ANASTASIA RESORT
SUSTAINABILITY REPORT
2020

CONTENTS

INTRO FROM HOTEL MANAGER

The sustainability policy by **XENIOS SA** for **Anastasia Resort**, has been created understanding the responsibilities against the environment and the local society.

Decisions were taken considering all environmental aspects in a rational and systematic way, aiming the constant improvement of its impact in the environment and the establishment in local society memory as a socially responsible hotel. That is afterall reflected in company's vision:

"To be recognized worldwide as one of the best hotels of leisure and rest in Northern Greece, which is committed that will always exceed expectations _ for the services provided and job conditions that offers, having always the environmental protection and life quality improvement as priorities".

Inside the following chapters of the Sustainability Report, we try to give the reader a complete picture of how we integrate our environmental concerns, as well as our health and safety policy, into our daily activities.

The System Environmental Management that we implement is on since 2017, aiming our efforts for constant improvement.

For us at **Anastasia Resort**, the concept of sustainable management is intertwined with our vision for constant development and improvement.

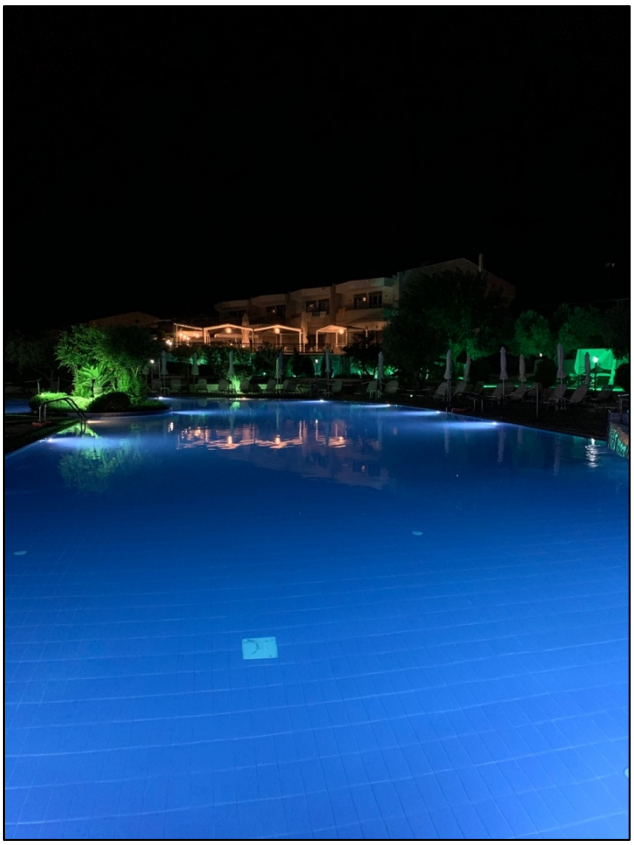
Chairman & CEO

Kostoglou Georgios

HOTEL DESCRIPTION

The luxurious Anastasia Resort 5* is located in Anemi (Metochi) of N. Skioni Kassandreia, in a unique location overlooking the endless blue of the Aegean. The hotel combines the classic with the modern and is one of the most famous and much talked about resorts in Halkidiki.

Anastasia Resort is ideal for couples and families and is the perfect destination for those who want to relax and get away from everyday life, as well as for sports enthusiasts, such as those who want to practice their technique in tennis or water sports. Modern and elegant, the hotel is a paradise for those looking for luxury and comfort and is the first resort of its kind in N. Skioni.

