



ATHENS PLAZA

HOTEL

Sustainability Report

2023-2024



Sustainability Report for NJV Athens Plaza Hotel
Reporting period 1st January 2023 - 31 December 2024

Overview

This Report highlights the Hotel's firm commitment to sustainability, reflecting its role as a responsible and ethical presence in the hospitality sector.

With a mission to offer exceptional hospitality while upholding the highest ethical standards, the Hotel integrates sustainable practices across all operations.

Its vision brings together high-quality services, environmental responsibility, social contribution, and long-term economic viability.



Message from the General Manager



The 2023–2024 Corporate Responsibility Report of VARNIKOS S.A. clearly and meaningfully presents our Hotel's contribution to society, the economy, culture, and the environment. For us, it is not merely a record but a steadfast guide for the future, based on the United Nations Sustainable Development Goals.

2023 was a year of restart — with tourism recovering and our team strengthening its commitment to quality, sustainability, and service.

2024 confirmed this effort: NJV Athens Plaza became the first hotel in Greece to receive certification based on GSTC standards, while it was also recognized at a European level for its responsible tourism strategy.

Amid a challenging era, we remained true to our values. We enhanced the training and integration of our human resources, implemented social actions with real impact, and reduced our environmental footprint — with planning, consistency, and faith in progress.

We move forward into 2025 with the same momentum, strengthened by the trust of our guests, partners, and society.

Sustainability is not just a goal; it is the way we work, evolve, and contribute every day.

Vana A. Lazarakou

General Manager

Corporate Responsibility and ESG

The Framework

Vision

Hospitality that honors quality and is grounded in the values of responsibility and sustainability

Mission

Delivering high-level services through the integration of sustainable practices and alignment with ESG principles and standards.

Principles

- Integrity, transparency, and accountability in corporate governance
- Promotion of ethical behavior and social responsibility
- Respect for equality and diversity
- Continuous commitment to excellent service quality
- Support and empowerment of the local community
- Environmental protection through sustainable practices

Values

- Responsibility and business ethics
- Respect for human rights and dignity
- Support for the development and well-being of employees
- Continuous commitment to quality and excellence
- Positive impact on communities
- Ongoing commitment to environmental sustainability
- Promotion and preservation of culture and local tradition

Goals

- Full satisfaction of guest expectations
- Strengthening trust and collaboration with all stakeholders
- Continuous improvement of service quality and ESG performance
- Adoption of innovative practices contributing to sustainable development and operations

Commitment and ESG Corporate Responsibility Strategy

Commitment

The integration of social, environmental, and corporate goals into business operations is a core element of our functioning.

The "ETHOS" trademark, registered since May 2016, reflects our commitment to embedding ESG principles in all activities, in line with the motto "**ETHOS – Caring – Supporting – Realizing.**"

Operational Framework

Our operational framework is based on three fundamental pillars that guide every aspect of our activities:

Governance and Transparency: Decision-making with integrity, accountability, and respect for the principles of good corporate governance.

Human and Social Orientation: Investing in people and society, with emphasis on equality, inclusion, and well-being.

Respect for the Environment: Adopting responsible practices that protect the natural and cultural wealth of the region.

Fields of Implementation

- **Corporate Governance:** Promoting an ethical business culture, with transparency and consistency in all operations.
- **Human Resources:** Empowering employees by fostering development, diversity, and well-being.
- **Social Engagement:** Actively supporting social initiatives and collaborating with local communities to strengthen social cohesion.
- **Cultural Heritage:** Highlighting Greek identity and tradition as an integral part of the hospitality experience.
- **Environmental Awareness:** Taking measures to reduce environmental impact and enhance sustainability in selected areas.

Corporate Governance

Corporate governance is a cornerstone of the responsible, transparent, and effective operation of the hotel.

The implemented framework incorporates the principles of legality, ethical integrity, accountability, and continuous improvement, in alignment with modern ESG (Environmental, Social, Governance) standards.

Organizational Structure and Allocation of Responsibilities

The hotel operates based on an approved organizational chart.

