

Metaxa Hospitality Group



SUSTAINABILITY
REPORT
2021

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FOR A BETTER TOMORROW

SUSTAINABILITY A LONG-TERM CHALLENGE



MESSAGE FROM THE CEO

DEAR READERS

The unprecedented conditions that were created by the pandemic as a manifestation of the climate crisis that we are experiencing, and the new challenges that are emerging in relation to the management of our planet's natural and energy sources, bring sustainability to the forefront, making it a concept of vital importance. The future of humanity can only be green. It is not a matter of choice. A green, sustainable tomorrow is imperative.

This is a major vindication for the Metaxa Hospitality Group. What appeared to be merely a romantic outlook in 1999, when we – as a Group – prepared our first sustainability report, is now the realistic view. We are therefore proud of this long journey, during which we have shown our consistent dedication to sustainable development, having horizontally implemented sustainability across all our activities.

Recorded in the Sustainability Report for 2021 are long-standing and new innovative initiatives that we implement at our hotels for society, the economy, the environment – and we highlight the best practices that we follow for our people, the market and society as a whole.

We reaffirm the Group's strategic orientation, which is to minimise the environmental footprint that our activities have on nature and to maximise our positive footprint at the destinations where we operate.

Sustainability is an long-term challenge. It is met day by day, year by year. We want every sustainability report to be a step further towards achieving new goals of higher added value. That is why we are always in dialogue with local communities and their people, so that we can constantly enrich our actions and respond responsibly to new needs. This is what encourages us and inspires us as we travel the path of sustainable hospitality.

We will unwaveringly continue on this trajectory for the years to come. The new age is giving new meaning to hospitality, and this must come from the heart. Only when this notion is genuine can it create the unique, authentic experience that our guests deserve, sustainability for our environment, and wellbeing and cohesion for our local communities.

I hope you enjoy this report.

Andreas N. Metaxas
CEO, Metaxa Hospitality Group



ABOUT THE REPORT

This publication constitutes the annual Sustainable Development Report of the Metaxa Hospitality Group.

The Report describes the responsible business practices as well as the results of the programmes implemented in the context of the Group's Sustainable Development strategy for the financial year 2021, by incorporating Environmental, Social, and Governance (ESG) criteria into its business philosophy.

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

The data included in this Report present the Group's activity in providing services in the tourism sector, taking into account the operation of the three hotels in Crete and Santorini, as well as the convention centre.

This publication has been internally reviewed by the Group's Sustainability Committee.

COMMUNICATIONS WITH THE STAKEHOLDERS

We would like your comments regarding the initiatives we are taking in the Sustainable Development sector.

