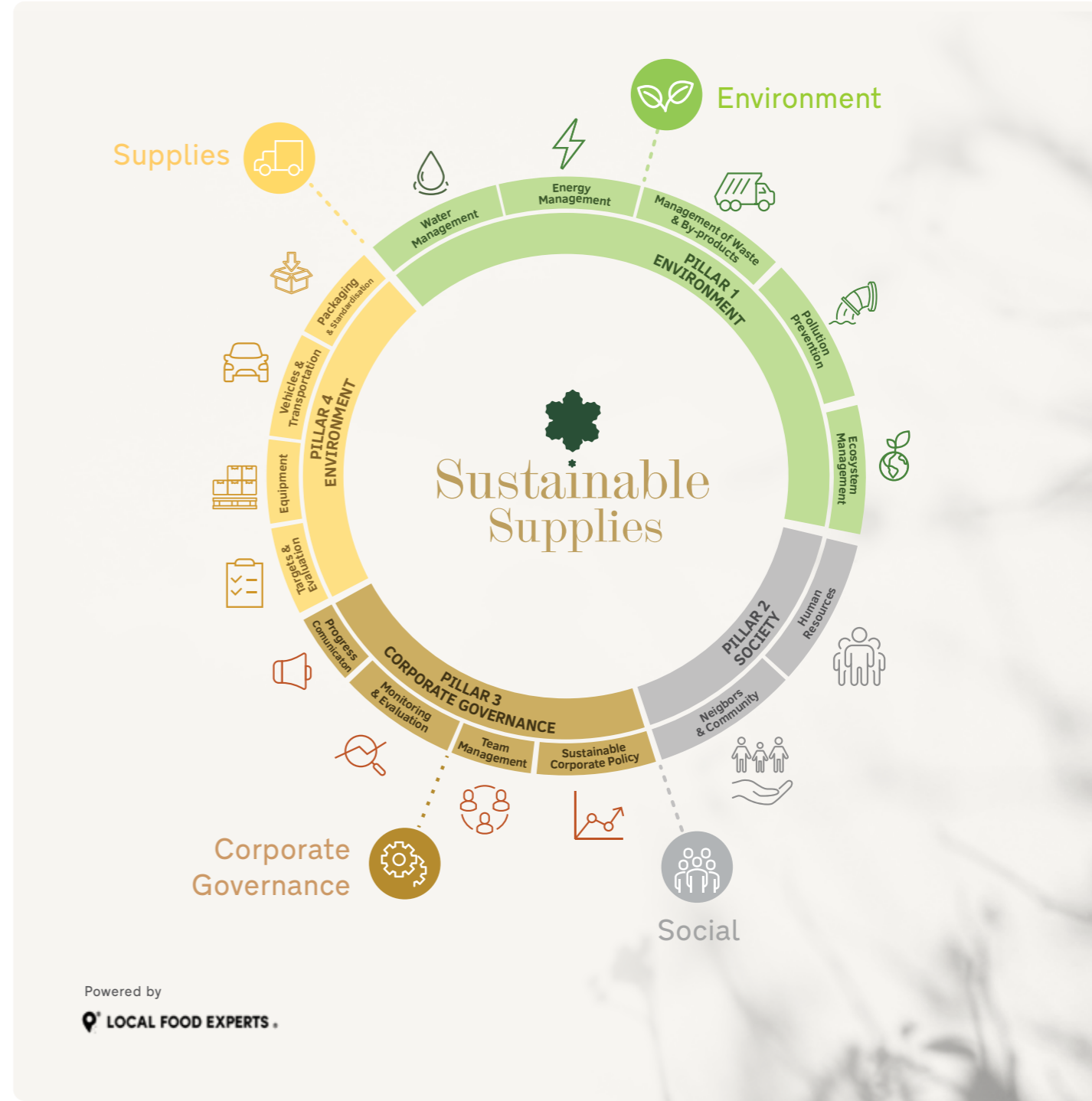
- 1 Supports local suppliers, providing support to the local economy and allowing its guests to try the high-quality products that the place has to offer.
- 2 Contributes to the reduction of greenhouse gas emissions resulting from the transport of products, as the majority is sourced from local suppliers 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.



In addition to the Procurement Policy, in 2021, the Group took the initiative to plan and implement the “Sustainable Supplies – Initiative for a sustainable future” program in collaboration with Local Food Experts. The program is a novel initiative for the Greek hospitality industry, with the participation of 11 partners/suppliers, initially from the Food & Beverages sector.

The program’s participants will receive training in sustainable business practices in relation to the environment, society, corporate governance and practices in managing their own supply chain.

A 360° roadmap has been developed for the program, which ties in with the international Society – Economy – Environment criteria (ESG Performance) and is based on 4 pillars: Environment, Society, Governance, Supplies.



Powered by





The program "Sustainable Supplies - Initiative for a sustainable future", is implemented in 5 stages:

<p>1 Self-assessment</p>	<p>The Group provides participants with the KPIs per activity sector, based on global ESG standards, through 188 questions in relation to the sustainable practices that they follow: -Sustainable Governance, -Water Management, -Management of Waste & By Products, -Ecosystem Management, -Human resources, -Neighbours & Community, -Supplies & Markets, -Infection Prevention, -Energy Management</p>
<p>2 Analysis of results</p>	<p>The results of the first evaluation are processed by the team of experts and set the educational priorities of the program</p>
<p>3 Education</p>	<p>The training stage includes open discussions, study and working groups in the form of online or in-person meetings</p>
<p>4 Reassessment of sustainable practices</p>	<p>Monitoring the improvement and application of sustainable business principles</p>
<p>5 Certification of participation</p>	<p>By the end of the programme, suppliers will have:</p> <ul style="list-style-type: none"> • Understood the principles of sustainable corporate governance • Gained substantial knowledge on sustainable practices in the food sector • Gained tools and novel, readily applicable sustainability practices

The program consists of three cycles. The first cycle of the program was completed in 2022 and concerns the self-assessment of supplier performance (stage 1) and the analysis of its results (stage 2). The second cycle was completed in 2023 and included the education on Sustainable Manufacturing & Regenerative Agriculture (stage 3), while in 2024 the third cycle will be implemented concerning the reassessment of sustainable practices (stage 4) and the award of a certification of the suppliers' participation (stage 5).

In addition, in 2023, started the inclusion of suppliers' land in EU Reg 2018 | 848 for Organic Agriculture so that, by the completion of the programme in 2024, each producer/supplier will have created 1 Organic Product Code that will incorporate Regenerative Agriculture Practices, for which producers/suppliers will be trained under the program. The products produced under the program will be incorporated in 2024 into the restaurants' menus of the Group's hotels and will be also included in guest tasting events.



In 2023, the program included:



Also, the Group plans to develop of a process for evaluating its supply chain based on ESG criteria (environmental and social) starting from its main suppliers (food and beverage suppliers) and is expected to come into force in 2026.

4

OUR ACTIONS FOR AN ENVIRONMENTAL SUSTAINABLE HOSPITALITY



OUR ACTIONS FOR AN ENVIRONMENTAL SUSTAINABLE HOSPITALITY

Safeguarding the environment for future generations

Climate change is already affecting the hospitality sector. The hotel industry accounts for about 1% of global carbon emissions and this is set to increase.

The field of hospitality has the responsibility to manage its impact on our planet and properly manage its ability to influence modern life, in an environmentally responsible way. To this end, the Group takes actions towards reducing its energy consumption, certifies the organic products it produces, creates an environmentally friendly food system, acts to protect biodiversity, manages responsibly its water resources and ensures the reduction and management of its waste.

8



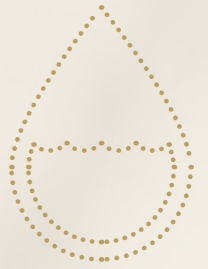
energy saving practices

4



initiatives to protect biodiversity

16



systems for management and protection of water resources

1,583,576 MJ



reduction of energy consumption

4.62 tn



of recycled plastic

11 tn



production and absorption of organic fresh vegetables and fruits, with the principles of regenerative agriculture

1,503 MWh



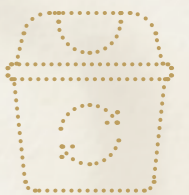
energy production from photovoltaic system

5 tn



production of organic products in the organic gardens of the hotels of the Group

22.26 tn



of waste were composted

4.1 Climate Stability

GRI 3-3



Climate Stability

Material topic

Positive/Negative impact

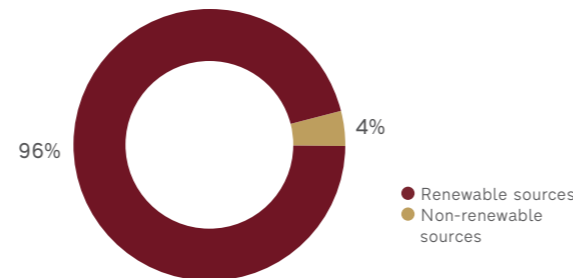
UN Sustainable Development Goals

Energy transition in hospitality

One of the main points on which the Group focuses its strategy for sustainable development is the reduction of energy consumption. The Group understands that responsible energy management begins with the systematic monitoring and recording of the quantities of energy produced and consumed.

The Group has installed and operates a photovoltaic power system at the Creta Maris hotel (for network supply purposes), which delivered 105 MWh in 2023. In addition, in 2023, a photovoltaic park in Northern Greece (Kilkis) started operating, (for network supply purposes) as well as at TUI Magic Life Candia Maris (for purposes of own consumption) generating 1,398 MWh and 27 MWh respectively. The Group also installed 2 electric charging stations in each hotel. Also, at Creta and Candia Maris hotels, solar thermal collectors are in place for heating swimming pools and the water used by visitors - generating 1,717 MWh and 1,921 MWh respectively. Finally, the Group purchases Guaranteed of Origin for the total energy consumption of its premises.

Energy consumption per source (%)*

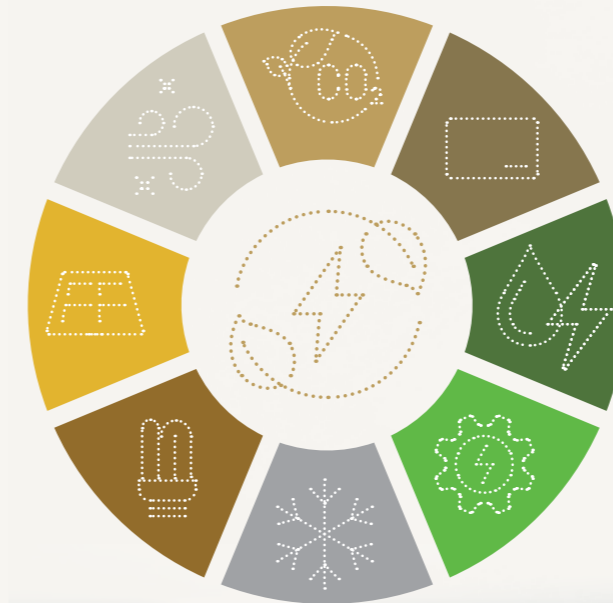


* Percentage of renewable source includes energy consumption with Guaranties of Origin.

Greenhouse gas emissions are released from the operation of the Group's hotels, the activity of their guests and the purchase of products and services that contribute to the emission of greenhouse gases into the atmosphere. To mitigate this negative effect, the Group implements energy saving practices, uses renewable energy sources and collects the data needed to measure greenhouse gas emissions.

In addition, Creta Maris Resort in Crete & Santo Pure Suites & Villas in Santorini implement an ISO 14001 certified environmental management system. By 2025, TUI Magic Life Candia Maris is also expected to be certified for ISO 14001.

In addition, in order to improve its carbon footprint, the Group has proceeded with the following energy saving actions:

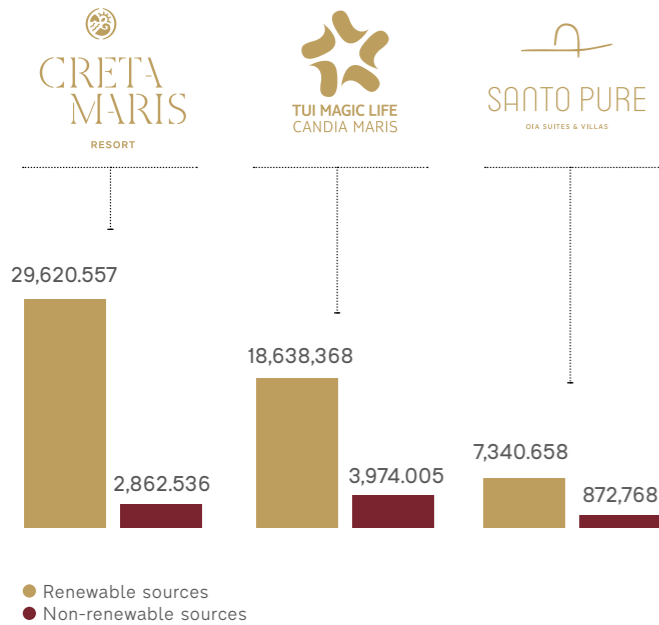


- Replacement or installation of new energy recovery systems from air conditioning and ventilation of internal common areas, aiming at heating water for use.
- Implementation and operation of a modern Building Energy Management System (BEMS), in lighting, water heating management, jacuzzi and air conditioning in the Creta Maris Resort and Santo Pure hotels, with the aim of optimizing operations and controlling energy consumption.
- In use of solar thermal collectors for heating water in guest rooms as well as for some swimming pools.
- Magnetic cards in all rooms, ensuring that all electrical appliances (except refrigerators) are turned off when guests leave their rooms.
- Gradual replacement of incandescent and economy light bulbs with LED light bulbs in 95% of the Group's hotel facilities..
- Replacement and installation of energy-efficient electrical equipment (e.g., A+++ air-conditioning systems, refrigerators, computers, photocopiers.
- 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).
- Systemic procedures for the maintenance and proper cleaning of all energy installations.



The main goal of the Group for the next year is to receive certification according to LEED, of Santo Mine Oia Suites, which is under construction in Santorini and is expected to be operational within 2024.

Energy consumption per hotel (MJ)



Direct and indirect greenhouse gas emissions

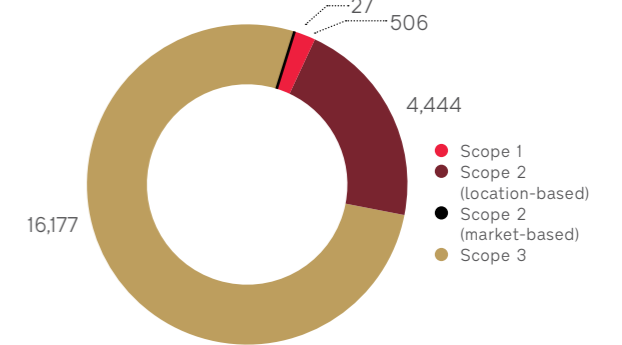
The activity of the hotels, as well as the services provided by the Group, leads to the production of direct and indirect emissions of greenhouse gases into the atmosphere. To improve its environmental footprint, the Group calculates and records its direct and indirect greenhouse gas emissions. As part of its climate initiatives, in 2023 the Group proceeded for the first time with the estimation of indirect Scope 3 emissions, which refers to the amount of greenhouse gases produced through its value chain.

