



MITSIS
HOTELS

a story of change

2021

Corporate Social
Responsibility Report

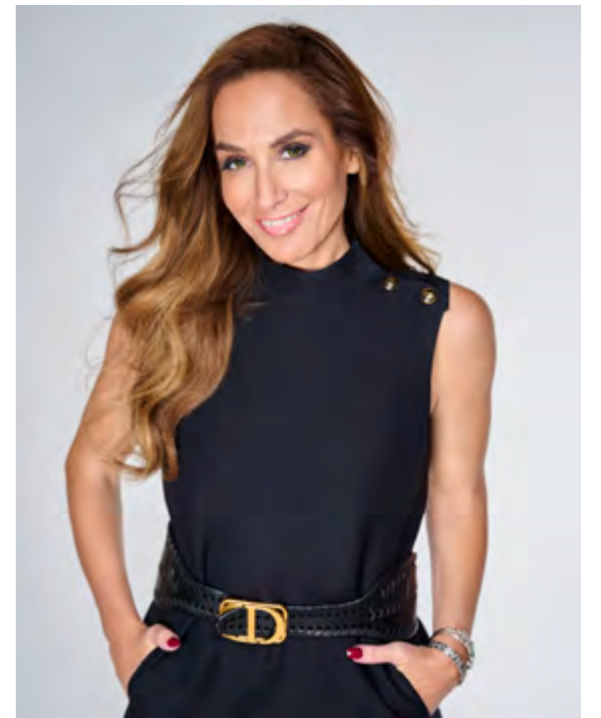
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Corporate Social Responsibility has always been a key priority for Mitsis Hotels, guiding all business decisions and day-to-day operations.

Address by the President, Christina Mitsis

At Mitsis Hotels, the largest privately-owned hotel company in Greece, we aspire to act as a role model for sustainable tourism development in the country. We are placing the protection of the environment, the prosperity of our local communities and the health & safety of our guests & employees at the forefront of our operations, and we are grateful to have you by our side on our journey of offering the finest of Greek hospitality.



Our mission is 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, ensuring a flawless hospitality experience for guests, all in a sustainable manner.

Hospitality is in our DNA

When my father, Konstantinos Mitsis, embarked on his new venture in 1976, creating the first all-inclusive hotel in Greece, he held no certainty that his attempt to enter the tourism world would be fruitful. He was an industry pioneer back then, who achieved to build the largest privately-owned hotel company in the country.

When he passed away in 2016, my brother, my mother and I devoted ourselves to continuing his philoxenia story. Since then, we have embarked on significant business development plans and one of the biggest hospitality renovation projects to ever take place in the country, with sustainability placed at the centre of our operations and following all national and international standards and specifications.

Our sustainability journey

CSR has always been a key priority for Mitsis Hotels and all business ventures are carefully examined and evaluated regarding their environmental and societal impact.

We are honored to be awarded multiple times in recognition of the high quality of services provided, the protection of the environment, the contribution to local communities and the economic development of our destinations.

To this end, our new holistic CSR programme 'A story of change' exemplifies our Group's values and vision to act as a force of good and make a positive impact on the lives of the people it touches. We invest in cultural, educational, sport and environmental activities, offer financial and hospitality sponsorships to multiple NGOs, and collaborate with local communities for the support of residents and the promotion of cultural heritage.

United for COVID-19 recovery

Both our country and our Group managed to navigate the unprecedented impact of the COVID-19 pandemic on the hospitality industry and we remain committed to being part of the solution to the global crisis. We adapted effectively, with the health & safety of our guests and employees being our top priority, and are proud to have stood by society in a meaningful way.

As we look ahead, we are optimistic that Greece will emerge stronger from the pandemic, implementing the lessons we have learned and leading the way to better days ahead.

Christina Mitsis
President | Mitsis Hotels Group



Address by the Managing Director, Stavros K. Mitsis

We are delighted to bring to you the third edition of our Corporate Social Responsibility Report for 2021, at a time when tourism's shift from quantity to quality and the protection of the environment are more critical and relevant than ever.

As Greece's largest privately-owned hotel chain, progress is an intrinsic element in the DNA of Mitsis Hotels Group for over 45 years now. We aspire to stand out as the preferred portfolio of hotels & resorts in Greece, offering the best of Greek hospitality in a responsible and sustainable operation framework, and we are honoured to present to you our commitment and efforts in this direction.

Our ambitious investment plan

Reimagining the meaning of modern luxury and determined to continuously add value to our products and brands, we invest time, capital and expertise to bring to life ambitious infrastructure projects, welcoming 350,000 guests annually to a new day of Greek hospitality.

Mitsis Hotels has embarked on a large-scale investment plan, creating an unprecedented development story. In the years 2017-2021 we have implemented an ambitious €100M renovation and refurbishment programme, to be followed by an additional €250M plan to fully upgrade our Group's 17 high-end hotels and resorts across 5 destinations in Greece.

New business development is also central to our continuous progress, with multiple hotel acquisitions and new project developments in our pipeline for

the following years. These include, among other, the purchase and development of the North Afandou area (Golf Afandou) in Rhodes and the addition of two more properties in Crete to our portfolio in 2022 that will double our footprint on the island.

All projects are harmoniously incorporated into the surrounding natural environment and local architectural style, abiding by our Group's comprehensive green practices and local community development philosophy. We are proud that excellence is the key principle guiding Mitsis Hotels' growth in the years to come.

Our new holistic CSR programme

At Mitsis Hotels, we view hospitality & tourism as a force for good and there was no better time to re-examine the impact that our company and industry can have amidst observing the influence of the COVID-19 pandemic on the travel industry.

In this context, we are steadily improving our environmental performance, investing in digital transformation and recognising that our progress is inextricably linked with the prosperity of the local communities in our destinations. Continuously aiming to enhance our sustainability efforts, this year we are thrilled to present to you our new CSR programme entitled 'A story of change'.

Our new holistic CSR programme is based on 5 key thematic pillars and incorporates a variety of activities that address major contemporary challenges in the industry. We are committed to our surroundings, enchanted with our Greek history, enriched by everyone, amazed with new opportunities and concerned about the planet; principles that are all exemplified through our Group's ongoing CSR efforts.

Our CSR programme contributes to the achievement of the UN Sustainable Development Goals and we commit to contributing 5% of our annual net profit to CSR activities, investing in the environment and the local communities that nurture us.

Our continuous commitment during the COVID-19 crisis

This year, the COVID-19 pandemic continued to dominate our industry, requiring us to further raise our high standards and ensure full compliance with all protocols and regulations. The unexpected coronavirus crisis has created a multidimensional impact on our operations, and we had to further evolve to achieve progress again.

Our CSR Report 2021 presents the innovative COVID-19 manual that our Group has developed and implements for the continuous protection of the health & safety of our guests and employees, in response to the challenges the pandemic has created.

We are optimistic that our industry will demonstrate the resilience and unity to overcome all challenges caused by COVID-19, equipped with the wisdom and tools to come out stronger after the pandemic.

Our responsible operation

Mitsis Hotels is distinguished among the 'Most Sustainable Companies in Greece' by the QualityNet Foundation and we honoured to be awarded for our continuous efforts to act as a role model for sustainable tourism development in the country.

Our multiple sustainability awards and certifications, including Bike Friendly, Blue Flag, Green Key, ISO 14001, ISO 22000 and Travelife Gold Certification, highlight our commitment to our responsible operation and motivate us to work even harder towards a better, more sustainable and inclusive future.

Tourism is one of our greatest opportunities to excel, both personally and collectively. We aspire to represent an innovative, mindful and socially committed brand that stands out in Greek tourism, and we are grateful to have you by our side in this journey.

Stavros Mitsis

Managing Director | Mitsis Hotels Group

Our new holistic CSR programme 'A story of change' exemplifies our Group's values and aspiration to act as a role model for sustainable tourism development in the country. Sustainability is a key criterion for our competitiveness and we commit to contributing 5% of our annual net profit to philanthropic and social initiatives.

I.

Mitsis
Hotels



01

Company Identity

As Greece's largest privately-owned hotel chain, Mitsis Hotels has been a tourism pioneer for over 45 years now, offering excellent service, great locations, impeccable facilities, sophisticated dining, and a broad spectrum of options for our clientele, following sustainable development principles and guidelines.



Mitsis Laguna Resort & Spa, Crete

1.1 Corporate Profile

1.1.1 Overview

With 17 hotels & resorts in 5 unique destinations, the Group’s rich hospitality blend consists of a premium collection, all-inclusive, family hotels, city hotels, meetings, social events, spa resorts and wedding hotels. Reimagining the meaning of modern luxury and determined to continuously add value to its products and brands, Mitsis Hotels invests time, capital and expertise to bring to life ambitious infrastructure projects, welcoming 350,000 guests annually to a new day of Greek hospitality.

Entering a new era with vision and determination, we aspire to represent an innovative, social and committed brand. We add and upgrade our facilities and further customise our services to better meet our guests’ needs, while simultaneously attracting and retaining the right talent through internal culture, tapping into local communities in an authentic way and creating a brand that stands out through time.

In the context of continuously investing in our future by exploring new growth prospects and creating new brands, products and services, Mitsis Hotels has embarked on a large-scale investment plan, creating an unprecedented renovation story.

New business development is also central to our continuous progress. Pipeline projects for Mitsis Hotels include the acquisition of the Aldemar Cretan Village Beach Hotel, the Aldemar Royal Mare Thalasso Resort and the North Afandou area (Golf Afandou), among other projects.

As a result of its remarkable performance, Mitsis Hotels has received multiple awards from national and international organisations, in recognition of the high quality of services provided, innovative practices, respect for the environment and contribution to local communities.

In the years 2017-2021, we have implemented an ambitious €100M renovation and refurbishment programme, which will be followed by an additional €250M plan to fully upgrade the Group’s 17 high-end hotels & resorts across 5 destinations in Greece.

1.1.2 Pioneers of the All-inclusive in Greece

Mitsis Hotels was founded in 1976 in Greece by entrepreneur Konstantinos Mitsis, who envisioned revolutionising the tourism industry with the all-inclusive concept. The idea was to develop top-of-the-range hospitality accommodation and a rich F&B programme, all based on high quality and premium service. Our first ventures came on Kos island with Ramira Beach Hotel and Norida Beach Hotel, and soon expanded to some of the most beautiful destinations of the country, under the sunlight of the Greek islands or amid the history and culture of mythical cities -in Athens, Crete, Kamena Vourla, Kos and Rhodes.

The man who started it all, the initiator of all-inclusive in Greece, Konstantinos Mitsis was an entrepreneur whose vision changed the Greek tourist market forever and an employer loved and admired for his management style and proximity.

As our founder used to note: 'Each guest's visit must be a total experience which is achieved by offering quality accommodation, suggestions for activities, impeccable facilities, sophisticated dining and genuine Greek hospitality.' We keep these words as our guiding principle to continue honouring his hospitality story.

1.1.3 Our Vision for Hospitality

With 17 hotels & resorts in our portfolio in Athens, Crete, Kamena Vourla, Kos and Rhodes, we aspire to stand out as the preferred hospitality portfolio in Greece. We bring to life enriching experiences for our guests, making the most of our unparalleled family touch and genuine Greek essence, always seeking to be flexible and adaptable to individual customer needs and the mindset of new generations.

1.1.4 Our Responsible Operation

Sustainability is a key criterion for our competitiveness and we aspire to act as a role model for sustainable tourism development of the country. We march forward for sustainable hospitality, aiming to provide high-quality services while remaining committed to our social responsibility, ensuring ethos and transparency in all our operations.

The Group's dedication to the principles of sustainability is reflected in the development of its 4,000 employees, the strengthening of its local communities, the ongoing support of volunteering and social activities, the minimisation of the environmental footprint of its 17 hotels and the protection of biodiversity in its 5 destinations.

Transforming each visitor into a special guest is the key to our success.

We are committed to our responsible operation and the goal of sustainable hospitality.

Mitsis Hotels Milestones

OPENING OF THE FIRST HOTEL, RAMIRA BEACH HOTEL IN KOS

1976



3 MAJOR HOTEL COMPLEXES CONSTRUCTION ON THE ISLANDS OF CRETE, KOS & RHODES

2010-2013



ACQUISITION OF MITISIS GRAND HOTEL FOLLOWING A BIDDING AUCTION

2018



45-YEAR OPERATION IN GREECE

2021



1997

INVENTORS OF THE NEW ALL-INCLUSIVE IN GREECE



2016

€100M INVESTMENT PLAN FOR THE REFURBISHMENT OF RINELA, RODOS VILLAGE, NORIDA & SUMMER PALACE



2019

ESTABLISHMENT OF FILOXENIA MANAGEMENT COMPANY

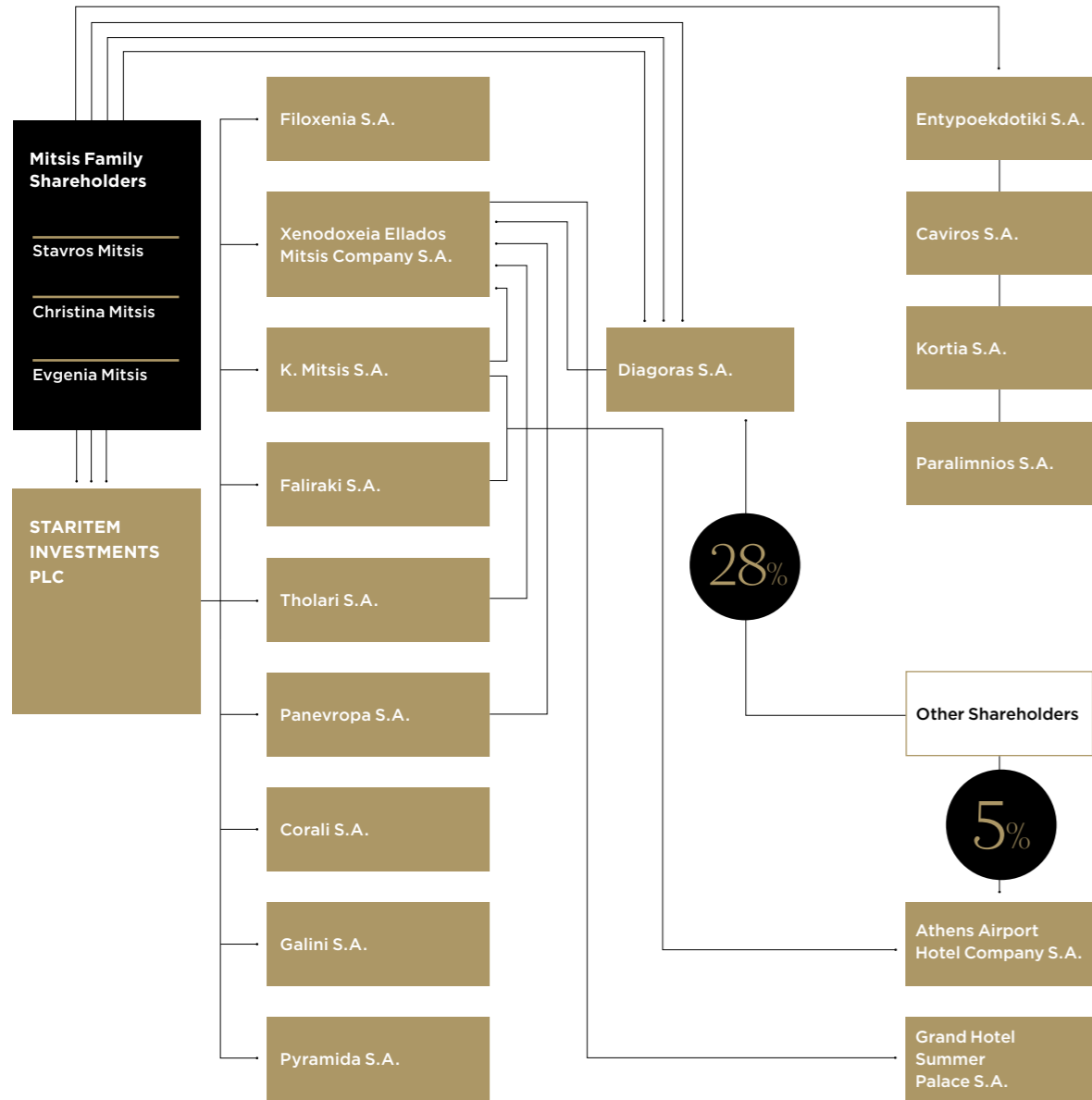


WHAT'S NEXT

LAUNCH OF NEW INVESTMENT PROJECTS IN AFANDOU, RHODES; ALDEMAR CRETAN VILLAGE BEACH HOTEL, CRETE; ALDEMAR ROYAL MARE THALASSO RESORT; PIRAEUS, ATHENS; ELIA, MYCONOS



1.2 Mitsis Group of Companies Structure



Company	Location	Relation	Activity
STARITEM INVESTMENTS PLC	Cyprus	Parent Company (Joint Control)	Holding Company
XENODOXEIA ELLADOS MITSIS COMPANY S.A.	Rhodes / Kos / Crete	STARITEM INVESTMENTS Subsidiary	Hotel Company
K. MITSIS S.A.	Athens (head office) / Kos / Rhodes	STARITEM INVESTMENTS Subsidiary	Hotel Company
CORALI S.A.	Rhodes	STARITEM INVESTMENTS Subsidiary	Hotel Company
FALIRAKI S.A.	Rhodes	STARITEM INVESTMENTS Subsidiary	Hotel Company
GALINI S.A.	Kamena Vourla	STARITEM INVESTMENTS Subsidiary	Hotel Company
THOLARI S.A.	Athens (head office) / Kos	STARITEM INVESTMENTS Subsidiary	Hotel Company
DIAGORAS S.A.	Rhodes	Controlled (Joint Control)	Hotel Company
ATHENS AIRPORT HOTEL COMPANY S.A.	Athens	XTE K. MITSIS Subsidiary	Hotel Company
PANEVROPA S.A.	Crete	STARITEM INVESTMENTS Subsidiary	Hotel Company
GRAND HOTEL SUMMER PALACE S.A.	Rhodes	XENODOXEIA ELLADOS - MITSIS COMPANY S.A. Subsidiary	Hotel Company
ENTYPOEKDOTIKI S.A.	Athens	Controlled (Joint Control)	Media Company
FILOXENIA S.A.	Athens	Controlled (Joint Control)	Management Company
CAVIROS S.A.	Athens	Controlled (Joint Control)	Winery
KORTIA S.A.	Athens	Controlled (Joint Control)	Properties Development Company
PARALIMNIOS S.A.	Athens	Controlled (Joint Control)	Properties Development Company
PYRAMIDA S.A.	Athens	STARITEM INVESTMENTS Subsidiary	Construction Company



Mitsis Summer Palace Beach Hotel, Kos

1.3 Corporate Governance

1.3.1 Principles of Corporate Governance

According to the Principles of Government Governance by the Organisation for Economic Cooperation and Development (OECD), corporate governance refers to a system of relationships between a company's management, Board of Directors, shareholders and other stakeholders. It is critical to establish a structural framework for our company to set corporate goals and implement relevant procedures to pursue them, identify risks, organise appropriate risk management systems and monitor the implementation of the Code of Contract by the Management Team.

Code of Corporate Governance

According to Article 152 of Law 4548/2018, companies listed in the Greek stock market are obliged to abide by and apply a corporate governance code. Although Mitsis Hotels is not under such duty, we consider it imperative to abide by self-regulatory obligations and create a voluntary policy that will improve the operation of our corporation and sustain our well-organised operations across all departments of our Group.

CSR and Corporate Governance

Mitsis Hotels Group examines the impact of its decisions on all stakeholders and promotes ethical behaviour and transparency in all its operations. Our Corporate Responsibility policy includes targeted actions to ensure that all employees take into consideration social and environmental responsibility as important criteria in decision-making.

Corporate Social Responsibility Policy

Our Group's policies that promote our sustainable development include our CSR policy, which aims to ensure our ethical operation by taking into consideration the economic, environmental and social impacts of all business decisions. Our corporate citizenship and responsible culture empower our 4,000 employees to take accountability for their actions and achieve genuine positive societal change.

1.3.2 Management Company

K. Mitsis Filoxenia S.A. aspires to become the leading hotel management company in Greece, delivering exceptional projects with an advanced operations strategy. Our main goals are to create synergies, increase revenue and profits and optimise resources. With our principles of entrepreneurial spirit, innovation and excellence, we are committed to creating a successful management company that positively influences the evolution of tourism in Greece.

Throughout its 45-year history and two generations of family members, Mitsis Hotels has developed a solid reputation based on reliability and quality, achieving a strong financial foundation and excellent relationships with all stakeholders.

Achievements

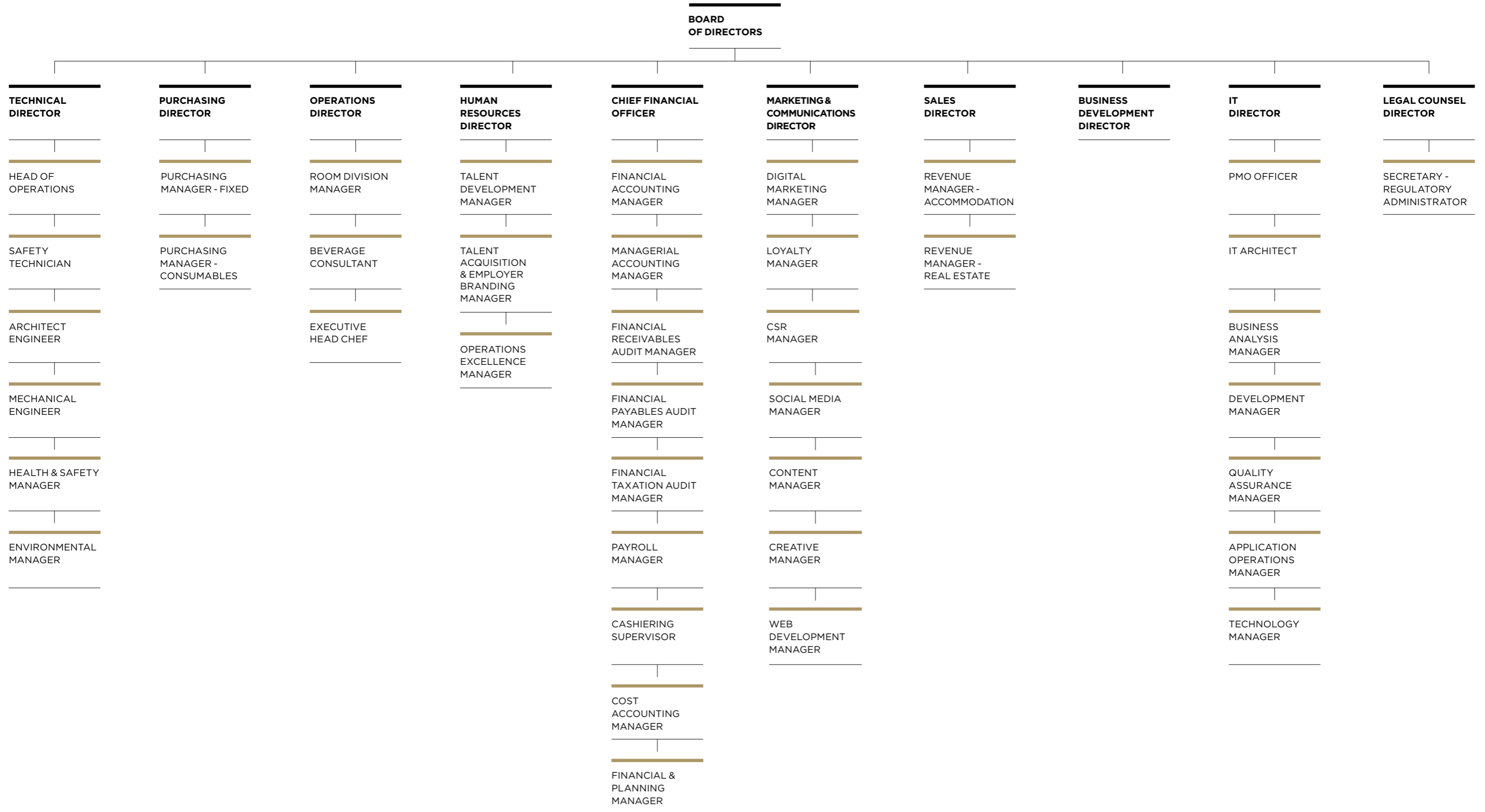
Since its establishment in 2019, Filoxenia S.A. has managed to:

- Establish a common strategy for all Group companies.
- Implement and integrate organisational changes in operational performance.
- Undertake a digital transformation of all Group companies.
- Diffuse information and innovative practices.
- Receive certification from third parties for all operational units.
- Concentrate and best utilise the experiences of its expert executives, creating a valuable knowledge tank.
- Achieve economies of scale and improve cash flow management and financing structure.
- Efficiently measure tools and operative benchmarking.
- Improve central control and direct feedback on all aspects of operations.
- Produce comprehensive reporting and updated internal auditing systems.
- Monitor in detail operating expenses with respect to each year's budget.

Organisational Structure

Mitsis Hotels' business purpose is to offer and deliver effective, innovative and high-quality all-inclusive hotel and restaurant services as well as consulting services to other hotels.

K. Mitsis Filoxenia S.A.



Board of Directors (BoD)

Our corporations are managed by a Board of Directors, consisting of 5 members. The Board of Directors defines the Group’s strategy and growth policy, while supervising and monitoring the operations of our companies. The members of the Board of Directors are elected according to the Articles of Association of all companies-members of our Group. We aspire to establish a management model that is innovative, efficient and adaptable, and we ensure that all the main principles of corporate governance are followed by:

- Holding regular Board of Directors meetings.
- Providing all required information, reports and mandatory briefings to the members of the Board of Directors and the shareholders.
- Evaluating the Board of Directors’ operation and effectiveness through its Annual Report to the Ordinary General Assembly of the Shareholders.
- Monitoring and reviewing the implementation of the Board of Directors’ decisions and their effectiveness in fulfilling the purposes of Mitsis Hotels.
- Conducting regular assessments on the efficient functioning of the Board of Directors and its performance, carried out by external consultants.

In 2021, shareholders also decided on the establishment of a public benefit body for sustainable tourism and culture. The organisation will become a core pillar for our Group’s donations, sponsorships and partnerships, allowing for a more efficient and dedicated contribution to those who require assistance, and make a valuable contribution to environmental, cultural and educational issues.

To improve the effectiveness of the BoD, in 2021 the shareholders of Mitsis Hotels increased the number of BoD members from 3 to 5.

1.3.3 Stakeholders

Mitsis Hotels forms long-term partnerships, many of them dating back to the establishment of our Group in 1976. While we are proud to name ourselves a family business, we follow standardised procedures and implement international standards of operations.

We are honoured to be home to 4,000 employees and 350,000 guests annually, as well as a large network of business partners, commercial suppliers and service providers influencing the lives of at least 4,000,000 people and the wider Greek society as a major driving force of the country’s tourism economy.

Mitsis League

For more than 45 years, we build relationships and grow together with our trusted partners. We promote mutually-beneficial business synergies and are proud to continuously expand our network of collaborators, members of the Mitsis League network. We are honoured to have a great network of partners by our side in our journey of continuous progress and success.

Communication with our stakeholders

We promote ongoing and effective communication with our stakeholders aiming to provide sufficient information to all individuals or groups of people who can be affected by a decision made by the company. We are committed to taking into account the viewpoints and interests of all parties and maintain a direct channel of cooperation and exchange of fruitful ideas.

Mitsis Hotels stakeholders include, among others, our employees and guests, partners and suppliers, shareholders and investors, media, opinion leaders, social agencies and NGOs, local communities, academic communities and the Greek State and government. Effective stakeholder communication occurs through open public dialogue and speeches, meetings and roadshows, publications and announcements, press releases, interviews, newsletters, surveys, website updates and social media, etc.

Stakeholders

4,000,000
Local communities

3,500
Suppliers & partners

350,000
Guests annually

76,000
MFC loyalty members

4,000
Employees

Shareholders & investors

Local & state authorities

Charity organisations & NGOs

Academic & educational institutions

Media

1.3.4 Internal Audit & Risk Assessment

Our internal audit and risk assessment systems are based on automated safety mechanisms. Our system has been designed to detect threats and sources of risk, as well as centralise all auditing mechanisms to achieve optimum risk evaluation and management through internal audits and automation.

Our internal audit and risk assessment mechanism was successfully tested during the COVID-19 era. We were prompt and efficient in establishing new procedures, mechanisms, safety controls and certifications, to be able to provide our accommodation services in a safe and reliable environment.

In this context, we complied with new safety regulations and set health protection rules and procedures, allowing us to provide high-quality and safe accommodation services to our guests during the 2020 and 2021 seasons.

1.3.5 Regulatory Compliance

We create a law-abiding culture and philosophy, following state, federal and international laws and regulations relevant to the Group's operations, while managing to lead a highly competitive market ensuring integrity, safety and ethical behaviour in all business aspects. Simultaneously, our compliance actions enable regular, efficient and effective reporting to executive management, administrative personnel and our hospitality professional staff regarding compliance obligations for Mitsis Hotels across all operational departments.

The Group's regulatory compliance programme includes a consistent process of identification, assessment, management, report, review and monitor of compliance obligations, issues, external corporate lodgements and mechanisms for identifying, documenting, investigating, auctioning and reporting on several compliance issues.

Moreover, a corporate-wide training programme including induction training and cyclical reviews of content is running continuously to identify improvement opportunities. In addition, Mitsis Hotels executives are defining a Code of Conduct, reflecting the organisation's daily operations, core values and overall company culture, offering a useful guiding tool to its employees.

1.3.6 Business Ethics & Guiding Principles Against Corruption

Mitsis Hotels' corporate affairs and activities decline any type of offering, promising, paying or accepting any corrupt payment, benefit or inducement to any person, whether a Government or Public Official or an employee, agent, client, supplier, partner or competitor. Every director or employee will respond fully and truthfully to any questions from the Company's internal and/or independent auditors.

Based on our principles, we:

- Conduct reasonable anti-corruption due diligence in connection with acquisitions, the formation of joint ventures and the engagement of third parties.
- Do not proceed with any transaction or engagement until any concerns or issues relating to corruption have been fully and satisfactorily addressed.
- Strongly encourage reporting, without fear of retaliation, of any known or suspected corrupt conduct.
- Investigate all reports of known or suspected corrupt activity perpetrated by any individual, either employed or in a business relationship with Mitsis Hotels Group of Companies.

We avoid affairs leading to impropriety, concerning business entertainment, gifts, conflicts of interest, hiring and donations. Our company's employees, including temporary and contract employees, directors and managers are prohibited from engaging, directly or indirectly, in corrupt activities or activities that could reasonably give the appearance of corruption. We never allow or do business with third parties, including service providers, agents, partners, consultants, or distributors, to engage in bribery or corruption on our behalf.

Our ambition is to create a fully law-abiding group of companies, operating in an absolute ethical manner, in line with principles of sustainable development, consumer protection and healthy competition.

1.3.7 Code of Conduct & Ethics

The Board of Directors of Mitsis Hotels has adopted the Code of Conduct & Ethics, applicable to all hotels and other businesses of the Mitsis Group of Companies. It illustrates our sets of values and ethical principles that guide us and constitute a fundamental pillar of our brand.

The Code of Conduct & Ethics applies to our Board of Directors, our management team, all employees, as well as our consultants and collaborators. We also encourage our partners and suppliers to pursue the basic principles and underlying values of this Code of Conduct & Ethics.

Our Objectives

The Code of Conduct & Ethics aims to create a set of rules that will be easy to understand, read and apply. A set of principles that guide each of us in our day-to-day business and conduct, to maintain and further the quality of our services and our reputation. The standards we set today will determine our future, not only as Mitsis Hotels but also, individually, as professionals.

Our 10 Principles

We present the basic principles that have always guided Mitsis Hotels and allowed us to become a leading brand in the Greek tourism industry. These principles must be understood and complied with by all those who work for or with Mitsis Hotels, regardless of their position or level. Our reputation and our development depend on our ability to apply those principles and values in our business.

1. Professional Behaviour

It is essential to treat our customers, suppliers and partners with respect and professionalism. This has contributed to our brand becoming prominent in the Greek and international markets. Complying with relevant business and professionalism standards is not only related to obeying the Law but also actively demonstrating our ethical behaviour and quality principles.

Consequently, integrity and objectivity are key elements in our business agreements, the treatment of our customers and the establishment of our brand. We may encounter conflicts of interest, but we shall always make the right decisions, knowing that they define who we are. By adopting those values, we create strong business relationships that last. Our suppliers and our customers show their trust in Mitsis Hotels because we can convince them that we pursue those values and principles.

We commit to fair treatment and respect for our competitors, our partners and our guests. Our fees reflect the value and quality of our services as well as the obligations we undertake towards our customers. We are committed to providing quality accommodation services at unique destinations for all our customers.

2. Respect, Diversity & Fair Treatment

It is imperative to actively demonstrate our respect for our employees, guests, partners, suppliers and other stakeholders. The principle of respect defines our quality and contributes to our continuous evolution. We promote a culture of fair treatment, equal opportunities and diversity. We consider the true qualities of each candidate and rely on their ability to bring results, while obeying the values and principles of the Code of Conduct & Ethics. We treat our suppliers fairly, equally and always promote quality and effectiveness over any other consideration that would create inefficiencies and unjustness.

