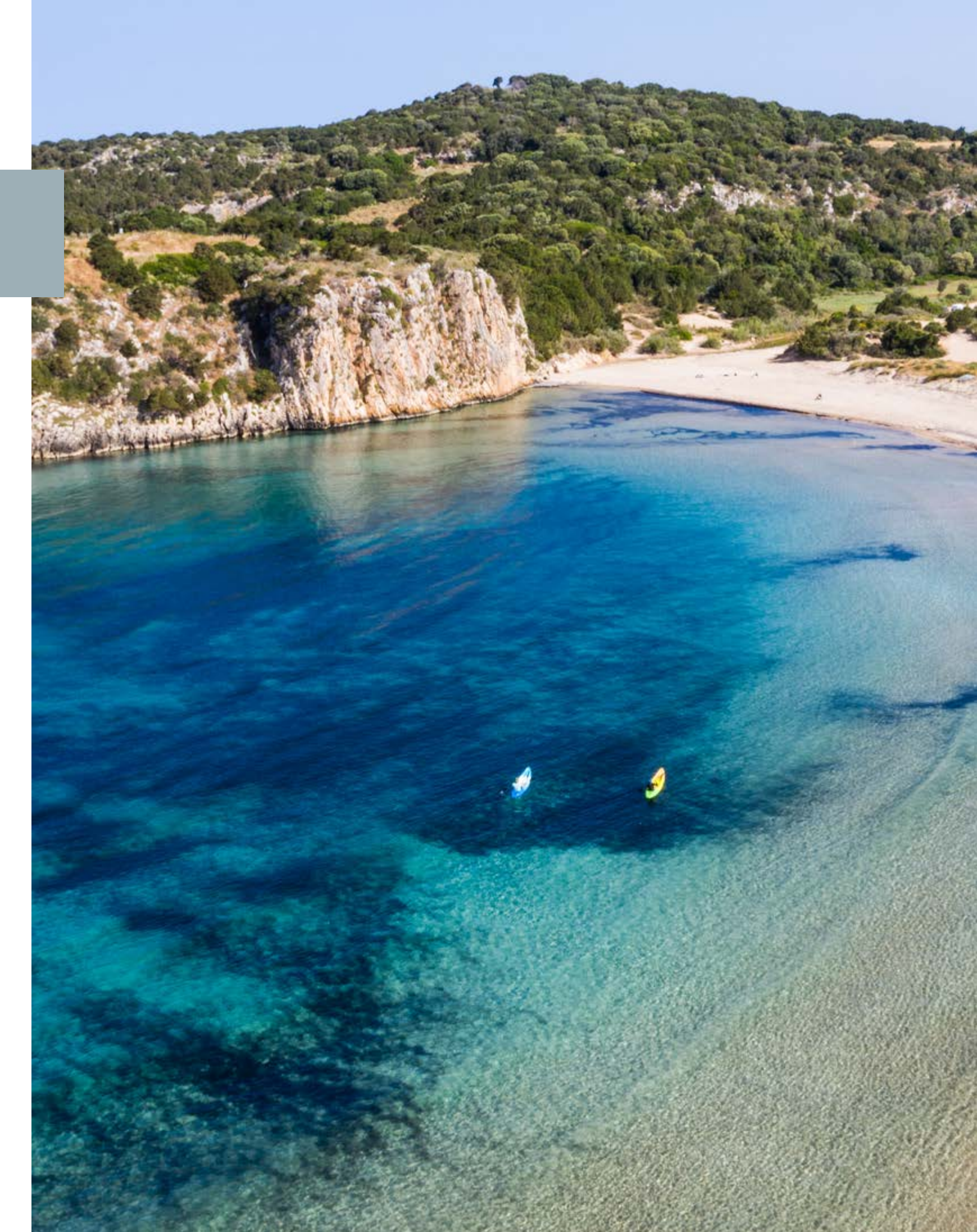


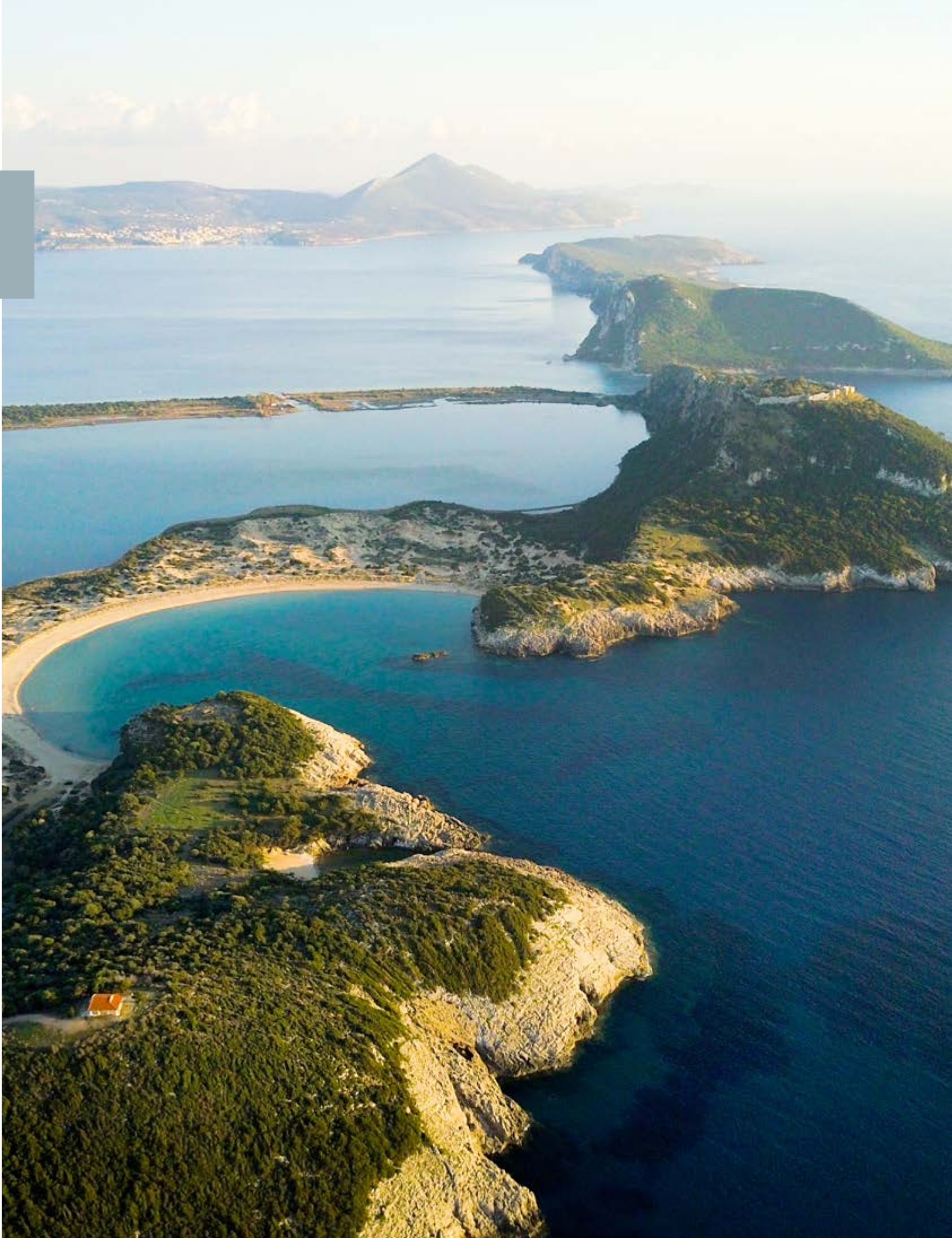
SUSTAINABILITY REPORT
2019-2020

TEMES



Contents

1. LETTER FROM THE MANAGING DIRECTOR	05	7. AFFORDABLE & CLEAN ENERGY/CLIMATE ACTION	105
		Minimizing GHG emissions, mitigating and adapting to climate change	105
2. OUR COMPANY	07	8. LIFE BELOW WATER/LIFE ON LAND	121
Profile	07	Protecting and preserving biodiversity	121
Location & facilities	14	9. RESPONSIBLE CONSUMPTION AND PRODUCTION	129
Markets served	26	Minimizing waste and promoting circular economy practices	129
Governance	28	10. CLEAN WATER AND SANITATION	135
Quality of service	29	Implementing sustainable use of water resources	135
Awards	32	11. SUSTAINABLE CITIES AND COMMUNITIES	143
3. OUR APPROACH TO SUSTAINABILITY	35	Investing in infrastructure development to enhance accessibility	143
A business model designed to deliver augmented hospitality	35	12. ABOUT THIS REPORT	147
Material topics and strategic priorities	42	Scope & reporting standards	147
Working together with our stakeholders	46	Independent assurance	149
4. DECENT WORK AND ECONOMIC GROWTH	59	Feedback	149
Generating economic value	60	GRI CONTENT INDEX	150
Creating positions of employment	62	AA1000 (AP 2018) EXTERNAL VERIFICATION INDEX	159
Promoting local development	72	INDEPENDENT EXTERNAL VERIFICATION REPORT	160
5. GOOD HEALTH AND WELLBEING	83		
Safeguarding health, safety and wellbeing of employees and guests	83		
6. REDUCE INEQUALITIES	99		
Promoting employee diversity, inclusiveness and human rights	99		



1

Letter from the Managing Director

Dear reader,

I would like to welcome you to the 5th edition of our Sustainability report covering our activities for 2019 and 2020. This 2-year period has been one of the most challenging periods for global tourism due to the Covid-19 outbreak. Despite the magnitude of the challenge and its unprecedented implications in the economy and the society, we remained committed to our core values for developing sustainable destinations in alignment with the UN Sustainable Development Goals (SDGs).

Setting as a priority the health, safety and wellbeing of our associates and guests at Costa Navarino, we responded to the Covid outbreak in 2020 by fully implementing the hygiene and safety guidelines of the World Health Organization and Greek authorities, combined with Marriott International's new standards for cleanliness and hygiene.

Having a firm belief that investing in sustainable tourism is key to social, economic and climate resilience, despite the volatile economic environment caused by the pandemic, we continued

our investment plan for the development of Costa Navarino, which upon completion, will exceed 1.2 billion euros. By creating directly and indirectly more than 11,000 new jobs and countless business opportunities in the region, our investment plan strengthens the local economy and promotes inclusive and sustainable economic growth, connecting the development of Costa Navarino with the prosperity of the region of Messinia.

With regards to our sustainability indicators for 2020, even though the pandemic imposed extreme operational conditions, we managed to achieve our annual performance goals honoring our commitment to sustainable operation and our strategic goals for:

- Waste reduction through efficient use of resources, reuse and recycling,
- GHG emissions minimization and optimization of energy consumption
- Sustainable water management

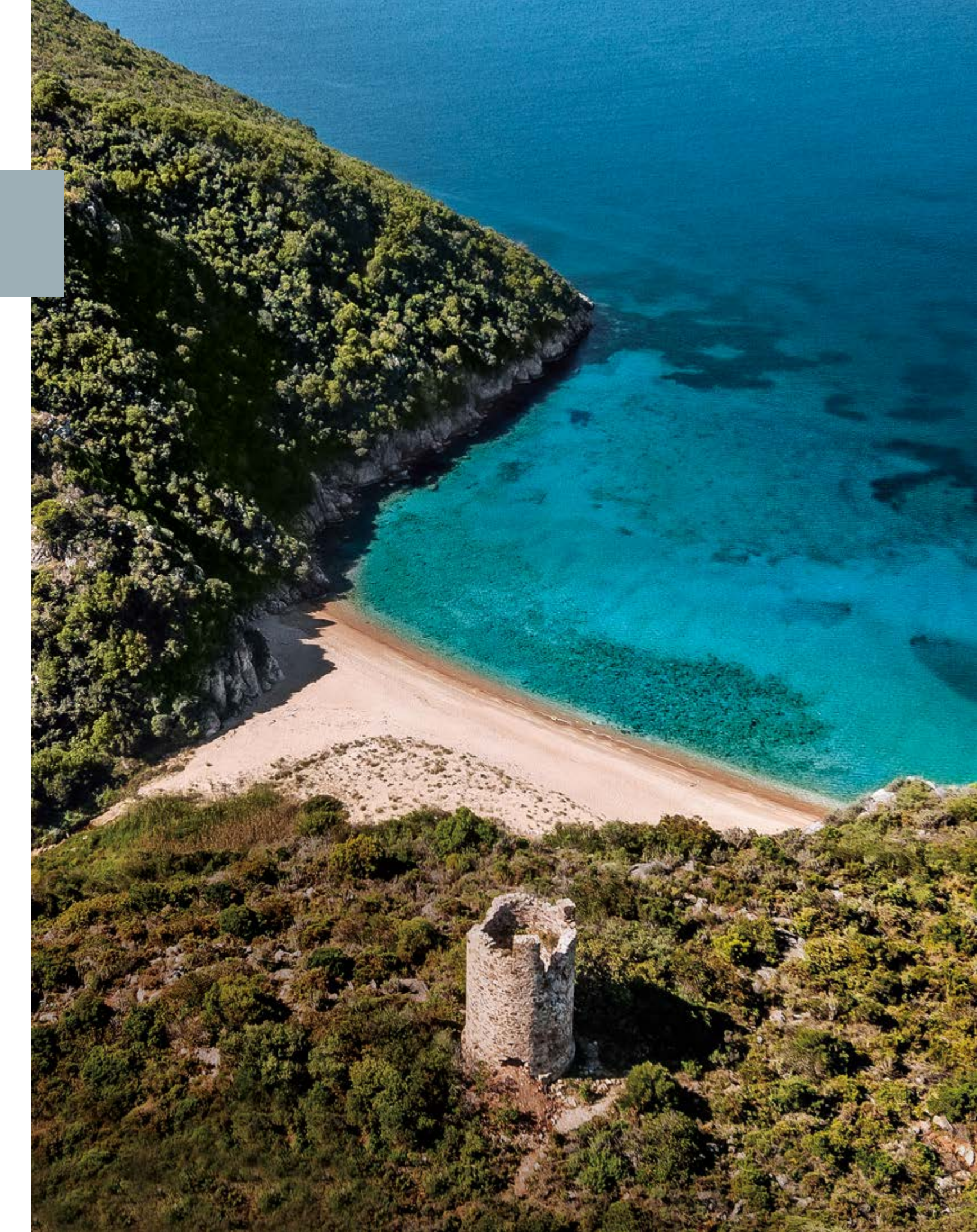
At the same time, we continued to support the scientific work of Navarino Environmental Observatory (NEO) in the forefront of climate change research. Furthermore, we plan

to launch initiatives concerning the restriction of single-use plastic products, while also aiming to achieve carbon neutrality within the next decade.

In cooperation with Captain Vasilis and Karmen Constantakopoulos Foundation, we continued to invest in programs and partnerships that aim to safeguard and revive the region's rich cultural heritage. Among the key financial outcomes for the two-year period, was a positive financial performance for 2019, marked by a significant growth in turnover, whereas for 2020 and despite the significant consequences of the Covid-19 pandemic globally, the company managed to contain the reduction in turnover. Both years were characterized by a continuous increase of real estate sales.

This was all possible thanks to the dedicated and tireless work of our associates. They make us all very proud and confirm our commitment on creating long-term value for our shareholders, our associates, and the societies where we operate.

Stephanos Theodorides
Managing Director
TEMES S.A.



2

Our company



Profile

TEMES S.A. is a leading investor, developer and operator in the luxury hospitality and leisure and second home residential real estate sectors in Greece. Our vision is to transform Greek tourism through innovative, high-quality products and experiences and create value through developing sustainable destinations.

Our main investments principally comprise of (a) the integrated resorts at Costa Navarino; (b) an iconic landmark hotel in Athens, to be transformed into a new city destination and (c) the joint development of two state-of-the-art, luxury hotels and residential complexes on the Athenian coastal front of the Hellinikon project, while we continue to acquire and develop new hospitality and leisure assets, either on our own or in partnership with others.

Our company operates in Messinia and Athens, with an intention to diversify to other locations in Greece in the future. Our extensive land bank includes properties at prime locations which were assembled over 30 years of carefully considered acquisitions in the region of Messinia.

At the heart of our philosophy is our effort to protect and preserve the natural beauty and heritage of the areas in which we operate through a strong commitment to environmental sustainability and respect for local communities and traditions.

Founded in 1997 by the Constantakopoulos family, TEMES has fulfilled the vision of its founder, Captain Vassilis Constantakopoulos, to establish his homeland, Messinia, as a world-class, high-end tourism destination.

The Constantakopoulos family holds just over 75% of the company shares, while the remaining shares are owned by Fivedunes Limited.

Costa Navarino, our flagship development, is one of the largest tourism investments in the Mediterranean. Based on solid financial foundations, the development will ultimately comprise five resort areas, with 5-star hotels, quality facilities, premium residential real estate, and world-class golf courses.

The areas are: Navarino Dunes, Navarino Bay, Navarino Waterfront, Navarino Hills and Navarino Blue, covering c.1,000 hectares in total.

The map below shows our main existing, ongoing and planned future developments within the region of Messinia.



Due to the fact that TEMES is responsible for the vast majority of the Group's activities that could have a significant social, economic or environmental impact on a local and national level, this report presents information relevant only to the activities of TEMES. This approach was adopted in order to facilitate comparison with the disclosures of our previous report. The company may reconsider this approach, depending on the overall activity of the subsidiaries and joint ventures during the preparation stage of next year's report.

In the beginning of 2019 we launched, The Residences at The Westin Resort, Costa Navarino, a collection of fully furnished resort apartments for sale and in June of 2020 we launched a new residential neighborhood, Rolling Greens, which comprises 42 turn-key detached and semi-detached villas.

Furthermore, during 2019-20 we made further progress on the construction of two new 18-hole golf courses at Navarino Hills, designed by golf legend José María Olazábal. The new courses will bring the total number of signature golf courses at Costa Navarino to four, all within 13 km, putting it on the map as one of only a few upscale golf destinations in the world combining such characteristics.





In 2019, TEMES increased its stake to 51% and acquired a controlling interest in Ionian Hotel Enterprises S.A., while the remaining 49% is held by an affiliate of The Olayan Group, a shareholder of TEMES. Ionian Hotel Enterprises S.A. is the owner of a centrally-located hotel in Athens, currently under Hilton management. The company continued the development of a property improvement plan to upgrade existing facilities.

It is a unique high-rise building in the center of the city with an exceptional legacy in international hospitality. The company aims to reposition the hotel on the Greek and international market by establishing a city destination comprising luxury hotel services, branded and serviced private residences, a private members' club, signature culinary venues and themed retail concepts.

At the end of 2020, TEMES and Lamda Development S.A. signed a strategic agreement for the joint development of two state-of-the-art, luxury hotels and residential complexes on the coastal front of the landmark Hellinikon project during the first five-year phase of the project. The partnership will realize a shared vision to further establish Athens as a top world-class tourism destination and place the Athens Riviera on the global tourism map.

The strategic agreement envisages the development of a 5-star hotel of distinct architecture at the Agios Kosmas Marina, as well as a second beachfront 5-star luxury hotel on the coastal front. Both hotels will be accompanied by branded residences.



TEMES S.A. is a member of the following national organizations / chambers:

Greek Tourism Confederation

Hellenic Federation of Enterprises

Hellenic Federation of Enterprises
– Council for Sustainable
Development

Athens Chamber of Commerce
& Industry

Hellenic-German Chamber
of Commerce & Industry

Hellenic-French Chamber
of Commerce & Industry

Hellenic-Swedish Chamber
of Commerce

Hellenic-American Chamber
of Commerce

Hellenic Management Association

Foundation for Economic and
Industrial Research (IOBE)
Supporters Club

Association of Chief Executive
Officers



Location & Facilities

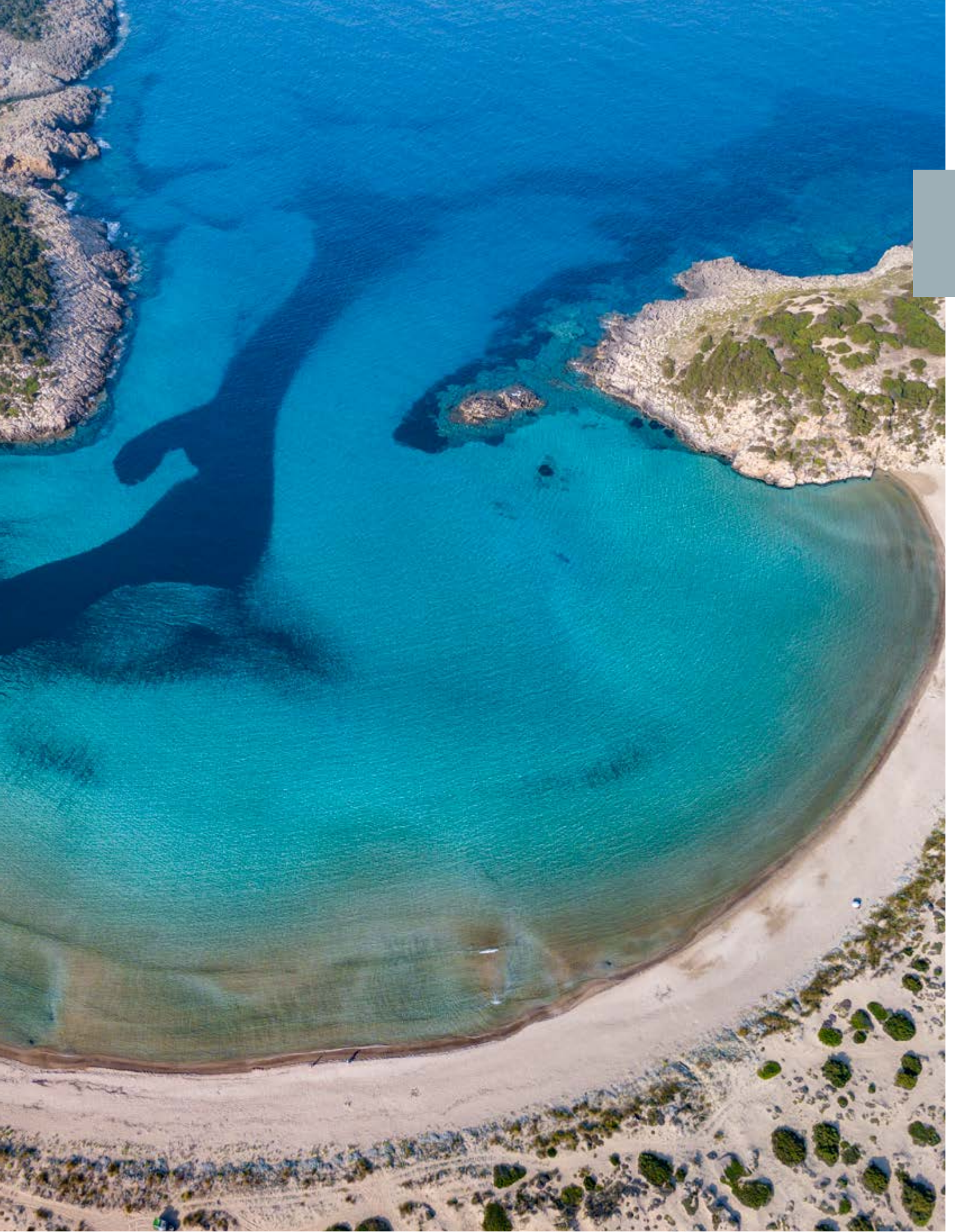
Costa Navarino, the prime, sustainable destination in the Mediterranean, is located in Messinia in the southwest Peloponnese, amidst one of the most unspoiled and breathtaking seaside landscapes, in a region shaped by 4,500 years of history.

Costa Navarino's philosophy is driven by a genuine desire to promote Messinia, while protecting and preserving its natural beauty and heritage. Costa Navarino adheres to strict environmental protection guidelines and management principles, recognizing the significant contribution of a pristine natural environment to the development of a sustainable tourism product.

Its vision is to establish Costa Navarino and Messinia as a model destination where people from all over the world wish to not only visit but also to reside.

It comprises distinct sites featuring 5-star deluxe hotels, private luxury residences, conference facilities, spa and thalassotherapy centres, signature golf courses, along with leisure, sports, cultural facilities and activities.

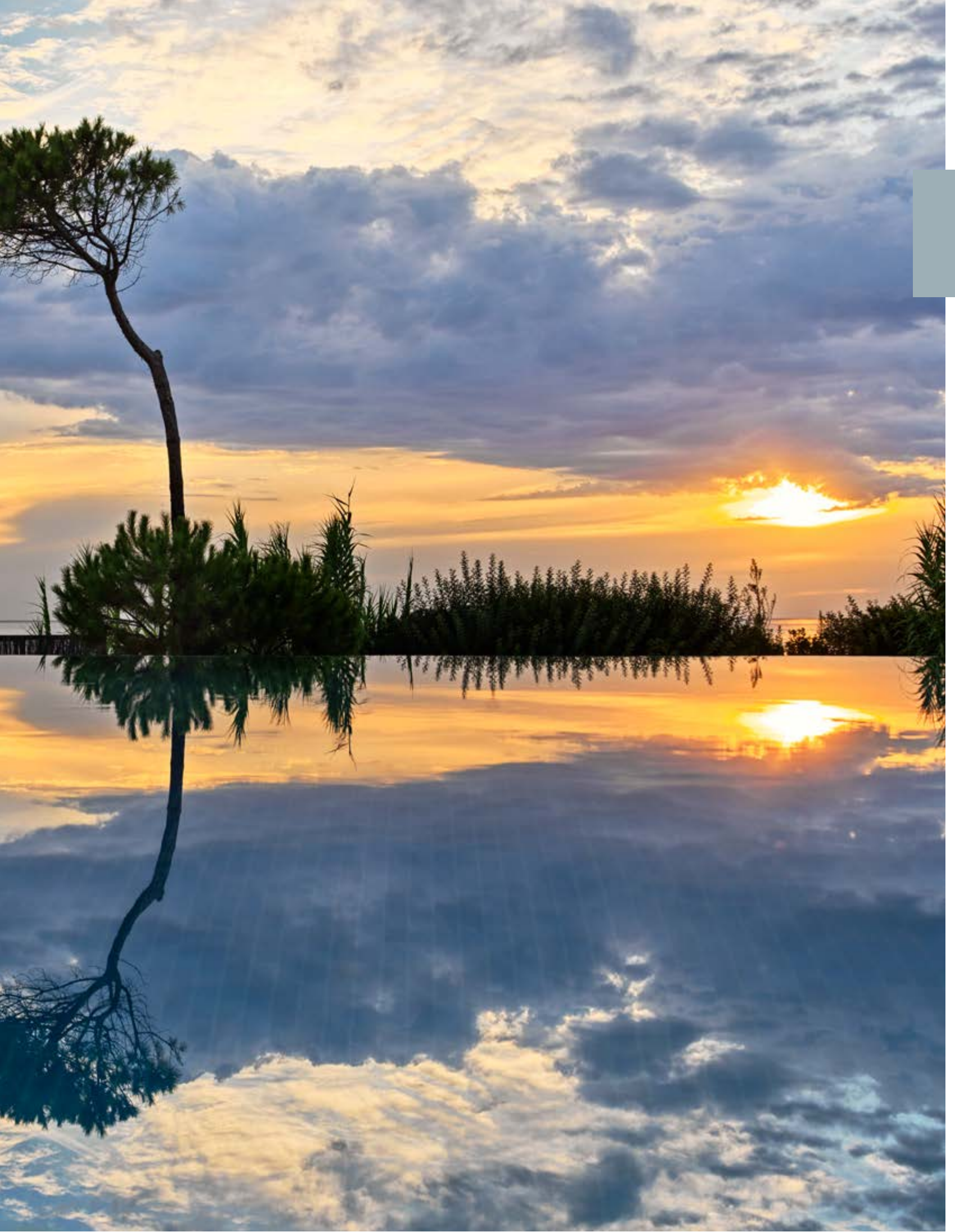




NAVARINO DUNES

Navarino Dunes, the first area, covers 140 hectares. It is home to two luxury five-star hotels, The Romanos, a Luxury Collection Resort, and The Westin Resort Costa Navarino. It is also home to Costa Navarino Residences, a collection of luxury villas for private ownership, and The Residences at The Westin Resort Costa Navarino – fully furnished resort apartments for sale. Furthermore, it features the signature golf course The Dunes Course; Anazoe Spa, a 4,000m² spa and thalassotherapy center; the state-of-the-art conference center House of Events; specially designed facilities for children; and a variety of gastronomy venues, leisure and cultural activities. It showcases a vast range of sports and outdoor activities, such as hiking, cycling, climbing, kayaking, surfing, waterskiing, yachting, tennis and many more.