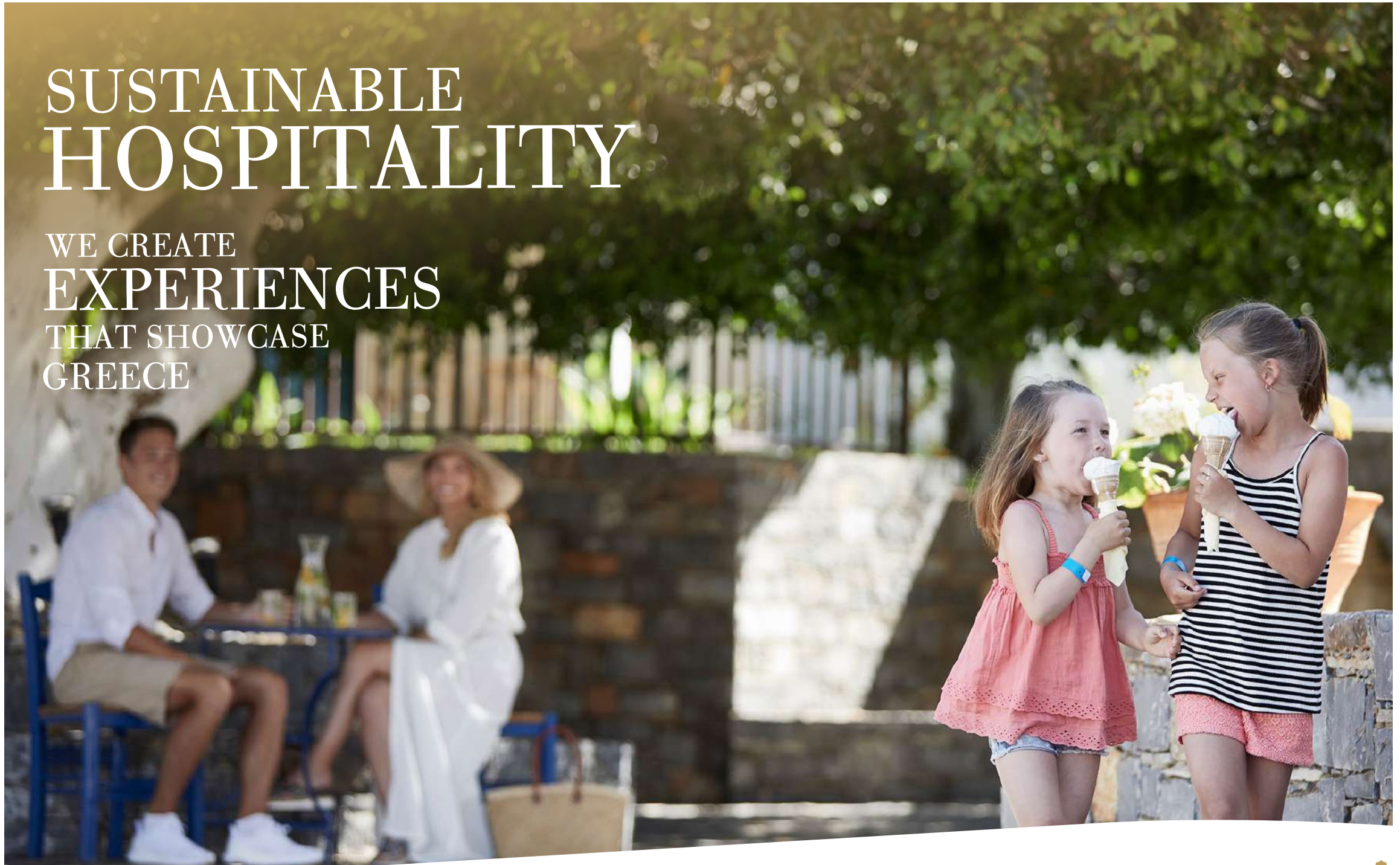
Metaxa Hospitality Group

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SUSTAINABLE HOSPITALITY

WE CREATE
EXPERIENCES
THAT SHOWCASE
GREECE



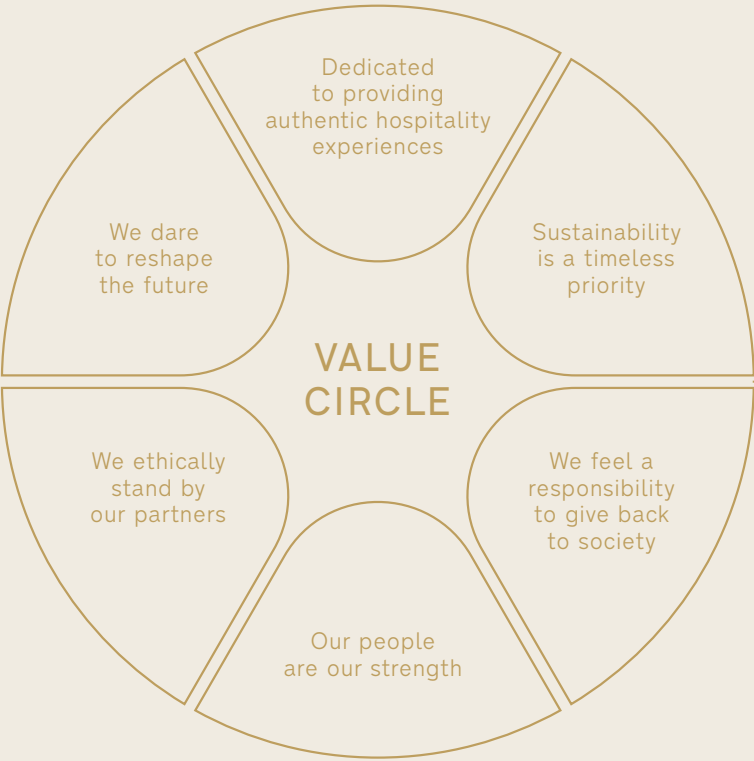
LEADING
HOSPITALITY
GROUP
WITH ETHOS, PASSION
AND VISION

ABOUT THE GROUP

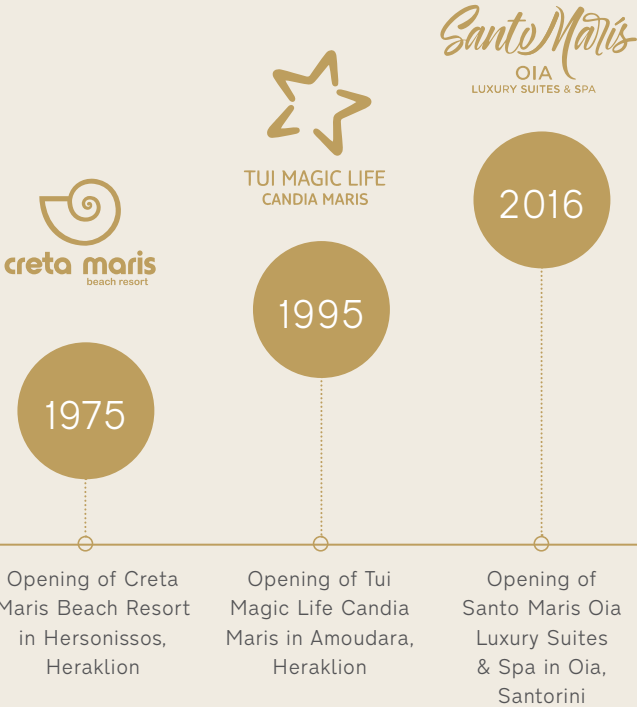
The Metaxa Hospitality Group is a leading hospitality Group known for its ethos, passion and vision.

It was founded in Crete in 1975 by Nikolaos Metaxas and consists of the Creta Maris Beach Resort 5* in Hersonissos, Heraklion (the Group’s first hotel), the TUI Magic Life Candia Maris 5* in Amoudara, Heraklion, the Santo Maris Oia Luxury Suites & Spa 5* on Santorini, as well as a convention centre, one of the largest in Greece, which is also in Hersonissos.

VALUE CIRCLE



47
YEARS
MILESTONES





AUTHENTIC CRETAN HOSPITALITY

A FLAGSHIP HOTEL BY THE SEA,
AN EPITOME OF HOSPITALITY
WITH HEART AND SOUL



Opening
year

1975

Rooms

681

Area

150,000m²

Location

Hersonissos
Crete

30,449m²

Green areas





TUI MAGIC LIFE
CANDIA MARIS


HOLIDAYS

WITH AN EMPHASIS ON
ENTERTAINMENT AND SPORTS

ON THE SANDY BEACH OF
AMOUDARA, CLOSE TO THE CITY
OF HERAKLION



Opening year 1995	Rooms 320	Location Amoudara Heraklion Crete
Area 80,000m ²	Wellness centre 2,000m ²	18,427m ² Green areas

 www.candiamaris.gr



Santo Maris
OIA
LUXURY SUITES & SPA

FROM DAWN
TO DUSK
SIMPLY
MAGICAL

AN IDYLIC AND TRANQUIL
LUXURIOUS PRIVATE “HAVEN”
ON SANTORINI, WITH BREATHTAKING
SUNSET VIEWS

★★★★★

Opening
year

2016

Suites & Villas

65

Location

Oia, Santorini
Cyclades

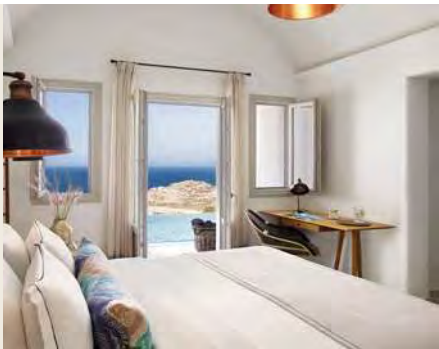
Area

30,000m²

2,053m²

Green areas

 www.santomaris.gr





creta
Convention Centre

A GLOBAL
MEETING
POINT

THE LARGEST CONVENTION CENTRE
IN CRETE OFFERS UNIQUE SERVICES
AND SPACE FLEXIBILITY

Opening
year

2000

Location

Hersonissos
Crete

Area

6,000m²

Halls

28

Ancillary Halls

11





WITH STEADY GROWTH

CONTRIBUTION TO THE NATIONAL ECONOMY

The Group presents a significant annual growth rate. Although the economic performances of the industry's enterprises continued to mark a decline in 2021 due to the restrictions of the COVID19 pandemic, the Group continued to invest steadily through its activities in order to assist and support the progress of local communities and to contribute to the domestic tourism product.



SUSTAINABLE DEVELOPMENT STRATEGY

The European Union's call for climate neutralization requires changes in the corporate governance of industries, including the hospitality industry. At the same time, sustainability is the "new normal" for the tourism sector, as stated by the World Tourism Organization. At Metaxa Hospitality, we recognise key urgent needs and emerging global needs. Therefore, we have developed a personalised guide to building and implementing Sustainable Governance with a 'think local' - 'act global' mindset and a 2030 horizon.

BUILDING SUSTAINABLE GOVERNANCE



We ensure that our business practices comply with the following critical elements for the green transition of our hospitality services:

- 1 In-depth understanding of the supply chain:**
We design, invoice, approve and implement the understanding of the supply chain. It is one of the key orientations for the transition to regenerative hospitality services.
- 2 Measuring our impact:**
We are ethically and responsibly redesigning luxury.
- 3 Defining our social footprint:**
We seek opportunities for improvement and measure achievements which could benefit reporting and communication and the selection of suppliers.
- 4 Green transition through our guests' experience:**
We encourage the transformation of our guests' mindset through an evolving hotel identity.

Powered by



2021 AWARDS

CRETA MARIS BEACH RESORT



World Travel Awards
Greece's Leading
All-Inclusive
Resort



Greece's Leading
Beach Resort



Tripadvisor
Travelers'
Choice



HotelsCombined
2021
9,1 Rated
by guests



Booking.com
9,1/10
Traveller Review
Awards 2021



Top 10 Hotels
for families
in Crete 2021



Top 5 5 star
Hotels in
Crete 2021



Extra Health
& Safety
Measures have
been taken



Top 10 Hotels
in Crete 2021



Hotels.com
Loved by Guests
All Inclusive
Winner



HolidayCheck
2021 Award



Schauinsland
reisen
Top Hotel
Partner Award

TUI MAGIC LIFE CANDIA MARIS



TUI
Top Quality

SANTO MARIS



Greece's Best
Resort Spa



Europe's Leading
Boutique Resort



World's Leading
Boutique Resort



Greece's Leading
Island Villas



Athinorama
Greek Cuisine
Awards



Tripadvisor
Travellers' Choice



SUSTAINABLE OPERATION

WE OPERATE
RESPONSIBLY



CORPORATE GOVERNANCE

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



Sustainability Committee

Chairman	Andreas Metaxas	CEO
Deputy Chairman	Konstantinos Triantafyllis	Marketing & PR Director
Member	Giorgos Skouras	CFO
Member	Giannis Metaxas	Chief Asset Management Officer
Member	Manos Bormpoudakis	COO
Member	Nikos Vlasiadis	General Manager, Creta Maris Beach Resort
Member	Serafeim Karouzakis	General Manager, TML Candia Maris
Member	Christos Seizis	General Manager, Santo Maris Oia Luxury Suites & Spa
Member	Nikos Sfakianakis	Sales Director & Development Consultant
Member	Barelier Laurent	Revenue Director
Member	Loula Metaxa	HR Manager
Member	Christos Kouteranis	Property Manager
Member	Giorgos Gatzilakis	Project Manager Capital Markets
Member	Sotiris Bampagiouris	CEO, Local Food Experts s.c.e.

The Committee...



Monitors, reviews, and evaluates the Group’s sustainability performance, taking the consequences of its decisions and actions into consideration.



Examines, analyses, and contributes to the relevant internal adaptations and the Group’s additional sustainable governance actions.



Reviews the sustainability goals that have been set by the Group from time to time and monitors the Group’s progress with respect to these goals.



