

*Santo Maris*  
OIA  
LUXURY SUITES & SPA



SUSTAINABILITY  
REPORT  
2021

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# 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





# SUSTAINABLE DEVELOPMENT IS OUR PRIORITY

## MESSAGE FROM THE GENERAL MANAGER

### DEAR READERS

At Santo Maris Oia Luxury Suites and Spa we remain true to our vision and do our utmost every day implementing sustainable development across all our activities.

This Sustainability Report reflects the responsible business practices as well as the new innovative initiatives that we implemented at Santo Maris Oia Luxury Suites and Spa in the framework of the Sustainable Development Strategy of the Metaxa Hospitality Group, for the financial year 2021.

The goal of this Report is to outline the value the Santo Maris Oia Luxury Suites and Spa creates 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.

Constant contribution to Sustainable Development is our key priority for the years to come.

Christos Seizis  
General Manager of Santo Maris Oia Luxury Suites and Spa



## ABOUT THE REPORT

This publication constitutes the annual Sustainable Development Report of the Santo Maris Oia Luxury Suites and Spa.

The Report describes the responsible business practices as well as the results of the programmes implemented in the context of the Hotel'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.

This publication has been internally reviewed by the Metaxa Hospitality 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  
SANTORINI





LEADING  
HOSPITALITY  
WITH ETHOS, PASSION  
AND VISION

ABOUT THE HOTEL

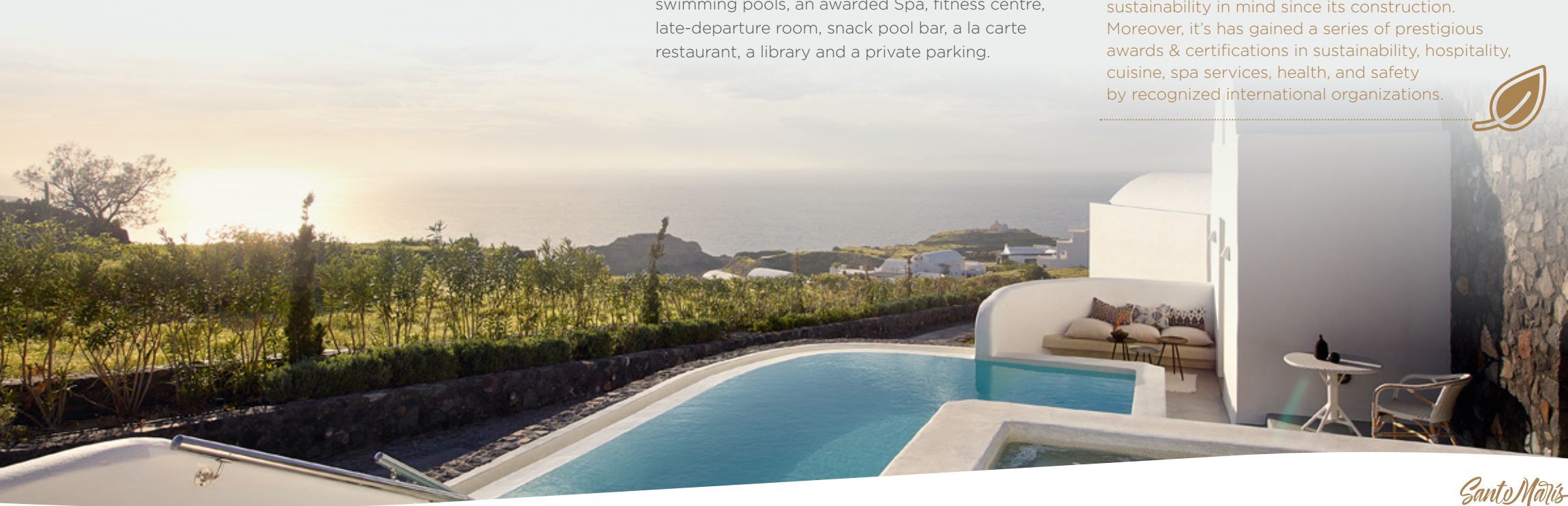
A 5 star all-suite & villas hotel, situated in a privileged setting, at the north-western edge of Oia, on the Greek island of Santorini. The ideal place for romance, privacy, and relaxation, where guests enjoy personalized services, luxury accommodation and warm hospitality. Resembling to a Santorinian village itself, Santo Maris’ combines the traditional Cycladic architecture with the contemporary multi-ethnic design, delivering a result of minimal elegance in a private setting.