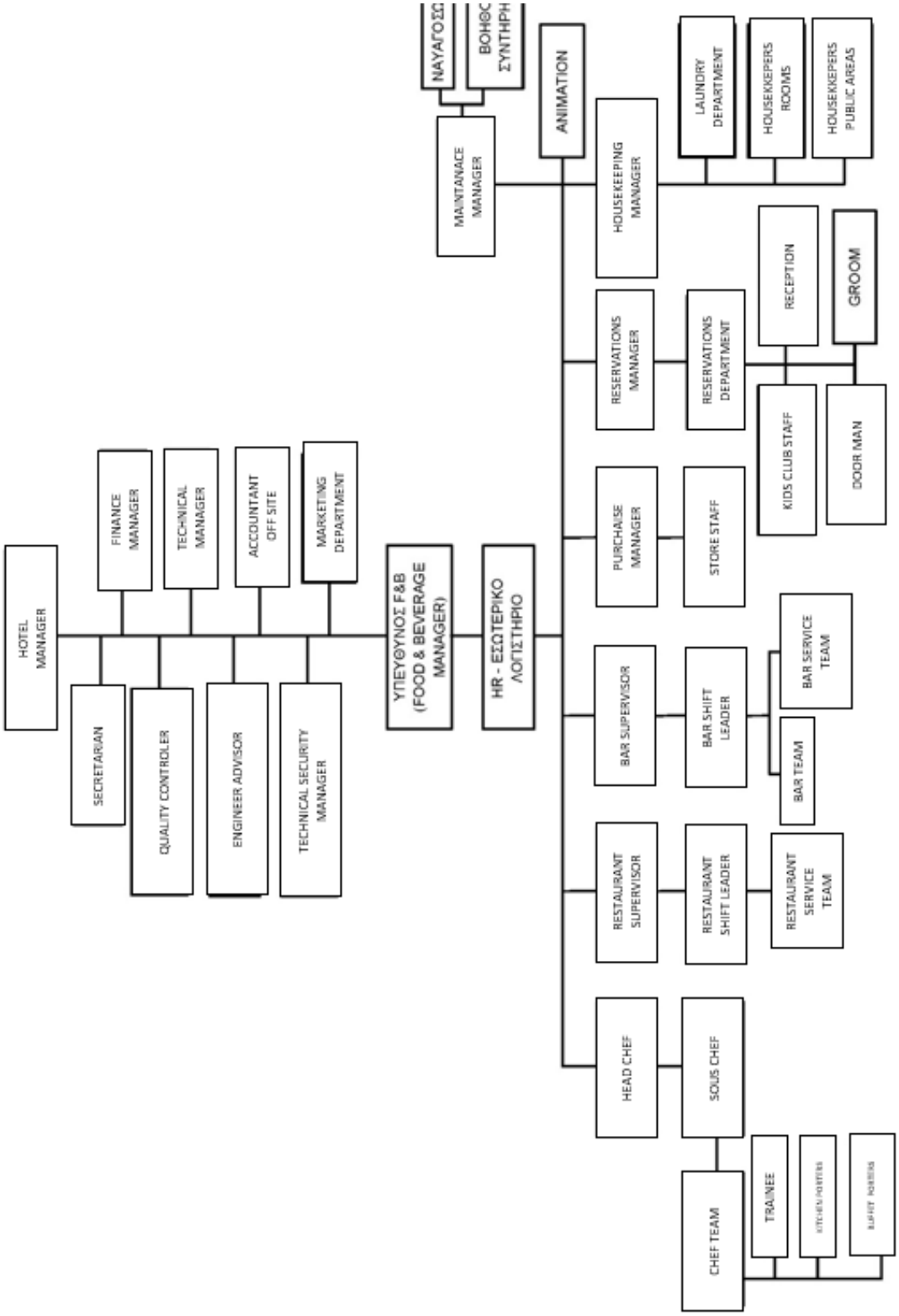


Offering 122 luxurious rooms and suites, Anastasia Resort features interiors that combine traditional and modern elements. The colors of the fabrics are combined with the traditional Greek fabrics and wooden furniture, which all together offer a natural warmth to each room. All rooms have a private terrace overlooking the garden, the pool, the tennis court or the sea. All suites can be connected to an adjoining room, and are ideal for families, while there is a choice between an indoor spa or an indoor heated pool overlooking the garden and the sea.

The premises of the unit with 122 rooms include, among others:

- Public swimming pool
- Children's swimming pool
- Indoor heated swimming pool

- Restaurant
- Cafe - bar (pool bar)
- Fitness
- Multipurpose hall
- 2 tennis courts
- Children's entertainment area
- Library
- Business center.


