



TUI MAGIC LIFE
CANDIA MARIS



Sustainable Development Report 2022



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Message from the General Manager

Dear readers,

True to our vision and consistent dedication to sustainable development, we do our utmost every day at TML Candia Maris 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 TML Candia Maris in the framework of the Sustainable Development Strategy of the Metaxa Hospitality Group, for the financial year 2022.

Serafim Karouzakis

General Manager of TML Candia Maris



**Sustainable
Development
is the
cornerstone
of our journey**



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About the Report

This publication constitutes the annual Sustainable Development Report of the TML Candia Maris.

The Report describes the responsible business practices as well as the results of the programmes implemented in the context of the Resort's Sustainable Development strategy for the financial year 2022, 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 environment, the society and the economy according to the new GRI Standards and the UN Sustainable Development Goals





Sustainable Hospitality

We create authentic experiences



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About the Resort



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

It is located 11 kilometers from Heraklion International Airport and only 6 kilometers from the city center and operates during the summer months of April - November. Its location is ideal for visitors who want to discover both the east and west coasts of the island of Crete, the city center of Heraklion and the traditional villages of mainland Crete. The location in front of the 400 meters sandy beach with the clear blue waters, the wide variety of sports facilities and the wellness activities are the highlights of the hotel. Some of the 320 modern rooms have private gardens with Jacuzzis and/or private and shared pools with stunning sea views.

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

www.candiamaris.gr



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About the Resort

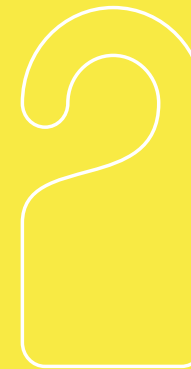


Opening
Year

1995

Capacity

320
Rooms



Facilities



Areas

73,000 m²



Green Areas

22,739 m²



**Wellness
Center**

2,000 m²



Pools



Sport



Restaurants

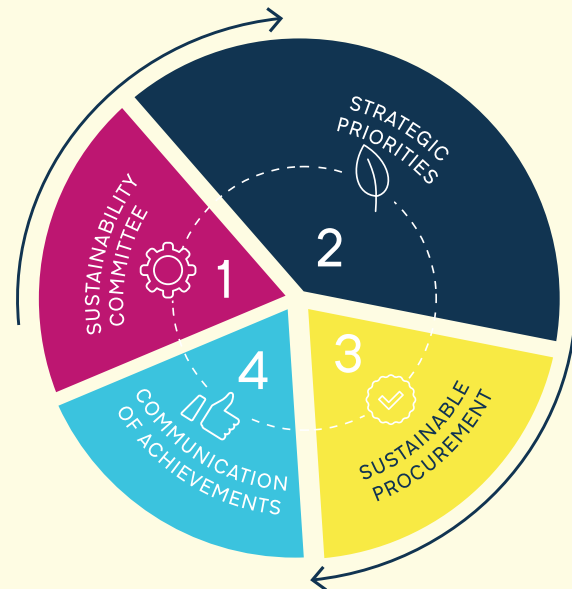


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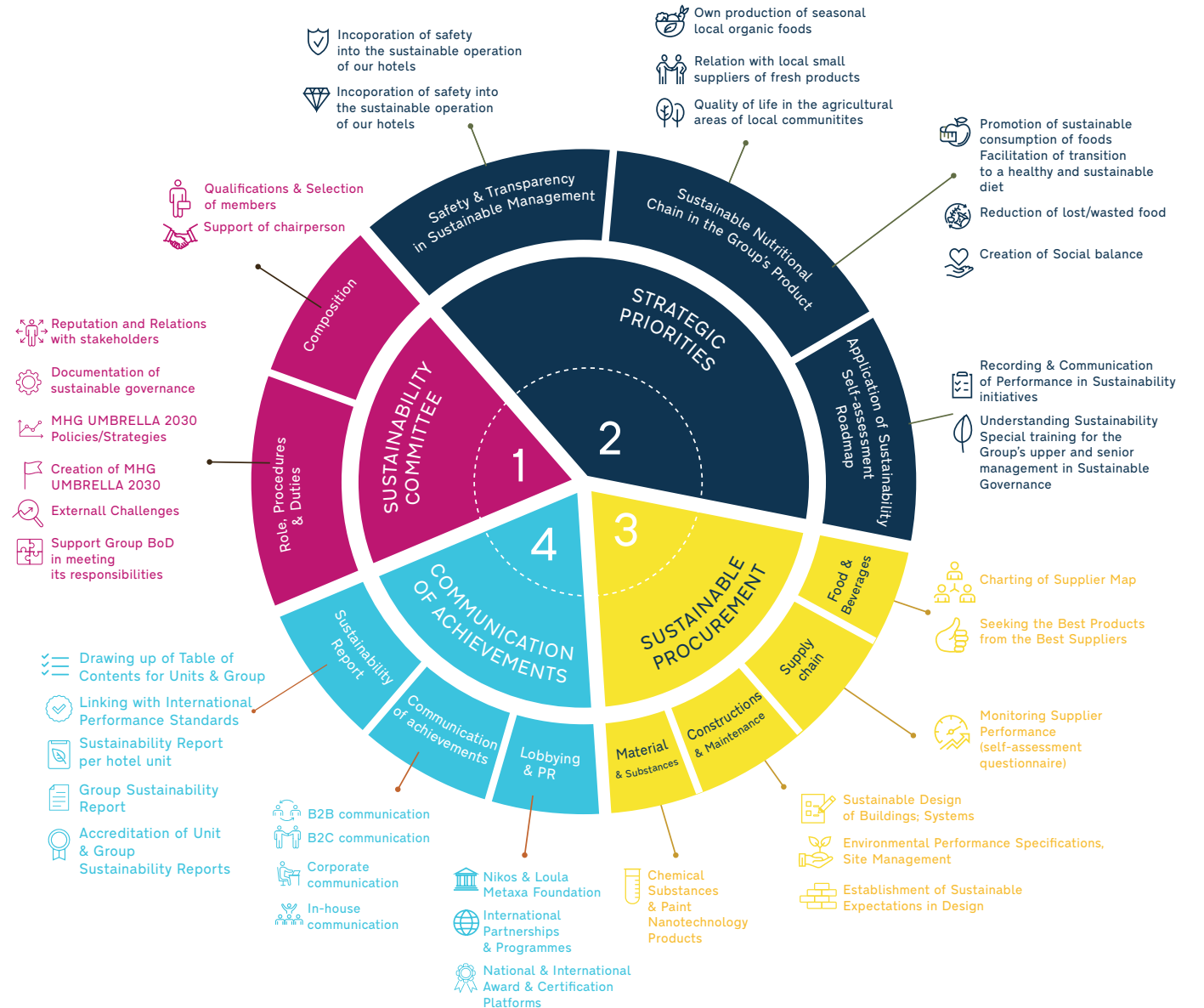
Sustainable Development Strategy