We encourage creativity, pluralism and initiative. Above all, we foster the creation of an inclusive work environment that makes our people feel part of the big and reputable Mitsis Hotels family. We do not tolerate harassment, unfair discrimination, insults and any other type of unethical or unprofessional behaviour. We extend such an environment to our partners and suppliers, which is evident by the long-term and trusted business relationships we have established.

3. Professional Development & Support

It is critical for Mitsis Hotels to educate and develop our people. In this context, we hold seminars, provide training and circulate information materials, important for our team's day-to-day work. We invest in ameliorating our employees' skills and qualifications. We help them embellish their educational and professional qualifications. Above all, we strive to provide a safe working environment that will allow them to perform freely and with enthusiasm, to achieve the best results for our guests. Our purpose is to create value for all those who have worked or are currently working at Mitsis Hotels.

4. Anti-corruption & Anti-bribery

We do not tolerate any soliciting, accepting, offering, promising or paying any bribes or taking part in any type of money laundering. We encourage our partners, suppliers and other stakeholders to do the same. We support all efforts to eradicate corruption, bribery and financial crime.

5. Social Responsibility

We believe that the growth and development of our business should also create better conditions for the communities in which our hotels operate. As such, we invest and contribute to society and local communities, as well as employ and train inhabitants of the destinations we operate in. Part of our purpose is for local residents to perceive Mitsis Hotels as members of the wider communities where our hotels are located.

We support local communities and actively contribute to efforts that drive sustainable development, respect human rights and protect the environment. We adopt measures that promote the sustainable development of our business and ensure environmental preservation. Environmental protection is not optional. It is a significant prerequisite for the operation of Mitsis Hotels to be able to provide high-quality services and promote our unique destinations.

6. Confidentiality & Privacy

In the context of our work, we usually receive information that is confidential, private or proprietary and should not be disclosed to third parties. It is our obligation, responsibility and commitment to respect the confidentiality of information relating to our business, customers, know-how, suppliers, prices, methods, techniques, or other material. In the case of infringement, Mitsis Hotels would incur heavy damages and its reputation would be impaired.

7. Data Protection

It is our obligation to comply with the applicable legislation for Data Protection. It is prohibited to disclose personal data, images or any other information, particularly by publishing them online or sharing them through social media. Any type of infringement of the Data Protection legislation will lead to disciplinary action, the termination of the employment agreement and the appropriate notification to the data protection authority, as well as any other competent administrative authority. Mitsis Hotels take all necessary actions to ensure our commitment to safeguarding the protection of personal data of our guests, employees, suppliers and other stakeholders.

8. Compliance with Laws, Rules & Regulations

It is our obligation and commitment to comply with all Laws, Rules and Regulations related to our business operations. Our management and legal department create guidelines and provide instructions regarding our Group's legal obligations. Obeying the law is not optional and Mitsis Hotels urges its partners, suppliers and other stakeholders to do the same.

9. Respect for Company Assets & Opportunities

The company assets constitute an integral part of our business. They must be used only for legitimate purposes and in the context of operating our hotels or providing the services articulated in the articles of association of each company-member of the Mitsis Hotels Group of Companies. This applies to both tangible and intangible property of Mitsis Hotels. It is our responsibility to protect the company assets from theft, loss or destruction and ensure their efficient use. In particular, it is obligatory and significant to protect the brand of Mitsis Hotels, as, on its own, it is unique for our services and reflects our values and principles.

In the same context, Mitsis Hotels' employees may acquire valuable information about business opportunities and it is their obligation to not disclose them to third parties or take advantage of such knowledge. Employees are also forbidden to use company property, assets and information for personal gain or to compete, either directly or indirectly, with Mitsis Hotels, now or in the future. It is the duty of our employees to pursue the company's legitimate interests and purposes and be worthy of the trust bestowed on them.

10. Occupational Health and Safety (OHS)

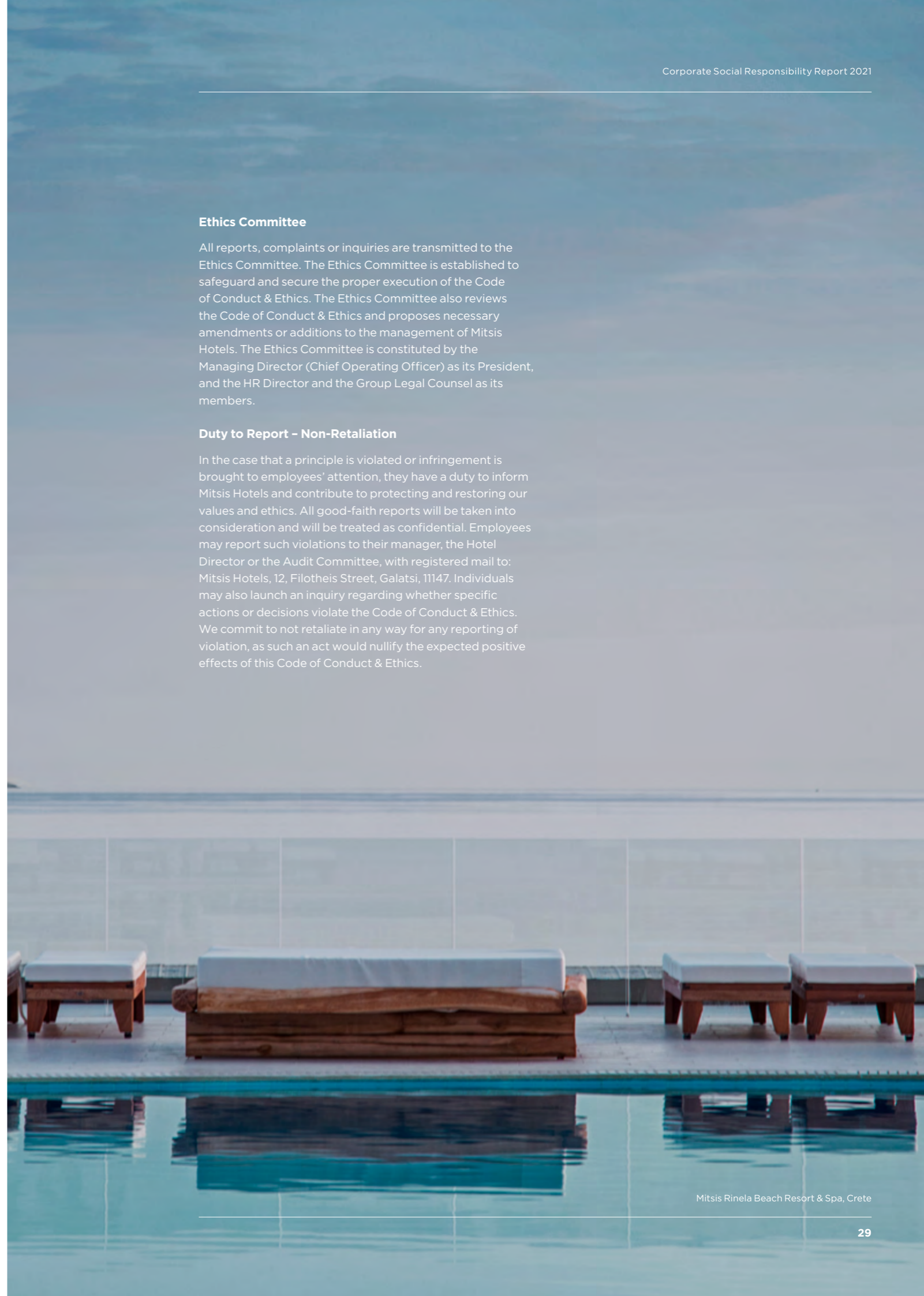
At Mitsis Hotels, we believe that the provision of a safe and healthy environment for our staff members is crucial for maintaining the quality of services and attracting the most competent employees. In this content, we ensure the enforcement of all health and safety rules, and we commit to preventing accidents, injuries and work-related illnesses. We strive to foster a high-standard work environment and we encourage our business partners to do the same.

Ethics Committee

All reports, complaints or inquiries are transmitted to the Ethics Committee. The Ethics Committee is established to safeguard and secure the proper execution of the Code of Conduct & Ethics. The Ethics Committee also reviews the Code of Conduct & Ethics and proposes necessary amendments or additions to the management of Mitsis Hotels. The Ethics Committee is constituted by the Managing Director (Chief Operating Officer) as its President, and the HR Director and the Group Legal Counsel as its members.

Duty to Report – Non-Retaliation

In the case that a principle is violated or infringement is brought to employees' attention, they have a duty to inform Mitsis Hotels and contribute to protecting and restoring our values and ethics. All good-faith reports will be taken into consideration and will be treated as confidential. Employees may report such violations to their manager, the Hotel Director or the Audit Committee, with registered mail to: Mitsis Hotels, 12, Filotheis Street, Galatsi, 11147. Individuals may also launch an inquiry regarding whether specific actions or decisions violate the Code of Conduct & Ethics. We commit to not retaliate in any way for any reporting of violation, as such an act would nullify the expected positive effects of this Code of Conduct & Ethics.



1.4 Unique Destinations

17 HOTELS 5 UNIQUE
& RESORTS DESTINATIONS

With 17 hotels & resorts in 5 of the most prime locations of Greece, in Athens, Crete, Kamena Vourla, Kos and Rhodes, Mitsis Hotels is unique in its geographical dispersion. Our Group's hotels are found in the greatest locations across the country, offering excellent service and impeccable facilities on award-winning beachfront properties. We bring close to you what you treasure most to craft the memories of a lifetime.

ONE PROMISE. THE FINEST OF GREEK HOSPITALITY.



Athens, the vibrant historical capital

Athens, the eternal city, the historical capital of Europe is considered the basis for western civilisation and the heart of modern societies. The vivid capital is known for its impressive historical sites and modern museums, 60km of coastline with crystal clear beaches, superb local and international cuisine and vivid nightlife.

Mitsis Hotels Group establishes its presence in the Greek capital with 5* Sofitel Athens Airport, member of Mitsis Premium Collection.

Crete, the land of all seasons

Crete is the largest island in Greece and the fifth largest in the Mediterranean Sea, offering wonderful cuisine, generous spirit and authentic hospitality, glorious and splendid beaches, ancient treasures and landscapes, vibrant cities and traditional villages, impressive mountainscapes, fertile valleys and steep gorges. Crete has a multitude of tourist attractions, including the archaeological sites of Knossos and Phaistos, the Venetian castle in Rethymno, the Samaria Gorge, the Natura 2000 sites of Gramvousa Peninsula and Balos Lagoon.

Mitsis Hotels Group marks its presence on the island with ultra all-inclusive 24h 5* Laguna Resort & Spa and Rinela Beach Resort & Spa. In 2022, the Group will also acquire the properties Aldemar Cretan Village Beach Hotel and Aldemar Royal Mare Thalasso Resort.



Kamena Vourla, the idyllic seaside town

Kamena Vourla is a beautiful seaside town, renowned for its thermal springs, green mountains and peaceful atmosphere. Nestled in a valley of eucalyptus trees, the area is an ideal starting point for extensive walking and hiking tours, trips to the nearby ski centre of Parnassos mountain, excursions to the Meteora monasteries, Delphi and Thermopiles, while Lichadonisia islands can be reached by boat.

Mitsis Hotels Group marks its presence with Galini Wellness Spa & Resort, offering a 5*, 3,000m² wellness spa retreat, the largest one in the Balkans, with thermal pools and a wide variety of treatments.



Kos, the island of endless treasures

Kos island, with a long history dating back to the 3rd millennium BC, the hometown of Hippocrates, father of Medicine, fringed by the finest beaches in the Dodecanese and blessed with lush valleys, is an island of endless treasures. The Greek province of Kos also includes the smaller islands of Nissyros, Giali, Pergoussa, Kandeliousa, Pahia and Strogili.

Mitsis Hotels Group is right in the centre of the island with its milestone hotel, 5* Ramira Beach Hotel and stands out with its hotel complexes in the Kardamena area, consisting of ultra-all-inclusive hotels and resorts: 5* Blue Domes Resort & Spa, 5* Norida Beach Hotel, 5* Summer Palace Beach Hotel and 4* Family Village Beach Hotel.

Rhodes, the cosmopolitan island gem

Rhodes is the capital and largest and historically the most important of the Dodecanese islands while it abounds in beaches, wooded valleys and ancient history. Its remarkably well-preserved medieval city of Rhodes, the Palace of the Grand Master of the Knights, Acropolis of Lindos, Monastery of Filerimos, Ancient Kamiros & Ialysos, Kallithea Springs, Monolithos castle are only a few of its one-of-a-kind landmarks.

Mitsis Hotels Group marks its most dynamic presence in Rhodes with 8 hotel units in total - 5* ultra-all-inclusive beach resorts, 4* beach-front properties, half-board and adults-only hotels: Alila Resort & Spa, Faliraki Beach Hotel & Spa, Grand Hotel Beach Hotel, La Vita Beach Hotel, Petit Palais Beach Hotel, Lindos Memories Resort & Spa, Rodos Maris Resort & Spa and Rodos Village Beach Hotel & Spa.



1.5 Managed Hospitality Brands

Our 17 hotels & resorts are located in the most prime destinations across the country, distinguished with excellent service, impeccable facilities, sophisticated dining and a broad spectrum of options, ensuring a flawless hospitality experience for guests, all in a sustainable manner.

Our rich hospitality blend consists of a premium collection, all-inclusive, family hotels, city hotels, meetings, social events, spa resorts and wedding hotels.

For the eclectic traveller, we have created the high-end range Mitsis Premium Collection, providing sophisticated accommodation in our destinations. Mitsis all-inclusive luxury provides anything a guest might think of whether travelling on leisure, business or enjoying a honeymoon, offering lavish facilities, recreational venues, elevated gastronomy, well-equipped meeting rooms and beauty & wellness services.

Mitsis family hotels, built with families in mind, offer a wide range of recreation activities, sports and leisure facilities, well-organised Mini Clubs, multilingual animation teams for our guests' entertainment, themed nights, animation shows as well as a variety of restaurants & bars. Mitsis city hotels combine leisure with business, offering a high-quality stay, delicious cuisine, special activities close to the most important urban sites and monuments. Mitsis Spa resorts & centres, aesthetically simple and serene, offer a wide range of massage, face and body treatments crafted around the individual, according to the most advanced wellness practices.

Mitsis Hotels provide excellent premises and exceptional services in organising business meetings, conferences, corporate receptions, parties and all kinds of social events and celebrations. Furthermore, we organise beach weddings at excellent locations in beachfront hotels. Most ceremonies are held right on the beach, followed by a unique culinary experience, signature drinks list, experienced personnel and premium service.

4,000

Employees
committed to offering unforgettable services allowing Mitsis Hotels guests to create their own story.

350,000

Guests annually
mainly families and couples from the UK, Germany, Israel, Russia, Poland, France, Netherlands, Belgium and Greece.

Hotel	Location	Hotel type (N. of stars)	Capacity in Rooms	Capacity in Beds	Ownership Status	Open year of operation	Year of last renovation
Alila Resort & Spa	Rhodes	5 / All-Inclusive	314	960	Freehold	2013	-
Blue Domes Resort & Spa	Kos	5 / All-Inclusive	499	1,450	Freehold	2010	-
Faliraki Beach Hotel & Spa	Rhodes	5 / All-Inclusive	348	950	Freehold	1973	2011
Family Village Beach Hotel	Kos	4 / All-Inclusive	219	630	Freehold	1982	2011
Galini Wellness Spa & Resort	Kamena Vourla	5	224	650	Leased (until 2022)	1960	2004
Grand Hotel Beach Hotel	Rhodes	5 / All-Inclusive	405	900	Freehold	1963	1997
La Vita Beach Hotel	Rhodes	4	126	250	Freehold	1975	2007
Laguna Resort & Spa	Crete	5 / All-Inclusive	351	950	Freehold	2011	-
Lindos Memories Resort & Spa	Rhodes	5 / Adults only	70	150	Leased (until 2024)	2000	-
Norida Beach Hotel	Kos	5 / All-Inclusive	455	1,350	Freehold	1982	2018
Petit Palais Beach Hotel	Rhodes	4 / All-Inclusive	215	550	Leased (until 2030)	1972	2003
Ramira Beach Hotel	Kos	5 / All-Inclusive	338	950	Freehold	1975	2009
Rinela Beach Resort & Spa	Crete	5 / All-Inclusive	417	1,250	Freehold	1990	2021
Rodos Maris Resort & Spa	Rhodes	5 / All-Inclusive	432	1,250	Freehold	1992	2018
Rodos Village Beach Hotel & Spa	Rhodes	5 / All-Inclusive	410	1,200	Freehold	1997	2019
Sofitel Athens Airport	Athens	5	345	750	Leased (until 2036)	2001	2018
Summer Palace Beach Hotel	Kos	5 / All-Inclusive	252	700	Freehold	1997	2020
Total			5,420	14,890			

1.5.1 Mitsis Premium Collection

The finest of Greek hospitality awaits every guest at Mitsis Premium Collection, providing sophisticated accommodation in four destinations in Greece. Our Premium Collection hotels & award-winning beach resorts in Athens (Sofitel Athens Airport), Crete (Laguna Resort & Spa), Kos (Blue Domes Resort & Spa) and Rhodes (Alila Resort & Spa, Lindos Memories Resort & Spa) combine luxury, high aesthetics, impeccable service and top-quality facilities & amenities.





RHODES

Mitsis Alila Resort & Spa

Alila Resort & Spa is the richest ultra-all-inclusive 24h 5* beach resort in Rhodes and a member of the Mitsis Premium Collection. Opened in May 2013, with amazing architecture and epitomising style, Alila lies at one of the most cosmopolitan resorts in Rhodes, Faliraki, right on a Blue Flag awarded beach. Alila Resort & Spa offers numerous gastronomic delights and tastes from around the world at its main and 8 à la carte restaurants, as well as its 5 bars. The resort has 314 beautifully decorated guest rooms, with all modern amenities, concierge service, VIP transfers and valet parking. An exciting entertainment programme throughout the day as well as numerous sports and recreational activities will delight you.

314

Rooms & Suites
9 Single rooms | 13 Twin rooms | 102 Superior Twin rooms |
165 Family rooms | 25 Suites



KOS

Mitsis Blue Domes Resort & Spa

Blue Domes Resort & Spa is the richest ultra-all-inclusive 24h 5* family beachfront resort in Kos and a member of Mitsis Premium Collection. Opened in 2010, the hotel offers a breath-taking landscape with a Blue Flag awarded crystal clear beach, 10 pools, 11 restaurants, 6 bars open daily, transfer services and a great recreation programme. In its 499 rooms, the resort offers numerous choices, from standard guestrooms and bungalows to maisonettes and villas with a private pool, combining elegance with great views. Among the available facilities are water slides, a playground, interior leisure rooms, a mini soccer court, a conference hall, an amphitheatre and a wellness spa.

499

Rooms & Suites
414 Twin rooms & Bungalows | 48 Bungalow Family rooms |
32 Maisonettes | 2 Suites | 3 Villas



CRETE

Mitsis Laguna Resort & Spa

Laguna Resort & Spa is the richest ultra-all-inclusive 24h 5* beach resort in Crete and member of Mitsis Premium Collection, with breath-taking design of rooms and a majestic Venice-style pool landscape. The hotel opened in May 2011 on the Blue Flag awarded beach of Anissaras, in Hersonissos in Crete. Laguna features 351 luxurious rooms, 7 restaurants and 5 bars, including the new Champagne, Wine & Sushi Bar, a state-of-the-art spa, and concierge and transfer services.

351

Rooms & Suites
 234 Twin rooms & Bungalows | 115 Family & Bungalows
 Family rooms | 2 Suites



RHODES

Mitsis Lindos Memories Resort & Spa

Lindos Memories Resort & Spa, a member of Mitsis Premium Collection, is an Adults-Only 5* Luxury Boutique Hotel in a Blue Flag awarded beachfront location in picturesque Lindos, Rhodes. The hotel has a unique Lindian-Italian architecture, fully integrated into the natural environment and located only 1.5km from Lindos and its Acropolis. Lindos Memories offers impeccable service, comfortable rooms, gastronomy delights, a swimming pool, a modern gym and a unique spa area, while its 70 luxurious rooms combine unpretentious elegance with impressive views.

70

Rooms & Suites
7 Single rooms | 53 Twin rooms | 6 Maisonettes | 4 Suites



ATHENS

Sofitel Athens Airport

Sofitel Athens Airport, a member of Mitsis Premium Collection, invites guests to indulge in a unique experience, combining French refinement and Greek hospitality. The only hotel located just steps away from the Arrivals Terminal of Athens International Airport, Sofitel Athens Airport offers 345 rooms, including 12 suites and a prestige suite, 2 restaurant-bars, a lounge bar and a fitness centre with an indoor swimming pool. The business facilities of Sofitel Athens Airport include 11 fully equipped meeting rooms that can accommodate up to 600 delegates. Following an impressive renovation during the past 3 years, the new modern design combined with the upscale service, representative of the Mitsis Hotels' Group hospitality, satisfies even the most eclectic guest.

345

Rooms & Suites
97 Classic rooms | 94 Superior rooms | 94 Luxury rooms |
47 Club Luxury rooms | 13 Suites

1.5.2 Mitsis Hotels & Resorts

Mitsis Hotels features a broad spectrum of ultra-all-inclusive hotels and resorts throughout Greece, in Crete, Kamena Vourla, Kos and Rhodes, in the ‘Mitsis Hotels & Resorts’ range, offering lavish facilities, recreational venues, delicious food, well-equipped meeting rooms as well as relaxing beauty and wellness services.

Mitsis Rineia Beach Resort & Spa, Crete



Mitsis Faliraki Beach Hotel & Spa

Faliraki Beach Hotel & Spa is a charming ultra-all-inclusive 24h 5* beach hotel, close to the cosmopolitan town of Faliraki, on the east coast of Rhodes. The hotel offers ideal family holidays with its wide sandy beach with smooth entrance to the sea and the 20 freshwater pools, 6 restaurants and 3 bars and a wide choice of daytime and evening activities for guests of all ages. The hotel was fully renovated in 2011 and offers 348 rooms, an outdoor gym, swimming pools, tennis, mini football and basketball courts and a wide choice of water sports and fitness activities.

348

Rooms
3 Single rooms | 290 Twin rooms | 40 Quadruple rooms | 15 Family rooms



Mitsis Family Village Beach Hotel

Family Village Beach Hotel is a rich ultra-all-inclusive 4* hotel in Kos with superb views, built on the foot of Mountain Dikeos, only a 5 minutes-walk away from a Blue Flag awarded pebble beach. Family Village has a crystal-clear pebble beach which can be reached either by jumping on the hotel's cool beach hopper or by walking about 5' and staying fit as well, 3 take away restaurants, 5 bars and a pastry corner. The hotel offers 219 spacious and superior rooms with sharing pools, a Mediterranean style décor and an impressive view of the Aegean Sea. Among the available facilities are seawater swimming pools and water slides, a tennis court, beach volley, beach soccer and numerous sports and other recreational activities.

219

Rooms & Suites
49 Twin rooms | 43 Studios | 24 Superior Twin rooms | 25 Family Suites | 54 Superior Family rooms | 24 Superior Maisonettes



RHODES

Mitsis Grand Hotel Beach Hotel

Grand Hotel Beach Hotel is a rich ultra-all-inclusive 24h and the only 5* beach-front city hotel in Rhodes town. A premium combination of a city hotel with resort services and facilities, at a great location overlooking the sea and within walking distance to Rhodes's most important historical sites and points of interest. The hotel offers 405 luxurious rooms with sea or gardens views, a modern gym, a wellness spa, one indoor and two outdoor swimming pools, 6 restaurants & 2 bars, a rich recreation programme, premium concierge services and multiple imposing rooms to host social or corporate events.

405

Rooms & Suites
10 Single rooms | 388 Twin rooms | 7 Suites



KAMENA VOURLA

Mitsis Galini Wellness Spa & Resort

Galini Wellness Spa & Resort is a 5* deluxe hotel, offering both all-inclusive and half-board services, in a beach front and peaceful location in Kamena Vourla, 150 km north of Athens. With thermal water pools, a thermal spa, lush gardens with walking paths, the hotel offers the perfect relaxing atmosphere, all year round. The hotel features a 3.000 m² spa, one of the largest in the world, and 224 rooms and suites with mountain or sea views. Galini Wellness Spa & Resort is an ideal choice for those seeking relaxation and wellness but also for social or corporate events.

224

Rooms & Suites
17 Single rooms | 179 Twin rooms | 10 Superior Twin rooms | 3 Family rooms | 10 Maisonettes | 5 Suites



RHODES

Mitsis La Vita Beach Hotel

La Vita Beach Hotel is a 4* half-board beachfront city hotel at the heart of Rhodes town, just a few minutes' walk from the most important historical sites, the harbor and the UNESCO World Heritage medieval town. The hotel offers 126 comfortable and beautifully decorated rooms, a variety of activities and leisure choices. Breakfast is served at a restaurant with a unique design inspired by the medieval town, offering some of the city's most magnificent views, overlooking the hotel's pool and beach.

126

Rooms
4 Single rooms | 122 Twin rooms

KOS

Mitsis Norida Beach Hotel

Norida Beach Hotel is a rich ultra-all-inclusive 24h 5* beach hotel right on an Blue Flag awarded beach on the island of Kos. In 2018, 8,000 m² of exterior spaces were fully renovated, with the creation of 5 new concept pools, 3 ultra-modern theme restaurants, a pool bar and a beach bar, as well as the growing of 5,000 plants and preservation of numerous palm trees. Guest accommodation includes 455 comfortable and spacious guest rooms, surrounded by immense gardens. Among other available facilities are a mini and junior club, water slides, 2 children's swimming pools, a great variety of sports and fitness activities, as well as numerous culinary choices.

455

Rooms
284 Twin rooms & Bungalows | 131 Family rooms | 40 Maisonettes





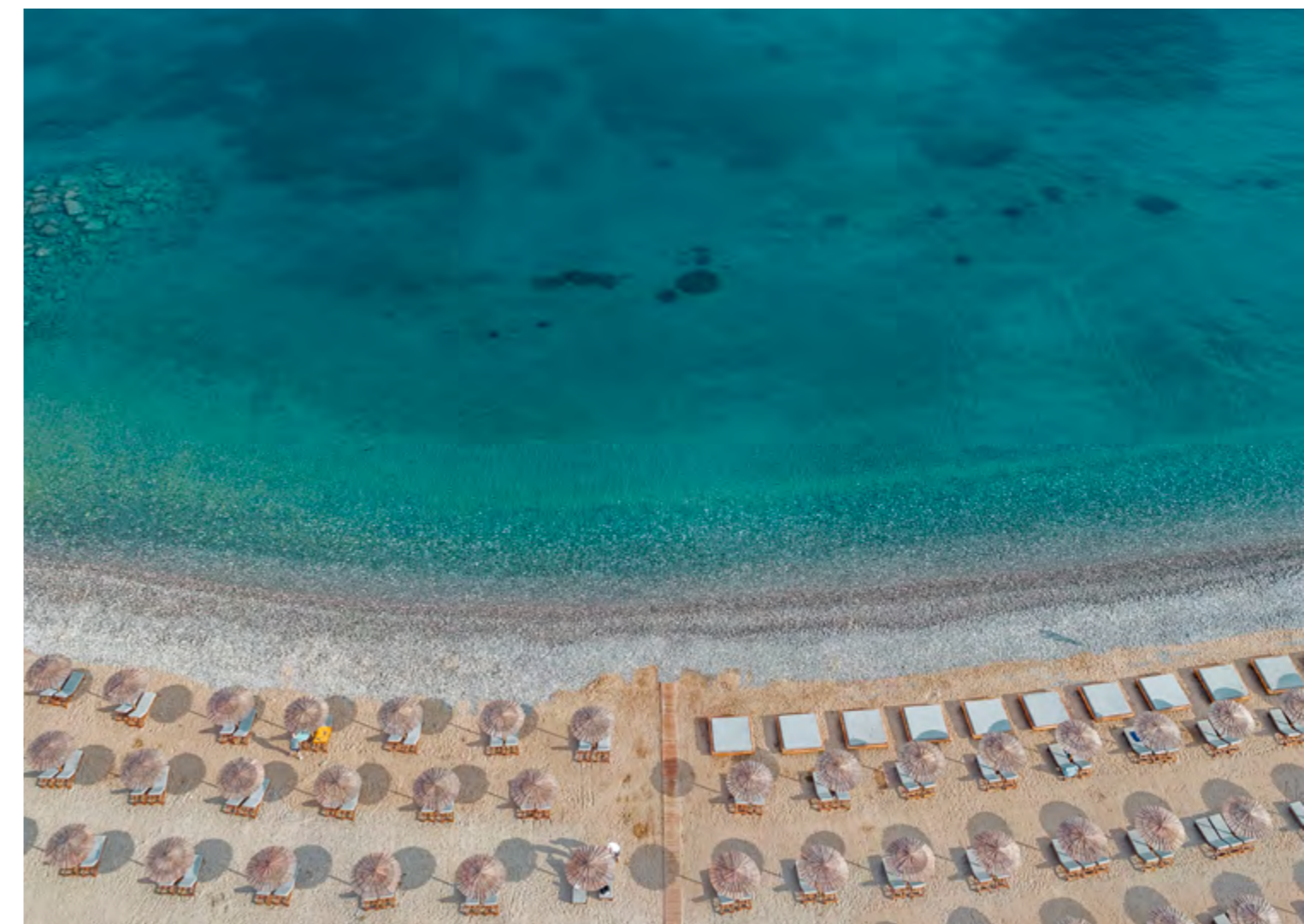
KOS

Mitsis Ramira Beach Hotel

Ramira Beach Hotel is a rich ultra-all-inclusive 5* beach resort and the flagship property of Mitsis Hotels. The hotel offers 2 à la carte restaurants and 5 bars, upgraded bar service with international premium spirits. Premium concierge services and the possibility for guests to use the facilities of all four Mitsis Hotels in Kardamena are also available. Ramira is built on a Blue Flag awarded beach amidst green gardens and includes 338 rooms, of which 16 with an individual swimming pool, all finely decorated and equipped with all modern comforts. A wide variety of selected recreational activities is offered with seawater swimming pools, fresh-water swimming pools, a tennis & basketball court, mini soccer, beach volley and a variety of selected fitness activities.

338

Rooms
226 Double rooms | 9 Deluxe Double rooms |
103 Family rooms



RHODES

Mitsis Petit Palais Beach Hotel

Petit Palais Beach Hotel is the only 4* all-inclusive city hotel in Rhodes, centrally located and close to the historical Medieval City of Rhodes. All 215 guest rooms are carefully designed and offer all the comforts of a 4* resort, decorated in modern and island-chic style, with warm gentle colours and wooden furniture. An outdoor freshwater swimming pool and a whirlpool Spa are available to all hotel guests while the beautiful Windy Beach is only 150 meters away with a wide variety of water sports choices and fitness activities.

215

Rooms & Suites
1 Single room | 208 Twin rooms | 6 Suites

Mitsis Rinela Beach Resort & Spa

Rinela Beach Resort & Spa is a rich ultra-all-inclusive 24h 5* family resort, in the area of Kokkini Hani in Crete. Rinela is located on a renovated and Blue Flag awarded sandy beach, with a smooth entrance to the sea and with new wooden sunbeds and umbrellas. Some key features of the property include its beautiful gardens, daily beach BBQ, the renovated wooden Taverna, a new Steakhouse and Italian Restaurant, the unlimited use of new Fine Wine, Champagne and Sushi bar and the beach and pool service. The hotel features 417 rooms and fully renovated new superior types including maisonettes, suites and villas with shared and private pools. Within its facilities, guests can enjoy windsurfing, water ski, canoe or diving, water slide games in the pool and on the beach.

417

Rooms & Suites

183 Twin rooms & Bungalows | 41 Family Rooms | 151 Superior Double rooms | 39 Superior Suites & Maisonettes | 3 Villas



Mitsis Rodos Maris Resort & Spa

Rodos Maris Resort & Spa is a rich ultra-all-inclusive 24h 5* resort located right on a Blue Flag awarded beach in Rhodes. Rodos Maris offers 5 à la carte restaurants, a variety of all-inclusive bars, great entertainment, sports activities and shows. The excellent infrastructure, high-quality services and friendly personnel make Rodos Maris a unique family destination. The resort includes 432 guestrooms offering all modern comforts. Among other available hotel facilities are the lush gardens, three seawater swimming pools, a variety of bars, a Wellness Spa and an outdoor gym.

432

Rooms & Suites

10 Single rooms | 330 Twin rooms & Bungalows | 79 Family rooms | 8 Maisonettes | 5 Suites



KOS

Mitsis Summer Palace Beach Hotel

Summer Palace Beach Hotel is a rich ultra-all-inclusive 24h 5* resort, built on a Blue Flag awarded beach of Kos, offering breath-taking 360° views of the Aegean Sea, Nissiros island, and Kardamena bay. The hotel offers unlimited use of 3 brand-new à la carte restaurants, 5 bars, a unique evening grill-bar, infinity swimming pools and the possibility to use the facilities of Mitsis Ramira Beach Hotel next to Kos town without any charge. Guest accommodation offers 252 rooms and suites, including superior room types with plunge pools and breath-taking views, reflecting traditional hospitality in combination with the services of a lush hotel.