The 63 Luxurious Suites and the 2 private Villas all feature personal outdoor heated Jacuzzis and/ or private pools, overlooking spanning sunset and sea views. Hotel’s facilities feature 5 outdoor swimming pools, an awarded Spa, fitness centre, late-departure room, snack pool bar, a la carte restaurant, a library and a private parking.

Awarded among the best restaurants in Greece by the “Greek Cuisine Awards”, ALIOS ILIOS restaurant serves gourmet delicacies inspired by a Creative Greek Cuisine concept of philosophy, exquisite food products from around Greece and the freshest, seasonal produce from the depths of the sea to our very own garden.

The Akratos Poolside Bar serves expertly signature cocktails, while the in-room candlelit dinners, easily and artfully set up by us, add true sense of tranquility and pampering.

Santo Maris is the first hotel in Santorini to actively embracing eco-friendly action and operating with sustainability in mind since its construction. Moreover, it’s has gained a series of prestigious awards & certifications in sustainability, hospitality, cuisine, spa services, health, and safety by recognized international organizations.





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

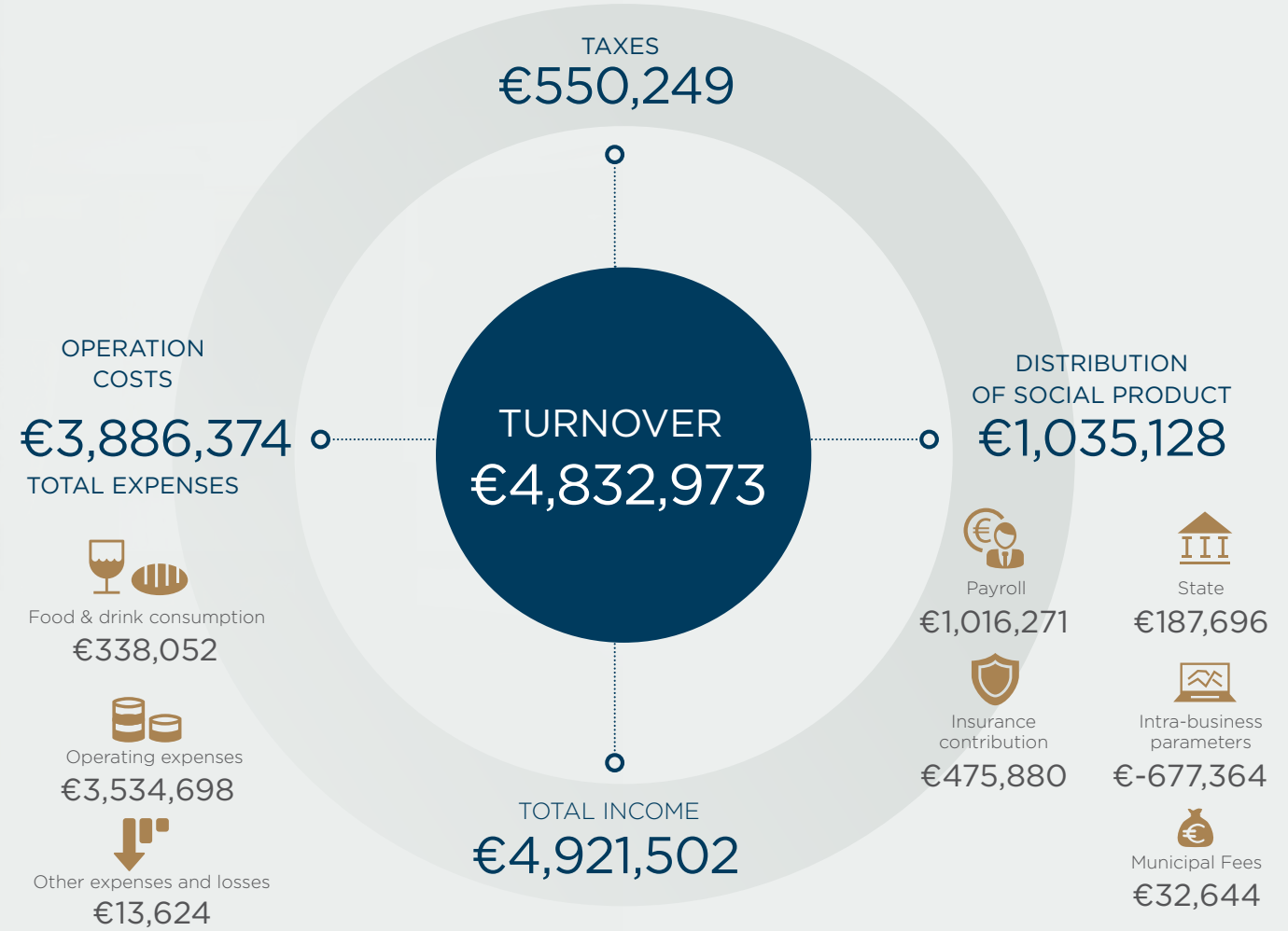
30,000m<sup>2</sup>

2,053m<sup>2</sup>  
Green areas

# WITH STEADY GROWTH

## CONTRIBUTION TO THE NATIONAL ECONOMY

The hotel 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 hotel 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 Santo Maris Oia Luxury Suites and Spa, as a member of Metaxa Hospitality Group, 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 global – act local' 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

SANTO MARIS  
OIA LUXURY  
SUITES & SPA



Greece's  
Best Resort Spa

World Travel Awards  
Greece's  
Best Resort Spa



Europe's Leading  
Boutique Resort

