



Sustainability Report Presentation 2018





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Following the last 5 years of individual Sustainability Reports, the METAXA HOSPITALITY GROUP is delighted to embark on its 1st Consolidated Report, based on the **WTTC's International Standards for Sustainable Management**.

Through this report, we aim to present our common commitment to working, so that hospitality services can contribute to creating a better world.

This Sustainability Report was drafted with the support of **Local Food Experts s.c.e.**

Should you require any further information, please contact the Marketing Department / Email: marketing@cretamaris.gr

A serene sunset scene over a body of water. The sun is a bright, glowing orb in the upper right, casting a shimmering reflection on the water's surface. The sky transitions from a deep orange near the horizon to a soft, hazy blue above. In the foreground, two black metal lanterns with glass panels and lit candles sit on a light-colored, reflective surface. To their right, a small round table holds a martini glass with a garnish. Two dark, modern lounge chairs are positioned in the lower right, facing the water. The overall mood is peaceful and elegant.

Overview | 01

Note from the CEO



This Sustainability Report, the very first common report at group level of the three hotels, Creta Maris Beach Resort, TUI Magic Life Candia Maris and Santo Maris Luxury Suites & Spa under our new corporate identity, Metaxa Hospitality Group, is actually a report on values.

A milestone report that outlines our efforts to incorporate Sustainability into all the aspects of our hotel operations, thus implementing a new model of tourism development.

The following pages describe the way we, the people working in the particularly demanding tourism and hotel industry, live up to our responsibilities to the Greek society. At the same time, they reflect the whole range of feelings, beliefs and determination of each and every one of our 600 plus employees of our Group on Crete and Santorini. All these people who, in the unique locations of our hotels, pour their hearts into offering authentic experiences imbued with the culture, customs and history of each region, in terms of Sustainability.

At Metaxa Hospitality Group, Sustainability is in our DNA. I personally pledge that this is how we will continue as we move into the future: By creating Value for our People, our Guests, the Environment, the Society and the Economy.

Finally, I would like to extend my sincerest thanks and appreciation to Local Food Experts s.c.e. for the many years of our cooperation and its major contribution in the completion of the hereby Report.

Enjoy!
Andreas N. Metaxas
Chairman & CEO Metaxa Hospitality Group

The vision of Metaxa Hospitality Group is its efficient and responsible development, based on the principles of Sustainability and on solid and sound financial footing that will ensure its ability to offer:

- Excellent hospitality services for its guests
- High financial returns to its shareholders
- Work safety and prospects for its employees
- Support to both local communities and economies where it operates and to its country



Milestones 2018

Three were the milestones that marked the Group operation in 2018.
All of them have played a key role in the Group's Sustainability program:

01

Redefining Luxury

02

Focusing on the lives of food producers in rural areas and on the training of the supply chain suppliers of the Group.

03

Working conditions and psychology of the Group's employees.

Business presence

Metaxa Hospitality Group, with Mr. Andreas Metaxas as its CEO, owns Creta Maris Beach Resort, TUI MAGIC LIFE Candia Maris and Creta Convention Center on Crete, as well as Santo Maris Oia Luxury Suites & Spa in Oia, Santorini. The group employs a total of 669 employees and in 2018 hosted more than 168 thousand visitors.

The Group, founded by the late Nikolaos Metaxas, has been active on Crete since 1975, when the first hotel, Creta Maris, began its operation. It was the starting point for the development of the tourist industry in the wider area and is a pilot unit for the development of quality tourism.

Since May 2016, Santo Maris Oia Luxury Suites & Spa in Oia, Santorini, a newly-built hotel with 57 suites and villas, has been included in the Group's portfolio. It is the first certified Boutique Hotel in the country by the Hellenic Chamber of Hotels.

The Group invests in the hospitality sector, while at the same time it develops special sectors such as conference tourism by developing conference facilities and wellness tourism with exemplary thalassotherapy centers, etc. In addition, it is actively involved in the field of tourist property.

You can find more information at www.maris.gr.





3
HOTELS



1023
ROOMS



37.537.434,00 €
AGGREGATE REVENUE



396.650
OVERNIGHT STAYS

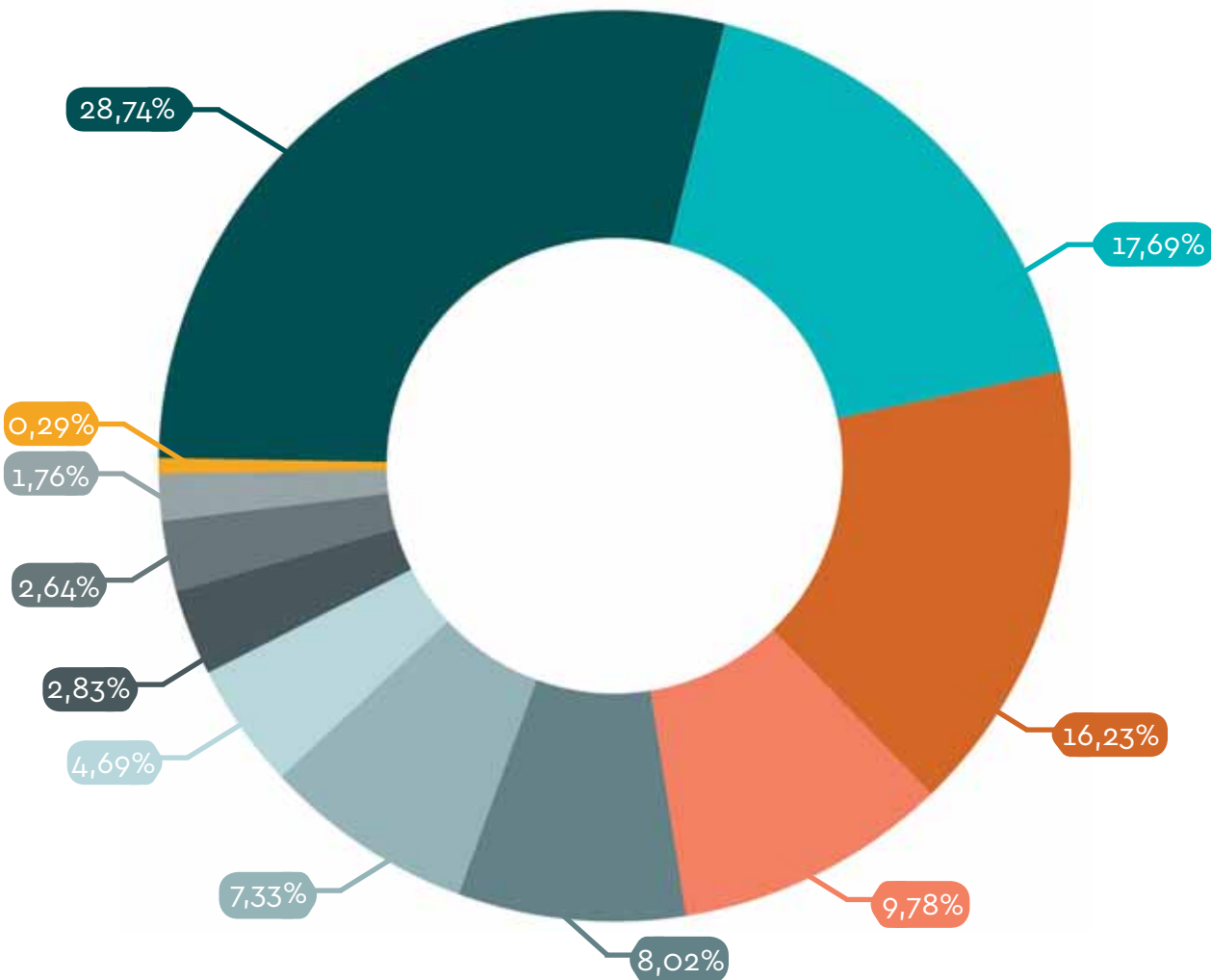


669
EMPLOYEES





Room Types offered in 2018



	Number of rooms
Deluxe Garden/ mountain view	294
Superior	181
Deluxe Sea view	166
Suites	100
Classic Sea view	82
Special Offers	75
Deluxe	48
Family rooms	29
Deluxe Sea Front	27
Deluxe Pool Front	18
Villas	3

ROOM TOTAL: 1023

TOTAL OF OVERNIGHT STAYS PER YEAR 2018: 396.650

Top 20 countries of guest origin



TOTAL REVENUE: 37.537.434,00 €

EMPLOYEES: **669**

Certifications & Awards



Redefining Luxury

In our group, visitors have the opportunity to spend their holidays in a luxurious way while having the chance to participate in the most authentic experiences the place has to offer.