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

Category	GHG Protocol
1	Purchased goods and services
2	Fixed assets
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 2023, the Group's Scope 3 emissions amounted to 16,176.86 tn CO₂e and include mainly emissions from purchased goods and services (43%), emissions from fixed assets (26%), emissions from fuel and energy related activities (16%) and emissions from business travel (10%). It is worth noting that 75% of the purchased goods and services (category 1) are related to emissions from food and beverages, based on the measurements carried out by all three hotels. Therefore, in total for 2023, the Group's direct emissions amounted to 506 tn CO₂e (scope 1), while indirect emissions amounted to 4,444 tn CO₂e (scope 2-location based), 27 tn CO₂e (scope 2-market based) and 16,177 tn CO₂e (scope 3).

GHG emissions per scope (tCO₂e)



4.2 Biodiversity and ecosystems

GRI 3-3

Material topic **Biodiversity and ecosystems**

Positive/Negative impact 

UN Sustainable Development Goals 

Regenerating Lassithi Plateau and its People Towards A Sustainable Food Destination

In 2023, the Group designed and implemented the program "Regenerating Lassithi Plateau and its People|Towards A Sustainable Food Destination", which addresses current key global challenges for soil management and agricultural production and puts the environment, local community and economic development at the forefront through Regenerative Agriculture. The program is implemented in collaboration with the Lassithi Plateau Agricultural Cooperative as well as with the contribution of the company Local Food Experts.

The participation of the agriculturalists - members of the Lassithi Plateau Agricultural Cooperative is a prerequisite that will enable us to take steps towards a new and sustainable form of cultivation. It is the first time such initiative is being carried out in the region. Once the parcels are selected, their inclusion in the European Regulation 2018|848 for organic farming proceeds. The external audit to obtain the certification was carried out by "DIONet - Organization for the Control and Certification of Organic Products" and is renewed annually. In cooperation with the producers, supply and catering departments of the Group's hotels, a cropping plan is jointly decided that includes quantities, products and delivery times.

Participants in the program are trained on the implementation of regenerative practices, starting with organic farming in the fields of the Lassithi Plateau.

At the same time, there is a continuous evaluation during the course of implementing regenerative practices and products so that, if needed, changes or redesign of the practices used can be decided.

As previously agreed upon, the quantities of the products produced by the regenerative practices are supplied to the Group's hotels to be offered to our guests. The "Regenerating Lassithi Plateau and its People | Towards a sustainable food destination" Program, benefits the environment, society and the economy in many ways.



Initiatives to protect biodiversity

GRI 304-2

The protection, preservation and enhancement of biodiversity, ecosystems and soil in the areas where it operates constitutes a priority for the Group. In this direction, it certifies the fields and the products produced therein as organic, implements the "Sustainable Hotel Farming" Program, conducts relevant trainings, is certified with the "Costa Nostrum Sustainable Beaches" international standard for the protection of coastal and marine biodiversity near the beach of its hotels and implements corporate initiatives.

In this context, in 2023, the Group designed and started implementing the program "Regenerating Lassithi Plateau and its People|Towards A Sustainable Food Destination" & participates in the "TUI Field to Fork Greece - Regenerative Food Supply Chains in Hospitality Services" program, which started in 2023. However, despite the positive effects of the Group, negative impacts may arise in the urban, peri-urban, rural and marine biodiversity from the operation of the hotels.

Environment

- Reduce our environmental footprint to prevent exacerbating climate change and contribute to a resilient, healthy and environmentally friendly food system.
- Allow cultivated land to regenerate so as to perform the essential ecosystem services that provide us with clean air and water, healthy plants and animals, balance and quality.

Society

- Highlight Crete as a pioneering destination with Regenerative Agriculture practices, promoting a form of agriculture that benefits the environment and represents our philosophy. Highlight the Lassithi Plateau as a sustainable food destination.
- Educating producers and inspiring younger ones in new, innovative, yet effective regenerative practices.
- Enable the producers of the Lassithi Plateau to receive more recognition through sustainable practices in their crops.

Economy

- Invest in changing the mindset and business culture of the region, enabling the offer of sustainable food products.
- Directly support the local community financially by absorbing the products in our hotels, thus ensuring the producers' income.
- Transition to Regenerative Agriculture will connect participating agriculturalists with food production and the hospitality sector, creating better income opportunities.

Sustainable Hotel Farming

In keeping with the principles of the European Green Deal and the EU strategy. "From Farm to Fork", the Group aims to create a sustainable, healthy and environmentally friendly food system, and to maintain healthy soil, by avoiding the use of synthetic pesticides and herbicides, thus promoting organic cultivation in its gardens and the protection of biodiversity. In collaboration with the company Local Food Experts, the Group has developed and implements the "Sustainable Hotel Farming" Program, which contributes to the creation and maintenance of a sustainable ecosystem in the Group's operating areas.

For the 3rd year, the implementation of the Program continued, which is based on the following pillars:

1 Issues Related to Energy and Soil

2 Own Food Production

3 Sustainable Landscape Management

4 Training & Communication



1 Issues Related to Energy and Soil

The Group reduces its carbon footprint by reducing greenhouse gas emissions by avoiding the use of synthetic fertilizers and pesticides, thereby allowing the soil's organic matter to function and sequester carbon.

2 Our Own Food Production

In the organic gardens of the Group's hotels, a multitude of organic herbs, organic fruits, and nuts as well as vegetables, are grown using certified, sustainable and organic production and cultivation methods under regulation EU 2018/848 on Regenerative Agriculture. The cultivation of the gardens is directly linked hotels' restaurants and bars as, in this way, the Group combines the production of the raw material with responsible consumption and sustainable gastronomy. Currently, the production quantity of organic products amounts to 5.179 Kg compared to 4.927 Kg in 2022.

Native plant varieties have been selected for cultivation, thus reducing the need for constant care, which implies a reduced water requirement. Products are grown seasonally so that nature does not have to be burdened to produce anything outside of nature, and interference is avoided. Varieties are intercropped where favorable coexistence is found, saving space, water, nutrients and fertilizer.

3 Sustainable Landscape Management

The Group creates "man-made landscape", i.e., contributes to land management, based on: taking care of soil health (e.g., use of nutritional preparations, soil improvement products and soil protection products, organic fertilizers and earthworm composting), reduction of water use, zero use of synthetic pesticides or herbicides, implementation of zones of non-human intervention, letting nature act and on-site composting.

4 Training & Communication

The Group wishes to contribute to the formation of a new perception of hotel farming and its connection with the production and supply of food. For this purpose, it informs and educates its employees, existing and potential guests, as well as its partners and suppliers.

Organic Products Certification

GRI 304-2

In 2011, the Group started the process of Certification of Organic Products for its hotels (areas of 49.67 acres) under the EU Regulation 2018/848 for organic farming, with the aim that by 2024 all their areas will be certified as organic. The external audit for the purpose of obtaining the certification was carried out by "DIONET - Organization for the Control and Certification of Organic Products" and is renewed annually.

The certification consists of two stages, the "transitional" and the "biological". The transitional stage starts from the date of inclusion in the certification process and lasts 3 years. After the end of the 3 years, the organic stage begins, during which everything produced from the lands of the Group's hotels is considered organic. The grounds of the Creta Maris Resort hotel are already in the organic stage since 2014. The grounds concerning the hotels TUI Magic Life Candia Maris and Santo Mine Oia Suites have joined the certification process since 2021 and are expected to be certified by 2024.

In addition, as of 2023, the Group's hotels apply the framework of Principles of Organic Regenerative Farming in all their areas. This certification is exclusively linked to the Group's goal of coming one step closer to "green/regenerative hospitality", maximizing its contribution to the environment as well as creating a regenerative, resilient, healthy and environmentally friendly food system.



TUI Field to Fork Greece

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 aim of TUI Field to Fork Greece is to support food producers on the island of Crete in their transition to regenerative farming practices (with emphasis also on reducing the carbon footprint) - to stimulate existing relationships and create new ones between trained farmers, Food Production Companies, hotels and local food retailers in Crete -and to increase sales and supply of regenerative agricultural products in the tourism sector and beyond.

The project will also train staff, working at participating food production companies and hotels in Crete, on the value of sustainable food and in particular on climate protection through food supply chains.



TUI FIELD TO FORK PROGRAMME

Planted rooftops



The Group takes care of its footprint on the local flora and fauna (insects, birds). Through the placement of planted rooftops on the roofs of the Group's hotels in Santorini, which holds the ground and at the same time the water, thus allowing the water to drain and flow so that it does

not stagnate, the plants are properly watered and it does not create insulation issues ceiling. In this way, the Group creates autonomous ecosystems in its new hotel units in Santorini, which act as a "green roof", making them friendlier to the local flora and fauna.

Coastal biodiversity



The Creta Maris Resort and TUI Magic Life Candia Maris hotels in Crete have obtained the certification of the international standard "Costa Nostrum Sustainable Beaches", which is attributed to sustainable beaches. This fact practically proves the respect that the Group shows to biodiversity, as well as to the

flora and fauna that lives and grows in the marine and coastal zone of the beaches of its hotels. In particular, for the protection of coastal and marine biodiversity, coastal cleaning actions are organized through volunteer groups, which are made up of workers and guests.

4.3 Water and marine resources

GRI 3-3



Material topic **Water and marine resources**

Positive/Negative impact



UN Sustainable Development Goals



The Group implements initiatives for the proper management and protection of water as well as programs to measure and reduce its consumption. In particular, Creta Maris Resort implements water resource management procedures that are in line with ISO 14001. By 2025, TUI Magic Life Candia Maris and Santo Pure Oia Suites & Villas are also expected to be certified. Despite the actions that the Group implements, it does not cease to have large water consumption needs, which result from the daily operation of its hotels.

Withdrawal and use of water

GRI 303-1 • GRI 303-2 • GRI 303-3

The consumption of water in the Group results mainly from its necessary use for the provision of its services:

Hospitality – Accommodation

- Personal water needs of guests in its total of 1,066 rooms, suites and villas.
- Cleaning of rooms and common areas (interior and exterior) of the Group's hotels.

Catering

- Use of water in restaurants, bars and snack points during the preparation of food and drink.
- Using water to clean food and drink utensils.
- Meeting the personal needs of guests.

Entertainment

- Water use in facilities (e.g., jacuzzi, indoor and outdoor pools).
- Cleaning and maintenance of sports and entertainment areas.

Conference organization

- Coverage of participants' water needs.
- Cleaning and maintenance of premises.

Wellness

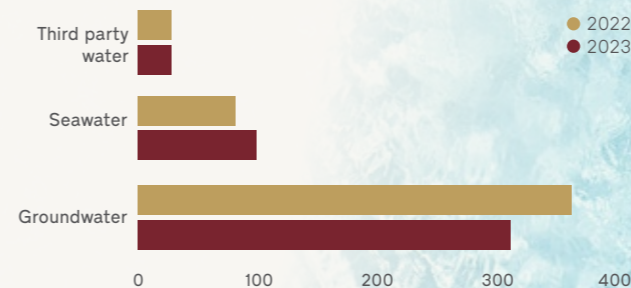
- Cleaning and maintenance of gym areas.

The Group covers its needs by withdrawing water from groundwater (licensed boreholes), from sea water by withdrawing water from desalination plants at TUI Magic Life Candia Maris as well as water from the municipal water supply network (Municipal Water and Sewerage Utilities - DEYA).

In cases where the amount of water deriving from the network, boreholes and sea water is not sufficient to meet the needs of Candia Maris, it proceeds to the purchase of water tankers.

The collection of water data has been carried out based on the recordings of the maintenance departments as well as the agronomists of the Group. Areas of significant impact on water resources have been defined as areas with more water needs in the areas of activity.

Water withdrawal from water stress areas (ML)



Water resource management initiatives

GRI 303-1

The Group implements in all its hotel units a variety of initiatives for the proper management of water resources but also to avoid risks related to water consumption.

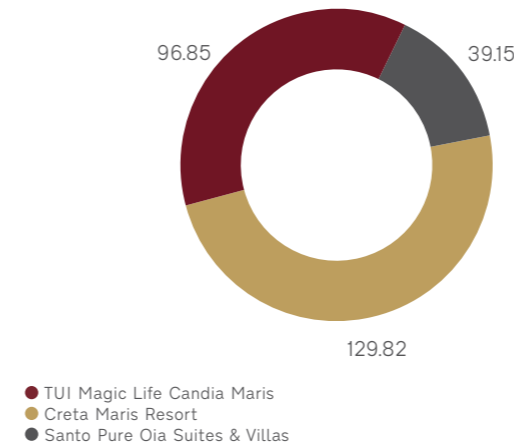


- Automatic and manual measurements to prevent leaks.
- Monitoring of water consumption on a monthly basis.
- Flow regulators in hotel taps to reduce consumption in rooms and other facilities.
- Application of a double flow mechanism in hotel toilet flushes to reduce unnecessary water consumption.
- Improvement of water supply by adjusting the flow from the central water switches at Creta Maris Resort.
- Automated watering during the evening hours.
- Water recycling and automatic water purification in swimming pools.
- Reverse osmosis and filtration units used by all Group hotels for better water filtration.
- Implementation of the "Wash on Demand" policy for cleaning service on hotel towels and sheets, which invites customers to contribute to reducing water consumption through special signs.
- Pool cleaning manually or using robotic pool cleaners, to avoid frequent replacement of fresh water.
- Training of the staff of all maintenance departments of the Group's hotels on water saving techniques.
- Licensed seawater intake for use within TUI Magic Life Candia Maris hotels.

The Group follows the regulatory framework governing the legal provisions for hospitality service units regarding the management and quality of its water and wastewater, while implementing various programs and initiatives:

- Reduction of lawn areas in hotel facilities, where available, to limit water use during watering.
- The sources from which the Group procures water for its various needs come from licensed boreholes, desalination plants, or direct intake of water from the network depending on the location, through legal procedures or from the respective municipality.
- Provision for the use of water from swimming pools via filtration for irrigation or water supply needs in the two new units, Santo Mine Oia Suites and The Villas by Santo Collection, which are under construction in Santorini and are expected to operate within 2024.
- Training of suppliers through the "Sustainable Procurement" program on water resources management.

Water consumption per hotel 2023 (ML)



Water resources protection initiatives

GRI 303-2



For the protection of water resources, the Group implements:

- Checking and maintenance of the quality of water, wherever it is used (for which the Group has been certified according to ISO: 22000). A prerequisite for certification is the check of the quality of water use for hygiene reasons in all areas of hotels.
- Connection of the sewerage system of the Group's hotels with the local biological wastewater treatment, so that liquid waste is not discharged directly into the sea.
- Special management of fats and oils mixes, which come from the oil/water separation of the grease collector of each hotel, outside the Group's facilities
- Sustainable Hotel Farming Program, in which synthetic plant protection and nutrition preparations are not used, to avoid contamination of the soil and consequently the aquifer.

Also, it is worth mentioning that the Group is in the process of drafting targets for the rational management and protection of water resources.

4.4 Waste and resource intensity

GRI 3-3



Material topic **Circularity (resource intensity and circular economy)**

Positive/Negative Impact

UN Sustainable Development Goals

- 3 GOOD HEALTH AND WELL-BEING
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 14 LIFE BELOW WATER
- 15 LIFE ON LAND

The consumption and/or use of raw materials and materials from non-renewable sources for operational purposes, as well as the generated waste from hotels, create negative impacts on the environment. For this reason, the Group takes care of the management of waste produced by its hotels and restaurants: it records its waste in detail, reduces its production to the maximum and applies composting, reusing and recycling practices.