World Travel Awards  
Europe's Leading  
Boutique Resort



World's Leading  
Boutique Resort

World Travel Awards  
World's Leading  
Boutique Resort



Greece's Leading  
Island Villas

World Travel Awards  
Greece's Leading  
Island Villas



Tripadvisor  
Travellers' Choice



Athinorama  
Greek Cuisine  
Awards







3 GOOD HEALTH AND WELL-BEING

17 PARTNERSHIPS FOR THE GOALS

# CORPORATE GOVERNANCE

The Hotel’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 Hotel’s sustainability performance, taking the consequences of its decisions and actions into consideration.
-  **Examines, analyses, and contributes** to the relevant internal adaptations and the Hotel’s additional sustainable governance actions.
-  **Reviews the sustainability goals** that have been set by the Hotel from time to time and monitors the Hotel’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 Santo Maris Oia Luxury Suites and Spa. 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 Metaxa Hospitality 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 Santo Maris Oia Luxury Suites and Spa, 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 at the Santo Maris Oia Luxury Suites and Spa 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

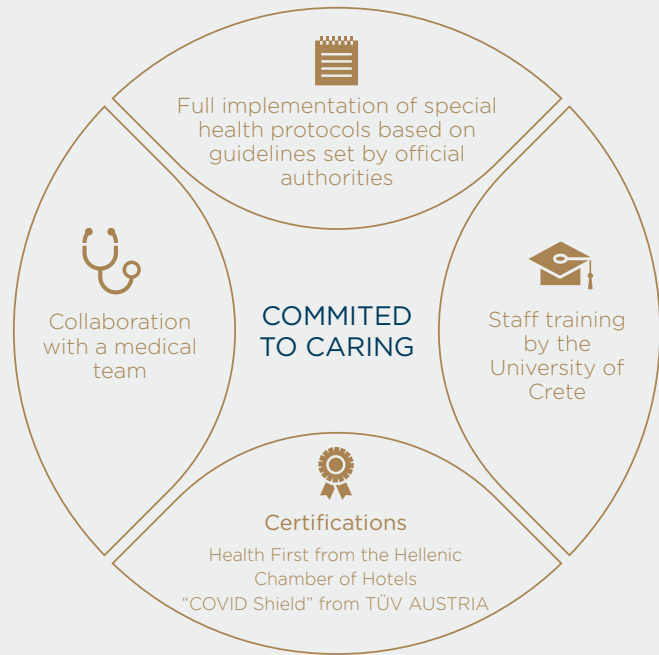
THE SAFETY

OF OUR GUESTS & EMPLOYEES

HEALTH AND SAFETY

COMMITTED TO CARING

At Santo Maris Oia Luxury Suites and Spa, during 2021 we implemented a targeted health and safety programme for employees and guests for, thereby ensuring the smooth operation of our hotel 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 Hotel places on food hygiene and safety. In particular, the 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.

FOR EMPLOYEES

For the Santo Maris Oia Luxury Suites & Spa, the creation and maintenance of a safe and healthy work environment is a longstanding priority.