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 TUI Magic Life Candia Maris, 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.

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



The figure below illustrates the above fields as well as the corresponding individual actions they consist of:





Sustainable Operation

**We operate
Responsibly**



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Corporate Governance

The TUI Magic Life Candia Maris sustainable development issues are discussed with management team 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. The Sustainability Committee:



The Sustainability Committee consists of the following 14 members who are members of the BoD, Group executives and strategic partners.

① Chairman	Andreas Metaxas	Chief Executive Officer, CEO
② Deputy Chairman	Konstantinos Triantafyllis	Marketing & PR Director
③ Member	Giorgos Skouras	Chief Financial Officer, CFO
④ Member	Giannis Metaxas	Chief Asset Management Officer, CAMO
⑤ Member	Manos Bormpoudakis	Chief Operating Officer, COO
⑥ Member	Nikos Vlasiadis	General Manager, Creta Maris Resort
⑦ Member	Serafeim Karouzakis	General Manager, TML Candia Maris
⑧ Member	Christos Seizis	General Manager, Santo Pure Oia Suites & Villas
⑨ Member	Nikos Sfakianakis	Sales Director & Development Consultant
⑩ Member	Laurent Barelrier	Revenue Director
⑪ Member	Loula Metaxa	HR Manager
⑫ Member	Christos Kouteranis	Property Manager
⑬ Member	Giorgos Gatzilakis	Project Manager Capital Markets
⑭ Member	Sotiris Bampagiouris	CEO, Local Food Experts s.c.e.

In 2022, within the framework of the Sustainability Committee, a special sub-committee entitled "Audit & Implementation Body" was established, aiming at the Group's more direct and holistic management of Sustainable Development issues, the alignment with the fields of application of the Sustainable Development strategy and the maximum utilization of the resulting benefits. Regular members of the Body are the Deputy Chairman and 3 out of the total 14 members of the Sustainability Committee, while ad-hoc members are the Chairman of the Group and the chairman of Local Food Experts*.

The members of the Audit & Implementation Body propose, suggest, evaluate, and occasionally decide on Sustainable Development issues that are characterized as urgent, as well as on issues related to the Sustainable Development strategy (e.g., issues related to the Group's strategic priorities, sustainable procurement, communication of achievements and the Sustainability Committee).

At the same time, the members of the subcommittee meet for discussion and undertake the role of informing the Sustainability Committee about actions, collaborations and initiatives that may arise, before proceeding with their implementation. For 2022, no emergency or urgent matters were recorded.

Specifically, the Audit & Implementation Body:

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

* Local Food Experts is a company that is part of the innovative activity of the Social Cooperative Enterprises that in recent years are considered as the Third Pathway sector among EU countries' business activities. -



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Data Security Policy

Personal Data Privacy Policy

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

The Group has:

- > Data Protection Officer (DPO) internally within the Group.
- > External partner as a Data Protection Officer consultant to control and provide training on relevant issues.
- > Data Protection Coordinator (DPC) at Creta Maris Resort
- > Information Security Officer (ISO).

TUI Magic Life Candia Maris as member of Metaxa Hospitality Group recognizes the importance of personal data protection. Therefore, the Resort implements the General Data Protection Regulation (GDPR) to process personal data in accordance with European legislation. The Resort's stakeholders are at the core of its commitments and as such, the respect and protection of their personal data constitutes a main concern.

