



ELECTRA
• HOTELS & RESORTS •



CSR REPORT
OCTOBER 2023

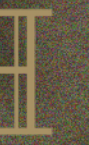
"In our gradually shrinking world, everyone is in need of all the others. We must look for man wherever we can find him."

Giorgos Seferis



1. Introduction







The glorious Greek summer constitutes a period of time inextricably intertwined with our very identity, acting as a magnet for millions of visitors from around the world to our country, making it a true national treasure.

Here at the Electra Hotels & Resorts Group, we understand the immense significance of this treasure. Our commitment is not only to share it with as many people as possible, both future generations of Greeks and non-Greeks alike, but also to preserve its unique characteristics: simplicity, authentic natural beauty, and an unpretentious return to fundamental pleasures, all of which symbolize the Greek tourism product. Bearing this in mind, sustainability has become a central pillar of our philosophy and operations at the Electra Hotels & Resorts Group. Our commitment spans both the diverse services we offer our customers and the natural environments that our hotels inhabit. From minimizing the environmental footprint of our hotels' operations to enhancing the local communities that welcome us, we're dedicated to revolutionizing our practices and actions to advance a sustainable and responsible tourism model.

By respecting the environment, we are also extending that same respect to our esteemed customers, through the continued preservation of the unique experiences we provide. In a time when the existential threat of climate change has propelled the world into a state of emergency, it's unsurprising that sustainability has become a widely discussed concept.





As Greek tourism evolves and repositions itself in the global landscape, it is imperative to take bold steps toward a sustainable future. Increasingly, international public opinion values the environmental efforts of tourism businesses and overall tourist destinations, and this trend will only grow as environmentally conscious generations – the millennials and Gen Z – emerge as customers and visitors. Greek tourism must keep pace with this shift. For a Group that has been at the forefront of the tourism sector for 58 years, transitioning towards a more sustainable and responsible form of tourism is not just a fashionable mandate. It is a necessary step to continue adding value to the product and the industry we serve.

We remain unwavering in our commitment to a future of sustainable and responsible tourism.





2. Values / Group Vision



Sustainability flourishes through Hospitality, People and the Environment

Hospitality is not only about the services we provide in the industry. It's about being aligned with institutions, caring for our people and the environment, and the process of weaving good and livable together.

From the release of our first CSR Report until this second report "at hand", we have further formalized our actions to meet not only our principles and values, but also the expectations that guests and society at large have of a modern Group, by incorporating a holistic sustainability and corporate responsibility strategy into our operations.





Each year, we carry out corporate social responsibility actions aimed at the local community, supporting organizations with extensive charity work, emphasizing on people, children and fostering the spirit of volunteerism and giving. Guided by the concept of sustainable hospitality, which needs to feature in every aspect of our activity, we strive to consistently and resolutely offer today what we envision for tomorrow.

We consistently apply measurable practices to systematically reduce our environmental footprint which results from the operation of our facilities, by reducing waste, energy and water consumption. We are committed to being a responsible and sustainable hospitality ecosystem, focusing on providing unique and high quality experiences to our guests and aiming through our activities and initiatives to positively impact the world around us.

2. Values / Group Vision



Our Values

Our commitment to tradition and Greek hospitality

Our Service and Solidarity to fellow humans

Partnership and fostering a solid "togetherness"

Always stand by the side of our people

Continuous training & development of our employees

Viable business operations and sustainability

2. Values / Group Vision





Our Vision

Our vision is to deliver the best hospitality experience, offering tailored services and unique experiences to our guests, by combining highly trained staff with facilities of strategic importance, dedication and love for our locations, our people and the unique stories that are woven together in a trip. Acting in harmony with human life and nature, contributing to the well-being of Greek society and the progress of the new generation.

2. Values / Group Vision





3. On Hospitality

The seamless presence of the Electra Hotels & Resorts Group in the hospitality business for 58 consecutive years, provides proof of our love and commitment to keeping the tradition of Greek hospitality alive. The Group's hotel facilities at key locations in every city are meant to showcase the beauty of each place, while catering at the same time to the unique needs of every visitor who chooses them for their stay.

Electra Hotels are geared towards any visitors who travel to discover new places, to combine work with leisure, to feel the pulse of the city or to relax beside the endless deep blue sea. And naturally, all this can be best accompanied by Greek and Mediterranean gastronomy served in the restaurants at all our facilities.



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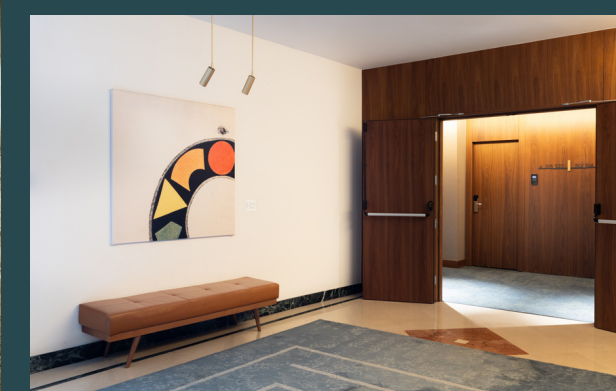
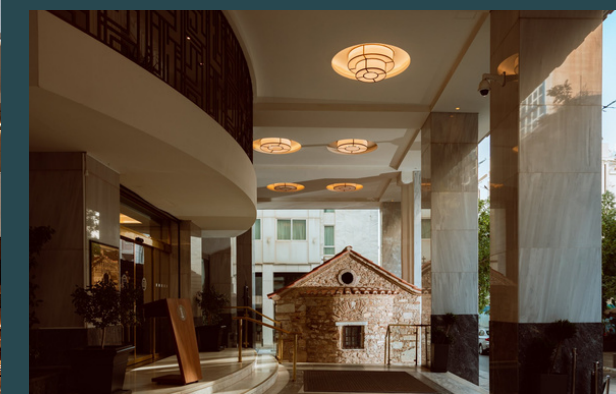
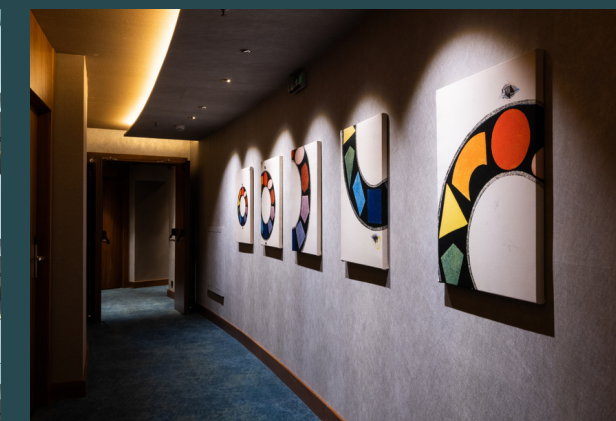
Our long-standing connection with History, Culture and the Arts

As a Greek hotel group, we take great pride in our deep connection with history and the arts and invite our guests on a journey that bridges our timeless past with the modern world.