252

Rooms & Suites
108 Twin rooms | 48 Superior Double rooms |
96 Family Suites



RHODES

Mitsis Rodos Village Beach Hotel & Spa

Rodos Village Beach Hotel & Spa is a modern all-inclusive 5* family resort with stunning sea views. The renovated property offers 410 comfortable rooms, 6 à la carte restaurants, 3 swimming pools, an indoor swimming pool, tennis courts, a beach volley court, a gym a wellness spa with sauna and jacuzzi and a multilingual recreation team, offering a daylong entertainment programme to guests. The high aesthetic spaces in combination with the hotel's impeccable facilities and excellent service compose an unparalleled holiday scenery.

410

Rooms & Suites
140 Twin rooms | 192 Superior Twin rooms & Superior Bungalows | 62 Superior Family rooms | 13 Superior Family Suites | 3 Superior Maisonettes

1.5.3 Mitsis Wellness Spa Centres

Mitsis Hotels owns and features three premium spa brands:

Sapphire Spa

Sapphire Spa is housed at Mitsis Blue Domes Resort & Spa on the island of Kos and operates seasonally. The spa centre features Phytomer and Thalga Thalasso aqua therapies, an indoor swimming pool with fresh water, face treatments and body treatments, couple spa treatments, elemis deep tissue massage, aromatherapy, Indian head massage, therapeutic massage, sports massage, lymph drainage massage, shiatsu massage, Thai massage, reflexology, Hammam, a hairdressing room and manicure-pedicure services.

My Spa

My Spa is located within the hotels' premises at Mitsis Alila Resort & Spa, Mitsis Faliraki Beach Hotel & Spa and Mitsis Rodos Village Beach Hotel & Spa on the island of Rhodes. My Spa centres operate on a seasonal schedule. The Faliraki spa centre offers body and face treatments, massage and manicure-pedicure services. The newly renovated Rodos Village Spa centre features 2 treatment rooms, a sauna, a steam bath, an indoor heated pool and a gym.

Galini Spa

Galini Spa, one of the largest spas in the Balkans, features a 3,000m² wellness centre with thermal pools, a gym, a sea water pool with jets, a Jacuzzi round pool, a thermal water pool with jets, sauna, solarium, Rasul, hammam, a wide variety of 100 different massages, face and body treatments, manicure-pedicure, a hairdressing room, personalised programmes for weight loss or rejuvenation and special treatments with the use of thermal water.

Mitsis Hotels partners with certified professional wellness experts and brands across its hotels and resorts all over Greece:

Grand Spa

Grand Spa is located at Mitsis Grand Hotel Beach Hotel and Mitsis Lindos Memories Resort & Spa in Rhodes.

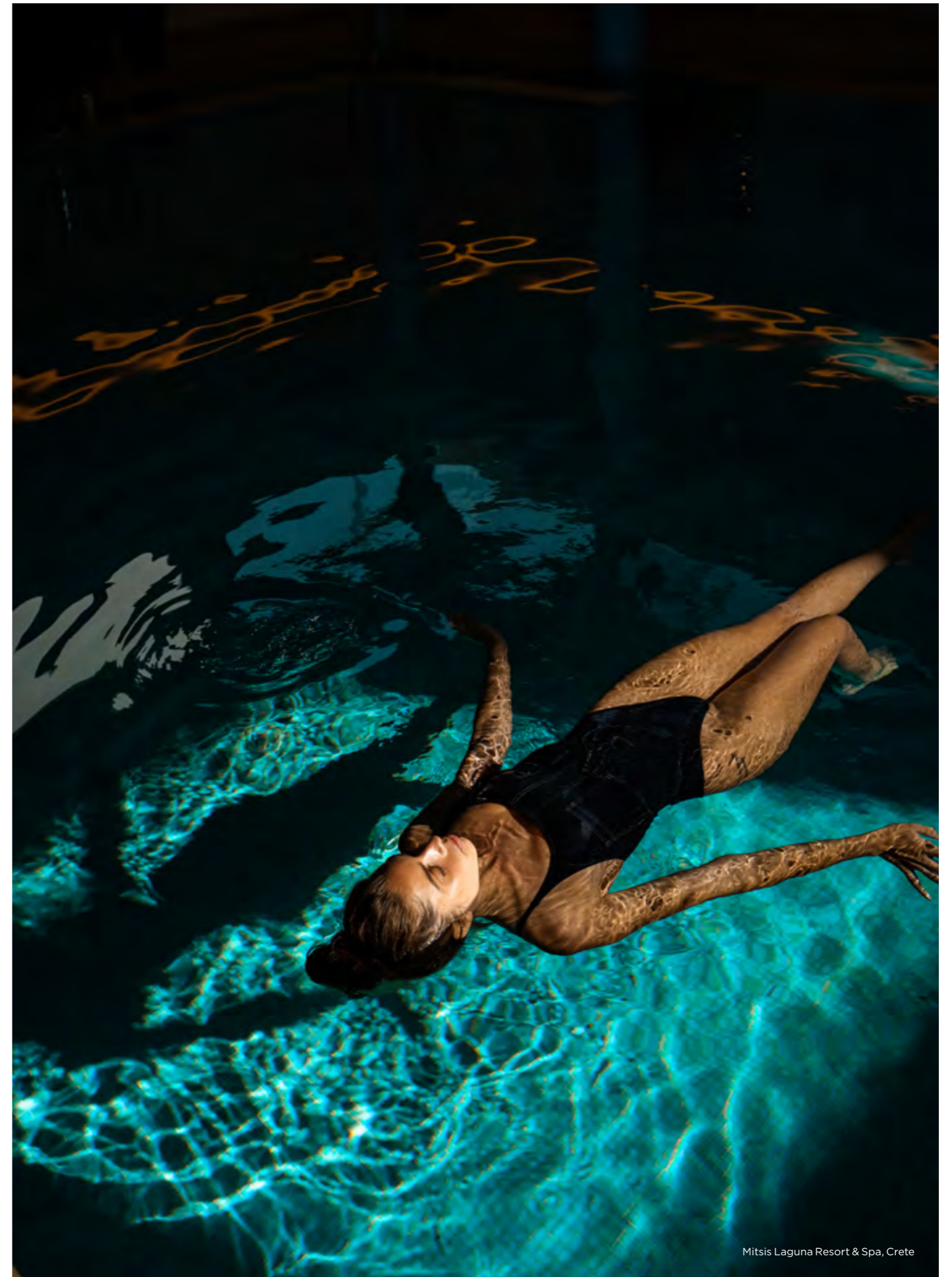
ZEEN Spa

ZEEN Spa can be found at Mitsis Laguna Resort & Spa and Mitsis Rineia Resort & Spa on the island of Crete and Mitsis Rodos Maris Resort & Spa on the island of Rhodes.

The Spa Athens

The Spa Athens is part of the Sofitel Athens Airport hotel next to the Athens International Airport Eleutherios Venizelos.

Our rich portfolio of spa brands, products, services and offerings captures the preferences of a varied customer base.



Mitsis Laguna Resort & Spa, Crete

1.6 Corporate Reputation

We are passionate about offering our guests the finest of Greek hospitality and a premium-quality holiday experience. Our approach to total quality excellence, along with our warm and welcoming spirit, genuine care and attention to detail, ensure our continued success through elevated levels of customer satisfaction.

For its remarkable performance, Mitsis Hotels is awarded multiple prizes by national and international travel organisations and tour operators, in recognition of its provision of high-quality services, contribution to local communities and respect for the environment.

1.6.1 Hotel Ratings

For another consecutive year, our provision of premium quality services and experiences was reflected in our visitors' positive online reviews. Our guests evaluated us with the highest ratings on the most popular hotel review sites, granting Mitsis Hotels a place among the winners' lists.

1.6.2 Group Awards

Mitsis Hotels is recognised as one of the 'Most Sustainable Companies in Greece' by the QualityNet Foundation, awarded for its progress in digital transformation, environmental conservation and positive impact on the local communities' quality of life. The Sustainable Greece Initiative aims to create a development model that ensures a sustainable economy and society. Its strategic goal is to forge a systematic dialogue at the national level and to create methodologies and tools that would support organisations in achieving sustainable development.

Hotel Ratings 2021

REVIEW SITE	AL	BD	FLK	FML	GLN	GH	LV	LGN	LM	NRD	PP	RMR	RNL	RM	RV	SFT	SP
Booking.com	89	88	87	86	83	87	84	90	91	84	87	87	83	83	82	85	76
Expedia	94	91	88	86	79	86	84	90	94	91	84	90	86	88	89	88	76
Facebook	99	96	99	99	96	92	94	96	99	94	92	96	94	96	92	85	92
Google	96	94	94	92	88	92	84	94	94	92	88	94	94	90	90	88	88
Holiday Check	92	90	88	82	57	85	82	90	95	88	87	85	87	83	85	93	73
Hotels.com	92	88	86	86	82	88	88	92	94	92	88	90	86	90	88	88	76
Top Hotels	93	87	89	91	98	93	85	90	95	93	94	93	88	87	88	100	88
Trip Advisor	90	90	90	90	80	90	80	90	90	80	90	90	90	90	80	80	80
Trivago	92	89	93	85	79	84	78	88	93	89	81	88	87	92	84	87	81
Zoover	99	92	94	85	38	84	69	99	88	94	99	90	98	94	83	86	76
Overall	93	91	89	82	87	88	82	93	91	87	86	88	92	84	81	85	77

1.6.3 Hotel Awards

Continuously improving the quality of our offerings and services, we aim to bring to life enriching experiences for our guests, making the most of our unparalleled family touch and impeccable Greek essence. In recognition of the high quality of the services provided, we have been awarded several prizes by local and international tour operators and travel organisations.

Review Sites Awards

For another consecutive year, our provision of premium quality services and experiences was reflected in our visitors' positive online reviews. Our guests evaluated us with the highest ratings on the most popular hotel review sites, granting Mitsis Hotels a place among the winners' lists.

TOs & OTAs Awards

Once again, Mitsis Hotels received multiple awards from the most recognised Tour Operators and Online Travel Agents based on guests' feedback and reviews.

For its 2021 performance, Alila Resort & Spa collected a Special Award '21 by Holiday Check.

Blue Domes Resort & Spa, Faliraki Beach Hotel & Spa, Family Village Beach Hotel, Galini Wellness Spa & Resort, Grand Hotel Beach Hotel, La Vita Beach Hotel, Laguna Resort & Spa, Lindos Memories Resort & Spa, Norida Beach Hotel, Petit Palais Beach Hotel, Ramira Beach Hotel, Rinela Beach Resort & Spa, Rodos Maris Resort & Spa, Rodos Village Beach Hotel & Spa and Summer Palace Beach Hotel & Spa, were all Recommended by Holiday Check for '21.

Once again, Mitsis Hotels received multiple awards from the most recognised Tour Operators and Online Travel Agents based on their clients' feedback and reviews.

Alila Resort & Spa, Blue Domes Resort & Spa, Faliraki Beach Hotel & Spa, Family Village Beach Hotel, Galini Wellness Spa & Resort, Grand Hotel Beach Hotel, La Vita Beach Hotel, Laguna Resort & Spa, Lindos Memories Resort & Spa, Norida Beach Hotel, Petit Palais Beach Hotel, Ramira Beach Hotel, Rinela Beach Resort & Spa, Rodos Maris Resort & Spa, and Rodos Village Beach Hotel & Spa collected a Traveller Review Award '21 by Booking.com.

Grand Hotel was a Loved by Guests, All-Inclusive Winner '21, Blue Domes Resort & Spa, Faliraki Beach Hotel & Spa, Family Village Beach Hotel, Galini Wellness Spa & Resort, La Vita Beach Hotel, Laguna Resort & Spa, Norida Beach Hotel, Petit Palais Beach Hotel, Ramira Beach Hotel, Rinela Beach Resort & Spa, Rodos Maris Resort & Spa and Rodos Village Beach Hotel & Spa were Loved by Guests, Award Winners '21 and Alila Resort & Spa and Lindos Memories Resort & Spa collected a Loved by Guests, Most Wanted Award '21, all by Hotels.com.

Blue Domes Resort & Spa was included in 19 lists by Travelmyth for '21, Ramira Beach Hotel in 16 lists and Rodos Village Beach Hotel & Spa in 15 lists.

In 2021, Alila Resort & Spa also collected a Global Hotel Award for 2020 under the Quality Hotel category by TUI.

Travel Awards

Our remarkable performance and high-quality services are recognised by the most prestigious travel organisations, granting Mitsis Hotels several travel awards.

Alila Resort & Spa was a winner under the Luxury Beachfront Resort category in the World Luxury Hotel Awards '21 and a winner under the Italian à la carte Restaurant - Italian Cuisine in the World Luxury Restaurant Awards '21. Blue Domes Resort & Spa was also a winner under the Luxury Family All-Inclusive Hotel category in the World Luxury Hotel Awards '21.

Awards & Certifications 2021

Certification	AL	BD	FLK	FML	GLN	GH	LV	LGN	LM	NRD	PP	RMR	RNL	RM	RV	SFT	SP
Bike Friendly	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■		■
Blue Flag	■	■		■	■	■	■	■	■	■	■	■	■	■	■		■
Greek Breakfast	■	■	■	■	■		■	■		■	■	■	■	■	■		■
Green Key	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Health & Safety		■		■	■					■	■						
Health First Protocol	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
ISO 14001	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
ISO 22000	■	■	■				■			■	■	■	■	■		■	
Safe Operation of Playground	■	■		■				■						■			■
Safe Operation of Water Slides	■		■					■		■		■					
Safe Restart	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
Travelife Gold	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■		■

Award	AL	BD	FLK	FML	GLN	GH	LV	LGN	LM	NRD	PP	RMR	RNL	RM	RV	SFT	SP
Booking.com, Traveller Review Award '21	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■		
Holiday Check Special Award '21	■																
Holiday Check Recommended '21		■	■	■	■	■	■	■	■	■	■	■	■	■	■		■
Hotels.com, Loved by Guests, Most Wanted Award '21	■								■								
Hotels.com, Loved by Guests, Award Winner '21		■	■	■	■		■	■		■	■	■	■	■	■		
Hotels.com, Loved by Guests, All-Inclusive Winner '21						■											
Travelmyth '21		■										■			■		
TripAdvisor, Travellers' Choice '21	■	■				■	■			■				■			■
World Luxury Hotel Awards '21, Luxury Beachfront Resort	■																
World Luxury Hotel Awards '21, Luxury Family All-Inclusive Hotel		■															
World Luxury Restaurant Awards '21, Italian à la carte Restaurant - Italian Cuisine	■																

II.

CSR

Programme

Our CSR Programme

Committed to its responsible operation and the goal of sustainable hospitality, Mitsis Hotels is proud to present its new holistic CSR programme entitled 'A story of change'. The programme is built upon 5 key thematic pillars that derive directly from the Group's verbal identity, claim and positioning.

The 5 pillars exemplify the Group's values and aspiration to act as a role model for sustainable tourism development in the country, contributing 5% of its annual net profit to social and philanthropic initiatives.

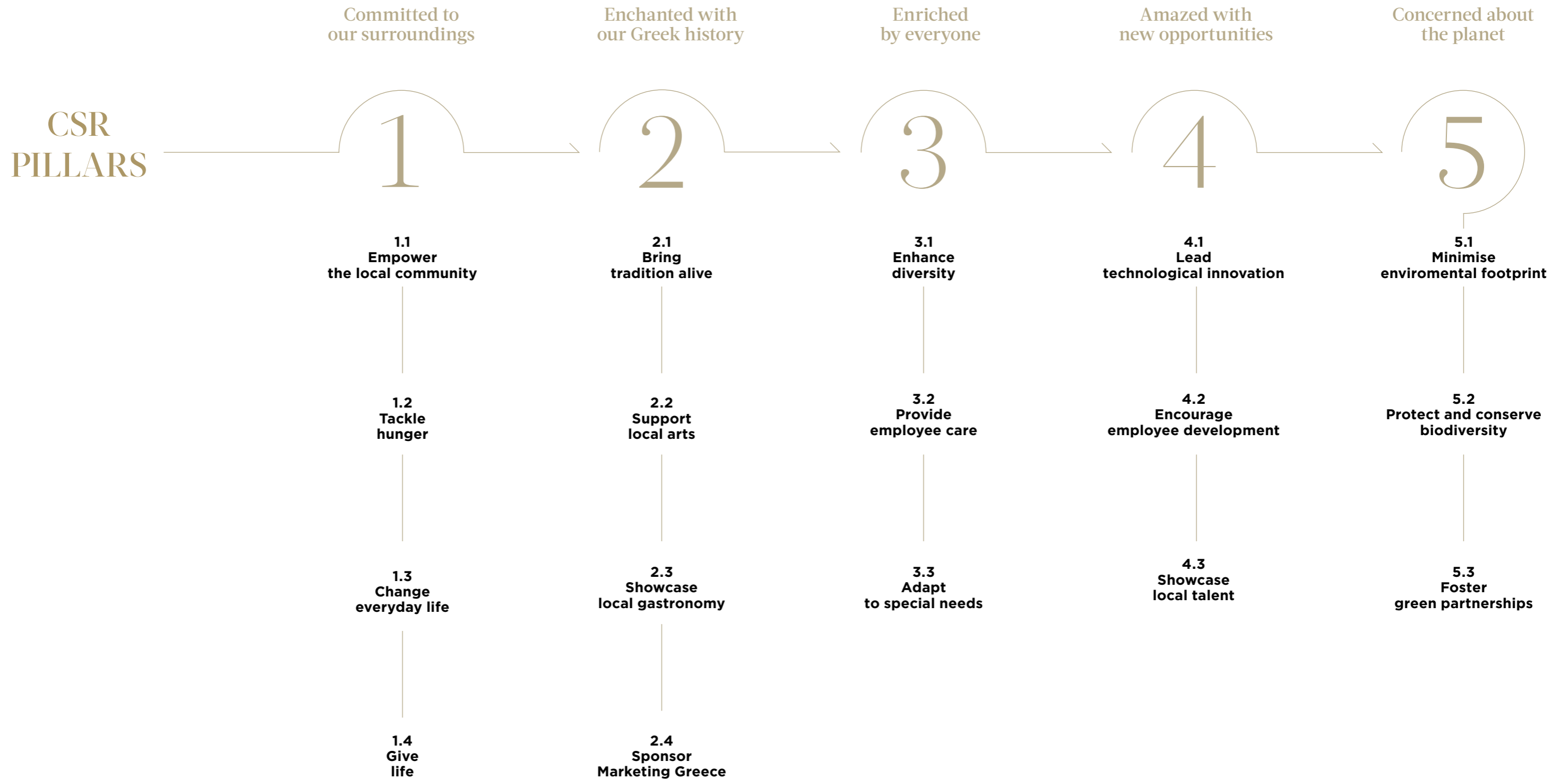
Create your own story

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**.

A story of change

- Committed to our surroundings
- Enchanted with our Greek history
- Enriched by everyone
- Amazed with new opportunities
- Concerned about the planet

Our CSR Programme



Contribution to the UN SDGs





01

Committed to our surroundings

With a notable presence across Greece, we are responsible to give back to the communities that nurture us and we acknowledge that our progress is interlinked with the prosperity of our 5 unique destinations. We empower local communities and aspire to make a valuable contribution to the lives of our destinations' local residents.

1.1 Empower the Local Community

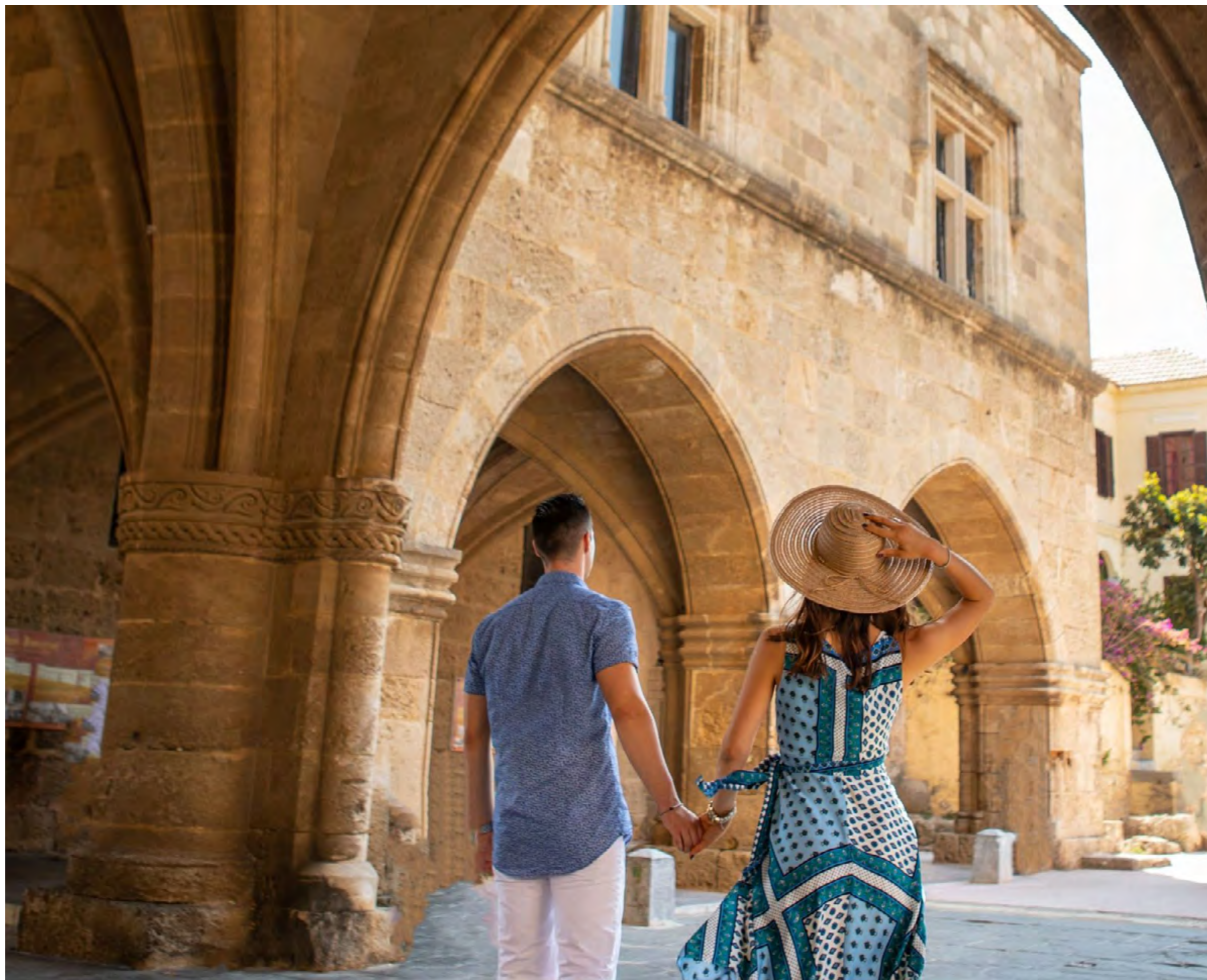
At Mitsis Hotels, we recognise that our progress is interlinked with the prosperity of the local communities that nurture us in our 5 unique destinations. In this context, we support local residents, businesses, products and cultural activities.

1.1.1 Local Recruitment

We take pride in supporting our local communities and providing career opportunities to the permanent residents of our unique destinations across Greece. For the first time this year, we recorded the number of our employees who are residents of our destinations and set specific quantitative targets to increase local recruits in our organisation.

In 2021, 68% of our hotel employees are local residents of our destinations, and our goal is to increase the percentage of local employees to 75% by 2025. By focusing on local recruitment and providing employment and opportunities to local communities, our Group contributes to the sustainable economic development of our destinations and their communities.

We focus on local recruitment and aim to increase the number of employees who are permanent residents of our destinations from 68% in 2021 to 75% by 2025.



We empower the local primary sector by supporting 140 local producers and suppliers with over €15M annually.

1.1.2 Local Primary Sector

Besides employment generation, one of the most significant ways we invest in the economic empowerment of our destinations is through empowering the local primary sector. We continuously prefer the purchase of local, seasonal products when possible and limit off-season products on menus. Through our sustainable supply chain procurement, we support local businesses and provide over €15M annually to 140 local producers and suppliers.

1.1.3 Local Organisations & Events

We aim to enhance the quality of life of local communities and continuously support their events and happenings in our destinations. To this end, we are proud to provide financial or in-kind sponsorship to local organisations and local events. We also promote local events through our concierge services, digital signage, website and social media, and encourage our guests' and employees' participation.

Acropolis Rally

The Acropolis Rally, also known as the Rally of Gods, is part of the World Rally Championship and one of the most legendary motorsport experiences. The event took place twice in 2021, in May and September, and Mitsis Galini Wellness Resort & Spa hosted the racing crews in Kamena Vourla during the two races.

Rhodes International Marathon

For another year, Mitsis Hotels proudly sponsored the Rhodes International Marathon, which in 2021 took place virtually due to COVID-19 safety restrictions.

Registered participants ran or walked the race's distance anywhere in the world and recorded their performance on the platform.

International Rhodes Grand Prix powered by Mitsis Hotels

The International Rhodes Grand Prix is a road cycling race part of UCI Europe Tour, held annually since 2017. Mitsis Hotels is proud to be the official sponsor of the event, welcoming 176 cyclists from 18 countries. Moreover, the winner of the race was offered a 7-day stay for two at Mitsis Grand Hotel Beach Hotel on the island.

Rhodes Bike Festival

The first Rhodes Bike Festival took place in October 2021, aiming to promote the island of Rhodes as an attractive international bike-friendly destination. Mitsis Grand Hotel Beach Hotel proudly hosted the press conference and talk show of the event.


1.1.4 Local Community Engagement

At Mitsis Hotels, we aim to continuously support local communities, local economies and local culture and traditions. Community engagement refers to the process of collaborating with local communities to address issues affecting their welfare and our annual employee training programme includes detailed community engagement training.

The training aims to educate employees on the importance and benefits of strong community engagement, as well as provide best practices, examples, and guidance for its implementation. By emphasising engagement, we highlight the importance of stakeholders' active participation in the decision-making process, rather than through a top-down management process.

1.1.5 'We Go Local' Campaign

Our 'We Go Local' campaign aims to educate guests on how to support local communities before, during and after their stay. We provide guests with information on local events and local businesses including dining, shopping, entertainment, tours, and car rentals. We also offer guests information on local transportation, as well as provide guidance on respecting local customs and traditions.



At Mitsis Hotels, we are committed to our surroundings, aiming to support local communities and act as a role model for our society.

1.2 Tackle Hunger

In the context of our sustainable development, we aim all our actions and initiatives undertaken to align and contribute to the achievement of the UN Sustainable Development Goals. SDG 2 'Zero Hunger' relates to ending hunger, achieving food security, improving nutrition and promoting sustainable agriculture.

Following decades of steady decline, the number of people who suffer from hunger, measured in terms of undernourishment, slowly started increasing again in 2015. According to UN data, current estimates indicate that nearly 690 million people are hungry, which corresponds to 8.9% of the total world population, up to nearly 60 million people in 5 years.

If current trends continue, the number of people affected by hunger will surpass 840 million by 2030. To this end, Mitsis Hotels undertake targeted activities to achieve zero hunger in our destinations.

1.2.1 Holy Metropoles & Municipalities

In our effort to eradicate hunger in our destinations, we contribute to the great work the Holy Metropoles and Municipalities undertake in this direction. Mitsis Hotels is proud to provide food aid and support to vulnerable populations through financial and in-kind assistance to the Holy Metropoles and Municipalities of our destinations.

We participate in the free social welfare meals of the Churches and donate food supplies to the social groceries and food pantries, assisting our fellow citizens in need.

1.2.2 Meal Vouchers

As part of our employee care and benefits programme, we aim to support our employees and ensure they do not undergo food insecurity. To this end, in 2021 we offered grocery shopping vouchers to 2,500 hotel employees, to assist them with covering their needs.



1.3 Change Everyday Life

At Mitsis Hotels, we take concrete actions to improve the quality of life of the local residents in our 5 unique destinations. We construct or renovate public spaces in our destinations, including playgrounds and soccer fields, and support local residents in times of crisis, offering financial and in-kind assistance to earthquake, fire and other disaster victims of our destinations.

1.3.1 Adoption of Public Spaces

Mitsis Hotels organise several volunteering initiatives to ensure the prosperity of two public gardens in Rhodes Town, at Mandraki Harbour and the 100 Palm Trees square. Undertaken actions included cleaning the area, clearing the grass, pruning ornamental trees and palm trees, installing automatic watering systems, planting new flowers, shrubs and herbs, painting flower beds, as well as cleaning and maintaining the fountain pumps.

Mitsis Hotels' employees in Kos also volunteered in several initiatives for the prosperity of the Kardamena area on the island. Actions undertaken included cleaning the playground that Mitsis Hotels donated and constructed in 2019 in memory of our founder Konstantinos Mitsis and maintaining the main road of the village.

1.3.2 Crisis Relief

2021 was a year of devastating natural disasters in the country. In addition to the continuous health crisis created by the COVID-19 pandemic, Greece suffered unprecedented multiple wildfires that killed 3 citizens, injured at least 20 others and burned dozens of houses, following a historic heatwave in the country.

Our destinations were tremendously affected, and mass evacuations, as well as power and water outages, took place in Crete and Rhodes. In the summer of 2021, Mitsis Hotels implemented a fundraising and donation-matching programme to support the work of the Hellenic Red Cross for fire victims.

This year, Mitsis Hotels also offered financial and in-kind donations to earthquake victims in Arkalochori, Crete and Farkadona, Thessaly, standing next to our local communities and always supporting our destinations in times of natural disasters and other crises.

1.3.3 Hellenic Air Force

Hellenic Air Force is one of the largest air forces both in NATO and globally. 4th TEAS is the unit of the Hellenic Army Aviation responsible for ambulance flights in Cyclades and the Dodecanese, transport missions for the National Transplant Organisation, air firefighting flights and other assistance provisions in cases of natural disasters. Mitsis Hotels contributed to the work of the 4th TEAS by donating valuable equipment.

Children from Rhodes' local community participated in the RMF camp for free, engaging in world-class training delivered by Real Madrid's youth development coaches.



1.3.4 Real Madrid Foundation Clinic

Aiming to continuously enhance our rich recreation programme, in 2021 Mitsis Hotels partnered with the most recognised soccer academy in the world, Real Madrid Foundation Clinic. Mitsis Hotels offered the opportunity to children between the ages of 6 to 17 years old to receive world-class training delivered directly by Real Madrid Foundation Clinic youth development coaches, while enjoying a great holiday experience.

The presentation of the programme took place in an online press conference with the participation of Real Madrid Foundation Clinic's management team and Mitsis Hotels Group's Managing Director, Stavros Mitsis.

Mr. Mitsis noted that "We are proud of this global partnership with RMFC and are ready to offer a unique football summer to our young guests in Rhodes, always giving priority to the health and safety of our guests and staff and the implementation of a detailed prevention plan for every hotel area and world-class health & safety measures". Among the speakers were Zlatko Maric, CEO & Founder of Be Free Football and Álvaro Arbeloa, Ambassador of Real Madrid, while the ceremony closed with the speech of Julio González Ronco, Managing Director of Real Madrid Foundation.

In preparation for the Real Madrid Foundation Clinic camp, Mitsis Hotels renovated the public soccer field in Rhodes where trainings took place, a contribution to the local community long after the conclusion of the programme.

The programme run for 12 weeks, from June 7 to August 30, and was open to young guests staying in our hotels in Rhodes. There were three football sessions daily for three age groups, training a total of 75 kids for 5 days per week.

Young participants received a complimentary Real Madrid Foundation training kit (jersey, shorts, and socks), while a certificate of participation was awarded at the completion of the course.

1.4 Give Life

An important aspect of our CSR programme is our support and cooperation with NGOs, NPOs and charities dedicated to addressing some of the most pressing current social issues in our communities.

1.4.1 Ark of the World

The Ark of the World provides special care and protection to mothers and children who experience challenging circumstances, neglect, abandonment, lack of medical care and uncertain future. Mitsis Hotels offers monthly financial support and hospitality accommodation to the members, partners, volunteers and parents of children of the organisation.

1.4.2 Eliza

The vision of Eliza, the Society for the Prevention of Cruelty to Children, is to protect children from child abuse, care for them, and take measures before violence is inflicted upon them and damages them for life. In 2021, Mitsis Hotels proudly supported the work of Eliza by donating hotel stays to Eliza's annual raffle event.

1.4.3 Floga

Floga - Parents' Association of Children with Cancer was established in 1982 by parents of children suffering from cancer. Through its planned actions, the organisation supports the operation of children's hospitals' oncology departments and assists in the treatment of childhood cancer. Mitsis Hotels is proud to provide financial and in-kind contributions to Floga and assist in the medical, mental and social care of children with cancer.