Its process is lined by a coherent set of policies that promote responsibility and ensure smooth and reliable performance:

- **Occupational Health & Safety Policy**
 - Focuses on risk prevention and staff protection through training, monitoring, and documentation.
- **Environmental Policy**
 - Aims to reduce environmental impact and manage natural resources sustainably.
- **Energy Policy**
 - Ensures efficient energy use and the reduction of the hotel's energy footprint across all operations.
- **Sustainability Policy**
 - Integrates sustainability principles into strategic planning and daily practice.
- **Food Safety Management Policy**
 - Ensures food safety by complying with regulations, training staff, and continuously improving processes
- **Supplier Code of Conduct and Ethics**
 - Defines the principles of cooperation with third parties, emphasizing integrity, labor rights, and compliance with environmental and social standards.

Risk, Complaint & Compliance Management

Processes for control, prevention, and risk management have been established, as well as:

- **Internal audit procedures** and management reviews
- **A confidential reporting mechanism** for incidents of misconduct, inappropriate behavior, or rights violations
- **Specific protocols for handling issues of violence and harassment**, with respect for victims and full protection against retaliation

Accountability and Transparency Enhancement

Management is regularly up-to-date about ESG topics, quality, workplace safety, and sustainability through documented reports.

Accountability is implemented across all levels via:

- **Documentation of decisions**
- **Performance monitoring through KPIs**
- **Systematic publication of results in the annual report**

Commitment to Continuous Improvement

Corporate governance is not a static framework but a dynamic process of ongoing development.

The hotel invests in:

- Strengthening internal structures
- Staff training
- Enhancing transparent communication with all stakeholders

Committees

- **Health & Safety Committee**

Oversees compliance with workplace health and safety regulations, contributing to a protected and healthy environment for staff and guests.

- **Sustainability Committee**

Develops and implements sustainability policies, while training staff in best practices to reduce the hotel's environmental footprint.

Certifications

GSTC – Global Sustainable Tourism Council

Certification by the GSTC confirms that NJV Athens Plaza applies internationally recognized sustainability standards in tourism. The hotel became the **first in Greece** to receive this important distinction in 2024, fully incorporating sustainability principles into its operations and strengthening its commitment to responsible tourism.

ISO 14001 – Environmental Management

Implementation of procedures to assess and control the environmental impact of the hotel's activities, as part of responsible operations.

ISO 45001 – Occupational Health and Safety

Risk prevention and the creation of a safe and healthy work environment, through systematic identification and evaluation of occupational hazards.

ISO 50001 – Energy Management

Establishment of energy-related goals and monitoring of energy consumption to optimize the hotel's energy performance.

ISO 22000 – Food Safety Management

Adoption of strict procedures to eliminate risks related to food safety, protecting the health of guests.

“Greek Breakfast” Certification

Accreditation by the Hellenic Chamber of Hotels, guaranteeing the authenticity and quality of local products and recipes offered during breakfast.

Award

In 2024, NJV Athens Plaza was honored with the **Better Hospitality Award (BHA) for Europe** – a distinction granted to hotels that demonstrate a strong commitment to responsible hospitality, sustainable operations, and meaningful social impact.

The evaluation was based on a comprehensive set of quality criteria, including guest experience, environmental practices, inclusion policies, and corporate social responsibility initiatives.

The BHA stands under the auspices of the United Nations and promotes sustainability and social responsibility in the hospitality sector, fully aligned with the UN Sustainable Development Goals (SDGs).

This award represents a significant recognition of NJV Athens Plaza's ongoing efforts to operate with care for people, society, and the environment, while continuously enhancing the quality of its services.



Membership in Organizations

- Member of the United Nations Global Compact
- Member of the Global Sustainable Tourism Council
- Member of the Alliance to Reduce Food Waste

Commitment to Stakeholders

NJV Athens Plaza is committed to transparent communication, quality service, and responsible operation through continuous collaboration with its stakeholders:

- **Board of Directors**

Providing accurate and transparent information aligned with strategic objectives.

- **Guests**

Offering personalized and high-quality experiences aimed at full satisfaction.

- **Human Resources**

Supporting and enhancing professional development by fostering a positive and supportive work environment.

- **Suppliers**

Creating transparent and stable partnerships, ensuring the quality of products and services provided.

- **Local Community**

Actively contributing to the local economy and society with respect for the natural and cultural environment.

- **Authorities**

Ensuring regulatory compliance and proper communication, strengthening the trust of public and institutional bodies.

Financial Performance

Message from the Financial Director

2024 was another year of growth momentum for our company. Despite intense competition, we managed to strengthen our market position, increase the efficiency of our operations, and invest in strategic areas (such as the renovation of 33 rooms), enhancing our competitiveness. Indeed, the year's results confirm the correctness of the strategic decisions made by NJV Athens Plaza management.