At Electra Hotels & Resorts, by embracing the arts and culture, we commit ourselves to preserving the glowing flame of Greek creativity. We believe that a flourishing culture is a bridge connecting invaluable history with contemporary cultural and social imperatives.

We host cultural events, workshops and exhibitions that give our guests the opportunity to interact with the Greek artistic and cultural scene in a meaningful way. Whether it's a tour of the city's historic monuments or an evening of classical music, we aim to elevate every experience to a celebration of Greece's rich heritage.

Every time guests choose Electra Hotels & Resorts, they witness a harmonious combination of history, culture and art.





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ELECTRA ATHENS



In 1965, the first Electra Hotel opened on Ermou Street, a street historically associated with the development of Greek trade gauging the pulse of the Greek market, situated just a few meters from Syntagma Square. Electra Athens blends seamlessly with the vibrant, never-ending bustle that is so characteristic of the district. It is the perfect choice for both business travelers and urban tourism, combining comfort, warm hospitality and a central location.

3. On Hospitality



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ELECTRA PALACE THESSALONIKI



Since it was established in 1972, Electra Palace Thessaloniki has held a special place in the hearts of the city's residents and its many visitors, making it one of the most iconic landmarks in Thessaloniki. All the city's major attractions are within walking distance - the adjacent shopping streets, the International Fair, historical monuments and museums - and just across the street is the legendary Olympion Cinema, which hosts the International Film Festival.

It is marked by its privileged location and the architectural splendor of the building itself, which combines unique impressive classical and Byzantine elements.

3. On Hospitality



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ELECTRA PALACE

ATHENS



In 1973, Electra Palace Athens opened its doors in Nikodimou Street, in the Plaka district, uniquely enriching the Athenian tourist product with its classical architecture and high aesthetics. Here, the city's prestigious heritage is seamlessly linked with its dynamic present and future, making Electra Palace Athens a true jewel for the center of Athens.

Its privileged location instantly enchants guests, as it offers stunning views of the Acropolis hill and quick access to iconic landmarks.

For those who want to explore the best that the city of Athens has to offer, here they will find the ideal starting point for their quest.

3. On Hospitality



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ELECTRA PALACE

RHODES



In 1975, Electra Hotels and Resorts opened on the island of the Knights, the great crossroads of Mediterranean Sea routes between the Aegean and the coast of the Middle East with a 6000-year-old history.

At the ten-year anniversary since the establishment of the first hotel of the chain, Electra Palace Rhodes soon became one of Greece's most popular summer destinations. Set in front of a stunning beach, it is a unique holiday and relaxation destination.

It is situated just a ten-minute drive away to the cosmopolitan city center and the medieval town, a UNESCO heritage site, where guests can immerse themselves into history during their summer vacation.

3. On Hospitality



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ELECTRA METROPOLIS ATHENS



In September 2016, Electra Hotels and Resorts added another hotel to its portfolio. The historic building in Syntagma square, which housed the Ministry of Education for several decades, was transformed into one of the top hotels in Athens, showcasing a unique architectural concept by architect Patroclus Karantinos, which smoothly blends the present with the past.

Built upon ancient ruins, the Electra Metropolis Athens hotel bears witness to our country's enduring historical spirit. We have preserved these archaeological treasures with the utmost care and respect, ensuring that they form an integral part of our hotel's architecture.

The décor, the spectacular view of the Acropolis and the entire city, the short distances from all points of interest, the suites of unique aesthetics, create the ideal hospitality environment for travelers of high standards.

3. On Hospitality



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ELECTRA KEFALONIA HOTEL & SPA



The most recent acquisition of Electra Hotels and Resorts can be discovered by anyone who decides to visit Kefalonia, the largest of the Ionian Islands, which has been inhabited since the Paleolithic era. Two kilometers from the airport and just a few minutes' drive from Argostoli, the island's capital, Electra Kefalonia Hotel & Spa is ready to offer unforgettable experiences of hospitality, relaxation and indulgence in the diverse Mediterranean cuisine which has been influenced by a variety of cultures.

The unique sense of contact with the Ionian sunset is an additional incentive for the visitor to choose this holiday destination.

3. On Hospitality



CODES OF CONDUCT



SDGs: 3 Good Health and Well-being, 5 Gender Equality, 8 Decent Work and Economic Growth, 16 Peace, Justice and Strong Institutions

Our Group operations are fully dedicated to safeguarding human rights by complying with codes of conduct and international standards. At the same time, procedures are in place to address grievances and complaints and manage incidents that may arise in the course of business operations. It accepts and follows:

1. An occupational health & safety policy
2. A policy on equal opportunities and diversity
3. A human rights policy under the international treaties
4. A GDPR Policy (for the protection of personal data)
5. A food safety policy
6. A complaints policy through written notification & management of complaints

We follow the Principles of Ethical Tourism and invest in Occupational Health and Safety, First Aid & Lifeguard training of our employees.

3. On Hospitality





OUR SUSTAINABILITY CONCEPT



We live and operate in a small paradise, a piece of the beautiful earth that is our home. We want children of future generations to have the opportunity to explore the beautiful spots of this planet and enjoy what it has to offer them. The Electra Hotels & Resorts Group, together with its staff and visitors, joins forces through the value of hospitality, to create a positive impact on the economy, society and the environment.

Our Group's hotels can be found in 4 locations which constitute major points of attraction for travelers and contribute with their operations in many ways to the development of local communities. Through hospitality, the Group contributes both economically and culturally, in a spirit of respect for the distinctive features of each location, enriching local life with new ideas and cultures brought along by its visitors.

Electra Hotels & Resorts properties are built in locations that ensure there is no disruption to the ecosystem and at the same time highlight the local architecture and identity.





By creating strong ties with the local community, we seek to ensure a seamless, two-way communication, so as to respond to people's needs and create multiplier effects through our local activity and service.

We guarantee equal opportunities for employment and cooperation with the Group and take the necessary steps to protect human rights and nature, both with regard to the people who work at our facilities and the selection of our network of associates and suppliers who are bound by respect for people and nature. We have implemented and continue to improve our performance in saving resources and replacing a large proportion of plastics and detergents with environmentally friendly materials.