HOTEL MANAGER
SECRETARIAN
FINANCE MANAGER
QUALITY CONTROLER
TECHNICAL MANAGER
ENGINEER ADVISOR
ACCOUNTANT OFF SITE
TECHNICAL SECURITY MANAGER
MARKETING DEPARTMENT
ΥΠΕΥΘΥΝΟΣ F&B (FOOD & BEVERAGE MANAGER)
HR - ΕΣΩΤΕΡΙΚΟ ΛΟΓΙΣΤΗΡΙΟ
ΝΑΥΑΓΟΣΩ
ΒΟΗΘΟ ΣΥΝΤΗΡΗ
MAINTANACE MANAGER
ANIMATION
HOUSEKEEPING MANAGER
LAUNDRY DEPARTMENT
HOUSEKEPERS ROOMS
HOUSEKEPERS PUBLIC AREAS
RESERVATIONS MANAGER
RESERVATIONS DEPARTMENT
RECEPTION
GROOM
KIDS CLUB STAFF
DOOR MAN
PURCHAISE MANAGER
STORE STAFF
BAR SUPERVISOR
BAR SHIFT LEADER
BAR SERVICE TEAM
BAR TEAM
RESTAURANT SUPERVISOR
RESTAURANT SHIFT LEADER
RESTAURANT SERVICE TEAM
HEAD CHEF
SOUS CHEF
CHEF TEAM
TRAINEE

The basic principle and commitment of the company and the philosophy of each staff member is that the activities of the company are following and comply with the legislation and the achievement of the quality objectives that are set with the ultimate goal:

- ✓ customer satisfaction
- ✓ avoiding the spread of cases
- ✓ the correct handling of a possible or confirmed case.

The company is committed to the use of good environmental practices in its activities, in order to combine the efficient implementation of services with the effective environmental protection and implementation of the Health and Safety guide due to the COVID-19 pandemic.

All activities are managed in such a way so we ensure the efficient use of natural and renewable resources and the maintenance of sustainable development.

Compliance with all regulations and legislation, constant efforts to prevent coronavirus infection both among customers - staff and among staff, is an integral part of the daily concern of the company.

To achieve the above, the Management of the company:

- ✓ It has adopted an integrated **Management System** (IMS) following the International Standards **ISO 9001:2015, ISO 14001:2015**, **ISO 22000:2018, HACCP and EMAS III,** with the subject of Certification Application: **"PROVISION OF HOTEL SERVICES (FOOD - ACCOMMODATION)".**
- ✓ It reviews and **improves constantly** the standards of its services, where possible, as well as the efficiency of its processes in relation to quality service and the environment.
- ✓ Monitors, measures and evaluates the **critical parameters** that affect the Quality and Protection of the Environment. It is committed to the

constant improvement and prevention of pollution by reducing the use of energy, water and chemicals in all processes. It also searches for the **use of the most environmentally friendly formulas** available.

- ✓ It recommends to its customers **not to participate** in any disaster action of the **fauna** of the area, while it also informs them about the ban on their entry into the forest.
- ✓ Sets practical and measurable quality **goals** at all levels. These objectives are evaluated in terms of their achievement **by the Company's Senior Management.** Specific areas for environmental improvement are prioritized and expressed in annual measurable business objectives.
- ✓ Emphasizes all the rules related to **personnel Health and Safety** and its performance in this area.
- ✓ It invests in the continuous updating and training of its executive staff members, in order to promote the Quality and the Protection of the Environment in each of their activities.
- ✓ Implements all applicable legal requirements related to the **environmental standards** of the company and has all the required permits & licenses.
- ✓ Reduces **impact** (odors, noise, particulate emissions) and minimizes liquid waste disposal.
- ✓ **Through its main activity it reduces the disposal of solid waste and returns to recycling more and more quantities of solid waste.**
- ✓ It has developed action plans and procedures for dealing with **emergencies,** situations and disasters.
- ✓ Has assessed the **environmental impact** of the new, improvements and / or modifications it makes.
- ✓ **Encourages its suppliers** to provide environmentally friendly materials or services.

- ✓ Takes initiatives for **recycling,** for **environmental information,** for **new improved actions.**

Adopting the principle of constant improvement, the company recognizes and rewards teamwork as well as individual effort, invests in people and respects the customer.

The company has implemented the necessary health protocols due to the COVID-19 pandemic. Employees are trained in the use of PPE and the new health requirements. For suppliers and partners there is a **strict recommendation for the use of health and safety rules** to ensure their health.

ENVIRONMENTAL ASPECTS AND ASSESSMENT OF THE ENVIRONMENTAL IMPACT

The environment committee of the company prepares (and reviews) the study environmental feedback. The study examines the environmental aspect, according to its description, the quantities produced per year, the quality of the environmental aspect and the way of the existing management.

The evaluation process of environmental aspects, adopts a methodology that evaluates the importance of every effect, so that it helps the company to set a plan and implements additional actions is a specific time (depending of the severity of the impact).