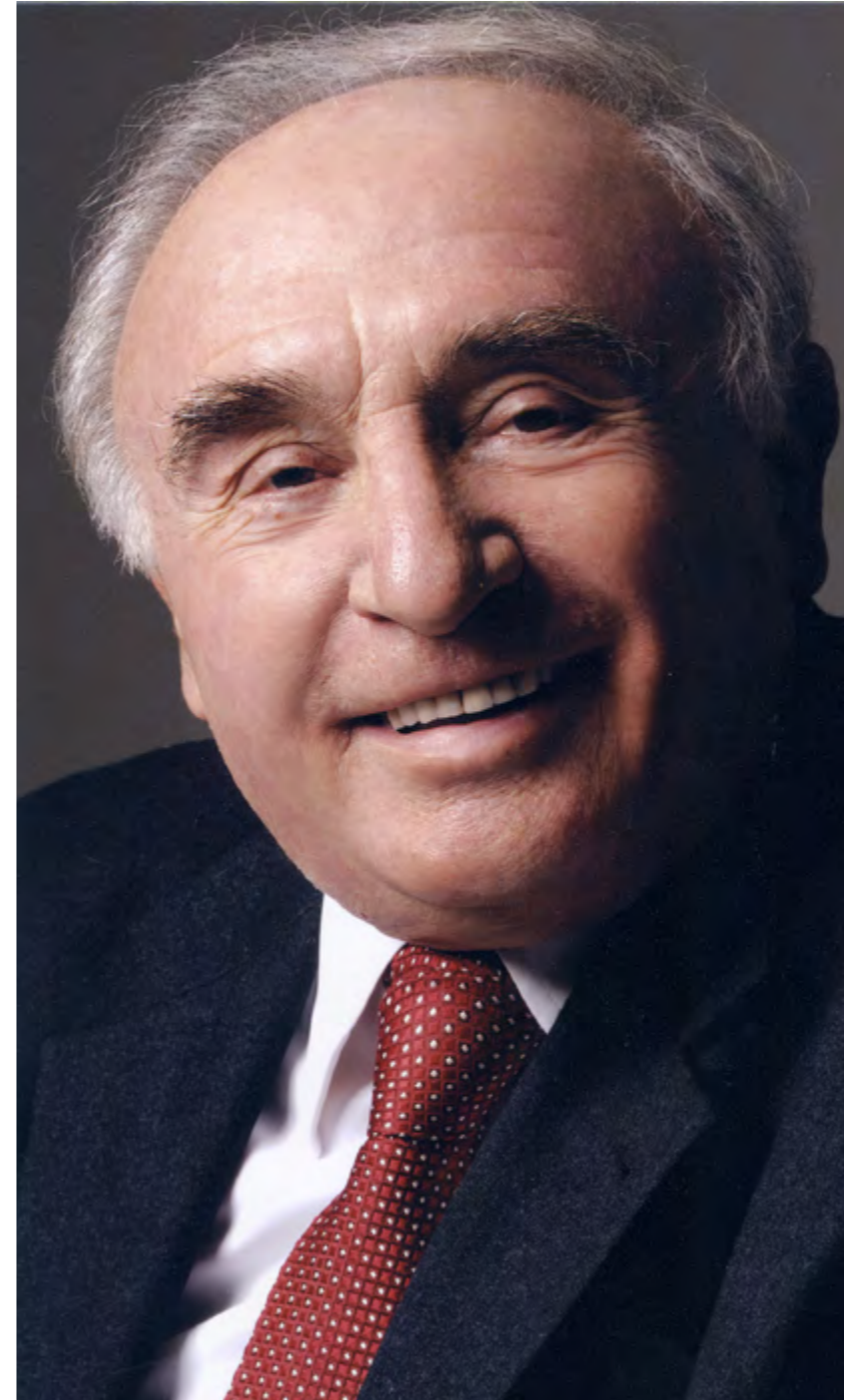
1.4.4 HOPEgenesis

At the end of 2021, Mitsis Hotels signed a 3-year sponsorship to the Greek non-profit organisation HOPEgenesis, which offers free services to pregnant women, free fertility treatments and fertility awareness campaigns to address the critical issue of population decline and low fertility rate in the country.

The upcoming 3-year partnership between Mitsis Hotels and HOPEgenesis will aim to increase the number of pregnancies in Nisyros. The island of Nisyros in the Dodecanese has approximately 1,000 permanent residents, suggesting that we should observe at least 10 births per year; however, the island only records approximately 5 births, while the number of recorded deaths is 3 times higher.

In the context of our partnership with HOPEgenesis, Mitsis Hotels will cover the expenses related to pregnancy, childbirth, transportation and accommodation to pregnant women in Nisyros. Our Group will also donate to the organisation a Bluetooth ultrasound device, which will serve pregnant women who have difficulty accessing maternity facilities, to ensure the safety of the mothers and their babies throughout the pregnancy.

We form long-term partnerships with institutions that share our values and vision for a better world.



1.4.5 Make-A-Wish Greece

Make-A-Wish grants wishes that have the power to transform the lives of children with critical illnesses. Research supports that children whose wish has been granted can regain the physical and emotional strength they need to go through very serious illnesses. We are proud to be long-term supporters of the work of Make-A-Wish Greece, offering financial and hospitality sponsorship to the organisation.

In 2021, we brought to life the wish of 7-year-old Nicolas, who wanted to travel to Crete to enjoy swimming, visit the island's aquarium and explore the Palace of Knossos. We were honoured to host young Nicolas and his family at our 5* ultra-all-inclusive Rinela Beach Resort & Spa, offering them an unforgettable experience of Cretan hospitality.

We also provide our guests with the option to make a donation to Make-A-Wish Greece when booking their stay with us online through our website.

1.4.6 Blood Donation Volunteer Association 'Mitsis Group of Companies'

In 2017, we established the Blood Donor Volunteer Association 'Mitsis Group of Companies' in honor and memory of our founder Konstantinos Mitsis, with the collective participation of Mitsis Hotels employees and guests across Greece. The Association aims to make a valuable contribution to the blood banks of our destinations and assist our communities in need.

Since its establishment, voluntary blood donations take place annually in our hotels across our destinations, and more than 400 blood bags have been collected. We are grateful for the contribution and support our initiative has received over the past four years and we encourage all employees and guests to participate in future blood donation events and become systematic blood donors to further support our communities.



02

Enchanted with our Greek history

With 17 hotels in 5 of the most prime locations in Greece, our Greek essence is central to our identity. We aim to bring tradition alive, support local arts and showcase local gastronomy, embodying the traditions and values of being a proud Greek.

2.1 Bring Tradition Alive

At Mitsis Hotels, we are enchanted with our Greek history, making the most out of our impeccable Greek essence and embodying the values of being a proud Greek: Mediterranean life, culture and history.

2.1.1 Destination Education

With 17 hotels & resorts across 5 of Greece's most historic locations, we aim to continuously educate our guests on our destinations' culture, traditions and historical monuments, to make exploring the destination an important aspect of their stay with us. We continuously provide detailed information to guests through our guest services, digital signage, website and social media. Through our enriched concierge services, we collaborate with local suppliers to offer guests a variety of excursions, sightseeing and tours, to discover our islands' treasures.

Crete

In Crete, our activities include walking tours, cycling tours and boat tours to Agios Nikolas, Balos Peninsula, Chania, Rethymnon, Gramvousa island, Kritsa Village, Lasithi, as well as hiking to Imbros gorge and Kritsa gorge. Through our concierge services, guests can also visit the Minoan Palace of Knossos and its archaeological site.

One of our most sought-after excursions, 'Real Life Cretans', allows guests to experience the traditional Cretan life, visiting a traditional shepherds' place in the small village of Bitzariano and participating in sheep milking, followed by visiting the village of Polythea and being hosted by a local family to taste Cretan mountain teas and herbs.

The excursion is followed by a visit to the home garden of the family, called 'Bostani', where guests learn about local vegetables and harvest them for lunch. The excursion also includes visiting the church of Saint Panteleimonas to learn more about tradition, orthodox religion and admire Byzantine icons and frescoes, as well as visiting the traditional village of Kato Karouzanos to observe the production process of traditional 'raki', honey and handicraft.

Kos

Our guests staying in our properties in Kos can participate in an island tour to discover the mountain village of Zia, the traditional village of Andimachia and the unspoiled nature in Kefalos. Guests can also explore the Aegean islands Agios Antonios, Giali, Kalymnos, Nisyros, Plati and Pserimos, in collaboration with local suppliers.

Rhodes

In Rhodes, guests can unveil the majesty of the island by touring Rhodes city, Kallithea springs and Lindos, hike Akramitis Mountain or Profitis Ilias Mountain, and explore the traditional life on the islands of Chalki and Symi.



Community-led experiences are crucial for educating our guests on our destinations' cultural heritage and traditions.

2.1.2 Local Cultural Festivals

We aim to showcase local traditions by supporting the local cultural festivals of our destinations. We are proud to offer financial or in-kind sponsorships to selected events that promote Greek history, culture and tradition, and encourage guests' and employees' participation.

Rhodes International Festival

Rhodes International Festival was established on the island of the Knights in 2007 and is acknowledged as one of the most renowned music festivals in Greece. In 2021, the festival returned for its 14th edition at the Medieval Palace of the Grand Master in the Medieval City of Rhodes. The festival, distinguished for its high artistic level, focuses on classical music, opera, jazz and tributes to traditional Greek music performed by world-famous musicians and attracts attendees from all over the world.

As part of our CSR programme, we are proud hospitality sponsors of Rhodes International Festival, hosting artists, musicians and technical crew members at our Grand Hotel Beach Hotel.

2.1.3 LOVE by Mitsis Hotels

Aiming to promote our Greek cultural heritage to guests, our brand 'LOVE' by Mitsis Hotels was launched in 2019 and features high-quality, exclusive items inspired by Greek history, culture and architecture, designed and produced with special care. Our 'LOVE' brand highlights our commitment to our 5 unique destinations that nurture us, showcasing their cultural heritage and authentic character.

To produce our 'LOVE' items, we collaborate with local suppliers, further supporting local businesses in our destinations. The collection is available through our e-shop and includes three lines: personal, business and home, with items featuring the most characteristic representations of our destinations.



2.2 Support Local Arts

2.2.1 Rich Recreation Programme

Mitsis Hotels aims to showcase and promote local traditions and Greek cultural heritage by supporting local arts in our destinations. In the context of our hotels' rich recreation programme, we offer guests a variety of activities that exemplify Greek culture and entertainment.

We collaborate with local cultural organisations to offer a rich programme of traditional Greek music and traditional Greek dances events and lessons, including the well-known sirtaki. The programme is delivered by members of our destinations' local residents, further empowering the communities that nurture us.

2.2.2 Local Concierge Partners

Through our concierge services, we collaborate with local suppliers offering traditional Greek experiences. In Crete, we encourage guests to explore Cretans' culture and costumes by participating in interactive dance and music experiences, with oriental elements played on the lyre and lute, and traditional Cretan dance costumes.

We also offer guests traditional pottery workshops in the village of Anopolis to promote awareness of cultural heritage and support the local community by showcasing traditional professions.





Mitsis Summer Palace Beach Hotel, Kos

2.3 Showcase Local Gastronomy

2.3.1 Traditional Greek Culinary Offering

Greek cuisine is one of the cornerstones of Greek culture and we aspire for traditional Greek gastronomy to be central to our rich culinary experience offering. Our 'Elinadiko', 'Taverna' 'Cretan', 'Med' and 'Ouzeri' F&B outlets across our hotel properties include national and local traditional dishes, offering an authentic immersion to traditional Greek tastes and flavours.

Our unique dishes are based on the principles of Mediterranean life and combine traditional Greek foods with the unique local tastes of each destination. Our wide range of local tastes include, among others, the traditional dishes Gemista, Maroulodolmades, Mirmizeli, Moussakas, Kapamas, Pitaroudia, Tigania and the Rhodian salad Salas.

In Greece, food has brought people together since ancient times, creating the space and time to celebrate, nurture relationships and bond with each other. We offer our guests the opportunity to experience a food-sharing culture dinner; a traditional Greek experience based on the concept of a family gathering, sharing food and socialising around the family table. We also promote the locality of our destinations by offering local treats to guests upon room arrival.

Moreover, Mitsis Hotels is certified with the 'Greek Breakfast' seal by the Hellenic Chamber of Hotels, in recognition of promoting the traditional gastronomy of each one of our unique destinations by enriching our breakfast menus with local agricultural products and traditional specialties.

2.3.2 Rich Recreation Programme

In the context of our rich recreation programme, we provide guests with a wide range of activities to learn more about and experience the Mediterranean, Greek and local cuisine. We offer cooking classes on traditional dishes from each destination, as well as local gastronomy tasting events with the participation of local producers from our destinations' communities.

2.3.3 Local Concierge Partners


Our concierge services excursions also include a range of activities for guests to experience the local gastronomy of our destinations. In Rhodes, visitors can discover the island's culture and customs through its gastronomical and culinary traditions, participating in wine tasting and cooking classes delivered by local residents and the local women's cooperative at the Apollona village.

In Crete, our guests can spend the day with a local family at their olive factory. Visitors can experience how olive oil and olive oil soap are created, while beekeepers show them how the internationally renowned Cretan honey is produced.

Our interactive and engaging activities support the local communities and expose guests to the spectacular Greek cuisine and the traditional local tastes of our unique destinations.

Dining at Mitsis Hotels is a feast for all the senses and a true celebration of Greek gastronomy. We invite our guests to open up to local tastes and experience the traditional Greek cuisine.

2.4 Sponsor Marketing Greece



Marketing Greece, established as a non-profit initiative in 2013 by the Greek Tourism Confederation (SETE) and the Hellenic Chamber of Hotels, aims to strengthen Greek tourism and enhance the image and reputation of Greece internationally through the repositioning and promotion of all aspects of its tourism product.

The core of the activity of Marketing Greece revolves around the implementation of innovative and targeted promotional campaigns that highlight Greek destinations and visitor experiences.

As proud ambassadors of Greek hospitality, Mitsis Hotels is proud to sponsor and promote the work of Marketing Greece to upgrade the qualitative aspects of tourism in Greece. These include higher average spending of tourists, higher geographic spread of tourists across the country, seasonality extension and digitalisation of services, to achieve sustainable tourism development.

Stavros Mitsis, Managing Director of Mitsis Hotels, is a proud member of Marketing Greece's Board of Directors for the repositioning and promotion of Greece as an enticing tourism destination.



03

Enriched by everyone

Being home to 4,000 employees and 350,000 guests annually, Mitsis Hotels aspires to foster an environment where visitors and team members alike feel welcomed and celebrated. Our strong brand culture, values and personality DNA, are the foundations in enhancing diversity, providing employee care and adopting to special needs.

Mitsis Summer Palace Beach Hotel, Kos

3.1 Enhance Diversity

At Mitsis Hotels, we take actions to continuously enhance our diversity, equity and inclusion (DEI) efforts. We aspire to create a strong brand culture where all employees and partners feel a sense of belonging and value within our Group, and their unique talents are appreciated and celebrated.

Our values and personality DNA exemplify the traits that define our organisation's employees, while the ongoing and detailed recording of our people in numbers allows us to set specific measurable targets to further support our DEI efforts.

This year, special emphasis was placed on ways to further empower women within our Group, and we are proud to have set specific goals and roadmaps to increase the number of women in managerial positions.



Mitsis Blue Domes Resort & Spa, Kos

3.1.1 Our Brand Culture

Our people are our most valuable asset, being at the core of our operation and we establish extensive trainings, procedures and tools to enhance the development of Mitsis employees and provide team members with the resources they need to excel at what they do. The policies of our Group are tailored to our corporate culture and philosophy.

Our brand definition model is our credo, applied in all of our customer-centric procedures. The Mitsis brand culture is aligned with all stages of our employee journey, from the selection of candidates and recruitment to training and evaluation, constantly ensuring that we are unified and defined by the same values, philosophy and mission towards our guests and each other. As our leadership team notes:

“Our goal is to create an environment where people feel motivated, inspired, supported and desire to grow within our Group, so that they can provide the best of service to our guests and deliver our brand promise through the values and personality developed by our brand definition model.”

3.1.2 Brand Definition Model

CREATE
YOUR OWN
STORY

PROMISE

Where everything begins.

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 Hotels allows visitors to feel what they want to feel, creating exceptional memories that will endure.

VISION

Transforming each visitor into a special guest.

INSIGHT

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

VALUES

Empathy, Adaptability, Surprise

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.

3.1.3 Our Values

Our core values define who we are as individuals and as ambassadors of Greek hospitality. We are a service-oriented company committed to delivering superior customer value. By putting our core values of empathy, adaptability and surprise into action, we each do our part in making our company a great place to work. Our core values are an integral part of our employee journey and are reflected in all services we provide to guests with the outmost care.

Empathy

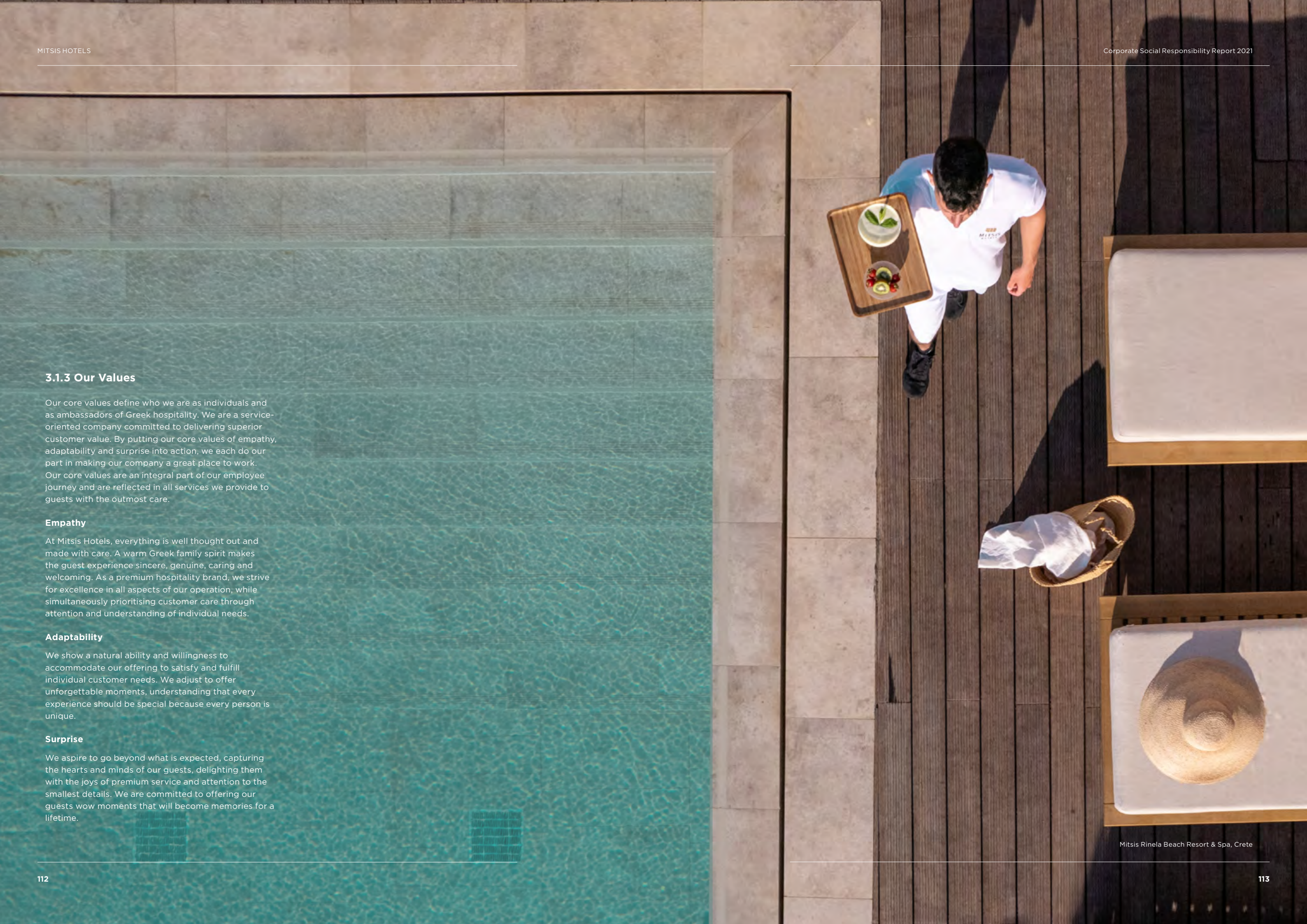
At Mitsis Hotels, everything is well thought out and made with care. A warm Greek family spirit makes the guest experience sincere, genuine, caring and welcoming. As a premium hospitality brand, we strive for excellence in all aspects of our operation, while simultaneously prioritising customer care through attention and understanding of individual needs.

Adaptability

We show a natural ability and willingness to accommodate our offering to satisfy and fulfill individual customer needs. We adjust to offer unforgettable moments, understanding that every experience should be special because every person is unique.

Surprise

We aspire to go beyond what is expected, capturing the hearts and minds of our guests, delighting them with the joys of premium service and attention to the smallest details. We are committed to offering our guests wow moments that will become memories for a lifetime.



3.1.4 Our Personality DNA

4,000
employees.
One Mitsis
personality.

Our personality derives directly from our values and purpose, tapping into family care and the authentic Greek identity of Mitsis Hotels. Our employees are warm at heart and we seek to recruit caring, helpful, attentive, kind, committed and thoughtful individuals to join our team, based on our value of empathy.

Mitsis Hotels' employees are multi-faceted and we are oriented towards hiring talented, versed, skillful and resourceful people, based on our value of adaptability. Our team members are insightful and we motivate our people to express their ambitious, challenging, open-minded, self-assured and courageous character, based on our value of surprise.

Our Group's employees are expected to possess the following 12 personality traits to successfully operate in their roles:

1. Communication, perception & insight

The employees' ability to comprehend the verbal and non-verbal information they receive to anticipate others' reactions and circumstances, creating a caring and thoughtful environment for the guests.

2. Attention to detail & quality

The employees' ability to ensure their work is performed with emphasis on attention to detail and high-quality services to surpass the guests' expectations and capture the hearts and minds of the customers, paying special attention to small details.

3. Speed & organisation

The employees' ability to plan and organise their work by setting priorities according to the guests' needs.

4. Adaptability

The employees' ability to accept, adapt to and work around any unexpected changes of circumstances or workload, by maintaining a calm presence under pressure with the mindset of prioritising guest satisfaction.

5. Empathy

The employees' ability to understand the needs of the guest and create deep connections. Respond in a resourceful and insightful manner by putting themselves in the guest's perspective, to provide them with a pleasurable and personalised visit where experiences are created to last a lifetime.

6. Teamwork

The employee's ability to collaborate effectively with others to achieve mutual goals, by fostering an atmosphere of mutual support in which each member feels reinforced and respected, similar to that of a Greek family that characterises Mitsis Hotels.

7. Professionalism, reliability & responsibility

The employee's ability to be consistent and maintain a high sense of confidentiality and integrity in the way they conduct themselves with our guests and each other, reflecting the company's high standards.

8. Willingness to grow & develop

The employees' ability to be ambitious and develop skills enabling them to evolve and explore their role within the company, creating their own career story.

9. Management skills - Team management

The manager's ability to coordinate, motivate and effectively manage the performance of team members. Ensure continuous development of talent through training and systematic guidance by delegating tasks. Demonstrate in practice commitment to binding the team together and to act as a role model and ambassador of the Mitsis philosophy.

10. Result & goal-oriented project management

The manager's ability to be motivated for achieving objectives by setting clear and measurable goals that are results-focused according to the Key Performance Indicators (KPIs). To seek continuous improvement of processes/systems and practices, to maximise performance in the resourceful Mitsis way of thinking and acting.

11. Problem resolution & management

The manager's ability to ensure that problems are detected, analysed, resolved and prevented in a consistent and traceable way according to standards set by Mitsis Hotels. To guide and support team members when needed and to effectively enhance customer satisfaction by creating unique experiences for the guests.

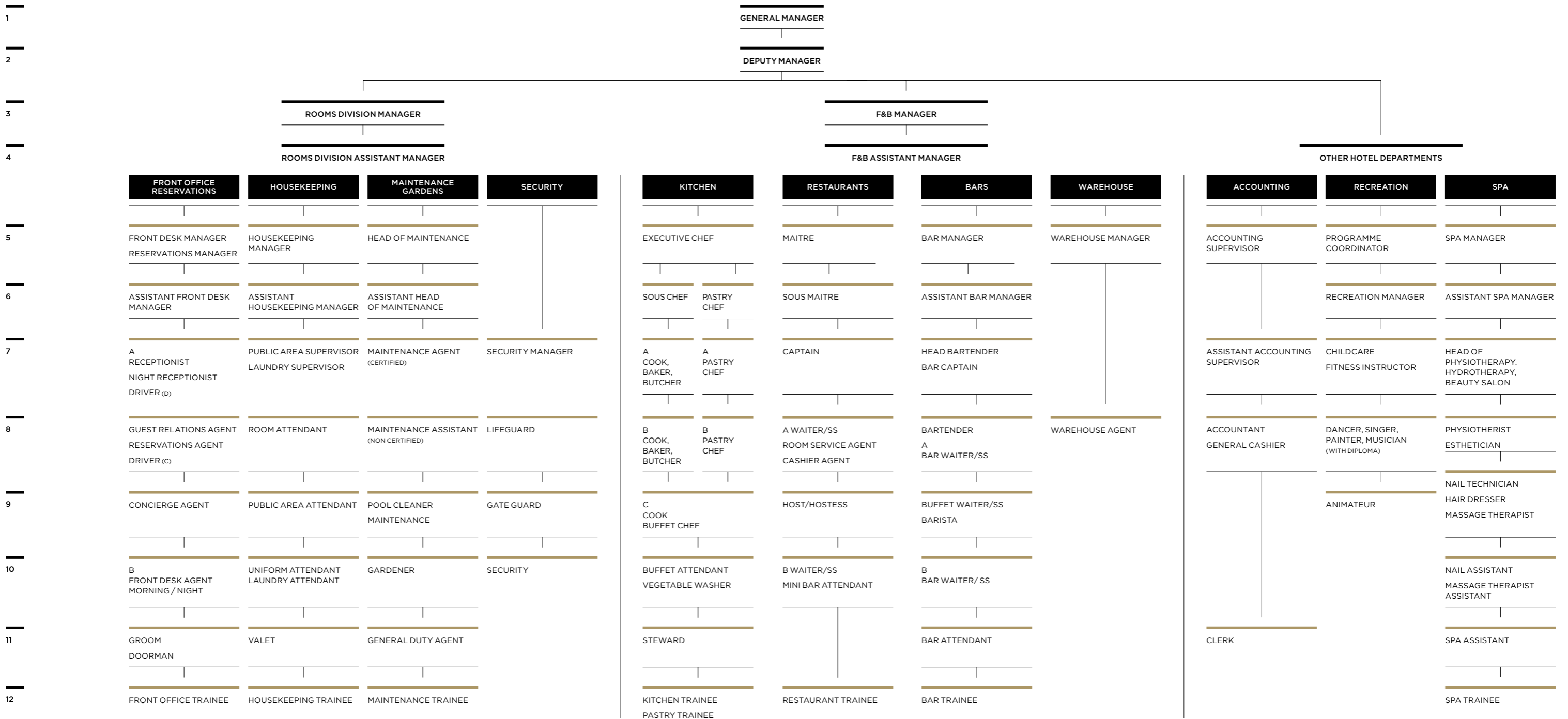
12. Undertaking initiatives & innovation

The manager's ability to offer improved product services, anticipate problems and identify opportunities for continuous improvement according to the Mitsis philosophy and vision.

3.1.5 Our New Organisational Structure

The organisational structure of each hotel property consists of 12 hierarchy levels for every operational department, which are then divided into 3 main categories.

Our Top-level management is responsible for setting the organisational goals and is part of hierarchy levels 1-4 (General Manager, Deputy Manager, Rooms Division Manager, F&B Manager and their Assistants, respectively). Hierarchy levels 5-6 concern our Middle-level management, involving all Department Heads and their Assistants, while lower-level positions 7-12 consist of all the operational roles within each hotel property.

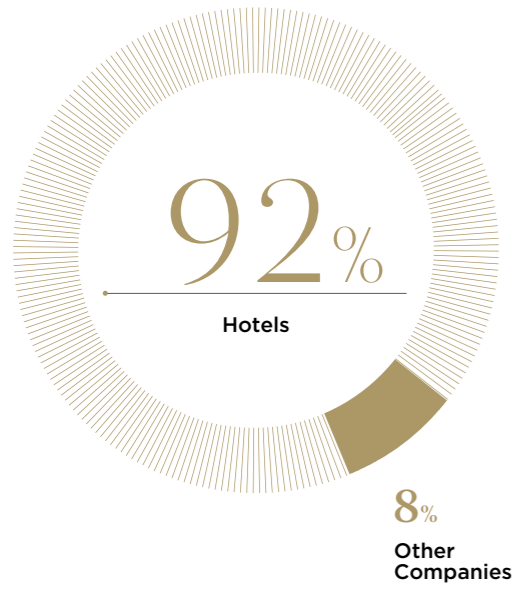


3.1.6 Our People in Numbers

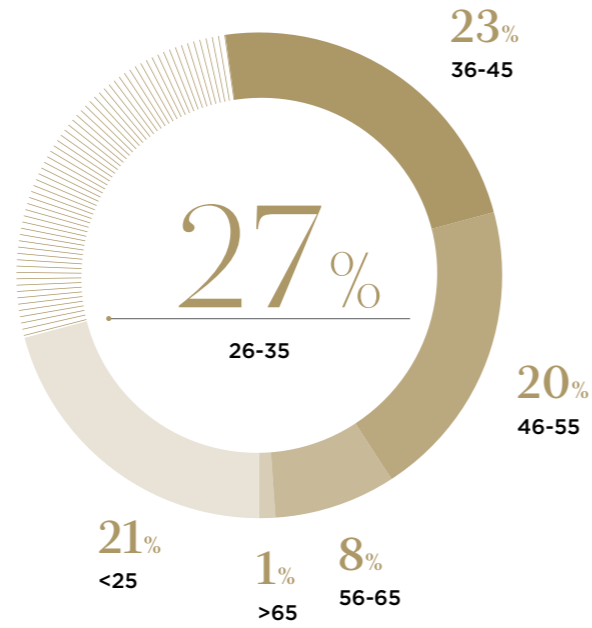
Our people are the most valuable asset of our organisation. We employ over 4,000 employees across Greece, most of which have a long-term relationship with Mitsis Hotels. Every year, we make significant efforts to ensure that our hotels' personnel includes a variety of backgrounds, talents and personalities, as fostering a diverse and multitalented team contributes to our high-performance and continuous progress.

Aiming to enhance our female empowerment efforts, for the first time this year we recorded the gender stratification of employment per hierarchy level. We target 40% of our middle and top management employees to be females by 2025.