Food Waste

GRI 301-1 • GRI 301-2 • GRI 306-1 • GRI 306-2

In 2023, Creta Maris Resort, as part of its participation to the WWF's program: "Hotel Kitchen: Here food has value" from 2021 to 2022, continued to apply the good practices acquired from the program WWF Greece, with the support of Unilever Food Solutions, implemented the program in 11 hotels including Creta Maris Resort in Crete, which participated in it from May 2021 to September 2022. The program implemented the requirements of article 20 of Law 4819/2021 on recycling, according to which hotel units with more than 100 beds from 01/01/2022 are obliged to record and declare the quantity of food waste at their facilities.

In particular, through the program, Creta Maris Resort proceeded to:

- Measuring and recording on a daily basis the levels of food waste at selected points.
- Implementing prevention tactics (e.g., by creating portions rather than placing food at the buffet in large utensils, supervising restaurants/buffets to monitor food consumption) to avoid food waste during the preparation, presentation and serving of food.
- In 15 staff trainings of the food and drink, kitchen and service departments, on the issue of food waste and the importance of reducing it.
- Informing guests and employees about the effort in which the hotel participates, by placing relevant signs in public areas, restaurants and guest and employee rooms.

During 2023, Creta Maris Resort measured weekly food waste from:

1. Food - vegetable preparation
2. Buffet leftovers
3. Guest's plate
4. Restaurant



The measurement was achieved through the placement of bins at the above 4 points, the transfer of the waste collected to the scale area and their daily counting. As part of the Group's strategic approach to food waste, the actions of the programme are expected to be adopted in the other hotel units as well.

Organic waste



In support of the "Zero waste to landfill" target, Creta Maris Resort and TUI Magic life Candia Maris contributed to its achievement through the separation and management of 141.41 tons of organic waste from its kitchens and restaurants which would be destined for landfill. For 2023, waste from hotel restaurants in Crete was transferred to the facilities of SYCHEM Group's Bioenergy Crete, where it was converted into biogas for power generation.

Implementation of a composting system

Organic kitchen waste (not containing oils) are transferred to our hotel gardens (Creta Maris Resort και Santo Collection) and, together with garden waste, are composted. Natural composting is an inexpensive and effective way of reducing organic kitchen waste (food leftovers, paper towels) and garden waste (clippings, grass). Through this process, a compost is created which is produced from the decomposition of organic materials it is of very good quality and can be used for any type of cultivation as biofertilizer.

In this context, the Group collaborates with Dandalis, the local coffee manufacturing company, from which it receives spent coffee waste to enrich the natural composting process and the creation of quality fertiliser for the hotels' gardens.

In 2023, 22.26 tons of the Group's waste were composted.



Reducing the use of and recycling 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 specialised 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.

In 2023, 4.62 tons of plastic were recycled

Reduction of paper use

With regard to the reduction of paper use, the Group limits as much as possible the printed information on the information relating to each hotel (e.g., room list, notes page, envelopes, events within hotels, etc.) and instead forwards electronic information messages through an application installed on the TVs of the rooms, for the electronic display in some cases, such as menus in restaurants and bars, physical copies have been eliminated and QR codes containing the relevant information are now used.

In addition, for the printing needs of the Group, environmentally friendly paper certified by the Forest Stewardship Council (FSC) is used. FSC is an independent, non-profit organization, founded in 1993 with the aim of promoting an environmentally appropriate, socially beneficial and economically sustainable management of our planet's forests. FSC certification provides the link between responsible forest management and the consumption of forest-derived products (timber, paper), allowing consumers to recognize responsible forestry products in stores around the world.

Implementation of a Glass Reuse System

As of 2023, the recording of the quantity of glass bottles headed for reuse in the Group's hotels has begun. In 2023 Creta Maris Resort returned to its suppliers 4.8 tn glass, TML Candia Maris 0.09 tn glass and Santo Pure Suites & Villas 0.08 tn glass.



Waste recording

GRI 306-3 • GRI 306-4 • GRI 306-5

For the proper evaluation and implementation of waste management best practices, the Group proceeded in 2023 to a detailed recording of its hazardous and non-hazardous waste. In addition, it recorded its waste management method in a detailed manner as well as the percentages of its waste management methods (e.g. reuse, recovery and landfilling) to assess and monitor its performance.

More specifically, the Group recorded in detail the waste categories, which were headed for recycling.

Hazardous waste	Non-hazardous waste
<ul style="list-style-type: none"> Electrical appliances Batteries Lamps Empty tonner and ink cartridges Equipment previously contained chlorofluorocarbons 	<ul style="list-style-type: none"> Paper Plastic Metal Glass Cooking burned oils Clothing Metal packaging Mixed packaging Synthetic packaging Renovation waste





5

FOR PEOPLE AND THE LOCAL COMMUNITY

FOR PEOPLE AND THE LOCAL COMMUNITY

*Together
we achieve more*

The people of the Group's are its key to achieve high quality services and making the best authentic Greek hospitality a reality.

The Group works systematically to ensure a healthy and stable working environment for all employees, and to be an employer of preference in the tourist sector, but also in the society in general, through fair remuneration and benefits system, training activities, performance evaluation, procedures for the protection of human rights and health and safety management systems.

952
employees



11
volunteering actions



10
types of free benefits
for everyone



106,336
(€ thousand) in sponsorships
and hospitality sponsorships



7,822
hours of training

108,663
(€ thousand) in seminars and conferences



15
sponsorship actions
in local communities



5.1 Employment practices & human rights

GRI 3-3



The positive impact of the Group on employment lies in responsible employment practices, the provision of competitive salaries to employees, the utilization of human resources from the local communities where it operates, as well as the protection of human rights, the promotion of diversity and the assurance of equal opportunities for all.

Promoting diversity is not limited to embracing cultural and ethnic differences, but also involves enhancing the inclusion of people from different backgrounds and abilities. Ensuring equal opportunities requires the creation of structures and policies that support equality in access to employment, professional growth and development within the Group, without discrimination based on gender, age, disability or other factors.

We are our people

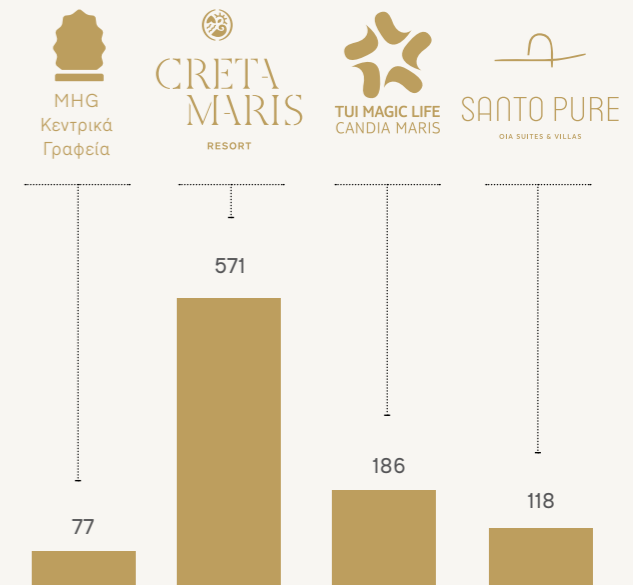
From the very first moment, the heart and mind of the Group were its people, the 952 employees (at the end of the reporting period) who offer daily their smile, dedication and love in what they do. In this context, the Group has developed an organized and modern Human Resources Department giving priority to the recruitment of employees from the local communities where it operates (80% for 2023).

During 2023, the Group collaborated with public and private schools of tourism professions, as well as universities, with the aim of bringing young people into contact with their future profession, gaining work experience and forming a good basis for a successful career in the tourism sector. In total, 28 students carried out their practical training in the various departments of the Group's hotels (food and beverage, customer services and central services departments).

The Group offers a wide range of career opportunities in the tourism industry, through the development of its activities in Crete and Santorini. To cover new jobs in the Group, priority is given to internal transfers as well as promotions/ progressions of employees. The new jobs are initially announced to the Group's employees, who have the opportunity to submit their application and participate as a priority in the evaluation and selection process.



Total employees at METAXA Hospitality Group



Material
Topic

Employment practices & human rights

Positive/Negative
Impact



UN Sustainable
Development Goals



Employee data

GRI 2-7 • GRI 2-8 • GRI 2-30

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).



Remuneration and benefits

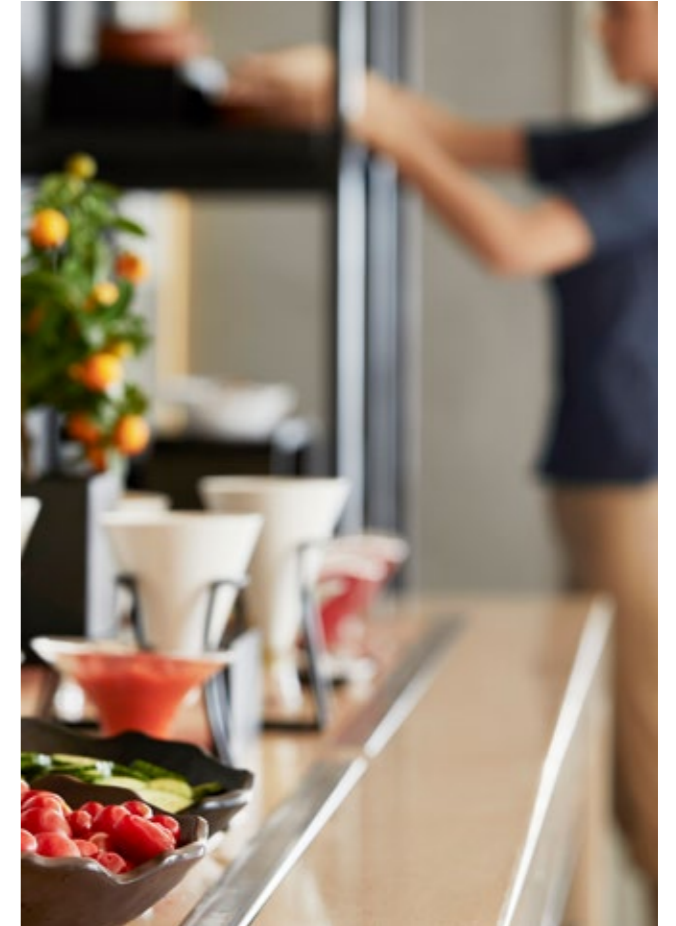
GRI 401-2

The Group's people are key in providing the best authentic Greek hospitality services. The aim is to create conditions that ensure a healthy and stable working environment, thus establishing our Group as a highly preferred employer for its existing and future employees. In the Group, the reimbursement of remuneration and benefits follows the relevant national legal provisions.

The Group's goal is to develop a Remuneration Policy by 2026 for both BoD members and employees. The Group steadily invests, regardless of the type or duration of the contract, in the following voluntary benefits:

Benefits applicable to all hotels

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



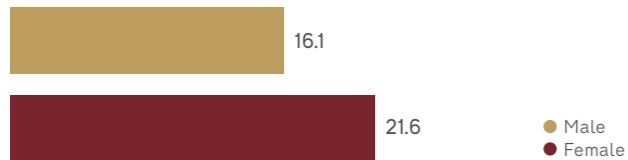
The Group provides gym services to its employees at managerial level and above in its 3 hotels. The Group's objective for 2030 is to formulate a voluntary program that will provide services and programs related to health, safety and well-being - both mental and physical - for all employees in all Group hotels and resorts.

Practices to enhance education

GRI 404-1 • GRI 404-2

The Group's main care is that its people possess a high sense of hospitality and have high training and knowledge of the local market and the tourist product they are called upon to manage. To this end, the Group supports the work of its employees through continuous education and training, which constitutes a priority and is necessary, as it helps to improve employee loyalty, enhance employee retention, while increasing the efficiency and productivity of the Group as a whole. Employees participate in training programs, following the recommendation of their supervisor according to the needs of the department and their interests. During 2023, the Group's employees enriched their existing knowledge and skills and developed new ones, through formal training programs aimed at increasing or enhancing technical skills and knowledge. The trainings included issues related to hotel safety, cleaning management, food & beverage, customer service, complaint and conflict management. In total, 7,822 hours of training (seminars/conferences) were carried out to 645 employees, by external parties, funded by the company, at a total cost of € 108,663.

Average training hours per gender in 2023



Recognizing that employees have a key role in achieving the Sustainable Development Goals, 13 trainings were conducted on 320 employees in 2023. The trainings focused on sustainable land management practices and soil health, the use of local products and ingredients to protect local biodiversity and contribute to waste minimization.

The Group's goal for 2025 is to develop a unified training plan for the entire Group.



Performance evaluation

GRI 404-3

The Group encourages the continuous development of its employees, as this is a prerequisite for its success. The Human Resources Department seeks every employee to improve both individually and professionally. Performance evaluation takes place informally, on a daily basis, and systematically, at the end of each tourist season.

The evaluation of personnel and supervisors aims to improve their performance, thus contributing to the achievement of corporate goals and the realization of the corporate vision. Employees and supervisors benefit as they learn their weaknesses and strengths in an objective way. In addition, performance evaluation is a useful tool that helps the Group identify further training needs of its members.

This evaluation has been taking place for the last 7 years through an anonymous questionnaire focusing on communication, decision making, leadership and general behavior of Executives. Evaluation strengthens employees' opinion and is a measurable and reliable tool for evaluating the management team. All evaluations are made every September-October to coincide with the end of each year's summer season, so as to set new goals for the next one. In 2023, all Group employees participated in the performance evaluation process.

At the end of the questionnaire analysis, each Manager and his/her immediate supervisor receive a presentation of the results with a table for each question compared to the results of the previous season. The average result for each question and for each hotel is also collected, so as to acquire a better picture in comparison to the previous year's results.



The Group conducts:

Performance evaluation

Every September, the process of Evaluations begins. Since 2021, the whole process has been digitized and is carried out through electronic questionnaires. Each employee is required to complete the Self-Assessment Document (different for Managers and Personnel).

Each supervisor then completes the same document, but this time as an Employee Assessment. Finally, the Supervisor and the employee meet and discuss the results, to examine whether there are deviations, what are the objectives, training needs, achievements and possible career opportunities.

Research evaluation

One of the evaluation methods carried out in the Group is the evaluation of Managers by all its employees. Receiving collective feedback from members across the Group is a good way to assess how positive or negative their impact is. In 2023, the process was conducted online with the participation of 780 employees.

Protection of Human Rights

GRI 2-23 • GRI 2-24 • GRI 406-1

Human rights are based on the principle of respect for the individual and are universal and indicate appropriate ways of behaving in the workplace.

The Group implements the “Policy for the prevention and combating of violence and harassment at work”, which aims to prevent violence and harassment of any form, including sexual harassment, of its employees, and the immediate and effective response to any incident. The Policy has been approved by the BoD.

The Policy applies to all employees, whether part-time, full-time or seasonal as well as to external partners of Metaxa Hospitality Group, regardless of their contractual status. Similarly, Metaxa Hospitality Group does not tolerate incidents of violence, harassment, or sexual harassment from external stakeholders. Customers, investors, and any other persons associated with the Group, such as trainees, interns, employees whose employment has ended, volunteers, candidate employees and individuals exercising employer powers, duties or responsibilities, are covered by the Policy.

