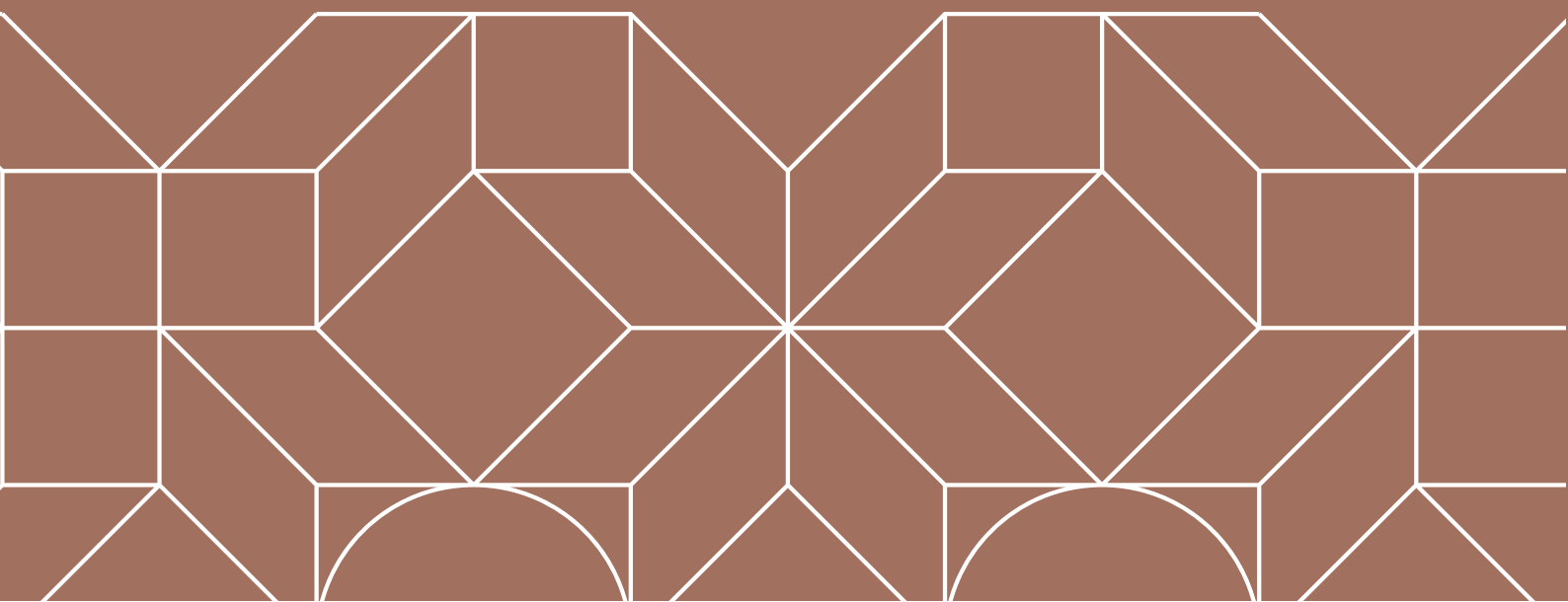


# A story of change

Sustainability & CSR Report 2023



# Index

Address by the President, Christina Mitsis	4	<b>2. Enchanted with our Greek History</b>	<b>70</b>
Address by the Managing Director, Stavros Mitsis	6	2.1 Bring Tradition Alive	72
About the Report	8	2.2 Support Local Arts	74
		2.3 Showcase Local Gastronomy	76
		2.4 Support Tourism Organisations	78
<b>I. Mitsis Group</b>	<b>10</b>		
Company Overview	12		
Milestones	20	<b>3. Enriched by Everyone</b>	<b>80</b>
Mitsis Group of Companies	22	3.1 Enhance Diversity	82
Principles & Policies	24	3.2 Provide Employee Care	88
Brand Culture	28	3.3 Adapt to Special Needs	90
Hotels & Resorts	30		
Corporate Reputation	32	<b>4. Amazed with New Opportunities</b>	<b>94</b>
		4.1 Lead Technological Innovation	96
<b>II. Sustainability &amp; CSR Programme</b>	<b>36</b>	4.2 Encourage Employee Development	100
Sustainable Development Strategy	38	4.3 Showcase Local Talent	104
Stakeholder Engagement	40		
Sustainable Development Management Approach	42	<b>5. Concerned About the Planet</b>	<b>106</b>
Double Materiality Analysis	44	5.1 Minimise Environmental Footprint	108
Sustainability Goals for 2024	48	5.2 Protect and Conserve Biodiversity	136
A Story of Change	52	5.3 Foster Green Partnerships	138
<b>1. Committed to Our Surroundings</b>	<b>56</b>		
1.1 Empower the Local Community	58	<b>III. Alignment Tables</b>	<b>140</b>
1.2 Tackle Hunger	60	GRI Content Index	142
1.3 Change Everyday Life	62	ATHEX ESG Index	144
1.4 Give Life	68		

Sustainability is at the heart of our vision, driving us to set the benchmark for sustainable tourism development in Greece. Our commitment is to advance sustainable hospitality by delivering high-quality services, upholding our social responsibility, and maintaining the highest standards of ethos and transparency in all our operations.

## Address by the President, Christina Mitsis

As we reflect on another year of dedication to sustainable growth and responsible hospitality, I am proud to present our 2023 Sustainability & CSR Report. At Mitsis Group, our commitment to excellence goes hand in hand with our unwavering dedication to sustainability, social responsibility, and ethical governance. This year, we have continued to make significant strides in our efforts to create a positive impact on the environment, empower our communities, and ensure that our guests can travel sustainably.

### The core of our hospitality mission

As a leading force in the hospitality industry, we understand that our responsibilities extend far beyond delivering exceptional experiences to our guests. In today's world, the hospitality sector has a critical role in addressing the pressing social and environmental challenges of our time.

At Mitsis Group, sustainability is not an afterthought; it is a fundamental pillar that underpins everything we do. We have seamlessly integrated corporate social responsibility into our operations, ensuring that our growth contributes to a sustainable future. Our commitment to sustainable tourism drives us to prioritise the well-being of our guests, employees, communities, and the environment. This report reflects our relentless dedication to creating positive impacts, showcasing how we are shaping a brighter, more sustainable future for all, while maintaining the highest standards of hospitality.

### The heart of our Group's culture

Our culture is deeply rooted in our vision to transform each visitor into a special guest, offering them not just a stay, but a collection of exceptional experiences that resonate on a personal level. This philosophy drives our mission to be the preferred choice in Greece, delivering excellent service, prime locations, and a wide range of sophisticated options that allow guests to tailor their experience to their preferences.

In this spirit, our rebranding reflects the core values that define MITSIS and our unwavering commitment to exceptional Greek hospitality. By emphasising empathy, adaptability, and the element of surprise, our new brand identity embodies the warmth and care found at the heart of our guest experience. Our values are now more visible than ever, guiding every interaction and ensuring that we continue to deliver unforgettable moments that resonate deeply with each guest.

Our purpose is to create a world of delightful experiences where each visitor can discover their own path to enjoyment and fulfillment. We take pride in our ability to redefine luxury, blending enriching experiences with our unparalleled family touch and authentic Greek essence. We strive to be flexible and adaptable, catering to the individual needs of our guests and aligning with the evolving mindset of new generations. At MITSIS, we promise that this is where everything begins—where unforgettable memories are made, and where each guest feels truly special.



### Our vision for sustainable development

At our Group, sustainable development and corporate responsibility are not just isolated initiatives—they are the bedrock of our philosophy and integral to every aspect of our operations and decision-making. Our ambition is to set the benchmark for sustainable tourism, and we are proud that all our hotels have earned multiple certifications and accolades, including the Group being recognised as one of the ‘Most Sustainable Companies in Greece’ for 2023.

Our comprehensive approach focuses on empowering local communities, investing in employee development, preserving cultural heritage, embracing digital transformation, reducing our environmental impact, and safeguarding the biodiversity of our destinations.

As we close another chapter in our journey, I want to extend my heartfelt thanks to our stakeholders, partners, employees, and guests. Your support and collaboration are what make our vision for a sustainable future possible. Together, we are not just building a better Mitsis Group; we are building a better world. Let us continue to lead by example, fostering a culture of sustainability, and paving the way for future generations.

Thank you for creating your own story with us.

**Christina Mitsis**  
President | Mitsis Group



As we step into a new era for Mitsis Group, I am honoured to share our progress and future plans with you in this year’s Sustainability & CSR Report, compiled in accordance with the GRI Standards. 2023 marked a significant milestone in our history as we proudly launched our new brand identity. Mitsis Group is redefining modern luxury and hospitality with a steadfast commitment to reinventing the travel experience, offering beyond all-inclusive services, and exceeding guest expectations at every turn.

Looking back

Our journey began in 1976 when my father, Konstantinos Mitsis, founded Mitsis Group with a mission to revolutionise the Greek tourism industry through the introduction of the all-inclusive concept. His vision was to create top-tier hospitality accommodations, complemented by a rich food and beverage programme, all centred around exceptional quality and premium service. This vision came to life with the opening of our first hotel, Ramira in Kos, soon followed by the launch of Norida, which set the standard for the new all-inclusive model in Greece.

Over the decades, we have experienced significant growth, achieving key milestones, including the construction of major hotel complexes on the islands of Crete, Kos, and Rhodes between 2010 and 2013. In 2016, we embarked on a €100 million investment plan to refurbish key properties, further enhancing our commitment to excellence. Our portfolio expanded in 2018 with the acquisition of the Grand Hotel and, in 2019, we established the Filoxenia Management Company to enhance our operational expertise.

Our growth continued in 2022 with the acquisition of Cretan Village and Royal Mare in Crete, underscoring our dedication to expanding our presence while upholding the highest standards that drive our operations. As we celebrate over 45 years of operation in Greece, we remain committed to leading the hospitality industry, consistently striving to deliver unparalleled guest experiences that reflect our legacy of excellence.

# Address by the Managing Director, Stavros Mitsis

Looking ahead

Our commitment to growth and innovation is unwavering. In 2023, we expanded our footprint with significant investments and strategic acquisitions. We have signed a new 10-year Property Management Agreement for the 4-star seaside hotel Bali Paradise in Crete, which will undergo a complete renovation and be repositioned as a 5-star hotel by 2027. Key future projects include development plans in Athens, Piraeus, Corfu, Rhodes, Halkidiki, and Mykonos, to further our mission of delivering unparalleled hospitality across Greece.

These expansions are not just about growing our portfolio—they are about redefining what modern luxury means. We are integrating our innovative hotel operations management services and leveraging our digital infrastructure to ensure that each new property meets the highest international standards.

Our new brand identity

The year 2023 marked a transformative moment for our Group as we proudly unveiled our new brand identity—a reimagining that captures the essence of who we are and where we are headed. As Greece’s largest privately-owned hotel chain, we have always been committed to redefining the travel experience. Now, with our new brand, MITSIS, we are taking this commitment to the next level.

The rebranding is more than just a new logo or tagline; it is a holistic evolution of our identity that reflects the changing expectations of today’s travellers. In a world where guests seek authentic, personalised experiences, our new brand encapsulates everything that MITSIS stands for: enriching encounters, an unparalleled family touch, and the genuine Greek essence that permeates all we do.

At the heart of our rebranding is the 'Kaleidoscope', a creative concept symbolising our ongoing reinvention and the diverse experiences we offer. It represents the vibrant, ever-changing, and engaging moments MITSIS delivers, from luxurious accommodations and refined dining to immersive cultural experiences, allowing every guest to discover, evolve, and transform.

Our new brand identity encapsulates the essence of the MITSIS experience, to not only meet but exceed industry expectations, while continuing to uphold the values of quality, sustainability, family, and Greek hospitality that define MITSIS—now with a fresh, modern approach for the future.

‘A story of change’

We recognise our responsibility extends beyond industry leadership, embedding us in the communities we serve. Our sustainability & CSR programme, ‘A story of change’, reflects this commitment, addressing key challenges through environmental stewardship, community empowerment, and cultural preservation. The programme demonstrates our dedication to creating lasting, positive impacts and contributing to a better world for future generations.

I want to express my deepest gratitude to our employees, partners, and guests who have been integral to our success. Together, we are not just building hotels; we are building a legacy of excellence in Greek hospitality. We invite you to join us on this exciting journey as we continue to lead by example, shaping the future of luxury and sustainability in the hospitality industry.

Stavros Mitsis  
Managing Director | Mitsis Group

For more than 45 years, progress and innovation have been at the core of our Group’s DNA. As we continue to evolve, we remain dedicated to adding sophistication and luxury to everything we do. Our strategic investments, along with our ambitious renovation and refurbishment programme, reflect our unwavering commitment to enhancing guest experiences while contributing to the sustainable development of the tourism industry.



# About the Report

The 2023 Sustainability & CSR Report represents a significant milestone in Mitsis Group’s ongoing commitment to transparency and accountability in its Environmental, Social, and Governance (ESG) initiatives. Compliant with Global Reporting Initiative (GRI) standards, the Report delivers comprehensive and pertinent information to its stakeholders. Its content is structured around the core priorities of the United Nations Sustainable Development Goals (SDGs), underscoring the Group’s dedication to addressing global sustainability challenges.

Each section of the Report highlights current practices, achievements, and areas for enhancement, demonstrating Mitsis Group’s proactive approach to sustainability. The Report also outlines strategic objectives for the future, forming the foundation for a long-term sustainability strategy centred on ethical governance, environmental stewardship, and social responsibility.

As both a benchmark for performance and a tool for stakeholder engagement, the Report provides valuable insights into the Group’s impact, emphasising its commitment to fostering resilience, accountability, and sustainable growth, thereby generating enduring value for all stakeholders.

As part of its sustainability strategy, Mitsis Group has introduced ESGenius!, a dedicated platform that optimises sustainability data management and aligns the Group’s activities with established standards such as the GRI and the Athens Stock Exchange (ATHEX) ESG Index. This initiative enhances transparency by enabling precise, real-time monitoring and reporting of ESG performance. By tracking progress against defined goals, ESGenius! strengthens accountability and supports the Group’s long-term sustainability objectives, positioning it as a leader in effective ESG management within the industry.







# Mitsis Group

# Company Overview

## Mitsis Group Evolution

Founded in 1976 by visionary entrepreneur Konstantinos Mitsis, Mitsis Group transformed the Greek tourism industry by introducing the innovative all-inclusive hospitality concept. Konstantinos Mitsis’ ambition was to create premium accommodations that seamlessly combined exceptional quality, world-class culinary experiences, and unparalleled service—setting a new benchmark in Greek hospitality.

Mitsis Group encompasses a dynamic portfolio of 25 companies, showcasing the breadth and diversity of its operations. At the core of the Group’s business are 11 hotel companies and a hospitality management company, representing the foundation of its expansive hospitality division. In addition to hospitality, the Group’s interests span a wide range of industries, including a publishing company, a winery, a construction firm, a non-profit organisation, and various real estate ventures. This versatile corporate structure positions Mitsis Group for sustained growth and strategic development across industries, while reinforcing its unwavering commitment to sustainability, innovation, and operational excellence at every level of the organisation.

By 2023, Mitsis Group's portfolio had expanded to 20 hotels and resorts across five premier destinations in Greece. These properties cater to a variety of guest preferences, from all-inclusive family resorts to city hotels and spa retreats, each thoughtfully designed to offer enriching and memorable experiences. At the heart of Mitsis Group's mission is the desire to be the preferred hospitality brand in Greece, delivering experiences that reflect its signature family touch and authentic Greek character.

Mitsis Group remains committed to meeting the evolving demands of new generations and individual customer needs, while continuously redefining modern luxury. Innovation, adaptability, and a focus on service excellence are central to the Group’s strategy, allowing it to remain agile and competitive in the dynamic tourism sector. Hosting over 400,000 guests annually, Mitsis Group exemplifies a new era of Greek hospitality—one that blends the richness of tradition with forward-looking service and modern sophistication.

A cornerstone of the Group’s long-term vision is its sustained investment in infrastructure. Mitsis Group has consistently dedicated substantial resources to ambitious projects aimed at maintaining the highest standards of quality and comfort across its properties. These investments encompass both the development of new hospitality ventures and the renovation of existing ones, all while prioritising sustainability and innovation. This strategic approach ensures the Group's properties are not only physically enhanced but also aligned with a more sustainable and resilient tourism model.

Looking to the future, Mitsis Group continues to explore opportunities for growth and expansion. Its comprehensive investment strategy is designed to keep the Group at the forefront of the tourism industry, while maintaining a strong focus on social responsibility. As a leader in the sector, the Group's Managing Director actively contributes to the promotion of Greek tourism, serving on the boards of four major tourism organisations and further strengthening Greece’s reputation as a world-class destination.

## Responsible Operation

Recognising sustainability as a cornerstone of its competitive edge, Mitsis Group aspires to set the standard for sustainable tourism development in Greece. The Group is deeply committed to responsible hospitality, delivering exceptional services while upholding its social responsibilities and ensuring ethical, transparent business practices.

Mitsis Group's commitment to sustainability extends across multiple dimensions. It is reflected in the development of its 5,000 employees, the strengthening of local communities, the support for volunteer and social activities, the minimisation of the environmental footprint across its 20 properties, and the preservation of biodiversity within its five destinations.

In recognition of its outstanding performance, Mitsis Group has received numerous national and international accolades for service excellence, innovative practices, environmental leadership, and contributions to local well-being. Notably, the Group was named one of the 'Most Sustainable Companies in Greece' for 2023 by the Quality Net Foundation, further solidifying its position as a leader in sustainable tourism.

20

Award-winning  
Hotels & Resorts

5

Unique  
Destinations

5K

Hotel  
Employees

4M

People in Local  
Communities

Organisational Structure and Management

Board of Directors & Board of Executives

The Board of Directors (BoD) serves as the highest governing authority within Mitsis Group, operating on the principles of honesty, transparency, and integrity. It is responsible for shaping the Group’s corporate strategy, establishing growth policies, and overseeing business activities to ensure alignment with long-term objectives. The primary decision-making entity, K. Mitsis Filoxenia S.A., is led by a Board consisting of five distinguished members: the three shareholders—one of whom serves as the Managing Director—the Chief Financial Officer, and the Group’s Legal Counsel.

At the operational level, the Board of Executives manages the core business functions, integrating Directors from the Finance, HR, Marketing & Communications, Operations, Business Development, Legal, and IT Departments. Comprising ten members, the Board of Executives meets monthly to oversee daily operations, ensure regulatory compliance, and uphold internal policies throughout the organisation.

The Board’s composition includes the three shareholders, with one acting as the Managing Director, alongside senior management team leaders, ensuring a unified approach to achieving the Group’s strategic objectives. Both governance bodies function independently, with four members serving on both Boards to maintain cohesion.

Significant decisions made by the Board of Executives are submitted to the Board of Directors for final approval. Due to the Group’s family-owned structure, shareholders and Board members have direct access to all documentation and departments, facilitating close oversight and transparent decision-making.

The Board of Directors convenes monthly to review all submissions from the Board of Executives and the Hotel Managers Committee, which is chaired by the Managing Director. Shareholders are also entitled to attend any meetings or committees, ensuring open communication on critical matters.

Board nominations are proposed by the shareholders, while the composition of the Board of Executives is defined by role, encompassing all functional Directors. Hotel Managers are appointed by the Board of Directors and are automatically included in the Hotel Managers Committee.

Compensation for Board and senior management members is primarily determined by performance, responsibilities, and experience, with no direct link to environmental or social impact metrics. Although the Group prioritises sustainable practices, the current compensation policies focus on overall business performance without incorporating specific ESG-related indicators.

Committees

Committees play a pivotal role in an organisation’s governance framework by providing specialised expertise, streamlining decision-making processes, and ensuring accountability and oversight. They are instrumental in managing risks, enhancing transparency, and promoting effective communication across various levels of the Group. Through their contributions, committees foster a well-rounded and ethical governance structure, ensuring that decisions are thoroughly informed and aligned with the Group’s strategic objectives.

The Board is supported by a comprehensive committee structure that enhances governance, streamlines decision-making, and ensures compliance across the Group. The primary committees—Nomination and Corporate Governance, Audit, Remuneration, and ESG—provide strategic guidance on corporate governance, oversee major transactions, and monitor adherence to regulatory standards.

To further ensure effective communication and smooth operations, Mitsis Group has established additional committees, including the Hotel Managers Committee, Whistleblower Legislation Committee, Employee Complaints Committee, and Cases of Emergency Committee, each tasked with addressing specific operational and compliance matters within their respective areas of focus.

Each committee meets as needed to address specific issues and devise effective solutions. In certain instances, ad hoc committees are formed to manage unique or urgent matters through the establishment of Emergency Executive Committees, under the oversight of the representative of the Body for Public and Cultural Initiatives of the Mitsis Group of Companies.

Organisational Charts

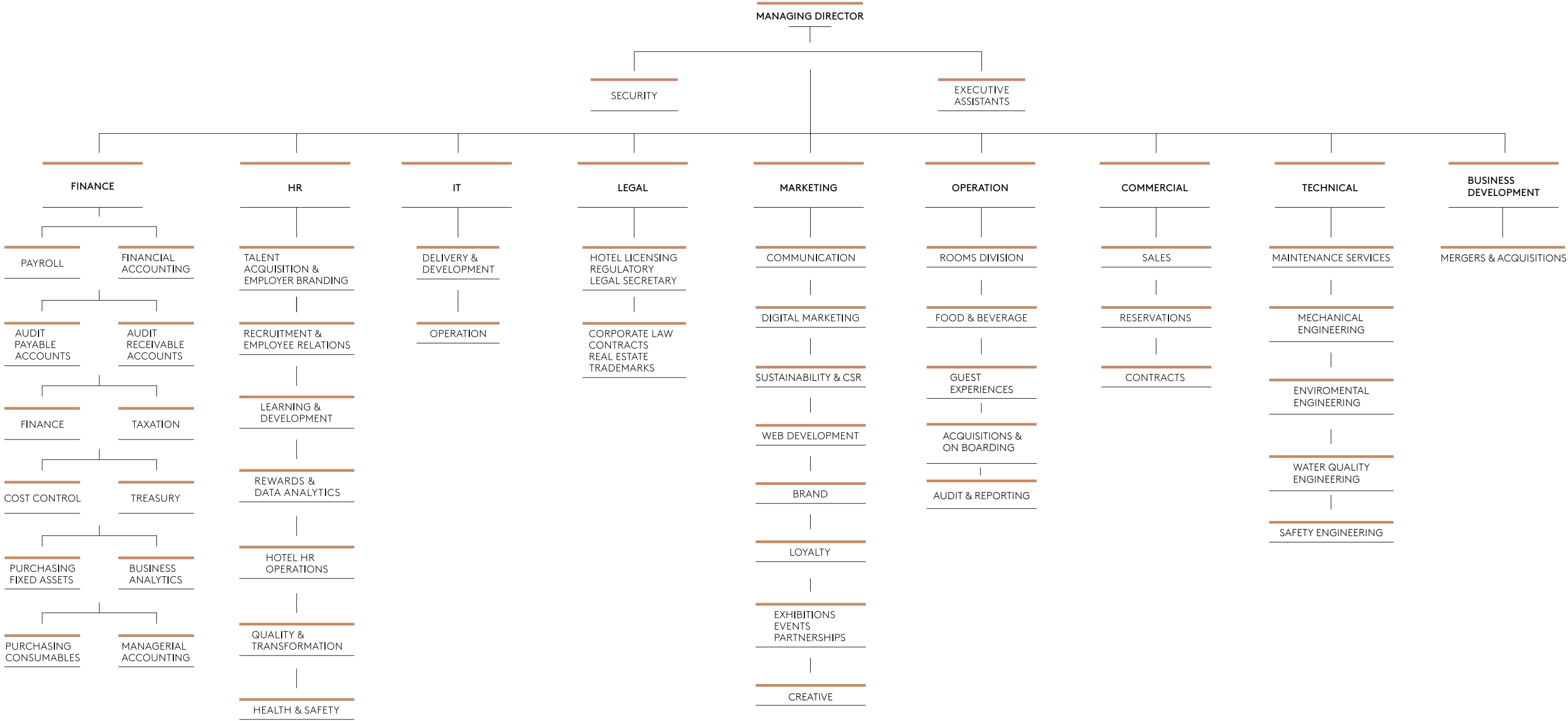
A well-defined organisational structure is essential for efficient operations, clear role allocation, and seamless communication. Mitsis Group’s functional framework promotes a streamlined distribution of responsibilities, enhances performance evaluation, and optimises resource management, ensuring the effective coordination of complex processes and fostering collaboration across all levels of the organisation.

The two charts on pages 16-19, illustrate the organisational structure of the K. Mitsis Filoxenia Management Company and the corresponding structure at the property level, providing a clear overview of roles and reporting lines within the Group.