NAVARINO BAY

The second area is Navarino Bay, covering 140 hectares. Besides the 18-hole Bay Course, it features the earth-sheltered Bay Clubhouse, open since summer 2019.

Navarino Bay will also be home to an ultra-luxury hotel embedded in the natural environment, which will open in 2023. It will feature 99 suites and pool villas and exceptional amenities such as a premier spa and an exclusive beach club.

NAVARINO WATERFRONT

Navarino Waterfront – a 13-hectare site – will be home to a vibrant lifestyle resort, currently under construction and set to open in 2022.

It will feature contemporary chic design, lagoon pools and 246 rooms, suites and bungalows linked to a waterfront Agora – a contemporary take on the traditional port town – showcasing small-scale entrepreneurial activities with artisanal street food, select retail outlets, outdoor music, on-screen entertainment, and lively nightlife venues.





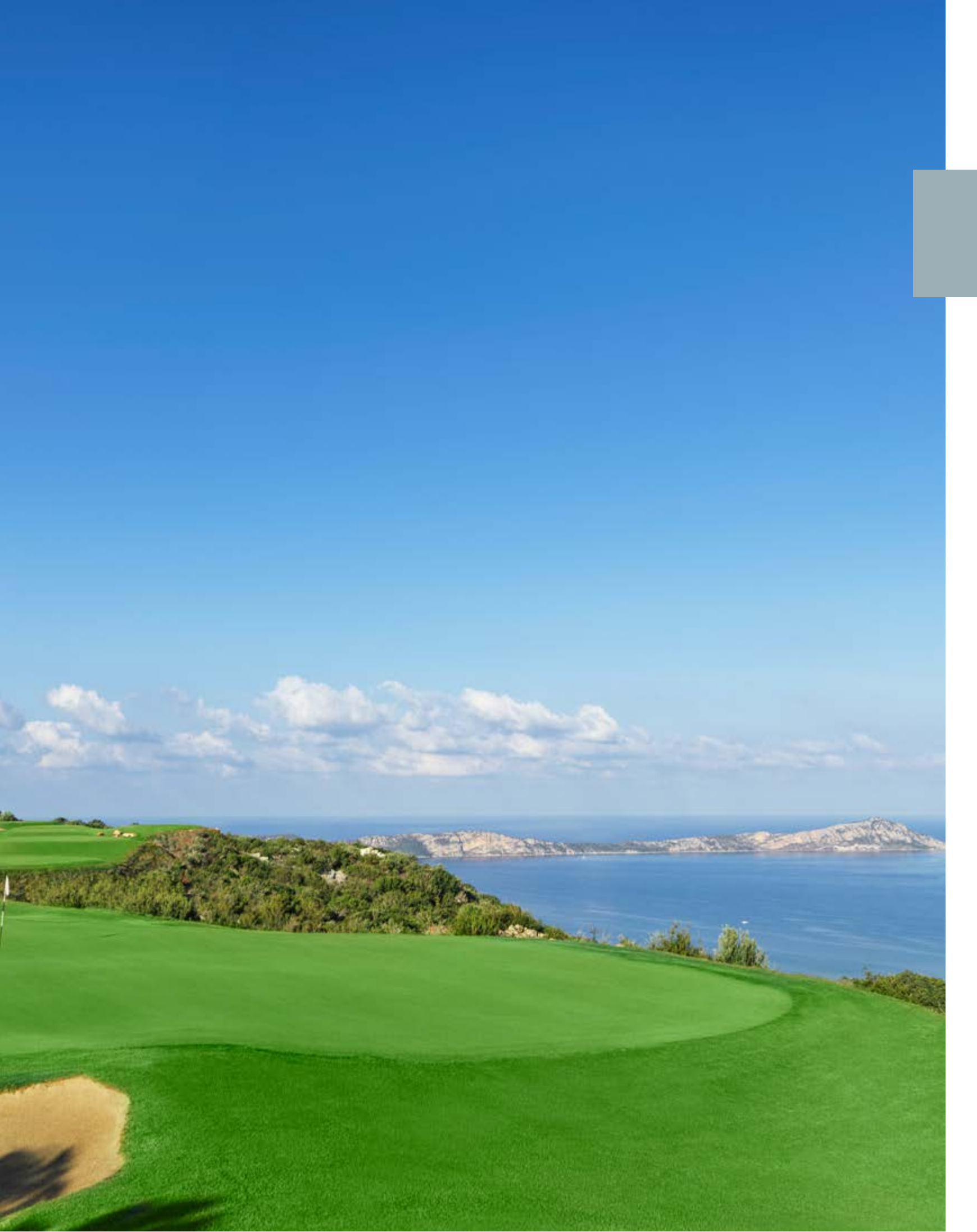
NAVARINO HILLS

Navarino Hills is being developed as a year-round integrated resort with alternative tourism elements featuring additional innovative tourism and recreation facilities, excellent golf, dedicated wellness and countryside activities, while highlighting the uniqueness of the area.

NAVARINO BLUE

Navarino Blue, located on the Gulf of Messinia, is a 210-hectare site which boasts a 1km-long south-facing sandy beach. This location will be the site of multiple themed resorts offering a plethora of sports, leisure and entertainment activities, and will be developed at a later stage.





COSTA NAVARINO GOLF

Costa Navarino is home to two signature 18-hole golf courses, with another two under development.

The Dunes Course at Navarino Dunes has been designed by former US Masters Champion and Ryder Cup Captain Bernhard Langer in association with European Golf Design. The Bay Course at the nearby area Navarino Bay, is home to The Bay Course designed by acclaimed golf course architect Robert Trent Jones Jr.

Two further courses are scheduled to open in 2022 at the Navarino Hills area, designed by two-time Masters champion and Ryder Cup legend, José María Olazábal. The new courses of the highest international standards will complement and adequately expand the renowned quality golf offer at Costa Navarino.

Furthermore, the Navarino Golf Academy offers professional tuition to players of all levels. Extensive practice facilities help golfers to develop their game, including full-size Driving Ranges, Putting Green and Short-Game practice areas.

The Junior Golf Academy's members from Messinia, continue to mark wins in national and international events.





COSTA NAVARINO RESIDENCES

Costa Navarino Residences comprise a collection of luxury properties for private ownership. The portfolio includes luxury off plan or turn-key villas to resort apartments.

The villas

The Villas are located just a few meters from the beach or nestled among verdant olive groves and offer unobstructed sea, golf or panoramic views for life. The Villas range in size from 235-1,000 m² internal area (3-7 bedrooms), on plots ranging from 700-3,200 m², and are designed by internationally acclaimed Greek architects (ISV Architects, k-studio, K, Potiropoulos + Partners, Buerger Katsota Architects, Thymio Papayannis and Associates).

Villa owners enjoy privileged access to all resort services, sports facilities, golf courses and events as well as a range of benefits available exclusively to them. So far, more than 70% of the project's initial phase has been sold, while the first have already been delivered to their owners.

The Residences at The Westin Resort, Costa Navarino

Following the successful launch of the private Villas, in 2019 the real estate portfolio was expanded with the addition of a collection of fully furnished, freehold resort apartments for sale, The Residences at The Westin Resort, Costa Navarino.

Each apartment consists of a Family Suite and an interconnecting double Deluxe Room, part of The Westin Resort's existing collection of rooms and suites, laid out on a 120 m² single floor area.

Apartment owners are entitled to a free usage period per annum along with a rental income for the remaining time of the year. So far more than 60% of the apartments have been sold.





Markets served

The Covid-19 pandemic triggered severe economic difficulties, travel barriers, an unprecedented collapse of air traffic, a sense of insecurity and propagation of the view all over the world that 'safety' could only be achieved by 'staying at home'. People were afraid for their jobs and for their health.

As a result, many decided to cancel or postpone their 2020 vacation for 2021, while 'staycations' (domestic or local tourism), or travel to destinations reached by car was preferred. Air travel and tests at arrival airports created much uncertainty, as too did the prospect of having to quarantine upon return, which could place jobs in jeopardy. Many people also believed that travelling was socially irresponsible in such conditions. International travel recommenced in July 2020, but only EU and Israel citizens could fly to Greece.

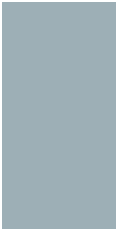
The 'rest of the world' category represents travelers with dual citizenship or currently residing in the EU. The national market was clearly trying to avoid using ferry boats and aircraft, and consequently visiting the islands.

In contrast, Costa Navarino was seen as a safe destination immersed in nature, "the place to be" in summer 2020.

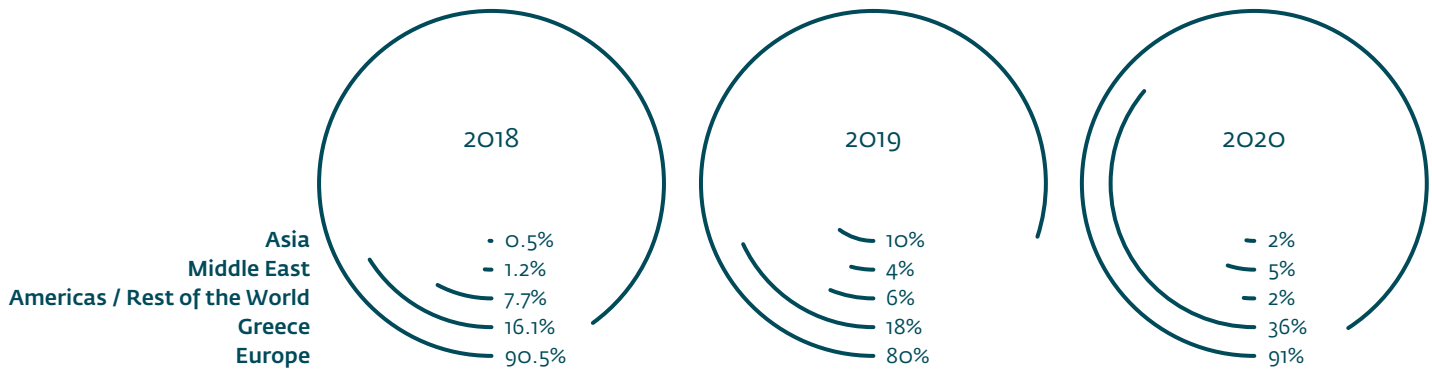
The widespread insecurity and concerns about health also resulted in strong last-minute bookings, a longer season (in an attempt to avoid crowds), increased demand for privacy (including villas and accommodations with a private pool) and rebookings by people who usually travel long-haul to open European destinations.

The most badly hit segment was Meetings, Incentives, Conferences, and Exhibitions (MICE), as companies declined to shoulder responsibility for large gatherings. There was also a significant drop in the golf segment, which generally comprises of a more elderly demographic.

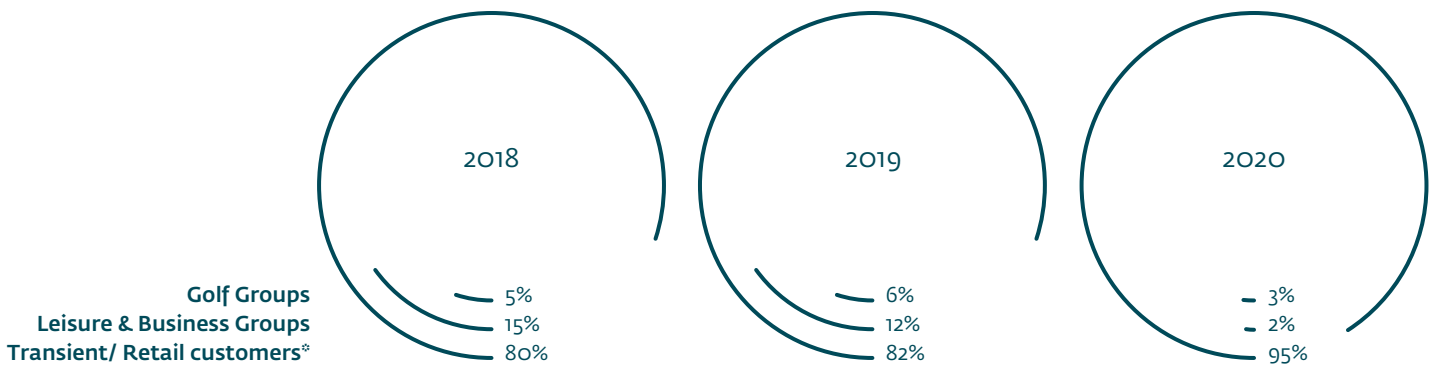
The fastest recovery has been seen in the transient leisure business. In other words, an increasing number of travelers preferred to avoid intermediaries, which may lack the necessary cash flow to refund paid holidays that were subsequently cancelled due to travel bans.



Markets served



Sectors served



* Customers visiting directly or via Travel Agents/ Tour Operators

Governance

TEMES S.A. has a long-standing commitment to transparency and integrity in all its corporate governance practices. A key principle of the company's governance model is to safeguard the interests of its stakeholders, including shareholders, associates, suppliers and the local communities of Messinia.

In accordance with applicable legislation and the company's Articles of Association, the Board of Directors appoints its executive members and assigns the management of the company's daily affairs to members or non-members of the Board.

Executive members of the Board, through regular meetings with TEMES senior management, provide guidance and evaluation on key operational performance issues, ensuring transparency, alignment, communication and

implementation of the Board's overall short- and long-term strategy.

In the company's governance structure, there are the following committees responsible for decision-making in specific areas. Executive-level HR Committee, chaired by the company's Managing Director. The purpose of the committee is to develop the company's HR strategy and deal with issues related with people's development and organizational structure.

Executives Committee, chaired by the company's Managing Director. The purpose of the committee is to provide top management alignment on operational and development issues and explore opportunities for strategic partnerships.

In 2019, TEMES S.A. established a Sustainability Committee, (executive level), chaired by the company's Managing Director. The purpose of the committee is to provide oversight, advice and assistance to the Board of Directors in the formulation of the company's Sustainability Strategy and the design and implementation of the necessary social and environmental policies and practices, to ensure sustainable operation and growth for the company.

At TEMES we are committed to conducting our business in an ethical manner that reflects our dedication to integrity, honesty and fairness, in compliance with all applicable laws, regulations and rules while providing full, fair and accurate disclosure in all public communications. This approach consists a fundamental value of the company which is directly linked with our vision for the development of sustainable tourism.

Quality of Service

The evaluation of the quality of our service is, in essence, the indicator that reveals how well we meet our stakeholders' needs. In other words, it is the result of the assessment of the performance of our management system. The system provides the procedures and processes through which the company identifies its stakeholders' needs and allocates the required resources in order to meet them.

The aim of our operational policies is to enhance the guest experience and improve the services provided to our stakeholders. Having already achieved international recognition for the operational excellence delivered at Costa Navarino, as demonstrated by numerous local and global international awards and accolades, we continuously invest in the training and development of our associates in order to further enhance the quality of services within our resorts. The

Management Team of our hotels organizes annual visits to exchange experience and best practices in management and operation with other recognized resorts worldwide.

This approach extends to all aspects of our operation; from procurement to the training of associates, from the design and construction of our facilities to our strategic decision to work closely with local businesses and social stakeholders in order to develop all of Messinia as a destination. The quality of our service is directly linked with the ethical framework under which we operate and the sustainability impacts relating to our activities, as we strive for inclusive and sustainable economic growth as defined in the UN SDGs. We thus believe that our efforts for quality improvement contribute to the realization of all the SDGs relevant to our operation.

Through a number of different channels, we seek to gain a deeper understanding of how our guests value their experience of Costa Navarino and identify areas for improvement. We also invest significantly in research and development with respect to our guests' changing needs in areas such as nutrition, wellbeing, fitness and technology.

Facility	2018		2019		2020	
	Responses	ITRec score	Responses	ITRec score	Responses	ITRec score
Navarino Dunes	1,638	78.4/100	2,580	77.1/100	1,922	82/100
The Westin Resort	1,250	77.8/100	1,843	77.4/100	1,568	82.5/100
The Romanos Resort	388	80.4/100	737	76.1/100	354	79.9/100

*The final ITRec score derives from guests answering on a scale from 1 to 10. Only rankings of 09/10 and 10/10 are measured in the final score.

Since 2017, both our hotels have been using the Marriott GuestVoice platform to collect feedback via online Guest Satisfaction Surveys (GSS) sent to guests after their stay at Costa Navarino. In addition to the online surveys, a dedicated team monitors social media and relevant websites, collecting feedback and responding to guest inquiries in real time. The cornerstone of our philosophy is to handle any guest enquiry or request in less than 24 hours.

The combined analysis of the information collected covers the entire guest experience from arrival to departure, assessing the quality of activities and services, from housekeeping and staff attitude, to pools and fitness centers, Spa, golf courses, bars & restaurants, lobbies, shops, kid's facilities and all other guest areas.

The use of Key Performance Indicators provides a credible and quantifiable assessment of how well we meet guests' expectations, together with valuable insights into how to make our services even better.

In 2019-2020, according to the GuestVoice platform, the score results for the Intent to Recommend (ITRec) metric can be seen in the table above, in comparison with the results from 2018.

According to the results of the online Guest Satisfaction Services (GSS) sent to guests after their stay, both resorts scored 4.6/5 for 2019 and 4.7/5 for 2020, an exceptional score highlighting the quality of services offered.

In addition, for 2019 and 2020, the Westin and Romanos resorts rank amongst the top ten resorts in the operational excellence ranking of all Marriott properties in their region.



Awards

During 2019-20, destination awareness was further cemented through the acknowledgements received at both a local and international level. Accolades were received from well-established institutions and media for the multiple offerings of the destination, including its luxury hotels and premium facilities, signature golf courses, luxury residential properties and events. Due to the pandemic that adversely impacted the global tourism industry, several annual award events did not take place.

Condé Nast Traveller Readers' Choice Awards 2020

Both hotels featured among the top 30 resorts in Europe:
The Romanos, a Luxury Collection Resort (#8)
The Westin Resort Costa Navarino (#12)

World Golf Awards 2020

World's Best New Golf Development - Navarino Hills, Costa Navarino

Golf Inc magazine Awards 2020

Category: Best Clubhouse – The Bay Clubhouse

Golf World

Top 100 Golf Resorts in Continental Europe – Costa Navarino (#2)

Junior Design Awards

The Westin Resort Costa Navarino - Gold Winner - Best Family Hotel (UK & Worldwide)

World Luxury Spa Awards 2020

Anazoe Spa - Winner

'A' Design Award & Competition 2020

Silver Award - The Villa in Olive Grove, by Potiropoulos+Partners

Tourism Awards 2020

Platinum Award - Category: Strategic Investment
Gold Award - Category: Golf Resort – Navarino Dunes

Hospitality Awards 2020

Gold Award - Top Greek Resort – Navarino Dunes
Gold Award - Best Greek Golf Resort – Navarino Dunes

Tourism Awards 2019

Gold Award - Category: Golf Resort – Navarino Dunes
Gold Award - Category: Strategy & Innovation / Tourism & Culture – Costa Navarino, Benaki Museum and Athens International Airport
Gold Award - Category: Integrated Marketing Campaign – Navarino Challenge

Hospitality Awards 2019

Silver Award - Category: Top Greek Resort – Navarino Dunes
Gold Award - Best Greek Golf Resort – Navarino Dunes

Greek Cuisine Awards by Athinorama 2019 & 2020

Barbouni Restaurant, KooC Taverna Secrets at Navarino Dunes

FNL Best Restaurant Awards 2020

KooC Taverna Secrets, Armyra restaurant at Navarino Dunes

Toques d' Or by Athinorama 2020

Top notch for: KooC Taverna Secrets, Flame restaurant at Navarino Dunes

World Golf Awards 2020

Greece's Best Golf Course – The Dunes Course

World Golf Awards 2019

Greece's Best Golf Course – The Bay Course
Greece's Best Golf Hotel – The Westin Resort Costa Navarino

Leadingcourses.com 2020

Best Mediterranean Golf Courses – The Dunes Course

Golf Digest Editor's Choice Awards 2019 & 2020

Best Golf Resorts – Continental Europe: Costa Navarino

Sports Marketing Awards 2019

Platinum, Gold, Silver Awards across several categories for Messinia ProAm and Navarino Challenge

"Great Place to Work®" 2020

Distinction – Costa Navarino

Sports Marketing Awards 2020

Platinum, Gold, Silver Awards across several categories for Navarino Challenge



3

Our approach to sustainability

A business model designed to deliver augmented hospitality

Since 1997, when the company was established, we have continued to expand our business activities and, in line with industry developments, optimize our business model to sustain earnings growth and boost long-term sustainable value creation.

It is our priority to achieve flexibility and high quality in our assets, products and services, in order to maintain our strong competitive advantage in the hospitality sector and create long-term value for all stakeholders.

Responding to technological advancements, rapidly changing market conditions and climate change adaptation, our business model has become increasingly dynamic and transparent.

At TEMES, we draw on, transform, and add to our capital resources to offer our assets, products and services and achieve sustainable business growth, creating value for all our stakeholders and contributing to the attainment of the UN Sustainable Development Goals (SDGs).

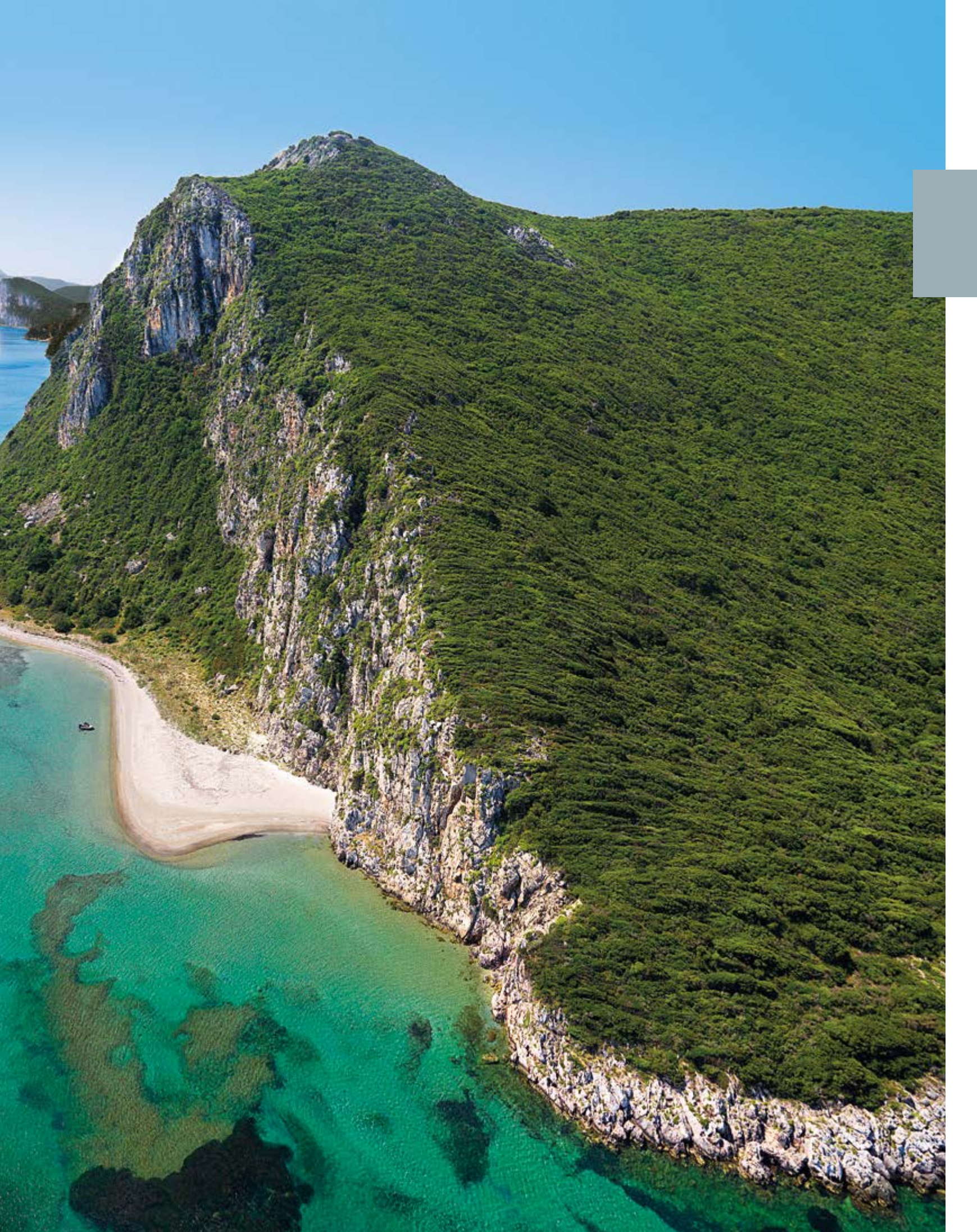
Positioning our Business Model in the value-creation process of the Integrated Reporting <IR> Framework

Our business model development is based on both financial and non-financial capitals, which are drawn on as inputs and then converted into outputs (assets, services and products) through our business activities. These activities and outputs lead to outcomes in terms of effects on these capitals. The outcomes of the model reflect our identified material topics for stakeholders and our contribution to sustainable development, which are fully explained in the Chapter “Material topics and strategic priorities”.

In this continuous cycle, it is essential that our business model is able to adapt to changes in order to contribute to the long-term vitality of TEMES and constitutes the source of creation and regeneration of long-term value for our stakeholders.

The business model is the core of our company, incorporating its key business activities.