To this end, the hotel 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.





# 2021

## QUALITY & SECURITY

## CERTIFICATIONS

SANTO MARIS  
OIA LUXURY  
SUITES & SPA



Boutique Hotel



Travelife Gold  
Certification



TÜV Austria  
Covid Shield



TÜV Austria



The Green Key  
Certification



Greek Tourism  
Certification



Greek  
Breakfast



The Green Key  
Certification





# FOR THE ENVIRONMENT

REDUCING OUR ENVIRONMENTAL FOOTPRINT







# WATER

At Santo Maris Oia Luxury Suites and Spa, we implement programmes that aim at reducing water consumption and improving its quality for the hotels' everyday needs:

- 1

Reverse osmosis and filtration units
- 2

Automated watering of hotel green areas at night so as to avoid the morning sun, which causes about 30% water loss due to evaporation.
- 3

Implementation of drip irrigation systems
- 4

The mains for each tap were adjusted to improve water flow control.
- 5

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.
- 6

Checking and maintenance of the quality of water, wherever it is used (certified according to ISO: 22000).
- 7

Manual or robotic cleaning of swimming pools to avoid frequent replacement of fresh water.
- 8

Training of personnel in water-saving techniques.

Water consumption* (m³)	
Santo Maris	14,935.66

Water consumption/per overnight stay* (m³)	
Santo Maris	1.02

\* consumption concerns irrigation, pools, and total overnight stays for Santo Maris





# REDUCTION OF CARBON FOOTPRINT

## ENERGY MANAGEMENT

Energy consumption within the hotel (Kwh) 2021

Santo Maris	1,580,444.89
-------------	--------------

8

energy efficiency initiatives in our systems

## ENERGY EFFICIENCY INITIATIVES AT SANTO MARIS OIA LUXURY SUITES & SPA

As of 2021, the installation of electric vehicle charging stations has commenced at Santo Maris Oia Luxury Suites & Spa.



Energy efficiency is achieved through:

- 1 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 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.







# STEADILY REDUCING OUR EMISSIONS FOOTPRINT

## GHG EMISSIONS

At Santo Maris Oia Luxury Suites & Spa, 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 CO<sub>2</sub> (kg) emissions - 2021

	CO <sub>2</sub> e	kg CO <sub>2</sub>	kg CH <sub>4</sub>	kg N <sub>2</sub> O
Santo Maris	36.845	36.416	0.102	0.205

CO<sub>2</sub> e emission production/per overnight stay - 2021

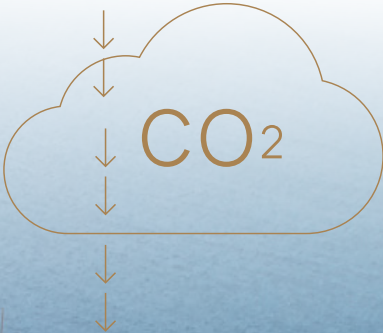
Santo Maris	25.017
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Total production of direct & indirect CO<sub>2</sub> (kg) emissions - 2021

	CO <sub>2</sub> e	kg CO <sub>2</sub>	kg CH <sub>4</sub>	kg N <sub>2</sub> O
Santo Maris	367,973.19	363,389.52	1,047.71	-

CO<sub>2</sub> e emission production - 2021

Santo Maris	367,973.19
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# ON THE ROAD TO ZERO WASTE