In the past few years, by Operating Locally ([We do Local](#) certification) we have given prominence to the authenticity and nature of the region through actions where the visitor becomes a member of the cultural identity and culinary heritage of our country. Actions such as cheese making, revival of the Cretan grape harvest, grain threshing, representation of sheep shearing, interactive courses of traditional cooking, etc.

We consider the full understanding of our actions and of what we plan to do in the future very important parts of our operation. In this context, we make sure that all our employees are adequately and promptly informed through training on sustainability practices. At the same time, we provide visitors with every available information, giving them the opportunity to participate in dozens of activities of environmental and local nature.



Company Presentation | 02





Standing from left to right: Manos Bormpoudakis, Yiannis Metaxas, Evangelia Kokkinaki, Nikos Vlassiadis
Sitting from left to right: Loula Metaxa, Andreas Metaxas, Serafeim Karouzakis, Nikos Sfakianakis

Andreas Metaxas

CEO

Born in 1961, he has been part of the Group since 1983.

He was appointed Chief Executive Officer of the Group in 2004.

He is a graduate of David Speiser's Hotelberufsfachschule (Tourism & Hospitality Studies) in Germany, holds a Business & Organization Management degree from the Hellenic Open University (EAP) and has attended the postgraduate course «Environmental, Disaster and Crisis Management Strategies», major in the Environmental Management of the National Kapodistrian University of Athens.

Yiannis Metaxas

Group ICT & Development Director

Born in 1982, he has been part of the Group since 1998.

He became Director of the Group's ICT & Development in 2015 and, over the past few years, he has been engaged in the development of the Group.

He is a graduate of the Department of "Technology Education and Digital Systems", University of Piraeus, holds a BA of the School of Management & Economics, Department of Accounting, as well as a postgraduate degree in Finance and Accounting from Brunel University of London (MSc Finance & Accounting).

Evangelia Kokkinaki

Group Financial Manager

Born in 1979, she has been part of the Group since 2006.

She was appointed Group Financial Manager in 2016.

She is a graduate of the School of Management & Economics, Department of Accounting, and she participated in the postgraduate program of Financial Management held by the Hellenic Management Association (EEDE).

Nikos Sfakianakis

Group Sales Director & Development Consultant

Born in 1979, he has been part of the Group since 2011.

He was appointed Group's Sales Director and Development Consultant in 2012, and he is engaged in the Group's growth and development.

He is a graduate of the Northern Virginia Community College of Tourism Management, and holds a BA in Hospitality Management from the University of Florida.

Loula Metaxa

Group HR Manager

Born in 1988, she has been part of the Group since 2014.

She was appointed Group HR Manager in 2018.

She is a graduate of the Department of Psychology, Aristotle University of Thessaloniki, she studied Economics, major in Business Administration at the American College of Thessaloniki (ACT) and holds a Postgraduate Diploma in Human Resources Management from the Athens University of Economics and Business.

Nikos Vlassiadis

General Manager – Creta Maris Beach Resort

Born in 1975, he has been part of the Group since 1993.

He was appointed General Manager of Creta Maris Beach Resort in 2011.

He is a graduate of the School of Tourism Education, major in Culinary Art, holds a Tourism Management degree from the Minoan International College (former TRINITY International School of Tourism Management) and has attended the postgraduate course «Environmental, Disaster and Crisis Management Strategies», major in Disaster and Crisis Management of the National University of Athens.

Serafeim Karouzakis

General Manager – TUI Magic Life Candia Maris

Born in 1978, he has been part of the Group since 2004.

He was appointed General Manager in the hotel TUI Magic Life Candia Maris in 2011.

He is a graduate of the Minoan International College (former TRINITY International School of Tourism Management) in Tourism Management and has attended the postgraduate course «Environmental, Disaster and Crisis Management Strategies», major in Disaster and Crisis Management of the National University of Athens.

Manos Bormpoudakis

General Manager – Santo Maris Oia Luxury Suites & Spa

Born in 1985, he has been part of the Group since 2005.

He was appointed General Manager in the hotel Santo Maris Oia Luxury Suites & Spa in 2015.

He is a graduate of the School of Management & Economics, Department of Accounting, and has attended the postgraduate course «Environmental, Disaster and Crisis Management Strategies», major in Disaster and Crisis Management of the National University of Athens.

Financial Data

Metaxa Hospitality Group operates with a robust growth rate year after year, and at the same time it further invests in its activities, thus having a great impact on the local community and the state.

Key financial data for 2018 compared to those of 2017:



TOTAL REVENUE
(AMOUNTS IN X)

2017	2018
32.977.513,00	37.537.434,00



OPERATION COST
(AMOUNTS IN X)

2017	2018
10.627.992,00	12.675.275,00



PAYMENTS TO THE STATE
(AMOUNTS IN X)

2017	2018
971.822,00	1.122.255,00

Our people | 03



Our commitment to health & safety



A safe and healthy working environment is a priority for the company, since job satisfaction, optimal performance and staff safety can thrive only in such an environment.

This is the reason why the Group has adopted and maintained its own Health Program that includes maintenance of safe facilities, adherence to stringent standards, regular preventive safety inspections and constant training of employees on safety, prevention and avoidance of possible accidents and proper dealing with emergency situations that may jeopardize the health & safety of our people.

Due to the existence of the Health Program, only 6 work-related accidents were recorded in 2018, which pertained to minor injuries from falling or cutting, while out of 105,241 working days, only 846 were related to sick days. There has been no illness that is in absolute and causal relationship to the nature of the work.

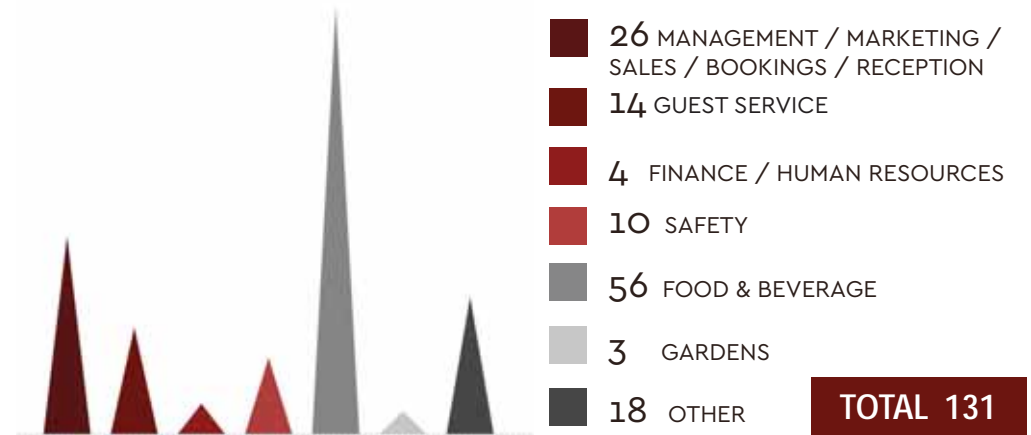


Training & talent development

In 2018, Metaxa Hospitality Group continued to incorporate key local employment principles aiming at boosting social economy, local dimensions, partnership, collaboration and the necessary bottom-up approach, providing high-quality services.