The Policy contains the following pillars:
Mobbing-workplace harassment • Sexual harassment in the workplace • Child abuse

The Group also implements the “Policy for the promotion of equality, anti-discrimination, inclusion and diversity at work”, which has the same scope and is approved by the BoD. Equal opportunities, diversity and inclusion are promoted by the highest levels of the Group and relevant initiatives are implemented in its practices and policies for staff recruitment and selection, compensation and privileges, professional development and training, promotions, transfers, social and recreational programs,

dismissals, terminations, and the continuous development of a working environment based on the principle of equality.

The Policy contains the following pillars:
Equal opportunities • Diversity • Inclusion

The above Group Policies are based on all International Treaties, Regulations and EU Directives as incorporated into the Greek legislation. The Policies can be found within the staff handbooks that employees receive and are posted in dedicated areas within hotels (e.g., staff restaurants within hotels).

More specifically, employees through training are informed about social phenomena that may contribute to violation of human rights and how they can report such an incident if it occurs in the workplace.

Specifically, they are informed about:

1. Mobbing workplace harassment
2. Sexual harassment in the workplace
3. Child abuse

In this context, in 2023, training programs were provided to 320 employees during their initial training, in relation to the above issues. The aim of the training is to help workers become aware of their own unconscious and conscious biases so as to be able to ensure that they do not manifest them at work.

Incident reporting



Every employee should be vigilant and encouraged to report any unethical behavior. All directors, managers, employees and other persons bound by the above Policies are responsible for complying with them and reporting violations or alleged violations. The submission of reports is made either confidentially or anonymously and the employee is protected under the Personal Data Privacy Policy and the confidentiality of the Group’s Human Resources Department.

To this end, the Group has a procedure for reporting and investigating incidents, which is mentioned in the above Policies and is communicated to its employees during their recruitment through a QR code. Any violation may be reported directly in writing via email at HR@metaxahospitality.gr and orally to the Human Resources Department of each hotel (hotel HR department) that started their operation in 2023 for the immediate response to the issues of employees within the hotels.

The complaint shall be substantiated, and appropriate action shall be taken within 7 days.

Complaints shall be treated as confidential:



- Disclosure of the nature of the complaint to the alleged offender.
- Inviting the alleged offender to provide a response.
- Interview all witnesses and obtain evidence related to the complaint.
- Review the findings of the investigation with the complainant and the offender and obtain any further clarifications.
- Discussion of the result the complainant would like to achieve.

Upon completion of the investigation, the investigator should immediately share their findings with the Group’s Human Resources Department via email to HR@metaxahospitality.gr.

In 2023, there were 2 oral reports of incidents of discrimination for which the Human Resources Department became aware, and the Group settled immediately the situation by taking the necessary actions and proceeded with the termination the employee’s contract.

5.2 Health and safety

GRI 3-3



Material topic **Health and safety**

Positive/Negative impact 

UN Sustainable Development Goals 

Health and safety management system

GRI 403-1 • GRI 403-8

The Group complies with the provisions of Labor Law that ensure a healthy and safe working environment. In particular, the Group applies the Greek legislation on operating licenses for hospitality facilities in relation to health and safety, as well as the national special health protocols based on the instructions of the official authorities regarding health & safety for each part of the hotels (e.g. swimming pool and beach areas, sports facilities, fire detection / fire safety, kitchen - LPG, current voltages - weak - low). The Group implements a Health and Safety Management System, named "Committed to Caring", which is in accordance with the above legal requirements, directives and regulations and applies to all employees and all hotels.

By following all hygiene, food and safety rules, the Group's hotels receive HACCP certification every year and hold ISO 22000 - Food Safety Management certification. In particular, since 2022, Creta Maris Resort and Santo Pure Oia Suites & Villas, have received ISO 22000:2018 certification from TÜV Austria Hellas. Through these certifications and the observance of their strict specifications, the safety and quality of food and beverages provided in the catering services of hotels is achieved

The Group's Occupational Health and Safety Management System is not certified by an external body in its entirety (all services, hotels and facilities). However, the Group plans to obtain certification by 2027.

The Group's health and safety assurance is achieved through the implementation of the Health and Safety Management System "Committed to caring" in its hotels, the possession of the Health First certification Hellenic Chamber of Hotels "CoVid Shield" (TÜV AUSTRIA), the ISO 22000:2018 certification, the Hazard analysis and critical control points (HACCP) certification as well as the conduct of health and safety trainings.

Minimization of risks

GRI 403-2 • 403-4

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

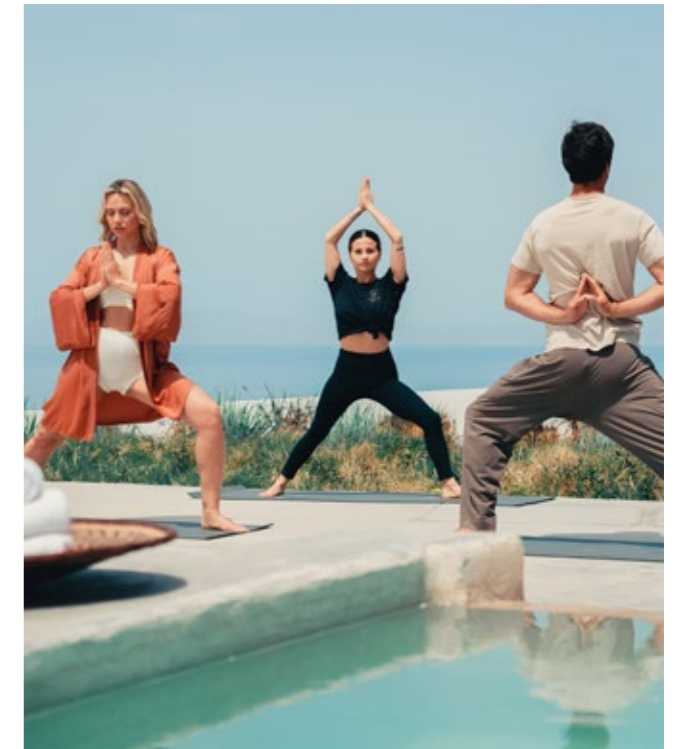


- safety of facilities
- compliance with strict standards
- carrying out regular preventive security checks,
- continuous training of employees on safety issues
- prevention and avoidance of any accidents through protective equipment
- proper management of emergency situations that may jeopardise the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

In addition, through HACCP certification, it becomes possible to predict hazards and their likelihood at every stage of the production process of a food, as well as to avoid causing damage to the customer's health. With the HACCP certification, it is ensured that the food departments of the Group's hotels ensure the hygiene of food and especially of the final product they offer to their guests and employees.

Also, there is no formal procedure for employee participation, consultation and communication on health and safety, however, employees can communicate any issues or concerns related to occupational health and safety, either to the Safety Technician risks, or to the Hotel Manager or to the Human Resources Department.

In case Managers are unable to provide a solution, and depending on the nature of the problem, may request the assistance of the Human Resources Department. The latter is responsible for managing any concern/report that may arise and carries out the necessary corrective actions. The Group's Privacy Policy ensures the protection of employees' privacy in case of filing relevant reports.



Incident Investigation

GRI 403-2 • GRI 403-7 • GRI 403-9 • GRI 403-10

At the end of each summer season, the percentage of incidents for each unit/hotel as well as for the entire Group is calculated. Incident rates are an internal indicator used to compare the Group's security performance against an average. This comparison is a benchmark for measuring security performance relative to other companies in the same industry, as the average varies by business and industry.

In the event of an accident at work (or on the route taken by the employee when travelling from or from home to work), the employee must immediately contact their Manager who in turn must contact the Human Resources Department and the Hotel Manager. The safety technician is then informed, who, after compiling the report in relation to the accident, makes recommendations for the observance of safety rules and instructions in order to exercise due care. In addition, in the event of an accident, the first aid team (which consists of trained hotel staff) provides first aid as well as transports the employee to the nearest medical center or hospital.



Health and safety services and benefits

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

According to the provisions of Labor Law, the Group cooperates with the Occupational Physician and the Safety Technician, thus minimizing the likelihood of occupational accidents and the exposure of employees to risks related to their health.

The occupational physician examines all employees every 2 years and keeps a record, for each one separately, on issues related to their health. Within the framework of his responsibilities, he is within the hotels, during their period of operation, to serve guests and delivers relevant first aid seminars to employees, which take place on an annual basis.

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 Pure Oia Suites & Villas collaborate with the company "Be Safer (Veltia Group)", while TUI Magic Life Candia Maris with "Biolenea" (a TUI suggested partner) and the University of Crete.

In 2023, there were no incidents of non-compliance with legislation and/or voluntary codes regarding Health and Safety impacts of products and services.

Health and Safety Training

GRI 403-5

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

The employee must observe the following general safety principles:



- Be well aware of the machinery and devices used, in order to avoid the risk of electric shock or accidents.
- Always use the required protective equipment.
- To make sure to turn off all electrical appliances when leaving his post and not to allow their use by unskilled people.
- Remove from the workplace materials that may cause an accident (broken glass, oil and water on the floor, etc.).
- Do not throw cigarette butts and ashes in garbage bins.
- Do not smoke in the workplace or in elevators.
- Follow the instructions and suggestions of his/her manager.
- Keep emergency exits unlocked.



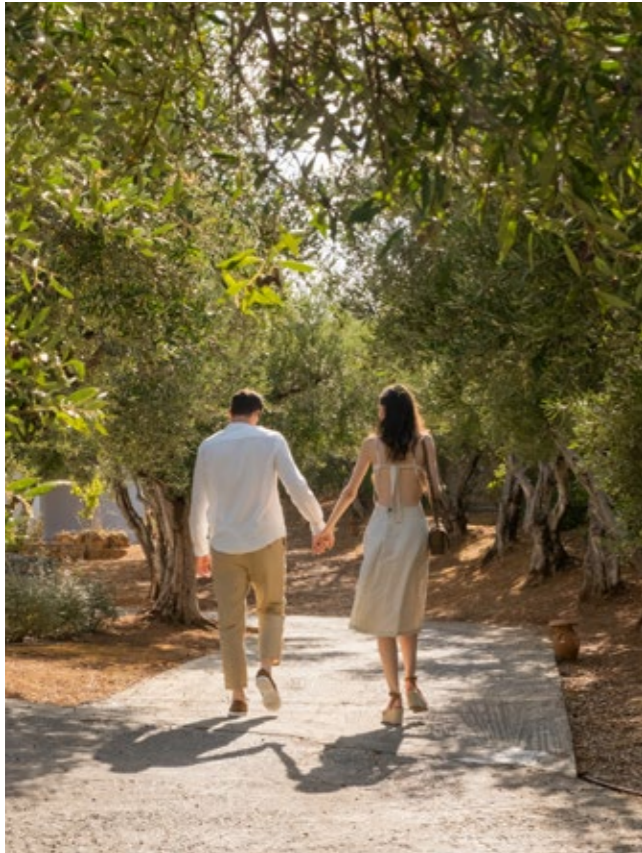
The trainings are conducted per hotel department and include topics such as hygiene and safety within the hotel, fire safety, food hygiene, chemicals management, first aid by the safety technician as well as the occupational doctor.

In addition, for the safety of employees and visitors, hotels organize annual evacuation exercises, with different crisis scenarios each time, aiming at the preparedness and proper organization of each hotel's emergency management team.

In 2023, 1 evacuation exercise took place at CRETA MARIS RESORT under the guidance and supervision of the Professor of Dynamic Tectonic Applied Geology and Natural Disaster Management of the Department of Geology and Geoenvironment of the National and Kapodistrian University of Athens, Efthimios Lekkas, the contribution of the Fire Brigade and the National Emergency Center and the cooperation of the Municipality of Hersonissos and 1 smaller evacuation exercise which took place at TML Candia Maris with the contribution of the staff.

5.3 Contribution to local communities

GRI 3-3



Material topic: **Culture and civilization**

Positive/Negative impact:

UN Sustainable Development Goals:

"We do local" initiative

Driven by the creation of resilient, sustainable and safe cities and communities, the Group implements the "We do local" Initiative. In the context of the Initiative, the Group for 2023 was active in the following pillars.

1 Preference for local products and producers

GRI 204-1

With love and dedication to the local area, the Group contributes to the strengthening of the local economy of Crete and Santorini by supporting local traders and producers with the purchase of local products. The Group proudly, in 2023, collaborated with 62 local food producers in Crete and Santorini and ensures that hotel guests come closer to Greek gastronomy and the tradition of the place they have visited.

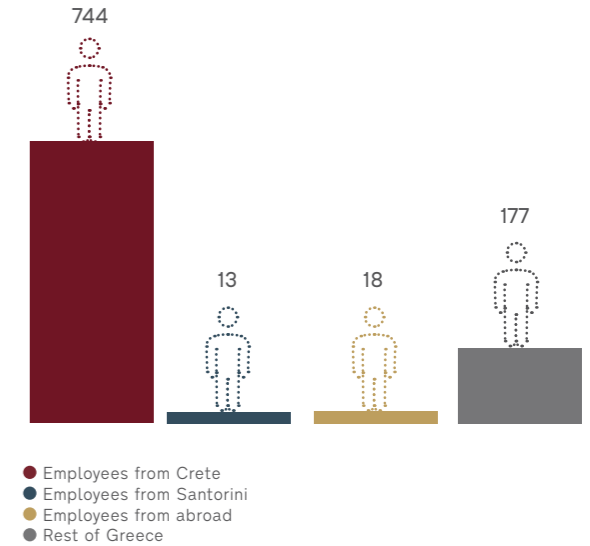
The preference for local products is the only way forward for the Group, as it ensures the contact of visitors with the local production of products, and the local traditions, and contributes to the financial support of local communities. Also, the Group boosts the local economy and creates more jobs opportunities and reduces the environmental impact of international transport. In addition, the promotion of local products enhances cultural heritage, offering visitors an authentic experience and promoting the sustainable development of the area.



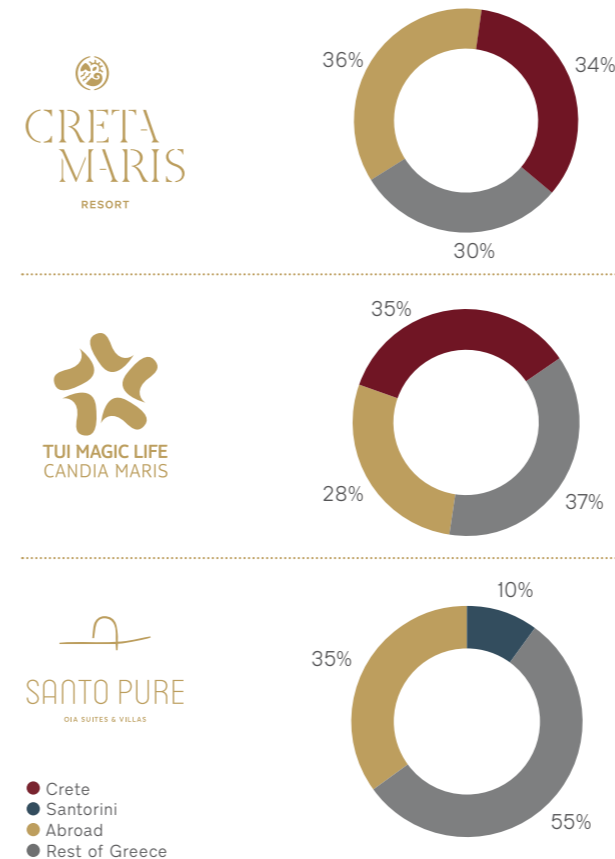
2 Hires from the local community

During 2023, out of its 962 employees, it employed and trained 757 employees from Crete and Santorini (a percentage that amounts to 80% of the total employees), thus contributing to their professional training and lifelong learning.