## IMPLEMENTATION OF COMPOSTING SYSTEM

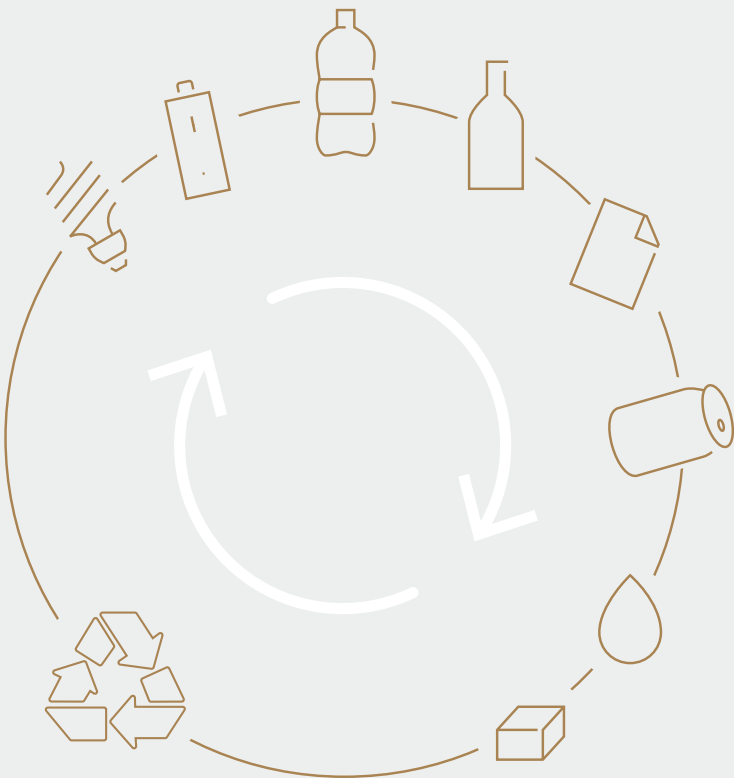
Organic kitchen waste (other than oils) are transferred to our hotel gardens and, together with garden waste, are composted.

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.



REDUCTION  
REUSE  
RECYCLING



RECYCLING

REDUCING THE USE OF AND RECYCLING PLASTIC

The following has been implemented to reduce the use of plastic:

- 1 Replacement of plastic straws and cups with paper products.
- 2 Replacement of plastic bottles at the restaurant and bar with glass or paper bottles.
- 3 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 tons of plastics were recycled in 2021.

Santo Maris Recycling\* - 2021

Paper	2,680 kg
Glass	2,680 kg
Plastic	4,010 kg
Used cooking oils/Biofuels	1,941 kg

\* Recycling is carried out by the following body:

**Koukoulou Natura**  
Kapa Group Sole Shareholder SA



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 Hotel'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.







# SUSTAINABLE HOTEL FARMING

At Santo Maris Oia Luxury Suites and Spa, as a member of 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 hotel.

## Our Own Food Production

Using certified sustainable practices, we cultivate the following in our hotel garden:

- organic herbs
- organic fruits & nuts
- organic vegetable gardens

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

The Alios Ilios restaurant and the Akratos bar cover a large part of its needs in fresh products and aromatic herbs from the own production of the outdoor gardens of the hotel.

## 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 our hotel, while we are in the process of compliance with European regulation EU 2018/848 for our organic farming.

## Training & Communication

Mindset transformation comes through small actions. At Santo Maris Oia Luxury Suites and Spa, 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 hotel's existing and future guests
- Our partners and suppliers



Powered by  
**LOCAL FOOD EXPERTS.**





# PLANNED ROOFTOPS

At 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.







# FOR SOCIETY

GROWING  
IN A FAIR AND SAFE  
ENVIRONMENT

4

QUALITY  
EDUCATION

5

GENDER  
EQUALITY

8

DECENT WORK AND  
ECONOMIC GROWTH

10

REDUCED  
INEQUALITIES



# CREATING A NEW CULTURE

## EMPLOYEES

## EQUAL PARTICIPATION

Santo Maris Oia Luxury Suites & Spa as a member of 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 hotel 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.

76  
employees  
in the hotel

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   | 10 | Health protection  | 11 | Discount for employees' friends/relatives who stay at the Group's hotels  |
| 2 | Child allowance   |    | <ul style="list-style-type: none"> <li>• Free online informative discussions with health experts, for the provision of scientific and detailed information</li> </ul>  | 12 | Free access to training sessions  |
| 3 | Accommodation at staff houses                                       |    |  | 13 | Employee blood bank   |
| 4 | Meals at staff restaurant   |    | <ul style="list-style-type: none"> <li>• 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</li> </ul> | 14 | Participation in the Group's competitions and actions   |
| 5 | Ticket to/from Santorini at the start and end of the tourist season |    |  |    | <ul style="list-style-type: none"> <li>• "Love is everywhere" music competition, which is influenced by the COVID-19 pandemic</li> <li>• Colleague-themed mandinada (Cretan folk song) competition, with cash prizes for the first three winners</li> </ul> |
| 6 | Transport to/from the hotel during the tourist season               |    |  |    |   |
| 7 | Establishment of "Employee of the Month"                            |    |  |    |   |
| 8 | Establishment of "Employee of the Year"                             |    | <ul style="list-style-type: none"> <li>• €200 incentive reward</li> </ul>  |    |   |
| 9 | Provision of uniform and linen service                              |    |  |    |   |