Throughout the whole year, the employees of the three hotels of the group enriched their already existing knowledge and skills and developed new ones, as they attended a total of 131 seminars that were organized at the initiative of the Group (excluding the training seminars held separately from the respective hotel department).

SEMINARS HELD WITHIN THE GROUP





In 2018, the group once again enabled new professionals to get in touch with their profession for the first time and gain the longed-for experience that can lead them to a future successful career, as it has collaborated with public and private schools, as well as universities.

Collaborating schools were the following:

METAXA HOSPITALITY GROUP	
TEI (Technological Educational Institute)	1
OTEK (Organization of Tourism Education and Training)	3
ASTEK (Higher School of Tourism Education of Crete)	2
DIEK (Public Institute of Vocational Training)	1
AKMI Institute of Vocational Training	31
ALPHA Institute of Vocational Training	6
DELTA Institute of Vocational Training	2
OMIROS Institute of Vocational Training	3
Manpower Employment Organization of Xanthi (OAED)	1
KAPPA STUDIES	3
HOTELIER	1
TOTAL	54

A total of fifty-four (54) students carried out their practical training in the various departments of the hotels.

Finally, respecting all the rules of labor and human rights, the Group also offered its employees free transportation, free meals, uniforms, and pension benefits, as well as some additional services as incentives (wedding gift, special rates for friends and family, and "employee of the month" & "employee of the year" award).



How we integrate Sustainability in our
operations | 04



Our effort to make sustainability understood by everyone

In our Group, we consider the full understanding of our actions on sustainability development and of what we plan to do in the future very important parts of our overall operation. That is the reason why, as soon as the decisions related to our sustainable operation are made, we make sure that all our employees are adequately and promptly informed, thus achieving harmony and smoothness in our operations and full involvement of our employees in our sustainable actions.

Regarding the actions carried out to inform the visitors, detailed information is provided on each sustainable action of the Group. Any update is made through the website of the Group's hotels, as well as through written and telephone communication that is conducted through our sales, booking or marketing departments. Upon arrival, visitors are only informed about our

activities, but they also have the opportunity to see them in practice, or even take part in dozens of activities, such as our "back-of-house" tour (kitchens, warehouse etc.), environmental activities (Tree Maintenance, Clean Up The Med), as well as traditional activities (traditional sheep shearing, traditional harvest) etc.

In addition, the guests are informed about part of the results of the Group's sustainable actions through a 3-page leaflet they find in their room. By presenting them in detail we also urge them to become a part of these actions by protecting the environment, the flora / fauna, as well as by boosting the local community.



Building Ethics



The Global Code of Ethics for Tourism is at the heart of our Group's operations. All principles underlying the Code play a key role in all decisions made by the Group in its effort to be a responsible and sustainable tourism organization and stand out from its competitors.

The 10 principles of the Code of Ethics adequately cover the economic, social, cultural and environmental components of tourism:

- **Article 1:** Tourism's contribution to mutual understanding and respect between peoples and societies
- **Article 2:** Tourism as a vehicle for individual and collective fulfillment
- **Article 3:** Tourism, a factor of sustainable development
- **Article 4:** Tourism, a user of the cultural heritage of mankind and contributor to its enhancement
- **Article 5:** Tourism, a beneficial activity for host countries and communities
- **Article 6:** Obligations of stakeholders in tourism development
- **Article 7:** Right to tourism
- **Article 8:** Liberty of tourist movements
- **Article 9:** Rights of the workers and entrepreneurs in the tourism industry
- **Article 10:** Implementation of the principles of the Global Code of Ethics for Tourism

Fair Dealings

After 42 years of operation, all business transactions of the Group are based on the principles of fair competition and equal opportunities for all potential suppliers. The Group has built relations based on trust and cooperation through legal and transparent transactions. The three main areas we focus on are:

1. Equal opportunities:

Offering equal opportunities to all recognized companies that want to become the Group's business partners.

2. Fair trade procedures:

All business transactions are legal. The terms and stages of the transactions are adequately discussed between the parties involved.

3. Support of business partners:

Creating a healthy trading environment that is supportive to the long-term growth of our suppliers.

As Manos Kapetanakis, Purchasing and F&B Manager at Creta Maris Beach Resort, states:

"In our Group, we follow twelve rules to conduct our operations and our partnerships fairly and in good faith:

1. We are open to new partnerships with suppliers / producers who meet the necessary legal and qualitative criteria.
2. We meet and discuss with all the suppliers / producers who are interested in working with us.
3. We visit exhibitions to extend our options regarding products and suppliers and participate in professional combined actions and local activities (e.g., Chamber's activities).
4. We prefer products that are local or national, as far as possible, organic (for the certified restaurant of Pithos), environmentally friendly (in terms of production, packaging, and / or transport), sustainably cultivated, with particularities and differentiations.
5. Our hotel supply team is easily accessible even during the hotel operation. The same applies to hotel managers, as well as to the CEO of the Group. Generally, we are close to our partners, avoiding an impersonal and purely professional relationship.
6. With all our suppliers, the conditions and methods of payment are crystal-clear and agreed upon from the very beginning of our cooperation.

7. We are reliable and creditworthy in complying with the agreed payment methods.
8. Our partnerships are long-lasting and we appreciate the suppliers that have supported us.
9. We hold meetings with all of our suppliers and visit their facilities whenever possible, always emphasizing the importance of issues that have to do with energy, packaging, hygiene and safety, quality, diversification and dietary constrictions.
10. We urge our associates to claim certifications for their products and constantly develop them.
11. We share the annual Sustainability Report with our associates, thus informing them in detail about our policy and actions.
12. We communicate the We Do local philosophy into other hoteliers and pave the way for our suppliers to do and offer innovative and special products in the market that has been created due to this trend.



Creating value for
our Guests | 05



The challenges for a sustainable destination

There is a direct link between the sustainability of a destination and tourism. Areas with a particular natural beauty, such as Crete and Santorini, are the on top of the list in the preference of visitors in Greece. Metaxa Hospitality Group has developed and maintained a comprehensive programme of sustainability, which ensures the protection of natural beauty, biodiversity and social wellbeing, while attracting quality tourism and improving the quality of local communities' life, minimizing at the same time any negative environmental and social impact.

Maintaining a sustainable destination, such as Crete and Santorini, where Metaxa Hospitality Group operates, requires a process of continuous improvement in activities regarding sustainability. This is why, Metaxa Hospitality Group has been doing its utmost to inform staff, guests, collaborators and society about Sustainability and the actions taken in this direction, inviting them to do the same. In addition, the Group monitors developments in technology, as well as new practices that are then been implemented with the view to achieving its most sustainable operation.



Guest hygiene & safety

By complying with all hygiene, food and safety rules, every year the hotels of the Group get certified with HACCP (Hazard Analysis and Critical Control Points). The implementation of the HACCP concept proves the high priority given by the Group in the field of hygiene and food safety. Santo Maris Oia Luxury Suites & Spa also gets the ISO 22000: 2005 Standard from TUV Austria Hellas, ensuring, among other things, the safety and quality of food and beverages provided in the hotel's catering services, through its adherence to stringent specifications.

Furthermore, for the safety of all our guests and employees, Creta Maris Beach Resort organizes an evacuation drill once a year. This year's evacuation drill scenario focused on an earthquake, a subsequent explosion from gas leak, a fire breakout in various areas of the resort, and a collapse of stairwells, resulting in people getting injured. The drill was carried out under the supervision of Dr. Efthimios Lekkas, Professor in the Faculty of Geology & Geoenvironment of the National & Kapodistrian University of Athens.