Our efforts are not limited to our facilities. Our focus is set on people at all times, with corporate responsibility being firmly placed at the heart of our actions. To this end, volunteer teams were set up in recent years (Green Team, Running Team), coordinated by the Group's Sustainability Team, with the aim of putting our sustainable development commitments into practice.



OUR SUSTAINABILITY
CONCEPT





Having counted years of service, we want Electra Hotels & Resorts to contribute to Sustainable Development goals and align our actions with the internationally recognized 17 UN Goals which provide the framework both for capturing the impact of our services and for reaching the targets we have adopted.

With respect for nature and the protection of the rights of both the people who work with us and our guests, regardless of their origin, gender or religion, and considering diversity and multiculturalism as part of the enrichment that is embodied in hospitality, we strive to continuously improve our services and practices in the areas of environmental protection, social contribution and good governance.



OUR SUSTAINABILITY
CONCEPT



4. For people

4.1_WORKERS, "OUR PEOPLE"



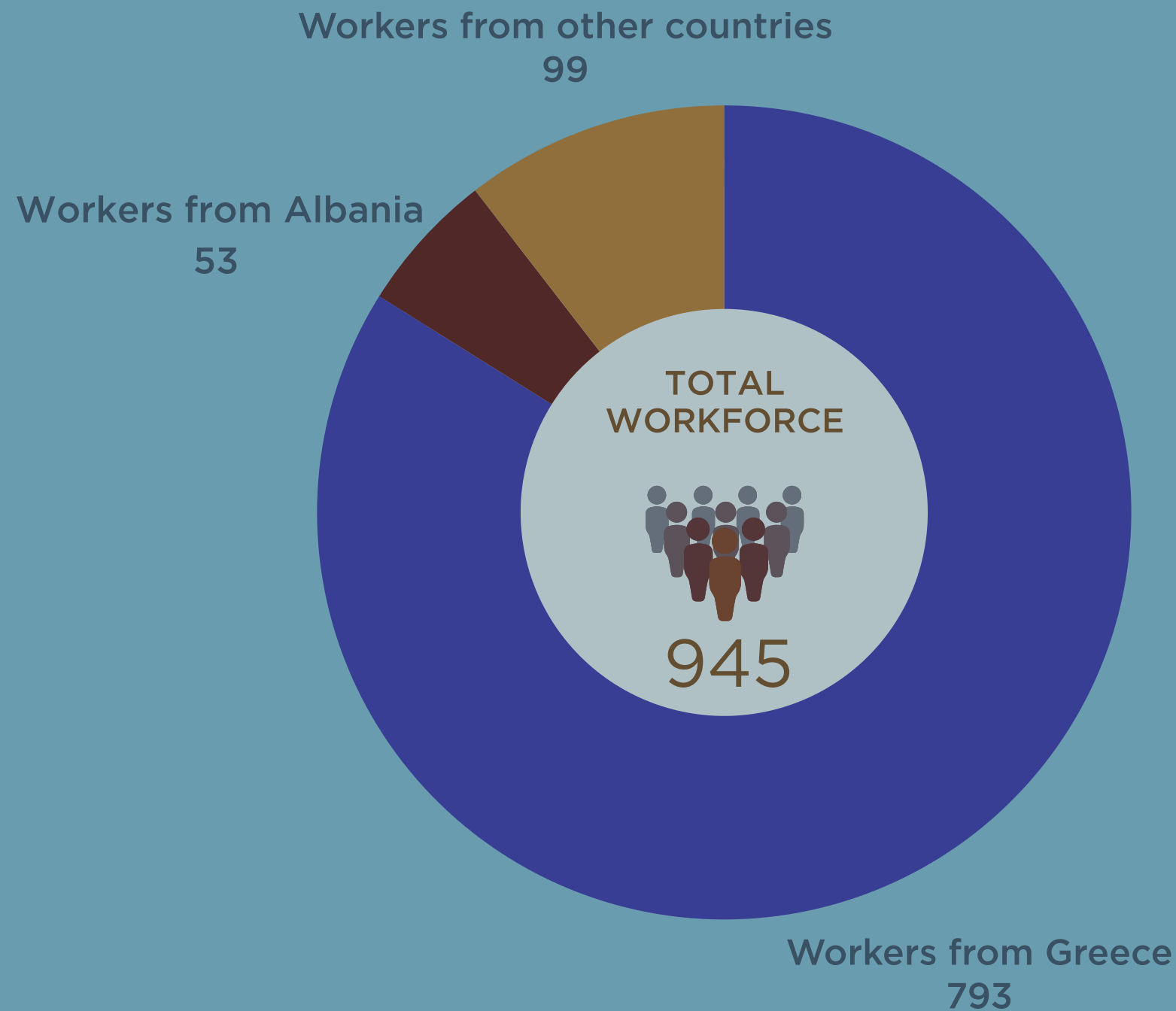
SDGs: 5 Gender Equality, 8 Decent Work and Economic Development

For the Electra Hotels & Resorts Group, supporting the Greek society and employing people who live and operate in the areas where our hotels are located are a key priority. In 2021, our Group had 946 employees and in 2022 it remained at the same level (945 employees), with 51.5% of the total workforce being women and 11% holding managerial positions. In an industry as specialized as the hospitality sector, we proud ourselves for our Group's employees forming a close-knit team, having retained, over the last 5 years, approximately 50% of our staff and having provided an environment for further development for many young people who started their career with us.