Regarding the renovation of rooms and common areas at NJV Athens Plaza and its importance,

I would like to refer to a recent study (published last week) by INSETE titled "Evaluation of Hotel Customer Satisfaction in Greece and Competitor Countries (November 2024 – March 2025)," which recorded as negative feedback from tourists - customers that "Rooms and bathrooms present maintenance and aging problems."

Beyond this, the renovation ensures something even more important: the strengthening of the NJV Plaza brand name and the premium stay experience for our hotel guests.

Regarding financial indicators, the Revenue for 2024 amounted to €12,208,843 compared to €11,764,264 for 2023, while the Average Room Rate for 2024 was set at €259 compared to €227 in 2023. These two specific indicators highlight the sustainable momentum of our operational profitability and create reasonable expectations for further strengthening results by year-end.

At this point, I would also like to mention the broader macroeconomic environment within which we operate, as it directly affects both our business decisions and growth prospects.

Starting with the positive tourism outlook: In the first five months of the year, international air arrivals increased according to the ISETE statistical bulletin. Specifically, during January–May 2025, 6.3 million international air arrivals were recorded, showing an increase of +351 thousand / +5.9% compared to the same period in 2024. In May, 3 million international arrivals were recorded, an increase of +153 thousand / +5.3% compared to May 2024.

Regarding the negatives, according to the recent study "Tourism Pillar: Key Features, Economic Impact, Challenges, Opportunities, and Policy Proposals" by Eurobank, "in recent years the Greek tourism model has shifted towards 'more tourists staying less time and spending less money.' A key point is that the average traveler expenditure decreased to €530.6 in 2024 from €640.4 in 2010. This reflects the reduction of the average length of stay in Greece to 5.9 nights in 2024 from 9.3 in 2010."

In closing the presentation of the year's financial performance, I would like to warmly thank all teams and departments for their contribution to the steady and positive results we recorded. Consistency in implementing our strategic planning, careful resource management, and continuous adaptation to the broader economic environment have strengthened the company's resilience and competitiveness.

Kallirroï Patsea

Financial Director

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Financial Performance of NJV Athens Plaza

	2023	2024
Total Revenue (Turnover)	€11,674,264	€12,208,843
Occupancy Rate	67.00%	60.53%
Average Room Rate	€227.00	€259.00
Gross Profit Margin	35.53%	35.49%
Operating Costs	€7,525,704	€7,875,400
Operating Profit	€4,148,560	€4,333,443
Profit Before Tax	€2,982,227	€3,056,852
Total Investments	€360,000	€3,116,684
Equity	€24,049,851	€26,424,252
Total Assets	€31,420,194	€34,122,229

Human Resources

Human Resources constitute the fundamental pillar of the operation and success of NJV Athens Plaza. With respect for the people working at the hotel, responsible policies and procedures are adopted to ensure:

- Health and safety in the workplace.
- Equal treatment and the promotion of equal opportunities.
- Continuous professional development through targeted training programs.
- The well-being and satisfaction of employees.
- Active participation in the values and activities of the Organization.

Message from the HR Manager

NJV Athens Plaza continuously recognizes and rewards its Human Resources, respecting the people who work there. Beyond efforts to create a healthy and lawful working environment, the hotel believes that the satisfaction and ongoing motivation of its Human Resources for personal and professional growth will contribute, in the long term, to better achievement of its goals, higher quality of service to Guests, and the sustained establishment of the Hotel in the Market.

It is important to highlight that, in recent years, voluntary exit programs for staff have been successfully implemented. These programs aim to financially support older age groups of employees who are approaching retirement.

Based on this, targeted training programs are also developed for younger staff, to integrate them both technically and administratively into the Organization's "culture." Due to this significant shift in the age pyramid, NJV Athens Plaza now offers more than ever new opportunities for the development of its Human Resources, creating a renewed career path for each individual.

Vasilis Katsikeas

HR Manager

Equal Opportunity and Human Rights Policy

NJV Athens Plaza applies a zero-tolerance policy against any form of discrimination, violence, or harassment. This policy ensures equal opportunities for all employees, regardless of gender, age, origin, religion, or other characteristics. It is fully aligned with international human rights standards and applies across all hotel operations.