During the evaluation process of environmental aspects of company's actions, we identify and recognize initially the relevant aspects of actions, products and services, so the determination of the relevant environmental impacts. Those impacts are being grouped depending on the severity level. Each aspect has been evaluated based on the potential impact on the environment, the sequence of development as well as the impact on human beings, the ecosystem, and the legislation system.

The main effects of the company's activities on the environment concern water and energy consumption. Best available practices are used to save water and energy. In the field of solid waste, the company implements management measures. The packaging and other solid waste are deposited in the special bins of the municipality of Kassandra as its been separated in house.

The management of liquid, gaseous and solid waste is done in accordance with the last local authorities legislation. The process of updating and controlling the legal compliance applied by the company (Date Procedure DP-26) ensures the continuous compliance with the environmental legislation. The way of grading and evaluation is presented below:

Environmental Aspect Measurement Score

0 Non-existent

1 Low

2 Relatively Low

3 Waist

4 High

5 Very high.

We calculate the average score in the 5 criteria (P = Probability, T = toxicity, HW = harmful to workers, CL = catastrophic for a local area, CP = catastrophic for the planet) depending on the participation rate per criterion. The participation rates are presented below.

The evaluation results as the score of the average of 5 criteria, with a maximum score of 5.0 (score with 5 in all criteria). If the rating of an environmental aspect is ≥ 1.6 we consider the aspect "Important", otherwise not. During the first Environmental Review, no significant environmental aspects emerged.

In case of existence of important aspects, special Environmental Programs are prepared (DP-24 Environmental Management Programs Procedure).

Nevertheless, the company has prepared Environmental Programs in the context of implementing goals and objectives.

Criteria for Measuring the Importance of Environmental Aspects	**Criteria contribution to the importance of each aspect**	
1. Probability of occurrence	30	%
2. How toxic it is	20	%
3. How harmful it is to employees	10	%
4. Disaster in the local area	30	%
5. Disaster on the planet	10	%
Total	100	%

The following table shows all the environmental aspects, as well as their categorization based on importance, as they emerged from the evaluation:

a/a	Activity	Environmental Aspect	Environmental Impact	Criteria					Grading	Significance
				P	T	HW	CL	CP		
1	Rooms / Customer Hygiene	Solid waste production (paper, consumables packaging)	Degradation land use	2	1	2	3	2	2,1	Mediate
		Production liquids waste	Subsoil pollution	3	2	2	2	1	2,2	Mediate
		Water use	Depletion of natural resources	1	2	1	2	1	1,5	Relatively Low
		Energy consumption	Depletion of natural resources	1	2	2	2	1	1,6	Mediate
2	Rooms / Lighting	Energy consumption	Depletion of natural resources	2	2	2	1	1	1,6	Mediate
3	Rooms / Cooling	Energy consumption	Depletion of natural resources	3	2	2	2	1	2,2	Mediate
		Use of refrigerant	Air pollution (greenhouse effect)	3	2	1	2	1	2,1	Relatively Low
4	Cleaning	Production solids waste	Degradation land use	1	2	1	2	1	1,5	Mediate

a/a	Activity	Environmental Aspect	Environmental Impact	Criteria					Grading	Significance
				P	T	HW	CL	CP		
		Production liquids waste	Subsoil pollution (aquifer)	2	3	2	2	1	2,1	Relatively Low
		Water use	Depletion of natural resources	1	3	2	2	1	1,8	Mediate
		Energy consumption	Depletion of natural resources	2	2	2	2	1	1,9	Relatively Low
5	Washing clothes	Production liquids waste	Subsoil pollution (aquifer)	1	2	2	2	1	1,6	Mediate
		Water use	Depletion of natural resources	2	2	2	2	1	1,9	Mediate
		Energy consumption	Depletion of natural resources	1	2	2	2	1	1,6	Mediate
6	Ironing	Energy consumption	Depletion of natural resources	1	1	2	2	1	1,4	Relatively Low
7	Liquid waste collection	Production liquids waste	Subsoil pollution	1	1	2	2	1	1,4	Relatively Low
		Energy consumption	Depletion of natural resources	1	2	2	2	1	1,6	Mediate
8	Maintenance	Production solids waste	Degradation land use	1	3	3	2	1	1,9	Mediate
		Water use	Depletion of natural resources	2	2	2	2	1	1,9	Relatively Low
		Use of cleaners	Subsoil pollution	2	2	3	2	1	2,0	Mediate
		Energy consumption	Depletion of natural resources	3	1	4	4	4	3,1	Mediate