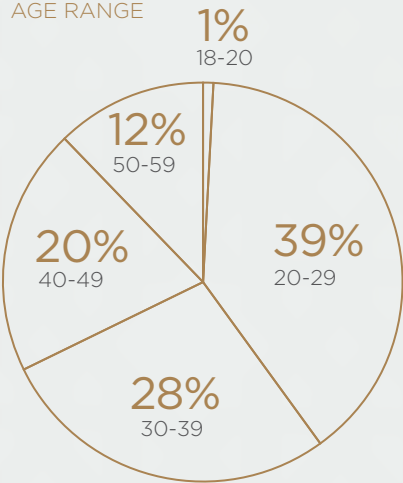




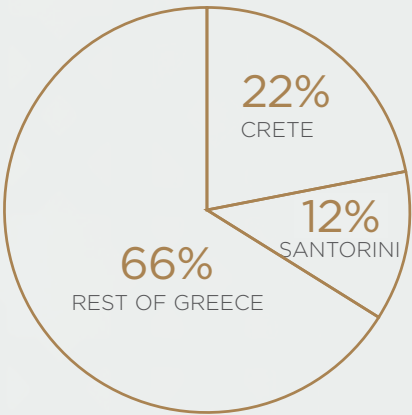
# CONTRIBUTION TO EMPLOYMENT

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

AGE RANGE



PLACE OF PERMANENT RESIDENCE



SEX OF EMPLOYEES



HIERARCHICAL STRUCTURE

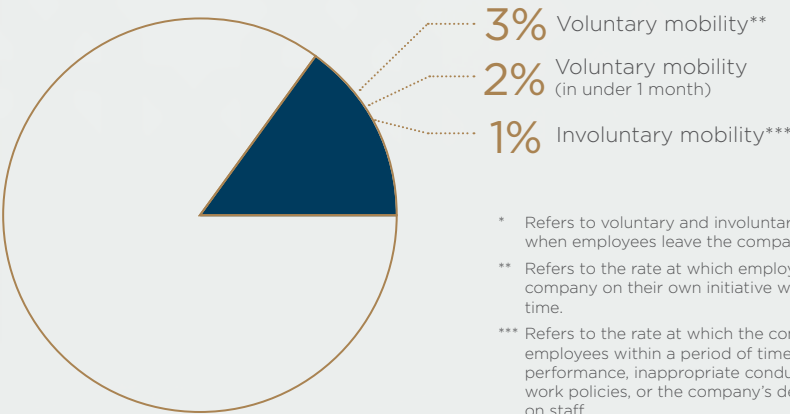


\* Refers to the number of employees in the highest 10% in terms of overall earnings

NEW RECRUITMENT



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.

GENDER PAY GAP\*



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



# EDUCATION

## TRAINING PROGRAMMES

In 2021, the Hotel'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 132 training hours (seminars/conferences) at external bodies that were organised at the hotel as a Group's initiative.

## EDUCATION ON SUSTAINABILITY ISSUES

The Hotel'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.

### Employee training expenses

In 2021, a total of 132 training hours (seminars/conferences) were carried out at external bodies, which were financially covered by the company. This cost amounted to €1,366.







## SUPPLIERS

### SUPPLY CHAIN

The procurement policy of the Hotel for 2021 was designed, financed, and implemented based on its ever-growing relationship with national and local producers and suppliers.

Once again, the Hotel contributed to strengthening the local economy of Santorini and generally Greece by supporting local merchants and stores. Our preference for local products is a commitment on the part of the Hotel, 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 - 2021