Principles for Human Rights and Labor Relations

The hotel supports the principles of the International Labour Organization (ILO) and the UN guidelines for Sustainable Development. Relevant procedures include:

- Safe and dignified working conditions.
- Transparent and fair hiring processes.
- Prohibition of all forms of violence, harassment, forced or child labor.
- Support for freedom of expression and the right to collective bargaining.
- Promotion of work-life balance.
- Access to opportunities for professional development and training.

Structure and Composition of Human Resources

- **Average number of employees:** 174
- **Gender distribution:**
 - Women: 50.4%
 - Men: 49.6%

Benefits and Programs

- Group health insurance program for employees and their families.
- Daily meal provision.
- Training programs in hospitality, focusing on customer service and skills development.
- Certified First Aid seminars.
- Reward programs such as “Employee of the Month” and “Employee of the Year.”
- Financial incentives and productivity bonuses.
- Voluntary blood donation program and operation of a Blood Bank for staff and their family members.

Developments and Targeted Actions

Recently, voluntary exit programs have been successfully applied for employees approaching retirement, aiming to support them and facilitate a smooth transition to the next phase of their lives. Concurrently, targeted training programs are implemented for younger staff to effectively integrate them into the Organization's culture.

Within the framework of strengthening social responsibility and participatory culture, additional initiatives have been organized that create a positive impact on both society and the environment. Examples include:

- The participation of employees and their families in a **volunteer activity at the Center of the Earth**, aiming to connect with nature and raise awareness of environmental issues.
- **A food collection initiative from the local market** in cooperation with the NGO **"Boroume,"** aimed at supporting vulnerable social groups and promoting the circular economy.

These initiatives offer multiple benefits as they contribute to creating social impact, promoting environmental awareness, and simultaneously strengthening the cohesion of Human Resources, fostering a spirit of cooperation and collective responsibility.

Through continuous support for professional development and the promotion of participatory actions, NJV Athens Plaza shapes a stable, human-centered, and responsible work environment, remaining competitive and consistent with its core values.



Social Action

Contribution to Society and the Local Community

NJV Athens Plaza remains firmly committed to the principles of social responsibility, implementing initiatives aimed at meaningful support for vulnerable groups and continuous strengthening of the local community.

Ongoing Initiatives

- Food donations to families and institutions in Athens.
- Support for basic needs through distribution of goods to homeless people, elderly, and refugees.
- Employee participation in social activities promoting solidarity.
- Collaboration with local producers and businesses, contributing to the reinforcement of the local economy.



Support Actions 2023–2024

During 2023–2024, many of our established social actions continued and were further strengthened, alongside additional support activities:

Category of Action	Description of Actions	Number of Beneficiaries
DON ACTION Campaign	Total donation of 1,744 kg of clothing from guests and staff (in collaboration with NGO RECYCOM)	350
Clothing / Linen	<ul style="list-style-type: none"> - Support for 160 elderly people at the Athens Nursing Home (clothing) - Donation of 152 linen items to Korydallos Prison (duvets) - Linen support to the “ELPIDA” Oncology Unit (200 towels, 14 duvets, 3 blankets, 20 pillows) 	172
Food	<ul style="list-style-type: none"> - Food donations to the Athens Nursing Home (160 elderly) - 600 meals for impoverished and homeless people at Agios Georgios, Kerameikos 	760
Furniture	<ul style="list-style-type: none"> - Support for 40 migrants in hospitality structures (furniture) - Support for 80 flood victims in Thessaly (beds, nightstands, tables, chairs) - Support to Doctors of the World (furniture) 	150
Health / Patient Support	<ul style="list-style-type: none"> - Donation of medical equipment to EKAV (training dummies, pulse oximeters) - Accommodation for a pregnant woman from a remote area via HOPE Genesis (delivery in Athens) - Support to Doctors of the World - Participation and cost coverage for actions of the Panhellenic Association “Alma Zois” 	151
Education	Hosting of 50 tourism students for internship placements	50
Total Beneficiaries		1,633

Cultural Promotion

- **Piano City® Athens:** Participation in the city's premier cultural event, highlighting the hotel's connection with the local cultural scene.
- Support for cultural activities that showcase the cultural heritage and strengthen the hotel's link to the community.
- By sponsoring 500 copies of Anna Grimani's book titled ***100 Personalities Seeking Hellenism***, the hotel contributed to the promotion and preservation of Greek culture and heritage, highlighting the richness and diversity of Greek society, history, and achievements, fostering a sense of pride and appreciation among both locals and visitors.