Details of permanent residence of Group's employees



Percentages of purchases made by the hotels' food departments by place of origin/hotel for the year 2023:



3 Volunteering & experiences actions for employees & guests

Setting People as the cornerstone of its philosophy, the Group stands by the local communities in which it operates, develops initiatives, and supports actions that promote social solidarity, culture, sports, volunteerism, education. For 2023, the amount of donations and sponsorships amounted to €46,251 and was granted to local cultural and sports organizations, as well as social structures in Crete and Santorini.

In 2021, the Group began a strategic partnership with the Cultural and Conference Center of Heraklion, that continued in 2023. The performers were hosted at the Group's hotels in Crete, as a hospitality sponsorship, which amounted to €60,085.



During 2023, the Group actively participated in the following actions:

Volunteering & experiences actions or employees & guests

Creta Maris Resort	
<ul style="list-style-type: none"> ● Beach cleaning & Blue Flag ● Cooking classes for local products and Greek delicacies and sweets ● Actions in the local community ● Agritourism actions 	<ul style="list-style-type: none"> ● Kids Eco Crafts ● Events for World Days of Environmental and Social Issues (Environment, Oceans, Eco Action Cleaning Day, Food Loss Awareness, Recycling, etc.)
Tui Magic Life Candia Maris	
<ul style="list-style-type: none"> ● Beach cleaning & Blue Flag 	<ul style="list-style-type: none"> ● World Ocean, Sustainable Gastronomy, Bread and Cleaning Days events
Santo Pure Oia Suites & Villas	
<ul style="list-style-type: none"> ● Beach cleaning & Blue Flag (for staff only) ● World Environment Day event 	<ul style="list-style-type: none"> ● Yoga Day (for visitors and staff)

Sponsorships - Donations

Metaxa Hospitality Group	
Heraklion Cultural Conference Center (MHG)	Provision of hospitality to the performers and artists of the events of the Heraklion Cultural Conference Center.
Yale Gastronomy Symposium (MHG)	Accommodation of 20 rooms at Candia Maris Hotel (for the time period 2-6/5)
EyeQ Documentary on the other side of the world (MHG)	Financial sponsorship to cover the needs and expenses of the contributors during the production of the documentary in Australia
Cretan Association of Santorini (MHG)	Providing financial sponsorship for the summer events 2023
University of Crete Benaki Museum (MHG)	Financial sponsorship to support the exhibition "The Origins of Sculpture" hosted at the Benaki Museum
Sport club of Thira (Santo Pure Oia Suites & Villas)	Financial sponsorship
Extended Diamong Academy Ioannis Matalliotakis (MHG)	Accommodation for 2 nights in a double room at Candia Maris
1 st Culture Festival of the Municipality of Malevizi (MHG)	Concession of Minos West hall for the presentation of "Malevizi can" and provision of food services
Mountain racing of Kavousi (MHG)	Financial sponsorship
Heraklion Labour Centre (Creta Maris Resort)	Accommodation at Creta Maris
Church of Agios Georgios Hersonissos (Creta Maris Resort)	Donate Amount of money
Heraklion Customs Office (Creta Maris Resort)	Accommodation at Creta Maris
Cultural Association of Megalochori "Metochi" (Creta Maris Resort)	Accommodation at Creta Maris
Cultural Association of Santorini Emporio (Creta Maris Resort)	Accommodation for 4 nights at Creta Maris
IKA ETAM (MHG)	10 double gift vouchers for full treatment at Aegeo Spa
SFDO (MHG)	Hosting the Kick off event TUI Field to Fork Greece

6

APPENDICES



6.1 About the Sustainable Development Report

GRI 2-2 • GRI 2-3 • GRI 2-4 • GRI 2-5

This is the 5th, consecutive, Group's annual Sustainable Development Report, available in electronic form on the website. The Report presents information for the period 1 January 2023 to 31 December 2023 for the following entities:

- 1) the Anonymous Company of Tourism Enterprises - TEAB SINGLE MEMBER S.A.,
- 2) MARMARI ANONYMOUS COMPANY OF HOTEL TOURISM - COMMERCIAL - TRANSPORT ENTERPRISES SINGLE MEMBER S.A.,
- 3) ARTEMIOS SINGLE MEMBER S.A.
- 4) VOLAKAS SINGLE MEMBER ANONYMOUS COMPANY OF TOURIST - HOTEL - TECHNICAL - COMMERCIAL ENTERPRISES
- 5) smaller companies such as TEAB ENERGY PC, which is active in energy, and ERMIS HOSPITALITY PC, a newly established company.

The Group's financial statements cover the same period and the same entities, -the 3 hotels of the Group. The publication date of this Report is set to be 19.08.2024.

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.

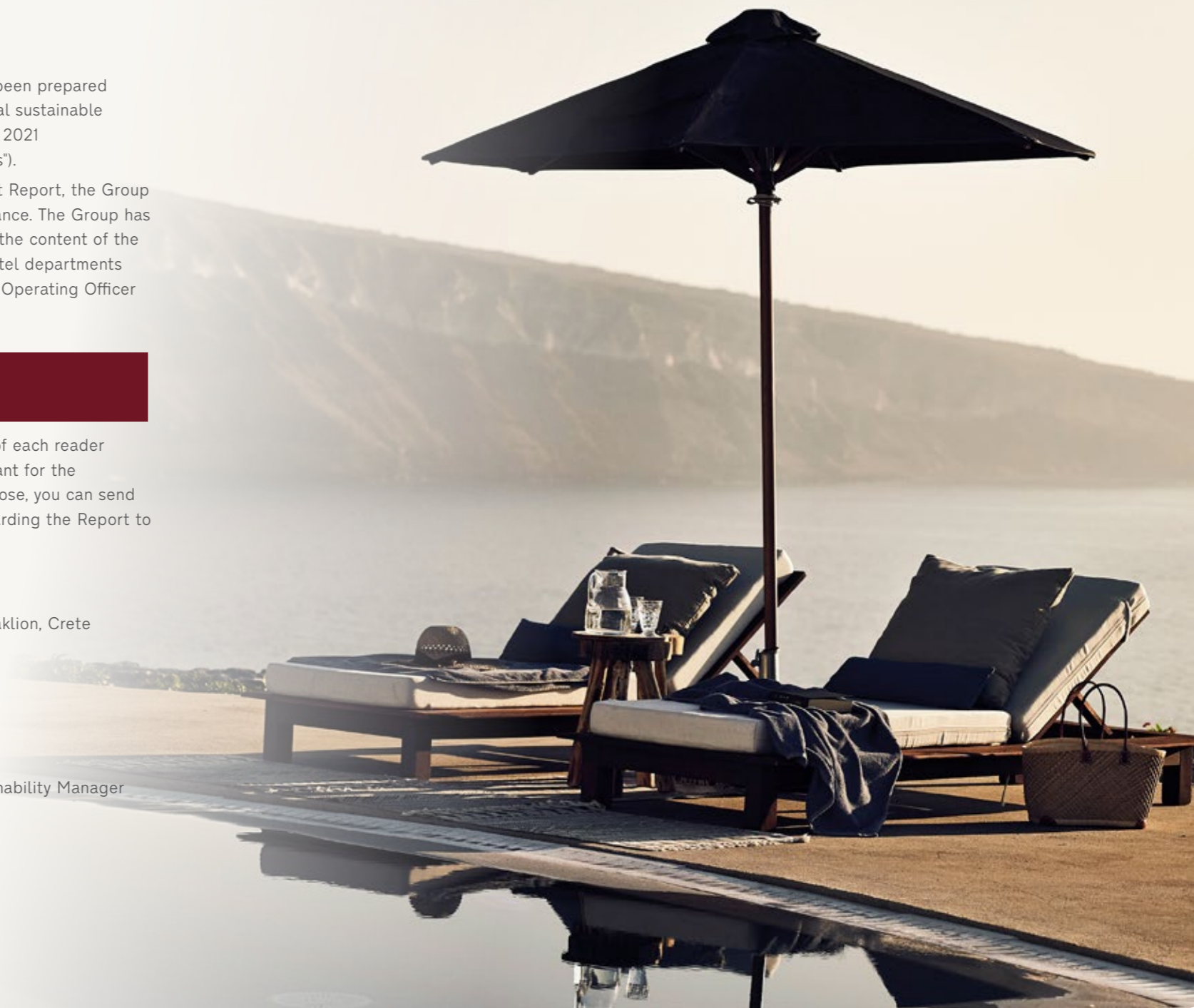
The Group's Sustainability Report has been prepared in accordance with the new international sustainable development standards GRI Standards 2021 ("In accordance with the GRI Standards").

For the 2023 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:

- **Address**
28A Alex.Papanastasiou Avenue, Heraklion, Crete
- **Contact number**
2810 300520
- **Email address**
info@metaxahospitality.gr
- **Coordinators**
Chalkiadaki Marigianna, MHG Sustainability Manager
- **Departments/Directorates**
MHG Sustainability Department



6.2 GRI Content Index

Statement of use	GRI 1 used
Metaxa Hospitality Group has reported in accordance with the GRI Standards for the period 01/01/2023 - 31/12/2023.	GRI 1: Foundation 2021

GRI Standard	Disclosure	Source	Page number	Requirements omitted	Reason/ explanation
General disclosures					
GRI 2 General Disclosures 2021	2-1	Organizational details	1.1	Profile	7-11
	2-2	Entities included in the organization's sustainability reporting	6.1	About the Sustainable Development Report	54
	2-3	Reporting period, frequency and contact point	6.1	About the Sustainable Development Report	54
	2-4	Restatements of information	6.1	About the Sustainable Development Report Annex A	54
	2-5	External assurance	6.1	About the Sustainable Development Report	54
	2-6	Activities, value chain and other business relationships	1.1 1.2	Profile Business model	7, 12-13, 30-31
	2-7	Employees	5.1	Employment practices & human rights Annex A	46
	2-8	Workers who are not employees	5.1	Employment practices & human rights	46
	2-9	Governance structure and composition	3	Corporate governance practices	25
	2-10	Nomination and selection of the highest governance body	3	Corporate governance practices	25
	2-11	Chair of the highest governance body	3	Corporate governance practices	25

GRI Standard	Disclosure	Source	Page number	Requirements omitted	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	18-21
	2-13	Delegation of responsibility for managing impacts	2.1	Sustainable Development Strategy	18-19, 27
	2-14	Role of the highest governance body in sustainability reporting	2.3	Materiality analysis	21
	2-15	Conflicts of interest	3	Corporate governance practices	25
	2-16	Communication of critical concerns	3.1	Business ethics	28
	2-17	Collective knowledge of the highest governance body	3	Corporate governance practices	25
	2-18	Evaluation of the performance of the highest governance body	3	Corporate governance practices	25
	2-19	Remuneration policies	3	Corporate governance practices	25
	2-20	Process to determine remuneration	3	Corporate governance practices	25, Annex
	2-21	Annual total compensation ratio	3	Corporate governance practices Annex A	25, Annex
	2-22	Statement on sustainable development strategy		Message from the CEO	3
	2-23	Policy commitments	3.1	Business ethics	28, 30, 48
	2-24	Embedding policy commitments	3.1	Business ethics	28-30, 48

GRI Content Index

GRI Standard	Disclosure	Source	Page number	Requirements omitted	Αιτίες/επεξήγηση
General disclosures					
GRI 2 General Disclosures 2021	2-25	Processes to remediate negative impacts	3.1	Business ethics	28
	2-26	Mechanisms for seeking advice and raising concerns	3.1	Business ethics	28
	2-27	Compliance with laws and regulations	3.1	Business ethics	28
	2-28	Membership associations	1.4	Memberships and awards	14-15
	2-29	Approach to stakeholder engagement	2.2	Stakeholder engagement	20
	2-30	Collective bargaining agreements	5.1	Employment practices & human rights	46
Material topics					
GRI 3 Material Topics 2021	3-1	Process to determine material topics	2.3	Materiality analysis	21
	3-2	List of material topics	2.3	Materiality analysis	22
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 outside of the organization		Annex A	Annex
	302-3	Energy intensity		Annex A	
	302-4	Reduction of energy consumption		Annex A	33, Annex

GRI Standard	Disclosure	Source	Page number	Requirements omitted	Reason/explanation	
Material topic: Climate Stability						
GRI 302 Energy 2016	302-5	Reductions in energy requirements of products and services	3.1	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	

GRI Content Index

GRI Standard	Disclosure	Source	Page number	Requirements omitted	Reason/ explanation	
Material topic: Biodiversity and ecosystems						
GRI 4 Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	3.1	Business ethics	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	Soil and ecosystem	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 Standard	Disclosure	Source	Page number	Requirements omitted	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	39-40	
	303-2	Management of water discharge - related impacts	4.3	Water resources	39-40	
	303-3	Water withdrawal		Annex A	39, Annex	
	303-4	Water discharge		Annex A	Annex	
	303-5	Water consumption		Annex A	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	41	
	306-1	Waste generation and significant waste-related impacts	4.4	Waste and resource intensity	41-42	
GRI 306 Waste 2020	306-2	Management of significant waste -related impacts	4.4	Waste and resource intensity	41-42	
	306-3	Waste generated		Annex A	42, Annex	
	306-4	Waste diverted from disposal		Annex A	42, Annex	
	306-5	Waste directed to disposal		Annex A	42, Annex	

GRI Content Index

GRI Standard	Disclosure	Source	Page number	Requirements omitted	Reason/ explanation
Material topic: Health and safety					
GRI 3 Material Topics 2021	3-3 Management of material topics	5.2 Health and safety	49		
GRI 403 Occupational Health and Safety 2018	403-1 Occupational health and safety management system	5.2 Health and safety	49		
	403-2 Hazard identification, risk assessment, and incident investigation	5.2 Health and safety	49-50		
	403-3 Occupational health services	5.2 Health and safety	50		
	403-4 Worker participation, consultation, and communication on occupational health and safety	5.2 Health and safety	49		
	403-5 Worker training on occupational health and safety	5.2 Health and safety	50		
	403-6 Promotion of worker health	5.2 Health and safety	50		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5.2 Health and safety	50		
	403-8 Workers covered by an occupational health and safety management system	5.2 Health and safety	49		
	403-9 Work-related injuries	5.2 Health and safety Annex A	50, Annex		
	403-10 Work-related ill health	Annex A	50, 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	50		

GRI Standard	Disclosure	Source	Page number	Requirements omitted	Reason/ explanation
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	50		
Material topic: Culture and civilization					
GRI 3 Material Topics 2021	3-3 Management of material topics	5.3 Contribution to local communities	51		
Material topic: Employment practices & Human rights					
GRI 3 Material Topics 2021	3-3 Management of material topics	5.1 Employment practices human rights	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	46		
	401-3 Parental leave	Annex A	Annex		
GRI 404 Training and Education 2016	404-1 Average hours of training per year per employee	Annex A	47, Annex		
	404-2 Programs for upgrading employee skills and transition assistance programs	5.1 Employment practices & human rights	47		

GRI Content Index

GRI Standard	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	47		
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 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 Ratios of standard entry level wage by gender compared to local minimum wage	Annex A	Annex		
Material topic: Business ethics					
GRI 3 Material Topics 2021	3-3 Management of material topics	3.1 Business ethics	28		
GRI 205 Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	3.1		All requirements	Not available information/ not fully-completed
	205-2 Communication and training about anti-corruption policies and procedures	3.1		All requirements	Not available information/ not fully-completed

GRI Standard	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	29		
GRI 206 Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	3.1 Business ethics	29		
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.1 Business ethics	29		
GRI 308 Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	3.1 Business ethics	30		
	308-2 Negative environmental 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	30		
	414-2 Negative social 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	12, Annex		
GRI 204 Procurement Practices 2016	204-1 Proportion of spending on local suppliers	5.3 Contribution to local communities	51		

6.3 General indicators GRI

METAXA HOSPITALITY GROUP

GRI 201-1

Direct economic value generated and distributed	2023	2022	2021
Direct Economic Value Generated (€ thousand)			
Revenues	53,979	50,712	30,961
Direct Economic Value Distributed (€ thousand)			
Operating Costs	18,525	21,134	17,090
Employee Wages and Benefits	21,505	16,691	11,670
Payments to Providers of Capital	600	600	0
Payments to Government (Greece)	11,401	10,312	5,822*
Community Investments	3	21	30
Total	52,034	48,758	34,612
Economic Value Retained (€ thousand)			
Direct Economic Value Generated	53,979	50,712	30,961
Economic Value Distributed	52,034	48,758	34,612
Economic Value Retained (Direct Economic Value Generated - Economic Value Distributed)	1,945	1,954	-3,651

* In 2021, contributions to the state were reduced as there were more tax reliefs due to the COVID-19 pandemic

GRI 2-21

Annual total earnings	2023	2022	2021
Annual total earnings	15.1	15.8	18.7
Change in annual ratio of total earnings	+0.773	-0.004	+1.416

Environment

The Group carried out a more detailed measurement of its energy consumption and based on the new data recalculated its energy consumption, greenhouse gas emissions, water resources and waste for the years 2022 and 2021. For this reason, quantities for these years show differences compared to the 2022 Sustainability Report.