The aim of the annual evacuation drill was to ensure the excellent organization of the resort's emergency team and, thus, ensure the safety of guests and staff in case of an emergency. Following the hygiene, food and safety rules of the Group, TUI MAGIC LIFE Candia Maris also organizes its own annual evacuation drill.



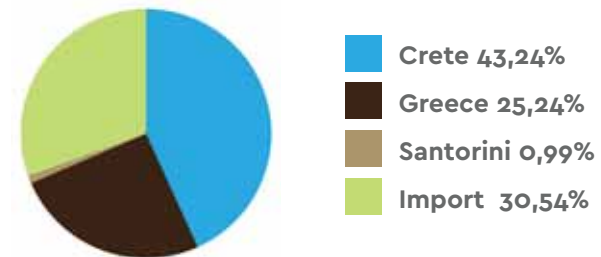
Local Sustainable Supply Chain

Metaxa Hospitality Group's purchasing and supply policy for 2018 was designed, funded, and implemented on the basis of its ever-growing relationship with national and local producers and suppliers. With love and devotion to our homeland, the Group has once again contributed to boosting the local economy of Crete and Santorini, strengthening local traders and stores. By preferring and then purchasing local products mainly from Crete and Santorini, we ensured its financial support. Besides, this preference for local products is a one-way street for the group, as this way, it makes sure that its hotel guests enjoy local produce, through which they get to know the tradition of the place they have visited.

More specifically, for the requirements of our supply chain in 2018, we focused on the market of Crete at 43.24%, the market of Greece 25.24%, the market of Santorini 0.99% and 30.54% on markets abroad.

This way, we contributed a total of 2,240,678.71 euros to the national and local economy.

ORIGIN OF GROUP'S FOOD SUPPLIES



LOCAL PRODUCE

GREEK SWEETS	100%
YOGURT	100%
CREAM CAKES	100%
EGGS	100%
OLIVES/ OLIVE OIL	100%
BOTTLED WATER	99%
BEER	99%
BREAD - PASTRIES	98%
PASTA - LEGUMES	98%
PRECOOKED FOODS	98%
BROTHS - SOUPS	97%
FRESH VEGETABLES	96%
DESSERTS	96%
JAMS - HONEY	95%
JUICES	94%
CURED MEAT PRODUCTS	94%
DOUGHS - PUFF PASTRIES	92%
WINE- SPARKLING WINE - CHAMPAGNE	92%
CONFECTIONARY RAW MATERIALS	91%
ICE CREAM	87%
CEREALS	87%
FRESH MEAT	78%
FRESH FRUIT	77%
NUTS - DRIED FRUIT	75%
CHEESE	75%
SAUCES -DRESSINGS	71%
RICE - PUREE	69%
SPICES	68%
FROZEN MEAT	68%



Creating value
for Society | 06



Actions for Local Communities

Having Man as the cornerstone of our philosophy, we stand by the local societies we operate in. We take initiatives and support actions that promote social solidarity, civilization, sport, volunteerism, education and much more.

01

Donation Programme:

RETO HELLAS Association - CHALLENGE FOR HOPE, Panhellenic Association "Frodida" for people suffering from cerebral palsy», Social Pharmacy of the Municipality of Thira, Monastery of Panagia Gouverniotissa, The Smile of the Child, Association "Right to Life" founded by parents and friends of people with disabilities, Monastery of Paliani in Venerato, Office of Social Protection, Education & Culture of the Municipality of Hersonissos, Homeless Shelter of Municipality of Heraklion, Heraklion Development Agency (in project with the UN Higher Commissioner for the refugees' temporary shelter), Organization for Social Solidarity & Education (OKAΠ) of Municipality of Archanes-Asteroussia, Health Center of Agia Varvara, Detention facility of Neapolis, General Hospital of Rethymnon, Heraklion General Hospital "Venizeleio-Pananeio", 28th-57th primary schools of Heraklion, Elderly Care Unit "Zesti Agalia", as well as Guest house "Frodida - Hjem" for the Elderly, Office of Social Protection, Education & Culture of the Municipality of Hersonissos.

02

Volunteerism:

Participation of the Group's employees in the annual blood donation, Cleaning the beaches in front of the Group hotels - Clean Up the Med and preservation of trees.



Actions for Local Communities

03

Sponsorship Programme:

Quality life with cancer" (ΕΥ ΖΩ ΜΕ ΤΟΝ ΚΑΡΚΙΝΟ) for patients suffering from neoplastic diseases, "Panthiraikos" A.C. of Thira, Santorini Experience, "Arkadi" Cultural Club, Cultural Club of Akrotiri in Thira, Municipality of Santorini.

04

Public awareness and Education:

Participation in the innovative environmental programme "We Are The Environment" focused on raising public awareness on the protection of the environment from plastic overuse. The programme included educating Senior High school students about the harmful consequences from the use of plastic and making and selling the eco-'WATERBAG' in points of interest.



Creating new jobs

During 2018, the Group hired 669 employees, almost equally divided in men (328) and women (341). Their origin, a further distinguishing criterion, is basically Greek (535 who are natives or residing permanently on Crete and 122, who are natives or residing permanently in other parts of Greece), while the majority of the employees is between 18-29 years of age (263).

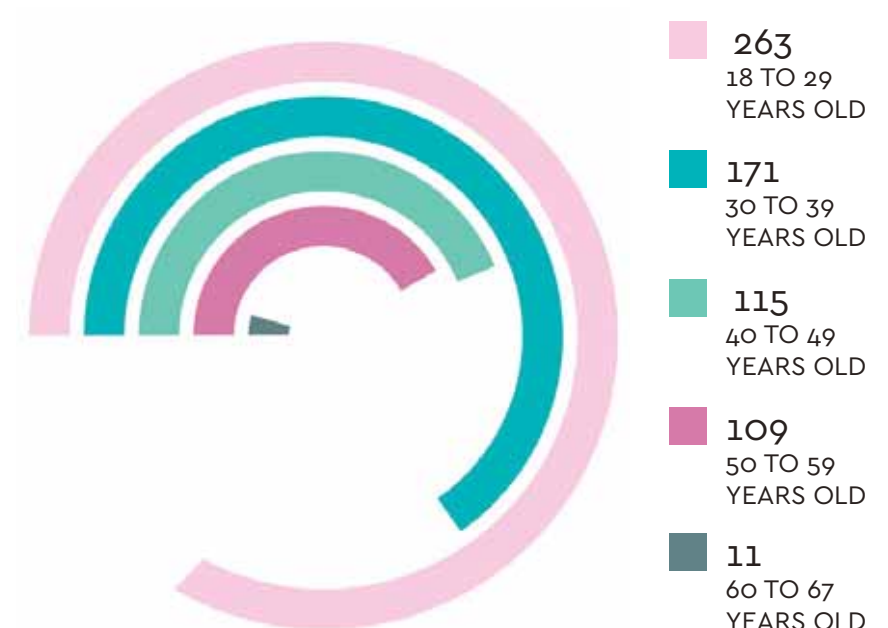
Data of our hotel employees are listed in detail below:



EMPLOYEES' GENDER



EMPLOYEES' AGE



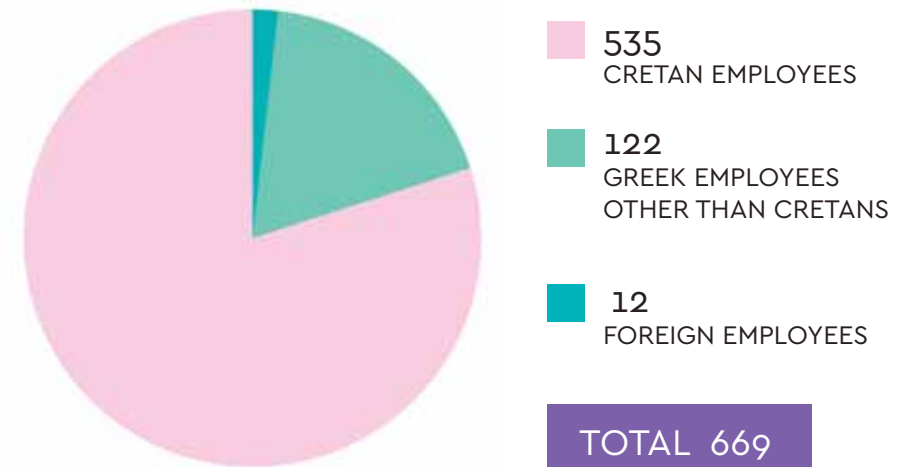
Creating new jobs for local communities

Always aiming to contribute to the local community, the Group employed and trained 657 local employees (98.2%) in 2018, thus, contributing to their vocational training and lifelong learning. Thus, the group supported the local community providing as income a total amount of 9,458,168.35 euros.

Regarding the data of origin of employees:

- Those who live less than 11 months in Greece, and are not taxed here were considered as foreigners.
- Greek employees who live permanently in places other than Crete and work in the hotel only during the hotel's operation period were considered as Greeks of an origin other than Cretan.
- Those who were born and raised on Crete and those who live on Crete for at least 11 months a year were considered as Cretans.

ORIGIN OF EMPLOYEES

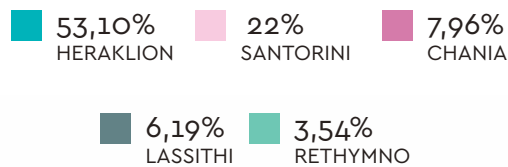


Cooperation with local producers to subserve rural areas

The group subserves the local communities it operates in, by choosing to cooperate with local suppliers, both for the construction / renovation of its hotel units and for the purchase of produce.

More specifically, in 2018 the Group co-operated with 113 local food producers, strengthening the economy of Crete and Santorini, thus promoting the Greek gastronomy.

SUPPLY OF EDIBLE FOODS



PRODUCTION OF SOCIAL PRODUCT

2018

Total revenue/
income



37.537.434

Total expenses

12.676.275

Food and beverage consumption

5.116.260

Operating expenses
(excluding payroll, duties-taxes, interest, de-
preciation, BoD remuneration)

7.452.455

Extraordinary costs & losses

107.560

TOTAL SOCIAL
PRODUCT

24.861.159

DISPOSAL OF SOCIAL PRODUCT

2018

WAGES



5.993.577

PUBLIC SECTOR



753.418

INSURANCE
BODIES



3.445.436

LOCAL
AUTHORITIES



368.837

IN-BUSINESS
PARAMETERS



14.299.890

TOTAL SOCIAL
PRODUCT 2018

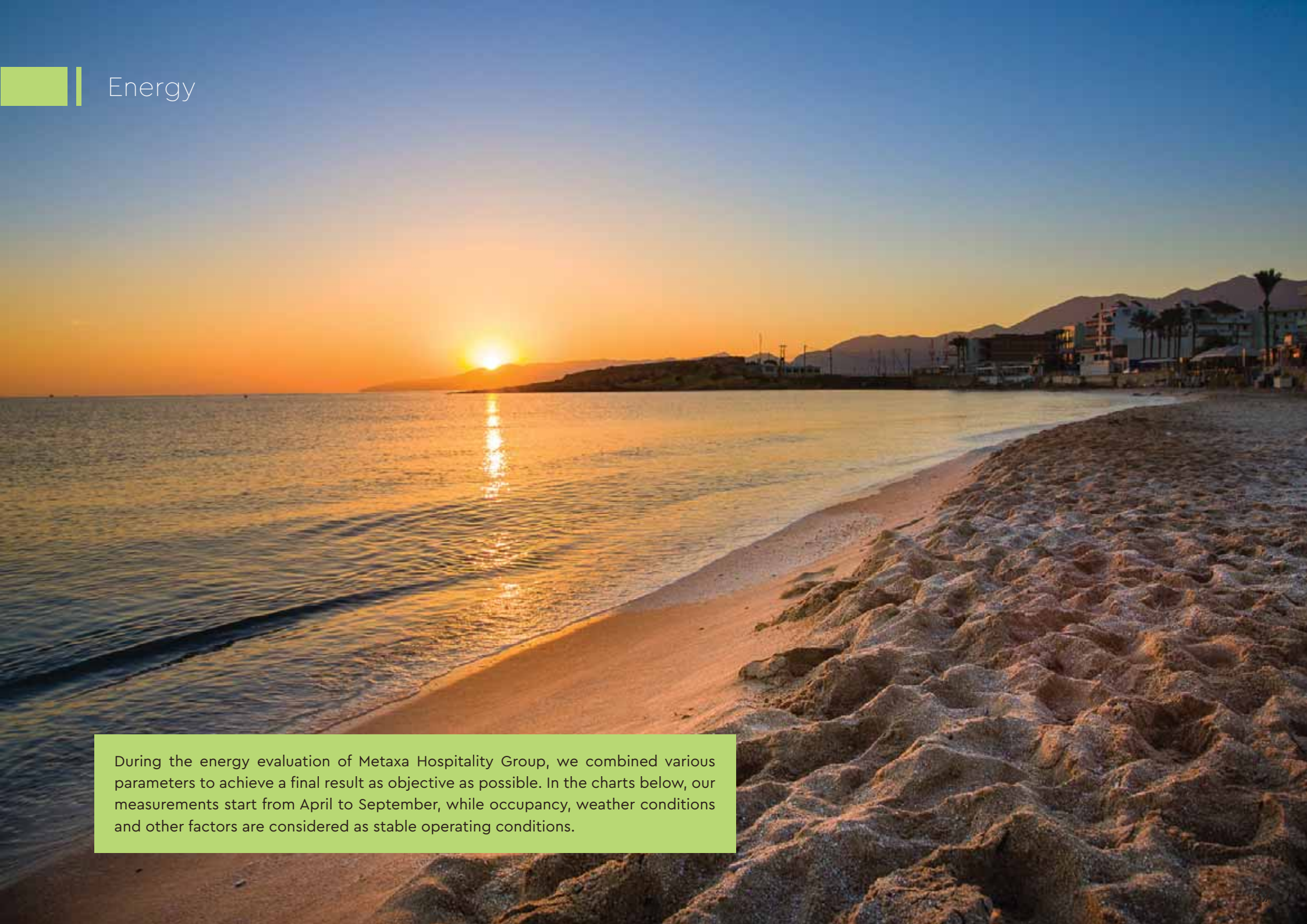
24.861.159

A close-up photograph of an olive branch with several olives in various stages of ripeness, from green to dark purple. The background is a blurred olive grove under a clear blue sky.

Creating value for
the Environment | 07



Energy

A scenic photograph of a sunset over a rocky beach. The sun is low on the horizon, casting a golden glow across the sky and reflecting on the water. The foreground is dominated by large, textured rocks, and the background shows a coastline with buildings and mountains under a clear blue sky.

During the energy evaluation of Metaxa Hospitality Group, we combined various parameters to achieve a final result as objective as possible. In the charts below, our measurements start from April to September, while occupancy, weather conditions and other factors are considered as stable operating conditions.