Provides with advice the Board of Directors in relation to the determination, assessment, and management of sustainable development-related risks, indicatively including climate change and food security.

DATA SECURITY POLICY

Respecting people’s privacy and rights is paramount for the Group. Information systems must be protected to the highest possible degree; therefore, we implement the following Data Security Policy, which aims at ensuring confidentiality and guarantees that the information systems work properly.

Technical and organisational measures

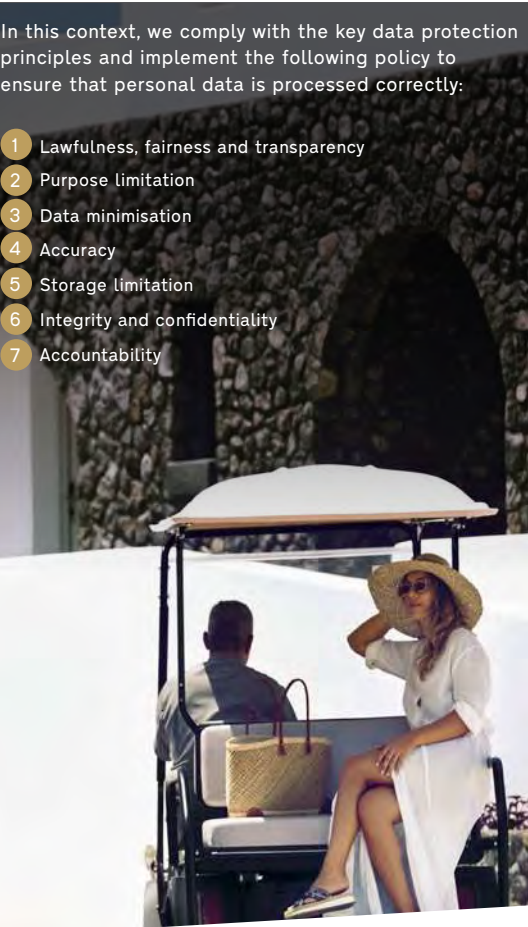
- Our data are not exposed beyond our organisation, but are stored in private servers which are not accessible to third parties.
- The ICT department constantly strengthens the data security level by implementing various methods, techniques, and practices.
- We rank information depending on its significance and value.
- We have adopted necessary measures aimed at securing information during processing, storage, and sharing of information.
- The ICT department has defined the procedure for dealing with security issues or incidents.
- We have put a mechanism in place to ensure business continuity in case of disruption or destruction of the information systems.
- We have appointed a security information officer (SIO), who supervises, monitors, audits, and updates all the measures that are taken. The officer also controls and monitors the present policy and procedures relating to the security of data and takes the necessary measures to eliminate risks with reference to availability, integrity, and confidentiality of data that is processed by the Group.
- We have established the appropriate organisational structure for monitoring data security issues.
- We have communicated specific instructions (Data Security Manual) to our employees in order to raise awareness and to train those involved in the data procedure, so as to mitigate the risk of security incidents to the greatest extent.
- All employees who have access to information and/or personal data have signed confidentiality agreements and are bound by the obligation to maintain confidentiality and to respect and implement the Personal Data Policy and the Data Security Policy.

PERSONAL DATA PROTECTION

At the Group, we recognise the importance of personal data protection; therefore, we implement the General Data Protection Regulation (GDPR) and process personal data in accordance with European legislation. Our people – our employees, guests, and partners – are at the core of our commitments, and thus, respecting and protecting their personal data is our main concern.

In this context, we comply with the key data protection principles and implement the following policy to ensure that personal data is processed correctly:

- 1 Lawfulness, fairness and transparency
- 2 Purpose limitation
- 3 Data minimisation
- 4 Accuracy
- 5 Storage limitation
- 6 Integrity and confidentiality
- 7 Accountability



The main pillars on which we implement the General Data Protection Regulation include:

- We collect data for specific, explicit and legitimate purposes.
- We ask for consent, where necessary.
- We process data solely for the purposes for which they were collected, for the legal obligation or legitimate interest of our company.
- We do not process data beyond the specified purposes.
- We process the minimum required data for each purpose.
- We respect the rights of natural persons as reflected in the regulation. • We retain data only for as long as required for the specified purpose and legal obligations.
- We safeguard data against loss or destruction. Unauthorised access is prohibited.
- Data is transferred only when an adequate level of protection can be ensured.

We ensure that our employees’ cooperation in maintaining our guests’ privacy is achieved through annual training that is conducted at the start of the tourist season, while every new member to the Metaxa Hospitality Group receives training at the beginning of our partnership, with particular emphasis on those that hold key personal data processing positions, such as the HR, accounting, reservations, marketing, sales, etc. departments.

OUR PRIORITY IS THE SAFETY OF OUR GUESTS & EMPLOYEES

HEALTH AND SAFETY

COMMITTED TO CARING

At the Metaxa Hospitality Group, during 2021 we implement a targeted health and safety programme at our hotels for employees and guests for, thereby ensuring the smooth operation of our hotels in a completely safe environment. The programme, entitled 'Committed to Caring', is based on a targeted action plan, which includes the following key points:



Following all the Hygiene, Food & Safety standards, the Group's hotels receive Hazard analysis and critical control points (HACCP) & ISO 22000 certification every year, which demonstrates the high priority that the Group places on food

hygiene and safety. In particular, the Creta Maris Beach Resort and Santo Maris Oia Luxury Suites & Spa received ISO 22000:2018 certification from TÜV Austria Hellas in 2021, thereby ensuring the safety and quality of food and beverages that are provided by the hotel's catering services, through compliance with strict standards and procedures.

To further ensure the safety of all employees and guests, our hotels organise annual evacuation drills under different evacuation drill scenarios each time, designed to test the preparedness and sound organisation of the hotels' emergency management teams. The scheduled drills were not carried out in 2021 due to the pandemic, but are scheduled for 2022.

FOR EMPLOYEES

For the Metaxa Hospitality Group, the creation and maintenance of a safe and healthy work environment is a longstanding priority.

To this end, the Group is constantly at the forefront of design and continuous updating of a comprehensive and coherent prevention strategy, which includes maintenance of safe facilities, compliance with strict standards, regular audits and the employees' active participation through ongoing safety training for the prevention and avoidance of any accidents and the proper management of emergency situations that could jeopardise the health and wellbeing of the staff and guests.

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

In 2021, the Group made radical renovations to the employees' dining area and changing rooms.



2021

QUALITY & SECURITY

CERTIFICATIONS

CRETA MARIS BEACH RESORT



TUV Austria
Covid Shield



Travelife
Gold
Certification



TUV Austria



The
Green Key
Certification



Cosmocert
Certification



Greek Tourism
Certification



Ecarf Quality



Bio Kouzina
Gold



Greek
Breakfast



DIO/
Certification
Scheme
on Organic
Products



We do local
Hospitality



TUV Austria
Water sports



Blue flag
Award



Costa Nostrum
Sustainable
Beaches

TUI MAGIC LIFE CANDIA MARIS



Travelife
Gold
Certification



The
Green Key
Certification



Greek Tourism
Certification



Ecarf Quality



HACCP



Greek
Breakfast



We do local
Hospitality



Blue flag
Award



Costa Nostrum
Sustainable
Beaches

SANTO MARIS OIA



Boutique
Hotel



TUV Austria
Covid Shield



Travelife
Gold
Certification



TUV Austria



The
Green Key
Certification



Greek Tourism
Certification



Greek
Breakfast



We do local
Hospitality

FOR THE ENVIRONMENT

REDUCING OUR ENVIRONMENTAL FOOTPRINT





WATER

At Metaxa Hospitality Group, we implement programmes that aim at reducing water consumption and improving its quality for the hotels' everyday needs:

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

Water consumption* (m³)

Creta Maris	115,879.10
TUI Magic Life Candia Maris	35,234.66
Santo Maris	14,935.66

Water consumption/per overnight stay* (m³)

Creta Maris	0.48
TUI Magic Life Candia Maris	0.47
Santo Maris	1.02

* consumption concerns irrigation, pools, and total overnight stays for each hotel



REDUCTION OF CARBON FOOTPRINT

ENERGY MANAGEMENT

Energy consumption within the organisation (Kwh) 2021

Creta Maris	6,008,966.17
TUI Magic Life Candia Maris	2,859,949.34
Santo Maris	1,580,444.89

8

energy efficiency initiatives in our systems



ENERGY EFFICIENCY INITIATIVES AT MHG

As of 2021, a photovoltaic power system has been installed and is in operation at the Creta Maris hotel, generating 155,2085 kWh. In 2021, the Group completed a major investment in a PV park in Northern Greece, which will generate 2 megawatts. The energy that generated will cover a significant part of the hotels' needs.