INPUT CAPITALS

BUSINESS MODEL ACTIVITIES

FINANCIAL

- Equity
- Grants
- Investments
- Retained earnings
- Bonds
- EU ERDF
- Horizon
- Loans

Hospitality

Golf and Sports

MANUFACTURED

- Hotel buildings and facilities
- Equipment & machinery
- Water & wastewater infrastructure
- Hotel equipment FF&E, OS&E
- Water treatment plant
- Infrastructure
- Vehicles (*operations & maintenance*)
- Geothermal system
- Composting facility
- Power generators
- Meteorological station equipment

HUMAN Number of employees

OUTPUTS

SERVICES

- Luxury hospitality
- Dining
- Conferences & Events
- Leisure activities
- Retail stores (*managed by third parties*)
- Entertainment activities
- Cultural activities
- Wellness activities

- Golf
- Mouratoglou Tennis Center
- Navarino Outdoors
- Navarino Sea diving
- Navarino Sea yachting & sailing
- Indoor sports center
- Navarino Speed Experience Park
- Navarino Sea water sports

INTELLECTUAL

- Software & IT engineering
- Licenses & protocols
- Trademarks
- Systems and processes
- Internal control systems
- Intellectual property

PRODUCTS

- Navarino Icons products
- Third-party products (*through retail stores*)

SOCIAL & RELATIONSHIP

- Local community
- Guests & Customers
- NGOs
- Partners & Suppliers
- Mass & Specialized Media
- Industry Associations
- Academic Community
- Advocacy Groups

NATURAL

- Land use
- Water
- Fossil fuels (*LPG, Diesel, Petrol*)
- Ecosystem services
- Electricity (*indirect consumption of RES & non RES*)

OUTCOMES / MATERIAL TOPICS FOR STAKEHOLDERS

SDG CONTRIBUTION

Real Estate

Generating economic value



Investing in infrastructure development to enhance accessibility



Creating positions of employment
Safeguarding health, safety and wellbeing of employees and guests
Respecting guests and customers' human rights
Promoting employee diversity, inclusiveness and human rights
Investing in training & development
Ensuring fair employment practices
Promoting guests and customers' wellbeing
Enriching the cultural experience of guests and customers through authentic local gastronomical experiences and events
Supporting environmental education & research
Safeguarding regulatory compliance and business ethics of operations



ASSETS

Completed developments
Current developments
Developments under planning

Promoting local development
Ensuring responsible procurement practices



Implementing sustainable use of water resources
Minimizing GHG emissions, mitigating and adapting to climate change
Protecting and preserving biodiversity
Minimizing waste and promoting circular economy practices
Enhancing the environmental aspects of the built environment
Reducing energy consumption from non-renewable sources
Promoting the use of sustainable materials





In effect, our business model brings together the most significant aspects of TEMES' strategy, namely:

- risks and opportunities
- resource allocation
- outlook
- structure
- services and products
- external factors
- performance

By integrating the above aspects into the six capitals as defined by the Integrated Reporting <IR> Framework when reporting on performance, TEMES provides a fuller picture of the way in which it creates value.

Capitals

According to the <IR> Framework, TEMES provides a categorization of the six capitals (financial, manufactured, human, intellectual, social and relationship, natural) as reported in Figure 1. This categorization is a guideline to ensure that all the capitals we use are considered and are material to our value creation.

Inputs

By listing and analyzing our inputs, we aim to disclose the most important ones provided by the capitals relevant to our business model. All inputs are interrelated and further connected to opportunities, risks, strategies and performance of our company. These inputs are the resources that TEMES draws upon for its business activities.

Activities

TEMES' business activities are centrally located and involve the process of transforming inputs into outputs. In particular, the

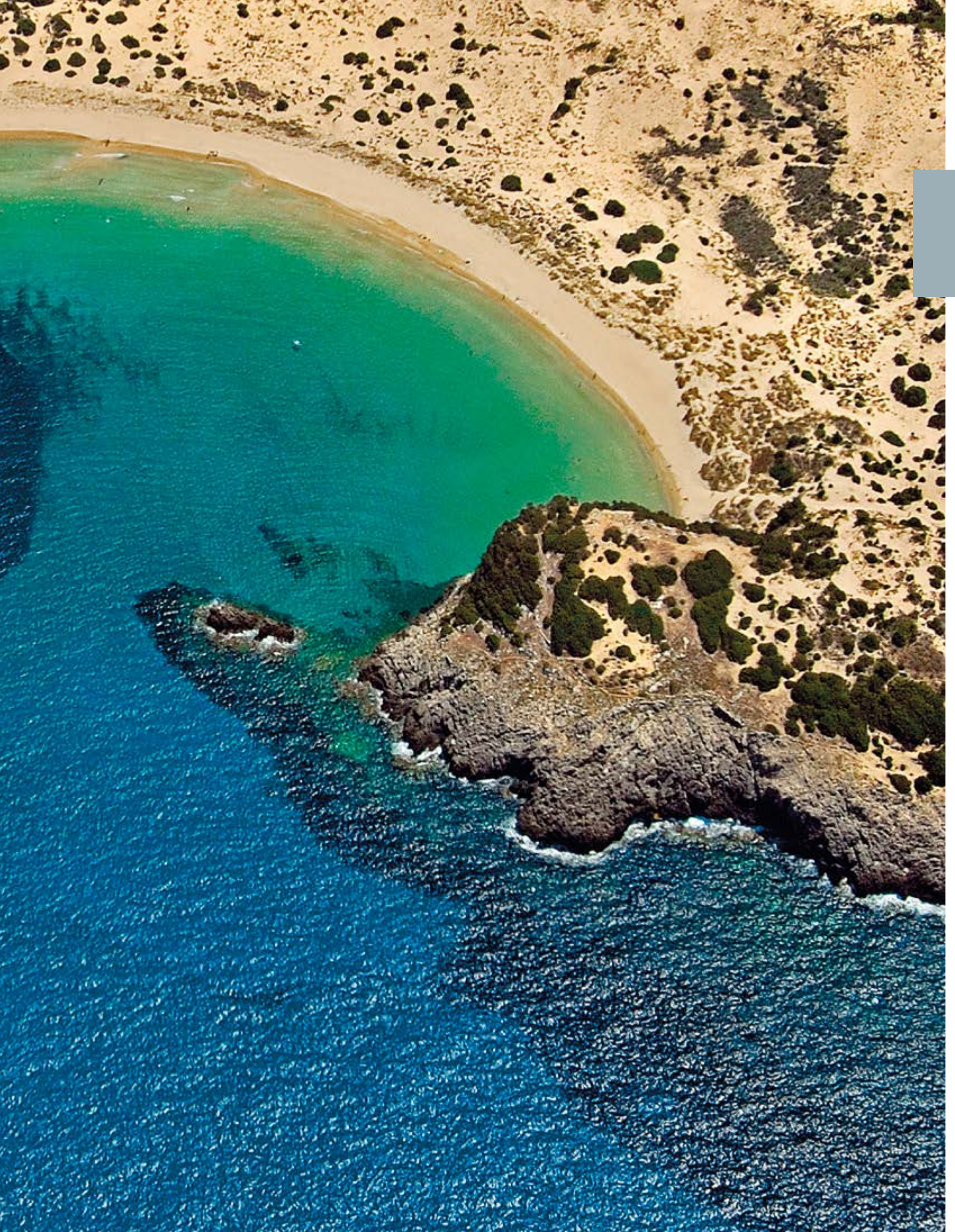
process of defining our business activities explains the development of assets, the provision of services, and the planning and design of our products.

Outputs

Outputs are the third value-creation component in our business model. By listing the outputs, we are expected to clearly demonstrate our own product system in terms of assets, products and services provided.

Outcomes

The fourth component relates to outcomes, which are defined as the impact of the use of inputs in the accomplishment of our business activities and the achievement of outputs. Through our value chain, TEMES shows the outcomes, according to the respective material topics, prioritized through the materiality analysis process. Outcomes are also linked to the UN SDGs.



Material topics and strategic priorities

The content of this report was defined by applying the relevant GRI Standards' Reporting Principles, namely Stakeholder Inclusiveness, Sustainability Context, Materiality and Completeness, and presents information on the company's sustainable development management and performance for the period 01.01.2019 to 31.12.2020.

In compliance with the above Principles, for the recognition of the economic, social and environmental aspects of our activities related to the needs and expectations of our stakeholders, but also for understanding our wider impacts on the economy, society and the environment, we gathered pertinent information from various external sources, such as sectorial and international standards as well as, media and peer reviews. We also took into consideration the main economic, social and environmental impacts created by our activities.

Following the GRI principles and in order to identify the material topics, we have performed an internal online electronic survey. Topics were prioritized on the basis of two dimensions of the GRI Standards' Materiality Principle:

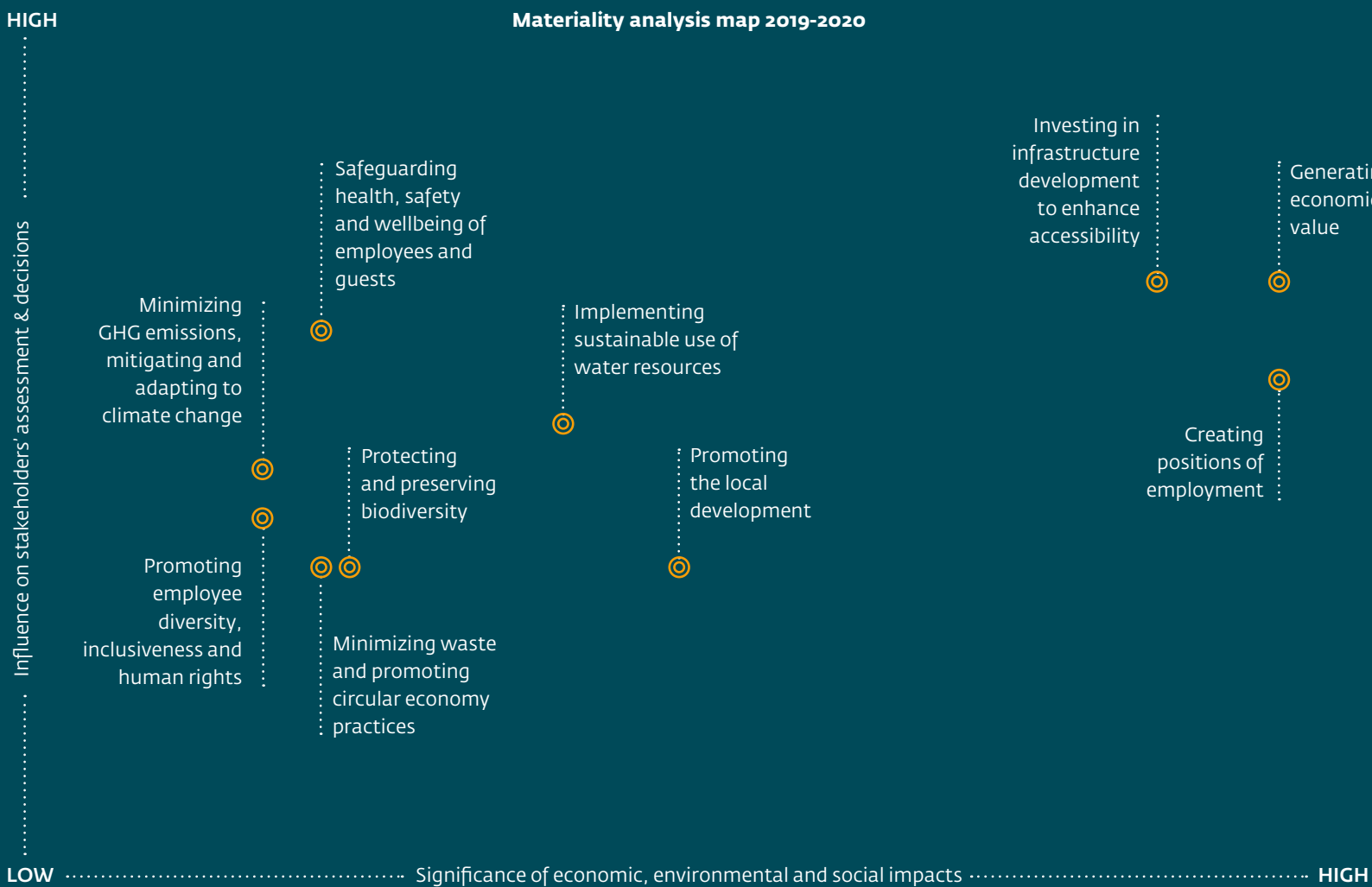
- a. the topics that substantively influence the assessments and the decisions of our stakeholders
- b. the extent to which each topic creates wider economic, environmental and/or social impacts (i.e. for Messinia and/or Greece).

The results of the materiality analysis were assessed by the company's management team and validated by senior management.

A major outcome of our materiality analysis is that most of our stakeholders value environmental protection as a fundamental element of tourism development in line with the principles of sustainable development. Environmental protection has been a major design factor from the

planning and construction phases through to the operation of Costa Navarino, underlining our firm belief that investing in the value of local ecosystems and protecting the environment is a key driver for the development of the destination.

Based on the precautionary principle, our environmental policy covers all aspects of our operation that could cause, or contribute to a potential impact on the local environment, as identified through our materiality analysis. Our ongoing collaboration with stakeholders has provided us with a valuable aid in our efforts to proactively identify issues of concern to inform our policies, reporting and disclosures. At Costa Navarino we implement specific policies for sustainable water, energy, and waste management, together with programs for the protection and preservation of the biodiversity of Messinia which contribute to the realization of specific targets of the relevant SDGs as presented in the following chapters.



LOW Significance of economic, environmental and social impacts HIGH

After validation of the results, and with the intent to align our efforts to the SDGs as previously stated, we proceeded with the connection of each material topic to a specific SDG. The connection was made with the use of the official UN tool, and even though we understand that the way we manage each topic has impacts on more than one goal, we chose to connect each one with the goal it contributes the most to and has the most direct connection (the only exception being SDGs 7 and 13 and SDGs 14 and 15, which are presented in the same chapters).

This decision was made on the basis of our experience and knowledge of the local context.

The connection of each material topic with the relevant SDG, along with their boundaries for the reporting period, can be seen in the table below.

Material topic boundaries

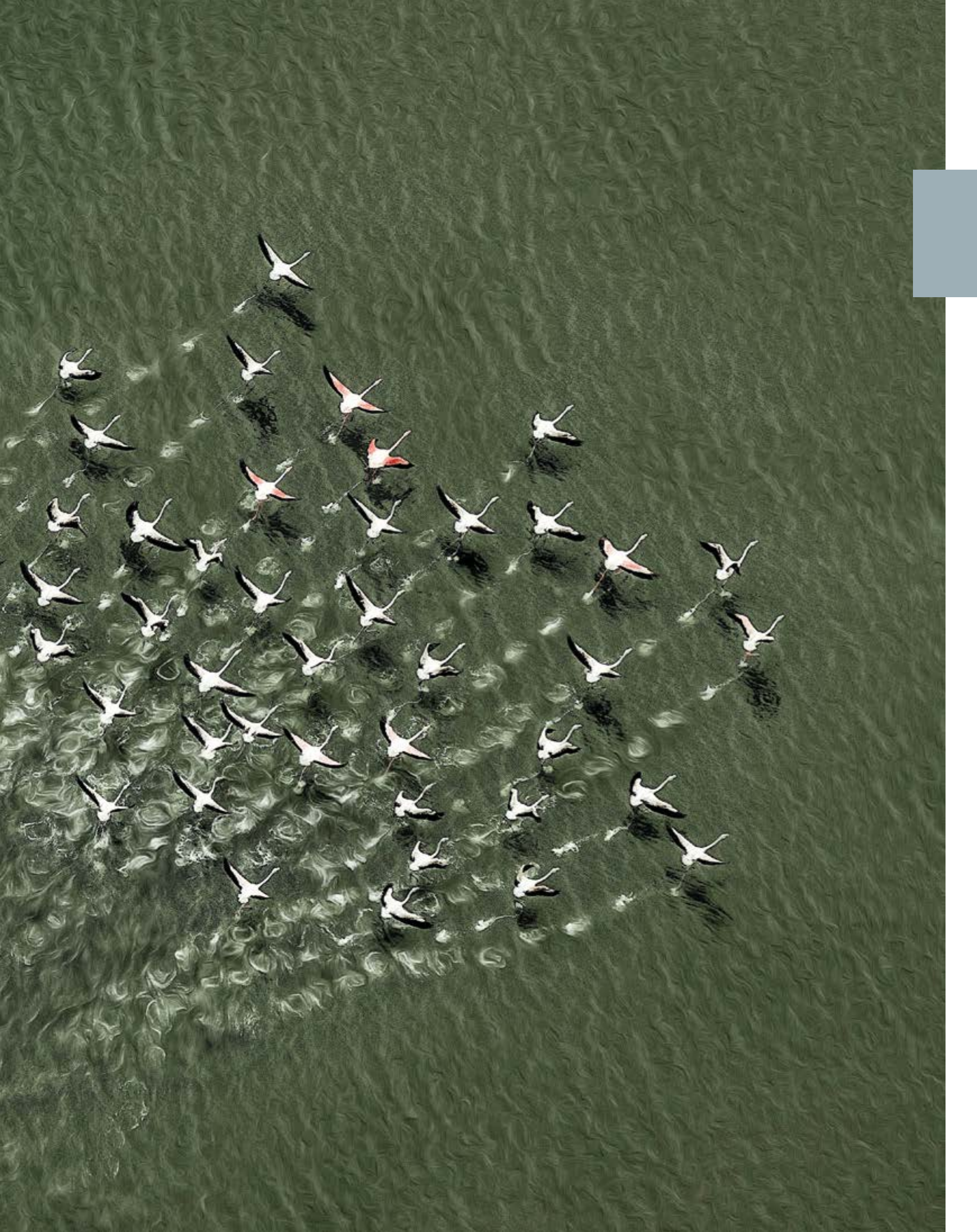
MATERIAL TOPIC	WHY IS THE TOPIC MATERIAL		BOUNDARIES OF THE MATERIAL TOPIC
	SIGNIFICANT ECONOMIC, ENVIRONMENTAL OR SOCIAL IMPACTS CREATED	WHO MIGHT BE IMPACTED	WHO MIGHT BE CAUSING THE IMPACT
Generating economic value		INVESTORS & SHAREHOLDERS ASSOCIATES (EMPLOYEES) PARTNERS & SUPPLIERS	TEMES
Investing in infrastructure development to enhance accessibility		INVESTORS & SHAREHOLDERS GUESTS & CUSTOMERS LOCAL COMMUNITY	TEMES LOCAL COMMUNITY LOCAL AUTHORITIES
Creating positions of employment		ASSOCIATES (EMPLOYEES) LOCAL COMMUNITY	TEMES PARTNERS & SUPPLIERS
Safeguarding health, safety and wellbeing of employees and guests		ASSOCIATES (EMPLOYEES) GUESTS & CUSTOMERS	TEMES PARTNERS & SUPPLIERS
Implementing sustainable use of water resources		LOCAL COMMUNITY	TEMES GUESTS & CUSTOMERS
Promoting local development		STATE & LOCAL AUTHORITIES NGOS ADVOCACY GROUPS ACADEMIC COMMUNITY LOCAL COMMUNITY	TEMES LOCAL COMMUNITY
Minimizing GHG emissions, mitigating and adapting to climate change	 	INVESTORS & SHAREHOLDERS GUESTS & CUSTOMERS PARTNERS & SUPPLIERS LOCAL COMMUNITY	TEMES PARTNERS & SUPPLIERS GUESTS & CUSTOMERS
Protecting and preserving biodiversity	 	LOCAL COMMUNITY	TEMES PARTNERS & SUPPLIERS GUESTS & CUSTOMERS
Minimizing waste and promoting circular economy practices		LOCAL COMMUNITY	TEMES PARTNERS & SUPPLIERS GUESTS & CUSTOMERS LOCAL AUTHORITIES
Promoting employee diversity, inclusiveness and human rights		ASSOCIATES (EMPLOYEES)	TEMES

Working together with our stakeholders

To adopt the business practices that will maximize the value created for our stakeholders through the company's operation, we have built a close relationship with all our stakeholder groups. This approach helps us understand their interests and proactively identify issues of concern to inform our policies, reporting and disclosures.

This open dialogue, in many cases, has taken the form programs, initiatives and actions designed and implemented together with our stakeholders.







Catalyzed by their common interest in climate change and the need for scientifically based mitigation and adaptation policies, Stockholm University, the Centre of Environmental Health and Biophysics of the Biomedical Research Foundation of the Academy of Athens and TEMES established Navarino Environmental Observatory (NEO) in 2009.

NEO is a Mediterranean hub for research and education where science, business, society and policy makers come together in a pioneering initiative to create a more sustainable future in a changing climate.

The goals and objectives of NEO are:

- To study climate change, its impacts and interrelationships with human societies and ecosystems.
- To identify water, land, and food security issues in the Mediterranean region in the context of socioeconomic development.
- To bring together scientists, business and policy makers to discuss the complex issues of environmental management and sustainable development.
- To develop solutions and business-policy roadmaps in the framework of ongoing climate and anthropogenic changes and evaluate their feasibility in Greece and in the Mediterranean region.

Since 2009, NEO researchers have produced more than 150 international publications.

NEO has 9 associated members (research institutions in Greece, Sweden, Germany and the USA), is a member of the pan-European Aerosol, Clouds and Trace Gases Research Infrastructure (ACTRIS), PANhellenic infrastructure for Atmospheric Composition and climatE chAnge (PANACEA), Global Wetland Ecohydrology Network (GWEN), and The Greek Long-term Ecosystem Research Network (LTER-Greece). In 2020, NEO became part of the European Civic University network (CIVIS) in Solid Earth System Dynamics. The partners involved in this network are based in Greece (National and Kapodistrian University of Athens), Romania (University of Bucharest), Italy (Sapienza Università di Roma), and Sweden (Stockholm University).



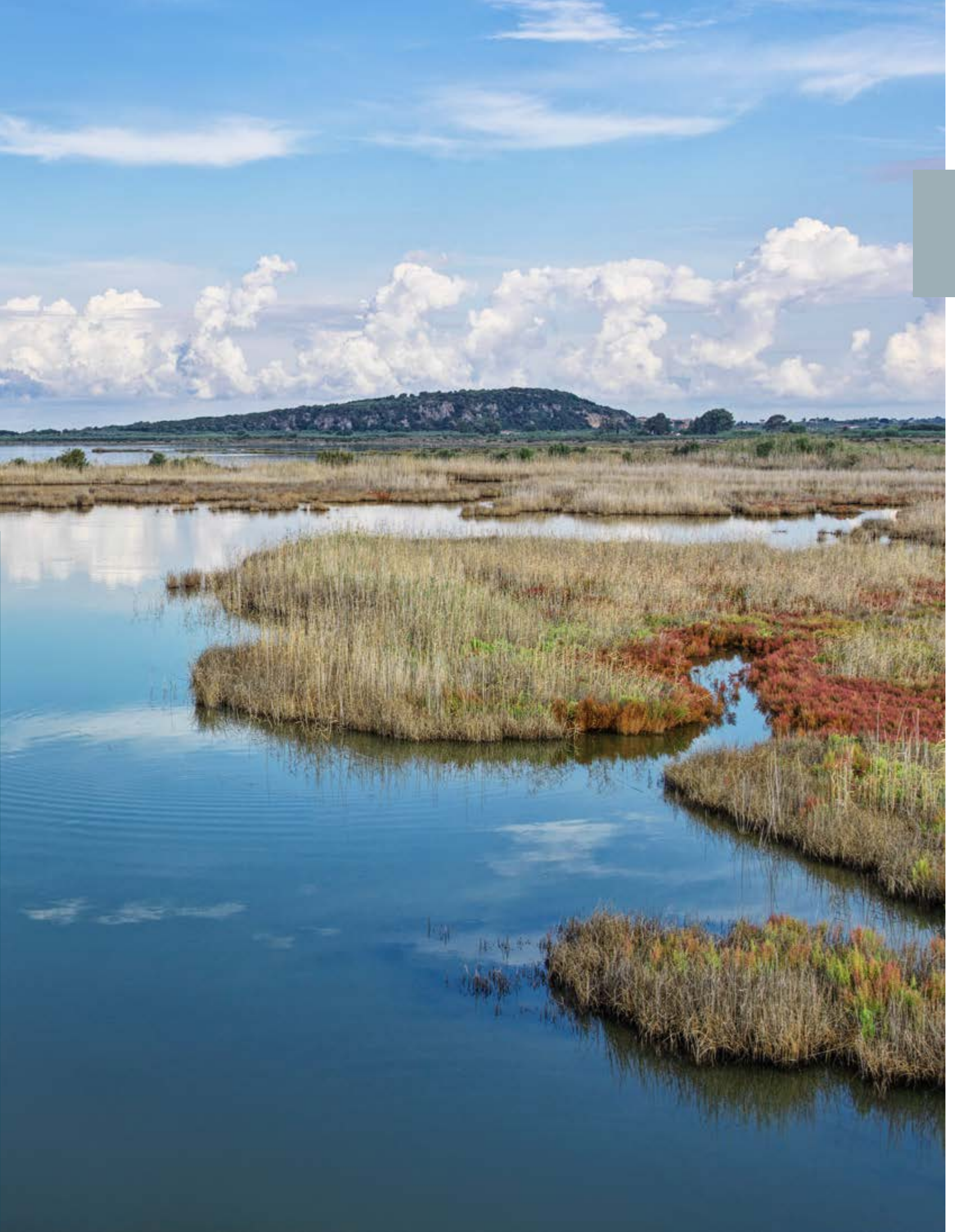


During 2020, the Covid-19 pandemic impacted most NEO activities. All events were cancelled from March onwards, affecting 86% of field courses (6/7), 67% of workshops and meetings (4/6), and 100% of planned research campaigns (2/2).

With regard to research projects, in 2020 NEO continued the previous work under the COASTAL program but focused on the development of quantitative system dynamic models to be used as a basis for discussions with stakeholders, the formulation of business recommendations and policy road maps. Additionally, in collaboration with Greek research institutions (University of Ioannina and Hellenic Center of Marine Research), local foundations (Captain Vassilis Carmen Constantakopoulos Foundation) and management entities (Management Body of Protected Areas of South

Peloponnese and Kythira Island), along with local fishermen, NEO has initiated a new project entitled "Science-Policy-Society interactions for the Water Management of Gialova Lagoon wetland". The project will be over the course of three years, with the aim of offering scientifically robust solutions for the gradual restoration and co-management of the wetland for both environmental and economic purposes under different climatic scenarios. The project is bringing together researchers, practitioners and policy makers to tackle challenges relating to the management of multi-functional areas, such as coastal wetlands, and serves as an example for similar areas in Greece and across the Mediterranean region.