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

Type	Local & domestic	Total (local domestic & intl)	%
Greek desserts	462.66 €	462.66 €	100%
Yoghurt	2,327.99 €	2,327.99 €	100%
Beer	3,814.36 €	3,829.09 €	100%
Cereals	134.58 €	628.75 €	21%
Eggs	3,876.45 €	3,876.45 €	100%
Olives/Olive oil	2,508.79 €	2,508.79 €	100%
Bottled water	12,769.47 €	12,769.47 €	100%
Jams/Honey	4,027.43 €	4,027.43 €	100%
Soft drinks	4,067.13 €	4,067.13 €	100%
Wine/sparkling wine/champagne	23,915.64 €	34,471.16 €	69%
Nuts & Fruit	4,710.89 €	5,093.90 €	92%
Cheese	6,733.86 €	9,571.75 €	70%
Pasta/legumes	936.31 €	951.85 €	98%
Bread/Baked goods	12,842.26 €	13,422.90 €	96%
Spices	1,626.55 €	1,671.09 €	97%
Juices	1,058.59 €	1,058.59 €	100%
Ice cream	422.06 €	422.06 €	100%
Fresh meat	3,941.65 €	8,438.61 €	47%
Cold cuts	8,032.21 €	8,061.50 €	100%
Frozen meat	9,635.43 €	11,622.71 €	83%
Fresh vegetables	4,050.64 €	16,679.05 €	84%
Fresh fruit	17,012.33 €	21,864.25 €	78%

18  
local producers  
from Crete  
and Santorini



LOCAL SUPPLIERS

In 2021, the Hotel collaborated with 18 local food & beverage producers, thereby strengthening the economy of Crete and Santorini and promoting Greek gastronomy.

The Hotel’s collaborating supply chain producers - 2021

DOMAINE SIGALAS SA	Santorini
ARGYROS ESTATE	Santorini
PATERIANAKI ESTATE	Heraklion
SANTO WINES	Santorini
STRATARIDAKI BROS	Heraklion
ZAXHARIOUDAKI ESTATE	Heraklion
AVANTIS ESTATE Ltd	Santorini
HATZIDAKIS WINERY	Santorini
ALEXAKIS WINERY SA	Heraklion
MASNOUSSAKIS WINERY	Chania
DOULOUFAKIS WINERY	Heraklion
ARTEMIS KARAMOLEGOS WINERY	Santorini
ZIDIANAKIS SA	Heraklion
VENETSANOS WINERY	Santorini
LIVADROU BROS & Co. General Partnership	Santorini
KASSAKIS Bros	Heraklion
IOANNIS NOMIKOS General Partnership	Santorini





# TRAINING FOR SUSTAINABLE CORPORATE GOVERNANCE



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## SUSTAINABLE SUPPLIES

In 2021, the Hotel as a member of Metaxa Hospitality 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.

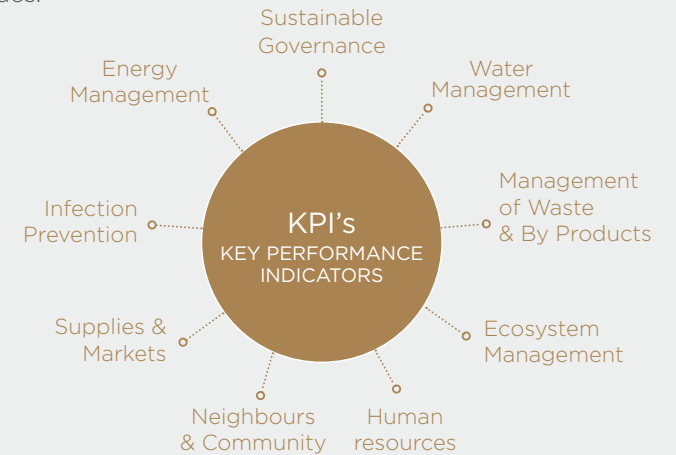
A spherical road map has been developed for the programme which ties in with the international Society - Economy - Environment criteria (ESG Performance) and is based on 4 pillars: Environment, Society, Governance, Supplies.

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.

### PROJECT IMPLEMENTATION STAGES

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

Based on the below 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 hotel's guests can participate in actions, 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 Santo Maris Oia Luxury Suites & Spa, our guests' satisfaction with the quality of our services can be recorded at our hotel, 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 hotel are collected through a special platform and are monitored, recorded and taken into account for improvement purposes.