At the same time, the installation of electric vehicle charging stations has commenced at Creta Maris Beach Resort, TML Candia Maris & Santo Maris Oia Luxury Suites & Spa.



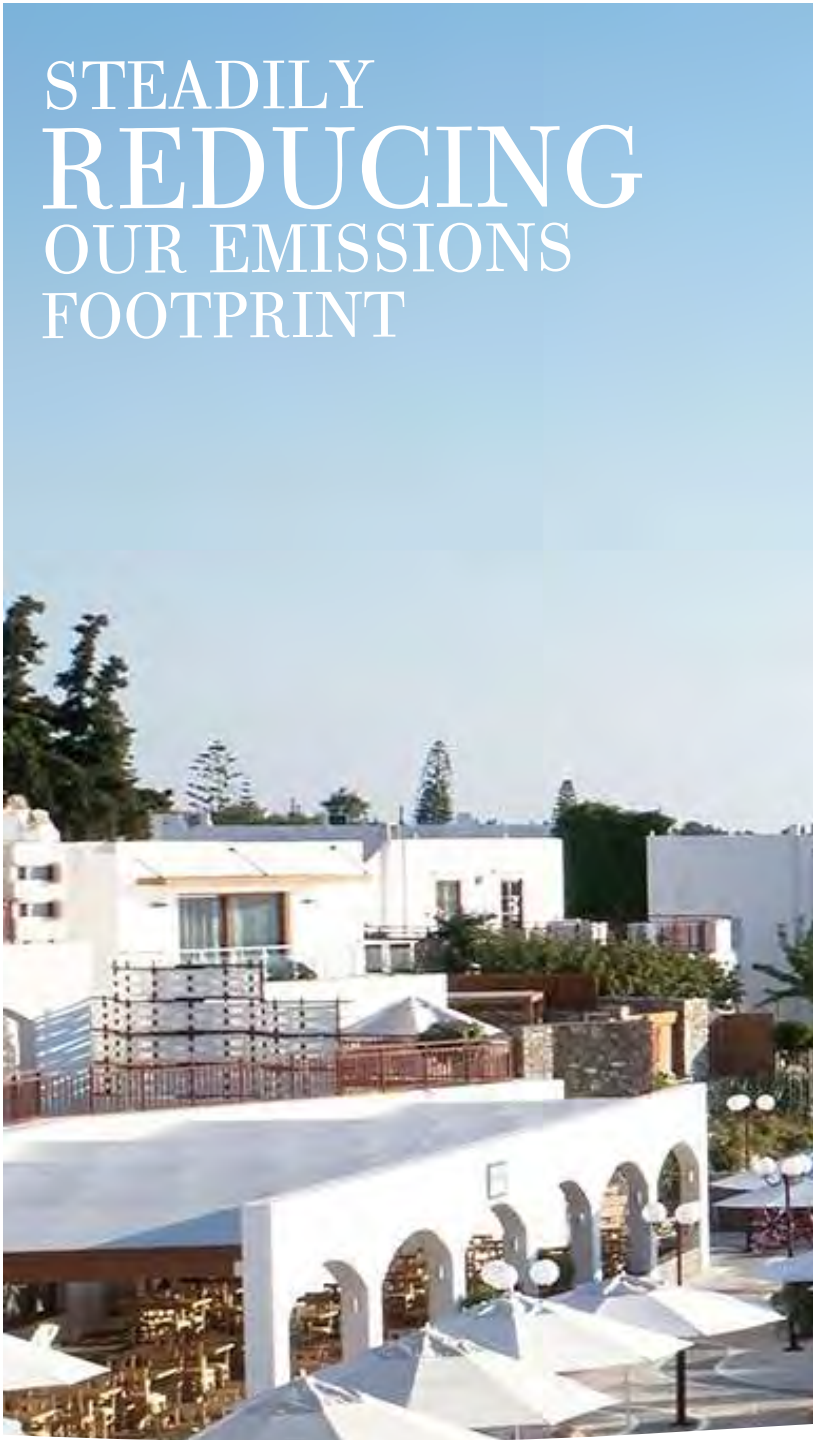
Energy efficiency is achieved through:

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

RENEWABLE ENERGY SOURCES

The use of renewable energy sources not only contributes to the improvement of the quality of the environment. Unlike conventional energy sources, RES have minimal environmental impacts, also leading to financial savings. Bearing this in mind, the Metaxa Hospitality Group has installed panels for solar water heating. Thus, the annual energy savings, over a 6-month operating period, amount to 1,600,000 kWh/period, which corresponds to approximately 150,000 lt of LPG for 2021.





STEADILY REDUCING OUR EMISSIONS FOOTPRINT

GHG EMISSIONS

At the Metaxa Hospitality Group, we implement monitoring systems for direct and indirect greenhouse gas emissions and monitoring of the steady reduction of these emissions.

Average production of direct & indirect CO₂ (kg) emissions - 2021

	CO ₂ e	kg CO ₂	kg CH ₄	kg N ₂ O
Creta Maris	5.081	5.036	0.01550	0.02966
Candia Maris	17.861	17.654	0.04437	0.08154
Santo Maris	36.845	36.416	0.102	0.205

Total production of direct & indirect CO₂ (kg) emissions - 2021

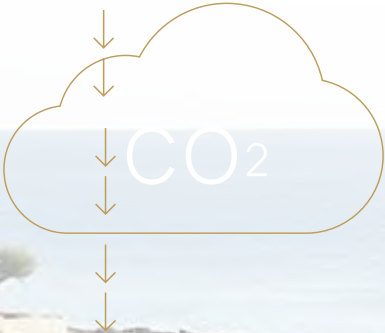
	CO ₂ e	kg CO ₂	kg CH ₄	kg N ₂ O
Creta Maris	1,249,278.89	1,238,186.96	3,808.88	7,284.03
Candia Maris	703,912.30	694,967.16	2,008.50	3,797.99
Santo Maris	367,973.19	363,389.52	1,047.71	-

CO₂e emission production/per overnight stay - 2021

Creta Maris	5.210
Candia Maris	9.421
Santo Maris	25.017

CO₂e emission production - 2021

Creta Maris	1,249,278.89
Candia Maris	703,912.30
Santo Maris	367,973.19



ON THE ROAD TO ZERO WASTE

WASTE

FOOD

In 2021, the Creta Maris beach resort joined WWF's "Hotel Kitchen: Here we value food" programme.

This programme was launched in 2017 by WWF US in collaboration with the American Association of Hotels and Accommodation (AHLA) aimed at reducing food waste in the hotel sector.

In Greece, the programme was launched by WWF Hellas with the support of Unilever food solutions in 11 hotels (including Creta Maris beach resort) in Crete, Rhodes and Kos and will run to the end of September 2022.



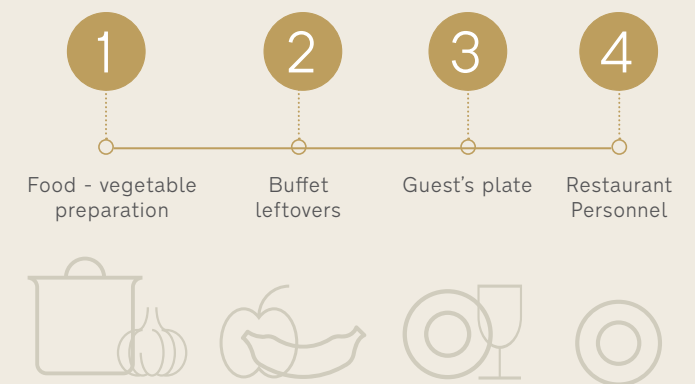
HOTEL | KITCHEN WE VALUE FOOD

This initiative is intertwined with the requirements of the new recycling law, according to which hotels with more than 100 beds will be required to record and declare the quantity of food waste at their facilities.