Reducing energy consumption

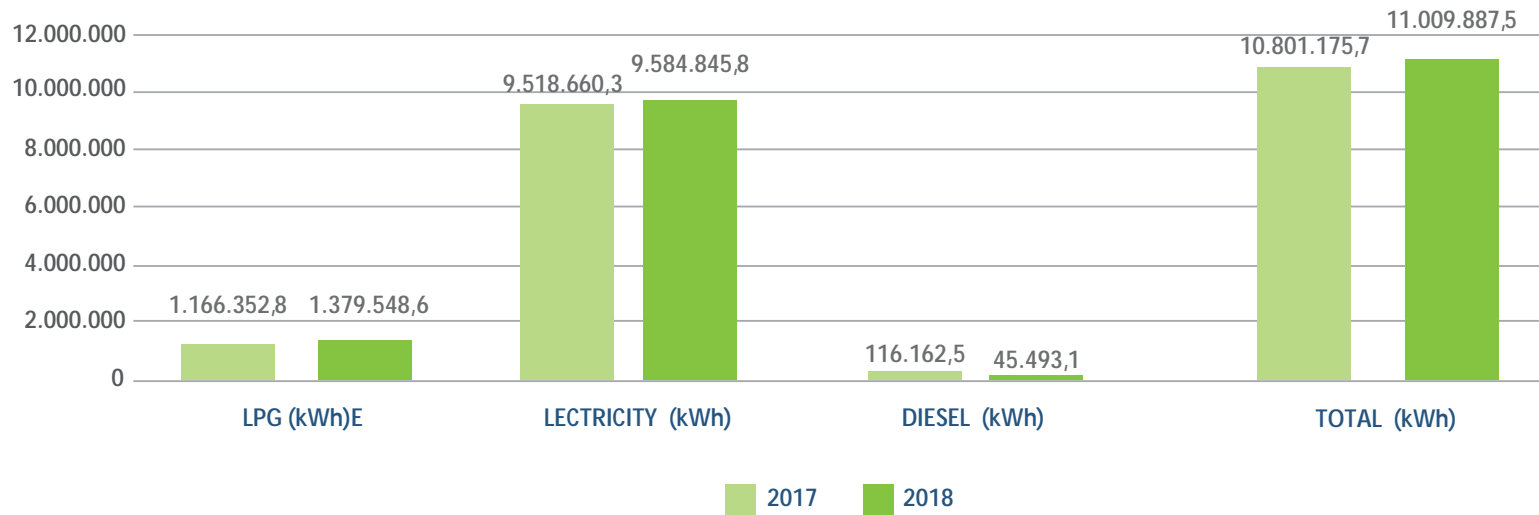
In order to reduce energy consumption, we have proceeded to the following actions:

- Installing solar panels for water heating. In this way, the annual savings amount to 3,319,000 kWh/ period, over the 6 months of the hotel operation, which corresponds approximately to 318,000 liters of LPG.
- Replacing electricity from liquid propane (gas) in all kitchens and main laundry facilities.
- Replacing gradually incandescent and economy lamps with LED lamps.
- Installing a modern Building Energy Management System (BEMS), which controls the most important operating parameters in order to optimize the functions and have better control over energy consumption, in particular.
- Installing a central lighting control system in common areas and in all premises where it operates automatically when there is a real need.
- Installing COP 3.2-3.8 air conditioners.
- Adjusting Fan Coil Units (FCU) to a temperature that ensures maximum comfort and optimum power consumption.
- Optimizing room planning so that climate change and energy consumption needs be taken into account.
- Installing an energy recovery system from air-conditioning and ventilation of indoor common areas aiming at heating or cooling, respectively, of the shared water.
- Using LPG (liquified petroleum gas) instead of electricity in our kitchen.
- Using LPG for the operation of the gas burner only as an auxiliary power source.
- Energy-efficient windows and window frames.
- Magnetic Card in all suites and villas, which ensures that all electrical appliances (except air conditioners and refrigerators) are switched off when customers leave their room.
- Installing energy efficient electrical equipment in all areas, such as A+++ air conditioning systems, refrigerators, computers, photocopiers.
- Well-established procedures for the maintenance and proper cleaning of all energy facilities.
- Raising awareness of the employees on energy consumption and kitchen staff on minimum warm-up times, keeping fridge and freezer doors closed, using the right size equipment, and switching off kitchen appliances and lights when not in use.

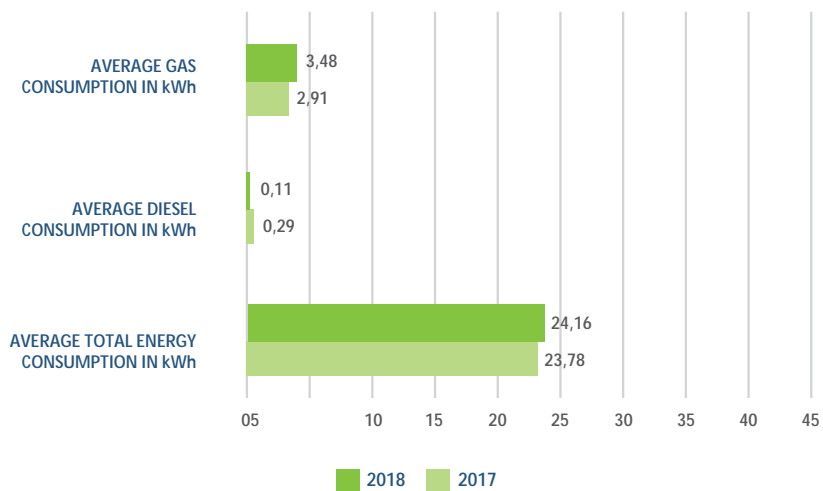
RESULTS OF REDUCING ENERGY CONSUMPTION



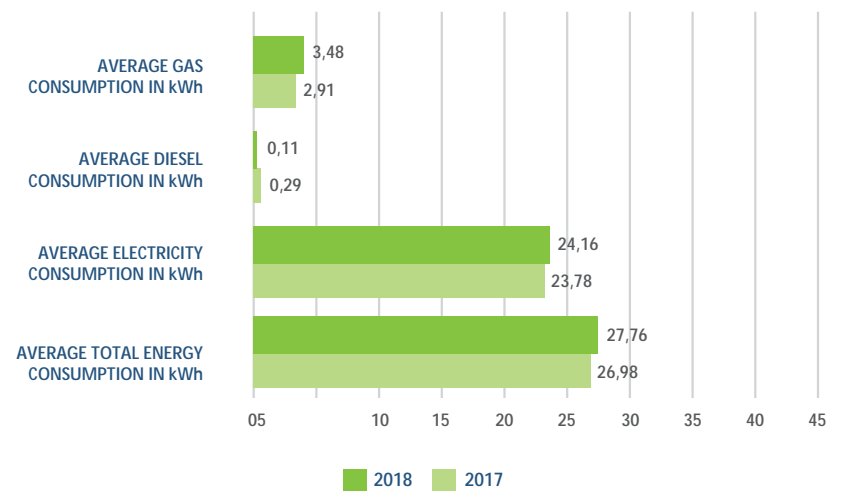
Group Total Energy Consumption (Electricity, gas, diesel, Energy total)



Group average energy consumption per guest (Electricity, gas, diesel)



Group average energy consumption per guest (Energy Total)



Using Energy from Renewable Sources

It is widely known that renewable energy sources contribute to the quality improvement of the environment, since, unlike conventional energy sources, they do not have an environmental impact. In addition, the use of these resources leads to financial savings. Having in mind all the above-mentioned benefits, Metaxa Hospitality Group has installed solar panels for water heating. In this way, the annual savings amount to 3,319,000 kWh/ period, over the 6 months of the hotel operation, which corresponds approximately to 318,000 liters of LPG.

Efficient energy use

The measures adopted for the efficient use of energy are classified into those that can be taken at once, with minimal cost or no cost at all, and into those that require a significant investment.