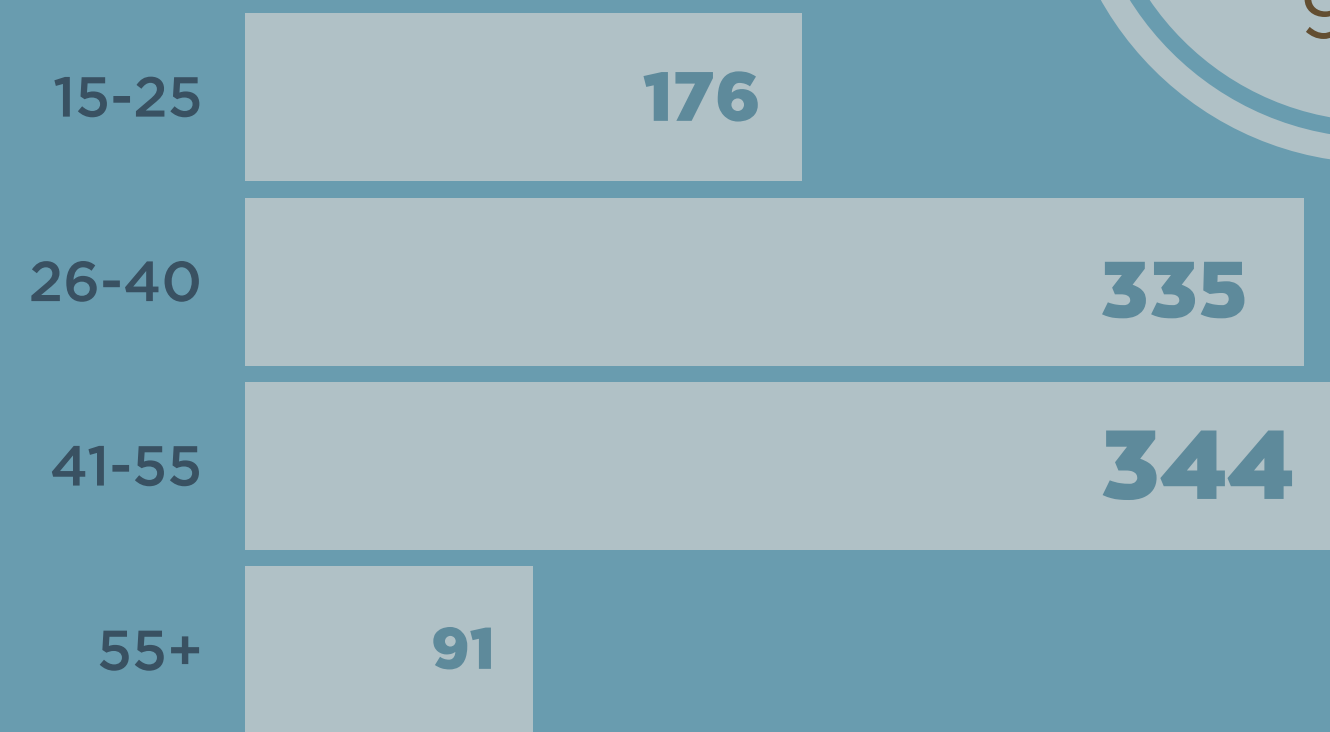


2021

WORKFORCE DEMOGRAPHICS BASED ON NATIONALITY

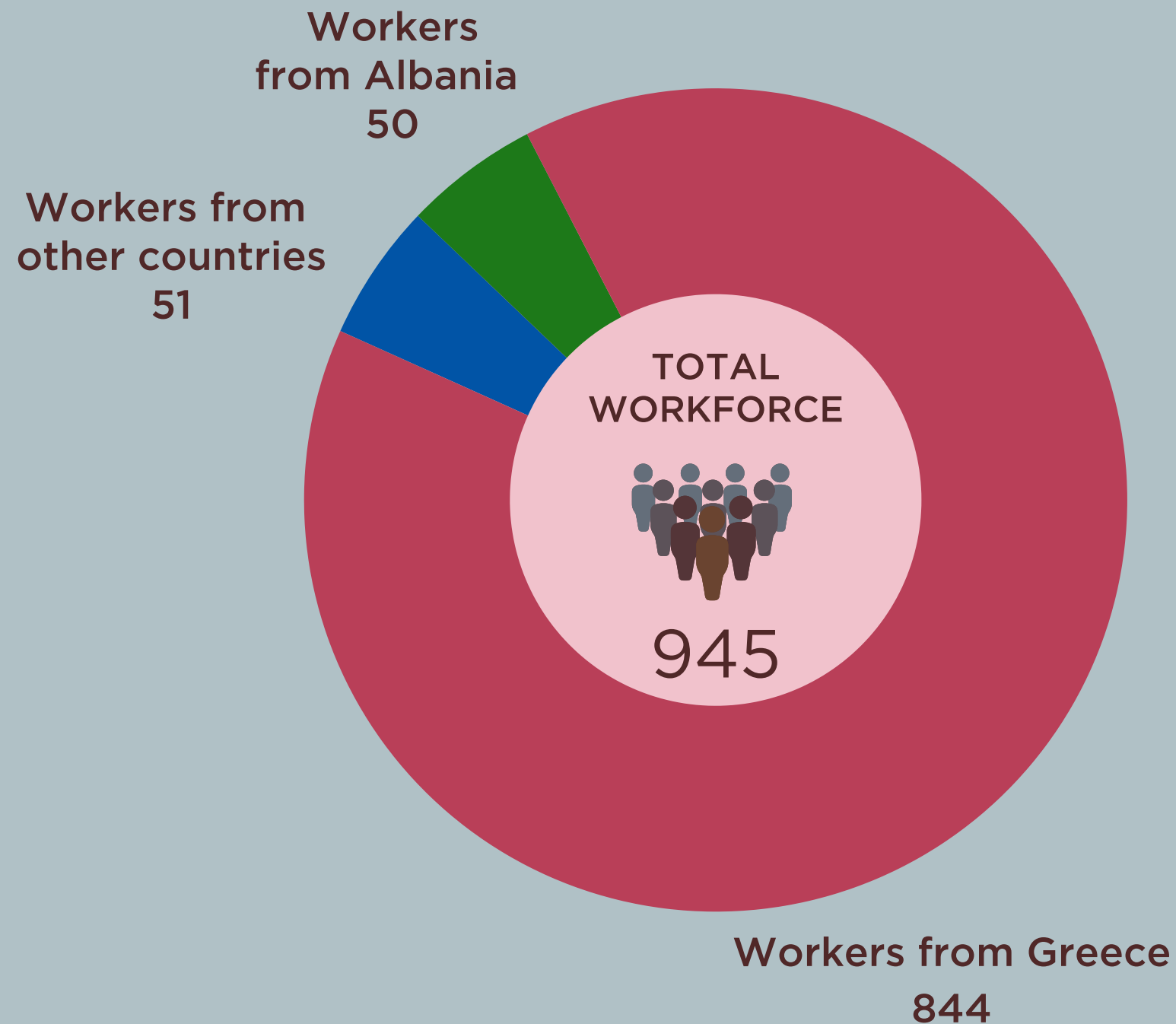


WORKFORCE DEMOGRAPHICS BASED ON AGE

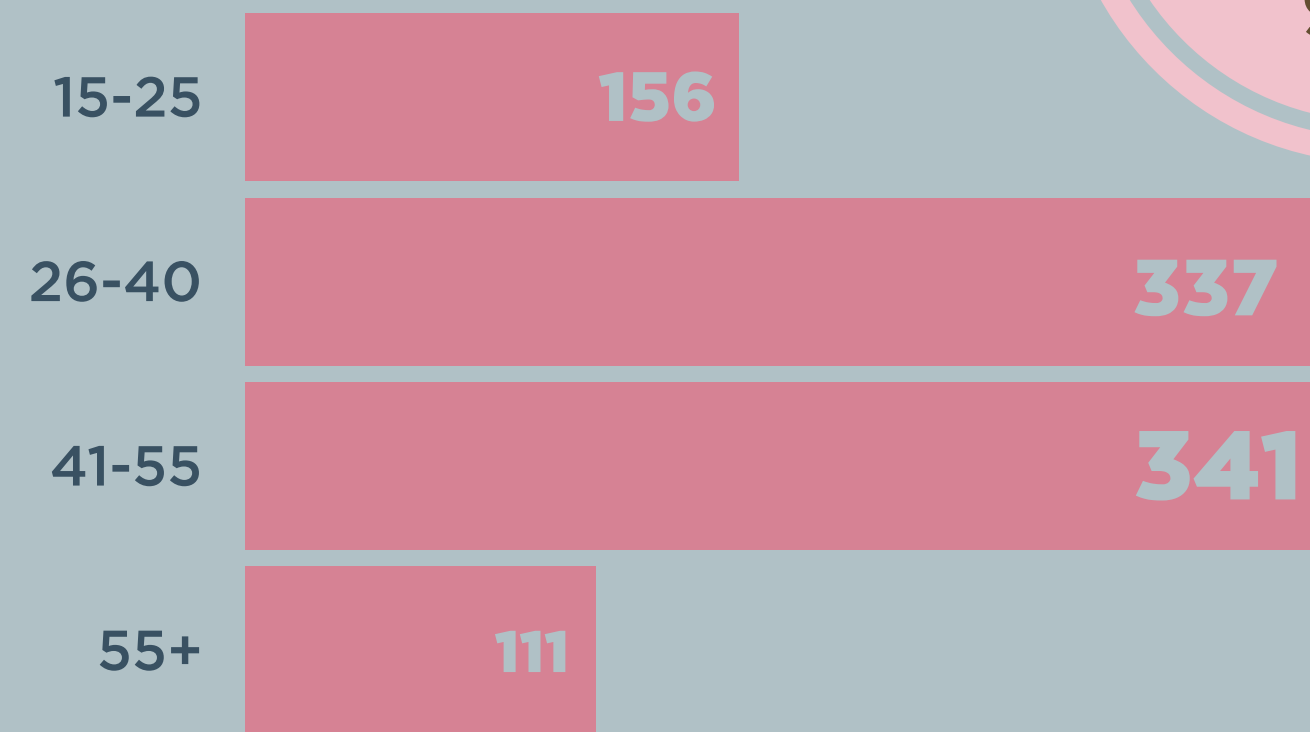


2022

WORKFORCE DEMOGRAPHICS BASED ON NATIONALITY



WORKFORCE DEMOGRAPHICS BASED ON AGE





4._1.1. EDUCATION



SDG: 4 Inclusive and Equitable
Quality Education

Personal development and well-being are at the heart of the Electra Hotels & Resorts Group philosophy.

Our people are the backbone for the development of our services. In our team we believe that employee training is the key to improving the quality of our services and, therefore, we invest in continuous training and development of their skills. Our commitment to improving our guests' experience is fundamental for our success as a hotel business. We continue to develop and improve our services with a view to meeting our guests' needs, conscious that the quality of our services is a key factor for the trust and loyalty that our customers bestow on Electra Hotels & Resorts Group.

To empower our staff and in pursuing excellence, we systematically enhance our services, by adapting them to meet the guests' requirements and developing training programs geared to the different needs of each specialty area.





4._1.1. EDUCATION



SDG: 4 Inclusive and Equitable Quality Education



In the course of the 2021 year, 36 First Aid courses were held, which were attended by a total of 376 employees from various specialty areas. Furthermore, we developed an innovative training platform which can be accessed by all our Group employees, who can enroll in the courses they wish to attend.

The platform aims to ensure access to quality training for all our employees, and at the same time, helps them maintain a high level of digital literacy.

Since the platform was launched, we have delivered to 484 enrolled employees 1,142 different training sessions in 2021 and 1,214 in 2022 on frontline topics, with a view to enhancing their knowledge and improving the quality of services provided in each professional specialty. Overall, workers attended 5,573 sessions in 2022.





4_1.2 VOLUNTEERING



SDGs : 1 Zero Poverty, 2 Zero Hunger, 3 Good Health and Well-being, 4 Equitable and Inclusive Access to Education, 5 Gender Equality, 10 Reducing Inequalities

Volunteering is the link that brings the members of the Electra Hotels & Resorts Group workforce together. Through the Group's outreach activities, we want to serve as an inspiration for our people and instill the principles of solidarity into our relationships.