Energy, Emissions

GRI 302-1 • GRI 302-2

Energy consumption within and outside the Group (MJ)	2023	2022	2021
Energy consumption in the Group from non-renewable sources (MJ)			
Diesel (MJ)	567.465,68	448.789,49	222.802,35
LPG (MJ)	6.869.741,55	5.426.375,16	3.759.515,82
Petrol (MJ)	272.101,63	302.140,21	315.961,39
Energy consumption in the Group from renewable sources (MJ)			
Solar (MJ)	95.495,94	0	0
Solar thermal (MJ)	13.098.024	13.098.024	11.350.368,00
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	42.651.053,92	18.926.904,61	0
Electricity consumption from non-renewable sources (MJ)	295.010,84	22.337.439,84	32.886.519,31
Electricity sold	5.411.016,00	518.220,00	403.740,00
Total energy consumption within the group (MJ)	58.437.889,63	60.021.453,31	48.131.426,87
Total energy consumption outside the group (MJ)	2.986.467,84	-	-

- Diesel prices are calculated by summing up the oil consumed for company vehicles and the oil used as a reserve in case of emergencies for hotel operations.
- The increase in oil consumption in 2023 is due to the power outages that took place from the grid, as oil is used in the power generator of the TUI Magic Life Candia Maris and Santo Pure Oia Suites & Villas hotels.
- In addition, the increase in oil in 2023 is due to the increased use of company vehicles.
- The reduction of Diesel and LPG in 2021 is due to investments in energy recovery. As a result, consumption of oil and LPG decreased, while in 2022 they increased due to construction projects, where there was no electricity and oil had to be used.
- In addition, the reduction in LPG and Diesel in 2021 is due to the sharp decline in the number of visitors and consequently the operational needs of hotels. The decrease in visitors occurred due to the pandemic of Covid 19.
- Diesel consumption by company cars has not been recorded for the years 2022 and 2021.

- The consumption of heating, steam and cooling is zero. Regarding electricity production, 1,397,94 MWh were produced and distributed to the grid from the PV park in Kilkis, while 105,12 MWh were produced and distributed from the PV on the roofs of Creta Maris (thus, in total: 1.503,06 MWh. The sale of heating, steam and cooling is zero.
- In 2023 there is a decrease in total energy consumption compared to 2022 because the Photovoltaic Park in Northern Greece was implemented and put into operation.
- In essence, for the calculation of total energy consumption at Group level, the energy produced by the photovoltaic parks and then distributed to the PPC network is deducted from the sum of all energy consumption.
- In 2024, the recording of the total energy consumption for the year 2023 outside the boundaries of the organisation was started. Energy consumption is derived from the operation of building infrastructure, which is either rented or leased by the Group and has direct interaction with the organisation.

GRI 302-3

Total energy consumption in MJ/net revenue	2023	2022	2021
Energy intensity (MJ/net revenue)	1.082,60	1.183,57	1.554,58

GRI 302-4

Reduction of energy consumption (MJ)	2023	2022	2021
Reduction of energy consumption (MJ)	5,700,872,669.55	-	-

GRI 305-1 • GRI 305-2 • GRI 305-3 • GRI 2-4

Scope 1,2,3 emissions t CO ₂ eq - MHG					
Scope	Source	Unit	2023	2022	2021
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ e)	495,28	397,65	276,81
		t CH ₄ (t CO ₂ e)	6,64	1,32	1,01
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t N ₂ O (t CO ₂ e)	4,07	0,98	0,73
Scope 2	Electricity supplied				
	Location-based	t CO ₂ e	4.444,28	4.270,25	3.403,27
	Market-based	t CO ₂ e	27,25	2,649,84	3,963,76
Scope 3	Purchased goods and services (Category 1)	t CO ₂ e	6.916,76	-	-
	Capital goods (Category 2)	t CO ₂ e	4.255,42	-	-
	Fuel and energy related activities (Category 3)	t CO ₂ e	2.558,84	-	-
	Upstream transport and distribution (Category 4)	t CO ₂ e	93,68	-	-
	Waste generated in operations (Category 5)	t CO ₂ e	249,32	-	-
	Business travel (Category 6)	t CO ₂ e	1.660,70	-	-
	Employee commuting (Category 7)	t CO ₂ e	144,44	-	-
	Upstream leased assets (Category 8)	t CO ₂ e	52,71	-	-
	Downstream transportation and distribution (Category 9)	t CO ₂ e	25,18	-	-
	Downstream leased assests (Category 13)	t CO ₂ e	219,81	-	-

Total energy consumption in MJ/net revenue					
Scope	Source	Unit	2023	2022	2021
Total Scope 1		t CO ₂ eq	505,99	399,95	278,54
Total Scope 2 (location-based)		t CO ₂ eq	4.444,28	4.270,25	3.403,27
Total Scope 2 (market-based)		t CO ₂ eq	27,25	2.649,84	3.963,76
Total Scope 3		t CO ₂ eq	16.176,85	-	-
Total carbon footprint (location-based)		t CO ₂ eq	21.127,12	4.670,21	3.681,81
Total carbon footprint (market-based)		t CO ₂ eq	16.710,09	3.049,80	4.242,30

- The Scope 1, 2 and 3 emission calculations/assumptions have been based on the GHG Protocol standards/methodologies
- For the calculation of Scope 1 emissions, a combination of factors from the National Emission Inventory of Greece (NIR 2023) and the IPCC Guidelines for National Greenhouse Gas Inventories of the Intergovernmental Panel on Climate Change (IPCC Guidelines for National Greenhouse Gas Inventories)
- For the calculation of Scope 2 emissions, a combination of factors from the National Emissions Inventory of Greece (NIR 2023) and the Energy Mix of Suppliers from the Operator of RES & Guarantees of Origin (DAPEEP S.A.) (2023 and 2021) was used.
- Scope 2 emissions were calculated using factors from the UK Department for Environment, Food and Rural Affairs (DEFRA 2023) and an environmentally extended input-output model (EEIO) based on the latest available input/output table for Greece, ELSTAT 2015 and direct emission factors per economic activity for Greece, available from EUROSTAT for 2020.
- 87% of the estimated emissions from Purchased goods and services (Scope 3 Tier 1) result from the purchase of food and beverage products, for which measurements were made using more accurate data (kg of products purchased). Coefficients from the Ecoinvent database were used for the calculation.
- Standards, methodologies, assumptions and/or calculation tools used to calculate Scope 3 emissions have been based on Greenhouse gas reporting: conversion factors 2020, GOV.UK.
- The CO₂ emission factors used for the calculation of Scope 1 and Scope 2 emissions are obtained by processing data from the latest available National Greenhouse Gas Inventory Report (NIR - Greece, 2023 National Inventory Report (NIR) | UNFCCC), while the CH₄ and N₂O factors are taken from the guidelines developed by the Intergovernmental Panel on Climate Change (IPCC Guidelines for National Greenhouse Gas Inventories).
- The gases included in the calculation of indirect emissions (Scope 2) are CO₂, CH₄, N₂O
- Biogenic CO₂ emissions are zero
- The Group started calculating indirect Scope 3 emissions for the first time in 2024 for the year 2023 and therefore data for 2022 and 2021 are not available.
- The increase in Scope 2-Location Based emissions in 2023 is due to the fact that in 2023 the Group started the full recording of all electricity consumption from all its properties, while in 2022 the Group recorded the electricity consumption of only its headquarters and hotel units. Therefore, because there is a shortage of some electricity data in 2022, that is why this increase is presented in 2023 even though it is not realistic.
- The reduction of Scope 2-Market Based emissions in 2023 is due to the fact that since August 2022 the Group has proceeded to the supply of electricity, which is produced exclusively from Renewable Energy Sources for all its hotel units and most of its building infrastructure. Exceptions are some small facilities, which may in the coming years be supplied with electricity generated from Renewable Energy Sources.

GRI 305-4

Emission intensity (tn CO ₂ eq/net revenue)	2023	2022	2021
Emission intensity Scope 1 and Scope 2 (location based)	0,0917	0,0921	0,1189
Emission intensity Scope 1 and Scope 2 (market-based)	0,0099	0,0601	0,1370
Emission intensity Scope 3	0,2997	-	-

GRI 305-5

Reduction of Greenhouse gas emissions	2023
Scope 1 Emissions	+26,52%
Scope 2 Emissions (location based)	+4%
Scope 2 Emissions (market-based)	-99%

GRI 303-3 • GRI 303-4 • GRI 303-5

Water consumption per guestnight (m ³ /guestnight)	2023		2022		2021	
	All areas	Water stressed	All areas	Water stressed	All areas	Water stressed
MHG (m ³ /gn) Freshwater		0,635		0,634		0,682

Water

GRI 303-3 • GRI 303-4 • GRI 303-5

Total water withdrawal from high stressed areas (ML)	2023	2022	2021
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	309,10	359,35	313,18
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	97,88	79,47	0
Third-party water			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	97,88	79,47	0
Total water discharge			
Freshwater	21,94	20,53	29,33
Other water (>1,000 mg/lt total dissolved solids)	406,98	438,83	313,18
Total	428,92	459,35	342,51
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	163,11	172,33	117,84
Total	163,11	172,33	117,84
Total water consumption from high stressed areas			
Total water consumption	265,81	287,02	224,67

- Water withdrawal and discharge for the Group only comes from high stressed areas
- The Group does not withdraw and discharge surface and produced water.
- The Group does not retain water in water storage facilities or reservoirs.

Waste

GRI 306-3 • GRI 306-4 a • GRI 306-5 a

Waste (t)	2023	2022	2021
Waste production			
Hazardous waste	6,48	12,83	12,09
Non-hazardous waste	3.324,61	2.304,26	665
Total	3.331,09	2.317,09	677,09
Waste diverted from disposal			
Hazardous waste	6,48	12,83	12,09
Non-hazardous waste	297,70	362,60	270,29
Total	304,18	375,43	282,38
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	3.026,91	1.941,66	397,21
Total	3.026,91	1.941,66	397,21

• Hazardous waste includes electrical and electronic appliances, batteries, light bulbs, empty graphite and ink cans and equipment that previously contained chlorofluorocarbons.

• Non-hazardous waste includes paper, plastic, metal, glass, edible oils and fats, clothing, metal packaging, mixed packaging, synthetic packaging, refurbishment waste

Waste

GRI 306-4

Waste diverted from disposal by recovery operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	-	6,48	-	12,83	-	12,09
Preparation for reuse	-	-	-	-	-	-
Total	0	6,48	0	12,83	0	12,09
Non-hazardous waste						
Recycling	22,26	275,44	3,40	359,20	2,50	267,79
Preparation for reuse	4,97	-	-	-	-	-
Total	27,23	275,44	3,40	359,20	2,50	267,79

GRI 306-5

Waste directed to disposal by recovery operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	0	0	0	0	0	0
Non-hazardous waste						
Landfilling	0	3.026,91	0	1.941,66	0	397,21
Total	0	3.026,91	0	1.941,66	0	397,21

• The registration of hazardous waste destined for landfill disposal has not been recorded for the years 2023, 2022 and 2021.

Society

GRI 2-7

Employee by gender, type of work and location unit	2023			2022			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Group Total									
Total number of employees	495	457	952	429	375	804	387	360	747
Permanent employees	62	71	133	50	55	105	39	47	86
Temporary employees	433	386	819	379	320	699	348	313	661
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	495	457	952	429	375	804	387	360	747
Full-time employees	494	457	951	427	375	802	385	359	744
Part-time employees	1	0	1	2	0	2	2	1	3
MHG (Headquarters)									
Total number of employees	51	26	77	50	23	73	38	18	56
Permanent employees	49	25	74	45	20	65	35	17	52
Temporary employees	2	1	3	5	3	8	3	1	4
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	51	26	77	50	23	73	38	18	56
Full-time employees	50	26	76	49	23	72	37	18	55
Part-time employees	1	0	1	1	0	1	1	0	1

GRI 202-2

Percentage of senior management hired from the local community	2023	2022	2021
MHG (Headquarters)	76%	100%	100%
CRETA MARIS RESORT	94%	95%	94%
TUI MAGIC LIFE CANDIA MARIS	93%	100%	100%
SANTO PURE OIA SUITES & VILLAS	89%	100%	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 Pure Oia Suites & Villas, the percentage of senior managers recruited from the local community covers the whole of Greece.

Society

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
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
Rate of employee turnover	38%	14%	27%	3%	20%	8%	13%	0%	8%
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%

New employee hires and employee turnover	<30 years			30-50 years			>50 years		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
2021									
Group Total									
Number of new employee hires (#)	67	77	144	42	17	59	8	12	20
Rate of new employee hires	57%	58%	58%	23%	11%	17%	9%	18%	13%
Number of employee turnover (#)	12	13	25	9	5	14	6	1	7
Rate of employee turnover	10%	10%	10%	5%	3%	4%	7%	1%	5%
MHG (Headquarters)									
Number of new employee hires (#)	5	2	7	2	1	3	0	0	0
Rate of new employee hires	56%	50%	54%	9%	8%	9%	0%	0%	0%
Number of employee turnover (#)	1	0	1	1	1	2	0	1	1
Rate of employee turnover	11%	0%	8%	5%	8%	6%	0%	50%	11%

- In the summer season 2022 there was a significant number of turnovers, as in the entire tourism industry affected by the pandemic (the summer season of 2020 started in July and the summer season of 2021 in May, due to the restrictive measures).
- The increase in the hiring rate at SANTO PURE OIA SUITES & Villas in 2022 compared to the previous two years, is due to the need for more jobs due to the upgrade of the Group's services at the hotel.