The programme aims :

- 1 To measure and record hotel food waste levels on a daily basis at points selected by each hotel
- 2 To implement various food waste prevention strategies during the preparation, presentation and serving of the food
- 3 To inform our guests of the initiative we are participating
- 4 To train all the departments on food waste issues and the importance of its minimisation

At Creta Maris beach resort, 4 food waste points were measured weekly during the 2021 season (continuing in 2022):



ZERO WASTE TO LANDFILL



ORGANIC WASTE

In support of the zero waste to landfill production system, a significant initiative was implemented at Creta Maris. Organic waste from its kitchens is transferred to the Bioenergy Crete facilities and converted into biogas for power generation. In 2021, the Creta Maris Beach Resort handled a total of ~ 126 tons. TML Candia Maris joined this partnership in 2022.



IMPLEMENTATION OF COMPOSTING SYSTEM

Organic kitchen waste (other than oils) are transferred to our hotel gardens and, together with garden waste, are composted.

Natural composting is an inexpensive and effective way of reducing organic kitchen waste (food leftovers, paper towels, etc.) and garden waste (clippings, grass, etc.) by 70-80%.

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. 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.



CREATION
OF FERTILISER



With the collaboration of



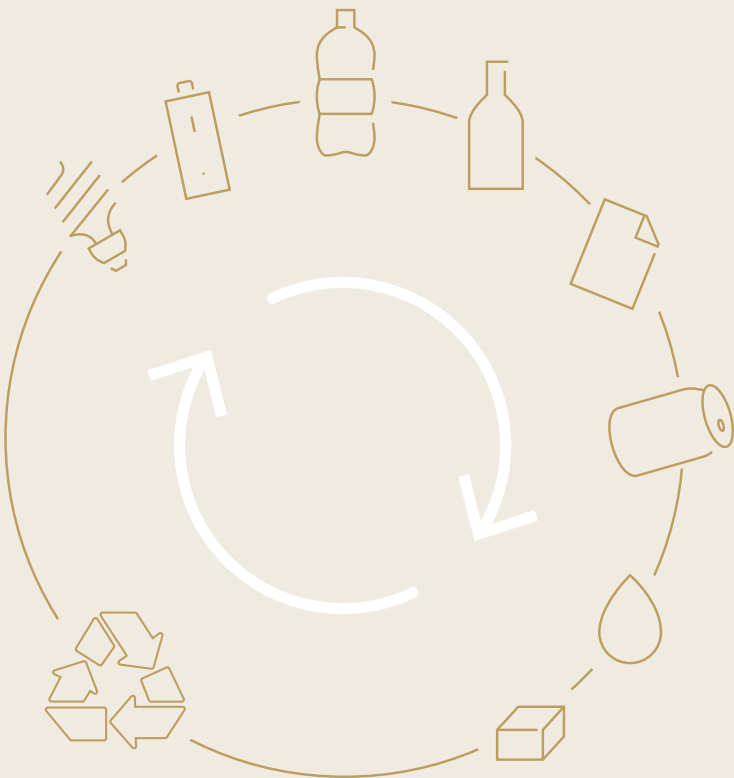
With the collaboration of



REDUCTION

REUSE

RECYCLING



RECYCLING

REDUCING THE USE OF AND RECYCLING PLASTIC

- Since 2016, the following has been implemented to reduce the use of plastic:
- 1 Replacement of plastic straws and cups with paper products
 - 2 Replacement of disposable products at restaurants and bars with wooden products
 - 3 Replacement of plastic bottles at restaurants and bars with glass or paper bottles
 - 4 Replacement of disposable bathroom amenities with refillable containers

Due to the COVID-19 pandemic, the collection of plastics that were used by hotel guests and employees was not recommended in 2020; therefore about 4.5 tons of plastics were recycled in 2021.

Recycling is carried out by the following bodies:

- Creta Eco Phoenix
- Cretan recycling

REDUCTION OF PAPER USE

- The following applies to paper:
- 1 Reduction of paper consumption by removing most printed information (indicatively: welcome card, room menus, notes page, envelopes, etc.) and creating electronic information programmes via television.
 - 2 Use of environmentally friendly paper (FSC) for all the Group’s printouts. The FSC label states that wood products derived from forests are based on the principle of sustainable development and have been produced in accordance with precise environmental, social, and economic standards.



Recycling - 2021			
	Creta Maris Beach Resort	TUI Magic Life Candia Maris	Santo Maris
Paper	24,620 kg	-	2,680 kg
Glass	30,090 kg	2,890 kg	2,680 kg
Metal	50,905 kg	12,020 kg	-
Plastic	470 kg	140 kg	4,010 kg
Used cooking oils/Biofuels	870 kg	780 kg	1,941 kg
Electrical appliances	6,555 kg	-	-
Batteries	14 kg	100 kg	-
Light bulbs	550 kg	40 kg	-

ZERO MILES FOOD



SUSTAINABLE HOTEL FARMING

At Metaxa Hospitality Group, we designed and implemented a 360° road map in 2021, incorporating 4 pillars:

Issues Related to Energy

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

Our Own Food Production

Using certified sustainable practices, we cultivate the following in our hotel gardens: organic herbs, organic fruits & nuts and organic vegetable gardens.

Our gardens' crops are directly linked to our hotels' restaurants and bars. In combination with the "Sustainable Supplies" initiative, we interweave the production of raw materials with quality and responsible consumption and gastronomy.

Each year, the teams of chefs and gardeners decide on the crops. Restaurant menus are based on production capacity, while on the other hand, the gardens adapt to what the kitchen team wants to offer.



Sustainable Landscape Management

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

- 1 We take care of soil health
- 2 We reduce water use
- 3 We do not use synthetic pesticides or herbicides.
- 4 We apply non-human intervention zones allowing nature to act on its own.
- 5 An organic cultivation and horticultural process takes place at all our hotels, while we are in the process of compliance with European regulation EU 2018/848 for our organic farming.
- 6 The Creta Maris organic garden was certified in 2021 for its organic farming under regulation EU 2018/848.
- 7 The organic garden of Creta Maris received Organic farming certification and labelling from the European Union as of 2021.

Training & Communication

Mindset transformation comes through small actions. At Metaxa Hospitality Group, we want to contribute to the development of a new concept of hotel farming and its connection to the production and supply of food.

It is our moral duty to inform and educate the stakeholders with whom we interact, namely:

- Our Group's executives and employees
- Our hotels' existing and future guests
- Our partners and suppliers



Powered by
LOCAL FOOD EXPERTS.

PLANNED ROOFTOPS

At the Santo Maris Oia Luxury Suites & Spa, the new buildings that are being created have planted rooftops using Zinco technology. These function as “green roofs” by creating autonomous ecosystems, encouraging local flora and fauna (insects, birds) to remain in the environment.

GREEN
ROOF

COASTAL AND MARINE BIODIVERSITY

The Group's hotels in Crete have been certified according to the “Costa Nostrum – Sustainable Beaches” certification standard, which demonstrates respect for and protection of the coastal zone, wetlands close to our hotel beaches, and marine and coastal flora and fauna.



FOR SOCIETY

GROWING
IN A FAIR AND SAFE
ENVIRONMENT



CREATING A NEW CULTURE



EMPLOYEES

EQUAL PARTICIPATION

Metaxa Hospitality Group enforces a policy that combats discrimination while promoting equal opportunities, inclusion and diversity at work, in order to ensure a work environment without exclusion, thus cultivating a culture that respects and capitalises on diversity.