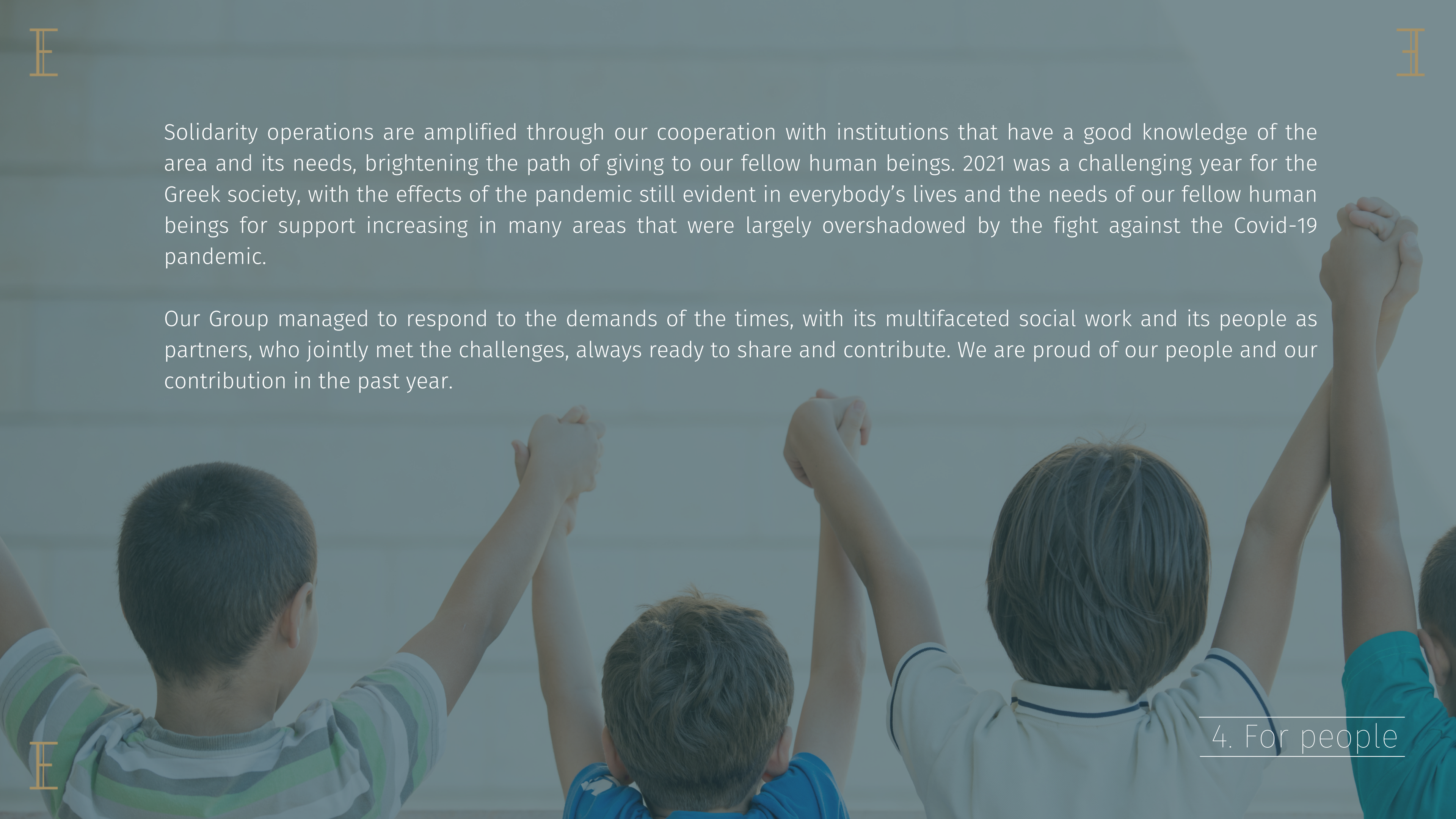
With our volunteering activities we have fostered a culture of “togetherness” inside the company life, standing by each other, and “together” with society. Volunteering includes actions initiated by the Group management and supported by the hotel staff, but also own initiatives of our people - bright examples of their self-motivation that bring our vision into life.





OUR ACTIONS IN 2021 & 2022

It was only natural that the Electra Hotels & Resorts family would place children at the heart of its corporate responsibility actions. The Group's particular concern for children well-being is translated into actions that aspire to contribute to the efforts for family formation and support undertaken throughout the country. Our actions are geared towards securing the basic commodities, access to health and opportunities for decent education and, naturally, with children in mind, the right to joy! All this is translated into acts of giving with a significant social impact. By establishing stable and long-term relationships with institutions that engage in extensive social activities, our Group can contribute to the community in a targeted manner as its reliable partner.

A group of children holding hands in a circle, symbolizing solidarity and support. The children are seen from behind, with their arms raised and hands clasped together. The background is a soft, out-of-focus light blue.

Solidarity operations are amplified through our cooperation with institutions that have a good knowledge of the area and its needs, brightening the path of giving to our fellow human beings. 2021 was a challenging year for the Greek society, with the effects of the pandemic still evident in everybody's lives and the needs of our fellow human beings for support increasing in many areas that were largely overshadowed by the fight against the Covid-19 pandemic.

Our Group managed to respond to the demands of the times, with its multifaceted social work and its people as partners, who jointly met the challenges, always ready to share and contribute. We are proud of our people and our contribution in the past year.

4. For people



SUPPORTING CHILDREN AND YOUTH....

we create the future we want. Investing in the young generations is fundamental for building a more just, equitable and sustainable society. Our goal is to ensure that children are equipped to meet the challenges of tomorrow.

4. For people





SUPPORTING CHILDREN AND YOUTH....



Access to education is a pathway that children and young people can follow to make their dreams come true and drive social progress. For young people living in outermost islands of Greece, academic education is a great opportunity, but also a considerable challenge, especially from a financial point of view. Through its ExcellenSeas initiative, which offers scholarships, mentoring support, as well as internship opportunities to top students from outermost islands, Electra Hotels & Resorts with a donation of €25,000 have undertaken to sponsor a four-year scholarship to support a young person in their academic steps.

4. For people





SUPPORTING CHILDREN AND YOUTH....

Double complimentary overnight stays for NGOs

Every year, Electra Hotels & Resorts Group support people who dedicate their time tirelessly to the protection of children and youth. Volunteers, workers and families of NGO support beneficiaries as well as initiatives aimed at supporting the family and quality of life of children and young people, are hosted every year in our hotel premises. It is with great pleasure that we have further expanded our contribution to their work, by doubling the number of complimentary overnight stays provided to the organizations HopeGenesis, the Smile of the Child and Make a Wish.



SUPPORTING CHILDREN AND YOUTH....

Together We Create

The initiative “Together We Create” by the younger volunteers of “Together for Children” was a unique and vibrant way to support the work of the organization. For this occasion, 6 female Group employees were photographed by Panos Georgiou at the Electra Palace Athens hotel, wearing swimwear creations by designer Stefania Frangista.

The proceeds from the purchase of the swimwear, which the Group gifted to the employees who participated in the photoshooting, were donated to provide food for families in need with underage children, supported by the association "Together for Children".



CELEBRATING...



4. For people



CELEBRATING...



Visits and offering of gifts

It's a tradition for Electra Hotels & Resorts Group and our people to visit and celebrate Christmas Day and Easter together with children living in shelters. This year, together with hotel volunteers, we prepared festive lunch boxes and small gifts, which we gave to children living in the Ark of the World shelters, the Melissa Girls' Orphanage and the Papafio Childcare Center in Thessaloniki.



4. For people

CELEBRATING...

Lunch of Love with the authentic Santa Claus

This Christmas, we had the honor to host Santa Claus himself!

Along with the joy of hospitality, we put into practice another commitment of ours: our care to uphold the joy of childhood. The children who visited the hotel had the opportunity to meet Santa Claus and share a meal with him, in a special event made only for them. The premises were filled with smiles and children's drawings made by the children for Santa Claus.



CELEBRATING...

Christmas presents

Electra Hotels & Resorts Group support the work of charitable organizations in every opportunity. During the holiday season, we make sure that the Christmas gifts we give to our hotel guests are purchased from Christmas bazaars held on our premises by charitable organizations. In this way, we further contribute to the financial sustainability of such projects and at the same time, we raise awareness among our guests about the work of charitable organizations.