a/a	Activity	Environmental Aspect	Environmental Impact	Criteria					Grading	Significance
				P	T	HW	CL	CP		
9	Feeding	Energy consumption	Depletion of natural resources	2	2	3	2	1	2,0	Mediate
		Water use	Depletion of natural resources	2	2	2	2	1	1,9	Mediate
		Production solids waste	Degradation land use	1	3	3	3	1	2,2	Relatively Low
		Production liquids waste	Subsoil pollution (aquifer)	2	2	3	2	1	2,0	Relatively Low

Recyclable waste collection

The company implements appropriate actions by implementing appropriate Environmental Programs (EP) for:

- Solid waste recycling (**EP6** PC Hardware Management, Actions 1 and 2, for printer ink toner, hard drives, terminals, monitors, printers)
- Collection of batteries in AFIS collection bins (**EP3** Introduction of recycling, Action 2)
- Recycling of packaging waste in special recycling bins (**EP5** Waste Management, Action 1)
- Recycling of oils from the kitchen (**EP5** Waste Management, Action 3).

Sewage and sludge management

The unit is connected to the local sewerage network, where the liquid waste from human activities ends up.

ENVIRONMENTAL PURPOSES AND OBJECTIVES

The following company's environmental goals and objectives were approved at the Leadership Review meeting, which reviewed next year's goals.
For the implementation of the goals and objectives of the company for the environment for the next year, a specific action plan has been defined which we quote below:

a/a	Purpose	Objective - Index	Crumple	Environmental Program
1	Improving Energy Management	Energy saving through infrastructure optimization (<900 MWh). Achieved 100%.	Energy consumption	EP1
2	Rational Water Management	<0.15 m^3 water use per bednight. Achieved 100%.	• Water consumption • Liquid waste production	EP2
3	Integration of staff and their families in the philosophy of sound environmental management	> 90% of employees by the end of 202 1 have carried> 12 pcs cylindrical batteries	Solid waste production	EP3
4	Procurement Improvement	Specific and practically feasible inclusion of environmental criteria (measurable 5 points per ISO) in the total score of the supplier evaluation	• Liquid waste production • Solid waste production	EP4
5	Improve Waste Management	100% recycling of packaging materials and recyclable materials (lamps, batteries, etc.)	Solid waste production	EP5
6	Improving PC Equipment Management	Reuse or recycling of all (100%) of the Electrical and Electronic Equipment	Solid waste production	EP6

ENVIRONMENTAL PROGRAMS

EP1: ENERGY MANAGEMENT			
Implementation Action	**Responsible**	**Time frame**	**Remarks**
1. Replacing ovens / appliances with more energy efficient ones	General Director	Throughout the year	Own resources
2. Purchase of energy class A refrigerators	General Director	Throughout the year	Own resources
3. Thermal insulation of ceiling and walls	General Director	Throughout the year	Joining a Program
4. Installation of awnings, doors and double glazed skylights	General Director	Throughout the year	Joining a Program
EP2: WATER MANAGEMENT			
Implementation Action	**Responsible**	**Time frame**	**Remarks**
1. Replacement of simple low flow cisterns	SR (System Responsible) / Maintenance Department	Throughout the year	Own resources
2. Add hydrometers to measure pool and laundry consumption	SR / Maintenance Department	Within the new year	Own resources

EP3: Introduction of recycling in the daily life of employees at work and at home			
Method of Implementation	**Responsible**	**Time frame**	**Remarks**
1. Collection of material from various sources, which helps in the practical translation of general principles into daily practice. Examples, possible scenarios, suggestions, etc.	SR	Throughout the year	The collection of material is necessary for the best success of the program
2. Recycling batteries in TOUCH bins	SR	Throughout the year	It is implemented on a regular basis

EP4: SUPPLIES			
Implementation Action	**Responsible**	**Time frame**	**Remarks**
1. Detailed evaluation in the context of the review of the procurement process (eg toners, inks, consumables)	SR	Throughout the year	Following the suggestions of managers and a special thematic meeting of managers for procurement
2. Measurements and recording of consumption (KW) as well as fuels (diesel and propane)	SR	Throughout the year	Completion of the file E-24-01 with the billed consumption and comparison with last year' s data.