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

747

employees in the MHG

Collective employment contracts

100%

VOLUNTARY BENEFITS

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

To this end, the Group steadily invests in the following voluntary benefits:

1

Wedding allowance

2

Child allowance

3

Accommodation at staff houses

4

Meals at staff restaurant

5

Ticket to/from Crete/ Santorini at the start and end of the tourist season

6

Transport to/from the hotel during the tourist season

7

Establishment of "Employee of the Month"

8

Establishment of "Employee of the Year"

9

Provision of uniform and linen service

10

Health protection

- Free online informative discussions with health experts, for the provision of scientific and detailed information
- 2 weekly health checks for employees who did not have a valid vaccination certificate, covering the costs for those who had at least one dose of the vaccine
- €200 incentive reward

11

Discount for employees' friends/ relatives who stay at the Group's hotels

12

Free access to training sessions

13

Employee blood bank

14

Participation in the Group's competitions and actions

- "Love is everywhere" music competition, which is influenced by the COVID-19 pandemic
- Colleague-themed mandinada (Cretan folk song) competition, with cash prizes for the first three winners

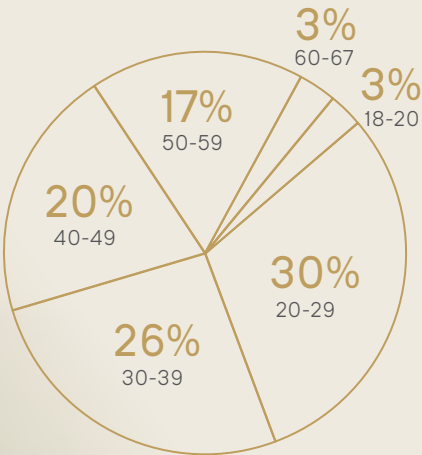
Metaxa Hospitality Group



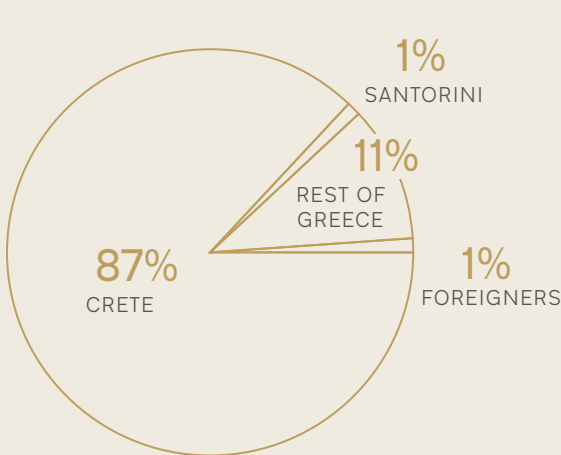
CONTRIBUTION TO EMPLOYMENT

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

AGE RANGE



PLACE OF PERMANENT RESIDENCE



SEX OF EMPLOYEES



HIERARCHICAL STRUCTURE



* Refers to the number of employees in the highest 10% in terms of overall earnings

NEW RECRUITMENT



GENDER PAY GAP*



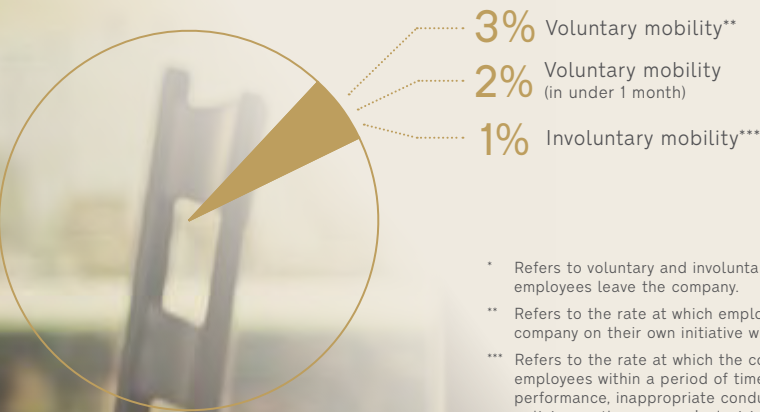
* Defined as the difference between the average salary of women and men.

CEO-TO-EMPLOYEE PAY RATIO *



* Defined as the difference between the annual total earnings of the CEO and the average value of the total earnings of a company's employees.

EMPLOYEE MOBILITY INDICATORS*



* Refers to voluntary and involuntary mobility arising when employees leave the company.

** Refers to the rate at which employees leave the company on their own initiative within a period of time.

*** Refers to the rate at which the company dismisses employees within a period of time, due to low performance, inappropriate conduct or violation of work policies, or the company's decision to cut back on staff.

EDUCATION

TRAINING PROGRAMMES

In 2021, the Group’s employees enriched their existing knowledge and skills and developed new ones through formal training programmes aimed at increasing or strengthening their technical skills and knowledge. They completed 1,070 training hours (seminars/conferences) at external bodies that were organised at the Group’s initiative.

EDUCATION ON SUSTAINABILITY ISSUES

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

In this context, 13 training sessions, which concerned sustainable soil and land management practices, the use of local products and ingredients aimed at protecting local biodiversity and contributing to waste minimisation, were conducted for all hotel employees in 2021.



External Training Bodies

- BOUSSIAS COMMUNICATIONS
- KPMG
- KATHIMERINI SUMMITS
- EPSILON NETTRAINING
- TÜV AUSTRIA ACADEMY
- LUCACOS GASTRONOMY SERVICES
- BEE CHEF PASTRY SCHOOL
- GASTRONOMY ESSENTIALS
- AA & PARTNERS
- INSETE
- IEK PRAXIS
- TRAVEL DAILY NEWS HOSPITALITY WEBINARS
- CEARS OPEN TERTIARY EDUCATION
- UDEMY ONLINE COURSES
- KANDERAKI MARIA - NLP IN CRETE
- IRINI DAVLERI

Collaborating Universities & Schools

- IEK KAPPA STUDIES
- IEK AKMI
- IEK DELTA
- IEK HERAKLION (IEK MINISTRY OF TOURISM)
- HIGHER SCHOOL OF TOURISM EDUCATION OF CRETE
- UNIVERSITY OF WEST ATTICA
- HELLENIC MEDITERRANEAN UNIVERSITY



In 2021, the Group also collaborated with public and private schools, as well as universities, in order to introduce new tourism professionals to their profession, so that they can gain work experience and the foundation for a successful career in this industry in the future.

Overall, 38 students completed their practical training in various areas of the hotels.

Employee training expenses

In 2021, a total of 1,070 training hours (seminars/conferences) were carried out at external bodies, which were financially covered by the company. This cost amounted to €5,520.





SUPPORTING THE LOCAL MARKET

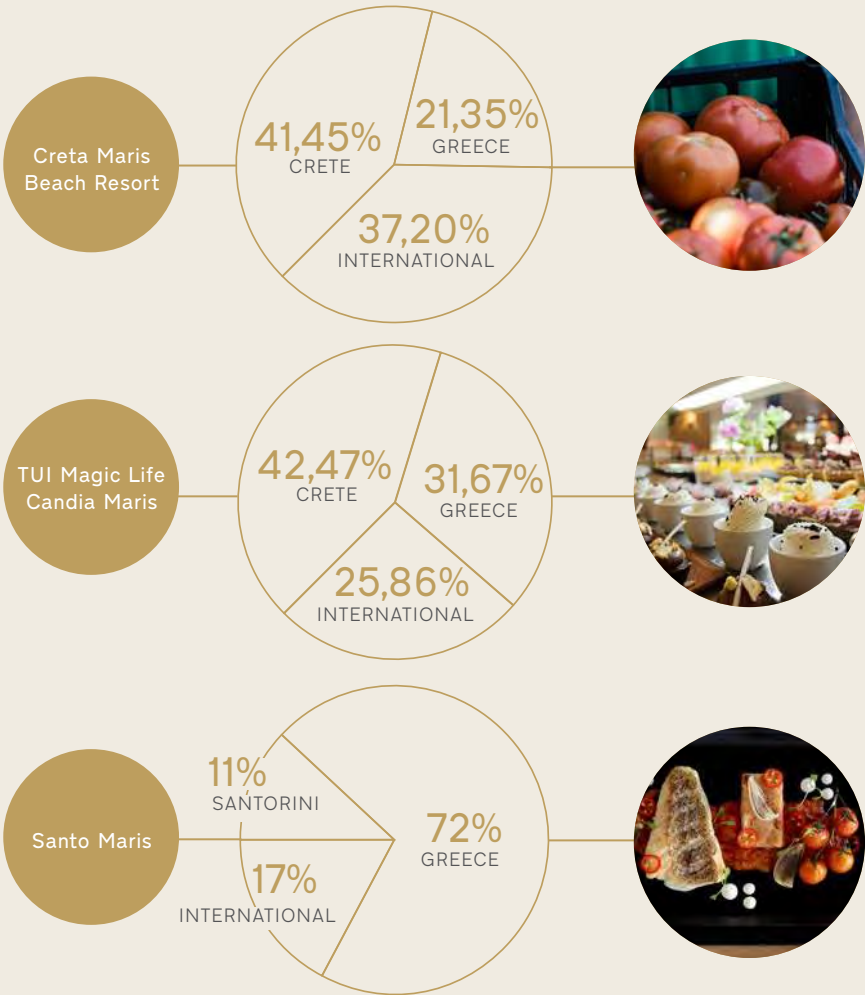
SUPPLIERS

SUPPLY CHAIN

The procurement policy of the Metaxa Hospitality Group for 2021 was designed, financed, and implemented based on its ever-growing relationship with national and local producers and suppliers. Once again, the Group contributed to strengthening the local economy of Crete and Santorini by supporting local merchants and stores. Our preference for local products is a commitment on the part of the Group, as this not only ensures contact between our guests and the products and traditions of our land, but also contributes to the financial support of local communities, without burdening the atmosphere with harmful gas emissions from international transport.