Sports Participation for Charity Purposes

- **Run Bike Care** (for cancer survivors)
- **Race for the Cure** (for breast cancer awareness)



Participation in International Awareness Days

Believing that promoting Global Awareness Days can be a significant catalyst for raising awareness and action, we highlighted the following days to stakeholders and on social media:

Human Rights & Social Justice

- United Nations Day
- Human Rights Day
- Social Justice Day
- International Day for the Eradication of Poverty
- International Day for the Elimination of Violence against Women
- International Women's Day

Health & Well-being

- World Health Day
- Occupational Health and Safety Day
- World Nutrition Day

Animals & Nature

- World Animal Day

Education & Culture

- International Day of Education
- International Museum Day

Solidarity & Volunteering

- International Charity Day
- International Volunteer Day

Environment & Climate Action

- Earth Hour
- Zero Emissions Day
- Clean Energy Day
- World Environment Day
- Biodiversity Day
- International Day of Forests
- World Water Day
- Climate Action Day

Tourism

- World Tourism Day



30.03
International Day of Zero Waste

Environmental Performance

Energy Efficiency

Additional measures were implemented to improve energy efficiency, aiming to reduce the carbon footprint and enhance the hotel's sustainable operation for the years 2023 and 2024.

Water Conservation

Water-saving practices were upgraded through the installation of equipment that limits consumption and promotes sustainable management.

Waste Management

Waste reduction and recycling programs were strengthened to reduce environmental impact and support the principles of the circular economy.

Environmental Management System

A comprehensive system for monitoring and continuously improving environmental performance was installed, reinforcing the strategic planning for sustainability.

Greenhouse Gas Emissions Inventory and Reduction

The strategy for carbon footprint neutrality includes the recording and evaluation of greenhouse gas emissions based on the three scopes of application:

Scope 1: Direct emissions from owned or controlled sources.

Scope 2: Indirect emissions from the consumption of electricity, heating, and cooling.

Scope 3: Other indirect emissions, such as those related to the supply chain and business travel.

The current inventory includes Scopes 1 and 2, with plans to gradually include Scope 3 in the next inventory stage.

The main emission reduction measures include:

- Energy saving
- Waste reduction
- Zero leakage of refrigerants into the environment
- Minimization of chemicals in the waste system
- Rational use and reduction of water consumption

Sustainability Program 2030

In alignment with the New Climate Law, the hotel commits to reducing greenhouse gas emissions by 30% by 2030.

This strategy is based on:

- Sustainable management of environmental resources
- Support of the local community
- Application of circular economy principles
- Strengthening resilience to the climate crisis
- Gradual transition to NET-ZERO by 2030 and 2050

The implementation of this strategy is expected to enhance the hotel's reputation and competitiveness, strengthen trust with employees, guests, suppliers, and partners, and shape a sustainable business model for the future.

Sustainability Management Report NJV Athens Plaza (2023–2024)

Energy Consumption

During 2023–2024, the hotel's energy consumption showed significant fluctuations closely related to occupancy rates and facility usage.

In 2023, total energy consumption peaked during the summer months (maximum value: 362,079 kWh in February), while in 2024 a decrease was recorded, with lower values during months of low occupancy, reaching 149,988 kWh in December.

Electricity consumption showed savings trends, ranging from 117,818 to 256,260 kWh in 2024, compared to 132,813 to 247,748 kWh in 2023.

Meanwhile, natural gas consumption significantly decreased (from 19,655 Nm³ in February 2023 to a maximum of 11,601 Nm³ in 2024), attributed to more efficient energy management and technological improvements.

Water Consumption

In 2023, the average water consumption was 311 liters per overnight stay, totaling 23,533 m³ for 75,564 overnight stays. In 2024, despite the reduced total overnight stays (71,451), consumption was limited to 22,000 m³, resulting in an average of 308 liters per overnight stay. This difference indicates consistent application of efficient water-saving practices.

Waste Management

In 2024, positive results were recorded in waste management, with a significant reduction of waste by 21.22% (a decrease of 16,536 kg), as well as increases in categories such as:

- **Electrical equipment (170%)**
- **Batteries (31 kg)**
- **Fats and Clothes/Fabrics significantly increased**

The enhancement of material sorting and recycling strengthens the hotel's commitment to responsible waste management and reducing its environmental footprint.