GRI 401-3

Parental leave*	2023			2022		
	Women	Men	Total	Women	Men	Total
Workers entitled to parental leave	4	8	12	7	3	10
Workers who took parental leave	4	8	12	7	3	10
Total number of employees that returned to work after parental leave ended	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	3	3	6	5	3	8
Retention rate of employees that took parental leave	60	100	75	250	150	200

* 2021 data are not available.

Society

GRI 404-1

Average training hours per year per employee	2023		2022		2021	
	Men	Women	Men	Women	Men	Women
Group Total						
Average training hours per year per employee	15,25	20,16	5,8	9,8	1,7	1,2
By employee level						
Employees in the top 10% of employees by total compensation	21,3	39,1	11,08	22,0	4,3	4,7
Employees in the bottom 90% of employees by total compensation	14,01	19,07	4,5	9,2	1,1	1,0
By function						
Administrative staff	25,6	24,5	21,7	16,4	20,1	8,8
Services staff	14,6	19,7	4,7	8,9	0,7	0,3
MHG (Headquarters)						
Average training hours per year per employee	25,6	24,5	21,7	16,4	20,1	8,8
By employee level						
Employees in the top 10% of employees by total compensation	0	4,0	46,0	16,0	18,8	15,0
Employees in the bottom 90% of employees by total compensation	36,9	25,3	13,2	16,4	20,6	8,6
By function						
Administrative staff	25,6	24,5	21,7	16,4	20,1	8,8
Services staff	0	0	0	0	0	0

• Amounts are subject to rounding.
 • The reduction of the average training for employees to the 10% with the highest total earnings in 2021, is due to the fact that many seminars were canceled either due to restrictive measures or due to the illness of trainers. In addition, mass trainings (e.g., language courses) in which many employees participate were not planned for winter 2021 as it was not certain that they could take place.

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									
2023									
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%
2021									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	75%	25%	100%
Senior Management	100%	0%	100%	35%	65%	100%	27%	73%	100%
Middle Management	0%	100%	100%	55%	45%	100%	67%	33%	100%
Employees	48%	52%	100%	55%	45%	100%	59%	41%	100%
By function									
Administrative staff	69%	31%	100%	65%	35%	100%	78%	22%	100%
Services staff	46%	54%	100%	52%	48%	100%	54%	46%	100%

Society

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
MHG (Headquarters)									
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%
Sevices 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%
Sevices staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
2021									
By employee level									
BoD	0%	0%	0%	0%	100%	100%	75%	25%	100%
Senior Management	100%	0%	100%	58%	42%	100%	0%	0%	0%
Middle Management	0%	0%	0%	67%	33%	100%	0%	0%	0%
Employees	67%	33%	100%	72%	28%	100%	100%	0%	100%
By function									
Administrative staff	69%	31%	100%	65%	35%	100%	78%	22%	100%
Sevices staff	0%	0%	0%	0%	0%	0%	0%	0%	0%

GRI 405-2

Ratio of basic salary and remuneration of women to men	2023	2022	2021
Group Total			
By employee level			
BoD	0,79	0,68	0,55
Middle Management	0,87	2,34	-
Employees	0,95	0,55	0,49
Total ratio of the basic salary of women to men	0,85	0,52	0,50
By function			
Administrative staff	0,55	0,58	0,55
Sevices staff	0,85	0,22	0,19
Total ratio of the basic salary of women to men	0,83	0,53	0,52
Headquarters			
By employee level			
BoD	0,54	0,43	0,46
Middle Management	0,52	-	-
Employees	1,18	0,79	0,63
Total ratio of the basic salary of women to men	0,55	0,53	0,54
By function			
Administrative staff	0,55	0,58	0,55
Sevices staff	-	-	-
Total ratio of the basic salary of women to men	0,55	0,58	0,55

Society

GRI 403-8

Workers covered by an occupational health and safety management system	2023		2022		2021	
	Number	Percentage	Number	Percentage	Number	Percentage
Number and percentage of all employees and workers who are noemployees but whose work and/or workplace is controlled is controlled by the organization, who are covered by a health and safety management system ¹	952 (total)		804 (total)		747 (total)	
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.	952	100%	804	100%	747	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.	952	100%	804	100%	747	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	2023	2022	2021
Employees			
Number of hours worked	1,307,184	1,151,960	861,456
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	14	10	5
Rate of recordable work-related injuries (IR) (recordable) ²	2,1	1,7	1,2
Number of working days lost due to accidents at work	114	76	30
Accident severity rate	17,4	13,2	7,0

• 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.

CRETA MARIS RESORT

Environment

Energy, emissions

GRI 302-1 • GRI 302-2

Energy consumption within and outside the Group (MJ)	2023	2022	2021
Energy consumption in the Group from non-renewable sources (MJ)	2.862.535,89	2.405.821,28	2.300.458,17
Diesel (MJ)	68.950,81	43.912,80	34.924,80
LPG (MJ)	2.632.994,21	2.187.239,68	2.109.435,43
Petrol (MJ)	160.590,88	174.668,79	156.097,93
Energy consumption in the Group from renewable sources (MJ)	29.620.557,17	16.513.919,27	5.299.344,00
Solar (MJ)	0	0	0
Solar thermal (MJ)	6.182.568	6.182.568	5.299.344
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	23.437.989,17	10.331.351,27	0
Electricity consumption from non-renewable sources (MJ)	0	12.751.715,03	18.762.874,84
Electricity sold	378.442,69	518.209,20	403.757,96
Total energy consumption within the group (MJ)	32.104.650,37	31.153.246,37	25.958.919,05
Total energy consumption outside the group (MJ)	259.338,96	-	-

- Diesel promotion in 2023 is due to increased use of company vehicles.
- The LPG increase in 2023 arises due to the addition of additional kitchen equipment.
- Non-renewable electricity consumption is zero for the year 2023. This is due to the fact that the Group started from August 2022 to supply electricity exclusively from Renewable Energy Sources (GOs-Guarantees of Origin) for all its hotels, thus ensuring that all electricity consumed in 2023 came from renewable sources.

GRI 302-3

Total energy consumption in MJ/guestnight	2023	2022	2021
Energy intensity (MJ/ guestnight)	112,28	96,87	108,26

GRI 305-1 • GRI 305-2 • GRI 305-3 • GRI 2-4

Scope 1,2 emissions (tn CO₂eq) - Creta Maris

Scope	Source	Unit	2023	2022	2021
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	182,99	154,05	147,12
		t CH ₄ (t CO ₂ eq)	6,27	1,01	0,85
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t N ₂ O (t CO ₂ eq)	3,64	0,64	0,54
Scope 2	Electricity supplied				
	Location-based	t CO ₂ eq	2.425,49	2.388,76	1.941,68
	Market-based	t CO ₂ eq	0,00	1.513,12	2.262,37
Total Scope 1		t CO ₂ eq	192,90	155,69	148,51
Total Scope 2 (location-based)		t CO ₂ eq	2.425,49	2.388,76	1.941,68
Total Scope 2 (market-based)		t CO ₂ eq	0,00	1.513,12	2.262,37
Total carbon footprint (location-based)		t CO ₂ eq	2.618,38	2.544,45	2.090,19
Total carbon footprint (market-based)		t CO ₂ eq	192,90	1.668,82	2.410,88

GRI 305-4

Emission intensity (tn CO ₂ eq/guestnight)	2023	2022	2021
Emission intensity Scope 1 and Scope 2 - location-based	0,009	0,008	0,009
Emission intensity Scope 1 and Scope 2 - market-based	0,001	0,005	0,010

GRI 305-5

Reduction of Greenhouse gas emissions	2023
Scope 1 Emissions	+24%
Scope 2 Emissions (location based)	+2%
Scope 2 Emissions (market-based)	-100%

Water

GRI 303-3 • GRI 303-4 • GRI 303-5

Total water withdrawal from high stressed areas (ML)	2023	2022	2021
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	176,87	207,98	158,57
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	0	0	0
Third-party water			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	0	0	0
Total			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	176,87	207,98	158,57
Total	176,87	207,98	158,57
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	47,05	54,78	41,89
Total	47,05	54,78	41,89
Total water consumption from high stressed areas			
Total water consumption	129,82	153,20	116,68

GRI 303-3 • GRI 303-4 • GRI 303-5

Water consumption per guestnight (m ³ /guestnight)	2023		2022		2021	
	All areas	Water stressed	All areas	Water stressed	All areas	Water stressed
Creta Maris Resort (m ³ /gn) Freshwater		0,45		0,48		0,49

Waste

GRI 306-3 • GRI 306-4 a • GRI 306-5 a

Waste (t)	2023	2022	2021
Waste production			
Hazardous waste	6,22	7,40	11,12
Non-hazardous waste	3.247,31	2.202,64	629,02
Total	3.253,53	2.210,04	640,14
Waste diverted from disposal			
Hazardous waste	6,22	7,40	11,12
Non-hazardous waste	253,10	297,24	235,32
Total	259,32	304,64	246,44
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	2.994,21	1.905,40	393,71
Total	2.994,21	1.905,40	393,71

• Hazardous waste includes electrical and electronic appliances, batteries, light bulbs, empty graphite and ink cans and equipment that previously contained chlorofluorocarbons.
 • Non-hazardous waste includes paper, plastic, metal, glass, edible oils and fats, clothing, metal packaging, mixed packaging, synthetic packaging, refurbishment waste.

GRI 306-4

Waste diverted from disposal by recovery operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	-	6,22	-	7,40	-	11,12
Preparation for reuse	-	-	-	-	-	-
Total	0	6,22	0	7,40	0	11,12
Non-hazardous waste						
Recycling	21,76	231,34	3,00	294,24	2,50	232,82
Preparation for reuse	4,80	-	-	-	-	-
Total	26,56	231,34	3,00	294,24	2,50	232,82

Waste

GRI 306-5

Waste directed to disposal by disposal operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	0	0	0	0	0	0
Non-hazardous waste						
Landfilling	0	2,994.21	0	1,905.40	0	393.71
Total	0	2,994.21	0	1,905.40	0	393.71

• The registration of hazardous waste destined for landfill disposal has not been recorded for the years 2023, 2022 and 2021.

Society

GRI 2-7

Employee by gender, type of work and location unit	2023			2022			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Total number of employees	287	284	571	246	232	478	232	232	464
Permanent employees	6	27	33	3	25	28	0	21	21
Temporary employees	281	257	538	243	207	450	232	211	443
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	287	284	571	246	232	478	232	232	464
Permanent employees	287	284	571	245	232	477	231	231	462
Temporary employees	0	0	0	1	0	1	1	1	2

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
Creta Maris Resort									
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%
2021									
Number of new employee hires (#)	47	58	105	27	11	38	4	9	13
Rate of new employee hires	59%	66%	63%	28%	12%	20%	7%	17%	12%
Number of employee turnover (#)	9	11	20	3	2	5	4	0	4
Rate of employee turnover	11%	13%	12%	3%	2%	3%	7%	0%	4%

GRI 404-1

Average training hours per year per employee	2023		2022		2021	
	Women	Men	Women	Men	Women	Men
Creta Maris Resort						
Average training hours per year per employee	16.1	21.6	4.4	6.4	0.4	0.1
By employee level						
Employees in the top 10% of employees by total compensation	23.9	41.5	7.0	21.6	1.8	2.3
Employees in the bottom 90% of employees by total compensation	14.5	20.6	3.8	5.7	0.1	0.1
By function						
Administrative staff	0	0	0	0	0	0
Services staff	16.1	21.6	4.4	6.4	0.4	0.1

Society

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
Creta Maris Resort									
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%
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%
2021									
By employee level									
Senior Management	0%	0%	0%	0%	100%	100%	18%	82%	100%
Middle Management	0%	100%	100%	60%	40%	100%	100%	0%	100%
Employees	48%	52%	100%	52%	48%	100%	56%	44%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	47%	53%	100%	51%	49%	100%	52%	48%	100%

GRI 405-2

Ratio of basic salary and remuneration of women to men	2023	2022	2021
Creta Maris Resort			
By employee level			
BoD	0.90	1.16	-
Middle Management	0.96	-	-
Employees	0.92	0.22	0.19
Total ratio of the basic salary of women to men	0.85	0.22	0.11
By function			
Administrative staff	-	-	-
Services staff	0.83	0.22	0.21
Total ratio of the basic salary of women to men	0.83	0.22	0.21

TUI MAGIC LIFE CANDIA MARIS

Environment

Energy, emissions

GRI 302-1 • GRI 302-2

Energy consumption within and outside the Group (MJ)	2023	2022	2021
Energy consumption in the Group from non-renewable sources (MJ)	3,974,005.45	2,723,884.49	1,251,770.93
Diesel (MJ)	104,624.61	15,450.80	16,563.60
LPG (MJ)	3,869,380.84	2,708,433.69	1,235,207.33
Petrol (MJ)	0	0	0
Energy consumption in the Group from renewable sources (MJ)	18,638,368.37	12,390,538.21	6,051,024.00
Solar	95,495.94	-	-
Solar thermal	6,915,456.00	6,915,456.00	6,051,024.00
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	11,627,416.43	5,475,082.21	0
Electricity consumption from non-renewable sources (MJ)	0	6,071,256.10	8,948,103.35
Electricity sold	0	0	0
Energy production from renewable sources (MJ)	7,010,951.94	6,915,456.00	6,051,024.00
Solar	95,495.94	-	-
Solar thermal	6,915,456.00	6,915,456.00	6,051,024.00
Total energy consumption within the group (MJ)	22,612,373.82	21,185,678.80	16,250,898.28
Total energy consumption outside the group (MJ)	2,039,285.55	-	-

- In 2023, there was a significant increase in LPG consumption due to increased demand for domestic hot water heating. For visitor safety reasons, the temperature was increased from 55°C to 60°C, resulting in a larger amount of LPG being used compared to previous years.
- The increase in oil consumption in 2023 is due to power cuts from the grid, as oil is used in the power generator
- In 2023 the installation of photovoltaic systems of TUI Magic Life Candia Maris Hotel was completed and put into operation
- Non-renewable electricity consumption is zero for the year 2023. This is due to the fact that the Group started from August 2022 to supply electricity exclusively from Renewable Energy Sources (GOs-Guarantees of Origin) for all its hotels, thus ensuring that all electricity consumed in 2023 came from renewable sources.
- In 2022 the total energy consumption within the organisation was quite high compared to 2021. This was due to the construction work carried out at the beginning of 2022 to create 33 new rooms at the TUI Magic Life Candia Maris hotel, as well as the increased energy consumption due to the operation of these rooms. In addition, the low energy consumption in 2021 is also attributed to the reduced visitor numbers due to the Covid-19 pandemic.