In this context, TUI Magic Life Candia Maris complies with the key data protection principles and implements the following policy to ensure that personal data is processed correctly:

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







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Health & Safety

Committed to Caring

At TUI Magic Life Candia Maris, during 2022 we implemented a targeted health and safety programme for employees and guests for, thereby ensuring the smooth operation of our resort in a completely safe environment, based on a targeted action plan, which includes the following key points:

-  **Full implementation of special health protocols based on guidelines set by official authorities**
-  **Collaboration with a doctor within the hotel**
-  **Staff training by the University of Crete**
-  **Certifications**
Health First from the Hellenic Chamber of Hotels

Following all the Hygiene, Food & Safety standards, the Resort received in 2022, Hazard analysis and critical control points (HACCP), which demonstrates the high priority that the Resort places on food hygiene and safety.

The safety of our guests & employees is our priority

For Employees

For the TUI Magic Life Candia Maris, the creation and maintenance of a safe and healthy work environment is a longstanding priority. To this end, the resort 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.





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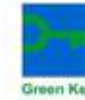
Certifications

TUI Magic Life Candia Maris

Travelife Gold Certification



The Green Key Certification



Greek Tourism Certification



Ecarf Quality



HACCP



Greek Breakfast



We do local Hospitality



Blue flag Award



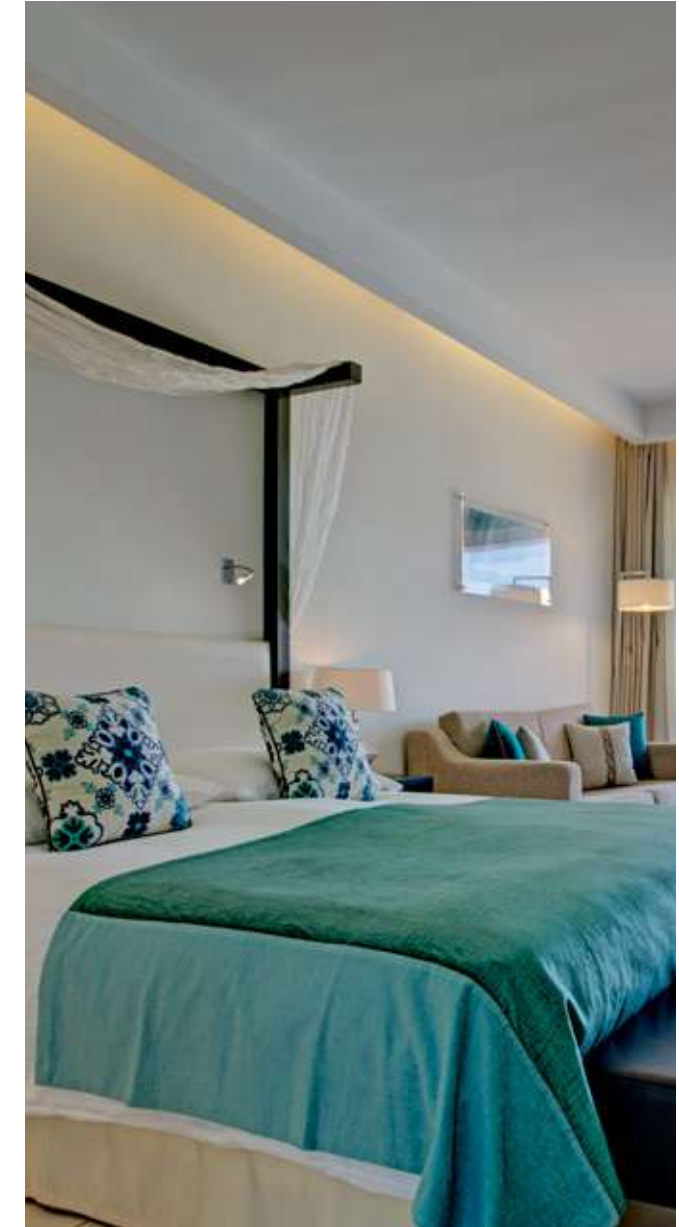
Costa Nostrum Sustainable Beaches



DIO/Certification Scheme on Organic Products



Bike friendly hotel





For the Environment

**Reducing
our Environmental
Footprint**



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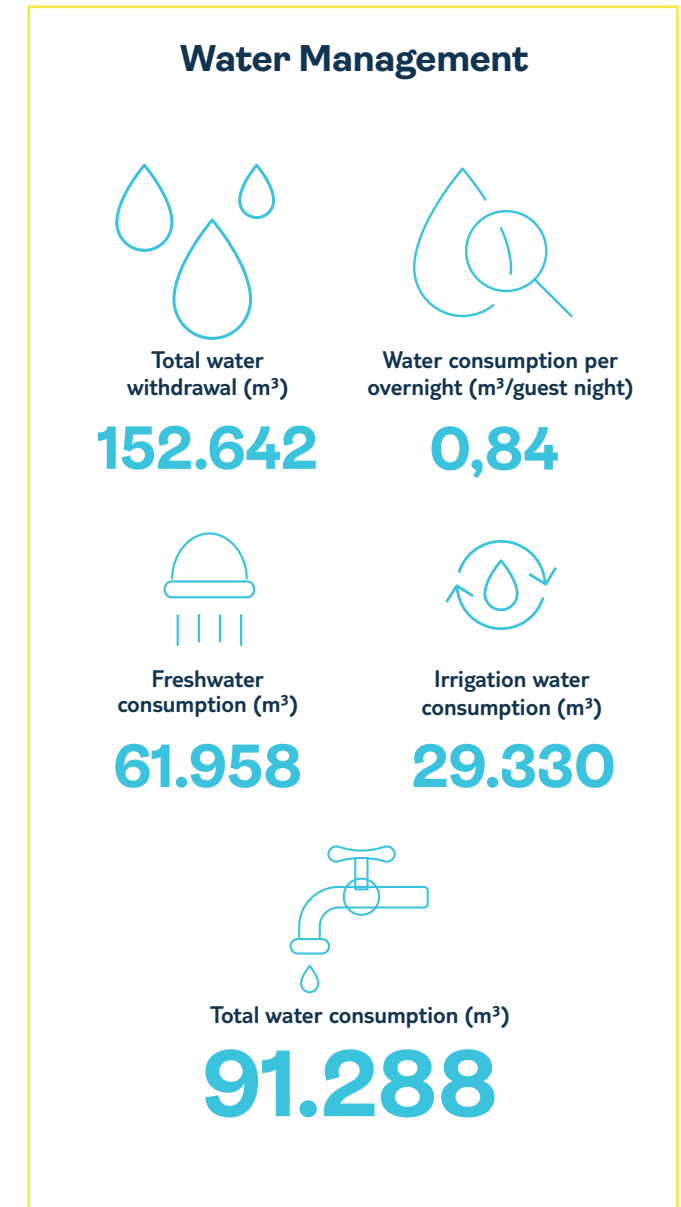
Water

At TUI Magic Life Candia Maris, we implement programmes that aim at reducing water consumption and improving its quality for the hotels' everyday needs:

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



9
Significant Water Management Actions

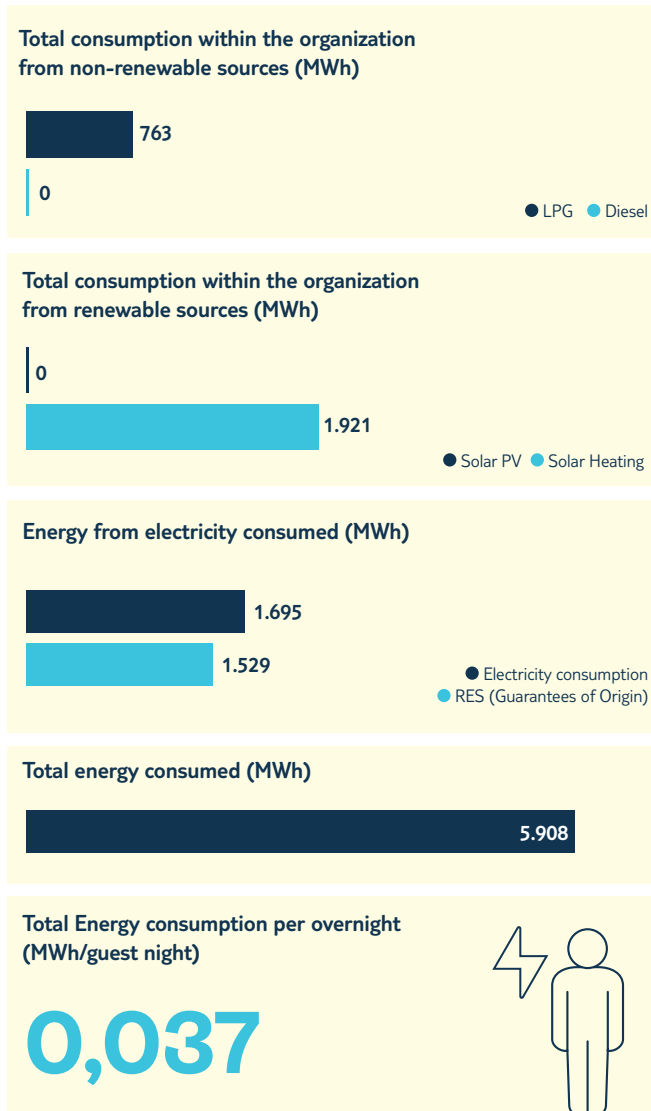




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Reduction of Carbon Footprint

Energy Management



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Energy Efficiency Initiatives in our Systems

Energy Efficiency

Installation of electric vehicle charging stations has commenced at TUI Magic Life Candia Maris.