4. For people

CELEBRATING...

Hosting the bazaar of the NGO STIRIXI

As part of the Christmas festivities of 2021, we offered a hall in our premises, to host the annual Christmas bazaar of the NGO STIRIXI.

By holding the bazaar, NGO STIRIXI raised money to cover the costs of its beneficiaries' needs.





CELEBRATING...

Christmas celebration for parents and children

Naturally, our own workers and their children could not be left out of the Christmas spirit. Recognizing the importance of quality time spent with loved ones and family, as well as the need to entertain children and adults alike, we provided free admission tickets to Santa's village for the Group's families.



4. For people



MOVING FORWARD
TOGETHER...



MOVING FORWARD TOGETHER...
IN 2021 & 2022



Athens Authentic Marathon

The Electra running team participated in the country's biggest running event. The participation of the Electra Hotels & Resorts team is meant to promote sportsmanship, while also contributing to social and environmental service, in support of the aims and the organization of the Marathon Run.



MOVING FORWARD TOGETHER...

Together with women in the fight against breast cancer

Our Group stands firmly by the side of women, carrying out awareness and information activities for the prevention of breast cancer. The information events that we hold with specialized medical practitioners are addressed to the hotel staff and our partners and are aimed at raising awareness on prevention and empowerment of the female population.

Our symbolic initiatives include the participation of male and female volunteers in the annual Race for the Cure - a Marathon run organized by Alma Zois - as well as pink ribbons worn by our staff on Breast Cancer Day, which we also give to our hotel guests as a token of love for life and prevention.



**RACE
FOR THE
CURE®**

4. For people

MOVING FORWARD TOGETHER...

Collection of supplies for fire victims of Varibobi

In the summer of 2021, we were faced with devastating fires which ravaged many areas of our country. One of the fires also affected the residents of Varybobi.

Apart from the devastating effects on the natural ecosystem, this led to a sharp increase in mortality rates, which is also related to the extremely high temperatures of the summer months, according to data published by the International Society for Environmental Epidemiology. The Electra Hotels & Resorts employees, in yet another demonstration of their humanitarian spirit, organized and collected basic supplies to provide relief to the fire-stricken population of the area.



4. For people

MOVING FORWARD TOGETHER...



Donations to the Church

As every year, a large part of the linen to be renewed, but also food were donated to the church in 2021-2022. Over the years, we have built a solid relationship with the church, donating to various parishes and supporting their work in helping many families in need.

4. For people

A photograph of a market stall with a wooden counter. A person's hand is holding a peach over a large display of peaches. To the right, there is a digital scale and a basket of raspberries. The image has a warm, reddish-orange tint and is overlaid with a semi-transparent dark red filter. The text is centered in the middle of the image.

4. For people

4.2 LOCAL COMMUNITY

4.2.1_EMPLOYMENT



{ (SDG: 8 Decent Work and Economic Growth) }

True to our values of supporting and promoting the well-being of Greek society, we build relationships with the local community, focusing on actions to boost employment in the region where we operate.

Gaining acceptance and creating strong ties with the local community is equally important as the relationships we build with our people. It is where we live, our extended family - a community we share the same concerns and needs with. We have made it a priority in our Group to recruit people living in the areas where we operate, so as to thereby contribute to the wellbeing of the local population. So far, we have been employing 221 permanent residents at the hotels of the Rhodes and Kefalonia.

4.2.2_ SUPPLY CHAIN (SOCIETY & ENVIRONMENT)



SDGs: 8 Decent Work and Economic Growth, 12 Responsible Consumption and Production

Our support to the local community also includes trust and preference in domestic and local suppliers. We purchase 96% of our products from domestic suppliers, with 30% of these goods being produced in Greece, while we have developed a solid network of local suppliers in Kefalonia and Rhodes, which represents 27% & 45% of our hotels' supplies respectively.

Our suppliers meet all necessary specifications and are ISO certified. Supporting the network of local suppliers not only enhances the well-being of the local population, but is also a sustainable choice from an environmental perspective. By reducing the distance a product has to travel, we minimize greenhouse gas emissions and contribute to the fight against climate change.



5. For nature

Hospitality “thrives” and evolves in connection with the environment.

Being intertwined with each other, hospitality and nature are leading the industry to a new tomorrow, shaping its activities with respect for natural resources and creating the scope for a real change in the perception of business and the travel experience. Awareness and sustainable hospitality have long-term benefits, not only for the environment, but also for the economy and local communities, by addressing the needs of the environment and the host communities.

Having already taken substantial steps towards an environmentally sustainable transition, the Electra Hotels & Resorts Group has set itself the strategic goal of protecting the environment, moving forward to meet the 2050 climate neutrality goals. Looking towards the future, Electra Hotels & Resorts have already developed environmental resource management systems, participate in recycling schemes and carry out environmental actions.

All the facilities are fully prepared for the next step and have incorporated methods of measuring and recording their energy footprint into their processes, so as to form the basis for setting the next targets.



Water Consumption
per hotel, per night, per room for 2021 & 2022

HOTEL	2021	2022	+-%
Electra Metropolis Athens	236.07	244.16	3%
Electra Palace Athens	188.60	195.61	4%
Electra Hotel Athens	245.57	185.82	-32%
Electra Palace Rhodes	265.53	200.27	-33%
Electra Palace Thessaloniki	327.77	335.94	2%
Electra Kefalonia Hotel & Spa	573.39	262.64	-118%

Energy Consumption (KWH) per hotel, per night, per room for 2021 & 2022			
HOTEL	2021	2022	+-%
Electra Metropolis Athens	36.47	30.73	-19%
Electra Palace Athens	37.79	32.78	-15%
Electra Hotel Athens	37.44	28.71	-30%
Electra Palace Rhodes	31.77	23.94	-33%
Electra Palace Thessaloniki	34.42	31.86	-8%
Electra Kefalonia Hotel & Spa	73.91	58.99	-25%



2022



Adoption of a central procurement policy for purchasing cage-free eggs. The Electra Hotels & Resorts Group, dedicated to the principles of sustainable development, is committed to improving the quality of life for all

of us and safeguarding animal welfare. By 2024, we have committed to using only eggs and egg by-products from cage-free hens at all our properties and in all our food preparations. This decision reflects our deep respect for animal welfare and our pledge to promote ethical sourcing of materials. Join us on this culinary journey, where excellence meets responsibility for a healthier and more humane tomorrow.