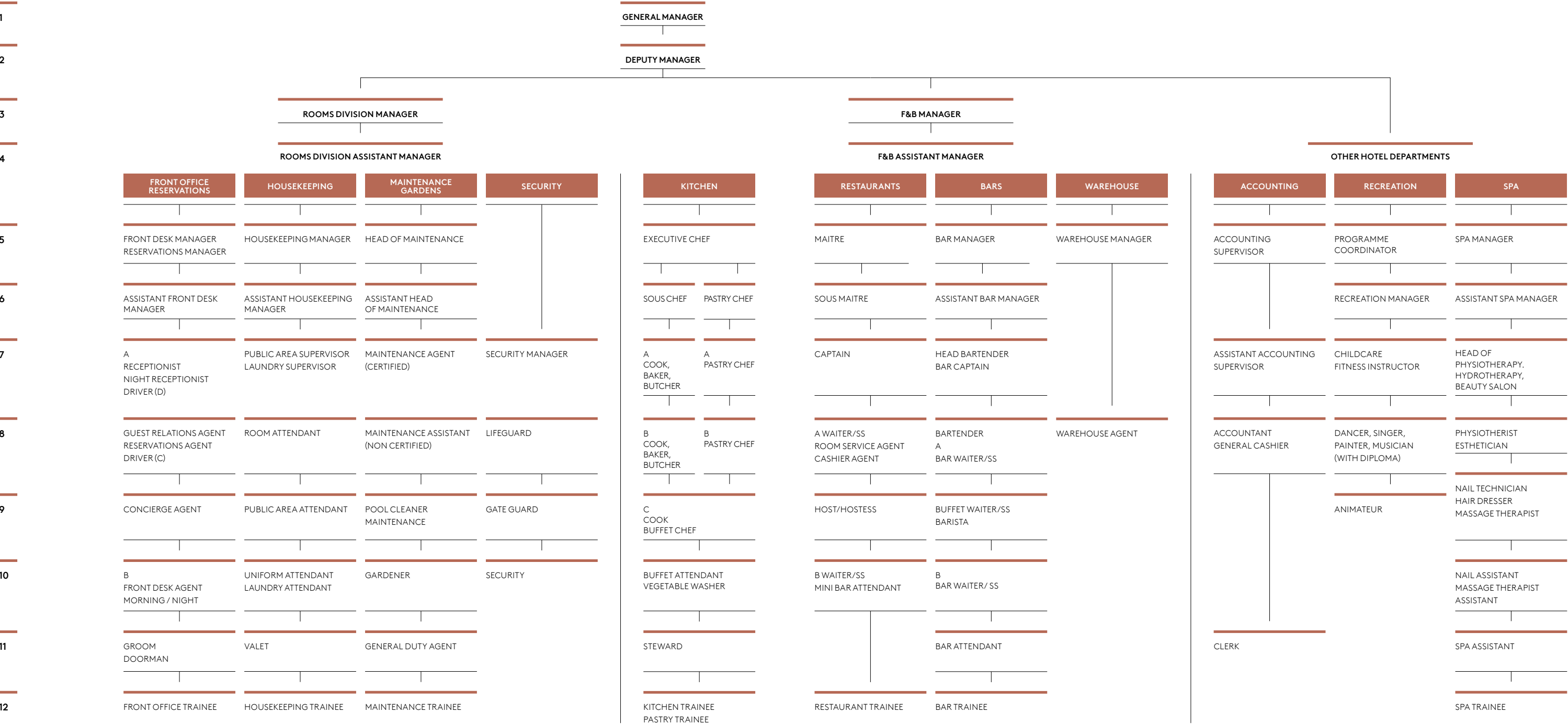




# K. Mitsis Filoxenia | Organisational Chart



Hotels & Resorts | Organisational Chart





# Milestones





# Mitsis Group of Companies

Group Companies

Staritem Investments PLC  
Xenodoxeia Ellados Mitsis Company S.A.  
Xenodoxeia Kritis Mitsis Company S.A.  
K. Mitsis Hotel Tourism Enterprises S.A.  
K. Mitsis Filoxenia S.A.  
Korali Hotel Company S.A.  
Faliraki Hotel Company S.A.  
Galini Hotel Company S.A.  
Tholari Hotel Company S.A.  
Diagoras Hotel Company S.A.  
Athens Airport Hotel Company S.A.  
Panevropa S.A.  
Grand Hotel Summer Palace S.A.  
Entypoekdotiki S.A.  
Caviros S.A.  
Kortia S.A.  
Paralimnios S.A.  
Pyramida S.A.  
Pylonas PLC  
Afandou Golf S.A.  
Afandou Real Estate S.A.  
Afandou Touristiko Xorio S.A.  
Galini Loutropolis SPC  
Xenodoxeio Ideal SPC  
NPO K. Mitsis

K. Mitsis Filoxenia Management Company

Established in 2019 in Athens, K. Mitsis Filoxenia S.A. aims to become Greece’s premier hotel management company, recognised for its distinguished projects and cutting-edge operational strategies. Driven by Mitsis Group’s core values of entrepreneurial spirit, innovation, and excellence, Filoxenia focuses on fostering synergies, maximising revenue and profitability, and optimising resource allocation and expenditures. By harnessing the extensive capabilities and expertise of a leading brand in the Greek tourism sector, Filoxenia consistently delivers substantial value to hotel owners. Central to these accomplishments is a team of over 200 dedicated professionals, committed to supporting hotels and resorts in achieving excellence and long-term success.

K. Mitsis Foundation

Established in 2022, the K. Mitsis Non-Profit Society of Cultural & Public Benefit Projects partners with academic institutions, scientific organisations, public bodies, associations, and civic entities that share its mission. The Foundation is committed to creating a meaningful impact through donations, sponsorships, and awards, supporting the local communities in which the Group operates. Additionally, it aims to forge partnerships with like-minded organisations both in Greece and abroad, with the goal of organising seminars, conferences, and events that promote its core objectives.

Mitsis Hotels & Resorts

Although Mitsis Group comprises 25 entities, the Group’s hotel operations are consolidated under key companies. Consequently, the data and KPIs presented in this Report exclusively reflect these entities, ensuring an accurate depiction of sustainability performance for the hospitality sector. Additionally, while Sofitel Athens Airport is owned by Mitsis Group, it is managed by Accor. As a result, the hotel is included in the overview of the Group’s hotel and resort properties, but its sustainability data is not incorporated into Mitsis Group’s annual Sustainability & CSR Report. It should be noted that Marika Pologeorgi S.A. is not a listed entity within the Mitsis Group of Companies. The Group is solely responsible for the management and operation of the property, while ownership remains under a separate entity, as detailed in the table.

Mitsis Hotels & Resorts

Company	Hotel	Location	Rooms & Suites
Athens Airport Hotel Company S.A.	Sofitel Athens Airport	Athens	345
Diagoras Hotel Company S.A.	Mitsis Selection Alila	Rhodes	313
Faliraki Hotel Company S.A.	Mitsis Faliraki	Rhodes	348
Galini Hotel Company S.A.	Mitsis Galini	Kamena Vourla	224
Grand Hotel Summer Palace S.A.	Mitsis Grand Hotel	Rhodes	405
K. Mitsis Hotel Tourism Enterprises S.A.	Mitsis Petit Palais	Rhodes	215
	Mitsis Ramira	Kos	338
Marika Pologeorgi S.A.	Mitsis Bali Paradise	Crete	238
Panevropa S.A.	Mitsis Selection Laguna	Crete	351
Tholari Hotel Company S.A.	Mitsis Selection Blue Domes	Kos	499
	Mitsis Family Village	Kos	219
	Mitsis Selection Lindos Memories	Rhodes	70
	Mitsis Norida	Kos	455
Xenodoxeia Ellados Mitsis Company S.A.	Mitsis Rinela	Crete	393
	Mitsis Rodos Maris	Rhodes	430
	Mitsis Rodos Village	Rhodes	412
	Mitsis Summer Palace	Kos	244
Xenodoxeia Kritis Mitsis Company S.A.	Mitsis Cretan Village	Crete	344
	Mitsis Royal Mare	Crete	385
Korali Hotel Company S.A.	Mitsis La Vita	Rhodes	126



# Principles & Policies

Mitsis Group’s steadfast dedication to its core values underscores its commitment to ethical business conduct. By integrating these principles across all operations, the Group not only defines its identity but also cultivates a shared sense of purpose among its team members. This cohesive approach drives consistent performance, fortifies stakeholder relationships, and elevates the Group’s ability to address global sustainability challenges effectively.

### Policy Framework and Ethical Conduct

Policies are crucial instruments for guiding decision-making, ensuring consistency, and promoting transparency within an organisation. Mitsis Group recognises the strategic importance of establishing and upholding a comprehensive policy framework that aligns with its core values and business objectives. The Group’s policies are meticulously designed to proactively support ethical business practices, safeguard employees and stakeholders, and address potential risks.

The foundation of Mitsis Group’s policy framework is its Code of Business Conduct and Ethics, which outlines the standards for integrity, transparency, and accountability across all operations. This Code governs interactions with employees, customers, suppliers, and partners, providing clear guidance and forming a vital foundation for the Group. It mandates compliance with applicable laws, regulations, and internal policies, adopting a zero-tolerance approach toward fraud, corruption, and bribery.

The Code emphasises the following core principles:

- **Transparency:** Ensuring honesty and fairness in all business dealings.
- **Conflict of Interest:** Requiring employees to avoid any situations that could create conflicts between personal and corporate interests.
- **Confidentiality:** Protecting private and proprietary information to maintain the privacy and security of personal data.
- **Non-Discrimination and Inclusion:** Promoting a respectful, inclusive workplace free from harassment and discrimination.
- **Environmental Responsibility:** Committing to reducing environmental impact and advocating for sustainable practices.
- **Reporting Mechanisms:** Providing secure and confidential channels for reporting violations, fostering a safe environment for employees to voice concerns without fear of retaliation.

All policies are reviewed and approved by the Group’s highest governance body and are implemented at all levels of the organisation. They remain dynamic, undergoing continuous assessment and refinement to ensure alignment with the Group’s evolving values and business environment.

### Policy Commitments Integration to Strategy

#### Allocation of Responsibility

The Board of Directors and senior management provide oversight of the Group’s strategic direction, ensuring alignment with its corporate values. Middle management is tasked with translating these commitments into actionable practices within their respective departments, while all employees are encouraged to embody the principles of responsible business conduct in their daily activities.

#### Integration into Organisational Strategies, Policies, and Procedures

Policy commitments to responsible business are integrated into the organisation’s strategies, operational policies, and procedures. Sustainability objectives are embedded within strategic planning, supported by comprehensive policies that address environmental, social, and governance (ESG) matters. These principles are further incorporated into operational guidelines and processes, ensuring that every decision reflects the Group’s broader societal and environmental responsibilities.

#### Implementation through Business Relationships

Mitsis Group sets clear expectations and standards for its partners and suppliers through its suite of policies, including the Sustainability & CSR Policy, Human Rights Policy, HR Policy, Quality Assurance Policy, Health & Safety Policy, and Sustainable Procurement Policy. These policies define the ethical behaviour and labour practices that the Group expects its partners to adopt and uphold, ensuring alignment with its commitment to responsible business conduct.

#### Training and Education

All employees receive comprehensive training and education on responsible business conduct, covering corporate policies, sustainability practices, and ongoing learning opportunities. This ensures that the workforce remains informed about the latest developments and industry best practices, reinforcing the Group’s commitment to ethical and sustainable operations.

### Policy Communication and Stakeholder Engagement

Effective communication of policies to stakeholders is crucial, as it promotes transparency, trust, and alignment with the Group’s vision. By articulating its policies clearly, Mitsis Group ensures that stakeholders—including employees, investors, customers, and partners—are well-informed about its strategic objectives, ethical standards, and compliance requirements. This clarity cultivates a culture of accountability and shared responsibility, which is essential for the organisation’s long-term success and sustainability.

In essence, Mitsis Group’s policy framework not only reinforces its operational integrity but also strengthens its relationships with stakeholders, driving responsible business conduct and nurturing a sustainable corporate culture.



Key Principles & Policies

Anti-corruption, Anti-bribery and Ethical Business Conduct

Mitsis Group upholds the highest standards of integrity, prohibiting all forms of bribery, corruption, and financial misconduct, including solicitation, acceptance, or offering of bribes and money laundering. The Group enforces a strict zero-tolerance anti-corruption policy, forbidding any undue benefits involving government officials, employees, agents, clients, suppliers, or competitors. Compliance is mandatory for all, with adherence monitored through regular audits to ensure alignment with ethical business practices.

Key anti-corruption measures include:

- **Comprehensive due diligence** for acquisitions, joint ventures, and third-party agreements.
- **Addressing corruption concerns** prior to proceeding with transactions.
- **Establishing secure reporting** channels to facilitate the confidential reporting of suspected corruption.
- **Investigating all reported incidents** involving employees or business partners.

Mitsis Group enforces strict controls to prevent misconduct in areas like business entertainment, gifts, conflicts of interest, recruitment, and donations. Employees, contractors, and directors are prohibited from engaging in corrupt activities or actions that may appear unethical. Third parties—such as agents, partners, and consultants—are held to the same high standards, ensuring all business dealings are conducted with integrity and align with the Group’s values.

Zero

Non-compliance incidents

Zero

Reported legal cases for corruption

Compliance with Laws, Rules & Regulations

Mitsis Group operates in strict compliance with all applicable laws, regulations, and standards governing its business activities. The management team, in collaboration with the Group’s legal department, ensures that clear guidelines and procedures are established to maintain legal conformity across all operations. This unwavering commitment to compliance is non-negotiable, and Mitsis Group actively encourages its partners, suppliers, and stakeholders to uphold the same dedication to legal and ethical business practices.

Confidentiality & Privacy

Mitsis Group is committed to protecting the confidentiality of all sensitive information, including customer data, trade secrets, supplier details, and proprietary materials. The Group implements robust measures to prevent data breaches, recognising that any compromise could impact its reputation and operational integrity. Safeguarding this information is crucial for maintaining stakeholder trust and upholding the integrity of its business practices.

Data Protection

Mitsis Group strictly complies with data protection regulations to ensure the privacy and confidentiality of personal information. Unauthorised disclosure of personal data or sensitive information, especially online, is prohibited without explicit consent. Breaches are taken seriously and may result in disciplinary action, including termination, and are reported to authorities if required. Mitsis Group implements robust measures to protect the personal data of guests, employees, suppliers, and stakeholders, maintaining the highest standards of data security and privacy.

Human Rights

Mitsis Group’s values are rooted in a strong commitment to protecting and promoting human rights. Guided by the United Nations’ Universal Declaration of Human Rights, its Human Rights Policy enforces zero tolerance for practices such as slavery, exploitation, forced labour, human trafficking, child labour, and deceptive recruitment. The policy ensures ethical conduct, legal compliance, and respect for human rights across all business operations and supply chains. This policy applies to all employees, officers, directors, and third parties representing the Group, safeguarding human dignity and integrity throughout its global operations and partnerships.

Occupational Health & Safety (OHS)

Mitsis Group is dedicated to maintaining a safe, healthy, and supportive work environment, recognising it as vital for service excellence and a positive workplace culture. The Group strictly complies with all occupational health and safety regulations, actively working to prevent accidents, injuries, and work-related illnesses while upholding the highest safety standards to protect its employees and attract top talent. The Group also encourages its partners and suppliers to meet these standards and collaborate in promoting a safe work environment. Ongoing health and safety training for personnel is a priority, allowing Mitsis Group to proactively address safety risks and strengthen its workforce against potential hazards.

Professional Behaviour

Mitsis Group upholds the highest standards of professionalism and integrity in its relationships with customers, suppliers, and stakeholders, forming the basis of its strong reputation in Greek and international markets. Its commitment to ethical practices and quality excellence goes beyond compliance, ensuring impartial and transparent business dealings. Even in complex situations, the Group remains guided by its core values to promote fairness and trust. By cultivating long-term relationships and maintaining transparent, value-driven pricing, Mitsis Group consistently meets guest expectations and reinforces its position as a trusted partner.

Professional Development & Employee Support

Mitsis Group places a high priority on the professional development and personal growth of its employees. The Group invests significantly in training programmes, seminars, and educational resources to enhance workforce skills and competencies. These efforts not only elevate employee qualifications but also create a motivated and dynamic work environment that drives exceptional service quality. By promoting a safe, supportive, and engaging workplace, Mitsis Group empowers its team to excel, fostering a culture of excellence that delivers lasting value for the Group and its people.

Respect, Diversity & Fair Treatment

Mitsis Group places respect, inclusivity, and diversity at the heart of its culture, ensuring equal opportunities, fair treatment, and merit-based recognition for all. Guided by its Code of Conduct & Ethics, the Group upholds a zero-tolerance policy against harassment and unethical behavior, fostering a safe and supportive environment where everyone is valued. Aligned with the Violence and Harassment Convention, MITSIS has implemented a comprehensive policy to prevent and address workplace violence and harassment. The policy, applicable to all employees, includes clear reporting, investigation, and resolution mechanisms, ensuring confidentiality and support while protecting employees’ right to report concerns without fear of retaliation.

Respect for Company Assets & Opportunities

Mitsis Group prioritises the protection and responsible use of its assets, including property, equipment, confidential information, and intellectual property. Employees are expected to use these resources for business purposes only and protect them from theft or misuse. Safeguarding the Group’s brand and reputation is essential, requiring strict confidentiality and prohibiting any use of company assets for personal gain. Engaging in competition with the Group during or after employment is not permitted. The Group’s success relies on employees’ commitment to its values and trust.

Safeguarding Policy for Kids

Mitsis Group has implemented a comprehensive Safeguarding Policy for Kids to ensure the safety and well-being of all children within its facilities. This policy applies to all employees, including seasonal staff, volunteers, and interns, setting clear guidelines supported by strict supervision, continuous training, and rigorous safety protocols. The Group enforces stringent recruitment processes with thorough screenings to ensure compliance with child protection and child labour laws, alongside specialised training programmes on child rights. Regular monitoring and close cooperation with authorities ensure swift action if needed. In 2023, Mitsis Group recorded zero child labour incidents.

Zero

Child labour incidents

Social Responsibility

Mitsis Group aligns its growth with the well-being of local communities, investing in local economies and supporting development initiatives for positive and sustainable impact. By prioritising local recruitment and talent development, the Group integrates as a valued community partner, promoting sustainable development, human rights, and environmental protection. Environmental stewardship is central to Mitsis Group’s strategy, as preserving natural resources is key to maintaining exceptional hospitality and protecting the unique beauty of its destinations, ensuring long-term ecosystem sustainability.

Complaint Management Mechanisms

Mitsis Group has established a comprehensive grievance and well-being of all stakeholders. The Group actively engages stakeholders—including guests, employees, suppliers, and local communities—in the design, review, and enhancement of its grievance mechanisms to uphold transparency and responsiveness.

Guest feedback is gathered through multiple channels, such as online surveys, social media, email, and direct interactions with Customer Service. Employees are encouraged to voice concerns via anonymous surveys, direct communication with HR, or through their supervisors. Additionally, social media monitoring, internal audits, and open dialogue with communities, suppliers, and partners help identify and address any emerging issues promptly.

Grievances are managed through Guest Relations desks, structured employee reporting procedures, and dedicated communication channels for suppliers and partners. Urgent matters receive immediate attention, followed by thorough investigations and the development of resolution plans, which may involve compensation, operational adjustments, or policy revisions. Continuous monitoring ensures that resolutions align with stakeholder expectations and needs.

All complaints are reviewed by the Ethics Committee, which ensures adherence to the Group’s Code of Conduct and Ethics. Chaired by senior executives, this Committee regularly evaluates and updates the Group’s ethical standards to maintain robust compliance and effective grievance management practices.

The effectiveness of these mechanisms is assessed through a combination of quantitative data and qualitative insights, incorporating stakeholder feedback, internal and external audits, and regular reviews. This approach ensures that the grievance mechanisms remain accessible, effective, and responsive to stakeholder needs. To reinforce a culture of openness and accountability, Mitsis Group provides regular training programmes and policy updates across the organisation.



# Brand Culture

Mitsis Group has established a comprehensive framework of training, procedures, and resources to support the growth and development of its hotel and resort workforce. These initiatives empower team members to excel both personally and professionally.

From recruitment to ongoing training and performance evaluation, the brand culture of Mitsis Group shapes every aspect of the employee journey. This shared ethos unifies the entire team, cultivating a strong sense of camaraderie and shared values. This collective commitment to the brand culture enables Mitsis Group to consistently deliver exceptional guest experiences while fostering a cohesive and motivated workforce.

## Values

Mitsis Group’s core values define its identity as both a collective of individuals and as an ambassador of Greek hospitality. As a customer-centric organisation, the Group is dedicated to delivering exceptional value to its esteemed guests. By embodying the core values of empathy, adaptability, and surprise, Mitsis Group ensures that every team member contributes to making the company a great place to work. These values are ingrained in every step of the employee journey and are reflected in the meticulous care that defines all services offered to guests.

## Empathy

At Mitsis Group, every detail is thoughtfully considered and crafted with care. The warm Greek family spirit infuses the guest experience with sincerity, genuineness, and a welcoming atmosphere. As a premium hospitality brand, Mitsis Group is committed to excellence in all operations while prioritising customer care through attentive service and a deep understanding of individual needs.

## Adaptability

Mitsis Group demonstrates a natural ability and willingness to adapt its offerings to meet the unique needs of each guest. By tailoring experiences to create unforgettable moments, the Group ensures that every stay is special, recognising the individuality of each person.

## Surprise

Mitsis Group strives to exceed expectations, captivating the hearts and minds of its guests by delivering the joys of premium service with meticulous attention to detail. The Group is dedicated to creating unforgettable moments that leave lasting memories.

# Brand Definition Model

## Slogan

Create your own story

## Vision

Transforming each visitor into a special guest.

## Mission

To stand out as the preferred portfolio of hotels & resorts in Greece, offering excellent service, great locations, impeccable facilities, sophisticated dining, and a broad spectrum of options for our guests to choose what fits them best.

## Insight

I treasure the opportunity to transform myself according to what matters most to me.

## Purpose

To offer a world of delightful experiences where visitors can embrace their own perspective on enjoyment and fulfillment.

## Positioning

Mitsis is a Group of hotels and resorts that aims to reimagine what luxury means bringing to life enriching experiences for its guests, making the most of its unparalleled family touch and its impeccable Greek essence. Always aspiring to be flexible and adaptable to individual customer needs and the mindset of new generations, Mitsis allows visitors to feel what they want to feel, creating exceptional memories that will endure.

## Promise

Where everything begins.





# Hotels & Resorts

## Athens

### Sofitel Athens Airport

Sofitel Athens Airport, a member of Mitsis Selection, blends French elegance with Greek hospitality. Located just steps from Athens International Airport, it features 345 rooms, two restaurant bars, a lounge bar, and a fitness centre with an indoor pool. Business amenities include 11 fully equipped meeting rooms. Its modern design and top-tier services ensure an exceptional guest experience.

## Crete

### Mitsis Bali Paradise

Mitsis Bali Paradise is a tranquil 4-star family hotel in Bali, Crete, just a 3-minute walk from a sandy beach. It offers 238 sea or garden view rooms, two restaurants, two pools, kids' waterslides, a playground, and a lively all-inclusive programme, making it ideal for families, solo travellers, and groups.

### Mitsis Cretan Village

Mitsis Cretan Village is an all-inclusive, family-oriented hotel boasting stunning sea views, located on the golden beach of Anissaras. The hotel features 344 comfortable rooms, 5 outdoor seawater pools, 2 modern Kids' Clubs, 4 tennis courts, mini golf, a water sports centre, and a multi-awarded Thalasso & Spa. Guests can enjoy a diverse range of activities through a daylong entertainment programme.

### Mitsis Rinela

Mitsis Rinela is a 5-star, luxury all-inclusive resort, located in Kokkini Hani, Crete, set on a Blue Flag-awarded sandy beach. The resort features expanded accommodations with private or shared pools and upgraded facilities and services. All 393 rooms, along with the pool areas, beach, F&B outlets, and public spaces, have been completely renovated, presenting a new era of luxurious hospitality.

### Mitsis Royal Mare

Mitsis Royal Mare is a luxurious 5-star resort located on the Blue Flag beach of Anissaras, Crete. The hotel features 385 elegant rooms, 7 restaurants, 4 bars, 29 private pools, and a world-class Thalasso & Spa Centre. Surrounded by over 350 palm trees and expansive outdoor spaces, it combines exceptional facilities, unique services, and diverse culinary options to create an unforgettable holiday experience.

### Mitsis Selection Laguna

Mitsis Selection Laguna, a member of the Mitsis Selection, offers excellent facilities supported by a team of well-trained and passionate personnel. The hotel provides a wide range of services meticulously designed and managed by professionals to meet guests' highest expectations, ensuring an exceptional stay and unparalleled hospitality.

## Kamena Vourla

### Mitsis Galini

Mitsis Galini, a renowned 5-star deluxe property, is recognised for hosting the largest wellness spa in the Balkans. Guests staying at the hotel are welcome to experience exceptional hospitality, with complimentary access to its luxurious facilities and superior services.

## Kos

### Mitsis Family Village

Mitsis Family Village is a peaceful family hotel, built on the foot of Mountain Dikeas, only a 5-minute walk from a crystal-clear pebble beach. It is located south-east of the island of Kos, 5 km from the lively village of Kardamena.

### Mitsis Norida

Mitsis Norida is a premium all-inclusive resort, ideal for couples and families seeking quality accommodation in a serene setting with sea and mountain views. Renovated rooms in 2012 and updated outdoor areas in 2018—featuring 5 new pools, a pool bar, and a beach bar—enhance the resort's ambiance and guest experience.

### Mitsis Ramira

Mitsis Ramira is a premier 5-star beach hotel near Kos town, offering top-tier all-inclusive services in a tranquil setting. Designed to meet the expectations of even the most discerning guests, it provides an exceptional experience of luxury and comfort.