EP5: waste management			
Implementation Action	**Responsible**	**Time frame**	**Remarks**
1. Recycling of packaging waste in special recycling bins	GM / Technical Directorate	Throughout the year	It is implemented on a regular basis
2. Recycling - reuse of organic waste in special compost bins	GM / Technical Directorate	Throughout the year	It is implemented on a regular basis
3. Recycling of cooking oils, in special recycling bins	GM / F&B	Throughout the year	It is implemented on a regular basis

EP6: COMPUTER EQUIPMENT MANAGEMENT			
Implementation Action	**Responsible**	**Time frame**	**Remarks**
1. Recycle printer ink toner	SR	Throughout the year	Implemented on a regular basis through a printer lease
2. Hardware recycling (hard drives, terminals, monitors, printers)	SR	Throughout the year	It is implemented on a regular basis

SUSTAINABLE DEVELOPMENT

Social sustainability is the ability of society or any social system to persistently achieve good social well-being. Achieving social sustainability ensures that social well-being can be maintained in the long run. Sustainable development is a development that meets the needs of the present, without compromising the ability of future generations to meet their own needs. Sustainable development includes three dimensions: economic, environmental and social. Integrating the economic, social and environmental dimension is crucial to achieving sustainable development.

Environmental sustainability:

To ensure environmental sustainability we must ensure that we consume our natural resources (energy fuels, soil, water, etc.) at a sustainable rate.

Economic viability:

Financial viability presupposes that the hotel uses the available resources in an efficient and responsible way, so that it can operate in a sustainable way, ie generating stable operating profits, in order to support its activities. Without acting responsibly and using its resources effectively, it will not be able to maintain its activities in the long term.

Organizational sustainability

The Hotel **Anastasia** develops its work plan on a daily basis in a way that is progressively more responsible towards the environment and the community. For this purpose, the Environment Committee follows the environmental program and the commitments of the general policies of the company. It focuses on three main areas:

- the environment
- society and

- human resources.

The General Manager for the Environment, takes care of ensuring the implementation of environmental measurements and initiatives for the hotel.

NOTEABLE SUSTAINABILITY REPORTS FOR 2020

During the period reference, the company didn't employed any staff, because it was stayed closed due to Covid-19. The environmental performance and energy consumption for the above period are shown in the table below:

Description	Index	2020
Electricity	Total annual energy consumption in MWh	103,713
	Annual energy consumption in MWh per bednight	-
Diesel	Annual consumption in tons per bednight	0
Propane	Annual consumption in tons per bednight	-
Water	Consumption due to washing clothes (m^3) per bednight	0
	Consumption due to watering (m^3) per bednight	-
Electricity	Pool consumption (m^3) per bednight	-
	Total annual consumption (m^3)	-
	Annual consumption in m^3 per bednight	-
	Total annual energy consumption in MWh	2.378
	Annual energy consumption in MWh per bedbednight	-
Water waste	Total Water waste in tn	0
	Total Water waste in tn tn per bedbednight	-
Cooking fats and oils	Total annual oil production in tn	0
	Annual volume of oils in tn per bednight	-
Glass	Total glass waste in tn	0
	Total glass waste in tn per bednight	-
Biodiversity	m^2 land use on a built -up area The company's facilities have a coverage of 5.006,96 m^2 (A)) in a total area 20.929 m^2 (B)	A/B = 0,24
Cleaners	Annual consumption in tons per night	0,00

Information:

- Household. Waste are collected from the system collection of the Municipality of Kassandra and do not exist accurate data on the quantities collected.
- Non-hazardous solids are collected by licensed systems.
- Urban wastewater end up in the biological treatment plant.

  The sludge balance for the reference period was:

  - ✓ Sludge production: 0.0 tn
  - ✓ Sludge discharges: 0.0 tn
  - ✓ Residual sludge: 0.0 tn (all quantities are emptied at the end of the season).
- The specific gravity of diesel was considered to be p = 0.83754 kg/L.
- Consumptions for recent years are presented below.

Consumption per year	Measurement unit	2016	2017	2018	2019	2020
Electricity	MWh	796,960	778,110	924,870	898,103	103,713
Diesel	t	36,10	0,00	20,40	26,44	0,00
Propane	m^3	102,00	706,47	940,00	920,00	0,00
Water	m^3	16.192	11.191	10.541	37.712	2.378
Cleaners	t	9,434	5,643	3,977	4,132	0,000