GRI 302-3

Total electricity consumption in MJ / guestnight	2023	2022	2021
Energy intensity (MJ/ guestnight)	210.33	195.79	217.50

GRI 305-1 • GRI 305-2 • GRI 305-3 • GRI 2-4

Scope 1,2 emissions t CO ₂ eq - Candia Maris					
Scope	Source	Unit	2023	2022	2021
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	251.88	172.04	79.16
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t CH ₄ (t CO ₂ eq)	0.21	0.08	0.03
		t N ₂ O (t CO ₂ eq)	0.13	0.08	0.04
Scope 2	Electricity supplied				
	Location-based	t CO ₂ eq	1,203.27	1,194.88	926.00
	Market-based	t CO ₂ eq	0.00	720.42	1,078.93
Total Scope 1		t CO ₂ eq	252.12	172.20	79.24
Total Scope 2 (location-based)		t CO ₂ eq	1,203.27	1,194.88	926.00
Total Scope 2 (market-based)		t CO ₂ eq	0.00	720.42	1,078.93
Total carbon footprint (location-based)		t CO ₂ eq	1,455.38	1,367.08	1,005.24
Total carbon footprint (market-based)		t CO ₂ eq	252.12	892.62	1,158.18

GRI 305-4

Emission intensity (tn CO ₂ eq/guestnight)	2023	2022	2021
Emission intensity Scope 1 and Scope 2 (location-based)	0.0135	0.0126	0.0135
Emission intensity Scope 1 and Scope 2 (market-based)	0.0023	0.0082	0.0155

GRI 305-5

Reduction of Greenhouse gas emissions	2023
Scope 1 Emissions	+46%
Scope 2 Emissions (location based)	+0.7%
Scope 2 Emissions (market-based)	-100%

Water

GRI 303-3 • GRI 303-4 • GRI 303-5

Total water withdrawal from high stressed areas (ML)	2023	2022	2021
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	62.13	65.87	62.73
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	97.88	79.47	0
Third-party water			
Freshwater	6.63	6.77	25.05
Other water (>1,000 mg/lt total dissolved solids)	0	0	0
Total			
Fresh water	6.63	6.77	25.05
Other water (>1,000 mg/lt total dissolved solids)	160.02	145.35	62.73
Total	166.65	152.12	87.78
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	69.80	61.12	15.32
Total	69.80	61.12	15.32
Total water consumption from high stressed areas			
Total water consumption	96.85	91.00	72.46

• In 2022 Total water consumption within the organisation was quite high compared to 2021. This was due to both the construction work that took place in early 2022 to create 33 new rooms and the operation of these rooms which resulted in increased water consumption. In addition, the low water consumption in 2021 is also attributed to the reduced visitation due to the Covid-19 pandemic.

GRI 303-3 • GRI 303-4 • GRI 303-5

Water consumption per guestnight (m ³ /guestnight)	2023		2022		2021	
	All areas	Water stressed	All areas	Water stressed	All areas	Water stressed
TUI Magic Life Candia Maris (m ³ /gn) Freshwater		0.90		0.84		0.97

Waste

GRI 306-3 • GRI 306-4 a • GRI 306-5 a

Waste (t)	2023	2022	2021
Waste production			
Hazardous waste	0.26	5.13	0.98
Non-hazardous waste	49.03	72.59	18.42
Total	49.29	77.72	19.40
Waste diverted from disposal			
Hazardous waste	0.26	5.13	0.98
Non-hazardous waste	16.33	36.33	14.92
Total	16.59	41.46	15.90
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	32.70	36.26	3.50
Total	32.70	36.26	3.50

GRI 306-4

Waste diverted from disposal by disposal operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	-	0.26	-	5.13	-	0.98
Preparation for reuse	-	-	-	-	-	-
Total	0	0.26	0	5.13	0	0.98
Non-hazardous waste						
Recycling	-	16.33	-	36.33	-	14.92
Preparation for reuse	0.09	-	-	-	-	-
Total	0.09	16.33	0	36.33	0	14.92

• Hazardous waste includes electrical and electronic appliances, batteries, light bulbs, empty graphite and ink cans and equipment that previously contained chlorofluorocarbons.
• Non-hazardous waste includes paper, plastic, metal, glass, edible oils and fats, clothing, metal packaging, mixed packaging, synthetic packaging, refurbishment waste

Waste

GRI 306-5

Waste directed to disposal by disposal operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	0	0	0	0	0	0
Non-hazardous waste						
Landfilling	0	32.70	0	36.26	0	3.50
Total	0	32.70	0	36.26	0	3.50

• Quantities of hazardous waste sent for disposal at this stage are not recorded.

Society

GRI 2-7

Employee by gender, type of work and location unit	2023			2022			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Total number of employees	108	78	186	92	75	167	73	63	136
Permanent employees	1	14	15	0	8	8	0	5	5
Temporary employees	107	64	171	92	67	159	73	58	131
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	108	78	186	92	75	167	73	63	136
Permanent employees	108	78	186	92	75	167	73	63	136
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
TUI Magic Life Candia Maris									
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%
2021									
Number of new employee hires (#)	9	9	18	5	3	8	2	0	2
Rate of new employee hires	50%	41%	45%	10%	8%	9%	13%	0%	7%
Number of employee turnover (#)	1	1	2	1	0	1	0	0	0
Rate of employee turnover	6%	5%	5%	2%	0%	1%	0%	0%	0%

GRI 404-1

Average training hours per year per employee	2023		2022		2021	
	Women	Men	Women	Men	Women	Men
TUI Magic Life Candia Maris						
Average training hours per year per employee	11.3	13.3	4.3	13.4	0.4	0
By employee level						
Employees in the top 10% of employees by total compensation	15.5	64.5	10.5	30.5	2.4	0
Employees in the bottom 90% of employees by total compensation	110.3	11.4	2.7	13.1	0	0
By function						
Administrative staff	0	0	0	0	0	0
Services staff	11.3	13.3	4.3	13.4	0.4	0

Society

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
TUI Magic Life Candia Maris									
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%
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%
2021									
By employee level									
Senior Management	0%	0%	0%	40%	60%	100%	0%	100%	100%
Middle Management	0%	0%	0%	0%	100%	100%	50%	50%	100%
Employees	45%	55%	100%	60%	40%	100%	62%	38%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	45%	55%	100%	56%	44%	100%	59%	41%	100%

GRI 405-2

Ratio of basic salary and remuneration of women to men	2023	2022	2021
TUI Magic Life Candia Maris			
By employee level			
BoD	1.04	-	-
Middle Management	-	-	-
Employees	0.87	0.06	-
Total ratio of the basic salary of women to men	0.81	0.04	-
By function			
Administrative staff	-	-	-
Services staff	0.79	0.04	-
Total ratio of the basic salary of women to men	0.79	0.04	-

SANTO PURE OIA SUITES & VILLAS

Environment

Energy, emissions

GRI 302-1 • GRI 302-2

Energy consumption within and outside the Group (MJ)	2023	2022	2021
Energy consumption in the Group from non-renewable sources (MJ)	872,767.51	1,047,599.09	746,050.46
Diesel (MJ)	393,890.26	389,425.88	171,313.95
LPG (MJ)	367,366.50	530,701.79	414,873.06
Petrol (MJ)	111,510.75	127,471.42	159,863.45
Energy consumption in the Group from renewable sources (MJ)	7,340,657.52	3,031,911.13	0
Solar (MJ)	0	0	0
Solar thermal (MJ)	0	0	0
Electricity consumption from renewable sources (MJ) (with Guarantees of origin)	7,340,657.52	3,031,911.13	0
Electricity consumption from non-renewable sources (MJ)	0	3,396,820.71	4,953,493.12
Electricity sold	0	0	0
Total energy consumption within the group (MJ)	8,213,425.04	7,476,330.93	5,699,543.58
Total energy consumption outside the group (MJ)	685,989.16	-	-

- The increased diesel consumption in 2023 is due to power cuts from the grid. Diesel is used exclusively as a backup source for the power generator.
- The consumption of energy from renewable sources located within the boundaries of Santo Pure Oia Suites & Villas is zero. The production of thermal energy from solar panels and electricity through photovoltaic systems is not possible at Santo Pure Oia Suites & Villas due to the strict regulations set to protect the cultural heritage and architectural aesthetics of the island
- In 2023, the total energy consumption within the organisation shows an increase compared to 2022, because at the beginning of the year construction works were carried out and in the middle of the year a new building of the Santo Pure Oia Suites & Villas complex was put into operation, which resulted in an increase in energy consumption. In addition, visitor numbers were approximately 10% higher in 2023 compared to 2022 which may explain the additional consumption.
- In 2022 the total energy consumption within the organisation also shows a large increase compared to 2021, because in 2022 the conference centre of Santo Pure Oia Suites & Villas was constructed and put into operation.

GRI 302-3

Total electricity consumption in MJ / guestnight	2023	2022	2021
Energy intensity (MJ/ guestnight)	327.97	326.75	387.49

GRI 305-1 • GRI 305-2 • GRI 305-3 • GRI 2-4

Scope 1,2 emissions t CO₂eq - Santo Pure Oia Suites & Villas

Scope	Source	Unit	2023	2022	2021
Scope 1	Fixed/mobile equipment	t CO ₂ (t CO ₂ eq)	60.41	71.56	50.53
		t CH ₄ (t CO ₂ eq)	0.25	0.24	0.12
	Fugitive emissions from the treatment of solid biodegradable waste (Composting)	t N ₂ O (t CO ₂ eq)	0.31	0.27	0.14
Scope 2	Electricity supplied				
	Location-based	t CO ₂ eq	759.65	665.28	512.61
	Market-based	t CO ₂ eq	0.00	403.07	597.28
Total Scope 1		t CO ₂ eq	60.97	72.06	50.79
Total Scope 2 (location-based)		t CO ₂ eq	759.65	665.28	512.61
Total Scope 2 (market-based)		t CO ₂ eq	0.00	403.07	597.28
Total carbon footprint (location-based)		t CO ₂ eq	820.62	737.34	563.40
Total carbon footprint (market-based)		t CO ₂ eq	60.97	475.13	648.07

GRI 305-4

Emission intensity (tn CO ₂ eq/guestnight)	2023	2022	2021
Emission intensity Scope 1 and Scope 2 (location-based)	0.033	0.032	0.038
Emission intensity Scope 1 and Scope 2 (market-based)	0.002	0.021	0.044

GRI 305-5

Reduction of Greenhouse gas emissions	2023
Scope 1 Emissions	-15%
Scope 2 Emissions (location based)	+14%
Scope 2 Emissions (market-based)	-100%

Water

GRI 303-3 • GRI 303-4 • GRI 303-5

Total water withdrawal from high stressed areas (ML)	2023	2022	2021
Groundwater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	70.10	85.50	91.88
Seawater			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	0	0	0
Third-party water			
Freshwater	15.31	13.76	4.28
Other water (>1,000 mg/lt total dissolved solids)	0	0	0
Total			
Freshwater	15.31	13.76	4.28
Other water (>1,000 mg/lt total dissolved solids)	70.10	85.50	91.88
Total	85.41	99.26	96.16
Total water discharge from high stressed areas			
Freshwater	0	0	0
Other water (>1,000 mg/lt total dissolved solids)	46.26	56.43	60.64
Total	46.26	56.43	60.64
Total water consumption from high stressed areas			
Total water consumption	39.15	42.83	35.52

GRI 303-3 • GRI 303-4 • GRI 303-5

Water consumption per guestnight (m ³ /guestnight)	2023		2022		2021	
	All areas	Water stressed	All areas	Water stressed	All areas	Water stressed
Santo Pure Oia Suites & Villas (m ³ /gn) Freshwater		1,56		1,87		2,41

Waste

GRI 306-3 • GRI 306-4 a • GRI 306-5 a

Waste (t)	2023	2022	2021
Waste production			
Hazardous waste	0	0.30	0
Non-hazardous waste	28.27	29.05	17.55
Total	28.27	29.35	17.55
Waste diverted from disposal			
Hazardous waste	0	0.30	0
Non-hazardous waste	28.27	29.05	17.55
Total	28.27	29.05	17.55
Waste directed to disposal			
Hazardous waste	0	0	0
Non-hazardous waste	0	0	0
Total	0	0	0

GRI 306-4

Waste diverted from disposal by recovery operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Recycling	0	0	0	0.30	0	0
Preparation for reuse	0	0	0	0	0	0
Total	0	0	0	0.30	0	0
Non-hazardous waste						
Recycling	0.50	27.77	0.40	28.65	0	17.55
Preparation for reuse	0.08	0	0	0	0	0
Total	0.58	27.77	0.40	28.65	0	17.55

• Hazardous waste includes: batteries and empty graphite and ink containers.

• Non-hazardous waste includes: paper and cardboard, plastic, glass, edible oils and fats, clothing, compost, mixed packaging and glass bottles.

Waste

GRI 306-5

Waste directed to disposal by disposal operation (t)	2023		2022		2021	
	Onsite	Offsite	Onsite	Offsite	Onsite	Offsite
Hazardous waste						
Landfilling	-	-	-	-	-	-
Non-hazardous waste						
Landfilling	-	-	-	-	-	-
Total	-	-	-	-	-	-

• Regarding the Santo Collection, no inventory of non-hazardous waste headed for disposal in 2023 was conducted.

Society

GRI 2-7

Employee by gender, type of work and location unit	2023			2022			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Total number of employees	49	69	118	41	45	86	34	39	73
Permanent employees	6	5	11	2	2	4	4	1	5
Temporary employees	43	64	107	39	43	82	30	38	68
Non-guaranteed hours employees	0	0	0	0	0	0	0	0	0
Total number of employees	49	69	118	41	45	86	34	39	73
Permanent employees	49	69	118	41	45	86	34	39	73
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
Santo Pure Oia Suites & Villas									
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%
2021									
Number of new employee hires (#)	6	8	14	8	2	10	2	3	5
Rate of new employee hires	50%	44%	47%	50%	11%	29%	33%	100%	56%
Number of employee turnover (#)	1	1	2	4	2	6	2	0	2
Rate of employee turnover	8%	6%	7%	25%	11%	18%	33%	0%	22%

GRI 404-1

Average training hours per year per employee	2023		2022		2021	
	Women	Men	Women	Men	Women	Men
Santo Pure Oia Suites & Villas						
Average training hours per year per employee	12.3	22.4	7.0	13.5	3.4	2.6
By employee level						
Employees in the top 10% of employees by total compensation	41.3	31.1	9.0	21.6	13.1	20.0
Employees in the bottom 90% of employees by total compensation	9.1	20.7	6.7	12.4	1.3	1.6
By function						
Administrative staff	0	0	0	0	0	0
Services staff	12.3	22.4	7.0	13.5	3.4	2.6

Society

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
Santo Pure Oia Suites & Villas									
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%
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%
2021									
By employee level									
Senior Management	0%	0%	0%	0%	100%	100%	100%	0%	100%
Middle Management	0%	100%	100%	60%	40%	100%	0%	0%	0%
Employees	41%	59%	100%	50%	50%	100%	57%	43%	100%
By function									
Administrative staff	0%	0%	0%	0%	0%	0%	0%	0%	0%
Services staff	40%	60%	100%	47%	53%	100%	67%	33%	100%

GRI 405-2

Ratio of basic salary and remuneration of women to men	2023	2022	2021
Santo Pure Oia Suites & Villas			
By employee level			
BoD	0.93	-	-
Middle Management	0.92	-	-
Employees	0.97	1.42	0.74
Total ratio of the basic salary of women to men	1.08	0.48	0.45
By function			
Administrative staff	-	-	-
Services staff	1.08	0.48	0.45
Total ratio of the basic salary of women to men	1.08	0.48	0.45



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