### Mitsis Selection Blue Domes

Mitsis Selection Blue Domes, a 5-star resort and member of Mitsis Selection, is nestled at the foot of Mount Dikeas, overlooking a stunning beach. Offering 499 elegantly furnished rooms, bungalows, villas, and family accommodations, along with diverse leisure facilities and exceptional cuisine, it is the perfect retreat for discerning travellers.

### Mitsis Summer Palace

Mitsis Summer Palace is a 5-star all-inclusive beachfront hotel offering breathtaking views of the Aegean Sea, Nissiros Island, and Kardamena Bay, located just 5 km from Kardamena town.

## Rhodes

### Mitsis Faliraki

Mitsis Faliraki, located on the east coast near Faliraki town's beautiful sandy beaches, is just 5 km from Afandou Golf and 14 km from Rhodes town. This expansive resort offers exceptional service in a tranquil setting, exceeding the expectations of discerning travellers.

### Mitsis Grand Hotel

Mitsis Grand Hotel, the only 5-star all-inclusive beachfront city hotel in Rhodes, is renowned for its first-class hospitality. Situated near the medieval town, it features 405 luxurious guestrooms and modern facilities, providing an exceptional stay in the heart of Rhodes.

### Mitsis La Vita

Mitsis La Vita is a 4-star half-board hotel in Rhodes town, just 50 meters from the beach and promenade. Its prime location offers easy access to the island's main attractions, the port, and the UNESCO-listed medieval town.

### Mitsis Petit Palais

Mitsis Petit Palais is a 4-star hotel in Rhodes city, just 50 meters from the beach and promenade. Its central location offers convenient access to the city's main historical and cultural attractions.

### Mitsis Rodos Maris

Mitsis Rodos Maris, located on the southeast coast of Rhodes, offers elegant rooms and bungalows perfect for couples and families seeking quality in a tranquil setting. Fully renovated in 2011 and refurbished in 2018, it features updated rooms with new fabrics, polished marble floors, and modern bathroom accessories.

## Mitsis Rodos Village

Mitsis Rodos Village offers a tranquil retreat with stunning beaches. Extensively renovated between 2017 and 2022, the resort features a revamped lobby, common areas, main restaurant, bars, and 412 fully refurbished rooms, providing exceptional service for the most discerning guests.

### Mitsis Selection Alila

Mitsis Selection Alila, a member of Mitsis Selection offers 5-star services in Faliraki, Rhodes. Located on a Blue Flag beach in one of the island's most cosmopolitan areas, the resort provides a variety of entertainment options and daytime sports and recreational activities for its guests.

### Mitsis Selection Lindos Memories

Mitsis Selection Lindos Memories, a member of Mitsis Selection, is a luxurious Adults-Only 5-star boutique hotel located on the renowned Navarone Bay. Built in traditional Italian style with stone and marble, it offers stunning views, warm hospitality, exceptional cuisine, and impeccable service—ideal for holidays, weddings, and exploring Rhodes.



# Corporate Reputation

## Sustainability Awards & Certifications

Sustainability awards and certifications reinforce Mitsis Group’s commitment to environmental, social, and economic responsibility, enhancing stakeholder trust and loyalty while showcasing the Group’s efforts to minimise its environmental impact and contribute positively to society.

### Most Sustainable Companies

In 2023, Mitsis Group was recognised as one of the ‘Most Sustainable Companies in Greece’ by the QualityNet Foundation, remaining the only hospitality group to receive this prestigious honour. The evaluation was based on stringent Environmental, Social, and Governance (ESG) criteria, reflecting the Group’s ongoing commitment to sustainability, active stakeholder engagement, and transparent reporting of its non-financial performance.

### International Sustainable Awards

The ‘International Sustainable Awards’ by Luxury Lifestyle Awards recognise excellence in sustainability within the luxury industry, celebrating companies that prioritise environmental responsibility and sustainable practices. Mitsis Group’s 2023 recognition serves as a testament to its dedication to sustainability and innovation within the sector.

### Bike Friendly Certification

Mitsis Group’s hotels and resorts across Greece have earned the esteemed Bike Friendly certification, highlighting their strong support for cycling and bicycle tourism. This recognition is based on internationally recognised criteria, emphasising Mitsis Group’s commitment to promoting sustainable transportation options and enhancing guests’ travel experiences.

### Blue Flag Certification

Mitsis Group proudly participates in the Blue Flag programme, a globally recognised eco-label for beaches, marinas, and sustainable boating tourism operators. This distinction requires adherence to strict criteria for environmental conservation, education, safety, and accessibility. Numerous MITSIS properties in Crete, Kamena Vourla, Kos, and Rhodes have consistently met and maintained these high standards.

### Greek Breakfast Certification

Mitsis Group actively supports Greek culinary traditions, earning the 'Greek Breakfast' certification from the Hellenic Chamber of Hotels. This initiative enriches hotel breakfast offerings with local agricultural products and traditional specialities, promoting Greece’s cultural heritage and sustainable gastronomy.

### Certification of Cretan Cuisine & Cretan Taste by Agronutritional Cooperation

These certifications showcase MITSIS Group’s dedication to preserving and promoting authentic Cretan culinary practices. By emphasising high-quality, locally sourced ingredients, MITSIS properties offer guests an authentic gastronomic experience that highlights traditional flavours and the island’s rich agricultural heritage.

## Travelife Gold Certification

The Group’s hotels & resorts have achieved the prestigious Travelife Gold Certification, awarded by the Association of British Travel Agents (ABTA). This international sustainability programme evaluates accommodations based on a comprehensive range of criteria, including human rights, labour standards, community engagement, and environmental impact, ensuring strong sustainability performance.

### Green Key Certification

The Green Key award is a prestigious eco-label that signifies adherence to stringent environmental criteria in the tourism industry. Mitsis Group properties have been awarded the Green Key certification, demonstrating their dedication to adopting and promoting the highest standards of environmental responsibility and sustainable practices, upheld through rigorous documentation and regular audits.

### ISO 9001 Quality Management Certification

Mitsis Royal Mare holds the internationally recognised ISO 9001 certification, awarded by TÜV Hellas (TÜV Nord). This certification establishes the global standard for quality management systems, ensuring consistent product and service quality with a focus on customer satisfaction and continuous improvement.

### ISO 14001 Environmental Certification

Mitsis Group’s properties are certified with ISO 14001, a globally recognised standard for environmental management systems. This certification highlights the Group’s commitment to minimising its environmental impact and adhering to relevant environmental regulations.

### ISO 22000 Food Safety Certification

Several MITSIS properties, including Mitsis Selection Alila, Mitsis Selection Blue Domes, and Mitsis Faliraki, have achieved ISO 22000 certification, which ensures compliance with stringent food safety standards set by the International Organisation for Standardisation (ISO), guaranteeing the safety and quality of all food offerings.

### Safe Operation of Playground

Mitsis Group acknowledges the critical importance of safety in playgrounds and water slides. Several of the Group’s properties have undergone independent inspections and certifications by TÜV Hellas (TÜV Nord), ensuring they meet and exceed stringent European safety standards, affirming the Group's commitment to providing a safe and enjoyable environment for its youngest guests.

### Safe Operation of Water Slides

Understanding the risks associated with water slides and the need for stringent safety measures, TÜV HELLAS (TÜV NORD) has independently inspected and certified the playgrounds at Mitsis Selection Alila, Mitsis Cretan Village, and Mitsis Ramira. These certifications verify compliance with European standards, safety specifications, and relevant legislation, affirming the safe operation of these facilities.

## Service Quality & Customer Satisfaction Awards

Mitsis Group is steadfast in its commitment to delivering exceptional Greek hospitality and premium holiday experiences. Through a relentless focus on operational excellence, genuine care, and meticulous attention to every detail, the Group consistently achieves outstanding customer satisfaction. Continuously striving to elevate its services, Mitsis Group seamlessly combines family warmth with authentic Greek charm. This unwavering dedication has been recognised by leading industry organisations, earning the Group numerous accolades for the superior quality of its offerings.

### Agoda Customer Review Award

Mitsis Selection Blue Domes, Mitsis Selection Alila, and Mitsis Selection Laguna were honoured with Agoda’s Customer Review Award for consistently delivering excellent service, great value, and remarkable guest experiences.

### Agoda Gold Circle Award

The Agoda Gold Circle Award honours top-performing hotels for their exceptional service and value. Mitsis Selection Alila and Mitsis Faliraki received this prestigious recognition and were praised for their high guest ratings and strong partnerships with Agoda.

### Corendon Hotel of the Year Award

Mitsis Ramira received the Corendon Hotel of the Year Award for its exemplary service, high guest satisfaction, and innovation in the hospitality industry.

### Greek Hospitality Award

At the 2023 Greek Hospitality Awards, held under the auspices of the Ministry of Tourism, three Mitsis Group hotels were honoured for their excellence in innovation, quality, and sustainability. Mitsis Selection Alila, Mitsis Selection Blue Domes, and Mitsis Selection Laguna received prestigious awards for Best All-Inclusive Resort, Best Hotel Facilities, and Best Resort, respectively.

### HolidayCheck Award

Based on over 750,000 guest reviews, the HolidayCheck Awards celebrated Mitsis Selection Lindos Memories and Mitsis Ramira for consistently achieving high guest satisfaction over the past five years.

### Hotels.com Loved by Guests

Hotels.com’s Loved by Guests Awards, determined by authentic guest reviews, recognised Mitsis Bali Paradise for its outstanding service and memorable guest experience.

### Nordic Leisure Travel Group | Top 3 Hotels in Kos

The Nordic Leisure Travel Group (NLTG) recognised Mitsis Ramira as one of the top three hotels in Kos for 2023, commending its exceptional service quality and guest satisfaction.

## TUI Global Hotel Award








































































































































The TUI Global Hotel Awards celebrate excellence in quality, sustainability, and guest satisfaction. Mitsis Selection Alila, Mitsis Selection Lindos Memories and Mitsis Ramira were recognised in the Quality Hotel category, underscoring the Group's dedication to providing exceptional service and unforgettable guest experiences.



















### World Luxury Hotel & Restaurant Award

The World Luxury Hotel & Restaurant Awards, a global recognition of excellence in luxury hospitality, honoured Mitsis Selection Lindos Memories and Mitsis Royal Mare for their exceptional luxury service and guest experiences, based on public votes and reviews.

Mitsis Group's corporate reputation is built on a foundation of excellence, innovation, and sustainability, consistently delivering exceptional service across its diverse portfolio of hotels and resorts.

## Awards & Certifications 2023

Sustainability Certifications	ALILA	BALI PARADISE	BLUE DOMES	CRETAN VILLAGE	FALIRAKI	FAMILY VILLAGE	GALINI	GRAND HOTEL	LAGUNA	LA VITA	LINDOS MEMORIES	NORIDA	PETIT PALAIS	RAMIRA	RINELA	RODOS MARIS	RODOS VILLAGE	ROYAL MARE	SUMMER PALACE	
Bike Friendly Hotel by NATTOUR																				
Blue Flag by the Foundation for Environmental Education																				
Greek Breakfast by TÜV Hellas																				
Green Key by the Foundation for Environmental Education																				
ISO 9001 by TÜV Hellas (TÜV Nord)																				
ISO 14001 by TÜV Hellas (TÜV Nord)																				
ISO 22000 by TÜV Hellas (TÜV Nord)																				
Safe Operation of Playground by TÜV Hellas (TÜV Nord)																				
Safe Operation of Water Slides by TÜV Hellas (TÜV Nord)																				
Travelife Gold Certification																				

Awards	ALILA	BALI PARADISE	BLUE DOMES	CRETAN VILLAGE	FALIRAKI	FAMILY VILLAGE	GALINI	GRAND HOTEL	LAGUNA	LA VITA	LINDOS MEMORIES	NORIDA	PETIT PALAIS	RAMIRA	RINELA	RODOS MARIS	RODOS VILLAGE	ROYAL MARE	SUMMER PALACE
Agoda Customer Review Award																			
Agoda Gold Circle Award																			
Corendon Hotel of the Year																			
Greek Hospitality Awards																			
Holiday Check																			
Hotels.com, Loved by Guests, All-Inclusive																			
NLTG - One of the Top 3 Hotels on Kos 202i3 - VING TJÄREBORG SPIES																			
TUI Global Hotel Awards, Quality Hotel																			
World Luxury Hotel & Restaurant Awards																			



# Sustainability & CSR Programme



# Sustainable Development Strategy

The United Nations Sustainable Development Goals (SDGs) provide a crucial framework for advancing global sustainability. Since their adoption in 2015, these 17 goals have shaped international efforts to address a wide array of pressing challenges. Covering social, economic, and environmental dimensions, the SDGs encompass key areas such as poverty, hunger, education, gender equality, health, and climate action. By promoting an integrated approach to sustainable development, the SDGs offer a strategic blueprint that guides stakeholders in aligning their initiatives with global sustainability priorities. Their universal scope ensures that every sector, including hospitality, can contribute meaningfully to this shared agenda, driving positive change on both local and global levels.

In alignment with the Sustainable Development Goals, Mitsis Group is fully committed to taking purposeful actions to support this global initiative, ensuring a sustainable future for generations to come. To achieve this vision, Mitsis Group has developed a comprehensive Sustainable Development Strategy centred around four core pillars: environmental responsibility, stakeholder well-being, social commitment, and responsible and ethical operations. These guiding themes form the foundation of the Group's broader strategic approach, enabling the creation of responsible travel experiences that positively impact society and the environment while upholding the highest standards of social, ethical, and environmental stewardship.





# Stakeholder Engagement

Stakeholder engagement at Mitsis Group is a structured and ongoing process designed to understand the perspectives, expectations, and needs of all relevant parties, ensuring alignment with the Group’s sustainability goals. Stakeholders include individuals and entities that directly or indirectly influence—or are influenced by—the Group’s operations, such as employees, guests, business partners, suppliers, local communities, and regulatory bodies.

Mitsis Group’s stakeholder engagement is built on long-standing relationships, some of which date back to its founding in 1976. With nearly 5,000 employees, an annual guest count of 400,000, and an extensive network of partners and suppliers, the Group’s activities impact over 4 million people within the local communities of its destinations. This network is central to the Group’s commitment to sustainable practices and value creation.

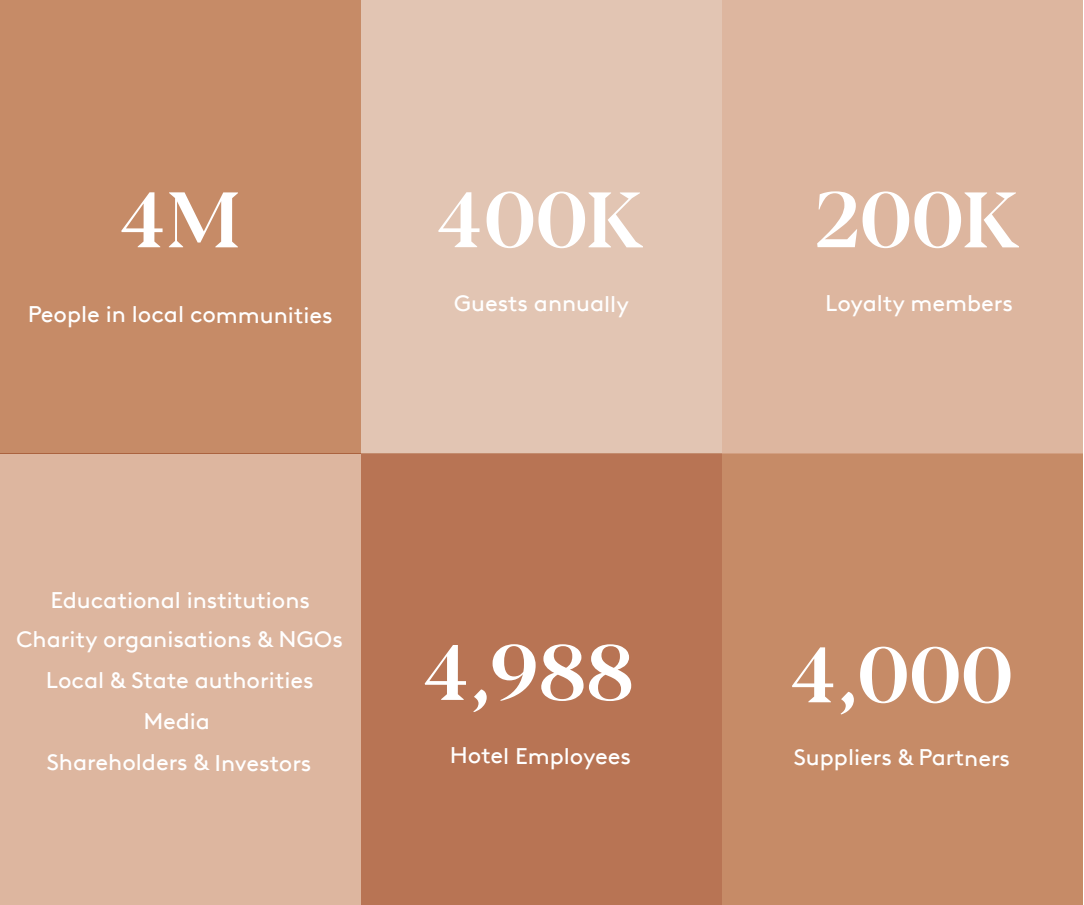
The Group recognises that effective stakeholder engagement is essential for advancing sustainable development and ensuring responsible corporate practices. Stakeholders are identified based on their influence on the Group’s operations and the impact of its activities on them. Engagement is facilitated through continuous and structured communication, enabling the Group to monitor developments, understand stakeholder expectations, and maintain active channels for collaboration and the exchange of constructive ideas.

The Group’s stakeholders encompass a diverse array of groups, including employees, guests, partners, suppliers, shareholders, financial institutions, media, social organisations and NGOs, local and business communities, academic institutions, and the Greek State and Government. The purpose of stakeholder engagement is to identify the potential and actual impacts of the Group’s activities, develop prevention and mitigation strategies, and respect stakeholders' inherent rights, such as employees’ rights to unionise and engage in collective bargaining. Mitsis Group ensures effective communication through various channels, including public dialogues, meetings, publications, announcements, press releases, newsletters, surveys, and digital platforms, thereby enhancing transparency and accountability.

The Group employs multiple channels to maintain continuous communication and collaboration with its stakeholders, such as meetings and public dialogues, surveys, newsletters, social media, and press releases. By conducting a Double Materiality Analysis, the Group identifies and addresses actual and potential impacts, refining its strategies to meet stakeholder expectations and uphold corporate responsibility. This comprehensive approach ensures that Mitsis Group operates transparently, respects stakeholder rights, and continuously enhances its environmental, social, and governance (ESG) impact. Through this proactive engagement, the Group aims to build enduring relationships based on mutual trust, shared values, and a commitment to sustainable development.

Mitsis Group is dedicated to maintaining continuous and meaningful engagement with a diverse range of stakeholders to ensure their perspectives and interests are embedded in its decision-making processes. This approach is fully aligned with the Group’s core values and strategic objectives, facilitating a comprehensive understanding of stakeholder expectations and the broader business context.

The Group views stakeholder interaction as a dynamic process that significantly shapes both operational and strategic decisions. By prioritising transparent communication, Mitsis Group fosters trust and cultivates long-term partnerships, thereby reinforcing its relationships with key stakeholders. Providing timely and relevant information to all affected parties supports informed decision-making and strengthens the Group’s commitment to sustainable value creation and corporate responsibility.



Stakeholders	Communication Channels	Communication Frequency
Employees	Dialogue, Meetings	Daily
	Newsletters, Surveys, Training Programmes	Monthly / Periodically
Guests	Online Chat, Social Media	Daily
	Surveys, Transactional & Marketing Newsletters, Blog	Monthly / Periodically
Partners	Dialogue, Meetings	Weekly
	Newsletters, Expos	Monthly / Periodically
Suppliers	Dialogue, Meetings	Weekly
	Newsletters, Questionnaires	Monthly
Shareholders & Investors	Meetings, Reports	Monthly
	General Assembly	Periodically
Media & Opinion Leaders	Public Announcements, Press Releases, Interviews, Stakeholder Dialogue	Periodically
Society	Announcements, Newsletters, Social Media, Blogs	Periodically
	Publications (Sustainability & CSR Report)	Yearly
Local Communities	Public Dialogue, Community Events, Announcements, Social Media	Periodically
	Publications (Sustainability & CSR Report)	Yearly
Business Community	Dialogue, Newsletters, Industry Expos, Cooperation	Periodically
Academic Community	Partnerships, Joint Research, Publications, Announcements	Periodically
Greek Government	Public Dialogue, Formal Meetings, Cooperation on Regulatory Matters	Periodically



# Sustainable Development Management Approach

Mitsis Group's commitment to sustainability is deeply embedded at every level of the organisation, with a focus on integrating sustainable practices throughout its operations. Senior management and top executives oversee the development, approval, and ongoing revision of the Group's sustainability values, strategies, policies, and goals. This leadership team ensures that economic, environmental, and social considerations are incorporated into all business decisions, fostering a corporate culture rooted in transparency, ethical behaviour, and responsibility.

To support sustainable development, the Group equips its senior management with regular updates and technical insights on best practices, ensuring continuous learning and alignment with the latest industry standards. Key sustainability issues are evaluated through a Double Materiality Analysis, which examines these topics from both internal and external perspectives, ensuring a comprehensive view that aligns with stakeholder expectations.

The Group's sustainability review and approval process follows a structured approach:

- **Data Collection and Verification:** Department Heads collect and verify relevant data.
- **Data Compilation:** Information is compiled according to Global Reporting Initiative (GRI) standards.
- **Management Review:** Senior management reviews the compiled data for accuracy and alignment with strategic priorities.
- **Final Approval:** The highest governing body is responsible for the final approval of the sustainability report, which is then published and shared with stakeholders.

To effectively manage its impact on the environment and society, Mitsis Group has established dedicated roles and procedures throughout the organisation. All members of the Board of Executives and Hotel Managers are tasked with implementing sustainability initiatives, while a designated representative oversees key sustainability projects. Mitsis Group also remains committed to collaborating on the remediation of any identified negative impacts, reaffirming its dedication to sustainable development and responsible corporate practices.

Through this comprehensive management approach, Mitsis Group aims to drive continuous improvement in sustainability performance, ensuring that its operations not only meet current environmental and social standards but also contribute positively to the communities and ecosystems in which it operates.





# Double Materiality Analysis

In alignment with modern sustainability trends and evolving methodologies, Mitsis Group has undertaken significant initiatives to demonstrate its adherence to national and EU regulations, as well as its genuine commitment to sustainable development. A key milestone in this effort was the implementation of a Double Materiality Analysis—a strategic tool designed to systematically identify, assess, and prioritise Environmental, Social, and Governance (ESG) issues. This analysis allows Mitsis Group to gain a comprehensive understanding of the impact its operations have on the environment and society, while also evaluating potent ESG risks and opportunities that could influence the organisation.

Recognising the strategic significance of this approach, Mitsis Group has adopted a robust methodology aligned with international standards and frameworks, including the **Corporate Sustainability Reporting Directive (CSRD)** and **European Sustainability Reporting Standards (ESRS)**. By following this structured methodology, the Group gathered and analysed critical stakeholder data to derive clear, evidence-based insights into the significance and prioritisation of material ESG issues.

This approach enables Mitsis Group to ensure that its sustainability strategy is rooted in a thorough understanding of its environmental and social footprint, allowing the Group to address key issues effectively ar enhance long-term value creation. Through Double Materiality Analysis, Mitsis Group aligns its business strategy with stakeholder expectations, ensuring that it not only minimises negative impacts but also capitalises on opportunities to contribute positively to the communities and ecosystems in which it operates.

## Material Issues Identification

To identify material issues and their respective potential positive and negative impacts on the environment, society, and the Group—particularly within the hospitality sector—a survey was conducted using globally recognised standards, including MSCI and SASB. This process was further informed by sector-specific sustainability criteria and relevant studies, ensuring a comprehensive assessment of the most critical ESG issues.

## Survey Design and Implementation


















































To evaluate the environmental, social, and governance impacts, an extensive survey was designed and implemented, involving both internal and external stakeholders of Mitsis Group. Through the completion of detailed questionnaires, valuable data was collected to support the Double Materiality Analysis, ensuring a holistic understanding of the Group’s ESG impact and the perspectives of its key stakeholders.

## Impacts Analysis and Prioritisation of Material Topics

Each material issue was evaluated by stakeholders based on their feedback regarding its actual and potential impacts, both positive and negative. By assessing the scale and scope of each issue, along with its associated risks and likelihood, Mitsis Group was able to identify and prioritise the most critical material issues, ensuring a targeted and strategic approach to sustainability management.

## Adoption of Findings to Sustainable Development Strategy

The results were compiled into the Double Materiality Report. Following validation by the Group’s Management, the findings prompted the adoption of new processes and policies into the Group’s strategy to reinforce its commitment to sustainability, in accordance with the principle of continuous improvement.