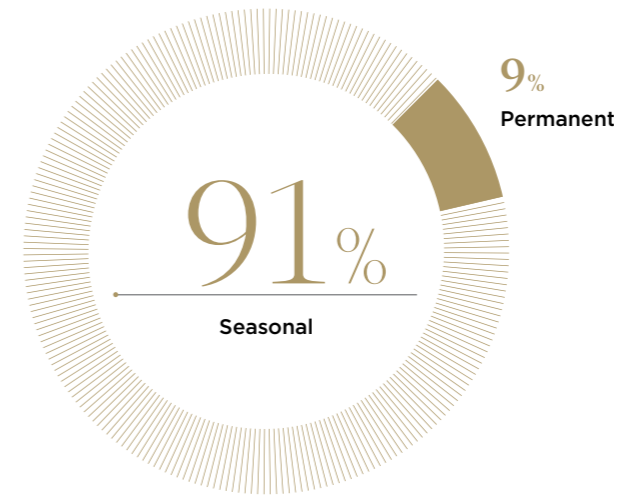
Number of Employees



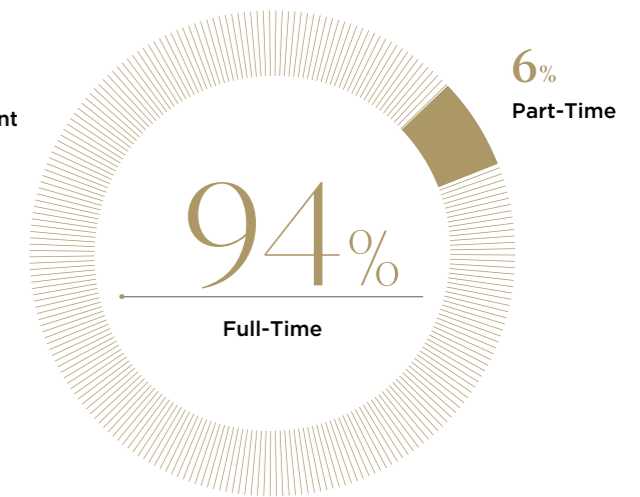
Age



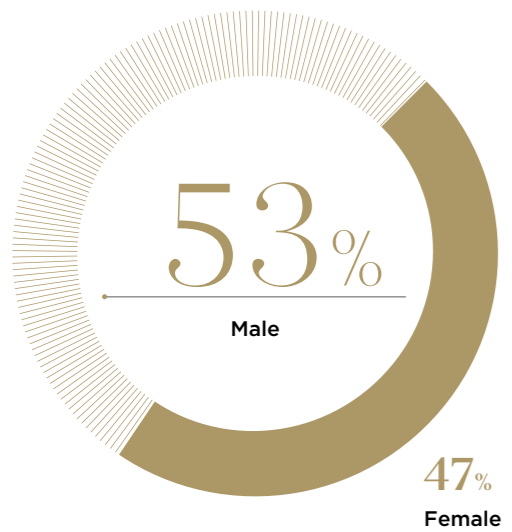
Employment Seasonality



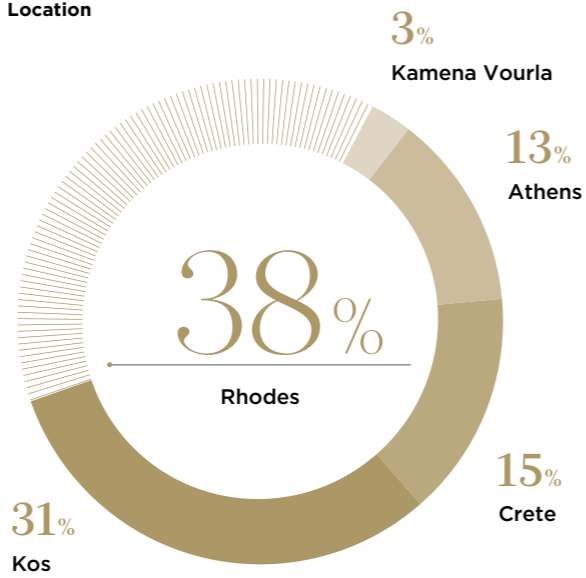
Employment Terms



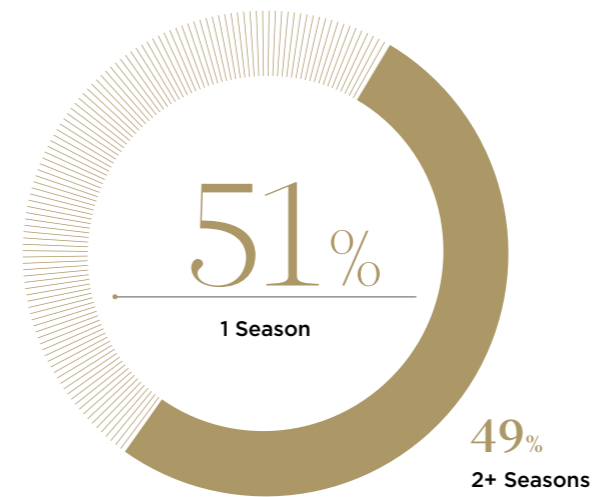
Gender



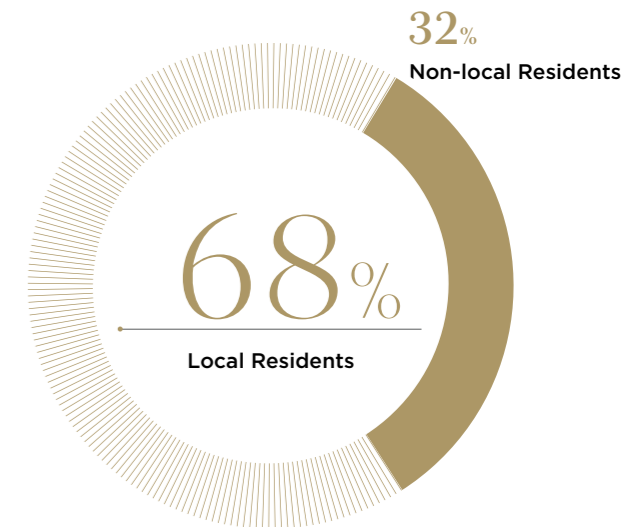
Location



Employment Duration



Employee Locality

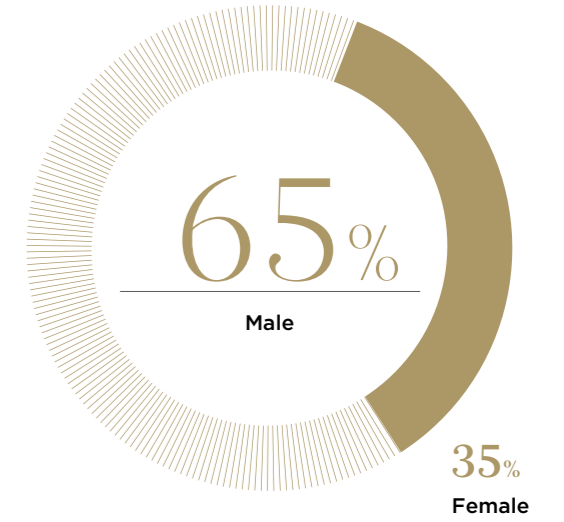
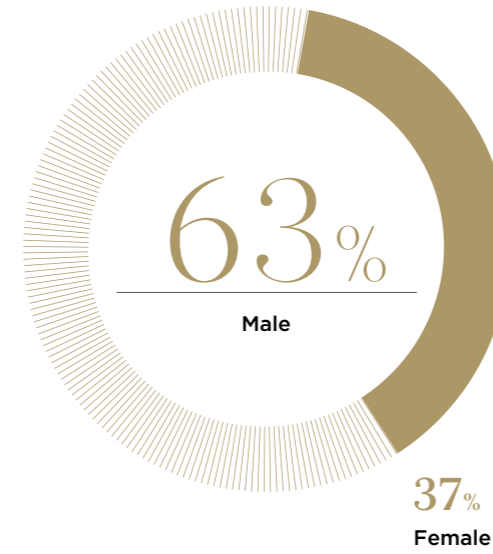
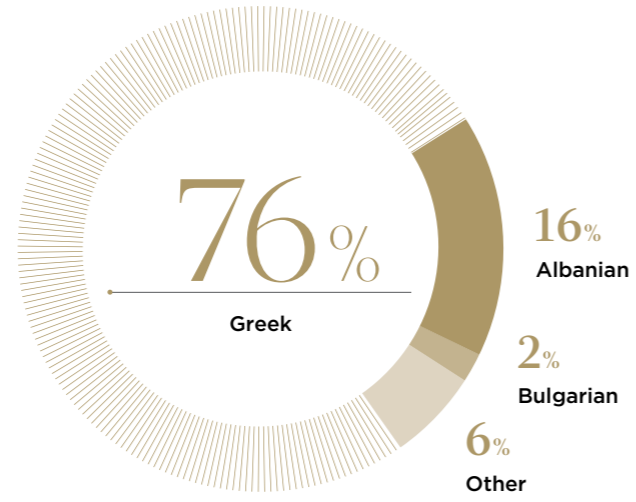
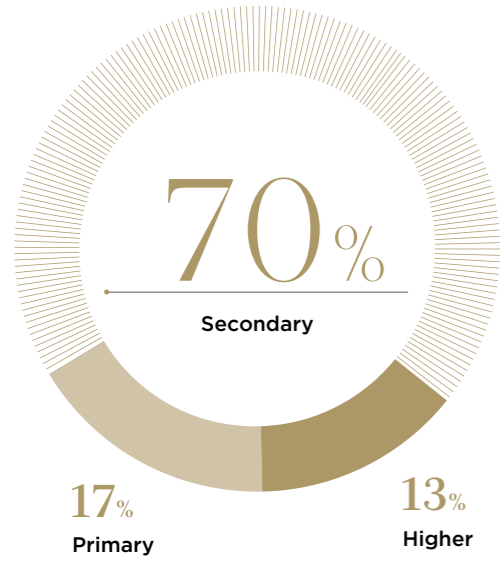


Educational Level

Nationality

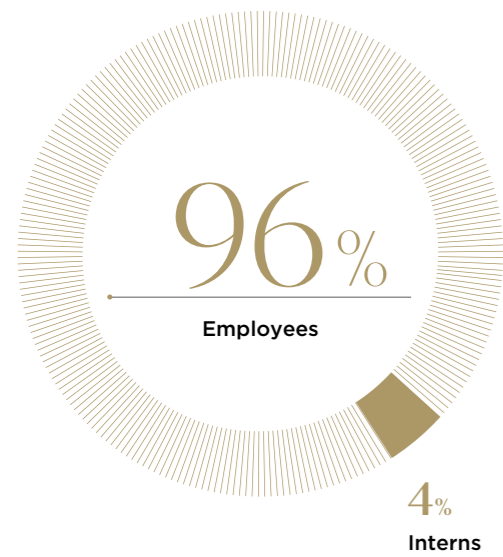
Hierarchy Level Gender | Middle Management

Hierarchy Level Gender | Top Management



Internships

Hierarchy Level



3.2 Provide Employee Care

At Mitsis Hotels, taking care of our employees is central to our success. We prioritise the health, safety and well-being of our team members, we ensure they feel connected to our Group's mission, to their work and to each other, and we reward their effort and commitment.

3.2.1 Our Policies for our People

Human Resources Policy

We do not tolerate discrimination and strictly oppose any form of harassment of individuals. We follow recruitment procedures based on the principles of equal opportunities and continuously invest in the professional and personal development of our employees. Our HR policy also includes the Grievance Policy Procedure and the Progressive Discipline Policy for the Group.

Human Rights Policy

Upholding human rights, inherent to all human beings regardless of race, sex, nationality, ethnicity, language, religion, or any other status, is imperative in our operation. We advocate for and ensure the implementation of the principles of the Universal Declaration of Human Rights in all areas of business.

We adopt socially responsible policies and commit to reporting their implementation.



Mitsis Laguna Resort & Spa, Crete

3.2.2 Employee Rewards & Benefits

We strive to foster a work environment where employees feel motivated, inspired and supported, and desire to grow within our Group. In the context of aiming to continuously address our employees' needs, in 2021 we provided a strong rewards and benefits package as well as bonus schemes to our team members, as a way to recognise and appreciate their work and commitment.

With a well-defined organisational structure, we have established a set of reward brackets and salary adjustments according to hierarchy levels, our business strategy and market benchmarks, reviewed frequently to maintain our competitive compensation. In cooperation with the Finance department, the HR department develops, monitors and executes the annual headcount budget and monthly payroll, ensuring compliance with all regulatory standards and requirements.

In 2021, we offered free housing to 1,109 hotel employees in the islands, utilising owned or rented accommodation to ensure the wellbeing of our staff members and their families. Aiming to reward the work ethic and effort of our employees during the 2021 season, we provided shopping vouchers to 2,500 employees and assisted them with covering their grocery shopping needs.

This year, we also launched the programme 'Enjoy our hotels as a guest' to offer all Group employees the opportunity to enjoy the genuine hospitality of our 17 Mitsis Hotels. The programme offers privileged or free rates to our employees, in accordance with their seniority.



In 2021, we offered free housing to 1,109 employees and shopping vouchers to 2,500 team members, while our 'Enjoy our hotels as a guest' programme offers employees discounted or free rates to all Mitsis Hotels across Greece.

3.3 Adapt to Special Needs

At Mitsis Hotels, we aim to be adaptable and flexible to individual needs, taking care of our employees and guests to ensure the provision of a healthy, safe and inclusive environment to work and stay. In this context, in 2021 we continued the implementation of our COVID-19 health & safety plan for the protection of our visitors, team members and partners. Simultaneously, we continuously enhance our hotels' accessibility plans for people with disabilities and adapt to our guests' special dietary requirements and restrictions.

3.3.1 Health & Safety

COVID-19 Pandemic

Our 'COVID-19 Health & Safety Plan' presented in the Appendix, provides detailed information on the specific actions Mitsis Hotels enforced in the 2021 season for the protection of our guests, employees and partners.

With an acute sense of responsibility to provide a safe workplace to our employees and carefree holidays to our guests, we have established an extensive Health & Safety Policy and are fully committed to its implementation.

Following all relevant national and European legislation, procedures covered relate to all services provided in our hotels, including food production, water supplies, pool operations, building safety, maintenance, housekeeping, recreation and kids clubs, concierge services, local activities and more.

Moreover, to ensure that all Health & Safety Policies are accurately adhered to, regular internal audits by the Department of Health & Safety are performed. Detailed documentation processes, corrective actions and maintenance further contribute to ensuring the safe and optimal operation of systems.

The unprecedented COVID-19 pandemic redefined the urgency and importance of health & safety practices in our operations. Mitsis Hotels acted promptly and implemented all relevant protocols and recommendations to ensure the health and well-being of our guests, employees and partners during the pandemic. In the years 2020–2021, Mitsis Hotels has spent over 890,000€ on COVID-19 protection equipment.

In light of the COVID-19 pandemic, Mitsis Hotels has introduced response teams in all of our properties, responsible for addressing COVID-19 risk management and ensuring compliance with all health & safety protocols.

The following measures have been implemented, following Health Authorities and CDC guidelines:

- COVID-19 risk assessment and action plan development
- Allocation of sufficient resources
- Employee training
- Reduced operation capacity
- Social distancing measures
- Respiratory etiquette and hand hygiene policy
- Rigorous cleaning and disinfection of rooms and public areas
- Personal Protective Equipment (PPE)
- Isolation protocol for suspected or confirmed COVID-19 cases
- Continuous employee health checks with PCR test
- Awareness campaigns in all hotels

In 2021, the Purchasing Department proceeded to relevant purchases contributing to safeguarding the health of employees and guests during the tourism season.

We obtained plexiglasses for our reception areas, as well as contactless thermometers. For our F&B outlets and recreation areas, disinfection columns and wall appliances were placed, according to the relevant legal framework.

Cloth masks were purchased for all employees and hotel guests were provided with disposable masks, individual antiseptic gels and disposable gloves upon arrival. Steam cleaners were employed for the disinfection of surfaces and sterilisation sprays were used for all hotel rooms and common areas.

All procurement items were selected based on health and hygiene policies and recommendations. The table below indicates the grouping of relevant purchases of protective equipment for the safety of our employees and guests in our hotel properties in the 2021 summer season.

For our continuous protection efforts against the COVID-19 pandemic, Mitsis Hotels has been awarded the Health & Safety Certification by HotelCheck, Health First Certification by the Hellenic Chamber of Hotels, and Safe Restart Certification by TÜV Hellas (TÜV Nord).

COVID-19 | Protective Equipment Procurement 2021

Item Category	Quantity	Cost
Disinfectants	57,922	67,239.86 €
COVID-19 non-disposable equipment	118	4,858.02 €
COVID-19 disposable equipment	1,187,747	471,675.74 €
COVID-19 rapid test kits	5,903	11,866.58 €
COVID-19 branding materials	2,244	3,962.51 €
Total	1,253,934	559,602.71 €

Our Policies for Health & Safety

At Mitsis Hotels, we are committed to providing a healthy and safe environment for all.



Safeguarding Policy for Kids

Mitsis Hotels takes a strong stand against child abuse and assumes responsibility for promoting the health and safety of all children and youth. Our safeguarding policy for kids applies to all Mitsis employees, including seasonal workers, volunteers, agency staff and student interns. The purpose of the policy is to provide all team members with the overarching principles that guide our approach to safeguarding and to protect the children and young people who use the services/facilities of Mitsis Hotels. This includes the children of adults who use our services/facilities. We ensure the safety of children and young people by adopting relevant safety practices, including but not limited to providing effective supervision, support and training to all team members, performing all required screenings and evaluations in the recruitment process, and conveying any concerns regarding children's safety to the appropriate authorities and agencies.

Health & Safety Policy

Mitsis Hotels is committed to providing and maintaining a healthy and safe work environment for all employees, guests and anyone who may be affected by our operations. To achieve this, we comply with all relevant Health & Safety legislation, we maintain high standards of food safety and hygiene following all HACCP guidelines, we identify hazards, assess risks and implement control procedures, we provide extensive Health & Safety trainings, and we undertake Health & Safety audits.

3.3.2 Hotel Accessibility

Making hotel rooms ADA compliant must be a priority for hotels aiming to provide a pleasant and accessible experience to all guests. In the hospitality industry, it is critical to ensure that people of all abilities are protected.

With equity and inclusion placed at the forefront of our operations, we take steps to secure that all processes and programmes are impartial, fair and equal, and we ensure that all employees and guests feel a sense of belonging at Mitsis Hotels. In this context, we establish thorough plans to ensure that all Mitsis Hotels renovated properties are accessible to people with disabilities.

We pay special attention and care to make sure that all renovated venues include low inclined ramps, spacious rooms and specific equipment for pool and beach area access, so as to remove barriers and provide equal access to all individuals.

ADA room design requirements include accessibility pathways regarding the door and hallway, bed height, desk height, electricity and furniture placement, as well as a bathroom layout that adheres to ADA shower and sink requirements.

Our employees are rigorously trained to secure full accessibility in emergency planning, identify accessible exits and ensure they are clearly marked and not congested. Moreover, specific accommodations are provided for people with low vision and visual impairment throughout our properties.

Mitsis Hotels has established thorough accessibility plans for employees and guests with disabilities.

3.3.3 Special Dietary Requirements

At Mitsis Hotels, we want all individuals to feel comfortable, welcome and taken care of. To this end, we cater to special dietary requirements for allergies, health conditions and religious restrictions, ensuring that all guests have a wide range of food options to choose from in our properties.

Through our MFC loyalty platform, guests can indicate their food preferences and we have set up processes to facilitate healthy eating and dietary restrictions, providing accommodations for guests following specialty products and programmes including, but not limited to, vegetarian and vegan diets.



04

Amazed with new opportunities

As an industry pioneer since 1976, when Konstantinos Mitsis envisioned the revolution of Greek hospitality with the all-inclusive concept, we have aspired to be a leading force of change, embracing innovation and transformation in all aspects of our operations.

Mitsis Norida Beach Hotel, Kos

We aspire to act as a leading force of change, embracing digital transformation in the hospitality industry through the digitalisation of both our guests' experience and our back-end processes.

4.1 Lead Technological Innovation

At the dawn of a new digital era, we invest in technological innovations in our hotels' operations, focusing on digital transformation, systems' optimisation, and support of scientific conferences and initiatives that contribute to the research and development of breakthrough products and services.

4.1.1 Digital Transformation

Remaining committed to our digital transformation journey, we are meticulously following our technology investment plan for the introduction of state-of-the-art business applications, initiating the Discovery phase of our Digital Reinvention, involving a fundamental redesign of how we engage with various stakeholders.

Our Digital Reinvention journey began with reorganising our teams and transforming our technical operations. All undertaken changes are based on ITIL best practices, a set of detailed practices for IT activities such as IT service management (ITSM) and IT asset management (ITAM) that focus on aligning IT services with the businesses' and customers' needs.

In addition, we established a PMO office for strong project governance, using PMP best practices to ensure successful project delivery, with our delivery and operations processes now being fully baselined and monitored via well-defined KPIs.

Network and Systems Optimisation

- Update of Mitsis Disaster Recovery (DR) site
- Diverse circuits & failover internet lines to all our properties
- Wi-Fi infrastructure update based on Wi-Fi site surveys using Ekahau
- Partnership with HPE and introduction of Aruba networking and Wi-Fi, along with IPTV solution
- Replacement of all hotels' legacy servers and corporate devices, and upgrade to updated operating systems and hardware with a 5-year support guarantee

Security

Continuously improving and optimizing our security posture, this year we invested in extended cybersecurity security enhancements. First, we performed extensive assessment tests on our external and internal network, as well as on our systems' hardware and software configuration from an authorized trusted partner, which revealed that Mitsis IT systems are configured using best practices and providing security to all system transactions. In addition, we reviewed our current Microsoft Office 365 and increased the security levels by 30%.

In-House Developments

- CapEx: Development of system tracking corporate fixed asset history
- Streamline and automation enhancement in critical back-end business processes
- MyData: Development and configuration of an embed to all our information systems processes to ensure full compliance with Greek tax laws and regulations
- Business Intelligence: Development of Group reports

GDPR Compliance

General Data Protection Regulation (GDPR) requires companies to clearly define their data privacy policies and make them easily accessible. The Group implements a firm Policy for the Protection of Personal Data in compliance with the European GDPR framework and Greek law. The introduction of a Competition Policy and Compliance Programme is part of Mitsis Hotels' future plans.

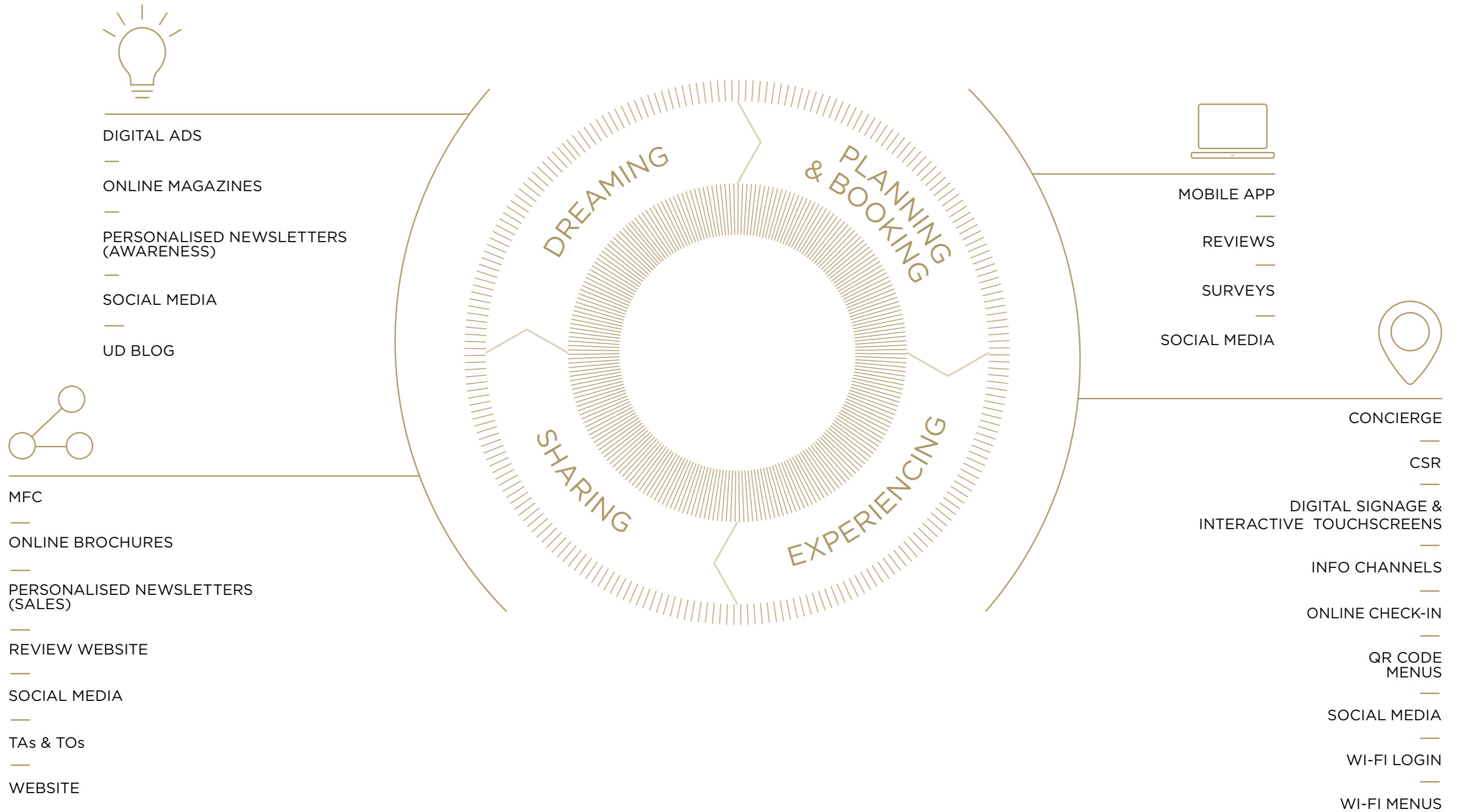
4.1.2 Valuable Marketing Assets

Guided by our customer-centric philosophy, we have developed effective customer relationship management software programmes and other essential technological solutions to ensure the ultimate guest experience.

We provide our guests with personalised communications and offerings that address their specific wants and needs, not only during their stay but throughout the customer journey.

We have carefully developed over 30 strategic touchpoints throughout our guests' customer journey.

Customer Journey



Portal CRM Solution

Customer Relationship Management (CRM) aims to effectively manage our interaction with current and potential guests. CRM is our significant digital investment to create a unique database asset and understand our visitors' needs and behaviours. Our CRM platform is seamlessly integrated into our relevant systems (ePOS and PMS), offering a holistic and detailed insight into customers' profiles.

Furthermore, through CRM we can effectively manage our Loyalty Programme, cultivating a strong relationship with our customers. Social media interaction through CRM also contributes to communicating and engaging with our customers.

Mitsis Friends Club (MFC)

Our MFC loyalty programme is our premium offer for guests to elevate their holiday experience and enjoy their stay to the fullest. Our Loyalty Programme was created in 2012 and is continuously upgraded to increasingly reward our most loyal guests and Mitsis brand ambassadors.

When booking their stay and using our concierge services, MFC members are rewarded with points and exclusive on-site benefits. Based on their membership tier, guests can enjoy our special benefits, including e-shop discounts, high-speed WiFi access, complimentary early check-in, priority check-in, complimentary late check-out and special departure gifts, among others. Additionally, members can redeem their points for stays at Mitsis Hotels or for Concierge services.

76,000

Total MFC Members

19,000

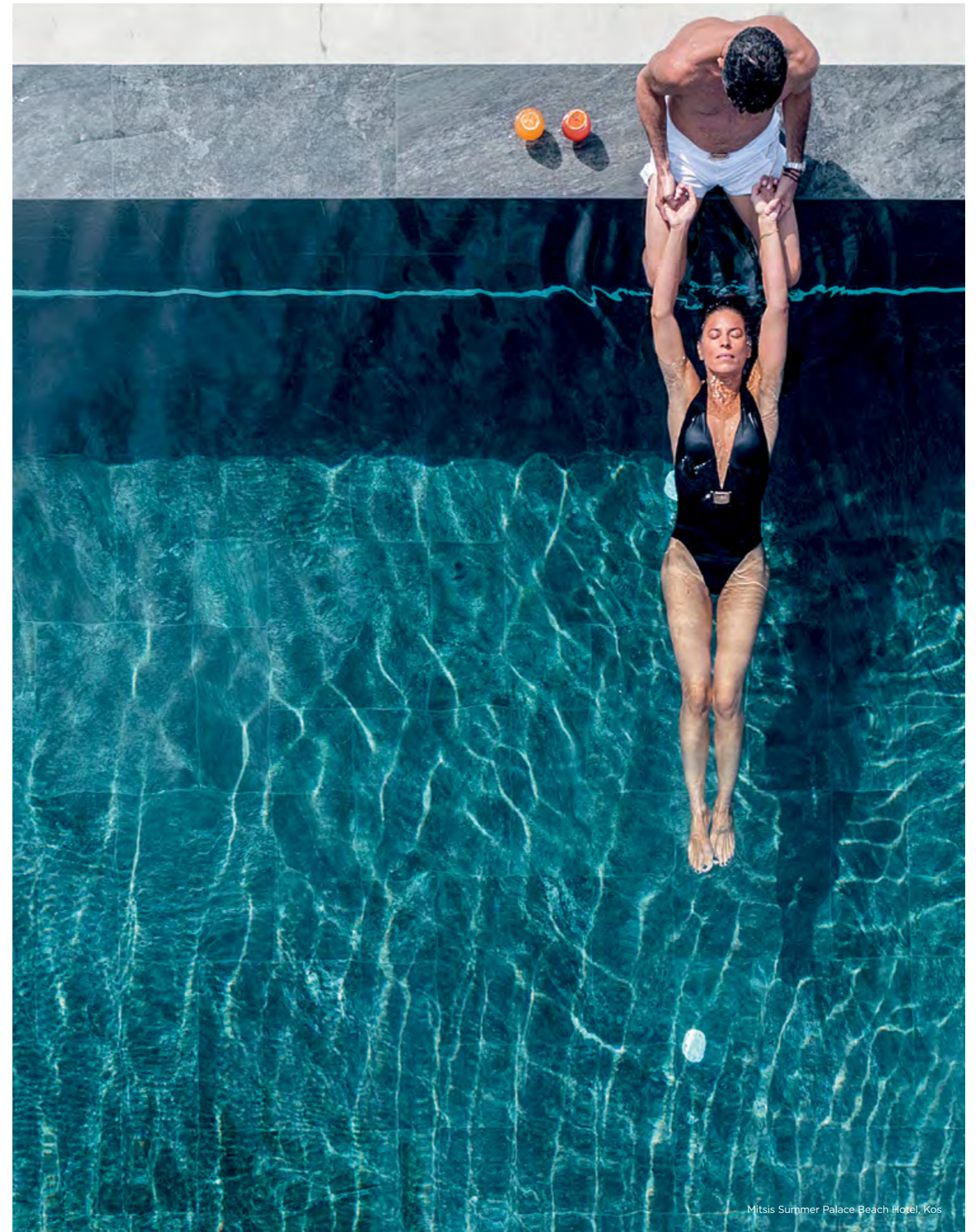
New MFC Members in 2021

64,269,336

Points Collected in 2021

11,619,250

Total Points Redeemed in 2021



Mitsis Summer Palace Beach Hotel, Kos

4.1.3 360° Digital Assets

The COVID-19 pandemic accelerated several development trends, with digital transformation being a prime example. Our vision to pioneer the hospitality industry has led to the development of new technology services and innovative applications for our customers, allowing us to gain and retain guests through easy-to-use self-service capabilities.

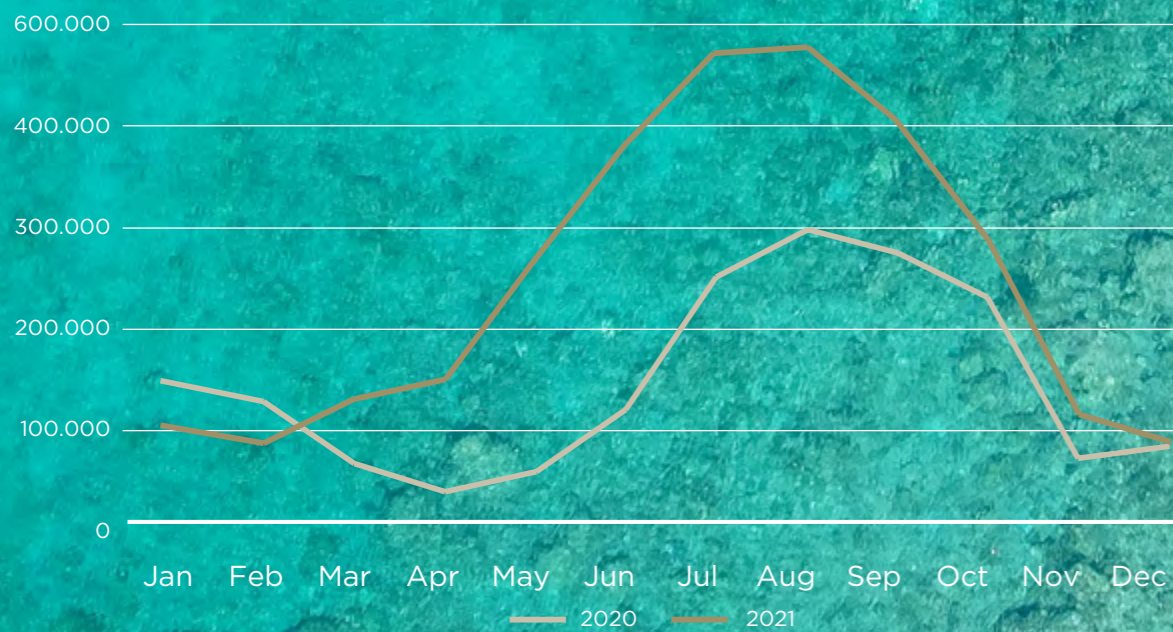
During 2021, Mitsis Hotels developed a 360° Digital Marketing Strategy, to improve the overall experience of our guests, engage with travellers before, during and after their stay, communicate with them more effectively and offer them personalised services and experiences.

Multilingual Website

Our website is developed with a user-friendly interface and navigation, enabling visitors to effortlessly discover the wide range of accommodation options, an extensive list of events, wellness, cultural, leisure and culinary offerings, as well as tailor-made experiences through our Mitsis Concierge online platform. Our website reflects the evolution of the hospitality and tourism industry, and we are confident that the final product addresses the wants and needs of modern travellers.

Through our fully responsive website, visitors can now browse our products and services in their preferred language, offering a more engaging user experience and fostering improved communications with our guests.

Total website traffic per month compared to 2020



During the 2021 season, we reached 2.9M online visitors, noting an increase in website traffic by 70.34% compared to 2020.

Mitsis LOVE E-shop

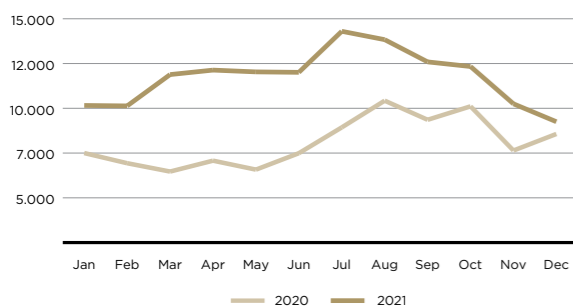
Inspired by Greek history, culture and architecture, our Mitsis LOVE collection offers exclusive items made using the finest materials in three product lines: business, personal and home. Visitors can navigate the website easily, search the offered products, create wish lists, and place orders online through our e-shop.

Unique Destination Blog

Our monthly updated blog ‘Unique Destination’ was one of our major channels to directly communicate with our guests and visitors during COVID-19 and inform them about our latest news, events, hotel openings, practices & policies. Our blog also includes a wide range of hospitality, tourism and lifestyle topics. In 2021, our Unique Destination blog included 12 issues, over 600 articles, 300K words, 75K clicks, 135K visitors and 35 newsletter and social media campaigns. Our online blog is available in two languages: English and Russian.