Total food department purchases/per place of origin/hotel -2021



SUPPLY CHAIN

Local & domestic products from the Group's sustainable supply chain - 2021

Type	Creta Maris Beach Resort			TUI Magic Life Candia Maris			Santo Maris		
	Local & domestic	Total (local domestic & intl)	%	Local & domestic	Total (local domestic & intl)	%	Local & domestic	Total (local domestic & intl)	%
Greek desserts	25,946.41 €	26,066.11 €	99.54%	1,034.73 €	1,034.73 €	100%	462.66 €	462.66 €	100%
Yoghurt	17,538.58 €	17,538.58 €	100%	8,088.97 €	8,088.97 €	100%	2,327.99 €	2,327.99 €	100%
Beer	54,747.10 €	55,058.06 €	99.44%	31,593.69 €	31,593.69 €	100%	3,814.36 €	3,829.09 €	100%
Cereals	2,940.76 €	3,064.70 €	95.96%	612.74	1,016.74 €	60.27%	134.58 €	628.75 €	21%
Eggs	18,285.83 €	18,285.83 €	100%	4,579.00 €	4,579.00 €	100%	3,876.45 €	3,876.45 €	100%
Olives/Olive oil	69,848.13 €	69,861.53 €	99.98%	19,681.30 €	19,681.30 €	100%	2,508.79 €	2,508.79 €	100%
Bottled water	25,453.28 €	25,509.04 €	99.78%	20,394.84 €	20,394.84 €	100%	12,769.47 €	12,769.47 €	100%
Jams/Honey	16,813.70 €	17,583.18 €	95.62%	3,446.77	3,446.77	100%	4,027.43 €	4,027.43 €	100%
Soft drinks	61,281.78 €	65,631.80 €	93.37%	30,403.19 €	30,403.19 €	100%	4,067.13 €	4,067.13 €	100%
Wine/sparkling wine/champagne	102,757.07 €	136,780.62 €	75.13%	40,620.59 €	40,620.59 €	100%	23,915.64 €	34,471.16 €	69%
Nuts & Fruit	19,841.12 €	25,406.11 €	78.10%	4,049.32 €	4,085.62 €	99.11%	4,710.89 €	5,093.90 €	92%
Cheese	88,038.83 €	136,211.27 €	64.63%	9,718.24 €	29,909.51 €	32.49%	6,733.86 €	9,571.75 €	70%
Pasta/legumes	17,703.20 €	22,664.65 €	78.11%	3,926.84 €	7,409.12 €	53%	936.31 €	951.85 €	98%
Bread/Baked goods	85,627.84 €	94,948.78 €	90.18%	19,397.43 €	19,397.43 €	100%	12,842.26 €	13,422.90	96%
Spices	6,922.72 €	8,162.44 €	84.81%	1,997.77 €	2,020.47 €	98.88%	1,626.55 €	1,671.09	97%
Juices	50,238.87 €	54,590.49 €	92.03%	8,455.13 €	8,455.13 €	100%	1,058.59 €	1,058.59 €	100%
Ice cream	20,110.26 €	20,110.26 €	100%	3,753.74 €	3,753.74 €	100%	422.06 €	422.06 €	100%
Fresh meat	35,722.88 €	37,157.15 €	96.14%	3,030.87 €	3,030.87 €	100%	3,941.65 €	8,438.61 €	47%
Cold cuts	48,291.62 €	53,363.33 €	90.50%	13,137.05 €	13,723.56 €	95.55%	8,032.21 €	8,061.50 €	100%
Frozen meat	217,300.51 €	327,791.47 €	66.29%	84,471.50 €	109,665.01 €	77.03%	9,635.43 €	11,622.71	83%
Fresh vegetables	120,460.14 €	125,763.25 €	95.78%	35,368.72 €	38,083.90 €	92.87%	14,050.64 €	16,679.05 €	84%
Fresh fruit	108,974.20 €	130,092.05 €	83.77%	26,013.41 €	31,095.71 €	83.66%	17,012.33 €	21,864.25 €	78%



41

local producers
from Crete
and Santorini



LOCAL SUPPLIERS

In 2021, the Group collaborated with 41 local food & beverage producers, thereby strengthening the economy of Crete and Santorini and promoting Greek gastronomy

The Group's collaborating supply chain producers - 2021

Creta Maris Beach Resort		TUI Magic Life Candia Maris		Santo Maris	
GEORGIOS VELIVASAKIS	Heraklion	GEORGIOS VELIVASAKIS	Heraklion	DOMAINE SIGALAS SA	Santorini
EMMANOUIL KOKKINAKIS	Heraklion	KONSTANTINOS G. STEIAKAKIS	Heraklion	ARGYROS ESTATE	Santorini
KONSTANTINOS G. STEIAKAKIS	Heraklion	KONSTANTINOS GALANOS	Heraklion	PATERIANAKI ESTATE	Heraklion
ZERVOU BROS.	Heraklion	EMMANOUIL ASKOXYLAKIS	Heraklion	SANTO WINES	Santorini
KONSTANTINOS GALANOS	Heraklion	IOANNIS GRINTAKIS	Heraklion	STRATARIDAKI BROS	Heraklion
EMMANOUIL ASKOXYLAKIS	Heraklion	THEONYMPHI KYRALAKI	Heraklion	ZAXHARIOUDAKI ESTATE	Heraklion
ANGELOS MICHALAKIS	Heraklion	MANOLIS STEFANAKIS	Heraklion	AVANTIS ESTATE Ltd	Santorini
IOANNIS GRINTAKIS	Heraklion	STYLIANOS PEONAKIS	Heraklion	HATZIDAKIS WINERY	Santorini
THEONYMPHI KYRALAKI	Heraklion	NIKOS DIMITRIS GRIVAKIS	Heraklion	ALEXAKIS WINERY SA	Heraklion
PACHOS AGRO - AMBROSIA MONOPROSOPHI P.C	Heraklion	GARYFALIA PIROUNAKI	Heraklion	MASNOUSSAKIS WINERY	Chania
GIANNOULA ARCHAVLI	Heraklion	AGRICULTURAL COOPERATIVE OF OROPEDI	Lasithi	DOULOUFAKIS WINERY	Heraklion
MANOLIS STEFANAKIS	Heraklion	KONSTANTINOS NIKOLAKAKIS	Chania	ARTEMIS KARAMELEGOS WINERY	Santorini
STYLIANOS PEONAKIS	Heraklion			ZIDIANAKIS SA	Heraklion
ELEFThERIA GALANAKI	Heraklion			VENETSANOS WINERY	Santorini
NIKOS DIMITRIS GRIVAKIS	Heraklion			LIVADROU BROS & Co. General Partnership	Santorini
EMMANOUIL MOUNTOURAKIS	Heraklion			KASSAKIS Bros	Heraklion
GARYFALIA PIROUNAKI	Heraklion			IOANNIS NOMIKOS General Partnership	Santorini
NIKOLAOS TSIKRITSAKIS son of KONSTANTINOS	Heraklion				
AGRICULTURAL COOPERATIVE OF OROPEDI	Lasithi				
STAVROULA KAMPANOU	Lasithi				
KONSTANTINOS VAVOURAKIS	Rethymno				
KONSTANTINOS NIKOLAKAKIS	Chania				

TRAINING FOR SUSTAINABLE CORPORATE GOVERNANCE



SUSTAINABLE SUPPLIES

In 2021, the Group took the initiative to plan and implement the “Sustainable Supplies – Initiative for a sustainable future” programme in collaboration with Local Food Experts. The programme is a novel initiative for the Greek Hospitality industry, with the participation of 11 partners/suppliers, initially from the Food & Beverages sector, while there are plans to extend to other categories in the future.