Aiming at efficient energy use, the group has decided to proceed to investments. Specifically:

- The rooms have been equipped with a magnetic card or key, which ensures that all electrical appliances (except air conditioners and refrigerators) are switched off when customers leave their room.
- An additional switch has been installed in the bedrooms to disable air-conditioning every time someone opens a window or a door.
- A central temperature control system has been installed in all bedrooms in order to control the reckless use of air-conditioning (very high- very low temperature).
- Incandescent and economy lamps have been replaced with LED lamps.
- To optimize heat pumps operation, a metallic structure that allows for proper ventilation and more efficient function has been constructed, contributing to a reduction in the average oil consumption.
- Air-conditioning has been set exclusively at 23 degrees Celsius in the summer months.
- Staff training and information is provided so that they can take energy saving measures (switch off lights and equipment when not in use, etc.) in their daily activities.



Water

Water Consumption

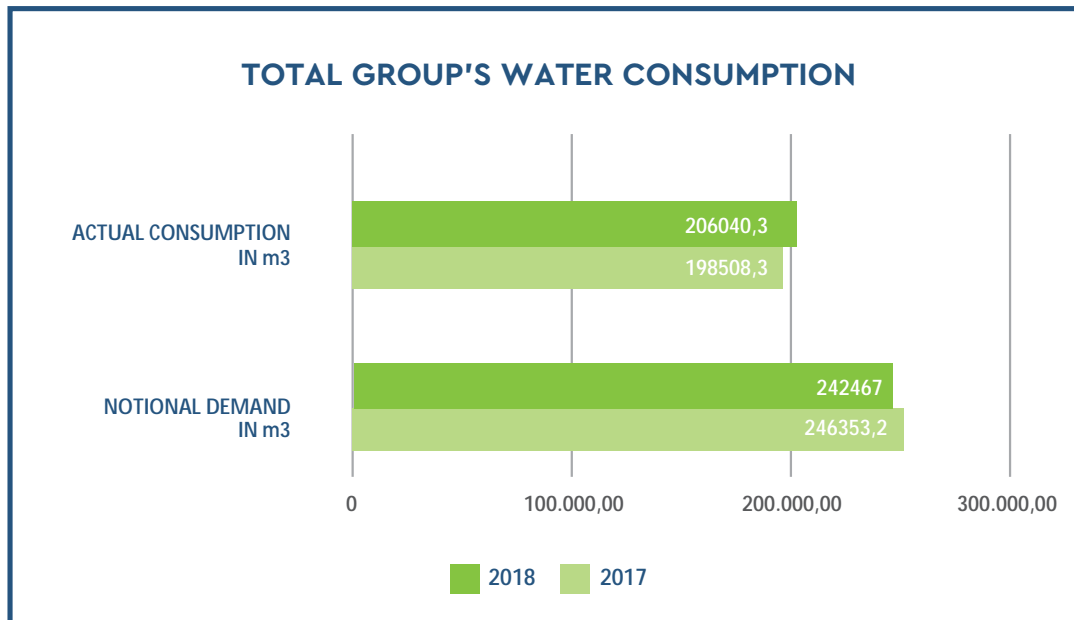
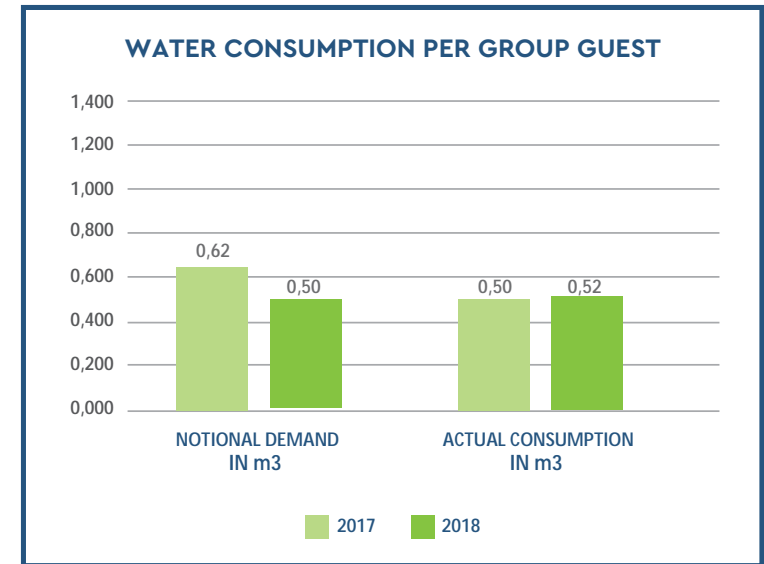
Realizing the importance of water, especially during summer when water scarcity problems on the island are acute, the Group constantly proceeds to the following actions every year:

- Drilling
- Desalination plants
- Reverse osmosis and filtration units
- Since the establishment of Santo Maris Oia Luxury Suites & Spa, the hotel's sewage disposal system has been connected to the local biological waste water treatment so that our liquid waste be not discharged directly into the sea.
- Automated watering of the green areas of the hotels at night, so as to avoid the morning sunshine when approximately 30% of water is lost through evaporation.
- Application of drip irrigation systems. Watering is carried out with the use of netafim hose, which minimizes the impact of high temperatures during summer months.
- Water flow reduction filters have been installed in all faucets of the hotel.
- Implementation of the «Wash on Demand» policy regarding the hotel's cleaning service. The guests' towels are replaced only if they have been left on the floor and the sheets only when they are marked with a special labeling, thus helping to inform our customers about the need to reduce water consumption.
- Control and maintenance of the water quality at all places it is used (Certified by ISO: 22000)
- Cleaning pools manually or using pool robotic cleaners so as to avoid replacing fresh water frequently.
- Installation of an automatic leak detection and damage system to ensure optimal performance and excellent operation of all plumbing systems.
- Instructions to the employees for the use of dishwashers in order to reduce water consumption.
- Training seminars to our employees on how to reduce personal daily water consumption.



Calculation of water consumption

Aiming to the best possible presentation of the water consumption results, we take two constants into account: the notional water consumption, which is the maximum allowed water consumption for 5* Hotels according to the Greek Legislation and refers to factors such as the size, facilities and services (overnight stays, conferences, spa, non-residents) of the hotels, and the actual water consumption that the hotels managed to have due to their sustainable operation. In order to calculate the actual water consumption of the group, we gathered all the necessary data regarding irrigation, swimming pools and total overnight stays recorded by each hotel for the years 2017 and 2018.



* Maximum Allowed Water Consumption for 5* Hotels according to the Greek Legislation (MINISTERIAL DECISION 177/ Official Government Gazette B/319/14.2.2012)