Material Issue	Sustainable Development Goals	Impact Materiality	Financial Materiality
Eviromenmental			
Responsible Waste Management	 	++	++++
Water Resource Management	  	++	++++
Climate Change Adaptation		++	++++
Energy Management & Greenhouse Gas Emissions		++	++++
Sustainable Architecture & Eco-design	 	++	++
Biodiversity	  	++	++
Social			
Employee Health and Safety	  	++	++++
Labour Practices	 	+	++++
Quality Service and Customer Satisfaction	 	+	++++
Protection of Human Rights	   	++	++++
Employee Development	  	+	++++
Diversity and Equal Opportunities	   	+	++++
Social Engagement	   	+	++
Governance			
Business Continuity and Risk Management	 	+	++++
Compliance with Laws, Rules, and Regulations	 	+	++++
Data Protection and Cybersecurity	 	++	++++
Responsible Supply Chain	     	+	++
Innovation and Digitalisation	  	+	++

Mitsis Group's Double Materiality Analysis strategically assesses and prioritises critical ESG issues, aligning its operations with national and EU regulations, while driving long-term value to stakeholders.



# Sustainability Goals for 2024

## Sustainability KPIs

Mitsis Group is dedicated to continuously enhancing its sustainability performance through the strategic establishment of measurable goals, while ensuring alignment with evolving ESG standards. Over the coming years, the Group will focus on refining its sustainability strategy by setting and updating key performance indicators (KPIs) that reflect best practices and respond to evolving stakeholder expectations. This ongoing evaluation and recalibration will allow Mitsis Group to maintain a dynamic approach, ensuring that all targets remain relevant and provide clear benchmarks for assessing its environmental and social impact, enabling year-on-year progress tracking.

To achieve a comprehensive view of its sustainability efforts, the Group **aims to** integrate new metrics across various domains, such as **biodiversity**, **carbon emissions**, and **energy efficiency**. This holistic approach will help Mitsis Group **drive** improvements in these critical areas and reinforce its commitment to sustainable development.

## Enhanced Transparency and Accountability

Mitsis Group is also committed to further enhancing transparency and accountability in all its sustainability initiatives. To achieve this, the Group will broaden the depth and scope of its ESG reporting, focusing on providing comprehensive disclosures that encompass both qualitative and quantitative data. By adopting this approach, Mitsis Group will continue to foster stakeholder trust and confidence, ensuring clear and transparent communication on its sustainability progress, challenges, and future ambitions.

## Alignment with Evolving Regulatory Frameworks

In response to the evolving regulatory landscape, Mitsis Group will align its reporting with European Union sustainability frameworks, such as the **EU Taxonomy**, the **Corporate Sustainability Reporting Directive (CSRD)**, and the **European Sustainability Reporting Standards (ESRS)**. By mapping its operations and activities against the EU Taxonomy, MITSIS **aims** to identify which business areas qualify as sustainable and meet the criteria for environmentally responsible activities.

Preparations for compliance with the CSRD and ESRS will involve enhancing internal data collection processes and reporting capabilities, ensuring that the Group's disclosures are comprehensive, reliable, and meet the expectations of both stakeholders and regulatory bodies. Through these initiatives, Mitsis Group seeks to establish itself as a leader in sustainability, setting high standards for transparency, accountability, and sustainable value creation.

In addition to the aforementioned frameworks, Mitsis Group is committed to expanding its use of the **Global Reporting Initiative (GRI)** standards. By broadening the adoption of GRI's guidelines, the Group aims to provide more comprehensive insights into its material sustainability topics, incorporate new indicators, and align with global reporting best practices. This expanded reporting will include detailed narratives on Mitsis Group's environmental and social contributions, making the Group's sustainability efforts more transparent and accessible to its diverse stakeholder base.

## Continuous Improvement and Structured Evaluation

Mitsis Group's commitment to sustainability is reinforced through a structured approach to continuous improvement. The Group will implement regular internal reviews and external audits to assess the effectiveness of its ESG strategy, identify opportunities for enhancement, and set ambitious new targets that reflect its long-term dedication to sustainable development. By establishing a systematic evaluation process, Mitsis Group ensures that its sustainability performance remains robust, adaptive, and aligned with the evolving demands of stakeholders and regulatory bodies.





Mitsis Group is distinguished among the 'Most Sustainable Companies in Greece' for 2023 by the QualityNet Foundation.



# A Story of Change

Committed to its responsible operation and the goal of sustainable hospitality, MITSIS' holistic Sustainability & CSR programme 'A story of change' is built upon five foundational pillars that directly derive from the Group's distinctive verbal identity, claim, and positioning. The programme serves as a tangible embodiment of the Group's values and aspiration to serve as a role model for sustainable tourism development in the country.

Through 'A story of change,' MITSIS is dedicated to making a positive impact in the community, exemplifying responsible corporate citizenship by investing in sustainability & CSR initiatives that catalyse meaningful change and contribute to the long-term well-being of society and the environment.

## Create your own story<sup>1</sup>

MITSIS is a Group of hotels and resorts that aims to reimagine what luxury means, bringing to life enriching experiences for its guests, making the most of its unparalleled *family touch*<sup>2</sup> and its *impeccable Greek essence*<sup>3</sup>. Always aspiring to be flexible and *adaptable to individual*<sup>4</sup> customer needs and the mindset of *new generations*<sup>5</sup>, MITSIS allows visitors to feel what they want to feel, creating exceptional memories that will *endure*<sup>6</sup>.

<sup>1</sup> A story of change

<sup>2</sup> Committed to our surroundings

<sup>3</sup> Enchanted with our Greek history

<sup>4</sup> Enriched by everyone

<sup>5</sup> Amazed with new opportunities

<sup>6</sup> Concerned about the planet





# Programme Pillars

1

Committed to  
our surroundings

- 1.1 Empower the Local Community
- 1.2 Tackle Hunger
- 1.3 Change Everyday Life
- 1.4 Give Life



2

Enchanted with  
our Greek history

- 2.1 Bring Tradition Alive
- 2.2 Support Local Arts
- 2.3 Showcase Local Gastronomy
- 2.4 Support Tourism Organisations



3

Enriched by  
everyone

- 3.1 Enhance Diversity
- 3.2 Provide Employee Care
- 3.3 Adapt to Special Needs



4

Amazed with  
new opportunities

- 4.1 Lead Technological Innovation
- 4.2 Encourage Employee Development
- 4.3 Showcase Local Talent



5

Concerned  
about the planet

- 5.1 Minimise Enviromental Footprint
- 5.2 Protect and Conserve Biodiversity
- 5.3 Foster Green Partnerships







# 01

## Committed to our surroundings

With a prominent presence across Greece, MITSIS' success is intrinsically tied to the prosperity of the communities it serves. Committed to fostering local well-being, MITSIS actively contributes to enhancing the lives of permanent residents in its five unique destinations.



# 1.1 Empower the Local Community

## Local Employment

Mitsis Group is committed to enhancing local employment, with 43.48% of its hotel workforce consisting of permanent residents from its host communities. This is the result of targeted strategies that strengthen community ties, offer competitive salaries, provide recruitment incentives, and create year-round job opportunities. By prioritising local talent, MITSIS contributes to sustainable economic growth and enriches the cultural fabric of its destinations, reinforcing the authentic MITSIS hospitality experience.

## Local Primary Sector

MITSIS upholds its steadfast commitment to sustainable procurement practices, emphasising the importance of sourcing local and seasonal ingredients. The Group actively supports local businesses, investing over 20 million euros annually to sustain a network of more than 100 local producers and suppliers. To foster collaboration, MITSIS maintains regular communication with its supplier network through a monthly newsletter, offering timely updates, news, and insights into Mitsis Group's initiatives.

## Local Events

MITSIS actively supports a diverse range of events and initiatives across its destinations. Through financial aid, in-kind contributions, and hospitality sponsorships, the Group amplifies the visibility of these events by utilising concierge services, digital signage, its website, and social media channels. This approach encourages both guests and staff to engage and immerse themselves in the vibrant local culture.

In 2023, MITSIS sponsored several local events, including the Tourism Festival at Faliraki Square, the Feast of Hagios Nektarios in Rhodes, and the Feasts celebrating the Assumption of the Virgin Mary in Kardamena and Antimachia in Kos. These sponsorships highlight the Group's commitment to celebrating and preserving the rich cultural heritage of its destinations while fostering strong community connections.

As the official hospitality sponsor of the 8th 'Roads to Rhodes' International Marathon, the Group proudly upholds its longstanding tradition of supporting this celebration of camaraderie and sportsmanship. A highlight on the island's calendar, the Marathon attracts runners from around the globe, celebrating both athletic excellence and determination.

## Local Engagement

To preserve local culture and traditions, a key component of MITSIS' annual employee training programme focuses on community engagement. The programme includes specialised modules designed to equip staff with the knowledge and skills necessary for effective collaboration. This training underscores the importance and benefits of strong community involvement, providing practical examples and guidance for successful implementation. By prioritising this approach, Mitsis Group emphasises the significance of active stakeholder participation in decision-making processes and advocates for a bottom-up approach in sustainability & CSR initiatives.

## Information to Guests

To emphasise the importance of supporting local communities during their stay, MITSIS provides guests with comprehensive information on local events, dining, shopping, entertainment venues, excursions, tours, and vehicle rental options, along with guidance on local transportation for easy exploration. To foster cultural sensitivity, guests also receive insights on respecting local customs and traditions, enhancing their understanding and appreciation of the community's unique heritage.

## Local Concierge Partners

Mitsis Group proudly collaborates with over 50 local concierge partners, offering a wide range of experiences tailored to each guest's preferences and interests, while simultaneously boosting the local economy. Through a variety of options, including sustainable recreational activities, educational cultural excursions, and environmental initiatives, MITSIS enhances the guest experience and contributes to the prosperity of the communities in which it operates.





# 1.2 Tackle Hunger

Mitsis Group aligns all sustainability initiatives with the United Nations Sustainable Development Goals (SDGs) and pillar 1.2 specifically corresponds to SDG 2, 'Zero Hunger.' The Group's efforts focus on eradicating hunger, enhancing food security, improving nutrition, and promoting sustainable agriculture within its communities.

## Holy Metropolises & Municipalities

In alignment with this goal, Mitsis Group actively supports vulnerable communities across its destinations through financial contributions and in-kind assistance provided to local Holy Metropolises and Municipalities. Initiatives include offering free social welfare meals in partnership with Churches and donating food supplies to social groceries and food pantries, addressing the immediate needs of citizens facing hardships.

In 2023, MITSIS contributed food supplies to the Social Grocery Programme of Rhodes, the General Philanthropic Fund of the Holy Metropolis of Fthiotida, and the Holy Metropolis of Arkalochori, Kastelli, and Vianno. In addition, donations were made to the Holy Church of Hagioi Pantes in Kos and the Holy Monastery of Hagia Irini in Heraklion. Mitsis Group also supported the Association of Maritime Parents of Children with Special Needs 'ARGOS' by donating food supplies to their care facilities.



# 1.3 Change Everyday Life

MITSIS remains steadfast in its commitment to enhancing the well-being of communities across its destinations. Reflecting this dedication, the Group supports public institutions, participates in the renovation of public spaces and organisations, and provides financial or in-kind assistance to local residents during crises, such as floods, wildfires, and other catastrophic events.

## Adoption of Public Spaces

MITSIS has demonstrated its commitment to enhancing public spaces by adopting and revitalising two notable gardens in Rhodes Town, Mandraki Harbour and the 100 Palm Trees Square, ensuring they remained vibrant spaces for residents and visitors through regular cleaning, maintenance, and landscaping.

In 2019, Mitsis Group made a significant donation to construct a playground in Kardamena, Kos, as a tribute to its esteemed founder, Konstantinos Mitsis. Since its establishment, the Group has taken on the responsibility of maintaining the playground, ensuring its safe and enjoyable use for the local community.

Furthering its commitment to community welfare, in the context of its partnership with Real Madrid Foundation Clinic, MITSIS renovated the public soccer field in Kos where training sessions were held. This refurbishment not only provided a venue for the programme's activities but also served as a lasting contribution to the local community. In a gesture of inclusivity, children from the local community in Kos were invited to participate in the Clinic free of charge, receiving world-class training from esteemed youth development coaches from Real Madrid.

The Group's support extended further with donations of playground equipment to the Municipality of Nea Ionia and gym equipment to the Municipality of Kos, enhancing recreational facilities for both children and adults.

## Donation of Defibrillators in Kos & Tilos

Directly acting on the local communities' needs, in 2023 Mitsis Group donated 40 defibrillators to all public educational institutions on the islands of Kos and Tilos. The delivery ceremony took place in May 2023 at Antimachia Middle School in Kos, with key figures in attendance, including the Mayor of Kos, the Deputy Mayor of Development Projects, Education, and e-Government, the Prefect of Kos-Nisyros, the President of the Kos Hoteliers Association, the President of the School Committees of the Municipality of Kos, and the President of the Lions Club Kos 'Hippocrates.' Thanks to these efforts, a student's life was saved, underscoring the significance of Mitsis Group's commitment to community well-being and emergency preparedness.

Recognising the critical importance of emergency preparedness, the Group also conducted first aid training sessions for staff across all destinations, equipping them with essential skills to respond effectively in critical situations.

In 2023, in response to a request from local communities, Mitsis Group donated defibrillators to all public schools in Kos and Tilos, addressing a critical need. One of these defibrillators has already been used to save a student's life, highlighting the vital importance of this initiative for community safety.







**Kryoneri Grants**

The Group honours its visionary founder, Konstantinos Mitsis, by providing monthly grants to the resilient residents of Kryoneri, his picturesque hometown in the mountains of Ioannina, reflecting its deep connection to its roots. In 2023, Mitsis Group further supported the community by funding space enhancement projects in Kalpaki for local festivities and contributing to the restoration of the village’s Holy Temple, as well as donating to the Doliana student dorm in Ioannina. Through these initiatives, MITSIS remains dedicated to preserving the essence of Kryoneri, supporting its residents, and sustaining the vitality of this rural village.

**Public Organisations**

Mitsis Group continues its annual support by contributing to various public organisations across its five destinations, including educational institutions, healthcare facilities, and law enforcement agencies, all of which are essential to community well-being and development.

In 2023, these contributions included hosting a day trip for girls from an orphanage at the Group’s 5-star all-inclusive Mitsis Rodos Maris, donating computers to the 1st Vocational High School of Kos, and providing in-kind support to military units and the Fire Station of Kos. The Group also extended financial support to fire departments, coastal guards, law enforcement, and military units across all five destinations.

Additionally, Mitsis Group provided a stadium shelter for disabled individuals at the OFI Training Centre in Crete and donated various items sourced from hotels to the Prison of Neapolis. In partnership with the Holy Metropoles of Kos-Nisyros, the Group contributed to post-earthquake restoration efforts by donating equipment to the Church of Hagia Paraskevi. Furthermore, Mitsis Group’s efforts spanned various aspects of community welfare, from providing essential household appliances to families in need to supporting local nursing homes such as Hagios Nektarios in Kos.

**Rhodes Wildfires & Thessaly Floods**

In response to the devastating wildfires and floods that struck Rhodes and the Thessaly region in 2023, Mitsis Group promptly extended its support to the affected communities. The Group’s hotels provided food and accommodation to wildfire victims and offered essential resources to support firefighters in their critical mission. In addition, Mitsis Group sponsored studies on anti-corrosion, flood protection, and reforestation efforts in Rhodes, underscoring its commitment to the island’s recovery. The Group also facilitated in-kind donations through the Holy Metropoles of Arkalochori, Kastelli, and Vianno, providing aid to those impacted by the floods in Karditsa and Larisa.

In alignment with these efforts, Mitsis Group actively participated in the 10th Athens International Tourism & Culture Expo, engaging in discussions that emphasised the importance of robust crisis management practices.



Mitsis Group remains steadfast in its commitment to community enrichment and transformation through a diverse array of impactful initiatives, including financial support, in-kind donations, and hospitality sponsorships.





# 1.4 Give Life

Collaborating with charitable, non-governmental, and non-profit organisations dedicated to addressing critical social issues is a core element of Mitsis Group's Sustainability & CSR programme. MITSIS cultivates long-term partnerships with institutions that share its values and vision for a more equitable and compassionate world.

## Ark of the World

Mitsis Group supports The Ark of the World, an organisation devoted to assisting vulnerable mothers and children in challenging situations. Through monthly financial assistance, essential resources, and hospitality accommodations, the Group commits to positively impacting the lives of those in need.

## Elpida Association of Friends for Children with Cancer

MITSIS proudly supports the Elpida Association of Friends for Children with Cancer, providing hospitality sponsorships for their annual fundraiser, in a bid to offer support to children and families facing challenging times.

## Global’s Make Some Noise

As part of its commitment to giving back, in 2023, Mitsis Group proudly collaborated with Global's Make Some Noise, a UK organisation dedicated to supporting small charities across the country, by offering a one-week complimentary vacation for a family at the all-inclusive Mitsis Royal Mare resort in Crete.

## Goodbye to Cancer

Each year, MITSIS collaborates with the Kos non-profit organisation Goodbye to Cancer, dedicated to raising awareness and essential funds to support local residents affected by cancer. In 2023, the Group proudly provided both financial assistance and in-kind contributions, while a significant highlight was its support for their annual 'Walk for Life' event, where employees and guests stood in solidarity with the community, embodying compassion and hope.

## Hatzipaterio Centre for Child Rehabilitation & Support

In 2023, Mitsis Group extended its support to the Hatzipaterio Centre for Child Rehabilitation & Support, an organisation specialising in therapeutic and rehabilitative interventions for children with cerebral palsy in Greece. By providing hospitality sponsorship at their annual fundraiser event, the Group aimed to support vital projects that ensure access to essential resources for all those in need.

## HOPEgenesis

Mitsis Group continues its partnership with HOPEgenesis, a Greek non-profit organisation dedicated to addressing the pressing issues of population decline and low fertility rates, by supporting mothers-to-be through a range of services, including fertility treatments and fertility awareness campaigns.

This three-year collaboration specifically focuses on increasing pregnancies on the island of Nisyros in the Dodecanese archipelago. Despite its population, Nisyros experiences significantly fewer births than expected, underscoring the need for targeted intervention. Mitsis Group supports this initiative by covering pregnancy-related expenses, transportation, and accommodation for expectant mothers on the island, helping to ensure that they receive the care they need.

As part of its partnership with HOPEgenesis, MITSIS has also donated a Bluetooth ultrasound device, enhancing access to crucial care for pregnant women who lack proper maternity facilities. By ensuring the safety and well-being of mothers and their babies, Mitsis Group and HOPEgenesis are committed to bringing hope and new beginnings to the community.

## Local NGOs in Rhodes

Mitsis Group continues to support the community of Rhodes by providing financial assistance to the local organisation 'I Care & I Do.' This dedicated association tirelessly works to offer essential financial aid to marginalised groups within the community, including single-parent families, the elderly, unemployed couples, and individuals facing disabilities or health challenges. In 2023, the Group further extended its support through in-kind donations to the Municipality of Rhodes Women's Shelter. The shelter provides a safe haven for women who are victims of violence, offering them refuge and support during times of crisis.

## Make-A-Wish Greece

Mitsis Group is a longstanding partner of Make-A-Wish Greece, dedicated to supporting its mission of fulfilling the wishes of children battling critical illnesses. Each year, MITSIS contributes both financially and through hospitality sponsorships to bring joy and hope to these courageous children. In addition, guests booking through the MITSIS website are given the opportunity to directly support the impactful work of Make-A-Wish Greece.

In 2023, Mitsis Group had the privilege of hosting little Melina and her family at Mitsis Faliraki in Rhodes, as well as young Perseus and his family at Mitsis Selection Laguna in Crete. These complimentary stays provided the families with an unforgettable holiday experience, enhanced by a diverse recreational programme designed to cater to all ages. MITSIS' commitment to Make-A-Wish was further recognised in 2023, with the Group being honoured for its support at the annual ‘Thank You Night’ Gala.

## MDA Greece

In 2023, Mitsis Group provided hospitality sponsorship to MDA Greece, a charitable organisation dedicated to supporting individuals with neuromuscular diseases, reinforcing their mission to create a welcoming and supportive environment.

## Model Elderly Care Home ‘Sunray’

In a bid to support the elderly community on the island of Crete, Mitsis Group embarked on a compassionate initiative with the Elderly Care Home ‘Sunray’. Through this partnership, essential items such as bathrobes, blankets, and more, were provided, ensuring the comfort and well-being of the elderly residents.

## Philanthropic Foundation 'Toxotis'

The philanthropic foundation 'Toxotis' was established by parents who experience firsthand the challenges faced by people with intellectual disabilities, alongside professionals who have dedicated years to learning and training how to support them. Through financial contribution to the 'Toxotis' foundation, the Group strives to foster inclusivity and enhance the quality of life for these individuals and their families, empowering them to lead fulfilling and dignified lives.

## Piraeus Association of Parents, Guardians, and Friends of People with Disabilities

The Piraeus Association of Parents, Guardians, and Friends of People with Disabilities is a charitable, non-profit organisation dedicated to providing primary and secondary social care services to adults with developmental disabilities. In 2023, Mitsis Group proudly continued its support of the association by donating hotel stays for the organisation’s annual fundraiser event, with the aim of empowering and enriching the lives of individuals with disabilities.

## Red Cross

Mitsis Group proudly partnered with the Red Cross, providing hospitality and in-kind donations at their fundraising event. This collaboration was aimed at supporting the invaluable humanitarian efforts of the Red Cross.

## Together for Children

Established in Greece in 1996, Together for Children is a non-profit, non-governmental association consisting of nine esteemed member organisations dedicated to the welfare and well-being of children. In 2023, the Group proudly sponsored three all-inclusive family stays at Mitsis Selection Laguna in Crete for the organisation’s annual fundraiser.

## Blood Donor Volunteer Association ‘Mitsis Group of Companies’

Established in 2017, the Blood Donor Volunteer Association 'Mitsis Group of Companies' serves as a heartfelt tribute to the founder, Konstantinos Mitsis, and his enduring legacy. This initiative embodies the Group’s collective commitment to the greater good, bringing together employees and guests of MITSIS across Greece. With a mission focused on strengthening the blood banks in its destinations and supporting local communities in times of need, the association has made a significant impact since its inception.

Each year, MITSIS hotels and resorts host voluntary blood donation drives, encouraging both employees and guests to participate in these life-saving events. These efforts foster a culture of regular blood donation, continually uplifting and sustaining the communities they serve.

Since its establishment, the Blood Donor Volunteer Association ‘Mitsis Group of Companies’ has donated over 650 blood bags to the blood banks of its destinations, with 182 of those blood bags being utilised to assist those in need.





# 02

## Enchanted with our Greek history

With 20 hotels in 5 of Greece's most pristine destinations, MITSIS embodies the heart and essence of Greek culture. Committed to reviving tradition, bolstering local arts, and showcasing regional cuisine, MITSIS proudly upholds the rich traditions and values of Greece.



# 2.1 Bring Tradition Alive

## Destination Education

With 20 hotels and resorts across 5 historically significant locations in Greece, MITSIS is dedicated to educating guests about the rich culture, traditions, and history of each destination. Immersing guests in local exploration is a key part of the MITSIS experience.

To enhance this journey, MITSIS partners with local excursion suppliers, offering captivating trips, sightseeing opportunities, and engaging tours that uncover each destination's hidden treasures. These experiences include interactive dance and music sessions, traditional pottery workshops, and more, all showcasing the region's unique heritage.

Mitsis Group embodies the authentic essence of Greece, reflecting the proud values of Mediterranean life, culture, and history. Community-led experiences are central to this ethos, educating guests on local traditions while also supporting small, local concierge partners.

To deepen guests' connection to the destination's, MITSIS ensures that information is easily accessible through guest services, digital signage, its multilingual website, newsletters, and social media platforms. This commitment fosters a meaningful connection with local culture and promotes sustainable tourism practices.

## Local Cultural Festivals

Mitsis Group upholds and safeguards local traditions by actively supporting the dynamic cultural festivals held in its destinations, offering financial or in-kind sponsorships to events that honour the diverse tapestry of Greek history, culture, and tradition. These efforts not only enhance the experiences of guests and employees but also contribute significantly to enriching the cultural fabric of the local communities.

## Rhodes International Festival

The Rhodes International Festival, a distinguished cultural event since its inception in 2007, stands as a beacon of music, art, and cultural exchange, drawing talent from across the globe to the captivating island of Rhodes. In its 16th edition in 2023, the festival illuminated the historic Medieval Palace of the Grand Master, nestled within the UNESCO-listed Medieval City of Rhodes. Renowned for its exceptional artistic quality, the festival showcases a rich spectrum of performances. Mitsis Group is honoured to be the official hospitality sponsor, graciously hosting the esteemed artists, musicians, and technical teams, and providing them with luxurious accommodations at Mitsis Grand Hotel.

## Traditional Local Festival of Kardamena

Embracing its commitment to reviving tradition, Mitsis Group proudly sponsored the cherished local festival of Kardamena in Kos, dedicated to celebrating the Assumption of the Virgin Mary. As steadfast supporters of cultural heritage, the Group provided invaluable in-kind support to ensure the success and continuation of this time-honoured event.





## 2.2 Support Local Arts

### Traditional Greek Entertainment

As part of its recreation programme, Mitsis Group offers a variety of traditional Greek entertainment activities that highlight the rich cultural heritage of each destination. In collaboration with local cultural organisations, MITSIS curates a programme featuring traditional Greek music events and immersive dance experiences that not only entertain guests but also empower the local communities.

Guests can enjoy captivating performances by talented local artists and traditional Greek musicians. The programme also includes interactive lessons and demonstrations of traditional Greek dances, led by local residents, allowing guests to develop a deeper appreciation of Greek culture.