Conclusions and Prospects for 2025

The steady reduction in energy and water consumption, as well as progress in waste management, reinforce NJV Athens Plaza's sustainability strategy. For 2025, goals include:

- Strengthening **digital consumption monitoring**
- Implementing **innovative resource-saving solutions**
- Expanding **recycling and reuse initiatives**
- Maintaining **service quality** alongside environmental responsibility

Systematic monitoring and continuous performance improvement are the foundation of the hotel's environmental strategy, confirming its commitment to sustainable hospitality.

Detailed Energy Consumption Report (2023 – 2024)

Electricity Consumption

Electricity consumption in 2024 decreased by approximately 6% compared to 2023, due to the implementation of saving technologies such as LED lighting and energy efficiency control systems.

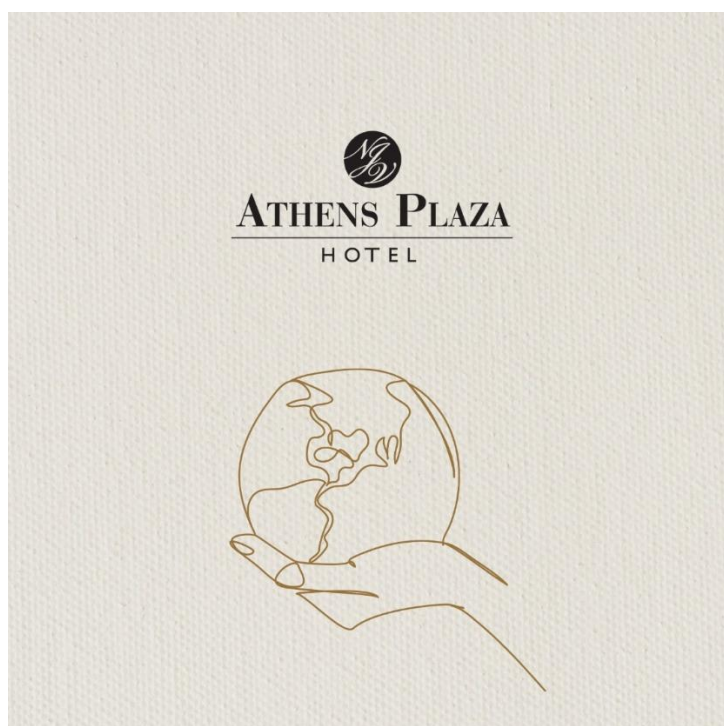
The months with the highest consumption remain summer months, due to air conditioning.

Natural Gas Consumption

In 2024, natural gas consumption decreased by approximately 18% compared to 2023, as a result of optimization of heating and hot water production systems.

Detailed Water Consumption

Total water consumption remained almost stable, with a 2% decrease in 2024 compared to 2023, thanks to the use of low-flow devices and improvements in facilities.



Detailed Waste Management (2023 – 2024)

Waste Type	2023 (KG)	2024 (KG)	Change (%)	Comments
Lamps	45.50	51	+12.09%	Slight increase
Waste	77,930	61,394	-21.22%	Significant decrease of 16,536 KG
Paper	20,900	21,670	+3.68%	Slight increase of 770 KG
Metals	1,400	1,018	-27.29%	Decrease of 382 KG
Electrical Equipment	40	108	+170%	Large increase
Ink/Toner	-	-	-	No quantity recorded both years
Batteries	-	31	-	Increased effort in battery collection
Oils	1,890	1,450	-23.28%	Decrease of 440 KG
Soaps	170	-	-	No quantity recorded
Glass	16,630	17,015	+2.31%	Slight increase of 385 KG
Food Waste	26,020	28,207	+8.41%	Increase of 2,187 KG
Fats	-	3,110	-	New record for 2024
Clothes/Fabrics	744	970	+30.38%	Increase of 226 KG

Notes

1. **Increase in food waste:** due to higher consumption activity; composting practices will be promoted.
2. **Metal recycling:** reduction implies lower waste generation.
3. **Fats:** recording in 2024 shows a significant initiative reinforcing environmental policy and providing an example of innovation in waste management.
4. **Waste and recycling:** the reduction in total waste combined with increases in paper, glass, and clothes categories indicates improved sorting practices.

Efficiency Analysis

- The main reductions were in waste (-21.22%) and oils (-23.28%).
- Paper and glass categories showed steady progress, while the fats category was added in 2024 as a sign of expanding waste management actions.