For more information please visit:
www.navarinoneo.se

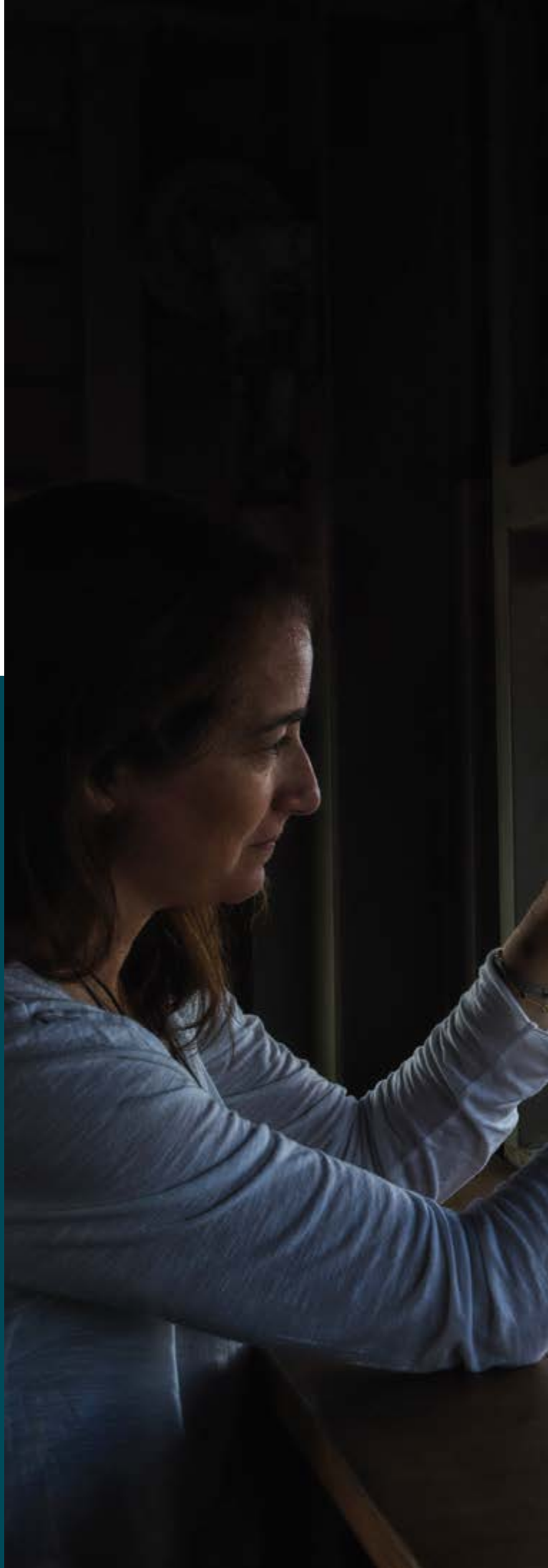




Another example of successful cooperation with our stakeholders is the establishment of Navarino Natura Hall, an interactive environmental exhibition center at Costa Navarino. Navarino Natura Hall was the result of cooperation between TEMES, Stockholm University, the Academy of Athens and a number of NGOs.

Its main purpose is to provide environmental education in an entertaining manner, inform visitors and locals about the unique biodiversity of Messinia and the work currently undertaken by NEO, while familiarizing them with current environmental issues.

A special educational program for local schools, created together with the University of Peloponnese, started in 2012 and in 2020 completed its ninth season of operation. The program is based at the center and has so far been attended by more than 5,000 schoolchildren.







The “Captain Vassilis and Carmen Constantakopoulos Foundation” is a charitable non-profit private foundation, set up in 2011 to honor Captain Vassilis and Carmen Constantakopoulos. Its aim is to establish Messinia as a model for sustainable development by supporting and promoting related projects. The Foundation plans, manages and finances programs related to research, education and support of local structures of Messinia. It is active in a wide range of areas related to rural development, society, culture and the environment by developing partnerships with institutions and bodies in those fields.

In 2019 and 2020, the Foundation focused mainly on three axes, namely social, agricultural and cultural development, while at the same time supporting environmental activities. In the social domain, the support provided to the National Health

System in its efforts to combat Covid-19 was a top priority for the Foundation. Furthermore in terms of social development, one of the most innovative and important projects was the Center of Family and Employment Support initiated together with SOS Children’s Villages in Kalamata.

The aim of this project is to support families with financial and other problems. Children participate in a support program after school while their parents take part in a consultation with social workers and employment advisers.

Adopting a similar approach, the Center for Agricultural Entrepreneurship of Kalamata addresses the needs of farmers. Its seminars aim to transfer knowledge on a broad spectrum of issues from geotechnical to sales instruments, while special consultation sessions are available for more advanced projects that need support in order to take the form of business

plans and be implemented. The development and expansion of precision farming through projects in collaboration with farmers was also a key objective of the Foundation as it escalated its support in terms of both equipment and training.

Lastly, in the field of culture, the Foundation is a proud sponsor of the Kalamata International Dance Festival as well as Oxbelly labs for screen writers and directors. In addition to contemporary art initiatives, it also supports a number of archaeological excavations in the area, including the ancient theater of Thouria, the Gymnasium of Ancient Messene, and the “Warrior’s Tomb” at Chora. The work undertaken by the Foundation is in line with the priorities and targets of SDGs 1,2,4,5,8,12 and 15.

For more information please visit: www.cvf.gr.



The table below presents our key stakeholder groups, selected due to their close relevance to the company's operation and the main ways that we engage and collaborate with them.

The frequency of engagement with each group varies according to current needs at any time; however, we endeavor to engage with each group in one of the ways described below at least once per calendar year.

A list of key topics and concerns which have been raised through stakeholder interaction during the reporting period is also presented. The company's approach to each of these topics is presented in the relevant chapters of this report.

STAKEHOLDER GROUP	WAYS OF ENGAGEMENT	TOPICS/CONCERNS
Investors & Shareholders	<ul style="list-style-type: none"> • Website • Meetings & presentations • Financial reports • Newsletters / Press Office 	<ul style="list-style-type: none"> • Promoting local development • Safeguarding the health, safety and wellbeing of employees and guests • Investing in infrastructure development to enhance accessibility • Minimizing GHG emissions, mitigating and adapting to climate change
State & Local authorities	<ul style="list-style-type: none"> • Website • Meetings & presentations • Hotel & facility tours • Conferences & events • Newsletters / Press Office 	<ul style="list-style-type: none"> • Promoting local development
Guests & Customers	<ul style="list-style-type: none"> • Website • Ad campaigns • Social media • Hotel & facility tours • Conferences & events • Newsletters / Press Office 	<ul style="list-style-type: none"> • Investing in infrastructure development to enhance accessibility • Safeguarding the health, safety and wellbeing of employees and guests • Minimizing GHG emissions, mitigating and adapting to climate change
NGOs Advocacy Groups Academic Community	<ul style="list-style-type: none"> • Website • Meetings & presentations • Social media • Hotel & facility tours • Conferences & events • Newsletters / Press Office 	<ul style="list-style-type: none"> • Promoting local development

STAKEHOLDER GROUP	WAYS OF ENGAGEMENT	TOPICS/CONCERNS
Local Community	<ul style="list-style-type: none"> • Website • Meetings & presentations • Social media • Hotel & facility tours • Conferences & events • Newsletters / Press Office 	<ul style="list-style-type: none"> • Investing in infrastructure development to enhance accessibility • Creating positions of employment • Implementing sustainable use of water resources • Promoting local development • Minimizing GHG emissions, mitigating and adapting to climate change • Protecting and preserving biodiversity • Minimizing waste and promoting circular economy practices
Associates (Employees)	<ul style="list-style-type: none"> • Meetings & presentations • Training programs • Newsletters / Press Office 	<ul style="list-style-type: none"> • Generating economic value • Creating positions of employment • Safeguarding the health, safety and wellbeing of employees and guests • Promoting employee diversity, inclusiveness and human rights
Industry Associations	<ul style="list-style-type: none"> • Website • Meetings & presentations • Social media • Hotel & facility tours • Conferences & events • Newsletters / Press Office 	<ul style="list-style-type: none"> • Investing in infrastructure development to enhance accessibility • Promoting local development • Minimizing GHG emissions, mitigating and adapting to climate change
Mass & Specialized Media	<ul style="list-style-type: none"> • Website • Meetings & presentations • Social media • Hotel & facility tours • Conferences & events • Newsletters / Press Office 	<ul style="list-style-type: none"> • Promoting local development
Partners & Suppliers	<ul style="list-style-type: none"> • Website • Meetings & presentations • Social media • Hotel & facility tours • Conferences & events • Newsletters / Press Office 	<ul style="list-style-type: none"> • Generating economic value • Minimizing GHG emissions, mitigating and adapting to climate change



Promote sustained,
inclusive and sustainable
economic growth, full and
productive employment
and decent work for all

4

Decent work and economic growth

According to the UNWTO, tourism is one of the top four export earners globally, currently providing one in ten jobs worldwide. Decent work opportunities in tourism, particularly for youth and women, and policies that favor better diversification through tourism value chains can enhance positive socio-economic impacts.

Through our policies we aim to create the necessary conditions for sustained and inclusive economic growth in the areas we operate, as we believe that this is essential for achieving sustainable development.

With our employment policy focused on hiring locally, we strive to reduce unemployment, especially among young people, while providing high quality training. Our operation creates value that we share with our stakeholders, as the development of our company is directly linked to the development of the areas in which we operate.

Our business model is based on providing genuine experiences to our guests within the framework of local culture and traditions, while contributing to the development of the region by creating new business opportunities for people from the local communities.

Generating economic value

(material topic)

The evaluation of the company's economic performance is a key priority as it provides essential information on our efficiency in creating wealth for our stakeholders.

Monitoring our performance through the indicators related to economic value generated and distributed is vital for the formulation of our short and long-term strategy.

We are committed to connecting the company's development with the development of the region of Messinia as a whole. We devise and implement policies to promote sustainable tourism, which create jobs, while at the same time promoting local culture and products.

Key financial data for 2019 and 2020 in comparison with 2018, TEMES & Real Estate companies






(Values in Million Euro)

	2018	2019	2020
Sales from Operations	50.9	53.6	24.3
Sales from Real Estate	18.8	20.9	42.4
Total Sales (Turnover)	69.7	74.5	66.7
Total Assets	580.2	588.0	633.6
Equity	360.7	366.5	374.6
Liabilities	219.5	221.5	259.0

Direct economic value generated and distributed¹

Economic Value Generated (Values in Million Euro)	2018	2019	2020
Total Revenues ² 	73.7	82.6	73.1

Economic Value Distributed (Values in Million Euro)

	 Employee wages and benefits ³	 Operating Costs ⁴	 Payments to Government ⁵	 Payments to Providers of Capital ⁶	 Community Investments ⁷
2018	21.3	28.0	8.4	2.6	0.2
2019	22.2	32.0	5.4	2.5	0.2
2020	18.1	24.5	4.5	3.0	0.2

Source: TEMES Financial Statements for 2018, 2019 and 2020

¹ Figures are compiled according to GRI 201-1, expressed in million euros and rounded up at the first decimal

² Includes revenues from sales, financial investments and sales of assets along with other operating income

³ Includes wages, benefits and social contributions

⁴ Includes costs for materials, products and services purchased from third parties excluding depreciation

⁵ Includes all taxes such as corporate, property, VAT and taxes paid on behalf of third parties

⁶ Includes payments to providers of loans and swaps

⁷ Includes donations made for charitable purposes, donations to local municipalities for infrastructure development, provision of food rations

Creating positions of employment

(material topic)

Our associates are at the heart of our efforts to promote sustainable tourism in the areas we operate. The creation of quality jobs in a safe working environment that encourages innovation, combined with the provision of high-quality training tailored to the talents and needs of each individual, are essential for our associates to become the ambassadors of our vision, while providing the highest quality of service to our visitors. In addition, our employment policy strengthens our bonds with the local community and contributes both directly and indirectly to the economic and social development of the region.

The operation of Costa Navarino in Messinia sets the paradigm of a sustainable tourism destination. Through our employment policy we strive to hire mainly locally, from the wider region of Messinia. At the same time, we create business opportunities by promoting local

culture and products and working together with a number of local micro, small and medium-sized enterprises. All our associates receive extensive training in order to develop their skills and take an active role in promoting a culture of contribution to sustainable development.

In 2019 and 2020, 61% and 57% of our associates respectively were hired locally, from the wider region of Messinia.

These figures, compared with 53.5% in 2018, represent a significant increase in the percentage of our locally hired associates. Even though the figures are high, they are still below our target of hiring 70% of associates locally. The reason for this is the establishment of new tourism businesses in the region due to the overall tourism development and the increase in international arrivals at Kalamata airport.

These businesses, including hotels and restaurants mostly located close to Kalamata, hire personnel from the city, the majority of whom have worked and received high-level training at Costa Navarino. As many people prefer to work as close to home as possible, it is becoming increasingly difficult for us to achieve our target.

However, we remain committed to this target and consider the difficulty in attaining it as proof of the development that Costa Navarino's operation has brought to the region.



Year	2018	2019	2020
FTEs	706	657	409

In our facilities at Costa Navarino during 2019 and 2020, approximately 53% and 49% of our associates at managerial level, including junior and middle management, were hired from the region of Messinia, compared with 56% in 2018. In 2019 and 2020, the percentage of senior management hired from the local community remained at 30%, as in 2018.

In 2019, the total number of TEMES associates during the peak season (August) was 1,202, rising to 1,239 in 2020. All our associates are covered by collective bargaining agreements.

Expressed in terms of full-time equivalents (FTEs), the total number of employees is presented in the table above.

The above figures include our associates working at our facilities in Costa Navarino and at the central offices of TEMES in Athens. The reduction in FTEs in 2020 is attributed to work suspension measures imposed by the Greek government during the second semester (April – June) of 2020, on account of the Covid-19 pandemic.

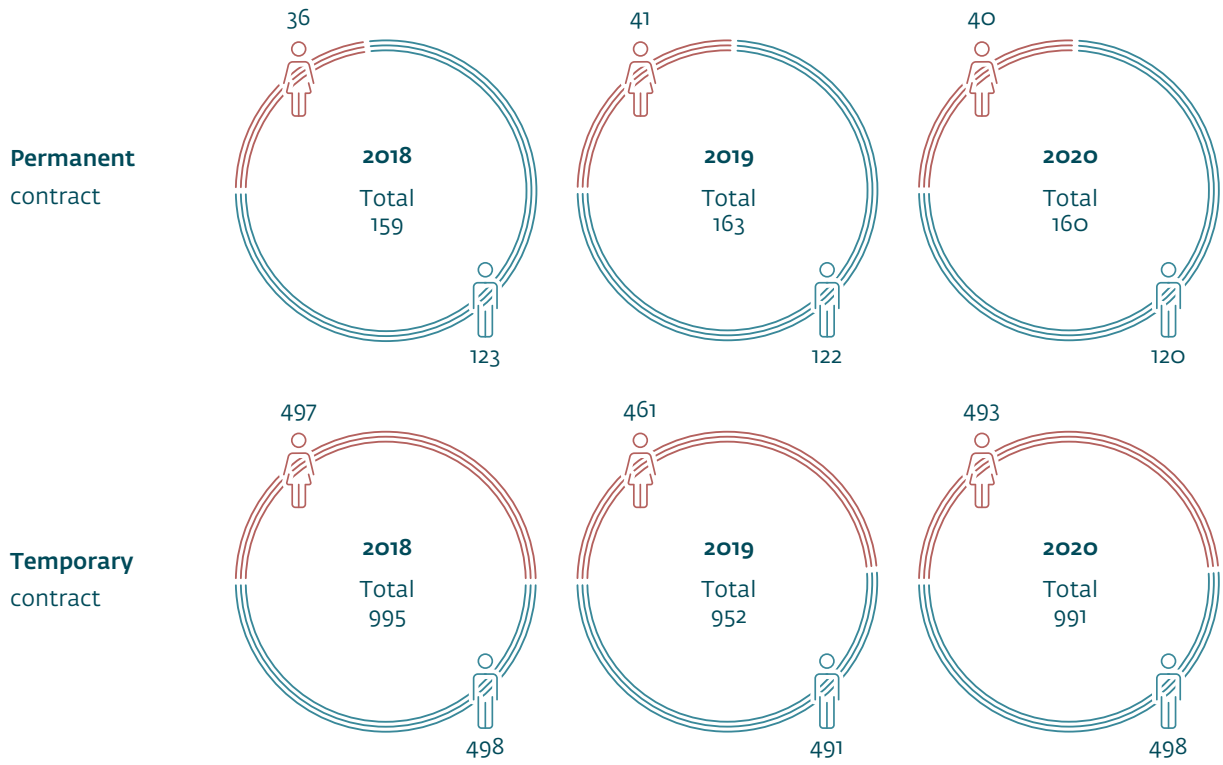
Due to the seasonal character of our operation, the hotel facilities were closed in December and January in 2019, while in 2020 they remained closed from the end of March to mid-June and from the beginning of November till June 2021, due to Covid-19 restrictions. During this closing time, our workforce fell to 154 in 2019 and 157 in 2020. The construction sites operated by TEMES remained operational throughout the year.

All our associates work under a permanent or temporary contract, as presented below.

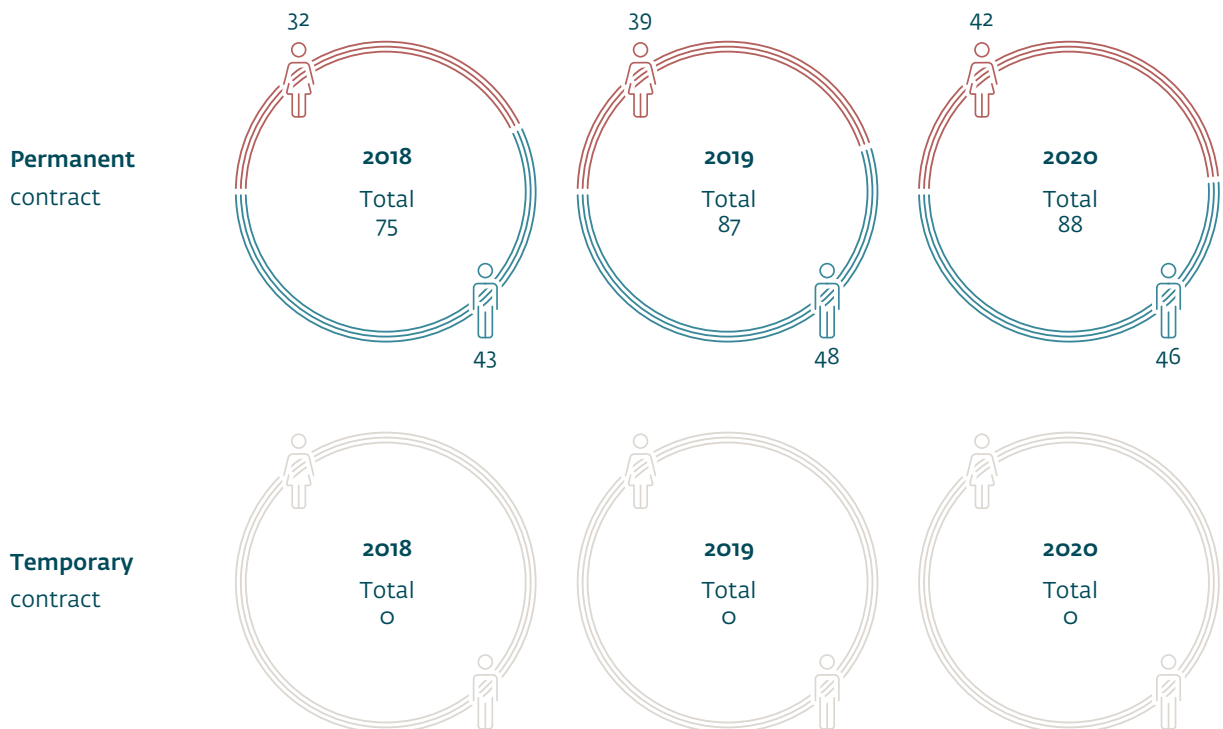
** All our associates are considered to be employees. The term "workers", as described in the GRI Standards, does not apply to our company according to Greek legislation.*

** The proportion of self-employed individuals offering services to the organization is not substantial (lower than 1%) compared with the total number of associates under contract.*

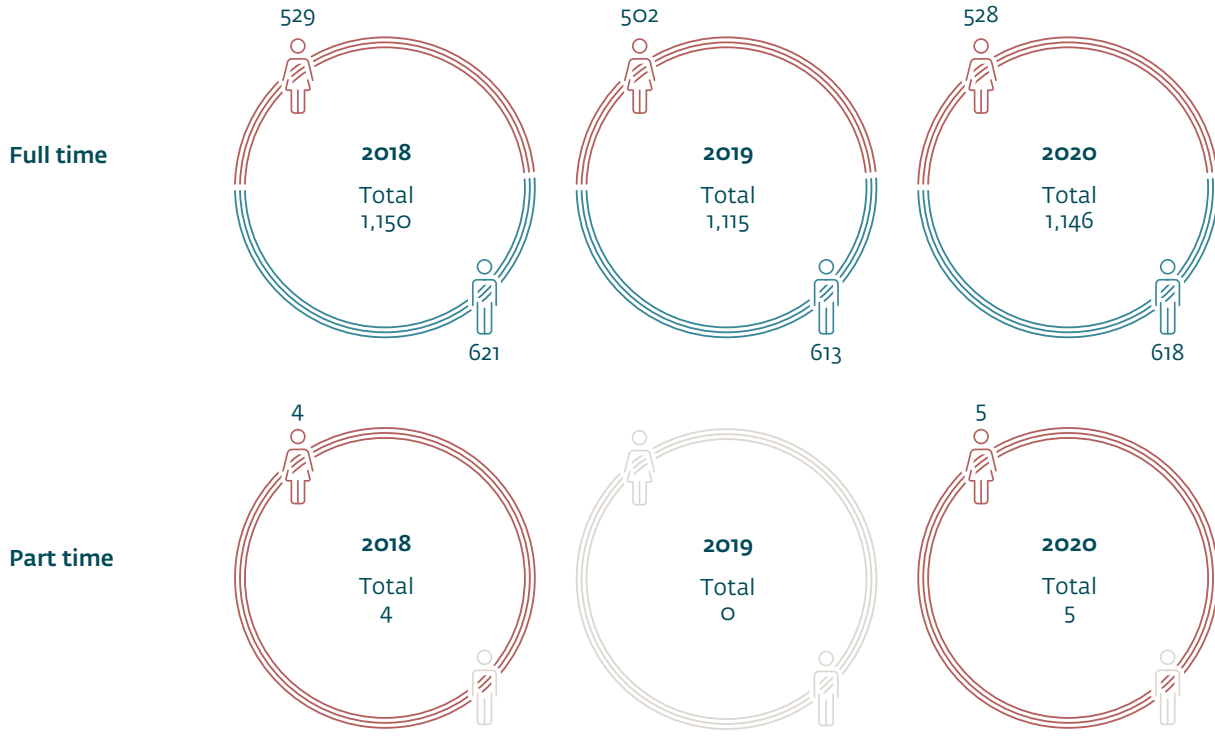
Costa Navarino facilities in Messinia



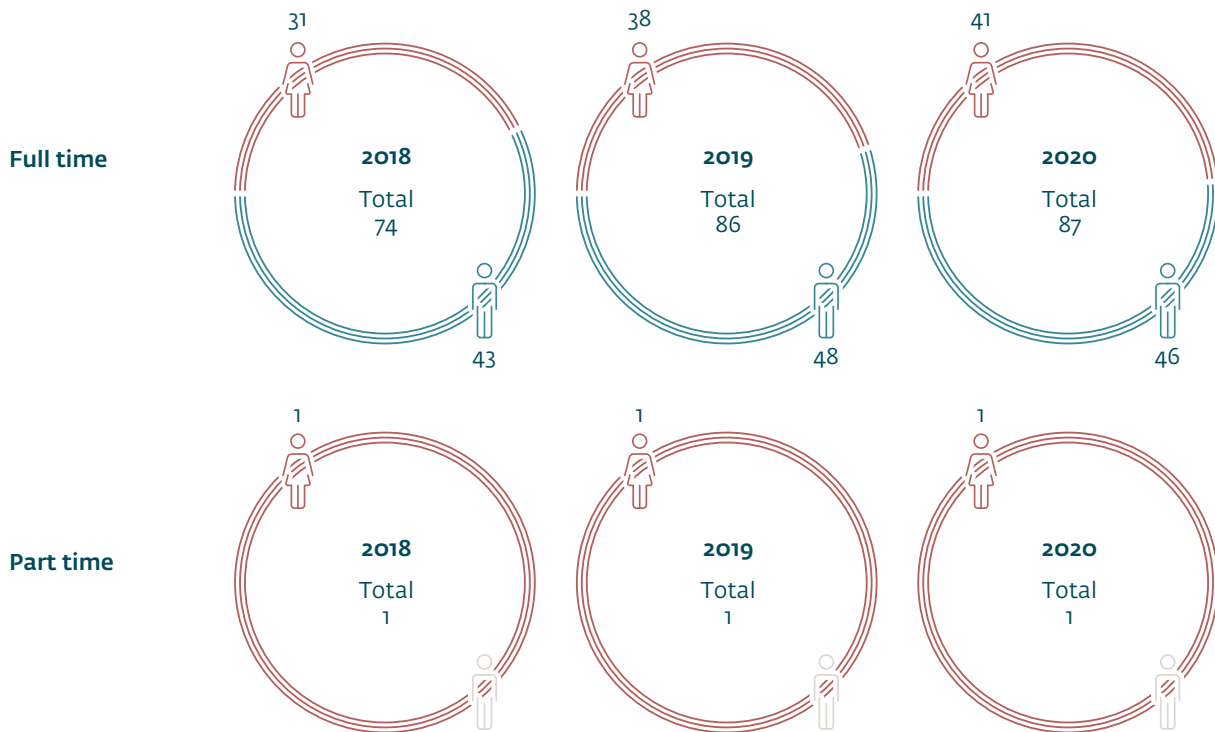
Central offices in Athens



Costa Navarino facilities in Messina



Central offices in Athens









In 2019 the rate of new hires was 23.9% (287 persons out of 1,202 associates) and in 2020 25.2% (312 persons out of 1,239 associates), compared with 26.3% in 2018 (323 persons out of 1,229 associates).

The following graph presents the distribution of new associate hires, by age group, gender and region.

New associate hires

	AGE			GENDER		LOCALITY		REGION		
	<30	30-50	>50			Messinian	Non-Messinian	Messinia	Athens	
2018	248	68	7	161	162	106	217	303	20	323
2019	202	78	7	156	131	92	195	271	16	287
2020	218	87	7	152	160	94	218	303	9	312

New associate hires rate



	AGE			GENDER		LOCALITY		REGION		
	<30	30-50	>50			Messinian	Non-Messinian	Messinia	Athens	
2018	20.2%	5.5%	0.6%	13.1%	13.2%	8.6%	17.7%	26.3%	26.7%	26.3%
2019	16.8%	6.5%	0.6%	13.0%	10.9%	7.7%	16.2%	24.3%	18.4%	23.9%
2020	17.6%	7.0%	0.6%	12.3%	12.9%	7.6%	17.6%	26.3%	10.2%	25.2%

One important figure that illustrates the level of job satisfaction among our associates and reflects their sense of security at Costa Navarino is the low rate of employee turnover, as presented in the graphs below.