Waste

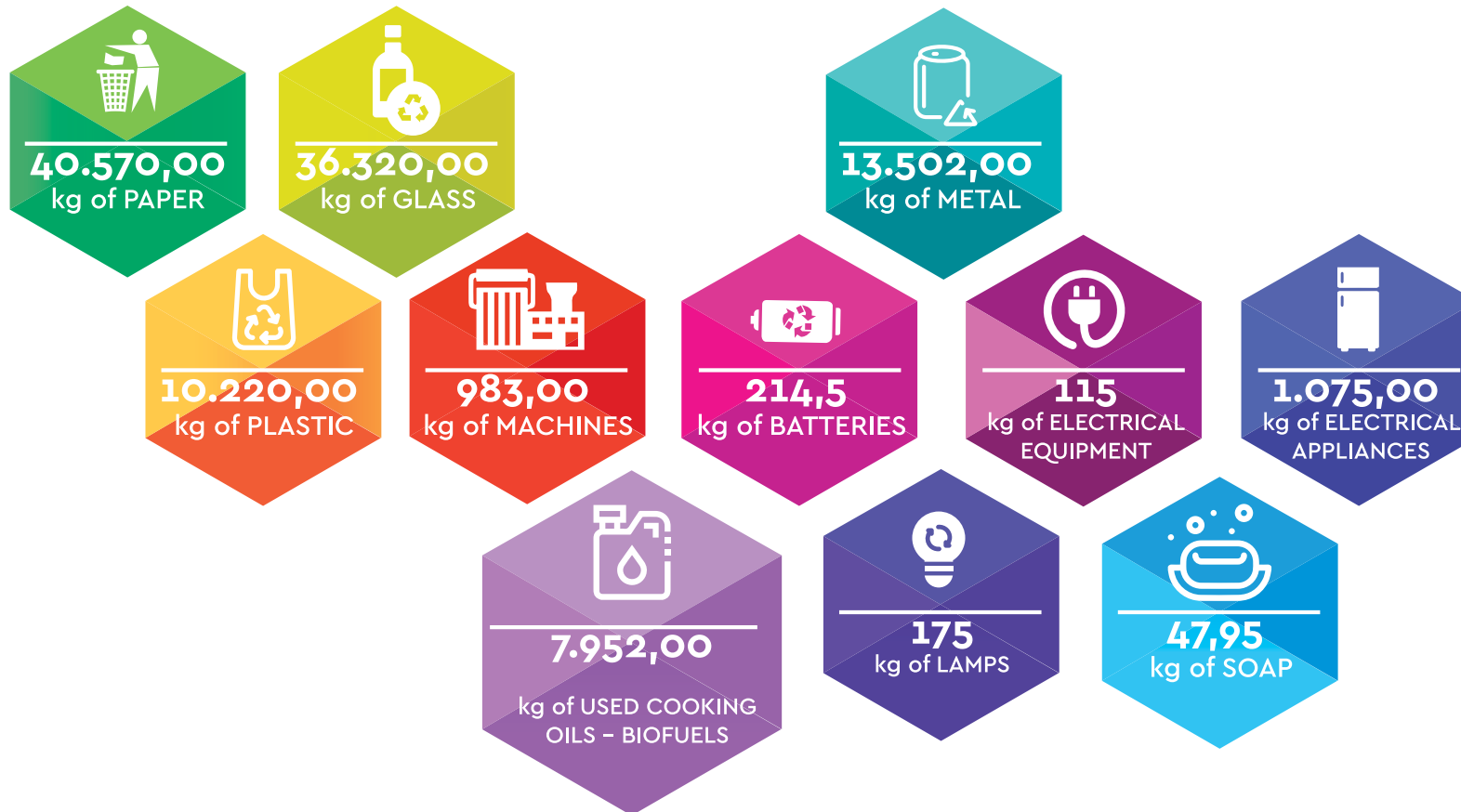
Professional, environmentally friendly cleaning detergents

Recognizing the impact of chemical detergents on the environment, from the very first moment there has been an effort to reduce conventional detergents and purchase their respective biological ones, while in the future we are planning to entirely replace them.

Finally, all chemicals used are stored bearing special markings in an exclusive, well-ventilated, enclosed space away from sunlight or heat sources. Employees handling dangerous chemicals have been trained to use them and, where appropriate, are provided with protective clothing and special equipment.

Recycling

Recycling has always been an integral part of the group's environmental awareness. All recyclable materials are collected and sent for recycling. The recycling results for 2018 are the following.



Food "leftovers" disposal policy



As the Group's hotels operate on a seasonal basis, the quantities of raw materials purchased are specific so that no surplus is generated and no raw materials are thrown away. At the end of the tourist season, all sealed packages that may have been left over are donated to food-collection organizations for people in need.

Cooked meals that have been served on the buffet, based on food hygiene and management policy, cannot be stored and re-served. Cooked foods with no oil are separated and delivered for organic fertilizer production (compost). On a daily basis, food is stored in a designated area in the kitchens and is transported by employees to compost areas.

Food that has been cooked, not been served on the buffet and is not included in the next day's buffet program is served at the staff restaurants, following the proper preservation procedures.

In the context of Metaxa Hospitality Group's waste policy as well as its sensitivity to issues that concerns animals, Creta Maris beach resort participates in a pilot program named F4F (Food for Feed) which converts all the food remaining into food for animals/pets. Daily the food remaining from the main restaurant is stored in a designated area of the resort and transported by an external collaborator to the F4F program facilities at Heraklion.

Waste management

- Each purchase meets an actual need and no excessive buying is made to get a better price. Instead, purchases of the actual quantities needed are made (demand based).
- Purchasing products in eco-packaging with the least possible packaging material used.
- In all transactions with the suppliers, the procurement department informs that the Group operates in an environmentally friendly way and asks the supplier to provide information about the various environmentally friendly products on offer.
- Priority is given to products from the local market.
- Priority is given to products made with recyclable materials and recyclable packaging, as well as those deriving from recycled materials (mostly paper, aluminum, glass, plastic) without excessive multi-packaging.
- The purchase of disposable items, such as cocktails' decorations, breakfast parts, glasses, etc., is avoided, and when necessary, biodegradable products are preferred instead.
- As for the purchase of equipment, priority is given to products that consume less water, energy and fuel and do not contain CFC.
- The use of materials containing substances hazardous to public health and the environment (such as organic solvents, asbestos, lead, polyurethane, etc.) is avoided in the construction of buildings, furniture, insulation, and decoration during refurbishment.
- Recycling of materials in all parts of the hotel.
- Reduction in paper consumption by removing most of the printed information (Room Service Directory) and by creating electronic information programs via TV.
- Consumption of environmentally friendly paper (FSC) for all the Group's printings. FSC indication specifies that the products of wood obtained from forests are based on the principle of sustainable development and are in line with the exact environmental, social and economic standards.



Biodiversity of Greece is extremely valuable for all the citizens of the country, so the supreme duty of every individual and every corporation is to protect and enhance it. In this context, the Group, with respect to the environment and the particular architectural tradition of each region, does its utmost while preserving the natural environment where its hotels operate.

In general, indigenous species are used for the planting of the hotel landscapes, with a constant effort to increase the variety of species and the number of plants, while bio-management of the hotel gardens with efforts to conserve and increase beneficial insects and micro-organisms endemic to the local ecosystem, with the release of beneficial insects and micro-organisms, is implemented.

In addition, continuous training of the «green group» of each hotel on sustainable land management practices and soil health are carried out.

Landscape preservation



Sustainable management of the hotel landscape

Sustainable management of cultural landscape aims at imitating the natural processes of ecosystems. The current challenge lies in integrating management into a single and indivisible unity of Sustainable Tourism Destination. In the graphical data reproduction, the principles of sustainable management of the hotel Landscape of the Group are highlighted.

- 01 Principle of Precaution in use | preservation, conservation and restoration
- 02 Use of native & indigenous plant varieties
- 03 Soil health
- 04 Principle in use: "Avoidance of Ecosystem damage"
- 05 Responsible water management
- 06 Managing pests, diseases & weeds based on the principles of EU reg.834/07 & 889/ 08 on organic production.
- 07 Principle in use: Low-Input Plant nutrition
- 08 Organic material recycling – Composting
- 09 Creating & conserving non-intervention zones | Biodiversity
- 10 Application of Hotel farming
- 11 Studying models for measuring Sustainability of cultural landscapes



Report

This Sustainability Report aims to present the actions of **Metaxa Hospitality Group**. Through this report, the Group voluntarily commits itself to the **United Nations Sustainable Development Goals**, its main motive being the emergence of global challenges for the new generation, visitors, suppliers, a wide range of associates and local society



TUI MAGIC LIFE

Candia Maris



creta maris
beach resort

*Santo
Maris*

METAXA HOSPITALITY GROUP

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