### Local Greek Artists

Mitsis Group actively supports local Greek artists and cultural institutions, enriching guests' experiences by immersing them in the authentic cultural tapestry of Greece. Committed to preserving and promoting Greece's vibrant legacy, the Group makes financial and in-kind contributions to esteemed cultural institutions such as the Epirus Theatre 'Thespis' and the cultural association 'NIROS,' fostering cultural education and engagement.

In 2023, Mitsis Group proudly sponsored the talented painter Anastasia Floka, whose captivating landscapes of Kryoneri village were featured at the Mets Art Centre. This sponsorship was a tribute to the Group's founder, who hailed from Kryoneri, and aimed to showcase the natural beauty of the village to a broader audience.

The Group also sponsored renowned Greek composer Savvas Karantzias to preserve and highlight Greece's rich musical heritage, and supported the international photography competition organised by Photographos Magazine.

By supporting local Greek artists and cultural institutions, MITSIS remains dedicated to preserving Greece's distinctive cultural identity while fostering sustainable growth within the country's artistic community.





## 2.3 Showcase Local Gastronomy

### Traditional Greek Culinary Offering

Greek cuisine is a cornerstone of MITSIS' culinary offerings, with traditional Greek gastronomy celebrated across all its hotels and resorts. F&B outlets such as 'Ellinadiko,' 'Taverna,' 'Cretan,' 'Ouzeri,' 'Pita Corner,' and 'Mediterranean' showcase a variety of national and local dishes, providing guests with an authentic taste of Greece. These restaurants offer unique culinary creations, blending traditional Greek delicacies with local flavours to create an immersive sensory experience. Upon arrival, guests are also welcomed with local treats that highlight the uniqueness of each destination.

Additionally, the Group has introduced carbon-neutral dishes by prioritising locally sourced ingredients, significantly cutting transportation emissions. This initiative also promotes a zero-waste approach in food preparation, ensuring efficient use of ingredients and minimal waste.

As a proud recipient of the 'Greek Breakfast' certification from the Hellenic Chamber of Hotels, MITSIS is recognised for offering traditional gastronomy featuring locally sourced agricultural products and traditional specialties in its breakfast menus.

MITSIS' rich recreation programme includes engaging cooking classes and captivating gastronomy tasting events, often featuring the active participation of local producers, allowing guests to explore and savour authentic Mediterranean, Greek, and local cuisines. In addition, concierge services and excursions provide a wide array of interactive experiences, such as wine tasting and hands-on cooking classes led by locals, enabling guests to fully immerse themselves in the vibrant culinary culture of each destination.

### Local Gastronomy Festivals

Mitsis Group actively supports local food festivals that showcase and promote the exquisite traditional cuisine of its destinations. In 2023, MITSIS supported gastronomy festivals in Psinthos (Rhodes), Heraklion (Crete), Kardamena (Kos), and Antimachia (Kos). By highlighting the distinctive and delectable cuisine of these regions, MITSIS serves as a platform to introduce unique flavours to both guests and the broader community.





## 2.4 Support Tourism Organisations

As proud ambassadors of Greek hospitality, Mitsis Group ceaselessly supports the efforts of various tourism organisations in elevating tourism quality standards in Greece, with initiatives aimed at fostering increased visitor expenditure, diversifying tourist destinations, extending the tourism season, and advancing digital services, all to achieve sustainable and holistic tourism development.

### Greek National Tourism Organisation (EOT)

Mitsis Group’s Managing Director, Stavros Mitsis, serves as a BoD member of the Greek National Tourism Organisation. Through this role, he contributes to shaping the strategic direction of Greece’s national tourism policies and initiatives, ensuring that they align with global trends and meet the evolving needs of the tourism sector.

Furthermore, Mitsis Group extended its support through hospitality sponsorship to the Employee Association of the Greek Ministry of Tourism, reinforcing its dedication to the tourism sector and its workforce.

### Greek Tourism Confederation (SETE)

Mr. Stavros Mitsis also serves as a BoD member of the Greek Tourism Confederation (SETE), the leading association representing the Greek tourism industry. In 2023, MITSIS was a Gold Sponsor at the annual SETE Conference ‘Reframing Tourism’, which focused on initiating a productive dialogue on sustainable tourism and aligning tourism practices with broader goals of sustainability and resilience.

### Marketing Greece

As a BoD member of Marketing Greece, a non-profit initiative established in 2013 by SETE and the Hellenic Chamber of Hotels, Mr. Stavros Mitsis plays a key role in enhancing Greece’s global tourism image and reputation. Marketing Greece’s mission is to promote Greece as a premier destination through comprehensive marketing and promotional efforts. In 2023, Mitsis Group provided financial support to Marketing Greece’s initiatives, including the campaign ‘Rhodes, More Welcoming Than Ever,’ which aimed to support Rhodes after the devastating wildfires, showcasing the island’s resilience and continued hospitality.

### Rhodes Hotel Association

In addition to his other roles, Stavros Mitsis serves as a BoD member of the Rhodes Hotel Association, where he advocates for the interests of the local hospitality industry. His involvement ensures that the association’s efforts align with broader tourism goals, such as improving service standards, promoting the island as a year-round destination, and supporting the local economy through sustainable practices.







# 03

## Enriched by everyone

With a workforce of nearly 5,000 hotel employees and serving over 400,000 guests annually, Mitsis Group is committed to fostering an environment that values and supports team members, visitors, and partners. At the heart of this commitment lies the Group's brand culture, core values, and unique identity, which collectively underpin its dedication to promoting diversity, ensuring employee well-being, and accommodating special needs.



### 3.1 Enhance Diversity

Mitsis Group is firmly committed to advancing its diversity, equity, and inclusion (DEI) initiatives, cultivating a dynamic brand culture where every employee and partner feels a strong sense of belonging, value, and recognition for their unique talents. Rooted in its core values and distinctive identity, the Group’s DEI efforts are guided by principles that shape its workforce and reinforce its inclusive ethos.

To support the recruitment, retention, and career advancement of women, Mitsis Group has implemented targeted initiatives, resulting in 46% female representation within its total workforce in 2023. The Group has also focused on enhancing female representation in leadership positions, achieving 20% female membership within its Board of Directors. In its ongoing efforts to promote gender equality, the Group actively monitors gender distribution across all employment levels and is committed to achieving greater gender parity in top and middle management roles.

Mitsis Group’s zero-tolerance policy against discrimination and harassment is a cornerstone of its recruitment processes, ensuring a fair and unbiased environment for all candidates, irrespective of race, gender, nationality, ethnicity, language, religion, or any other status. Through these comprehensive DEI initiatives, the Group fosters equal opportunities, promotes well-being, and encourages active engagement, creating a workplace that champions diversity and inclusion at all levels.

**Refugee Integration**

Since 2021, MITSIS has embarked on a significant initiative to integrate refugees into its hotel workforce. Through dedicated efforts, the number of refugees employed by the Group has since tripled. Today, refugee employment is not only an integral part of MITSIS’ workforce but also a celebrated aspect of its commitment to diversity and inclusion.

MITSIS recognises the profound impact and importance of employing migrants and refugees, acknowledging their vital role in enriching the hospitality sector. The Group offers comprehensive employment packages that include accommodation, ensuring that employees have access to housing and meals—essentials for meeting basic needs and facilitating successful community integration.

Moreover, the hospitality industry offers substantial job mobility, empowering individuals to pursue roles aligned with their aspirations while promoting both professional and personal growth. Through rigorous training and proper guidance, employees thrive within the organisation, earning promotions and pay raises, with several being recognised as Employees of the Month by their peers.

A shining example of this success is the journey of Yahya, a refugee from Yemen who found not just a job but a new family at Mitsis Selection Blue Domes in Kos. Through comprehensive training and the unwavering support of his colleagues and management, Yahya has flourished, exemplifying the positive impact of Mitsis Group's diverse workforce.

This success has been made possible through the invaluable support of organisations such as UNHCR, Adama, Caritas, and Helios. These partners have played a crucial role in facilitating the integration process and providing access to a broad talent pool through career days. In addition, the power of word-of-mouth has proven significant, as existing employees introduced new candidates eager to join the team. Through these collaborations, MITSIS has established a strong foundation that ensures individuals are well-prepared for their roles, enabling a smooth transition and successful integration into the workforce.

**UNHCR ‘Work for the Future’**

In 2023, Mitsis Group took part in the 'Work for the Future' event by UNHCR to promote meaningful employment opportunities and support the professional development of refugees and immigrants. The event brought together CEOs and representatives from the corporate, intergovernmental, humanitarian, and refugee communities, and served as a valuable platform for connecting with a diverse array of talented participants, including refugees and migrants, who were seeking opportunities to contribute to the workforce. The Group highlighted its inclusive culture and the diverse career paths available within the organisation, while also actively engaging in discussions and activities aimed at addressing the evolving needs of the labour market.

**KPMG ‘Embrace Equity Executive Breakfast’**

On International Women's Day, Mitsis Group’s HR Director participated in the KPMG 'Embrace Equity Executive Breakfast.' This event offered an excellent opportunity to engage with other leading professionals and business representatives in meaningful discussions on promoting gender equality in the workplace. Supporting equality and justice, and fostering a work environment where every individual, regardless of gender, can be heard, recognised, and empowered to fully develop their potential, is a priority for MITSIS.

**Hotel Workforce**

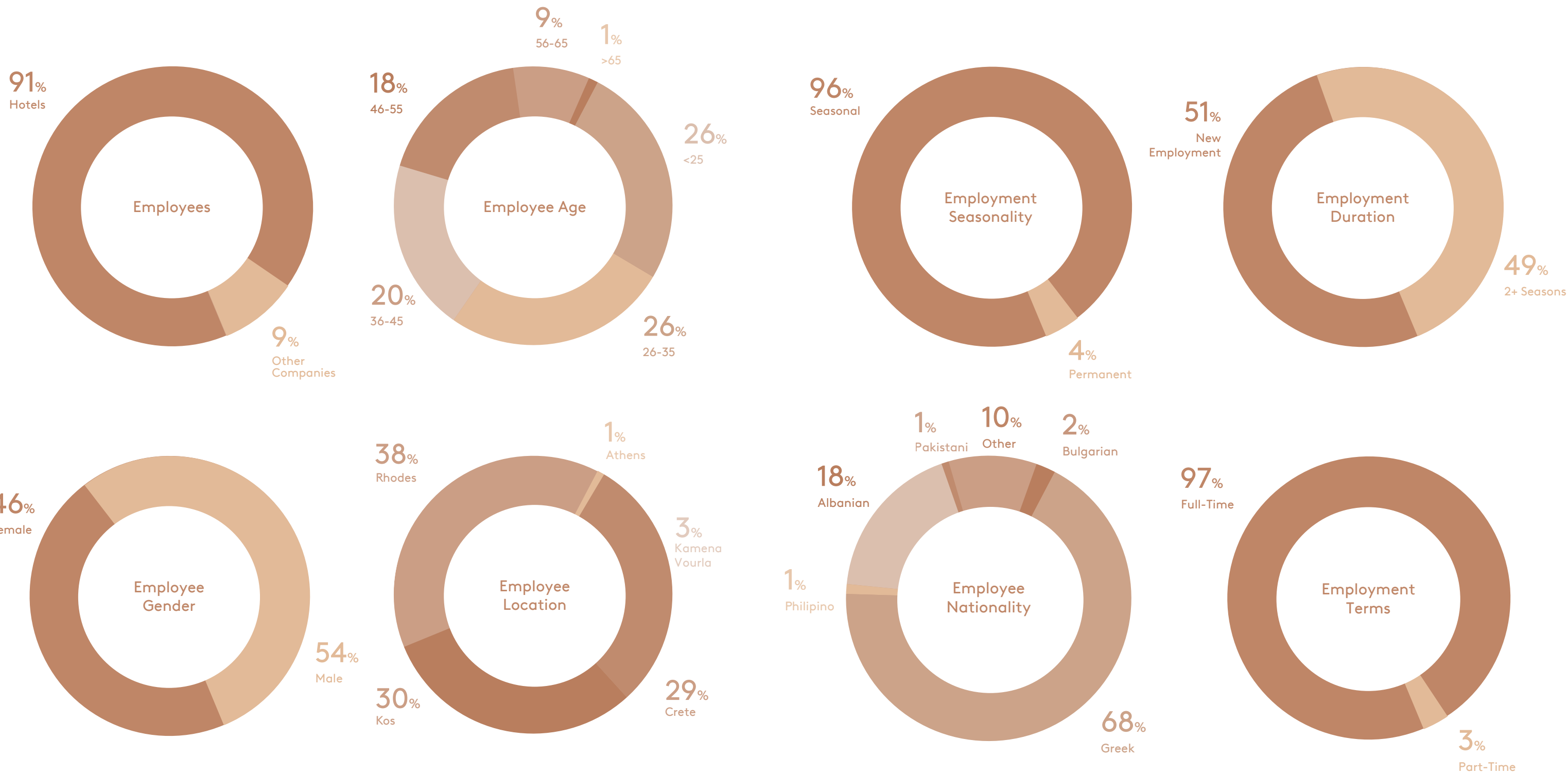
Mitsis Group employs 4,988 professionals across its hotels in Greece, many of whom maintain long-standing relationships with the organisation. As a core pillar of its sustainability strategy, the Group is dedicated to cultivating a culture of fairness, equality, and safety, while promoting continuous professional development and creating a supportive environment that values and nurtures its employees.

Approximately 90% of the total workforce is covered by collective bargaining agreements, ensuring comprehensive protections and benefits. Moreover, Mitsis Group is proud to report a 0% rate of non-guaranteed hour employees, underscoring its commitment to providing stable and secure employment opportunities for its people.

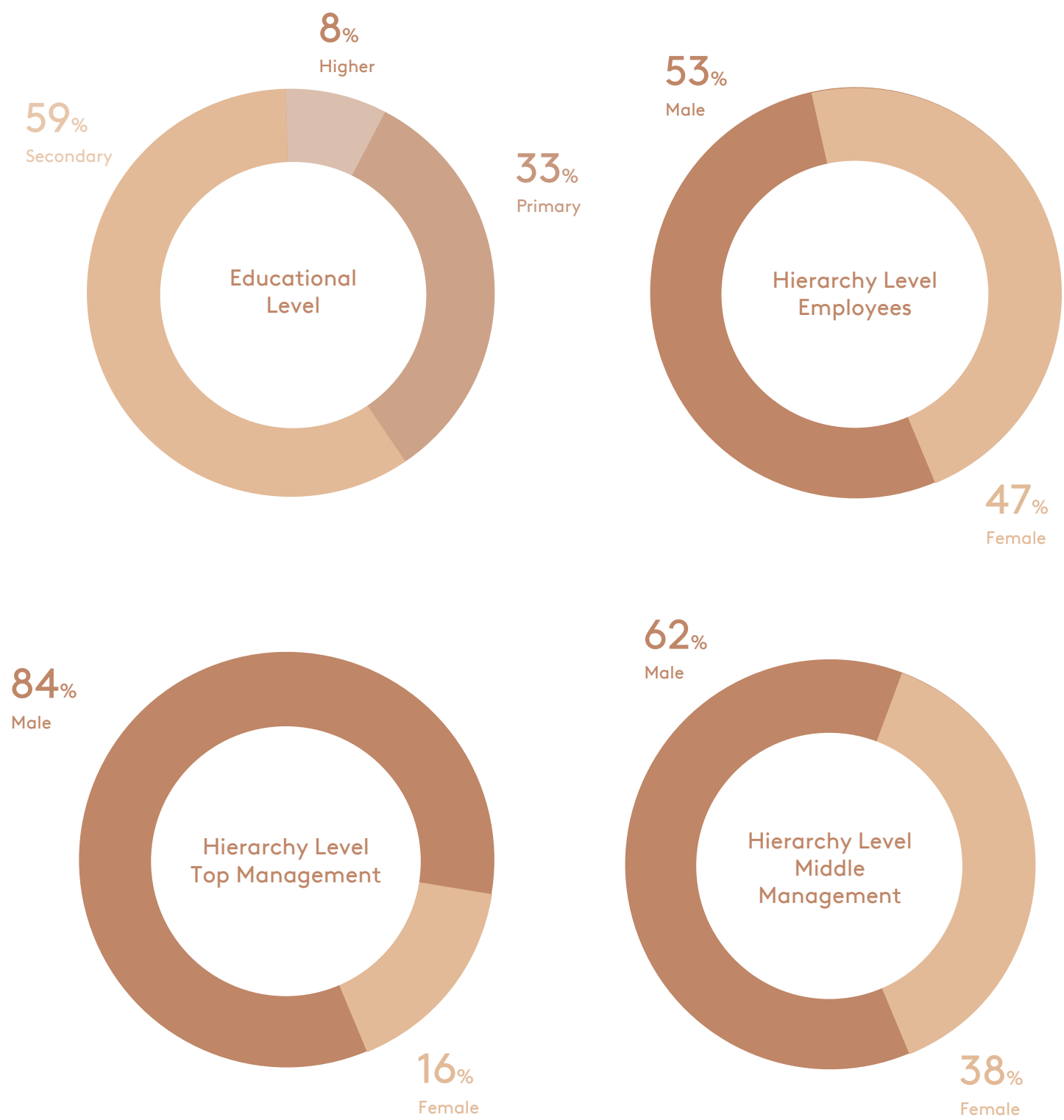
Mitsis Group’s  
4,988 hotel  
employees are its  
most valuable asset  
and the driving  
force behind its  
continued success.



# People in Numbers











## 3.2 Provide Employee Care

### Occupational Health, Safety & Well-being

Mitsis Group places the highest priority on the well-being and welfare of its employees, recognising that a safe and supportive work environment is essential to its success.

20	Zero	Zero
work related accidents	accidents of high consequences	work-related accidents for non-employee workers

### Employee Rewards & Benefits

With a workforce of almost 5,000 dedicated employees, MITSIS is committed to creating a work environment that fosters motivation, inspiration, and support while promoting professional growth within the Group. In alignment with its commitment to meeting the evolving needs of its workforce, MITSIS continued in 2023 to offer a comprehensive rewards and benefits package, along with bonus schemes, as a gesture of recognition and appreciation for the exceptional contributions and dedication of its team members.

To ensure competitive compensation, the Group implements a well-defined organisational structure, updated reward brackets, and salary adjustments aligned with hierarchy levels, in accordance with MITSIS' business strategy and industry benchmarks. The Finance Department collaborates closely with the HR Department to develop, monitor, and execute the annual headcount budget and monthly payroll, ensuring full compliance with regulatory standards.

In addition, the Group introduced a monthly bonus scheme applicable to all levels of the hierarchy, recognising the hard work and commitment of its hotel employees. In 2023, all employees also received shopping discount vouchers as a token of appreciation for their dedication. Furthermore, employees are offered complimentary or discounted rates at all MITSIS properties across Greece, strengthening their connection to the Group.

### Employees Recognition Programme

The MITSIS Employee Recognition Programme was designed to acknowledge and celebrate outstanding team members who demonstrate excellence in four key areas: their unwavering commitment to the Group's brand culture and personality traits; their innovative contributions to enhancing hotel operations; recognition from valued guests; and the respect and acknowledgment they earn from their colleagues.

Award recipients are honoured with the 'Employee of the Month' certificate and a selection of reward options. In 2023, MITSIS celebrated 382 employees, further building on the success of this programme. In addition, the Hotel Yearly Awards were introduced, featuring the highly coveted 'Employee of the Year' title, bestowed upon an individual who epitomises the Group's brand culture and serves as a role model for all MITSIS employees.

### Employee Spaces

Mitsis Group has embarked on a comprehensive renovation project for its back-of-house areas, aimed at creating inspiring work environments that empower team members to deliver exceptional service. This initiative is centred around six key pillars: honouring employees' contributions, fostering collaboration and innovation, aligning spaces with the Group's brand identity and values, integrating company policies, selecting functional furniture tailored to employees' needs, and cultivating a positive atmosphere conducive to productivity and well-being. These efforts are designed to transform these spaces into dynamic hubs where employees can thrive, contribute to the Group's success, and consistently deliver outstanding service.

### Employee Uniforms

At Mitsis Group, employee well-being and satisfaction are prioritised, recognising their critical impact on service quality. This year, the Group launched a comprehensive initiative to enhance uniforms across its hotels and resorts, underscoring a strong commitment to excellence. The redesigned uniforms reflect key brand values such as sustainability and adaptability, incorporating eco-friendly materials and fair-trade fabrics to ensure comfort for all body types while elevating quality and functionality.

In alignment with its broader sustainability efforts, Mitsis Group partnered with Recycom to donate the old staff uniforms. A total of 1,000 kg of uniforms were recycled through this partnership. Recycom sorts and redistributes the best clothing to those in need across Greece, particularly in response to natural disasters. The remaining items are repurposed for reuse, creating cleaning cloths, wipers, insulation, and other materials, contributing to a circular economy.

### Career Days

In 2023, Mitsis Group's HR Department actively engaged in over 50 career events across Greece, connecting with prospective candidates for a variety of roles. During these events, the team conducted interviews with more than 1,500 individuals, providing valuable insights into the wide range of opportunities available within the Group. In addition to these recruitment efforts, the HR team participated in panel discussions and talks on key HR issues, showcasing the diverse career paths and growth opportunities offered within the Group. This comprehensive engagement not only enhances the Group's brand visibility but also reinforces its reputation as an employer of choice in the hospitality industry.

In September 2023, MITSIS achieved a significant milestone, by securing the highest number of local hires at the Manpower Employment Organisation (OAED) career events. This acknowledgment from OAED underscores the Group's dedication to reducing unemployment and supporting local communities. It also highlights the effectiveness of private-public collaboration in tackling unemployment and promoting economic growth in Greece.



# 3.3 Adapt To Special Needs

## Quality Assurance & SOPs

MITSIS places a strong emphasis on its Standard Operating Procedures (SOPs), which are essential for optimising all management processes. These SOPs cover a wide range of procedures, including daily operations and seasonal openings for each department, and are meticulously developed to comply with legal obligations, health and safety protocols, and the Group's brand standards. To ensure brand consistency and streamline orientation and training, SOPs have been established for various departments across all properties, maintaining high standards and delivering a consistent experience for guests.

A comprehensive Quality Assurance system has been implemented to ensure ongoing adherence to these processes. After developing SOPs for each department and conducting extensive staff training, the Quality Assurance Department oversees their implementation. Audits are conducted regularly, followed by detailed reporting and action planning. In addition, the Quality Assurance team provides hotels with quick solutions to day-to-day operational issues, assistance with urgent needs, mid-season training, guidelines on new practices, organisation of back-office processes, compliance with external certification organisations, and support for organisation-wide projects.

In its commitment to excellence, MITSIS launched an online Training Academy for the 2023 season, offering a series of videos that clearly demonstrate MITSIS' operational standards.

The establishment of a robust Quality Assurance process allows for the cohesive monitoring of each hotel's performance and procedures. This initiative has resulted in the consistent delivery of exceptional customer value across all properties, actively embodying MITSIS' core values in every aspect of operations.

## Accessibility

With a strong commitment to equity and inclusion, MITSIS ensures that all its processes and programmes are impartial, fair, and equal, fostering a sense of belonging among both employees and guests. To uphold this commitment, the Group has developed comprehensive plans to enhance accessibility for individuals with disabilities across all renovated properties.

Mitsis Group focuses on creating inclusive environments by implementing features such as gently inclined ramps, spacious rooms, and specialised equipment to improve accessibility to pools and other hotel areas. In adherence to ADA room design requirements, meticulous attention is given to accessibility pathways, doorways, hallways, bed and desk heights, electrical outlets, and furniture placement. Bathroom layouts are also thoughtfully designed to comply with ADA standards, ensuring accessible shower and sink features.

MITSIS also trains its employees to prioritise accessibility in emergency planning, including the identification of accessible exits, clear marking of escape routes, and the maintenance of unobstructed pathways. Additionally, specific accommodations are provided throughout the properties to meet the needs of individuals with low vision and visual impairments.

By prioritising accessibility and incorporating thoughtful features, Mitsis Group aims to create inclusive spaces where all individuals can fully enjoy their stay and feel genuinely welcomed in its establishments.





Wellness

Mitsis Group places a strong emphasis on wellness, continuously enhancing the recreational offerings at its hotels and resorts. Through collaborations with esteemed partners like the Real Madrid Foundation Clinic and Tipsarevic Luxury Tennis, alongside its portfolio of 12 thalassotherapy centres and a wide range of sports activities, MITSIS provides guests with exceptional opportunities for fitness and wellness experiences.

The Group is also deeply committed to accommodating diverse dietary needs, including allergies, health conditions, and religious restrictions, ensuring that all guests have access to a broad selection of food options at every property. To further enhance this experience, guests can conveniently communicate their food preferences and dietary restrictions, allowing for tailored experiences that cater to special dietary needs, such as vegetarian and vegan diets.







# 04

## Amazed with new opportunities

Since 1976, when Konstantinos Mitsis first envisioned revolutionising Greek hospitality by introducing the all-inclusive concept, Mitsis Group has consistently sought to lead the industry in driving change. By embracing innovation and transformation across all aspects of its operations, Mitsis Group continues to solidify its position as an industry pioneer.



# 4.1 Lead Technological Innovation

MITSIS is committed to leading change by embracing digital transformation in the hospitality sector, investing in technological innovations that elevate both the guest experience and the Group's internal processes.