For 2019, employee turnover was 96 out of 1,202 associates, resulting in a very low turnover rate of 8%, while for 2018 the turnover rate was 8.2%. For 2020, employee turnover was 45 out of 1,239 associates, (turnover rate of 3.6%).

This is an exceptionally low turnover rate, especially for the tourism industry given its significant seasonal variations in employment and the impacts of the Covid-19 pandemic on the job market.

Turnover

	AGE			GENDER		LOCALITY		REGION		
	<30	30-50	>50			Messinian	Non-Messinian	Messinia	Athens	
2018	68	27	6	48	53	45	56	94	7	101
2019	71	24	1	52	44	44	52	91	5	96
2020	24	15	6	30	15	27	18	35	10	45

Turnover rate

	AGE			GENDER		LOCALITY		REGION		
	<30	30-50	>50			Messinian	Non-Messinian	Messinia	Athens	
2018	5.5%	2.2%	0.5%	3.9%	4.3%	3.7%	4.6%	8.1%	9.3%	8.2%
2019	5.9%	2.0%	0.1%	4.3%	3.7%	3.7%	4.3%	8.2%	5.7%	8.0%
2020	1.9%	1.2%	0.5%	2.4%	1.2%	2.2%	1.5%	3.0%	11.4%	3.6%

To safeguard associates' wellbeing, the minimum wage paid by TEMES in Costa Navarino resort facilities is significantly higher than the minimum wage under current legislation in Greece. In addition, only a small percentage of our associates receive the minimum wage, with the rest earning higher salaries.

Minimum wage paid by TEMES

	% higher than national minimum wage	% of associates on minimum wage paid by TEMES
2018	27%	9%
2019	27%	4.6%
2020	21.7%	1%

Training and development

All our associates receive induction training to familiarize them with the company's core values and code of conduct, and also attend thorough training programs in order to develop their skills and enhance their career opportunities.

2019 and 2020 by gender and associate category. The average number of training hours per associate was 16 in 2019 and 20 in 2020. Male and female associates of the same grade (Front Line and Managerial Level) received the same hours of training.

The following tables present the hours of training that our associates received during 2018,

Training hours

	2018			
	Front Line		Mng/erial Level	
Number of associates	548	456	73	77
Training hrs/associate	16	16	64	64
Total training hours	16,064		9,600	

	2019			
	Front Line		Mng/erial Level	
Number of associates	515	414	97	89
Training hrs/associate	16	16	64	64
Total training hours	14,864		11,904	

	2020			
	Front Line		Mng/erial Level	
Number of associates	514	445	104	88
Training hrs/associate	20	20	32	32
Total training hours	19,180		6,144	

Total training hours





Promoting local development

(material topic)

Cultural, leisure and sports activities each year further enhance the diverse offering for guests visiting Costa Navarino, creating year-round experiences and opportunities to explore the region of Messinia. The program at Costa Navarino reflects the decision to introduce people from all over the world to the region's millennia-long history, to its culture and traditions, as well as to its pristine natural landscape.

CULTURE

For the fifth consecutive year, a special weekend was organized in partnership with the Athens Democracy Forum. During this year's event, entitled "Democracy & Spirituality", participants engaged in conversation with the event's distinguished speakers, while also attending book readings and curated cultural activities. The year under review saw the fourth Faliro House - Oxbelly Screenwriters & Directors Lab

hosted at Costa Navarino with the aim of discovering new filmmaking talent from the Mediterranean region.

BUSINESS & SCIENCE

A broad array of conferences and seminars were held in 2019, especially in off-season months, resulting in bookings for more than 25,800 room nights at the two hotels at Navarino Dunes. In 2020, due to Covid-19, no conferences or seminars took place.

GOLF

Golf tournaments that attract golf aficionados and professionals from all over the world are hosted each year at the destination's signature golf courses. The third edition of the Messinia ProAm tournament, organized by Costa Navarino, took place in February 2019, attracting 31 teams from 20 countries. The Aegean Airlines ProAm was held for the fourteenth consecutive year, nine of which at Costa

Navarino, while several smaller scale international and national tournaments also took place during 2019.

SPORTS

Navarino Challenge, the award-winning sports event, was held for the seventh consecutive year in Messinia and Costa Navarino, bringing together more than 2,700 participants of all ages from 40 countries to compete in a rich program featuring over 30 sports activities.

The first Ironman 70.3 Greece, Costa Navarino was held in April 2019, drawing more than 1,500 athletes from 61 countries and, in total, over 4,500 participants, visitors and volunteers to the Peloponnese and Costa Navarino. It was the biggest triathlon, bike race and open water swimming competition ever held in Greece, with athletes testing their endurance limits in a 1.9-km swim, 90-km bike race and 21-km run.



Creating new jobs and business opportunities

Contributing significantly to the local economy and supporting regional development is a key priority for TEMES, as the company's growth is directly linked to the prosperity of the destination as a whole. The implementation of a sustainable tourism business model in the development of Costa Navarino creates new jobs and business opportunities due to its direct links with most of the sectors of the local economy, providing a strong incentive, especially among young people, to stay in their homeland of Messinia.

At Costa Navarino, sustainable tourism is used as a propulsive industry to create the necessary momentum for the continuous, inclusive and sustainable economic development of an entire destination. It creates links with agriculture and service-providing sectors and stimulates the development of key infrastructure

(road construction, upgrade of airport facilities) and the provision of financial services from which the local economy as a whole can benefit.

The revenue generated by the increase in tourist arrivals in the region has positive direct impacts on a series of local SMEs from a wide range of economic sectors incorporated in the tourism value chain. As these companies buy goods and services from local suppliers, the positive impact from tourism growth on income and employment in the local community is multiplied, creating a vibrant local economy.

The operation of Costa Navarino has contributed significantly to the reduction of unemployment in Messinia as the company applies a policy of preference for local hiring.

The next phase of our development plan, which is currently in progress, is expected to create 900 new direct jobs and several more indirect employment positions in the broader area.

Procurement practices

The management of our supply chain is closely linked with the company's vision to connect the development of Costa Navarino with the development of the destination of Messinia as a whole. The operation of our supply chain strengthens the local economy and creates new business opportunities in the region. It provides us with the opportunity to work together with our local stakeholders and address common economic, environmental and social issues arising from our operations.

Apart from the region of Messinia, the impact of our supply chain extends also to the national level, making a positive contribution to the development of the national economy. The high number of suppliers and the diversity of our supply chain allows us to work with businesses from different sectors of the economy and adopt a more integrated approach to

sustainability.

At Costa Navarino we are committed to using mostly locally sourced products and we strive to contribute to the development of new, sustainable local businesses that can be included in our supply chain.

Number of suppliers

	2018	2019	2020
Suppliers	over 1,800	1,653	1,563
Payments to suppliers	26.5 million euros	20.6 million euros	11.8 million euros

Breakdown of suppliers

	2018	2019	2020
Percentage of Greek suppliers	83%	80.37%	86.71%
Percentage of Greek suppliers operating in Peloponnese	23%	29.15%	31.14%
Percentage of Greek suppliers operating in Messinia	17%	26.13%	28.34%

Procurement budget spent on Messinian suppliers

	2018	2019	2020
Percentage of total procurement budget spent on Messinian suppliers	25%	24.86%	24.91%
Percentage of F&B procurement budget spent on Messinian suppliers	43.4%	43.19%	43.36%

There is no doubt that the operational impact from Covid-19 continues to affect our supply chain. The Costa Navarino P&P Department has identified the following key risk areas that threaten our supply chain and operation:

- Labor capacity: A hard-pressed or diminished workforce, primarily on the supplier side, is struggling to meet increased demand, while temporary reassignments to crisis tasks often eclipse day-to-day operations. This results in significantly increased lead times compared to before Covid-19.
- Supply chain exposure: Relying on suppliers located in affected regions, as well as cost, scheduling, and shipping delays due to lockdowns and border closures often leave the supply chain at risk. To mitigate this risk, Costa Navarino has diversified its supply chain to ensure a steady cadence and continuous flow of products and services. This however, by itself, also poses a risk, as many smaller suppliers have been severely affected by the pandemic.
- Fraud and compliance: There has been an increased risk of procurement fraud, non-compliance with internal procedures, relevant regulations, and legislation during the Covid-19 crisis. This, again, increases the process and cycle time of the purchasing cycle.

With regard to our four main areas of purchasing and procurement, namely Food & Beverage, Operational Supplies & Equipment, Construction/Engineering and Services:

For the majority of our suppliers, irrespective of their location, the circumstances of the current period has made them very vulnerable. At present, the globally volatile commercial situation is creating variability in demand. It is difficult for our many smaller suppliers to absorb this variability because they do not have the level of scale and flexibility required to maintain sufficient product availability at times of demand spikes and shocks.

In addition, problems with food supply chains give rise to subsequent problems for Costa Navarino, because as an international resort we sit at the end of the chain, and any problems further up the chain will have an impact. Some of the key areas of risk include bottlenecks in farm labor, processing, transport and logistics, as well as significant and sudden demand shifts.

As for OS&E, while the time for certain long-distance freight is sufficient to help ensure product safety, domestic mail is much faster. Consequently, we make every effort to stay abreast of new handling procedures in order to keep our teams and clients safe.

In conclusion, the biggest current challenge is that the purchasing cycle has a significantly extended process and lead time compared to pre-COVID.

As part of our efforts to raise awareness on the benefits of organic farming and promote sustainable agriculture in Messinia, we operate our own organic vegetable garden at Costa Navarino, covering an area of 1,000 m². Here, we cultivate different varieties of fruit, vegetables and aromatic herbs with a production process that is certified organic according to EU regulations 834/2007 and 889/2008. All our production is used in the restaurants of Costa Navarino. In 2019 and 2020, our garden produced more than 1,500 lettuces and 7,000 kg of other fruit and vegetables. We have installed a drip irrigation system in the organic garden to maximize water efficiency, while we use only organic fertilizer and compost produced at our own composting facility.

The organic vegetable garden at Navarino Dunes is open to visitors, while special educational and experiential activities for children and adults are organized throughout the year.

NAVARINO ICONS

In partnership with small- and medium-scale local producers, we aim to acquaint people internationally with the region's rich culinary and cultural history. Under the Navarino Icons brand, we have developed high-quality food products meticulously selected from the region of Messinia in the Peloponnese.

Our purveyors create authentic local recipes under strict quality guidelines. Navarino Icons products are available at Costa Navarino and at more than 1,000 stores around the world, including several landmark venues such as Julius Meinl am Graben, Urban Deli, Dean & DeLuca, Whole Foods, Zabar's, Zingerman's, Wally's and many more – in more than 20 countries.

The mini items are also served in the first and business class of several international airline companies, such as Aegean Airlines, Saudi Airlines, Lufthansa as well as British Airways, Air France and Emirates for selected routes departing from Greece.

Navarino Icons has received more than 50 awards and accolades for the quality of the products, while in 2018 the Extra Virgin Olive Oil (EVOO) World Ranking named Navarino Icons Estate Grown Extra Virgin Olive Oil as EVOO of the Year for the third consecutive time.





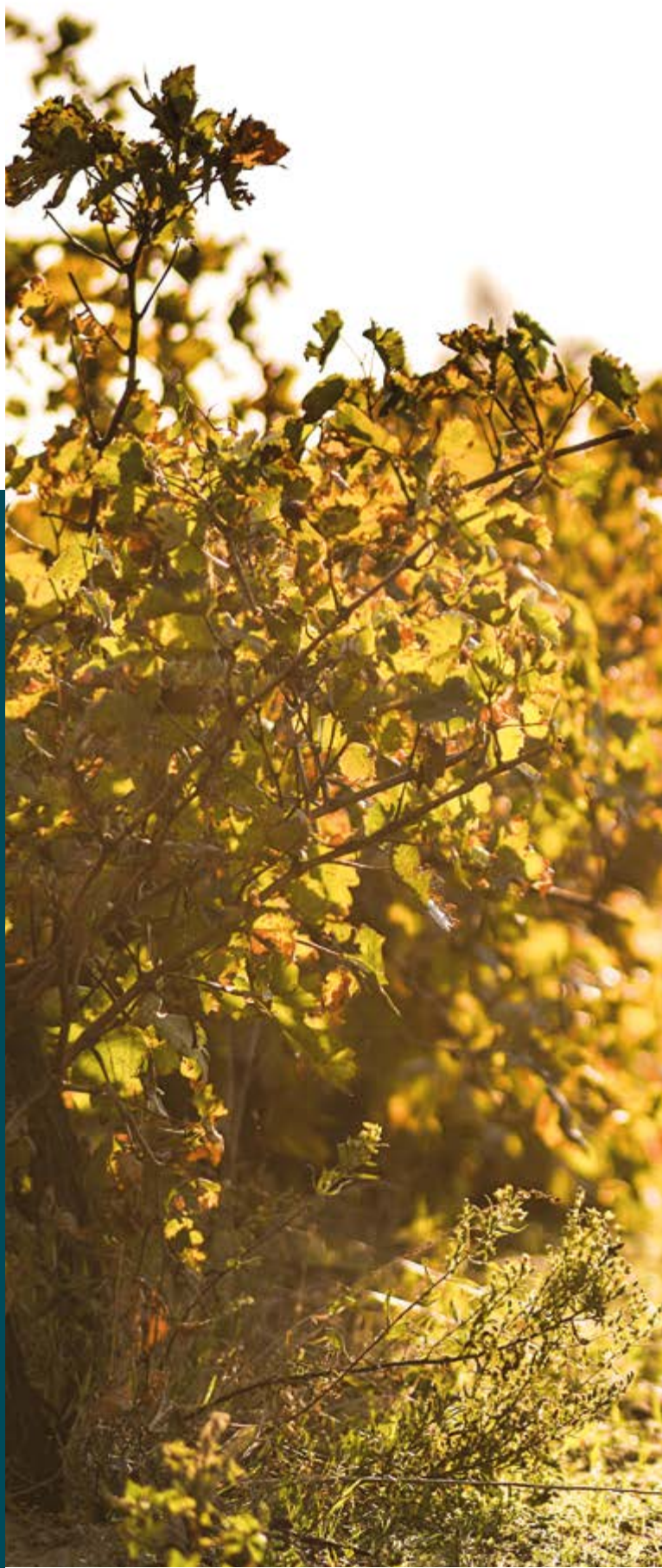
NAVARINO VINEYARDS

Through the operation of Navarino Vineyards, the destination's organic vineyards launched by TEMES in collaboration with acclaimed Greek vintners, we are introducing locally produced fine wine and spirits to international markets.

Navarino Vineyards are located close to the nearby village of Mouzaki, in an area covering 55 hectares at approximately 550 m altitude. These old vines grow in an area with an ideal climate which, due to its temperature variation between morning and night, coupled with the advantageous elevation and level of humidity, is perfect for producing grapes of excellent quality.

The end product brings out all the unique characteristics of the Messinian soil.

Our wines have received worldwide recognition for their exquisite quality and have been awarded silver and gold medals at prestigious international competitions such as AWC Vienna, Berliner Wein Trophy and Concours Mondial de Bruxelles.









Ensure healthy lives
and promote well-being
for all at all ages

5

Good health and wellbeing

Safeguarding health, safety and wellbeing of associates and guests

(material topic)

Ensuring the health, safety and welfare of guests, associates, and any third parties at all our facilities is a fundamental aspect of our approach towards sustainable operation, directly linked with the company's reputation and credibility.

Providing a safe and healthy living and working environment, which promotes well-being for all, contributes to the overall effort for the creation of more prosperous

societies. For this reason, TEMES has in place a rigorous Health & Safety policy covering all aspects of our activities.

TEMES contributes to the realization of Goal 3 by implementing a series of policies aimed at reducing the H&S risks associated with our operations to a level as low as reasonably practicable (ALARP).

Our response to Covid-19

The effectiveness of our Health & Safety (H&S) policy was successfully tested in 2020 when we had to deal with the unique challenges presented by Covid-19. With particular emphasis on hygiene and safety, we quickly adapted to a new operational mode to ensure the overall health, safety and welfare of our guests and associates. The cornerstone of our precautionary plan, an in-house RT-PCR Test, was made available to guests during the entire season and regular tests were offered to all our associates.

At Costa Navarino, we fully implement the hygiene and safety guidelines of the World Health Organization and Greek authorities, along with the innovative "Commitment to Cleanliness" system that has been developed by Marriott International and sets new standards and specifications for cleanliness management and hygiene.

Every area has been studied in detail and we have applied the hygiene safety protocols through different plans according to the specific needs of each aspect of operation.

Our H&S policy, adopting practices as defined in the internationally applied ISO 45001:2018 standard, aims to ensure the health, safety, job satisfaction, moral well-being, and productivity of our associates by creating a welcoming workplace at TEMES.

In the framework of our H&S policy, the company undertakes the commitment to:

- Provide and maintain a safe and healthy working environment in full compliance with current legislation, Marriott Standards, and all other applicable regulations.

- Provide training and support to enable associates to perform their work safely and efficiently, while developing their personal skills and interests.

- Maintain a constant and continuing interest in health and safety matters in connection with the company's activities by ensuring that associates, wherever possible, undertake hazard identification as a normal part of their duties.



Food & Beverage

At Food & Beverage stations we focus on decreasing contact but without reducing connection, by means of physical and protective barriers, digital menus, and the versatile Costa Navarino app. All items are disinfected after each use.



Airport Transfers

When handling airport transfers, we apply physical distancing, use personal protective equipment, disinfect the vehicle after each journey and remove all non-essential items.



Front Desk

Wherever possible, we encourage contactless check-in and check-out and provide a digital concierge. We disinfect equipment and make hand sanitizer dispensers available particularly in high-traffic areas.



Restaurants, Bars & Lounges

At restaurants, bars & lounges, we implement enhanced food safety protocols, reduced seating, disinfection of venue and food preparation tables, while also controlling occupancy and seating times.



Guest Rooms

We provide guest amenity kits, contactless delivery via our app, as well as deep cleaning and disinfection of all furniture and high-touch items.



In-Room Dining & Minibar

The in-room dining menu is available digitally and minibar room delivery is contactless.



Meetings

For meetings, there are separate registrations areas with physical barriers, sanitized equipment, frequent disinfection of rooms, and capacities are reduced by at least 50% per event.



Banquet Events

The guest flow is properly managed for every event, meals can be pre-packaged, grab-and-go or plated to facilitate queue management. All equipment is sanitized before use.



Spa & Fitness

At Spa & Fitness facilities, part of the gym equipment is moved outdoors and there are also private in-room fitness options. These measures are complemented by physical distancing, an appointment schedule and sanitization of equipment.



Pools & Beach

Very high recirculation and disinfection rates of swimming pools ensure excellent hygiene conditions. The space between tables, beds and umbrellas is increased and the food menu is limited at pools and on the beach, with additional take-away options.



Kids' Facilities

All kids' facilities are sanitized and there are individual play areas with a personal kit for each kid. Pre-booking recommended.



Golf

Distances are kept between players and golf carts; deep and more frequent cleaning is provided, while health & safety equipment is made available to every associate.



Sports & Activities

Advance bookings, equipment sanitization and a reduced number of participants are applied for all sports and activities.

Health and safety procedures

We have adopted leading indicators to measure our performance in relation to the actions taken to prevent work-related injuries and ill health. The indicators we use are tailored to our organization's operations. Examples of such indicators include the number of associates trained, the reporting of hazards and incidents, the number of health and safety inspections or audits, the reporting of near-misses and the number of work permits issued. As an example, at TEMES, 10 near-miss incidents were reported and duly analyzed in the 2019-2020 period.

Detailed H&S procedures, covering 100% of our services, are in place to ensure compliance with legal and best international practice requirements and assess health and safety impacts for improvement.

All our associates are trained to actively participate in the implementation of our H&S policy. In every aspect of our operation, we comply with all relevant national and international legislation, aiming to apply internationally acceptable best practices, and thereby contributing to the promotion of well-being and the establishment of effective, accountable, and inclusive institutions at all levels.





Occupational health and safety management system

All the above aspects are linked together via a rigorous, yet not certified, occupational health and safety management system based on the principles of the international standard ISO 45001, covering all activities and operations controlled by the organization. Although not a legal obligation, the management system is voluntarily developed by TEMES based on:

- The written occupational risk assessment study
- National and European legal requirements
- Marriot's Health, Safety, Emergency Response and Security Standards
- Hellenic Chamber of Hotels Hygiene Standards
- Contractual requirements

The health and safety management system is overseen by TEMES' legally liable executives and supported by external safety professionals.

Hazard identification, risk assessment, and incident investigation

Work-related hazards and risks are assessed daily through the supervision of team leaders and on a regular basis by an external safety professional. Immediate actions are taken, whenever necessary, and long-term solutions are developed and implemented based on the following hierarchy of controls:

- Elimination of the hazard
- Substitution (of a process, material, or equipment)
- Engineering controls (isolation, physical barriers, etc.)
- Administrative controls (training, supervision, task shifting, etc.)
- Personal Protective Equipment

The written Occupational Risk Assessment document is drafted by a group of external experts in close cooperation with the company's executives and team leaders. This document is reviewed and updated annually, following any major incident and in cases of significant

changes to infrastructure or operational processes to identify potential new hazards and adequately control any upcoming risks.

When risks are deemed to be significant, an action plan is designed and its main points are followed up to ensure its efficacy and the continual minimization of risks. In addition, at daily meetings our associates report to their team leaders any hazardous situations or conditions which are then communicated to the Engineering Department via mobile app. Under our policy, each individual contributes to hazard identification and reporting and has the right to remove himself/herself (or any of his/her associates) from situations that could cause them injury or illness without risking consequences of any type.

In addition, all incidents are fully investigated by the Safety Officer and an incident report – including root causes and corrective actions – which is forwarded to the Safety Executives.

Occupational health services

Aiming at the effective monitoring of associates' health and the prevention of occupational illness, TEMES provides a program for the medical surveillance of its associates according to their occupation and work environment.

A fully qualified and licensed (in accordance with Greek law) occupational doctor visits the workplace on a weekly basis during working hours and manages all aspects of the medical surveillance program.

This program includes:

- The initial medical examinations, performed before and just after employment, which form the basis of the medical record of each individual associate following an interview with the doctor.
- Periodical medical examinations for specific workers depending on their job position.

Additionally, a private Group Health and Life Insurance plan is offered to all directly employed associates to facilitate access to precautionary medical exams and infirmary services.

Worker participation, consultation, and communication on occupational health and safety

The governance model adopted by TEMES is in line with SDG 16, which aims to ensure responsive, inclusive, participatory, and representative decision-making at all levels. In accordance with applicable legislation and the company's Articles of Association, the Board of Directors appoints its executive members and assigns the management of the company's daily affairs, including health and safety and work-related accident issues. Executive members of the Board, through regular meetings with senior management, provide guidance on key issues while ensuring the communication and implementation of the Board's overall short- and long-term strategy.

The Costa Navarino Health & Safety Committee is another key component in the safety management of our facilities. It is an executive committee composed

of managers from various departments of the company which meets once a month, with the participation of the General Manager of the hotels, to discuss health and safety matters, assess the overall progress achieved in the company's performance and set targets for each department.

Other means of communication with regard to occupational health and safety issues include:

- Meetings and presentations
- Training programs followed by Q&A sessions
- Newsletters and posters regarding best practices, instructions, and guidance

Details regarding H&S practices are displayed on all information boards and a web-based incident tracking and reporting system is in place.

This system provides real-time information on the implementation

of health and safety procedures, including customer feedback, allowing for immediate action that minimizes the risk of the occurrence of a non-compliance incident.

Our tracking and reporting system complies with the requirements of national legislation, which adheres to the guidelines of the ILO Code of Practice. In parallel, in the course of the daily meetings and interactions, associates report to their team leaders any hazardous situations, incidents, concerns and proposals for risk control and minimization.



Worker training on occupational health and safety

TEMES recognizes that the training of associates at all levels is a cornerstone for the establishment of an effective H&S management system. All persons engaged in activities under its control shall demonstrate competence by virtue of their experience, training, and education as appropriate.

All our associates promptly receive generic induction training from a H&S professional to familiarize themselves with the company's core H&S values and the occupational management system, as well as additional periodical training on specific work-related hazards, procedures, rules and instructions in order to develop their skills set and risk awareness.

Our training is based on three pillars:

- Health & Safety
- Food Safety
- Security Safety

During 2020, over 1,200 Costa Navarino and third-party associates were also trained on general Covid-19 safety and on specific departmental Covid-19 safe protocols.

A training plan is issued annually based on the written risk assessment and the management system evaluation findings which identify the major hazards and perils per task and job position. Following this, a training matrix is produced annually, setting out the various kinds of training to be provided per position/speciality and its frequency of repetition.

Training is scheduled on the basis of different levels of responsibility, ability, language skills and risk and is either theoretical, practical, online or on-the-job. It is conducted by fully qualified trainers either internal or external (Safety Officer, subject experts etc.) mainly in-house. Records are kept of each training session.



Training takes place during working hours and is divided into two categories:

a.

Basic: delivered to each associate at the start of employment and includes basic Health & Safety issues such as:

- H&S policy
- H&S legislation
- H&S responsibilities
- Risk assessment
- Hotel security procedures - Emergency Response plans
- Recognizing and reporting unsafe conditions - Incident prevention
- General H&S rules
- Fire-safety basic
- Slips, trips and falls
- Hygiene
- Covid-19 safety
- Section-specific hazards per group of associates (according to job position). By way of indication, this may include:

- Manual handling
- Proper lifting techniques
- Chemical hazards
- Work in extreme heat

b.

Specific: delivered to each associate during his/her employment at regular intervals. It includes specific issues relating to the duties and responsibilities of each associate, such as:

- First Aid advanced
- Fire-Fighting advanced
- Working at height
- Lifting loads
- Hand tools
- Chemical handling (advanced)
- Emergency drills
- Safe driving
- Biological agents
- Bloodborne pathogens
- Specific departmental Covid-19 safety protocols

Prior to any project, basic H&S training is also provided to external contractors' employees.

Other ways to raise the safety awareness and enhance the knowledge of all associates include information posters in all back-of-house areas as well as activities such as the annual H&S week.

Promotion of worker health

Our concern for the health and safety of our associates is not restricted solely to their working environment. Through the implementation of the program WANT (Wellbeing At Navarino Team) we aim to help our associates develop a balanced and healthy way of life with particular emphasis on their personal wellbeing and their connection with the community.

Offered to all our associates since 2015, the program provides ongoing training, a private Group Medical Plan, an in-house doctor, and a blood bank. At the same time, our associates participate in a series of activities focusing on personal wellbeing, including special initiatives on healthy living and wellness, as well as wellness weeks, where associates are offered access to the Westin Workout, Spa and Superfoods menus (up until Covid-19 restrictions) as well as a

range of benefits for their children such as the Associates' Kids Club. In addition, a variety of healthy and high-quality food (including vegan options) is offered to all associates on a daily basis.