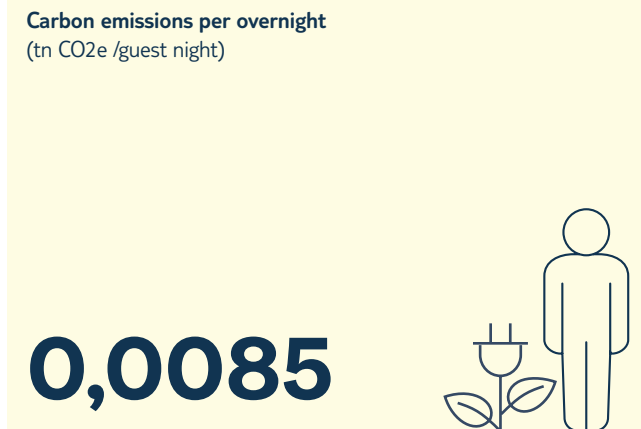
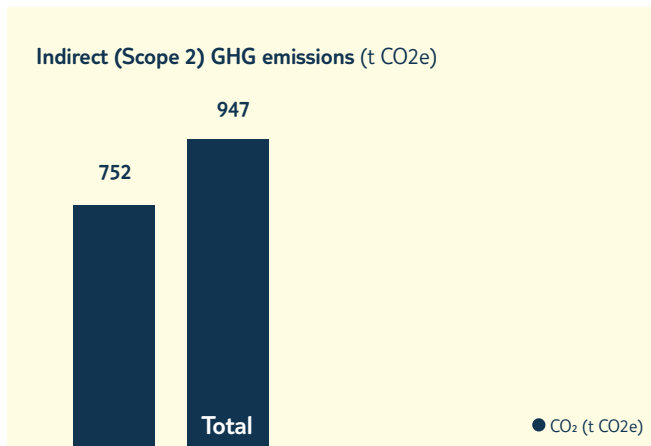
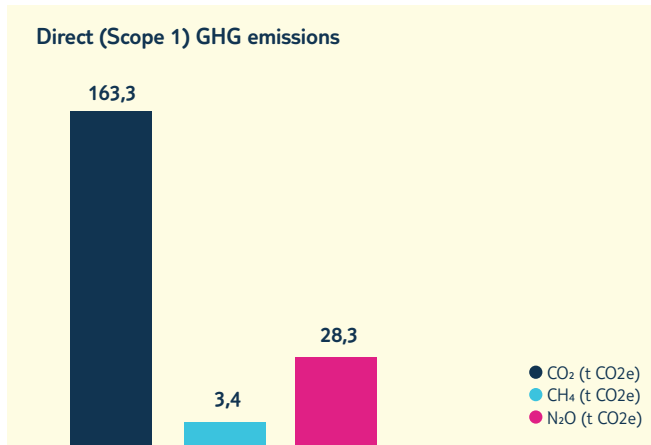
Energy efficiency is achieved through:

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

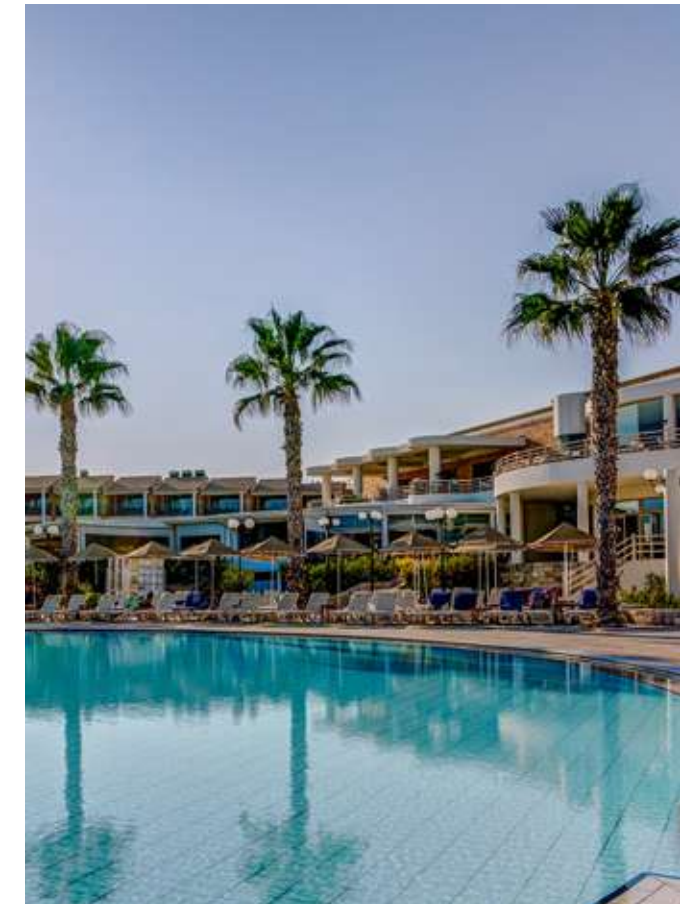


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GHG Emissions



**Steadily reducing
our carbon
footprint**





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Waste & Resource Intensity

Zero Waste to Landfill

Organic Waste

In support of the “Zero waste to landfill” target, TUI Magic Life Candia Maris contributed to its achievement through the separation and management of 6,24 tons of organic waste from its kitchens and its restaurants, which would otherwise be destined for landfill. For 2022, waste from all resort’s restaurants was transferred to the facilities of SYCHEM Group’s Bioenergy Crete, where it was converted into biogas for power generation.