A spherical road map has been developed for the programme which ties in with the international Society - Economy - Environment criteria (ESG Performance) and is based on 4 pillars: **Environment, Society, Governance, Supplies**.

Sustainable Supplies

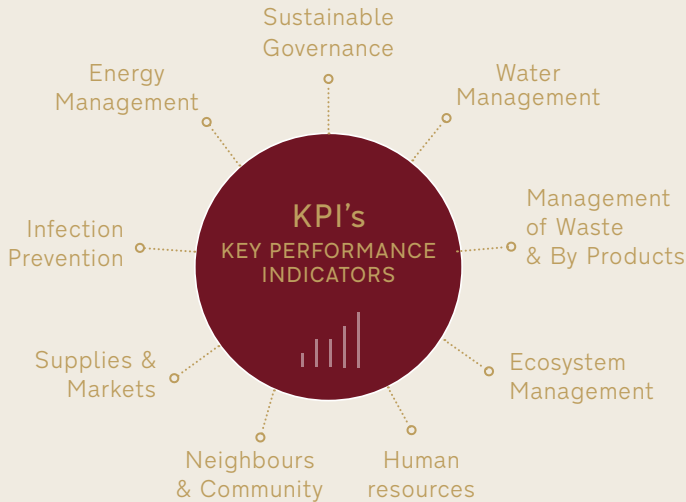
STAGES

- 1 Self-assessment
- 2 Analysis of results
- 3 Education
- 4 Reassessment of sustainable practices
- 5 Certification of participation

11
suppliers

15
months
of training

The Metaxa Hospitality 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.



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

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

By the end of the programme, suppliers will have:

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

All the information and training procedures are provided and financed by the Metaxa Hospitality Group, while guidance is provided by the Group's trained officers under the supervision of the Group's Sustainability Committee.

The Programme's first cycle will be completed in 2022, while there are plans for the second cycle to begin in 2023.

GUESTS

GUEST ACTIONS

All of the hotels' guests can participate in actions, such as the "back-of-house" tour, environmental actions, and they are informed and encouraged to become members of the Green Team, so as to contribute to the protection of the environment and support the local community.

Implemented actions:

- International Coastal Clean-up Day
- World Food Day



GUEST SATISFACTION

Since guest satisfaction is a priority for the Group, our guests' satisfaction with the quality of our services can be recorded at all of our hotels, both during their stay and after they have checked out.

To this end, a questionnaire has been created for each hotel and is available to guests during their stay, so that any problems that arise can be resolved immediately. If guests have checked out, internal procedures are in place to ensure their comments are taken into account for improvement and resolution.

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

COMPLAINT MANAGEMENT MECHANISM

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

The mechanism involves:

Management of Negative Reviews

During the guest's stay	Subsequent to the guest's stay
<ul style="list-style-type: none">• Recording of incident• Operation team update• Immediate incident resolution through customer service actions• Follow up with the client, after the incident is resolved, aimed at clients' changing their negative review	<ul style="list-style-type: none">• Recording of incident• Operation team update• Feedback from the operation team about the incident• Electronic communication with the client, to inform them that we have been advised of the incident and are taking all the necessary measures to ensure that we improve our procedures and the quality of our services.

 Resolution time
24 – 48 hours





SOCIALLY RESPONSIBLE

ACTIONS

VOLUNTEERING

In 2021, we actively participated in the following volunteer initiatives:



Hellenic Marine Environment Protection Association (Helmepa) – International Coastal Clean-up Day



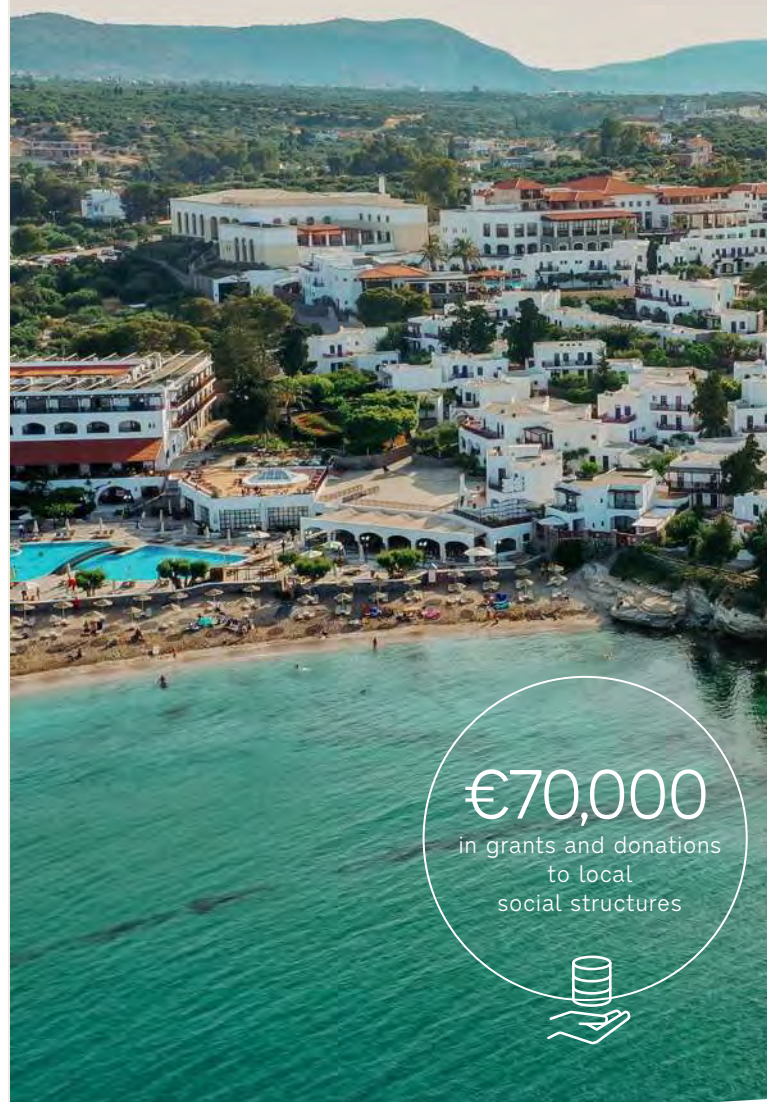
8 Coastal clean-ups in the areas of Amoudara & Hersonissos, Heraklion



1 Clean-up at the “Adopted Region” – Former American Army Base, Gournes, Heraklion, Crete



WE ACTIVELY SUPPORT THOSE IN NEED



DONATIONS & GRANTS

We stand by the local communities wherever we operate by supporting those who need us most. Thus, we take on initiatives and support actions that promote social solidarity, culture, sports, volunteering and education.

In 2021, we gave grants and donations totalling approximately €70,000 to local cultural and sports organisations and to social structures on the islands of Crete and Santorini.

In particular, following the earthquake in the Heraklion-Hersonissos region, the Group assisted the local community of the Municipality of Minoas Pediados and the Municipality of Asterousia by offering the much-needed basic necessities. In particular, together with Kappa Studios, it offered 8,000 servings of food aimed at meeting the needs of the residents of Arkalochorio and the nearby villages.

In addition, in 2021 it continued to support innovative initiatives of an environmental and educational nature as part of the Agoni Grammi Gonimi programme.



Since the Group's main concern is to contribute to local communities and economies by creating value at the destinations in which it operates, it donated equipment to the Thira Retirement Home, which was undergoing a radical renovation in 2021.

SUPPORTING CULTURAL AND SPORTS ACTIONS



In 2021, the Group joined forces with the Heraklion Cultural and Conference Centre, during which time 22 performances were carried out, with accommodation provided for performers at the Group's hotels in Crete – the exclusive

hospitality sponsors – at a value of €20,000 euro. In this context we hosted the opera “Idomeneo alla breve” by Wolfgang Amadeus Mozart, at the Cine Creta Maris in Hersonissos, which was a unique experience for guests and the residents of all of Crete.

In 2021, we assisted the efforts of the Kavousio Cultural Association and the Thira Sports Group to support and promote “fair play”.





Metaxa Hospitality Group



www.metaxahospitality.gr