Conclusions & Perspectives

- The reduction of energy consumption by **6%** and natural gas by **18%** certifies the effectiveness of the saving measures, in alignment with the requirements of ISO 50001 for energy management.
- The reduction of waste by **21%** and the enhancement of recycling support the principles of the **circular economy** and comply with the directions of **ISO 14001**, the environmental management standard.
- Maintaining water consumption at low levels (-2%) aligns with the requirements for sustainable use of natural resources, reinforcing compliance with **GSTC** (Global Sustainable Tourism Council), which demands efficient water management.
- The increase in recorded amounts of special waste (such as IT equipment and clothing) is connected to the strengthening of internal traceability.
- The practices applied confirm compliance with **GSTC** criteria, based on which the hotel has been certified, making it the first in Greece to receive this international environmental distinction.
- Certification with **ISO 45001** strengthens the link between environmental and social issues, highlighting the safe and healthy operation of the hotel for both employees and guests.
- These achievements result from a holistic approach that combines compliance with international standards, continuous monitoring of indicators, and active involvement of all business departments.
- Finally, integrating environmental objectives into the company's strategic pillars confirms the commitment to long-term **sustainability** and responsible operation.

Compliance per Environmental Standard

Certification	Requirements	Our Response
GSTC (Global Sustainable Tourism Council)	<ul style="list-style-type: none"> - Holistic environmental and social management - Energy & water efficiency - Waste & hazardous material management - Local community engagement 	<ul style="list-style-type: none"> - First hotel in Greece certified by GSTC - Energy reduction (-6%) & natural gas reduction (-18%) - Waste reduction (-21%) & increased recycling - Monitoring of specific waste (soap, clothes, electronics) - Social actions & inclusion initiatives
ISO 14001 (Environmental Management)	<ul style="list-style-type: none"> - Recording & reduction of environmental impacts - Legal compliance & continuous improvement 	<ul style="list-style-type: none"> - Monitoring of energy and environmental indicators - Management of 12 recycling streams - Documentation and safe disposal of hazardous & electronic waste - Documented policies & annual targets
ISO 50001 (Energy Management)	<ul style="list-style-type: none"> - Monitoring & improvement of energy performance - Integration of energy strategy into operations 	<ul style="list-style-type: none"> - 6% reduction in energy consumption - Staff training on energy-saving measures - Use of more efficient equipment & lighting
ISO 45001 (Occupational Health & Safety)	<ul style="list-style-type: none"> - Risk management for employees & guests - Safe & healthy working conditions 	<ul style="list-style-type: none"> - Monitoring of special waste with a focus on safety - Regular staff training & emergency drills - Collaboration with external partners for safe waste disposal

Service Upgrades with Emphasis on Comfort and Sustainability

Our hotel continued to provide high-quality services to guests. Positive customer feedback confirms the value we place on continuously improving their experience.

Our location remains one of the key success factors, with 94.95% of guests expressing satisfaction with ease of access and proximity to important city points.

Service upgrades included high-speed Wi-Fi, improved cleaning services, and renewed reception services, positively impacting customer satisfaction.

We are investing in further infrastructure improvements, including the full renovation of 50 rooms into smart rooms, soundproofing, and general infrastructure upgrades to reduce noise levels, improve guest comfort, and contribute to sustainability.

Through ongoing staff training, we ensure excellent service is provided to every guest, regardless of the length of stay.

Message from the Head of Sustainability & ESG

This report records the significant progress we achieved during 2023–2024, implementing meaningful initiatives that enhanced our positive impact on the environment, society, and economy. With planning, consistency, and a strong sense of responsibility, we dynamically integrate sustainability principles into every aspect of our operation.

*2023 was a turning point for our strategy. In 2024, our efforts culminated in two important recognitions: our hotel became **the first in Greece to be certified according to the Global Sustainable Tourism Council (GSTC) standards**, and in the same year, we were awarded the **Better Hospitality Award for Europe** under **the Better Hospitality Initiative (BHI)**, for our innovative and responsible practices.*

With the strength of our team and collaboration with guests, suppliers, and all involved stakeholders, we move forward with a clear goal: to lead developments and shape a future of durability, quality, and positive impact.

In 2025, we find ourselves more mature, more determined, and more ready than ever to create long-term value for society, the environment, and tourism.

Rosa Tsirigoti

Head of Sustainability & ESG