**On the road
to zero waste**



We separated
and managed
6,24
tons of organic
waste





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Recycling

The Resort, with a sense of responsibility, has taken significant actions to reduce and recycle plastic in its facilities. To this end, it has proceeded to:

- > Replacement of plastic straws and cups with paper products
- > Replacement of disposable products at restaurants and bars with wooden products
- > Replacement of disposable bathroom amenities with refillable containers

The Resort collects plastics from all hotel departments, separates them in separate bins from all other waste, weighs them on special scales in the warehouse departments of each hotel and then forwards them to the recycling bin, from where they are collected by special recycling companies such as "Creta Eco Phoenix".

Reduction Reuse Recycling

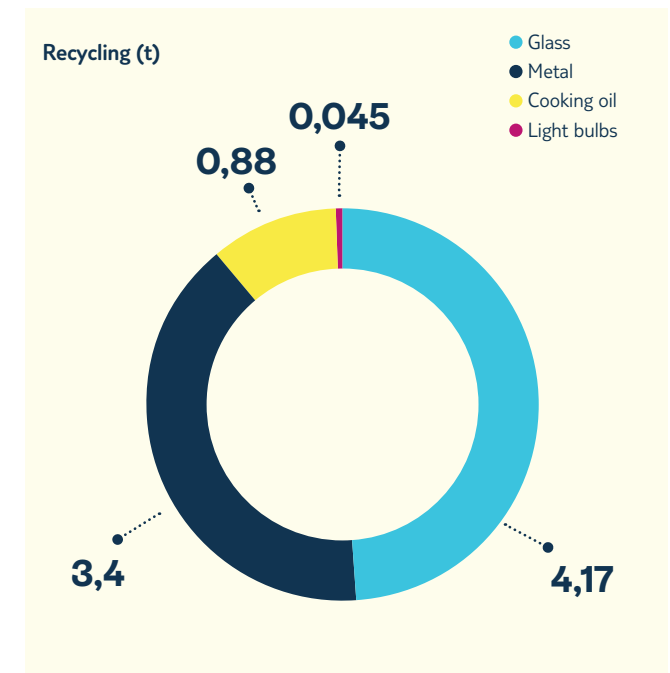


Reduction of Paper Use

With regard to the reduction of paper use, the Resort limits as much as possible the printed material providing information relating to each hotel (e.g. welcome card, room menus, notes page, envelopes, etc.) and instead forwards electronic information messages through an application installed on the TVs of the rooms, for their electronic display.

In addition, for the printing needs of the Resort, environmentally friendly paper certified by the Forest Stewardship Council (FSC) is used. FSC is an independent, non-profit organization, founded in 1993 with the aim of promoting an environmentally appropriate, socially beneficial and economically sustainable management of our planet's forests.

FSC certification provides the link between responsible forest management and the consumption of forest-derived products (timber, paper), allowing consumers to recognize responsible forestry products in stores around the world.





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Biodiversity Ecosystems & Soil

Sustainable Hotel Farming

At TUI Magic Life Candia Maris, as a member of Metaxa Hospitality Group, we designed and started implementing a 360° road map in 2021, and continued for a 2nd consecutive year in cooperation with the LFE Team, 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 resort.



Our Own Food Production

Using certified sustainable practices, we began cultivating the following in our resort's gardens:

- > organic herbs
- > organic fruits & nuts



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 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 TUI Magic Life Candia Maris, 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 resort's existing and future guests
- > Our partners and suppliers





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Coastal & Marine Biodiversity

The Resort has been certified according to the “Costa Nostrum – Sustainable Beaches” certification standard, which demonstrates respect for and protection of the coastal zone, wetlands close to our hotel beaches, and marine and coastal flora and fauna.





For Society

Growing in a Fair and Safe Environment



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Employees

Equal Participation

TUI Magic Life Candia Maris 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 Resort following the principles of Metaxa Hospitality Group is dedicated to maintaining a healthy violence- and harassment-free work environment for all employees, by developing an anti-violence and anti-harassment policy that directly and effectively deals with such incidents. In this context, training programmes are carried out for all employees during their initial training.

167

Employees in the Resort



100

Collective employment contracts



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 and therefore our Resort, as a highly preferred employer in the tourism industry for existing and future employees.

To this end, the TUI Magic Life Candia Maris as a member of Metaxa Hospitality Group steadily invests in the following voluntary benefits:

- > New employee referral bonus (for those employees who propose new prospective employees).
- > Season completion bonus (for those employees who will remain until the end of the season and will have completed at least 3 months of work).
- > Discount for employees' friends/ relatives who stay at the Group's hotels.
- > Free access to training sessions both during the summer season and during the winter (for those who wish).
- > Wedding and child allowance.
- > "Employee of the Month" award to the best employee of the month.
- > "Employee of the Year" award to the best employee of the year.
- > Provision of Meals at the staff restaurant.
- > Provision of uniform depending on the job position.