In 2021, total blog traffic increased by 65.48% compared to 2020, as displayed below.

Blog traffic per month compared to 2020



Social Media Channels

Mitsis Hotels has created an integrated social media strategy for its corporate social media channels across core digital platforms. Mitsis Hotels uses Facebook, Instagram, Twitter, YouTube and LinkedIn for different communication purposes and is currently active with 6 central accounts and 32 individual hotel properties accounts.

Aiming to offer a more engaging user experience and enhance communication with our guests, we continuously update our brand adding new digital assets and improving our online presence. The latest entry in our solid 360° Digital Marketing Strategy is TikTok, the fastest growing application of our era.

In 2021, we handled more than 45K requests, messages and comments, while our active 24/7 presence increased our audience by 20.45%.

Season 2021 | Digital Achievements

Website Traffic	2.9M (+70.34% from 2020)
Blog Traffic	135K (+65.48% from 2020)
Social Media Requests	45K
Social Media Traffic	92K (+60.18% from 2020)
Live Chat Requests	3K
Table Reservations	220K
Other Concierge Services	25K

4.1.4 Our Digital Smart Apps

The pandemic elucidated that the digitalisation of travellers’ experience is imperative for thriving in the new era. Mitsis Hotels, continuously investing in the newest technology and digital smart apps, has developed an integrated digital marketing strategy with onsite and offsite apps to reach travellers.

Mitsis Concierge Platform

Aspiring to elevate our visitors’ holiday experience, we offer guests one-of-a-kind, tailor-made experiences as we further enrich our wide range of concierge services in our Mitsis Concierge Platform. From new anniversary & birthday packages, online and early check-in options and PCR testing, to private tours, candlelit dinners and room service & upgrade, the collection of our seamless services is designed to offer our guests the finest of Greek hospitality with just one click.

Our Mitsis Concierge holistic 360° guest experience is an easy-to-use, responsive platform that assists our guests with planning and booking their personalised experiences before their arrival and ensuring contactless and reliable transactions. More than 25K bookings were made by guests through our online concierge platform during the 2021 season.

Table Reservation Platform

Table Reservation is an innovative digital platform offering our guests the ability to book their table online for brunch, lunch or dinner, choosing among the plethora of our food and beverage outlets. An integral part of our concierge services, the platform is efficiently designed to increase convenience and accuracy and decrease waiting times by best coordinating staff and inventory.

Live Chat, our customer support tool

As guests’ expectations are rising, our online chat tool installed on our website offered personal assistance to our guests. By providing timely, accurate and informative guidance, we can win the heart of website visitors, sustain our brand image and increase our sales conversion. More than 3,000 online visitors interacted and communicated with Mitsis Hotels via our online Live Chat during the 2021 season.

Online Check-in

Our guests have the option to check-in online and digitally sign for their hotel stay reservation, making every moment of their stay count. Providing guests with the option of avoiding the reception queue is important not only for their experience in our hotels but also for enforcing COVID-19 social distancing and safety measures. With just one click, more than 4,000 travellers enjoyed our online check-in service in 2021.

Online Room Upgrade

During the 2021 season, we featured an online room upgrade option to provide our guests with the opportunity to upgrade their stay. Through our website, our guests can now select a superior room category based on their needs.

QR Code Readers

During the 2021 season, technology was tapped to help curb the COVID-19 pandemic at our hotels. All menus and branding apps, including maps, directories, and brochures, were available through contactless QR Codes, which could be scanned by our guests with their mobile devices.

Digital Signage

Since 2019, we have installed in our hotels’ lobbies digital signage screens to provide our guests with relevant audiovisual information on our hotel outlets, the weather, the recreation events programme and special hotel features and highlights. As of 2020, these screens also inform guests about all enforced health & safety protocols, instructions and recommendations regarding COVID-19.

Multi-functional Touchscreens

A microsite of our brand-new website is developed and displayed on interactive touchscreens placed in our hotels’ lobbies. This all-in-one interactive solution seamlessly blends our properties’ accommodation options, upcoming events, digital calendar, dining options, local attractions, loyalty programme and bookable concierge services into a compelling and easy-to-use, immersive touchscreen digital concierge communications platform.

Branded Info Channels

Since 2019, we have created two info channels on our hotels’ TV programmes that include detailed information on our Group, our unique product and service offerings and destination highlights per location. The channels also feature our environmental awareness videos and our detailed COVID-19 plan.

More than 220,000 bookings were made through our Table Reservation Platform during the 2021 season.

4.2 Encourage Employee Development

At Mitsis Hotels, investing in our people has always been vital for our success story. We focus on our team members' learning & development through extensive training seminars and workshops, while employee performance management and recognition are essential components of our organisational culture.

As our founder Konstantinos Mitsis used to note: 'Leaders always stand by their employees, working closely with them to achieve maximum results.' We keep his words as our guiding principle for continuing and honouring his hospitality journey.

We are delighted to attract talented hospitality professionals, offering employment to Greece's fastest-growing sector.



4.2.1 Career Opportunities

Mitsis Hotels employs a workforce of 4,000 team members in the context of long-term and stable partnerships. Our Group is adopting policies, procedures and practices that ensure the promotion of respect for diversity, equal treatment and equal opportunities for all. We aim to promote decent work in tourism, entrepreneurship, gender equality and youth employment.

Talent Acquisition

Our business development goes hand in hand with our employees' professional and personal development. At Mitsis Hotels, we believe that there are no limits to knowledge, growth, and progress; a belief we share with the 4,000 hospitality professionals on our team, continuously offering them opportunities to make their mark and create their own hospitality story.

In this context, we have developed an ambition talent attraction and acquisition strategy to recruit the best talent for our organisation. To achieve this, in line with our business strategy, we have established our employer branding strategy, contributing to Mitsis Hotels becoming an employer of choice.

Choosing the right candidates for each position is vital for Mitsis Hotels and we adopt a systematic approach to choosing team members that will add value to our business with qualities and personality traits that derive directly from our brand culture philosophy.

Our corporate values define our approach to all stages of the recruitment procedure. This begins with the interview process; a crucial part of selecting new team members. We evaluate our candidates using criteria that have a twofold objective: to ensure competency and necessary skills, and to confirm compliance with our corporate values and philosophy.

In the context of our ongoing recruitment efforts, we participate in interactive career days and workshops, virtual career events, national tourism fairs and exhibitions, as well as collaborate with community organisations, educational institutions and hospitality recruitment agencies to find the most appropriate candidates to join our ever-growing team.

Our Group focuses on local recruitment to develop the local economy of our destinations and support people from areas with fewer economic prospects.

Career Platform

To enhance and improve our recruitment process, we have launched our online career recruitment platform on our website, where candidates can personalise their application in pursuing a career in our organisation. Under the 'Career' section of our user-friendly website, candidates can express their interest in working with us, having the option to select the destination (Athens, Crete, Kammena Vourla, Kos, Rhodes), area of interest, and specific position they wish to apply for.

Applications are then automatically forwarded to the hotel property or destination that candidates have expressed interest for, allowing relevant management team members to contact the applicants directly, schedule an interview, and assess them according to our Mitsis evaluation criteria and process.

Over 2,000 candidates have applied to work at Mitsis Hotels during the first year of our platform's launch. In the context of our ongoing digitalisation efforts, we aim to further personalise our recruitment process and introduce digital psychometric tests by 2025.

Success starts and ends with our people. Focusing on growing employment duration, we target increasing the number of employees who have worked in our Group for 2+ seasons from 48.8% in 2021 to 75% by 2025.

4.2.2 Our Employee Journey

Our values and personality DNA have established the foundation to create a consistent external guest journey and a unified internal brand experience for our employees. Our Mitsis Hotels employees' journey incorporates all principles of our corporate culture and aspires to motivate, inspire and engage our team members across all employee journey stages. Brand behaviours are also an essential aspect of our main employee related activities.

Hiring Employees

Our unified recruitment strategy for all hotels & resorts incorporates Mitsis Hotels' brand behaviours in each of the stages of the interview, recruitment and welcoming process. To this end, Mitsis Hotels representatives organise frequent Career Days events and workshops to meet the candidates in person, providing all necessary arrangements for their accommodation.

Inspiring & Unifying Employees

Our learning & development programmes are tailor-made, aiming to provide employees with the necessary skillset required to succeed by providing them appropriate training for each organisational position within our hotels.

Recognising Employees

Performance management takes place frequently throughout the season to recognise our employees' performance and assist them in further developing in areas of improvement. We aim to be adaptable to our employees' needs, offering them mobility across properties in our 5 destinations and provide regular promotions according to the performance of each team member.

Reviewing Employees' Performance

During our frequent employee performance reviews, we discuss the professional development goals of our team members to achieve utmost success in their roles. In our end-of-the-year reviews, we work closely with our employees to identify the characteristics and skills each team member would like to focus on for the next year, and we provide them with a personalised plan to guide and assist them in their pursuit.

4.2.3 Learning & People Development

Ongoing Education

At Mitsis Hotels, people are at the centre of everything we do and we recognise that it is important to provide employees with ongoing education through various types of training designed to develop and improve the technical, administrative and interpersonal skills necessary to succeed. We believe that continuous development is essential to upgrading both technical and behavioural competencies within our workforce.

This ongoing education processes focuses on both individual and team performance and our extensive training programs are in place to help staff in continuously improving and acquiring new competences.

Learning & Development Programmes

At Mitsis Hotels, training is a continuous and dynamic process. People's education plays a key role in our organisation's excellence. Every year, we develop an all year-round and well-organised training plan for all employees, with over 50 seminars that cover various topics for all hotels' departments. We help our people build competencies by providing internal training and coaching, as well as by cooperating with external experts, either in-person or remotely.

Trainings were distinguished into different phases based on the different levels and positions, starting with the pre-season trainings of our top management, continuing with the pre-opening season trainings for the entire organisation and concluding with the operation reinforcement trainings throughout the season to ensure the effective operation of our properties during the season.

Mitsis Hotels Employee Journey



Mitsis Hotels Employee-related Activities



Training Phases



Mitsis Training Programmes by Department

Phase I: Top management trainings

Seminar Title	Trainer	Participants	Date
Career-BI platform	HR Dept & IT Dept	General Managers, Rooms Division Managers, Front Office Managers, Reservations Managers, F&B Managers, Bar Managers, Maitres, Sous Maitres, Executive Chefs, Sous Chefs, Pastry Chefs, Spa Managers	14.04.2021 (4 hrs)
Hotel SOPs	HR Dept	General Managers, Rooms Division Managers, Front Office Managers, Reservations Managers, F&B Managers, Bar Managers, Maitres, Sous Maitres, Executive Chefs, Sous Chefs, Pastry Chefs, Spa Managers	01.2021-02.2021 (50 hrs)
Interview process	HR Dept	General Managers, Rooms Division Managers, Front Office Managers, Reservations Managers, F&B Managers, Bar Managers, Maitres, Sous Maitres, Executive Chefs, Sous Chefs, Pastry Chefs, Spa Managers	02.2021-03.2021 (25 hrs)
Job descriptions	HR Dept	General Managers, Rooms Division Managers, Front Office Managers, Reservations Managers, F&B Managers, Bar Managers, Maitres, Sous Maitres, Executive Chefs, Sous Chefs, Pastry Chefs, Spa Managers	02.2021-03.2021 (15 hrs)
Recruitment seminar	Treasure Lab	General Managers, Rooms Division Managers, Front Office Managers, Reservations Managers, F&B Managers, Bar Managers, Maitres, Sous Maitres, Executive Chefs, Sous Chefs, Pastry Chefs, Spa Managers	21-22.01.2021 (16 hrs)

Phase II: Pre-opening season trainings | Hotel Operations

Seminar Title	Trainer	Participants	Date
Standard Operating Procedures - Restaurant Dept	HR Dept	F&B Managers, Maitres, Sous Maitres and all restaurant service waiters	04.2021-06.2021
Standard Operating Procedures - Bars Dept	HR Dept	F&B Managers, Bar Managers, captain, Bartenders and bar service staff	04.2021-06.2021
Standard Operating Procedures -Housekeeping Dept	HR Dept	Room Division Managers, Housekeeping manager and all HK department staff	04.2021-06.2021
Standard Operating Procedures - Front Office Dept	HR Dept	Room Division Managers, Front office Managers, Reservations Managers, Guest Relations, Concierge, Receptionists, Groom	04.2021-06.2021
Standard Operating procedures -Spa Dept	HR Dept	Spa Managers, Spa Therapists, Physiotherapists, Aestheticians	04.2021-06.2021
Standard Operating procedures -Recreation Dept	HR Dept	Recreation Managers, Animation Dept, Fitness instructors	04.2021-06.2021
Brand orientation	HR Dept	All hotel departments	04.2021-06.2021
Hotel communication	HR Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	04.2021-06.2021
Weekly Meeting agenda	HR Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	04.2021-06.2021

Phase II: Pre-opening season trainings | F&B

Seminar Title	Trainer	Participants	Date
E-POS & Table Reservation	IT Dept & HIT	F&B Managers, Maitres, Sous Maitres	04.2021
ERP & Kitchen Recipes	IT Dept	General Managers, F&B Managers	04.2021
Ordering Process	IT Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	24-25.06.2021
Table Reservation Seminar	Marketing Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Guest Relations, F&B Managers, Maitres, Bar Managers	06.2021
Food & Beverage Management	Le Monde	F&B Managers	01.2021-04.2021
Educational trip to Le Cordon Blue School Madrid	Gastronomy Essential	Executive Chefs	01.2021
Technology of modern refrigeration applications	EKPA	Maintenance staff	01.2021-05.2021

Phase II: Pre-opening season trainings | Marketing Department

Seminar Title	Trainer	Participants	Date
ORM Seminar	Marketing Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Guest Relations, F&B Managers	06.2021
CRM Seminar	Marketing Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Guest Relations, F&B Managers	06.2021
MFC Seminar	Marketing Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Guest Relations	06.2021
Concierge Platform Seminar	Marketing Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Guest Relations, F&B Managers, Concierge, Maitres, Spa Managers, Reception Team	06.2021
Recreation Seminar	Marketing Dept	General Managers, F&B Managers, Room Division Managers	06.2021
Mitsis Stories Seminar	Marketing Dept	General Managers, Room Division Managers, Reservations Managers, Guest Relations, Concierge	06.2021

Phase II: Pre-opening season trainings | Health & Safety

Seminar Title	Trainer	Participants	Date
Presentation of Health protocols KYA	Health & Safety Dept	All staff- Kitchen, Maintenance, Spa, Housekeeping, Front office, Recreation, Restaurant & Bar Departments	09.06.2021
Implementation of Health protocols	Health & Safety Dept	All staff- Kitchen, Maintenance, Spa, Housekeeping, Front office, Recreation, Restaurant & Bar Departments	06.2021
HACCP - Norovirus -Legionella -	Health & Safety Dept	All staff- Kitchen, Maintenance, Spa, Housekeeping, Front office, Recreation, Restaurant & Bar Departments	06.2021-08.2021
Lifeguard First Aid Training	ESNA	All lifeguards (pool and sea based)	06.2021
Technology of modern refrigeration applications	EKPA	Maintenance staff (14 participants)	5 months

Phase III: Operations reinforcement trainings

Seminar Title	Trainer	Participants	Date
Identification of SOPs and discrepancies	HR Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	07.2021-09.2021
Setting action plans with each hotel	HR Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	07.2021-09.2021
Follow up weekly hotels' meetings	HR Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	07.2021-09.2021
Clarifications & solutions on delivering issues	HR Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	07.2021-09.2021
On-the-job trainings per department	HR Dept	General Managers, Reservations Managers, Front Office Managers, Room Division Managers, Housekeeping Managers, Maintenance Managers, Warehouse Managers, F&B Managers, Maitres, Bar Managers	07.2021-09.2021

4.2.4 Quality Assurance & SOPs

Our Mitsis Hotels Standard Operating Procedures (SOPs) contribute to optimising all management processes. Our SOPs are developed taking into consideration legal obligations, health & safety protocols and brand standards. They consist of procedures regarding the opening and closing of the season, as well as the daily effective performance of each department.

SOPs have been created for the following departments: Bars, Restaurants, Kitchen, Housekeeping, Front Office and Reservations for all properties, to maintain consistency across the brand and standardise orientation and training.

Following the development and implementation of SOPs for each department, in addition to our extensive training plans, in 2021 we implemented a thorough quality assurance system to ensure the ongoing implementation of our processes.

Our quality assurance checklist enables us to identify potential discrepancies through a coded system that evaluates the extent to which each procedure is properly delivered. The quality assurance system enables management to efficiently and effectively identify areas for improvement and instantly implement resolutions.

Our quality assurance process allows the monitoring of the performance of each hotel property and oversee procedures in a unified and coherent manner. The result of this project is delivering superior customer value in all properties by putting our core values into action within every aspect of our operations.



Mitsis Blue Domes Resort & Spa, Kos

4.3 Showcase Local Talent

4.3.1 Sports Teams Sponsorships

Recognising the importance of sports and physical activity to drive healthy lifestyles, community development, social change and a peaceful world, we are proud to support over 15 local athletes and sports teams in our destinations.

In Crete, we support the Olympic swimmer Kristian Gkolomeev. In Rhodes, we support the teams P.A.E. Rodos, P.A.E. G.A.S. Ialysos, A.E. Kallithea Rodou, K.A.E. Kolossos, G.S. Diagoras, as well as the men's wheelchair team D.S. Dodecanese. In Kos, we support the teams A.E. Dikaiou Basketball, A.S. Doxa Kardamenas and A.S. Koon Hippocrates. In Ioannina, we support the team P.A.S. Giannina.

Mitsis Hotels also proudly sponsors the young motorbiker Spyros Marios Fourthiotis, as well as the young chess champion George Mitsis. In the context of our sponsorship of G. Mitsis, the chess champion offered free chess lessons to our guests staying at our hotels in Kos during season 2021.

4.3.2 Scholarships

Mitsis Hotels expresses its commitment and endorsement of the Hellenic American Educational Foundation – Athens College Scholarship Programme by offering a 6-year scholarship established in memory of our founder Konstantinos Mitsis.

The scholarship is awarded to a student with roots from Epirus, the birthplace of our founder. In 2021, the HAEF Scholarship Programme disbursed €3.5M to support 25% of its student population, benefiting children whose families were hardest hit by the pandemic.

In addition, committed to the development and education of its employees, in 2021 Mitsis Hotels financially supported one of its team members by covering the full cost of their Master's Degree in the UK.

4.3.3 Internship Opportunities

At Mitsis Hotels, we offer internship opportunities to the young talents of our destinations, providing them with the opportunity to work in our hotel operational departments (Front Office, Housekeeping, F&B, Kitchen) for a 3-month or 6-month time period. We also offer student internships at our HQ in Athens, in our Finance, HR, IT, Marketing and Technical departments.

Students have the opportunity to create a professional roadmap with their supervisors and participate in interdepartmental rotational programmes during their internships. In 2021, we welcomed 142 student interns, consisting 3.55% of our total workforce of 4,000 employees.

By 2025, we target our student interns to be 10% of our employees, while simultaneously achieving at least 50% conversion rate to full-time hires, offering them the opportunity to continue their career in our Group following the completion of their internship programme.

We are proud to collaborate with 17 educational institutions and organise career and workshops to inform and guide prospective student interns in kick-starting their career with us.

We are proud to support the local talents of our destinations, offering financial or hospitality sponsorship to over 15 athletes and sports teams.



05

Concerned about the planet

Mitsis Hotels is committed to the sustainability of its operations, enforcing policies, practices and initiatives to minimise the environmental footprint of our 17 hotels & resorts and maximise our biodiversity conservation efforts. We aim to provide high-quality services while staying committed to our responsible operation and the goal of sustainable hospitality.

Mitsis Summer Palace Beach Hotel, Kos

5.1 Minimise Environmental Footprint

At Mitsis Hotels, we aspire to balance exceptional guest experiences with sustainable hospitality, acting as a role model for sustainable tourism development in Greece.

Mitsis Hotels is committed to embedding environmental sustainability in the hospitality and tourism sector, reflected in our deep commitment to our ambitious sustainability targets and our continued strategic investments toward their implementation. Our decision-making addresses the needs of all stakeholders and integrates all relevant sustainability principles in our operations.

To this end, Mitsis Hotels establishes extensive policies, practices and initiatives to minimise the environmental footprint of our 17 hotels & resorts in Greece.



Mitsis Rinela Beach Resort & Spa, Crete

5.1.1 Our Environmental Actions

Our goal is to ensure a flawless hospitality experience for our guests, delivered in a sustainable manner. To achieve this, we adopt and implement responsible policies and practices to minimise our ecological footprint and maximise our environmental conservation efforts.

Our environmental protection efforts revolve around 10 key performance areas:



SUSTAINABLE DEVELOPMENT

We take steps to ensure that our development meets the needs of the present generation without compromising the ability of future generations to meet their own needs.

GREENHOUSE GAS EMISSIONS

We focus on reducing our greenhouse gas emissions, which constitutes one of the biggest challenges of the industry, by reducing our dependence on fossil fuels, reducing energy consumption per guest, and investing in habitat conservation.

ENERGY CONSERVATION & MANAGEMENT

We implement a series of initiatives to ensure energy optimisation and efficiency. We invest in the renovation of all our hotel properties, installing energy-saving technologies on par with international standards.

AIR QUALITY PROTECTION

We reduce air pollution concentrations in our destinations by enforcing air-quality standards, ensuring the public's health and welfare of our destinations.

WASTE MANAGEMENT

We implement a comprehensive recycling programme for paper, glass, plastic, aluminium, electric appliances, bio-waste, used oils, soaps, inks and toners, in cooperation with certified suppliers. Special recycling bins are installed throughout our hotel properties and our guests are urged to participate in our recycling efforts.

CHEMICALS & HARMFUL SUBSTANCES MANAGEMENT

We prevent pollution by minimising the use of chemicals and other environmentally harmful substances. The chemical storage area and hazardous waste disposal are organised in line with national and international requirements.

ECOSYSTEM PROTECTION & CONSERVATION

To grant future generations their right to an unspoiled natural environment and cultural heritage, we undertake a series of environmental initiatives for the ecosystem conservation in our destinations, including tree planting and beach cleaning activities.

WASTEWATER MANAGEMENT

We undertake wastewater management through the collection, treatment and reuse of wastewater, ensuring the removal of contaminants and converting it into an effluent that can be returned to the water cycle.

FRESHWATER MANAGEMENT

We implement targeted activities including proper planning, efficient distribution, and optimal use of water resources.

LAND-USE MANAGEMENT

We follow all legal requirements, regulations and guidelines to optimise the allocation of land for specific uses.

5.1.2 Our Policies for the Environment

Environmental Policy

Our Environmental Policy reinforces our commitment to the environment and outlines the steps we take to provide a sustainable hospitality experience for our guests. The Environmental Policy includes specific guidelines on reducing our carbon footprint and preserving the natural resources of our destinations.

Sustainable Procurement Policy

Consistent with our Environmental Policy, our Sustainable Procurement Policy ensures that Mitsis Hotels' employees take into consideration environmental and social responsibility as important factors in their purchasing decisions. The following principles guide Mitsis Hotels' procurement activities:

- We aim to buy products that are produced in a sustainable and fair-trade manner. Priority is given to products delivered in reduced packaging, which are either made from recycled materials or materials that can be recycled.
- We avoid purchasing products, materials or machinery containing substances that are hazardous to the environment or public health.
- We prioritise the purchase of products that are made locally and use local companies to provide services whenever possible.
- We inform our suppliers about our CSR programme and Environmental Policy, ensuring they share our green philosophy, follow sustainable practices and comply with safety, hygiene and environmental standards according to internationally certified management systems (e.g. ISO 14001).

5.1.3 Energy

Climate change, the long-term shifts in temperatures and weather patterns, is one of the most pressing issues of our time and primarily results from the burning of fossil fuels that produce heat-trapping gases. Climate change mitigation consists of actions to limit global warming and its related effects, mainly by tackling energy consumption and reducing our dependence on fossil fuels.

In this context, we are implementing targeted activities to continuously reduce the energy consumption and subsequent carbon dioxide emissions of our operations.

Energy Actions in 2021

To mitigate the carbon footprint of our hotels' operations, the following activities were implemented in 2021:

- Removal of single-use plastic from operations.
- Renovations of hotel properties to include modern efficient equipment.
- Replacement of conventional lamps with LED lamps.
- Installation of external thermal insulation in buildings.
- Installation of green roofs.
- Replacement of split-type air conditioners with multi-split type (VRV) of high energy efficiency and use refrigerants with a lower greenhouse gas footprint.
- Replacement of fossil fuel (oil/gas) boilers with heat pumps for the production of hot water.
- Installation of smart magnetic cards and card switches for the adoption of touch screen lighting and air conditioning in guest rooms.
- Complete use of natural lighting and adoption of artificial lighting management systems based on DALI/KNX technology and solar tracking.
- Installation of new generation energy-efficient window frames.

Our energy conservation targets include reducing energy consumption by 1.5% annually (2019 base year) and minimising LPG consumption to 0.5 litres/night stay.

Total Energy Consumption by Destination

The following tables indicate energy consumption for the Group for the years 2018-2021.

Data for 2020 is not presented because Mitsis Hotels operated at reduced capacity, with only 9 of our properties opening their doors to guests due to COVID-19, resulting in an uneven comparison.

Total Electricity Consumption (kWh)

Destination	2018	2019	2021
Crete	6,192,432.00	5,810,412.00	5,093,150.80
Kamena Vourla	1,522,984.00	1,490,330.00	982,763.50
Kos	13,711,313.00	14,689,169.00	11,889,260.49
Rhodes	17,657,649.00	17,890,822.00	14,074,087.10
Total	39,084,378.00	39,880,733.00	32,039,261.89

Electricity Consumption per Guest Night (kWh/guest night)

Destination	2018	2019	2021
Crete	14.23	15.10	19.49
Kamena Vourla	23.57	40.87	26.25
Kos	15.87	17.21	20.52
Rhodes	16.47	16.94	19.94

Total LPG Consumption (LT)

Destination	2018	2019	2021
Crete	321,118.33	257,205.40	147,826.00
Kamena Vourla	275,140.00	163,871.00	68,100.00
Kos	702,230.00	531,078.99	307,550.00
Rhodes	534,998.10	573,281.80	455,700.00
Total	1,833,486.43	1,525,437.19	979,176.00

LPG Consumption per Guest Night (LT/guest night)

Destination	2018	2019	2021
Crete	0.74	0.67	0.57
Kamena Vourla	4.26	4.49	1.82
Kos	0.81	0.62	0.53
Rhodes	0.50	0.54	0.65

5.1.4 Clean Water & Sanitation

Total Water Consumption (m³)

Destination	2018	2019	2021
Crete	240,923.62	236,596.00	146,375.00
Kamena Vourla	45,501.70	39,161.64	28,514.00
Kos	415,078.00	425,056.20	308,954.00
Rhodes	510,508.28	458,880.00	236,781.00
Total	1,212,011.60	1,159,693.84	720,624.00

Water Consumption per Guest Night (m³/guest night)

Destination	2018	2019	2021
Crete	0.55	0.61	0.56
Kamena Vourla	0.70	1.07	0.76
Kos	0.48	0.50	0.53
Rhodes	0.48	0.43	0.34

Our water conservation targets include reducing total water consumption by 2.5% until 2025 (2019 base year) and minimising water consumption to 0.45 m³/guest night.

5.1.5 Waste Management & Recycling

Sustainable waste management aims to extend the use of materials for as long as possible and minimise the amount of solid waste that is disposed of in landfills or through incineration. Sustainable waste management is a critical challenge for our industry and we implement rigorous practices and policies to mitigate the negative environmental impact of waste production.

Mitsis Hotels applies an integrated waste management system based on the provisions of the national and European legislation, the implementation of ISO 14001, as well as the standards of Green Key and Travelife Gold certifications.

The Group invests considerable resources, trains employees, communicates with stakeholders and continuously enhances its environmental programme to achieve the objectives of its environmental management system.

For our recycling programme, the weight of all waste types is recorded before disposal and registered annually in the electronic register of the Hellenic Ministry of Environment and Energy.

Contracts with certified contractors and waste management agencies are signed for the disposal of recyclable materials. Waste is temporarily stored in appropriate areas on the hotels' properties until it is collected by the external contractors. In the few cases where a contract with a recycling operator is not feasible, waste is disposed in the appropriate blue bins of each Municipality, after being measured and weighted.

Paper & Cardboard

Our goal is to reduce waste by 3% annually (2019 base year). Reduction is achieved by procuring large raw material packaging and preferring glass containers where possible.

Plastic

Our goal is to reduce waste by 3% annually (2019 base year). Reduction is achieved by procuring larger packaging as well as alternative, environmentally friendly packaging, and glass containers.

Glass

Our goal is to reduce waste by 3% annually (2019 base year). Reduction is achieved by procuring larger glass containers where possible.

Metal

Our goal is to reduce waste by 3% annually (2019 base year). Reduction is achieved by reusing and reprocessing materials where possible.

Electrical & Electronic Appliances

Our goal is to annually replace 2% of old equipment (2019 base year). Reduction is achieved through repair. Recycling of electrical and electronic appliances is conducted nationwide for the Group.

Batteries

Our goal is to reduce waste by 2% annually (2019 base year). Reduction is achieved by using rechargeable batteries where possible.

Toner

Our goal is to reduce waste by 2% annually (2019 base year). Reduction is achieved by refilling. Systematic measurement of toner waste will begin in 2022.

Cooking Fats & Oils

Our goal is to reduce waste by 3% annually (2019 base year). Reduction is achieved through rational use on menus and implementation of a drain and reuse process that safely extends oil use by 1 day. Recycling of cooking fats and oils is conducted nationwide for the Group.

Food Waste

Food waste reduction efforts mainly focus on reducing waste in food preparation and minimising leftovers. Our goal is to achieve a 15% food waste reduction by 2024, followed by an additional 3% reduction per year until 2030.

Food waste reduction can be achieved through several actions. First, by monitoring food preparation and discarding only the absolutely non-edible part of raw materials (mainly vegetables). Second, by conserving the prepared uneaten food and donating it or offering it to employees. Third, by partnering with WWF Greece for the Hotel Kitchen programme and implementing best practices and guidelines to all hotels. Lastly, by collecting it and sending it to compost production companies, or offering it as animal food where possible.

Food waste measurement was launched as a pilot in 2021 and will be systematised in 2022, following all relevant legislation and quality standards (ISO 14001, Green Key, Travelife Gold Certification).

Light Bulbs

Our goal is to replace all incandescent light bulbs with LED lights. Approximately 95% of incandescent light bulbs have already been replaced with LED lamps, while the remaining 5% is expected to be replaced in 2022. 100% of burned-out lamps are handed over for recycling.

Soap

Reduction is achieved through the use of liquid soap with dispensers where possible, and through on-demand replacement of amenities in guest rooms.

Cardboard | Recycling (kg)

Destination	2018	2019	2021
Crete	N/A	22,242	8,767
Kamena Vourla	N/A	1,890	6,219
Kos	N/A	73,954	60,460
Rhodes	42,470	59,089	47,464
Total	42,470	157,175	122,910

Glass | Recycling (kg)

Destination	2018	2019	2021
Crete	30,020	N/A	60,770
Kamena Vourla	N/A	N/A	3,750
Kos	N/A	N/A	92,115
Rhodes	N/A	40,455	153,650
Total	30,020	40,455	310,285

Fat Oils | Recycling (kg)

Destination	2018	2019	2021
Crete	2,410	2,740	2,580
Kamena Vourla	250	630	360
Kos	1,795	4,760	1,895
Rhodes	10,532	4,177	3,872
Total	14,987	12,307	8,707

The Goal of Zero Waste

Zero waste is a set of principles focused on waste prevention that encourages the redesign of resource life cycles so that all products are reused. The zero waste approach aims to reduce and ultimately eliminate garbage.

We are committed to continuously reducing our waste production and enforcing all regulations and recommendations of national and international authorities for waste management and the circular economy.

Particular efforts are made to especially reduce organic waste that, if disposed of in landfills, can contribute significantly to climate change by producing greenhouse gases.

Mitsis Hotels' waste management policy is based on the 5 R Waste Hierarchy Model.

Reduce

Generating less waste

Reuse

Repairing or reconditioning devices or parts

Recycle

Turning materials into new substances or products

Recovery

Energy recovery when recycling cannot take place

Residuals management

Disposal in landfill when there is no alternative

5.1.6 Sustainable Renovations & Refurbishment Projects

Our ambitious renovation programme is conducted based on our green philosophy.

In the years 2017-2021, Mitsis Hotels already implemented an ambitious €100M renovation and refurbishment programme, which will be followed by an additional €250M plan to fully upgrade the Group's high-end hotels and resorts across 5 destinations in Greece. The full plan is expected to be completed by 2026.

Our renovations concern both public and private areas, adding new room types, facilities, amenities and F&B outlets to ensure a flawless hospitality experience for our guests.

All renovations are based on our eco-friendly philosophy and aim to minimise our environmental impact and mitigate our carbon footprint, improving energy efficiency, resilience, sustainability and biodiversity by adding heat-resistant fauna and flora, preserving local environmental conditions and transforming venues into Nature-based Solutions (NBS).