## Digital Transformation

Mitsis Group pursues a strategic technology investment roadmap as part of its digital transformation, driving the adoption of advanced business applications and enhancing Digital Reinvention. This approach reshapes stakeholder engagement strategies, ensuring the Group remains a leader in innovation and excellence.

The Group has optimised its infrastructure with a data centre upgrade, operating within a secure private cloud environment. Continuous software updates and integrations ensure optimal performance and alignment with growth projections. The implementation of an enterprise-grade wireless network ensures seamless connectivity across properties. Guest TV services offer streaming and mobile content casting for a superior in-room experience.

Mitsis Group implements comprehensive monitoring of servers, networks, and IT components, enabling proactive issue management and ensuring uninterrupted operations, while the Group's digital Service Desk streamlines IT support requests through a user-friendly portal, ensuring efficient issue resolution.

In 2023, the Group also participated in the 2nd Hackathon of the National Process Simplification Programme, 'Reducing Bureaucracy, Transforming the State,' represented by Mitsis Group's Chief Financial Officer.

## Privacy Policy & GDPR

Protecting the privacy and personal data of guests is a top priority for Mitsis Group. The Group's commitment to data protection is fully aligned with the European General Data Protection Regulation (GDPR) and Greek law. To ensure compliance, Mitsis Group has implemented a comprehensive Personal Data Protection Policy, supported by robust security measures and strict confidentiality standards governing all business activities.

This policy applies to all information related to guests, employees, suppliers, and stakeholders, ensuring that sensitive data—including business-related, personal, and proprietary details—is handled responsibly. The Group strictly prohibits the unauthorised disclosure of personal data, images, or other sensitive information, particularly on online platforms or social media, without explicit consent.

Mitsis Group's approach is rooted in transparency, accountability, and secure data management practices. In the event of a data protection breach, the Group enforces stringent disciplinary actions, up to and including termination, and promptly reports incidents to the relevant authorities, demonstrating its zero-tolerance stance. By adhering to these high standards, Mitsis Group upholds the fundamental right to data privacy, thereby fostering trust and confidence among its guests and stakeholders.

## Digital Assets

Embracing its vision to lead the hospitality industry, Mitsis Group remains at the forefront of digital marketing, recognising it as a crucial avenue for ongoing growth and innovation. The Group has developed an integrated ecosystem of cutting-edge technological services and applications, designed to enhance guest experiences and optimise operations.

These innovative tools, including a continuously updated mobile app, concierge platform, digital signage, info channels, Wi-Fi menus, QR code readers, and IPTV technology, ensure that guests enjoy genuine hospitality across all digital touchpoints. Strategic approaches have also led to groundbreaking marketing campaigns that streamline and elevate various aspects of the guest journey, offering a seamless and distinctive experience. In addition, features like live chat and online check-in options further personalise and simplify the guest experience, demonstrating the Group's commitment to leveraging digital technology for hospitality excellence.

Through its newly rebranded website, Mitsis Group aims to create an immersive digital environment that seamlessly guides visitors toward their desired experiences. In 2023, MITSIS' website attracted over 3 million online visitors.

The Unique Destination blog serves as a key communication platform, providing updates on news, events, and industry practices while offering insights into hospitality, tourism, and lifestyle. Furthermore, a targeted content strategy, enhanced by newsletters and social media campaigns, exemplifies Mitsis Group's modern marketing approach. This strategy combines engaging content, multilingual support, and advanced digital tools to deepen guest connections and enhance industry engagement.

Mitsis Group's digital presence continues to grow, with 6 central Social Media accounts and 40 hotel accounts, accumulating over 4 million video views and 140 million impressions. In 2023, the Group achieved more than 4 million engagements and a 13% increase in audience growth compared to 2022.

## Sustainability Reporting

Mitsis Group has incorporated the ESGenius! platform—The Sustainability OS—into its digital toolkit to enhance its sustainability management capabilities. This advanced, cloud-based ESG management platform (SaaS) allows the Group to establish baselines, set and monitor key performance indicators (KPIs), track sustainability progress, and share transparent ESG ratings with stakeholders and investors. By leveraging ESGenius!, Mitsis Group ensures a structured and data-driven approach to sustainability, enabling it to align its operations with best practices and demonstrate its commitment to transparency and continuous improvement.

## Customer Relationship Management (CRM)

Mitsis Group's strategic investment in CRM technology underscores its commitment to enhancing guest experiences. The CRM platform integrates seamlessly with ePOS, PMS, and digital assets, offering a comprehensive view of guest profiles and enabling personalised service.

A key advantage of Mitsis Group's CRM system is its effective management of the loyalty programme, which is instrumental in fostering lasting connections with devoted guests. The CRM system also plays a crucial role in segmenting the customer database, allowing for targeted engagement with both current and prospective clients. As of 2023, Mitsis Group's database has expanded to 500K, marking a significant growth of 245.58% from 2017.

## Storytellers by Mitsis

The Storytellers by Mitsis loyalty programme exemplifies Mitsis Group's dedication to delivering exceptional guest experiences. Celebrating its 11th anniversary, the programme now boasts 204,098 members and achieved remarkable growth in 2023, with a 45% increase in points accumulation, totaling 863 million points, and 42 million points redeemed. Members progress through four tiers—Learner, Author, Poet, and Mentor—each offering exclusive benefits. The recent rebranding and the launch of a new website have further enriched the digital experience, transforming loyal guests into genuine storytellers.





In 2023, the  
Storytellers by Mitsis  
loyalty programme  
surpassed 200,000  
members.



# 4.2 Encourage Employee Development

## Employee Learning & Development

The training and development of its workforce are fundamental to Mitsis Group's success. MITSIS prioritises continuous growth, comprehensive training, employee recognition, and performance management as integral aspects of its organisational culture. Guided by founder Konstantinos Mitsis' belief that "Leaders stand by their employees," the team remains dedicated to upholding his legacy of excellence in hospitality.

Mitsis Group's 2023 Learning & Development Roadmap is meticulously crafted to meet the unique needs of its 20 hotels and resorts. Following comprehensive consultations with hotel management teams, key technical and soft skills requirements were identified, leading to targeted training programmes. Employee evaluations from the 2022 season highlighted three core priorities for 2023: leadership skills, attention to detail, and empathy.

These insights shaped the pre-opening training programmes, equipping MITSIS team members with a tailored curriculum that includes safety protocols, ensuring the highest standards of service from the moment guests arrive. Twelve subject-matter experts, trained as MITSIS Brand Ambassadors, were instrumental in delivering a comprehensive three-day pre-opening training session for the 2023 season, ensuring all teams were fully prepared to excel.

Throughout the operational season, the Group also provides on-the-job training programmes, where small, targeted training sessions are conducted during the day to enhance both the practical and soft skills of employees, allowing team members to immediately apply new techniques in real-time.

In addition, off-season training programmes, focus on further equipping staff with the skills, knowledge, and dedication necessary to deliver unparalleled service. From November 2022 to March 2023, off-season training sessions were conducted across 12 departments, in collaboration with 16 external training providers, resulting in a total of 773 hours of training. These sessions covered a wide range of technical and soft skills, from kitchen operations to corporate management, ensuring comprehensive preparation for the upcoming season.

At MITSIS, the employee journey is designed to foster motivation, inspiration, and active engagement, reflecting the core values of the Group's corporate culture.





In 2023, Mitsis Group employees engaged in over 17,800 hours of training and development activities.



# 4.3 Showcase Local Talent

## Internship Opportunities

In 2023, Mitsis Group offered internship opportunities to 49 talented individuals across its various destinations, providing hands-on experience in key hotel departments such as Rooms Division and Food & Beverage. The Group's dynamic internship programme features a rotational structure, allowing interns to receive cross-training in different areas before choosing a specialisation.

Moreover, internships are available at the corporate headquarters in Athens, where interns gain exposure to the Finance, HR, IT, Marketing, and Procurement Departments. To further refine the internship experience, Mitsis Group has introduced an anonymous intern satisfaction survey, focusing on critical aspects like the work environment, learning opportunities, and available resources.

## Scholarships

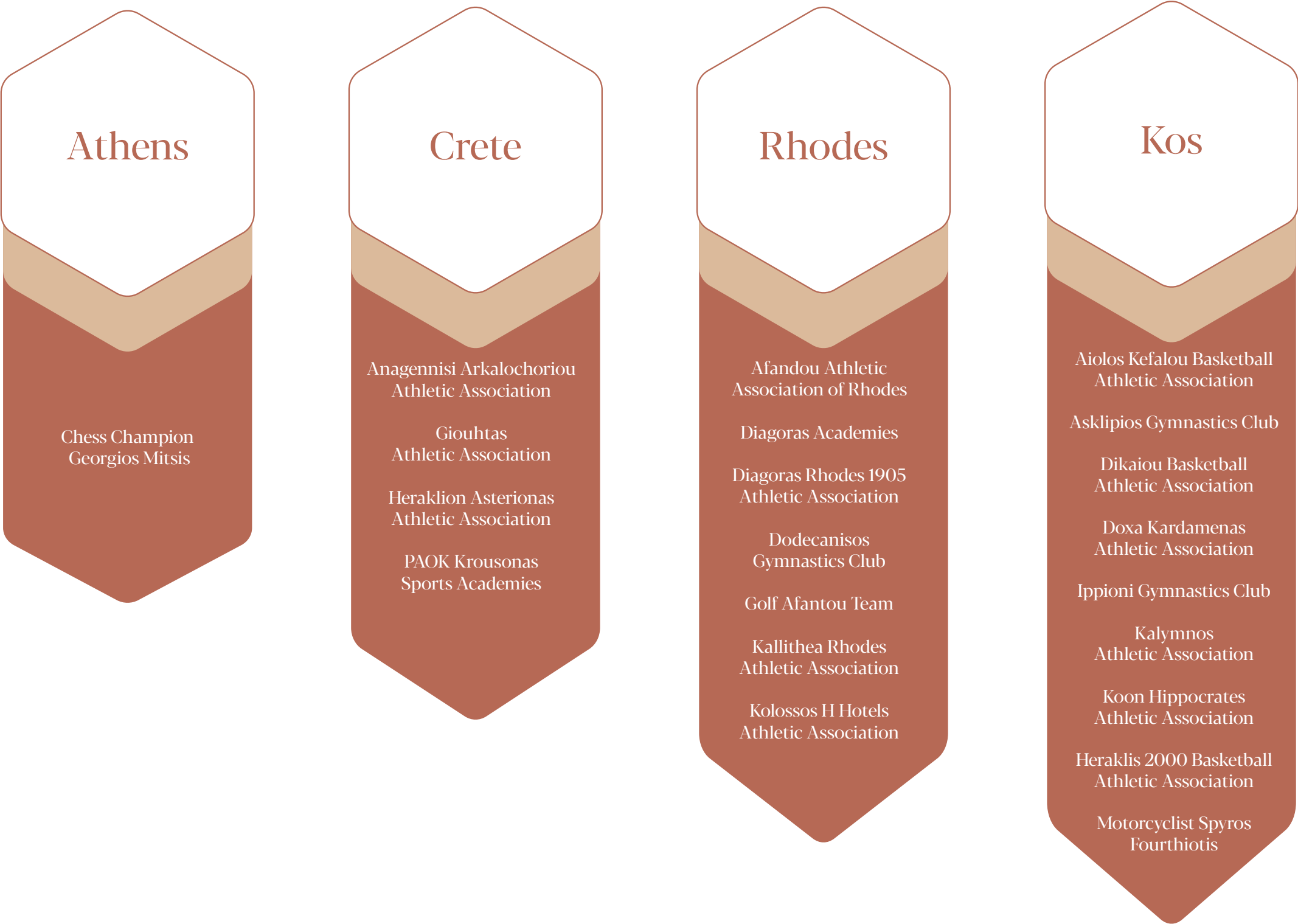
Mitsis Group is deeply committed to supporting exceptional students across its various locations, as demonstrated by its ongoing six-year full scholarship partnership with the Hellenic American Educational Foundation (HAEF), awarded to a deserving student from Epirus, the birthplace of the Group's founder. In 2023, the Group also extended its support through hospitality sponsorships at HAEF's Christmas Bazaar and contributed in-kind to multiple events.

Furthermore, the Group has recognised Konstantina Giantsidi from Afandou High School in Rhodes for her outstanding performance in the Panhellenic University Entrance Exams, providing financial support throughout her studies at the Medical School of Thessaloniki. In 2023, Mitsis Group also provided financial assistance to enable students from the 1st High School of Kos to visit the European Court of Justice, further demonstrating its commitment to educational enrichment.

In 2023, aligned with its mission to nurture the future of hospitality, Mitsis Group sponsored the esteemed hospitality school IEK Delta 360 by funding 527 uniforms across all its Greek locations. This initiative highlighted the Group's commitment to education and strengthened connections with aspiring professionals, instilling pride and professionalism from the outset of their careers. Mitsis Group empowers the next generation of industry leaders and is eager to continue collaborating with educational institutions.

## Sports Teams Sponsorships

In 2023, Mitsis Group, dedicated to promoting healthy lifestyles, community development, and social transformation through sports sponsorships, proudly supported 21 local athletes and sports teams across its destinations







# 05

## Concerned about the planet

MITSIS is deeply committed to the sustainability of its operations, consistently implementing comprehensive policies, practices, and initiatives designed to minimise the environmental impact of its 20 hotels and resorts. In addition, the Group places a strong emphasis on conserving biodiversity across its five destinations. By striving to harmonise exceptional guest experiences with responsible and sustainable hospitality, the Group aspires to serve as a leading example of sustainable tourism development in Greece.



# 5.1 Minimise Environmental Footprint

## Climate Change Adaptation

Mitsis Group is dedicated to integrating environmental sustainability within the hospitality and tourism sector, recognising the escalating impact of climate change and proactively implementing adaptation strategies to ensure long-term business resilience. Acknowledging the sector’s vulnerability to environmental changes, the Group has established a comprehensive sustainability framework that encompasses its properties across Greece. This strategy aims to minimise its ecological footprint, support biodiversity conservation, and align with international sustainability standards.

The Group’s sustainability initiatives concentrate on ten key areas, including resource conservation, energy efficiency, water management, waste reduction, and the promotion of sustainable practices. This entails diminishing reliance on fossil fuels, optimising energy efficiency through advanced technologies, and incorporating renewable energy sources. Renovations are guided by energy-saving technologies and sustainable design principles, ensuring that all upgrades adhere to international best practices.

Water conservation remains a top priority, with optimised water distribution, treatment, and reuse processes implemented across all properties. Innovative water-saving techniques, such as advanced irrigation systems and improved wastewater treatment facilities, ensure that high-quality effluent is safely reintroduced into the water cycle. MITSIS also enforces effective freshwater management, minimising usage per guest and monitoring consumption patterns to enhance efficiency.

The Group’s strategic approach encompasses comprehensive waste management, employing a robust recycling programme that addresses a wide range of waste streams. This includes conveniently placed recycling bins to encourage active participation from both guests and staff, alongside strict adherence to national and international regulations regarding hazardous waste disposal and chemical storage. All properties engage in waste categorisation and adopt innovative solutions to promote responsible waste management.

Mitsis Group’s environmental initiatives also prioritise biodiversity and habitat conservation. The Group actively integrates nature-based solutions in landscape design, selects sustainable vegetation, and enhances habitat resilience, particularly in ecologically sensitive areas. Strategic investments in habitat conservation, pollution prevention, and emissions reduction further emphasise the Group’s commitment to preserving local ecosystems and cultural heritage.

The Group participates in numerous environmental activities, such as tree planting, beach clean-ups, and local conservation efforts, demonstrating its dedication to safeguarding natural environments for future generations. Compliance with air quality standards and legal requirements pertaining to land use is rigorously maintained to ensure that the Group’s operations protect public health and welfare. MITSIS remains focused on reducing greenhouse gas emissions through decreased energy consumption per guest and the adoption of sustainable operational practices.

Mitsis Group places a strong emphasis on guest and community engagement, seamlessly incorporating sustainability into the overall hospitality experience. Educational programmes, eco-friendly activities, and transparent communication foster a culture of environmental stewardship, encouraging guests to actively participate in sustainability initiatives. By embedding environmental principles into its decision-making processes, the Group sets a benchmark for responsible management of natural resources and ecosystems within the hospitality sector, ensuring a positive and lasting impact on the environment and local communities.

01

### Sustainable Development

Prioritising meeting the needs of the present generation without compromising the ability of future generations to meet their own needs.

02

### Air Quality Protection

Enforcing air quality standards to reduce pollution, prioritising the health and welfare of the public.

03

### Harmful Substances & Chemical Management

Preventing pollution and minimising the use of harmful substances. Chemical storage and hazardous waste disposal adhere to national and international standards.

04

### Ecosystem Protection & Conservation

Preserving natural environments and cultural heritage, encouraging environmental initiatives such as tree planting and beach cleaning activities.

05

### Energy Conservation & Management

Implementing energy-saving initiatives, incorporating technologies in line with international best practices during property renovations.

06

### Freshwater Management

Ensuring effective freshwater management, through proper planning, efficient distribution, and optimal use of water resources.

07

### Greenhouse Gas Emissions

Committing to reducing its greenhouse gas emissions by reducing reliance on fossil fuels, decreasing energy consumption per guest, and habitat conservation.

08

### Land-use Management

Complying with legal requirements, regulations, and guidelines to optimise land allocation for specific purposes.

09

### Waste Management

Adopting a comprehensive recycling programme covering various waste streams, such as paper, glass, plastic, aluminum, electric appliances, bio-waste, used oils, soaps, inks, and toners. Recycling bins are placed throughout MITSIS’ properties to encourage guest participation.

10

### Wastewater Management

Employing collection, treatment, and reuse processes for wastewater, ensuring contaminants are removed and safely reintroducing quality effluent into the water cycle.





Environmental Policies

Sustainable Development & CSR Policy

Mitsis Group is unwavering in its commitment to sustainable hospitality, with a strong focus on minimising its environmental footprint and preserving the biodiversity of its destinations. Through comprehensive environmental impact management, the Group establishes clear and measurable targets to reduce energy usage, water consumption, and waste across all its properties. Initiatives such as beach clean-ups, tree planting, and the promotion of zero-waste, carbon-neutral cuisine highlight Mitsis Group's dedication to environmental stewardship. Recognised with numerous certifications, the Group consistently enhances its sustainability practices, ensuring that its operations not only meet but exceed established environmental standards.

Environmental Policy

Mitsis Group is deeply committed to environmental preservation, as articulated in its comprehensive Environmental Policy. This policy outlines the Group's proactive measures to deliver exceptional hospitality while minimising its carbon footprint and safeguarding the natural resources of its destinations.

Sustainable Procurement Policy

Mitsis Group embeds sustainability into every facet of its operations, including its procurement practices. The Group's Sustainable Procurement Policy is designed to align all purchasing decisions with its broader environmental and social responsibility objectives. Central to this policy is the prioritisation of sustainably produced and fair-trade-certified products, with a strong emphasis on minimising packaging waste through bulk ordering and selecting recycled or recyclable materials.

In 2023, as part of its ongoing commitment to eliminating single-use plastics, MITSIS invested 290,752.95€ in procuring paper, wooden, and biodegradable materials, further advancing its sustainability efforts across all operations.

A critical element of the procurement process is the stringent avoidance of products, materials, or machinery that contain hazardous substances. This approach is designed to protect the health and safety of both guests and employees while safeguarding the ecosystems surrounding the Group's destinations. Additionally, the importance of supporting local economies is emphasised by prioritising the purchase of products and services from local suppliers whenever possible. This strategy not only fosters economic growth within the communities where the Group operates but also strengthens its relationships with local businesses.

To further its sustainability efforts, Mitsis Group actively engages its suppliers in its Sustainability & CSR programme and environmental policies. The Group expects its suppliers to comply with internationally recognised management systems, such as ISO 14001, which ensure adherence to high standards of safety, hygiene, and environmental stewardship.

Total Energy Consumption per Destination

The Group has implemented a series of strategic initiatives to minimise electricity and LPG consumption while enhancing overall energy efficiency. Key measures include renovating hotel properties to incorporate modern, high-efficiency equipment, replacing conventional lighting with energy-saving LED technology, and installing external thermal insulation and green roofs. Furthermore, the Group is upgrading its air conditioning systems by replacing split-type units with high-efficiency multi-split (VRV) systems that utilise refrigerants with a lower greenhouse gas footprint. In line with these efforts, MITSIS is transitioning from fossil fuel boilers to heat pumps for hot water production and implementing sustainable solutions such as biodegradable smart magnetic cards and touchscreen controls for lighting and air conditioning in guest rooms.

Future energy-saving measures include the installation of solar panels, further upgrades to air conditioning systems, and structural enhancements like thermal facades and planted roofs. The Group is also dedicated to optimising natural light and employing advanced artificial lighting management systems based on DALI/KNX technology and solar tracking, driving further efficiency improvements.

It is important to note that the data for 2020 does not encompass the full range of properties, as many were not operational due to the restrictions imposed during the COVID-19 pandemic. This limited availability impacts year-over-year comparisons. Additionally, data for Mitsis Cretan Village and Mitsis Royal Mare, properties acquired by Mitsis Group in 2022, has been recorded for the first time in 2023.

In 2023, while total energy consumption increased due to a rise in guest numbers and the addition of new hotels, a significant reduction in average kWh per guest night was achieved across nearly all destinations. This demonstrates that despite increased occupancy, MITSIS' operational refinements are effectively reducing the environmental impact per guest.

In 2023, Mitsis Group successfully reduced LPG consumption per guest night across all destinations. Notably, total LPG consumption decreased in almost all locations, despite higher occupancy levels and the addition of new properties.