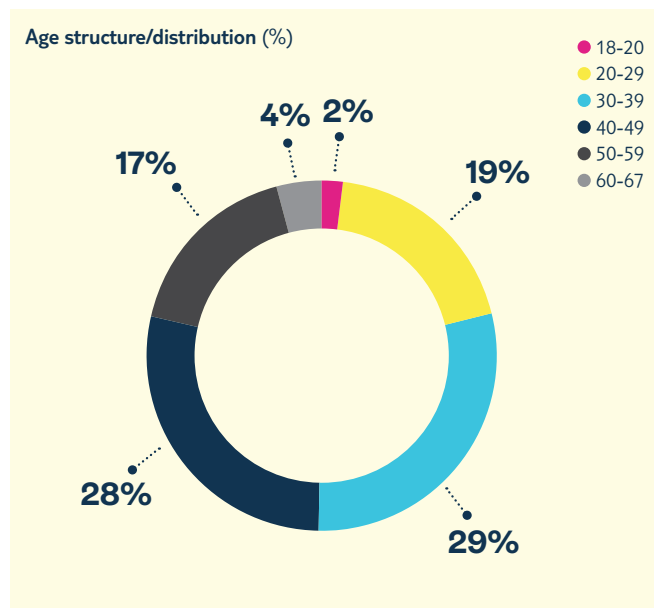
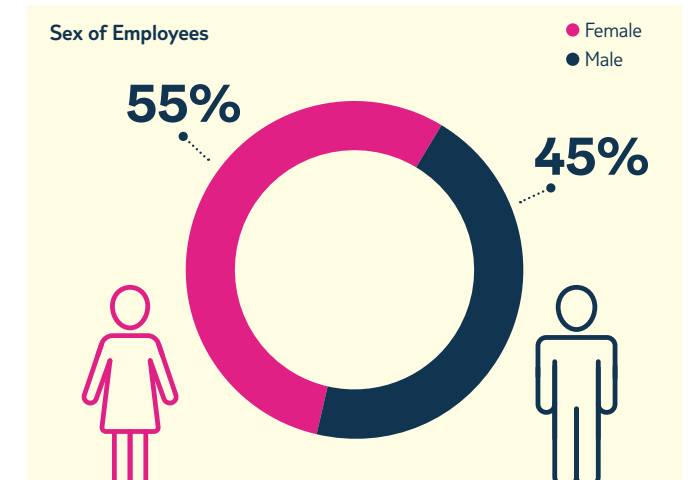
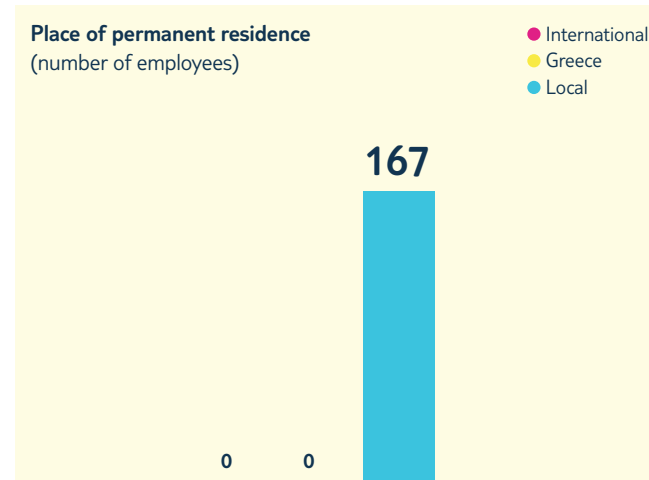
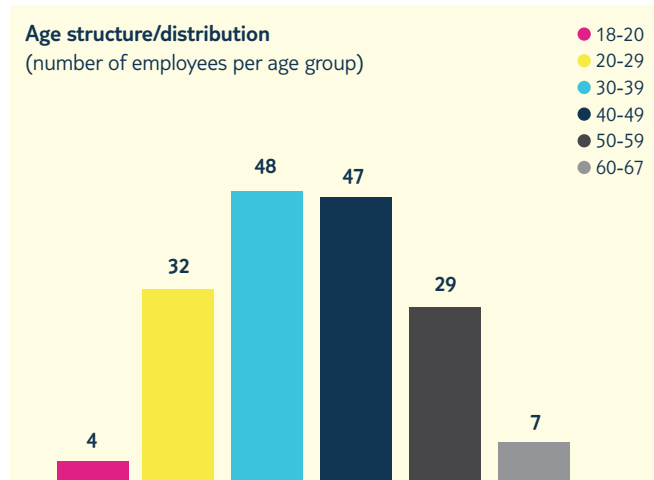
Creating a new culture



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Contribution to Employment

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





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Education

Training Programmes

In 2022, the Resort's employees enriched their existing knowledge and skills and developed new ones through formal training programmes aimed at increasing or strengthening their technical skills and knowledge. They completed 1,563 training hours (seminars/conferences) at external bodies that costed 5.328 euros and were organised at the resort as a Group's initiative.

1,563
Hours in
Seminars &
Conferences



Education on sustainability issues

The Resort'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, 23 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 the resort's employees in 2022.