Furthermore, and in line with SDG 3, the voluntary private Group Health and Life Insurance plan is offered to all directly employed associates as well as to their family members to facilitate access to non-occupational medical and healthcare services and to address major non-work-related health risks based on prevention and quality treatment. This plan includes life and disability insurance, hospitalization care, medical examinations, plus additional benefits and allowances.

The above multifaceted plan aims to achieve universal health coverage, including financial risk protection and access to quality

essential healthcare services for all associates. It is implemented via an external insurance company, while privacy and health data are secured and remain confidential.

Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

Protecting the health, safety, and welfare not only of our associates but also of our guests, providers and third parties is an overarching value for TEMES, which acknowledges that its commitment in this regard also reflects on the company's reputation and credibility.

TEMES, is committed to minimizing, to as low as reasonably practicable, the potential risk of harm to humans, facilities, the environment or any third parties by maintaining the recognized operational risks under control and implementing systems for early identification of new risks. Therefore, it establishes, implements, and maintains procedures to ensure that the relevant H&S requirements and legal obligations are met also by all its contractors (project contractors, service contractors, renters, goods providers etc.) as well as its third-party operators (TPOs).

To ensure that contractors are competent to comply with the TEMES H&S Management System as well as perform their scope of work with the desired and predefined level of H&S compliance, TEMES has in place:

- a contractor evaluation procedure with particular emphasis on H&S performance
- references to all H&S requirements and obligations in contractual agreements
- a process to review legally required H&S obligations by contractors or third parties (allocation of H&S officer, written risk assessment, etc.)

In cases of equipment or materials procurement, the setting of H&S requirements takes into consideration all regulatory provisions so as to ensure certification of the equipment (CE marking), observance of the

minimum safety requirements as laid down by applicable legislation and the existence of the required documentation (e.g., manuals, Material Safety Data Sheets, etc.). Compliance is evaluated annually on a company-wide basis. The relevant findings are recorded and then reviewed by senior management.

In 2019-2020 we did not identify any incidents of non-compliance with regulations which resulted in a fine, penalty, or warning. No incident of non-compliance with voluntary codes has been identified during internal health and safety audits. We have recorded only minor accidents which – according to the investigation – occurred due to lack of attention and did not cause any noticeable health issue to the associates involved. In general, injury and absentee rates were very low, a fact that can be directly attributed to the efficiency of the applied H&S management practices and system. The decrease in the rate of recordable work-related injuries in 2020 reflects the effective implementation of our H&S practices but is also connected with the limited operation of the hotels due to Covid-19 restrictions.

Work-related injuries*

	2018	2019	2020
Number of fatalities as a result of work-related injury	0	0	0
Rate of fatalities as a result of work-related injury	0	0	0
Number of high-consequence work-related injuries (excluding fatalities)	0	0	0
Rate of high-consequence work-related injuries (excluding fatalities)	0	0	0
Number of recordable work-related injuries	7	12	3
Rate of recordable work-related injuries	5.52	9.53	3.92

The main types and number of work-related injuries

Trips and falls	4	6	2
Hit by or against objects	0	3	1
Cuts	2	0	0
Other	1	3	0

*Figures refer only to our associates. Independent contractors and third-party operators working on site, under agreement with TEMES, are responsible for the health and safety of their employees.

Work-related ill health

	2018	2019	2020
Number of fatalities as a result of work-related ill health	0	0	0
Number of cases of recordable work-related ill health	0	0	0





Reduce inequality
within and among
countries

6

Reduce inequalities

Promoting employee diversity, inclusiveness and human rights

(material topic)

Our company actively promotes diversity and inclusion at the workplace, together with equality in employment, respect for human rights, and vocational training and education, as a way to maximize productivity, attract new talent and increase associates' commitment. We believe that our actions on equality and human rights issues have a significant impact upon our brand's reputation, help us retain productive and committed staff, while creating culture change that spreads to the local communities.

In every aspect of our operation, we comply with all relevant national and international legislation, aiming to apply internationally acceptable best practices, and thereby contributing to the promotion of decent work in the context of UN SDG 8, as well as to peaceful and inclusive societies.












Our employment policies promote an inspiring, safe and secure working environment for all, fostering equal opportunities and eliminating discrimination based on race, color, religion, social or national origin, political opinion, age, sex, sexual orientation, disability or gender.

The company's commitment to implement a zero tolerance policy for discrimination in the workplace is set out in the relevant sections of our Code of Business Conduct and Ethics (the Code) and the "Associates' Handbook", both of which are provided to all associates as part of their induction training.

In collaboration with our associates, we aim to create a discrimination-free working environment, promoting acceptance, inclusiveness and safety. In 2019-2020, no instances of discrimination were recorded.

Responsibility for keeping the Code in line with best international practices lies with the company's HR department.

Number of individuals within the organization's board of directors by gender and age group	2018			2019			2020		
									
<30	0	0	0	0	0	0	0	0	0
30-50	2	0	2	3	0	3	3	0	3
50+	7	0	7	7	0	7	7	0	7
TOTAL	9	0	9	10	0	10	10	0	10






Number of associates by gender, age group and category




TEMES facilities in Messina

102




2018

					
	Managers	Front line	Managers	Front line	
<30	12	235	19	220	486
30-50	79	245	58	174	556
50+	10	40	10	52	112
TOTAL	101	520	87	446	1,154

2019

					
	Managers	Front line	Managers	Front line	
<30	15	251	22	209	497
30-50	73	213	57	148	491
50+	9	51	9	58	127
TOTAL	97	515	88	415	1,115

2020

					
	Managers	Front line	Managers	Front line	
<30	14	235	19	220	488
30-50	77	245	58	180	560
50+	10	37	10	46	103
TOTAL	101	517	87	446	1,151




Number of associates by gender, age group and category




Central offices in Athens




Training on human rights matters relevant to our operations is an integral part of the induction training that all our associates receive (100% of associates during the reporting period).

During 2019 and 2020, all our associates received training on human rights (900 hours in 2019 and 950 hours in 2020).

Male and female associates of the same grade (Front Line and Managerial Level) received the same hours of training on human rights.

2018						
						
	Managers	Front line	Managers	Front line		
<30	0	6	0	3		9
30-50	8	23	2	26		59
50+	2	3	1	1		7
TOTAL	10	32	3	30		75

2019						
						
	Managers	Front line	Managers	Front line		
<30	0	5	0	3		8
30-50	8	26	2	30		66
50+	3	6	2	2		13
TOTAL	11	37	4	35		87

2020						
						
	Managers	Front line	Managers	Front line		
<30	0	5	0	8		13
30-50	8	24	2	28		62
50+	3	6	2	2		13
TOTAL	11	35	4	38		88





Ensure access to affordable, reliable, sustainable and modern energy for all

Take urgent action to combat climate change and its impacts

7

Affordable and clean energy/climate action

Minimizing GHG emissions, mitigating and adapting to climate change

(material topic)

Tourism is an energy-intensive sector that contributes to and is affected by climate change. As a major tourism stakeholder in Greece, we intend to play a leading role in the national response to climate change by promoting investments in clean energy sources and reducing our carbon footprint.

Energy consumption

Energy consumption is the main contributor to direct and indirect GHG emissions from the operation of Costa Navarino. GHG emissions are the main driver for climate change which is affecting people on a local and global scale. Changing weather patterns, rising sea levels and extreme weather events are all impacts of climate change which are occurring with increasing frequency, causing disruption to the economy and human communities.

By creating the necessary infrastructure and using the latest available technology in energy management, we endeavor to reduce our energy consumption and maximize the use of renewable energy.

Through a series of policies as set out in the following paragraphs, which are in line with the targets of SDGs 7 and 13, we are actively contributing to national and international efforts for sustainable

energy management and climate change mitigation. Our policies, which also contribute to the realization of SDGs 3, 9 and 12, integrate climate change measures into the company's operations, promote sustainable energy management and efficient use of natural resources, aiming at a reduced carbon footprint.

Through the paradigm of Costa Navarino, the implementation of these policies raises awareness within the tourism sector on a local and national level regarding the importance of climate change mitigation and adaptation.

The architectural design of Costa Navarino is based on the principles of bioclimatic architecture.

The buildings are designed and oriented in such a way as to optimize utilization of the natural elements, leading to an overall reduction of energy needs for

heating and cooling, while more than 90% of the total land area will be dedicated to natural and planted greenery, ensuring the preservation of the region's natural beauty.



The construction of Navarino Dunes features:



Free-standing open roofs



Optimal use of natural light through orientation of buildings, landscaping, artificial and natural shading



Over 5,000 m² of planted roofs

108

Advanced materials and systems are installed in the buildings of Costa Navarino to reduce energy consumption. These include:

- Energy-efficient window panes
- High-quality, external wall insulation system that significantly reduces energy losses by wrapping the building in a thermally resistant envelope
- Low-energy technology lighting
- Electronic lighting ballasts
- Central lighting control systems
- Central Building Management System (BMS)

Significant reductions in energy consumption and GHG emissions are achieved by:

- Installing Navarino Dunes with the biggest geothermal system of its kind in Europe with 123 km of underground pipes, for heating and cooling, the first on such a large scale worldwide to be placed underneath a golf course.
- Utilizing a heat pump of 1,050 KW cooling power and 1,400 KW heating power, thereby minimizing the use of LPG for cooling and heating.





The amount of fuel consumed by the company's fleet

Year	2018	2019	2020
gasoline (lt)	19,617	26,812	16,674
diesel (lt)	49,534	102,928	42,104

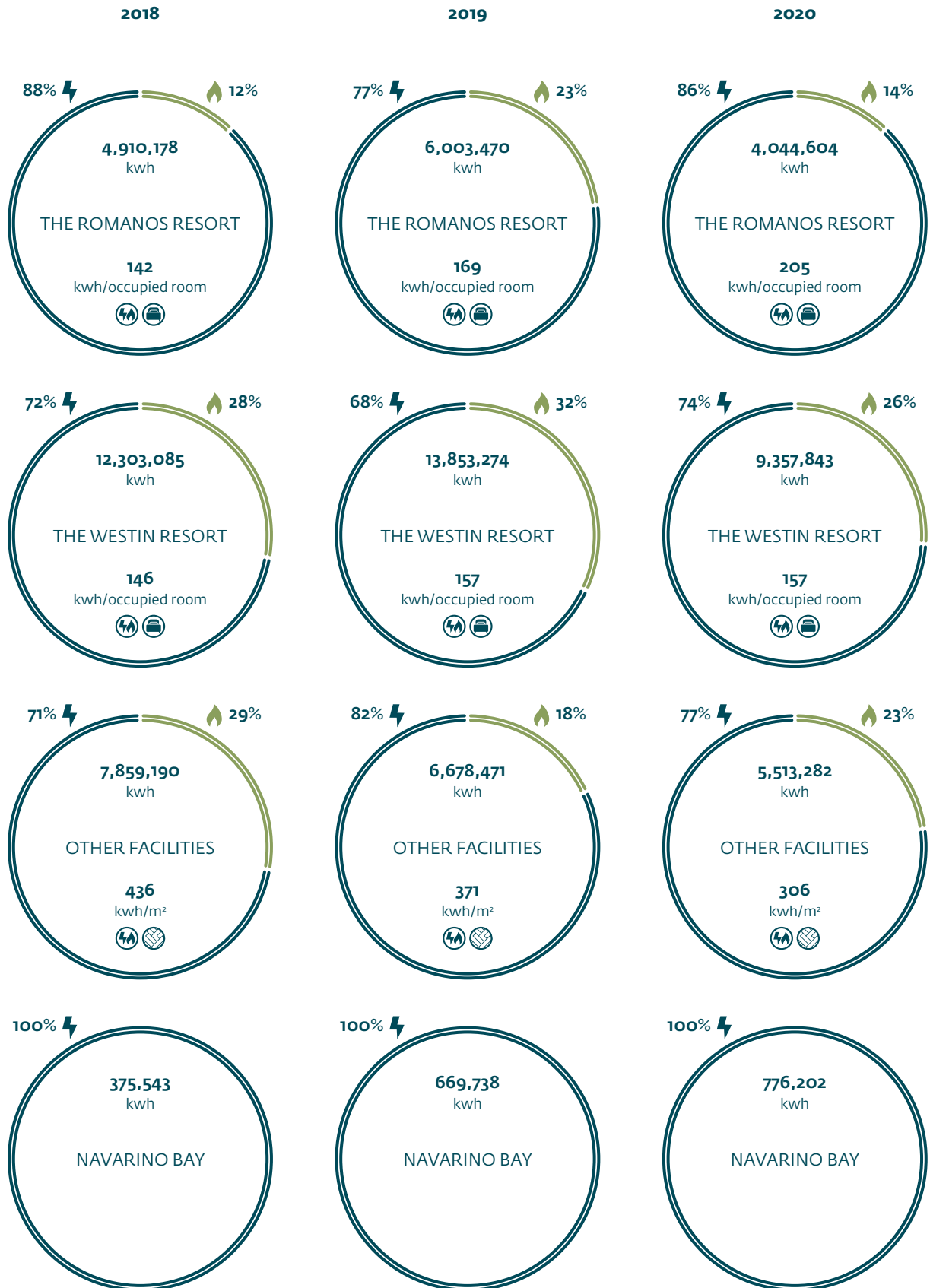
The energy consumption from the operation of the resort is monitored and recorded according to ISO 14064, using advanced electronic measuring systems. Comparative analysis of the results is used to identify possibilities for further reduction of energy consumption, so that we can continuously improve our performance. The main forms of energy consumed at Costa Navarino are electricity provided by the National Grid and thermal energy generated on-site in boilers using LPG as fuel. At Navarino Bay, where The Bay Course is the only operational facility, the main form of energy consumed is electricity. An additional source of consumption is from vehicles owned by the company.

The amount of fuel consumed by the company's fleet is presented above.






Due to its minor contribution, this form of energy consumption is not included in the figures presented for the facilities of Navarino Dunes. However, because of the requirements of the Hotel Carbon Measurement Initiative (HCMI) methodology, the emissions from the vehicle fleet are calculated as direct greenhouse gas (GHG) emissions (Scope 1) (see p. 131)

The energy intensity ratio for each hotel is expressed in kWh/occupied room while the energy intensity for the rest of the facilities within Costa Navarino is expressed in kWh/m² of conditioned space (see p. 125).






Energy consumption



Energy Comparison 2018-2019

		 Electricity kwh	 LPG kwh	 Total energy kwh	 Electricity /Rooms occupied	 LPG /Rooms occupied
Navarino Dunes	The Romanos resort	7.11%	128.94%	22.27%	4.31%	122.95%
	The Westin resort	7.32%	25.98%	12.60%	2.76%	20.63%
	Other facilities	-2.64%	-45.69%	-15.02%	-	-
Navarino Bay	The Bay course	78.34%	-	78.34%	-	-

Energy Comparison 2019-2020

		 Electricity kwh	 LPG kwh	 Total energy kwh	 Electricity /Rooms occupied	 LPG /Rooms occupied
Navarino Dunes	The Romanos resort	-24.05%	-60.88%	-32.63%	142.16%	24.72%
	The Westin resort	-26.73%	-44.79%	-32.45%	75.37%	32.15%
	Other facilities	-22.43%	4.69%	-17.45%	-	-
Navarino Bay	The Bay course	15.90%	-	15.90%	-	-



Energy consumption within the organization kWh

	⚡ Electricity kwh	🔥 LPG kwh	Fuel consumption from non-renewable sources	Fuel consumption from renewable sources
2018	19,093,891	6,354,105	6,354,105	0
2019	20,191,460	7,013,493	7,013,493	0
2020	15,437,389	4,254,542	4,254,542	0

In 2019 there was a slight increase in electricity consumption compared with 2018, mainly due to the more extensive use of the heat pump. A significant increase was noted in LPG consumption, mainly at The Romanos, due to the increase in the number of days that the swimming pools were heated.

At the other Navarino Dunes facilities there was a significant decrease in LPG consumption which is attributed to the reduced heating needs of the golf club and the optimization of LPG consumption by Third Party Operators (TPOs).

At Navarino Bay, the increase in energy consumption from 2018 to 2019 is related to the operation of the new golf club building, while construction of the new 5-star hotel began in winter 2019.

In 2020 there was a significant reduction in electricity and LPG consumption compared with 2019, which is attributed to lower occupancy due to the constraints on hotel operations imposed by the Greek government as part of the measures against Covid-19.

The increase in energy intensity (kWh /occupied room) is explained by the very low occupancy, where the standard consumption that is irrelevant to occupancy becomes significant compared with the occupancy-related consumption. These figures are not representative of normal operation and consequently no action is required.

GHG Emissions

The GHG emissions presented in this report were calculated using the methodology of the Hotel Carbon Measurement Initiative (HCMI), a tool developed by the International Tourism Partnership (ITP) and the World Travel & Tourism Council (WTTC), in collaboration with 23 leading global hospitality companies, which adheres to the GHG Protocol principles of relevance, completeness, consistency, transparency, and accuracy.

Reporting boundaries include all GHG emissions resulting from activities within the premises of Costa Navarino (scope 1 and 2) and from outsourced laundry operations (scope 3). This includes restaurants, meeting spaces, shops, golf courses, spa, garden space, fitness centers, 'back of house', vehicles owned or controlled by the company and any other amenities that are located within our

premises, excluding private space*. Emissions from vehicles refer only to Navarino Dunes.

The HCMI methodology does not include other scope 3 emissions, upstream or downstream, coming from the activities of suppliers outside of our premises (except laundry facilities), the guests' travel to the destination, or associates' business travel in non-company cars.

Laundry-associated emissions are included in the methodology, as they are a significant item in the environmental program of most hotels (towel reuse programs, etc.), and in many cases they comprise a significant portion of a hotel's overall emissions. Bearing in mind that many hotels outsource some or all of their laundry activity, the GHG emissions from outsourced laundry operations have been included in the HCMI methodology

to facilitate comparability between the overall footprints of different hotels.

** According to the HCMI methodology, private space includes areas which are not accessible to hotel guests or conference attendees (e.g. private apartments) or are not related to the hotel (e.g. the leasing of a floor to a third party). On-site staff accommodation is also considered private space.*





The main source of direct GHG emissions (scope 1) from the two hotels operating at Navarino Dunes is the combustion of LPG for heat production. Emissions from vehicles owned by Costa Navarino are also calculated on the basis of fuel consumption. These emissions are equally distributed between the two hotels of Costa Navarino.

Energy indirect GHG emissions (scope 2) result from the generation of electricity purchased from the National Grid for consumption at Costa Navarino. Other indirect GHG emissions (scope 3), in accordance with the HCMI methodology, include carbon emissions from outsourced laundry operations.

In order to estimate the overall carbon footprint of Costa Navarino, the emissions deriving from energy consumption (scope 1 and 2) at the rest of our facilities (conference center, spa, golf course), are also

reported using the emission factors of the HCMI methodology. These factors include emissions of carbon dioxide, methane and nitrous oxide from all the agreed sources.

With regard to the disclosure of market-based energy indirect GHG emissions (scope 2), we followed the GHG protocol's suggestions. Specifically, since we do not currently have any contractual agreements or supplier-specific data, we have used the appropriate residual mix factor for Greece, according to the Association of Issuing Bodies (AIB) (<https://www.aib-net.org/>).

The emission intensity ratio for each hotel is expressed in tCO₂e/occupied room based on the HCMI methodology, while the emission intensity for the rest of the facilities within Costa Navarino is expressed in tCO₂e/m² of conditioned space (see p. 131).

Emissions from Costa Navarino in 2018 (tCO₂e)

		Scope 1	Scope 2	Scope 3	TOTAL*	tCO ₂ e /occupied room	tCO ₂ e /m ²
Navarino Dunes	The Romanos resort	234	3,097	18	3,349	0.097	-
	The Westin resort	917	6,353	44	7,314	0.087	-
	Other facilities	538	4,032	-	4,570	-	0.254
Navarino Bay	The Bay course	-	270	-	270	-	-

Emissions from Costa Navarino in 2019 (tCO₂e)

		Scope 1	Scope 2	Scope 3	TOTAL*	tCO ₂ e /occupied room	tCO ₂ e /m ²
Navarino Dunes	The Romanos resort	501	3,317	18	3,836	0.108	-
	The Westin resort	1,212	6,818	46	8,076	0.092	-
	Other facilities	292	3,926	-	4,218	-	0.234
Navarino Bay	The Bay course	-	482	-	482	-	-

Emissions from Costa Navarino in 2020 (tCO₂e)

		Scope 1	Scope 2	Scope 3	TOTAL*	tCO ₂ e /occupied room	tCO ₂ e /m ²
Navarino Dunes	The Romanos resort	205	2,519	6	2,730	0.245	-
	The Westin resort	652	4,995	19	5,666	0.154	-
	Other facilities	306	3,045	-	3,351	-	0.186
Navarino Bay	The Bay course	-	559	-	559	-	-

*Total emissions calculated using Scope 2 Location-based emissions

Emissions comparison 2018-2019

		Scope 1	Scope 2	Scope 3	TOTAL	tCO ₂ e /m ² Conditioned area	tCO ₂ e /room
Navarino Dunes	The Romanos resort	114.2%	7.1%	2.7%	14.6%	-	11.6%
	The Westin resort	32.1%	7.3%	4.4%	10.4%	-	5.7%
	Other facilities	-45.7%	-2.6%	-	-7.7%	-7.7%	-
Navarino Bay	The Bay course	-	78.3%	-	78.3%	-	-

Emissions comparison 2019-2020

		Scope 1	Scope 2	Scope 3	TOTAL	tCO ₂ e /m ² Conditioned area	tCO ₂ e /room
Navarino Dunes	The Romanos resort	-59.0%	-24.0%	-68.6%	-28.8%	-	126.9%
	The Westin resort	-46.2%	-26.7%	-58.2%	-29.8%	-	67.9%
	Other facilities	4.7%	-22.4%	-	-20.6%	-20.6%	-
Navarino Bay	The Bay course	-	15.9%	-	15.9%	-	-



The significant increase in scope 1 emissions from 2018 to 2019, mainly at the Romanos resort, is directly linked to the increase in LPG consumption as described in the section "Energy" section. Scope 3 emissions include outsourced laundry-associated emissions, calculated according to the HCMI methodology in direct proportion to hotel guest nights. Thus, the increase in guest nights at both hotels led to a proportional increase in scope 3 emissions. The increase in scope 1 emissions is also reflected in the increase in emission intensity at both hotels. In contrast, a significant reduction in scope 1 emissions was recorded at the other Navarino Dunes facilities, due to a decrease in LPG consumption, as described in the "Energy" section.

The reduction in GHG emissions in 2020 compared with 2019, is directly linked to the reduction of energy consumption relating to

the operational constraints due to Covid-19 prevention measures. The increase in emissions/room occupied follows the reasoning relating to the relevant figures on energy consumption (see "Energy" section). As stated in the "Energy" section, the 2020 emissions are not representative as the values reflect the operational constraints due to the implementation of the Covid-19 prevention measures.

In 2019, the reduction in direct GHG emissions (scope 1) reached 40.4% for The Romanos and 2.5% for The Westin, relative to base year emissions (2012*).

Despite the significant increase (61%) in guest nights between 2012 and 2019, energy indirect emissions (scope 2) at The Romanos rose by 21.1%, and at The Westin by 2.3%.

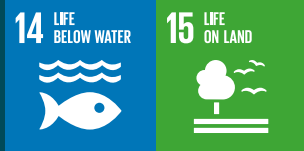
At The Romanos, from 0.160 tCO₂/room in 2012, we achieved 0.108 tCO₂/room, a 32% reduction in 2019. At The Westin, from 0.146 tCO₂/room in 2012, in 2019 we reached 0.092 tCO₂/room, marking a 37% reduction.

The difference in values achieved for each hotel is directly linked to the fact that The Westin operates almost all year round, while the operation of The Romanos is seasonal.

Data for electricity consumption are taken from installed electricity meters, while LPG annual consumption derives from the relevant invoices.

** 2012 has been selected as the base year as it is the first year of full operation after the opening of Navarino Dunes in 2010.*





Conserve and sustainably use the oceans, seas and marine resources for sustainable development

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

8

Life below water/ life on land

Protecting and preserving biodiversity

(material topic)

The UNWTO reminds us that coastal and maritime tourism rely on healthy marine ecosystems and prompts tourism developments to help conserve and preserve fragile marine ecosystems and contribute to the sustainable use of marine resources.

Biodiversity is vital to the functioning of our ecosystems and society as it provides a wealth of benefits, from protecting water resources and improving soil fertility to absorbing carbon

emissions and ensuring climate stability. Tourism businesses can play a key role in the protection of biodiversity and natural heritage on land and sea.

Our business model is directly dependent on these ecosystem services, as they compose an integral part of the unique identity of each destination, therefore we are committed to the protection and preservation of biodiversity.

Protecting Sea Biodiversity



The sea, apart from acting as a significant tourism asset, particularly important for Greece, is a key natural resources provider and a major carbon sink contributing to the mitigation of climate change. Coastal areas support numerous human activities vital for the development and coherence of human societies. Understanding the importance of maintaining a healthy sea environment, TEMES implements a series of policies for the protection of marine ecosystems and sea biodiversity affected directly by its operations, and a series of awareness initiatives for the overall protection of biodiversity.

At Costa Navarino we pay special attention to the procurement of our sea food, which comes mainly from local fishermen. Understanding the magnitude and severity of marine pollution, we have eliminated the use of plastic bags in all outlets

at Costa Navarino and constantly strive to minimize the use of plastic in general. The beach in front of Navarino Dunes is periodically cleaned with the help of special equipment and personnel, before and after the nesting period of the loggerhead sea turtle (*Caretta caretta*), while our team of divers at Navarino Outdoors ensures that the sea bed is free of plastics and litter.

Since 2010, TEMES, in cooperation with the Sea Turtle Protection Society of Greece (Archelon), has been running an extensive monitoring and protection program for the loggerhead sea turtle. The program, which completed its eighth year of operation in 2018, covers the 2.7 km stretch of The Dunes Beach and annually records the sea turtle population while protecting, monitoring and mapping nests using GPS technology.

A detailed action plan ensures that eggs are not harmed and hatchlings are protected until their final journey to the sea. The awareness-raising activities organized at Costa Navarino, which spread the message about how important marine life is and why we need to protect it, are an integral part of the program. The results from the implementation of the program so far, and the collaboration with Archelon during the stages of development and operation of Costa Navarino, show that human activities, such as sustainable tourism can facilitate and enhance efforts to preserve marine and coastal ecosystems.

		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Number of nests		13	14	5	24	13	18	27	21	41	56	62
Hatchlings reaching the sea safely		738	1,265	331	2,004	664	1,067	1,703	1,842	3,065	3,259	3,359



Protecting land biodiversity

Working towards the achievement of SDG 15 (Life on land), we are committed to the sustainable management of our operations in a way that reverses land degradation while protecting and preserving the ecologically important habitats that surround the existing and future sites of Costa Navarino.