## COMPLAINT MANAGEMENT MECHANISM

The Hotel 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:

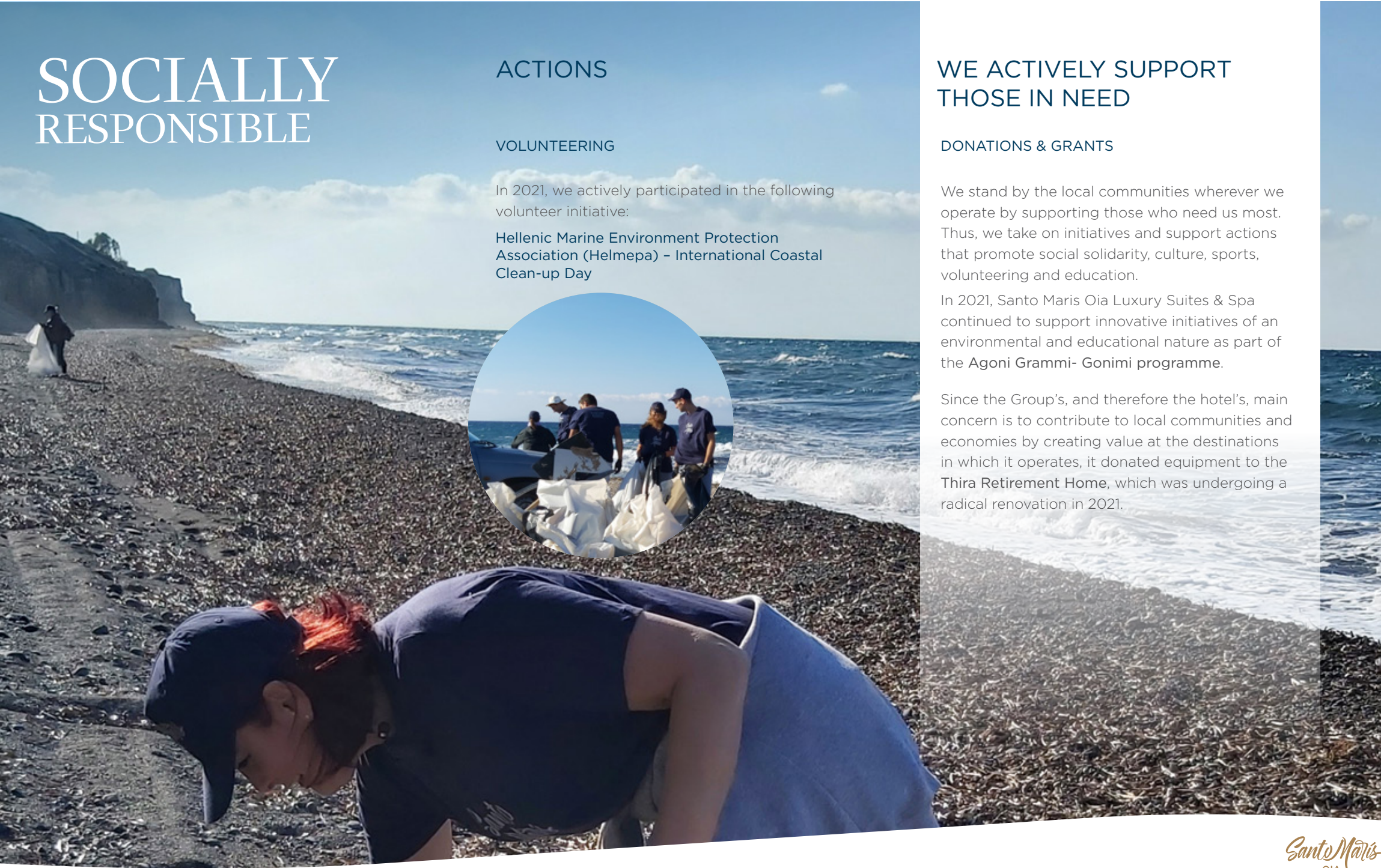
### Management of Negative Reviews

During the guest's stay	Subsequent to the guest's stay
<ul style="list-style-type: none"><li>• Recording of incident</li><li>• Operation team update</li><li>• Immediate incident resolution through customer service actions</li><li>• Follow up with the client, after the incident is resolved</li></ul>	<ul style="list-style-type: none"><li>• Recording of incident</li><li>• Operation team update</li><li>• Feedback from the operation team about the incident</li><li>• 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.</li></ul>

 Resolution time  
24 - 48 hours







# SOCIALLY RESPONSIBLE

## ACTIONS

### VOLUNTEERING

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

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

## 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, Santo Maris Oia Luxury Suites & Spa continued to support innovative initiatives of an environmental and educational nature as part of the Agoni Grammi- Gonimi programme.

Since the Group’s, and therefore the hotel’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.



# Metaxa Hospitality Group



[www.metaxahospitality.gr](http://www.metaxahospitality.gr)

[www.santomaris.gr](http://www.santomaris.gr)