5.2 Protect and Conserve Biodiversity

5.2.1 LIFE, our green project

At Mitsis Hotels, we encourage guests to follow our sustainability journey and be part of our green story. Our 'LIFE' environmental programme provides detailed information to guests on how to travel responsibly and respect our destinations during their stay.

We urge guests to learn more about the destination and provide specific recommendations on how to respect local communities and the natural environment.

Environmental Awareness Video

Our environmental awareness video is displayed on all digital screens and guest room TVs in our hotels, providing guests with useful information on how to be environmentally responsible during their stay.

We encourage guests to minimise their environmental footprint by participating in our recycling efforts, turning off lights during the day and closing all windows and doors when the A/C is on.

We also request guests to report any leaks to the front office, use limited resources wisely and prefer public transport, biking and walking during their stay. Our dedicated staff is always available to answer our guests' questions or concerns.

Our environmental programme 'LIFE' guides all environmental policies, green initiatives and awareness campaigns.

5.2.2 Green Teams

At Mitsis Hotels, we strive to fully engage employees in our company's sustainability journey. In this context, green teams are formed in all our hotels & resorts for the organisation and implementation of CSR initiatives on property. Green teams are imperative in instilling and cultivating the importance of corporate responsibility among all team members.

Sustainability Trainings

We are committed to making every one of our 4,000 employees a sustainability champion. Mitsis Hotels' employees participate in extensive annual sustainability trainings and workshops to provide them with a clear context of the environmental challenges of the hospitality & tourism industry, as well as present them with specific concrete sustainability actions to minimise our environmental impact and maximise our ecological conservation efforts.

We make sustainability visible and aim to empower our employees to take ownership of the sustainability impact of their actions. Through our sustainability trainings, we also ensure that our employees are in a position to answer any sustainability question or concern our guests may have.

5.2.3 Environmental Initiatives

Our targeted voluntary environmental initiatives contribute to the protection and conservation of biodiversity in our destinations. The environmental initiatives of our hotels & resort include tree planting projects, regular beach clean-ups and the celebration of environmental international days.

Beach Clean-ups

Coastal clean-ups are imperative to reduce solid litter, dense chemicals and organic debris so as to protect our oceans from pollution. Committed to ensuring the environmental protection of our destinations, all Mitsis Hotels properties located next to the beach undertake regular beach cleanings.

Our beach-clean ups with the participation of employees, guests and members of the local community contribute to preserving the marine environment, conserving habitats and raising awareness of the impact of the emerging issue of coastal pollution.

Tree Planting

As proud ambassadors of the local communities that nurture us, we aim to protect and enhance the biodiversity of our destinations. Following our successful 2019 reforestation project in Apollakia, Rhodes, in 2021 Mitsis Hotels organised and implemented a tree planting initiative in Kardamena, Kos.

Over 200 local tree species were planted with the participation of our hotel employees, guests and members of the local community. Our volunteers were divided into teams with distinct responsibilities including distributing the plants, fertilizing the ground, staking and tying the trees, or watering the ground.

We are tremendously grateful for the voluntary participation and engagement of our staff, guests and residents in our green initiatives.

Celebration of International Days

At Mitsis Hotels, we continuously strive to enhance our rich recreation programme, offering guests a broad range of educational and entertaining activities during their stay.

With sustainability being one of the main pillars of our recreation programme, we celebrate international days, including Earth Day, Environment Day and Oceans' Day, with engaging initiatives for adults and kids alike.

Environmental activities such as junior gardeners and arts & crafts using recycled materials are a significant component of our properties' Kids Clubs programme, and our professional teachers and educators continuously incorporate activities that help children learn good environmental practices. Our goal is for every guest, even the youngest ones, to be part of our green story.



5.3 Foster Green Partnerships

5.3.1 WWF Greece

WWF Greece, a member of the WWF global network for the protection of the environment, aims to stop the degradation of the natural environment and build a future in which people will live in harmony with nature, through the conservation of the planet's biodiversity, the sustainable use of renewable natural resources and the reduction of pollution and consumption waste. In 2021, Mitsis Hotels partnered with WWF for the innovative programmes 'Adopt a Beach' and 'Hotel Kitchen'.

WWF Adopt a Beach

The innovative volunteer coastal pollution monitoring programme 'Adopt A Beach' aims to raise awareness for the reduction of single-use plastic, collect data on coastal pollution and create an effective open database. Gaining knowledge of the volume, composition, origin and seasonality of marine debris is imperative for the amelioration of environmental performance.

To this end, Mitsis Hotels is forming task forces responsible for intensively monitoring, recording and cleaning the Group's 10 beaches in Crete, Kamena Vourla, Kos and Rhodes, following all relevant protocols.

WWF Hotel Kitchen

In 2021, our properties Blue Domes Resort & Spa and Rodos Village Beach Hotel & Spa participated in the innovative 'Hotel Kitchen' programme that aims to reduce food waste in hotels, a critical step in minimising our environmental footprint.

The programme includes the formation of task forces responsible for strategy development, employees' training to actively contribute to the prevention and reduction of food waste, cooperation with local agencies, integration of food donation programmes and implementation of sorting and measurement systems for the evaluation of the actions' effectiveness. Mitsis Hotels will continue its partnership with WWF Hotel Kitchen in 2022, adding more Group properties to the programme.



Mitsis Blue Domes Resort & Spa, Kos

5.3.2 GreenTech Challenge

Mitsis Hotels is honored to be a Gold Sponsor of GreenTech Challenge 2021, the largest national green innovation competition. The GreenTech Challenge initiative is organised by the National Technical University of Athens and aims to promote new innovative ideas that contribute to solving important environmental challenges, combat climate change and support sustainable development. A representative of Mitsis Hotels Group participated in the jury panel of the final phase of the competition for the selection of the winning team.

5.3.3 QualityNet Foundation

QualityNet Foundation is an NGO established in 1997 with the goal to develop and promote sustainable development in Greece. We are proud to contribute to the work of QualityNet Foundation by annually participating in the organisation's dialogue and networking initiatives fostering responsible business operations.

Greek Sustainability Code

The Greek Sustainability Code provides a structured system regarding transparency and business commitment toward sustainable development and responsible entrepreneurship, taking into account the requirements of the EU Directive on the disclosure of non-financial data.

The Code responds to the increasing need for measuring the economic, environmental and social impact of organisations, and Mitsis Hotels is honoured to participate in the annual reporting of its sustainability progress.

In Action SDGs Week

The annual 'In Action SDGs Week' is organised in collaboration with the United Nations Information Centre, institutionalising a national campaign to inform, educate and mobilise citizens toward Sustainable Development Goals, the global framework for taking targeted action to create a better world. Mitsis Hotels is proud to participate in the project by presenting our initiatives for the achievement of the 17 UN SDGs.

5.3.4 Sustainability Awards & Certifications

Most Sustainable Companies

Mitsis Hotels is distinguished for its responsible operation among the 'Most Sustainable Companies in Greece' by the QualityNet Foundation. Mitsis Hotels is the sole hotel company to be included in the distinction. The evaluation committee of QualityNet Foundation took into consideration the Group's business impact according to ESG criteria, the initiatives implemented, the development of stakeholder engagement and the disclosure and verification of non-financial performance measures.

Greek Breakfast

Mitsis Hotels proudly promotes Greek gastronomy and cultural heritage, being certified with the 'Greek Breakfast' seal. The initiative was launched in 2010 by the Hellenic Chamber of Hotels, aiming to promote the gastronomy of each tourism destination by enriching the breakfast menu offered by Greek hotels with local agricultural products and traditional specialties.

Green Key

The Green Key award is the leading standard for excellence in the field of environmental responsibility and sustainable operation within the tourism industry. This prestigious eco-label represents a commitment by businesses that their premises adhere to the strict criteria set by the Foundation for Environmental Education. The high environmental standards expected of these establishments are maintained through rigorous documentation and frequent audits.

All Mitsis Hotels have received the Green Key eco-label for their environmental programme, adopting and promoting the best ecological practices in hospitality and tourism.

Health First

All Mitsis Hotels obtained the "Health First" certification seal, launched in 2020 by the Hellenic Chamber of Hotels to assure hotels' compliance with official health and safety protocols, aiming to reduce the risk of COVID-19 transmission to hotel employees and guests.

ISO 14001

All our hotels & resorts are proud holders of the ISO 14001 by TÜV Hellas (TÜV Nord), the international and most renowned standard for environmental management systems in the world. ISO 14001 provides organisations with requirements and guidance on minimising their environmental impact and complying with applicable environmental laws and regulations. ISO 14001 is voluntary and assists companies with managing resources more efficiently, continually improving their environmental performance.

ISO 22000

Alila Resort & Spa, Blue Domes Resort & Spa, Faliraki Beach Hotel & Spa, Laguna Resort & Spa, Norida Beach Hotel, Petit Palais Beach Hotel, Ramira Beach Hotel, Rinela Beach Resort & Spa, Rodos Maris Resort & Spa and Sofitel Athens Airport have received the ISO 22000 certification. The ISO 22000 international standard, developed by the International Organisation for Standardisation, is a general derivative of ISO 9000 and specifies the requirements for a Food Safety Management System (FSMS) that involves interactive communication, system management, prerequisite programmes and HACCP principles.

Travelife Gold Certification

Travelife is an internationally recognised accommodation sustainability programme by the Association of British Travel Agents (ABTA), containing a range of criteria that assess accommodation performance in the areas of human rights, labour standards, community engagement and environmental impact. All of our hotels & resorts are proud holders of the Travelife Gold Certification.



Safe Operation of Playground

TÜV HELLAS (TÜV NORD), recognizing the hazardous nature of playground equipment and the necessity for maximum safety precautions based on European Standards, safety specifications and applicable legislation, has provided independent inspection and certification for the safe operation of playgrounds of Alila Resort & Spa and Blue Domes Resort & Spa,

Safe Operation of Water Slides

TÜV HELLAS (TÜV NORD), recognizing the hazardous nature of water slides and the necessity for maximum safety precautions based on European Standards, safety specifications and applicable legislation, has provided independent inspection and certification for the safe operation of playgrounds of Alila Resort & Spa and Ramira Beach Hotel.

Safe Restart

All Mitsis Hotels were evaluated by TÜV HELLAS (TÜV NORD) for their full compliance with all relevant national legislative requirements and recommendations, as well as guidelines by the World Health Organisation and European Union. The Safe Restart evaluation applied only to hotels operating in the 2021 season.

Blue Flag

Blue Flag is one of the world's most recognised voluntary awards for beaches, marinas, and sustainable boating tourism operators. To qualify for this prestigious award, a series of stringent environmental, educational, safety and access-related criteria must be met and maintained.

In 2021, the eco-label was awarded to the following 9 beaches managed by 15 Mitsis Hotels:

- Anissaras | Laguna Resort & Spa
- Ammoudes | Alila Resort & Spa
- Galouni Kokkinogia | Rodos Maris Resort & Spa, Rodos Village Beach Hotel & Spa
- Enidrio 2 | Grand Hotel Beach Hotel, La Vita Beach Hotel, Petit Palais Beach Hotel
- Kamena Vourla | Galini Wellness Spa & Resort
- Kokkini Chani | Rinela Beach Resort & Spa
- Psalidi | Ramira Beach Hotel
- Psaltos | Lindos Memories Resort & Spa
- Vouno | Blue Domes Resort & Spa, Family Village Beach Hotel, Norida Beach Hotel, Summer Palace Beach Hotel



Mitsis Rinela Beach Resort & Spa, Crete

COVID-19 Health & Safety Plan

Considering the health and safety of our guests and staff as our top priority, Mitsis Hotels devised and implemented an integrated Health and Safety Plan foreseeing all measures, specifications and procedures across all hotel departments.

1. Virus Outbreak Risk Assessment & Prevention Plan

1.1 General Information

It is difficult to predict instances of illness or outbreak, especially when large numbers of people gather in close proximity to one another.

The important factor is to be prepared and the steps needed are:

- Risk assessment to identify all the possible infection points
- Prevention and protection plan
- Staff training
- Implementation
- Review and update of the plan

It is obvious that precautionary measures and the right and sufficient resources together with a speedy response can be the difference between a few isolated incidents and a full-blown outbreak.

What is an infection?

Infections are caused by pathogens ('bugs') such as bacteria, viruses, yeasts or fungi that enter the body. It can take some time before the microbes multiply enough to trigger the symptoms of an illness, which means an infected person may unwittingly spread the disease during this incubation period. However, for most infectious diseases, person-to-person transmission is most likely when the infected person is symptomatic.

Instances of transmission can rapidly escalate into larger-scale outbreaks which are often difficult to control and extremely damaging to health and business alike.

How are infections transmitted?

Pathogens can spread in a variety of ways and understanding these different modes of transmission will help our guests adopt good infection control practices. Coronaviruses are present in respiratory secretions that can be transmitted as a spray over 2 meters after coughing or sneezing. This means that the infection can occur through contact and inhalation of these droplets.

If infected, people that sneeze or cough can spread germs through tiny airborne droplets. These droplets can land on surfaces. Hands and surfaces soiled with nasal and throat discharges can then aid the spread of the disease.

Contaminated objects, humans, or food

Cross-contamination carries pathogens from one contaminated place to another. If a person is unwell they could carry viruses, bacteria, or parasites. Also, a person does not have to seem unwell to be carrying a pathogen. When ensuring pathogens are not transmitted, special attention should be paid to hand and surface hygiene.

Main control points

1. Arrival at the airport in the destination country
2. Taking transportation to the hotel
3. Arrival at / departure from the hotel
4. Access to and stay in the room
5. Being in / passing through the lobby
6. Eating at the restaurants and sitting at the bars
7. Access to and use of the toilets
8. Access to the pools and beach
9. Using beach sports facilities
10. Access to the Gym / Spa
11. Visiting the Kids' Club



Mitsis Alila Resort & Spa, Rhodes

To ensure the enforcement of proper social distancing measures, our hotels operate at low occupancy.

Key touchpoints for hotels

- Lobby/Reception: Reception, tablets, pens, money, credit cards, room keys/cards, tables, handrails, elevator buttons
- Guestrooms: Doorhandles, switches, remote controls, telephone, room accessories (kettles, iron, hairdryer), furniture handles, tabletops, food contact surfaces, bathroom handles, toilet seat & flush, shower control, tap, bathroom sink, dispensers
- Restrooms: Door handles, switches, bathroom handles, toilet flush, shower control, taps, toilets, dispensers
- Restaurants: Tabletops, buffets, chairs' hard surface, utensils
- Kitchens: Door handles, switches, taps, utensils, food contact surfaces, dispensers, hand contact areas
- Gym: Door handles, switches, machine handle and seat, water fountain
- Swimming pools & beach: Lounge chair mattresses, water sports
- Children's playground: Swings, teeters and slides in outdoor playgrounds, toys, tables, chairs, all the equipment used for kids' workshop, toilets inside the Kids' Clubs

How COVID-19 spreads

- Droplets: when infected people cough, sneeze or talk
- Touch: contaminated objects or surfaces
- Person to person transmission: by a mere handshake

1.2 General Preventions & Protection Policies

A prevention plan that protects guests and employees while on property aims to put our guests at ease and help ensure a positive, safe experience at all Mitsis hotels.

Below please find precautions hotel managers and staff are taking to improve guest and employee health and safety:

Action Plan for prevention and protection

The Management Teams of all Mitsis Hotels, in consultation with the guidelines and recommendations of the World Health Organization, the Greek Ministries of Health and Tourism and local authorities, have created a tailored action plan, with the aim to prevent illness incidents, effectively manage those cases and mitigate impact among clients and staff, including cleaning and disinfection of rooms occupied by ill persons. This plan is updated when necessary as a consequence of new guidance, procedures, or regulations issued by the pertinent authorities.

Staff information and training

All Mitsis Hotels personnel have been provided with information about COVID-19, management instructions, as well as extensive ongoing training on Health & Safety measures to provide a carefree and safe stay to our guests, implementing the POSI guide and all procedures and preventive measures as described in our Hotels Manual.

COVID-19 response teams

Overall, our hotels will be armed with an internal COVID-19 response team, which includes a member from every department. This team should be responsible for keeping a pulse on the evolving landscape, continually brainstorming adjustments to strategy and presenting to internal stakeholders to take action.

Our internal COVID-19 response teams were created by those hotels executives whose health has been checked (according to the government's plan).

In addition to hotels' response teams, Mitsis head office is standby 24/7 to support the hotels and coordinate with local & regional authorities.

Doctors on call 24/7

24/7 specially commissioned doctors are on call to provide care for our guests. In case of a verified case, guests shall be taken to the hospital.

Mitsis Hotels collaborate with external hospitals and doctor services and the Hotel is not responsible for external hospital's and doctor's services or charges, which latter shall be paid by our guests directly to them and are not included in our charges.

Reduced hotel capacity

We have reduced maximum hotel capacity. We are checking daily the local authorities' websites for updated guidance to reduce spread of COVID-19.

Room service

Room service is strongly suggested to guests who don't feel well but can be offered to any guest that wishes to dine in privacy. Our 24h service is at guests' disposal.

Action Plan in the event of a COVID-19 incident

A detailed Action Plan has been drafted and communicated across all departments in consultation with the Ministries of Health and Tourism and the local authorities to determine appropriate actions if a guest or worker presents symptoms of COVID-19, as well as how to respond if asked to quarantine guests.

The measures undertaken in the current Handbook are in accordance with the measures undertaken by the Greek Government in order to guarantee the protection of health and safety of the population.

In particular, the Greek Government has enacted legislation providing a wide range of means, necessary to guarantee the protection of the health and safety of the population. In this respect, people with COVID 19 are submitted to clinical and laboratory medical examination, health monitoring, vaccination, medication and treatment, particularly in cases when the competent medical authorities have reasonable suspicions that they may transmit directly or indirectly the disease.

The competent health authorities may impose temporary restrictions on persons under COVID-19 conditions, preventing contact with third parties, which could cause transmission of the disease. The measure of temporary restriction may be implemented in a suitable hospital, health structure, treatment area, institution, appropriate public or private temporary facilities, accommodation, or even at home.

Such measures, if decided by the competent administrative authorities are obligatory for both the hotel and its guests.

Furthermore, Mitsis Hotels will comply with any guidelines issued by competent medical authorities or other competent administrative authorities and will notify appropriately our guests and personnel.

Awareness Campaign at the hotels

A comprehensive awareness campaign is rolling out in all our hotels, with health & safety measure signs throughout the facilities, as well as an information brochure upon arrival.

- Detailed manual is available for all guests regarding COVID-19
- Note from the Manager in every room
- Posters throughout the facility with hygiene rules
- Signs throughout the facility describing ways to prevent the spread of germs
- Signs at the entrance instructing members not to visit if they have symptoms of respiratory infection

Monitoring of guests & employees - Log book

The GDPR allows hotels to process personal data of their personnel and guests, in the context of an epidemic, in accordance with national law and within the conditions laid by competent EU or Greek authorities (indicatively the EU Regulation EU/2016/679 of the European Parliament and the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), Law 4624/2019 and all other relevant regulations and administrative decisions).

In this situation of COVID-19, processing is necessary for reasons of substantial public interest in the area of public health. Under such circumstances, our hotel will process personal data of our guests and personnel, in order to safeguard their health and safety as well as the health and safety of all those working or staying in our hotels.

This processing will be limited to what is necessary by Greek Law and will be proportionate to the purpose of protection health and safety in our Hotels. In addition, all necessary technical and organizational security measures shall be adopted, so as to protect the personal data of our guests and employees.

For such processing, there is no need to rely on consent of individuals, since it is necessary for compliance with obligations relating to health and safety at the workplace and to the public interest, such as the control of diseases and other threats to health, as articulated in Greek and EU legislation enacted, in order to protect all of us against the COVID-19 pandemic. Such personal data may be transferred to competent medical authorities or doctors, if necessary and according to Greek Legislation.

We can generally notify our staff or our guests for the presence of a case of COVID-19 or suspicious symptoms thereof. However, such notification shall take place in such a way that does not in any way, directly or indirectly, identify the data subject.

Notwithstanding the above-mentioned, we may need to inform competent medical authorities relating to cases of COVID-19 or suspected threats thereof, particularly after their prompt and legal request.

Complaints handling

The hotels implement a documented procedure for complaint handling regarding the measures and actions related to the COVID-19 disease. The files are kept and re-examined.

Impermissible behaviors

The hotels are developing and implementing well-documented guidelines to make it clear to all parties involved that negative behaviors related to the occurrence of a suspected case of illness are not acceptable. In addition, the hotels reserve all legal rights to protect its reputation and employees.



Mitsis Rineia Beach Resort & Spa, Crete

10 Guiding Principles

- 1 **OPERATION AT LOW OCCUPANCY**
to ensure proper distancing
- 2 **INTENSIFIED CLEANING & DISINFECTION**
across all high-volume touchpoints & guestrooms
- 3 **WELCOME SAFETY PACK**
with disinfectant gel and mask for all guests upon arrival,
as well as disinfectant dispensers in public areas
- 4 **HIGH STANDARDS OF FOOD SAFETY**
according to HACCP procedures and contactless service
at the restaurants
- 5 **24H OPERATION OF F&B OUTLETS**
to allow ample time & space for lunch & dinner
- 6 **SOCIAL DISTANCING SPECIFICATIONS**
in recreational areas, pools & our Blue Flag awarded beaches
- 7 **SIMPLE & FAST CHECK-IN / CHECK-OUT**
procedures
- 8 **DOCTORS ON CALL 24/7**
to provide special care to our guests
- 9 **ONGOING TRAINING**
for our compliant staff
- 10 **AWARENESS CAMPAIGN**
at all hotels

1.3 Basic Hygiene Guidelines For Guests

Assuming everyone is potentially infectious

Good infection control begins with assuming everyone is potentially infectious and following proper procedures at all times. The following provides guidelines for reducing transmission of infection.

Hand Hygiene

Effective hand hygiene is the greatest single measure that our guests can take to prevent the spread of pathogens. Our staff will always help our guests to maintain their levels of personal hygiene by ensuring the continuous supply of soap, shower gel, personal care products and alcohol-based hand rubs available in common areas.

Respiratory Hygiene

When you cough or sneeze, you should cover your mouth with a disposable tissue or use your elbow. You should dispose of used tissues and perform hand hygiene after used tissue disposal. Avoid touching your eyes, nose and mouth with unwashed hands.

Social Distancing

Social distancing actions include limiting large groups of people coming together. Members with medical conditions may wish to avoid a congregate setting as a gym.

Personal Protection Equipment (PPE)

Face masks and gloves are provided by the hotel for free to all guests and staff. To ensure protection against virus transmission, the use of masks is mandatory in all interior areas of the hotel, by guests and staff too. In public areas where there is no overcrowding, the use of a mask is not mandatory.

Vulnerable Guests

Vulnerable guests should be discouraged from participation in activities where physical distancing cannot be guaranteed at all times and especially when such activities take place in closed spaces.

In case of symptoms

If you do not feel well, you should call the reception requiring for a doctor and stay in your room. Upon departure, guests are explicitly requested to immediately notify our hotels if they develop symptoms associated with COVID-19 or obtain a positive test result for COVID-19, within 14 days following departure.

2. Detailed Prevention Plan for Every Hotel Area

2.1 Increased Hygiene Protocols

Health & safety measures for our employees

- Increased focus on hand hygiene at all our hotels.
- Disinfectants applied during routine cleaning of guestrooms, public spaces, health club areas and meeting rooms.
- Staff equipped with appropriate consumables (hand sanitizers, masks, disposable gloves, etc.).
- Staff will have to measure their temperature every morning as part of individual responsibility. In case of fever, they must inform their supervisor prior to coming for work. Once a week all employees are checked with Covid-19 rapid tests.

Health & safety supply pack for guests

Upon arrival health & safety supply pack is provided upon request for all our guests for free.

- Protective hygiene material, such as masks, gloves etc.
- Disinfectant solution



Mitsis Summer Palace Beach Hotel, Kos

2.2 High-volume Touchpoints

Public Areas

- Increased cleaning and disinfection across all high-volume touchpoints e.g. WCs, entrances/exits, front desk, public areas, as well as exposed surfaces such as door handles, card terminals and elevator buttons with anti-bacterial liquids.
- Provision of dispensers with disinfectant solution at hotel entrances, lifts, WCs, restaurants.
- All cleaning and disinfectant materials used are non-toxic and safe particularly for people with allergies.

Reception

- Hand disinfection is indicated after exchanging objects (tablets, pens, money, credit cards, room keys/cards) with staff.
- Reception surfaces are regularly disinfected after the end of customer service.
- Group check-in of more than 2 guests at a time is not allowed. Group check-in only with the support of Tour leader or Hygiene Agent.
- It is important for guests to maintain social distancing whilst in the hotel lobby.
- Online check-in before arrival. From 2021, guest can check-in online through mitsishotels.com even before they leave home.
- Electronic check-in via fast check-in tablet. A disposable pen will be given to each guest, while after each use, the tablet will be cleaned and disinfected. Where possible, all guest information and payment details as well as special requirements such as early morning call, dietary needs, car reg etc. which may usually be collected on check-in should be verified prior to arrival.
- Minimum physical contact between the guest and staff. Guests should pay taxes and other services contactless via a credit/debit card. The customers' invoice will be emailed or posted to them 24 hours later.
- Check-in tablets and touch screens will be disinfected after each use.
- Customers should speak to reception via the phone from their room regarding any queries they may have during their stay and prior to check-out.
- Guests are to enter the hotel premises through doors that are either propped open, are automated or manually operated by an employee wearing protective gear. Guests are to avoid touching any public handrails throughout their stay.

- The groom will transfer simultaneously luggage of guests staying in the same room or are members of the same family.
- At the end of the day, the hotel's luggage room will be disinfected.
- Extra attention should be paid to the points of the club car where the hands touch. Club car passengers should only use back seats. It is advised to transfer guests staying in the same room or families.
- The hotel's club and transfer cars are disinfected after each transfer.

Lobby Area

- The furniture in the lobby and all public areas should be rearranged at least 1.5 m from each other to ensure social-distancing measures between guests.
- The lobby area, at the beginning of the day after being cleaned, will be disinfected using the steam cleaner and all the soft surfaces will be passed through (living rooms). The same procedure will be repeated frequently during the day.
- Any hard surfaces (handles, tables, glass surfaces, elevators etc.) will also be disinfected using an appropriate disinfectant.
- Daily natural ventilation of lobby and public areas.

Elevators

- Elevators can only be used by one person, families, or guests of one room at a time.
- Guests are advised to take the stairs for the first 2 floors.

Restrooms

- Every touch point (door handles, switches, bathroom handles, toilet flush, shower control, taps, toilets, dispensers) is regularly disinfected in the restrooms.
- Alcohol-based hand rub will be available in every restroom.
- Every sink will be well-stocked with soap and tissues/hand drying materials for hand washing.
- Trashcan placed near every exit will make it easy for guests to discard tissues, paper towels, etc.

2.3 Disinfection of Rooms

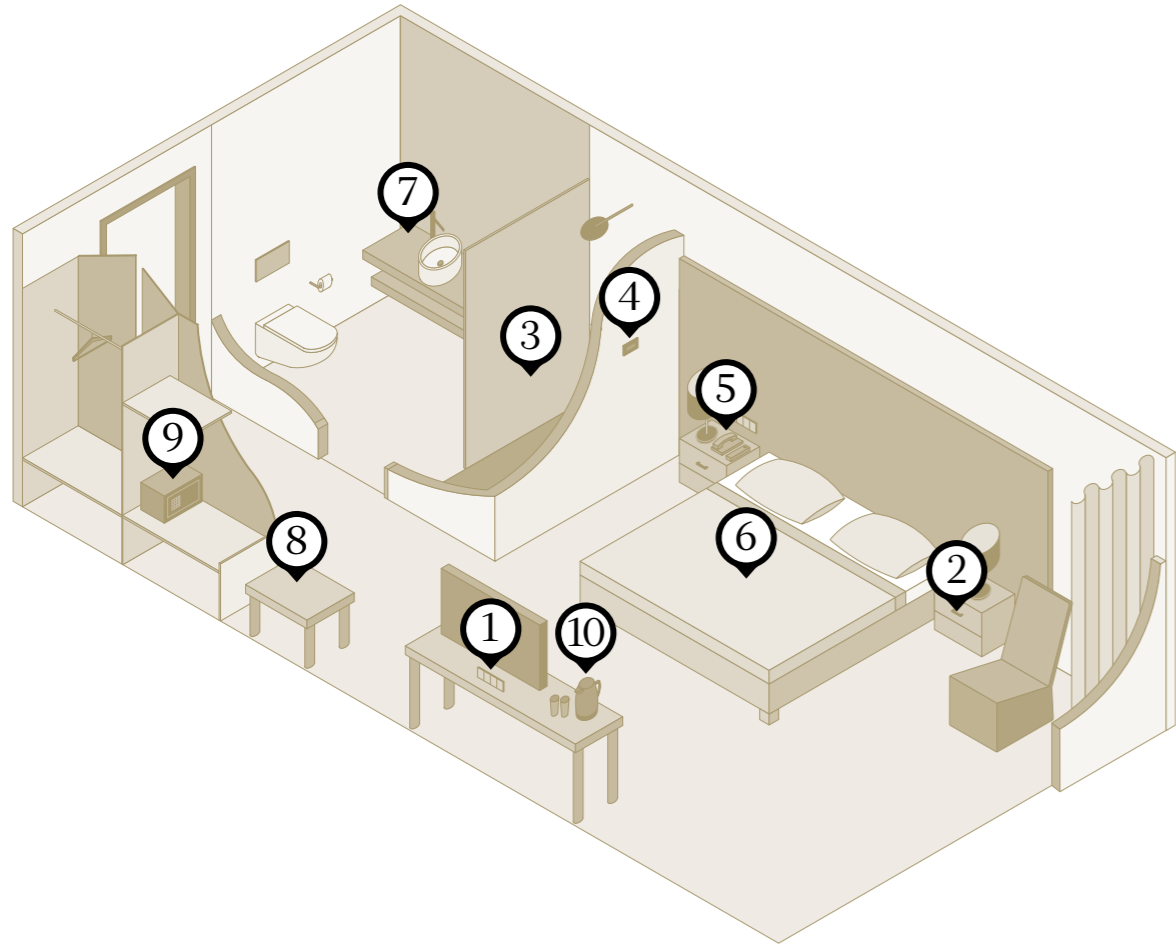
- Complete disinfection of rooms and bathrooms.
- Specific sanitation consideration will be paid to the following guest room areas using a propiate disinfectant, according to POSI guide:
 - Desks, all hard surfaces, tables and chairs
 - Phones, tablets, remote controls and thermostats
 - Doors and doorknobs
 - Electric appliances - fridge, coffee machine and kettle
 - Bottles refilled in the fridge
 - Unused coffee capsules, tea and sugar bags are thrown away
 - Bathroom fixtures, hardware and handles
 - Bathroom sink, toilet seat & flush, shower control, tap
 - Bathroom vanities, accessories and dispensers
 - Windows, mirrors and frames
 - Lights and switches
 - Wardrobes, hangers and other amenities
 - Hairdryer, iron

- All extraneous items will be removed from the room (extra pillows, blankets) and supplied to the guests upon request. All printed material will be disinfected after each departure.
- Unused disposable items, e.g. toilet paper rolls and cups are discarded.
- Cleaning staff should not come in contact with guests and should clean the room when guests are not in the room.
- For handling and sorting of linen, the CDC guidelines are strictly followed.
- Bed linen from customer rooms that may be contaminated are kept in separate labeled bags and washed at temperatures of 60-90 degrees.
- Bed scarfs and bedspreads are frequently washed and all furniture made out of fabric is disinfected with steam cleaners and disinfectants.
- All cleaning and disinfectant materials used are non-toxic and safe particularly for people with allergies.
- After guest departure, meticulous cleaning - disinfection (e.g., with sanitizing fogger machine) in the rooms and bathroom surfaces in question.
- Ventilation of rooms after evacuation.



Mitsis Alila Resort & Spa, Rhodes

10 High-touch deep clean areas in the guest room



1 Switches & electronic controls
Lights, lamps, switches and remote controls

2 Knobs & Handles
Doors, windows, closets, drawers, furniture knobs and handles

3 Bathroom Surfaces
Toilet and bathroom handles, bathroom curtains, toilet seat and flush, shower control, taps, dispensers, tub controls and sink faucets

4 Climate Control Panels
Remote controls and thermostats

5 Telephones & remote controls
Handsets, dial pads and function buttons

6 Bed & Bedding
All bed linens including duvet covers, pillowcases and sheets, bed scarfs and bedspreads

7 Bath Amenities
Bathroom vanities and accessories, soap dishes, amenity trays and hair dryer

8 Hard Surfaces
Tables, desks, chairs, food contact surfaces, nightstands, mirrors, frames and all hard surfaces

9 Closet Items
Wardrobes, hangers, iron, safe handle and keypad and other amenities

10 In-room Food & Beverage
Cutlery, glassware, ice buckets, mini bars, kettle and coffee maker





Mitsis Blue Domes Resort & Spa, Kos

2.4 Food Safety Protocols

Operation at reduced capacity

- Operation of hotel restaurants 24/7 to allow ample time for the sitting of guests.
- Reduction of seating capacity in our F&B outlets to maintain social distancing rules.
- Arrangement of tables to allow a maximum of 4 persons for 10 square meters.
- Design of one-way traffic for various directions to all bar & restaurant outlets.
- Room service is strongly suggested to guests who don't feel well but can be offered to any guest that wishes to dine in privacy. Our 24h service is at guests' disposal.