23
Training Sessions
on Sustainable
Practices





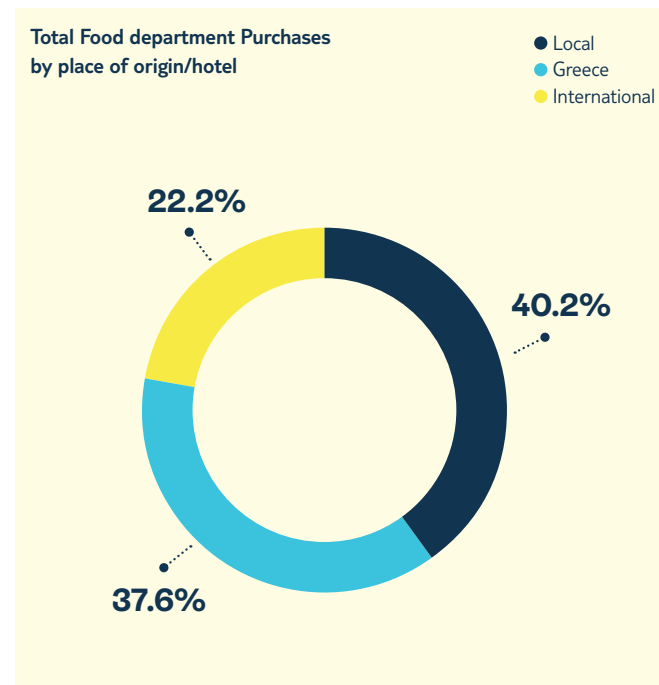
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Suppliers

Supply Chain

The procurement policy of the Resort for 2022 was designed, financed, and implemented based on its ever-growing relationship with national and local producers and suppliers.

Once again, the Resort contributed to strengthening the local economy of Crete by supporting local merchants and stores. Our preference for local products is a commitment on the part of the Resort, 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.



Sustainable Supplies

The Resort as a member of Metaxa Hospitality Group took the initiative, in 2021 to plan and implement the "Sustainable Supplies – Initiative for a sustainable future" programme in collaboration with Local Food Experts and continued for a 2nd consecutive year. 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.

Project implementation stages

- > Self-assessment
- > Analysis of results
- > Education
- > Reassessment of sustainable practices
- > Certification of participation

Supporting the local market



Training for Sustainable Corporate

The Metaxa Hospitality Group and therefore the Resort 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.

Key Performance Indicators (KPIs)

1 Sustainable Governance	5 Infection prevention
2 Water Management	6 Ecosystem management
3 Energy management	7 Supplies & Markets
4 Management of Waste & By products	8 Human resources
	9 Neighbours & Community

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

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

- By the end of the programme, suppliers will have:
- > Understood the principles of sustainable corporate governance
 - > Gained substantial knowledge on sustainable practices in the food sector
 - > Gained tools and novel, readily applicable sustainability practices

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



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Guests

Guest Experiences

During 2022, the Resort's guests actively participated in the following experiences:

TUI Magic Life Candia Maris	
Easter activities	Good Friday liturgy and procession of the epitaph, Resurrection liturgy, roasting of lamb and feast at Easter. Services in the church were open to staff and guests outside the hotel.
World Environment Day	Beach cleaning.
Cooking class	Weekly cooking class of local cuisine.
Greek Language Course	Weekly Greek Language Course.
Cocktail lesson	Weekly cocktail lesson using organic herbs from the hotel gardens.
Music nights	Organization of music nights 1 time per week.
Greek Music Action	Morning action with live Greek music.
Market	Weekly open market event with local producers.
Blue Flag	Blue Flag awarded to the hotel's beach. Voluntary beach cleaning.
World Car Free Day	Cycling event.
Oktoberfest	Celebration of local beer.
Celebration of World Tourism Day	Organization of festive activities: 1. Special menu for the day with organic ingredients at the restaurant Taverna, 2. treat at the pool, 3. Photo banner at the main restaurant.





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- 4. SUSTAINABLE OPERATION FOR THE ENVIRONMENT
- 5. FOR THE ENVIRONMENT
- 6. FOR SOCIETY

Guest Satisfaction

Since guest satisfaction is a priority for TML Candia Maris, our guests' satisfaction with the quality of our services can be recorded at all of our hotels, both during their stay and after they have checked out. To this end, a questionnaire has been created 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 Resort are collected through a special platform and are monitored, recorded and taken into account for improvement purposes.



Complaint Management Mechanism

The Resort 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:

Complaint management during the guest's stay

- > Recording of incident.
- > Notification of the competent department as appropriate to the incident.
- > Immediate incident resolution through customer service actions.
- > Follow up with the client, after the incident is resolved, aimed at changing client's negative review.

Resolution time
24 – 48 hours



Complaint management subsequent to the guest's stay

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





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Social Contribution

Volunteering

TUI Magic Life Candia Maris

World Environment Day	Beach cleaning.
Beach cleaning	Beach cleaning once a month.
Blue Flag	Blue Flag awarded to the hotel's beach. Voluntary beach cleaning.
Blood donation	Voluntary blood donation of staff.

Socially Responsible

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Volunteer coastal clean-up initiatives





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CANDIA MARIS

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