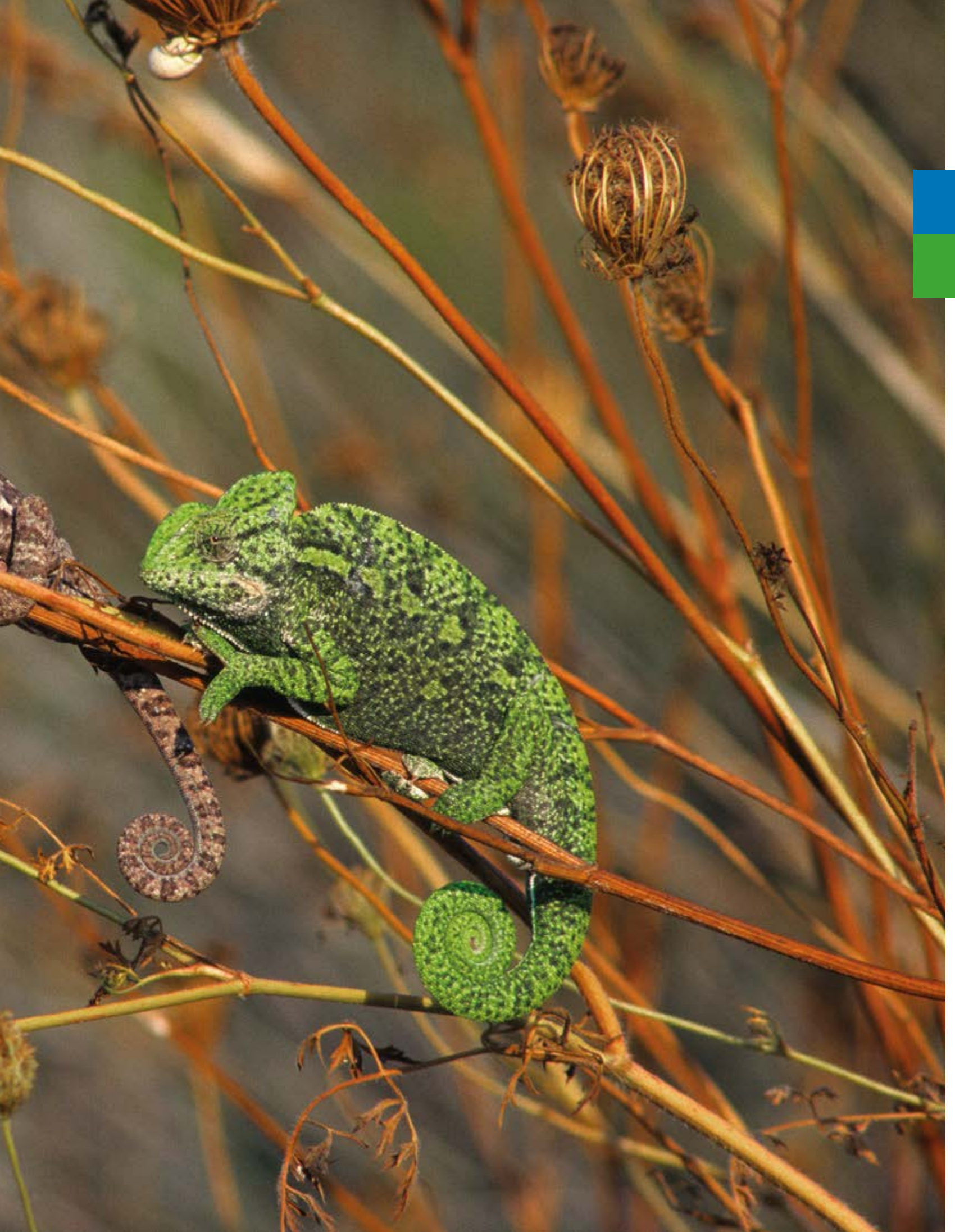
This approach is incorporated in all our development plans through consultation with experts and utilization of Navarino Environmental Observatory (NEO) research findings as inputs to our business development policy.

Just 2.5 km from Navarino Bay, between the village of Gialova and the bay of Voidokilia, lies Gialova Lagoon, one of the most significant wetlands in all of Europe.

The area, also known as Divari, from the Latin *vivarium* ("fish farm") has been designated a Special Protection Area (Site code GR2550008) and a Site of Community Importance (Site code GR2550004). It is also a Wildlife Refuge and one of the Important Areas for Birds in Greece.

Gialova has a unique and diverse bird population comprising 271 species. It is the first stop for migratory birds from Africa, and home to a great number of mammals, reptiles, amphibians and fish. Gialova Lagoon is home to Europe's only population of African chameleons.









NEO in collaboration with the Department of Sciences and Mathematics, Environmental Studies/ Biomedical Science Areas of the American College of Greece (Deree) have embarked on an ongoing project to characterize the population of the endemic and critically endangered African Chameleon of Pylos.

Researchers and students perform quarterly per year field trips for monitoring and sampling on site to collect material which is then processed in the Molecular Sciences Laboratory at Deree as an attempt to describe the natural history of the population in the area. Key points include assessments of: the viability of the population, its position within the biotope, the threats faced and the sustainability of its ecosystem.

The project, initiated during the spring of 2019, aims to establish the methodologies and generate primary data that will be used in order to substantiate and support conservation efforts of the population through international, national and local bodies.

TEMES, through its collaboration with NEO, supports a series of research projects on the lagoon's avifauna and the impact of climate change on the ecosystem of the lagoon.

At a site level, to preserve biodiversity and the characteristic Messinian landscape covered with centuries-old olive groves, TEMES has initiated the most extensive olive tree transplanting program in Europe. The program, to be implemented at all Costa Navarino sites, is being carried out by a dedicated team of agricultural scientists, topographers and landscape architects.

During construction, on-site olive trees are moved and temporarily planted in a specially prepared reception area. As construction progresses, these trees are replanted in their final location, restoring the beauty of the landscape.

At the present stage of development, 6,600 olive trees have been moved and replanted, while more than 1,000,000 endemic shrubs of different species have already been planted.



Ensure sustainable
consumption and
production patterns

9

Responsible consumption and production

Minimizing waste and promoting circular economy practices











(material topic)

Working towards the adaptation of a sustainable consumption and production mode, our company attempts to minimize the natural resources intake, the toxic materials used and manage according to the best available environmental option the waste and pollutants generated from our operation.

Through sustainable waste management we strive to minimize any possible impact on the local community and the natural environment of the region.

Our procurement policy provides the framework in which we cooperate with our suppliers, aiming to apply sustainable practices to our entire supply chain, help our suppliers improve their performance and contribute to the development of the local economy.

Type of waste/quantity (T)*

 PACKAGING			 LED BATTERIES			 OTHER BATTERIES		
2018	2019	2020	2018	2019	2020	2018	2019	2020
40.39	62.98	37.00	11.51	13.53	14.03	0.00	0.16	0.03
 OILS			 EDIBLE OILS			 LIGHT BULBS		
2018	2019	2020	2018	2019	2020	2018	2019	2020
0.00	0.57	0.00	5.10	2.82	4.96	0.18	1.00	0.60
 ELECTRONIC WASTE			 ELECTRONIC WASTE			 GLASS		
2018	2019	2020	2018	2019	2020	2018	2019	2020
0.11	5.56	0.49	0.10	4.69	0.33	94.84	104.50	20.00
 DETERGENTS - SOAP			 FERROUS METALS			 TIRES		
2018	2019	2020	2018	2019	2020	2018	2019	2020
0.03	0.06	0.00	0.00	6.07	1.55	0.00	0.44	0.50

* The data on quantities of each type of waste are provided by the relevant waste management/ disposal contractor.



NON HAZARDOUS WASTE

2018	2019	2020
140.64	182.56	64.94



HAZARDOUS WASTE

2018	2019	2020
11.62	19.82	14.55

The reduction of the amount of waste generated by our operation has been a strategic goal for our company, in line with the endorsement of circular economy principles, as presented in the EU Green Deal. Efficient use of resources, recyclability and reuse, together with a restriction on single-use products, can reduce the overall consumption footprint of our company with measurable economic and environmental benefits. These benefits extend beyond the boundaries of our operation, spreading to our value chain. A key component in this effort is the cooperation with our suppliers in setting commonly agreed goals for the reduction of packaging material, the increase of recyclable content in products and the promotion of reusability and reparability of products.

The integrated solid & liquid waste management system of Costa Navarino has been designed in accordance with the principles of waste reduction, reuse and recycling. In cooperation with hotel operators, an extensive recycling program for paper, plastics, glass, used oil, batteries and organic waste has been set in motion, resulting in a significant reduction of the amount of waste ending up in landfills. The amount of waste recycled per separate stream is presented in the table on the left page.

All quantities are reported annually to the prefectural authority of the Peloponnese which is responsible for waste management. For 2019 and 2020, the amount of non-recyclable municipal waste ending up in landfills reached 693 t and 572 t respectively. This is a significant reduction compared with 1,175 t of waste that ended up in landfills in 2018. The significant reduction in waste produced and recycled during 2020 is linked with the limited operation of our facilities due to the Covid-19 pandemic.

By acknowledging the role of tourism in the global effort to reduce plastic pollution, TEMES commits to join, during 2021, the Global Tourism Plastics Initiative led by UNEP and UNWTO in collaboration with the Ellen MacArthur Foundation.

Our company commits to take action on achieving the following targets by 2025:

- Eliminate problematic or unnecessary plastic packaging and items.
- Move from single-use to reuse models or reusable alternatives.
- Engage our value chain to move towards 100% of plastic packaging to be reusable, recyclable, or compostable.
- In cooperation with our suppliers, increase the amount of recycled content across all plastic packaging and items used.
- Collaborate with local authorities and relevant institutions and invest to increase the recycling and composting rates for plastics.
- Report publicly and annually on progress made towards these targets.

To achieve the more efficient management of trimmings from trees at Costa Navarino, we have been operating a pilot composting facility on our premises since 2017.

The compost produced is used both on the premises and in nearby privately owned olive groves. In 2019 and 2020, our composting facility produced 70 m³ and 50 m³ of compost respectively.



Food waste increased during 2019-2020 compared to 2018, mainly because of the disruption of hotel operations due to the Covid-19 lockdown, which led to expiration of our food stocks.

Increased food donations resulted in better control of our stocks and food waste but numbers were still higher overall. Understanding the need for a more viable solution, in 2020 we implemented (on a pilot basis) an on-site system for the management of organic waste (and food leftovers) using ORCA technology, which enabled the on-site management of over 10,000 kg of organic waste in 3.5 months of operation, waste which would have otherwise ended up in a landfill.

ORCA technology uses an aerobic digestion process to convert food waste into effluent that can then be safely discharged into our sanitary sewer system, the efficiency of which is further enhanced by our water management system. The innovative ORCA process looks promising and we have planned the installation of two units with a capacity of 2,000 kg/day for on-site organic waste management. Our goal is to minimize the organic waste reaching landfills and, if possible, manage 100% of our organic waste on site.

As part of our waste management system, a large-scale wastewater treatment facility operates within the premises of Costa Navarino. The treated water from this facility is used for the irrigation of The Dunes Course.





Ensure availability
and sustainable
management of water
and sanitation for all

10

Clean water and sanitation

Implementing sustainable use of water resources

(material topic)

Sustainable water management that safeguards water availability and quality is a prerequisite for economic development and a crucial factor for social stability.

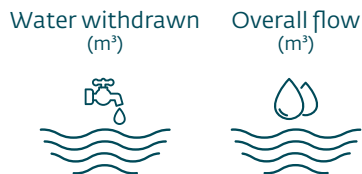
A significant portion of the local economy in Messinia is based on agriculture and water availability is therefore vital for the wellbeing of the community.

The implementation of a sustainable tourism development model with a long-term perspective at Costa Navarino is directly

linked with the availability of water resources in the local area and their management in cooperation with all local stakeholders.

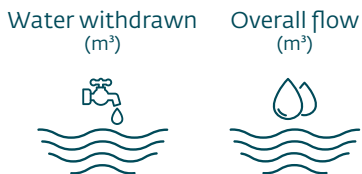
Water quality and availability is considered by TEMES to be a major sustainability risk that is addressed through the implementation of appropriate short- and long-term policies in line with the targets of SDG 6.

SELAS RIVER



	Water withdrawn (m³)	Overall flow (m³)
2018	387,970	43,836,357
2019	406,690	44,857,660
2020	324,700	39,964,402

GIANOUZAGAS RIVER



	Water withdrawn (m³)	Overall flow (m³)
	326,679	44,713,606
	323,970	43,795,950
	382,926	42,678,071

Total water withdrawn from rivers Selas and Gianouzagas (m³)



	714,649
	730,660
	707,626

The impact from the sustainable management of water resources at Costa Navarino is felt in neighboring municipalities, extending to southwest Messinia. It can be attributed mainly to the activities of the company, within the premises of Costa Navarino.

This includes the irrigation of the two golf courses and the gardens of Navarino Dunes and Navarino Bay, together with the consumption of potable water in the Costa Navarino facilities, including consumption at the Navarino Waterfront construction site. However, the company also recognizes the possible contribution of its suppliers, mainly those providing farming products, and therefore encourages sustainable farming practices by setting relevant quality criteria.



Our sustainable water management policy aims to cover the water needs of Costa Navarino without depriving the local community of resources. Committed to this approach, TEMES conducted an extensive water resource management study for the area of western Messinia.

The purpose of this study was to:

- identify the area’s available water resources;
- explore the impact of climate change on the quality and availability of water resources;
- design a sustainable water management system for Costa Navarino which uses only water that is naturally replaced;
- provide detailed hydrogeological data to local authorities, so that they can develop a sustainable water management system at a regional level.

The study revealed that substantial quantities of surface water from local rivers (more than 50 million m³ per year) remain unused due to a lack of infrastructure for collection and storage in the area. In response to this finding, two reservoirs of approximately 700,000 m³ total capacity were designed and constructed by TEMES specifically to meet the irrigation needs of Costa Navarino, including the golf courses.

The reservoirs, fully integrated into the surrounding landscape, are filled by utilizing only a very small percentage of the runoff from local rivers, just before flowing into the sea.

	SELAS RIVER Water withdrawal of annual river flow (%)	GIANOUZAGAS RIVER Water withdrawal of annual river flow (%)
		
2018	0.89%	0.73%
2019	0.91%	0.74%
2020	0.81%	0.90%

The study was donated to the prefecture of the Peloponnese and formed the basis for the water management plan for the southwest Peloponnese, published by the Ministry of the Environment in 2013 and revised in 2017.

TEMES constantly monitors the quantity of water withdrawn from local rivers to ensure full compliance with the relevant licenses. This information, together with additional data on river flows and height, are reported to the local water authority.

Water quality in the local rivers is monitored in cooperation with accredited laboratories. At the same time, continuous efforts are made to reduce water needs through recycling optimization.

The above table shows the total volume of surface water withdrawn for irrigation purposes in 2018, 2019 and 2020 from two local rivers (Selas and Gianouzagas), together with the overall river flows as calculated by means of special monitoring devices installed in the rivers. The data for water withdrawal are taken from specially installed water flow meters.

This water, together with highly treated recycled water from our wastewater plant and recycled water from the cooling towers and the water purification facility at Navarino Dunes, is more than enough to cover the irrigation needs of Costa Navarino for the whole season.

In 2019 there was a 4.8% increase in water withdrawn from the Selas, to compensate for the decrease of recycled water fed into the irrigation system from the potable water purification facility. The effluent from the purification facility could not be recycled for irrigation, as it was mixed with water deriving from the cleaning of hard surfaces due to network limitations. In 2020, a separate network was constructed to send the effluent of the water purification facility directly to the irrigation lake to be 100% recycled, reducing the need for further withdrawal from the Selas.

Additional reduction in water withdrawal from the Selas was recorded in 2020, as, for the first time, approximately 12,000 m³ of water from pools at the closing of the Navarino Dunes hotels for maintenance in October 2020, with appropriate technical

interventions, were sent to the wastewater treatment facility and then reused in irrigation. This trial practice aimed at increasing water reuse at Navarino Dunes is under evaluation to be adopted as a standard procedure.

In 2020, TEMES obtained a license from the Water Authority enabling it to recycle (in the irrigation system of Navarino Dunes) the water that is pumped out of the basement shafts of the Sports Center of The Westin Resort.

The Sports Center, due to its proximity to the Selas is vulnerable to seasonal rises of the aquifer level, especially during heavy rainfall periods, so pumping shafts were constructed in the building's basement to safeguard the integrity of the foundations.

This water, which could surpass 80,000 m³ during a rainy year, can now be recycled to the irrigation system, instead of ending up in the sea through the drainage system of Navarino Dunes.

The increase in water withdrawal from the Gianouzagas in 2020, apart from a slight increase in actual irrigation needs of Navarino Bay golf course, is also attributed to the overall increase of irrigation needs for maintenance of the Navarino Bay landscape, due to construction works taking place on the Navarino Bay site and a decision taken in 2020 to increase the amount of water stored in the reservoir of Pylos by 2%, compared to the corresponding figure for 2019.

Potable water consumption (m³)



Navarino Dunes

2018	297,530
2019	378,180
2020	296,140

Navarino Bay

2018	2,670
2019	1,899
2020	3,247

Navarino Waterfront

2018	-
2019	-
2020	878

The quantity of water withdrawn from local rivers during 2019 and 2020 represented only a very small percentage of their annual flow, remaining well below 1%.




The water utility of Pylos-Nestor municipality is the provider of potable water for Costa Navarino. The above table shows potable water consumption (m³) for the period 2018-2020.

In 2019 there was a 27% increase in potable water consumption at Navarino Dunes relative to 2018. This increase, apart from the rise in occupancy, is attributed to the following:

- Continuous leakages in the Real Estate distribution network due to construction works. The recurrence of leakages, despite the interventions of our technical team, led to the decision to replace the entire network.

- In 2019, both hotels operated for a longer period compared to 2018, while The Romanos facilities opened earlier during the spring (Easter celebration).
- From 11-14 April, both hotels were fully booked to accommodate guests for the Ironman 2019 event, which took place at Costa Navarino with the participation of 1,500 athletes from 61 countries. More than 4,500 people in total (including athletes) took part in this high-profile international sports event.
- The water consumption of the cooling towers was higher than in 2018, a fact connected with the extended operational period for both hotels.

The fact that potable water consumption in 2020 reached the levels of an average operational year, despite low occupancy due to the Covid-19 pandemic, is directly connected with the safety and hygiene protocols applied to protect our guests and associates from Covid-19.

Total water withdrawn (m ³)		Volume of water recycled & reused (m ³)		Percentage of the total water withdrawal (%)	
2018	1,014,849	2018	128,000	2018	12.6%
2019	1,110,739	2019	136,000	2019	12.2%
2020	1,007,891	2020	168,809	2020	16.7%



Since there are no hotel facilities at Navarino Bay, water consumption remains very low. In 2019, water consumption at Navarino Bay was lower than in 2018, as it was the year of construction of the new Golf Club, which imposed limitations on the operational capabilities of the golf course. The increase from 2019 to 2020 is attributed to the operation of the new Golf Club of the Bay Course and the construction works for the new 5-star hotel at Navarino Bay.

In 2020, TEMES began construction of another 5-star hotel, within the town of Gialova, adjacent to Navarino Bay, named Navarino Waterfront. The site was connected to the municipality water network for the provision of potable water.

Water recycling takes place at Navarino Dunes mainly through the wastewater treatment plant that operates within the facilities.

Additional sources of recycled water are the cooling towers, the water purification facility and the shafts of the Westin Sports Center (included in 2020). All recycled water is used to irrigate the golf course and landscape at Navarino Dunes.

Total water withdrawn includes the quantity from two local rivers (Selas and Gianouzagas) for irrigation purposes, as presented in the tables on page 150, and the potable water from groundwater sources, which is provided by Pylos-Nestor municipality as shown in the graph above.

The above graph shows the total quantity of water recycled and reused at Navarino Dunes in the period 2018-2020 as an absolute figure and as a percentage of the total water withdrawal for Navarino Dunes.

In addition, a series of water-saving measures have been applied, based on best available practices that focus on consumption monitoring (e.g. leak control, improved efficiency), including educational programs for visitors.

The availability and quality of underground and surface water is continuously monitored using state-of-the-art technology, through an extensive network of monitoring stations and sampling points.





Make cities and human settlements inclusive, safe, resilient and sustainable

11

Sustainable cities and communities

Investing in infrastructure development to enhance accessibility

(material topic)

According to UNWTO, tourism can advance urban infrastructure and accessibility, promote regeneration and preserve cultural and natural heritage, assets on which tourism depends.

Investment in green infrastructure (more efficient transport, reduced air pollution) should result in smarter and greener cities, not only for residents but also for tourists.

TEMES contributes to the realization of SDG 11 by implementing a series of policies aimed at increasing international awareness of the region and enhancing the network of local infrastructure.



TEMES continues to play a significant role in attracting new and more frequent flights to Kalamata airport, which is named “Captain Vassilis Constantakopoulos Kalamata International Airport” in recognition of the contribution of the company’s founder to the region’s profile and development.

The region’s ever-increasing visibility and promotion as a year-round destination is a key factor in establishing new routes that connect the region to Europe and beyond.

The continuous increase in flight arrivals reached 426% in 2019 while the growth rate of international passenger arrivals reached 404% record highs compared to 2009.

In 2020, due to the global pandemic and travel restrictions, regional airports across Greece remained closed for commercial operations until June, which meant Kalamata International Airport received a limited number of flights from July onwards.

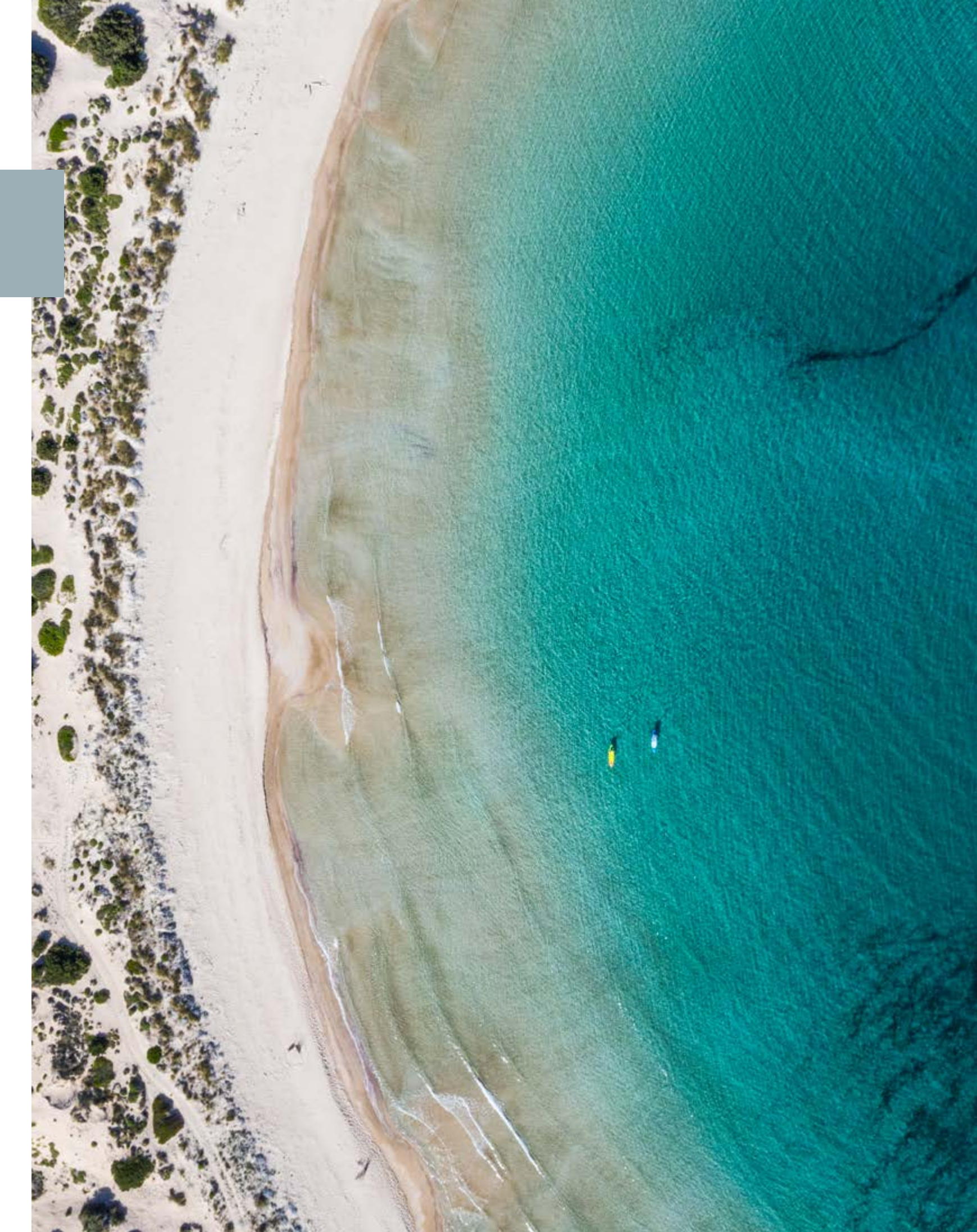
16 airlines are operating to Kalamata, serving 30 European destinations on a weekly basis. New routes are introduced annually, while airlines are increasing weekly frequencies and extending periods of operation, offering travelers significantly reduced transfer times and enhancing connections with major European destinations.

Through an investment that has surpassed €11 million so far, TEMES has been providing funds and technical expertise for the development of infrastructure in the wider region of Messinia.

Infrastructure support includes water management studies, road infrastructure design studies, construction of water tanks, wells and pipelines to improve and modernize the water distribution network of neighboring municipalities, to name just a few examples.

Recent road network construction completed in the area has reduced the travelling time to Messinia and improved access to nearby areas, facilitating locals and visitors alike.