Electricity Consumption

Destination	Hotel	2018		2019		2020		2021		2022		2023	
		kWh	kWh/Guest Night	kWh	kWh/Guest Night	kWh	kWh/Guest Night	kWh	kWh/Guest Night	kWh	kWh/Guest Night	kWh	kWh/Guest Night
Crete	Bali Paradise	-	-	-	-	-	-	-	-	-	-	665,399.72	7.50
	Cretan Village	-	-	-	-	-	-	-	-	-	-	N/A	N/A
	Laguna	3,246,254.00	17.33	2,816,372.00	15.38	1,494,120.00	35.28	2,550,113.15	20.25	3,168,536.00	17.44	2,885,056.82	14.68
	Rinela	2,946,178.00	11.89	2,994,040.00	14.83	1,968,038.00	18.51	2,543,037.65	18.79	3,811,510.00	18.52	4,034,502.15	19.03
	Royal Mare	-	-	-	-	-	-	-	-	-	-	6,682,989.75	20.62
Kamena Vourla	Galini	1,522,984.00	23.57	1,490,330.00	40.87	1,024,990.00	37.43	982,763.50	26.25	1,316,791.00	21.66	1,445,686.00	18.48
Kos	Blue Domes	4,754,969.00	19.55	5,206,817.00	21.45	3,651,019.00	31.73	4,304,051.40	24.88	5,831,514.00	24.73	6,347,902.75	27.37
	Family Village												
	Norida	7,005,635.00	15.19	7,520,604.00	16.45	2,947,051.00	35.79	5,941,108.50	19.83	7,902,492.00	18.30	8,015,378.10	19.56
	Summer Palace												
	Ramira	1,950,709.00	12.22	1,961,748.00	12.76	-	-	1,644,100.59	15.41	2,043,718.00	13.14	2,114,368.80	13.82
Rhodes	Alila	3,404,021.00	20.78	3,489,804.00	21.94	2,252,719.00	28.96	2,990,253.44	23.71	3,412,128.00	19.17	3,629,221.26	20.57
	Grand Hotel	3,380,421.00	17.80	3,608,450.00	20.05	1,269,942.00	33.72	2,741,126.39	24.09	3,746,935.00	21.73	3,790,654.20	21.25
	Faliraki	2,009,155.00	12.66	2,149,911.00	13.59	-	-	1,904,829.02	16.84	2,295,175.00	14.26	2,504,019.50	14.78
	La Vita	383,520.00	9.05	364,720.00	8.56	-	-	254,160.00	9.13	327,287.00	8.08	313,141.00	7.28
	Lindos Memories	1,046,523.00	47.11	900,859.00	41.74	-	-	691,230.69	44.16	819,663.00	37.89	835,768.77	42.93
	Petit Palais	907,804.00	11.95	954,341.00	12.37	-	-	801,837.66	16.90	901,532.00	11.84	940,526.80	12.22
	Rodos Maris	3,564,508.00	16.39	3,587,552.00	16.55	1,459,497.00	22.03	2,369,089.75	19.28	3,582,090.00	16.92	3,893,420.12	19.27
	Rodos Village	2,961,697.00	14.70	2,835,185.00	14.12	-	-	2,321,560.15	16.72	3,194,085.00	16.32	3,381,618.45	17.46
Total		39,084,378.00	16.05	39,880,733.00	17.11	16,067,376.00	30.66	32,039,261.89	20.23	42,353,456.00	18.19	51,479,654.19	18.69



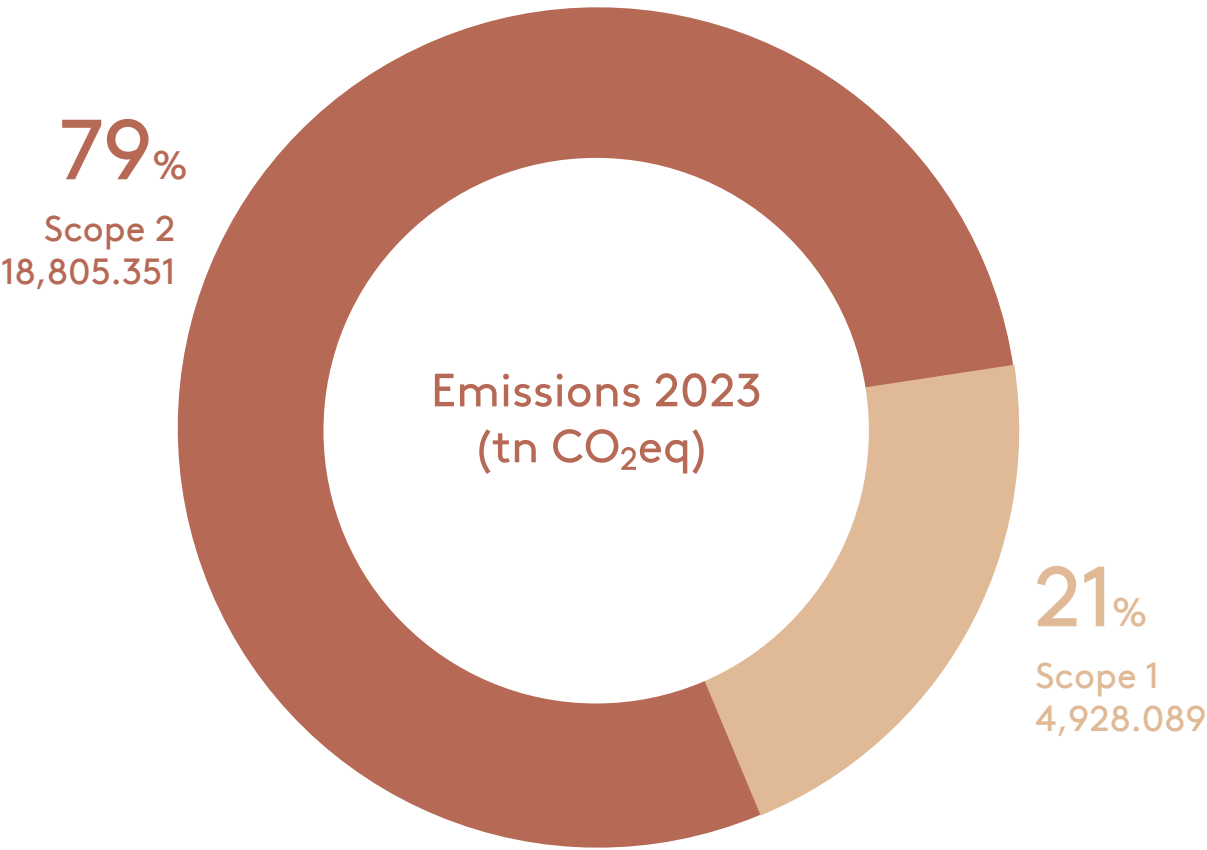
LPG Consumption

Destination	Hotel	2018		2019		2020		2021		2022		2023	
		LT	LT/Guest Night	LT	LT/Guest Night	LT	LT/Guest Night	LT	LT/Guest Night	LT	LT/Guest Night	LT	LT/Guest Night
Crete	Bali Paradise	-	-	-	-	-	-	-	-	-	-	54,699.00	0.62
	Cretan Village	-	-	-	-	-	-	-	-	-	-	NO LPG	NO LPG
	Laguna	205,764.37	1.10	186,723.06	1.02	40,952.00	0.97	84,695.00	0.67	183,575.00	1.01	283,124.00	1.44
	Rinela	115,353.96	0.47	70,482.34	0.30	45,985.00	0.43	63,131.00	0.47	94,355.00	0.46	93,681.00	0.44
	Royal Mare	-	-	-	-	-	-	-	-	-	-	49,019.23	0.33
Kamena Vourla	Galini	275,140.00	4.26	163,871.00	4.49	76,350.00	2.79	68,100.00	1.82	98,561.00	1.62	98,937.00	1.26
Kos	Blue Domes	460,950.00	1.89	285,355.00	1.18	72,540.00	0.63	131,100.00	0.76	195,850.00	0.83	154,284.70	0.67
	Family Village									16,750.00	0.15	17,600.00	0.15
	Norida	141,480.00	0.31	160,523.99	0.35	39,550.00	0.48	110,850.00	0.37	70,250.00	0.34	80,850.00	0.39
	Summer Palace									50,200.00	0.43	28,554.46	0.33
	Ramira	99,800.00	0.63	85,200.00	0.55	-	-	65,600.00	0.61	87,400.00	0.56	103,250.00	0.67
Rhodes	Alila	93,850.00	0.57	105,380.00	0.66	58,237.00	0.75	96,930.00	0.77	124,659.00	0.70	179,067.00	1.02
	Grand Hotel	85,859.00	0.45	85,666.00	0.48	22,730.00	0.60	29,950.00	0.26	60,830.00	0.35	87,665.00	0.49
	Faliraki	170,000.00	1.07	172,250.00	1.09	-	-	137,200.00	1.21	193,750.00	1.20	170,510.00	1.01
	La Vita	NO LPG	NO LPG	NO LPG	NO LPG	-	-	NO LPG	NO LPG	NO LPG	NO LPG	NO LPG	NO LPG
	Lindos Memories	3,437.10	0.15	3,845.80	0.18	-	-	4,000.00	0.26	15,014.00	0.69	6,600.00	0.34
	Petit Palais	11,852.00	0.16	10,610.00	0.14	-	-	2,670.00	0.06	10,850.00	0.14	7,147.91	0.09
	Rodos Maris	89,000.00	0.41	114,170.00	0.53	51,500.00	0.78	102,600.00	0.83	89,863.00	0.42	149,887.00	0.74
	Rodos Village	81,000.00	0.40	81,360.00	0.41	-	-	82,350.00	0.59	173,591.00	0.89	189,185.00	0.98
Total		1,833,486.43	0.75	1,525,437.19	0.65	407,844.00	0.73	979,176.00	0.65	1,465,498.00	0.63	1,754,061.30	0.64

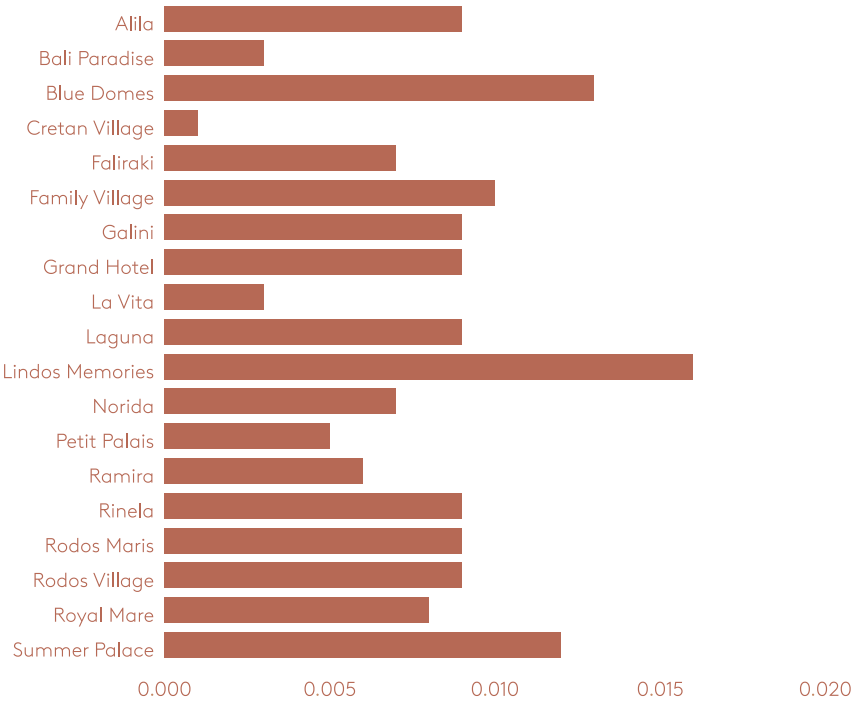


CO<sub>2</sub> Emissions 2023

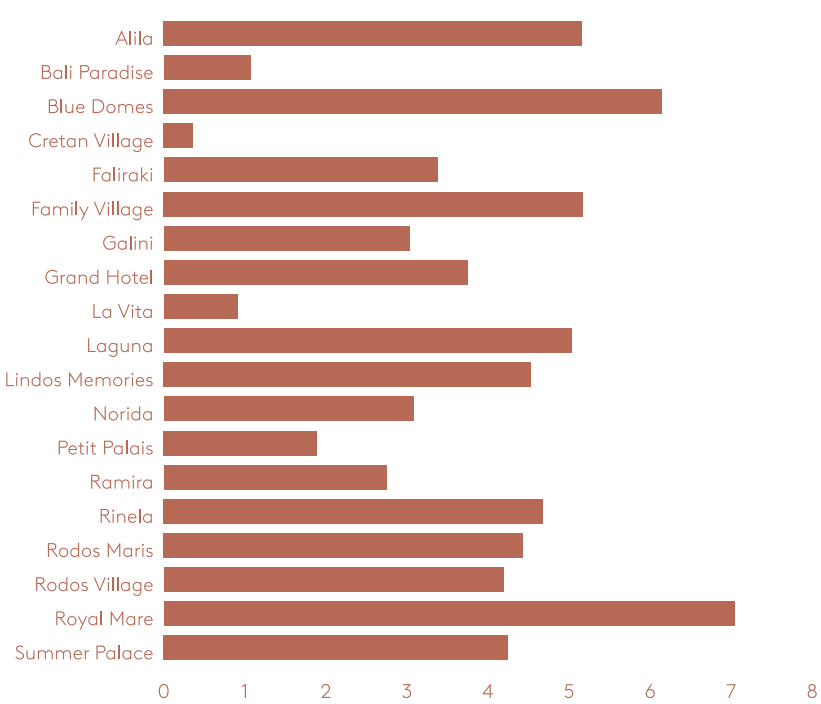
The carbon footprint calculation includes the direct greenhouse gas emissions (Category 1 – Scope 1) resulting from the Group’s activities, such as fuel combustion in boilers, vehicles, and other sources. Additionally, it covers significant indirect emissions (Category 2 – Scope 2) from the consumption of purchased electricity, heating, and cooling, as defined by ISO 14064-1:2018 and the GHG Protocol.



Total Emissions per Hotel 2023 (tnCO<sub>2</sub>eq /Guest Night)



Total Emissions per Hotel 2023 (tn CO<sub>2</sub>eq/Room)





Total Water Consumption

The Group is actively pursuing a range of water-saving initiatives to reduce overall consumption. These efforts include the renovation of irrigation networks and swimming pools, as well as the installation of advanced systems to measure and monitor water flow and temperature in main engine rooms. MITSIS also tracks the levels of central drinking water tanks to quickly detect leaks and mechanical issues and has implemented metal flow reduction rings in plumbing systems within guest WCs to further optimise water use.

Additional initiatives include the preference for dryland plants over traditional grass, the installation of underground drip irrigation systems, and the production of drinking water through desalination plants. The Group is also making significant investments in the renovation of wastewater treatment plants and the development of production and distribution networks, to ensure a more efficient and responsible use of water resources.

Most Mitsis Group hotels source their water from the municipal network. In specific cases (10 out of 21 properties), brackish or seawater is extracted under authorised permits and treated through desalination units to produce potable water for operational needs. Both raw water extraction and final consumption are systematically monitored to ensure efficient use and minimise losses.

Water consumption is measured using absolute values (m³/year) and relative indicators (m³/overnight stay), enabling annual comparisons and benchmarking performance across properties. National and European regulations for four- and five-star accommodations set a maximum threshold of 450 litres per day per person, which serves as a baseline for the Group’s annual water-saving targets.

Mitsis Group continuously monitors its water cycle impacts through daily, weekly, monthly, and annual measurements across all properties. Specifically, swimming pool water is tested daily for physicochemical parameters, while monthly testing encompasses both physicochemical and microbiological factors to ensure compliance with regulatory limits and the Group’s Environmental Licensing Terms.

The Group has implemented a robust water-saving policy that underscores its commitment to responsible water management across all properties, regardless of the water stress level at each location. This policy establishes a consumption benchmark of 450 litres per overnight stay, serving as a consistent target for all destinations. To achieve this, the Group has set measurable goals and implemented specific strategies, including water reuse, the expansion of drip irrigation systems, the selection of drought-resistant vegetation, and afforestation initiatives to prevent soil erosion. These measures aim for an annual reduction in water consumption of 1.5%, supporting the Group’s broader commitment to sustainability and resource efficiency.

Compliance with national and European legislation, such as Ministerial Decisions E1b 221/1965 and 145116/2011, governs the treatment and reuse of wastewater in the Group’s properties. These regulations outline stringent conditions for pollutant concentrations in final recipients and are strictly adhered to in line with environmental best practices and the Group’s sustainability commitments.

In 2023, although overall water consumption increased in certain destinations due to higher occupancy rates and the acquisition of new properties, the water consumption per guest night saw a slight reduction across most locations.





Water Consumption

Destination	Hotel	2018		2019		2020		2021		2022		2023	
		m³	m³/Guest	m³	m³/Guest	m³	m³/Guest	m³	m³/Guest	m³	m³/Guest	m³	m³/Guest
Crete	Bali Paradise	-	-	-	-	-	-	-	-	-	-	24,918.00	0.28
	Cretan Village	-	-	-	-	-	-	-	-	-	-	55,506.00	0.31
	Laguna	124,002.62	0.66	120,856.00	0.66	92,496.00	2.18	76,910.00	0.61	58,243.00	0.32	55,692.00	0.28
	Rinela	116,921.00	0.47	115,740.00	0.57	60,772.00	0.57	69,465.00	0.51	101,491.00	0.49	106,790.00	0.50
	Royal Mare	-	-	-	-	-	-	-	-	-	-	181,165.00	1.24
Kamena Vourla	Galini	45,501.70	0.70	39,161.64	1.07	15,743.00	0.57	28,514.00	0.76	43,713.96	0.72	55,708.00	0.71
Kos	Blue Domes	149,032.00	0.61	154,981.20	0.64	152,756.00	1.33	100,705.00	0.58	280,202.00	1.19	158,842.00	0.68
	Family Village	23,092.00	0.20	26,152.00	0.23	42,300.000.51		11,934.00	0.16	25,099.00	0.23	24,769.00	0.21
	Norida	99,452.00	0.43	97,126.00	0.43			66,664.00	0.47	86,026.00	0.42	91,240.00	0.44
	Summer Palace	28,435.00	0.24	31,184.00	0.26	- -		41,028.00	0.51	33,415.00	0.29	34,456.00	0.40
	Ramira	115,067.00	0.72	115,613.00	0.75			88,623.00	0.83	93,437.00	0.60	89,057.00	0.58
Rhodes	Alila	81,524.00	0.50	74,656.00	0.47	46,425.00	0.60	56,390.00	0.45	70,866.00	0.40	65,156.00	0.37
	Grand Hotel	81,120.00	0.43	80,431.00	0.45	19,955.00	0.53	32,975.00	0.29	38,774.00	0.22	44,313.10	0.25
	Faliraki	67,238.00	0.42	65,116.00	0.41	-	-	40,390.00	0.36	98,348.00	0.61	98,054.88	0.58
	La Vita	5,467.00	0.13	5,892.00	0.14	-	-	4,035.00	0.14	5,433.00	0.13	5,470.00	0.13
	Lindos Memories	17,136.00	0.77	16,998.00	0.79	-	-	13,330.00	0.85	13,977.00	0.65	13,940.00	0.72
	Petit Palais	20,224.00	0.27	22,733.00	0.29	-	-	12,250.00	0.26	21,254.00	0.28	19,750.00	0.26
	Rodos Maris	140,599.00	0.65	114,403.00	0.53	19,917.00	0.30	42,420.00	0.35	90,000.00	0.43	86,700.00	0.43
	Rodos Village	97,200.28	0.48	78,651.00	0.39	-	-	34,991.00	0.25	63,932.00	0.33	59,956.00	0.31
Total		1,212,011.60	0.50	1,159,693.84	0.50	450,364.00	0.81	720,624.00	0.46	1,124,210.96	0.48	1,271,482.98	0.46



Waste Management & Recycling

Mitsis Group recognises the environmental impact associated with its operations and is dedicated to managing waste responsibly through sustainable practices. The Group’s hotels utilise a variety of energy sources and raw materials, which generate emissions, liquid waste, and solid waste. To minimise these effects, Mitsis Group has implemented a comprehensive waste management strategy focused on waste segregation and recycling at the source, covering materials such as paper, glass, packaging, aluminium, plastic, and used cooking oil.

Recyclable waste is collected and processed through certified transporters and recycling centres, ensuring compliance with environmental regulations. To monitor progress, MITSIS measures the quantities of recyclables against overnight stays, setting annual targets to reduce overall waste and increase recycling rates. Waste is carefully categorised based on its type and origin, with solid waste weighed to accurately track performance.

Liquid waste, particularly from the Group’s Wastewater Treatment Plants (WWTP), undergoes thorough analysis for key parameters such as Biological Oxygen Demand (BOD5), phosphorus, nitrogen, and suspended solids, ensuring compliance with legal standards and identifying areas for improvement. Through collaboration with licensed waste transporters and third-party services, Mitsis Group guarantees that all waste is handled safely and processed responsibly, contributing to its broader sustainability goals.

Committed to the principles of zero waste, MITSIS focuses on reducing waste at the source, reusing materials to extend their lifespan, recycling to repurpose resources, and recovering and managing residuals in full compliance with regulations.

Mitsis Group has made significant strides in waste reduction by investing in advanced waste processing technology and reducing waste generation across various categories, including paper, plastic, glass, metal, and cooking fats. The Group also addresses soap, toner, battery, and electronic waste, while initiatives such as the adoption of LED lighting, the use of rechargeable batteries, recycling obsolete appliances, introducing 100% recycled plastic bathroom utilities, employing liquid dispensers, and on-demand replacement of guest room amenities highlight its ongoing commitment. Additional efforts to reduce food waste involve monitoring food preparation, measuring waste from various sources, and composting suitable materials, ensuring responsible resource management across all operations.





Cardboard Recycling

Destination	Hotel	2018		2019		2020		2021		2022		2023	
		kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest
Crete	Bali Paradise	-	-	-	-	-	-	-	-	-	-	0.00	0.00
	Cretan Village	-	-	-	-	-	-	-	-	-	-	1,200.00	0.01
	Laguna	N/A	N/A	8,513.00	0.05	2,705.00	0.06	2,870.00	0.02	3,165.00	0.02	1,050.00	0.01
	Rinela	N/A	N/A	13,729.00	0.07	2,280.00	0.02	5,897.00	0.04	14,260.00	0.07	10,405.00	0.05
	Royal Mare	-	-	-	-	-	-	-	-	-	-	800.00	0.01
Kamena Vourla	Galini	N/A	N/A	1,890.00	0.05	0.00	0.00	6,219.00	0.17	0.00	0.00	3,155.00	0.04
Kos	Blue Domes	N/A	N/A	22,080.00	0.09	12,840.00	0.11	12,880.00	0.07	30,590.00	0.13	28,900.00	0.12
	Family Village	N/A	N/A	7,560.00	0.07	N/A	N/A	5,617.00	0.07	5,530.00	0.05	8,660.00	0.07
	Norida	N/A	N/A	33,194.00	0.15	5,870.00	0.07	16,080.00	0.11	17,850.00	0.09	12,360.00	0.06
	Summer Palace	N/A	N/A	11,120.00	0.09	N/A	N/A	12,117.00	0.15	12,440.00	0.11	17,040.00	0.20
	Ramira	N/A	N/A	N/A	N/A	-	-	13,766.00	0.13	17,125.00	0.11	20,580.00	0.13
Rhodes	Alila	22,470.00	0.14	19,723.00	0.12	7,848.00	0.10	11,382.00	0.09	19,885.00	0.11	21,584.00	0.12
	Grand Hotel	20,000.00	0.11	1,600.00	0.01	4,418.00	0.12	10,960.00	0.10	13,560.00	0.08	N/A	N/A
	Faliraki	N/A	N/A	8,100.00	0.05	-	-	3,530.00	0.03	5,120.00	0.03	7,280.00	0.04
	La Vita	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
	Lindos Memories	N/A	N/A	4,400.00	0.20	-	-	N/A	N/A	900.00	0.04	1,470.00	0.08
	Petit Palais	N/A	N/A	N/A	N/A	-	-	N/A	N/A	5,500.00	0.07	N/A	N/A
	Rodos Maris	N/A	N/A	3,566.00	0.02	3,000.00	0.05	10,742.00	0.09	14,892.00	0.07	15,683.00	0.08
	Rodos Village	N/A	N/A	21,700.00	0.11	-	-	10,850.00	0.08	0.00	0.00	17,140.00	0.09
Total		42,470.00	0.02	157,175.00	0.07	38,961.00	0.07	122,910.00	0.078	160,817.00	0.069	167,307.00	0.06



Glass Recycling

Destination	Hotel	2018		2019		2020		2021		2022		2023	
		kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest
Crete	Bali Paradise	-	-	-	-	-	-	-	-	-	-	6,950.00	0.08
	Cretan Village	-	-	-	-	-	-	-	-	-	-	N/A	N/A
	Laguna	N/A	N/A	N/A	N/A	8,410.00	0.20	33,380.00	0.27	49,120.00	0.27	46,330.00	0.24
	Rinela	30,020.00	0.12	N/A	N/A	20,160.00	0.19	27,390.00	0.20	25,000.00	0.12	50,050.00	0.24
	Royal Mare	-	-	-	-	-	-	-	-	-	-	N/A	N/A
Kamena Vourla	Galini	N/A	N/A	N/A	N/A	N/A	N/A	3,750.00	0.00	4,000.00	0.00	N/A	N/A
Kos	Blue Domes	N/A	N/A	N/A	N/A	N/A	N/A	31,900.00	0.00	38,500.00	0.00	38,500.00	0.17
	Family Village	N/A	N/A	N/A	N/A	N/A	N/A	10,720.00	0.00	12,100.00	0.00	13,200.00	0.11
	Norida	N/A	N/A	N/A	N/A	N/A	N/A	22,270.00	0.16	20,350.00	0.10	20,300.00	0.10
	Summer Palace	N/A	N/A	N/A	N/A	N/A	N/A	10,725.00	0.00	29,150.00	0.00	14,850.00	0.17
	Ramira	N/A	N/A	N/A	N/A	-	-	16,500.00	0.15	33,800.00	0.22	16,000.00	0.10
Rhodes	Alila	N/A	N/A	15,000.00	0.09	90,000.00	1.16	107,500.00	0.85	192,500.00	1.08	177,500.00	1.01
	Grand Hotel	N/A	N/A	N/A	N/A	N/A	N/A	7,600.00	0.07	17,460.00	0.10	17,400.00	0.10
	Faliraki	N/A	N/A	12,250.00	0.08	-	-	12,150.00	0.00	167,084.00	0.00	273,740.00	1.62
	La Vita	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
	Lindos Memories	N/A	N/A	N/A	N/A	-	-	3,600.00	0.00	3,600.00	N/A	N/A	N/A
	Petit Palais	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
	Rodos Maris	N/A	N/A	13,205.00	0.06	14,625.00	0.22	18,000.00	0.15	20,000.00	0.09	24,310.00	0.12
	Rodos Village	N/A	N/A	N/A	N/A	-	-	4,800.00	0.03	5,000.00	0.03	46,569.95	0.24
Total		30,020.00	0.01	40,455.00	0.02	133,195.00	0.24	310,285.00	0.196	617,664.00	0.265	745,699.95	0.31



Fat Oils Recycling

Destination	Hotel	2018		2019		2020		2021		2022		2023	
		kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest
Crete	Bali Paradise	-	-	-	-	-	-	-	-	-	-	870.00	0.01
	Cretan Village	-	-	-	-	-	-	-	-	-	-	1,540.00	0.01
	Laguna	760.00	0.00	2,040.00	0.01	340.00	0.01	1,520.00	0.01	2,195.00	0.01	1,580.00	0.01
	Rinela	1,650.00	0.01	700.00	0.00	530.00	0.00	1,060.00	0.01	2,060.00	0.01	1,450.00	0.01
	Royal Mare	-	-	-	-	-	-	-	-	-	-	800.00	0.01
Kamena Vourla	Galini	250.00	0.00	630.00	0.02	750.00	0.03	360.00	0.01	1,586.00	0.03	690.00	0.01
Kos	Blue Domes	185.00	0.00	1,270.00	0.01	680.00	0.01	1,150.00	0.01	750.00	0.00	300.00	0.00
	Family Village	660.00	0.01	520.00	0.00	N/A	N/A	35.00	0.00	210.00	0.00	120.00	0.00
	Norida	550.00	0.00	1,100.00	0.00	300.00	0.00	20.00	0.00	400.00	0.00	290.00	0.00
	Summer Palace	180.00	0.00	630.00	0.01	N/A	N/A	270.00	0.00	N/A	N/A	280.00	0.00
	Ramira	220.00	0.00	1,240.00	0.01	-	-	420.00	0.00	855.00	0.01	580.00	0.00
Rhodes	Alila	3,056.00	0.02	850.00	0.01	720.00	0.01	725.00	0.01	1,550.00	0.01	3,142.00	0.02
	Grand Hotel	3,072.00	0.02	962.00	0.01	1,150.00	0.03	500.00	0.00	1,250.00	0.01	2,340.00	0.01
	Faliraki	400.00	0.00	240.00	0.00	-	-	915.00	0.01	1,860.00	0.01	2,220.00	0.01
	La Vita	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
	Lindos Memories	176.00	0.01	95.00	0.00	-	-	30.00	0.00	65.00	0.00	1,800.00	0.09
	Petit Palais	500.00	0.01	300.00	0.00	-	-	40.00	0.00	740.00	0.01	1,600.00	0.02
	Rodos Maris	1,928.00	0.01	605.00	0.00	360.00	0.01	270.00	0.00	1,080.00	0.01	836.00	0.00
	Rodos Village	1,400.00	0.01	1,125.00	0.01	-	-	1,392.00	0.01	1,370.00	0.01	2,110.00	0.01
Total		14,987.00	0.01	12,307.00	0.01	4,830.00	0.01	8,707.00	0.005	15,971.00	0.007	22,548.00	0.01