Food Safety Standards

- High standards of food safety and hygiene according to HACCP procedures.
- Chefs and their teams in the kitchens keep all protective measures regarding Covid-19 disease (personal hygiene, work uniforms, hand gloves, face masks, avoid close contact).
- Collaboration with certified suppliers.

Personal Hygiene Measures

- Strict personal hygiene policies for our team members and staff.
- During service, the staff will use face masks and gloves, which will be changed very often.
- Entrance to the restaurant is not allowed to sick guests. They will be served in their rooms, by room service staff, in accordance with safety instructions.
- Guests should wear face masks and disinfect their hands with disinfectant gel when entering and leaving the restaurant.
- Face masks and gloves will be available for free at the entrance of the restaurant.

Regular Disinfection

- Disinfection of all restaurants with steam cleaner or sanitizing fogger machine including chairs, tables, baby chairs before and after each service.
- Disinfection of all tables at each sitting.
- Regular disinfection of surfaces touched by customers and staff (workbenches, bars, etc.).

Buffets & Shared Utensils

- Customer flow controls at the buffets and throughout the outlets will be one-way.
- The guests will be provided with individual packaged portions of bread.
- Condiments such as salt & pepper will be disinfected after each use. Ketchup, mustard and mayonnaise will be served clean and disinfected upon request.
- The use of shared utensils/objects, dispensers, automatic knitting machines (coffee, juice, soda etc.) will be made only by the staff. Coffee machines, soda machines and others and especially the parts that are more in contact with the hands of users, will be cleaned and disinfected at least after each service and more often if necessary.
- Children must be supervised by parents at any time in the restaurant and should not be allowed to access the buffet by themselves.

Serving & Table Setting

- Guests will be escorted by the staff to their table and afterwards they can visit the buffet, where they will be served on their own, wearing masks and gloves. Every next visit to the buffet will take place the same way.
- The staff shall keep, where possible, the required distances when serving customers, wearing masks and gloves.
- Maximum capacity per table ten pax (e.g., families).
- Guests should not refill their used plate or glass. They may ask the staff to provide a new one.
- All tableware including condiments, menus etc. and chairs' hard surface will be cleaned after each customer leaves the table.
- The cutlery - glasses will be provided at the tables.
- Menus will be available through contactless QR Codes. In case guests don't have a QR Code app or a smartphone, they can print the menus via monochrome laser printers.
- Sous-plats will be cleaned and disinfected after each sitting.

Bars

- Bars will be cleaned and disinfected after each service.
- Especially for bars, provision of individual packaged accompaniments for customers’ drinks and limited use of garnishes.
- The stay of customers near the bar desk is allowed by using two stools together that are at least 1.5m apart from the next ones.
- All beverages offered at the bar are served by the staff.

Room Service

- Room service staff is provided with gloves, masks, alcohol gel 70%, disinfectant soap, microfiber towels.
- Food shall be delivered without delay and without entering the room or coming in contact with the guests.
- Beverages and other supplies must be cleaned and disinfected externally before placed in the fridge.

2.5 Recreation Areas

The aim of the Recreational activities is bring guests together and create unforgettable memories through group activities. During the COVID-19 pandemic, we found ways of operating that are safe for all parties involved.

Adult Recreation

- Group activities for guests are avoided. In the event of daily sports activities, ensure guests maintain a distance of at least 1.5m from each other.
- Sports activities, such as beach volley, basket, soccer, etc. can be carried out in small groups where space allows.
- All sport activities with direct body contact are prohibited (e.g. soccer).
- Entertainers and guests should sanitize their hands when joining the activities.
- All surfaces/door handles/sports material are cleaned and sanitized after each use.
- Shared PC terminals and the rest of the business centre areas should be avoided for use. Guests will be provided with extra help for printing or other services by the reception staff.

Swimming Pools

- The operation of swimming pools is completely safe concerning COVID-19.
- The hotel ensures the meticulous observance and supervision of established procedures, frequent recirculation time of water at least every 4 hours during daily operation, frequent chlorine measurements to control its levels, water change, pH control, etc.
- For outdoor swimming pools, one bather is allowed for every 5m² of water surface.
- Lounge chairs and sitting areas are disinfected after each sitting.
- The use of the indoor pools is not allowed.

Guests at the pools are kindly requested to follow the rules below, according to government policies:

- Comply with the staff’s instructions.
- Follow the rules of personal hygiene: wash your hands and take a shower frequently.
- Take a shower before entering the pools. In case you use the toilet, you should take another bath before reentering the pool.
- Take a foot bath to clean your feet before entering the pool.
- Wear a waterproof swim cap before entering the pool. Use waterproof swim nappies for babies.
- Wear your flip flops at all times up to the point of entrance into the swimming pools.
- Do not enter the pool if you have any skin conditions, such as extensive abrasions, blisters or open sores.

Beach

- Lounge chairs and sitting areas are disinfected after each sitting.
- Hotels supervise partners for the disinfection of water sports equipment.

Spa & Wellness Centers

- The use of spa & wellness services is by appointment.
- Prohibited use of indoor swimming pools.
- Sauna, Massage and Beauty Centres provide excellent hygiene practices, sufficient dressing rooms, shower rooms and toilet facilities to ensure personal hygiene.

- Adequate handwashing facilities including handwashing basin, liquid soap and paper towels/ hand dryer are provided to facilitate handwashing for the users.
- Showering facilities and toiletries including bathing liquid soap and shampoo are provided for the convenience of the guests using the facilities.
- Guests with signs and symptoms of contagious diseases, such as skin lesions, respiratory illness or diarrhea will be prohibited from the use of the facilities.

Health Clubs & Gyms

- The use of Health Clubs & Gyms services is by appointment only via phone or online.
- Main touch points at the gyms (door handles, switches, machine handle and seat, water fountain) are regularly disinfected.
- Signs at the entrance instructing members not to visit if they have symptoms of respiratory infection. Inclusion of extra signage to ensure members are following self-cleaning protocols.
- Assessment of members’ symptoms of respiratory infection upon entering the gyms and health clubs.
- Sanitizer spray and paper towels are available at each end of each row of exercise machines, and at least one set in the free weight area.
- Guests are responsible for cleaning and sanitizing their fitness material before & after use.
- Detailed hand hygiene before and after cleaning workout rooms.
- Gym and Health Club personnel should monitor their local and state public health sources to understand COVID-19 activity in their community to help inform their evaluation of individuals with unknown respiratory illness. If there is transmission of COVID-19 in the community, in addition to implementing the precautions described above for members with acute respiratory infection, facilities should also consult with public health authorities for additional guidance.

Mini Clubs

- Implementation of special cleaning and disinfection protocols to these facilities, including cleaning and sanitizing all surfaces/door handles/ chairs/tables at least twice a day.
- Every Entertainer, child and parent must sanitize their hands when joining/entering the kids club.
- Kids Clubs shall operate outdoors only.

- Everyone must wash hands in between every 60-90 minutes. Everyone must wash hands after using the toilet.
- Minimum distance of 1.5m between children during the whole program.
- Food is not allowed in the Kids Club (no fruits, no birthday cake, no candies).
- Board games are only allowed to use during the program, renting the games is prohibited.
- Sufficient number of colored pens/pencil for every single child. Sharing the pencils is not allowed.
- Face painting or similar activities are allowed only by the entertainer who must wear protective gloves and mask. The gloves will be changed after each use.
- Kids Disco: The space for every kid is minimum 1m². Parents are not allowed to join the Kids Disco or if possible watch kids from a distance. Kids which are afraid of being lonely should stay with their parents.
- Shows: The audience is only allowed to use every second chair in the theatre apart from families who are allowed to sit together, maintaining one seat free to the next person.
- All materials at the playground will be sanitized and disinfected twice a day.
- A visible and easily accessible sign with all information will be placed at the playground.

Partner Outlets

- Observance of all measures and protocols by our partners who are active in hotels such as shops, gyms, car rentals etc.

2.6 Maintenance

Water Supply

- Maintenance of the required water safety and quality levels in accordance with health legislation and approval of environmental terms by the authorities.

Swimming Pools

- Swimming pools are cleaned according to a documented system for cleaning and disinfecting with chemicals.
- Pools should not be used by patients or their relatives if staying in the same room.

Air-conditioning & Ventilation

- Air conditioning (split units) in the rooms and the central air conditioning systems are safe to operate. It is clarified that it has not been documented that these air conditioners themselves can act as foci of growth and multiplication of the virus.
- All these systems have been maintained and disinfected regularly regarding the national legislation and the manuals of the suppliers.
- The operation of air conditioners is recommended to be combined with the supply of fresh air to the rooms and common areas in a natural way.

Suppliers of Goods & Services

- Contractors and suppliers of goods and services follow safe systems of work and have systems in place for the prevention of the spread of COVID-19.
- Delivery of all kinds of goods is subject to the hotel standards and hygiene precautions including temperature measurements.

Back of House

- Increased cleaning protocol at the Back of House, such as staff entrance, changing rooms, dressing room/washing machines, staff offices etc.
- All staff uniforms are washed daily after the end of each shift.
- All product receipts will be made according to the principles of HACCP.
- Recycling and disposal of medical supplies - Environmental protection
- The hotel follows the rules of safe disposal and recycling of materials as required by environmental standards like ISO 14001 and national and European legislation.



Mitsis Rinela Beach Resort & Spa, Crete

3. FAQ

3.1 Guest FAQ About Cancellations

What is Mitsis Hotels' cancellation policy for non-refundable bookings and bookings with deposit?

The Greek Government intervened in the tourism sector in order to alleviate the negative effects of COVID-19. The new law provides that all advanced payment of bookings cancelled during 2020 due to COVID-19, shall not be returned but a voucher with value for 18 months will be issued instead. For 2021 we are extending the expiration date of the vouchers until December 31. Within this period, you may use this voucher by making a booking for accommodation services in any of our hotels.

In case the cost of the service you choose is lower than the amount you have already paid, you will be eligible for a new voucher, corresponding to such difference between the actual cost applicable to your new booking and the amount already paid.

In case the cost of the service you choose is higher than the amount you have already paid, then you are required to pay the difference between the actual cost applicable to your new booking and the amount already paid.

How can I modify or cancel my reservation if booked through a travel agency?

You must contact the travel agency through which you made the reservation.

How can I modify or cancel my reservation if booked through Booking, Expedia etc.?

You must send your request through the online platform you originally made the reservation to modify/cancel any reservation.

What if my flight is cancelled and there is no other available flight in the future?

If you book directly with us at mitsishotels.com or through the hotel's Reservations (noting the reservation number of the cancelled reservation), you may modify your reservation without penalty for future travel through season 2021. Otherwise, you may cancel your reservation. In case you have booked your flight through mitsishotels.com, you must contact support@ask2travel.com to get informed about the choices you have.

I do not wish to travel; I wish to cancel my non-refundable reservation and get a refund.

In case you have booked through mitsishotels.com, you may modify any reservation without penalty for future travel through 2021. Otherwise, you may cancel your reservation and we will provide you with a voucher that corresponds to the amount paid by yourself for your booking. In case you have booked through another online platform or travel agency, you must contact them directly.

What happens if I am in quarantine and cannot travel?

For reservations through mitsishotels.com, you may transfer your reservation free of charge to any date in season 2021. Otherwise, you may cancel your reservation and we will provide you with a voucher that corresponds to the amount paid by yourself for your booking. In case you have booked through another online platform or travel agency, you must contact them directly.

Is it possible to transfer my reservation in 2021?

In case you have booked through mitsishotels.com, you may transfer your reservation free of charge to any date in 2021. Otherwise, you may cancel your reservation and we will provide you with a voucher that corresponds to the amount paid by yourself for your booking.

What measures do you take as a country and as a hotel for the new COVID-19?

Considering the health and safety of our guests and staff as our top priority, we assure you that our integrated Health and Safety plan foresees all measures, specifications and procedures across all hotel departments to address the new COVID-19 and any disease that can be transmitted in the community, in accordance to the World Health Organization, the Greek Ministry of Health and local authorities:

- Operation at low occupancy to ensure proper distancing
- Intensified cleaning & disinfection across all high-volume touchpoints & guestrooms
- Welcome safety pack with disinfectant gel and mask for all guests upon arrival, as well as disinfectant dispensers in public areas
- High standards of food safety - HACCP procedures
- 24h operation of F&B outlets to allow ample time & space for lunch & dinner
- Social distancing specifications in recreational areas, pools & our Blue Flag awarded beaches
- Online check-in/Simple & fast check-in & check-out procedures
- PCR testing available on site at €25.00 & doctors on call 24/7 to provide special care to our guests
- Weekly self-tests & ongoing training for our compliant staff
- Awareness campaign at all hotels

The Greek Government has enacted legislation providing a wide range of means, necessary to guarantee the protection of health and safety of the population. In this respect, people with COVID 19 are submitted to clinical and laboratory medical examination, health monitoring, medication and treatment, particularly in cases when the competent medical authorities have reasonable suspicions that they may transmit directly or indirectly the disease.

In addition, the competent health authorities may impose temporary restriction of persons under COVID-19 conditions, preventing contact with third parties, to avoid transmission (or spread) of the disease. The measure of temporary restriction may be implemented in a suitable hospital, health structure, treatment area, institution, in appropriate public or private temporary facilities, accommodation, or even at home. Such measures, if decided by the competent administrative authorities are obligatory for both the hotel and its guests.

Furthermore, Mitsis Hotels will comply with any guidelines issued by competent medical authorities or other competent administrative authorities and will notify appropriately our guests and personnel.

3.2 Guest FAQ About COVID-19

How does the COVID-19 spread?

- Droplets: when infected people cough, sneeze or talk.
- Touch: contaminated objects or surfaces.
- Person to person transmission: by a mere handshake.

What is the incubation period of the COVID-19 disease?

The “incubation period” means the time between the first contact with the virus and beginning to have symptoms of the disease. Most estimates of the incubation period for COVID-19 range from 1-14 days, most commonly around 5-7 days.

How long does the COVID-19 last on surfaces?

The virus that causes COVID-19 can survive on various surfaces. Studies suggest that coronavirus may persist on surfaces for a few hours or up to several days, depending on the kind of materials.

Can you contract the COVID-19 disease by touching a surface?

People can get infected by Sars-Cov-2 just touching contaminated surfaces or objects – and then touching their eyes, nose, or mouth.

What are the key touchpoints for hotels?

The key touchpoints for hotels are telephones, table tops, chairs’ hard surface, door handles, lift buttons, light switches and gym equipment.

What are the symptoms of COVID-19?

The most common symptoms are fever, dry cough, shortness of breath, and breathing difficulties. In more severe cases infection can cause pneumonia, severe acute respiratory syndrome, and even death. The period within which the symptoms would appear is 2-14 days.

Is headache a symptom of COVID-19?

The virus can cause a range of symptoms, ranging from mild illness to pneumonia. Symptoms of the disease are fever, dry cough, tiredness, sore throat and headaches.

What is the recovery time for COVID-19?

Using available preliminary data, the median time from onset to clinical recovery for mild cases is approximately 2 weeks and is 3-6 weeks for patients with severe or critical disease.

Can babies get COVID-19?

We know it is possible for people of any age to be infected with the virus. However, there has so far been a low rate of confirmed serious COVID-19 cases among children relative to the broader population.

What should you do if you think you have COVID-19?

If you have fever, cough and difficulty breathing, seek medical care early. Stay home if you feel unwell. Follow the directions of your local health authority.

Can COVID-19 spread through food?

This virus is of the respiratory system and therefore is not transmitted through food consumption. Maintaining hygiene and safety rules in food production prevents foods from being infected with the virus.

Is there a vaccine for COVID-19?

There are already in place new vaccines against COVID-19. All of them provide significant protection, but we do not know yet how long it lasts.

Is COVID-19 new?

Coronavirus disease (COVID-19) is a new strain that was discovered in 2019 and has not been previously identified in humans.

Is COVID-19 more severe than the flu?

This is not clear yet. The transmissibility of Sars-Cov-2 is very high, but we have to discover more about morbidity and mortality. It is uncertain to say if COVID-19 is more severe than influenza. So we need more studies and statistics to prove it.

Are masks effective against COVID-19?

If you are healthy, you only need to wear a mask if you are moving indoors of the hotel or taking care of a person with suspected Sars-Cov-2 infection. Wear a mask if you are coughing or sneezing. Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water. If you wear a mask, then you must know how to use it and dispose of it properly.



Partners

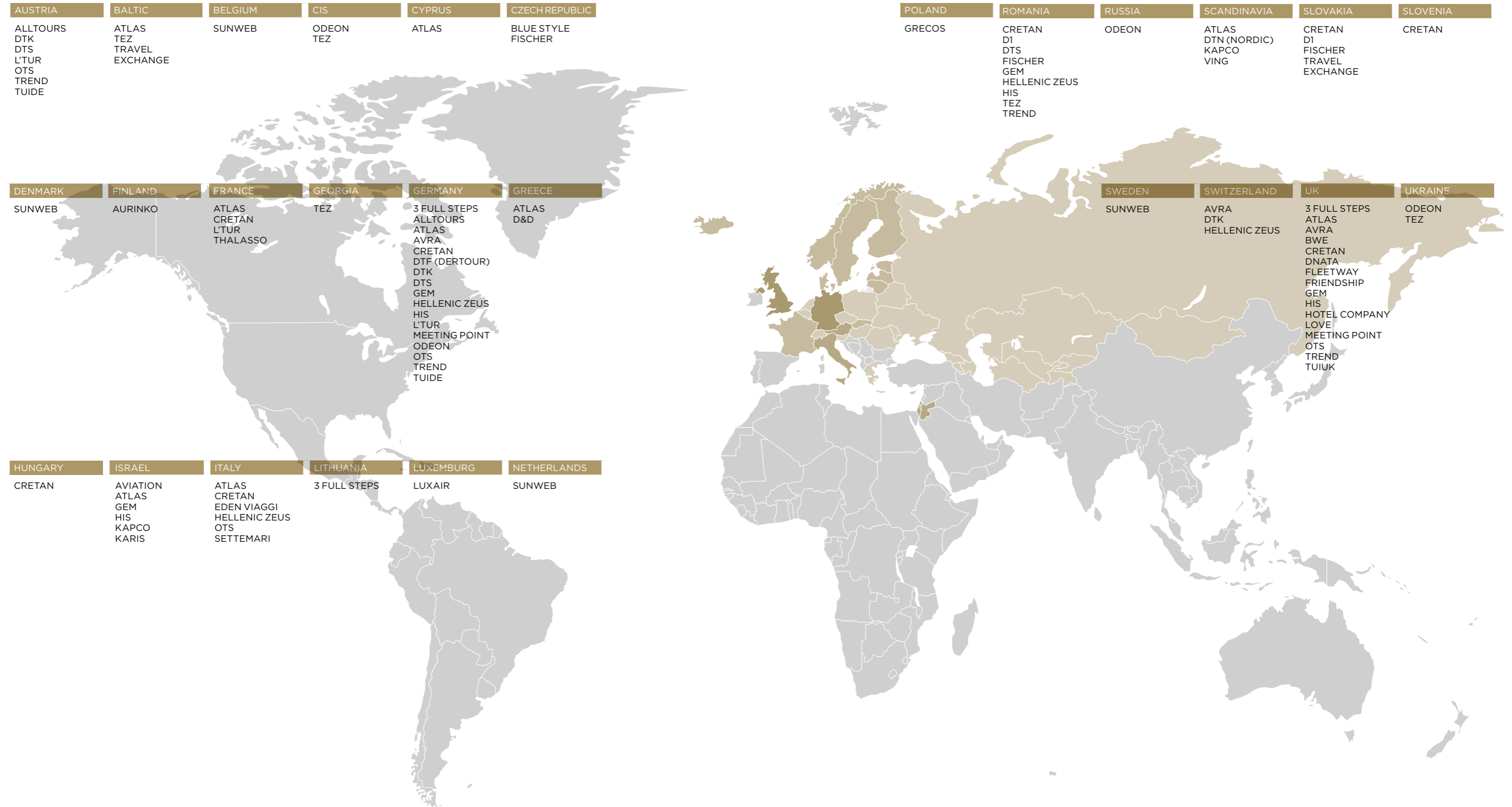
For more than 45 years, we build relationships and grow together with our partners. We are proud that a wide network of international tourism professionals, tour operators, travel agents, and online travel agents support our operations.

Business partners

The list of our trusted partners consists of more than 50 tour operators, 1,000 travel agents and 30 online travel agents.



Business Partners | Distribution Per Country



Travel Agents

- 3 FULLSTEPS
- A.T.I. TRAVEL
- AFEA S.A. TRAVEL & CONGRESS SERVICES
- AIRJET KFT
- AKTINA TRAVEL S.A.
- ALICE TRAVEL
- ALLIANCE ONLINE LLC
- AMBOTIS HOLIDAYS
- ASK2TRAVEL
- ATLANTIC TURISM
- AVALON TOUR & TRAVEL
- AXIOM GROUP M.I.K.E.
- B&A E-TRAVEL S.A.
- B.D. GRAIVER
- B2B PANORAMA ASSISTANCE SERVICE SARL
- BCD - TRAVEL
- BEST TRAVEL SERVICE LTD
- BIGTOURS TRAVEL SERVICE GROUP SRL
- BRUSSELSAIRLINES
- BUSINESS AND PLEASURE
- CHOICE TRAVEL
- CLAIRE BROWN
- CLASSIC HOLIDAYS - TOUR OPERATOR
- COHILI TOURS
- COMPASS TRAVEL LTD
- COSMOBEDS TRAVEL DMCC
- COSMORAMA LTD
- CROWN PETERS TRAVEL
- CWT
- DARZENTAS TRAVEL
- DPH WORLD
- DUO VIAGGI SNC
- EAGLE TRAVEL SA
- EFILIAL TRAVEL
- EGRECIA VIAJES SL
- ELECTRA TOURS S.R.O
- ELITE PRIME
- ESCAPE YOUR TRAVEL
- EUROPEAN GATEWAYS
- EVEREST TRAVEL
- EXCLUSIVELY LINDOS
- EXTRATOUR REISEBÜRO
- FANCY TOUR
- FEINREISEN / COROCIERGE REISEN
- FILIP TRAVEL DOO BELGRADE
- FRIENDVENTURES
- FYGAME DIAKOPEIS
- GLITTERING CAPE T/A INSOLITA CAPE TOWN
- GLOBAL INSPIRATION TRAVEL
- GOLCONDA TRAVEL COMPANY
- GOODSUNITED LTD
- GRECIA CULTURA & VACACIONES, S.L
- GREECE VISIT KAY TOURS
- GREECESUNLIFE TRAVEL
- GSM TRAVEL & TOURISM LTD.
- HANDMADE TRAVEL SOLUTIONS
- HAPPY DAYS TRAVEL
- HARITOU TRAVEL GROUP
- HEADLINER TRAVEL
- HELIADES DMC
- HELLENIC KOSMOS DMC
- HOLIDAYMAG MAGAZIN
- HOTELPLAN SA - MORGES
- HOTELSTON SL
- HYPE
- ILIRIDA TRAVEL
- INEX TRAVEL AGENCY
- INNSTANT TRAVEL LIMITED
- INTELETRAVEL
- JUST BOOK & TRAVEL DI VALERO FABRIZIO
- KALIMERA BY KERASI SAGL
- KENNEDY TRAVEL T/A DESTINY TRAVEL
- KRITSIA TRAVEL
- LAUTERBACH REISEN
- LEGWORK TRAVEL
- LITTLE GUEST SA
- LUFTHANSA CITY CENTER ISARIA REISEN
- LUFTHANSA CIY CENTER REISEBÜRO FRENZEN GMBH
- LUXURY EXPERIENCE LTD
- LUXURY TRAVEL DMC LTD
- MAGIC HOLIDAY SRL
- MANESSIS TRAVEL SA
- MAZI TRAVEL & EVENTS
- MEDITERRANEO TO
- MIDEAST INTERNATIONAL TOURS LTD
- MON PROCHAIN VOYAGE
- MONADIKOI PROORISMOI
- MONOI
- MOYSIDIS TRAVEL
- MTS CITY BREAKS (MTS TOURISM SOLUTIONS S.A.)
- MY WORLD LUXURY TRAVEL SERVICES AG
- MYTHOS HOLIDAYS TOURISM SERVICES
- OK EXPRESS, SPOL. S R.O.
- ONE LIFE HOLIDAYS
- ONE LUXURY
- PANAGIOTIS PSOMIADIS
- PAUSANIAS TRAVEL
- PERSONALIZED HOLIDAYS IN GREECE
- PONSTOUR SAS
- PRIVILEGES VOYAGES
- REISBUREAU SCHIEBROEK
- REISEBUERO REISEFIEBER
- RIO HELLAS TOUR OPERATOR
- SATGURU TRAVEL AND TOURISM LTD
- SENATOR MEETINGS & INCENTIVES S.R.O.
- S-GUIDE S.R.O.
- SIA LIVSI
- SIA TRAVEL WELL
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- SMARTAIR GROUP - AEGEAN TRAVEL PACKAGES
- STARLITE TRAVEL LTD
- STUDIO VOYAGES
- SUNNY HOLIDAYS MON. I.K.E.
- SYNODOS SA
- TALI TOURS-MONA TOURS
- TBO.COM (A UNIT OF TEK TRAVEL DMCC)
- TRAVEL BUDDIES LLC
- TRAVEL COUNSELLORS - LUCY GRANT
- TRAVEL EXCLUSIVE INC
- TRAVEL ID
- TRAVELIVE
- TRAVELMYTH
- TRAVEXY TRAVEL
- TRIPANDA
- TTH TRAVEL LIMITED
- UPPER TRAVEL
- V.V.I.P. TRAVEL
- VIAGGI OGGI
- VIKKI ASHTON
- VIT BATALA
- WORLD TOURS
- YALOS TOURS
- ZEPPELIN REIZEN - AVITOUR

Review sites

- GOOGLE
- HOLIDAYCHECK.COM
- TOP HOTELS
- TRIPADVISOR LLC
- TRIVAGO N.V.
- ZOOVER

Commercial network

Partnerships with our suppliers, leasing and merchandising companies prove to be a valuable

ingredient in offering premium-quality services to our guests. At Mitsis Hotels, we have solid, strong and trustworthy relationships with our commercial network to deliver our best offering.

Suppliers

- ACS COURIER SERVICES
- AEGEAN AIRLINES
- AERAKIS SA
- AIRTECHNIC
- ALEXANDRAKIS
- ALMECO
- ALTA GRAFICO
- ALUMINCO
- ANAGNOSTOU SA
- AQUA CENTRE
- ARLA FOODS
- ARTIZAN HELLAS SA
- ARXONTAKI
- ASEA BROWN BOVERI
- ASH
- ASKIANAKIS
- ATASAS SA
- ATTIKI-PITTAS
- AUTOMOTIVE
- AVE
- BALCAN SERVICES
- BATTERY PACK
- BEN HASSINE IMED JALEL
- BIACTIVE
- BILLIA
- BOILIS
- BON STUDIO
- BYTE COMPUTER
- CABLE SA
- CAIR
- CALLICOUNIS
- CANDIA STROM
- CANDLE LIGHT
- CARRIER
- CASA MANDELLI
- CAVIROS
- CHARALAMPOUS
- CHEF STYLE
- CHRISOTER
- COLLEZIONE IMPORTS
- CONSTRUCTION
- CONTRACT ITALIA
- CORDS CREATIONS -TREZOS
- CRYSTAL POOLS
- DATSERIS
- DELOUDIS
- DESTINATION ONE
- DIAKONIKOLAOS
- DIANOMES IFANTIS
- DIMELIS FOOD
- DIMOULAS SA
- DIMTECH
- DIVERSEY
- DIXONS - KOTSOVOLOS
- DOUMPOS
- DROMEAS
- ECOLAB
- EKA HELLAS
- ELASTIC ARCHITECTS
- ELECTRON
- ELETRO
- ELIROS
- ELVAK
- EMKO KOUTELAS
- ENFLOW
- ERCO PROMOTION
- ERGO
- ERMIS
- EUROSYST
- EVOIKI ZIMI SA
- EXALCO
- FASSOULETOS
- FLAMECONTROL
- FLOURAKIS
- FLUIDRA
- FRANKE
- FRIGO FOOD
- GALLIS
- GARBY
- GEODI
- GESSI
- GIANAKOPOULOS
- GIANNOY
- GK MOBILI
- GOYRNIEZAKIS
- GRAVANI -SIMES LIGHTS
- GRESKO
- GRUNDFOS
- H.T. HOSPITALITY TECHNOLOGY CONSULTANTS LTD
- HANSGROHE
- HATZICHRISTOFIS
- HAVWOODS
- HELNET SA
- HERMES LINES
- HIT HOSPITALITY
- I FLY
- IAS
- IKT MARMARON
- ILIDA
- INFO QUEST
- INTROFEX
- INVENTOR
- ION
- IORDANIDIS
- K. KARAGIORGOS BROS SA | 3A
- KAFKAS
- KALLAS PAPAPOPOULOS
- KALOGERAKI BROS
- KAPPOS
- KARPATHIOTAKIS
- KASSOUDAKI BROS
- KASTANIS ANTONIOS
- KATSAFANAS
- KAVROS
- KEBONY
- KETTAL
- KIOURTZOGLOU BROS
- KITANTZIS
- KOLIOU
- KOLOSSOS, TEOREMA - SANITANA

Suppliers

- KOPIDAKIS
- KORE SA
- KOS GAZ
- KOURASANIT
- KRINI CLUB
- KRITIKOS
- KRIVEK
- KRONOS
- KURITA
- LACTALIS
- LADAKIS
- LAGIS - EL FRAMO
- LASKARIDIS
- LEADER
- LG
- LIGHT IDEAS
- LINEA LIGHT
- LINEVITAKI - SCOTSMAN
- LOFT FURNITURE DESIGN
- LUNCHEON MEAT
- LUUN
- MANETAKIS
- MARAZZI
- MARCOPUMPS
- MARGARITIS
- MEDISAR
- MEIDANIS SA
- MELISSA
- METAJ VAS.JANI
- MEVGAL SA
- MEXIL
- MIA COLLECTIONS
- MIKENOPA
- MILONAS
- MINETTOS
- MISSIKOS
- MKV DESIGN
- MODA BAGNO INTERNI
- MUVUS
- NAL -ASH ABLOY
- NEA POLIS
- NEOPOULOS
- NESPRESSO
- NESTLE
- NIKOLAIDIS
- NIKOLODENDRIS
- NILFISK
- OKUS KOURTOGLOU
- OLIVE ERA
- OTIS
- PAPANIMITRIOU
- PAPAFILE
- PAPOUTSANIS
- PEG FARM
- PEPSICO - HBH
- PIKOULAS FARMS MONOPROΣΩΠΗ
- PILI ETHNIC FOODS
- PINDOS
- PKS HENDI SOUTH EAST EUROPE
- PLAISIO
- POLIECO HELLAS
- PORCELAINGRESS
- PRISMA ART
- PSIKTIKI LTD
- PUBLIC
- QUEST ONLINE
- REMARC INTERNATIONAL S.M.P.C.
- RIZEMPORIKI
- RODOS FINE FOODS PLC
- RODOS GAS
- ROLCO - CHRISTEYNS
- ROUSSALIS
- ROUSSETOS PARQUET IND.
- SALAMASTRAKIS
- SALVINI HOTEL SUPPLIES
- SAMARA BROS DOMETIC, ELECTROLUX
- SANCO
- SANTA & COLE
- SANTALTZIS
- SAUBAG
- SERGAS
- SIGN & DESIGN
- SIMEONIDIS
- SINTICHAKIS
- SKANDALIS MARBLES
- SMEKA SA
- SOL
- SOTIRAKIS
- STAFILOPATIS
- SUCRE PC
- SUN OF A BEACH
- TECHNOCUT
- TECHNOLOGIES
- TEMAK
- TENTOMINOIKI
- TETRAGON
- TETTIX SA
- TEXNALOUMIL
- TIPO GRAPHIC ARTS LTD
- TRAKADAS
- TRIGON GAS
- TRYKA LED
- TSAOUSOGLOU
- TSIRIGOTAKIS
- TSISIMPOIRIS
- TSOUVALIS THEMISTOKLIS
- UNIGLOBE
- UNITRACK (JCB)
- VAGENAS
- VAP KOUGIOS
- VARASHIN
- VARDALACHAKI BROS
- VARELAS SA
- VARIO
- VASILAKIS SA
- VAVLIS
- VEGGA SPORT
- VERIKOKOS
- VIMAR
- VIOTZA
- VONDON SLU
- WATERA HELLAS
- WATG WIMBERLY ALLISONTONG & GOO UK
- WEMER SA
- WHITESSENCE SRL
- WOOD WELL ZIMARIDIS
- XENEX, ELECTROLUX, CONVOTHERM
- XILOURIS
- YALCO
- YDROMETAL
- YDROTER
- ZACHARIAS & GERASIMOS BOILIS
- ZAFEIROPOULOS
- ZAGORI
- ZERVAKIS MILTOS
- ZIDIANAKIS

Merchandisers

- AVAX LABELS
- BLECKER & LOVE
- DARA BROS
- ERCO PROMOTION
- GIFT INTERNATIONAL
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