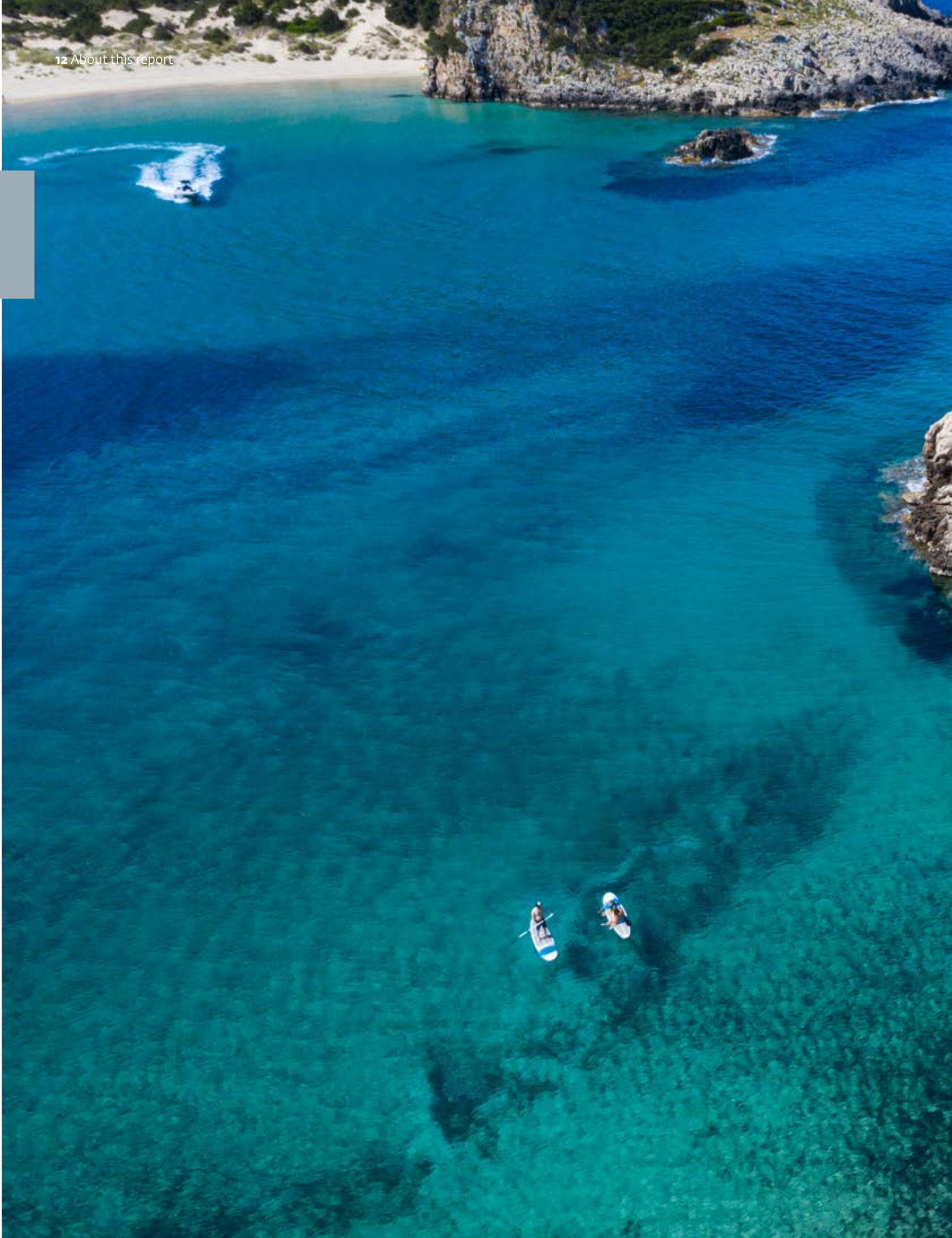
12

About this report

Scope & reporting standards

This is the fifth sustainability report compiled by TEMES S.A., which aims to provide accessible and comparable information on issues that reflect the company's significant economic, environmental and social impacts and substantively inform our stakeholders' assessments and decisions. The report is available on the company's website (www.costanavarino.com) and on the GRI website (www.globalreporting.org).

Although the company has adopted an annual reporting cycle, due to the Covid-19 pandemic and the disruption caused to the tourism sector on a national and international level, this report covers the entire range of activities of TEMES S.A. in the period from 1/1/2019 to 31/12/2020, unless otherwise stated.





The report focuses on our commitment to promote sustainable tourism and contribute, directly or indirectly, to the UN Sustainable Development Goals relevant to our operation. It has been prepared in accordance with the GRI Standards: Core option, the AA1000 AccountAbility Principles Standard (AP 2018), and has taken into consideration the Integrated Reporting <IR> Framework issued by the International Integrated Reporting Council (IIRC), specifically to show how Costa Navarino uses financial and non-financial capitals (inputs) to create sustainable development outcomes in the context of the UN SDGs.

The report outlines our policies and management practices, as well as our company targets and achievements for 2019-2020, in a simple and comprehensive way with the use of key performance indicators.

The Property Ownership, Compliance and Sustainability department of TEMES S.A. is responsible for the preparation, submission and distribution of this report. The Climate Change and Sustainability Services practice of EY Hellas has provided advisory services for the preparation of the report, in compliance with the GRI Standards.

TEMES S.A. is responsible for the calculation, collection and consolidation of quantitative data as well as for the accuracy and completeness of the quantitative and qualitative data included in this report. ERNST & YOUNG (HELLAS) CERTIFIED AUDITORS-ACCOUNTANTS S.A. bears no responsibility or liability against any third party for the contents of this report.

Independent assurance

Our sustainability report has been externally assured by TUV HELLAS (TUV NORD) according to the requirements of the GRI standards and AA1000 AP(2018), as described in the independent Assurance Report accompanying the sustainability report (see p. 114).

Feedback

We welcome any feedback you may have on this report which will enable us to further improve the structure and quality of information provided.

For matters pertaining to this report:
Vasilis Karakousis,
Tel: (+30) 211-0160256
Email: vkarakousis@temes.gr
TEMES S.A.
5 Pentelis St., 17564,
Athens, Greece

GRI Standard	Disclosure	Report section Page number(s)	Omission
GRI 101: Foundation 2016	102-1 Name of the organization	Our company p.7	
	102-2 Activities, brands, products, and services	Our company p.7	
GRI 102: General Disclosures 2016 (Core)	102-3 Location of headquarters	Our company p.7	
	102-4 Location of operations	Our company p.7	
	102-5 Ownership and legal form	Our company p.8	
	102-6 Markets served	Our company p.40	
	102-7 Scale of the organization	Our company p.7-8	
	102-8 Information on employees and other workers	Creating positions of employment p.76	
	102-9 Supply chain	Promoting local development p.86	
	102-10 Significant changes to the organization and its supply chain	There are no significant changes to the organization and its supply chain	
	102-11 Precautionary Principle or approach	Our approach to sustainability, Minimizing GHG emissions, mitigating and adapting to climate change p.56	
	102-12 External initiatives	Our approach to sustainability p.49	
	102-13 Membership of associations	Our company p.38	
	102-14 Statement from senior decision-maker	Letter from the Managing Director p.5	
	102-16 Values, principles, standards, and norms of behavior	Our company p.7	
	102-18 Governance structure	Our company p.42	
102-40 List of stakeholder groups	Our approach to sustainability p.60		
102-41 Collective bargaining agreements	There are no collective bargaining agreements		

GRI Standard	Disclosure	Report section Page number(s)	Omission
GRI 101: Foundation 2016	102-42 Identifying and selecting stakeholders	Our approach to sustainability p.60	
	102-43 Approach to stakeholder engagement	Our approach to sustainability p.60	
GRI 102: General Disclosures 2016 (Core)	102-44 Key topics and concerns raised	Our approach to sustainability p.60	
	102-45 Entities included in the consolidated financial statements	Our company p.7	
	102-46 Defining report content and topic Boundaries	Our approach to sustainability p.56-59	
	102-47 List of material topics	Our approach to sustainability p.59	
	102-48 Restatements of information	There were no restatements of information.	
	102-49 Changes in reporting	About this report p.161	
	102-50 Reporting period	01/01/2019 - 31/12/2020 p.161	
	102-51 Date of most recent report	01/01/2018 - 31/12/2018 p.165	
	102-52 Reporting cycle	About this report p.161	
	102-53 Contact point for questions regarding the report	About this report p.163	
	102-54 Claims of reporting in accordance with the GRI Standards	About this report p.163	
	102-55 GRI content index	GRI contents Index p.164	
	102-56 External assurance	About this report p.163	

GRI Standard	Disclosure	Report section Page number(s)	Omission
Material topic: Generating economic value			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Generating economic value p.74
	103-3	Evaluation of the management approach	Generating economic value p.74
GRI 201	201-1	Direct economic value generated and distributed	Generating economic value p.75
Material topic: Creating positions of employment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Creating positions of employment p.76-78
	103-3	Evaluation of the management approach	Creating positions of employment p.76-78
GRI 202	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Creating positions of employment p.83
GRI 401	401-1	New employee hires and employee turnover	Creating positions of employment p.82-83
Material topic: Investing in infrastructure development to enhance accessibility			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Investing in infrastructure development to enhance accessibility p.157
	103-3	Evaluation of the management approach	Investing in infrastructure development to enhance accessibility p.157
-		TEMES Indicator	Investing in infrastructure development to enhance accessibility p.158

GRI Standard	Disclosure	Report section Page number(s)	Omission
--------------	------------	---------------------------------	----------

Material topic: Promoting employee diversity, inclusiveness and human rights

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Promoting employee diversity, inclusiveness and human rights p.113-114
	103-3	Evaluation of the management approach	Promoting employee diversity, inclusiveness and human rights p.113-114
GRI 405	405-1	Diversity of governance bodies and employees	Promoting employee diversity, inclusiveness and human rights p.115-117
GRI 406	406-1	Incidents of discrimination and corrective actions taken	Promoting employee diversity, inclusiveness and human rights p.110
GRI 412	412-2	Employee training on human rights policies or procedures	Promoting employee diversity, inclusiveness and human rights p.117

Material topic: Safeguarding health, safety and wellbeing of employees and guests

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Safeguarding health, safety and wellbeing of associates and guests p.97-100
	103-3	Evaluation of the management approach	Safeguarding health, safety and wellbeing of associates and guests p.97-100
GRI 403	403-1	Occupational health and safety management system	Safeguarding health, safety and wellbeing of associates and guests p.101
	403-2	Hazard identification, risk assessment, and incident investigation	Safeguarding health, safety and wellbeing of associates and guests p.102
	403-3	Occupational health services	Safeguarding health, safety and wellbeing of associates and guests p.103
	403-4	Worker participation, consultation, and communication on occupational health and safety	Safeguarding health, safety and wellbeing of associates and guests p.104
	403-5	Worker training on occupational health and safety	Safeguarding health, safety and wellbeing of associates and guests p.106

GRI Standard	Disclosure	Report section Page number(s)	Omission
GRI 403	403-6	Promotion of worker health	Safeguarding health, safety and wellbeing of associates and guests p.108
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Safeguarding health, safety and wellbeing of associates and guests p.109
	403-8	Workers covered by an occupational health and safety management system	Safeguarding health, safety and wellbeing of associates and guests p.101
	403-9	Work-related injuries	Safeguarding health, safety and wellbeing of associates and guests p.111
	403-10	Work-related ill health	Safeguarding health, safety and wellbeing of associates and guests p.111

Material topic: Promoting local development

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Promoting local development p.86
	103-3	Evaluation of the management approach	Promoting local development p.86
-		TEMES Indicator	Promoting local development p.90

Material topic: Implementing sustainable use of water resources

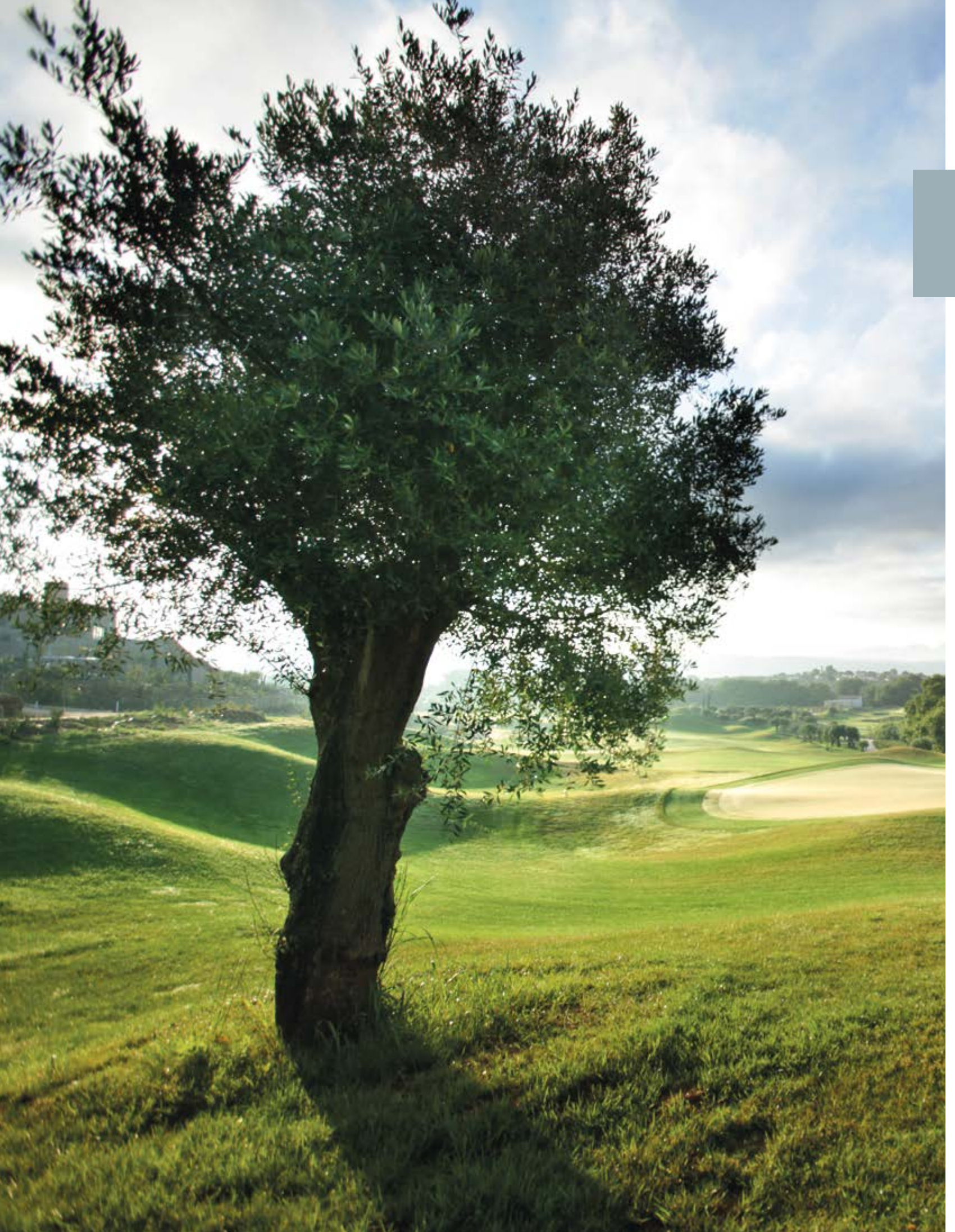
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Implementing sustainable use of water resources p.149
	103-3	Evaluation of the management approach	Implementing sustainable use of water resources p.149
GRI 303	303-1	Interactions with water as a shared resource	Implementing sustainable use of water resources p.151, p.154
	303-3	Water withdrawal	Implementing sustainable use of water resources p.151, p.154
	303-5	Water consumption	Implementing sustainable use of water resources p.153

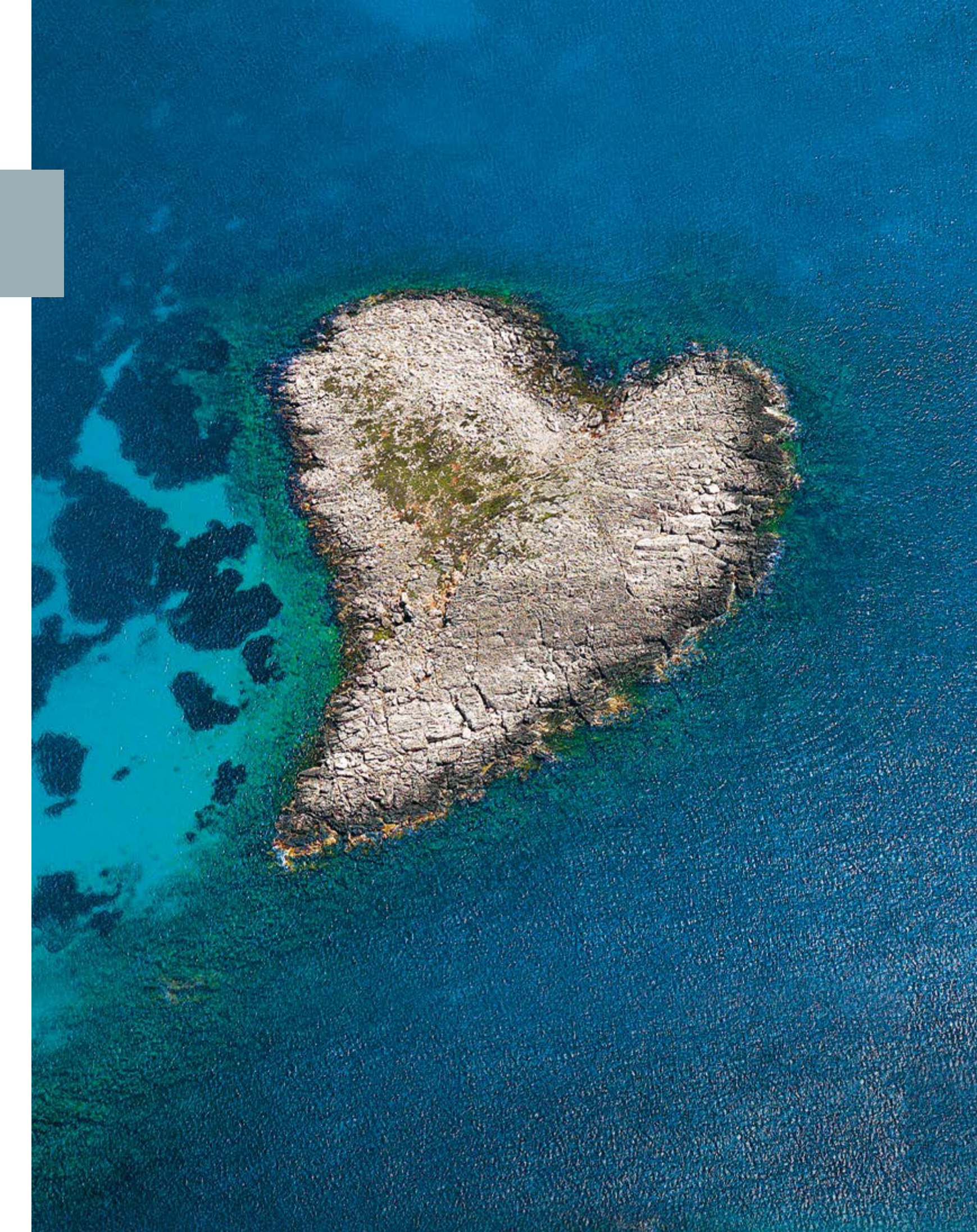
GRI Standard	Disclosure	Report section Page number(s)	Omission
--------------	------------	---------------------------------	----------

Material topic: Minimizing GHG emissions, mitigating and adapting to climate change

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Minimizing GHG emissions, mitigating and adapting to climate change p.119-122
	103-3	Evaluation of the management approach	Minimizing GHG emissions, mitigating and adapting to climate change p.119-122
GRI 302	302-1	Energy consumption within the organization	Our approach to sustainability p.127
	302-3	Energy intensity	Minimizing GHG emissions, mitigating and adapting to climate change p.127
GRI 305	305-1	Direct (Scope 1) GHG emissions	Our approach to sustainability p.131-132
	305-2	Energy indirect (Scope 2) GHG emissions	Minimizing GHG emissions, mitigating and adapting to climate change p.131-132
	305-3	Other indirect (Scope 3) GHG emissions	Minimizing GHG emissions, mitigating and adapting to climate change p.131-132
	305-4	GHG emissions intensity	Minimizing GHG emissions, mitigating and adapting to climate change p.131-132
	305-5	Reduction of GHG emissions	Minimizing GHG emissions, mitigating and adapting to climate change p.131-132

GRI Standard	Disclosure	Report section Page number(s)	Omission
Material topic: Protecting and preserving biodiversity			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Protecting and preserving biodiversity p.135-136
	103-3	Evaluation of the management approach	Protecting and preserving biodiversity p.135-136
GRI 304	304-3	Habitats protected or restored	Protecting and preserving biodiversity p.137
Material topic: Minimizing waste and promoting circular economy practices			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to sustainability p.59
	103-2	The management approach and its components	Minimizing waste and promoting circular economy practices p.143
	103-3	Evaluation of the management approach	Minimizing waste and promoting circular economy practices p.143
GRI 306	306-2	Management of significant waste-related impacts	Minimizing waste and promoting circular economy practices p.144-145
	306-3	Waste generated	Minimizing waste and promoting circular economy practices p.144-145





TEMES S.A. follows the principles of the AccountAbility AA1000AP (2018) standard for identifying, prioritizing and responding to sustainable development topics.

More specifically:

- **Inclusivity:** The company identifies the stakeholders who are affected by its operation or may influence by their decisions their ability to implement their strategy

and achieve their objectives. They consult with them to identify their needs and expectations and prioritize the material Sustainable Development topics.

- **Materiality:** The company identifies and prioritizes the material topics related to their business model, through a materiality analysis according to GRI Standards.

- **Responsiveness:** The company identifies the challenges and monitors its material topics with the participation of all Divisions/ Departments.

- **Impact:** The company monitors and measures the effects caused by its activity to mitigate the negative impacts and increase the positive ones.

PRINCIPLES <i>AccountAbility AA1000AP</i>	REPORT REFERENCE
INCLUSIVITY	Working together with our stakeholders
MATERIALITY	Material topics and strategic priorities
RESPONSIVENESS	<ul style="list-style-type: none"> • Our company (Governance) • Generating economic value • Investing in infrastructure development to enhance accessibility • Creating positions of employment • Safeguarding health, safety and wellbeing of employees and guests • Implementing sustainable use of water resources • Promoting local development • Minimizing GHG emissions, mitigating and adapting to climate change • Protecting and preserving biodiversity • Minimizing waste and promoting circular economy practices • Promoting employee diversity, inclusiveness and human rights
IMPACT	Our approach to sustainability (TEMES Business Model, Material topics boundaries)

Independent external assurance report

To: Management of TEMES S.A.

1. Scope of the External Assurance project of the Sustainability Report

The company TEMES SA (hereafter TEMES) has assigned TÜV HELLAS (TÜV NORD) SA (hereinafter referred to as TÜV HELLAS) the limited external assurance of the Sustainable Development Report, which covers the period 1/1/2019-12/31/2020.

The scope of the project consists of the following:

A. The conduction of the Application Level Check, according to the GRI Sustainability Reporting Standards (GRI Standards), referring to the Sustainability Report of TEMES for 2020.

B. The conduction of the coverage level check of the guide AA1000AP (2018), referring to the Accountability Principles as they are stated and analyzed within (Inclusivity, Materiality, Responsiveness & Impact). The level check was held based on the contents of the guide AA1000AS v3 (Type 1 Assurance-Moderate level).

The limited external assurance as it is defined by the above project scope, refers to the Sustainability Report of TEMES for 2019-2020 and it was conducted based on the corresponding correlation table of GRI Standards Indicators stated by TEMES in its Sustainability Report,

in order to confirm the Company's compliance to the requirements of the GRI Standards for the "In accordance_Core" Level, as well as the requirements of AA1000AP (2018).

2. Project Criteria

The external assurance was based on the evaluation of conformity with the requirements of the following guiding standards:

A. GRI Standards (Core Level)

B. AA1000AP (2018)

For the evaluation of conformity to the requirements of AA1000AP (2018), the provisions of the guide AA1000 Assurance Standard (AA1000AS v3) were followed. More specifically, the Type 1-Moderate level of external assurance was followed. According to this, the level of conformity to the Accountability Principles, as they are stated within AA1000AP (2018), was evaluated.

3. Project methodology

Based on the conformance criteria of paragraph 2 and in order to draw conclusions, the external assurance team of TÜV HELLAS conducted the following (indicative and not restrictive) methodology:

- Reviewed the procedures followed by TEMES to identify and determine the material issues in order to include them within the Sustainability Report.
- Interviews were conducted with selected executives of

TEMES having operational role in Sustainability issues in order to understand the current state of sustainability development activities and progress achieved during the period under reference.

- Reviewed the TEMES consultation approach with their stakeholders through interviews with executives responsible for communication with the interested parties at company level and review of selected documents.

4. Review limitations

The range of the review was exclusively limited to the activities of TEMES in Greece. No visits and interviews in stakeholders of the TEMES have been conducted. In case of any discrepancy in the translation between Greek and English version of the Sustainability Report, the Greek version shall prevail.

5. Responsibilities of the Reporting Organization and Assurance Provider

The team for Sustainability of TEMES carried out the Sustainability Report, thus, is exclusively responsible for the information and statements contained therein.

The external assurance conducted, as it is defined in the project scope (paragraph 1), does not represent TÜV HELLAS' opinion related to the quality of the Sustainability Report and its contents.



AA1000
Licensed Report
000-209/V3-2VNBS

The responsibility of TÜV HELLAS is to express the independent conclusions on the issues as defined in the project scope and in accordance to the relevant contract. The project was conducted in such a way so that TÜV HELLAS can quote to TEMES administration the issues mentioned in this report and for no other purpose.

6. Conclusions- Recommendations

Based on the project scope (paragraph 1) and in the context of the external assurance procedure followed by TÜV HELLAS, the conclusions are as follows:

A. Accuracy and completeness of data related to the Application Level Check.

- During the external assurance project carried out, nothing came to the attention of TÜV HELLAS which would lead to the conclusion that the Report does not meet to the requirements of the GRI Standards for the "In accordance_Core" Level, as reflected on the corresponding correlation GRI content index.

B. Adherence to the AA1000 AccountAbility Principles (Inclusivity, Materiality, Responsiveness & Impact) against the criteria found in AA1000AP (2018)

INCLUSIVITY
Dialogue on Sustainability Issues

with the Stakeholders

- We have not realized any matter that causes us to believe that major stakeholder groups were excluded from consultation processes, or that TEMES has not implemented the principle of Inclusivity in developing its approach to sustainability.

MATERIALITY
Focus on the material issues related to sustainability

- We have not realized any matter that causes us to believe that the material issues' definition approach which was followed by TEMES does not provide a comprehensive and balanced understanding of the material issues.

RESPONSIVENESS
Addressing the needs and expectations of stakeholders

- We have not realized any issue, which would lead us to believe that TEMES has not responded timely and adequately, through decisions and actions, to the needs and expectations that emerged from the material issues of sustainable development

IMPACT
Impact of company's activities to the broader ecosystems

- We have not realized any issue which would lead us to believe that TEMES has not understood and managed the direct and indirect impacts that the material aspects create to the broader ecosystems

TÜV HELLAS did not realize anything that would lead to the conclusion of incorrect collection or transfer of data concerning the allegations made regarding the fulfillment of the requirements of the Accountability Principles, as set out in AA1000AP (2018).

During the assurance, no issues arose that would lead to improvement proposals.

7. Impartiality and independence of the external assurance team

TÜV HELLAS states its impartiality and independence in relation to the project of TEMES Sustainability Report external assurance. TÜV HELLAS has not undertaken work with TEMES and does not have any cooperation with the interested parties that could compromise the independence or impartiality of the findings, conclusions or recommendations.

TÜV HELLAS was not involved in the preparation of the text and data presented in the Sustainability Report of TEMES.

Athens, December 20, 2021
For TÜV HELLAS (TÜV NORD) SA

Nestor Paparoupas
Sustainability Product Manager