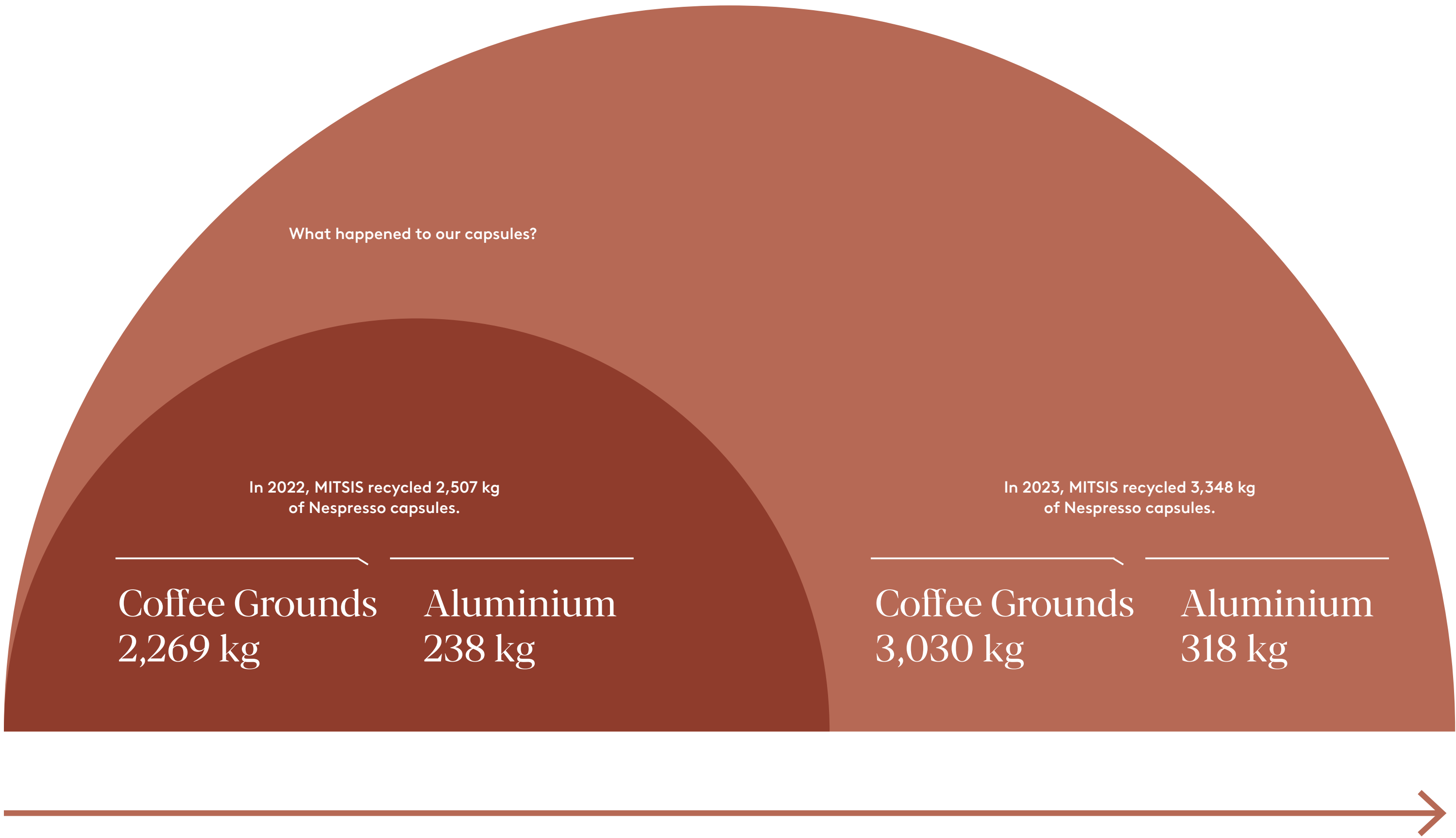


Sludge Recycling

Destination	Hotel	2018		2019		2020		2021		2022		2023	
		kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest	kg	kg/Guest
Crete	Bali Paradise	-	-	-	-	-	-	-	-	-	-	N/A	N/A
	Cretan Village	-	-	-	-	-	-	-	-	-	-	35,000.00	0.20
	Laguna	245,000.00	1.31	415,000.00	2.27	120,000.00	2.83	285,000.00	2.26	315,000.00	1.73	300,000.00	1.53
	Rinela	475,000.00	1.92	585,000.00	2.90	500,000.00	4.70	200,000.00	1.48	310,000.00	1.51	320,000.00	1.51
	Royal Mare	-	-	-	-	-	-	-	-	-	-	720,000.00	4.91
Kamena Vourla	Galini	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Kos	Blue Domes	300.00	0.00	N/A	N/A	340,000.00	2.95	45,000.00	0.26	240,000.00	1.02	800,000.00	3.45
	Family Village	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Norida	N/A	N/A	N/A	N/A	100,000.00	1.21	50,000.00	0.35	N/A	N/A	N/A	N/A
	Summer Palace	N/A	N/A	N/A	N/A	N/A	N/A	45,000.00	0.55	N/A	N/A	N/A	N/A
	Ramira	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
Rhodes	Alila	N/A	N/A	N/A	N/A	1,000.00	0.01	2,500.00	0.02	N/A	N/A	N/A	N/A
	Grand Hotel	N/A	N/A	N/A	N/A	500.00	0.01	N/A	N/A	N/A	N/A	N/A	N/A
	Faliraki	N/A	N/A	N/A	N/A	-	-	1,170.00	0.01	N/A	N/A	N/A	N/A
	La Vita	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
	Lindos Memories	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
	Petit Palais	N/A	N/A	N/A	N/A	-	-	990.00	0.02	N/A	N/A	N/A	N/A
	Rodos Maris	N/A	N/A	N/A	N/A	N/A	N/A	13,000.00	0.11	255,000.00	1.20	N/A	N/A
	Rodos Village	N/A	N/A	N/A	N/A	-	-	N/A	N/A	N/A	N/A	N/A	N/A
Total		720,300.00	0.30	1,000,000.00	0.43	1,061,500.00	1.91	642,660.00	0.406	1,120,000.00	0.481	2,175,000.00	2.65



Nespresso Capsules Recycling







**Sustainable Architecture & Eco-design**

Mitsis Group places sustainability at the forefront of its operations, embedding sustainable architecture and eco-design principles across its hotel properties to harmonise luxury hospitality with environmental responsibility. Recognising the increasing significance of sustainability in the tourism sector, MITSIS adopts a holistic approach that integrates these principles throughout the design, construction, and operation of its facilities, ensuring a positive environmental impact while delivering exceptional guest experiences.

A key component of these initiatives is environmental stewardship, with nature-based solutions playing a central role in the Group’s design and operational strategies. Mitsis Group focuses on minimising its ecological footprint through energy-efficient systems, preserving biodiversity by incorporating heat-resistant flora, and protecting local ecosystems. The goal is to create luxury accommodations that seamlessly blend with their natural surroundings while adhering to the highest sustainability standards.

Mitsis Group remains committed to ongoing water conservation and energy management initiatives, including the continuous installation of water-saving filters across all hotels. The Group has also implemented the cloud-based energyBMS IoT platform, which actively monitors key operational metrics such as boiler and recirculation temperatures, refrigerator conditions, and water tank levels across its properties. This system enables real-time resource management, reducing waste and optimising energy consumption to ensure efficient, sustainable operations.

The Group also utilises innovative water-saving technologies, including low-flow fixtures, greywater recycling systems, and rainwater harvesting, to reduce its overall water demand—an essential practice in regions like Greece, where water scarcity can be a critical issue. Waste management practices focus on waste segregation, composting, and extensive recycling programmes to minimise the volume of waste produced and promote a circular economy.

Furthermore, as part of its continuous environmental efforts, Mitsis Group is progressively installing advanced air filtration systems in its restaurant kitchens, ovens, and grills, significantly contributing to the reduction of greenhouse gas emissions and the improvement of air quality.

Energy efficiency is another crucial pillar of Mitsis Group’s sustainable architecture strategy. The Group employs advanced technologies such as energy-efficient lighting, solar panels, and insulated windows to minimise energy consumption and reduce Scope 1 and Scope 2 carbon emissions. Sustainable design extends to interior spaces as well, with the integration of energy-efficient appliances, LED lighting, and environmentally friendly materials in furniture and décor, allowing the Group to achieve its sustainability goals without compromising on luxury and comfort.

In alignment with best practices in sustainable construction, MITSIS prioritises the use of locally sourced and renewable materials, reducing transportation emissions and supporting local economies. The Group’s commitment to using eco-friendly building materials reflects a broader trend within the hospitality industry to lessen the environmental impact of construction projects and enhance the sustainability of hotel operations.

Through eco-design, MITSIS ensures that every stage of a building’s lifecycle is optimised for minimal environmental impact. This philosophy extends beyond structural elements to encompass day-to-day operations, with automated energy management systems, natural ventilation, and renewable energy integration. By reimagining guest rooms and public spaces to be more resource-efficient, MITSIS creates eco-friendly environments that align with the expectations of today’s eco-conscious travellers.

The Group’s emphasis on sustainable architecture not only enhances the guest experience but also sets a new standard for sustainable luxury in the hospitality industry. Mitsis Group encourages guests to participate in its sustainability initiatives, such as towel reuse programmes and energy-saving reminders, fostering a shared commitment to environmental stewardship. By continuously evolving its practices and investing in sustainable technologies, MITSIS demonstrates its dedication to balancing business growth with environmental responsibility, contributing to the preservation of natural and cultural heritage for future generations.



## 5.2 Protect and Conserve Biodiversity

### Destinations’ Biodiversity

Mitsis Group is committed to preserving local biodiversity in the vicinity of its hotels, particularly in areas adjacent to Natura 2000 protected zones in Kos, such as the Special Area of Conservation (GR 4210008) and the Special Protection Area (GR 4210027). These zones are home to a diverse array of species, including hedgehogs, wild rabbits, martens, and various birds and reptiles. The Group ensures that its operations do not disrupt these habitats and continuously monitors any potential impacts.

The flora surrounding MITSIS’ properties in Psalidi and Kardamena is widespread and typical of the island, with no significant changes observed. MITSIS adheres to practices that prevent habitat degradation and supports sustainable tourism by maintaining its ecological footprint at a minimal level.

Furthermore, no significant fauna elements have been identified within the immediate vicinity of the hotels, and the animal species present are common throughout the island. Mitsis Group diligently monitors any potential impact on the local fauna and remains committed to protecting and preserving the rich biodiversity of Kos. The Group actively seeks to maintain a harmonious balance between its operations and the surrounding environment, ensuring that both nature and guests can thrive in its destinations.

### Environmental Awareness & Initiatives

MITSIS provides detailed information to guests on how to travel responsibly and respect the destination during their stay. The Group encourages guests to learn more about the destination and offers specific recommendations on how to respect local communities and the natural environment. To promote responsible tourism, MITSIS has developed a comprehensive CSR brochure and an environmental awareness video, available on all digital screens and guest room TVs.

Guests are encouraged to minimise their environmental footprint by engaging in recycling, turning off lights during the day, and closing all windows and doors when the A/C is on. Each room is also equipped with a water conservation note, encouraging guests to preserve water and opt out of daily towel and linen washing. Additionally, guests are urged to report any leaks to the front office, use limited resources wisely, and prefer public transport, biking, or walking during their stay, while dedicated staff is always available to answer any questions or concerns.

Dedicated to incorporating environmental initiatives in its offering, MITSIS actively engages in regular beach clean-ups across its coastal destinations, addressing the critical need to combat marine pollution. These efforts, involving dedicated employees, guests, and local community members, aim to reduce solid waste, chemical residues, and organic debris, safeguard delicate marine habitats and raise awareness about the impact of coastal pollution.

The Group also engages in regular tree plantings and ensures the ongoing maintenance of these reforested areas, in a bid to preserve and restore natural ecosystems. In 2023, Mitsis Group responded to the devastating wildfire in Rhodes with a comprehensive approach, sponsoring studies focused on anti-corrosion and flood protection measures and actively supporting reforestation efforts on the island. In collaboration with its hotel gardeners, MITSIS encourages guests, particularly children, to engage in planting and tree-naming activities that enhance and preserve local biodiversity. Additionally, the Group offers organic vegetables, such as zucchini, eggplants, and melons, grown on its own farms and served directly to guests, ensuring a farm-to-table experience that supports both environmental and health-conscious practices.

In addition, MITSIS integrates sustainability into its diverse recreation programme, offering guests a wide range of educational and entertaining activities that promote environmental stewardship. The Group actively celebrates international environmental awareness days, such as Earth Day and Oceans’ Day, providing opportunities for guests of all ages to engage in meaningful initiatives. These celebrations include activities like junior gardening, arts and crafts with recycled materials, and other eco-conscious projects, particularly within the Kids Clubs.

Mitsis Kids Clubs actively engage children in educational programmes designed to instill environmental awareness and promote recycling from an early age. Through a strategic partnership with BlueCycle, the Group offers a comprehensive initiative centred on reusing marine plastic waste. This programme educates children on the environmental hazards of oceanic debris and highlights the broader impact of recycling by transforming discarded fishing nets and ropes into practical, sustainable products.

Further reflecting the Group’s commitment to responsible consumption, all guest gifts are ethically sourced and made from recycled materials, while the adoption of biodegradable guest room cards and the use of recycled paper is implemented across all properties.

### Employee Sustainability Trainings

Recognising the vital role employees play in driving sustainable change, Mitsis Group conducts comprehensive annual sustainability training and workshops. These sessions equip employees with the knowledge and tools needed to reduce their ecological footprint and contribute meaningfully to environmental conservation.

By integrating sustainability into its operations, MITSIS instills a sense of ownership and accountability among its workforce, encouraging proactive engagement in environmental stewardship. Green teams are established across all hotels and resorts, playing a crucial role in implementing impactful sustainability & CSR initiatives and fostering a deep understanding of corporate responsibility. This approach not only enhances the Group’s commitment to sustainability but also ensures that employees are well-prepared to address any related inquiries from guests, furthering the Group’s dedication to guest satisfaction and environmental responsibility.

Sustainability  
is a key pillar of  
Mitsis Group’s  
rich recreation  
programme.



# 5.3 Foster Green Partnerships

## Greek Sustainability Code

MITSIS actively engages with QualityNet Foundation by participating in their annual dialogues and networking events, promoting responsible business practices. The Greek Sustainability Code, developed by the QualityNet Foundation, serves as a comprehensive framework for fostering transparency and responsible entrepreneurship. Aligned with EU non-financial reporting directives, the Code enables the measurement and disclosure of an organisation's economic, environmental, and social impacts. The Group proudly adheres to the principles of the Greek Sustainability Code, providing annual reports on its sustainability progress in line with these standards.

## GreenTech Challenge

For the third consecutive year, Mitsis Group proudly served as a Gold Sponsor of the GreenTech Challenge 2023, Greece's premier green innovation competition. Organised by the National Technical University of Athens and supported by UNESCO, this initiative showcases innovative solutions to pressing environmental challenges, climate change, and sustainable development. Mitsis Group's Sustainability & CSR Manager participated as a member of the jury panel, contributing to the selection of the winning teams.

## Rodoscycling

In 2023, Mitsis Group partnered with Rodoscycling, an organisation dedicated to promoting bike tourism in Rhodes, for the support of sustainable travel initiatives. As part of this collaboration, the Group sponsored a video production aimed at raising awareness of eco-friendly exploration options while highlighting the natural beauty of Rhodes.

## WWF Adopt a Beach

Mitsis Group actively participates in WWF Greece's 'Adopt a Beach' programme, a volunteer initiative focused on raising awareness about the reduction of single-use plastics and collecting data on coastal plastic pollution. Task forces located in Crete, Kamena Vourla, Kos, and Rhodes carefully monitor, document, and clean coastal areas in accordance with established protocols. By engaging in this initiative, the Group plays a vital role in supporting ongoing efforts to combat coastal pollution and safeguard marine ecosystems across its destinations.







# Alignment Tables



GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			
			REQUIRE- MENT(S) OMITTED	REASON	EXPLA- NATION	GRI SECTOR STANDARD REF. NO.
General Disclosure						
GRI 2: General Disclosures 2021	2-1 Organisational details	14	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
	2-2 Entities included in the organisation’s sustainability reporting	22				
	2-3 Reporting period, frequency and contact point	The reporting period for this Sustainability & CSR Report covers January 1, 2023, to December 31, 2023, with the report published on an annual basis. For any questions or further information, please contact Ms. Apollonia Karampatsou, Group Sustainability & CSR Manager, at apollonia.karampatsou@mitsis.com.				
	2-4 Restatements of information	This report was released in October 2024 and provides a comprehensive overview of the Group’s sustainability performance and progress. During this reporting period, the Group expanded its management portfolio by adding the Mitsis Bali Paradise hotel. This expansion has required adjustments in data collection and performance measurement to reflect the inclusion of the new property accurately.				
	2-5 External assurance	It should be noted that this report has not undergone external assurance for the 2023 reporting period.				
	2-6 Activities, value chain and other business relationships	58				
	2-7 Employees	88				
	2-8 Workers who are not employees	88				
	2-9 Governance structure and composition	14				
	2-10 Nomination and selection of the highest governance body	14				
	2-11 Chair of the highest governance body	14				
	2-12 Role of the highest governance body in overseeing the management of impacts	14				
	2-13 Delegation of responsibility for managing impacts	42				
	2-14 Role of the highest governance body in sustainability reporting	42				
	2-15 Conflicts of interest	25				

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			
			REQUIRE- MENT(S) OMITTED	REASON	EXPLA- NATION	GRI SECTOR STANDARD REF. NO.
General Disclosure						
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	14				
	2-17 Collective knowledge of the highest governance body	14				
	2-18 Evaluation of the performance of the highest governance body	14				
	2-19 Remuneration policies	14				
	2-20 Process to determine remuneration	14				
	2-21 Annual total compensation ratio	This information is not available for confidentiality reasons.				
	2-22 Statement on sustainable development strategy	38				
	2-23 Policy commitments	27				
	2-24 Embedding policy commitments	111				
	2-25 Processes to remediate negative impacts	44				
	2-26 Mechanisms for seeking advice and raising concerns	27				
	2-27 Compliance with laws and regulations	27				
	2-28 Membership associations	77				
	2-29 Approach to stakeholder engagement	40-41				
	2-30 Collective bargaining agreements	82				



GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			
			REQUIRE- MENT(S) OMITTED	REASON	EXPLA- NATION	GRI SECTOR STANDARD REF. NO.
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	44	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available			
	3-2 List of material topics	44				
Market presence						
GRI 3: Material Topics 2021	3-3 Management of material topics	58				
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	58				
Procurement practices						
GRI 3: Material Topics 2021	3-3 Management of material topics	58				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	58				
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	26				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	26				
	205-2 Communication and training about anti-corruption policies and procedures	26				
	205-3 Confirmed incidents of corruption and actions taken	26				
Anti-competitive behavior						
GRI 3: Material Topics 2021	3-3 Management of material topics	26				
"GRI 206: Anti-competitive Behavior 2016"	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	26				
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	112-113				
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	112-113				
	302-2 Energy consumption outside of the organisation	112-113				
	302-3 Energy intensity	112-113				
	302-4 Reduction of energy consumption	112-113				
	302-5 Reductions in energy requirements of products and services	112-113				

GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			
			REQUIRE- MENT(S) OMITTED	REASON	EXPLA- NATION	GRI SECTOR STANDARD REF. NO.
Water and effluents						
GRI 3: Material Topics 2021	3-3 Management of material topics	118-120				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	118				
	303-2 Management of water discharge-related impacts	118				
	303-3 Water withdrawal	118				
	303-4 Water discharge	118				
	303-5 Water consumption	120				
Biodiversity						
GRI 3: Material Topics 2021	3-3 Management of material topics	136				
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	136				
	304-2 Significant impacts of activities, products and services on biodiversity	136				
	304-3 Habitats protected or restored	136				
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	136				
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	116				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	116				
	305-2 Energy indirect (Scope 2) GHG emissions	116				
	305-4 GHG emissions intensity	116				
	305-5 Reduction of GHG emissions	116				
Waste						
GRI 3: Material Topics 2021	3-3 Management of material topics	122-131				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	122				
	306-2 Management of significant waste-related impacts	122				
	306-3 Waste generated	122				
	306-4 Waste diverted from disposal	122				
	306-5 Waste directed to disposal	122				



GRI STANDARD	DISCLOSURE	LOCATION (page no.)	OMISSION			
			REQUIRE- MENT(S) OMITTED	REASON	EXPLA- NATION	GRI SECTOR STANDARD REF. NO.
Employment						
GRI 3: Material Topics 2021	3-3 Management of material topics	89				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	89				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	89				
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	26, 89				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	26				
	403-3 Occupational health services	26				
	403-4 Worker participation, consultation, and communication on occupational health and safety	26				
	403-5 Worker training on occupational health and safety	26				
	403-8 Workers covered by an occupational health and safety management system	89				
	403-9 Work-related injuries	89				
	403-10 Work-related ill health	89				
Training and education						
GRI 3: Material Topics 2021	3-3 Management of material topics	100, 102				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	102				
	404-2 Programs for upgrading employee skills and transition assistance programs	100				
	404-3 Percentage of employees receiving regular performance and career development reviews	100				
Diversity and equal opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	82				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	82				
Non-discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	82				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	82				
Child labour						
GRI 3: Material Topics 2021	3-3 Management of material topics	26				
GRI 408: Child Labour 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	26				

GRI STANDARD		DISCLOSURE		LOCATION (page no.)		OMISSION			
						REQUIRE- MENT(S) OMITTED	REASON	EXPLA- NATION	GRI SECTOR STANDARD REF. NO.
Forced or compulsory labour									
GRI 3: Material Topics 2021	3-3 Management of material topics	26							
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	26							
Local communities									
GRI 3: Material Topics 2021	3-3 Management of material topics	58							
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	58							
	413-2 Operations with significant actual and potential negative impacts on local communities	58							
Supplier social assessment									
GRI 3: Material Topics 2021	3-3 Management of material topics	111							
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	111							
	414-2 Negative social impacts in the supply chain and actions taken	111							
Customer health and safety									
GRI 3: Material Topics 2021	3-3 Management of material topics	90							
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	90							
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	90							
Customer privacy									
GRI 3: Material Topics 2021	3-3 Management of material topics	96							
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	96							



ATHEX ESG Index

Environment	Core	C-E1	Gross Scope 1 GHG emissions	116
		C-E2	Gross location-based Scope 2 greenhouse gas emissions	116
	Advanced	A-E5	Sites in biodiversity sensitive areas	136
	Sector Specific	SS-E4	Interactions with water	118
			Identification of water-related impacts and description of effects from material water and marine related risks and opportunities	118
			Dealing with water-related impacts	118
			Process for setting any water-related goals and targets with focus on the reduction of water withdrawals and discharges	118
Social	Core	C-S1	Approach to stakeholder engagement	40
		C-S5	Training hours to employees	102-103
			Total number of employees	83
		C-S6	Respect human rights policy	26
		C-S7	Employees covered by collective bargaining agreements	82
	Advanced	A-S2	Programs to upgrade employee skills	100
		A-S3	Full-time male employees	84-86
			Full-time female employees	84-86
	Sector Specific	SS-S6	Fatalities as a result of work-related injury for all employees	89
			High-consequence work-related injuries for all employees	89
			Recordable work-related injuries for all employees	89
		SS-S9	Grievance mechanisms	27
		SS-S10	Embedding policy commitments	24

Governance	Core	C-G1	Governance structure	18-19
			Number of members of the highest governance body	14
			Number of executive members	14
			Women members of the highest governance body	14
			Senior executive Chair of the highest governance body	14-15
		C-G2	Role of the highest governance body and of senior executives related to sustainable development	42
			Responsibility of the highest governance body for reviewing and approving the reported sustainability information	42
			Process for reviewing and approving the reported sustainability information	42
		C-G4	Reason for highest governance body not being responsible for reviewing and approving the reported sustainability information	42
			Statement on sustainable development strategy	38
		C-G5	Responsible business code of conduct policy	24-27
	Advanced	A-G4	Relation between remuneration policies for executives and their performance	14
		A-G5	Remuneration policies for executives	24-27
			External assurance of sustainability report	It should be noted that this report has not undergone external assurance for the 2023 reporting period.