5. For nature





5.1. ENVIRONMENTAL ACTIONS 2021 & 2022

- Tree planting action by the Green Team together with We4all at the Athens nursing home
- Tree planting action in Rhodes - 3.000 trees



5.2. ACTIONS TO TACKLE CLIMATE CHANGE

As part of the Group's commitment to reducing its environmental footprint and adopting a policy of environmental awareness for the operation of Electra Hotels & Resorts, we have taken a number of actions in the year 2020-2021, which include:

- **Reducing the use of plastic**
 - Replacing plastic water bottles with eco packaging. In 1 year it is estimated that we thereby reduce plastic use by 160,000 bottles, which is equivalent to 4 tons of plastic!
 - Replacing single-use plastics (straws, stirrers). With this step, from 2019 until today we have saved the planet from 8 tons of plastic that would have ended up in the ground and the sea.

- Proper management and saving of resources
 - Participation in the WWF project "Hotel Kitchen: Where we value food" to reduce food waste. Electra Palace Rhodes has implemented an innovative program to measure food waste in its kitchen and in only 16 weeks achieved a significant reduction in food waste. In collaboration with WWF, the hotel staff but also guests were informed about the multiple - economic, environmental and social - costs food waste represents for the planet. The participation in the program led to the adoption of new environmentally responsible practices at every stage of food preparation, from planning supplies to the design of buffet service.
 - Optimization of lighting in public areas of hotels with an automatic power on/off system using card readers and LED lamps in 90% of the facilities, as well as photocells to save energy.
 - Use of environmentally friendly cleaning and personal hygiene products.
 - Use of grey water for landscape irrigation.
 - Installation of temperature monitoring devices in hotel coolers and freezers to save energy and optimize operation.

- Installation of water flow restrictors in all water outlets in rooms and common areas.
- Upgrading of refrigeration and air conditioning systems, with improved efficiency units.
- Modification of heating and air conditioning temperatures, in order to achieve optimal performance for customers and save energy.
- Encouraging customers to recycle by installing more recycling bins in common areas.
- Reinforcement of recycling in the operational departments.

Process digitization

Electra Hotels & Resorts started the process digitization in 2019, to be completed by the end of 2020. The process involves the following:

- Digitization of customer invoicing
- Digitization of reservations
- Digitization of orders
- Digitization of quotations
- Online check-in function
- Online registration forms at check-in
- Online Guest Surveys
- Online Educational Platform for all staff

Ever since, hotels have been saving around 2.3 tonnes of paper per year

2021

- Recycling

Percentages of recyclables in relation to the total produced.
Our goal is to increase the percentage by at least 10% by 2022.

2021	MET	EPA	EHA	SKG	RHO	KEF
% recyclable	45%	40%	35%	45%	55%	45%

Recycling streams per hotel are as follows:

2021	MET	EPA	EHA	SKG	RHO	KEF
CARDBOARD	Y	Y	Y	Y	Y	Y
PLASTIC	Y	N**	N**	Y	Y	Y
ALUMINUM	Y	N**	N**	Y	Y	Y
TINS	Y	N**	N**	Y	Y	Y
GLASS	Y	Y	N**	Y	Y	Y
USED COOKING OIL	Y	Y	Y	Y	Y	Y
BATTERIES	Y	Y	Y	Y	Y	Y
LAMPS	Y	Y	Y	Y	Y	Y
(ELECTRICAL & ELECTRONIC) APPLIANCES	Y	Y	Y	Y	Y	Y

** Collection by municipal services is not possible

2022

- Recycling

Percentages of recyclables in relation to the total produced.

2022	MET	EPA	EHA	SKG	RHO	KEF
% ΑΝΑΚΥΚΛΩΣΙΜΑ	55%	50%	45%	55%	65%	55%

Recycling streams per hotel are as follows:

2022	MET	EPA	EHA	SKG	RHO	KEF
CARDBOARD	Y	Y	Y	Y	Y	Y
PLASTIC	Y	Y	Y	Y	Y	Y
ALUMINUM	Y	Y	Y	Y	Y	Y
TINS	Y	Y	Y	Y	Y	Y
GLASS	Y	Y	Y	Y	Y	Y
USED COOKING OIL	Y	Y	Y	Y	Y	Y
BATTERIES	Y	Y	Y	Y	Y	Y
LAMPS	Y	Y	Y	Y	Y	Y
(ELECTRICAL & ELECTRONIC) APPLIANCES	Y	Y	Y	Y	Y	Y

5.1. CERTIFICATIONS | AWARDS



ISO 22000

- ELECTRA METROPOLIS ATHENS
- ELECTRA PALACE ATHENS
- ELECTRA PALACE THESSALONIKI
- ELECTRA PALACE RHODES
- ELECTRA KEFALONIA HOTEL & SPA



GREEN KEY

- ELECTRA PALACE ATHENS
- ELECTRA PALACE RHODES



LEED

- ELECTRA METROPOLIS ATHENS



POSI SHIELD

- ELECTRA METROPOLIS ATHENS
- ELECTRA PALACE ATHENS
- ELECTRA HOTEL ATHENS
- ELECTRA PALACE THESSALONIKI
- ELECTRA PALACE RHODES
- ELECTRA KEFALONIA HOTEL & SPA



CAGE FREE

- ELECTRA METROPOLIS ATHENS
- ELECTRA PALACE ATHENS
- ELECTRA HOTEL ATHENS
- ELECTRA PALACE THESSALONIKI
- ELECTRA PALACE RHODES
- ELECTRA KEFALONIA HOTEL & SPA



BLUE FLAG

- ELECTRA PALACE RHODES

A large, faint target graphic with an arrow pointing towards the center is overlaid on the page. The target consists of several concentric circles, and the arrow is a dark line with a red, feathered tail. The background is a dark, textured grey.

5 GOALS FOR 2023

1. Continue the WWF Food Waste program in all hotels
2. ISO 14000 certification in environmental management in 3 hotels
3. Train at least 80% of staff on good environmental management practices inside and outside the workplace
4. Further reduce the carbon footprint per occupied room by 3% compared to 2022
5. Management of bio-waste



ON THE SUSTAINABILITY REPORT

The main objective of this report is to provide information to stakeholders, to present the Group's response to their expectations and promote an open dialogue with them. The report aims to highlight how we manage the impact of our practices on the economy, the environment and society in the context of Sustainable Development. The information included in the Report presents the Group's activities in providing services in the tourism sector, and includes information on the Group's hotel facilities in Athens, Thessaloniki, Kefalonia and Rhodes.





ELECTRA
• HOTELS & RESORTS •



CSR REPORT
OCTOBER 2023